

# 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 email address after signing up?**

No. If you have a "Case Manager" account, you should create a new account for yourself with the new email. If you have an Associate account, you will need to contact a club official with a Case Manager account and ask them to create a new account with your new email. If you need your records (cases, files, pain and mood records, etc.) transferred to your new account, you will need to contact support at [support@specialist.direct](mailto:support@specialist.direct)

- **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](mailto: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, you need to contact a club official with a Case Manager account in your club 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 (physio, trainer, etc.)

Talk to your club official to see if you will need to be able to create users and cases or only collaborate on required cases, as that will determine if you get a "Case Manager" or "Associate" account.

- **What's best way to use Mira? Desktop or mobile?**

You will only be able to create users and cases through the desktop app. However, the mobile app can give you a view into case on the go. You can chat and book appointments on both interfaces.

- **What do I do if I input the wrong email while creating an account?**

Please contact our tech support team at [support@specialist.direct](mailto:support@specialist.direct) to have the email corrected.

- **Why can't I add users or cases?**

If you have a Case Manager access and find that you can't add a new user or create a case, there is a high chance that your account was set to 'Read' only during its creation, which means you cannot edit or add users. Please contact a club official with a "Case Manager" account in your club to create a new account for you, making sure they tick "Read" AND "Write" permissions when making it.

If you have an "Associate" account, you will only be able to collaborate in the cases you are assigned. If you think you need the ability to create users and cases, contact a club official with a Case Manager account to discuss the creation of a Case Manager account for you.



- **What type of Mira user am I?**

There are five different user types:

- Tenant Admin
- Case Manager
- Associate
- Coach
- Player

Most Club Officials fall under a “Case Manager” or “Associate” user type. A Case Manager has the capacity to create new case managers, users and cases, whereas an Associate can only collaborate in the cases and users assigned but not create them.

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

You should be able to chat with everyone in your club. Make sure you have a stable internet or wi-fi connection while sending a message through our chat function at all times.

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

Change your status to reflect your availability as a club manager. This will highlight your capacity to respond to chats.

- **How do I access Mira's login/landing page?**

Access Mira's login page using the link provided in the email that contains your generated password. This email can be located in your chosen email's inbox.

- **Can I have multiple cases open for an injured player?**

Yes, you can. You will be able to add more cases under "User management" Tab. Then select “Add case” next to desired player.

- **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 [support@specialist.direct](mailto:support@specialist.direct).

- **Can I remove a player from my User Management tab?**

No, you cannot. You will see all the players you created or are associated with in the User Management tab.

- **I've opened up a case for the wrong player. Can I delete it from their record?**

Unfortunately no, this is not possible. You can only close a case where the reasoning behind its closure can be ‘wrong player.’ If necessary, you can reach out to [support@specialist.direct](mailto:support@specialist.direct) to have the case deleted.

- **Why can't I add an appointment for a player?**

Make sure your player has an open case before booking an appointment. If issues persist, please contact [support@specialist.direct](mailto:support@specialist.direct).