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.

SETTING UP AUTHENTICARE

To use AuthentiCare, the caregiver needs to:

1. Input the **Setup Code:** TEXASPRD

2. 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.
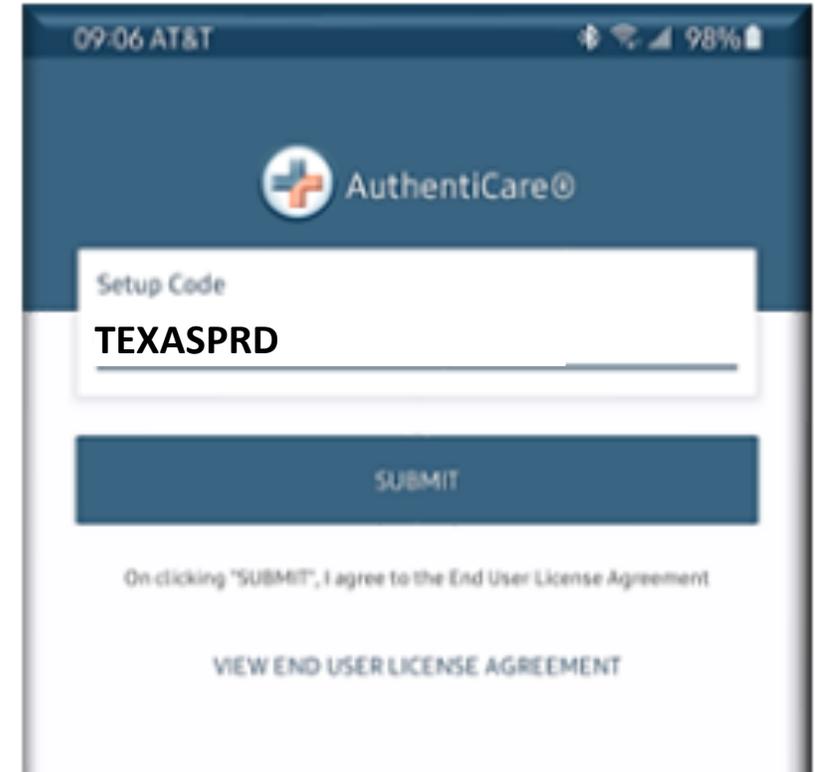
FIND THE DEVICE ID FROM THE LOGIN SCREEN

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.
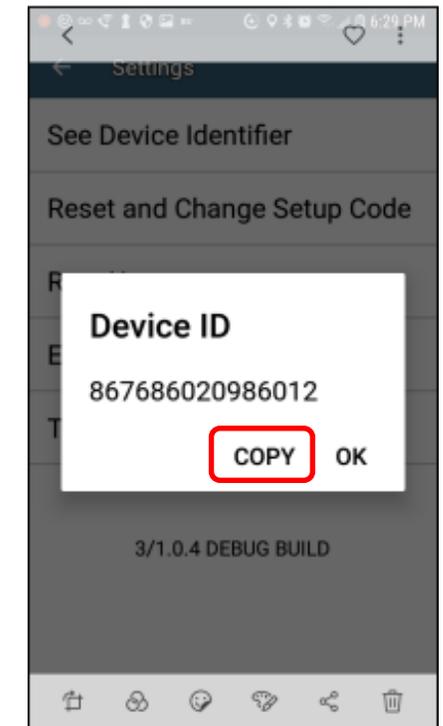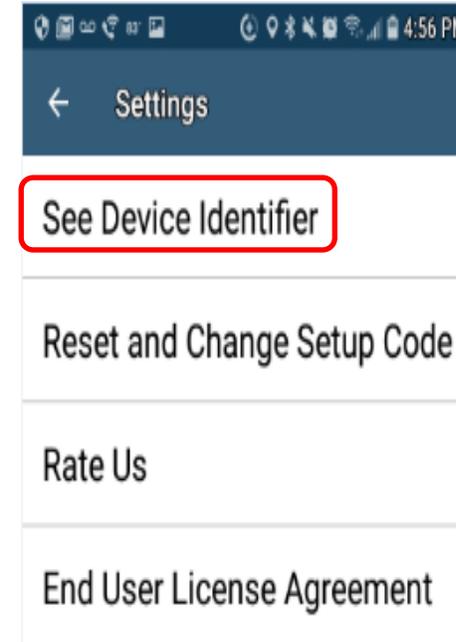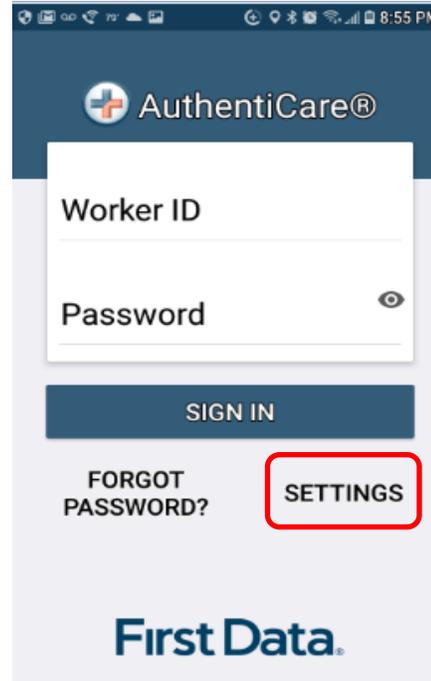
ACTION NEEDED

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.

WORKER ID & PASSWORD

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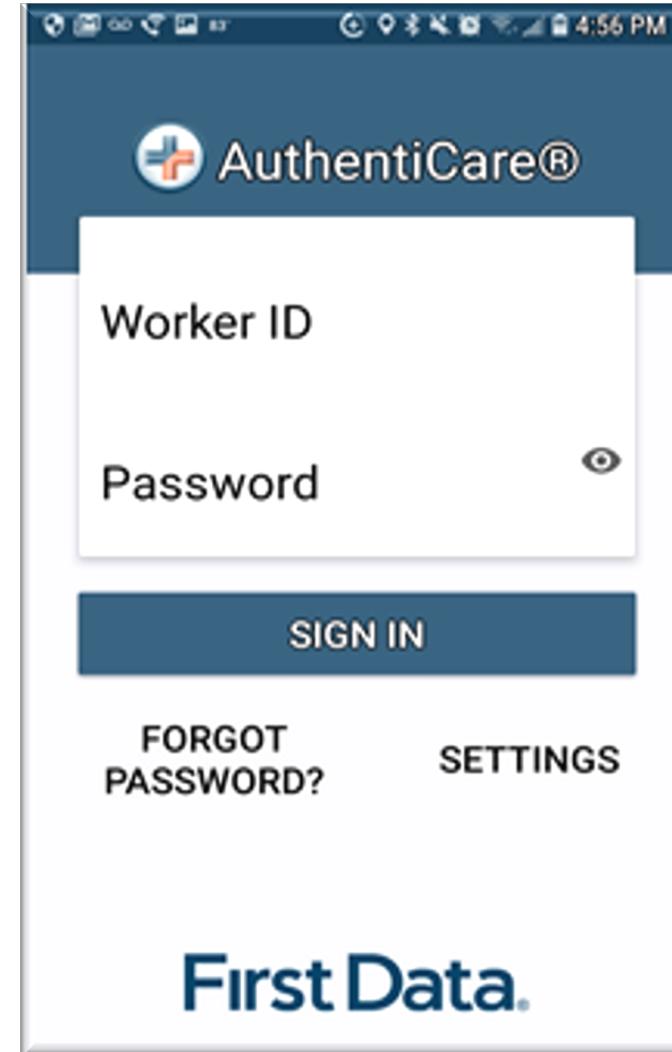
LOGGING IN

The caregiver enters the **Worker ID** and **Password** and selects **SIGN IN**
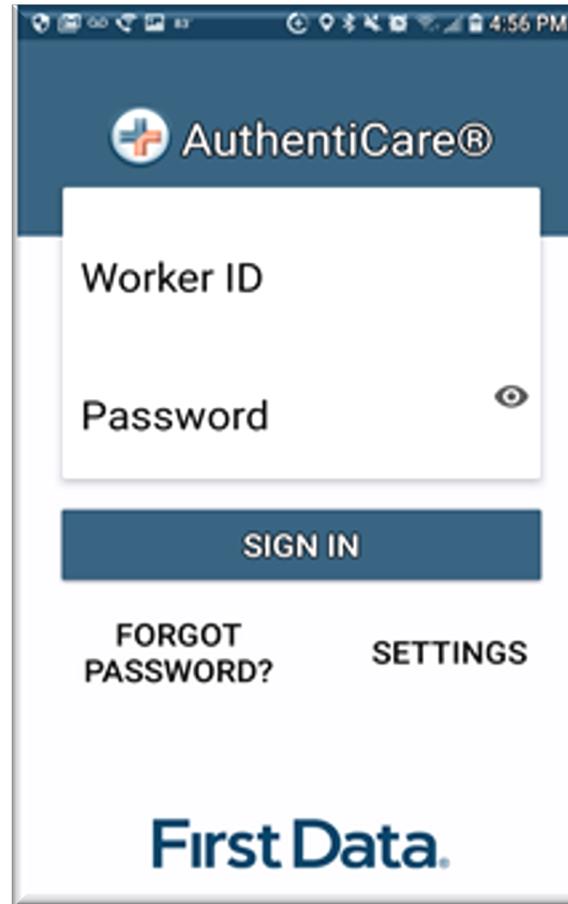
RESETTING A PASSWORD

- 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.*
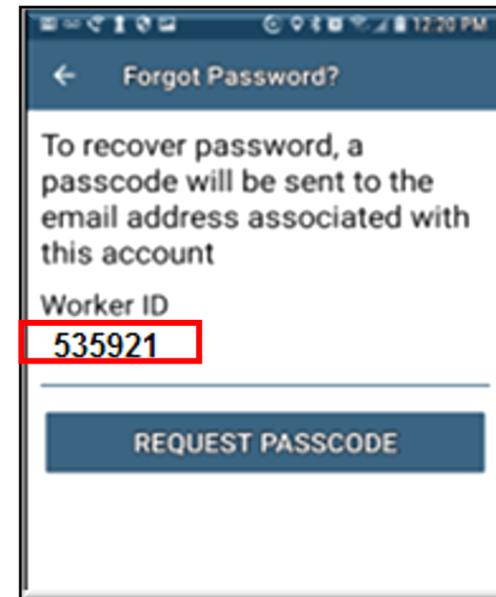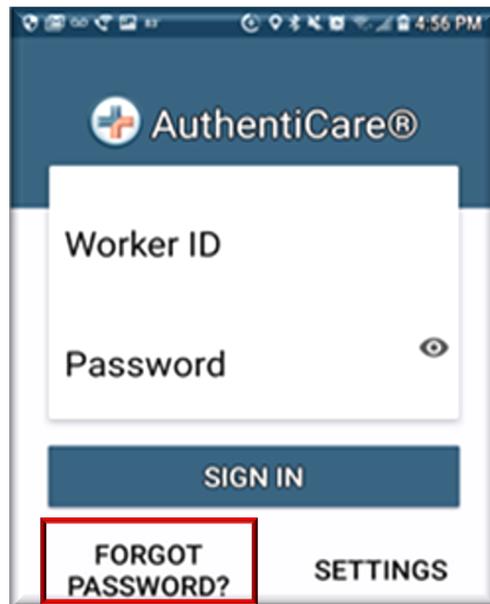
SUCCESS — PASSCODE IS SENT THROUGH EMAIL

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.
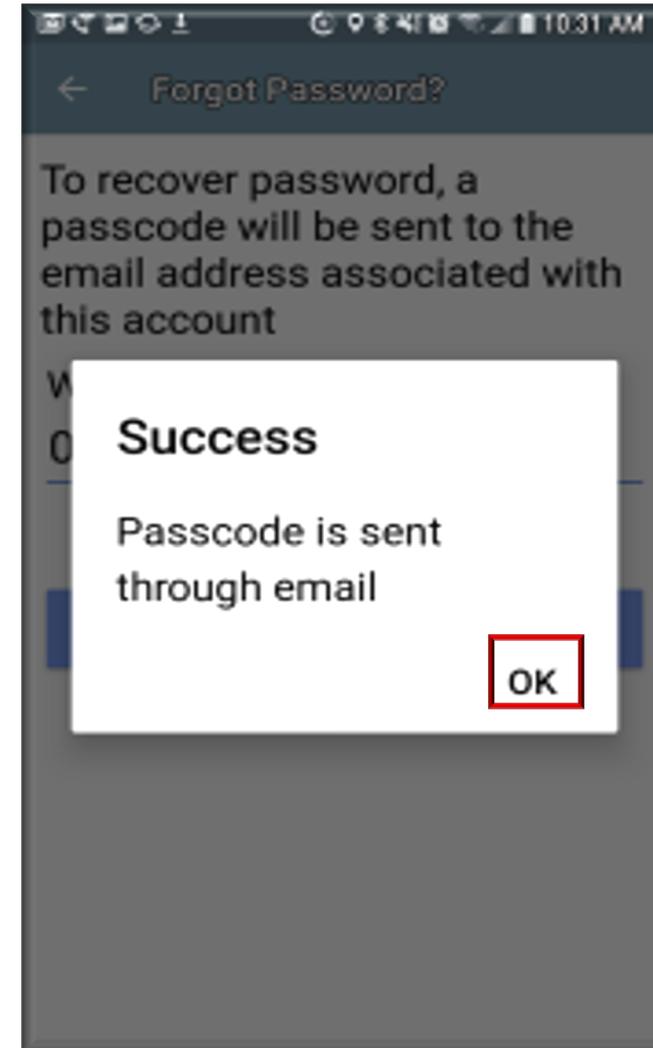
PASSWORD RESET

The Change Password screen displays.

The caregiver will:

1. Enter the passcode sent through email in the **Enter Passcode** field.

2. 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**.

3. 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.
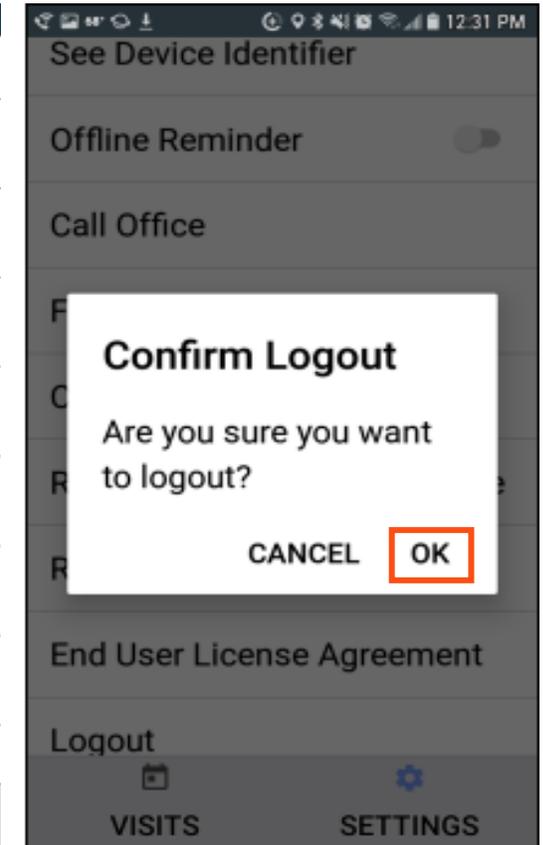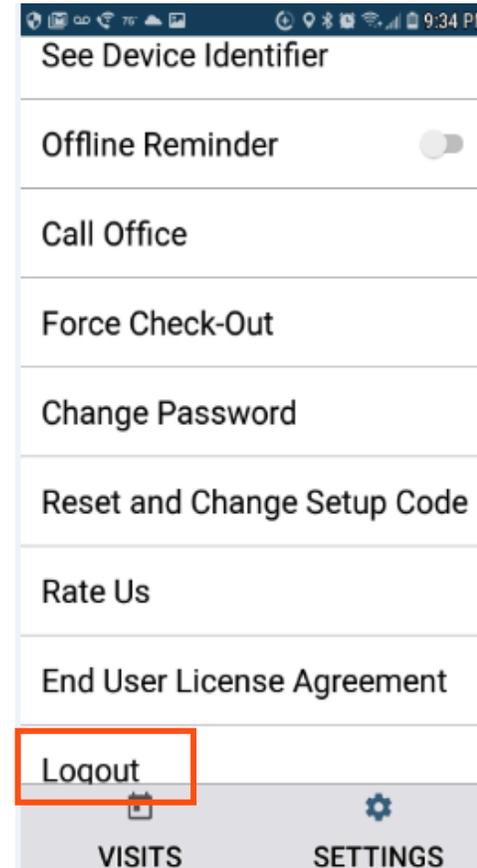
CLOCKING IN AND OUT

CLOCKING IN

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.
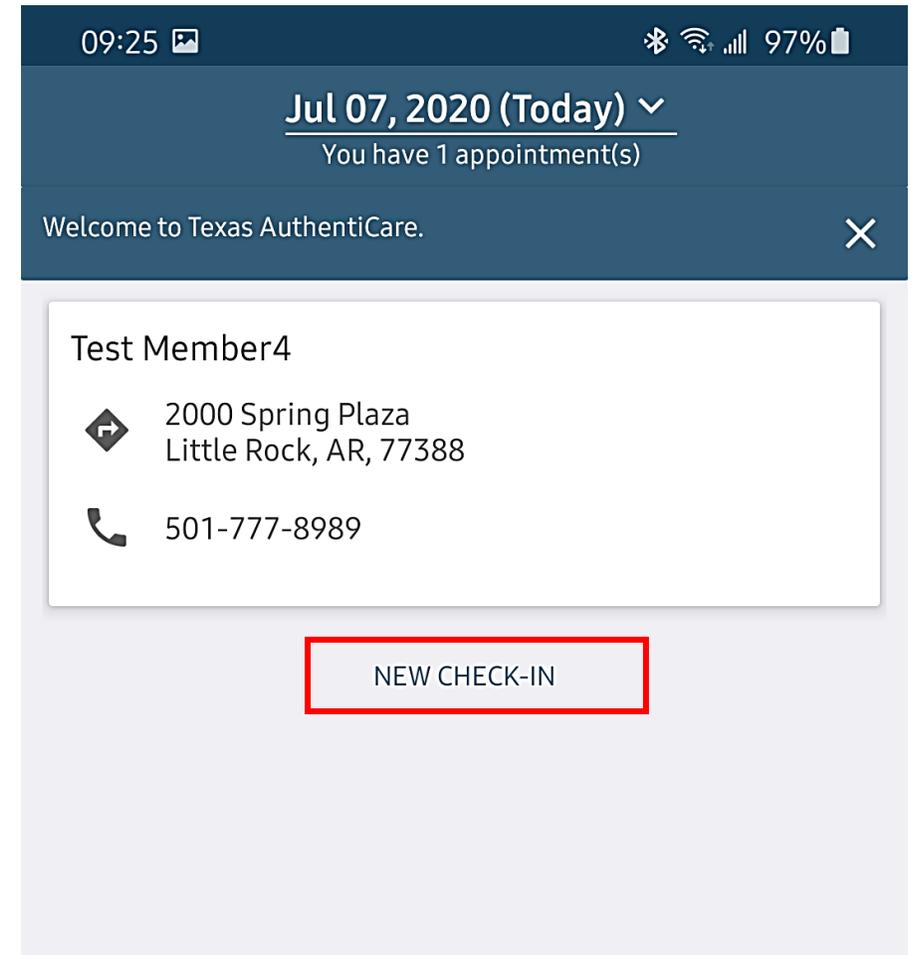
CLOCKING IN

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.
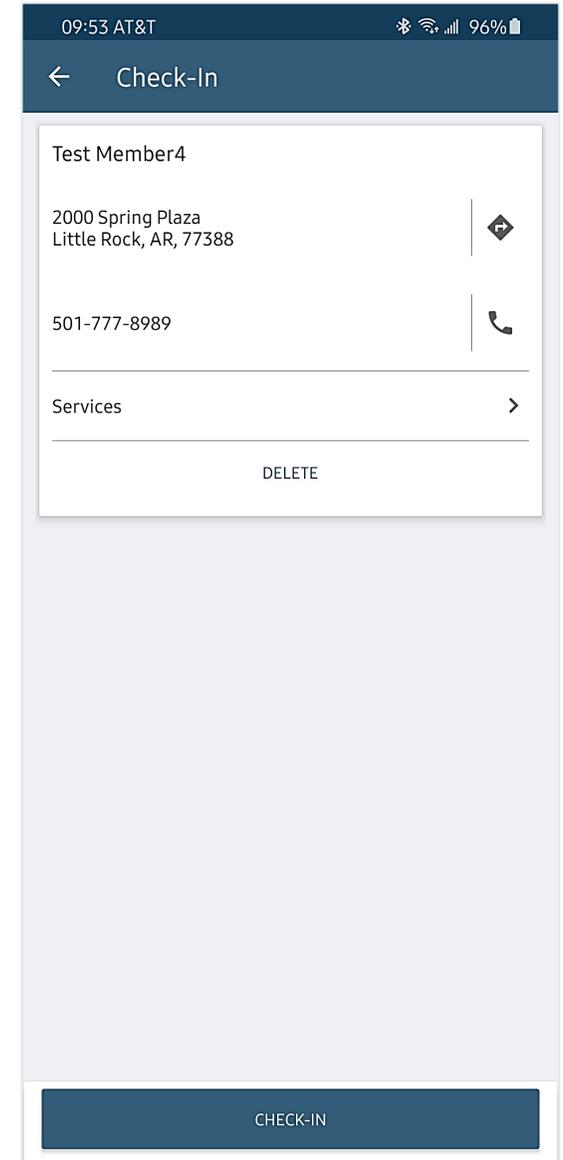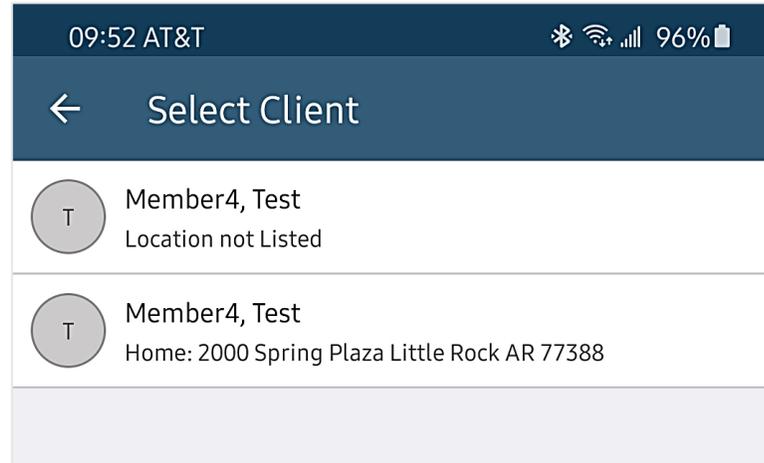
CLOCKING IN

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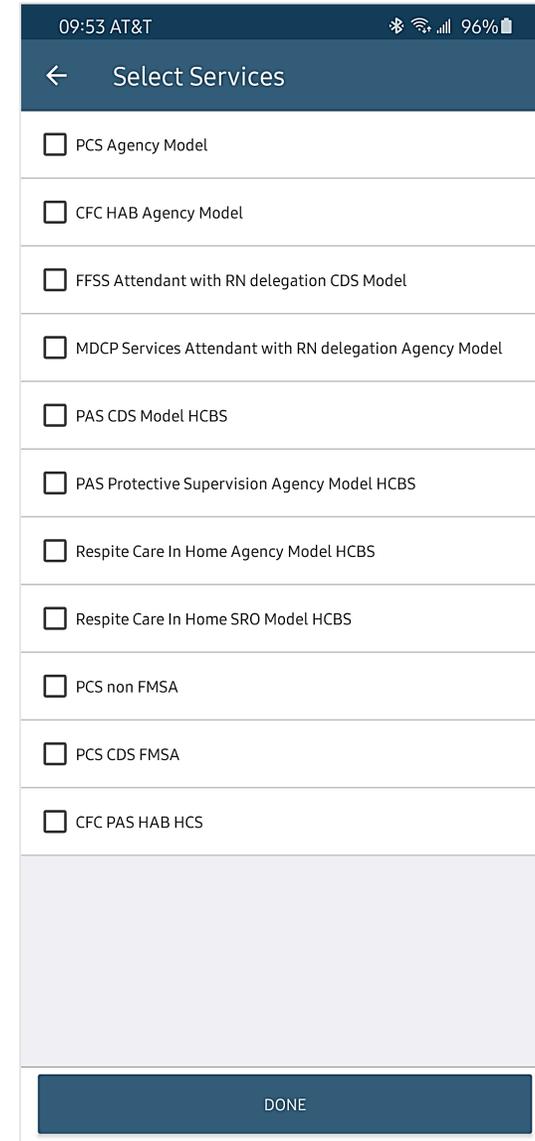
CLOCKING IN

7. Select **Service Location,** if prompted
   Select either "Member Home" or "Community"

8. Then click **Done** on the top right of the screen
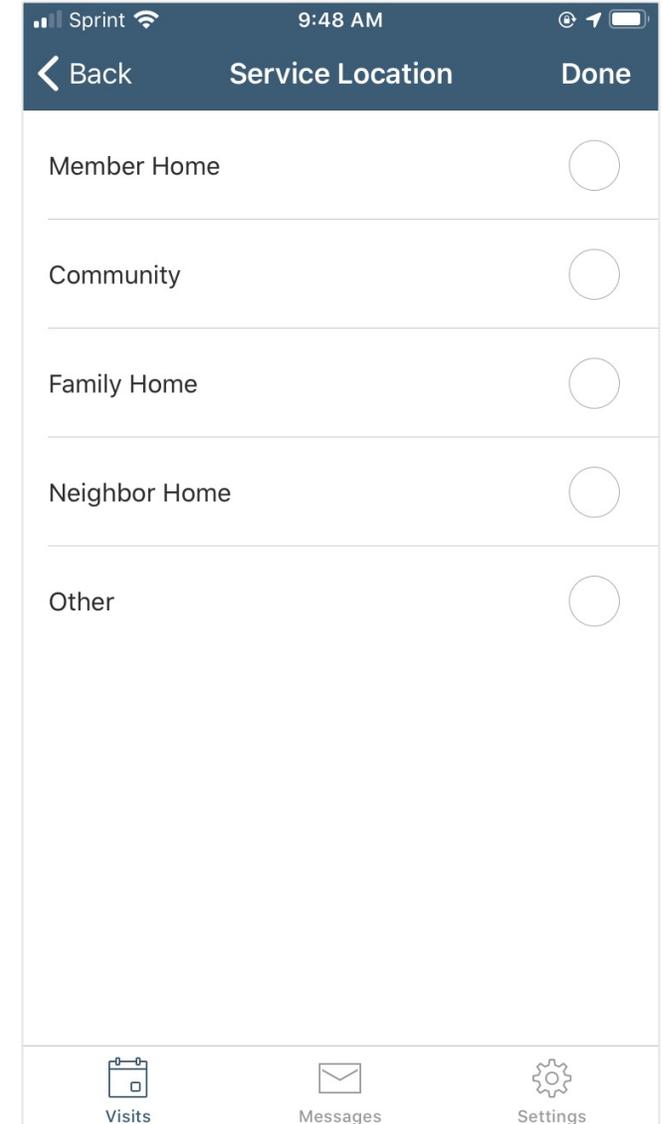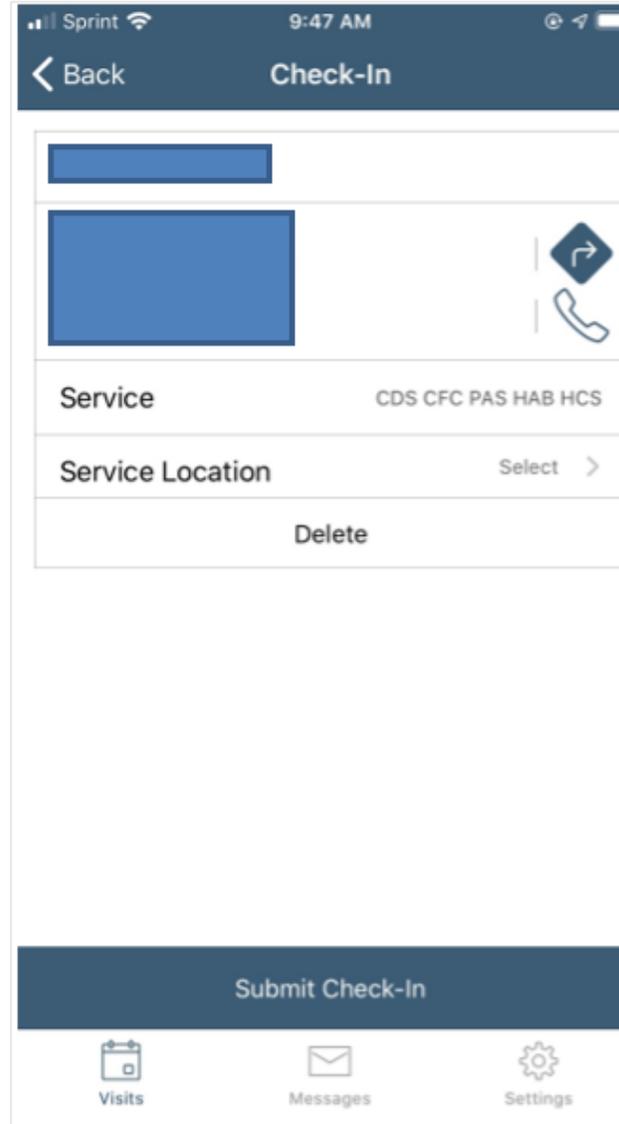
CLOCKING IN

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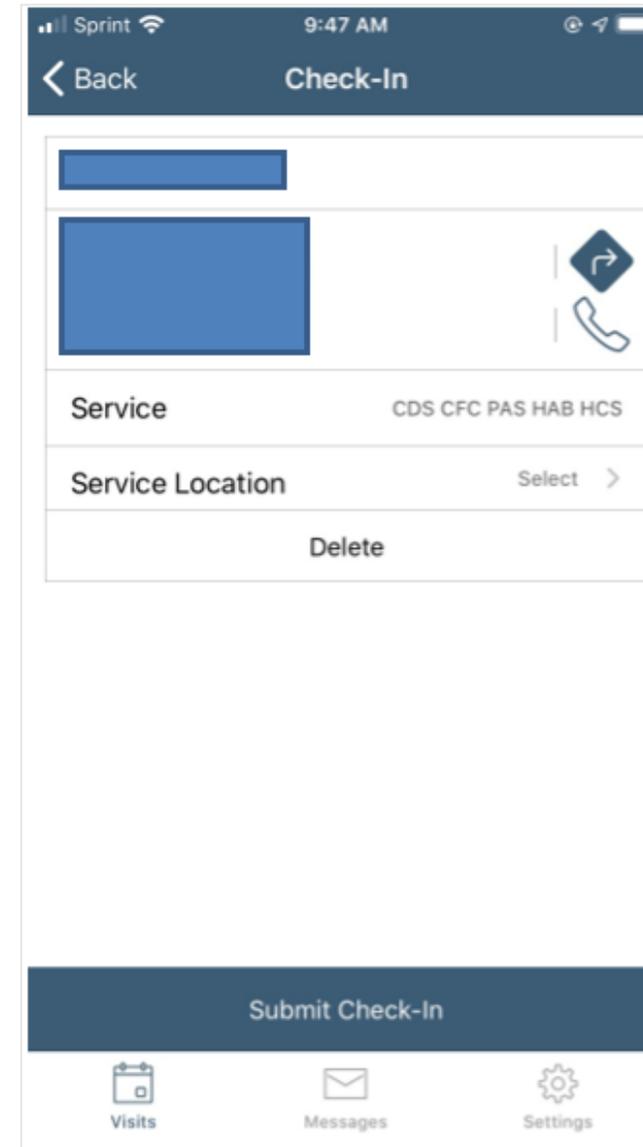
CLOCKING IN

10. Tap **DONE**. The services name displays on the Client Card.

11. Tap **CHECK-IN**.

12. On the Check-In Success screen, tap **CLOSE**.
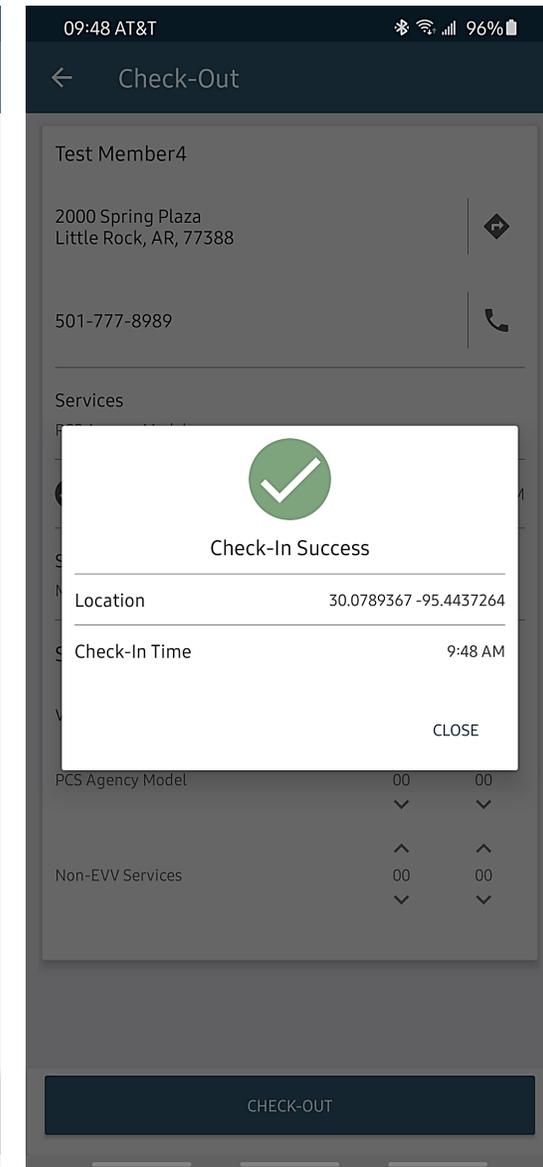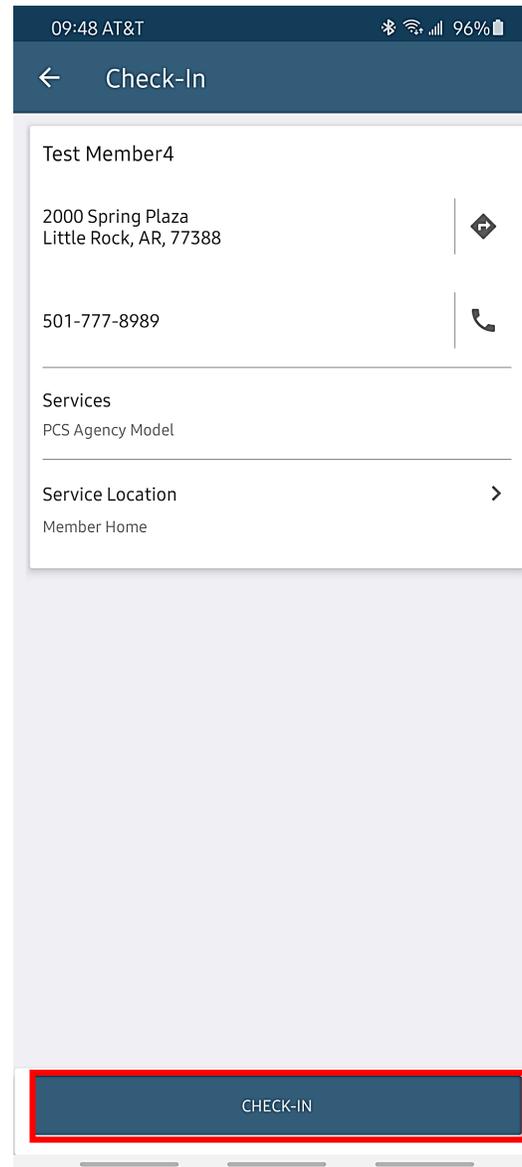
CLOCKING OUT

To Complete the Check-Out caregivers will:

1. **Do not** 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.
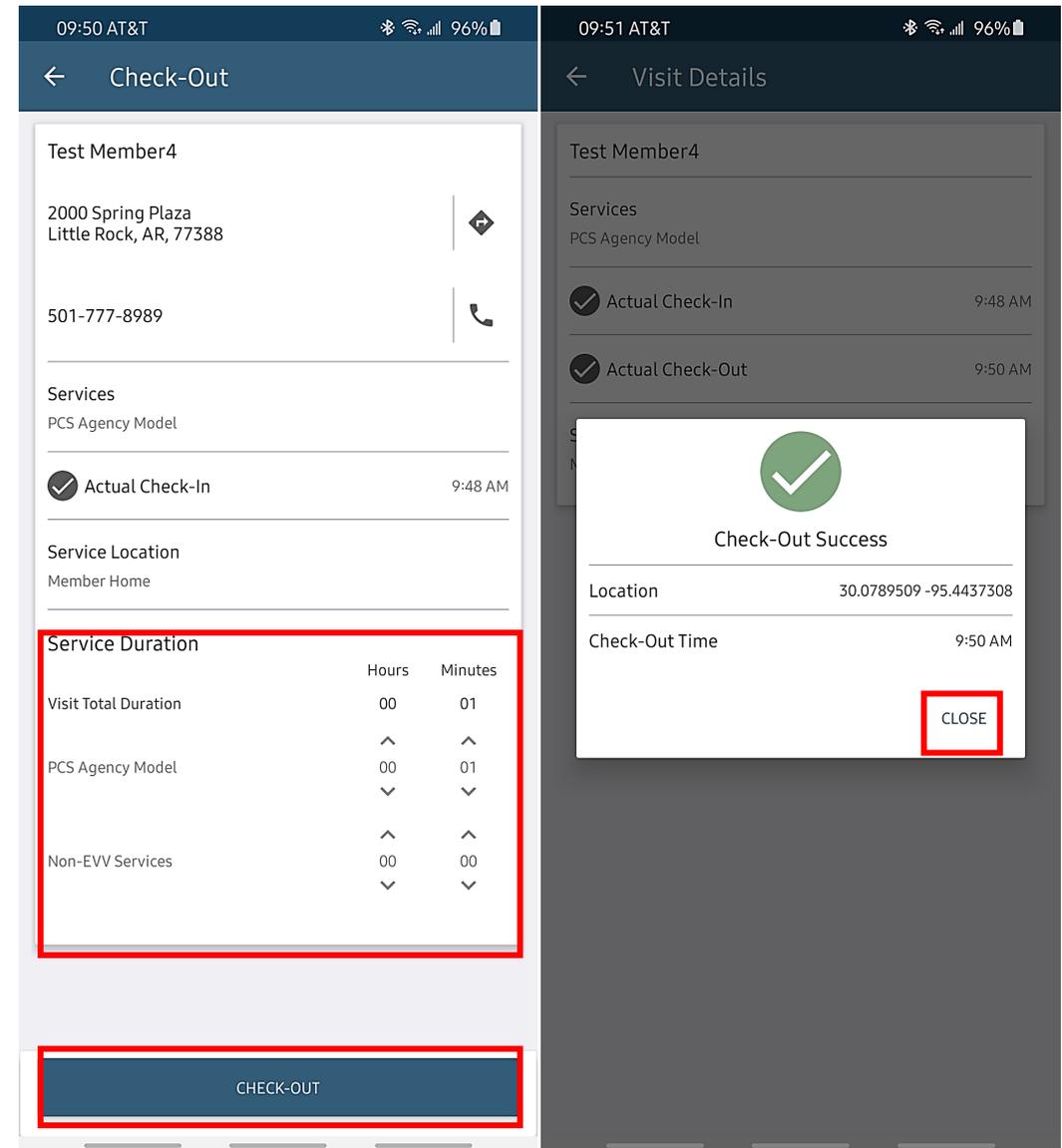
ERROR – NO CLIENTS FOUND

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**.*
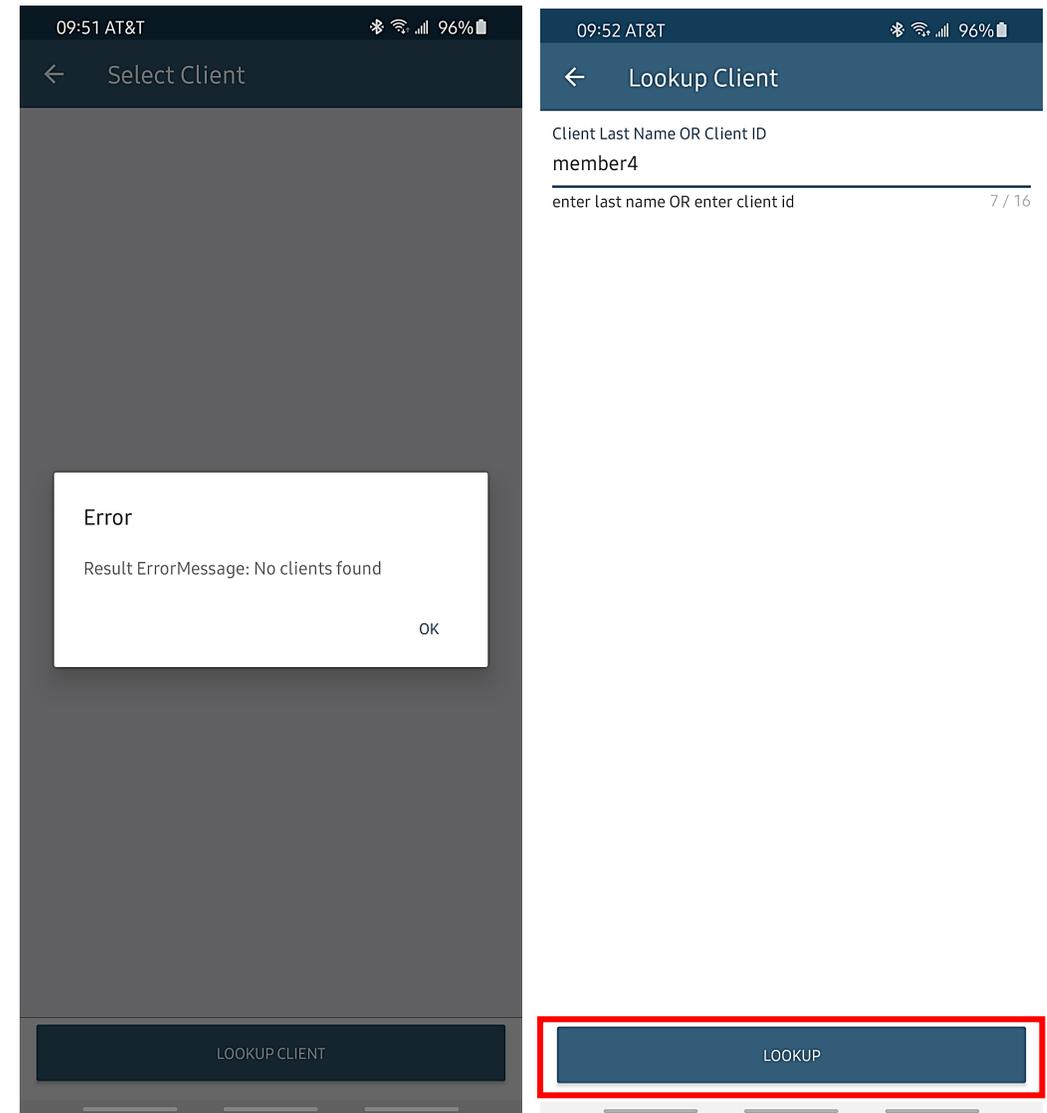
REVIEWING TIME? SEE THE CALENDAR!

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.

3. 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.
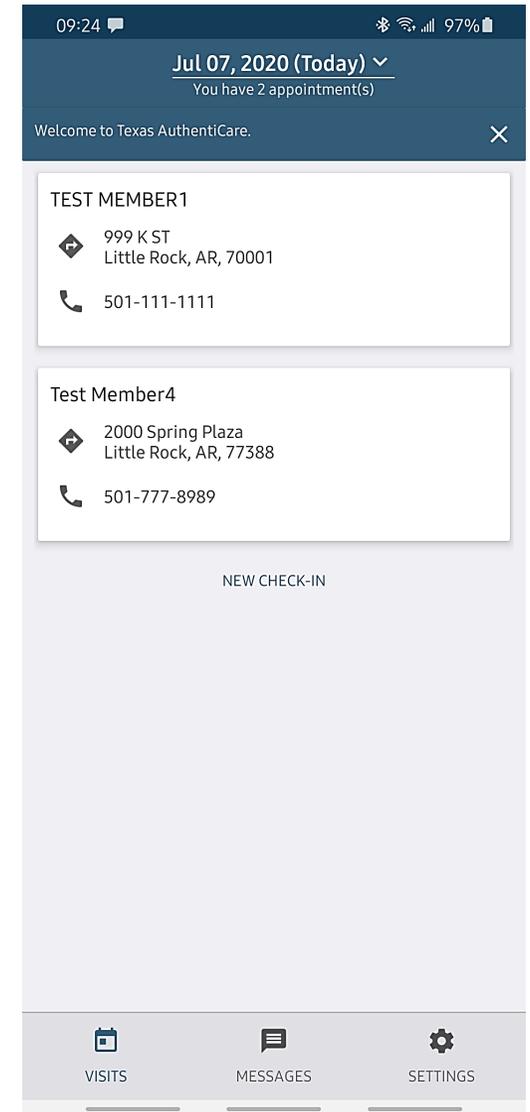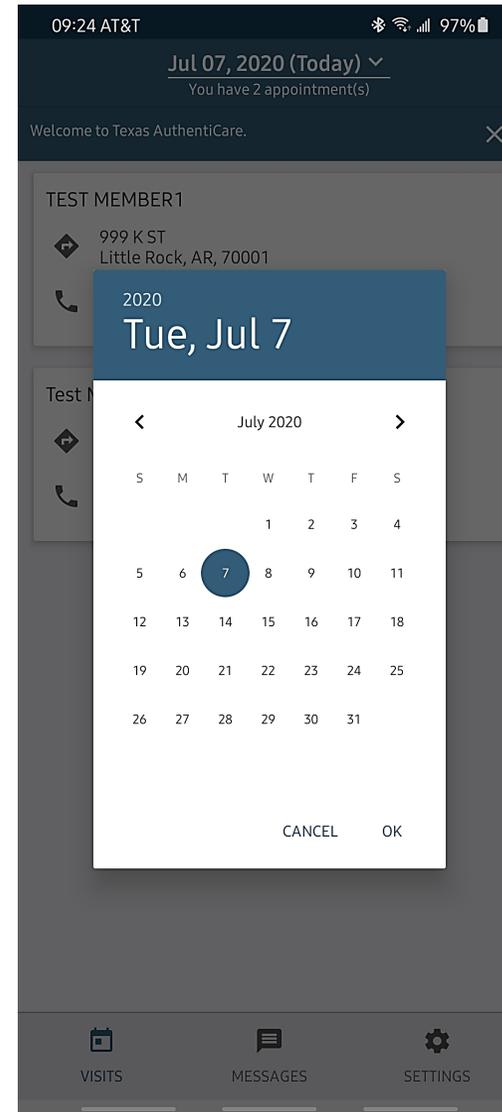
SERVICE ZONES

GPS COORDINATES
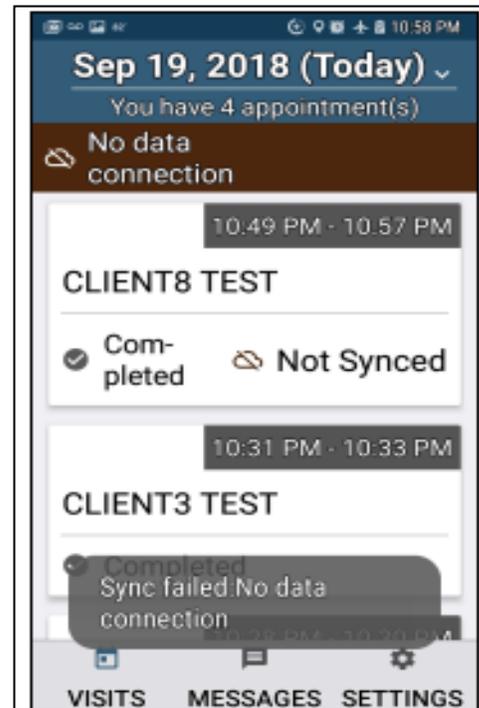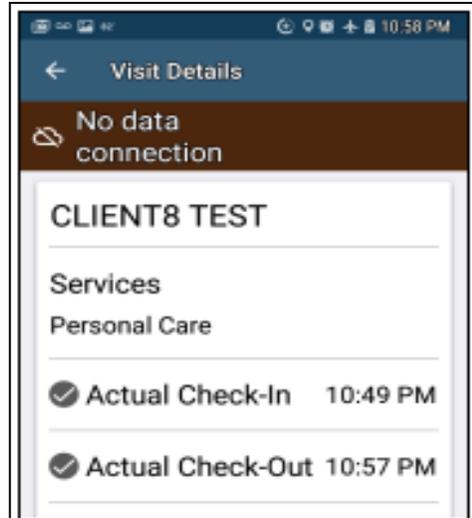
- The location of the service delivery at the beginning and the end of the service (location is not tracked during the visit).

- 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 **cannot** be paid!*

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