



Installation Guide

It's simple to download and register for the App

1. Download the App: Go to the 'Google Store' for Android or the 'App Store' for iPhone. In the search bar type **CarePay**. Make sure you choose the correct 'CarePay' - you'll see the familiar CAREPAY logo...click this and follow the app download instructions.

2. Register Your Account: Once you have downloaded the App, open it and complete the registration process by entering the following details:

Enter the HSC (Health & Social Care) Number of your relative

The App will now check that the number is:

- Valid
- Not already registered

If valid, proceed to the next step. If not, check again you have entered the correct HSC number.

- a) **Username** (*Please enter this with no spaces eg 'marysmith'*)
- b) **Password** (*must be at least 6 characters long & not include commas or apostrophes or special characters eg ! \$ *) etc*)
- c) **Email Address**
- d) **Resident Photo** (optional)

This can be uploaded later if preferred.

Click '**Sign up**' to complete your registration. You will now be redirected to the login screen.

3. Log into Your Account

Enter Your Username (*Note you cannot log in with your email address*).

Enter Your Password

(Optional) Select '**Remember Me**' to save your login details for future use.

For security reasons, please use your own device only, to access the App.



4. Add Payment Details & Add Funds.

After logging in: Enter your Credit or Debit card details. *Any card can be used but to avoid issues, ensure the billing address of the user matches the address registered with your card provider.*

You can now **Add Funds** to your CAREPAY account, which can be used at your convenience to send Personal Allowance monies to your Relative. ***For convenience and to avoid constantly topping up with small amounts, perhaps consider adding a minimum amount of for example, £50 each time you add a credit.***