

This brief guide will help you or your caregiver download the Soleo Connect app, complete registration, and log on to the app or the website portal,

Registration

1. You will receive an SMS (text) message with a link to Soleo Connect.
2. Click on the link & you will be redirected to the welcome screen.
3. Scroll down and confirm your name and date of birth.
4. Enter your email address. Your email address will be your Username.
5. Create a strong password by using a minimum of 8 characters.
6. Click Submit, and then a "SUCCESS" message will display.

Get Started

- Click on "Let's Get Started".
- See the question "Open in the app store?".
- Click "Open" and follow the steps to download the app.
- Once the app has been downloaded, log on with your Username (email address) and the Password you just created in Step 5 above.

Allow Notifications

- It is extremely important to allow notifications for you to be alerted of incoming messages when you are not logged on.
- Click "Allow" to receive notifications.

Forgot Password

- If you forgot your password or would like to reset your password, click on "Forgot your password" on the login screen.
- Follow the prompts to change your password.

View & Edit My Profile

- Press the menu icon on the top left of your screen and select "My Profile".
- You can edit the information on this screen at any time.
 - First Name
 - Last Name
 - Cell Phone Number
 - Date of Birth
 - Zip code
 - Select Notification Sound to change the ringtone of your incoming messages
 - Enable SMS Notifications to receive text message alerts when you have a communication from your provider
 - Press "Update" to save any changes

Need help with Soleo Connect?

- If you need help with the Soleo Connect app, press the menu icon and select "App Support",
- Complete the required fields, supply as much information as possible and click SUBMIT.
- App support enables you to report any app functions that are not working. The Soleo Health technology support team will assist with these matters.
- For assistance with the web portal, www.soleoconnect.com, please contact ServiceDesk@SoleoHealth.com