ClearCare Go App Instructions

1. On your smartphone, search for a Caregiver portal invite from **24 Hour Home Care** in your email inbox. Click the link to set up your account password. If you can't find the invite, make sure you check your Junk folder. If you still can't find it, skip to step 7. ***NOTE: You can also reset your password using this method.***
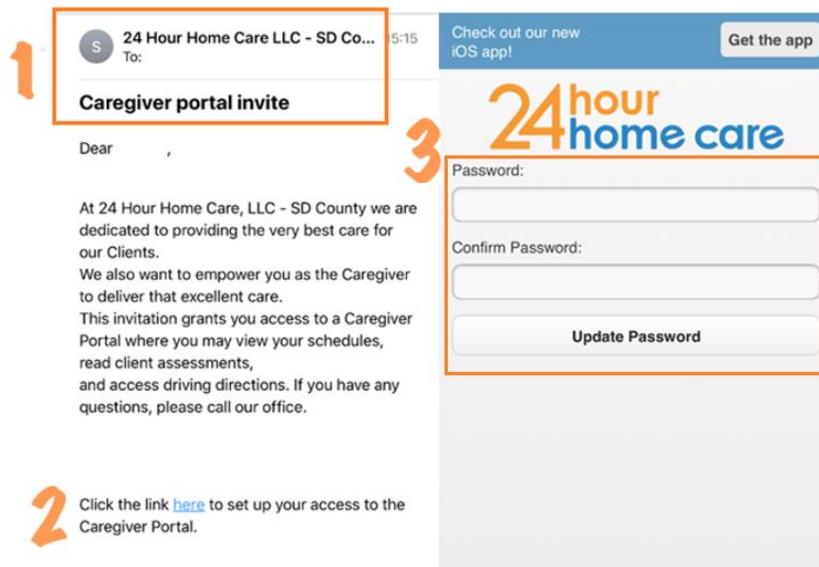
2. Once you have set up your account password you will see the following screen. Click "Get the app" to navigate to the app store for your device. If you have an Android device, click "Install" to download the app. If you have an iPhone, click "Get" to download the app

Android   Or   iPhone
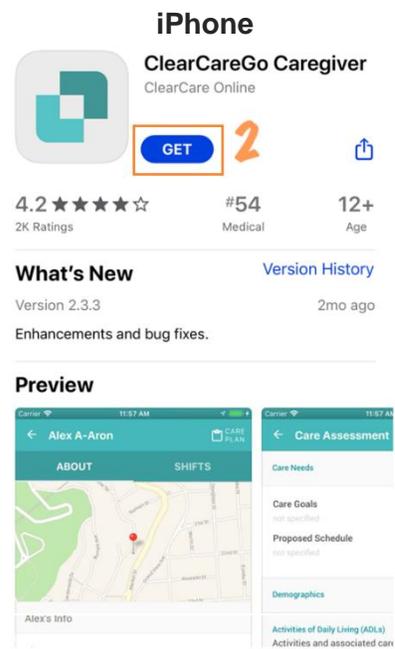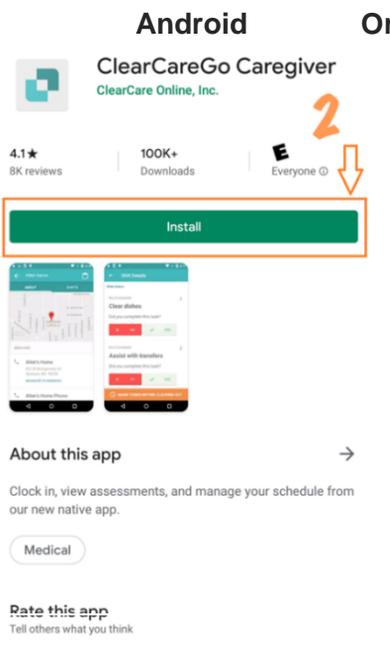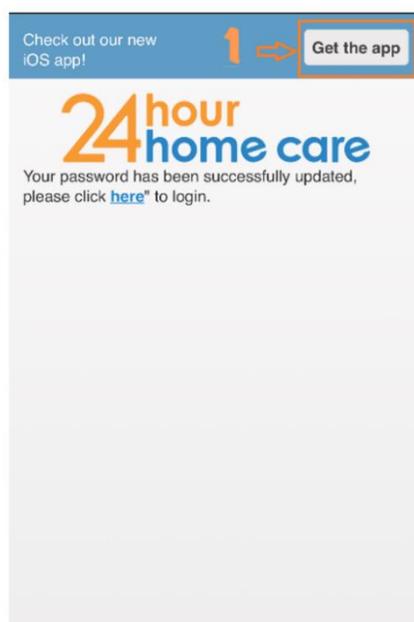
3. Click on the ClearCareGo app and you will see a notification asking for access to the device's location similar to the screenshot on the right. Click "Allow" to allow the app to use location services.

   If you don't see the pop-up notification, you can manually turn on locations services for the ClearCareGo app. See the Manually Turn on Location Services section below to learn how to how to verify you have enable location services.
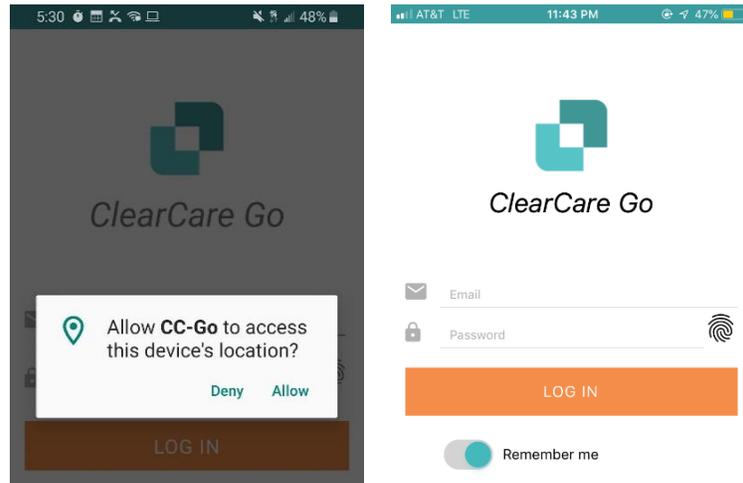
4. Log into the app. Use your email address as the username and the Caregiver portal password you just set up as the password.

   If you see a thumbprint next to your password, you can enable touch id to log into your account. This means instead of inputting your password each time, you can use your thumbprint to log in. See Enabling Touch ID section below to learn how to enable Touch ID.

5. Watch the tutorial video to learn how to clock-in/out of shifts. As a recap, to clock-in/out click on the specific shift, click the shift to see the Shift Details, then click clock-in. You will be prompted to enter your mileage and tasks when you clock-out.
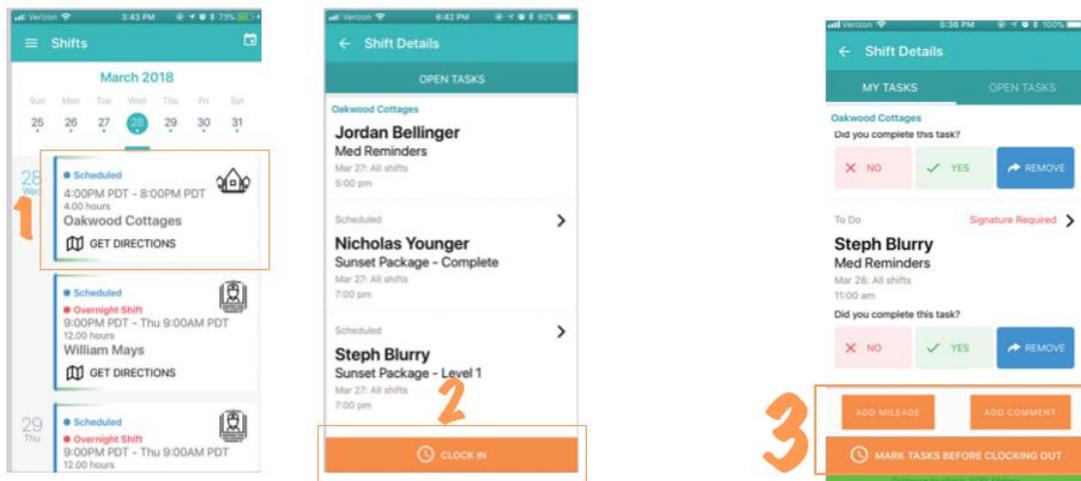
6. For more information about the app features, check out ClearCare's app Community Care Tutorial below. Please note not all features highlighted in the tutorial will be available in your app.
   Link: https://cdn2.hubspot.net/hubfs/1708580/
   Community%20Care/ClearCareGo%20Community%
   20Care%20Tutorial%20FINAL.pdf

7. If you run into any problems, feel free to call in to your local office's main line! If you don't know your local office's main phone number, see the Finding My Local Office's Phone Number section below.

Additional Mobile App FAQs

Manually Turn on Location Services
If you are experiencing issues with location services, here is how you manually verify that you have enabled location services for the ClearCare app.

How to Turn on Location Services on iPhone
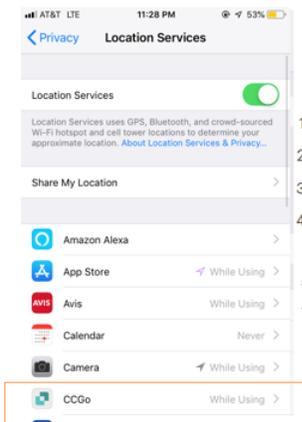
You may have enabled Location Services when you set up your iPhone. If not, turning them on is super easy. Just follow these steps:

1. Tap **Settings**.
2. Tap **Privacy**.
3. Tap **Location Services**.
4. Move the **Location Services** slider to **on/green**. Location Services are now on.
5. *Find the CCGo icon and select While Using App*

**How to Turn on Location Services on Android**
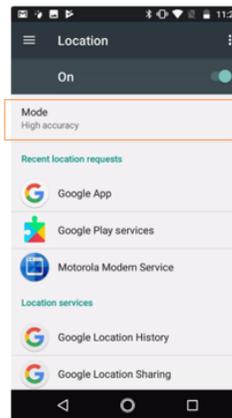
Like on iPhone, Location Services are enabled during setup on Android, but you can also enable them later by doing this:

1. Tap **Settings**.
2. Tap **Location**.
3. Move the slider to **On**.
4. Tap **Mode**.
5. *Select High Accuracy mode*
6. *Tap Google Location Reporting see below if you can't find this setting*
7. *Tap Location Reporting*
8. *Toggle switch to On*

If you can't find "Google Location Reporting" settings on your Android device, then use the following steps to allow the ClearCareGo app permission to access your location.

1. Go to **Settings** and click **Apps**
2. On the Apps page, find and **click the CCGo app**
3. In the CCGo app details, **click Permissions**
4. Within App permission, make sure the **location switch is toggled On**
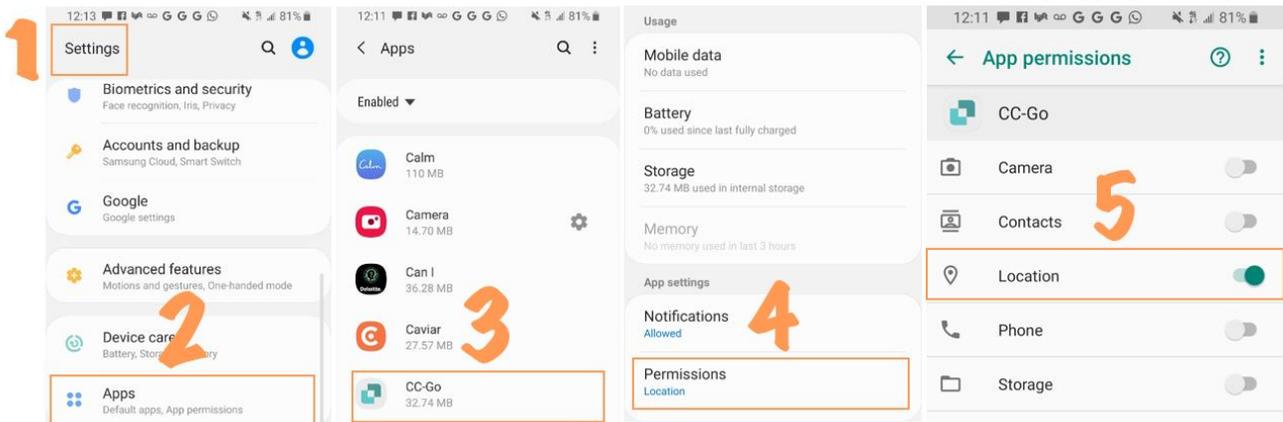
Enabling Touch ID

Fingerprint Sensor

If your device has a fingerprint sensor, you will see the following screen. If you would like to use your fingerprint to sign into the ClearCareGo app, slide the icon next to Touch ID and click OK. See image to the left.

Turning Off the Touch ID

If you would ever like to turn off your Touch ID or enable it at later time you can always access the setting in your profile on the app. Click the 3 lines in the left-hand corner to view your menu. Click on your name to view your profile. You will see the touch ID setting in your profile. Click to change your Touch ID settings. You can also change your password from your profile by clicking the orange pencil icon. See image below.
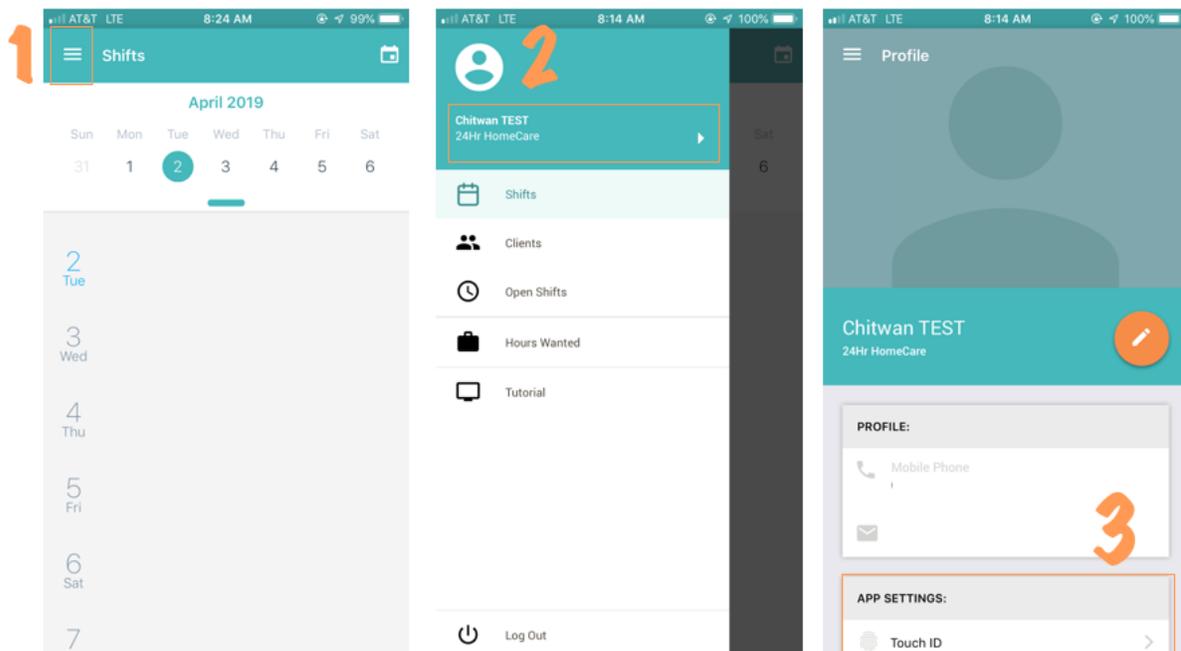
Finding My Local Office's Phone Number

To find you office's contact information, navigate to the locations page of 24 Hour Home Care's website: https://www.24hrcares.com/locations/. Filter by region and find your local office. The phone right under will be the one you want to call. You can call this phone number to get in touch with your care coordinators and managers for any concerns.

Telephony Phone Numbers:

- Arizona and Texas: (888) 608-9205
- Northern California: (844) 300-4156
- Southern California: (888) 615-3789
- San Diego County: (844) 325-9099