

IIVIAGINE Enterprises

EMPLOYEE EVV TRAINING

AuthentiCare® 2.0 Texas Mobile Application

AGENDA

- Training Objectives
- Mobile Application AuthentiCare 2.0
- Setup in AuthentiCare Portal
- Configuration
- Clocking In and Out





AUTHENTICARE 2.0 INSTALLATION AND SET UP

DOWNLOAD AND INSTALL AUTHENTICARE 2.0





- 1. Open Google Play/ Apple App Store on the mobile device.
- 2. Search & select AuthentiCare 2.0 for download.
- 3. Tap ALLOW for the app to make and manage phone calls.
- 4. Tap ALLOW for the app to access the mobile device's location.

The terms and conditions must be accepted prior to AuthentiCare 2.0 opening on the mobile device. To use AuthentiCare, the caregiver needs to:

- 1. Input the Setup Code: TEXASPRD
- The End User License Agreement is available to review. You may find it by tapping the link: VIEW END USER LICENSE AGREEMENT
- 3. When you click **SUBMIT**, you agree to the End User License Agreement.

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AuthentiCare®
Setup Code
TEXASPRD
SUBMIT
On-clicking "SUBMIT", I agree to the End User License Agreement
VIEW END USER LICENSE AGREEMENT

FIND THE DEVICE ID FROM THE LOGIN SCREEN

To find the Device ID the caregiver will:

- 1. Tap **Settings** at the bottom right of the screen. The Menu displays.
- 2. Tap **See Device Identifier** in the Menu. The Device ID displays.
- 3. Tap **Copy** to copy the Device ID to the clipboard of the mobile device.

AuthentiCare®	୍ଡିଭିଙ୍ଟ ଅ ତିହା≹ ¥, ଅର୍ଟ୍ଯା କି 4:56 PM	
Worker ID	← Settings	Settings
Password	See Device Identifier	See Device Identifier
SIGN IN FORGOT PASSWORD?	Reset and Change Setup Code	Reset and Change Setup Code
Eurst Data	Rate Us	E 867686020986012
FII SL Dald.	End User License Agreement	COPY OK
		3/1.0.4 DEBUG BUILD

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ACTION NEEDED

Copy & paste your Device ID in an email or text message and send to:

Darcy Friar

CDS@imagine-enterprises.org

831-207-8799

Include:

Your name

Telephone number

Client name(s)

You may not proceed until you complete the step above.

This applies to mobile device users only.



STOP





Imagine Enterprises assigns you the Worker ID & password upon completion of your training.



LOGGING IN

The caregiver enters the Worker ID and Password and selects SIGN IN

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I AuthentiCare®	
Worker ID	
Password [©]	
SIGN IN	
FORGOT SETTINGS PASSWORD?	
First Data.	

RESETTING A PASSWORD

- If a password is forgotten, a caregiver can tap FORGOT PASSWORD?
- The caregiver will input the **Worker ID** and tap **Request Passcode** to receive an email with the Passcode.

Note: If the caregiver's email address is not in AuthentiCare, the caregiver will need to call Darcy at **831-207-8799** to request a new password.





SUCCESS — PASSCODE IS SENT THROUGH EMAIL

This page displays when the caregiver's email address is listed in AuthentiCare.

 The caregiver will tap OK. The Passcode will be sent to the email address listed in AuthentiCare.



PASSWORD RESET

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← Change Password		
Current Password	Ø	
New Password	0	
 Your Password must consist of 8 to 50 chara include: At least one number At least one uppercase letter At least one lowercase letter At least one special character 	acters, and	
Confirm New Password	0	
SUBMIT		

The Change Password screen displays.

The caregiver will:

- Enter the passcode sent through email in the Enter Passcode field.
- Enter the new password in both the New Password field and Confirm New Password field.
- 3. Tap SUBMIT.

LOGGING OUT OF THE MOBILE APP

The caregiver is done for the day, OR Another caregiver will be using the same mobile device to perform a Check-In or a Check-Out.

To log out of AuthentiCare 2.0, the caregiver will:

- 1. Tap **SETTINGS** found at the bottom right of the screen.
- 2. From the Settings Menu, tap Logout.
- The Confirm Logout message displays. Tap OK to log out.

Note: Before performing a logout, the caregiver needs to ensure all Check-Ins and Check-Outs are complete. At the end of the day the caregiver will need to return to a place where there is a data connection in order for the visit data to be sent to AuthentiCare.

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See Device Identifier	See Device Identifier
Offline Reminder	Offline Reminder
Call Office	Call Office
Force Check-Out	F Confirm Logout
Change Password	C Are you sure you want
Reset and Change Setup Code	R to logout?
Rate Us	R CANCEL OK
End User License Agreement	End User License Agreement
Logout	Logout
	VISITS SETTINGS

CLOCKING IN AND OUT

When the caregiver arrives at the client location, the caregiver will:

- 1. Open the AuthentiCare Mobile App (AuthentiCare 2.0).
- 2. Input the Worker ID and Password to begin the session.
- 3. Tap **NEW CHECK-IN** beneath any completed visits for the day.

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<u> </u>	ul 07, 2020 (Today) You have 1 appointment(s)
Welcome to Texas Aut	hentiCare.	×
Test Member4		
2000 Spri Little Roc	ng Plaza <, AR, 77388	
501-777-8	3989	
	NEW CHECK-IN	
		_

- 4. SELECT CLIENT: Choose the client from the list of clients found near the mobile device's location.
- 5. CHECK-IN: Tap the **Services** field to display the Services list.

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← Select Client		← Check-In	
T Member4, Test Location not Listed		2000 Spring Plaza Little Rock, AR, 77388	\$
T Member4, Test Home: 2000 Spring Plaza L	ittle Rock AR 77388	501-777-8989	بر
		Services	>
		DELET	E

6. SELECT SERVICES: On the Select Services screen, tap to check the **box** left of the service name chosen. Tap DONE to exit.

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← Select Services	
PCS Agency Model	
CFC HAB Agency Model	
FFSS Attendant with RN delegation CDS Model	
MDCP Services Attendant with RN delegation Agency M	odel
PAS CDS Model HCBS	
PAS Protective Supervision Agency Model HCBS	
Respite Care In Home Agency Model HCBS	
Respite Care In Home SRO Model HCBS	
PCS non FMSA	
PCS CDS FMSA	
СFC PAS HAB HCS	
DONE	

- Select Service Location, if prompted
 Select either "Member Home" or "Community"
- 8. Then click **Done** on the top right of the screen

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〈 Back	Check-In		く Back	Service Location	Done
			Member Hon	ne	\bigcirc
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Service	CDS CF	C PAS HAB HCS	Family Home		\bigcirc
Service Locat	ion Delete	Select >	Neighbor Ho	me	\bigcirc
			Other		\bigcirc
	Submit Check-In				
Visits	Messages	کې Settings	U visits	Messages	کرکی Settings

9. You will return to the Check-In Screen, then tap **Submit Check In**

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C Back	Check-In	
Service	CDS CF	C PAS HAB HCS
Service Locat	tion	Select >
	Delete	
	Submit Check-In	_
	Massages	۲ Sattings
MICHC.		

- 10. Tap **DONE**. The services name displays on the Client Card.
- 11. Tap CHECK-IN.
- 12. On the Check-In Success screen, tap **CLOSE**.



CLOCKING OUT

To Complete the Check-Out caregivers will:

- 1. <u>**Do not**</u> complete the Non-EVV services section.
- 2. Tap **CHECK-OUT**.
- 3. On the Check-Out Success screen tap **CLOSE**.

Note: GPS Coordinates for the mobile device location are listed with the Check-Out time.

The Check-Out screen displays ready for the caregiver to complete the Check-Out when the service has been provided.

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← Check-Out			← Visit Details	
Test Member4			Test Member4	
2000 Spring Plaza Little Rock, AR, 77388		¢	Services PCS Agency Model	
501-777-8989		L.	Actual Check-In	9:48
Services PCS Agency Model			Actual Check-Out	9:50
Actual Check-In		9:48 AM		\checkmark
Service Location			Check-	-Out Success
Member Home			Location	30.0789509 -95.4437308
Service Duration	Hours	Minutes	Check-Out Time	9:50 AM
Visit Total Duration	00	01		CLOSE
PCS Agency Model	∧ 00 ✔	∧ 01 ✓		
Non-EVV Services	∧ 00 ⋎	↔ 00		

ERROR – NO CLIENTS FOUND

If the application does not find any clients close to the mobile location, the screen will display "Error No clients found."

- 1. The caregiver taps LOOKUP CLIENT
- 2. Input the Client's Last Name or Client ID Number
- 3. Tap **LOOKUP**.

Note: If there is a client list, but the list does not include the client there to serve, the caregiver would also tap **LOOKUP CLIENT**.



REVIEWING TIME? SEE THE CALENDAR!

- 1. Locate the date drop down menu at the top of the mobile app.
- 2. Tap the date you would like to review on the mobile screen to open the Calendar.
- A tap on the highlighted date will display a list of completed visits, and any pending Check-Outs (for any Check-Ins already performed by the caregiver) for the day.

Please check your time daily to ensure it matches your time sheet.



SERVICE ZONES





- The location of the service delivery at the beginning and the end of the service (location is not tracked during the visit).
- All Clock-In/Clock-Out data is stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is then pushed to AuthentiCare.
- You must connect your mobile phone to the internet and login to the AuthentiCare application at least once every 7 days to transfer the data.
- If the data is not transferred you <u>cannot</u> be paid!



IMAGINE ENTERPRISES

THANK YOU!

For additional information, please visit:

imagineenterprises.org/cds/evvtraining

Or if you have questions, you may email us at:

cds@imagine-enterprises.org