

# How to Use Back-Up Care

## STEP 1: REGISTER FOR BACK-UP CARE

### Online

1. Visit <https://clients.brighthorizons.com/wwt>, select “Use It” under **Reserve Back-Up Care** and click the “Sign Up” button to verify your eligibility and create a username and password for future use of the website.
2. If searching for “back-up” care through a browser or using the mobile app enter your employer credentials:
  - Employer Username: **WWT**
  - Employer Password: **Benefits4You**

**Note:** *If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES and your personal username and password will be delayed until confirmation is received from your employer.*

### By Phone

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

## STEP 2: COMPLETE YOUR CARE PROFILE

On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

1. **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
2. **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, or friend) as an emergency contact and/or authorized to pick up care recipients.
4. **Enter Care Locations:** Let us know where you will typically need care.

## STEP 3: RESERVE BACK-UP CARE

Access up to 10 annual days of back-up care annually at subsidized rates. Child care in a center is \$15 per child/day or \$25 per family/day. In-home care is \$6 per hour (4 hour min.) for children, adults, and elders. Reservations for back-up care can be made:

1. **Online:** Visit <https://clients.brighthorizons.com/wwt>. Once you have completed your care profile, visit the home page and click on the blue “Make My First Reservation” button.
2. **By Phone:** Call 877-BH-CARES (242-2737) to speak with a care consultant 24/7.
3. **Via Mobile App:** If you’re fully registered and have used care once before, search “Back-Up Care” in the [App Store](#) or [Google Play](#) and download the app to reserve care on the go.

Employees also have access to support to help balance work/life demands. Jump ahead on the waitlist at **Bright Horizons®** centers or take advantage of tuition discounts at our partner centers. Explore Sittercity’s database of sitters and virtual sitting, pet care, and more. Access a discounted local placement service to find trained, screened nannies. Also take advantage of exclusive discounts on tutoring, test prep, and enrichment courses, as well as virtual and in-home learning pods.