CARETIME

Getting Started with the CareTime Mobile App
for Caregivers

The CareTime mobile app allows you to clock in and clock out of your job, while collecting the necessary EVV(electronic visit verification) data. You can also view schedules and completed shifts, review care plans, document care given, write notes, and more.

Demo video: https://www.youtube.com/watch?v=Hz-SnHxIOYA

Please keep in mind that you may see differences in your app because each agency can configure their own settings.

Downloading the App

iOS: Click here to download the CareTime app from the Apple App Store.
Android: Click here to download the CareTime app from the Google play store

Mobile App Login Information

- Agency Code (provided by your agency)
- User Code (provided by your agency)
- Your date of birth
  - Android tip: You can tap the year at the top of the date picker to easily scroll through the years
  - iOS tip: Scroll through the year first, then select the month and day

*When the app asks permission to share location, **you must select yes** in order for the app to use GPS to verify your location. If you are using the bluetooth device to clock in and out you must enable the app to use bluetooth.*

Navigating Through the App

Today Page - Clocking in and Out
When logging in, you will be brought to the Today page. This lists any jobs that the caregiver can clock in to as well as any scheduled jobs for the day. You can also see if the caregiver is clocked in to any jobs currently or if the caregiver completed any other visits today.

At the top of each consumer's name in the app, you can see how many miles away their home is. If you click on the miles, your phone's map will open with the consumer's address set as the destination.

If you click on the consumer's name, you can view their care plan, add a note, and clock in.

Hit **Clock In** and then confirm that you want to clock in, once that is done you will be brought back to the Today page. The clocked-in job will pin to the top of the Today page.

Once you are clocked in, from the Job Detail page, you can also select the Form button. Any forms that your agency has created can be selected and filled from there.

To clock out, under Clocked in Jobs select the consumer's name and then hit **Clock Out**, you may be required to complete a few extra steps to complete the clock out such as answering questions or collecting signatures.

Once you clock out, you will see the visit under Completed Visits. Please make sure there is a green checkmark next to the visit, signifying that data has made it over to CareTime. If there is a circled exclamation mark, it means your data was not sent. This is usually due to having no internet connection. Make sure you find a connection and refresh the app until the visit shows the checkmark.
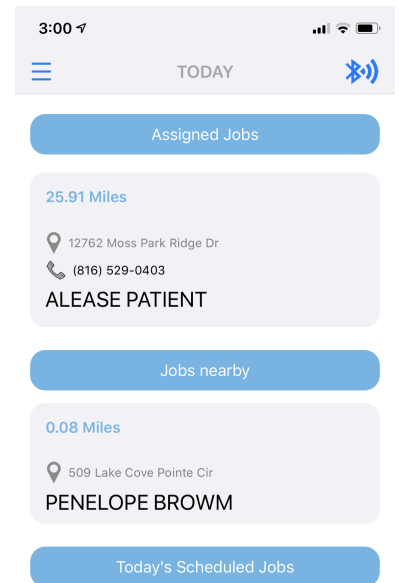
Menu
In the top left of the Today Page, you will see an icon that is three horizontal lines, this is the menu button. Clicking on the menu button will open a list of other pages for you to view.

Jobs Nearby
See any jobs that you are in proximity to. You can also clock in to a job from here.

Job Notes
Any notes you have recently entered for a job through the mobile app will be listed here.

Upcoming Jobs
View any future scheduled shifts coming this week.

Hours worked
View shifts you previously completed through the mobile app.

Notifications
View any notifications put out by your agency administrators.

Preferences
You can set your client preferences and availability to be used in the CareTime Advanced Scheduler. Access to this section is controlled by your agency admin.

Logout
  To log out of the app, select Logout and then confirm you would like to close your session.

Making Sure Your Visits Sync

In order for your timecards to show in main the CareTime application, the visit information sent from your mobile app needs to sync with CareTime.

Visits store on your phone locally, so you can still provide service in areas with little or no internet connection. The app will send the information over once your connection is strong enough to do so.

Next to visits under "clocked in jobs" and "completed today" you will see either a checkmark or circled exclamation point icon, as seen in the image below.

✓ = SYNCED

The checkmark means your visit successfully synced with CareTime. Your timecards will be viewable by your agency administrators. You don't need to take any further action.

Completed today
0.01 Miles   Jul 27, 09:20 AM to 09:21 AM
✓
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! = NOT SYNCED

The circled exclamation point means your visit did not successfully sync with CareTime. Your timecards will not be viewable by your agency administrators.

Find better internet connection
1. If possible, connect to wifi
2. Locate a spot where your cellular internet data has a better connection
3. Hit the sync button at the top of the screen (the blue icon with two arrows going in a circle)
4. If the visit does not show a checkmark next to it, repeat steps 1 and 2
   a. If you still have issues, try to sync the data at a later time in the day
   b. If you still see the exclamation point icon after completing steps 1-3, contact your agency administrator

Completed today
0 Miles   Jul 27, 10:19 AM to 10:20 AM
⊙
CARRIE HORST

Mobile App Troubleshooting

I Can't Log In

- Please make sure you are entering your credentials correctly
- Confirm with your agency administrator that your date of birth is entered correctly in CareTime
- Contact your agency for your employee code (user code) and the agency ID in order to log in
- Make sure you are connected to the internet to log in, connection is required for logging in
- You must be marked as an active employee in CareTime. Confirm with your agency administrator that you are active in CareTime

I Don't See Any Jobs Nearby

- Make sure you have your GPS permissions enabled for the CareTime app
- Ensure that you are at the correct location
- Recalibrate your phone GPS
  - Android:https://www.howtogeek.com/519142/how-to-calibrate-the-compass-on-android-to-improve-device-location-accuracy/
  - iPhone: https://www.techwalla.com/articles/the-iphone-maps-app-is-not-working
- Confirm with your agency administrator that the google address was selected when entering the client's address
- Confirm with your agency administrator that all agency settings are correct
  - Is the agency set to scheduled visits only? Do you have a schedule in?
  - Is the agency set to require employee relationships? Were you assigned to your consumer?

When Trying to Clock In the App Says "Scan Bluetooth"

- Make sure you have your GPS permissions enabled for the CareTime app
- Ensure that you are at the correct location
- Recalibrate your phone GPS
  - Android:https://www.howtogeek.com/519142/how-to-calibrate-the-compass-on-android-to-improve-device-location-accuracy/
  - iPhone: https://www.techwalla.com/articles/the-iphone-maps-app-is-not-working
- Confirm with your agency administrator that the google address was selected when entering the client's address
- Confirm with your agency administrator that all agency settings are correct
  - Is the agency set to bluetooth visits only?