

## STEP 1: REGISTER FOR BACK-UP CARE

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### Online

1. Visit [backup.brighthouse.com](https://backup.brighthouse.com), click “Create Your Profile,” and enter your employer credentials:
  - Employer Username: **UCbackup**
  - Employer Password: **Care1**
2. Complete the simple registration form and create a personalized username and password.  
**Note:** *If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES and your personal username and password will be delayed until confirmation is received from your employer.*

### By Phone

1. Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7.
2. You’ll receive a confirmation email with a link to create a personalized username and password.
3. Log in to your account with your new credentials.

## STEP 2: COMPLETE YOUR CARE PROFILE

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On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

1. **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
2. **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, friend) as an emergency contact and/or authorized to pick up care recipients.
4. **Enter Care Locations:** Let us know where you will typically need care.

## STEP 3: RESERVE BACK-UP CARE

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Access up to 20 days of back-up care annually at subsidized rates. Child care in a center is \$30 per child per day or \$55 per family per day; in-home care for well or mildly-ill children, adults, and elders is \$10 per hour.

Reservations for back-up care can be made:

1. **Online:** Visit [backup.brighthouse.com](https://backup.brighthouse.com). Once you have completed your care profile, visit the home page and click on the blue “Make My First Reservation” button.
2. **By Phone:** Call 877-BH-CARES (242-2737) to speak with a care consultant 24/7.
3. **Via Mobile App:** If you’re fully registered and have used care once before, search “Back-Up Care” in the [App Store](#) or [Google Play](#) and download the app to reserve care on the go.

Once care is reserved, you will receive a confirmation email. You may also indicate in your care profile that you’d like to receive care confirmations via phone.