Introduction - Login

Signing in is the first, and most, important step. This article will outline how through different perspectives:

- You are a new user signing in on Mobile.
- You are an existing user signing in on Mobile.
- You are a new user signing in on Desktop.
- You are an existing user signing in on Desktop.

However, your organization might use the option of **sending you an invite** to either your mobile or email inbox.

If you are a new user on mobile, you should follow these steps:

- **The first option would be to use an invite**

1. Your organization may have sent you an invite to **Join Them on ElaraCare** which will make signing up incredibly quick. The invite itself may go to either your mobile inbox or your email.

2. Once you have received this invite to ElaraCare you should open the invite and press the link which is a Blue Box.

3. After clicking the link, you would end up in your app store on our install page and at this point, you should start the install. If you have installed the app before you will be taken straight into the app

4. You may need to enter some information about yourself once the app is opened but after that has been entered you will get full access to ElaraCare!

"I Haven't received an invite to join!"

If you find yourself without an invite to join your organization you should contact your manager and let them know, they should be able to reinvite you.

- **The next option is to use your Starter pack**

1. These may have been handed out to you and is a one-page guide for 'Getting Started'! On this page will be a QR code

2. In the very top right of your screen would be an icon to access the QR scanner on ElaraCare (you won't need to use an external service to scan the QR Code)

3. Tap this icon, hold up your piece of paper and scan the QR code on your pack! Once you have done this you would be taken through and asked to enter some information for your account.

4. **If when you scan your QR code it doesn't work, you can type out what is contained in the code manually.** At the bottom of your screen will be a "Type code instead" option. Written on your pack will be the "Invite Code" which is the code you should enter.

Signing into your existing account on Mobile

- **"I already have an account"**

1. This option will allow you to sign into your existing account.

2. Open your ElaraCare app and press "I already have an account".

3. You will then need to enter either your email or mobile number that is listed on your account and complete the method of authentication.

If you are a new user on a desktop, you should follow these steps:

- **My team is on ElaraCare**

1. Upon clicking this you will be given three options, enter your email, enter your mobile, or enter your invite code.

2. **For the email option,** you should enter your work email, if you have an account registered with that work email you will sign into your account.

3. **For the mobile option,** you should enter the mobile number that an invite to ElaraCare was sent to.

4. **For entering the invite code,** you should get your "Getting Started" guide. On that page will be an invite code, this needs to be entered after clicking on this option.

If you have already signed into your account, you should follow these steps

*   **"I already have an account"**

1. If you already have an account on ElaraCare and want to sign into your desktop you should press "I already have an account"

2. After that, you will be given two options, enter either your mobile number or email!

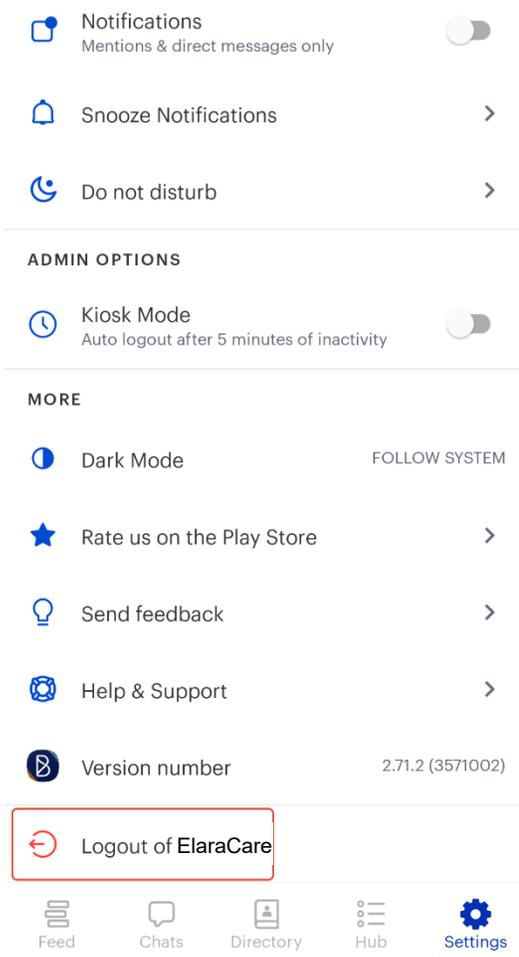3. Once this has been entered you will need to perform your organization's method of authentication.

Introduction – Log out

Signing out of ElaraCare is easy but, like other apps, there is no real need to sign out unless you are having an issue or just choose to.

- Signing out on Mobile
- Signing out on Desktop or Web

Signing out of your ElaraCare app on Mobile

1. Open the **Settings** page. This is the 5th icon along the bottom row.

2. Scroll down, click **"Logout of ElaraCare"**

Signing out of your ElaraCare app on Desktop or Web

1. Open the **Settings** page. This is found within the Settings cog, click this and then "Edit profile".

2. You will have an option to log out in the top right, click that.