**Caremark.com - Mobile App Download, Registration, and Troubleshooting**

[Important Information](#_Toc92372387)

[Authentication](#_Toc92372388)

[Downloading the Mobile App](#_Toc92372389)

[Mobile App Registration](#_Toc92372390)

[Logging in](#_Toc92372391)

[Log In Assistance/Troubleshooting](#_Toc92372392)

[Related Documents](#_Toc92372393)

**Description:** Assists Web trained Customer Care Representatives (CCRs) with navigation on the Caremark.com mobile app and mobile site.

|  |
| --- |
| **Important Information** |

The Caremark mobile apps for both iOS (iPhone and iPad) and Android devices are specifically designed for phones. The mobile app might work on tablet devices but not perform exactly as intended. If a member is unable to get the app to work properly, encourage them to use the mobile site on their mobile phone or tablet by launching [www.caremark.com](http://www.caremark.com) in a browser.

If members have auto-update as their default setting, they should receive updates automatically.

* If not, members are required to go to the App or Google Play store and update it manually. Using the most current version of the App ensures that the member is able to view the most up-to-date features available, including updates to resolve defects.

**Note:** Some features might be client specific.

[Top of the Document](#_top)

|  |
| --- |
| **Authentication** |

The Caremark.com website contains protected health information (PHI). Because of the sensitive nature of the information that is on the website, representatives are required to verify four (4) pieces of information to authenticate a caller before assisting them with website related inquiries. Refer to [Caremark.com - HIPAA Regulations](file://C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\U914lbf\AppData\Local\Temp\Temp1_CMK%20(003).zip\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\5Y93MNAV\CMS-PCP1-038100).

[Top of the Document](#_top)

|  |
| --- |
| **Downloading the Mobile App** |

**Note:** The screen capture might not match the actual scenario for this process. Some clients might not enlist in specific web features. This work instruction/job aid is intended as a guide only.

Tap on the corresponding icon for the specific mobile device.

**Example:**  **App Store** for Apple iPhone/iPad devices or **Play Store** for Android devices

A white rectangular frame with black border

AI-generated content may be incorrect.

Use reference table below:

|  |  |
| --- | --- |
| **If…** | **Then…** |
| **App Store**  (Apple) | 1. Type **Caremark** into the search bar. 2. Tap **Get** to begin the download process.   **Note:** The user might be asked to type their iTunes password during the download process.     1. Once the installation is complete, tap **Open** or access the app from the home screen of the mobile device. |
| **Play Store**  (Google) | 1. Type **Caremark** into the search bar. 2. Tap the **Install** button. 3. A pop up window displays requesting that the Caremark **App Permissions** be accepted or declined before proceeding. Tap **Accept** and the app starts to download.   A screenshot of a phone  AI-generated content may be incorrect.   1. Once the installation is complete, tap **Open** or access the app from the home screen of the mobile device. |

**Download Troubleshooting:**

If the member is unable to download the app, member can try the following:

* Check the internet connection on the device (**Example:** Cellular, Wi-Fi, etc.).
* Restart the device and follow the download steps again.
* Attempt to download the device at a different time.
* Contact the Apple App Store, the Google Play Store, or the service provider.

[Top of the Document](#_top)

|  |
| --- |
| **Mobile App Registration** |

Perform these steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Tap the CVS Caremark Mobile App icon or tap the **Open** button from the final step of installation. |
| **2** | Tap **Open an Account** to begin the registration process.  **Note:** If the member is already registered, then the member needs to tap **Sign In** then type their username and password. |
| **3** | The member is prompted to follow the same registration steps as member would on a desktop.  Refer to [Caremark.com – “New” Registration Flow](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2922d262-0374-4a26-820b-0a5ffe1085bd).  The member taps **Register** to complete the registration. |
| **4** | After registering, members are required to Sign in and request a multifactor verification code to confirm their identity.  Refer to [Caremark.com and Mobile Web – New Log In/Multifactor Authentication (MFA)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab" \t "_blank). |

[Top of the Document](#_top)

|  |
| --- |
| **Logging in** |

Perform these steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Tap the CVS Caremark Mobile App icon, or tap the **Open** button from the final step of installation. |
| **2** | Tap **Sign In** on the top right of the screen.  A screenshot of a phone  AI-generated content may be incorrect. |
| **3** | Type **Username** and tap **Enter** **Password** to sign in.  A screenshot of a login form  AI-generated content may be incorrect.  **Result:**  Member might need to request a Multifactor Verification Code (MFA) to verify their identity. Refer to [Caremark.com and Mobile Web – New Log In/Multifactor Authentication (MFA)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab). |
| **4** | **Passwordless Sign-in**  Members utilizing devices that support Passwordless Sign-in may be presented with the Passwordless Sign-in enrollment prompt.   * Members will select **Sign in and enroll**   A screenshot of a sign in form  AI-generated content may be incorrect.  **Result:** Members will be taken back to the sign-in page  **Note:** If the members does not want to use Passwordless Sign-in they can select the **Return to previous screen** link. |
| **5** | Members must sign-in a second time and utilize an OTP in order to authorize the usage of the Passwordless Sign-in feature.  **Result**: The member will be taken to the Set up passwordless sign-in page.   * The member will then select **Continue** to utilize either a passkey, facial recognition or fingerprint to sign-in to Caremark.com     **Note:** If the members does not want to use Passwordless Sign in they can select **Decline and go to dashboard**.  **Result**: Member is now enrolled into Passwordless Sign-in |
| **6** | **Confirmation page:**  The member will receive confirmation of their enrollment and can utilize the Passwordless Sign-in feature to sign-in to Caremark.com  A screenshot of a phone  AI-generated content may be incorrect. |

[Top of the Document](#_top)

|  |
| --- |
| **Log In Assistance/Troubleshooting** |

Confirm if the member is using the CVS Caremark App, CVS Pharmacy App, or the CVS Specialty App.

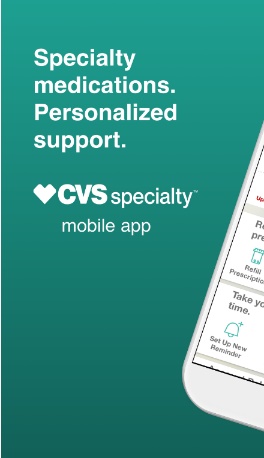
Ensure that the member is using the latest version of the CVS Caremark, CVS, or CVS Specialty app on their phone.

**Note:** If the member needs assistance with the CVS or CVS Specialty App, provide them with the following numbers:

* **CVS:** 1-800-746-7287 (1-800-shopcvs) number and warm transfer the member.
* **CVS Specialty:** 1-800- 237-2767

A close up of a logo

AI-generated content may be incorrect. A close up of a logo

AI-generated content may be incorrect. 

Utilize as appropriate:

|  |  |
| --- | --- |
| **If…** | **Then…** |
| Member is uncertain if they are registered or have an account | Confirm the member is registered on Caremark.com by checking their registration status in PeopleSafe. |
| Forgot Your Username and/or  Forgot Your Password | 1. Tap **Sign In** on the top right of the screen. 2. Tap **Forgot your username?** or **Forgot your password?**   A screenshot of a login form  AI-generated content may be incorrect.     1. **Forgot username:** Once the member has answered the appropriate questions and gained access to the site, they land on the **Home** screen.   A screenshot of a login page  AI-generated content may be incorrect.  A screenshot of a phone  AI-generated content may be incorrect.   1. **Forgot password:** Member types their email and date of birth to verify their identity. Once confirmed, member is prompted to request an MFA verification code. After typing the code, the member is prompted to reset their password and sign in.   A screenshot of a phone  AI-generated content may be incorrect.      A screenshot of a cell phone  AI-generated content may be incorrect.  A screenshot of a phone  AI-generated content may be incorrect. |
| Username/  Password  Error  Message | If member is typing an incorrect username and/or password, the member receives an error message. Verify the member’s correct **username** by accessing Caremark.com via PeopleSafe and navigating to **Update My Profile**.  Refer to the document [Caremark.com Update Profile/Customer Care](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=90c8be08-51d0-4c28-ac12-010337674133).  A screenshot of a phone  AI-generated content may be incorrect. **.A screenshot of a computer  AI-generated content may be incorrect.** |
| If the member is unable to use the App | Member might need to **uninstall** and then **reinstall** the App.  If a member is typing an incorrect username and/or password, uninstalling and reinstalling the App does **not** solve the problem.  Ask probing questions to determine the issue. Verify that the member is using the correct username and password. If using an incorrect password, advise the member to complete the Forgot Password steps to reset their password.  **Reasons the member might need to uninstall and reinstall the App:**   * App did not download properly. * Device might not be running the latest version of the App.   **For iOS/Apple**:   * Tap and hold the **CVS Caremark** icon until it starts to wiggle.   **Result:** An X displays.   * Tap the **X**. * The pop-up window shown below displays. Tap **Delete**.   **For Android:**   * Tap the **Settings**. Then tap the **Application Manager** button. * From the list of applications displayed, tap the **CVS Caremark** button.   **Result:** A page with application details displays.   * Tap the **Uninstall** button. Confirm deletion by tapping **OK.** |
| Unable to resolve member  issue with Caremark  App | Submit a **Web Error Form** with the required information and description of issue. Refer to:   * [Caremark.com – Web Error Form Process (Commercial and MED-D)](file:///C:/Users/Ur17ihl/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/BRCPA24M/TSRC-PROD-041424) * [Caremark.com - Web Error Form Process (Vendor Teams Only)](file:///C:/Users/Ur17ihl/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/BRCPA24M/TSRC-PROD-046777) * [Caremark.com – Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8) |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file://C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:/Users/Ur17ihl/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/windows/INetCache/Content.Outlook/SG15UMCB/CMS-PRD1-105672)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**