



Welcome to Care.com

Get the care you need—wherever you are.

Life is unpredictable, and sometimes, we could all use a little extra help. Care.com gives you access to:

- Local caregivers for one-time or ongoing care needs
- Profiles, reviews and background check options
- Online screening and hiring
- Payroll management
- Expert advice on finding and managing care

Frequently Asked Questions

What services are offered through Care.com?

- Access to a searchable database of providers for your family care needs, including care for an elderly adult, child, home, pet, or tutoring.
- Backup Care: last-minute caregiver for in-home or in-center childcare, or in-home adult care. Caregivers in the backup care program have already been vetted and background checked. These are nanny-quality caregivers for children, and home health agency resources for adults.

How do I sign up for the Care.com benefit?

- To activate your benefit, go to nugrad.care.com and select “Enroll Now” or call 855.781.1303. You must enter your NU ID# to validate your status as a graduate student.

Is there a cost to use the Care.com benefit?

- There is no cost to find care providers on the self-service site. Once you hire them, the cost of care should be discussed with your caregiver.
- If you decide to use the backup care benefit, you will be charged a subsidized rate of \$6.00/hour for in-home care and \$15 per child per day at a child care center.

Is there a limit to the number of times I can use the Care.com benefit?

- There is no limit to the number of times you can use the self-service website.
- However, each graduate student will receive a maximum of 15 days per year for child and adult backup care services. One “day” consists of a minimum of 4 hours and a maximum of 10 hours.

What should I do if I have a current Care.com account outside of Northeastern University?

- Visit nugrad.care.com
- Click Enroll Now
- When asked if you are new to care.com? Click ‘No’
- The prompts will ask you to enter your credentials for your current account and may ask additional questions to validate you as a graduate student.
- Need help? Dial the member care team at 855-781-1303.

How do I learn more about the Care.com benefit?

For more information, click the following:

- [Backup Child Care FAQ](#)
- [Backup Adult Care FAQ](#)

Who do I contact if I have questions about Care.com?

- If you have questions about this benefit, please contact Care.com at 855.781.1303.