

ACES\$ Illinois

EVV CareAttend App: How to Download



Download the CareAttend Electronic Visit Verification (EVV) Mobile App

CareAttend is a free app published by CellTrak. It is compatible with a wide range of Apple and Android devices.

To Get the CareAttend App

Step 1: Open your device's Camera app and use the camera to view the appropriate QR code for your device.

Step 2: Wait with the code in your camera's field of view until a link appears.

Step 3: Tap the link to open the CareAttend page in your device's app store.

Download for Apple Devices



Download for Android Devices



To Get the CareAttend App Without Using a QR Code

Step 1: Open your device's app store

Step 2: Search for **CareAttend**

Step 3: Tap **Get** or **Install** to download the app to your mobile device

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www.mycil.org • 1-877-223-7781 • SupportIL@mycil.org

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EVV CareAttend App: How to Register



CareAttend Registration

Step 1. Open the CareAttend App

Step 2. Tap Sign In to begin the registration process.

Step 3. Choose ACES\$ as the sign-in method. Tap Next.

Step 4. An ACES\$ Online login screen appears. Log in to ACES\$ Online using your existing email address and password.

After entering your credentials, CareAttend continues with its setup process. *This is the only time you need to log in using your ACES\$ Online credentials.*

For future convenience, the next step is to **create a six-digit passcode** for unlocking the App.

If your device supports fingerprint or face unlocking, it can be enabled now or later in settings.

Step 5. Enable permissions:

- **Location Services (required)** to record the location of services provided.
- **Motion Access (optional)** to save battery.

This may be declined.

Once the permissions are granted,
CareAttend one-time registration is complete!

Quick Tips

ACES\$ Online

Before registering the CareAttend App, you must have registered in the ACES\$ Online portal. If you do not have an ACES\$ Online account, create one by going to login.MyCIL.org

(Please see *How to Register for ACES\$ Online Portal User Guide*.)

GPS

CellTrak uses GPS to determine location for Electronic Visit Verification. This info is captured only at the times of clock in and clock out.

GPS must be enabled for EVV compliance.

Detailed Instructions

For more detailed instructions, visit www.mycil.org/resources/il-evv



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