



USER MANUAL

Family & Caregiver Guide

Your Golden Years, Our Golden Cares 



A simple guide to using GoldenCares
with confidence.



2026 Edition

|  goldencares.in



GRANDKIDS ON DEMAND



CARE TODAY, COMFORT ALWAYS

Table of Contents

Your complete guide to using the Golden Cares platform with confidence and ease.



Contents

1. Introduction to Golden Cares	03
2. Creating Your Account	04
3. Signing In	05
4. Homepage & Services	06
5. Your Dashboard	07
6. Booking a Care Session	08
6.1 Step 1 — Choose a Service	08
6.2 Step 2 — Select Date & Time	10
6.3 Step 3 — Enter Your Details	11
6.4 Step 4 — Terms & Policies	12
6.5 Step 5 — Secure Payment	13
7. Tips & Frequently Asked Questions	15
8. Thank You & Contact Information	16





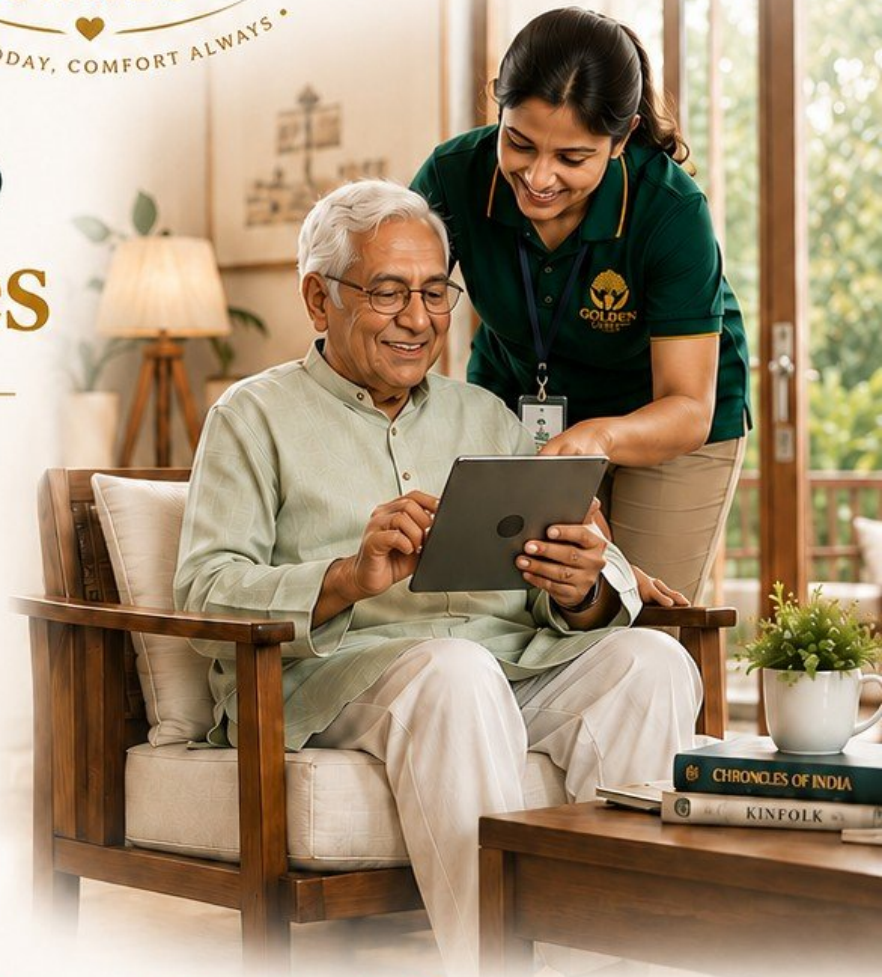
01 GETTING STARTED

Introduction to GoldenCares

GoldenCares is a trusted care companion dedicated to supporting seniors and their families with compassion, reliability, and dignity — all in one place.

We provide personalized care services designed to ensure comfort, independence, and peace of mind for your loved ones.

This manual will guide you through the GoldenCares app and help you make the most of its features with ease.



Why Choose GoldenCares?



Compassionate Care

We place empathy, respect, and human connection at the heart of everything we do.



Trusted & Reliable

Our caregivers are carefully verified to deliver safe, dependable, and high-quality services.



Simple & Easy to Use

Our platform is designed for everyone, offering a smooth and user-friendly experience.



Family Connected

Stay informed and involved in your loved one's care at every step.



Support Whenever You Need

Our dedicated support team is always available to assist you.



GoldenCares is here to make caregiving simpler, more connected, and truly meaningful.

Because every golden moment matters.



Our Services

Care that fits your needs,
support that feels like family.

GoldenCares offers a wide range of services designed to support seniors and their families at every step. Choose the care you need, when you need it.

What We Offer

01



Temple Visit

We accompany you to temples and spiritual places for peace of mind and blessings.



02



Shopping & Grocery

We help with your daily shopping and grocery needs with care and convenience.



03



Regional & Community Visit

We connect you with your community and help you visit friends and relatives.



04



Evening Outing

Enjoy pleasant evening outings to parks, cafes, and scenic spots to relax and unwind.



05



Doctor Visit

We assist you in visiting doctors, clinics, and hospitals for regular check-ups and care.



06



Movie & Theatre

Enjoy your favorite movies and live shows with our safe and comfortable support.



07



Morning & Evening Walking

Stay active and healthy with our support during morning and evening walks.



08



Assistance in Online Activity

We help you with online payments, video calls, bookings, and other digital activities.



Choose Your Care Duration

Select the visit duration that works best for you.



1 Hour



2 Hours



3 Hours



Our Service Area

GoldenCares services are currently available in **Chandigarh, Mohali, and Panchkula.**





4. GETTING STARTED



Join golden cares today

You need free Golden Cares account to access all services. Follow the steps below to get started.

1 | Go to **goldencares.in** in your browser.

2 | Click **Sign Up** in the top-right navigation bar.

3 | Select your account type: **Family** (booking care for a loved one) or **Caregiver** (offering care services).

4 | Enter your **Full Name**, **Email**, and a secure **Password**.

5 | Re-enter the password in **Confirm Password**.

6 | Click **Create Account** — or use **Continue with Google** for instant sign-up.



GOLDEN CARES

Create an Account

Join Golden Cares today



I need care for my family

Find and book trusted caregivers



Authorized partner caregiver

For caregivers registered with a partner organization



Full Name



Email



Password



Confirm Password



Create Account

Already have an account? [Sign In](#)

or



Continue with Google



Your password is stored securely and encrypted.

Golden Cares never shares your credentials with third parties.



GOLDEN CARES

YOUR GOLDEN YEARS, OUR GOLDEN CARES.

05

SIGNING

05. SIGNING TO YOUR ACCOUNT

Access your Golden Cares account at any time.

Once registered, signing in takes only a few seconds.

1 Visit **goldencares.in** and click **Sign In** in the top navigation.

2 Select your role tab — **Family** or **Caregiver**.

3 Enter your registered **Email** and **Password**.

4 Click **Sign In**. You will be taken to your personal **Dashboard**.



GOLDEN CARES

Welcome to GoldenCares

Sign in to continue

 **Family**

Book & manage care

 **Caregiver**

Authorized partner login

 Email

 Password



Sign In

Don't have an account? [Sign Up](#)

or

 Continue with Google

G

Signed up with Google?

Use the **Continue with Google** button to sign in instantly without a password.



06. HOME & SERVICES

Explore the Golden Cares homepage and access care services.

OVERVIEW

The Home page is the starting point of your Golden Cares journey. From here, you can explore services, learn how the platform works, find trusted caregivers, and book care in just a few steps.

NAVIGATION GUIDE

SECTION	PURPOSE
1 Services	Explore all available care services
2 How It Works	Understand the complete booking process
3 Platform Highlights	Discover key platform features
4 Find Caregivers	Browse verified caregiver profiles
5 Sign In / Sign Up	Access or create your account
6 Book a Caregiver	Start a care booking instantly

1

2

3

4

5

6

[GoldenCares Services](#)[Services](#)[How It Works](#)[Platform Highlights](#)[Support](#)[Find Caregivers](#)[Sign In](#)[Sign Up](#)[Book Care](#)

Verified companions

Serving Chandigarh, Mohali & Panchkula

Care That Feels Like Family.

Verified, trained companions for seniors who want warm conversation, steady support, and care that can start quickly.

[→ Book a Caregiver](#)[Schedule a Call](#)

”My mother looks forward to the visits — it feels like having a gentle, familiar presence in the house.”

Verified Companions

Trained Senior Support

Chandigarh- Mohali- Panchkula

Care Starts in Hours

4.6/5 Rating

Background Checked

!

Important Notice

GoldenCares provides companionship and assistance services only. We do not offer overnight care, medical/nursing services, or clinical treatments. For medical needs, please consult healthcare professionals.





QUICK TIP

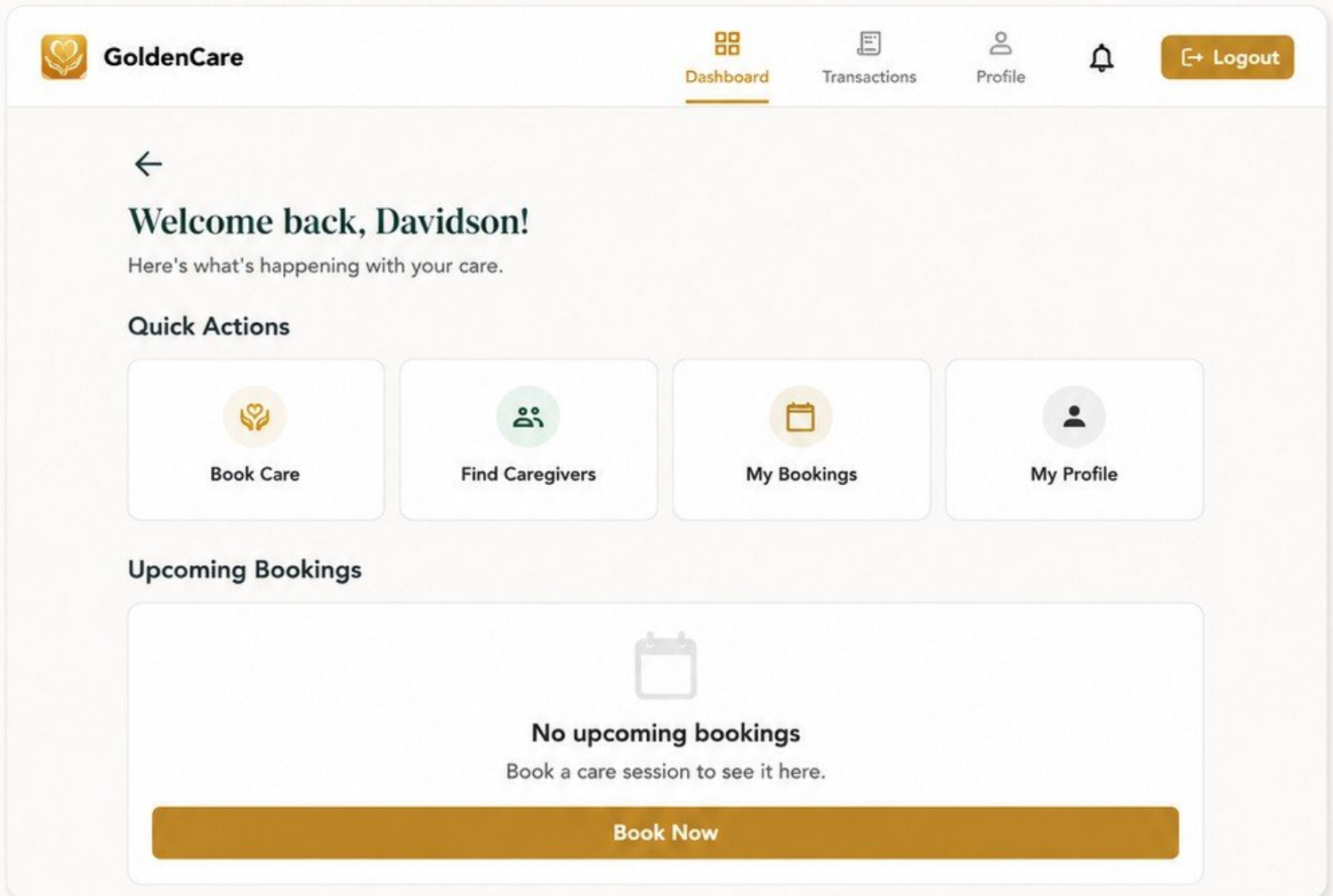
Use **Book a Caregiver** to quickly start your care request. You can also browse caregiver profiles before making a booking.



07. YOUR DASHBOARD

Your personal control centre after signing in.

After signing in, you land on your Dashboard. This is your home base for all care activity.



Dashboard — your home base for all care activity

Quick Action	Description
Book Care	Start a new care booking session for your loved one
Find Caregivers	Browse and review verified caregiver profiles
My Bookings	View all past and upcoming care sessions
My Profile	Edit your personal information and preferences

The top navigation bar provides quick access to **Dashboard**, **Transactions** (payment history), **Profile**, a **Notifications** bell, and the **Logout** button.



6. BOOKING A CARE SESSION

A complete walkthrough of the 6-step booking process

GoldenCare uses a clear 6-step booking process. A progress bar at the top of each screen shows exactly where you are. You can always click Back to revise a previous step.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Choose Service	Schedule	Your Details	Terms	Payment	Confirmation

6.1 Step 1 — Choose a Service

Click **Book Care** from your Dashboard or the top navigation. A list of all available services appears.

Book Care

Select a service and schedule your care session.

1 2 3 4 5 6

Choose a Service

**Temple Visit**

We provide dedicated accompaniment for seniors to temples and spiritual centers, ensuring they can practice their faith and find peace without any physical or logistical hurdles.

**Shopping and Grocery**

This service is designed to help seniors maintain their independence by assisting them with their daily or weekly shopping needs, ensuring a stress-free experience at the market.

**Regional and Community Visit**

Social connection is vital for well-being. We assist elders in attending community gatherings, cultural programs, and social events so they remain an active part of their society.

**Evening Outing**

A breath of fresh air can transform a mood. Our caregivers accompany seniors on pleasant evening outings to parks or scenic spots for relaxation and mental refreshment.

**Doctor Visit**

Medical appointments can be overwhelming. Our caregivers provide a supportive presence, helping seniors navigate clinics and hospitals while ensuring all medical instructions are noted.

**Movie and Theatre**

We believe entertainment has no age limit. We make it easy for seniors to enjoy the latest films or live performances by taking care of all the logistical details.

Step 1 — Select a service from the list

- 1 Browse the list and click on the service you wish to book (e.g., **Doctor Visit**).
- 2 A detail screen shows what is included in the service.
- 3 Click **Continue to Options** to proceed, or **Change Service** to go back.



6.2 Step 2 — Select Date & Time

Choose when you would like the care session to take place.

Book Care

Select a service and schedule your care session.

1

2

3

4

5

6

Select Duration

✓ 1 hour

2 hours

3 hours

Service Summary

Service	Doctor Visit
Duration	1 hours

Back

Proceed to Schedule

Select duration — choose 1, 2, or 3 hours for your care session

6.3 Step 3 — Proceed to Schedule

Click **Proceed to Schedule** to continue.

Book Care

Select a service and schedule your care session.

1

2

3

4

5

6

Select Duration

✓ 1 hour

2 hours

3 hours

Service Summary

Service	Doctor Visit
Duration	1 hours

Back

Proceed to Schedule

Click *Proceed to Schedule*.



06.2 STEP 2 — SELECT DATE & TIME

Choose when you would like the care session to take place.



- 1 Click the **Date** field — a calendar picker will appear.
- 2 Use the arrow buttons to navigate between months.
- 3 Tap your preferred date — it will be highlighted in gold.
- 4 Click **OK** to confirm, then select a **Time**.
- 5 Click **Proceed to Details** to continue.



Book in advance

We recommend booking at least 24 hours ahead to ensure caregiver availability. Contact Support for urgent or same-day bookings.

Book Care

Select a service and schedule your care session.

✓

2

3

4

5

6

Select Schedule

Choose a date for your care session.

Date

Service	Doctor Visit
Duration	1 hours

Back

Select date

Tue, Jun 9

June 2026

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Cancel OK

Date picker — select your preferred date from the calendar

goldencares.in

Golden Cares User Manual

| Page 10

© 2026 Golden Cares



06.3 STEP 3 — ENTER YOUR DETAILS

Provide the information your caregiver needs to deliver the best possible service.



Book Care

Select a service and schedule your care session.



Your Details

Full Name

Davidson

Phone Number

9304386403

Service Location

Frbjknfee, Mohali, Punjab - 160055, India

Special Requirements

Elder's Name

Elder's Age

21

Medical Conditions

Back

Continue to Agreement

Your Details — provide contact and senior information

Field	What to enter
Full Name	Your name (pre-filled from your account)
Phone Number	Your contact number for the caregiver to reach you
Service Location	Full address where the care session will take place
Special Requirements	Any specific preferences or instructions (optional)
Elder's Name	Name of the senior receiving care
Elder's Age	Age of the senior — helps the caregiver prepare
Medical Conditions	Relevant health conditions (optional but recommended)



Your details are shared only with your assigned caregiver and handled securely per our [Privacy Policy](#).

Once complete, click **Continue to Agreement** to proceed to Step 4.



Booking Summary



Service

Doctor Visit



Duration

1 hours



Date

Jun 24, 2026



Time

6:00 PM



We collect these details to ensure your caregiver is well-prepared and can provide the best care experience.





06.4 STEP 4 — TERMS & POLICIES

Review Golden Cares' policies before confirming your booking.



Book Care

Select a service and schedule your care session.

1 2 3 4 5 6

Terms & Policies

Please review and accept our terms before proceeding.

Cancellation & Refund Policy
A 25% cancellation fee applies if you cancel an upcoming booking. Please ensure your schedule is confirmed.

Important Information

- Additional charges such as travel and transportation are to be paid directly to the caregiver.
- Service includes professional care and companionship for the selected duration.
- Your data is handled securely as per our privacy policy.

☐ I agree to the [Terms & Conditions](#)

BackContinue to Payment

Terms & Policies — review and accept before proceeding to payment

Policy	Details
Cancellation & Refund	A 25% fee applies if you cancel an upcoming booking. Confirm your schedule before booking.
Travel & Transport	Additional travel charges are paid directly to the caregiver — not through the platform.
Service Scope	Service covers professional care and companionship for the selected duration only.
Data Privacy	Your data is handled securely in accordance with the Golden Cares Privacy Policy.

- 1 Read the Cancellation & Refund Policy and Important Information section.
- 2 Tick the checkbox: **I agree to the Terms & Conditions.**
- 3 Click **Continue to Payment.**

Booking Summary

Service Evening Outing

Duration 1 hour

Date Jun 12, 2026

Time 9:00 AM

Cancellation & Refund Policy

A 25% cancellation fee applies if you cancel an upcoming booking. Please ensure your schedule is confirmed.



06.5 STEP 5 — SECURE PAYMENT

All payments are processed securely via Razorpay, India's trusted payment gateway. GoldenCare does not store any card or banking details.



Book Care

Select a service and schedule your care session.

✓

✓

✓

✓

5

6

Secure Payment

Service	Doctor Visit
Duration	1 hours
Date	Jun 24, 2026
Time	6:00 PM
Estimated Price	₹499

Service	Doctor Visit
Duration	1 hours
Date	Jun 24, 2026
Time	6:00 PM
Estimated Price	₹499

Processing Payment...

Back

Pay Now

Secure Payment — review your booking summary and estimated price

- 1 Review the full booking summary: Service, Duration, Date, Time, and Estimated Price.
- 2 Click **Pay Now** — the Razorpay secure payment window will open.
- 3 Choose your preferred payment method and complete the transaction.

Payment Options

All Payment Options

UPI

Google Pay

PayTM

BHIM

Cards

Netbanking

Wallet

PhonePe

CRED UPI

Apps & UPI ID

By proceeding, I agree to Razorpay's [Privacy Notice](#) • [Edit Preferences](#)

₹2

View Details

Continue

Razorpay Payment Gateway — choose UPI, Card, Net Banking, or Wallet



Booking Summary



Service

Doctor Visit



Duration

1 hours



Date

Jun 24, 2026



Time

6:00 PM

Estimated Price

₹499



Cancellation & Refund Policy

A 25% cancellation fee applies if you cancel an upcoming booking. Please ensure your schedule is confirmed.



06.6 STEP 6 — PAYMENT METHODS

Choose from multiple secure payment options to complete your booking.



Payment Method	Options
UPI	Pay via QR code or any UPI app (Google Pay, PhonePe, Paytm, etc.)
Cards	Visa, Mastercard, and other debit/credit cards
Net Banking	Direct bank transfer from all major Indian banks
Wallet	Mobikwik, Amazon Pay, and other digital wallets

After successful payment you will receive a booking confirmation. Your caregiver will be assigned and will contact you before the session. Track status anytime under **My Bookings**.



15 USER GUIDE

Tips & Frequently Asked Questions

Everything you need to know before and after booking a golden cares service.



01 Can I cancel a booking?

Yes. Bookings can be cancelled through **My Bookings**. A 25% cancellation fee applies.



02 Are caregivers background-verified?

Yes. Every caregiver completes identity verification, background checks, and professional training.



03 Can I change my booking?

Yes. Contact Golden Cares Support as early as possible. Changes depend on caregiver availability.



04 How quickly can services begin?

Most services can begin within a few hours depending on caregiver availability.



05 Who pays travel expenses?

Travel expenses are paid directly to the caregiver and are not included in the platform fee.



06 Is my information secure?

Yes. Golden Cares protects your data using strict privacy standards. Payments are securely processed through Razorpay.



07 Can I use Golden Cares on mobile?

Yes. The platform is fully responsive and works seamlessly on smartphones, tablets, and desktops.



08 Which cities are supported?

Currently available in Chandigarh, Mohali, and Panchkula, with more locations coming soon.

Need Assistance?

If you have any questions or require support, visit www.goldencares.in or use the Support section in the navigation menu. Our team is always ready to assist you throughout your Golden Cares experience.



Visit Our Website
www.goldencares.in



Email Us
info@goldencares.in



Golden Cares Support
9955638062

16 THANK YOU



Thank You for Choosing Golden Cares

Caring with compassion.
Serving with dignity. Building meaningful connections.



Our Commitment

At Golden Cares, we believe every senior deserves compassion, dignity, companionship, and dependable support. Our mission is to make everyday life safer, happier, and more comfortable by delivering trusted caregiving services that bring peace of mind to seniors and their families.



Website

www.goldencares.in



Email

info@goldencares.in



Customer Support

+91 9955638062



Proudly Serving

Chandigarh | Mohali | Panchkula

Expanding to more cities soon.



Thank You

Thank you for choosing Golden Cares. We are committed to delivering compassionate, reliable, and professional caregiving services that enrich the lives of seniors and provide peace of mind to their families.

*“Because every senior deserves care,
companionship, and dignity.”*