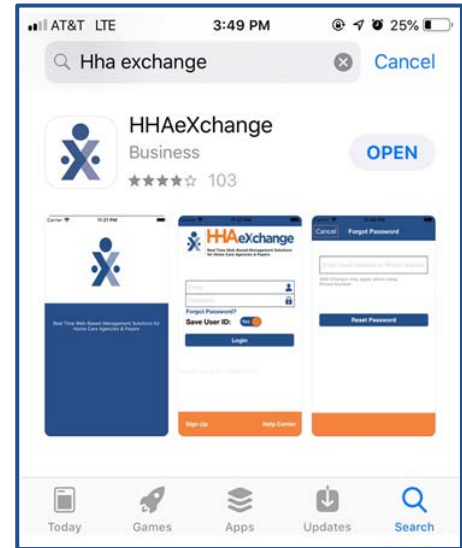


Caregiver Mobile App

Downloading the App

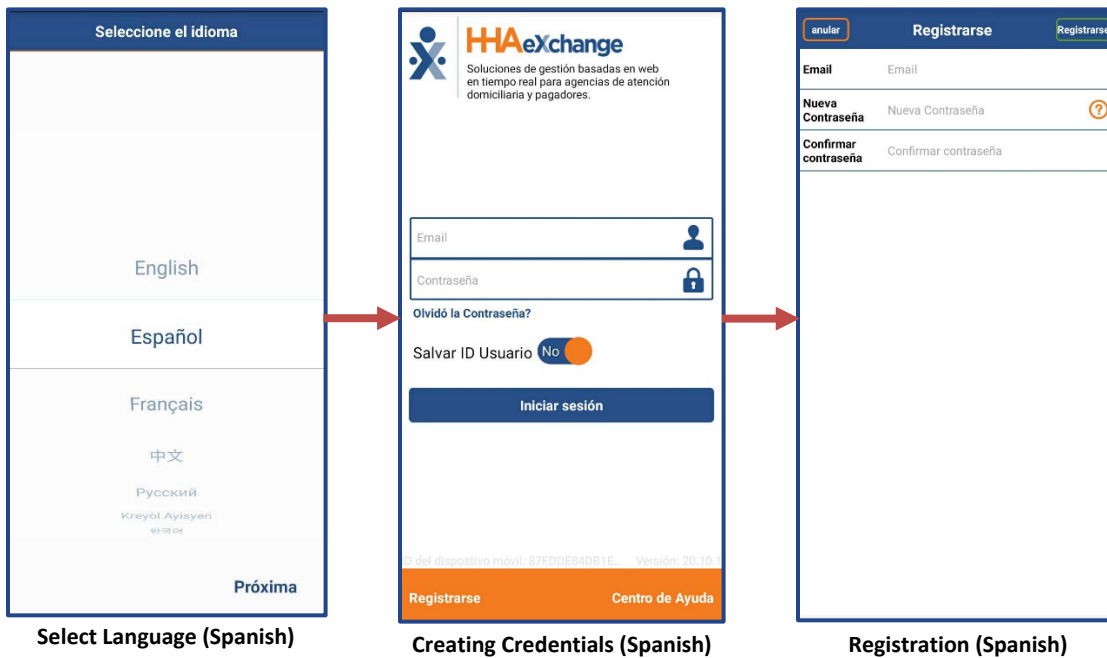
The HHAExchange Mobile App is available for download through the App Store or Google Play. The App is available for both iPhone and Android devices. To locate and download the App, enter the keyword **HHA Exchange** in the search bar of the App Store or Google Play (illustrated in the image).

Caregivers are responsible for downloading and installing the application on their personal mobile device. Once registered, Caregivers must provide credentials as well as ID numbers to the Agency for further setup and linking to the HHAX system.



HHAExchange Mobile App

When the Mobile App is first installed, the user is prompted to select the preferred language. The language selected for the signup process is also the language in which guidance and emails are presented.



Signing Up and Registering

Creating an account for the Mobile App is a two-step process, as follows:

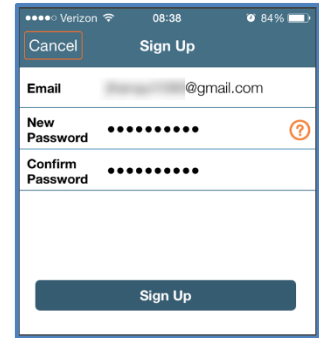
1. **Sign up** by creating login credentials.
2. **Register** by entering additional demographic information.

Sign Up

Once the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts for the following:

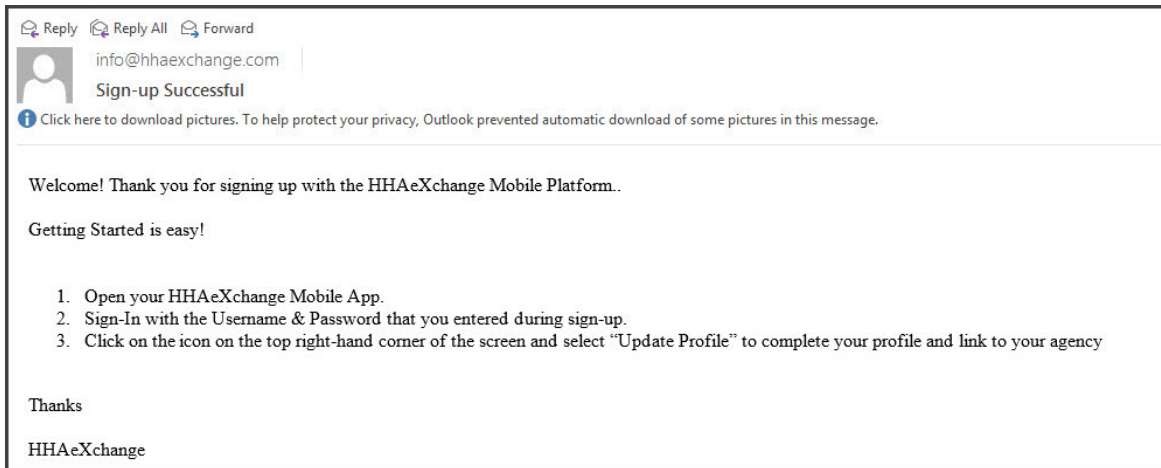
- An **Email Address**
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

Once credentials are completed and confirmed, select **Sign Up** to log in to the App.



Sign Up Screen

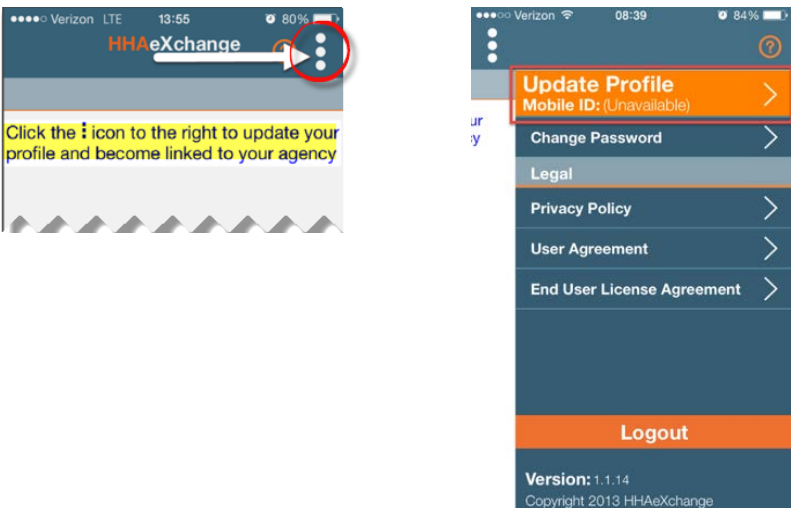
Upon successfully creating an account, the system issues a verification email:

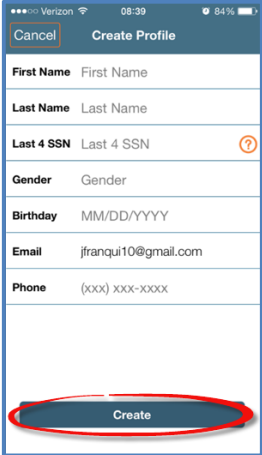
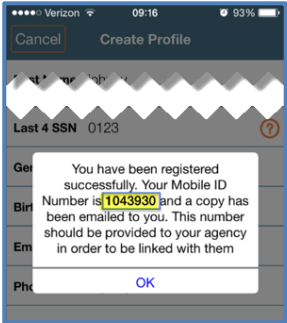


Successful Sign Up Email

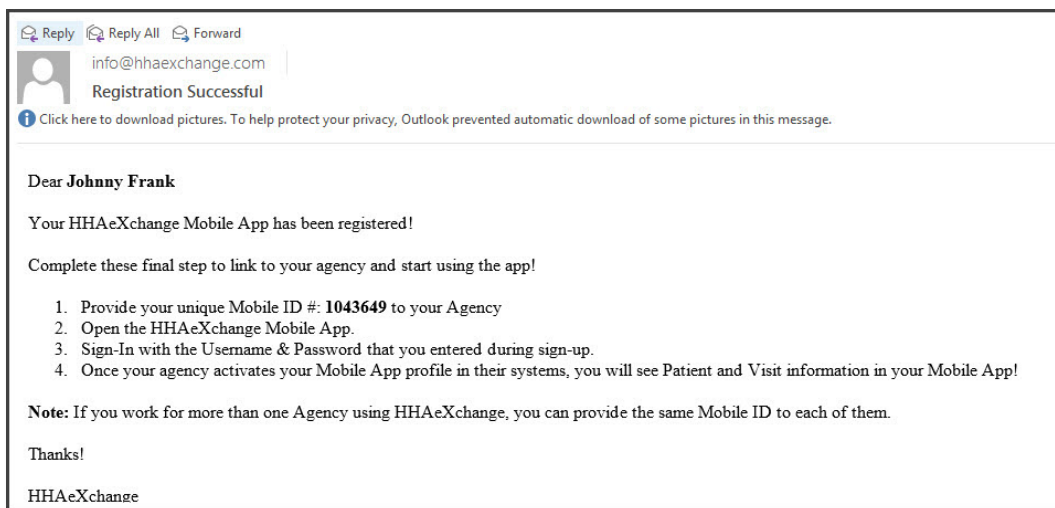
Register

Follow the steps outlined below to register on the HHAX Mobile App.

Step	Action
1	Log in to the App upon receiving the verification email.
2	Review the <i>Terms of User Agreement</i> and select the Agree button.
3	<p>The Main Screen opens. Click the three-dot icon (on the top-right corner) as prompted by the message. Select the Update Profile option.</p> 

Step	Action
4	<p>Complete all the fields on the Create Profile page. Click the Create button to create the Profile.</p> <p>Note: Values must match the information on record in HHAX. The Mobile App does not link correctly if any of these values do not match.</p> 
5	<p>If all the information is entered correctly, a message appears containing the Mobile ID.</p> 

The HHAX system sends a second email after successful registration. This message contains the **Mobile ID** as well as instructions on how to log in and use the Mobile App:



Successful Registration Email

Using the Mobile App

The Main Screen

Via the Mobile App Caregivers keep track of their schedule and Clock-IN and OUT of a Visit.

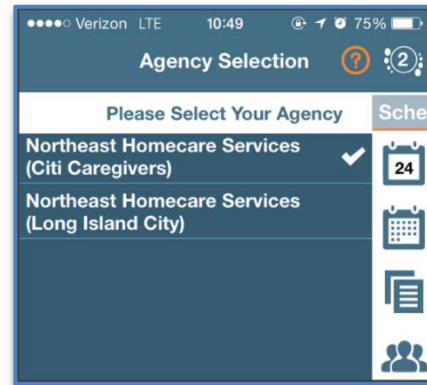
The following sections provide descriptions and guidance on the various options on the Main Screen.



The Main Screen

Top Panel (1)

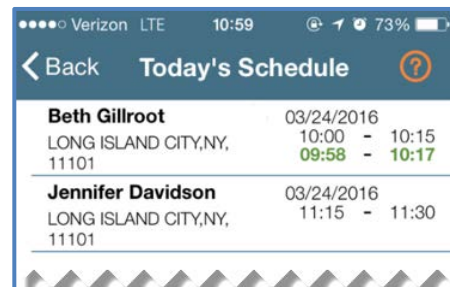
Clicking on the icon on the top panel to switch between Agencies/Offices the Caregiver is connected to. The Caregiver must provide every Agency/Office the **Mobile ID** for proper syncing/linking with the system.



Switch Offices

Today's Schedule (2)

Today's Schedule is used to review and Clock In and Out of scheduled Visits for the present day.



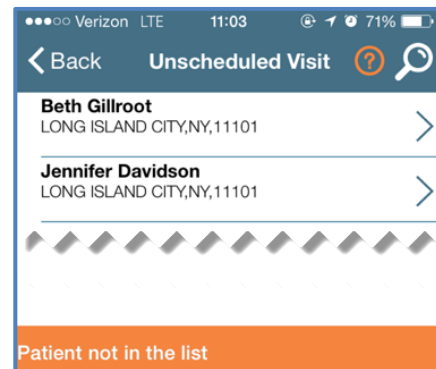
Today's Schedule

Unscheduled Visits (3)

Unscheduled Visits allows Caregivers to submit EVV for unscheduled Visits. Caregivers create an unscheduled Visit for any Patient for which they have access to by selecting the Patient Profile.

Select **Patient not in the list** to create a new Visit if asked to provide service for a Patient a Caregiver has never worked with before.

EVV for an Unscheduled Visit generated via the **Patient not in the list** selection is automatically sent to **Call Maintenance** with the status “Unscheduled – Patient not Selected”; EVV cannot be linked because EVV is meant to provide proof to the Agency/Office that Caregivers were with the Patient.



Create Unscheduled Visits

Note: Placing EVV and logging POCs for Unscheduled Visits follows the same process as Scheduled Visits.

Warning for Inadvertent Unscheduled Visits

If a Caregiver attempts to create an **Unscheduled Visit** and there is a scheduled visit for that same Patient on the same day, then the Caregiver receives a warning message guiding the Caregiver to use the visit under Today’s Schedule.

The purpose of this alert is to prevent duplication of visits on the Call Dashboard and Missed Visit scenarios.

