

ARISE CARE Mobile App – Device Registration & Login

The ARISE CARE mobile app allows authorized household members to securely track attendance and manage their case-related activities. Before logging in for the first time, users must register their device with their account. The following is a quick step-by-step guide to get started!

Important Note: Before proceeding with device registration, please ensure you uninstall the existing ARISE CARE application from your device and reinstall it fresh. This will ensure a seamless device registration experience without any conflicts from a previous installation.

How to Register Your Device and Log in to the ARISE CARE App?

Step 1: Launch the App

Upon opening the ARISE CARE app for the first time, you will be directed to the Welcome screen, as follows:

This screen confirms that the app has been successfully installed on your device. You will also find the following important notes at the bottom of the screen:

- Up to 2 additional individuals can be granted app access.
- Please contact your case worker to be added as an authorized individual to the household/case.

To proceed, tap on the '**Register Device**' button.

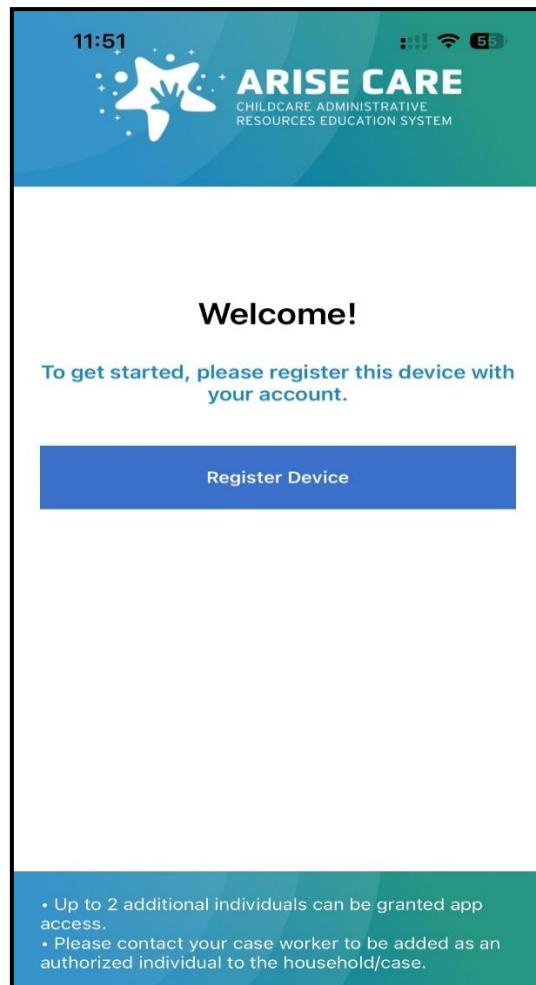


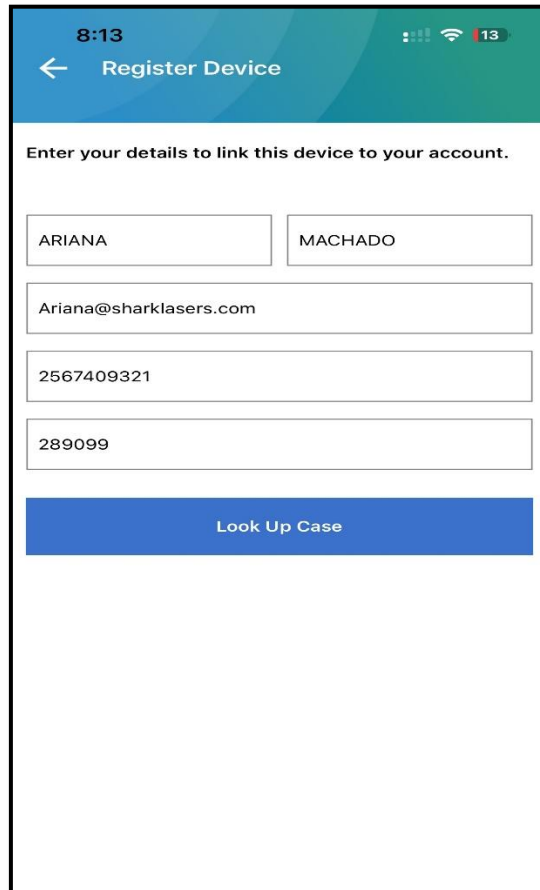
Figure 1: Welcome Screen

Step 2: Enter Your Details

Tapping 'Register Device' will direct you to the Register Device screen:

On this screen:

1. Enter your **First Name** and **Last Name**
2. Enter the **Email Address** associated with your account
3. Enter your **Phone Number**
4. Enter your **Case Number** (e.g. If your case ID is C0001 then you should enter 0001)
5. Click on the '**Look Up Case**' button to proceed



8:13

← Register Device

Enter your details to link this device to your account.

ARIANA MACHADO

Ariana@sharklasers.com

2567409321

289099

Look Up Case

Figure 2: Register Device Screen

Step 3: Confirm Device Registration

Once your details are verified, a confirmation prompt will appear on the screen:

The prompt will read: *"Link your account to this device for secured attendance tracking. Do you wish to register this device?"*

- Tap **'Yes'** to confirm and proceed with registration.
- Tap **'No'** to cancel and return to the previous screen.

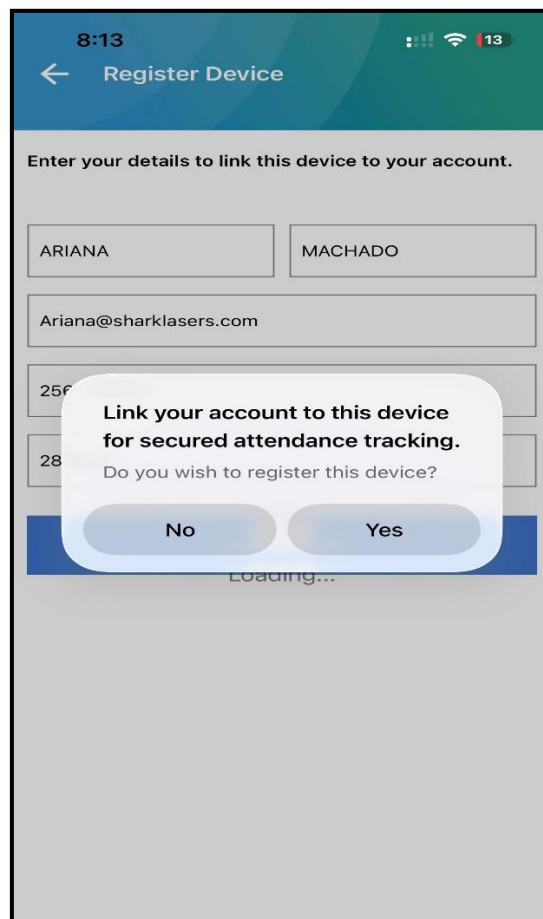


Figure 3: Device Registration Confirmation

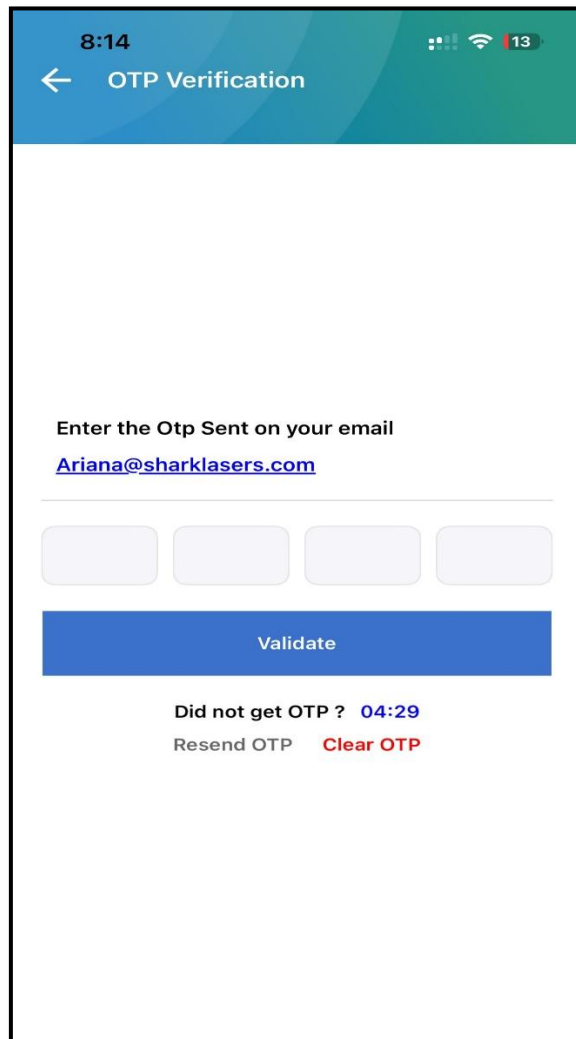
Step 4: OTP Verification

Following confirmation, you will be directed to the OTP Verification screen:

On this screen:

1. You will see the email address to which your One-Time Password (OTP) has been sent
2. Enter the **4-digit OTP** in the boxes provided
3. Tap the **'Validate'** button to complete verification

If you did not receive the OTP, you may tap **'Resend OTP'** once the countdown timer expires. To clear the entered digits and start over, tap **'Clear OTP'**.



8:14

← OTP Verification

Enter the Otp Sent on your email

Ariana@sharklasers.com

Validate

Did not get OTP ? 04:29

Resend OTP Clear OTP

Figure 4: OTP Verification Screen

Step 5: Device Registration Confirmed

Once the correct OTP is entered and validated, the following success message will appear:

The message will read: *"Your device has been registered successfully. You can now log in."*

Tap **'OK'** to proceed to the Login screen.

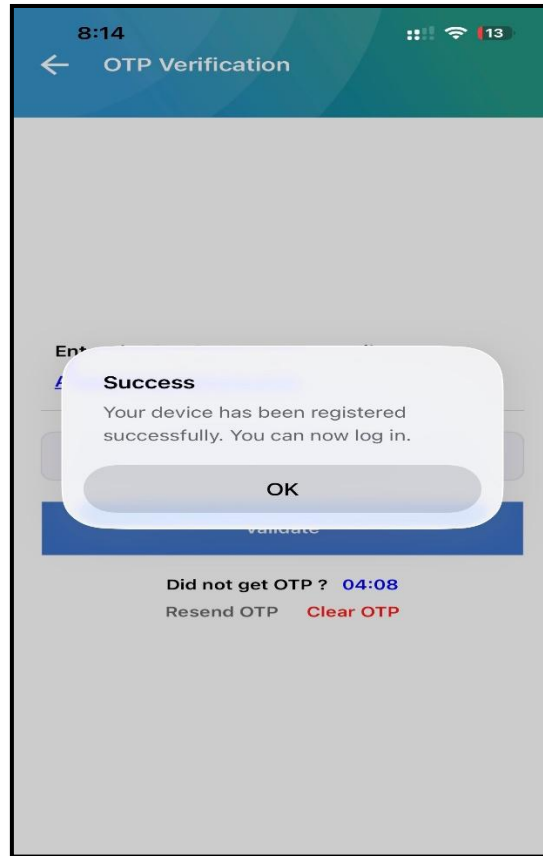


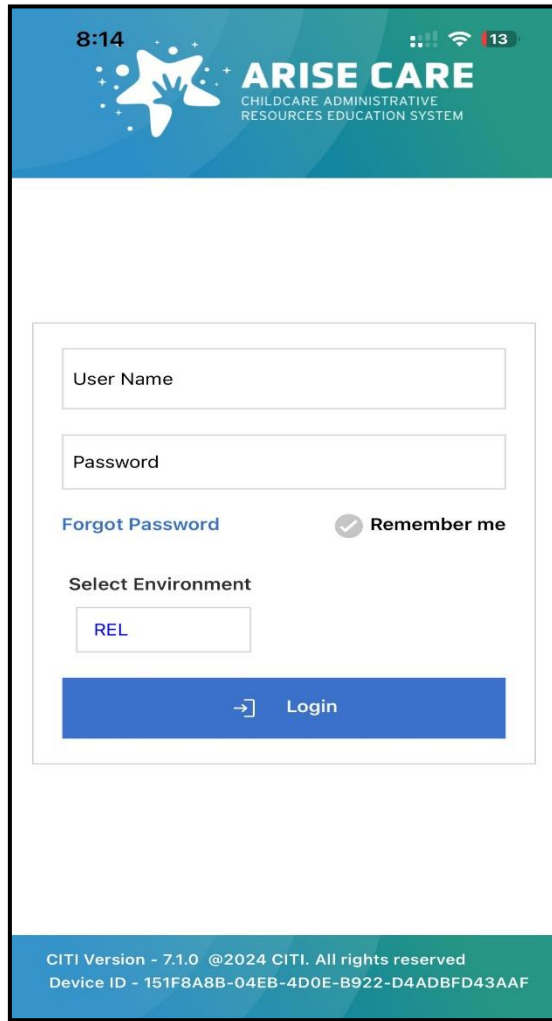
Figure 5: Success Confirmation

Step 6: Log In to the App

You will now be directed to the ARISE CARE Login screen:

On this screen:

1. Enter your **User Name**
2. Enter your **Password**
3. Select the appropriate **Environment** from the dropdown (e.g., REL)
4. Tap the **'Login'** button to access the app



The login screen features a blue header with the time 8:14, signal strength, Wi-Fi, and battery (13%) indicators. The ARISE CARE logo and name are prominently displayed. Below the header, there are input fields for 'User Name' and 'Password'. A 'Forgot Password' link is available next to a checked 'Remember me' checkbox. A 'Select Environment' dropdown menu is set to 'REL'. A large blue 'Login' button with a right arrow icon is at the bottom of the form. The footer contains version and device ID information.

8:14

ARISE CARE
CHILDCARE ADMINISTRATIVE
RESOURCES EDUCATION SYSTEM

User Name

Password

[Forgot Password](#) ☒ Remember me

Select Environment

REL

→ Login

CITI Version - 7.1.0 @2024 CITI. All rights reserved
Device ID - 151F8A8B-04EB-4D0E-B922-D4ADBFD43AAF

Figure 6: Login Screen

You may also check the **'Remember me'** option to stay logged in on this device. If you have forgotten your password, tap **'Forgot Password'** to initiate a reset.

Congratulations! Your device is now registered, and you are successfully logged in to the ARISE CARE mobile app!