

Frequently Asked Questions

You have questions, we have answers

- **I received multiple invite emails. Which password should I use?**

Always use the most recent invite email and password sent to you. If you're unsure, wait for the latest email before attempting to log in.

- **Can I change my personal details on Mira?**

No, you will need to contact your club official or case admin to change your details.

- **How do I troubleshoot login issues if nothing works?**

Restart the app, check your internet connection, and ensure you're using the latest app version. If issues persist, contact support support@specialist.direct.

- **Why am I getting an "Invalid Password" error during login?**

1. When initially logging into your new Mira account, make sure the generated password sent to your chosen email is entered correctly. Since our passwords are case-sensitive, space-sensitive, and number-sensitive, please copy and paste the password directly from the invite email to avoid errors.
2. Ensure there are no spaces in your password and that you're using the *most recent one provided*.
3. If necessary, manually type the password.

- **How do I create a Mira account?**

Mira is an invite-only app. Therefore, your club official will need to create a profile for you to log in. They will need the following information from you:

- Name and last name
- Email address
- Phone number
- Professional title
- Your coach's name

- **How do I update my pain and mood status?**

Your club official will need to open a case for you. Therefore, they will need the details of your injury or illness. You can report the injury or illness by messaging your club official.

- **Why can't I send a chat?**

You will only be able to chat with your support team - Case Managers, Rehab Professionals and Associates.

If you can't seem to message anyone, please check your internet connection.

- **When should I change my status to online or offline?**

Change your status to reflect your availability as a user. This will highlight your capacity to respond to chats from your care team.

- **I don't remember how to access Mira; how can I retrieve the details?**

We recommend you flag and save the email you receive with your login details and store the login and password in your phone and/or computer password manager.

- **I prefer using my laptop/desktop, can I do that?**

Yes, you can. However, you won't be able to update your pain and mood status. You can still access the rest of the features: book appointments, chat with the team, and view cases.

- **Why does my Mira app keep crashing?**

Make sure the app is updated to its current version by checking the App Store or Google Play. We also recommend refreshing the app and restarting your phone. If the issue persists, please contact contact.support@specialist.direct.

- **Can I have multiple cases open as an injured person?**

Yes, you can. Your case administrator can open as many cases as required to reflect your injuries and help you manage your road to recovery.