Good Afternoon,

The AuthentiCare team has received reports that a small number of users are experiencing an issue (starting this week) with the AuthentiCare Mobile Application.

Issue: Some users can clock in using the app but cannot clock out.

Workaround: Users can log visits using either the IVR via the client's landline phone or they can log visits on the AuthentiCare website.

The AuthentiCare team is currently researching this issue. We will provide additional updates once we have targeted a resolution.

We apologize for any inconvenience this may cause.

For any questions or concerns please contact AuthentiCare Texas Support at 877-829-2002 (7:00 am CT – 7:00 pm CT) or by email AuthentiCareTXSupport@firstdata.com. Please reference ticket number INC008391111.

Thank you,

AuthentiCare Team