

numera® | DEALER PORTAL

CareOne

A new dealer portal is here.

What's changing, how to log in, and how to
share feedback.

For existing dealers transitioning from **dealer.numera.com**

WHAT'S CHANGING

You now have access to a **second, modernized portal.**

BOTH RUN IN PARALLEL

LEGACY PORTAL

KEEP USING

dealer.numera.com

Continues to work as it always has.

- Your existing login still applies.
- No data migration required — same accounts, same devices.
- Stay here for anything you do today.

NEW PORTAL

NOW AVAILABLE

careone.numera.com

Modernized interface — dashboard, map, alerts, reports.

- New features: Active Subscriptions, plan-pricing controls, masquerade, dark mode.
- Built-in feedback channel — you tell us what to fix next.
- Use whenever you want; the old portal is still there.

How to sign in for the first time

Set your password in four quick steps.

1

Open the new portal

Go to careone.numera.com in Chrome, Edge, or Safari.

2

Click "Forgot password"

On the sign-in screen, click the [Forgot password](#) link beneath the password field.

3

Check your email

A password-reset link is sent to the email tied to your dealer account.

4

Set your password & sign in

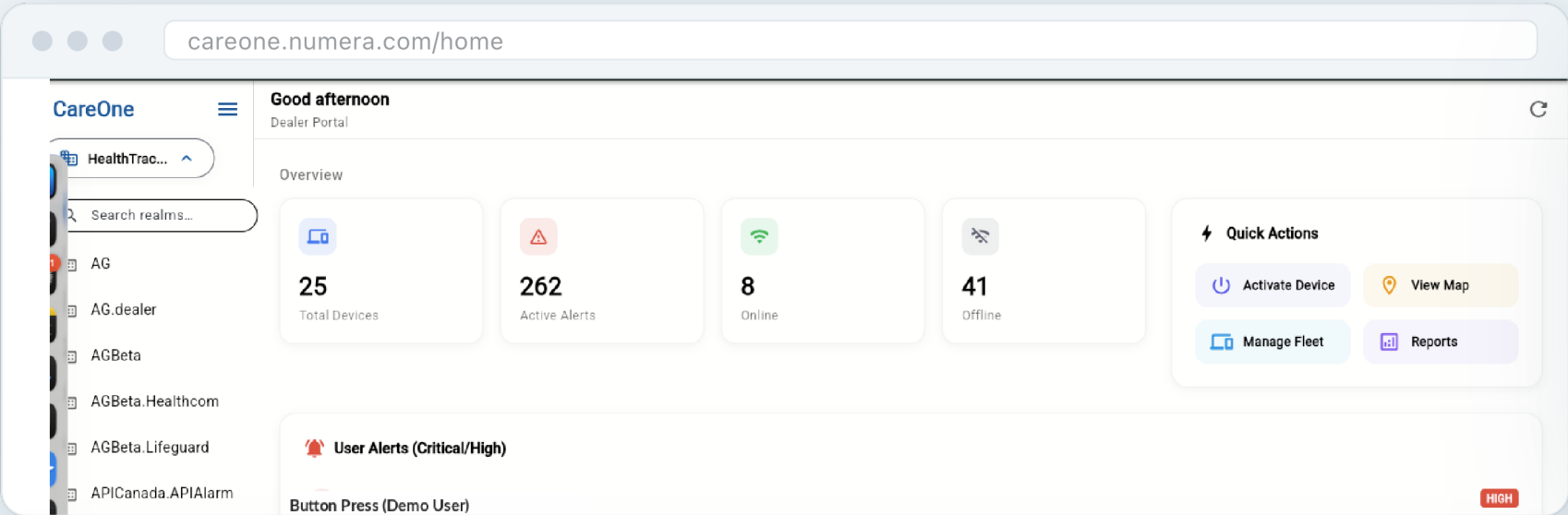
Follow the link, set a new password, and sign in. A [6-digit code](#) is emailed each time.

TIP Use the same email you use for dealer.numera.com today. If the reset email doesn't arrive within a few minutes, check your spam folder or contact Numera support.

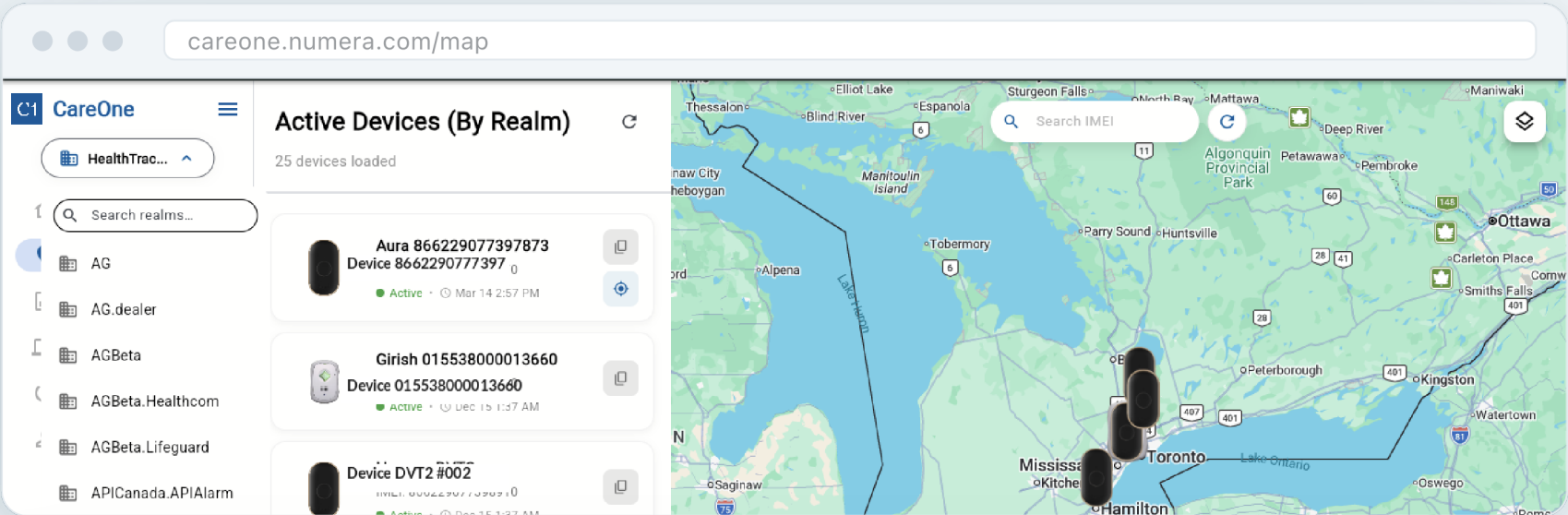
A QUICK TOUR

A quick tour of the new portal

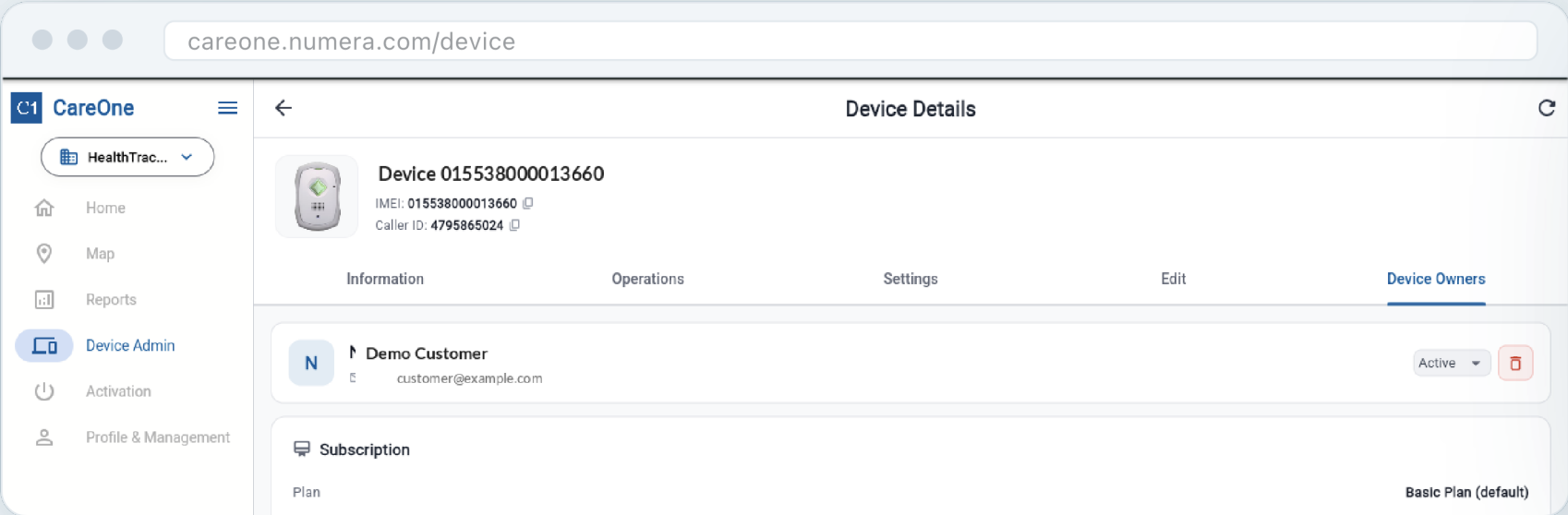
Four places worth knowing once you're in.



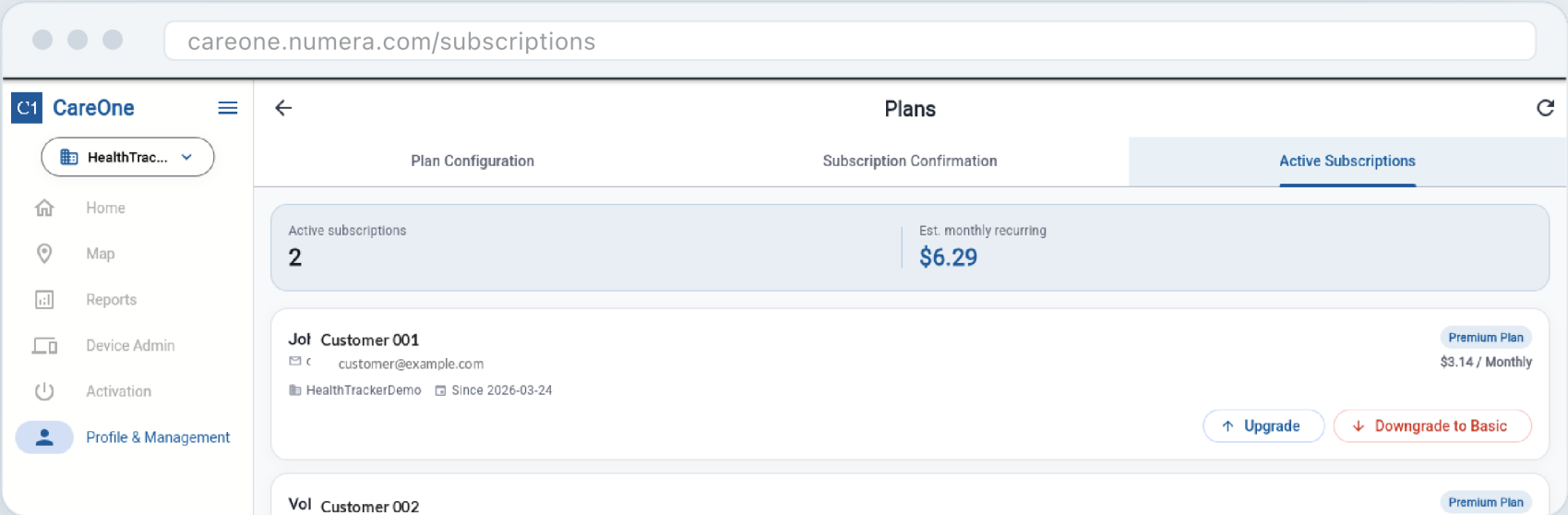
Home — live device counts, alerts, quick actions.



Map — every device, last known location.



Device details — owner, subscription, controls.

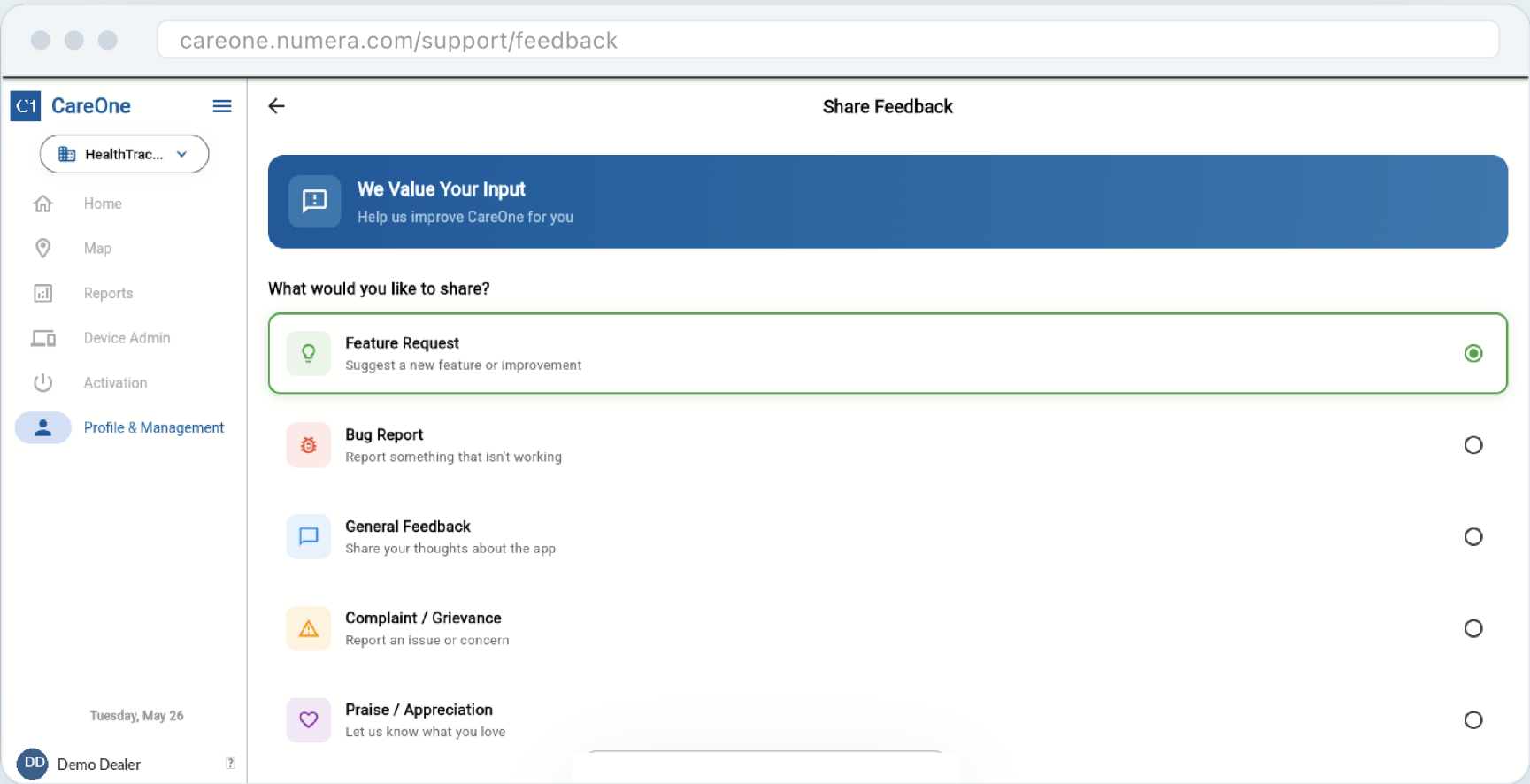


Subscriptions — see what each customer pays.

YOUR VOICE

Tell us what's working — **and what isn't.**

You're one of six dealers in this preview group. Your feedback shapes the next release.



HOW TO SEND FEEDBACK

Sign in to careone.numera.com, then open **Profile → Submit Feedback** (or visit /support/feedback directly).

PICK A CATEGORY THAT FITS

- **Feature Request** — something you wish the portal did
- **Bug Report** — something that isn't working
- **General Feedback** — thoughts, ideas, observations
- **Complaint / Grievance** — something is wrong or off
- **Praise / Appreciation** — what you love

FIRST WEEK

A short checklist for your first week

Five quick wins to make sure everything works for you.

- 

01

Reset your password and sign in
careone.numera.com → Forgot password → set new password.
- 

02

Confirm your dashboard looks right
Device counts on Home should match what you see in the old portal.
- 

03

Spot-check one device end-to-end
Open a device, browse [Information](#) → [Operations](#) → [Settings](#) → [Owners](#).
- 

04

Try the Map page
Confirm devices show where they should be, with the right last-checked time.
- 

05

Send us one piece of feedback
Anything: a missing feature, a confusing label, a win. We'll read it.

SUPPORT

Need a hand?

Three places to get unstuck.

IN THE APP

Support page

Sign in → Support. Search the help portal, browse FAQs, or look up a topic.

careone.numera.com/support

IN THE APP

Submit Feedback

Five quick categories: Feature Request, Bug, General, Complaint, or Praise.

careone.numera.com/support/feedback

EMAIL

Numera support

Open issues that need a human, or anything that can't wait.

support@numera.com

Thanks for being one of our **six preview dealers**. Your feedback shapes what ships next.