MOBILE APPLICATION DOWNLOAD AND LOGIN GUIDE

OVERVIEW

The CareBridge Mobile Application 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 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, you will see the **Setup** screen (Figure 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**.

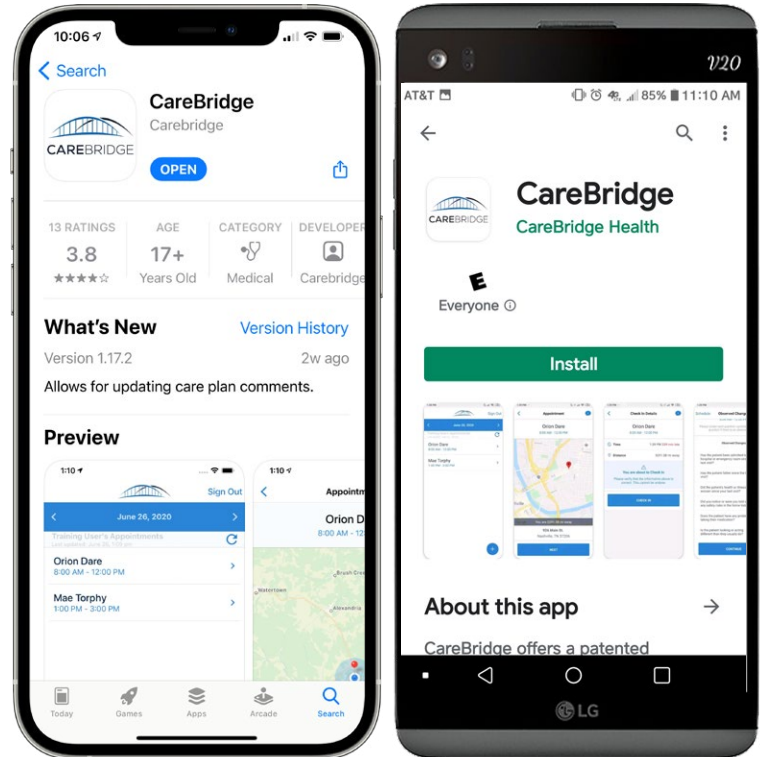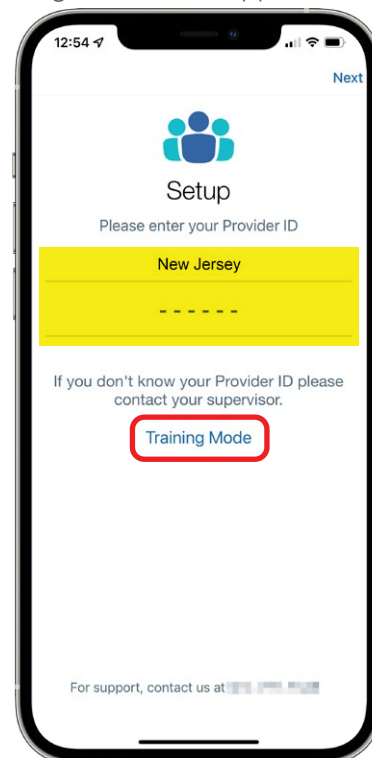*Figure 1. App Store and Google Play Store*
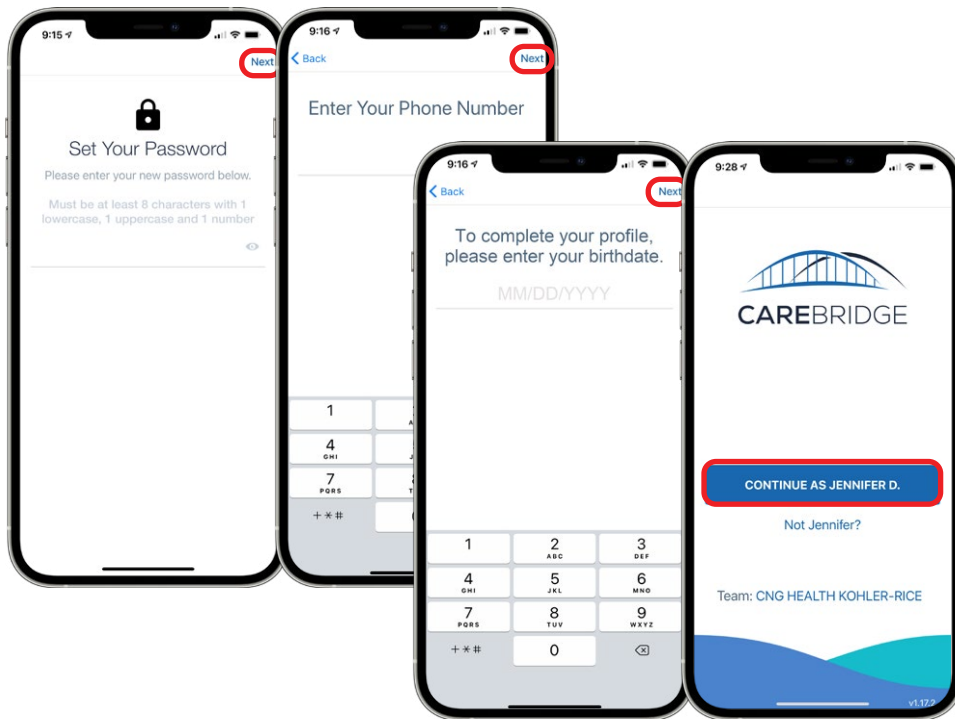

Figure 2. Mobile Application

Next, choose **Sign Up!** and enter your username (this should 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 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 in 20 minutes so once you receive your code, enter it right away.

Setup Screens

TECH TIP:

To find **Training Mode** after your first login, click on the **Provider** name at the bottom of the **LOGIN** screen.

In the **Team Name** dialog box, click on **Training Mode**.

Figure 3. Register in the Mobile Application

Once you enter your code and it has been verified, you will be prompted to **set up your password** and enter your (mobile) **phone number** (Figure 3). Then click **Next**.

Please note: you will also be asked to submit your **birthdate** during login.

On the login screen it will show your first name and first initial of your last name (Figure 3). You are now registered in the mobile app.

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. Occasionally, users will receive a 2-factor authentication (2FA) code that is sent via text to their mobile phone (Figure 5). Entering this code confirms the user's identity and is used for security purposes.
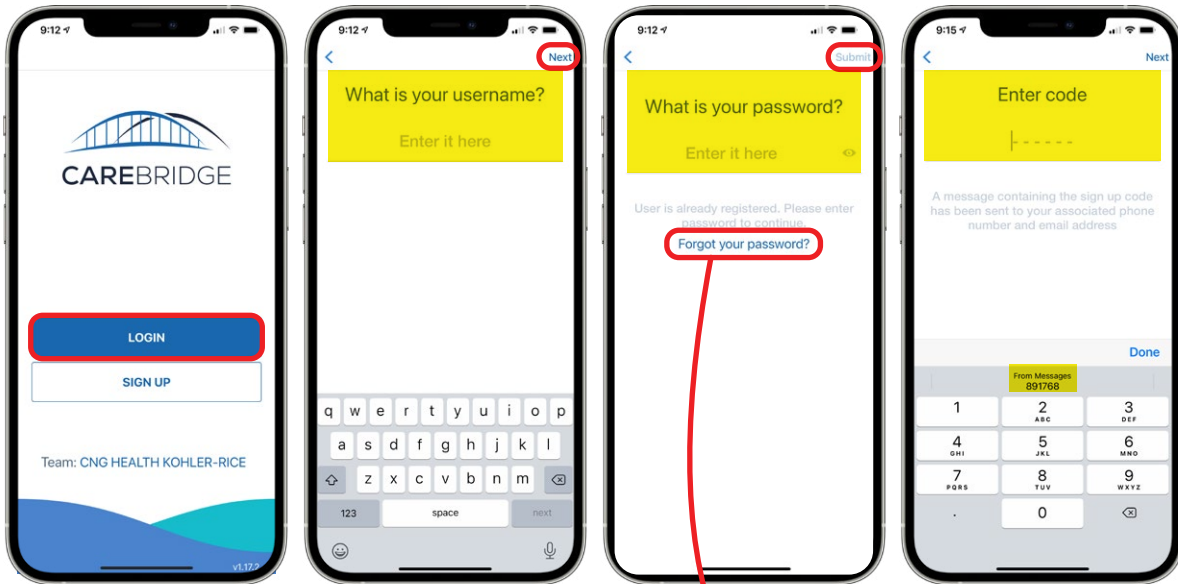
Figure 4. Sign into the app

Figure 5. Reset your password

WHAT IF I FORGET MY PASSWORD?

If you forget your password, click **Forgot your Password?** 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.

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.