

THE LUC COCHRAN FOUNDATION • 501(c)(3) • EIN 99-1959689

New Member Getting Started Guide

Everything you need to set up your member portal and get the most out of it.

Your member account is free. It gives you appointments, private case notes, the full resource directory, receipts, and a direct line to our team — all in one place.

1. Create your account

Go to luccares.org and choose Sign in. You can register with an email and password, or request a magic link and skip passwords entirely. Forgot a password later? Use the reset link on the same screen.

2. Meet your portal

Your member portal is the home base for everything: an overview dashboard with your next appointment, plus tabs for Schedule, Notes, Programs, Resources, Billing, and Support. Your Member ID appears in the sidebar — include it whenever you email us.

3. Book an appointment

Open the Schedule tab, pick a date and time, and confirm. You'll receive a calendar invite with a video meeting link for your one-hour session. You can add it to Google Calendar in one click and manage or reschedule from the portal.

4. Keep case notes

The Notes tab is your private workspace. Log what you worked on, questions for your next session, documents you still need, and next steps. Notes are visible to you and your case team only.

5. Use the resource directory

The Resources tab unlocks the full directory of Georgia food, housing, health, work, legal, and connectivity contacts, along with every PDF guide we publish.

6. Manage payments and account

Program fees are paid securely through Stripe. The Billing tab opens your billing portal where you can update payment methods and download receipts. Account settings let you change your email, password, and profile details with email verification.

7. Get support

The Support tab has direct contact options. You can always email hi@luccares.org or call the office — a real person answers, and virtual case management appointments are available.

Good to know

- Program fees and donations are non-refundable — see our Terms of Service at luccares.org/terms.
- Financial aid is available for every fee-based program. Just ask.
- We never share your case notes or personal information outside our team. See luccares.org/privacy.
- Questions? hi@luccares.org