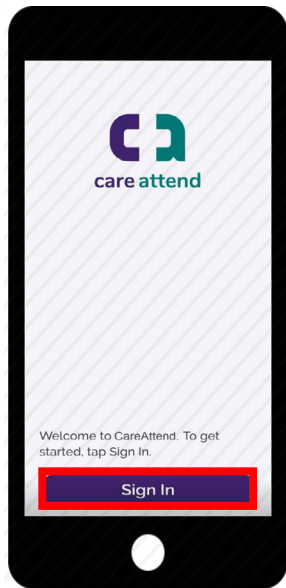


# Logging into the CareAttend App for the First Time

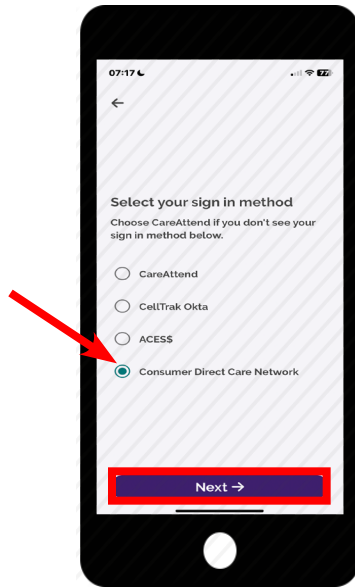
## Create a Passcode

When you log into the CareAttend app for the first time you will need to create a passcode, enable location services, and allow access to physical activity on your device. Instructions for resetting your password can be found at the end of this training.



1

In the CareAttend app, select **"Sign In."**



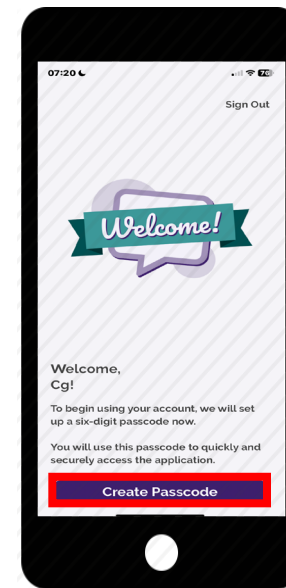
2

Select **"Consumer Direct Care Network"** and tap **"Next."**



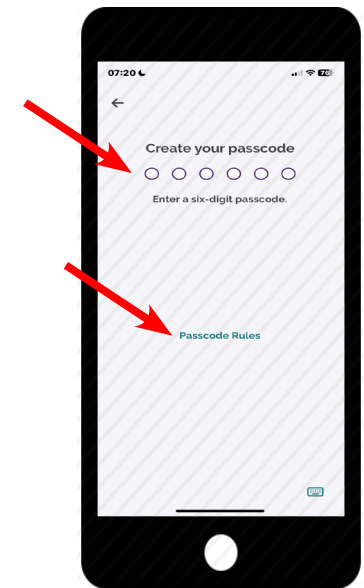
3

Enter the email address on file with Consumer Direct Care Network and your password. Then, select **"Sign In."**



4

You will be redirected to the CareAttend app. Select **"Create Passcode."**

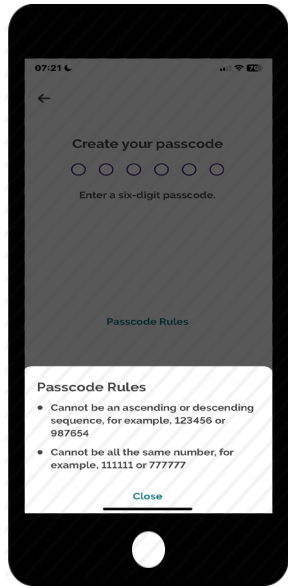


5

Create your six-digit passcode. For information on passcode rules, tap **"Passcode Rules"**

## Create a Passcode (cont'd)

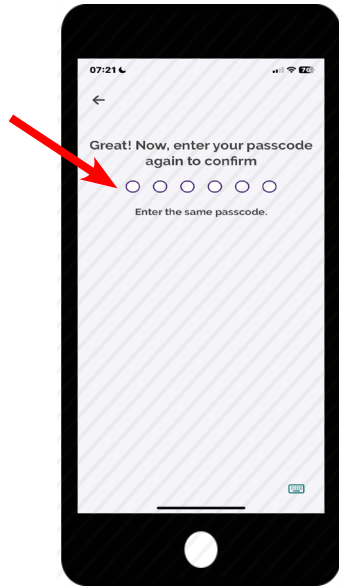
## Enable Location Services



6

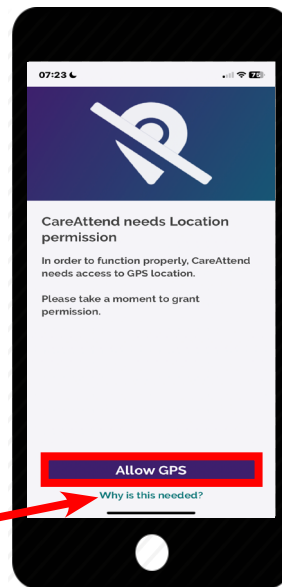
Passcodes cannot be an ascending or descending sequence, for example, 123456 or 987654.

Passcodes cannot be all the same number, for example, 111111 or 777777.



7

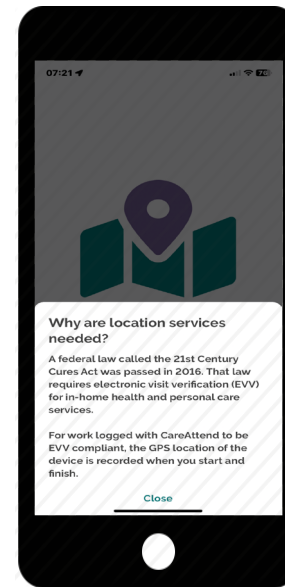
Enter your passcode again to confirm.



8

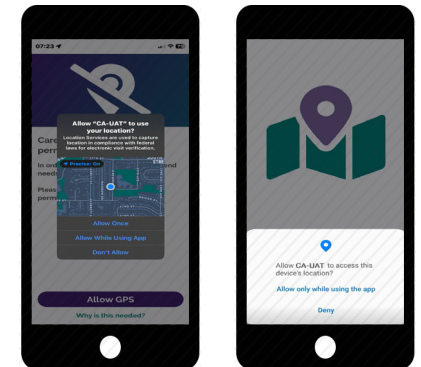
CareAttend requires Location Services to be enabled. For more information, tap **"Why is this needed?"**

When you are finished, tap **"Allow GPS."**



9

The 21st Century Cures Act requires electronic visit verification (EVV) for in-home and personal care services.



10

You will see one of the above images depending on your device.

Select **"Allow (only) While Using the App."**

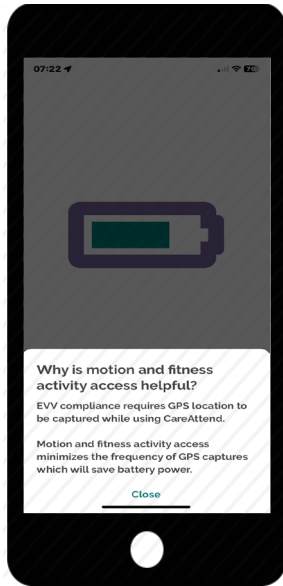


11

Motion and fitness/physical activity can help save power while using the app. For more information, tap

**"Why is this needed?"**

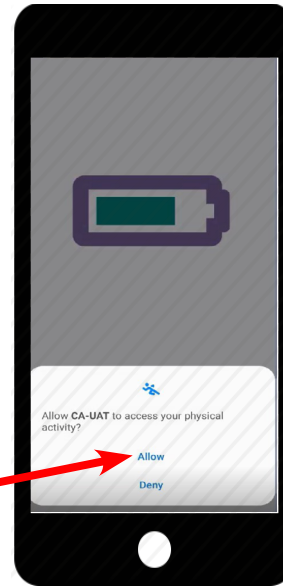
When you are finished, tap **"Next."**



12

EVV compliance requires GPS location to be captured while using CareAttend.

Motion and fitness/physical activity access minimizes the frequency of GPS captures which will save battery power.

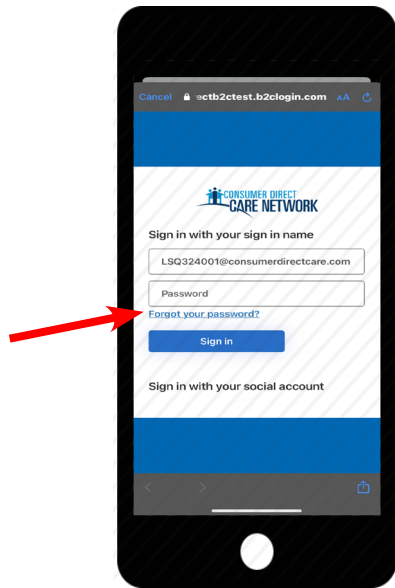


13

If prompted, select **"Allow."**

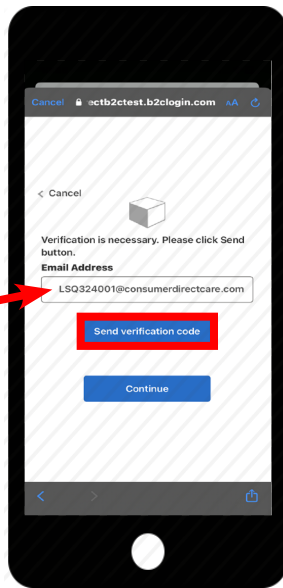
## Forgot Your Password

If you forgot your password, you can reset your password using the instructions below. Note that resetting your password in CareAttend will also reset your password in the DirectMyCare web portal.



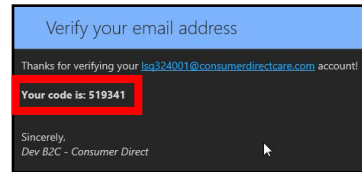
1

To reset your password, tap "**Forgot your password?**"



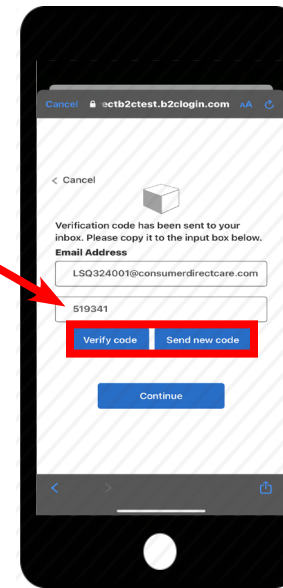
2

Enter your email into the Email Address text box, then select "**Send verification code.**"



3

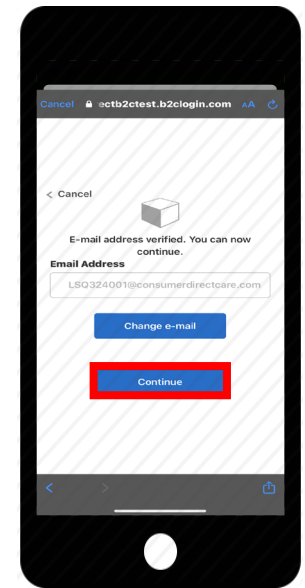
Check your email for a message from *Microsoft on behalf of Dev B2C*. Be sure to check your spam/junk folders.



4

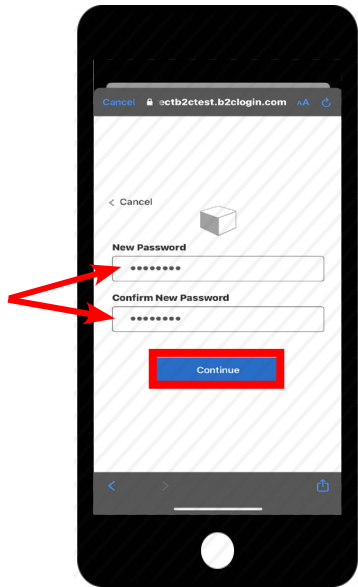
Enter the code into the verification code box, then select "**Verify code.**"

If you did not receive a code, select "**Send new code**" and check your email again.



5

Once your email address is verified, select "**Continue.**"



6

Type your new password, then type it again in the confirmation box.

When you are finished, select "**Continue.**"



7

Your password has now been reset.