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Date: Friday, April 9, 2021 at 6:01 PM
To: "AuthentiCare.TXSupport" <AuthentiCareTXSupport@firstdata.com>
Subject: AuthentiCare Mobile Application - Update

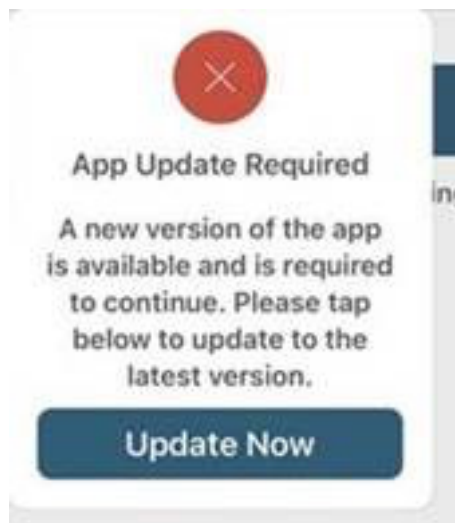
Good evening.

AuthentiCare EVV system had an issue with calculating duration in Texas, which has been resolved, by updating the AuthentiCare Mobile application.

AuthentiCare users that do not have the most recent version of the application will need to upgrade.

- Android build 115/version 2.0.8
- iOS (Apple) version 2.0.10

For users who not have enabled auto update, the following message will be presented on the mobile application, notifying the users, that a new version of the application is available and is required to be updated to continue.



We apologize for any inconvenience caused by these issues. For any questions or concerns please contact AuthentiCare Texas Support at 877-829-2002.

Thank you

AuthentiCare Team