



CLINICIAN APP FAQs

WHAT IS MY PIN?

Your PIN is a unique number that your Numotion ATP or CCC can give to you. You will only need it for registration.

MY REGISTRATION INFO ISN'T WORKING

This may be because there is a misspelling of your contact information or we may have a different email address on file. Reach out to your Numotion ATP or CCC to verify that we have the correct email on file and we are spelling everything correctly.

I NEED TO RESET MY PASSWORD

To reset your password, simply click "Forgot Password" and follow the prompts. You will be sent a reset link. The password reset link expires in 24 hours. After 24 hours, you will need to request a new password reset link.

WHY DON'T I SEE ORDERS FROM ALL OF THE FACILITIES WITH WHOM I WORK?

- If you work in separate companies, you will need to have a separate Clinician ID and login for each.
- If you work in different locations, but within the same company, you will have one clinician ID.
- If you have an order in progress and you do not see it, please let your Numotion ATP or CCC know.

WHY DON'T I SEE ALL OF MY CLIENTS WITH NUMOTION?

- We will show you clients with orders in progress with Numotion or orders that were delivered in the last 60 days.
- If your client does not yet have an order in progress with us, they will not appear on your myClientOrders dashboard
- We often do not record the therapist who is doing the evaluation in our system until after the evaluation has taken place. If you have an order in progress and you do not see it, please let your Numotion ATP or CCC know.

WHO DO I CONTACT IF I HAVE A QUESTION ABOUT ONE OF MY CLIENTS OR ORDERS?

Your first contact should always be your ATP or CCC, but we also have live chat available directly in the myNumotion app from 7am-7pm CT Monday-Friday.

WHY WAS I LOGGED OUT AUTOMATICALLY?

For security reasons, we auto log you out after 30 minutes of inactivity.