



## **PROCARE INSTRUCTIONS:**

You will be receiving an email from Procure inviting you to sign up for access to your account so that you can view your child's information, track their daily activities and send/receive messages to/from the staff. It will contain all the instructions you need to sign up for the Procure account or you can use the following step-by-step instructions.

Families will ONLY be able to view your child/children's information and will NOT be able to add, edit or change anything on their profile.

IF you see any error on their accounts or need to add, edit or change anything on their profile, please email Angela and her team at [kcoffice@bccaschool.ca](mailto:kcoffice@bccaschool.ca). Please direct all accounting related questions to Su and her team at [kcaccounting@bccaschool.ca](mailto:kcaccounting@bccaschool.ca). Please email the supervisors for all group/program related questions at [kcsupervisors@bccaschool.ca](mailto:kcsupervisors@bccaschool.ca)

You can email me directly at [kidsclub@bccaschool.ca](mailto:kidsclub@bccaschool.ca) for any other questions outside of the above.

## **CREATING YOUR ACCOUNT ON PROCARE:**

1. Navigate to Procure web portal.
2. Click Create Account and then select Parent
3. Fill out the form on the next screen and click Sign Up. The email used in the sign-up must match the email address your invite code was sent to.

Please make sure that you follow the directions on the email exactly and don't skip or add any steps. When it asks your name for the account, please use your legal name. You can add your preferred name in brackets next to your legal name, if you like. First name and preferred names can be in Caps and lower case but family names should be ALL CAPS.

Example:

First & Preferred Names: **Jihoon (Jane)**

FAMILY NAME: **LEE**

If the email address on the sign-up form does not match the email address the invite code was sent to, the account creation will fail and you will see the following error:

!!Email Address must match the email to which the invite code was sent X

Note: If you wish to use a different email address, please contact BCCA Kids Club Office Staff before completing the sign-up.

If both parents are using the same email, only one parent will be able to sign up on Procure but we recommend that each parent sign up for their own Procure account. Just email [kcoffice@bccaschool.ca](mailto:kcoffice@bccaschool.ca) with the 2<sup>nd</sup> email address and we will update your child/children's account accordingly and send the invitation to the second email as well. Same process for anyone needing more than 2 accounts.

Important: If you already have a Procure account, navigate to the login screen and sign-in with your email and password –or- reset your password if needed. DO NOT create an additional account.



### Important Invitation Code Information

Invitation codes expire one week from the date they are received. A new code is needed if the invite code is not accepted within the week. Please request to be re-invited by BCCA Kids Club Staff.

The invitation code is unique to you and should not be shared.

Each email invite includes a single code. If each parent or guardian wishes to create an account, you will all need separate codes.

Procure Online automatically sends reminders notifying users about their pending invitations: the first reminder is sent after 3 days, and the second after 6 days.

### Download the Procure Child Care Mobile App

Once your account has been created, follow the steps below to download the Procure Child Care Mobile app.

1. Search for and download the Procure Child Care Mobile app from the Apple (iOS) Store, Google Play (Android), or the Amazon Store.
2. Login with the account information you created.
3. Now you should be able to see your child's information

Click the [Getting to Know your Procure App](#) to learn more about the app and its features. Please note that not all features may be enabled by BCCA Kids Club at this time.

### Trouble Logging In?

Here are a couple of things you can check:

1. Ensure the email address you enter on the sign-up screen matches the one your invite code was sent to. If the email address is different, the account creation will fail.
2. Attempting to log in to Procure with the invitation code as your password will not work. You will receive an error that your email is invalid. You must first create an account.
3. Ensure you are creating an account through the [Procure Web Portal](#) prior to signing in on the Procure Child Care Mobile app.

FYI we will also be emailing everyone the Procure sign up instructions with the links so please check your email (and the spam box as well, just in case).

Please email me at [kidsclub@bccaschool.ca](mailto:kidsclub@bccaschool.ca) if you have any questions or difficulties in signing up on Procure.

Thank you for your kind attention and cooperation.

God bless,  
Theresa Lee  
Director  
BCCA Kids Club