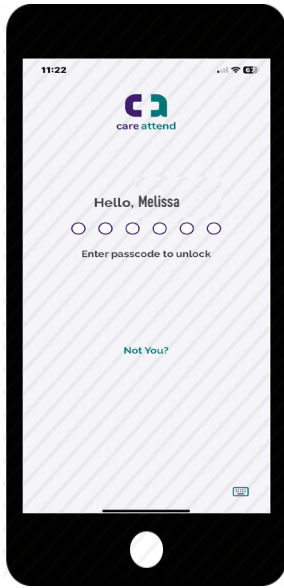


CareAttend Manual: Submitting and Approving Time

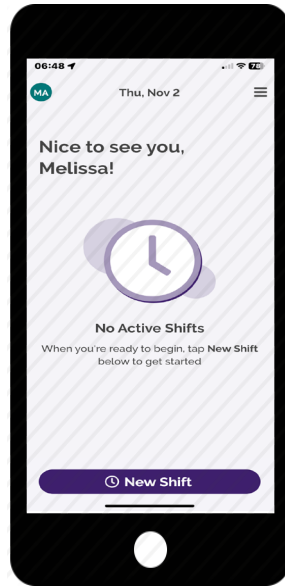
Start a Shift

A Caregiver is responsible for submitting time through the CareAttend app. These instructions are for the Caregiver. Participants do not need to download the CareAttend app.



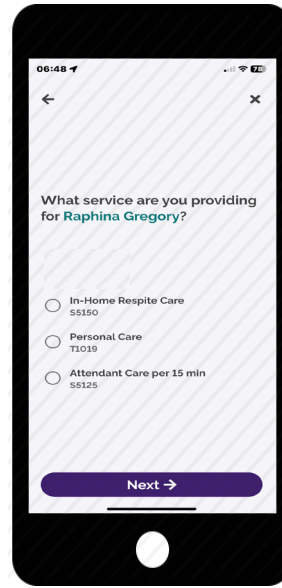
1

As the Caregiver, sign into the CareAttend App using your passcode on the unlock screen.



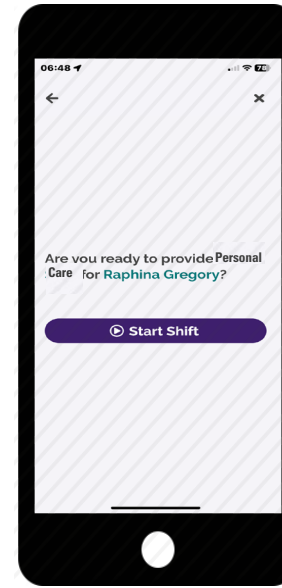
2

Select **"New Shift."** If you work with more than one Participant, you will need to select the Participant you are providing services for.



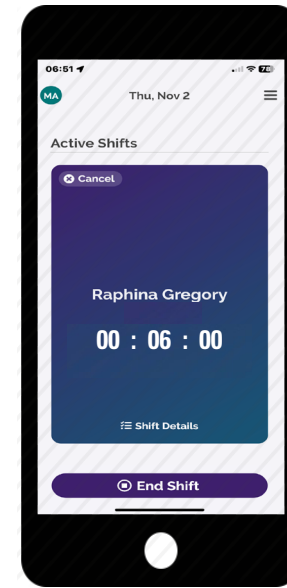
3

Select the type of service you are providing, then select **"Next."**



4

When you are ready to start your shift, select **"Start Shift."**

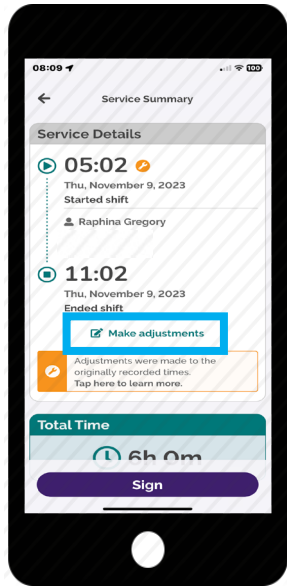


5

When you are finished with your shift, select **"End Shift."**

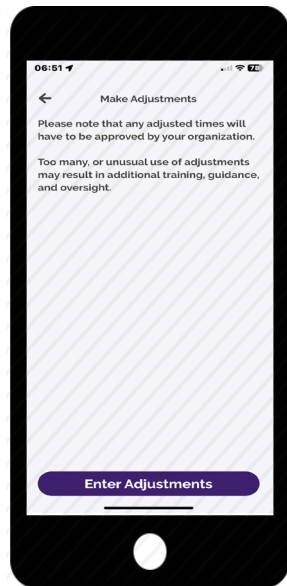
Shift Adjustments

These steps are only if you need to adjust your clock in or out time or for entering late time. If your times are correct, go on to step 10.



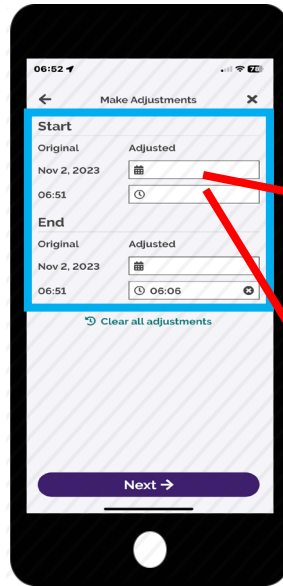
6

If you need to make adjustments to your electronic timecard, select **"Make adjustments"** and follow steps 6 - 8. If not, skip to step 9.



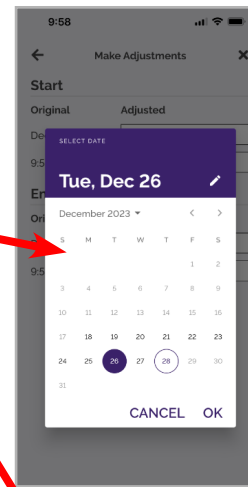
7

Select **"Enter Adjustments."**

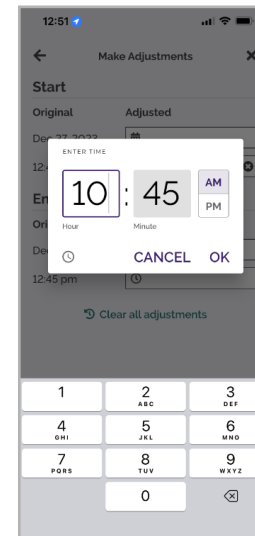
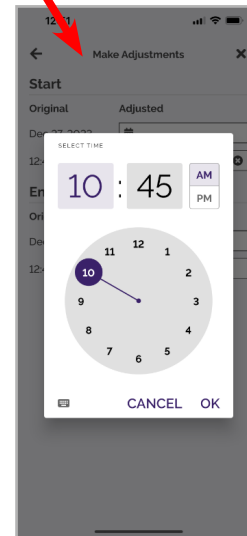


8

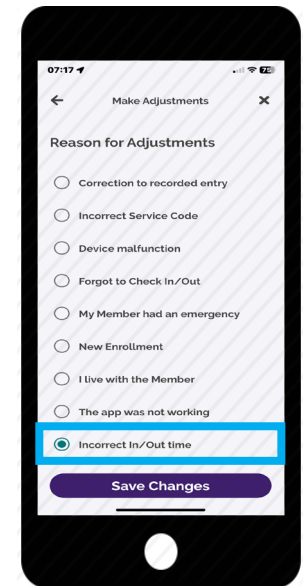
Use this screen to adjust Start and/or End dates and times. When you are finished select **"Next."**



Select the **date field** to choose a different date on the calendar.

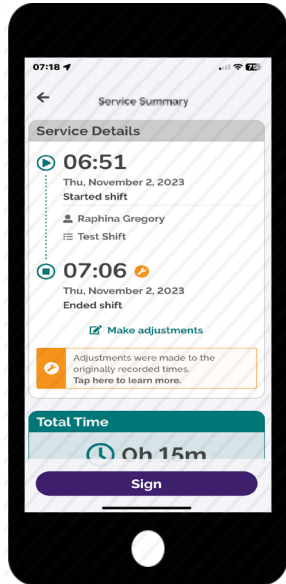


Select the **time field**, then double tap the hours/minutes field above the clock to type in a new clock in/out time.



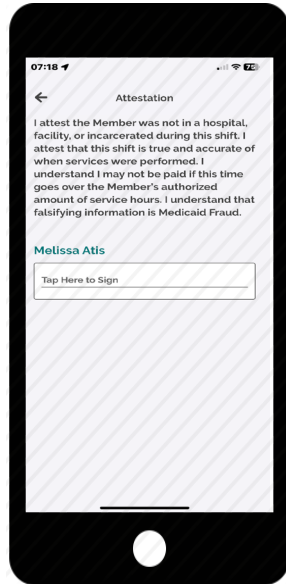
9

Select the reason for the adjustment(s), then select **"Save Changes."**



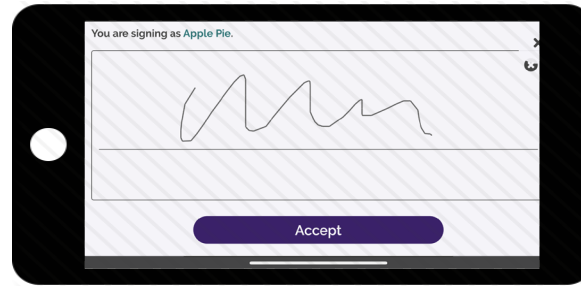
10

Review the Service Summary screen, then select **“Sign.”**



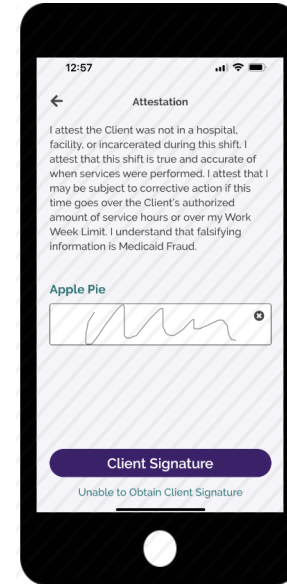
11

Tap inside the signature box and turn your device sideways.



12

Use your finger or stylus to sign your name. Select **“Accept.”**



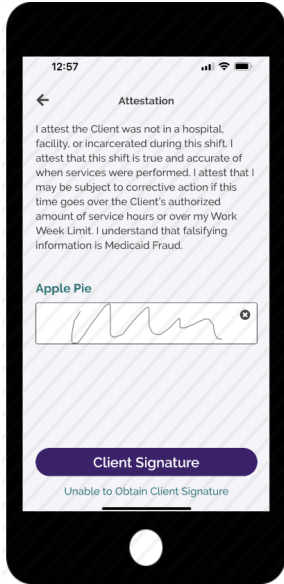
13

If your Participant is available to sign your electronic timecard, select **“Client Signature.”**

If your Participant is unavailable, select the **“Unable to Obtain Client Signature”** link below the Client Signature button and jump to page 5.

Steps for Participant to Approve Time in CareAttend

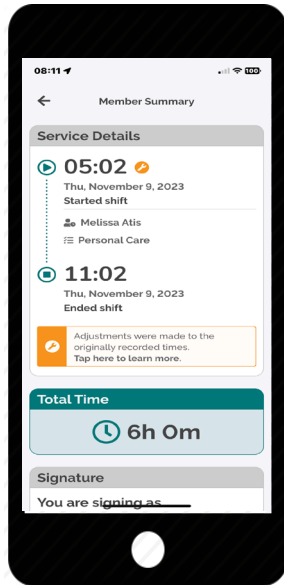
This section is completed by the Participant. Once the caregiver ends their shift on the device, the Participant will need to approve the shift. The most efficient way to complete your shift is to have the Participant sign on the CareAttend mobile app when you end your shift. If you are unable to obtain the Participant's signature at the end of your shift, please jump to page 6 for instructions.



1

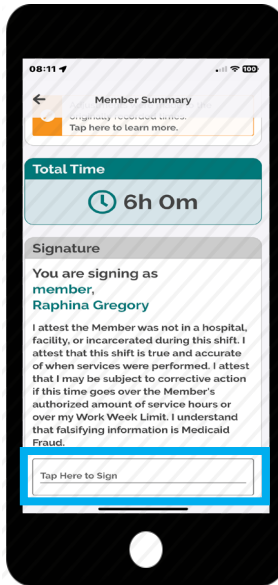
The Caregiver selects "**Client Signature**" to obtain shift approval.

The Caregiver then hands their device to the Participant to complete the remaining steps.



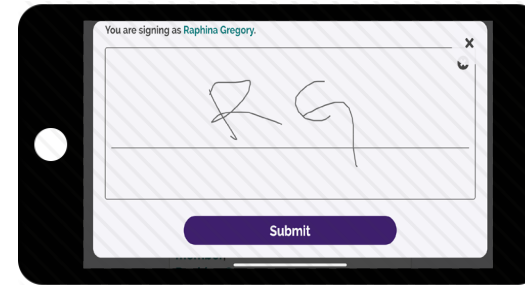
2

The Participant reviews the shift details, then **scrolls down** to view the signature box.



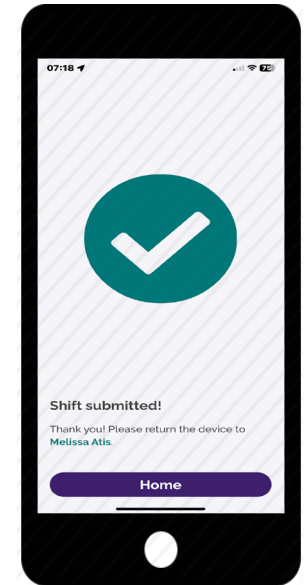
3

Tap inside the signature box and turn your device sideways to sign.



4

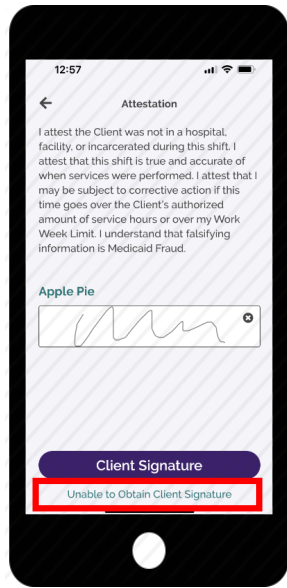
Use your finger to sign your name in the signature box, then select "**Submit.**"



5

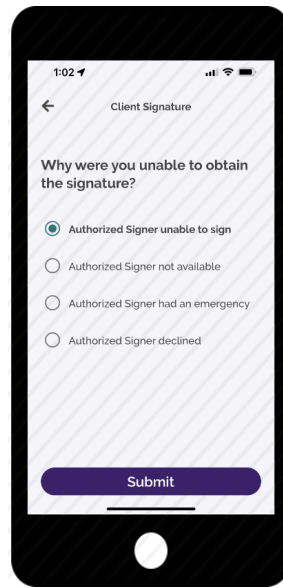
The shift has now been **approved** and **submitted**. Select **Home** to start a new shift.

Cannot Obtain Participant Approval



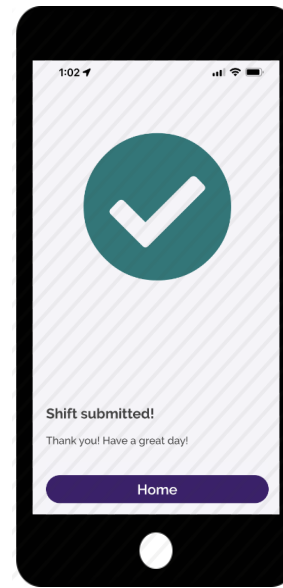
1

If the Participant is not available at the end of the shift to approve the Caregiver's time, they will need to select the green words "**Unable to Obtain Client Signature**" which is located underneath the purple "Client Signature" button.



2

Choose a reason why you were unable to obtain the Participant's signature and select "**Submit.**"



3

Your shift has been submitted!
The Participant will need to go to DirectMyCare.com to approve it.

Frequently Asked Questions

Who uses DirectMyCare.com?

Caregivers can use DirectMyCare.com to clock in/out, delete/remove shifts, enter Mileage, if applicable, and link to pay data. Participants can use DirectMyCare.com to Approve/Reject shifts or Mileage, if applicable, and review other information about their services.

Who uses the CareAttend app?

Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Participant signs off on it at the end of the shift.

Do I need to download the CareAttend app?

Only the Caregiver needs to download the CareAttend app on their smart device.

What if I/my Caregiver doesn't have a smart device?

If neither the Caregiver or the Participant have a smart device, shifts can be submitted and approved on DirectMyCare.com. If this is not possible, please contact Consumer Direct.

Why are my start/end times different when I view my Time Entry in DirectMyCare.com?

DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

Examples

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

What if my Participant rejects my shift?

If the shift was rejected due to incorrect in/out times, you will need to go to DirectMyCare.com and adjust the clock in/out times. After adjusting the time, you will need to click the "**Submit**" button to re-submit the shift to the Participant for approval. If the shift was rejected for any other reason, such as incorrect service code or tasks, you will need to enter a new shift.

Frequently Asked Questions

What if I forgot to clock out?/ What if I am unable to clock out?

If using the CareAttend app, a shift started late can be adjusted upon clocking out in the CareAttend app. If you need to enter a post shift, you can view the Late Shift instructions on your program's training materials page.

What if I/my Caregiver forgot to clock in or needs to enter a past shift?

If a shift was started late, it can be adjusted upon clocking out in the CareAttend app or DirectMyCare.com. If you need to enter a past shift, you can view the **Late Shift** instructions on your program's training materials page.

How do I fix my time after it's been approved?

If your time is wrong, but has already been approved by your Participant, you will need to log into DirectMyCare.com and remove the shift. Once it's deleted, you can enter a new shift using the **Late Shift** instructions on your program's training materials page.