

# Caregiver Mobile App

## Downloading the App

The HHAeXchange Mobile App is available for download through the App Store or Google Play. The App is available for both iPhone and Android devices. To locate and download the App, enter the keyword **HHA Exchange** in the search bar of the App Store or Google Play (illustrated in the image).

Caregivers are responsible for downloading and installing the application on their personal mobile device. Once registered, Caregivers must provide credentials as well as ID numbers to the Agency for further setup and linking to the HHAX system.



HHAeXchange Mobile App

## Signing Up and Registering

Creating an account for the Mobile App is a two-step process, as follows:

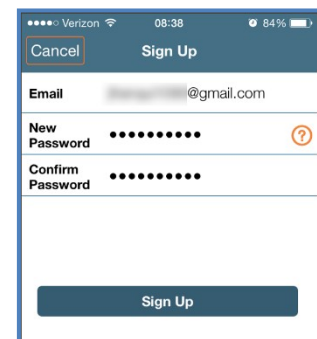
1. **Sign up** by creating login credentials.
2. **Register** by entering additional demographic information.

### Sign Up

Once the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts for the following:

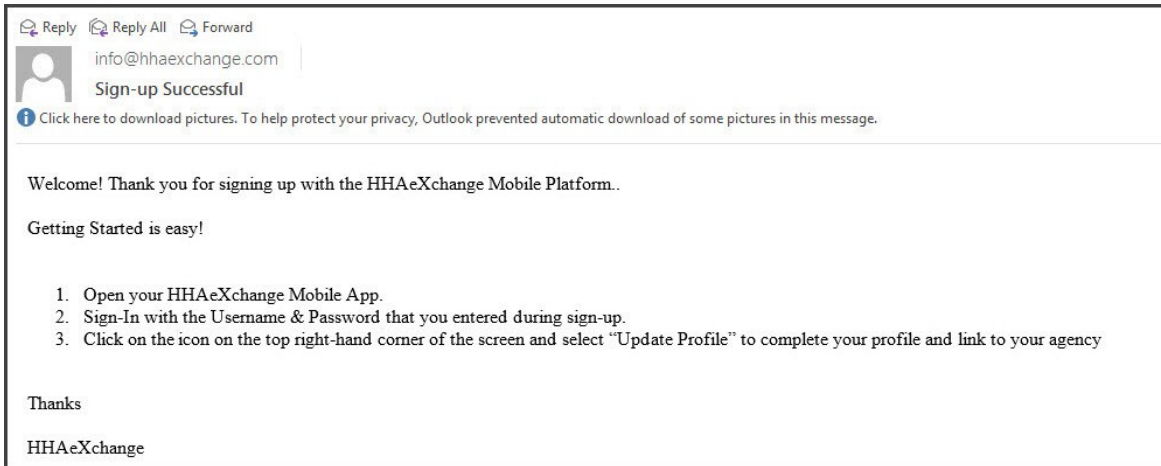
- An **Email Address**
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

Once credentials are completed and confirmed, select **Sign Up** to log in to the App.



Sign Up Screen

Upon successfully creating an account, the system issues a verification email:

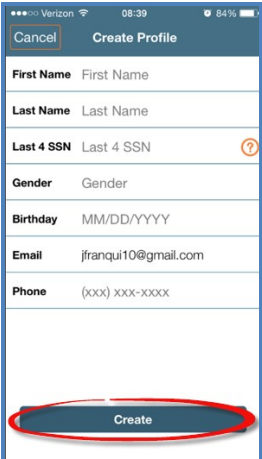
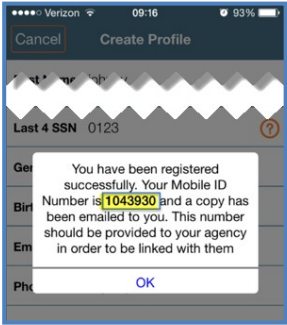


Successful Sign Up Email

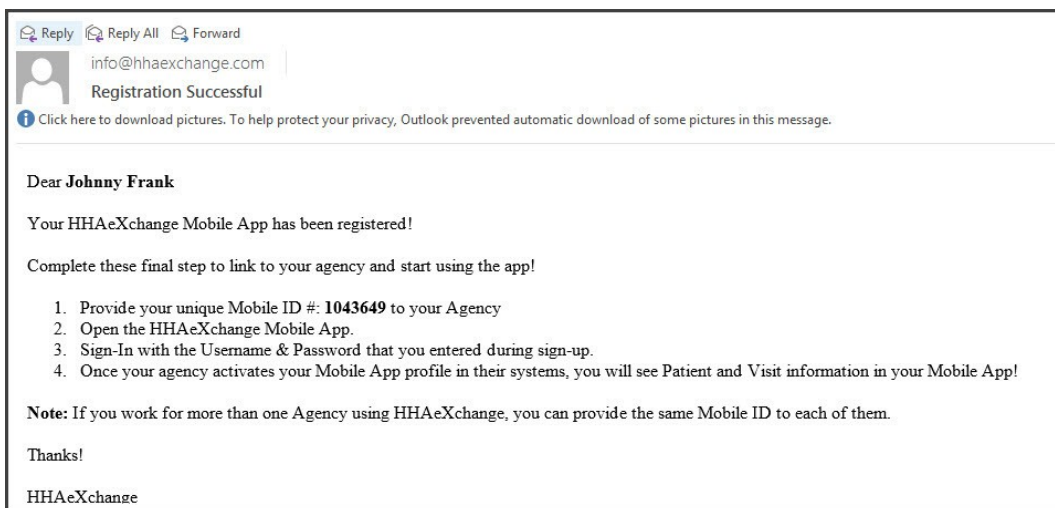
## Register

Follow the steps outlined below to register on the HHAX Mobile App.

Step	Action
1	Log in to the App upon receiving the verification email.
2	Review the <i>Terms of User Agreement</i> and select the <b>Agree</b> button.
3	<p>The Main Screen opens. Click the <b>three-dot icon</b> (on the top-right corner) as prompted by the message. Select the <b>Update Profile</b> option.</p>

Step	Action
4	<p>Complete all the fields on the <b>Create Profile</b> page. Click the <b>Create</b> button to create the Profile.</p> <p><b>Note:</b> The values for <b>Last Name, Last 4 SSN, Gender, and Birthday</b> must match the information on record in HHAX. The Mobile App does not link correctly if any of these values does not match.</p> 
5	<p>If all the information is entered correctly, a message appears containing the <b>Mobile ID</b>.</p> 

The HHAX system sends a second email after successful registration. This message contains the **Mobile ID** as well as instructions on how to log in and use the Mobile App:



**Successful Registration Email**