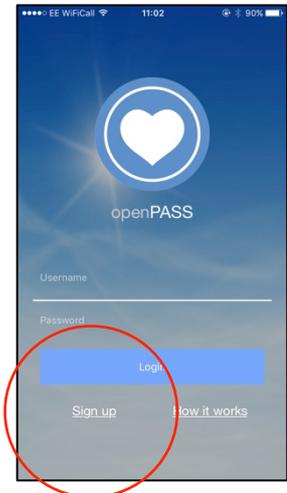




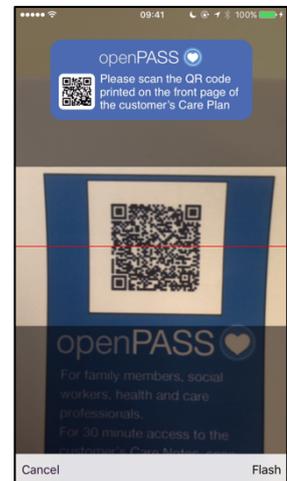
Quick Access to Care Notes on openPASS in the Customer's Home

1. Download the app onto your smartphone from the **App Store** (iPhone users) or **Google Play** (Android users).
2. Tap **Sign Up** and complete the signup process:
 - a. iPhone users:
 - i. Fill in your details and tap **Sign Up**.
 - ii. Back in the login screen, enter your Username (your email address) and Password and tap **Login**.
 - b. Android users:
 - i. Enter your email address and tap **Sign up**.
 - ii. Check your email for an invitation sent to you. In the email, tap **Complete Registration**.
 - iii. Enter your details and tap **Create Account**.
 - iv. Reopen the openPASS app, enter your Username (your email address) and Password and tap **Login**.



Picture 1

3. You can now scan the QR Code on the front page of the printed care plan. (See picture 2)
4. You will have access for 30 minutes at a time while in the customer's home. A countdown clock under the customer's name lets you know how many minutes of access remain in the session.
5. When the session times out you can scan the QR Code again and continue to access the app as many times as you wish – as long as you remain in the customer's home.



Picture 2

6. To understand exactly what all the colours, icons and other information means on the app tap **How It Works** in the home page. It will also show you how to contact the care office with a general message or specific care note and where and when to expect a reply.

IMPORTANT: If an invalid postcode is stored for the customer or GPS is not enabled on the device then openPASS will not work.

openPASS is available on smartphones and not available on tablet.