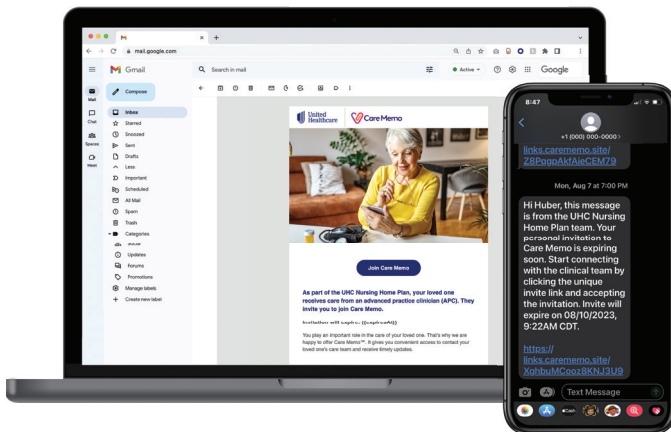


# Care Memo Tutorial:

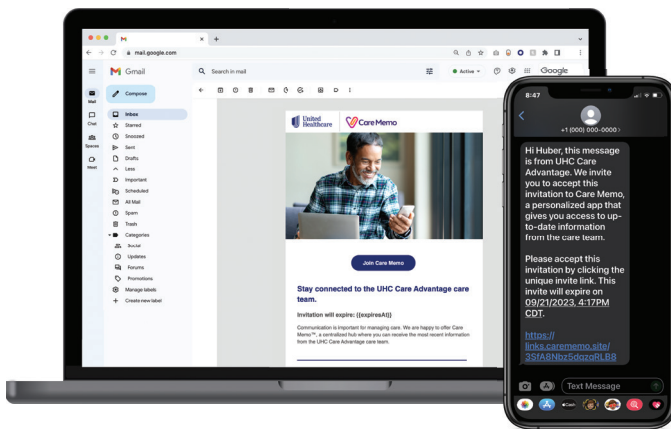
## Web/Desktop Experience

### Step 1

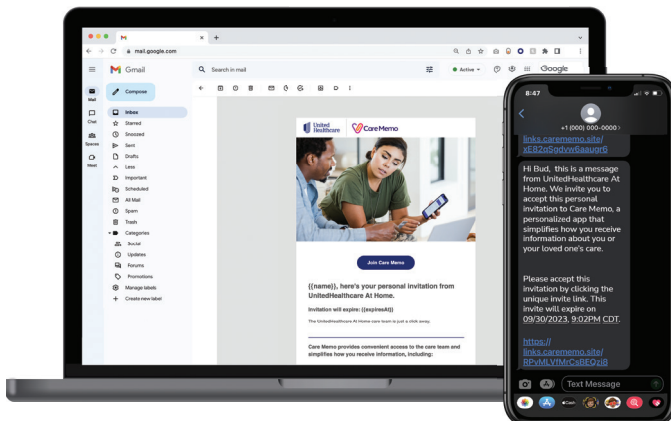
You will receive a personalized text message or email invitation from your professional care team. The link will expire if it is not opened within 7 days. If you have not received the invitation, contact your care team to ask for access.



An example of a personalized text message and email invitation from the **UHC Nursing Home Plan** team.



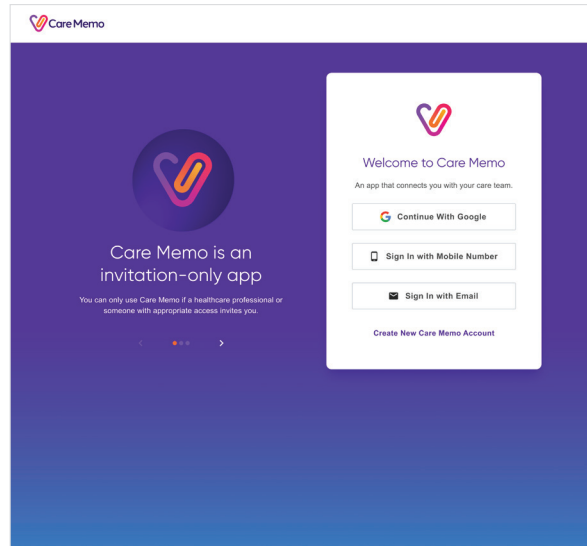
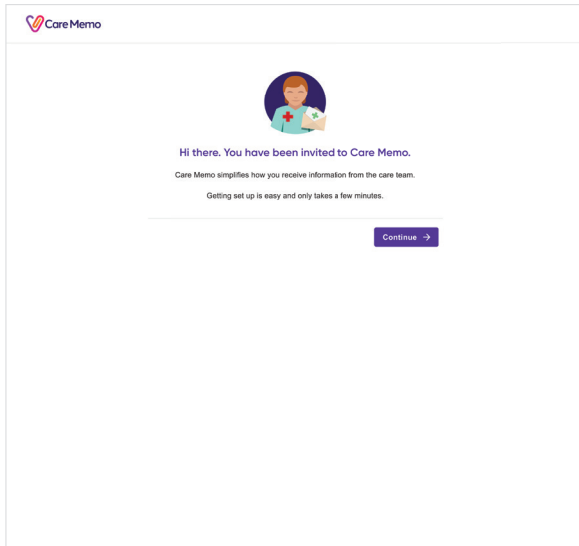
An example of a personalized text message and email invitation from the **UHC Care Advantage** care team.



An example of a personalized text message and email invitation from the **UnitedHealthcare At Home** care team.

## Step 2

Clicking the invite link will take you to Care Memo.  
Then, click “**Continue**” to register.



## Step 3

Create an account using one of these **three options**:

### Option A (recommended):

Register with your Google Mail/Gmail account for the simplest sign up experience.

### Option B (recommended):

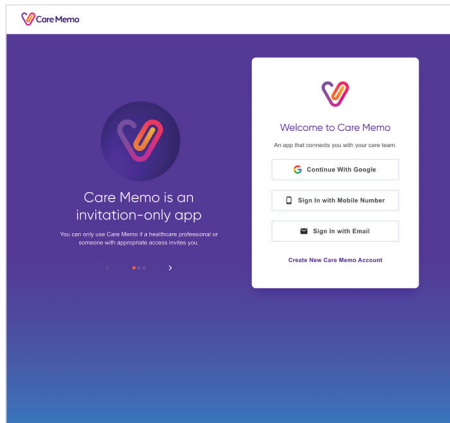
Register with a mobile number.

### Option C:

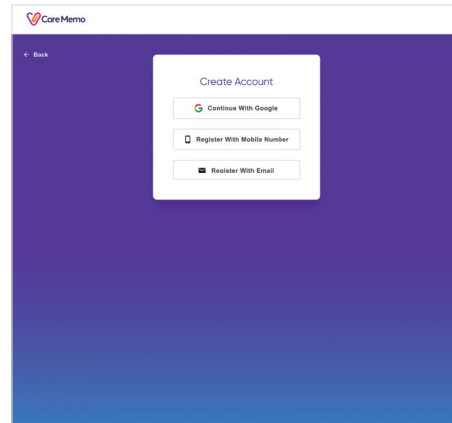
Register with a non-Google email account.

**Option A** - Click **“Continue with Google”** to use your existing Google Gmail account.

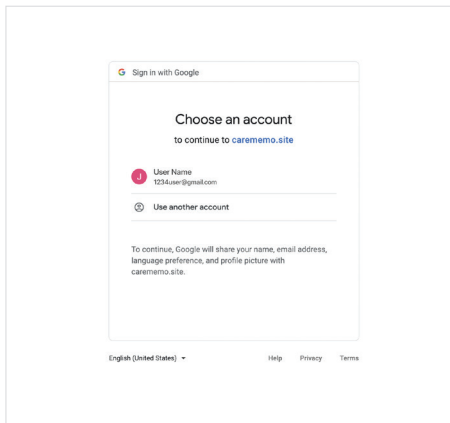
Follow the steps on the screen to set up your account.



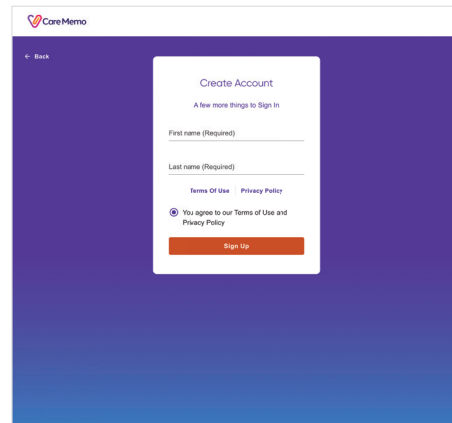
- 1 Click on **“Continue with Google”** on the Welcome screen



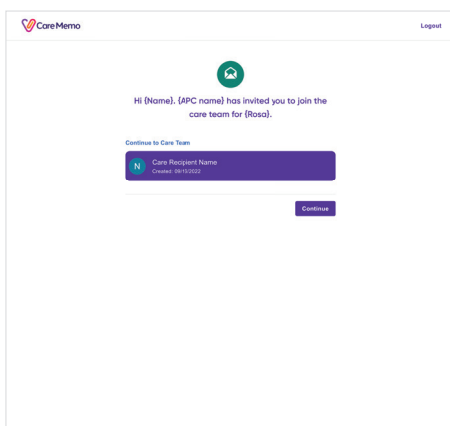
- 1 Click on **“Continue with Google”** on the registration method screen



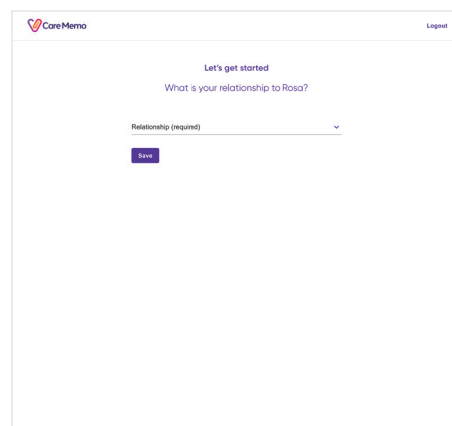
- 2 Select your Gmail email address from the selection screen or sign in with the Gmail you would like to use



- 3 Enter your first and last name. Then **click the circle** to acknowledge the Terms of Use and Privacy Policy, and click the **“Sign Up”** button



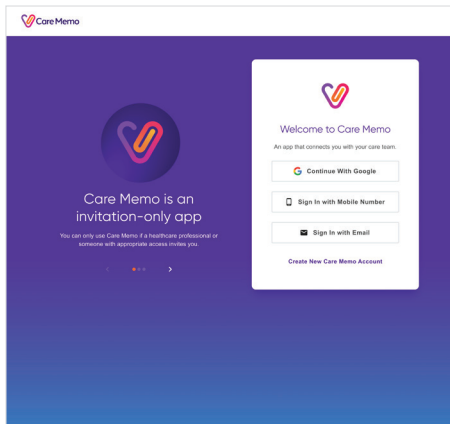
- 4 Click **“Continue”** to join the care team



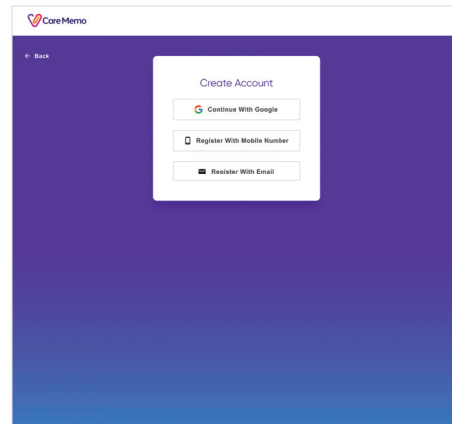
- 5 Select your relationship and click **“Save”** to complete your account set up

## Option B - Register with a mobile number.

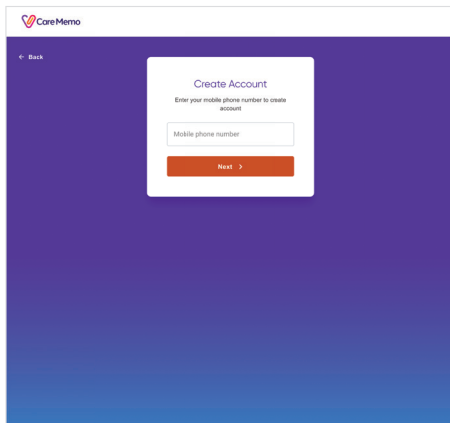
Follow the steps on the screen to set up your account.



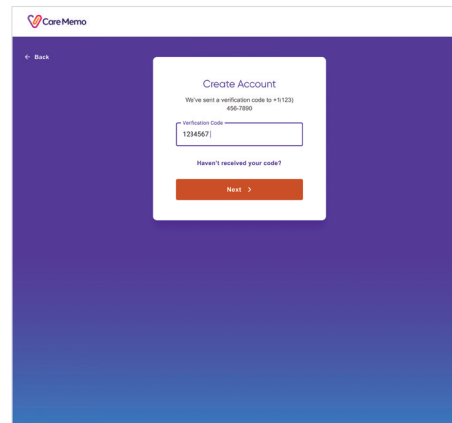
- 1 Click on **"Create New Care Memo Account"**



- 2 Choose **"Register with Mobile Number"**



- 3 Enter your mobile phone number



- 4 Check your text messages for the verification code sent to your mobile phone and enter the verification code

- 5 Enter your first and last name and your email. Then **click the circle** to acknowledge the Terms of Use and Privacy Policy, and click the **“Sign Up”** button

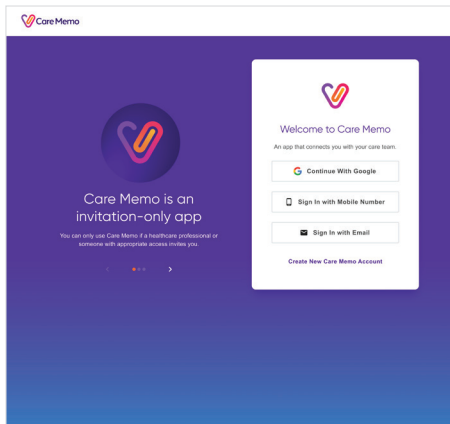
- 6 Click on **“Let's Get Started”** to join your care team

- 7 Click **“Continue”** to join the care team

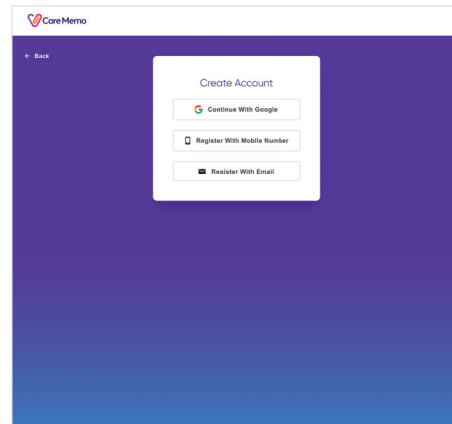
- 8 Select your relationship and click **“Save”** to complete your account set up

## Option C - Register with a non-Google email account.

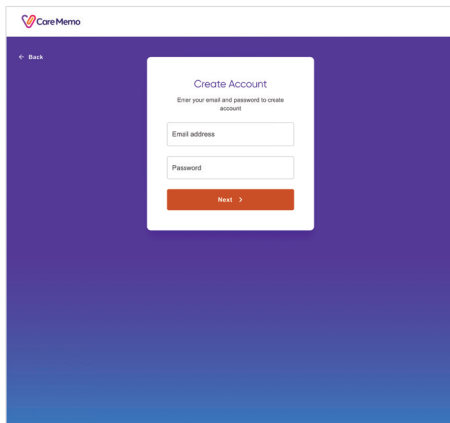
Follow the steps on the screen to set up your account.



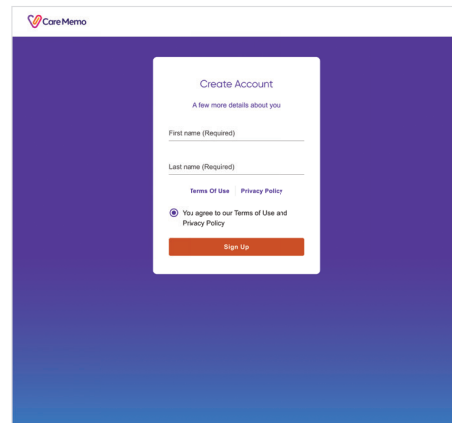
1 Click on “**Create New Care Memo Account**”



2 Choose “**Register with Email**”

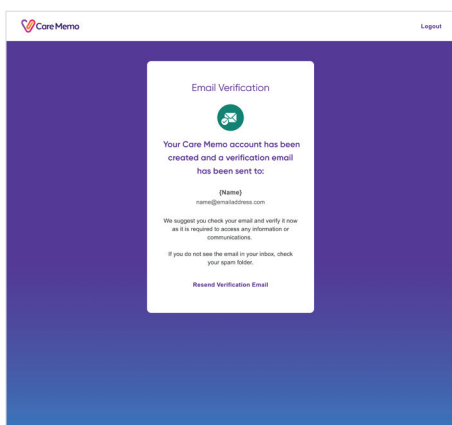


3 Enter your email and password to create an account

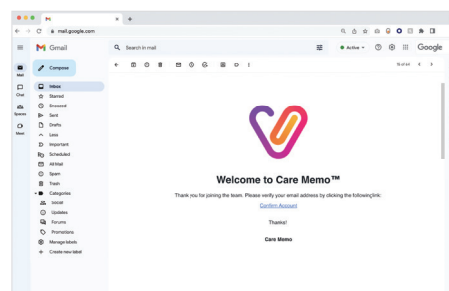


4 Enter your first and last name. Then **click the circle** to acknowledge the Terms of Use and Privacy Policy, and click the “**Sign Up**” button

Continue to step 5 on the next page

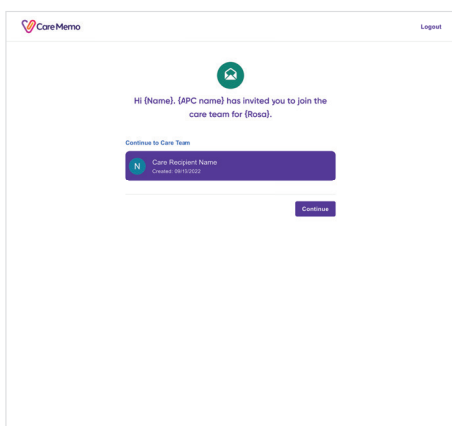


5 You will then receive an email for verification

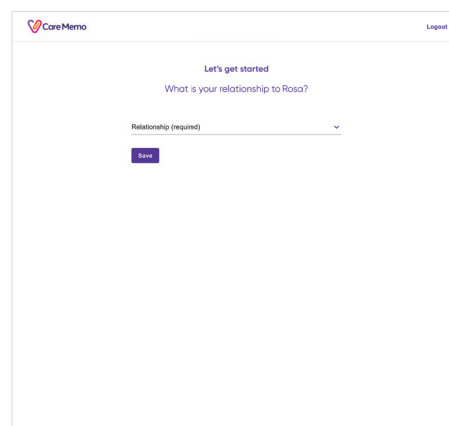


6 Verify your email address by clicking the link “**Confirm Account**” in the verification email sent to the email address you provided.

Upon verifying and returning to Care Memo, the screen will automatically update to the Join Care Team screen.



3 Click “**Continue**” to join the care team



4 Select your relationship and click “**Save**” to complete your account set up

---

## Step 4

To use Care Memo, **click on the app** on your phone or go to **app.carememo.com** on your desktop computer and log in.

