

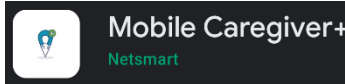
# Receiving your Mobile Caregiver+ Login Username and Password Traditional Agency Direct Service Provider

## Download the Mobile Caregiver+ Application

1. Download the Mobile Caregiver+ from the **Google Play store (for Android)** or the **Apple app store (for iPhone or iPad)**. Tap the application store icon on the mobile device to launch the Google Play store or the Apple app store, and search for **Mobile Caregiver+**.



Google Play store



Apple app store



Mobile Caregiver+  
Medical

## Log-in to the Mobile Caregiver+ Application:

2. After installing the mobile app, open it and login with the username and temporary password sent to your email. Your temporary password will expire within 36 hours. If you do not log in to the mobile app and change the password within 36 hours, you will need to have your agency send you a new email.



Warning! This application provides access to HIPAA Protected Health Information (PHI). Unauthorized access to or improper use of PHI may subject you to criminal prosecution and/or civil penalties.



Login

[New User  
Registration](#)

[Password Help](#)

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3. Change your temporary password to a password you will remember using the following rules:
  - a) At least 8 characters in length.
  - b) Contains at least 1 upper case letter.
  - c) Contains at least 1 lower case letter.
  - d) Contains at least 1 special character such as \$, @, !, %, \*, ?, or &.
  - e) Contains at least 1 number.The password must be reset every 45 days.
4. If you need assistance, please contact your agency.