

Mobile Caregiver+ Quick Reference Guide Accessing the Mobile Caregiver+ App

To log into the mobile app:

- 1) Tap the Mobile Caregiver+ icon  to launch the mobile app.
- 2) Enter your **username**.

You should have received an email with your username when your provider agency (for direct service providers) or financial management agency (for participant-directed services employees) uploaded your profile into the Mobile Caregiver+ system. If you need help with your username, contact your provider agency or financial management agency. The email looks like this:



You have been registered to use the [Mobile Caregiver+ provider Portal](#) for provider T PROVIDER 1.

Please follow these easy instructions:

1. Download the Mobile Caregiver+ mobile app on your smartphone from [Google Play](#) or the [Apple App Store](#)
2. Login to the Mobile Caregiver+ app using:
 - **Username: JSMITH**
 - **Temporary password !ABC123**
3. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact evvsupport@ntst.com or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,
The Mobile Caregiver+ Team

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2) Enter your **Password**. *Note: The password is hidden by default; tap the “eye” icon if you need to see it.*

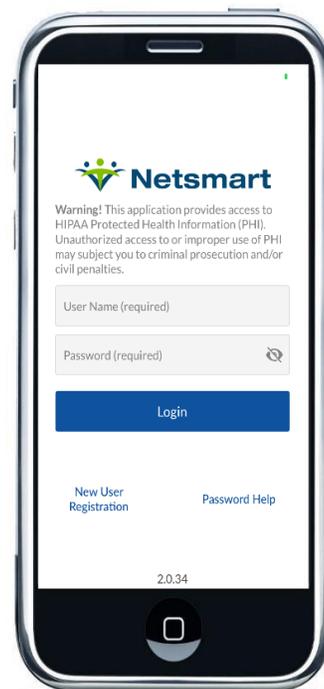
If you forgot your password, simply tap **Password Help** to reset your password or contact your provider agency or PDS EVV administrator who can also reset your password, if necessary. You will receive an email with the subject line “Update Your Account.” It will contain a link that allows you to enter a new password. This link is valid for 36 hours. If you do not change your password within that timeframe, you will need to reset it again.



3) Tap **Login**.

Unlock the app by using the security feature your device is set up for: fingerprint ID, touch ID, face ID, or the four-digit passcode you set when you logged into the Tellus EVV+ mobile app for the first time.

You will remain logged in until you log out of the app; however, the app will lock any time your device goes to sleep or any time you navigate to a different app. Again, to unlock the Mobile Caregiver+ app, use the security feature your device is set up for: fingerprint ID, touch ID, face ID, or the four-digit passcode you set when you logged into the Mobile Caregiver+ app for the first time.



Additional Information



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

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