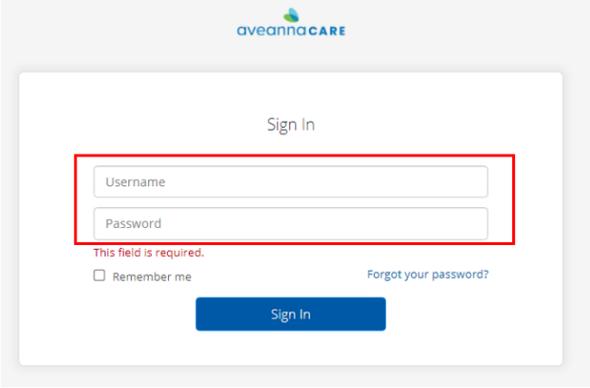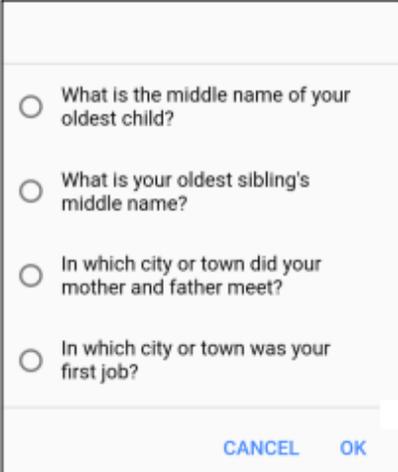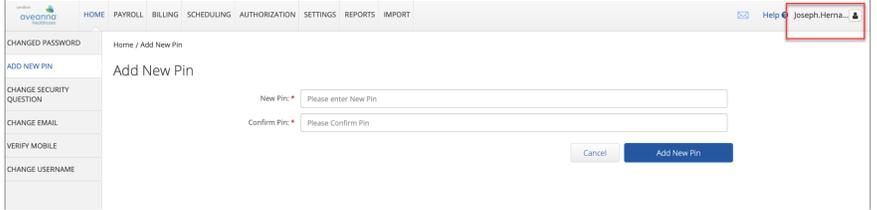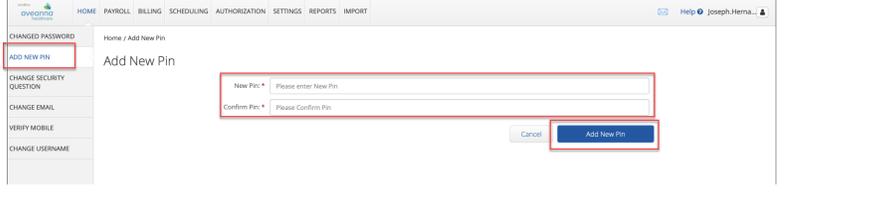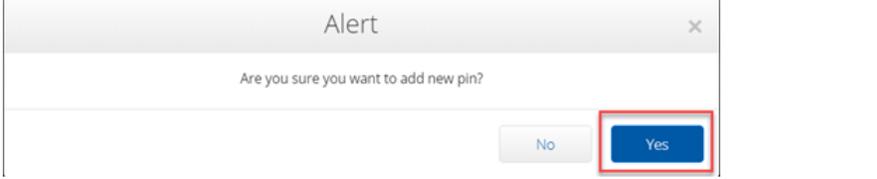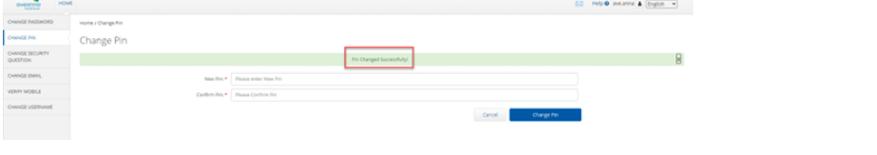# Downloading the AveannaCare App and Log-in Instructions

This reference guide will help new users download and activate the app on a mobile and/or tablet device.

Follow these steps to authenticate the username and password, establish a pin, and download the AveannaCare App. If a password and PIN have already been created, skip to Step 12.

Authenticate username and password: 1. Go to https://aveanna.dcisoftware.com/ 2. Input your username and temporary password. The system will automatically prompt the user to change the temporary password. 3. Change the **temporary password**. **Note:** Temporary passwords are for new users and given by the branch office.	**aveannaCARE** Sign In Username Password This field is required. ☐ Remember me Forgot your password? Sign In
The system will automatically prompt the user to establish a security question. 4. Select preferred security question, Answer and select **OK**.	○ What is the middle name of your oldest child? ○ What is your oldest sibling's middle name? ○ In which city or town did your mother and father meet? ○ In which city or town was your first job? CANCEL OK

|	
Create a PIN: 5. Select the **username** in the **upper right-hand**. 6. Select **Settings.** 7. Select **Add a New PIN**.	
8. Create a **four-digit PIN**. 9. **Re-enter** the four-digit PIN. 10. Click **Add New PIN**. **Note:** The PIN can only be established in the portal and can only be used in the app.	
11. Click **Yes** on the alert.	
Note: An alert will appear confirming the PIN was created.	

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SUPPORT SERVICES

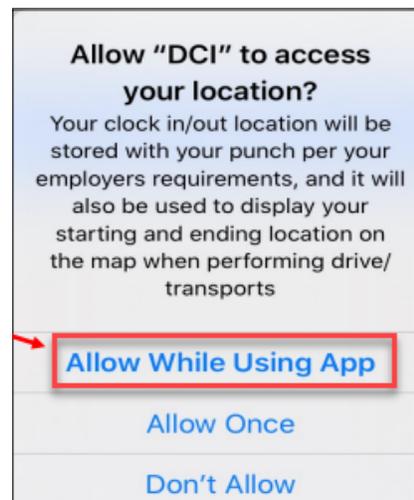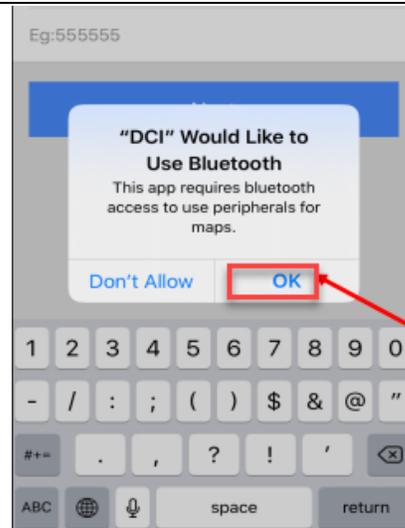| Download the app:	
12. Search for "**AveannaCare Mobile EVV**" in the Apple Store, or Google Play Store **or scan the below icon.**	avea AveannaCare Mobile EVV / aveanna care app / AveannaCare Mobile EVV Direct Care Innovations
13. Input your **username** and **password** or **PIN** that was created earlier in the portal. Note: Click the **Remember me** box, for the system to auto-populate the username and password the next time the app is accessed.	Login EN / Username / Password or PIN* / ☑ Remember me / Login / Forgot Password?
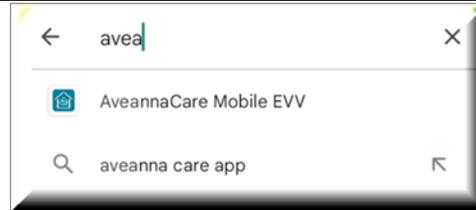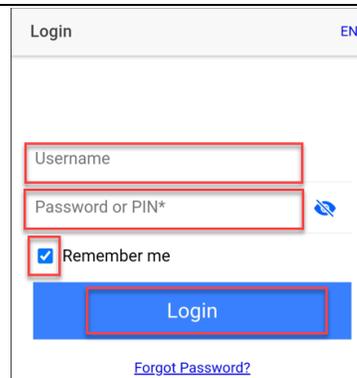
14. **Attention:** Please click **OK** or **Allow While Using the App** on the following alerts, if/when they appear.