

YOUR QUICK START USER GUIDE





Welcome to CareOptions® OnLine – one of the most innovative, cloud-based care resources available today. By using CareOptions, you and your family can save time, money and hassles no matter what your care or wellness concern. You can use it for nearly any health or caregiving issue for yourself, children, adults, elders, caregivers and even pets!

SPECIAL NOTE: A very important part of your CareOptions benefit includes vital monthly email-letters from CareOptions and the provider who gave you this valuable member benefit. These monthly e-letters highlight important money-saving features, new functions, updated and new apps, instructions, new navigation tips, and enhancements to your CareOptions member benefit – at no charge to you and your family! Watch for these email notifications and be sure to add postman@navgate.com to your safe senders list in your email account to ensure you receive them. These e-letters are not advertisements.



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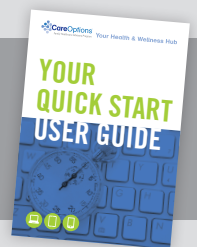


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ACCESSIBLE FROM YOUR COMPUTER OR ANY MOBILE DEVICE, CAREOPTIONS IS A UNIQUE COMBINATION OF:

- A knowledgebase containing almost two million care resources.
- All the information and resources you need to address a multitude of health, wellness and care-related issues.
- Unlike any other system out there, no care or service provider pays money to be listed in CareOptions, and there are absolutely NO advertisers, so all information is completely unbiased.
- The right care resources for: children, adults, eldercare, caregivers and even pets!
- An app-based system with our exclusive LaunchPad™ (Lpad™) app technology.
- User-friendly, interactive tools that helps guide you to the best solution.

Although a more detailed, full User Guide is available, this Quick Start User Guide gives you the essential information you need to start accessing all the unique resources that CareOptions has to offer.



COMPUTER



LAPTOP



TABLET



MOBILE PHONE



WITH CAREOPTIONS YOU CAN:

- **TAKE PREVENTATIVE CARE, EARLY DETECTION ASSESSMENTS** – from diabetes, cognitive loss or depression symptoms to functional or home safety interactive assessments
- **GET HEALTH CARE REFORM SUBSIDY ESTIMATES** and information to help you navigate the Affordable Care Act
- **CREATE CARE-ALERT® EMERGENCY INFORMATION & IDENTIFICATION FORMS** and Cards for your entire family, including your pets
- **CREATE LIVING WILLS, ADVANCE DIRECTIVES, AND HEALTH CARE POWER** of Attorney document sets with our interactive, state-specific system
- **PREPARE A CARE GUIDE FOR A FAMILY MEMBER** to map out solutions for an eldercare or disability issue – with an interactive care planning tool that provides a step-by-step process





- **EVALUATE COSTS OR INCOME LOSSES** with our exclusive evaluators, estimate what care costs anywhere in the country and what it **REALLY** costs you when your income is reduced due to layoff, reduced work hours, disability, caregiving, illness or other reasons, now or in the future
- **LOCATE MEDICAL FACILITIES AND CARE PROVIDERS, PHYSICIANS, HOSPITALS** and other care providers throughout the country, including: assisted living, nursing homes, home health care, adult day care, homemaker services, and rehabilitation providers
- **VIEW OUR EXCLUSIVE RANGE OF COMPARATIVE QUALITY™ (RCQ™)** – quality of care rating system for many care providers
- **FIND SPECIAL SERVICES TO ASSIST WITH A SHORT- OR LONG-TERM DISABILITY**, as well as calculate the long range costs of loss of income and savings from the inability to work
- **LEARN ABOUT SPECIFIC MEDICAL CONDITIONS** and treatment options with our up-to-date Medical and Medication knowledgebase
- **PREPARE FOR THE ARRIVAL OF A NEW BABY** and much more with resources and practical information for new mothers, travelers, property and pet owners
- **VISIT OUR LIBRARY FEATURING EXCLUSIVE CARE-RELATED ARTICLES** and links to important services
- **UTILIZE VALUABLE CARE PROVIDER CHECKLISTS** and caregiver resources – even locate pet-care information
- **LOCATE LOW- OR NO-COST SERVICES** such as home modification assistance or meal delivery services – and more – through the resource knowledgebase
- **LOCATE PROFESSIONAL CARE MANAGERS** and elder care attorneys in your area
- **STORE YOUR IMPORTANT DOCUMENTS** in your own personal password protected, 256-bit encrypted file cabinet
- **ACCESS BRAIN TEASER GAMES** to improve your cognition and memory

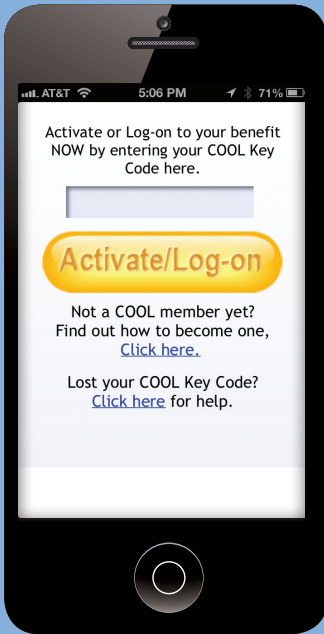
THE CAREOPTIONS LAUNCHPAD



How to start using CareOptions today from your computer

- From any computer (PC or Mac) or mobile device go to www.cool.net.
- Enter your membership password in the box and click on the Activate/Log-on button
- After accepting the Terms and Conditions of Use, you will be taken to the CareOptions LaunchPad™ (Lpad™)





How to start using CareOptions today from your iPhone, iPad / tablets

- Open Safari as your web browser. Enter the web address www.cool.net in the web browser address line
- The CareOptions “Activate/Log-on” page will appear
- Enter your new CareOptions membership password and tap on the “Activate/Log-on” button.
- You’ll be directed to the CareOptions License page. Tap on “Accept” on the license page.
- The CareOptions Launch Pad will appear on the screen



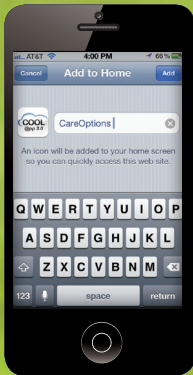


Adding the CareOptions app icon to your iPhone or iPad

- 1 At the top left of your iPad and bottom middle of the screen for your iPhone, tap on the box with an arrow (see screen shot on right)



- 2 With the box open you will see function categories from which to choose. Click on the box that says "Add to Home Screen"



3 After you choose “Add to Home Screen,” a box will open showing you the CareOptions app icon has been added to the screen of your iPad and/or iPhone

4 Complete the setup by simply clicking the “Add” button in the upper right hand corner of the open box (see below). You now have the **CareOptions** app icon on your mobile device.





Adding the CareOptions app icon to Android, Blackberry and other OS mobile tablets and smart devices.

Android Tablet and Phone – add a CareOptions launch app to your home screen

1. Open the web browser and go to www.cool.net
2. When the **CareOptions** page opens, enter your CareOptions membership password into the box and log in
3. Once you are at the **CareOptions** app Launch Pad page, open the browser “Bookmarks”
4. Hold your finger and long-press the “bookmark” while on the **CareOptions** page
5. Now select “Add Shortcut to Home”

Blackberry Tablet and Phone – add CareOptions launch app to your home screen

1. Open the web browser and go to www.cool.net
2. When the **CareOptions** page opens, enter your CareOptions membership password into the box and log in
3. Once you are at the **CareOptions** app Launch Pad page, click the globe symbol next to the website address bar
4. Now click “Add to Home Screen”

Add a CareOptions launch app to other OS Mobile Devices

1. Open the web browser and go to www.cool.net
2. When the **CareOptions** page opens, enter your CareOptions membership password into the box and log in
3. Once you are at the **CareOptions** app Launch Pad page, open the browser “Bookmarks”
4. Bookmark this page and follow the mobile device system instructions to save to your mobile home screen

Depending on the mobile device, its settings, functions and user changes to the device, you may have to periodically re-enter your CareOptions membership password.

Please note: Due to the fact that smartphones generally have small screens they are not optimal devices for accessing certain online resources. Depending upon the mobile phone, the full user experience and power of the CareOptions system may be less than optimal since some of the CareOptions interactive tools may be difficult to fully navigate on an iPhone. CareOptions is best utilized and offers the maximum user experience with a computer or iPad due to a more appropriate screen size.



From the **CareOptions Lpad**, with simply a click, you have immediate access to all the unique information available on **CareOptions**. From the **Lpad** you can go directly to some of **CareOptions'** most popular information and resources by simply clicking/tapping on the app icon of your choosing. From a laptop or PC and your phone is shown above:

Access CareOptions on the go with your smartphone, shown above:



ACCESS CAREOPTIONS ANYWHERE FROM YOUR IPAD OR TABLET



Customize Your CareOptions Lpad – There are several ways to customize your Lpad for the way you use CareOptions. You can:

- Change the order of the app icons within their categories by simply clicking/tapping and dragging the app icon to its preferred position
- Add or remove apps from the User Selected Apps section at the bottom of the **Lpad page** by clicking/tapping on the **CareOptions App Store** link in the left hand column of your Lpad page. Remove or add apps by clicking/tapping and dragging the App icons between your User Selected apps section and the **CareOptions App Store**.

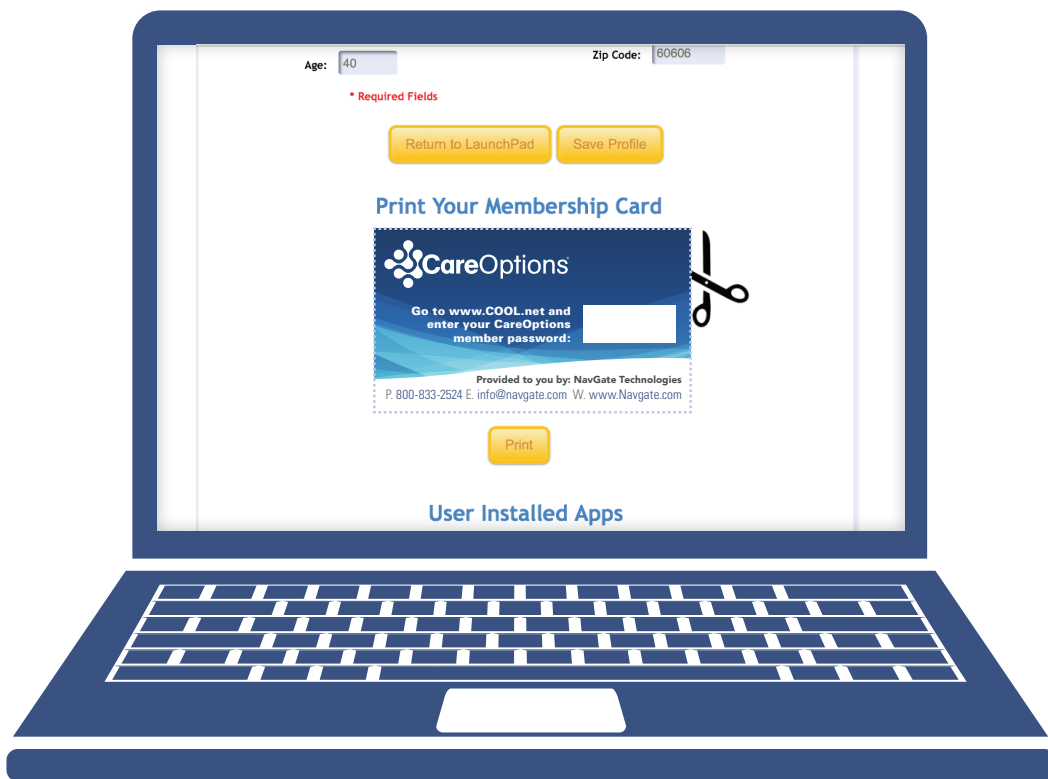




Your CareOptions system provides an important settings feature – it's located by clicking on the GEAR icon.



This is where you will find your printable and personalized membership card that contains your member password so you can access CareOptions at anytime from anywhere. **This is where you can change the email address used by CareOptions** to keep you up-to-date on important new services. You can print your membership benefit card and keep your contact information updated to ensure you receive important notifications about updates and new features to your benefit. Click on the GEAR icon and PRINT your membership card to keep your password to the system handy.



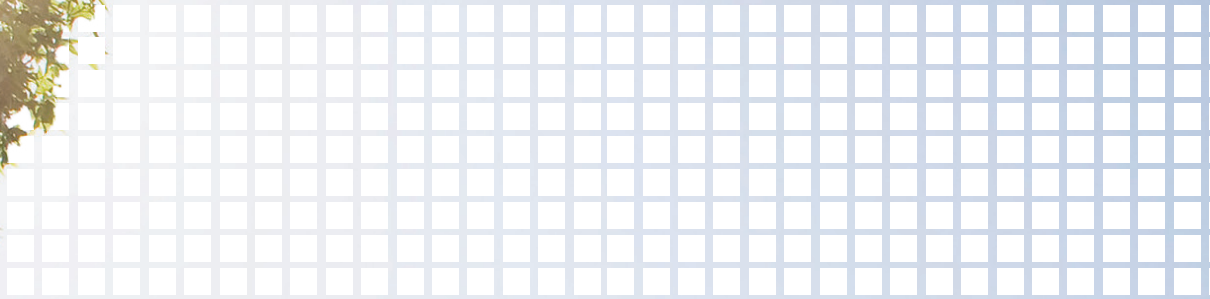
- Learn more about each app on the **CareOptions Lpad** by hovering your cursor over a specific app. A window pops open to your left with a more detailed description. You may turn the app description window off by checking the OFF radio button at the top right of the **Lpad**.
- From any touch screen device, to see the app descriptions, click on the App Descriptions bar on the left hand side of the **CareOptions Lpad**. A window will open with descriptions on each app, as shown to the right:




NAVIGATING WITHIN CAREOPTIONS

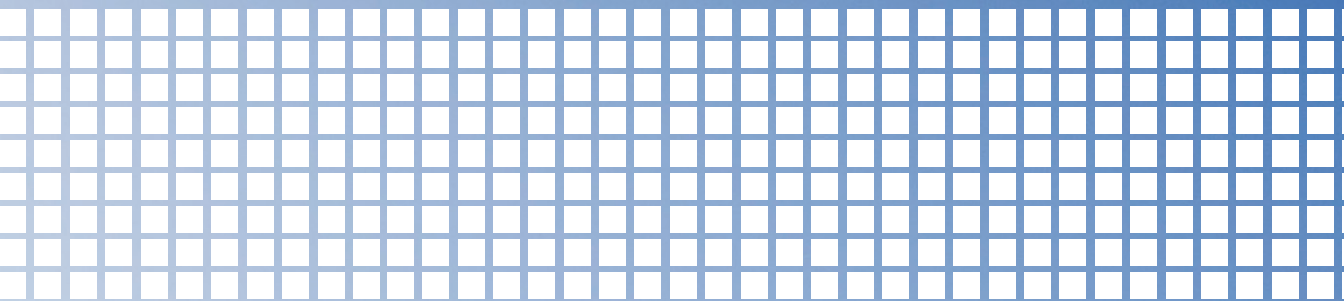
Upon clicking/tapping on an app icon, you'll be taken directly to that specific area of **CareOptions**. You can then navigate within **CareOptions** by clicking on one of the blue tabs across the top of the page or by clicking/tapping on a related topic in the shaded side bar on the right side of some pages. You can return to the **CareOptions Lpad** by clicking on the multi-colored tab at the far right side of the tabs row near the top of the page. You will find links appear at the very top of each **CareOptions** page where you can go to:

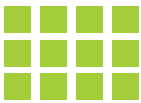
- The **CareOptions Lpad** (Main Menu)
- Information about the organization that brings you **CareOptions** (Who We Are)
- A glossary offering definitions of special terms used in the site (Glossary)
- A form to contact a representative by email (Contact Us).



For more detailed instructions about how to use all the features of CareOptions, please refer to the full User Guide.







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