

## How to Create a ProCare Account

If you have already registered or you are an existing family who has used the extended day system in the past, you will receive an email inviting you to create a ProCare Account. *If you are new to extended day, you must call the office and request a link to register for the program before creating your ProCare account.*

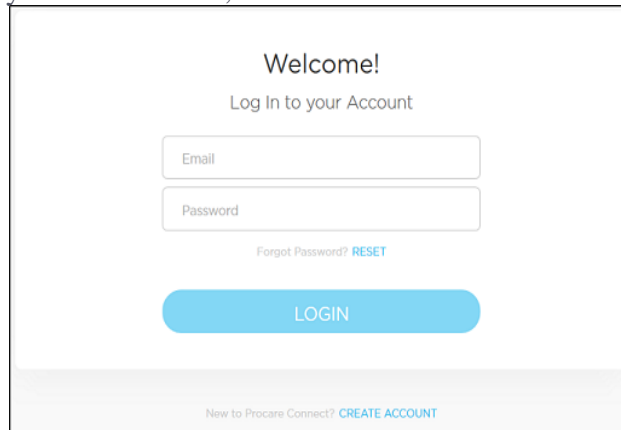
### Once you have been invited, here are the steps you need to follow:

1. You will receive a unique registration code via email or text. You will need to have this code handy when you begin to sign up. (This code is only live for one week. After that point, you will need to contact Michelle Wisnor for a new code [mwisnor@stjudejaguars.org](mailto:mwisnor@stjudejaguars.org))
2. There are two ways you can sign up, either via the web or app. Below are directions for both methods. You only need to sign up with one method and your log in information can be used for both the web and app moving forward.

### Sign Up from the Website

**Please Note:** If you sign up through the website, please make sure to also download the ProCare App after creating your account.

Click the web link in your invite email, then click "Create Account" at the bottom of the screen.



Welcome!  
Log In to your Account

Email


Password

Forgot Password? [RESET](#)

[LOGIN](#)

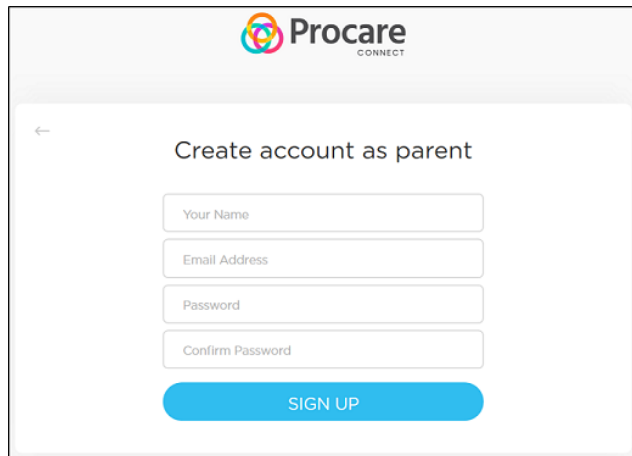
New to Procare Connect? [CREATE ACCOUNT](#)

Then select PARENT for the "Which describes you best?" question.



The screenshot shows the ProCare Connect registration interface. At the top is the ProCare logo with the word 'CONNECT' underneath. Below the logo, the text 'Which describes you best?' is centered. Underneath this text are two light blue rounded rectangular buttons: 'STAFF / TEACHER' on the left and 'PARENT' on the right, separated by the word 'OR'. A blue arrow points from the right side of the 'PARENT' button towards the right edge of the screenshot.

Complete the fields below, then click Sign Up.



The screenshot shows the 'Create account as parent' form in the ProCare Connect app. At the top is the ProCare logo with 'CONNECT' below it. A back arrow is visible in the top left corner. The title 'Create account as parent' is centered. Below the title are four input fields: 'Your Name', 'Email Address', 'Password', and 'Confirm Password'. At the bottom of the form is a blue rounded rectangular button labeled 'SIGN UP'.

**Please Note:** The invitation code in the email above should only be entered *after* you have created your account and logged into ProCare. You will see a prompt to enter the code and Add Child.

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### **Sign Up from the App**

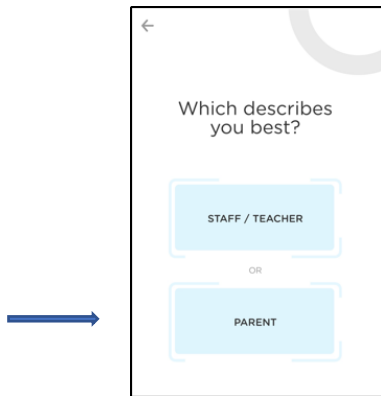
You can click the link in your invite email or go to your app store and download the ProCare app with the following logo.



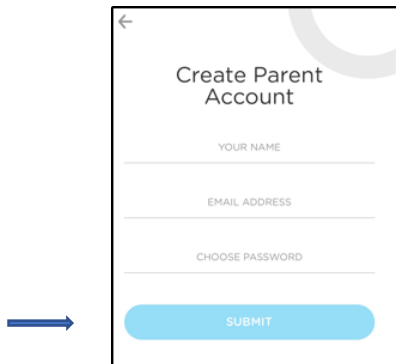
Click Sign Up at the bottom.



Please select Parent.



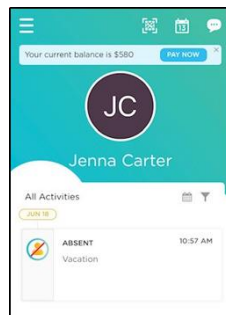
Fill out the below information and click submit.



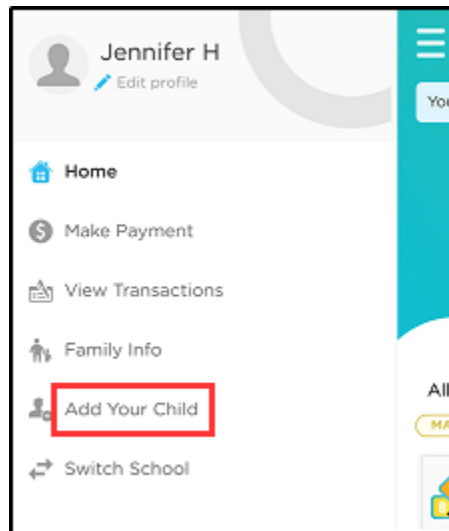
Enter your code from step 3 in the email invite. **Please Note:** This code should only be entered *after* you have created your account and logged into ProCare.



You will now be signed into the app.



**Please Note:** If you have more than one child, click the menu icon in the top left corner, then select Add Your Child. Enter the next 10-digit code provided by the school.



## Trouble Logging In?

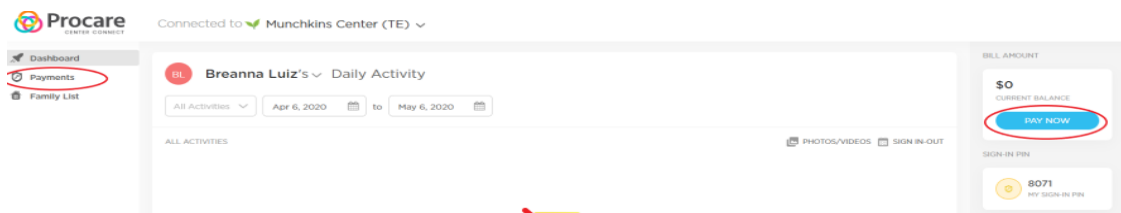
Here are a couple of things you can check:

1. Do not try to log into the ProCare using your email address and the invitation code. You will receive an error that your email is invalid. You must first create an account.
2. If you already have a ProCare account, navigate to the login screen (do not create an additional account). Login with your email and password, or reset your password, if needed

## Setting up Electronic Payments

The preferred method of payment for extended day is ACH through your bank account. All parents must complete this step after creating an account. You will need to give the school permission to process ACH twice a month (every other Friday).

**Step 1:** Log into your account, click "Payments" on the left side and then click "Make Payment"

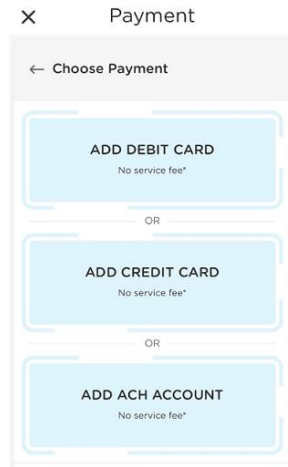


**Important Note:** Parents are able to set up online payment methods separately. This means that if one parent sets up a credit card on their account, the second parent will still see a "Set Up Payment Method" button on theirs. The second parent will not be able to view or change the first parent's payment method.

**Step 2:** To set up your payment method, click on the blue "Set Up Payment Method" button as shown below. Then you will see one of the following screens below to choose whether you are adding a bank account, credit card or a debit card.



No Payment Method has been set up yet!



The default for the school will be to set whatever account you choose as the default for auto pay and charges will automatically be deducted on the 15<sup>th</sup> and 30<sup>th</sup> of each month. If you need to make other arrangements for some reason you must contact Michelle Wisnor 440-366-1681 ext. 212 or email [mwisnor@stjudejaguars.org](mailto:mwisnor@stjudejaguars.org)