



Logging into Mobile Caregiver+

If you provide services for members in more than one program, you will receive two emails for each program they are enrolled in. However, you will only need to act on the first two emails. Once you have logged in and set up your password, you will not need to do it again.

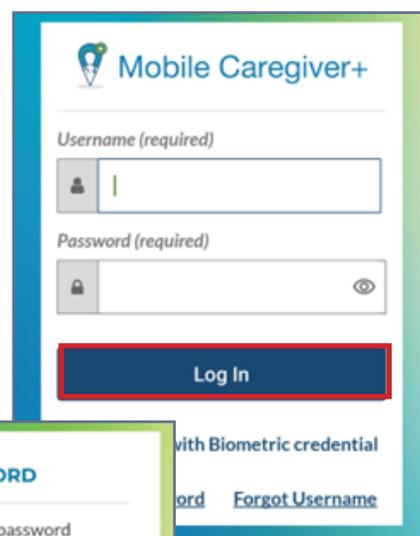
App Registration

1. You will receive **two emails**:
 - One will include your **username** which will be your email address on file.
 - One will include your **temporary password** used the first time you log in.



You must log into Mobile Caregiver + within 36 hours of receiving these emails.

2. Type the Username and Temporary Password from the emails to log in.
3. Press the **Log In** button. (Fig. 01)
4. Type in a **new password** that meets all the criteria. (Fig. 02)
5. **Retype the password** to confirm.
 - Be sure to store your password in a safe place in case you forget.
6. Press **Change Password**.
 - You will be taken back to the login screen so you can log in with your username and new password.
7. Check the box to **Accept Terms of Use**. (Fig. 03)
8. Press **Save**. You will be directed to the main menu.



Mobile Caregiver+

Username (required)

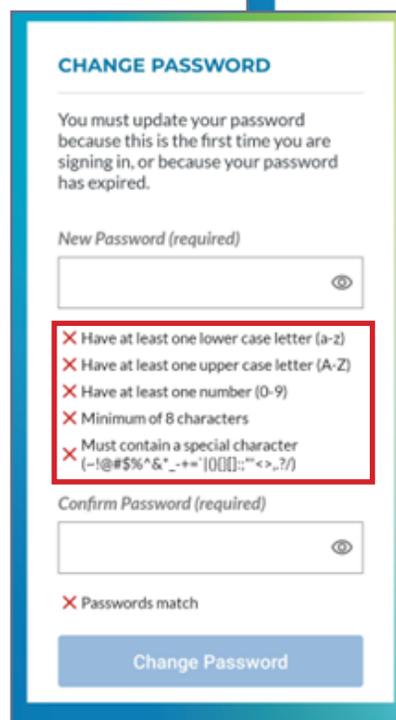
Password (required)

Log In

Forgot Username

Forgot Password

Fig. 01



CHANGE PASSWORD

You must update your password because this is the first time you are signing in, or because your password has expired.

New Password (required)

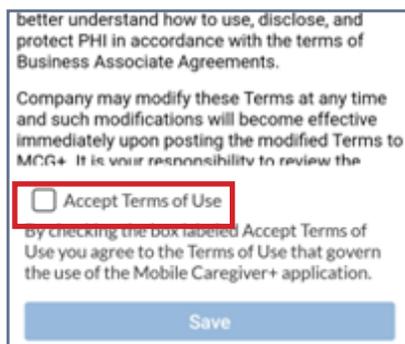
- ✗ Have at least one lower case letter (a-z)
- ✗ Have at least one upper case letter (A-Z)
- ✗ Have at least one number (0-9)
- ✗ Minimum of 8 characters
- ✗ Must contain a special character (-!@#\$%^&*~_+={}|[];:~" '<>.,?/)

Confirm Password (required)

✗ Passwords match

Change Password

Fig. 02



better understand how to use, disclose, and protect PHI in accordance with the terms of Business Associate Agreements.

Company may modify these Terms at any time and such modifications will become effective immediately upon posting the modified Terms to MCG+. It is your responsibility to review the

Accept Terms of Use

by checking the box labeled Accept Terms of Use you agree to the Terms of Use that govern the use of the Mobile Caregiver+ application.

Save

Fig. 03