

numera® | CUSTOMER LOGIN

CareOne

Moving from EverThere
to CareOne.

What's changing, and how to sign back in — on the
web and in the app.

For everyone currently using **my-everthere.numera.com**

WHAT'S CHANGING

CareOne is a new product that **replaces EverThere.**

You can use it on the web, or download the app on your smartphone.

OLD ADDRESS

REDIRECTING SOON

my-everthere.numera.com

This is the old EverThere page.

- Will soon redirect automatically to CareOne.
- No need to keep this link — switch over whenever you're ready.

NEW ADDRESS

NOW AVAILABLE

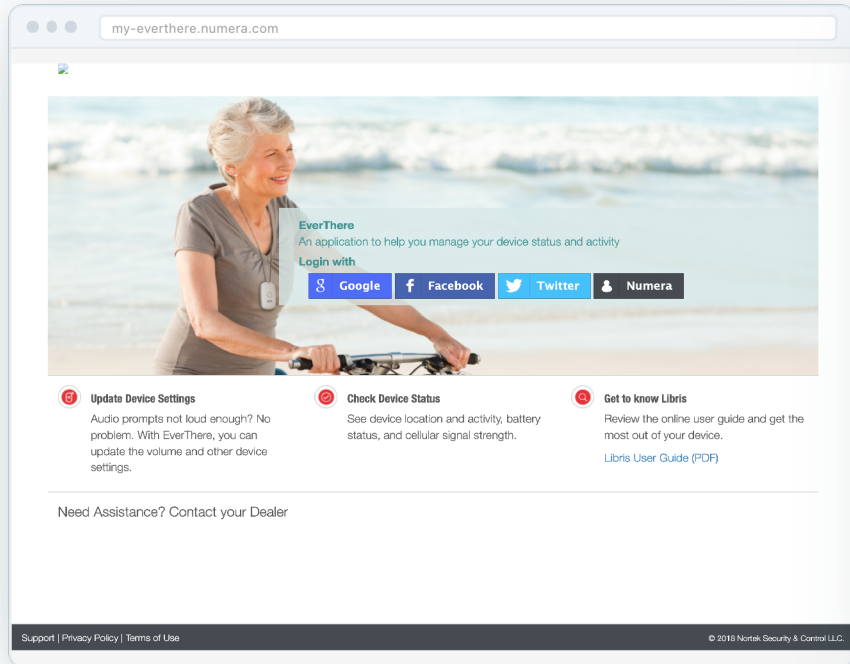
careone.numera.com

The CareOne Welcome screen.

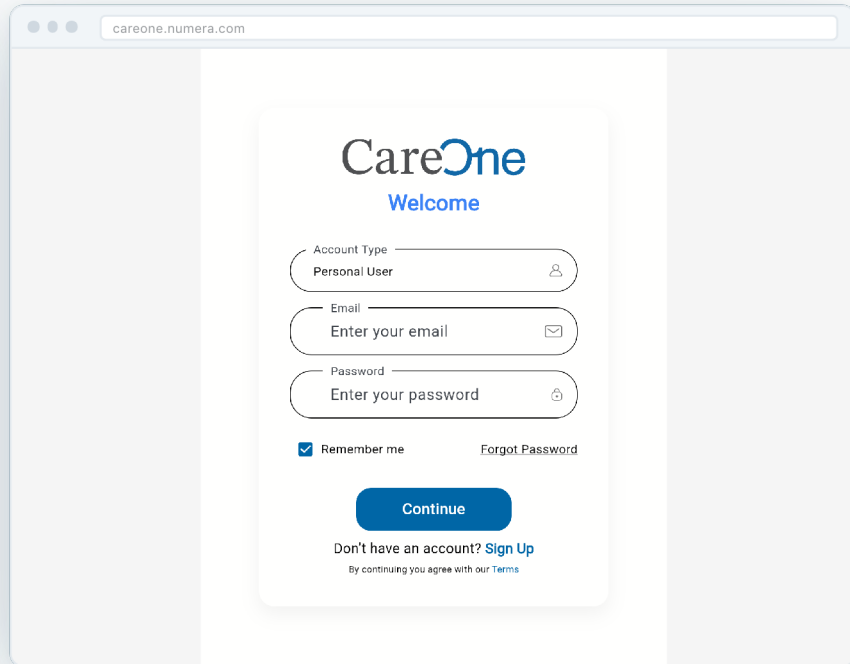
- Works on the web, or download the CareOne app on your phone.
- You'll set a new password the first time you sign in.

A LOOK AT IT

Old page, new welcome screen



Before — the EverThere page.



After — the CareOne Welcome screen.

Find the **Forgot Password** link

1

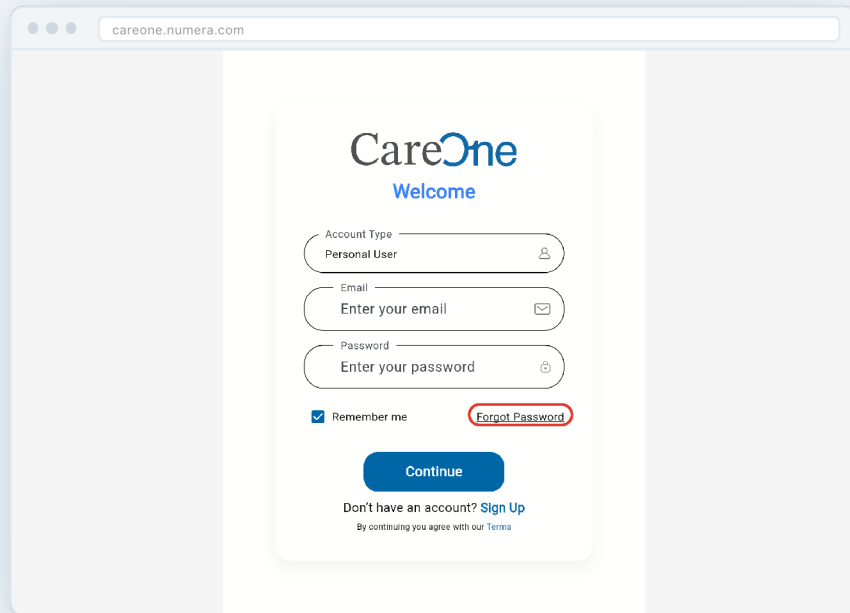
Open CareOne

In your browser, go to careone.numera.com. You'll land on the Welcome screen.

2

Tap Forgot Password

Click the underlined **Forgot Password** link circled at right — not the Continue button.



On the Welcome screen, the **Forgot Password** link sits to the right of Remember me.

Check **Personal User**, then reset

3

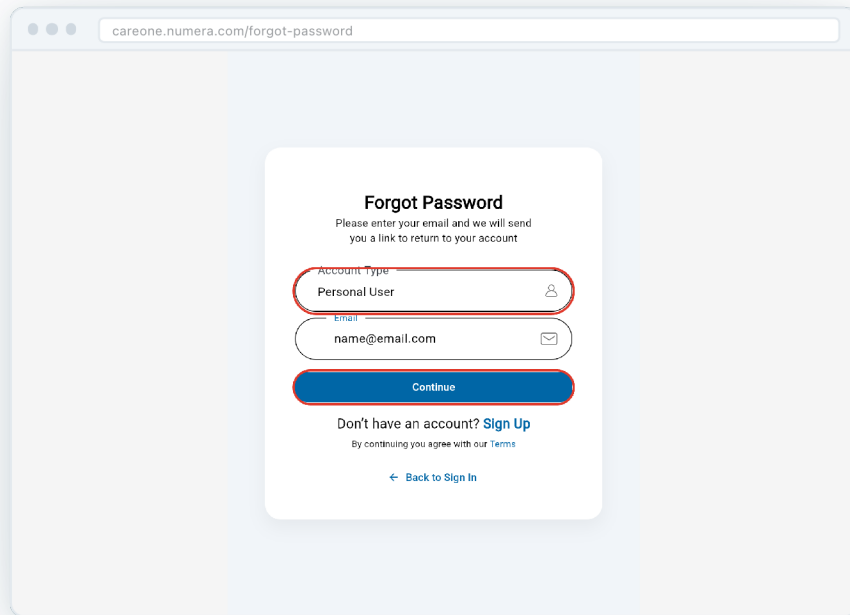
Confirm Personal User & type your email

Make sure **Account Type is set to Personal User** before you enter your email — choose Family Member only if you use a family account.

4

Press Continue to reset

CareOne emails you a reset link. Open it and choose a new password — the address on screen is only an example, use your own.



The screenshot shows a web browser window with the address bar displaying 'careone.numera.com/forgot-password'. The main content area features a white card with the title 'Forgot Password' and the instruction 'Please enter your email and we will send you a link to return to your account'. Below this, there are two input fields: 'Account Type' with 'Personal User' selected and a red circle around it, and 'Email' with 'name@email.com' entered and a red circle around it. A blue 'Continue' button is positioned below the email field. At the bottom of the card, there is a link 'Don't have an account? Sign Up' and a smaller link 'By continuing you agree with our Terms'. A blue back arrow and the text 'Back to Sign In' are at the very bottom of the card.

Both circled: confirm **Personal User**, then press **Continue** to send the reset email.

IF YOU NEED HELP

Need a hand?

Ask the person or company who set up your device — they can help you get signed back in.