**Brief CareLINK Troubleshooting guide:**

1.  Trouble logging into CareLINK iOS/iPhone App – simply delete CareLINK and re-install the CareLINK from the App store.  This solves most issues related to iOS phone software updates, etc.  No information is lost and CareLINK alerts are via email, text, phone calls, and pages so it’s impossible to miss alerts for urgent calls.  You can also access all messages and return calls via the **WebApp**.

2.  Issues with the lock screen (credentials not being accepted) - if you encounter the lock screen- just click “Logout” and log back in from the main screen which will ensure you have an updated session with the latest call schedules loaded.  If you get stuck here you can always delete and re-install the app to ensure a fresh session.

3.  In most situations it also helps to verify that your network connection is working (wifi or cellular).  You can open up your phone’s web browser and load a common site like [CNN.com](https://protect-us.mimecast.com/s/T3S3CxklzDIDzk2HvKHMJ?domain=cnn.com) and make sure the page loads correctly with up to date news.  If this is not working then the phone’s network connection is an issue – this can be usually be solved by completely turning the phone off and then back on again and then verifying you have a working connection.

If any need for after hours support arises please feel free to contact us in one of the following three ways 24/7/365:

**Technical support @ (312) 763-5588 ext. 2**

**Gerrit Adam’s mobile number is 847 431-3835**

**Ganesh Elangovan’s mobile number is 415 816-2944**

**WebApp**

We also have a WebApp available which acts exactly like the application and is accessible via any browser. You can access this with your same credentials via:

[https://carelink.callidushealth.com//webapp/login](https://protect-us.mimecast.com/s/zOJSCR6LKxHNPKzCqlhXu?domain=carelink.callidushealth.com).

Here¹s a link to a quick video walk through for Android users (we suggest Chrome):

[https://www.dropbox.com/s/7j6l07jbkplep05/Android%20web%20app%20walk%20through.mp4?dl=0](https://protect-us.mimecast.com/s/hoA0CVON2BIMj4RIkCSR8?domain=dropbox.com)

Here¹s a link to a quick video walk through for iOS users (we suggest Safari):

[https://www.dropbox.com/s/lbqabq8tczjybwo/CareLINK%20Web%20App%20iOS%20Guide.mp4?dl=0](https://protect-us.mimecast.com/s/jJVrCW68KDH0wpWI1ef1V?domain=dropbox.com)