# MOBILE APPLICATION DOWNLOAD AND LOGIN GUIDE

OVERVIEW

The CareBridge mobile application (available for iOS and Android) can be downloaded from the App Store or Google Play store (Fig. 1). The instructions below will tell you how to download and login to the application.

The mobile app allows the Caregiver to Check-In and Check-Out of EVV required appointments, document any Observed Changes, see and document the Care Plan tasks they should be completing, and start and/or respond to a Discussion about that Member.

*Figure 1. App Store and Google Play StoreTeam Setup Screen*
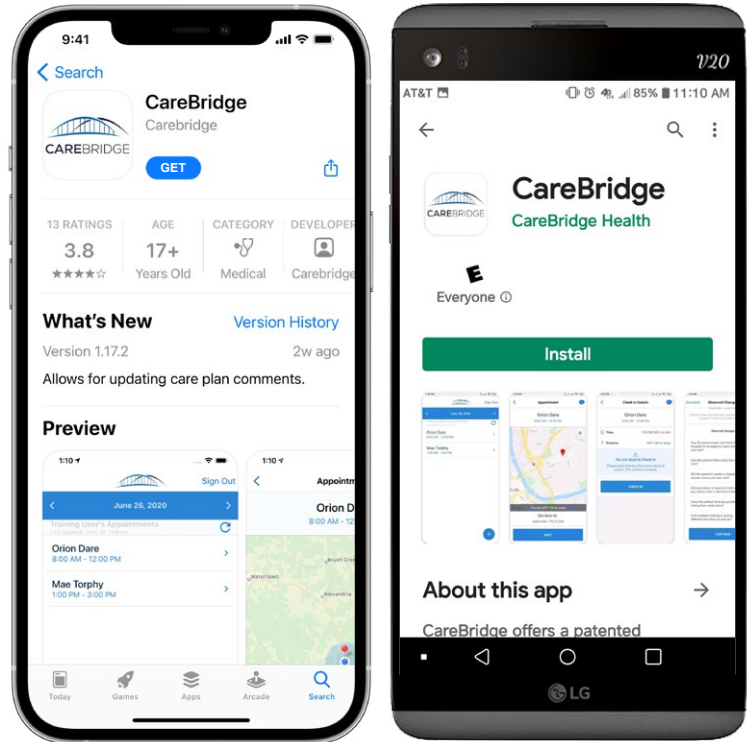
DOWNLOAD AND FIRST TIME LOGIN

Download the CareBridge app by searching for 'CareBridge' in the App Store/Google Play Store.

- The application requires location services permission at installation. (Please note: your current location is only captured during the check-in and check-out process.)
- The application supports most current versions of both operating systems.
- The application supports the phone languages required by each provider agency (currently available in English, Spanish, and Russian).

Once the app is installed, you will see the Team Setup screen (Fig. 2). You should have received a Provider ID from your Provider agency during training or in an email after training. Enter the Provider ID and click **Next** to begin the login process. If you want to practice with training data click on **Training Mode**.

Figure 2. Team Setup Screen
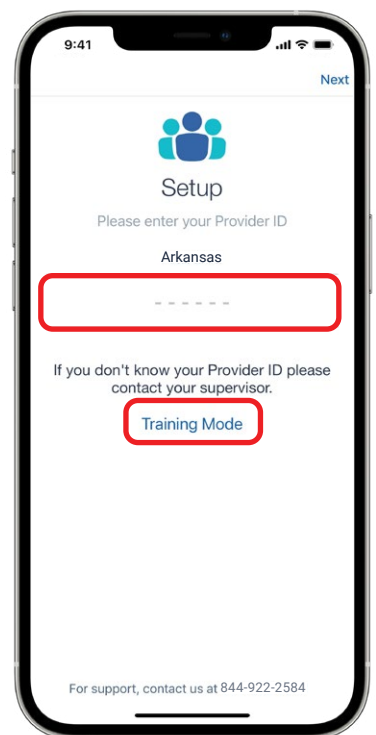
Next, choose **Sign Up!** and enter your username (this could be your first initial and last name with no spaces). If the Provider Agency created your profile with your phone number, you will receive a 6-digit pass code in a text message after you click **Next**. If the agency did not have your phone number but had your email address you will receive the 6-digit code in your email. If they did not have either, you will need to get a one-time code by contacting your Provider Agency after you click **Next**. *Please note:* the code expires after 20 minutes so once you receive the code enter it right away (Fig. 3).

Figure 3. Download and Registration
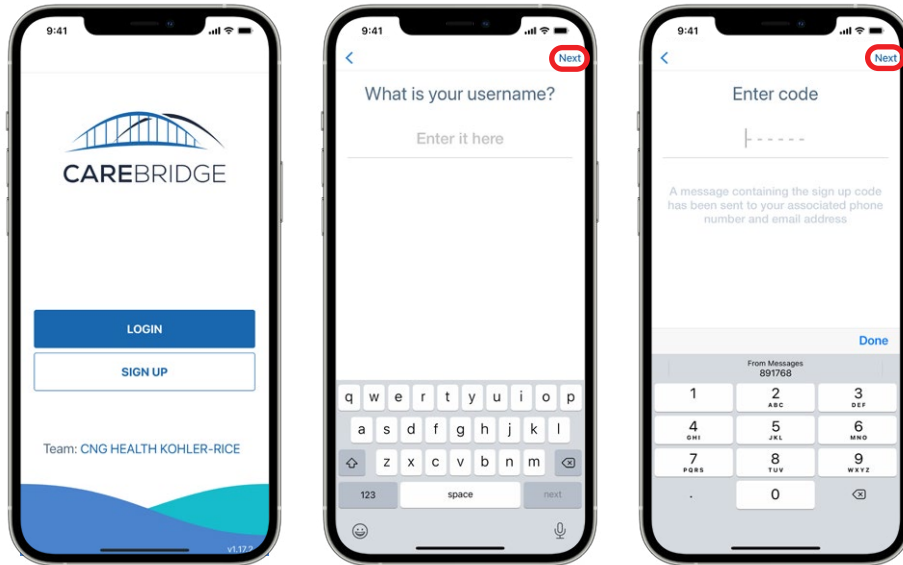
Once you enter your code and it has been verified, you will be prompted to set up your password and enter your mobile phone device phone number (Fig. 4). Click **Next**. *Please note* that you will also be asked to submit your birth date during your login. Click **Next**.

You will now be on the login screen (Fig. 4) and it will show your first name and initial of your last name. You are now registered in the mobile app.

*Figure 4. Setting up a user profile*
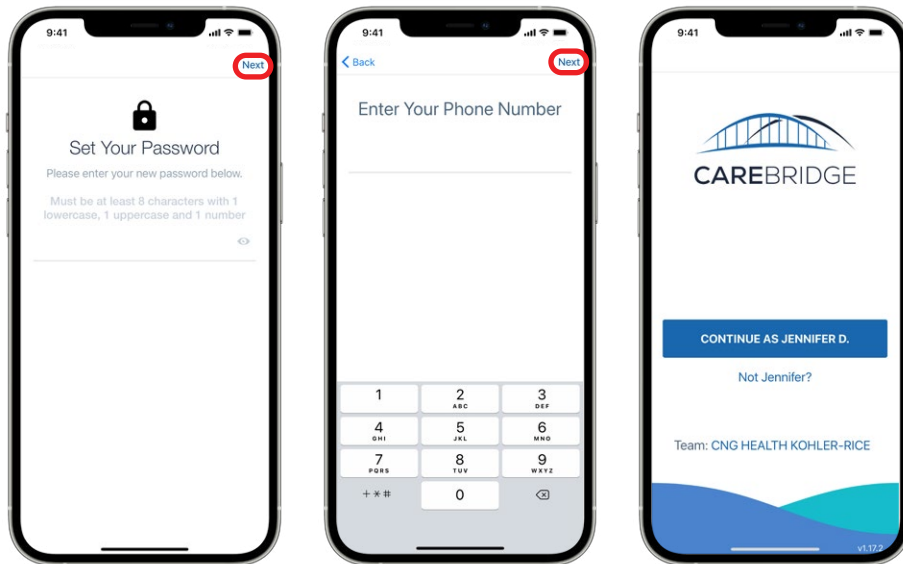
LOGIN

Once you are set up you will need to sign into the app by entering your username - then click **Next** and enter your **password** - then click the **SUBMIT** button (Fig. 5).

Occasionally, users will receive a 2-factor authentication (2FA) code that is sent via text to their mobile phone (Fig. 3). Entering this code confirms the user's identity and is used for security purposes.

Figure 5. Sign into the application
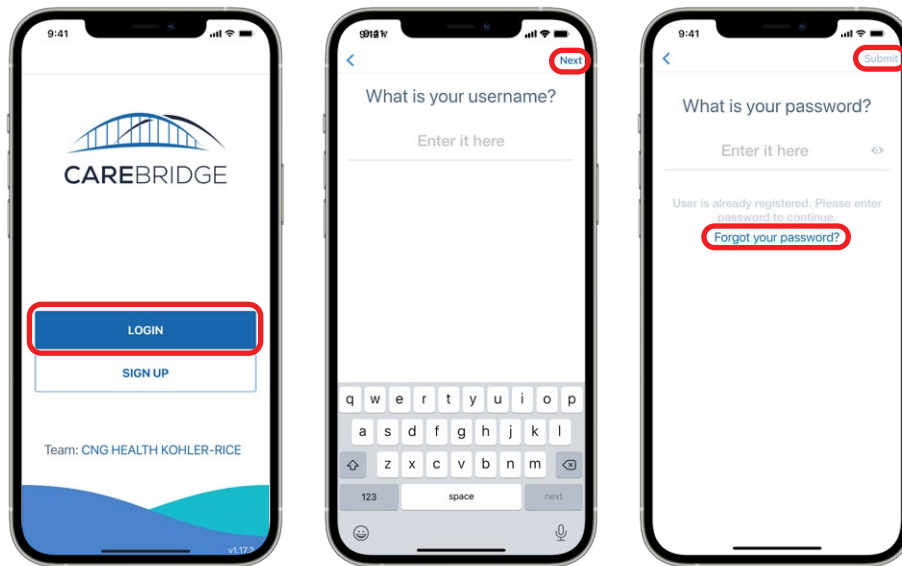
WHAT IF I FORGET MY PASSWORD?

If you forget your password, click **Forgot your Password?** (Figure 5). You will receive a 6-digit code in a text message. Enter the code on the recovery screen and you will be asked to set a new password.

STILL NEED HELP?

If the contents of this guide do not answer your questions, you will need to contact your Provider Agency - this is your first level of support.

Your agency will be able to assist you in trouble shooting and fixing most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Standard Time