

MOBILE APPLICATION DOWNLOAD & LOGIN GUIDE



OVERVIEW

The CareBridge mobile application (available for Apple and Android) can be downloaded for free from the App Store or Google Play store (Figure 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**, view 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 Store downloads

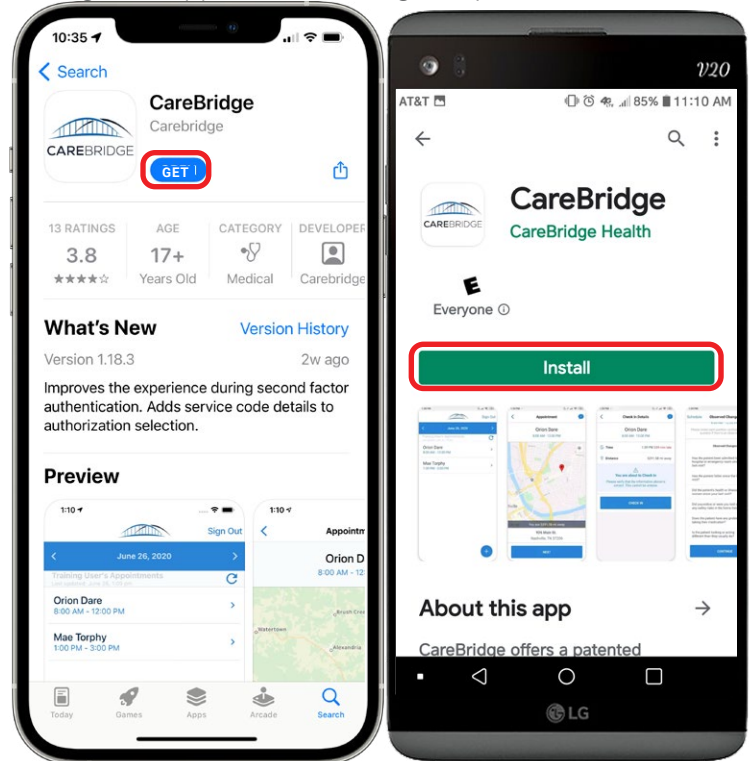
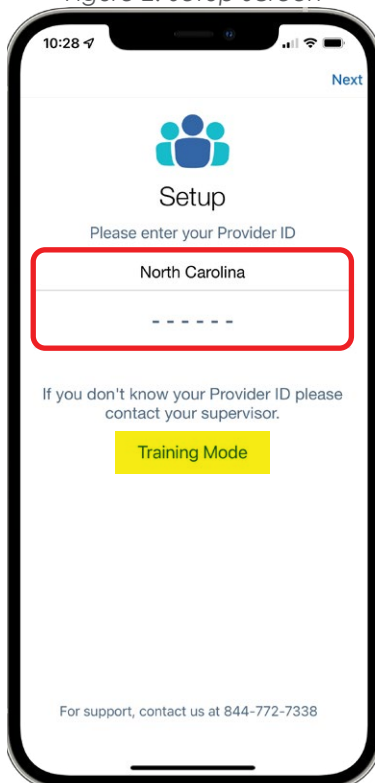


Figure 2. Setup Screen



DOWNLOAD AND FIRST TIME LOGIN

Download the CareBridge app by searching for 'CareBridge' in the App Store/Google Play Store (Figure 1).

- The Mobile App requires location services permission at installation. (**Please note:** your current location is only captured during the **Check-In** and **Check-Out** processes.)
- 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, you will see the Setup screen (Figure 2). First, select your state from the drop down. Then, you should have received a **Provider ID** from your 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**.

Next, choose **Sign Up!** and enter your username (this could be your email address or the first initial of your first name and your last name with no spaces). If the Agency created your profile with your phone number, you will receive a **6-digit code** in a text message after you click **Next**. If they 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 Agency after you click **Next**. **Please note:** the code expires after 20 minutes, so after you call your Agency and get the code, *enter it right away* (Figure 3).

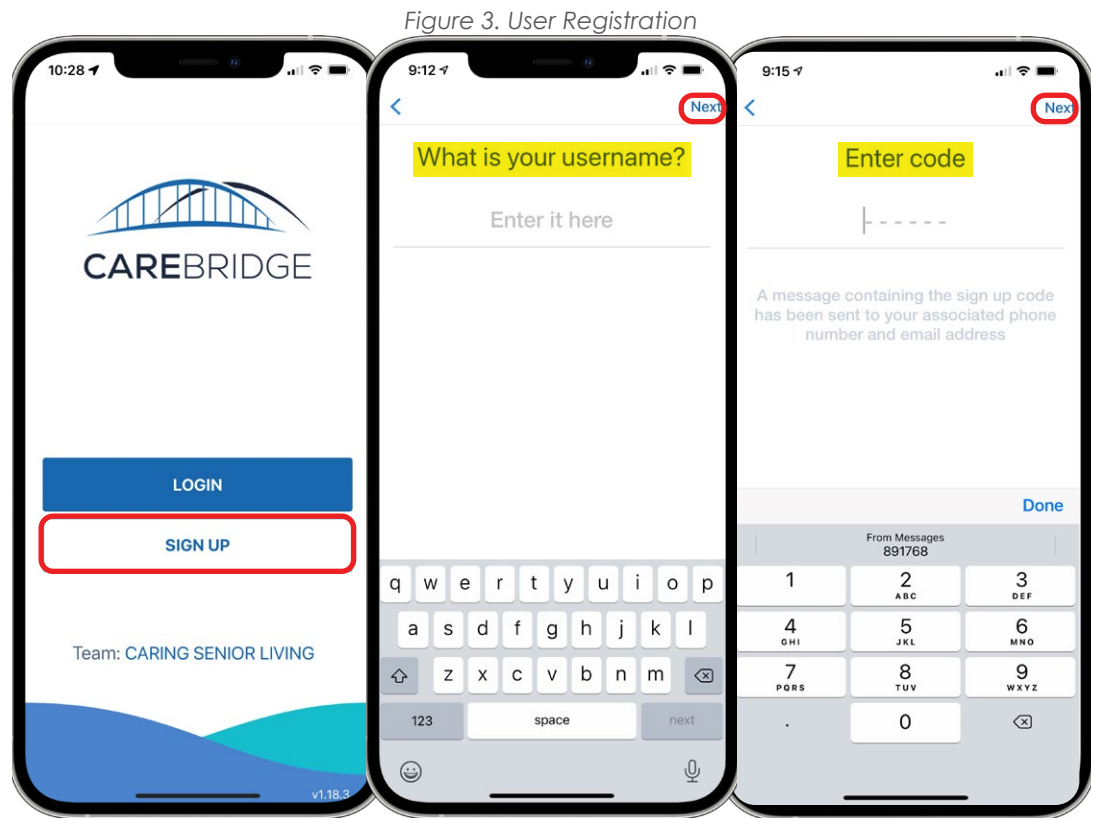
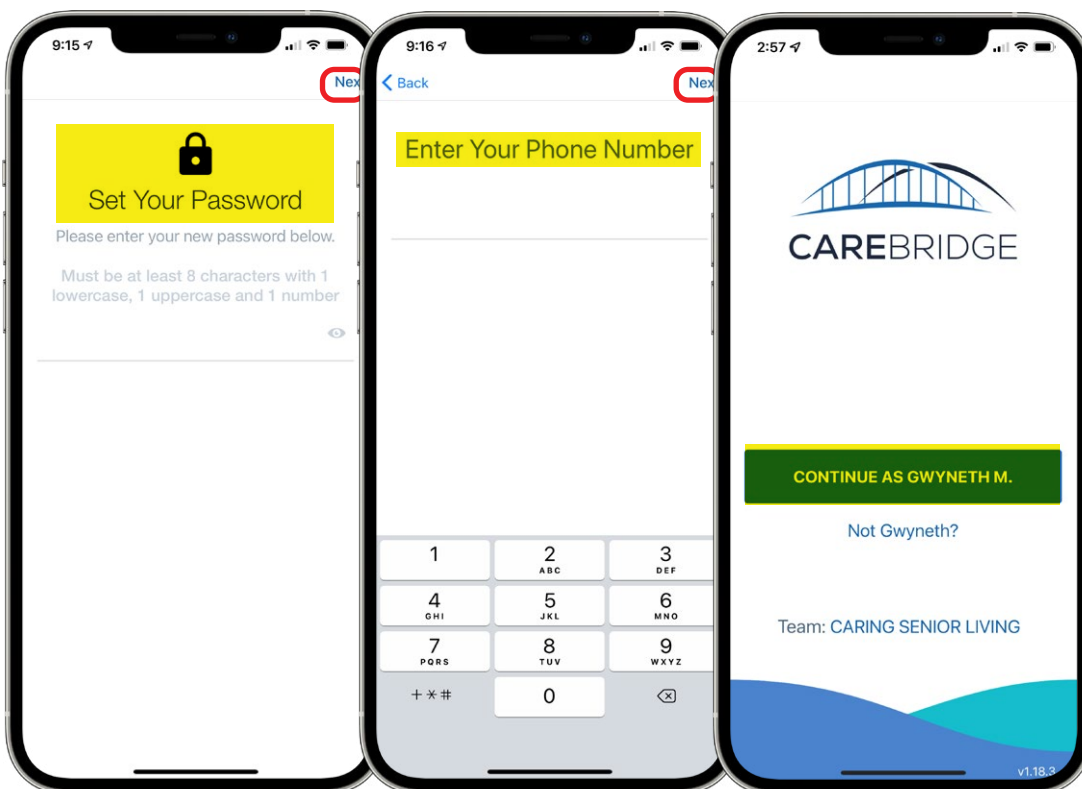


Figure 3. User Registration

Figure 4. User Registration (continued)



Once you enter your code, you will be prompted to **set up your password** and enter your **mobile phone number** (Figure 4). Please note that if your birth date is not in your Employee Details, you also will also be asked to submit your **birth date**.

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

LOG IN

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 (Figure 5).

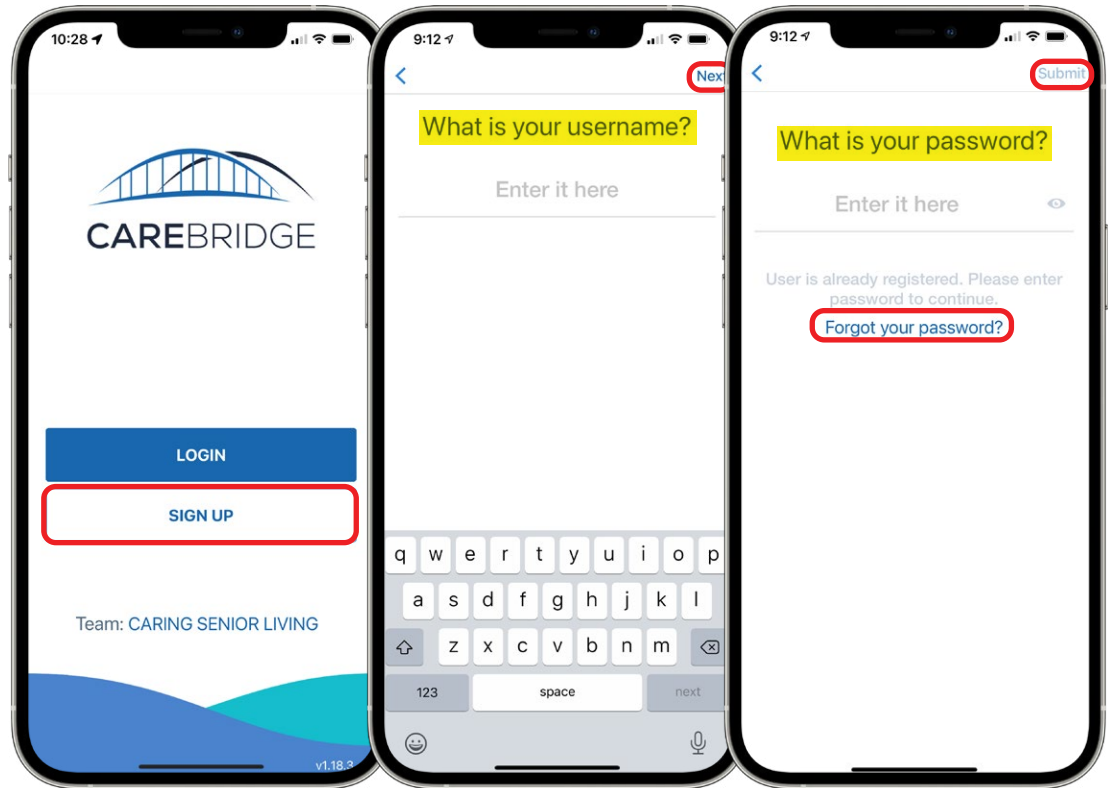


Figure 5. Sign into the application

WHAT IF I FORGET MY PASSWORD?

If you forget your password, click **Forgot your Password?** (Figure 5). Then 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** (Figure 6).

STILL NEED HELP?

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

Your Agency will be able to assist you in troubleshooting 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 CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Time.

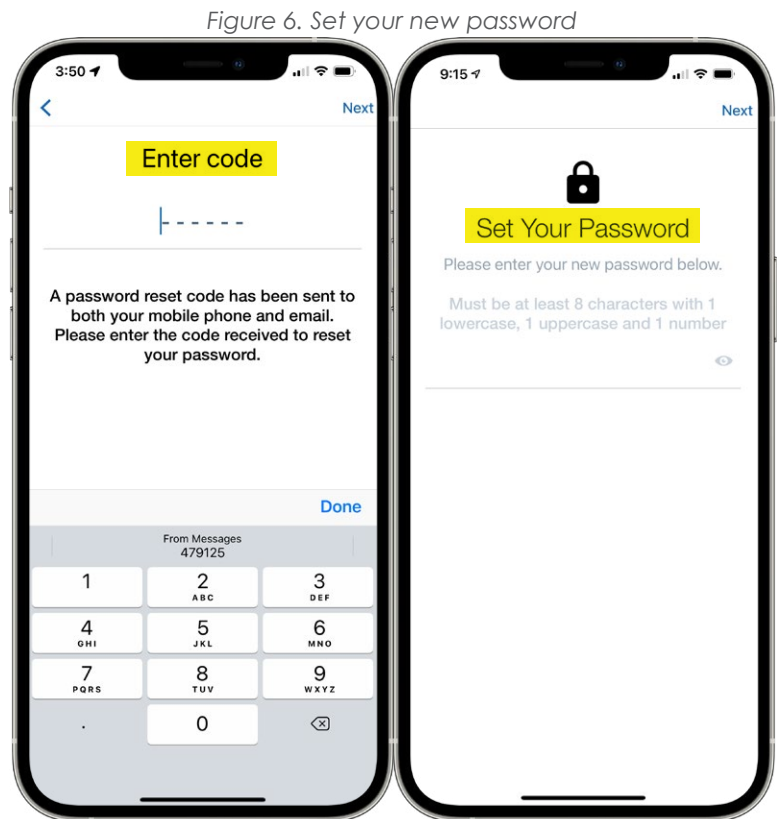


Figure 6. Set your new password