



Getting Started for Caregivers

Your agency uses software called Binti to facilitate the licensing process. Completing all of your requirements online helps both you and your caseworker approve your application faster.

Logging In

Your agency may provide a unique link to sign-up for an account. If you or someone else submits an application on your behalf, you will receive an email invitation with details about setting up an account.

To access your account, navigate to <https://family.binti.com>. It's helpful to bookmark this page for easy access. If you are a two-parent home, you will use the email of the *primary* applicant to log in. If you are unsure who the primary applicant is, ask your caseworker. Forgot your password? Use the '[Forgot your password?](#)' link on the sign-in page to reset it.

We recommend using Mozilla Firefox or Google Chrome for the best experience.

Getting help

One of the biggest benefits of Binti is that you have a live support team standing by. From 8a-9p Central, Monday to Friday, our US-based customer support team will live chat, email, or talk to you on the phone.

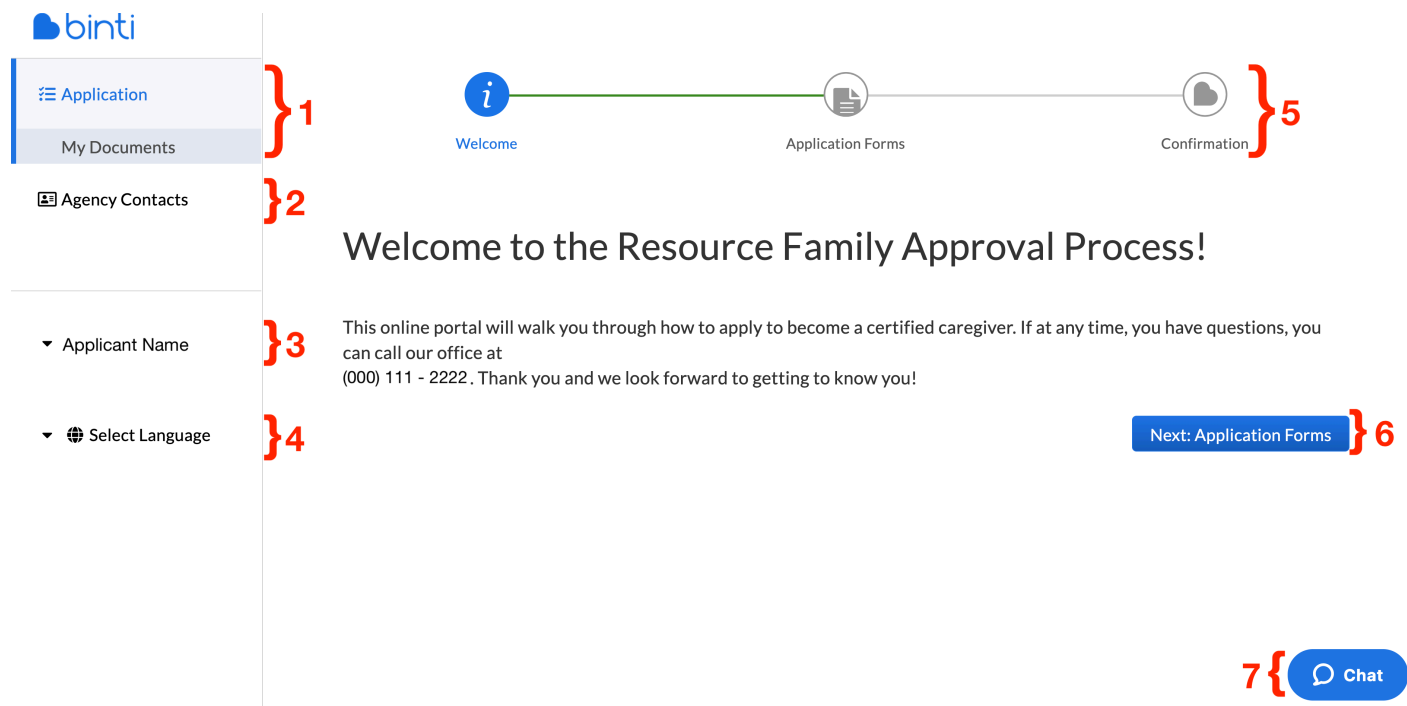
Live Chat: Click the blue button in the bottom right corner of the screen.

Email: help@binti.com

Phone: 1-844-424-6844

It is strongly recommended to watch our 5-minute video tutorial. Follow these steps to access the video:

1. Use a web browser to navigate to <https://binti.zendesk.com>
2. Click 'I am a family'
3. Click 'Getting Started'
4. Click 'Navigation tips to get around Binti'
5. Press play to start the video



1. Application and My Documents: Clicking Application will take you back to the stage of the application where more work needs to be done. After you have filled out forms, you can click My Documents to download and save for your personal records.

2. Agency Contacts: This tab contains contacts that your agency makes available to you. Once a worker is assigned to you, they will appear in this tab.

3. Applicant Name: This is a drop-down menu which will be your name. In the drop-down menu, you can change your email preferences and sign out of your application.

4. Select Language: If your agency has multiple languages added to their application portal, you can toggle between them here.

5. Application Stages: This timeline features 3 stages as an example - Welcome, Application Forms, Confirmation. Depending on the agency you are applying with, there may be more stages for you to work through. You can click back and forth between stages you have already completed by clicking on the circle. You cannot click forward to the next stage until you have completed everything on the page.

6. Next button: When all stage requirements are fulfilled, you can click this button to move forward. If there are unfulfilled requirements, it will not allow you to proceed to the next stage.

7. Chat: If you need help at any time, you can chat with us live. If you chat us outside of operating hours, we will receive an email which we will respond to as soon as we are back to work. You can also email us at any time at help@binti.com.