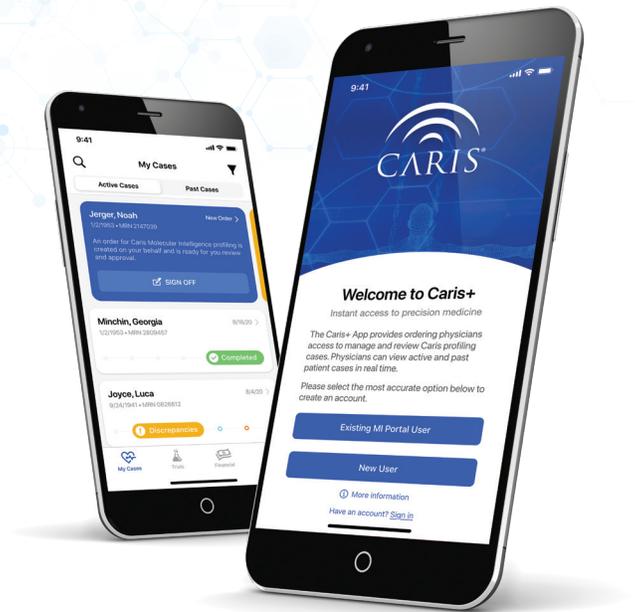# The Caris+ App

Frequently Asked Questions

What is the Caris+™ App?

The Caris+ App provides convenient access for ordering physicians to manage and review their Caris profiling cases. View current and past patient results whenever and wherever you are.

- View and search current and past cases
- Receive real-time case notifications
- Track testing progress
- Approve orders
- View interactive results and select clinical trial matches
- Submit cases for Caris Molecular Tumor Board review
- Share patient educational information
- Access AI-driven results for Caris GPSai™ and FOLFIRSTai™

How do I download the Caris+ App?

Download the Caris+ App from the Apple App Store.

Who can download the Caris+ App?

Caris+ is for ordering physicians of Caris molecular profiling. Active and previous Caris cases are accessible through the app.

What are the system requirements to access the Caris+ App?

Caris+ is available on iPhones with iOS 14.0 or later.

CARIS®

How do I sign in for the first time?

Existing Caris MI Portal Users

Physicians who have an active MI Portal account can log into the Caris+ App using their Portal email address and set a password by entering their name and email address. An email verification code will be sent to the email used for MI Portal. Users will then set up a password for Caris+, which can either be unique or the same password used for their existing MI Portal account.

Note: Setting a password in Caris+ will not change the MI Portal password.

New Users

New users who do not have a MI Portal account must select the **New User** option and complete the form to request an account. New accounts can take up to 48 business hours to be created. You will receive email confirmation when your MI Portal account has been created.

Once your MI Portal account has been created, users must complete signup for Caris+ by selecting **Existing MI Portal User** on the home screen and completing the contact and email verification steps.

When your account has been created, you will be able to use your email address and password to log into Caris+. Face or Touch ID options are available after the first sign in using the new password.

What if I forget my email or password?

If you forget your password, please select **Forgot Password** on the login screen and enter your email address to be sent a link with instructions on how to create a new password.

Your email for the Caris+ App will be the same email address you use to access MI Portal. If you do not remember the email address used to set up your account, please contact support by email at **CustomerSupport@carisls.com** or by calling 888.979.8669. Hours of operation for the support team are Monday – Friday, 7:00 am – 7:00 pm (CT).

How do I reset or change my password?

Once logged into the app, select the **Settings** icon ⚙ at the bottom of your screen and select **Account Information** from the menu. You will need to re-enter your email address and password to make changes to your account.

How do I view and download a patient report?

Caris reports can be viewed and exported as a PDF by selecting the share icon ⬆ in the top-right corner of the case details page. Users can share the report via email or save directly to their device.

Can I submit requisitions using the Caris+ App?

New requisitions cannot be submitted through Caris+. Caris profiling requisitions can be submitted using **MI Portal**, via the **website**, or fax 866.479.4925.

How do I manage notifications?

Once logged into the app, select the **Settings** icon ⚙ at the bottom of your screen and then select **Notifications** to manage your notification preferences.

Who do I contact if I cannot access Caris+ or if I have additional questions?

For additional questions or support, please contact Customer Support by email at **CustomerSupport@carisls.com** or call 888.979.8669. Hours of operation for the support team are Monday – Friday, 7:00 am – 7:00 pm (CT).