

Getting Started with the CareTime Mobile App for Admins

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

The CareTime Mobile App Guide *for Caregivers* can be found [here](#). It goes over:

- Where to download the app
- How to log in to the app
- How to navigate through the app
- How to make sure offline visits sync to CareTime
- Common app troubleshooting

Mobile App Settings

The below settings can be found in the Agency - Agency Details - Configuration tab in CareTime. There you will see a Mobile App Settings section. Please make sure each setting is configured to your agency's specific needs. Any changes here will affect all caregiver mobile apps within your agency. These must be set before you give out app login credentials.

- **Show Only Scheduled Visits?**
 - If yes, the "Jobs Nearby" section will not show on the app, *only* scheduled visits will appear
 - If the caregiver has no scheduled shifts in CareTime, they will not be able to clock in to or see any jobs
- **Require Signature at Visits?**
 - Signatures at the end of mobile clock out visits will be required
- **Require Bluetooth Device for ALL Visits?**
 - Require clock in/out with the use of Bluetooth devices *only*
 - Caregivers will not be able to clock in unless using a bluetooth device
- **Allow Employees to Clock out While Offsite?** (Does not apply to location exceptions)
 - Allows employees to clock out even if they are not on location
- **Require Employee Relationship to Clock Into Job**
 - Require a relationship (the caregiver) to be listed under the Job in the Basic setup tab. Caregivers will only see jobs assigned to them on the mobile app
- **Allow Location Exceptions for Off Site Visits?**
 - Allow employees to clock in with the mobile app even if they are not on location

You must either require schedules or require employee relationships in order to clock in/out. If either is not set, employees will be able to see and clock into any jobs nearby.

Require Employee Relationship Setting

In order for caregivers to see only their assigned clients in the mobile app, in the Agency Detail - Configuration tab “Require Employee Relationship to Clock Into Job” must be set to yes.

In the client profile, in the Basic tab, you will then see a list of caregivers where assignments can be added. Multiple caregivers can be selected.

When logging into the app, caregivers will only see jobs that they are assigned to. If “Allow Location Exceptions for Off Site Visits?” is set to yes for your agency, then a list of all jobs assigned to the caregiver will be available in the app. If the caregiver is not at the client’s home, they will be prompted to enter a location exception.

Mobile App Settings

- Require Signature at Visits? Yes No
- Show Only Scheduled Visits? Yes No
- Allow Location Exceptions for Offsite Visits? Yes No
- Require Bluetooth Device for ALL Visits? Yes No
- Allow Employees to Clockout While Offsite? (Does not apply to location exceptions) Yes No
- Require Employee Relationship to Clock Into Job Yes No

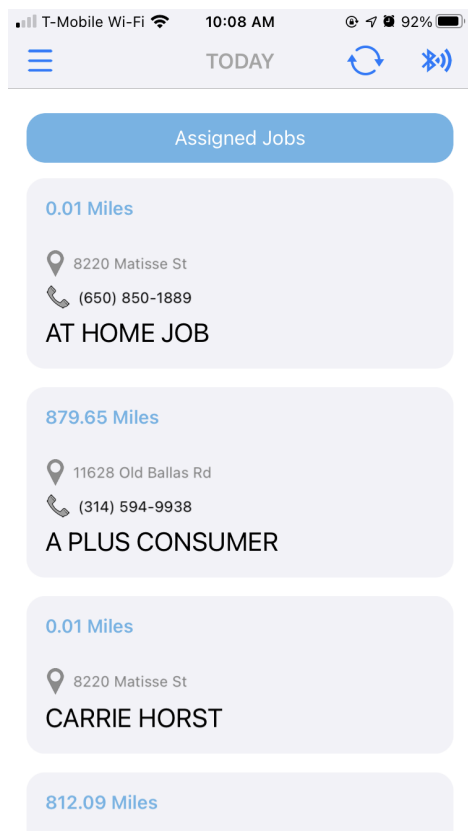


Figure 1.

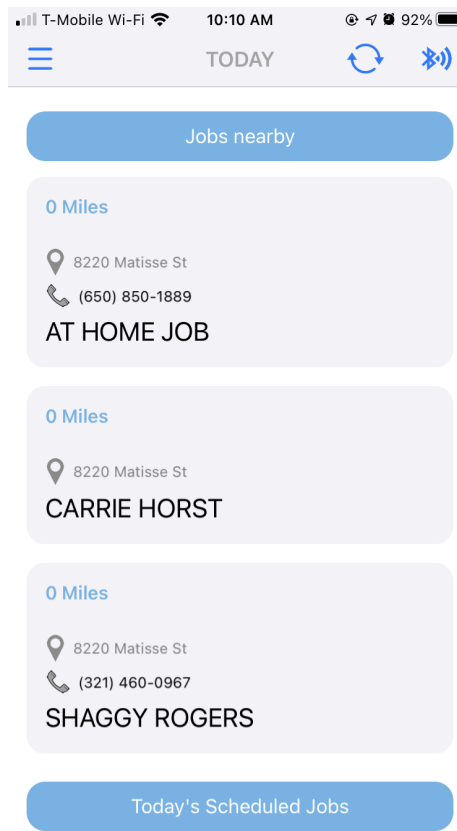


Figure 2.

Figure 1 shows what the app would look like if location exception and required employee relationships were turned on. A list of all assigned jobs will show with the option to clock into any of them. If the caregiver is not at the client's home, they will be prompted to enter a location exception.

Figure 2 shows what the app would look like if required employee relationships were turned on with location exception off. Only jobs nearby that are assigned to the caregiver will show in the app with the option to clock in.

Employee Charting

In the consumer's profile, in the Basic tab, you can turn on/off employee charting.

Employee charting allows caregivers to see and fill Tasks and Observations once clocked into a shift.

Tasks and Observations are customizable by you under Manage Lists. In the mobile app, caregivers can enter minutes for tasks and notes for observations.

Tasks List					
<input type="text" value="Search Text"/> <input type="button" value="Search"/> <input type="button" value="Clear"/>					
Name	Default Rate	Updated On	Status	Action	
ASSIST WITH DRESSING	\$5.00	05/05/2015 01:36 pm	Active		
ASSIST WITH TOILETING	\$5.00	05/05/2015 01:38 pm	Active		
CHANGE DIAPER	\$5.00	05/05/2015 01:38 pm	Active		
CLEAN BATHROOM	-	05/29/2015 12:22 pm	Active		

Observations List				
<input type="text" value="Search Text"/> <input type="button" value="Search"/> <input type="button" value="Clear"/>				
Name	Updated On	Status	Action	
BLOOD PRESSURE	04/04/2018 03:21 pm	Active		
BM - URINARY	04/04/2018 03:22 pm	Active		
BREATHING	04/04/2018 03:29 pm	Active		
CHANGE IN MOOD	10/01/2018 10:51 am	Active		

Custom Prompts

Custom prompts are questions asked to the caregiver during clock in or clock out. They are required in order to complete clock in or clock out.

The custom prompt questions are customizable by you under Manage Lists, Custom Prompts.

Prompt questions can be numerical (open ended for the app, numerical for call ins) or multiple choice. Prompts can be put into a group under Custom Prompt Groups.

Prompts must be assigned to specific consumers in the consumer profile, Custom Prompt tab. One group prompt or multiple single prompts can be assigned. On this page you can also designate when the prompts should be asked, at clock in or clock out.

Caregiver Preferences

In the caregiver profile, in the Preferences tab, you can turn on/off Allow Employee to Set Preferences and Availability.

In the caregiver's app, if this setting is turned off, they will not see a preferences section.

If the setting is turned on, caregivers are able to update their client preferences and availability. Preferences and availability are used to find the perfect caregiver to fill any open shifts while using the Advanced Scheduler in CareTime.

Forms

Any forms that were created in CareTime and assigned to the client will be available for the caregiver to fill out on the app. This is only an option after clocking into a specific job.

Forms are optional and cannot be required to clock out. In order for the list of forms available to load, the caregiver must be connected to the internet.

Learn more about forms [here](#).

Mobile App Login Information

The Agency Code and caregiver's Employee Code will need to be provided to your caregivers.

- The Agency Code can be found in the Agency Detail section in the main CareTime application or on the Dashboard.
- The Employee Code (user code) is the 4 or 6 digit code found in the caregiver section in the main CareTime application. It is the column on the left when looking at the caregiver list.
- Birth Date is the caregiver's day of birth which is set in the caregiver edit screen towards the bottom of the Location tab. ***The caregiver's birthdate needs to be in the CareTime system in order for them to log into the mobile app.***

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

Downloading the App

The CareTime mobile app is available for both iPhone and Android.

[Click here to download the CareTime app from the Apple App Store.](#)
[Click here to download the CareTime app from the Google play store](#)

Mobile App Video Overview

<https://www.youtube.com/watch?v=Hz-SnHxIOYA>

Mobile App Troubleshooting

Caregiver Can't Log In

- Please make sure they are entering their credentials correctly
- Confirm that their date of birth is entered correctly in CareTime
- Make sure they have the correct employee code (user code) and know the agency ID in order to log in
- Make sure they are connected to the internet to log in, connection is required for logging in
- Make sure the caregiver is marked as an active employee in CareTime.

Caregiver Can't See Any Jobs Nearby

- Make sure the caregiver has their GPS permissions enabled for the CareTime app
- Ensure that the caregiver is at the correct location
- Ask the caregiver to recalibrate their phone GPS
 - Android: <https://www.howtogeek.com/519142/how-to-calibrate-the-compass-on-a-android-to-improve-device-location-accuracy/>
 - iPhone: <https://www.techwalla.com/articles/the-iphone-maps-app-is-not-working>
- Ensure that the google address was selected when entering the client's address
- Confirm 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 they assigned to their consumer?

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

- Make sure the caregiver has their GPS permissions enabled for the CareTime app
- Ensure that the caregiver is at the correct location
- Ask the caregiver to recalibrate their phone GPS
 - Android: <https://www.howtogeek.com/519142/how-to-calibrate-the-compass-on-a-android-to-improve-device-location-accuracy/>
 - iPhone: <https://www.techwalla.com/articles/the-iphone-maps-app-is-not-working>
- Ensure that the google address was selected when entering the client's address
- Confirm that all agency settings are correct

- Is the agency set to bluetooth visits only?

The Caregiver's Clock in and/or Out is Not Showing in CareTime

- Make sure the caregiver is checking to see that their completed visit shows a checkmark
- Provide them with the [Mobile App Guide for Caregivers](#) so they know how to make sure their visits sync to CareTime