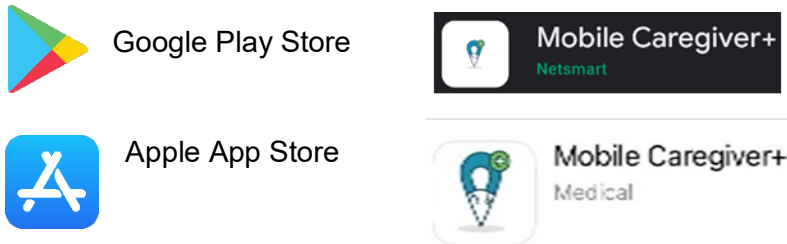


## Receiving your Mobile Caregiver+ Username and Password Participant Directed Service Employee

1. Talk to your Fiscal Management Agency (FMA) to find out when they will be registering with Netsmart. If you do not know which FMA you are associated with, check with the case manager/support broker/service advisor your waiver participant works with.
2. Once you have been added by your FMA, you will receive an email with your username and temporary password. If you do not receive an email, be sure to check your spam/junk folder.
3. Your temporary password will expire after 36 hours; be sure to complete all steps before your password expires. If you do not reset your password within 36 hours, you will need to contact your FMA to reset your password.
4. Download the Mobile Caregiver+ app from the Google Play store (if you have an Android device) or the Apple app store (if you have an iPhone or iPad).



5. Open the Mobile Caregiver+ app on your phone and log in with your username and temporary password.



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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## Receiving your Mobile Caregiver+ Username and Password Participant Directed Service Employee

6. You will be asked to change your temporary password.
7. You must change your password with 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.  
Your password must be reset every 45 days.
8. If you need assistance, please contact your FMA for additional support.