

Get ready for a new, easy check-in process!

There will be two easy options to check in:

Beginning Sept. 28 2020



In Person

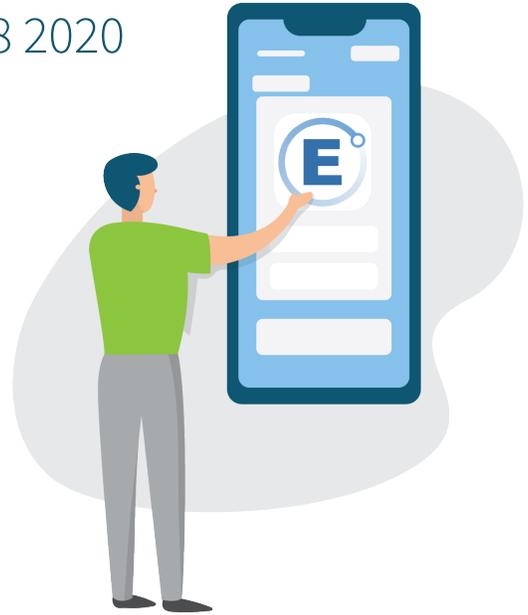
at the reception desk

How to check in in-person

1. Go directly to the reception desk at Suite 113 to check in.
2. You may wait in the lobby area.
3. Please wait 6-feet apart and wear a mask.
4. Your client ID number will be announced on the monitor in the lobby . (You will not be able to hear your client ID being called if you wait outside.)



We're listening and working to make the check in process more efficient. Thank you for your patience as we change to this new system!



Online

Mobile App from your vehicle

How to check-in online

1. Follow the written instructions on reverse side to set up mobile app (turn over).
2. Download/Set-up the Engage mobile app before you arrive at SouthLight.
3. When you arrive at SouthLight, open Engage mobile app and check in.
4. Look at the Engage Mobile App to see when your number will be called.
5. Please stay in the SouthLight parking lot while you wait.

SouthLight

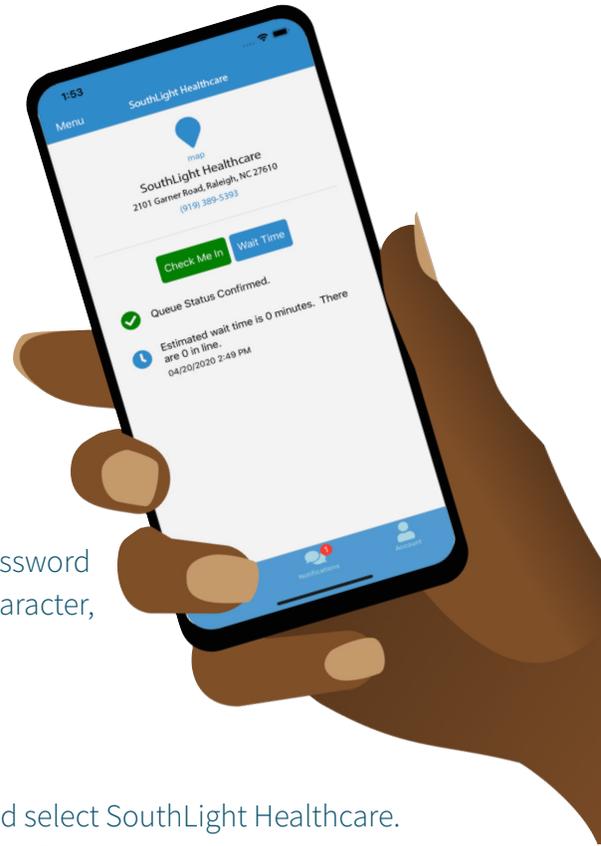
Innovative Behavioral Health

www.southlight.org



SouthLight is committed to keeping our clients healthy, safe and connected to services. Following a City of Raleigh ordinance, all clients and visitors will be **required to wear a mask indoors at our facilities**. If you do not have a mask, we will provide one. All clients entering SouthLight facilities will have their temperature taken.

Steps to Download and Set-up the Engage Mobile App



1. Please download and register **before** coming to SouthLight!
2. Search for Engage Netalytics in Apple Store or Google Playstore.
3. Download/ install the free mobile app.
4. Open the Engage Netalytics mobile app.
5. On the home screen, select **register for a New Account**.
6. Enter the phone number you provided to us for contact.
7. Set a password, repeat the password, and enter your date of birth. Password must have the following: one uppercase character, one lower case character, a number, 8 characters or more, and a symbol (&^%\$#@!*)
8. Press “register.”
9. You will get a code sent to you from the app (look for a text or email).
10. Enter the code to validate the Engage Netalytics mobile app.
11. If you get message “can’t associate with clinic,” press Search Clinic and select SouthLight Healthcare. If SouthLight doesn't show up, be sure to "share your location" with the Engage mobile app in your phone settings.
12. The check-in button should turn green.
13. If you have any issues, please see a staff member.
14. **Download and set up the mobile app prior to your visit.**

If you have questions, ask to speak to a staff member.

Client Name: _____

Client ID: _____

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