MOBILE APPLICATION DOWNLOAD & LOGIN GUIDE

OVERVIEW

The Mobile App allows the caregiver to **Check-In** and **Check-Out** of EVV required appointments, document any **Observed Changes**, view, and document the (EVV) **Care Plan** tasks they should be completing, and start and/or respond to a **Discussion** about that member.

DOWNLOAD AND FIRST TIME LOGIN

The caregiver can download the free CareBridge Mobile App by searching for 'CareBridge' in the App Store/Google Play Store.

- The Mobile App requires location services permission at installation. (**Please note:** the caregiver's current location is only captured during the Check-In and Check-Out process.)

- The Mobile App supports the most current versions of both operating systems.

- The Mobile App supports the following languages: English, Spanish, and Russian.

Once the app is installed, the caregiver will see the Team **Setup** screen (Figure 2). They should have received a Provider ID from their provider organization during training or in an email after training. The caregiver should enter the **Provider ID** and click **Next** to begin the login process. If they want to practice with training data, they can click on **Training Mode**.

Next, the caregiver can choose **Sign Up!** and enter their username (this could be an email address or the first initial of the caregiver's first name and their last name with no spaces). If the provider organization created their profile with their phone number, the caregiver will receive a 6-digit code in a text message after they click **Next**. If the provider organization does not have the caregiver's phone number, but has their email address, the caregiver will receive the 6-digit code in their email. If the provider organization doesn't have either, the caregiver will need to get a one-time code by contacting their provider organization after they click **Next**.
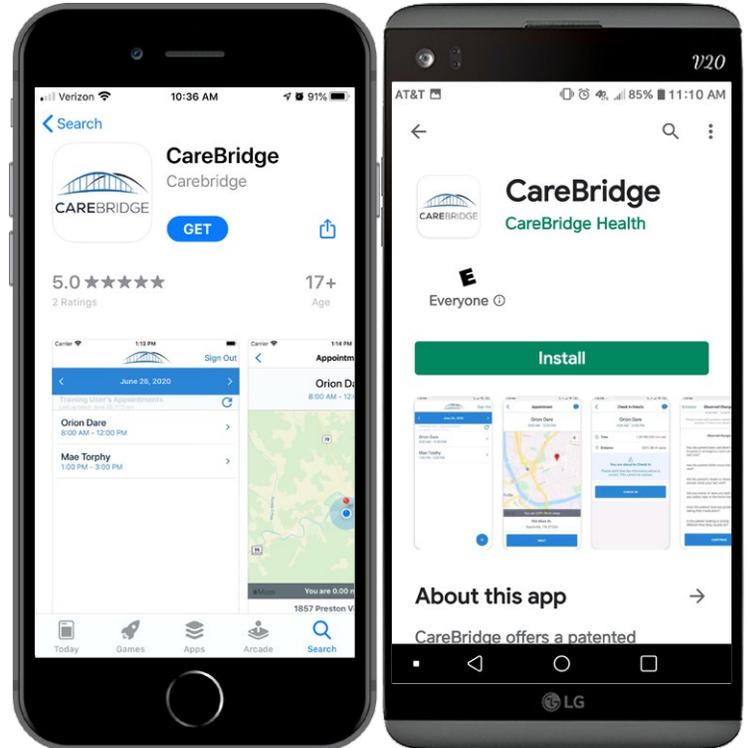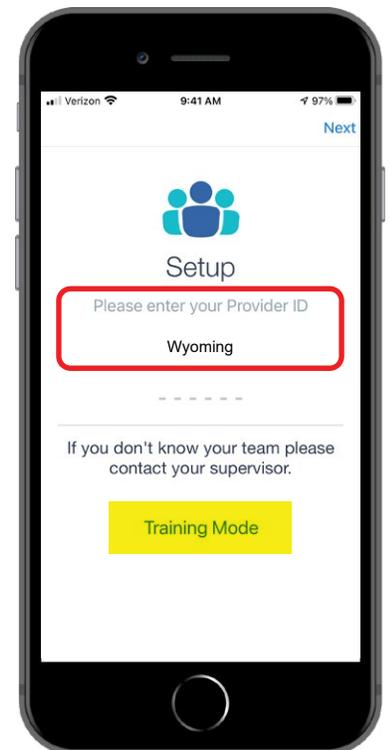
Please note: the code expires after 20 minutes, so after the caregiver calls their provider organization and gets the code, *they must enter it right away* (Figure 3).

Once the caregiver enters their code and it has been verified, they will be prompted to **set up their password** and enter their **mobile phone number** (Figure 4). Then they must click **Next**. Please note that the caregiver will also be asked to submit their **birth date** during login.

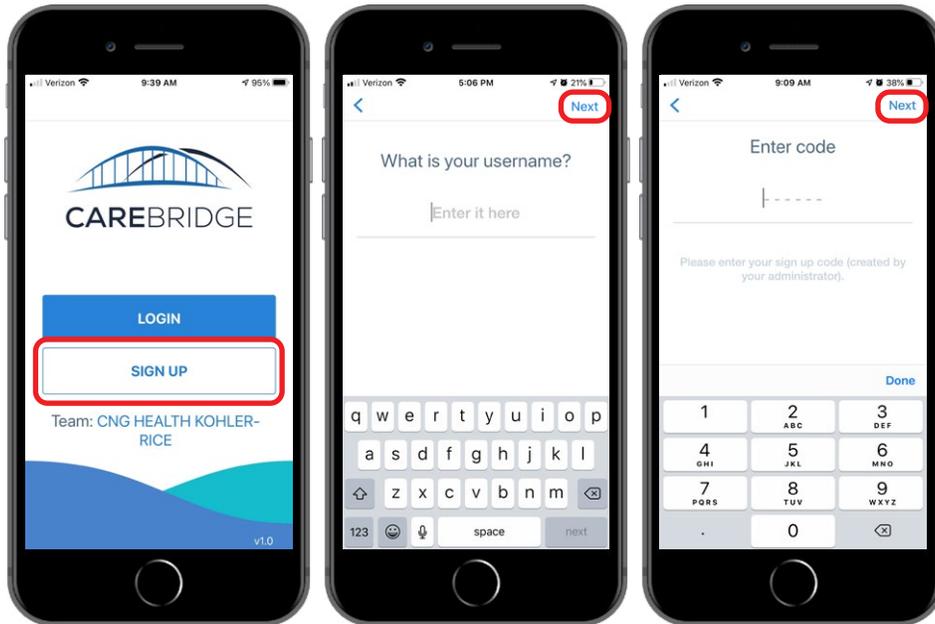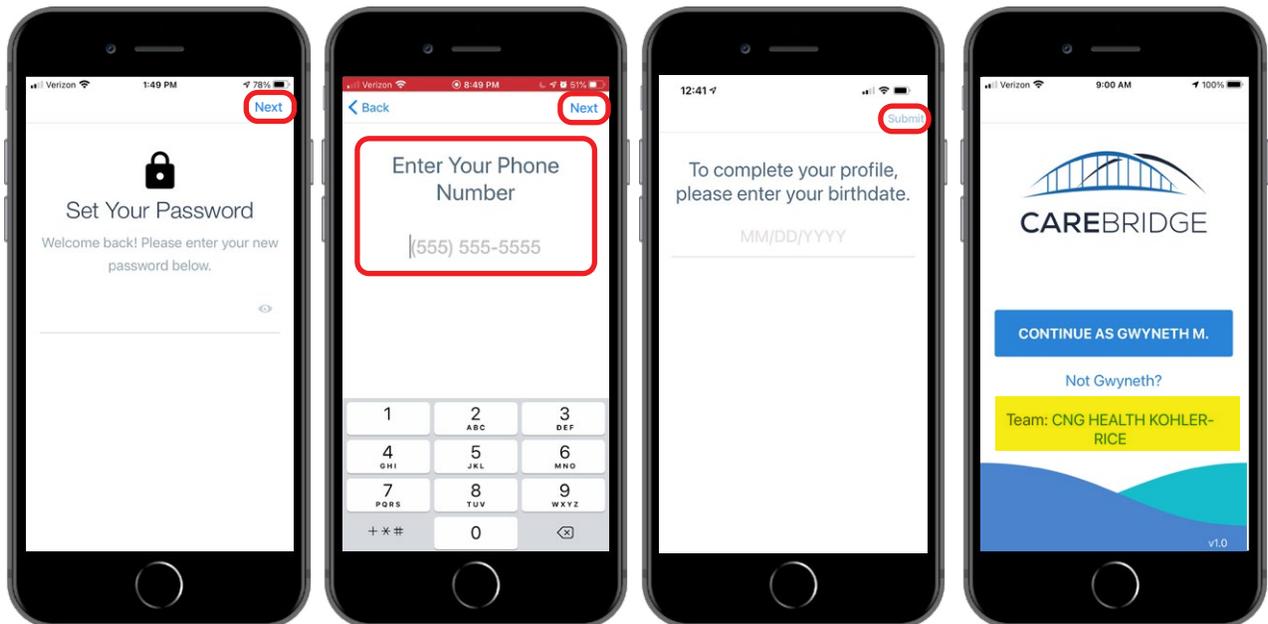*Figure 3. Download and Registration*


Figure 4. Setting up a user profile

The caregiver will now be on the login screen (Figure 4) and it will show their first name and the first initial of their last name. They are now registered in the CareBridge Mobile App.

LOG IN

Once the caregiver is set up they will need to sign into the mobile app by entering their **username** - then they can click **Next** and enter their **password** - then they can click the **SUBMIT** button (Figure 5).
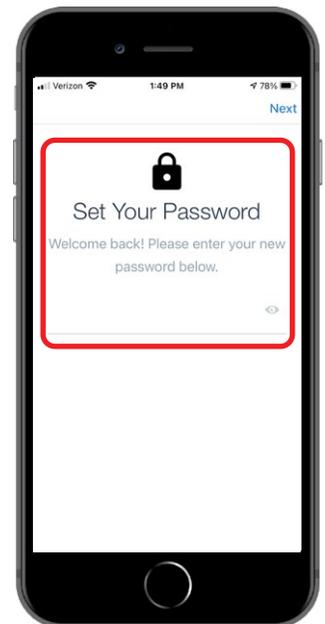
Figure 5. Sign into the Mobile Application
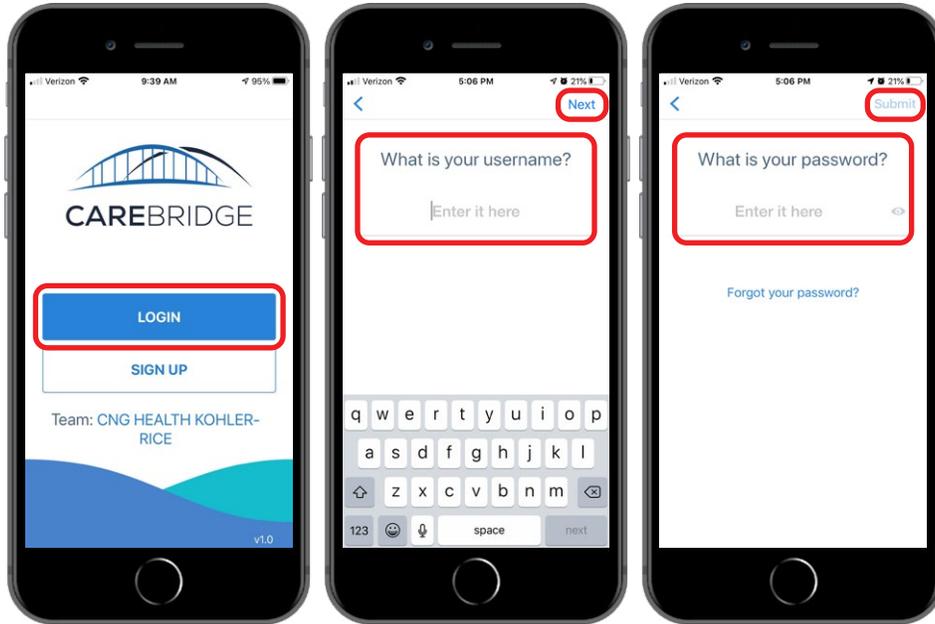
WHAT IF I FORGET MY PASSWORD?

If the caregiver forgets their password, they can click "**Forgot your Password?**". They will receive a **6-digit code** in a text message. Entering the **code** on the recovery screen will allow them to set a new password (Figure 6).

Figure 6. Set your new password

STILL NEED HELP?

Many of the caregiver's questions can be addressed by the provider organization's admin. These include things like:

- Username/password issues
- Appointments
- Scheduling
- Missed visits

For technical questions about the CareBridge platform and how it functions, the CareBridge Technical Support team is happy to help. The caregiver or their administrator can contact us here: **wyevv@carebridgehealth.com** or at **1 (855) 912-3301**.