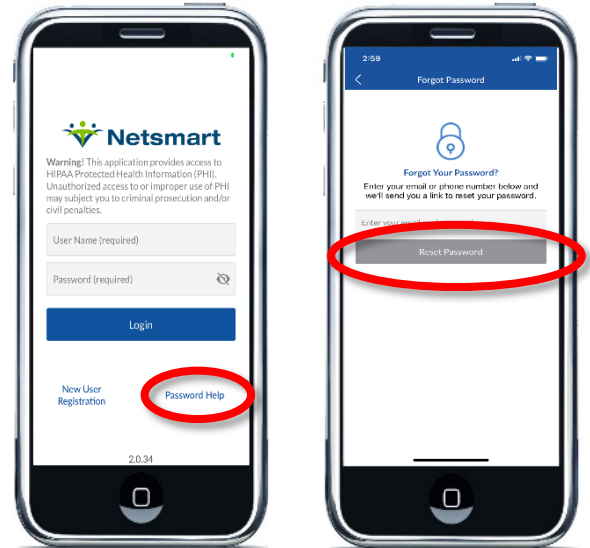


## Mobile Caregiver+ Quick Reference Guide Password Help on the Mobile App

### Forgotten Password

If you forget your password, you can reset it from the mobile app logon screen:

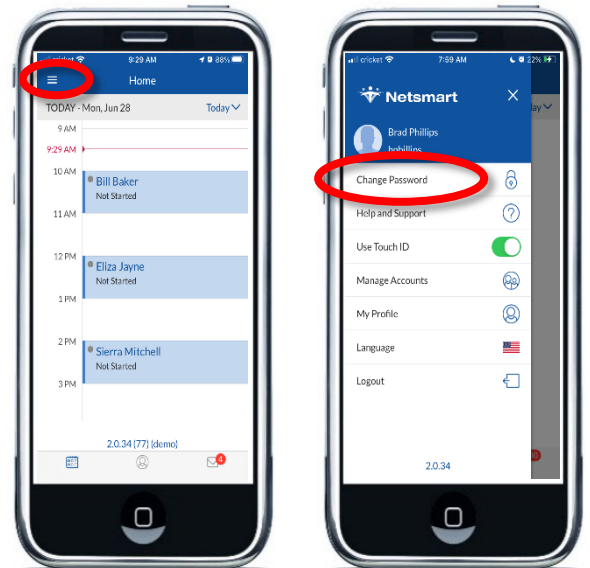
- 1) Tap **Password Help**.
- 2) Enter your email address or phone number.
- 3) Tap **Reset Password**. You will receive an email with the subject line "Update Your Account." It will contain a link that allows you to enter a new password. This link is valid for 36 hours; if you do not change your password within that time, you will need to reset your password again. When resetting your password, it must be at least eight characters and include:
  - One upper case letter.
  - One lower case letter.
  - One digit.
  - One of the following special characters:  
\$, @, !, %, ?, or &.
- 4) Tap **Change Password**. Your password is successfully updated.



### Changing Your Password

You can change your password at any time by following the directions below.

- 1) Tap the **Main Menu** icon in the upper left-hand corner of the screen.
- 2) Tap **Change Password**.
- 3) When the **Change Password** screen appears, enter your **Old Password**, your **New Password** and then retype your new password in the **Confirm Password** field. All entries are hidden by default. Tap the "eye" icon on any of these fields, to see your entry. When changing your password, it must be at least eight characters long and include:
  - One upper case letter.
  - One lower case letter.
  - One digit.
  - One of the following special characters:  
\$, @, !, %, ?, or &.
- 4) Tap **Change Password**. Your password is successfully updated.

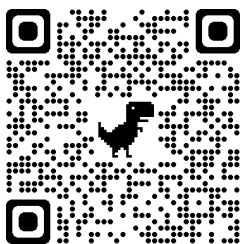


## Mobile Caregiver+ Quick Reference Guide Password Help on the Mobile App

### Regular Password Updates

The Mobile Caregiver+ app will prompt users to change their password every 45 days. If your password is expired, the app will take you to a screen asking you to change your password. You will be required to enter your old password and a new password that meets the requirements above. [Detailed instructions](#) on this regularly required password update are available from Netsmart.

### Additional Resources



A complete list of EVV resources can be found in the [EVV QRG: Who to Call](#) listing available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or by scanning the QR code to the left using your mobile device.