



FAQs About Your Torchlight Benefit

Torchlight supports parents and caregivers like you.

Q What resources does Torchlight provide?

A Resources include digital guides, webinars (live and on demand), podcasts, online community events, video, Expert Q&A, worksheets, and other tools. Torchlight offers you an Expert Advising session for an opportunity to connect 1:1 and get next steps.

Q How do I sign up for Torchlight?

A Go to
Then create your account at Torchlight Child, Torchlight Elder, or both.*

Sign up with either a work or personal email address – whichever you prefer.

Once your account is registered, each time you return, simply log in to your account at either child.torchlight.care/login or elder.torchlight.care/login.

*You can use the same email address and password for both accounts.

Q Am I able to tailor the site to my parenting and caregiving interests and concerns?

A Yes, once registered, you will have the option to fill out a profile for each child or loved one. The profile is found in middle of the homepage. Share specific information about your children or loved one. It's easy to add another profile if you have more than one person in your care.

Completing the profile brings relevant topics right to your homepage. As your child's or loved one's needs change, simply update the associated profile to receive refreshed recommendations.

Q Can you recommend a starting point?

A Try a webinar! These are a great way to get an overview of an important topic. Every live webinar ends with questions and answers. We also have a rich library of on-demand webinars. Or, explore our worksheets and tools which offer hands-on, practical ways to address parenting and caregiving concerns.

Q How do I get started finding helpful resources for my parenting/caregiving needs?

A The Torchlight platform is easy to navigate. The navigation provides a drop-down menu, making it easy to explore and discover the resources important to you and your family. And the "search" bar is an excellent way to enter your own search for the topics you are most interested in reviewing.

FAQs Continued

Access your employer-provided account today!

Download the Torchlight App



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Q Does Torchlight have topics like self-care?

A Absolutely. Torchlight provides self-care and mental health resources to support you in your role as a parent or caregiver.

Take just a few minutes to complete the Self-Assessment, accessed via the homepage. Your results provide an opportunity to reflect on your own wellness in key domains like, wellbeing, adaptability, self-care, collaboration, and effectiveness.

As your needs change, retake the Self-Assessment. Get the most up-to-date overview of your own wellness.

Q What if I am having trouble with accessing my account, or I have another question about my account?

A For assistance, please reach out to us via email at support@torchlight.care. We are here to help.



Q Is the information that I provide Torchlight kept private?

A Yes. Torchlight protects your privacy. The Torchlight team handles the security of your data with the utmost care. Names or individual identifiers are never shared, not even with your employer unless we have your explicit permission. The [Torchlight Privacy Policy](#) is available on the platform for you to access any time.

TIP – if you have trouble creating or accessing your Torchlight account, we can help. If you have already created an account, remember to log in using the same email. If you forgot which email address you used, please contact us at support@torchlight.care.

Torchlight illuminates the way for parents & caregivers.

Find answers.



Educational
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Downloadable
Tools



Digital
Guides

Connect with an expert.



Expert
Advising



Expert
Q&A

Discover self & community.



Self-
Assessment



Community
Events

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