



# Your Care.com Membership



Finding the right care for your family can be tricky. But you're in luck; the University of Rochester provides you with unlimited access to Care.com. So you can get the helping hand you need—when and where you need it.

## **Find care for every member of the family.**

Check out caregivers near you, flag your favorites to easily find them again, and send messages to those at the top of your list. You can also post a job explaining your care needs in minutes—and get responses within hours.

## **Hire, chat and even pay from anywhere.**

Use your desktop or the app to connect with any of the caregivers on Care.com. You can access background check options and reviews, and set up phone interviews or video chats. Once you hire, it's easy to pay through Care.com and avoid last-minute ATM trips.

## **Use it whenever you need care—at no cost to you.**

Your employer understands the importance of your quality of life. So they're providing you with a Care.com Membership to help you get the care you need, wherever you are. So when you need help at home—use Care.com.

## Use your Care.com Membership to find:

- Nannies and sitters
- Senior caregivers
- Dog walkers, sitters, and groomers
- Personal assistants
- Summer or vacation camps
- Special needs caregivers
- House cleaners
- Tutors
- Transportation assistance
- Childcare centers
- And more!

Activate your membership now.

Register at [universityofrochester.care.com](https://universityofrochester.care.com)





# Frequently Asked Questions

## How do I access my Care.com Membership?

On a desktop computer, just log in to your Care.com account via your University of Rochester company portal. Or, download the Care.com app to your mobile device and log in using your University of Rochester Employee ID number.

## What does my Care.com Membership include?

You get unlimited access to the world's largest network of caregivers, for starters. There, you can explore detailed provider profiles, access background check options, use safety tools, send real-time payments to caregivers, and even learn about household payroll and tax assistance.

## How can I use my Care.com Membership?

You can find, schedule, manage, and pay for care. Use the intuitive Care.com app or desktop site to:

- Find after-school sitters for those 3 pm pick-ups
- Get Fido a walker while you're working
- Help mom and dad at home with a senior caregiver
- House need some love? Find a housekeeper
- Find great tutors to help your kiddo with classwork
- Personal assistants, special needs, and more

## What precautions does Care.com take to maintain a safe community?

Your family's well-being is your top priority. That's why we offer tools and resources to help you evaluate risk and stay savvy about safety. At [care.com/safety-center](https://care.com/safety-center), you can find:

- Safety guides to help you make safer decisions throughout your caregiver search
- Background Check Guide
- Option to request and run a background check on a caregiver
- Safety resources such as how to handle reference checks
- Safety FAQs

## How should I go about paying for care?

You can pay caregivers directly or separately enroll in the Care.com® HomePay<sup>SM</sup> service, which makes it easy to manage household payroll and pay nanny taxes. Visit [care.com/homepay](https://care.com/homepay) to learn more.

## How it works:

- 1. Register** for your Care.com membership through the University of Rochester portal with your Employee ID number and enter some helpful information about your care needs.
- 2. Log in** through your portal website or via the app. From there, you can:
  - **Search profiles** that match your needs, just by selecting a few simple preferences. Then, click "Contact" to send a message to the caregivers you're interested in.
  - **Post a job.** If you'd rather hear from candidates, it's easy to post a job to get even more responses fast.
- 3. Review candidates.** You can schedule interviews from any device, and even request a background check. Then, book, hire, and even pay your new caregiver all through your Care.com account.
- 4. Be happy** knowing you can find care anytime, anywhere, via mobile, our app or a computer.

Activate your membership now.  
[Register at universityofrochester.care.com](https://universityofrochester.care.com)

