Setting Yourself up on CC Friends & Family

Friends & Family Windows · https://cclearninghub.co.uk/docs/setting-yourself-up-on-friends-and-family/

Setting Yourself up on Friends & Family

This guide will cover how family and friends of service users can set up Care Control Mobile in Family & Friends mode.

Note: The organisation must have provided the family or friend with their security code before they can proceed.



1

In order to set up Family & Friends, you will need:

-A smartphone, tablet, or laptop /computer.

-A security code provided by the organisation

-A one-time PIN provided by the organisation

2

If using a smartphone or tablet, navigate to the relevant app store and search for **Care Control Mobile**. If your device is an Apple product, use the AppStore. If your device is an Android product, use the PlayStore.

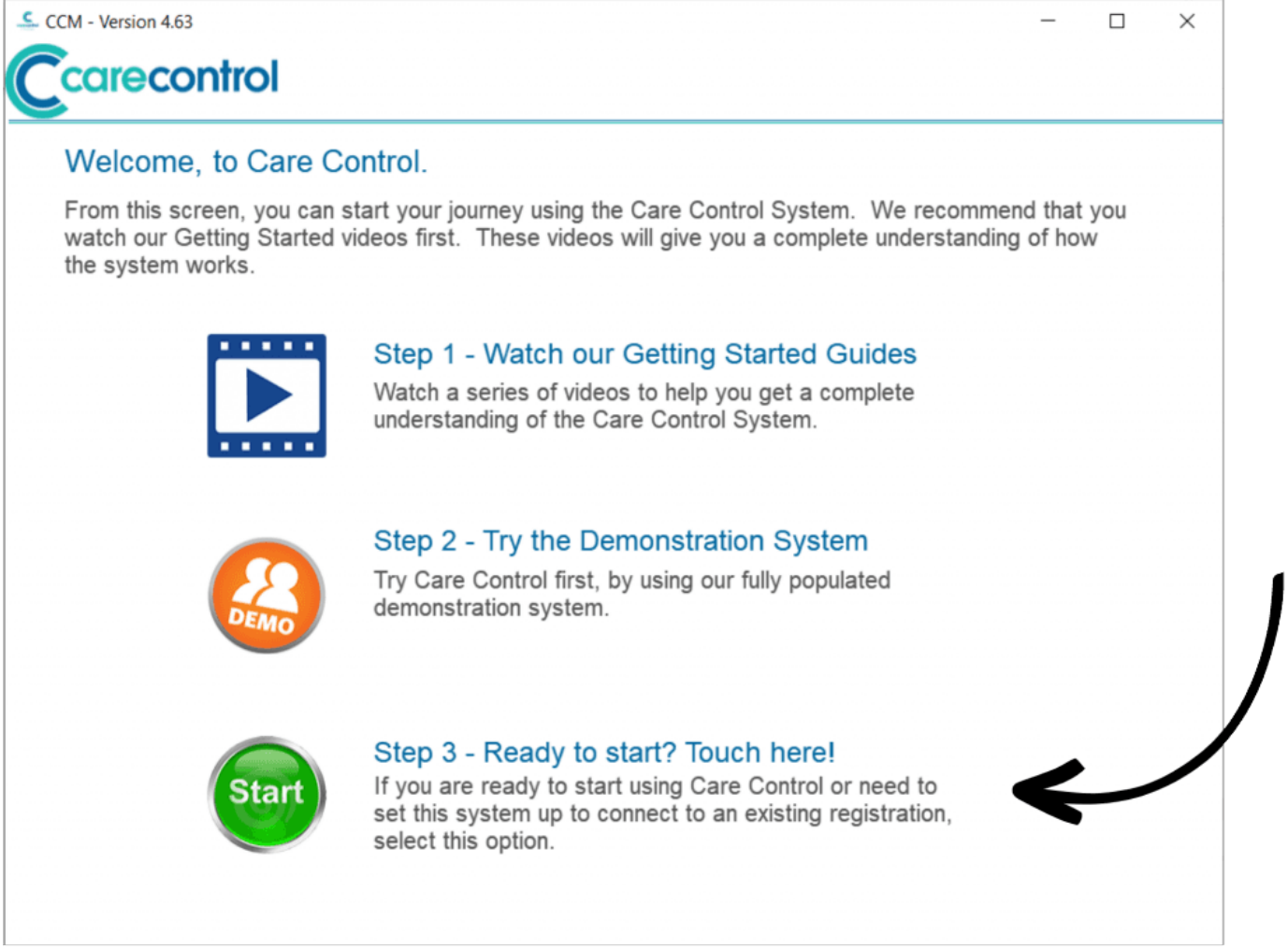
After finding CC Mobile, install it to your device. Linked below is our guide on installing CC Mobile on Apple and Android devices.

Installing CC on Apple/Android Devices – Care Control Learning Hub (cclearninghub.co.uk)

If using a laptop or computer, you can download Care Control Mobile from our downloads page, linked below. Also linked below is our guide on installing CC Mobile on a laptop or computer.

https://carecontrolsystems.co.uk/downloads/

Installing CC Mobile on Windows – Care Control Learning Hub (cclearninghub.co.uk)

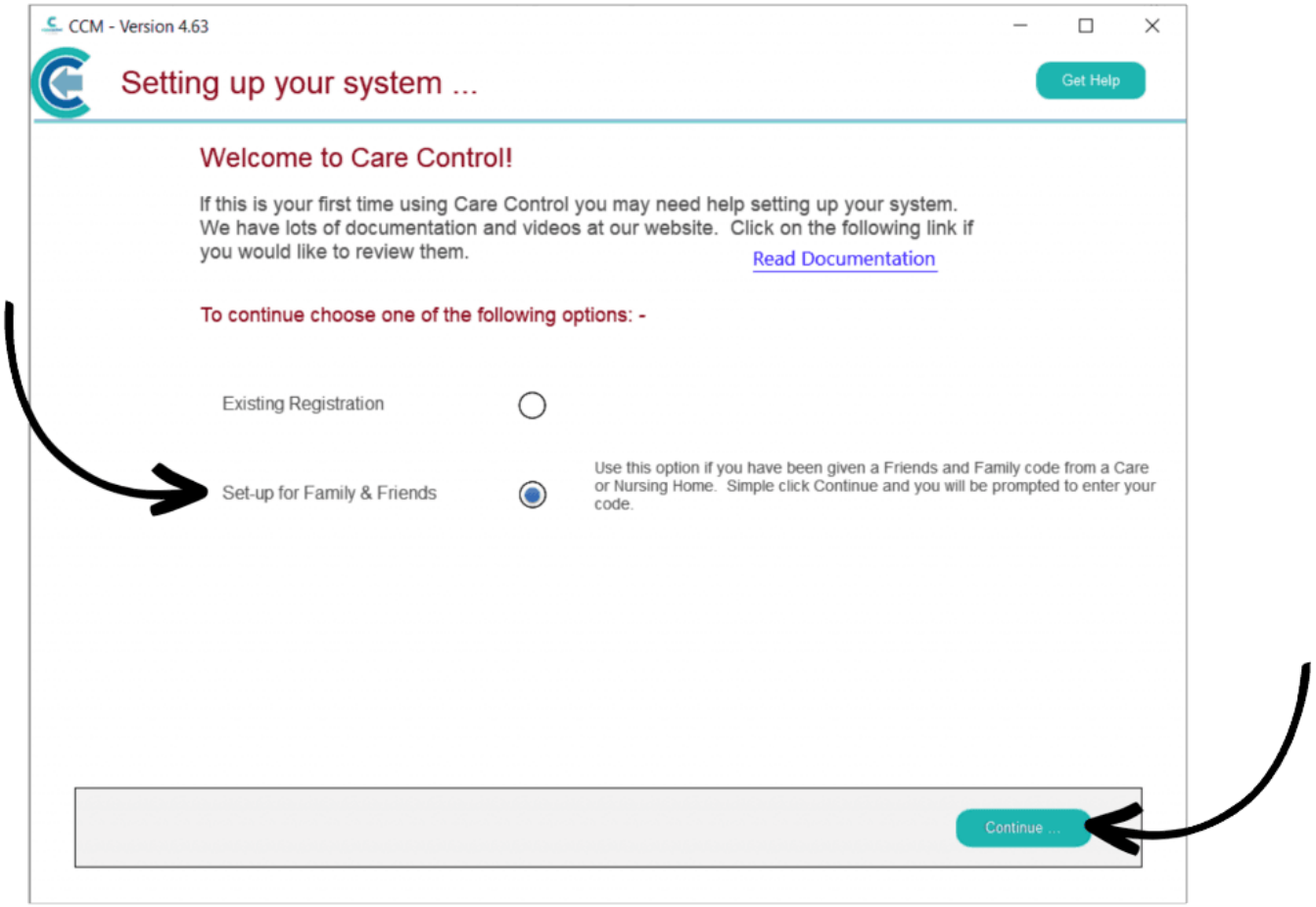


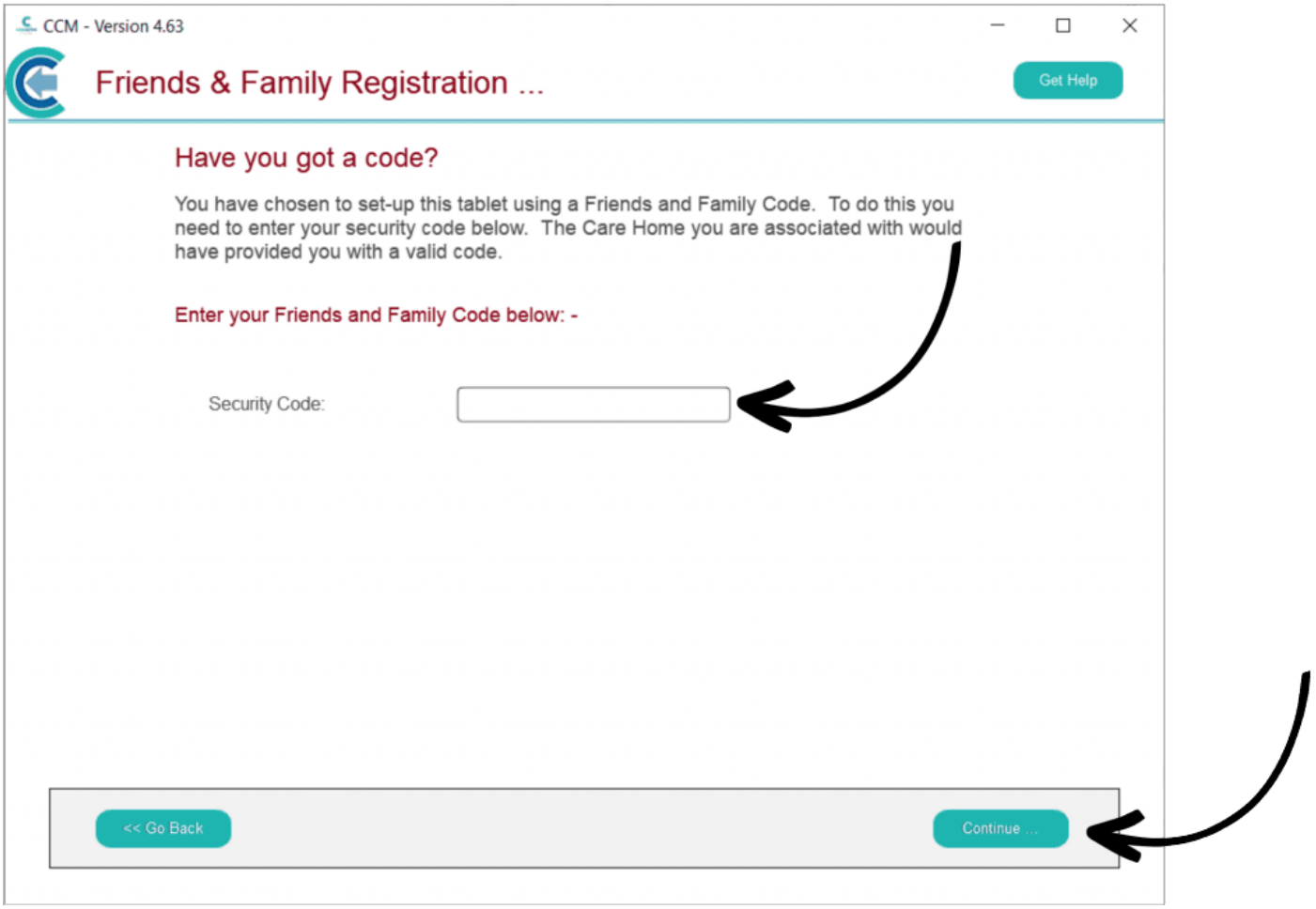
3

After successfully installing CC Mobile, open the application and select the third option.

4

Select **Family & Friends**, then press **Continue**.


CCM - Version 4.63
Setting up your system ...
Get Help
Welcome to Care Control!
If this is your first time using Care Control you may need help setting up your system.
We have lots of documentation and videos at our website. Click on the following link if you would like to review them.
Read Documentation
To continue choose one of the following options: -
Existing Registration
Set-up for Family & Friends
Use this option if you have been given a Friends and Family code from a Care or Nursing Home. Simple click Continue and you will be prompted to enter your code.
Continue ...

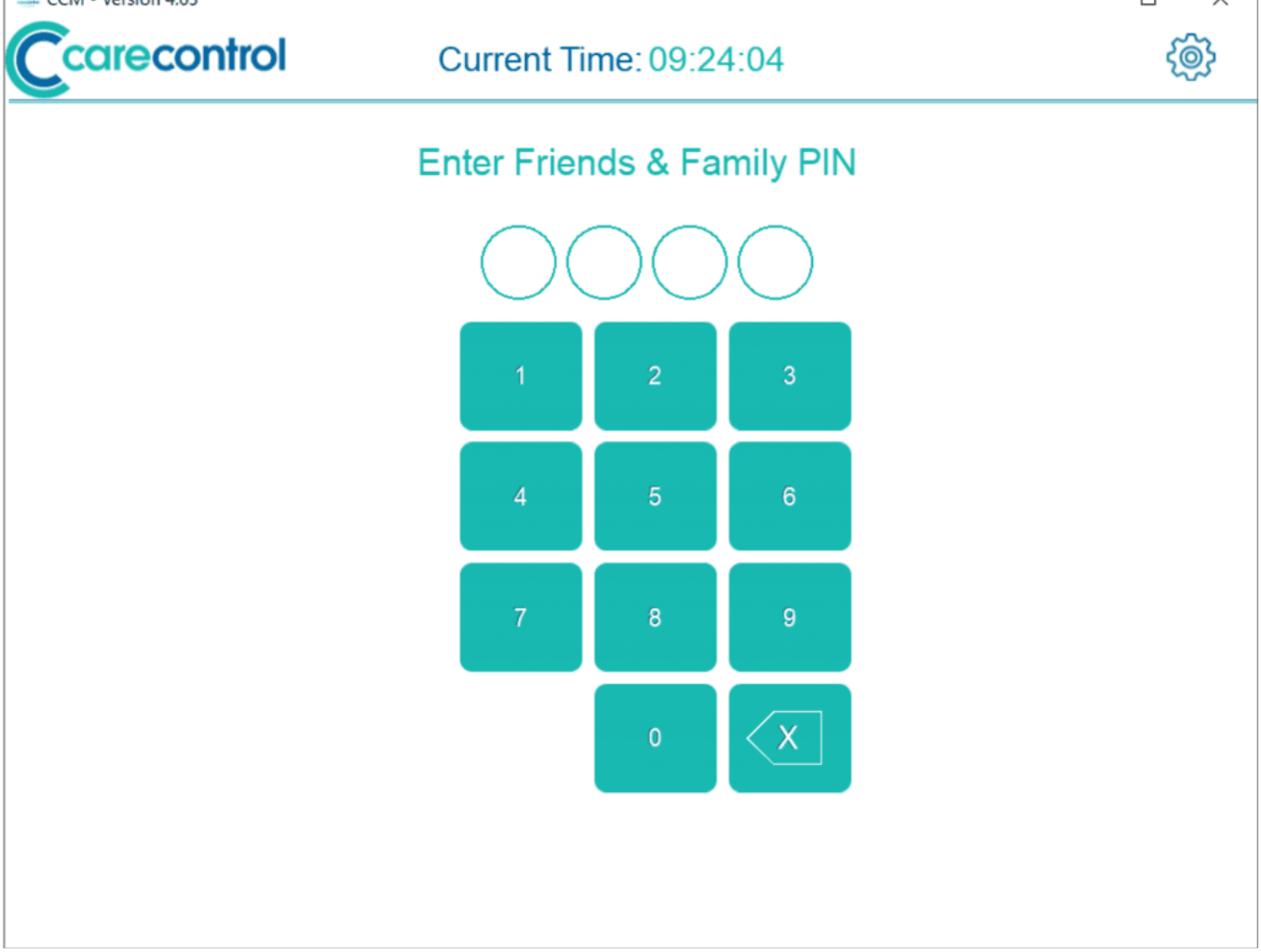


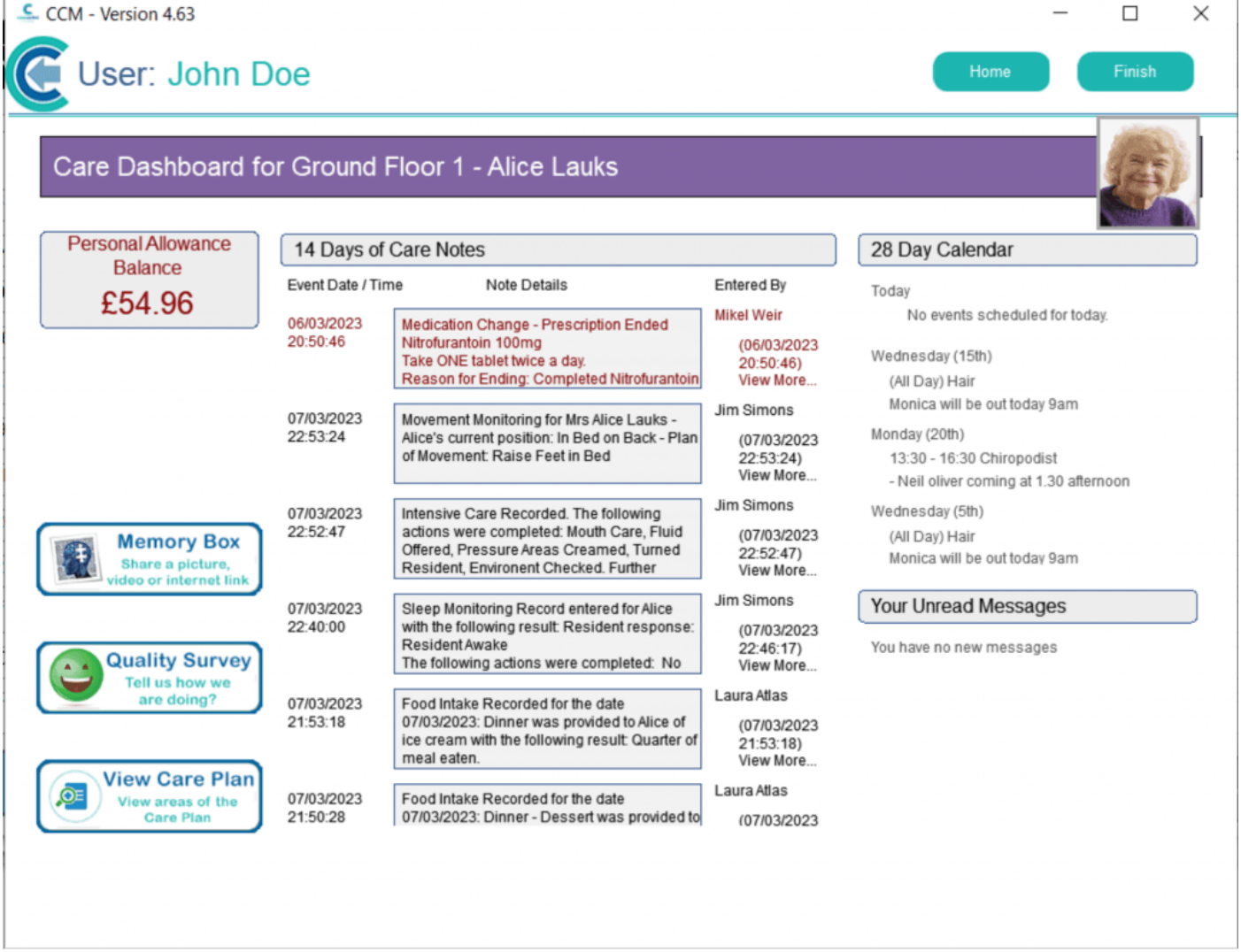
5

Enter the **Security Code** given to you by the organisation, then, press **Continue**.

6

Finally, enter the **PIN** given to you by the organisation. After entering it for the first time, the system will prompt you to change it to something more personal and memorable.


carecontrol
Current Time: 09:24:04
Enter Friends & Family PIN
1
2
3
4
5
6
7
8
9
0
X



7

The Care Control Family & Friends Dashboard will open.

Note: the features available in Family & Friends are controlled by the organisation, and so areas seen in these guides may differ from what you have access to.