



Customer Web Portal & Mobile App Updates

Release Notes: November 2020



We are committed to providing the best user experience across all our platforms

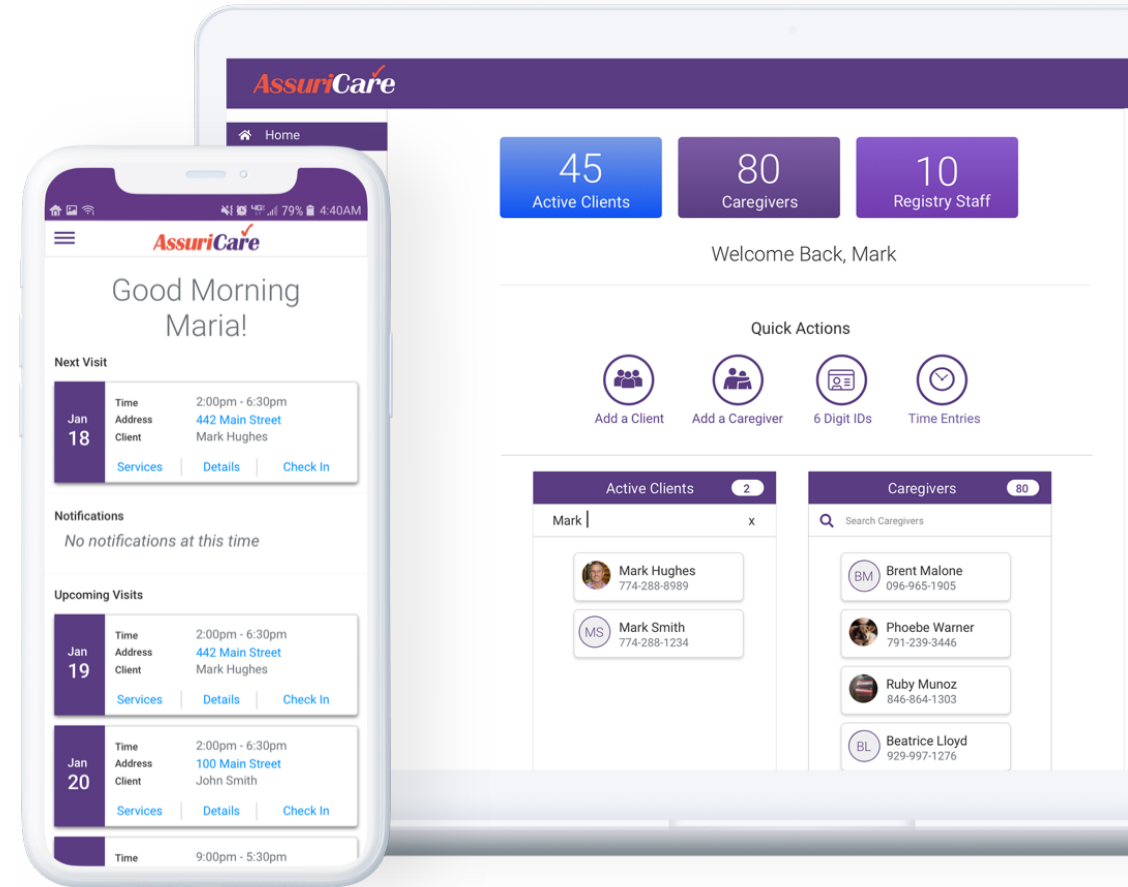
”My goal is to provide you with the simplest and most secure home care management tools.

To that end, my team will be making regular updates to our technology. Some will be minor bug fixes that you might not even notice, while others will be significant new features that make it easier to run your business.

In either case, I’ll provide updates in the form of Release Notes that highlight what’s changed, how it affects your business, and how to provide feedback. The first edition of these notes is contained in the following slides.

If you would like to learn more about any of the features covered here or how you can begin using our industry leading platforms, please contact your account manager.”

Mark Rutledge,
SVP Product Management



In This Edition

Password Reset

- Enhanced process for password reset in the customer web portal

Enhanced Care Plan in Mobile App

- Ability to view notes and details in client's care plan if available in scheduler

1. Password Reset

Password Reset

Allowing users to reset their passwords for the customer web portal via One Time Passcode

FEATURE BENEFITS

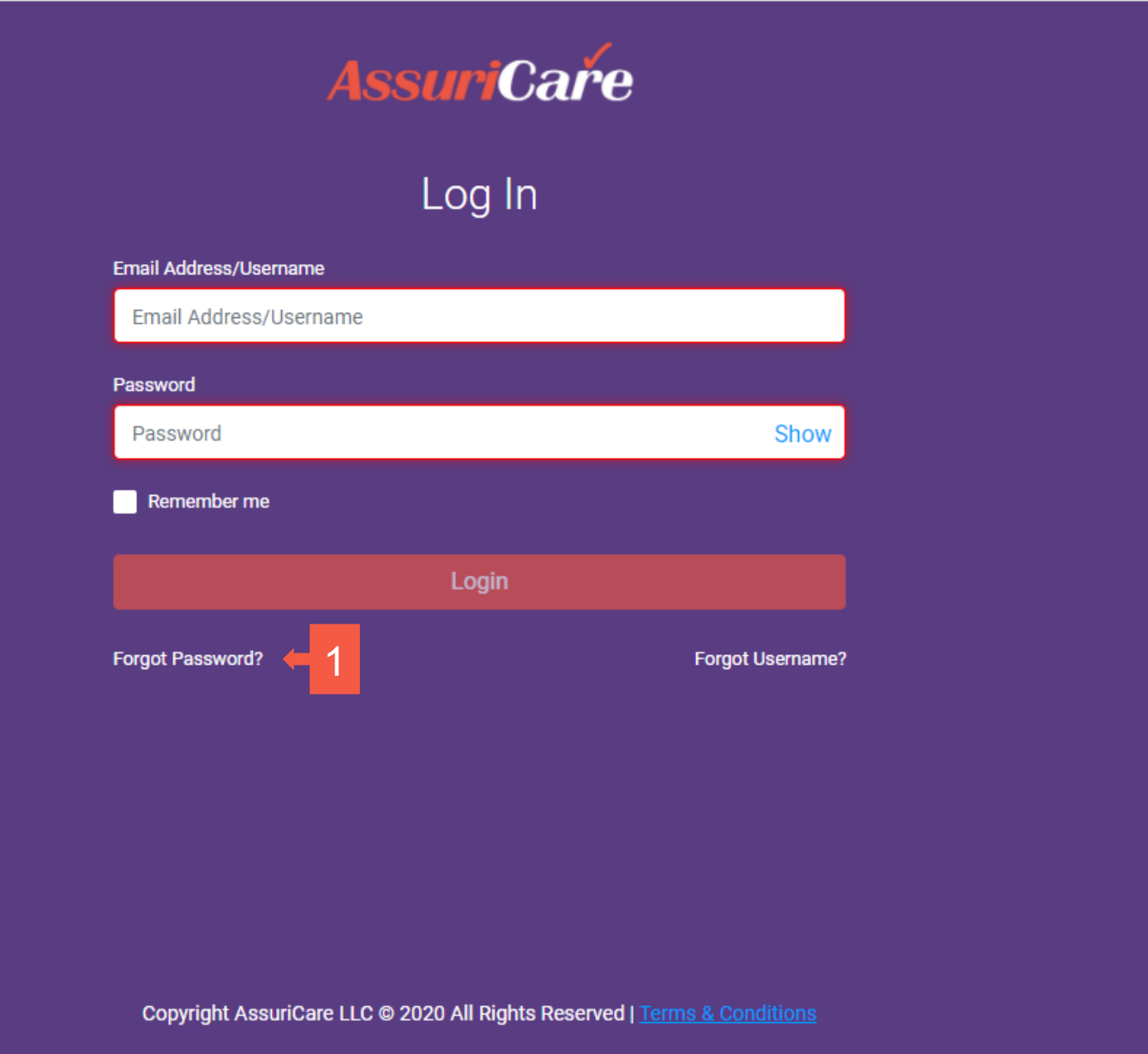
- ✓ Making the password reset functionality more secure



Forgot Password

HOW TO USE THIS: Reset Password

1. To reset password, click “Forgot Password?” from the login screen



The image shows the AssuriCare login interface. At the top is the AssuriCare logo. Below it is the 'Log In' heading. There are two input fields: 'Email Address/Username' and 'Password'. The 'Password' field has a 'Show' link to its right. Below the inputs is a 'Remember me' checkbox. A large red 'Login' button is centered. At the bottom of the login area are two links: 'Forgot Password?' and 'Forgot Username?'. A red square with the number '1' and an arrow points to the 'Forgot Password?' link. The footer contains the copyright notice and a link to 'Terms & Conditions'.

AssuriCare

Log In

Email Address/Username

Email Address/Username

Password

Password [Show](#)

☐ Remember me

Login

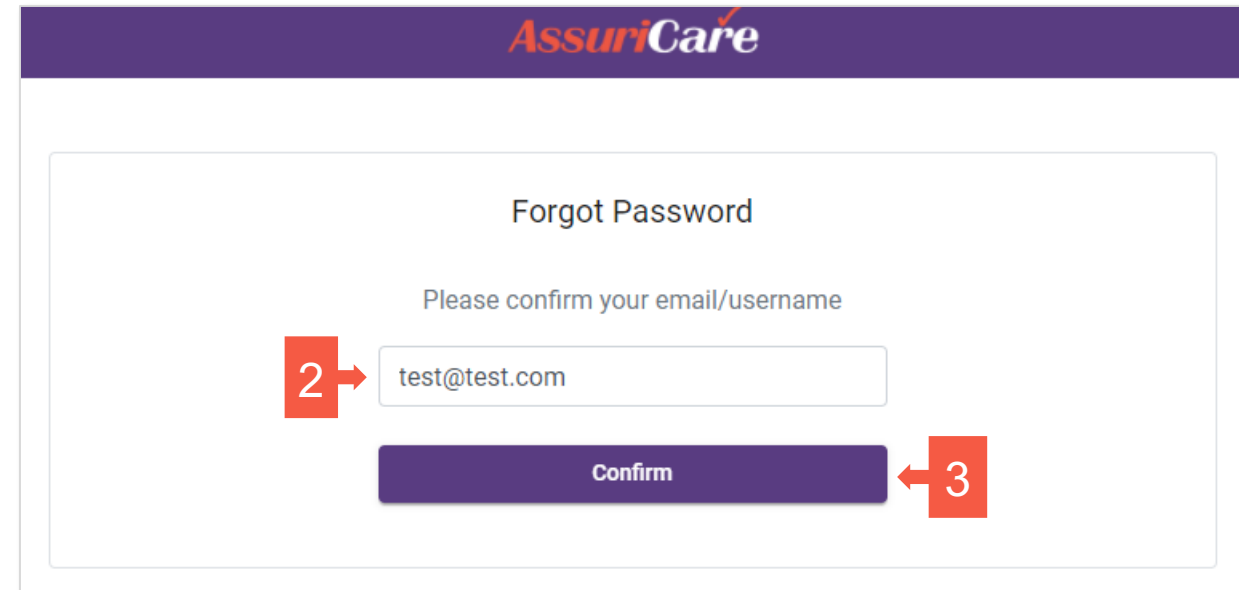
[Forgot Password?](#) [Forgot Username?](#)

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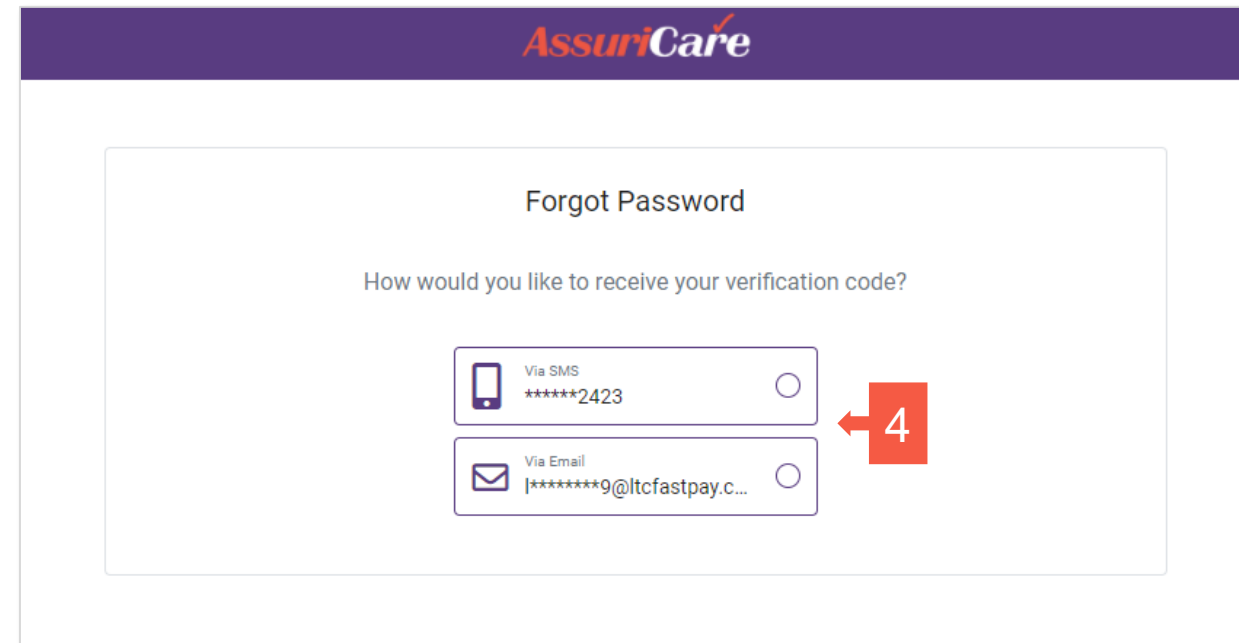
Confirm Email/Username

HOW TO USE THIS: Confirm Email/Username

2. Type in your email/username
3. Click “Confirm”
4. Select if you would like the verification code sent via text message or email



The screenshot shows the 'Forgot Password' page with the AssuriCare logo at the top. Below the title, it says 'Please confirm your email/username'. A text input field contains 'test@test.com', with a red square containing the number '2' and an arrow pointing to it. Below the input field is a purple 'Confirm' button, with a red square containing the number '3' and an arrow pointing to it.



The screenshot shows the 'Forgot Password' page with the AssuriCare logo at the top. Below the title, it says 'How would you like to receive your verification code?'. There are two radio button options: 'Via SMS' with a phone icon and 'Via Email' with an envelope icon. The 'Via SMS' option is selected, and a red square containing the number '4' and an arrow points to it. The 'Via SMS' option shows a masked phone number '*****2423', and the 'Via Email' option shows a masked email address '*****9@ltcfastpay.c...'.

Enter Verification Code

HOW TO USE THIS: Enter Code (sent via email)

5. Go to email (or text message) to get the one-time verification code
6. Enter the verification code from email (or text)
7. Click “Confirm” to complete the process and be brought to the home page
8. If the verification code was not received, click “Resend Code”

5

From: AssuriCare <noreply@assuricare.com>
Sent: Monday, November 9, 2020 3:41 PM
To: Test Email
Subject: Verification Code
Importance: Low

Assuricare: Your verification code is 2535. It expires in 15 minutes. If you don't recognize this activity, please contact our customer service at 1-844-277-8742.

AssuriCare

Enter Code

Enter your 4 digit authentication code

6 → 2 5 3 5

Confirm

7

Resend Code

8

If you do not receive a verification code in 5 minutes, please check your email spam folder or your message app. If you would like us to send a new code, press the Resend button. If you are unable to receive a verification code, please contact customer service at 844-ASSURICARE (844-277-8742)

Password Reset

HOW TO USE THIS: Enter New Password

9. Enter new password
10. Criteria that are met for new password turn green as you type
11. Enter the new password again to confirm
12. Click 'Login' to complete the process and continue to the Home page

The image shows a 'Password Reset' form from AssuriCare. The form is titled 'Password Reset' and contains the following elements:

- A 'Password *' input field with a 'Show' link. A red box with the number '9' and an arrow points to this field.
- A list of password requirements, each preceded by a green checkmark:
 - Must contain lowercase characters
 - Must contain uppercase characters
 - Must contain a number
 - Must contain a special character
 - Must be at least 10 characters longA red box with the number '10' and an arrow points to this list.
- A 'Confirm Password *' input field with a 'Show' link. A red box with the number '11' and an arrow points to this field.
- A purple 'Login' button. A red box with the number '12' and an arrow points to this button.

2. Enhanced Care Plan in App

Enhanced Care Plan in Mobile App

Ability for caregivers to view the client's care plan and comments in the mobile app

FEATURE BENEFITS

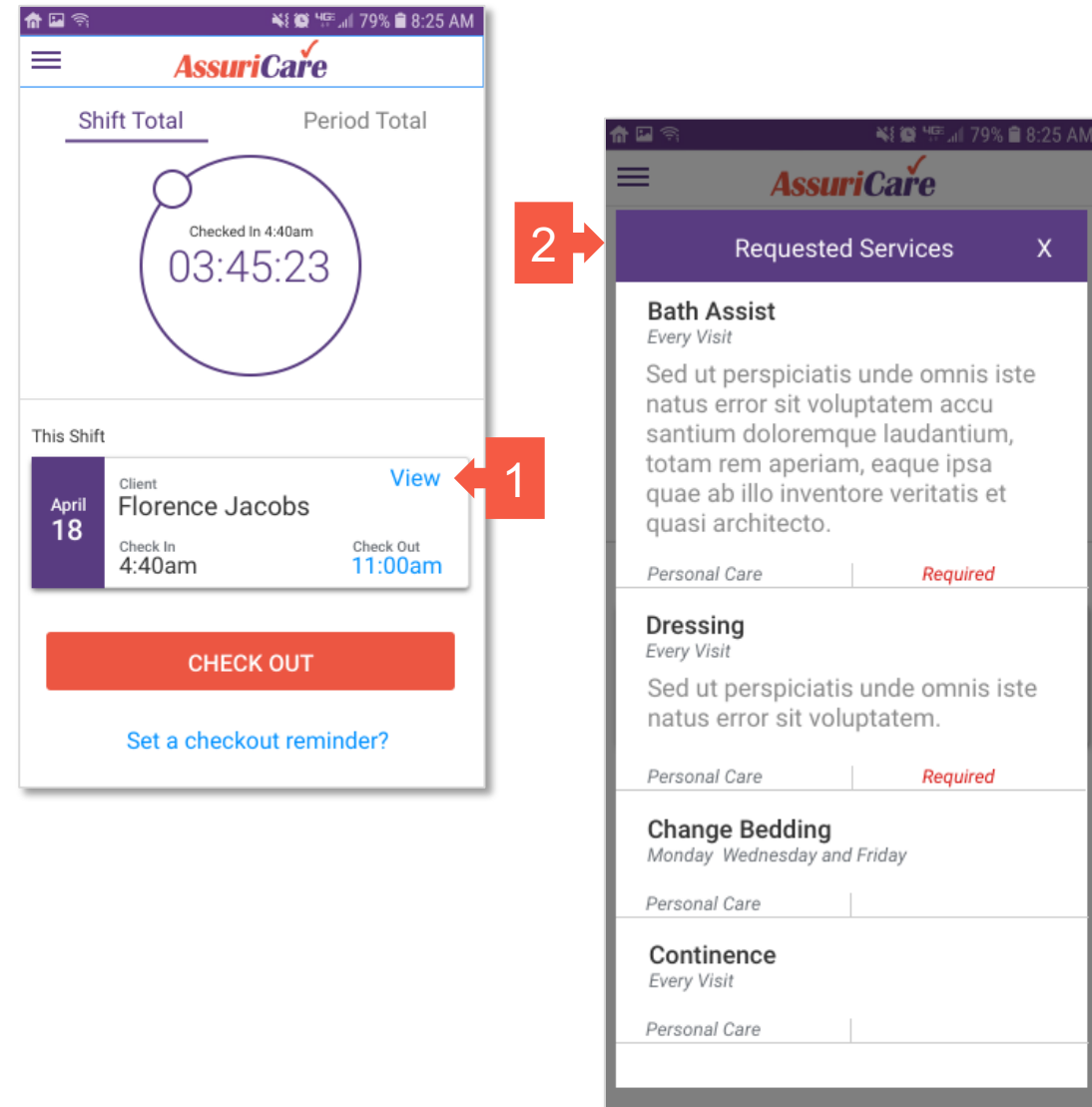
- ✓ Access to view the notes and details of a client's care plan via mobile app



Enhanced Care Plan in Mobile App

HOW TO USE THIS: View Care Plan via Home Screen

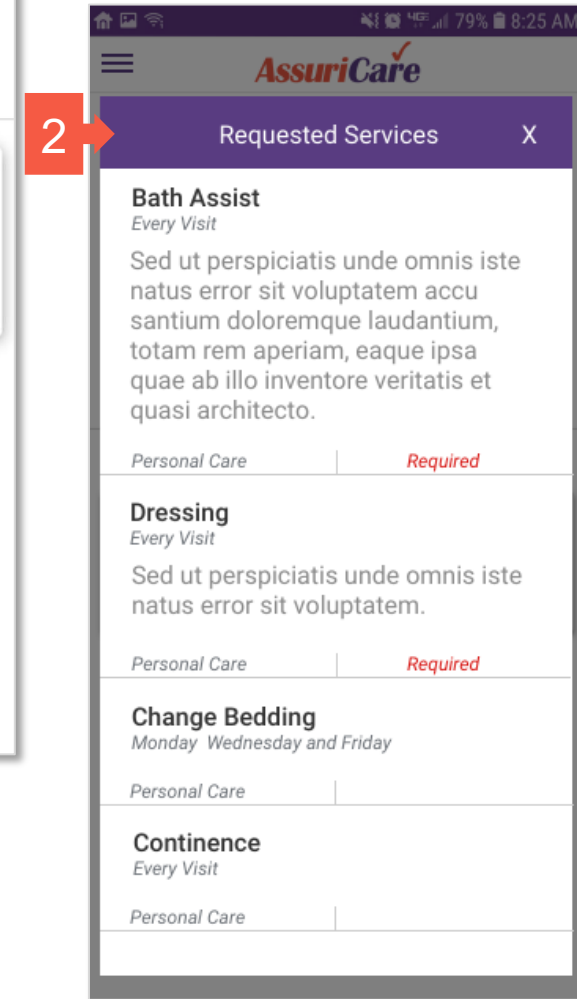
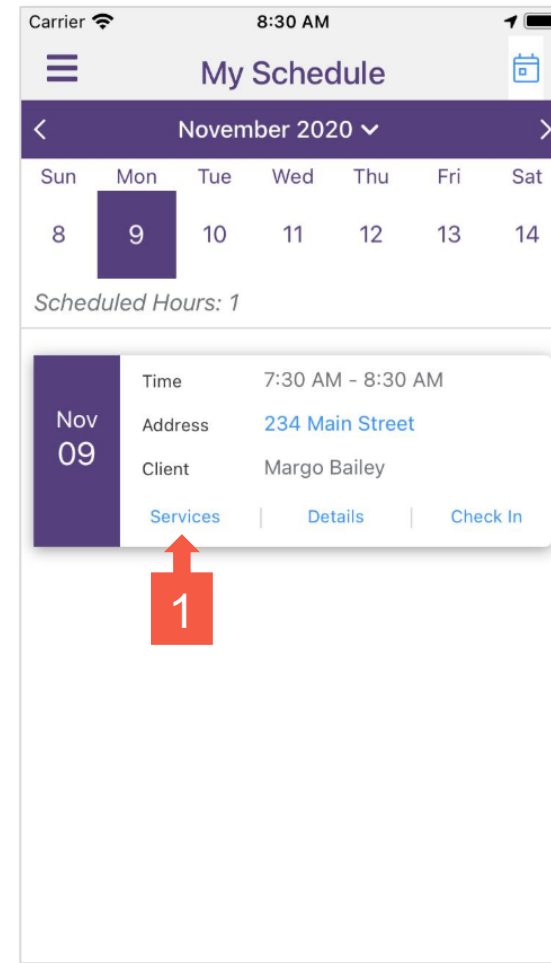
1. Click “View” under “This Shift”
2. Requested Services popup will display with the care plan for that client



Enhanced Care Plan in Mobile App

HOW TO USE THIS: View Care Plan via My Schedule Screen

1. Click “Services” for a specific client / visit
2. “Requested Services” popup will display with the care plan for that client



Enhanced Care Plan in Mobile App

HOW TO USE THIS: View Care Plan via Visit Details Screen

1. Click “Details” for a specific client / visit
2. Click on the up arrow under the “Requested Services” section to expand the care plan for that client

