Guidance Document

MyCarePortal™ Mobile App Installation Guide

eVero®
CORPORATION

Contents

Introduction

This installation guide will provide users with step-by-step instructions on how to install MyCarePortal™ to a personal device.

Since our app is not available through the App Store (iOS) or Google Play, a few additional steps are required for installation.

Why Isn't the App in the App Store or Google Play?

eVero's top priority is ensuring that our clients can provide and access care services.
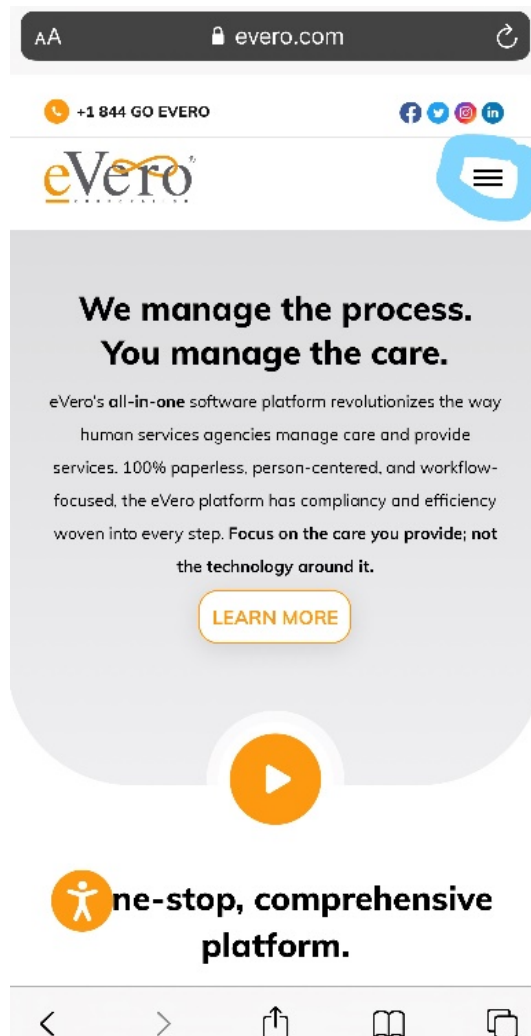
When an app is hosted in the App Store, the platform is required to adhere to a lengthy review process before it can be published or updated. This review process can take up to 4 weeks to complete, providing detrimental to our end users and their work efficiency — as we would no longer be able to provide regular app updates, bug features, or feature enhancements.

By privately hosting and distributing our own mobile apps, we retain significantly greater control over our development process, and can bring updates to our clients in real-time.
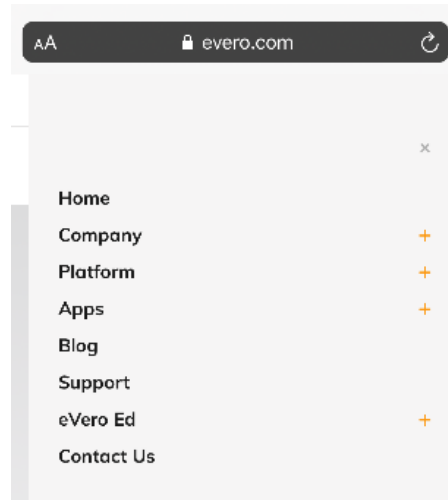
If you are interested in learning more, please click here.

How to Download the App

1. Navigate to www.evero.com in the browser on the desired Apple device.

2. Tap the **Menu** button (circled in blue) located on the top right of the screen, and locate **Apps** in the menu list.

3. Next, the user can either select the **plus sign** to expand specific eVero app options, or just tap the word **Apps** to open a landing page for each of the mobile apps.

4. On the Apps landing page, the user will be able to choose between the 3 available eVero apps. Tap **MyCarePortal™ Mobile** to open the MyCarePortal™ Mobile informational page.

MyCarePortal™ Mobile

Individuals and families can access customized dashboards and their Budget with ease. Built for NY Self-Direction.

5. On this page, the user will select the orange MyCarePortal™ Mobile Apple button.

   This will ultimately lead the user to the app download page, where they can find the most recent app requirements and information (such as the platform version number, release date, and minimum iOS supported).

   a. The user will also have the option to open these instructions as a PDF.

New York's Self-Direction Program keeps the Individual at forefront of their care management, and **our Self-Direction Mobile App for Individuals & Families makes it easy to ensure transparency, accuracy, and connectivity**.

Follow the links below to download the MyCarePortal™ Individual & Family Mobile App for your appropriate operating system.

MyCarePortal™ Mobile Apple

MyCarePortal™ Mobile Android
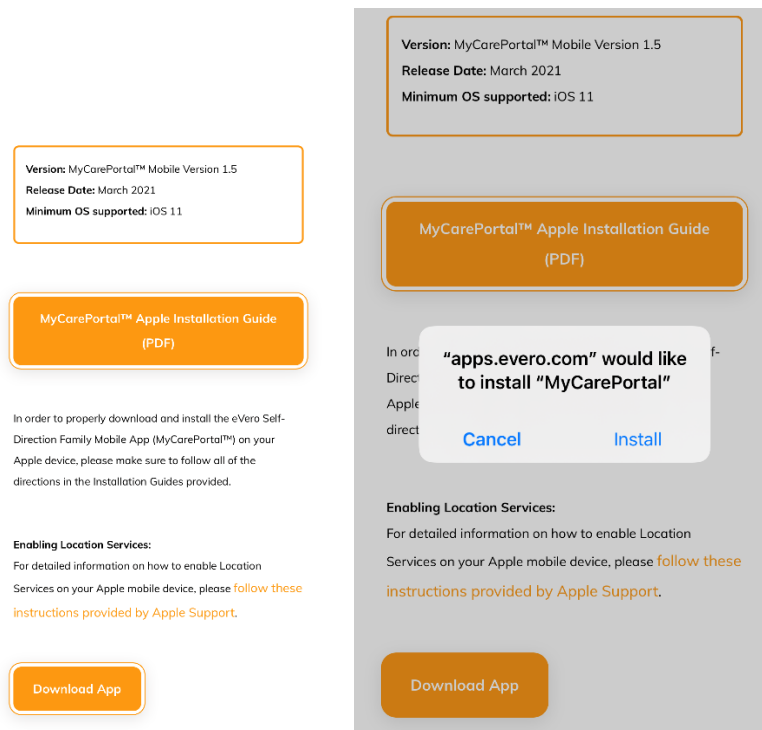
Newest Update:

MyCarePortal™ Mobile Version 1.5

Release Date:

March 2021

6. It's almost time to download the app! Prior to doing so, we highly recommend that the user **enables location services** on the mobile device.

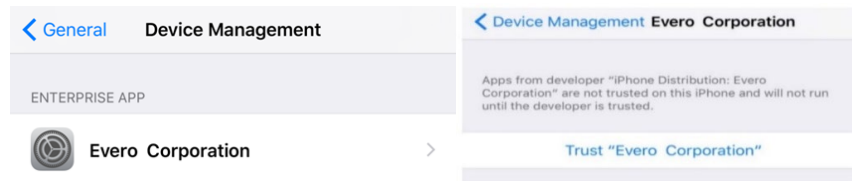   a. Detailed instructions on how to do this can be found by <u>clicking here</u>.

7. Once the user has enabled location services, it's time to download the app. Tap the orange Download App button and follow the on-screen prompts.

Version: MyCarePortal™ Mobile Version 1.5
Release Date: March 2021
Minimum OS supported: iOS 11

MyCarePortal™ Apple Installation Guide
(PDF)

In order to properly download and install the eVero Self-Direction Family Mobile App (MyCarePortal™) on your Apple device, please make sure to follow all of the directions in the Installation Guides provided.

Enabling Location Services:
For detailed information on how to enable Location Services on your Apple mobile device, please follow these instructions provided by Apple Support.

Download App

Version: MyCarePortal™ Mobile Version 1.5
Release Date: March 2021
Minimum OS supported: iOS 11

MyCarePortal™ Apple Installation Guide
(PDF)

In ord...   f-
Direct
Apple
direct

"apps.evero.com" would like
to install "MyCarePortal"

Cancel   Install

Enabling Location Services:
For detailed information on how to enable Location Services on your Apple mobile device, please follow these instructions provided by Apple Support.

Download App

8. Once the download is complete, the next step is to approve the app in the device's security settings. **Approving the App's security settings varies depending on which Operating System is installed on the Apple device.**
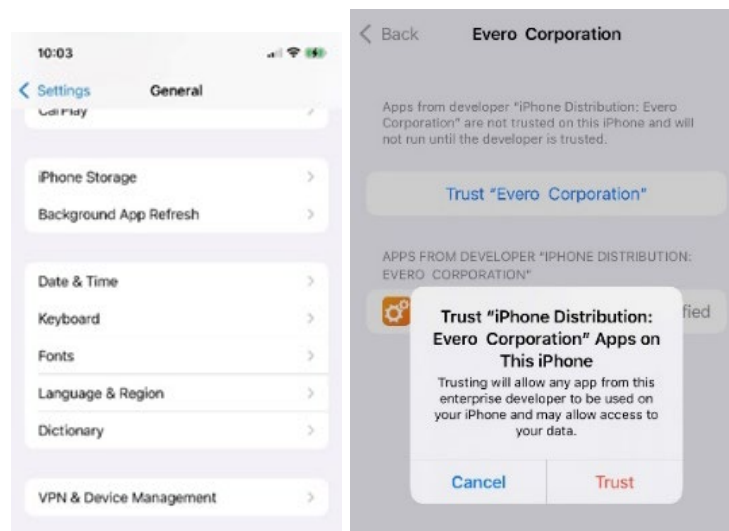
A) For iOS 14.8 and Earlier:

Open **Settings** on the device and select **General** from the list of options. Scroll down to where it says **Device Management** and choose where it says **Evero Corporation**. Once that is selected, confirm that the device is allowed to "**Trust Evero Corporation.**"

B) For iOS 15 and Later:

Open **Settings** on the device and select **General** from the list of options. Scroll down to where it says **VPN & Device Management** and choose where it says **Evero Corporation**. Once that is selected, confirm that the device is allowed to "**Trust Evero Corporation.**"

9. Once that is done, the app is ready!

   To log in, the user must know their Agency Code, Username, and Password. Contact an Agency Admin with any questions.