


Customize the KidKare Welcome Letter

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You can customize the welcome letter sent to your providers when you first enroll them in your sponsorship. By default, this letter contains:

- A brief, introductory message.
- A link to allow the provider to log in and reset their password.
- Get started information, including a link to [Home Daycares: A Brief Introduction to KidKare](#) and the [Get Started with KidKare for Home Providers](#) guide.
- A link to the [KidKare Knowledge Base](#).
- A signature that includes your name and phone number.

To customize the welcome letter:

1. Log in to app.kidkare.com.
2. Click . The Settings page opens.
3. In the **General Settings** section, click **Edit Welcome Letter Template**. The Welcome Letter Template pop-up opens.

Welcome Letter Template ✕

Subject: Welcome to KidKare!
To: Provider Email
From: Sponsor Name Sponsor Email <noreply@kidkare.com>

Dear Provider Name,

Welcome to KidKare! KidKare is a web-based application that allows you to manage child attendance record menus and meal counts, submit your claim, and more. You can log in to KidKare at <https://app.kidkare.com>, using most web browsers


Click the link below to log in and set up your password.
<https%3A%2F%2Fapp.kidkare.com%2F%23%2Flogin%2Fresetpassword>

Get Started
To get started, we recommend you view the Home Daycares: A Brief Introduction to KidKare video [here](#). You can also view and print Get Started with KidKare for Home Providers [here](#).

Additional Help
If you need additional help using KidKare, check out the provider content on the KidKare Knowledge Base [here](#).

Thank you,
Sponsor Name
Sponsor Phone
Sponsor Address
Sponsor Email

Attachments
claimAttendanceDetails2021-03-01.pdf

[Edit](#) 

4. Click **Edit**.

5. Update the **Subject** and **From** boxes, as needed. Variables you can use to fill-in certain information are listed at the bottom of the editor (SponsorName, ProviderPhone, and so on). To add one of these variables to your text, type @ and begin typing the variable to use. A list of available items displays as you type, so you can select the variable you need. For example, to add the provider's name to the Subject, you would type **@ProviderName** in the **Subject** box.

Welcome Letter Template

Subject * Welcome to KidKare!

From * SponsorName SponsorEmail

Include Get Started Text Include Additional Help Text

Dear ProviderName ,

Welcome to KidKare! KidKare is a web-based application that allows you to manage child attendance record menus and meal counts, submit your claim, and more. You can log in to KidKare at <https://app.kidkare.com>. using most web browsers

Click the link below to log in and set up your password.
LinkUrl

Get Started
To get started, we recommend you view the Home Daycares: A Brief Introduction to KidKare video [here](#). You can also view and print Get Started with KidKare for Home Providers [here](#).

Additional Help
If you need additional help using KidKare, check out the provider content on the KidKare Knowledge Base [here](#).

Signature

Thank you,
SponsorName
SponsorPhone
SponsorAddress

Type @ to insert the tags

ProviderName ProviderPhone ProviderEmail SponsorPhone SponsorName SponsorAddress
SponsorEmail

Attachments claimAttendanceDetails2021-03-01.pdf Choose

Add Attachment

Cancel Save

6. In the **Message** section, click next to **Include Get Started Text** and/or **Include Additional Help Text** to remove those sections. The toggle turns red, indicating that the section was removed. To add them again, click .

Note: You cannot change the text in these sections. You also cannot remove the log in link.

7. Click the first **Message** box and customize your messaging. Just as you did in **Step 5**, you can use variables to complete certain information, such as the provider's name.

8. Click the **Signature** box to customize your signature.
 9. Click **Add Attachment** to add any attachments needed.
 10. When finished, click **Save**.
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