

## The Caregiver Portal

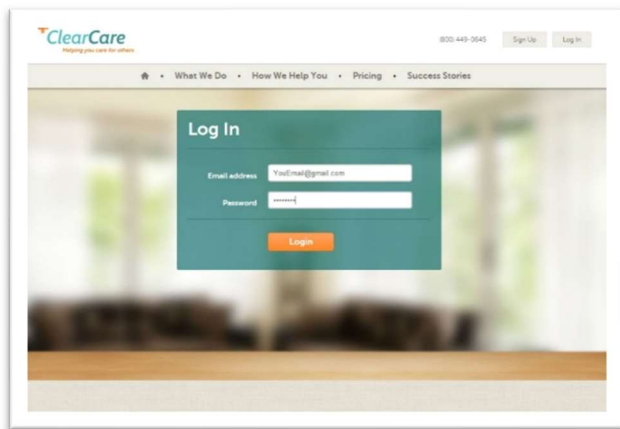
### Step 1

Login to the caregiver portal at <http://app.clearcareonline.com>

**USER NAME:** email address

**PASSWORD:** in lower case letters --- first initial of first name first initial of last name and the last four your social security number.

**Example:** Username: [carriegreen@homeinstead.com](mailto:carriegreen@homeinstead.com)  
PW: cg1234



### The Caregiver Portal

Through the caregiver portal, you can login to ClearCare to easily access your schedules; upcoming clients' assessments and shift details such as tasks and get directions from your home to the client's. The caregiver portal is view-only you will be unable to edit any of the information that you can view.

#### What can a caregiver see in the caregiver portal?

When you log in, you will see a calendar showing your shifts. You will be able to change the view to see a monthly, weekly, or daily calendar.

There are three read-only items that a caregiver can view in the caregiver portal:

- 1) Shift details, including shift times, tasks, status, and whether the shift is part of a series.
  - 2) Client Assessment and Care Plan. Only the assessments and care plans for clients with scheduled shifts with the caregiver will be accessible.
  - 3) Directions to the client home. When this link is clicked Google Maps directions will open in a new tab. The addresses will be pulled from the client and caregiver profiles in ClearCare.
- Have more questions about the caregiver portal? One of the best ways to learn more about this feature is to play around with it yourself!