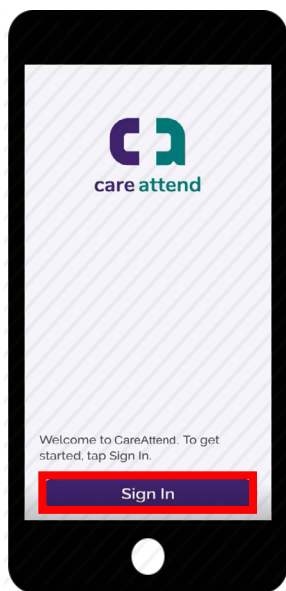# Logging into the **CareAttend App for the First Time**

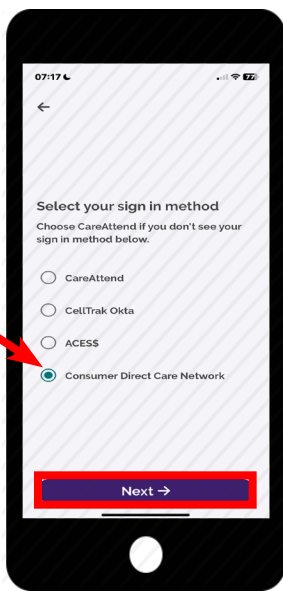## Create a Passcode

When you log into the CareAttend app for the first time you will need to create a passode, 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.
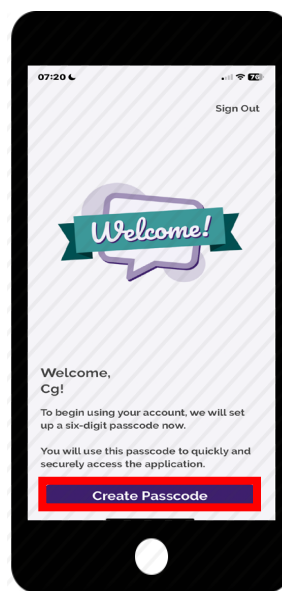
1

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

2

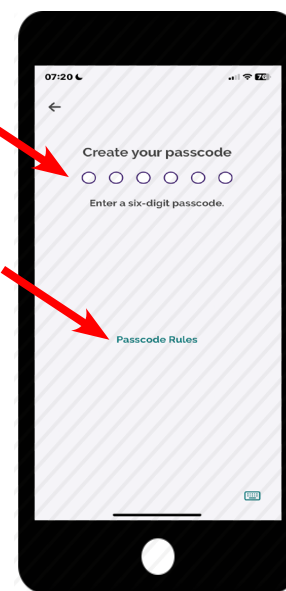Select "**Consumer Direct Care Network**" and tap "**Next.**"

3

Enter the email address on file with Consumer Direct Care Network and your password. Then, select "**Sign In**."
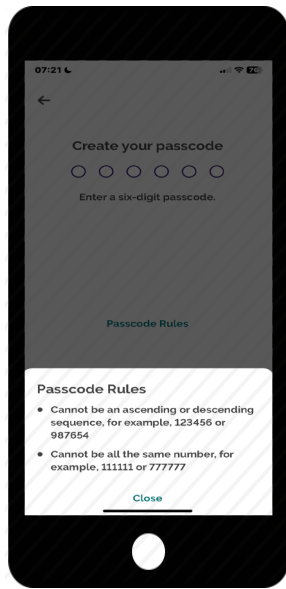
4

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

5

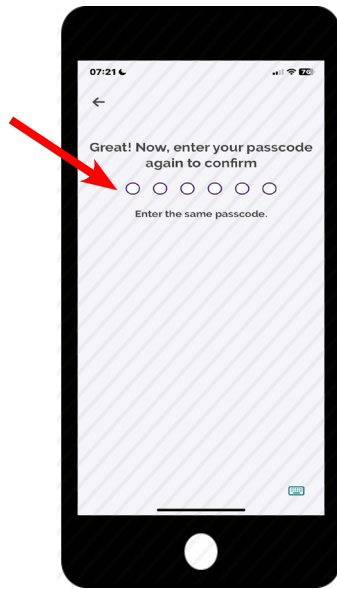Create your six-digit passcode. For information on passcode rules, tap "**Passcode Rules**"

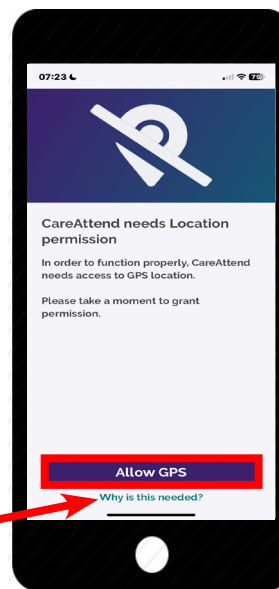EVERY LIFE.   EVERY MOMENT.   EVERY DAY.

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.

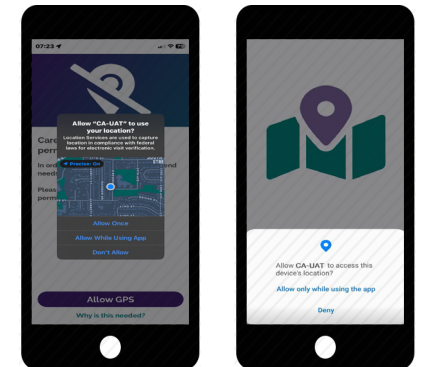**7**

Enter your passcode again to confirm.

8

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

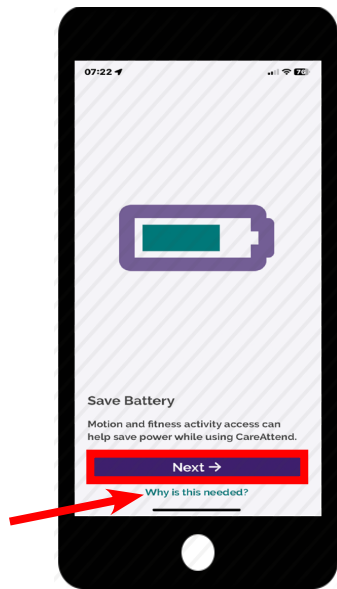When you are finished, tap "**Allow GPS**."

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**."

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11

Motion and fitness/physical activity can help save power while using the app. For more information, tap "**Why is this needed?**"
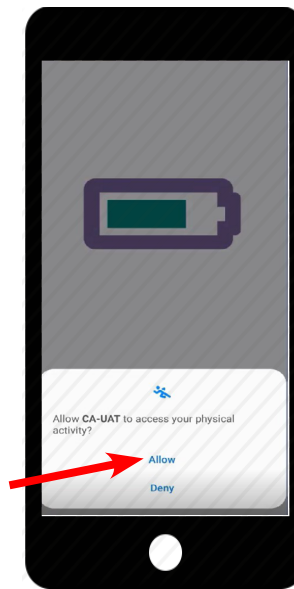
When you are finished, tap "**Next**."

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.**"

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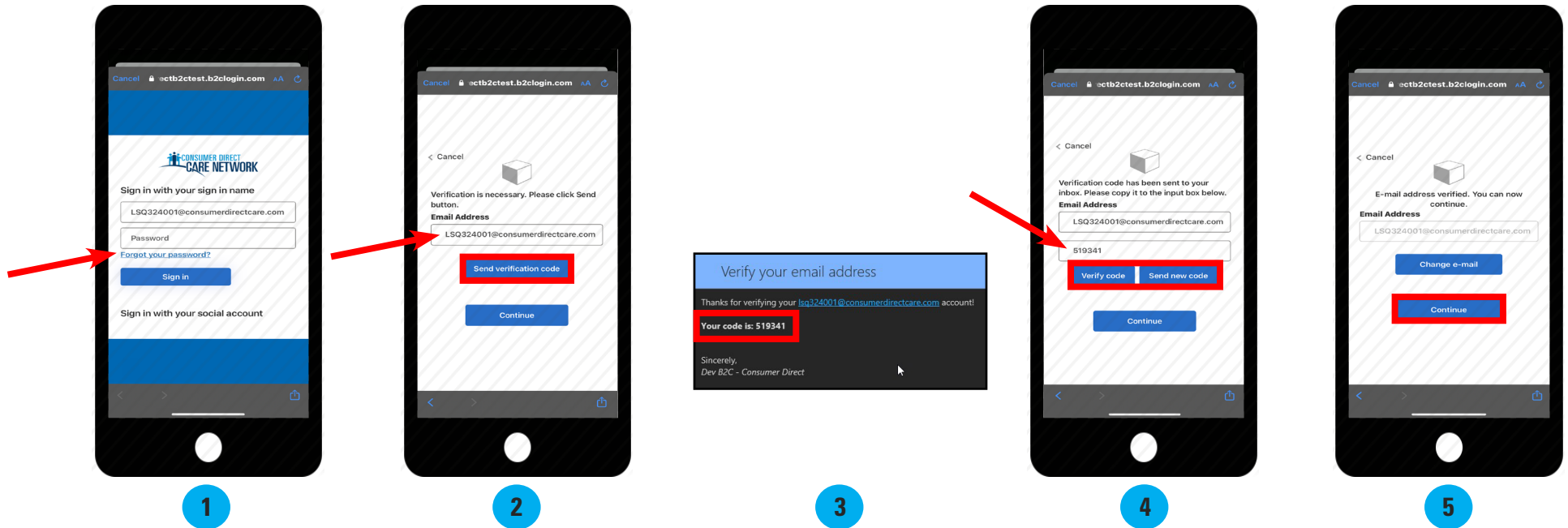
To reset your password, tap "**Forgot your password?**"

2

Enter your email into the Email Address text box, then select "**Send verification code**."
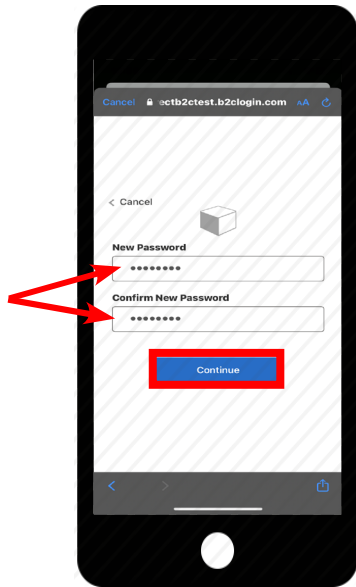
3

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 verfication 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**."

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6

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

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

7

You password has now been reset.

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