# MedicareCENTER's
# Mobile App FAQs

## How do I access the MedicareCENTER Mobile App?

The MedicareCENTER Mobile App is available on iPhone through the App Store and on Android devices through Google Play.

Simply search "MedicareCENTER" in Google Play or "Integrity MedicareCENTER" in the App Store to find and download the Mobile App to your mobile phone! To log in to the MedicareCENTER Mobile App, you must have an active registered account with MedicareCENTER.

## Can I record calls in the MedicareCENTER Mobile App?

Yes! All the features you know and love on MedicareCENTER.com are available in the Mobile App. Additionally, all calls recorded on either platform are instantly synced between both. If you record a call while using the Mobile App, you will immediately see it on MedicareCENTER.com as well!

## Can I quote and enroll clients in the MedicareCENTER Mobile App?

Absolutely! Your same selling permissions (Ready to Sell or RTS) are loaded for both the Mobile App and for MedicareCENTER.com.

## Can I access my same contact records from MedicareCENTER in the Mobile App CRM?

All contact records, notes, reminders and activity is synced in real time between the Mobile App and MedicareCENTER.com. You can use either platform with confidence, knowing there will be no data lost between the platforms!

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## How do I check in to receive leads in the Mobile App?

Real-time leads are available to you at the flip of a switch! To start receiving fresh, timely leads, click the "LeadCENTER" link from either the drop-down menu below your name or by clicking "Check In" and selecting "LeadCENTER" as the source, and then clicking "Set Up" to create real-time lead campaigns.

Then simply "Check In." Leads will be routed to your phone number and device as they become available, allowing you to build your book of business on the go, easily and compliantly!

## How do I start a video chat in the Mobile App?

You can easily start a video chat by clicking on an individual contact record, and then clicking the "Video Call" button. This is a Mobile App-only feature that uses your phone's default video chat function — Facetime on iPhone and Google Duo on Android devices. Please note, video calls **WILL NOT** be recorded and stored in the MedicareCENTER Mobile App.

## Where is my Personal Agent Website link in the Mobile App?

Your Personal Agent Website link (pURL), which allows you to share a consumer-facing compliant website with your prospects to allow them to quote and enroll in products you are licensed to sell, is easily accessible in your Account page. This page can be accessed by clicking the menu button in the top right of the app and selecting "Account".

## Does my data stay up to date between the Mobile App and MedicareCENTER.com?

Yes! All contacts, recorded calls, reminders, notes and activities are fully synced in real time between the Mobile App and MedicareCENTER.com.

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## If I delete the Mobile App from my phone, does it delete my MedicareCENTER account?

No, your account is still alive and well and can be used to log in to MedicareCENTER.com.

## What are lead Push Notifications and when do I receive them?

Lead Push Notifications are a new exciting, and exclusive, feature in the Mobile App. The notification appears on your phone when you receive a data lead or phone call lead, even if you are not actively using the app, as long as you are logged in and "Checked In" to the real-time lead program.

## Can I access CSG, MedicareAPP and MedicareLINK from the Mobile App?

Absolutely! The full suite of solutions is available in your Mobile App menu using the same universal sign-on technology available on MedicareCENTER.com.