

Patient Welcome and Registration onto Soleo Health's Patient Communication app powered by Citus Health®

This brief guide will help you or your caregiver download the Citus Health app, complete registration and log on to the app or the website portal app.citushealth.com

SMS Invitation: You will receive an SMS (text) message with a link to Citus Health. The steps to register include:

1. Click on the link & you will be redirected to the welcome screen
2. Scroll down and confirm your name and date of birth
3. Enter your email address. Your email address will be your Username.
4. Create a strong password by using a minimum of 8 characters
5. Click Submit

"SUCCESS": Next you will see a "SUCCESS" message

- Click on "Let's Get Started"
- See the question "Open in the app store?"
- Click "Open" and follow the steps to download the app
- Once the app has downloaded, log on with your Username (email address) and the Password you just created in step 4 above.

Allow Notifications

- It is extremely important to Allow notifications so the app can alert you of incoming messages when you are not logged on.
- Click "Allow" to receive notifications.

Forgot Password

- If you forgot your password or would like to reset your password, click on "Forgot your password" on the login screen.
- Follow the prompts to change your password

View & Edit My Profile: Press the menu icon on the top left of your screen and select, "My Profile"

- You can edit the information on this screen at any time.
- First Name
- Last Name
- Cell Phone Number
- Date of Birth
- Zip code
- Notification Sound: Here you can change the ringtone of your incoming messages
- Enable SMS Notifications: This allows you to receive text message alerts that you have a communication from your provider
- Press "Update" to save any changes

Do you need help with the Citus Health App?

- If you need help with the Citus Health App, press the menu icon and select, "App Support".
- Complete the required fields, supply as much information as possible and click SUBMIT.
- App support enables you to report any app functions that are not working. The Citus Health technology support team will assist with these matters.
- All health care support for your therapy or medical services require you to contact your health care provider. **In case of emergency, always contact 911.**