EVV App Process

Go to the App Store or Play Store, search for Caretap EVV, install and open app (do not install the Caretap EVV HM)

Logging In:
1. Company ID: CT7823
2. Username: This will be your first name and 4 digit birth year (example Sally1965)
3. Password: This will be your 2 digit birth month and 4 digit birth year (example 051965) Please reach out to office if any issues.

Clocking In/Out:
1. Select your Client's name
2. Select the Service type (note you will need to clock out/in to change services)
3. If you are out in the community (rejected address), select the Community visit box *(only for non-live in caregivers)*
4. Select Clock in
5. Select Confirm
6. You will see a list of activities/cares to perform, select ok
7. The app will keep you clocked in until ready to clock out (even if app gets closed)
8. At the end of your shift, select Proceed to clock-out
9. Select the activities/cares you completed, adding any notes if needed
10. Select Community if out in community *(only for non-live in caregivers)*
11. Select Clock out
12. Select Confirm then ok
13. Repeat for each shift you work

Manual Mode for live in caregivers only (has to be completed by midnight of day worked):
1. Select the settings button (wheel) at top right corner
2. Select Manual mode
3. Select Client
4. Select Service
5. Select current date
6. Select Add log (bottom green button)
7. Facility Stay confirmation, select No
8. Enter clock in and clock out times (must be times before time entering)
9. Add reason (i.e. Live in)
10. Select activities completed and any notes if necessary
11. Select Submit and ok (select back arrow at top left to return to main screen)

Editing or Deleting Visits (can only be done with unsigned visits):
1. Click on the T (Time log at bottom center of app)
2. Select the pay period dates and client name
3. Select the visit (day and time) needing to be edited/deleted
4. Select edit button to make corrections
   a. Enter correct clock in and out times
   b. Enter reason for edit
   c. Select activities completed
   d. If needed, re-enter notes
   e. Select submit and ok
5. Select the delete button if shift needs to be removed
   a. Provide reason, submit and ok

Signing your timecard at end of pay period or last shift of pay period:
1. Click on the T (bottom center of app)
2. Select pay period and client name
3. Select Timesheet (you can select multiple timesheets/services at one time)
4. Select Get Signature, review dates/times being approved for accuracy
5. Have client tap in signature box (unless needing signature by Responsible Party-see step 11)
6. Client code verification pops up where client enters code (will be 4 digit client birth year)
7. Client selects Verify and signs in signature box
8. Caregiver signs in second (lower) box
9. Select Done
10. You will now see Client sign status as Yes (if corrections need to be made or another shift added, you can reset signature, make corrections and start the signature process again)
11. If needing RP signature from out of client home, at step 5, select Signed by Responsible Party and select Email Timesheet and sign as caregiver in lower box (this will email the timesheet for approval to RP)
12. Once you have signed your timesheet (both client/RP and caregiver), the app will show Client sign Status: Yes at this point AccuKare has received your timesheet. Once we have processed your timecard, the TS Approval Status will change from No to Yes. Please note this may take 1-2 days to change but will be complete by Tuesday afternoon after the noon deadline. You can check the status on the app for the TS Approval status to change to Yes.

If you have multiple clients or pay periods, you will need to get signatures for each combination. Only get client signature at end of pay period or after last shift of pay period. **To refresh the app, select the Settings icon (wheel at top right corner) and select refresh. This will load any new clients or activities added by the office and/or correct any app issues.**