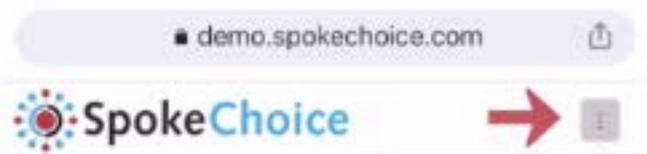**CARING MINDS**

HEALTH SERVICES LLC

How to JOIN Accounts and Toggle Between Agencies

JOINING Agency Accounts

1. Click on the link from the SpokeChoice invitation email.
2. Instead of going to a "Set-Up Account" page, you may be taken to a "Join Account" page, or you may simply be taken to a "Log-In" page. Some users receive a prompt indicating that your e-mail already address exists in the SpokeChoice system.
3. To successfully JOIN accounts, enter your e-mail address and your password.
    a. Note that the email address and phone number must be the same at both agencies for JOINING to work.
    b. If you do NOT remember your password, please click on "Forgot password," and follow the prompts to reset.
    c. Please note that you **MUST** know the phone number on file with the previous agency in order to use the "Forgot password" feature.
    d. If you do NOT know the phone number, you may need to call the previous agency and request the phone number or request a full de-activation from SpokeChoice.
4. If this does not work on your first attempt, please LOG OUT of SpokeChoice altogether, and try these steps a second time, as we have had success on the second attempt. Remember to re-enter SpokeChoice using the invitation link e-mailed to you from SpokeChoice to connect with LifeTree (do not just log out and log back in.)

Toggling Between Agencies

1. Select the ellipses (three dots) on the upper-right hand corner

2. From the drop-down menu, you will be able to toggle between agencies