

Bright Horizons Back-Up Care Reservation Guide



Step 1: Register for My Bright Horizons

Online

- Visit clients.brighthorizons.com/chapman and click “Join Today”
- Enter the requested credentials to verify your eligibility
- Follow the prompts in the confirmation email to continue filling out your information
- Create a personalized username and password for future use of the website

Phone

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

Step 2: Reserve Back-Up Care

Access up to 5 days of back-up care annually at subsidized rates.

Back-Up Care Service	Back-Up Care Copay
Center-Based Care	\$15 per child/day or \$25 per family/day
In-Home Care	\$6 per hour

Online

- Visit clients.brighthorizons.com/chapman. Select “Back-Up Care” in the “Benefit summary” box and click “Request care” to access the back-up care site and make a care reservation.

Mobile

- Download the mobile app by searching “Back-Up Care” in the App Store or Google Play to reserve care on the go
- If you are fully registered and have used care once before, use your personalized username and password to access your account via the mobile app and make a care reservation
- If you are accessing back-up care for the first time, enter your employer credentials:
 - Employer Username: **Pantherpride**
 - Employer Password: **care4you**

Phone

- Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7/365
You also have access to exceptional support for your family and work-life balance. Visit My Bright Horizons to explore all of your benefits today!