

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” or “Manager” account, create a new account for yourself using the new email address. If you have an Associate account, please contact a Case Manager and request that they create a new account using your new email address. 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

- **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, you need to contact a Case Manager at your organisation 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

Discuss with your Case Manager to determine if you will need to create users and cases, or if you will only collaborate on required cases. This will help determine whether you receive a “Case Manager”, “Manager” or “Associate” account.

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

You can only create users and cases through the desktop app. However, the mobile app provides a view into a case on the go. You can chat and book appointments on both interfaces.

- **What should I do if I enter the wrong email address while creating an account?**

Please contact our tech support team at 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 Case Manager or Manager in your organisation to create a new account for you, ensuring they tick both “Read” and “Write” permissions when setting it up.

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 Case Manager to discuss the creation of a “Case Manager” or “Manager” account for you.

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

There are five different user types:

- Tenant Admin
- Case Manager
- Manager
- Associate
- Employee

Case Managers and Managers have 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 organisation. Ensure you have a stable internet or Wi-Fi connection at all times when sending a message through our chat function.

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

Change your status to reflect your availability. 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 registered email's inbox.

- **Can I have multiple cases open for an injured/ill worker at the same time?**

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

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

Ensure the app is updated to its latest 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.

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

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

- **I've opened up a case for the wrong worker. 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 worker.' If necessary, you can reach out to support@specialist.direct to request that the case be deleted.

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

Ensure the employee has an open case before scheduling an appointment. If issues persist, please contact support@specialist.direct.