
Frequently Asked Questions

General

1. What is myCAIRE?

- a. myCAIRE is a secure, telehealth solution offering you the ability to take control of your oxygen therapy. The myCAIRE app provides important information about your oxygen concentrator to you, your home therapy provider and a caregiver, if you choose. It can be connected to the following CAIRE oxygen concentrators – FreeStyle Comfort, Eclipse 5 and Companion 5.

2. How does myCAIRE work?

- a. Your myCAIRE-enabled concentrator passes information to your smart device via wireless connectivity, updating every 10 seconds. Your smart device passes the information to a secure portal via WiFi or mobile data. The information can be accessed by the home medical equipment or care provider anytime, anywhere to provide you additional support with your oxygen therapy.

3. Is my personal information protected?

- a. myCAIRE is a secure, cloud-based telehealth system and protects your personal health information in accordance with Health Insurance Portability and Accountability Act (HIPPA) privacy guidelines.

4. How do I log in to myCAIRE?

- a. When your provider comes to setup your CAIRE oxygen concentrator(s), they will help you set up your myCAIRE access and connect your devices.

5. Can I change the email associated with my account?

- a. If you want to change your email, contact your provider for assistance in setting up a new account.

6. I forgot my password. How can I reset it?

- a. If you are already logged into the myCAIRE app, click on the hamburger icon in the upper left hand corner. Once you are in the my profile screen, click on the blue button that states “reset password.”
- b. If you are not logged into the myCAIRE app, you can reset your password by clicking on the “forgot password” button.
- c. If you are unable to reset your password with the first two options, contact your provider and they can reset your password.

7. I have correctly entered my login credentials, but I am unable to login. What can I do next?

- a. Contact your provider to confirm the email that was utilized during the initial setup process and/or to reset your password.

8. My caregiver wants to see my usage. How can I get them access?

- a. You can assign your daughter/son as a caregiver so they can view your usage data. If you click on the plus sign in the lower right-hand corner of your device screen, you will see an option to “add caregiver.” Enter your caregivers email address. They will receive an email invitation with instructions to establish their myCAIRE account. You can remove a caregiver anytime by going to the caregiver screen accessed by clicking the hamburger icon in the upper left-hand corner. To remove the caregiver, you will swipe the blue box to the left.

Troubleshooting

1. My device is showing that my oxygen concentrator is disconnected. What should I do?

- a. Ensure your device is within 7 feet of your phone and there is nothing blocking the signal e.g. your body positioned between the device and phone.
- b. Check to ensure your Bluetooth setting is still toggled on within your Bluetooth settings on your smart device.

2. I accidentally deleted the myCAIRE app. What do I do?

- a. Go into your app store (Google Play or Apple App store) and download the myCAIRE app. Once the app is downloaded, use your original email and password to log back into the app.

3. I have received a notification that says “no data received,” but I am using my device. What should I do?

- a. Ensure your device is connected. You can find this information by opening up the app. The device widget will have a green background if it is connected. If a red background appears, refer to the instructions in Troubleshooting, Question 1.

4. I have received an alarm notification—whom should I contact?

- a. You should contact your provider for assistance with troubleshooting your alarm. Using the myCAIRE app, click on the device that is alarming, and click the “request service” button. A field will open in which you can type your message. When finished, click the “send request” button.