Instructions for PAs

Create a record of all affected shifts

The fix to allow your app to submit shifts to CareTime will delete shifts made after February 12, 21. Make a record of all shifts that occurred on or after Saturday, February 13, 2021 that were tracked using the CareTime mobile application.

To access the list of shifts:
1. Open the CareTime app on your mobile phone.
2. Log in if you are not automatically logged in.
3. Tap the 3 lines in the upper left-hand corner of the screen.
4. Select Hours Worked from the menu. A list of all your shifts completed in the CareTime app will display.
5. Make note of any shift that may be affected including the date, start time, and end time. These are for your and your employer's records. If you know how to take a screenshot on your phone it may be easiest to take a screenshot of the list of shifts rather than writing them down.

Clear CareTime data and reinstall the application

To stop the issue from continuing to occur you need to completely remove CareTime and any related data from your phone and reinstall the application.

For iPhone
1. Find the CareTime icon.
2. Hold your finger on the icon.
3. If an X displays on the upper left of all the icons:
    a. Tap X on the upper left of the Caretime Icon.
    b. In the prompt that pops up tap Delete.
4. If a menu displays with Share CareTime, and Rearrange Apps:
    a. Tap Rearrange Apps.
    b. Tap X on the upper left of the Caretime Icon.
    c. In the prompt that pops up tap Delete.
5. If a menu displays with multiple options including Edit Home Screen, Share App, and Remove App:
    a. Tap Remove App.
    b. In the prompt that pops up tap Delete App.
6. Open the App Store.
7. Search for CareTime.
8. Install CareTime and log in.

For Android – Due to the wide variation of Android models and versions it is not possible to provide instructions that cover every scenario. These instructions are written to be applicable to most Android models.
1. Locate and open Settings.
2. In Settings find a section called Apps and tap it to open a list of all your installed apps.
3. Scroll until you find CareTime. Android and tap it to open the settings specific to the app.
4. Tap Storage.
5. Tap Clear Data or Clear Storage.

Turn Over

6. If a prompt displays tap OK.
7. Tap the back button to go back to the Caretime. Android settings page.
8. Tap uninstall.
9. If a prompt displays tap OK.
10. Go back to your main menu
11. Open the screen that contains your apps.
12. Open Play Store
13. Search for CareTime
14. Install CareTime and log in.

TIP - When entering your birthday tap the year listed at the top of the calendar. It will bring up a menu allowing you to quickly select your birth year.