

# Getting Started

Welcome to the “Getting Started” guide! This book is designed to help you begin your journey with our platform. Here, you’ll find essential information on account setup, system requirements, and initial configurations. Whether you’re a new user or just need a refresher, this guide will walk you through everything you need to get started smoothly and efficiently.

- [How can I log in on healthmov?](#)
- [My email doesn't exist in the system, How can I resolve this?](#)

# How can I log in on healthmov?

## 1. **Download the App:**

- To get started, download the healthmov app from the store using this link: [Download healthmov](#).

## 2. **Open the App:**

- After downloading, open the healthmov app on your device.

## 3. **Enter your email:**

- You will be prompted to enter your email address. Make sure to use the email that is associated with your healthmov account (linked to your insurance policy).
- If you get an error message saying "this email doesn't exist," please contact [support@healthmov.com](mailto:support@healthmov.com) to help you find your correct credentials as registered in the HealthMov database.

## 4. **Verify your email:**

- A verification email will be sent to the email address you provided. Open the email and follow the instructions to verify your email address.

## 5. **Login and use the App:**

- Once your email is verified, you will be logged in automatically and can start using the app.

# My email doesn't exist in the system, How can I resolve this?

There might be no account associated with the email address you have entered, please try to sign in with the personal/ corporate email that may be linked to your insurance policy account. If you don't know your registered email please contact [support@healthmov.com](mailto:support@healthmov.com).