# Care Memo Tutorial:
Mobile App Expererience

Step 1

You will receive a personalized text message or email invitation from your professional care team. If you don't see the email invitation, you may want to check your spam folder. The email "from"should be **no-reply@carememo.com**. **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.
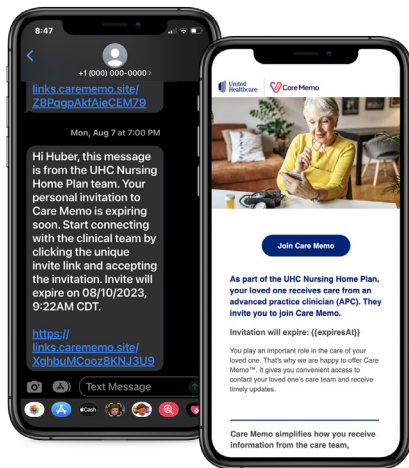
An example of a personalized text message and email invitation from the UHC Nursing Home Plan team.

An example of a personalized text message and email invitation from the UHC Care Advantage care team.
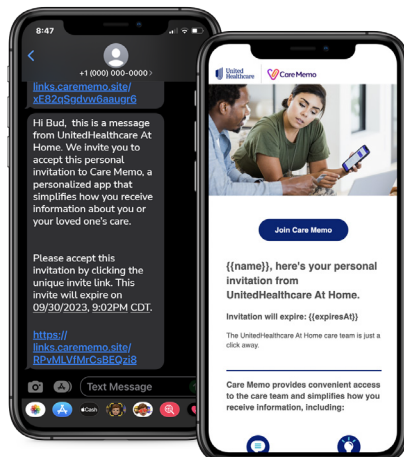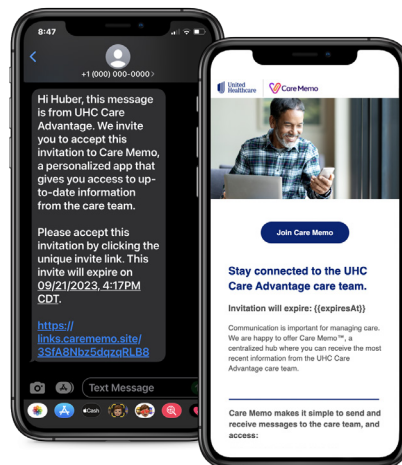
An example of a personalized text message and email invitation from the UnitedHealthcare At Home care team.
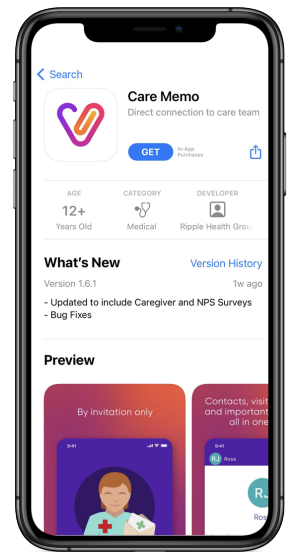
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Step 2

Clicking the link will navigate you to the **Google Play Store** or **Apple App Store**, where you can download the Care Memo App on your phone.

Google Play Store
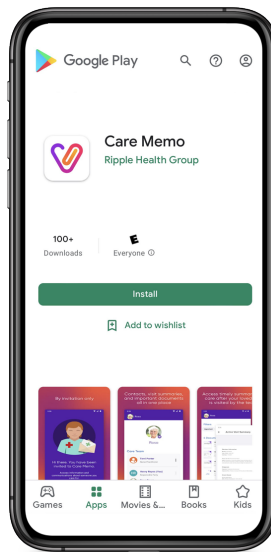
Apple App Store
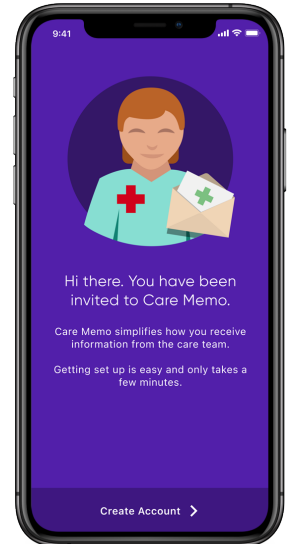

Step 3

After you downloaded the Care Memo app, click the **Care Memo app icon** on your phone.

Then, click "**Create Account**" to continue.

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Step 4

Create an account using one of these **three options**:
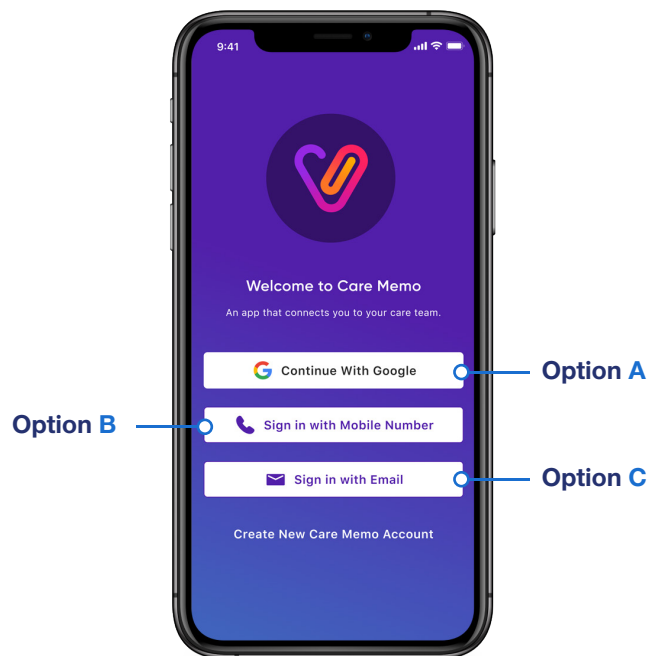
Option A (recommended)**:**

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

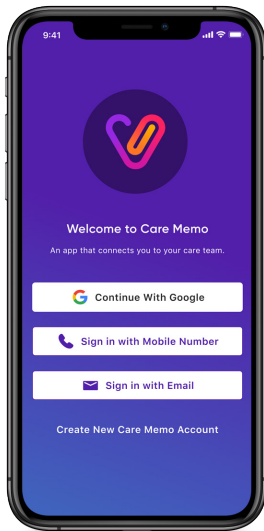**Option B** (recommended)**:**

Register with a mobile number.

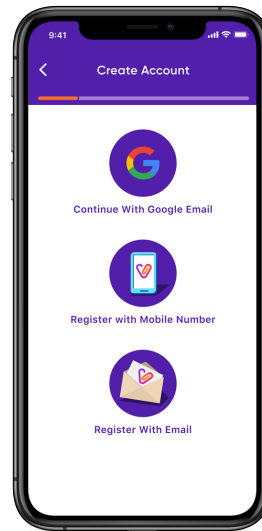**Option C**:

Register with a non-Google email account.

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

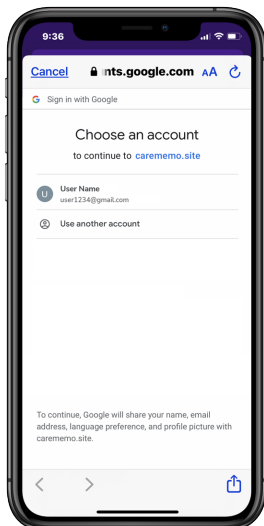Follow the steps on the screen to set up your account.

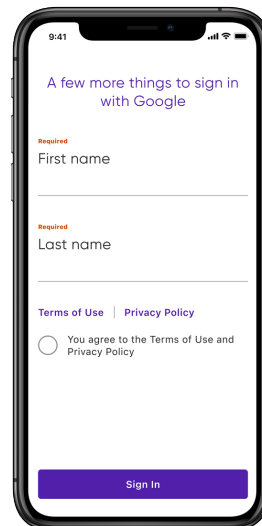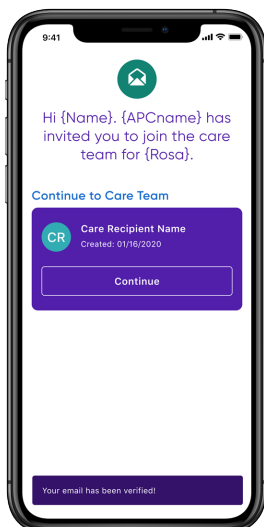**1** Click on "**Continue with Google**" on the Welcome screen

or

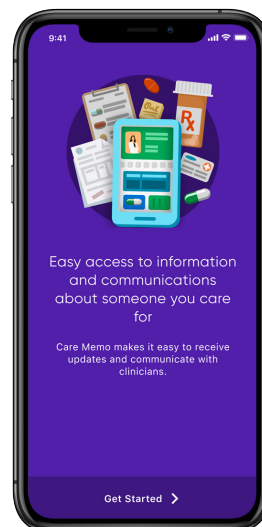**1** Click on "**Continue with Google**" on the registration method screen

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 In**" button
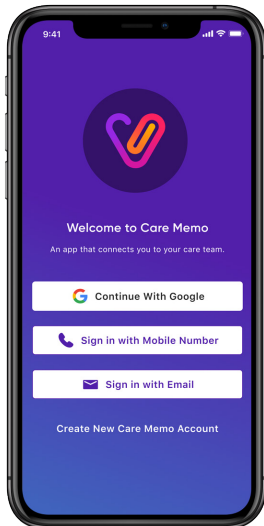
4 Click "**Continue**" to join the care team

5 Select "**Get Started**" to complete your account set up

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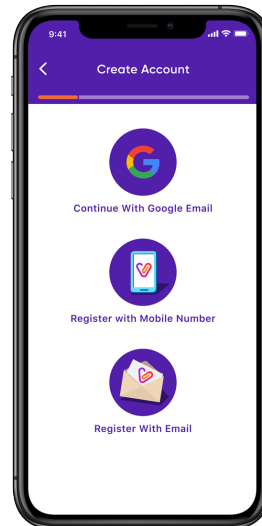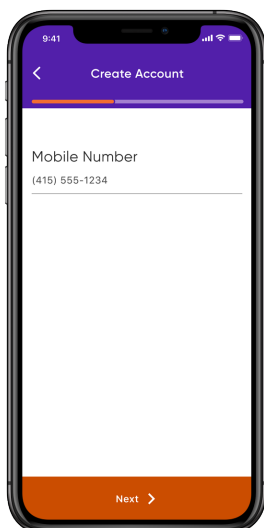**Option B** - Register with a mobile number.

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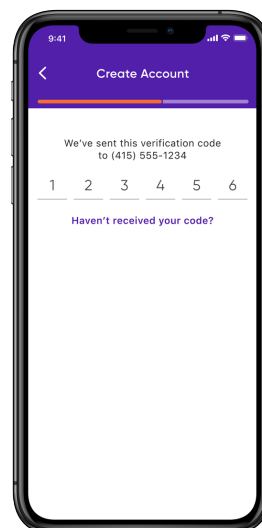

1 Click on "**Create New Care Memo Account**"

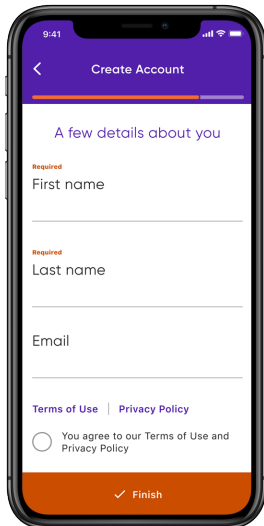

2 Choose "**Register with Mobile Number**"

3 Enter your mobile phone number
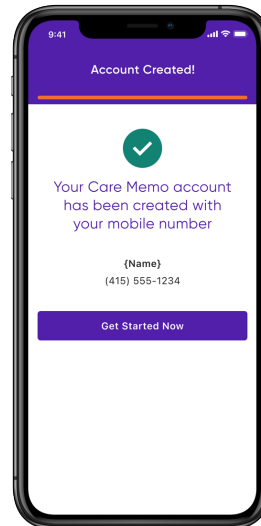
4 Check your text messages for the verification code sent to your mobile phone and enter the verification code

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Option B - Register with a mobile number.

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 "**Finish**" button

6 Click on "**Let's Get Started Now**" to join your care team

7 Click "**Continue**" to join the care team

8 Select "**Get Started**" to complete your account set up

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

Follow the steps on the screen to set up your account.
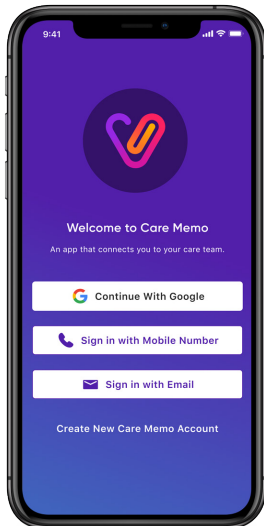
1 Click on "**Create New Care Memo Account**"

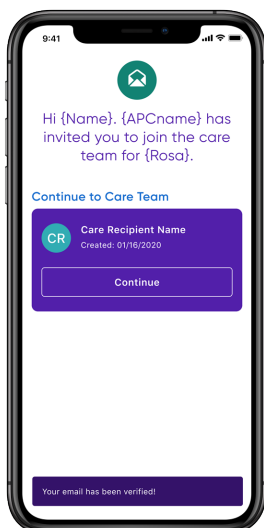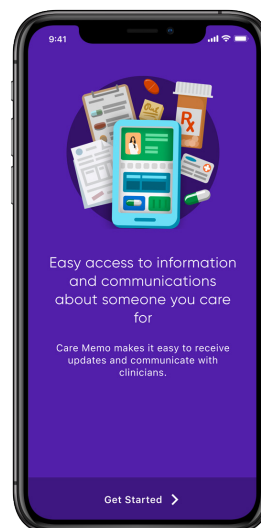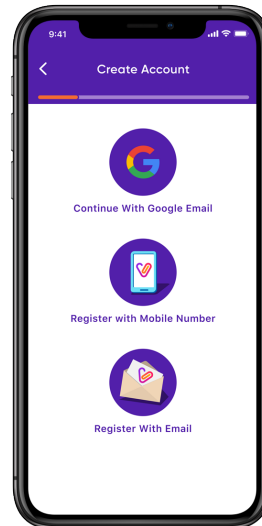**2** Choose "**Register with Email**"

3 Enter your email and password and click "**Next**"

4 Enter your first and last name. Then **click the circle** to acknowledge the Terms of Use and Privacy Policy, and click the "**Finish**" button

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

5 You will then receive an email for verification

Email Verification

Your Care Memo account has been created and a verification email has been sent to:

{Name}
name1234@gmail.com

We suggest you check your email and verify it now as it is required to access any information or communications.
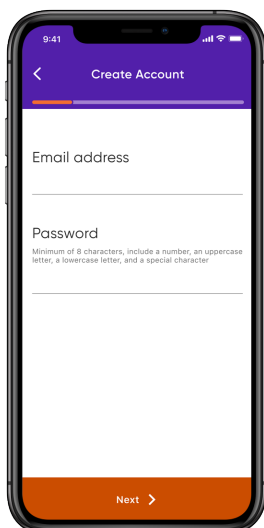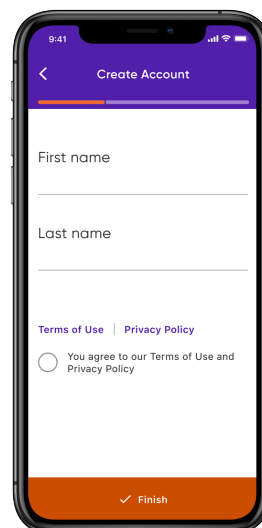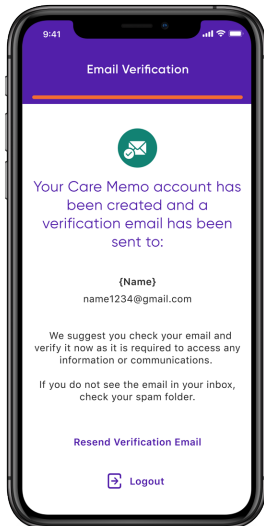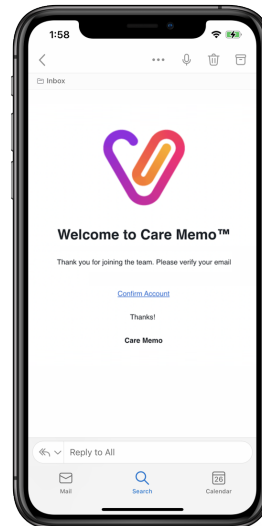
If you do not see the email in your inbox, check your spam folder.
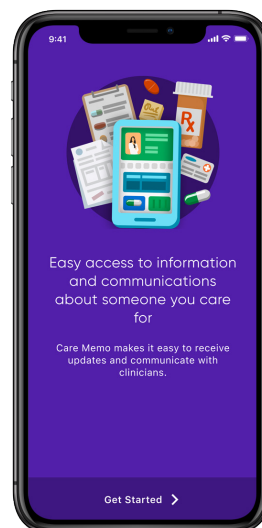
Resend Verification Email

Logout

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

Welcome to Care Memo™

Thank you for joining the team. Please verify your email

Confirm Account

Thanks!

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7 Click "**Continue**" to join the care team

Hi {Name}. {APCname} has invited you to join the care team for {Rosa}.

Continue to Care Team

CR **Care Recipient Name**
Created: 01/16/2020

Continue

Your email has been verified!

8 Select "**Get Started**" to complete your account set up

Easy access to information and communications about someone you care for

Care Memo makes it easy to receive updates and communicate with clinicians.

Get Started ▶

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Step 5

To use Care Memo, **click on the app on your phone and log in**.

Click Here

Welcome to Care Memo

An app that connects you to your care team.

Continue With Google

Sign in with Mobile Number

Sign in with Email

Create New Care Memo Account

Care Memo