

# Steps for CAREGiver Empower Access

1

Open a web browser and type in  
**<https://empower-caregiver.sabacloud.com>**

2

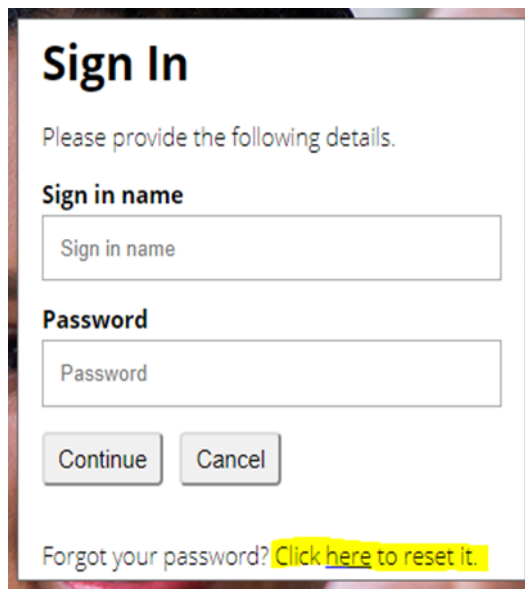
It is time to sign in; there are two options for signing in:

2a

If you have *already set up your new password*, you can sign in using your sign in name (your email address) and the temporary password you selected. **Proceed to Step 9.**

2b

If this is your *first time signing in*, you will need to follow a password reset process. Select 'here' from the bottom of the sign in window. **Proceed to Step 3.**



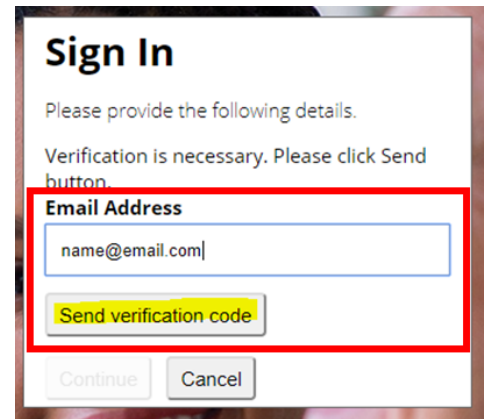
The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Please provide the following details.
- Sign in name** (Label) above a text input field containing the placeholder 'Sign in name'.
- Password** (Label) above a text input field containing the placeholder 'Password'.
- Continue** and **Cancel** buttons.
- Forgot your password? [Click here to reset it.](#) (Link highlighted in yellow)

2b

3

The system needs to send you a verification code so you can set up a password. Enter your email address and select “Send Verification Code.”



**Sign In**

Please provide the following details.

Verification is necessary. Please click Send button.

**Email Address**

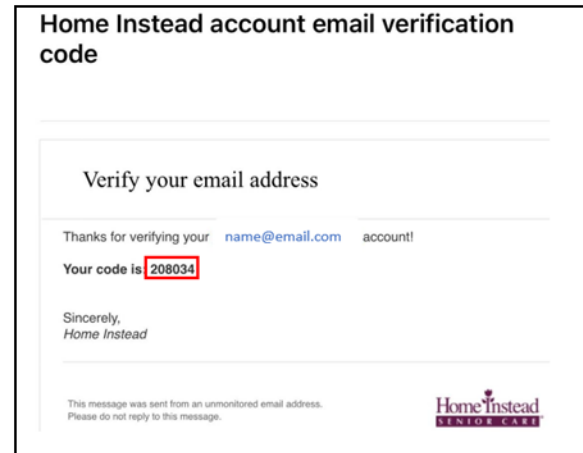
name@email.com

**Send verification code**

Continue Cancel

4

Next, access your email account to obtain the verification code. You may need to look in your spam or junk folder.



**Home Instead account email verification code**

Verify your email address

Thanks for verifying your name@email.com account!

Your code is 208034

Sincerely,  
Home Instead

This message was sent from an unmonitored email address.  
Please do not reply to this message.

Home Instead  
SENIOR CARE

5

Enter the verification code and select “Verify code.”  
**Proceed to Step 6.**



**Sign In**

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

**Email Address**

name@email.com

**Verification code**

208034

**Verify code** Send new code

Continue Cancel

5a

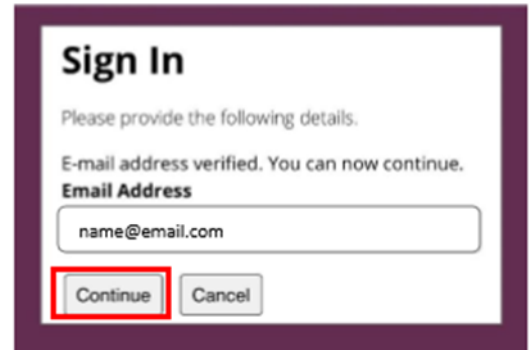
If you **did not** receive the email, verify you correctly entered the email address that the franchise office has listed in your CAREGiver profile in ClearCare or Vinny.

5b

If your email address in ClearCare or Vinny was incorrect and you updated it, you will need to **wait 24 hours** for the information to re-sync to Empower before you will be able to login successfully.

6

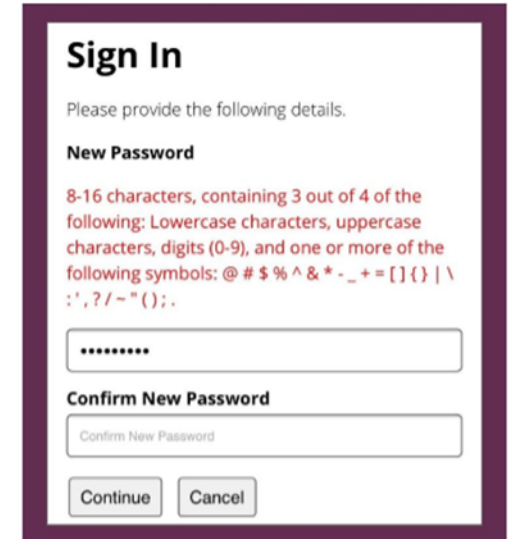
When your verification code is accepted, click “Continue” on the next prompt.



The screenshot shows a 'Sign In' form with the title 'Sign In' and the instruction 'Please provide the following details.' Below this, it says 'E-mail address verified. You can now continue.' There is a text input field labeled 'Email Address' containing 'name@email.com'. At the bottom, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is highlighted with a red rectangular box.

7

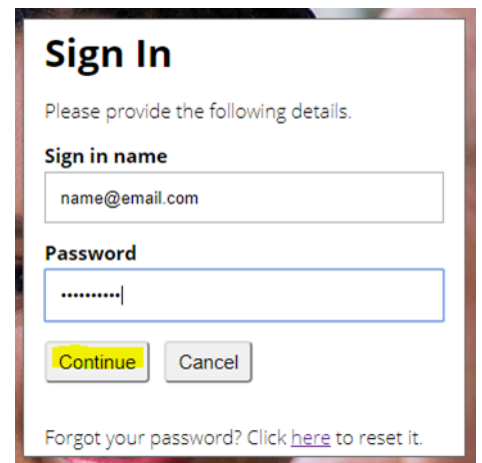
Next, you will enter a new password following the guidelines provided and confirm this password by typing it again. Click “Continue” and **proceed to Step 8.**



The screenshot shows a 'Sign In' form with the title 'Sign In' and the instruction 'Please provide the following details.' Below this, it says 'New Password'. There is a list of password requirements: '8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* \_ + = [ ] { } | \ : ' , ? / ~ " ( ) ; .'. Below the requirements are two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

8

You will be re-directed to the main login page. Sign in using your email address and your **new** password.



The screenshot shows a 'Sign In' form with the title 'Sign In' and the instruction 'Please provide the following details.' Below this, it says 'Sign in name'. There is a text input field labeled 'Sign in name' containing 'name@email.com'. Below this is a text input field labeled 'Password' containing '.....'. At the bottom, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is highlighted with a yellow rectangular box. At the very bottom, there is a link: 'Forgot your password? Click [here](#) to reset it.'

9

Congratulations, you have signed into Empower. Continue your learning journey by using the My Learning, New Employee, Learning Catalog, CAREGiver Learning & Development and Help buttons found on the home page.