



EVV EMPLOYEE INSTRUCTION MANUAL

Table of Contents

Getting Started.....	1
Installing the App.....	1
Initial Set-up	1
Regular Usage.....	2
Clocking In on the App.....	2
Clocking Out on the App.....	3
Clocking In on A Landline Telephone.....	3
Clocking Out on A Landline Telephone.....	3
Clocking In/Out Using a FOB.....	4
Troubleshooting	5
Unable to Clock Out	5
Turning Your Location On.....	5
For iPhone.....	5
For Android.....	5
App Unable to Verify Location	6
Other Information	7
Registering in CarePortal.....	7
Viewing Past Shifts	9
Using Paid Time Off (PTO)	10


If you would like a digital copy of this manual, call CDChoices' EVV Helpline at (518) 464-0810 or email evvhelp@cdchoices.org.

Getting Started


As an employee of a CDChoices Consumer, you will now use the CareTime app on your smartphone or your Consumer's landline telephone to clock in and out of your shifts when working. Detailed below are all the steps you need to take to set up your account and how to clock in and out using either the CareTime app or your Consumer's landline telephone.

If you experience issues with any of these steps, see the Troubleshooting section of this guide.

Installing the App

- On your Android or iPhone device, search in the App Store or the Google Play Store for "CareTime." 

Initial Set-up

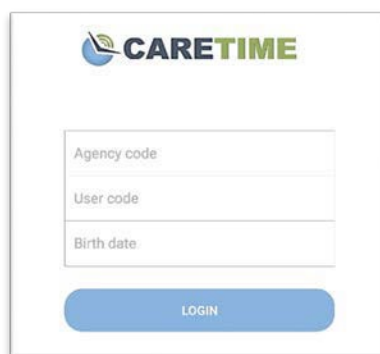
When you open the CareTime  icon and log in for the first time, you will need to enter the following data elements:

Agency Code: This number was provided to you.

User Code: your user code, employee code, and access code are all the same. This number was provided to you.

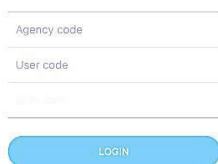
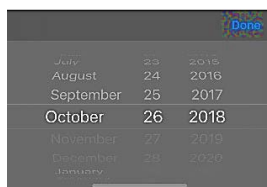
Birth Date

***Please contact the office if you need the Agency Code or your User Code**



Selecting birth date on an iPhone:

- Select **Birth date**. A scrollable list appears.
- Scroll through the list to select your birth month, birthday, and birthyear.

Selecting birth date on an android phone:

1. Select **Birth date**. A calendar appears.
2. Select the year and a scrollable list appears to change the year.
3. Once you select your birth year, use the back and forward arrows to get to the appropriate month. Select your birthday.

2



CANCEL OK



2012

2013

2014

2015

2016

2017

2018

CANCEL OK




You will have to log in each time you launch the app. The app automatically logs you out after 18 hours.



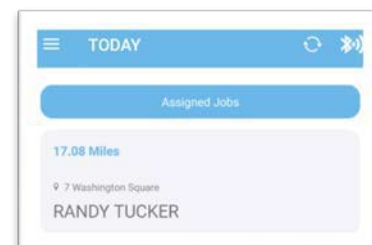
You must allow the CareTime app to access your location.

Regular Usage

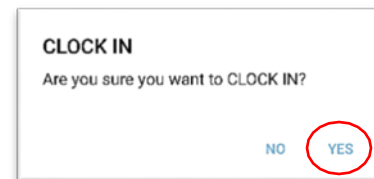
Clocking In on the App

1. Open the CareTime app and log in. 
2. Your Consumer(s) will be listed under **Assigned Jobs**. Select the name of the Consumer you will be working for.
3. Select the **green Clock In** button.


CLOCK IN



4. Select **Yes** when asked if you are sure you want to clock in.
5. Your Consumer's name now will be listed under **Clocked In Jobs**.

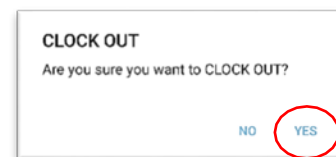


Clocking Out on the App

1. When you have finished your shift and you are ready to clock out, open the CareTime app. 
2. Scroll down to your Consumer's name under **Clocked In Jobs**.
3. Select the **red Clock Out** button.



4. Select **Yes** when asked if you are sure you want to clock out.



Clocking In on A Landline Telephone

Your Consumer's landline telephone number must be registered with CDChoices for you to be able to use it to clock in and out. You must have your employee code with you before trying to clock in or out.

1. Call 1 (855) 306-2088.
2. Press 1 for English instructions and 2 for Spanish.
3. Enter your employee code, then press #.
4. Press 1 to clock in.



If you work for multiple Consumers who share the same landline telephone number, listen to the options and select the number corresponding to the Consumer for whom you are clocking in or out.

Clocking Out on A Landline Telephone

1. Call 1 (855) 306-2088.
2. Press 1 for English instructions and 2 for Spanish.
3. Enter your employee code, then press #.
4. Press 1 to clock out.



Clocking In/Out Using a FOB

1. Call (855) 306-2088
2. Use your phone keypad to select your language
3. Enter your employee user code, followed by the # sign (you should get this code from your employer or from CDChoices)
4. Enter your job (or access) code, followed by the # sign (your employer can obtain this code from their CarePortal profile page, or they may call CDChoices)
5. The system will verify the consumer's name
6. Power on the FOB by pressing the red power button on the device
7. Press any key on your phone when ready to continue
8. Enter the 6-digit code displayed on the FOB
9. Clock in/out confirmation will be asked for; follow any prompts as instructed
10. If clocking out the duration of the shift will be announced before the call is disconnected

Consumer: Please ensure that the FOB is kept at your home at all times. *IT SHOULD NEVER LEAVE YOUR HOME!

Troubleshooting

Unable to Clock In

If a temporary issue prevents you from clocking in during your shift, clock in as soon as you can during that shift. If you are unable to clock in at all, your Consumer will be able to add or edit a shift for you.

Unable to Clock Out

If you are unable to clock out, your shift will automatically clock out after 16 hours have passed. Inform your Consumer that you were unable to clock out, and they will be able to edit the shift.

Turning Your Location On

For the CareTime app to work properly, you must turn on the location setting on your smartphone.

For iPhone:

1. Click Settings.
2. Click Privacy.
3. Click Location Services.
4. Turn on Location Services.
5. Scroll down to find CareTime in the list of apps using location.
6. Verify that it says **While Using**. If it does not, use the dropdown arrow to select **While Using**.
7. Go back to the CareTime app and continue logging in.

For Android:

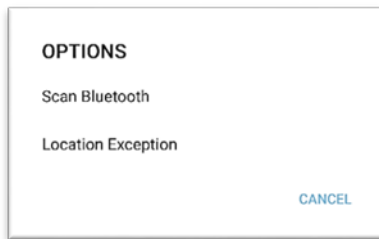
Please note that it is not possible to provide precise directions for each model of Android phone. The directions below are general. If you continue to have difficulty turning location on, please refer to your phone's manufacturer's help documentation.

1. Click Settings.
2. Click the option for location.
3. Verify that location is turned on and select **High Accuracy** or **Improve Accuracy** if either option is available.
4. If apps are listed or an option labeled **App Permissions** is listed, please look through those apps to find CareTime and verify that location is allowed.
5. Go back to the CareTime app and continue logging in.

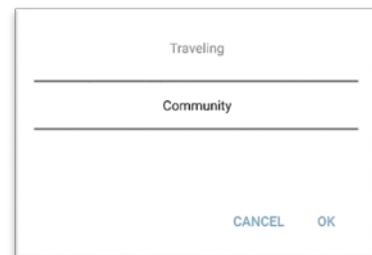
App Unable to Verify Location

If your smartphone is unable to verify its location, you will have the option to make a location exception when you clock in. This message will be displayed automatically if the smartphone fails to find your location.

1. Click on consumer's name.
2. A prompt will occur saying you are not at the correct address. Select Ok.
3. Select **Location Exception**.



4. Select **Reason**. If you are at the Consumer's home, choose **Home** from the menu. If you are not at the Consumer's home, scroll down and select **Community**.



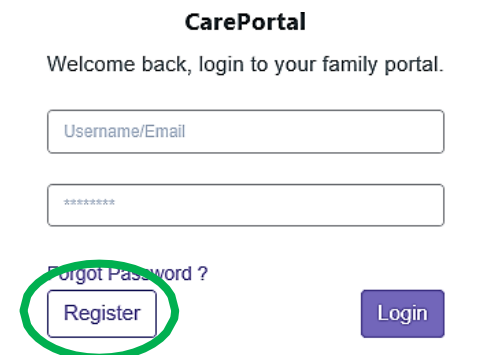
5. Click **Save**.
6. Continue to clock in normally.

Other Information

Registering in CarePortal

Your use of the CarePortal is not necessary but you may use it to review your previously worked shifts.

1. Use the following URL to access the CarePortal: www.careportalapp.com. When on the CarePortal website, click **REGISTER**.



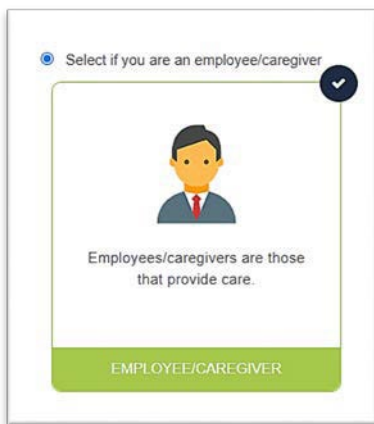
CarePortal
Welcome back, login to your family portal.

Username/Email

[Forgot Password ?](#)

Register **Login**

2. Select the box that says **employee/caregiver**. Click **NEXT**.



Select if you are an employee/caregiver

Employees/caregivers are those that provide care.

EMPLOYEE/CAREGIVER

3. Enter your **Email Address** and click **SUBMIT**.

Identity verification

Please enter your Consumer/Client **Email** and click submit to verify your details.

Email **Submit**

- Enter your **Access Code**. Enter the **Agency ID**. Click **SEARCH**.
*You were provided with these numbers. Contact CDChoices if you do not have them.

Identity verification

Please enter your Employee **Email**, **Access Code**, **Agency ID** and click search to find your details.

Testemail@testemail.com	Access Code
Agency ID	Search

No existing email found in the system. Would you like to register this user by Email and Access Code, Agency Id?

- Select your name from the returned search.

1 record found for your Employee Search, please choose yours.

1 : SEAN CARPENTER

Agency: [REDACTED]
Email: CDCEVCTest+6685@gmail.com

- Open your email in a second tab or on a separate device. You should have a new email from CareTime Familyportal Support (support@caretime.us) with your verification code. You may have to check your Junk/Spam inbox to find it.
- Enter the **Verification Code** and click **VERIFY**. Once the email verification is successful, click **NEXT** to continue.

Email verification

An email has been sent with the verification code to the email id **CDCEVCTest+6685@gmail.com**.
Please enter the Verification code below.

Verification Code

Verify

Email verification successful, Please click next to continue

Prev

Next

- Enter your **Password**.



Passwords are **case sensitive**. They must be at least 6 digits long.

9. **Confirm Password.**

10. Click **SUBMIT** after entering your password.

11. Click **GO TO LOGIN PAGE**. At the login page, enter your **Username/Email** and **Password** and click **Login**.

CarePortal

Welcome back, login to your family portal.

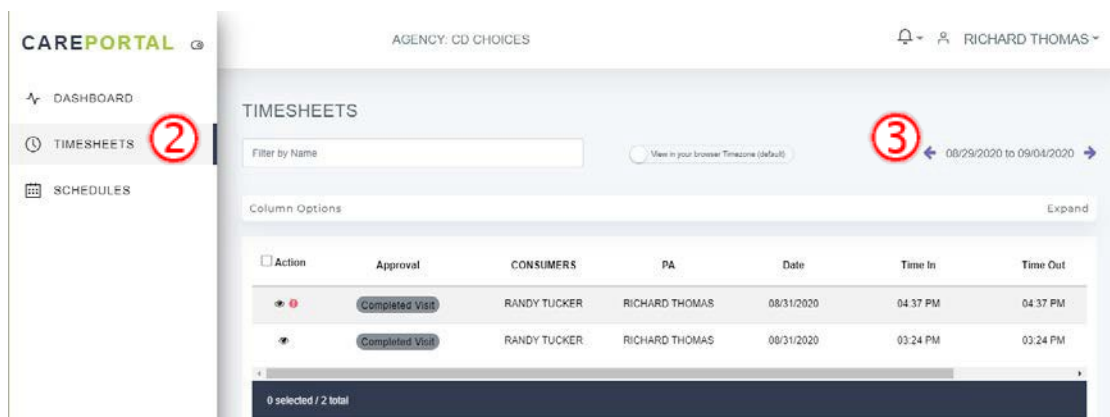
Forgot Password ?

Viewing Past Shifts

You can view past shifts in either the CarePortal or the CareTime app.

In the CarePortal

1. Log in to your CarePortal account
2. From the menu on the left, select **Timesheets**.
3. Make sure you are seeing the week you want by checking the date in the upper right-hand of the screen, between the purple arrows. You can change the week by using those arrows to go back or forward.



CAREPORTAL AGENCY: CD CHOICES RICHARD THOMAS

DASHBOARD
TIMESHEETS ②
SCHEDULES

TIMESHEETS

Filter by Name View in your browser Timezone (default) ③ 08/29/2020 to 09/04/2020

Column Options Expand

Action	Approval	CONSUMERS	PA	Date	Time In	Time Out
Completed Visit		RANDY TUCKER	RICHARD THOMAS	08/31/2020	04:37 PM	04:37 PM
Completed Visit		RANDY TUCKER	RICHARD THOMAS	08/31/2020	03:24 PM	03:24 PM

0 selected / 2 total

Using Paid Time Off (PTO)



Paid Time Off (PTO) is entered and approved in CarePortal by your Consumer. PTO balances come from your Employer not CDChoices.

If you have any questions or need help with something not listed in this manual, call CDChoices' EVV Helpline at (518) 464-0810 or email evvhelp@cdchoices.org.