Setup Guide

Care Smart for Apple Watch®

verizon✓

Before you start

Before you start with Care Smart setup instructions, you'll want to make sure:
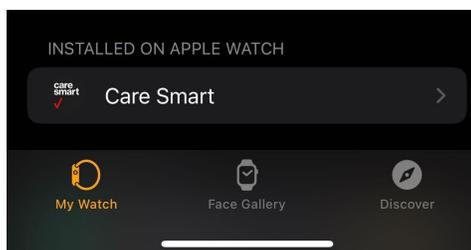
- Your Apple Watch is set up and activated on your Verizon account and paired to your iPhone. If not, select one of these links below according to the type of plan your Apple Watch is on, either: Number Share Mobile (your Apple Watch's mobile number is the same as your iPhone) or Stand-alone (the Apple Watch has its own phone number).
    - [Set up Apple Watch on Number Share Mobile](#)
    - [Set up Apple Watch in Standalone Mode](#)

- Your iPhone and Apple Watch have an ample amount of battery remaining. If not, charge them.

- Both your iPhone and Apple Watch are on hand, as you will be completing steps on both devices during the setup process.

- You are enrolled in Care Smart Get Help - Caregiver Alert or Care Smart Get Help - Professional monitoring. If not already enrolled, you learn more at [Verizon Care Smart](#).

If you have any issues while setting up Care Smart, you can reach out to caresmart.feedback@verizonwireless.com for support.

Download the Care Smart app

If your Apple Watch is on a **Number Share** mobile plan (iPhone and Apple Watch have the same phone number):

1. From the App Store, download Care Smart to your iPhone.

2. The Care Smart watch app should then automatically install to your Apple Watch from your iPhone. However, if the app does not automatically install to your Apple Watch, you can do it manually in your iPhone's Watch app by selecting Care Smart from the list of available apps.

If your Apple Watch is on a **standalone plan**, meaning its phone number is different from your your iPhone's number:

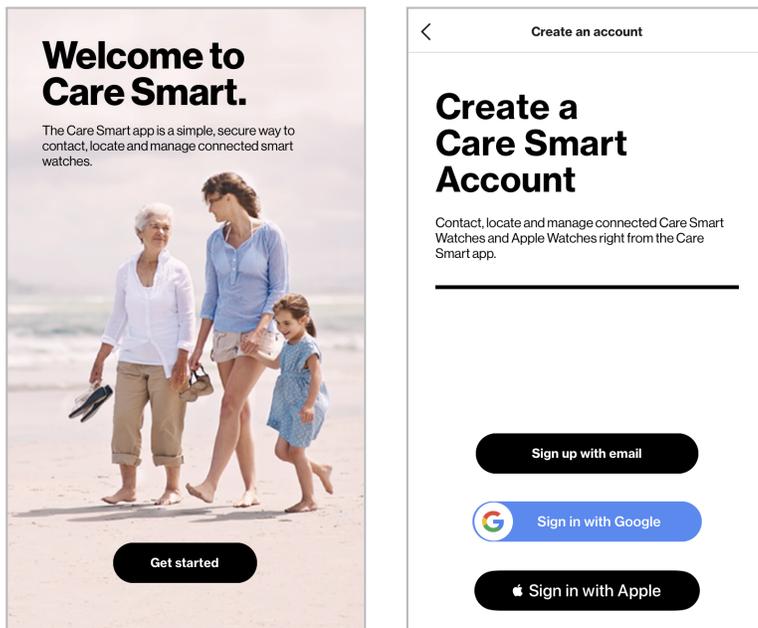1. On your iPhone, download the Care Smart app from the App Store.

2. On your Apple Watch, select the App Store. Tap **Search** and then tap the mic icon to search for Care Smart by voice. Download the Care Smart watch app to your Apple Watch.

If your Apple Watch is on a **standalone plan** and you are doing Care Smart setup on an **Android** phone:

1. Download the Care Smart app from Google Play to your Android phone.
2. On your Apple Watch, select the App Store. Tap **Search** and the mic icon to search for Care Smart using your voice. Download the Care Smart watch app to your Apple Watch.

Create Care Smart account

1. On your phone, open the Care Smart app and select **Get started > Create account.** Follow the steps to **sign up** with an email address or **sign in** with your Apple ID or Google account.

2. Enter and submit your mobile phone number and then enter the verification code when received.

3. Select who will wear the Apple Watch (either "**I will**" or "**Someone else will**"). Enter personal information* and select **Next**.
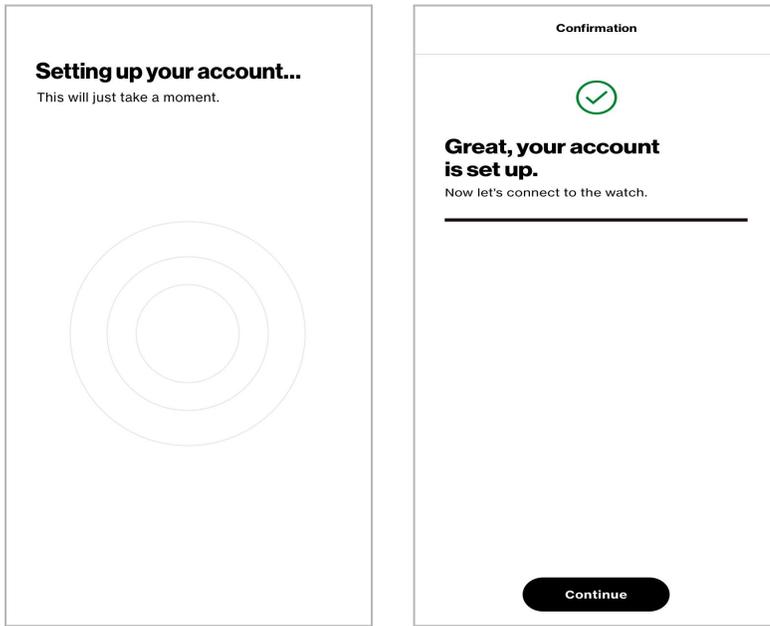

*If someone else will wear the Apple Watch, you will enter personal information twice: first for yourself as the account owner, then for the Apple Watch user.
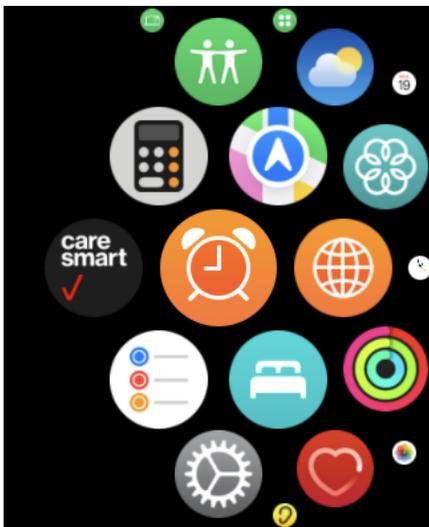
4. When you have confirmation that the account is set up, select **Continue**.

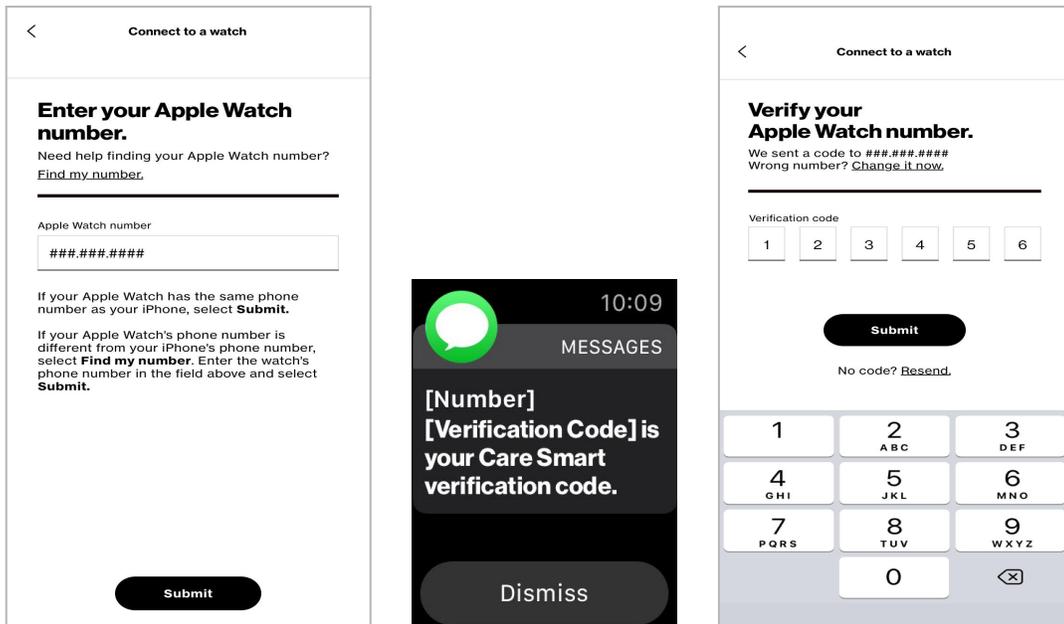# Connect Care Smart on Apple Watch to Care Smart on iPhone*

*For simplicity, in this section we use iPhone, but the below steps, except where noted, also apply to Care Smart setup on an Android phone.

1. On your Apple Watch, open the **Care Smart** app.* This will prompt the Care Smart app on your iPhone to advance to the next step.

*If you do not see Care Smart in your Apple Watch list of apps, on the iPhone to which the Apple Watch is paired, open the Apple Watch app, confirm that Care Smart is listed under **Installed on Apple Watch**. If it is not, scroll down to **Available Apps** and select **Care Smart** to finish installing Care Smart to your Apple Watch. (This cannot be done on an Android phone.)

2. Return to the Care Smart app on your iPhone, select your Apple Watch, then enter and submit your Apple Watch phone number. This will send a text message with a verification code to the Apple Watch. On your iPhone, enter the code and select **Submit**.

3. Care Smart will establish a connection and pair with the Apple Watch. When pairing is finished, a text will be sent to the Apple Watch. To complete the process, you will be instructed to

   ● Agree to permissions.
   ● Enter additional personal information, if needed
   ● Turn on fall detection, if not already enabled
   ● Add Apple Watch face for Care Smart
   ● Create Trust Circle contacts

Thank you for choosing Care Smart. If you have any issues while setting up Care Smart, you can reach out to caresmart.feedback@verizonwireless.com for support.