



📞 / 📱 **FOB Device Job Aid** 📞 / 📱

The **FOB** (Fixed Object) device is used to place secure and accurate (EVV) electronic visit verification. When the power button is pressed, the FOB displays an encrypted 8-digit passcode which reflects the current date and time. Two codes, one generated at the start of the Visit and one at the end, are required to place EVV using the FOB.

The image above illustrates the FOB Device, highlighting 3 areas:

1. The 8-Digit Passcode
2. The Power Button
3. The 6-Digit Device ID

📞 **FOB Call-In steps – (NOT Using the HHAeXchange App)** 📞

- Step 1** – Caregiver Calls from **ANY** Phone.
- Step 2** – Caregiver presses **3** to indicate “FOB Device” confirmation.
- Step 3** – Caregiver presses **1** to indicate “FOB Call In”.
- Step 4** – Caregiver enters **Assignment ID** (Time & Attendance PIN) and confirms it.
- Step 5** – Caregiver enters the **6-digit FOB Device ID**.
- Step 6** – Caregiver enters **8-digit Call In passcode** and confirms it.

📞 **FOB Call-Out Steps - (NOT Using the HHAeXchange App)** 📞

- Step 1** – Caregiver Calls from **ANY** phone.
- Step 2** – Caregiver presses **3** to indicate “FOB Device” confirmation.
- Step 3** – Caregiver presses **2** to indicate “FOB Call Out.”
- Step 4** – Caregiver enters **Assignment ID** (Time & Attendance PIN) and confirms it.
- Step 5** – Caregiver enters the **6-digit FOB Device ID**.
- Step 6** – Caregiver enters **8-digit Call-Out passcode** and confirms it.
- Step 7** – Caregiver enters **duties performed** (one at a time.)
- Step 8** – Caregiver completes duty entry (**0000**)

📱 FOB Device on Mobile App 📱

[VIDEO: Capturing FOB Device Info on Mobile App](#)

