

EMPOWER - FAQs

What site do I go to?

<https://empower-caregiver.sabacloud.com/>

What is my username?

Your email address we have on file.

What is my password?

If this is your first time logging on, you will have to reset your password. Your password can be anything that will be easy for you to remember.

If it is not your first time logging in, it will be the password you set when you first logged on. If you don't remember it, you will reset your password.

Can I log on to Empower through the Grandpad or Caregiver portal?

No, you must use the website. (See above)

How do I get to my assigned training?

Once logged on, in the upper left-hand corner of the screen, you will see either 3 lines or 9 dots. Click on them. Go to the "ME" tab. This will take you to your assigned trainings.

When I click on "Launch" nothing happens, why?

With most trainings, when "Launch" is selected a pop-up window opens with the content. If you cannot see the new window, your pop-ups are blocked for this website. You will need to disable the pop-up block for the site. Usually, there is a little red "x" in the web address bar all the way to the right. If you click on that you should be able to disable the pop-up blocker for the website.