



How to Create HHAEXCHANGE+ Account

A Meaning of Life Training for
CFC EVV Clock In/Out

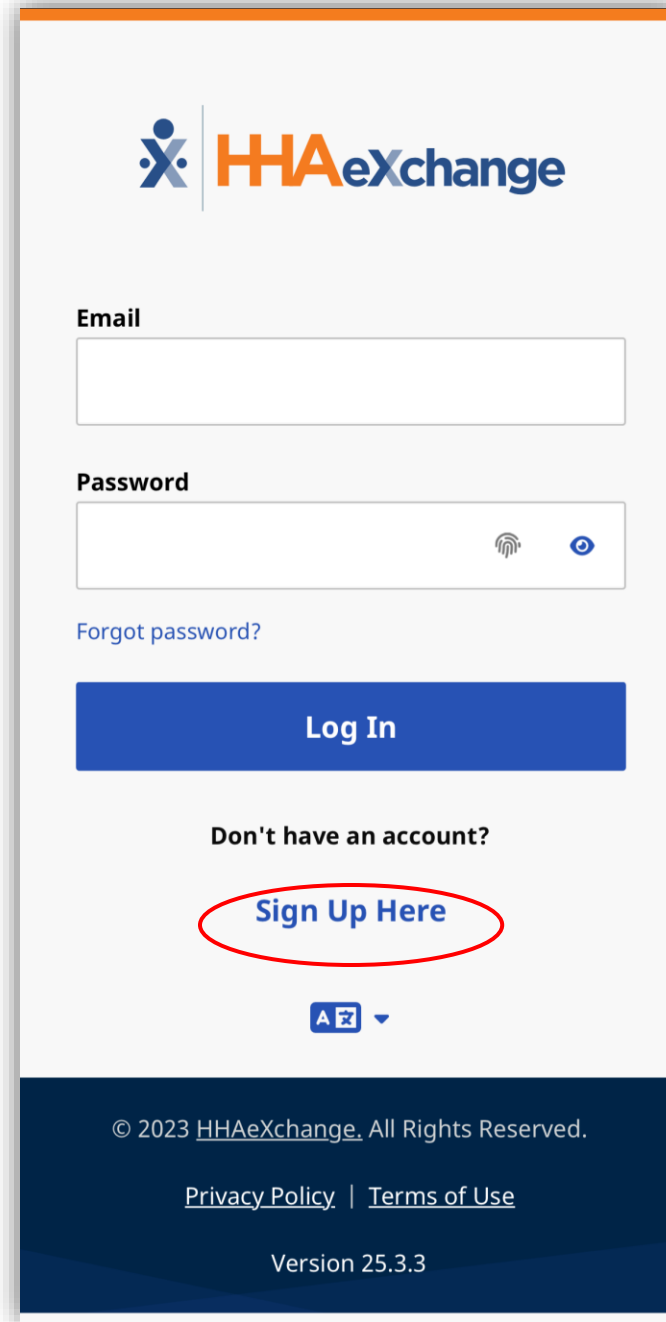
Download the App

- Download the HHAeXchange+ App. It should be the color blue app



App

1. Open the app
2. Press "Sign Up Here"



The screenshot shows the HHAexchange app interface. At the top is the HHAexchange logo. Below it are input fields for 'Email' and 'Password'. The 'Password' field includes icons for a fingerprint scanner and a toggle for password visibility. A link for 'Forgot password?' is positioned below the password field. A blue 'Log In' button is centered below the links. Underneath the button, the text 'Don't have an account?' is displayed, followed by the 'Sign Up Here' link, which is circled in red. At the bottom of the main content area is a small icon with the letters 'A' and 'X' and a dropdown arrow. The footer section, which has a dark blue background, contains the copyright notice '© 2023 HHAexchange. All Rights Reserved.', links for 'Privacy Policy' and 'Terms of Use', and the version number 'Version 25.3.3'.

HHAexchange

Email

Password

[Forgot password?](#)

Log In

Don't have an account?

Sign Up Here



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[Privacy Policy](#) | [Terms of Use](#)

Version 25.3.3

Sign-Up

1. Enter an email address you prefer
2. Create a password
3. Confirm your password
4. Press "Sign Up" button

← Sign Up ?

All fields are required.

Email Address

Examp1ename@email.com

Password

exampleCode123

Your password must:

- Contain 8 - 64 characters in length
- Not contain your username
- Not contain more than 3 repeated or sequential characters
- Not contain any of the following words: hhaexchange, qwerty, password

Confirm Password

exampleCode123

By signing up you agree to the [Terms of Use](#) and [Privacy Policy](#).

Sign Up

Cancel

Email Verification

1. After pressing the "Sign Up" button, it will tell you to verify your email address
2. Open your email (gmail, yahoo, outlook, etc)

Verify Email



Email Verification Required



An email has been sent to [redacted]@gmail.com. Please follow the link in the email to finish setting up your account.

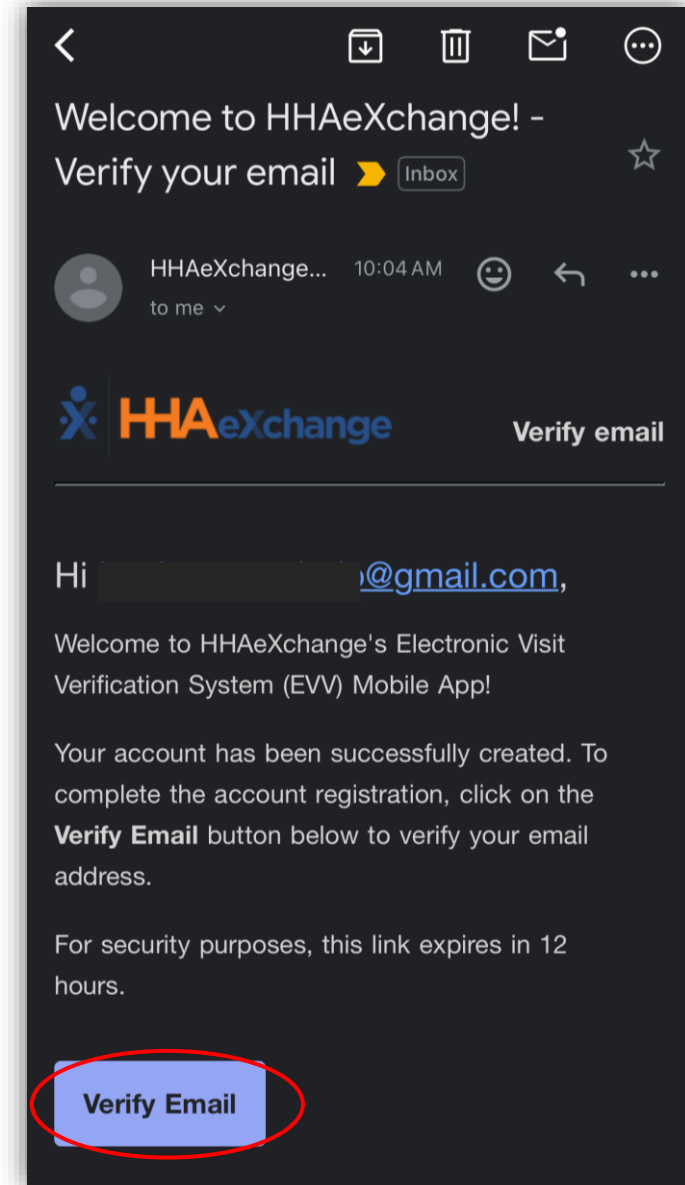
Return to the application after clicking the link to finish the process. If you don't receive an email, please check your spam folder.

Return to Log In

Resend Verification Email

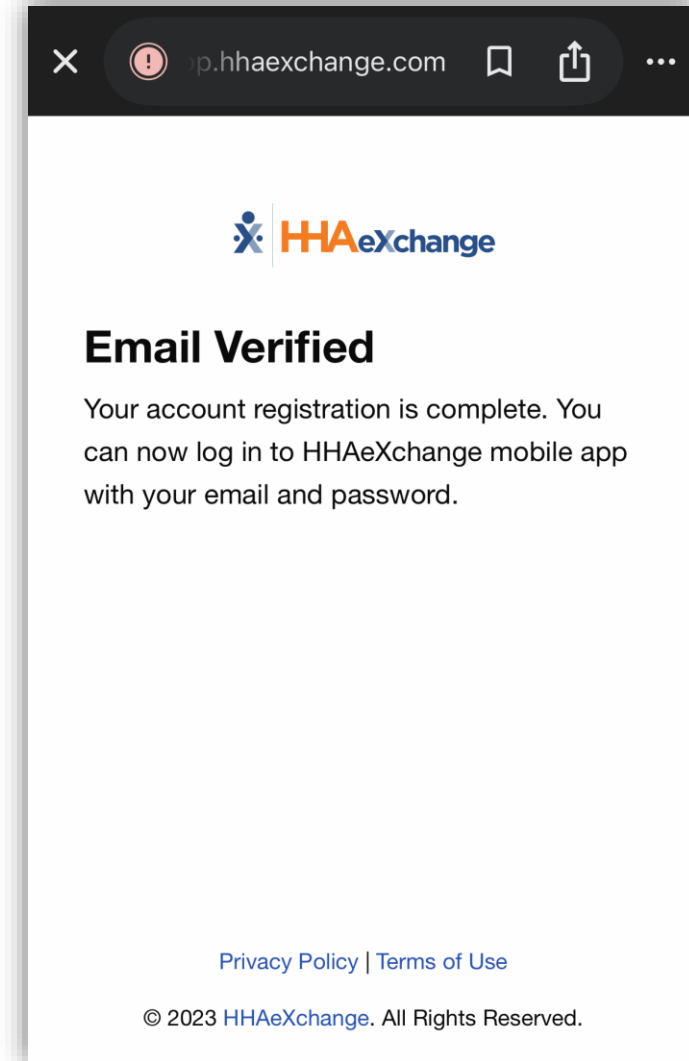
Open Email

1. Open your email. The subject should say *"Welcome to HHAeXchange! - Verify your email"*
2. Scroll down until you see the button that says "Verify Email"
3. Click the "Verify Email" button



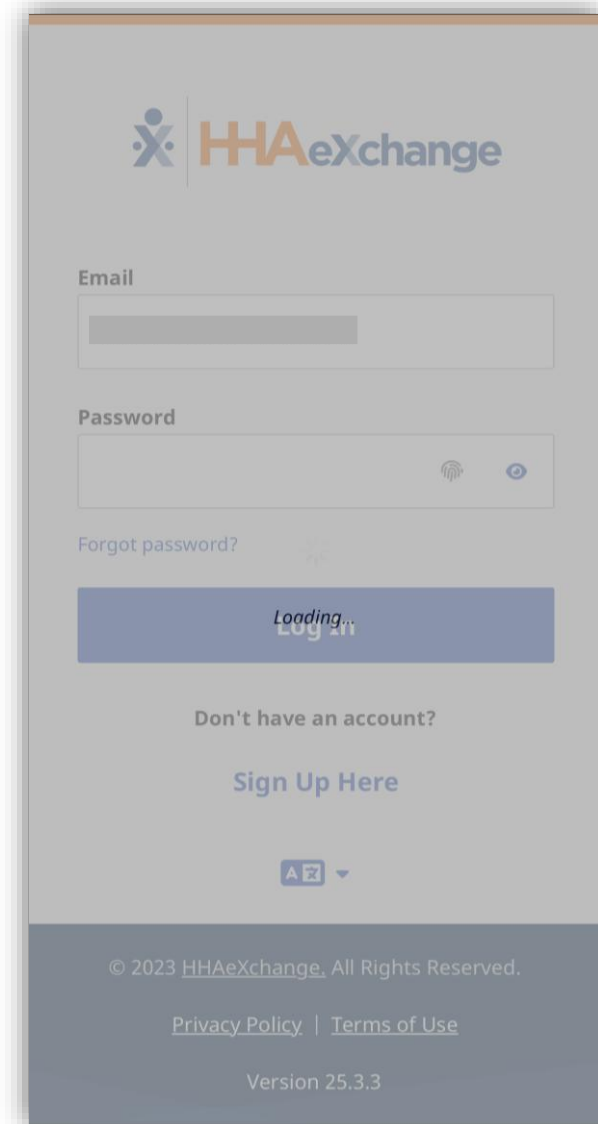
Email Verified

1. Once you press the "Verify Email" button, it should lead you to this new page
2. Exit your email and go back to the app



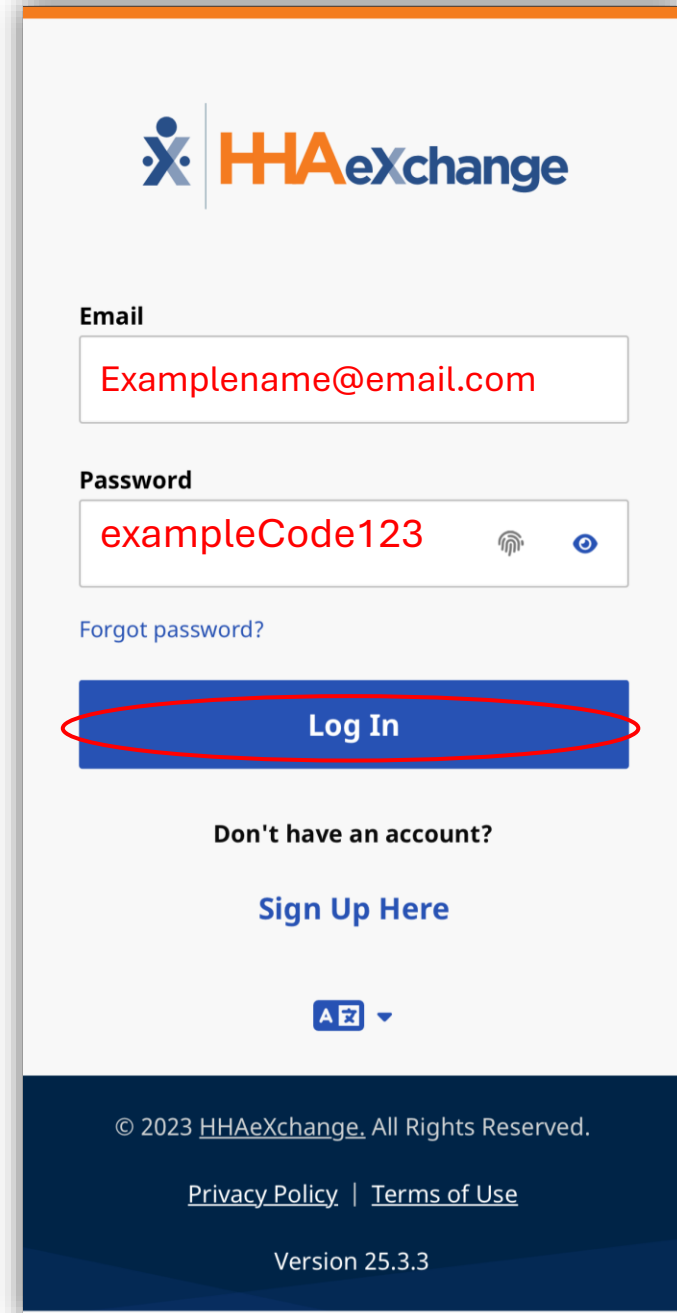
App

1. Go back to your app, it should start loading (as seen on image)



App

1. After the loading, it will lead you back to the start page (as seen in this picture)
2. Enter your email address and password
3. Press the "Log In" button



The screenshot shows the login interface for HHAexchange. At the top is the logo, which consists of a blue icon of three people and the text 'HHAexchange' in orange and blue. Below the logo are two input fields: 'Email' with the placeholder 'Examplername@email.com' and 'Password' with the placeholder 'exampleCode123'. To the right of the password field are icons for a fingerprint and an eye. Below the password field is a link 'Forgot password?'. A blue 'Log In' button is highlighted with a red oval. Below the button is the text 'Don't have an account?' and a link 'Sign Up Here'. At the bottom of the form is a small icon with the letters 'A' and 'E' and a dropdown arrow. The footer contains the copyright notice '© 2023 HHAexchange. All Rights Reserved.', links for 'Privacy Policy' and 'Terms of Use', and the version number 'Version 25.3.3'.

Email

Examplername@email.com

Password

exampleCode123

[Forgot password?](#)

Log In

Don't have an account?

[Sign Up Here](#)

[A E](#)

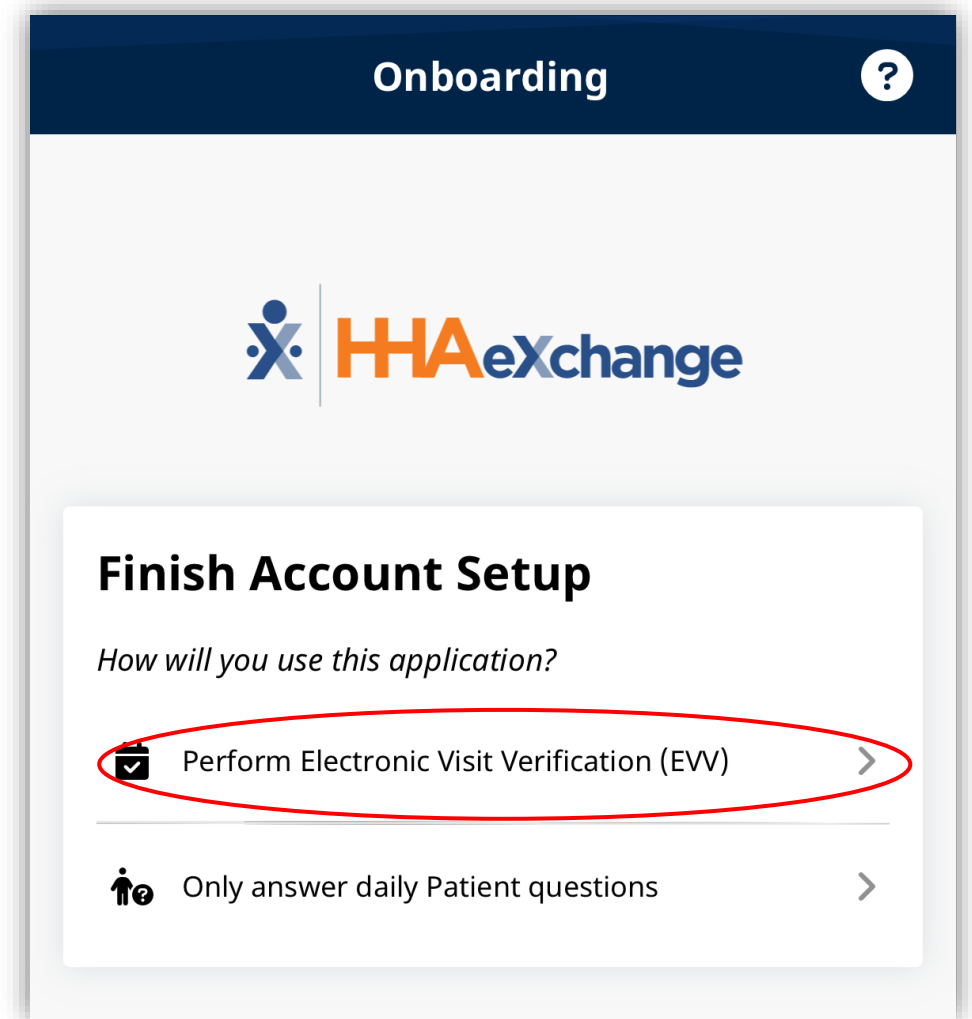
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[Privacy Policy](#) | [Terms of Use](#)

Version 25.3.3

App

1. After pressing the "Log In" button, the next page would say "Finish Account Setup"
2. Press the "Perform Electronic Visit Verification (EVV)" button



App Complete Registration

1. After pressing the "Perform Electronic Visit Verification (EVV)" button, fill out the following information
2. Input your first name, last name, last 4 digits of SSN, date of birth, and primary phone number.
3. ****You are the staff, so your information should go in here****
4. Screenshot this page and send the "Mobile Device ID" to your assigned case manager
5. Press "Complete Registration" button

← Complete Registration ?

Note that functionality will be limited to answering daily questions for manually added Patients. All fields marked with an asterisk (*) are required.

First Name *
First name

Last Name *
Last name

Last 4 digits of SSN *
4321

Date of Birth *
01/02/1993

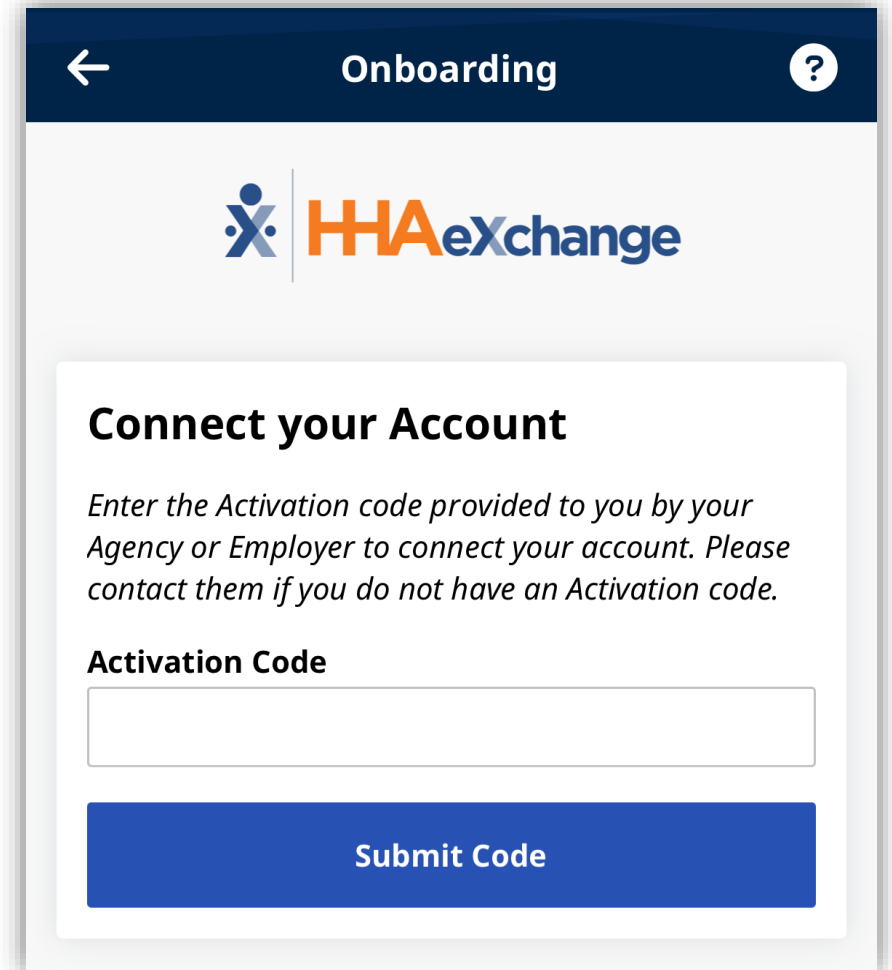
Primary Phone Number
(123) 456-7890
Verification required via text message

Mobile Device ID
647F85F1-D25F-4B9D-A7F8-FCB5219F598A

Complete Registration

App Activation Code

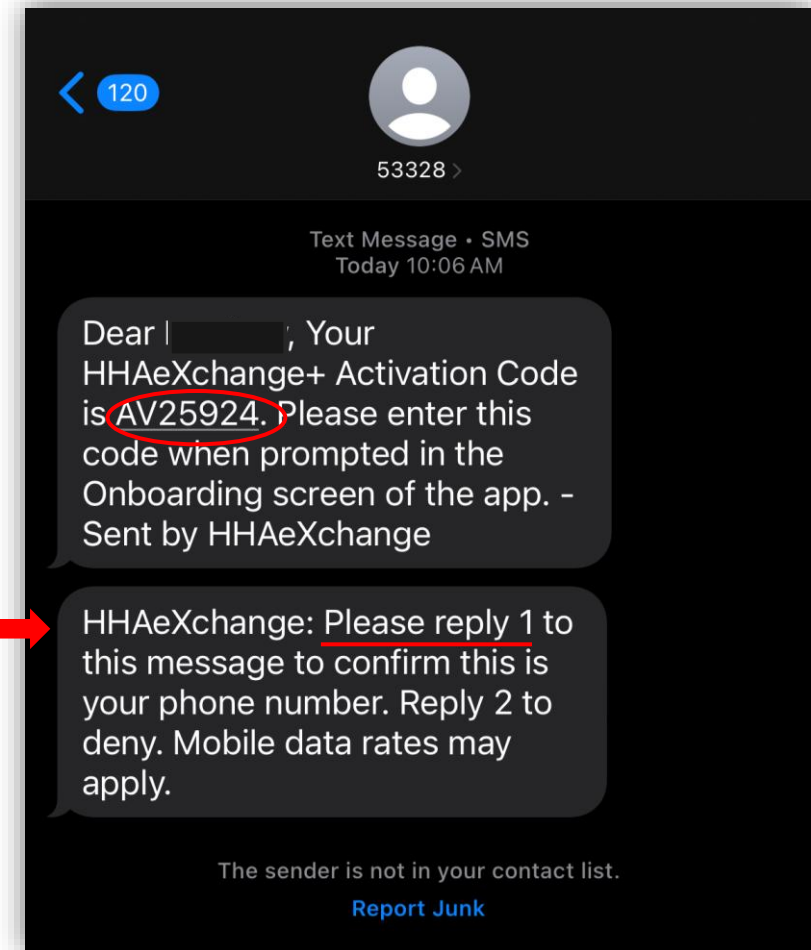
1. After completing registration, connect your account by inputting the activation code that is specific to you
2. ****Check your text messages as you will receive an activation code text message prior to setting up this account****



The screenshot shows the 'Onboarding' screen of the HHAexchange app. At the top, there is a dark blue header with a back arrow on the left, the word 'Onboarding' in the center, and a help icon (question mark) on the right. Below the header is the HHAexchange logo, which consists of a blue stylized 'X' icon followed by the text 'HHAexchange' in orange and blue. The main content area is white and contains a section titled 'Connect your Account' in bold. Below this title is a paragraph of text: 'Enter the Activation code provided to you by your Agency or Employer to connect your account. Please contact them if you do not have an Activation code.' Underneath this text is a label 'Activation Code' followed by a white rectangular input field. At the bottom of the form is a large blue button with the text 'Submit Code' in white.

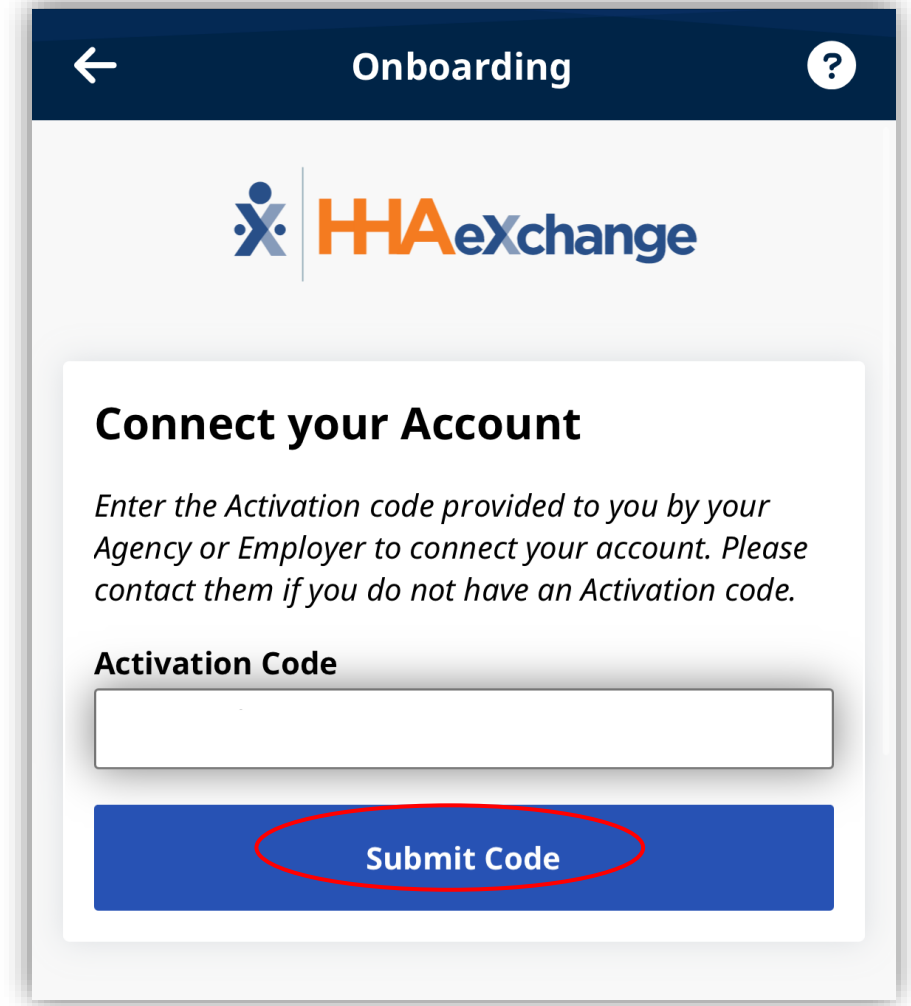
Activation Code

1. A text message from "53328" will send you an activation code with 2 letters and 5 numbers
2. It will also ask you to confirm your phone number by replying "1" to the text
3. ****You will input this activation code back in the app****



App Activation Code

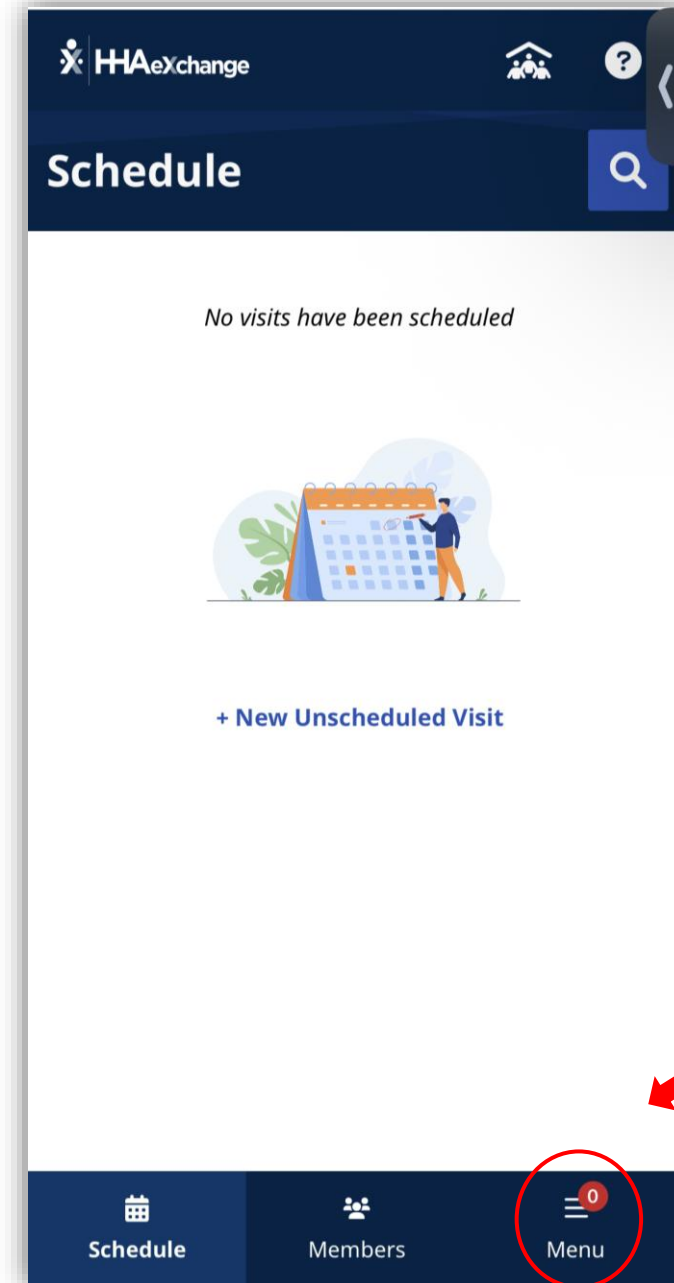
1. Input activation code into the blank space provided.
2. Press "Submit Code"
3. (If you are unable to connect your account and provide the activation code, see next slide)



The screenshot shows the 'Onboarding' screen of the HHAexchange app. At the top, there is a dark blue header with a back arrow on the left, the word 'Onboarding' in the center, and a help icon (question mark) on the right. Below the header is the HHAexchange logo, which consists of a blue stylized 'X' icon followed by the text 'HHAexchange' in orange and blue. The main content area is white and contains a section titled 'Connect your Account' in bold. Below this title is a paragraph of text: 'Enter the Activation code provided to you by your Agency or Employer to connect your account. Please contact them if you do not have an Activation code.' Underneath this text is a label 'Activation Code' followed by a white rectangular input field. At the bottom of the form is a large blue button with the text 'Submit Code' in white. A red oval is drawn around the 'Submit Code' button.

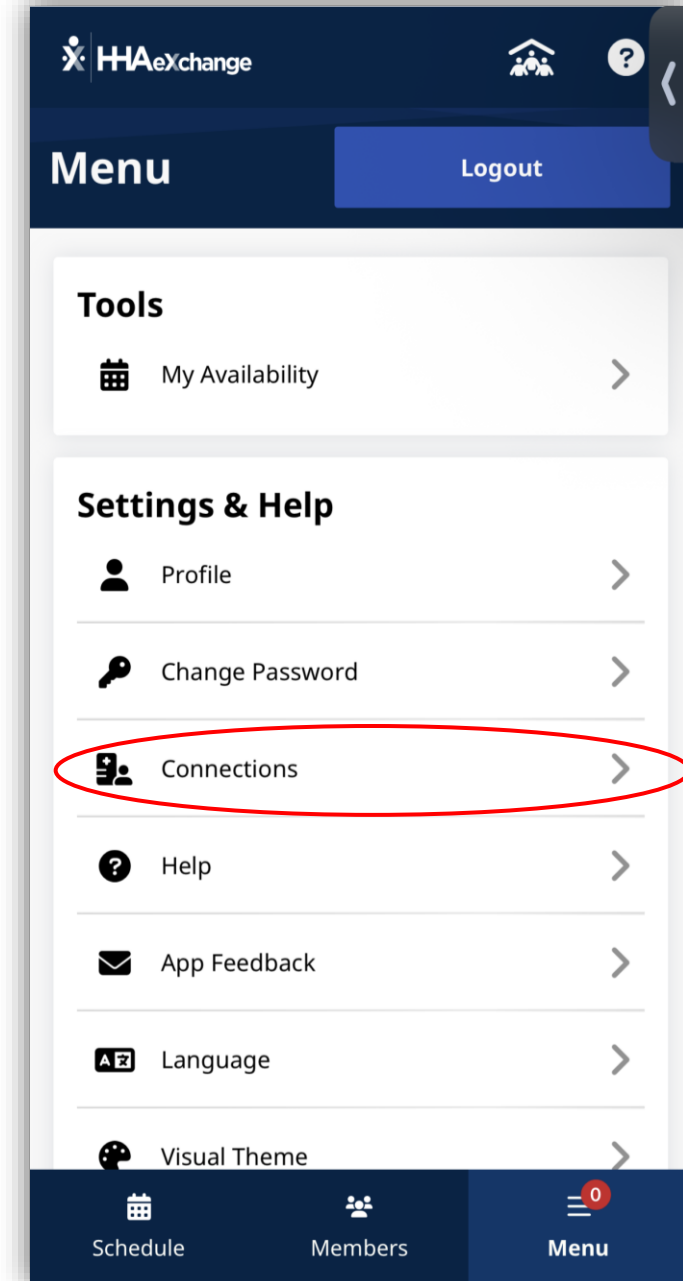
App Activation Code

1. Open App "HHAeXchange+"
2. Press "Menu" on bottom right corner



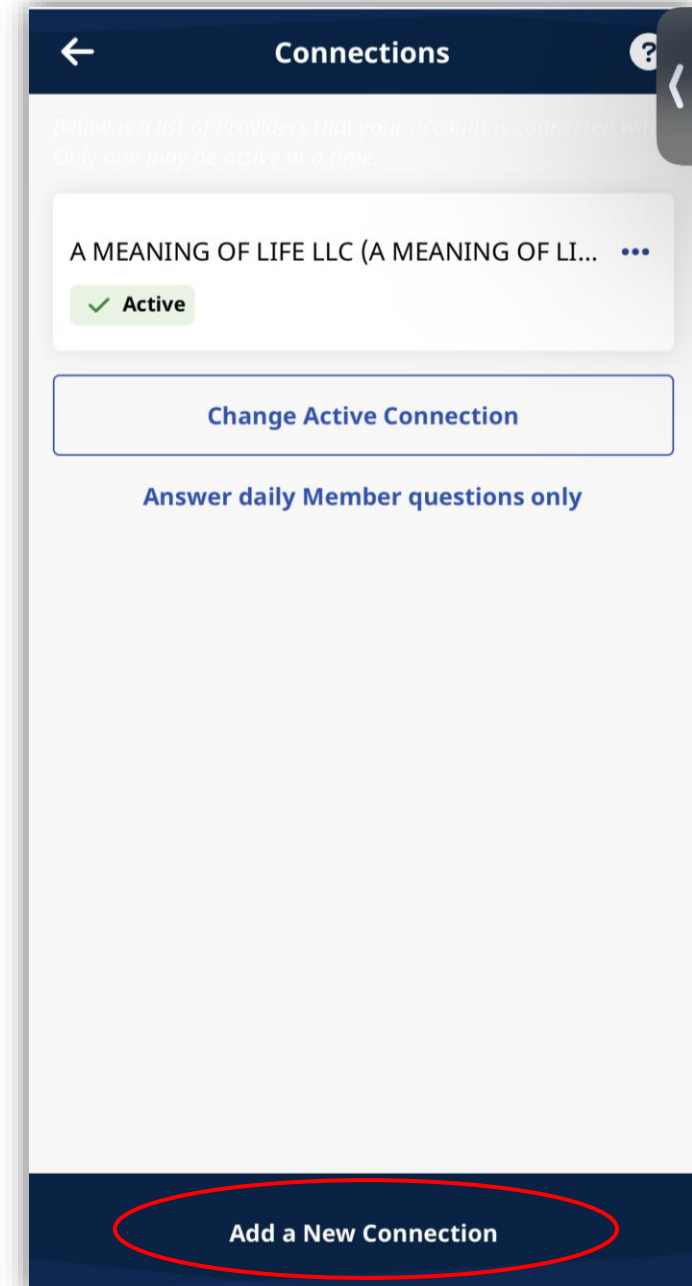
App Activation Code

1. Once you are on the "Menu" tab, press the "Connections" button



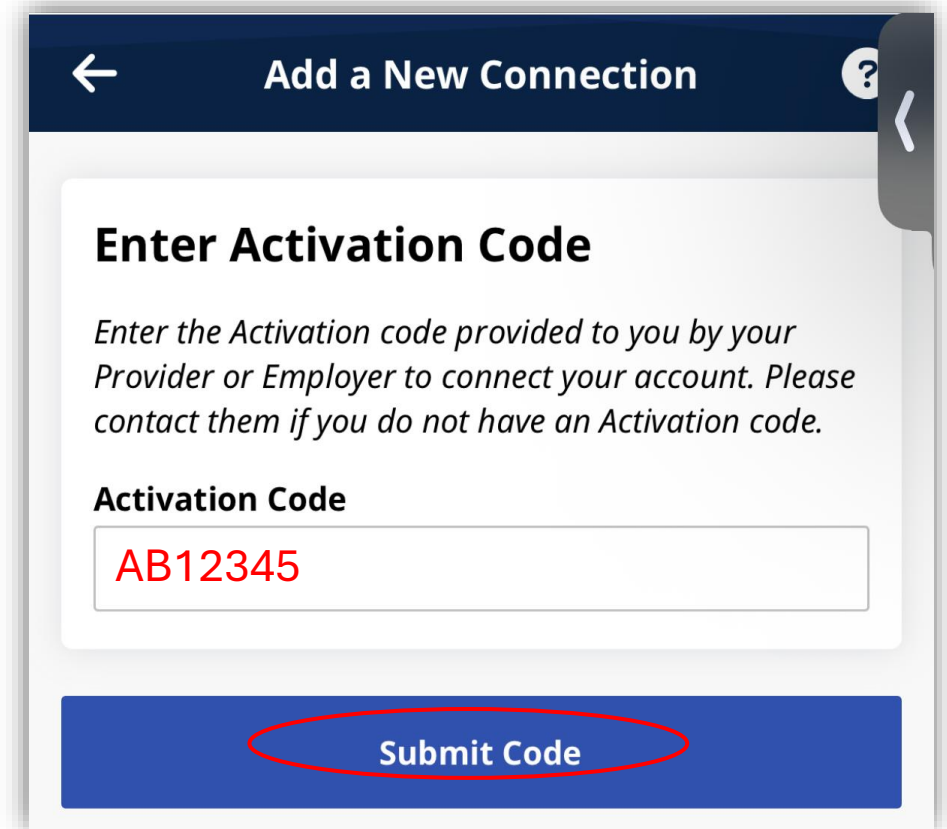
App Activation Code

1. After pressing the "Connections" button, if the screen is saying "A Meaning of Life LLC" then you are connected
2. If the screen is blank, or another company is inputted there, press "Add a New Connection"



App Activation Code

1. Input activation code into the blank space provided.
2. Press "Submit Code"
3. ****Check your text messages as you will receive an activation code text message prior to setting up this account****

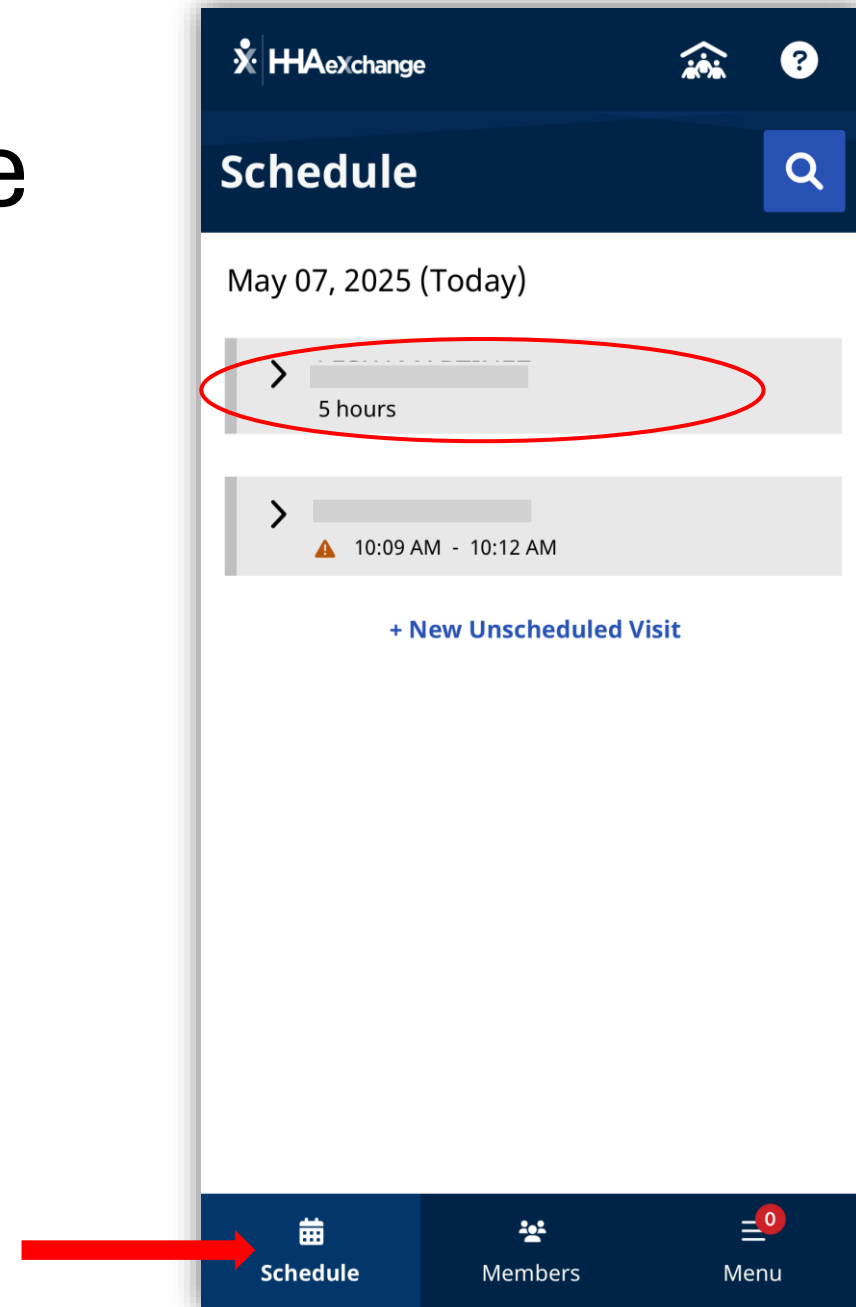


The screenshot shows a mobile app interface for adding a new connection. At the top, there is a dark blue header with a back arrow, the text "Add a New Connection", and a help icon. Below the header, the main content area has a light gray background. It features a section titled "Enter Activation Code" with a descriptive instruction: "Enter the Activation code provided to you by your Provider or Employer to connect your account. Please contact them if you do not have an Activation code." Below this text is a white input field labeled "Activation Code" containing the red text "AB12345". At the bottom of the screen is a solid blue button with the white text "Submit Code", which is circled in red.

Clocking In

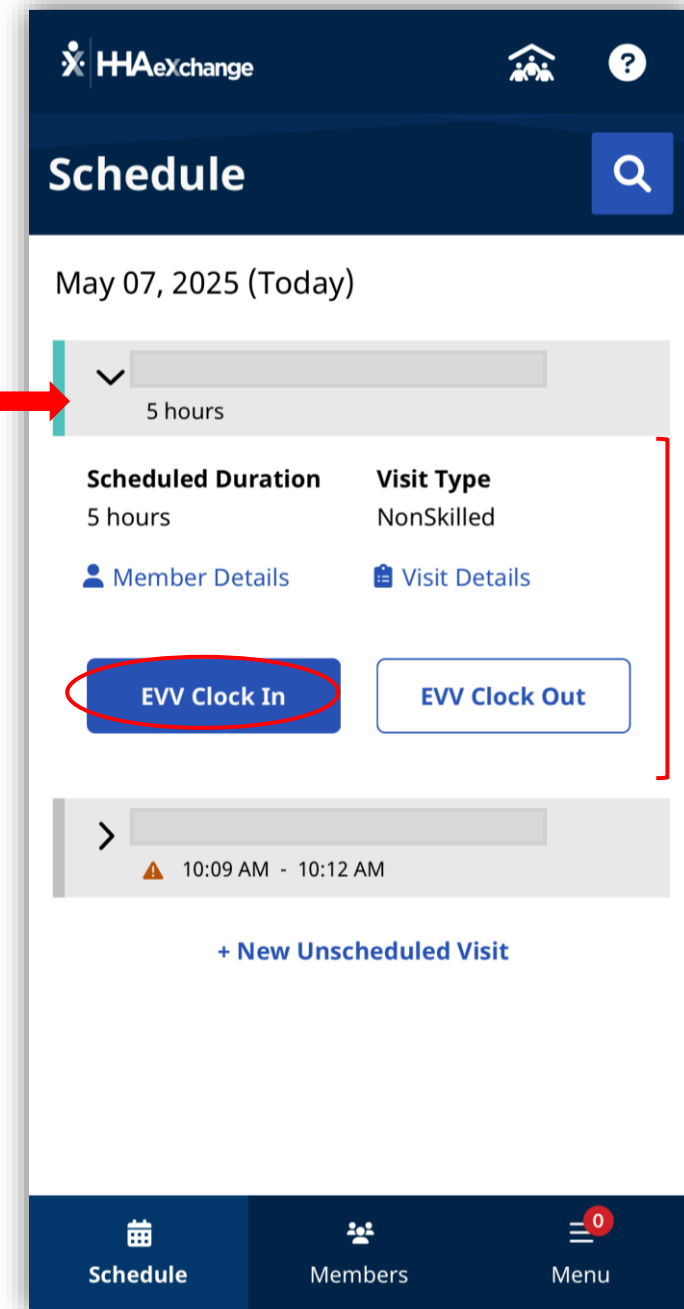
Clocking In: With Schedule

1. Navigate to "Schedule" tab on the bottom left corner of the app
2. Your assigned client's name should show up in the first page
3. Press on the name with the number of hours allocated for you to work per day



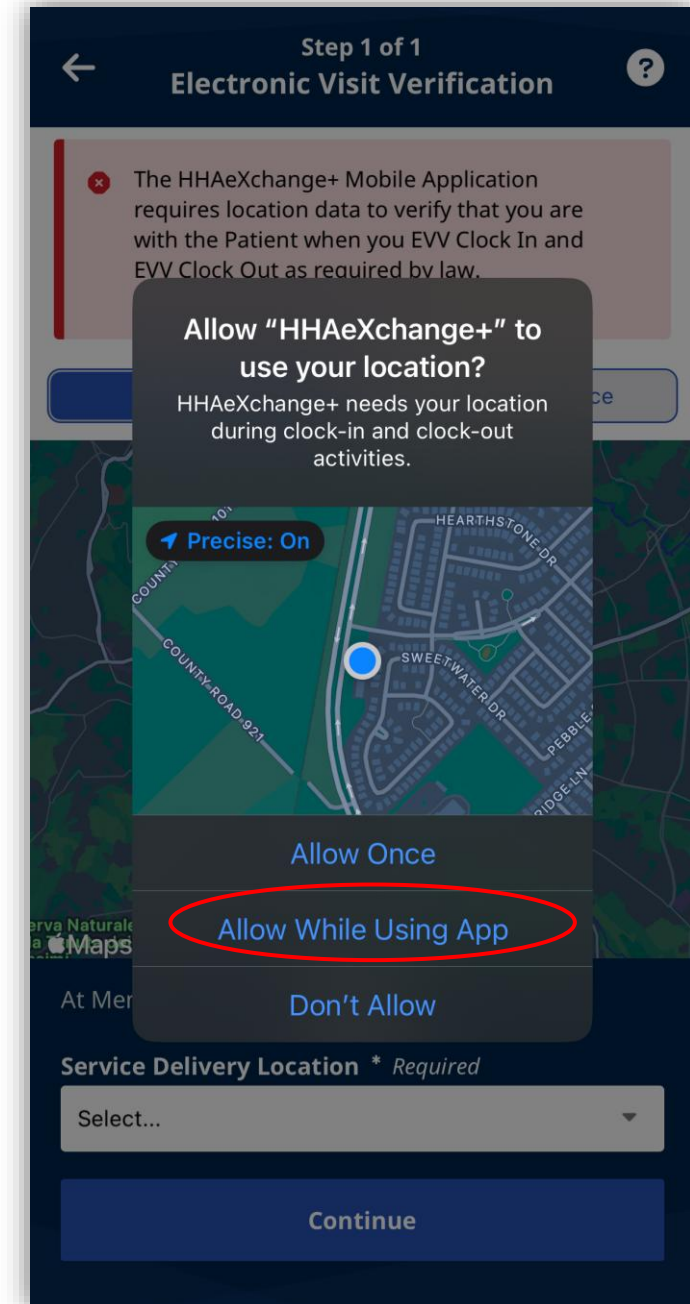
Clocking In: With Schedule

1. After clicking the name of client, a drop-down will show
2. Press "EVV Clock In" blue button
3. ****If you have not given your work schedule to case manager, navigate to slide 29****



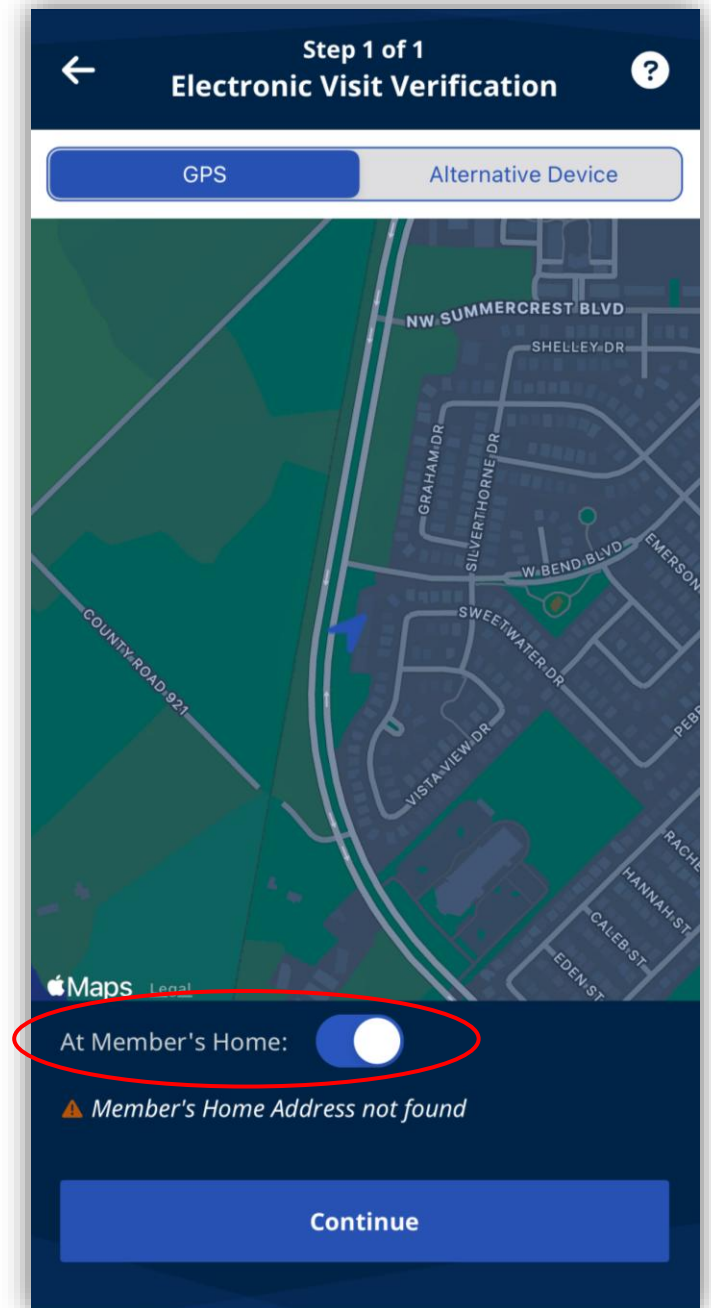
Clocking In: GPS

1. After pressing in the client's name, it will lead you to give permission for the app to know your location
2. Press "Allow Once" to allow the GPS to be turned on at all times. Turning it on always as it is a requirement



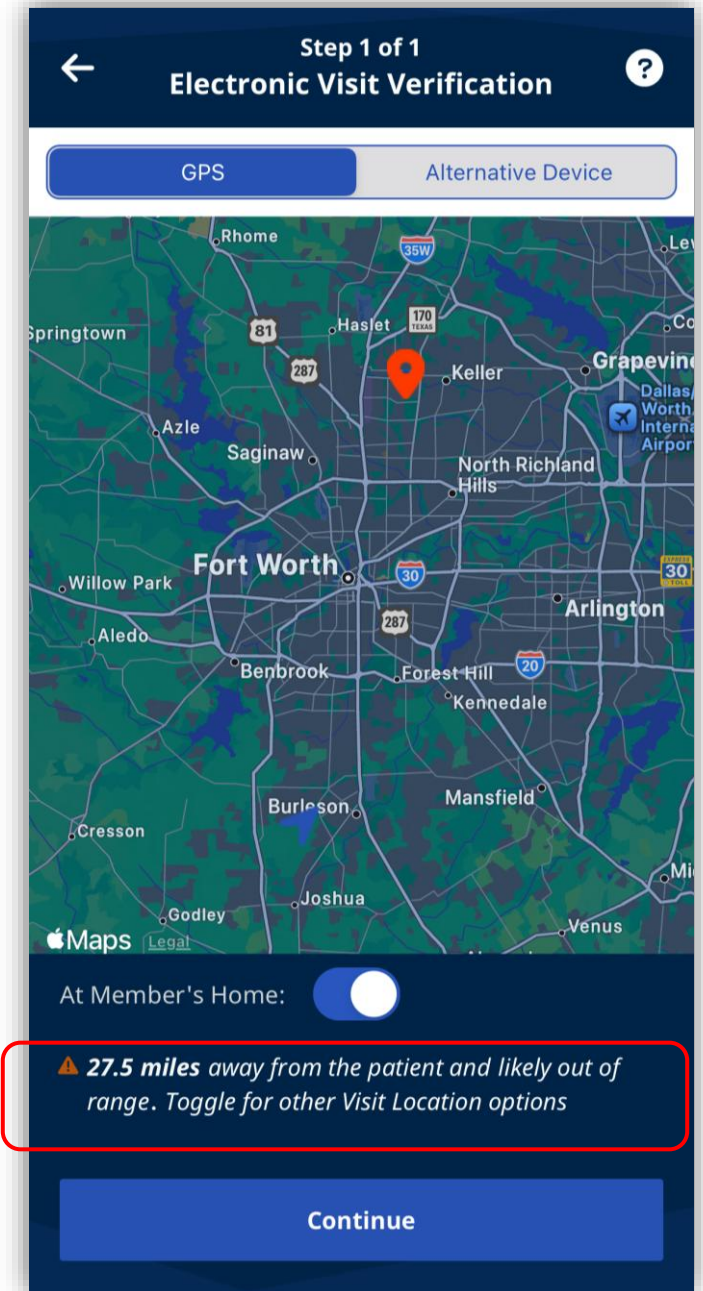
Clocking In: EVV

1. The GPS will show a map. If you are at client's house to clock in for CFC, make sure the button for "At Member's Home" is turned on
2. Proceed with "Continue"
3. ****Clocking in should always be at home if you have CFC services, unless client has Transportation services as well****



Clocking In: EVV

1. If you are clocking in outside of the home address, but mark it as "At Member's Home" the GPS will know and track it (see photo)
2. Any fraudulent clock ins will immediately get rejected by the app and it would not show up on the administrator side
3. ****Clocking in should always be at home if you have CFC services, unless client has Transportation services as well****



Clocking In: EVV

1. If client has transportation services in his/her plan, unselect the button that states "At Member's Home"
2. Select the "Service Delivery Location" button or arrow

Step 1 of 1
Electronic Visit Verification

GPS Alternative Device

At Member's Home: ☐

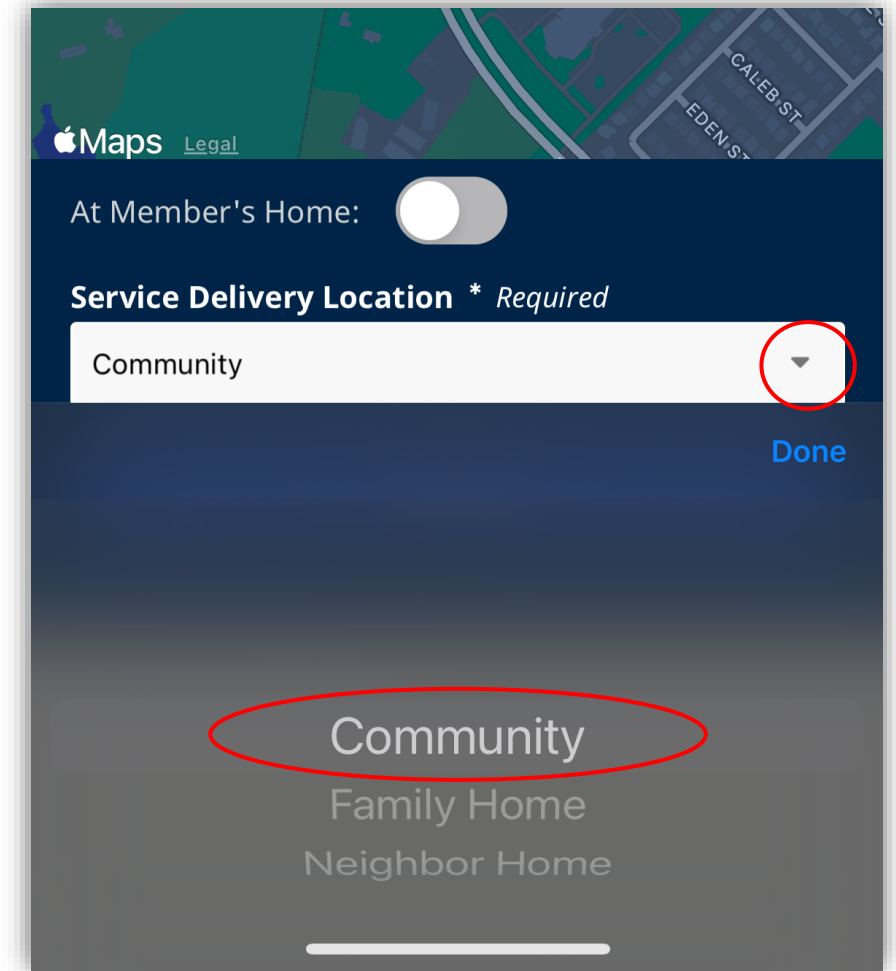
Service Delivery Location * Required

Select... ▼

Continue

Clocking In: EVV

1. After selecting the "Service Delivery Location" button or arrow, choose the "Community" button



Clocking In: EVV

1. Once "Community" is selected for the "Service Delivery Location" proceed with "Continue"

Step 1 of 1
Electronic Visit Verification

GPS Alternative Device

Apple Maps Legal

At Member's Home: ☐

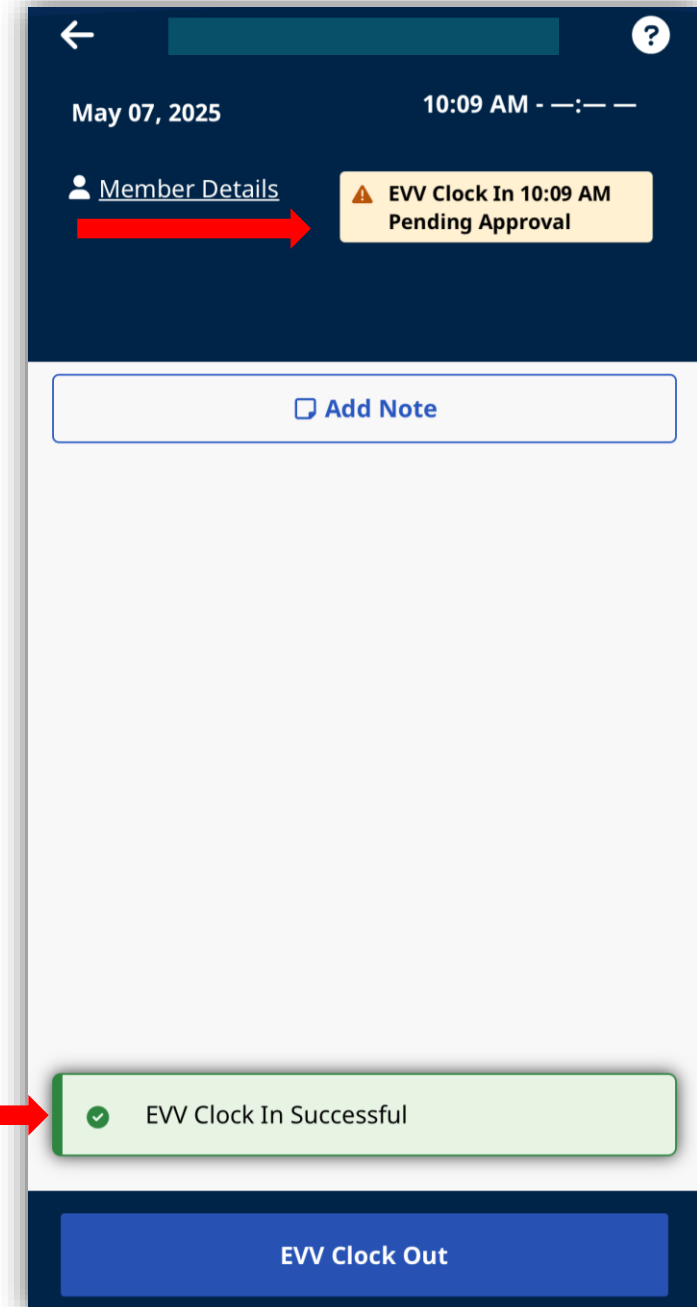
Service Delivery Location * Required

Select...

Continue

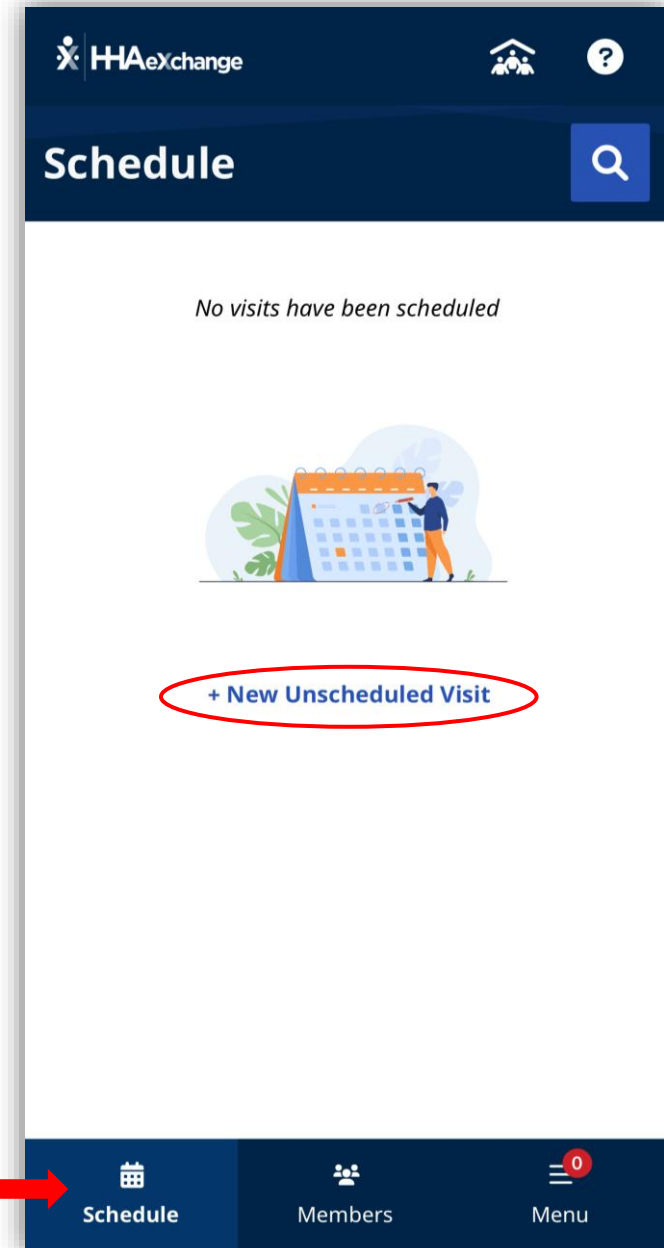
Clocking In: EVV

1. After pressing the "Continue" button, the app will lead you to this page
2. Two things you need to pay attention to, to confirm you clocked in:
 - "EVV Clock In 00:00AM Pending Approval"
 - "EVV Clock In Successful"



Clocking In: No Schedule

1. If there is no schedule, navigate to "Schedule" tab
2. Front page will be blank if you have not given your schedule to case manager
3. If it is blank, press "+New Unscheduled Visit"
4. ****Make sure you create a schedule with your assigned case manager that matches the CFC hours allocated for client****



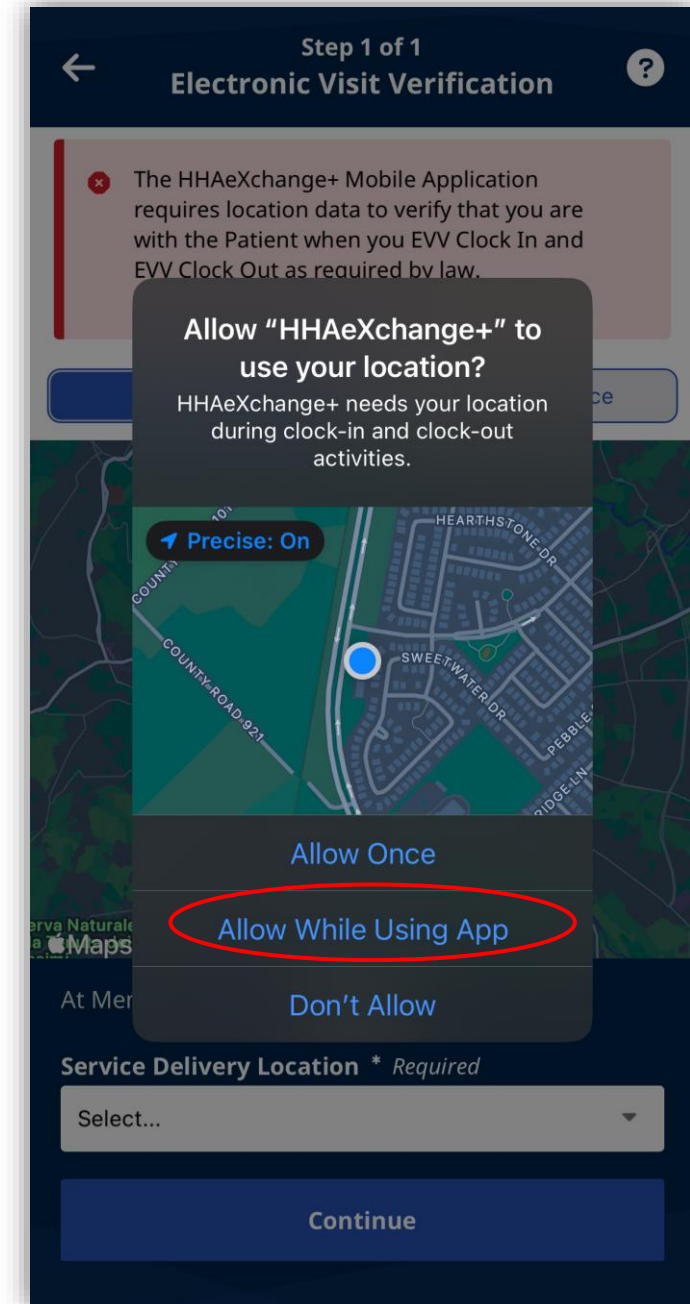
Clocking In

1. After pressing "+New Unscheduled Visit" your client's name will show
2. Click the client's name or the arrow *(for the purpose of this training, name and address of client has been blurred)*

The screenshot shows a mobile application interface for adding a new visit. The top navigation bar is dark blue and contains a back arrow, the title 'New Visit', and a help icon. Below the navigation bar is a search bar with the placeholder text 'Search by Name or Address' and a magnifying glass icon. Under the search bar, there is a list of blurred client entries. A red circle highlights a right-pointing arrow on the right side of the list. At the bottom of the screen, there is a button labeled 'Member not in list' and a 'Cancel' button.

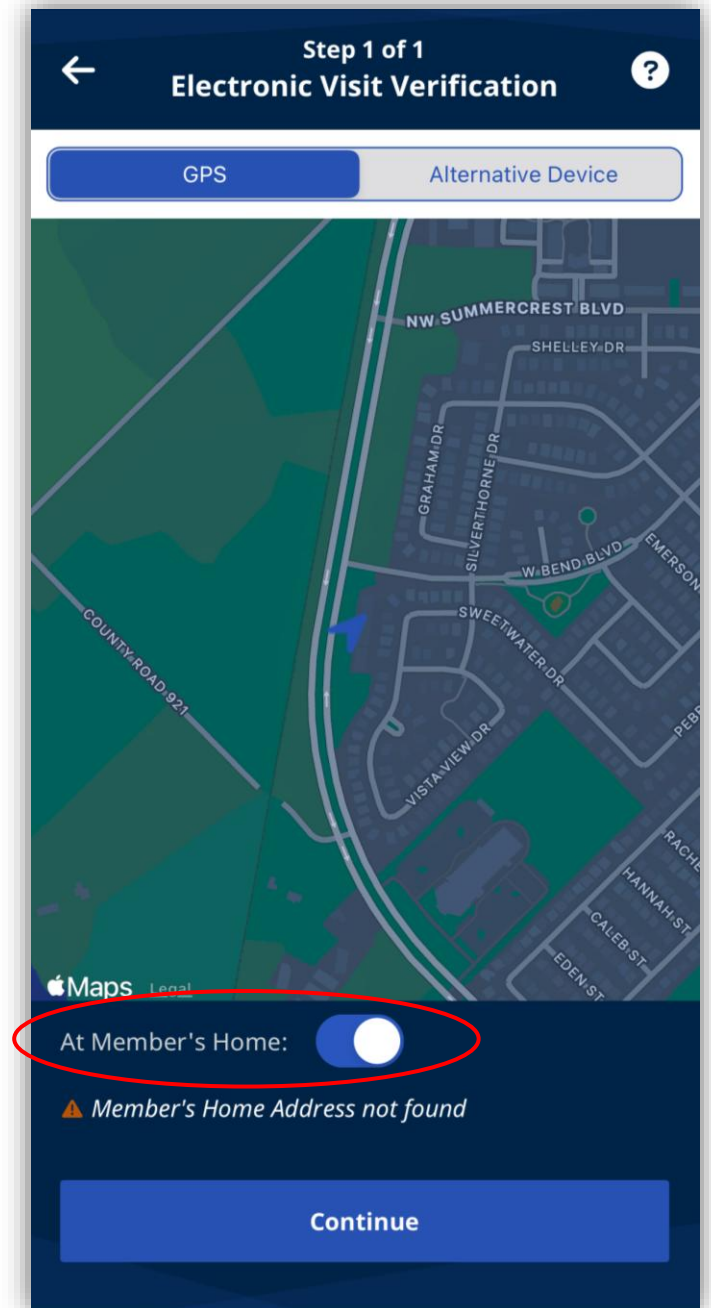
Clocking In: GPS

1. After pressing in the client's name, it will lead you to allow GPS
2. Press "Allow Once" to allow the GPS to be turned on at all times. Turning it on always as it is a requirement



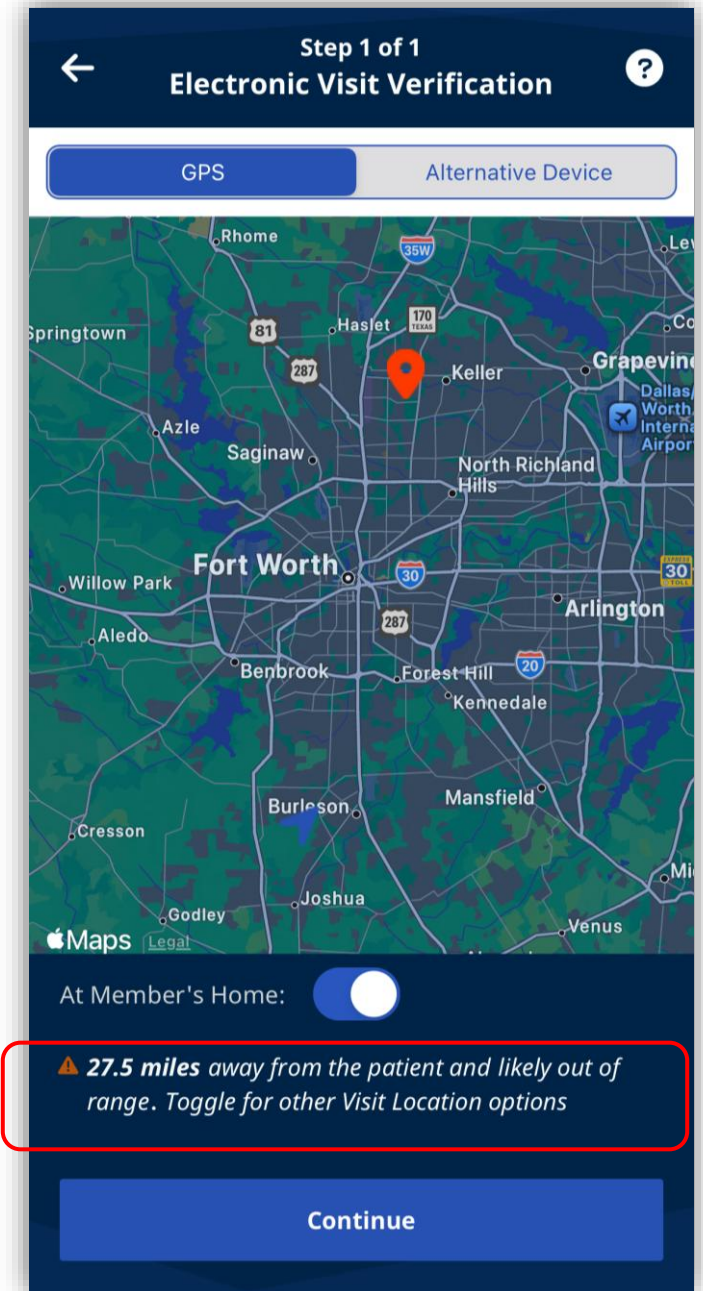
Clocking In: EVV

1. The GPS will show a map. If you are at client's house to clock in for CFC, make sure the button for "At Member's Home" is turned on
2. ****Clocking in should always be at home if you have CFC services, unless client has Transportation services as well****



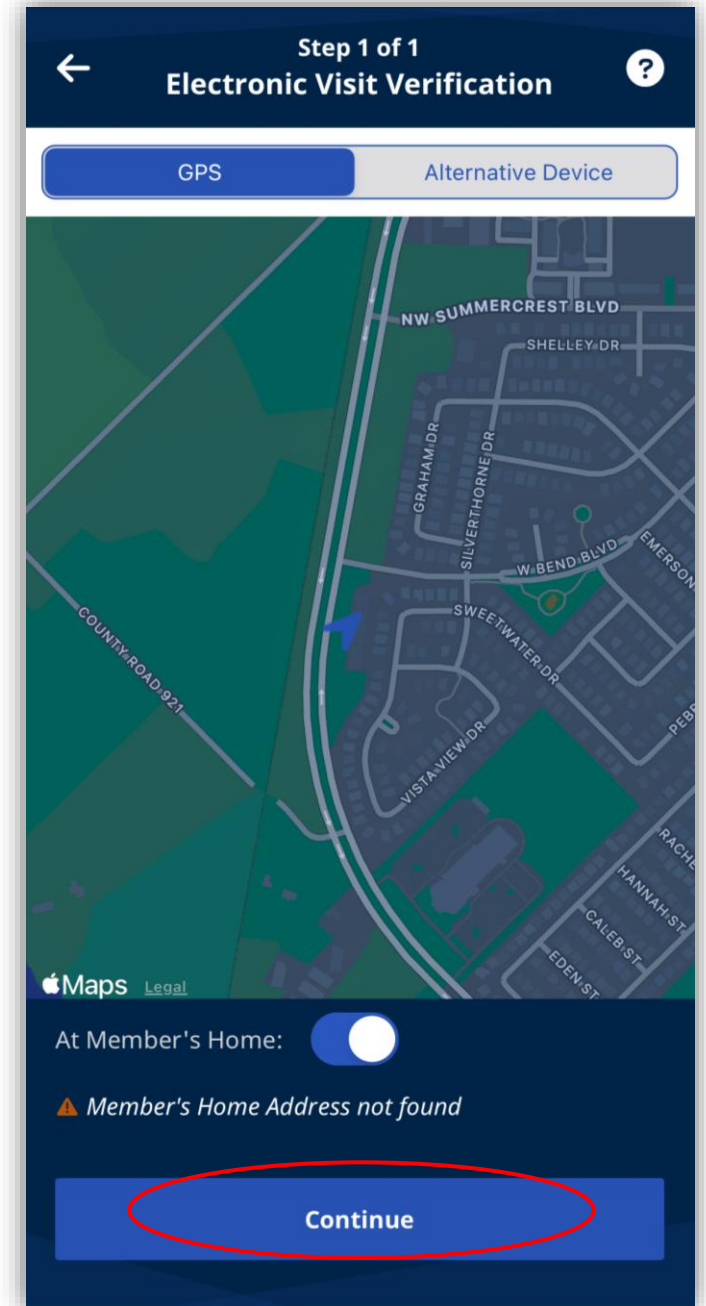
Clocking In: EVV

1. If you are clocking in outside of the home address, but mark it as "At Member's Home" the GPS will know and track it (see photo)
2. Any fraudulent clock ins will immediately get rejected by the app and it would not show up on the administrator side
3. ****Clocking in should always be at home if you have CFC services, unless client has Transportation services as well****



Clocking In: EVV

1. If you are "At Member's Home" proceed with "Continue"



Clocking In: EVV

1. If client has transportation services in his/her plan, unselect the button that states "At Member's Home"
2. Select the "Service Delivery Location" button or arrow

Step 1 of 1
Electronic Visit Verification

GPS Alternative Device

At Member's Home: ☐

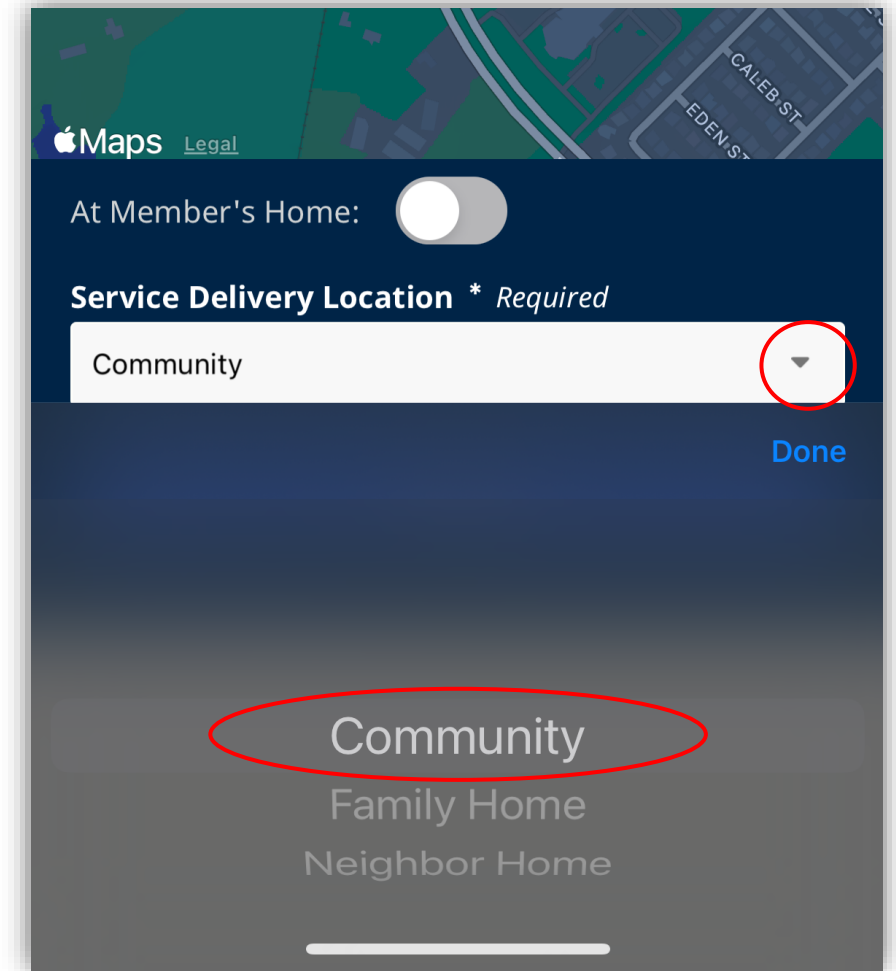
Service Delivery Location * Required

Select... ▼

Continue

Clocking In: EVV

1. After selecting the "Service Delivery Location" button or arrow, choose the "Community" button



Clocking In: EVV

1. Once "Community" is selected for the "Service Delivery Location" proceed with "Continue"

Step 1 of 1
Electronic Visit Verification

GPS Alternative Device

Apple Maps Legal

At Member's Home: ☐

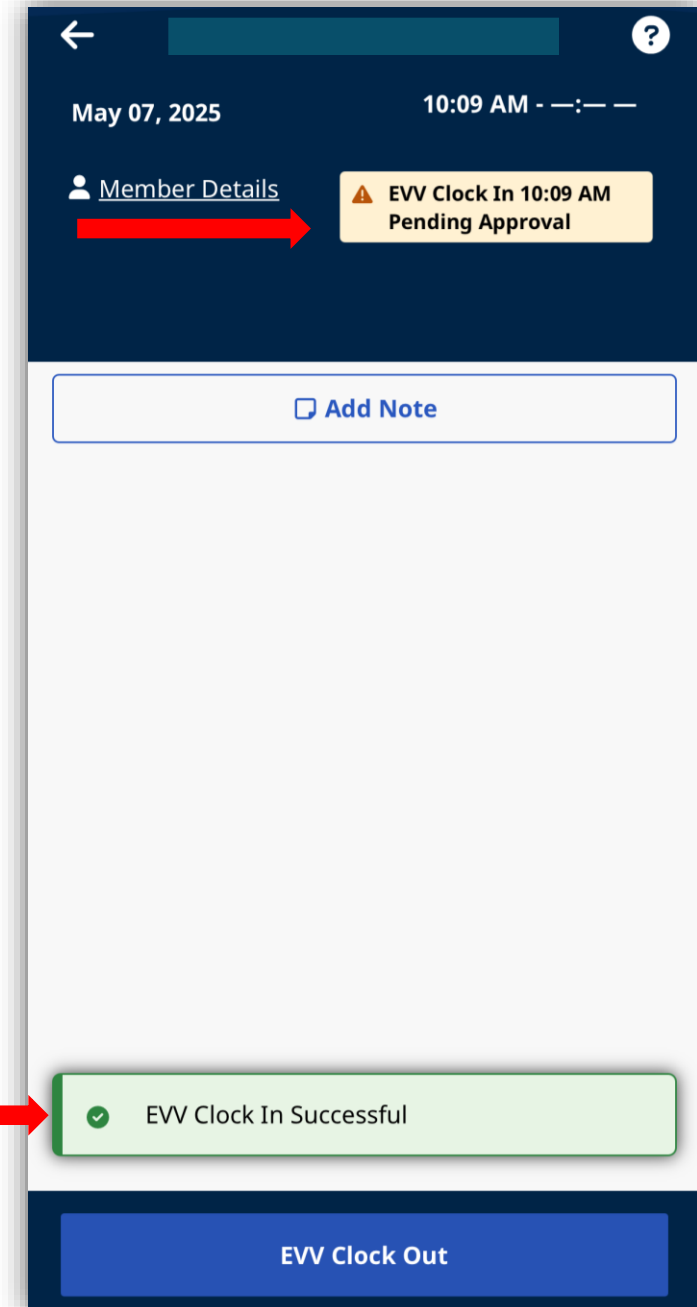
Service Delivery Location * Required

Select...

Continue

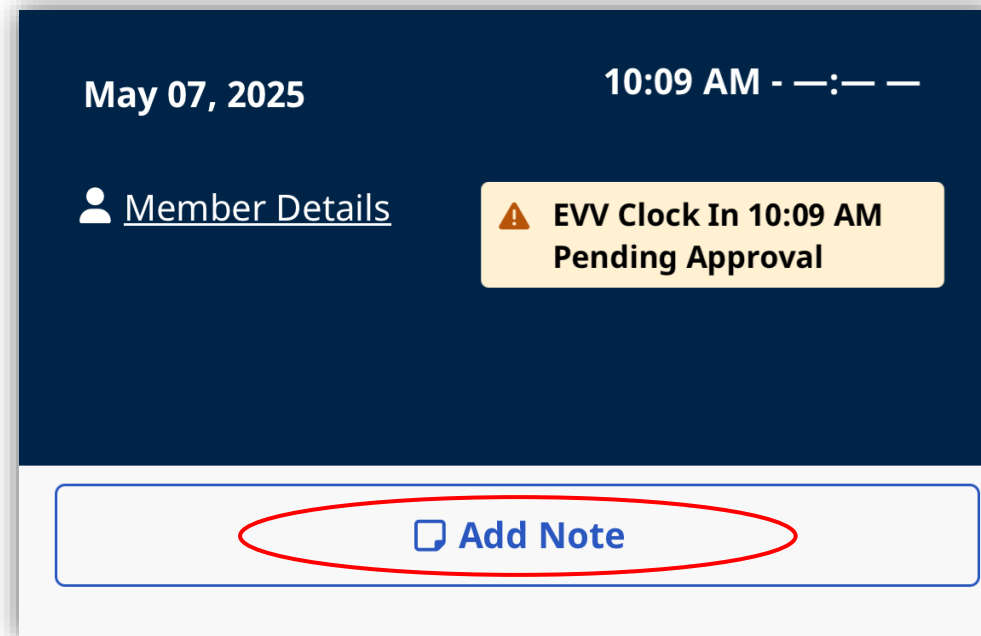
Clocking In: EVV

1. After pressing the "Continue" button, the app will lead you to this page
2. Two things you need to pay attention to, to confirm you clocked in:
 - "EVV Clock In 00:00AM Pending Approval"
 - "EVV Clock In Successful"



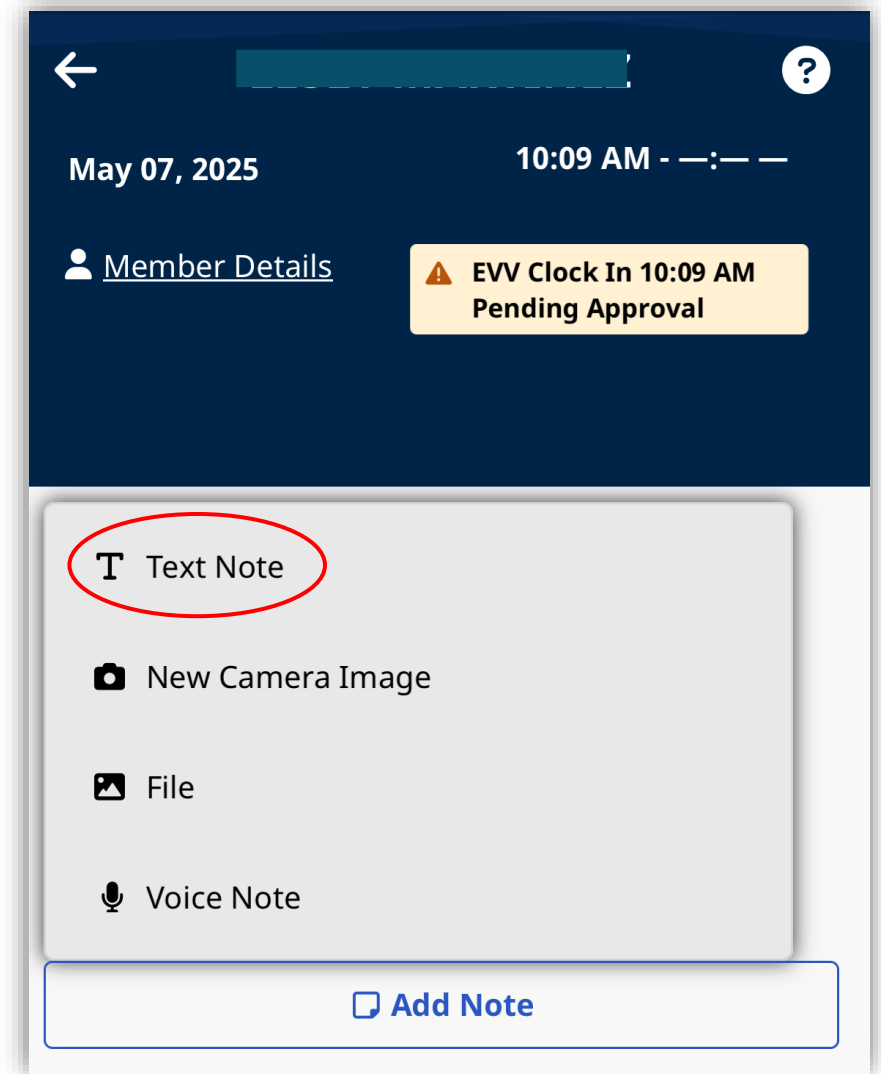
Optional: Creating a Note

1. This step is optional. If you want to make sure that you are clocked in and out, press "Add Note" to add a comment



Optional: Creating a Note

1. After pressing "Add Note," a drop down will appear
2. Press "Text Note" to add a comment or your start time



Optional: Creating a Note

1. After pressing "Text Note" write your clock in time on the blank space provided, under the label "Note"
2. You can come back and add more notes for your clock out time
3. Click "Save" button

← Add Text Note ?

Note

Trial 1
Clock In: 9AM

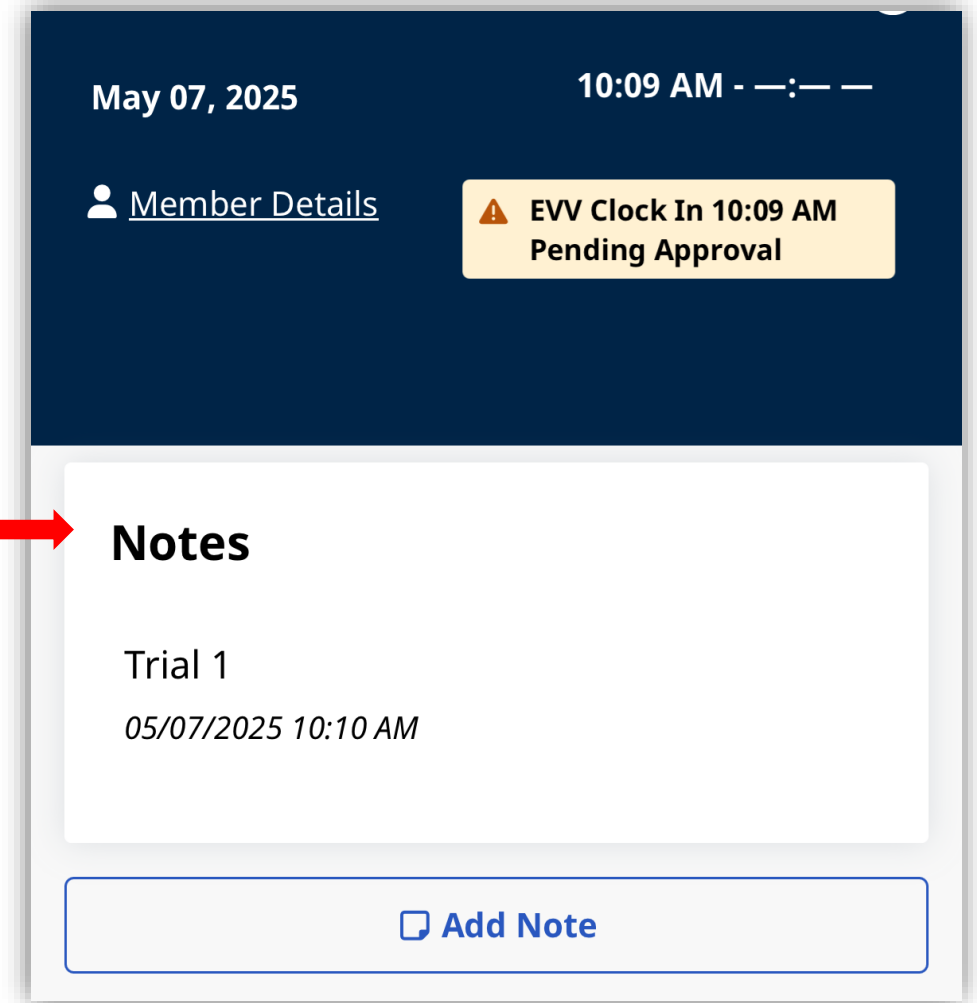
7 of 500 character limit

Save

Cancel

Optional: Creating a Note

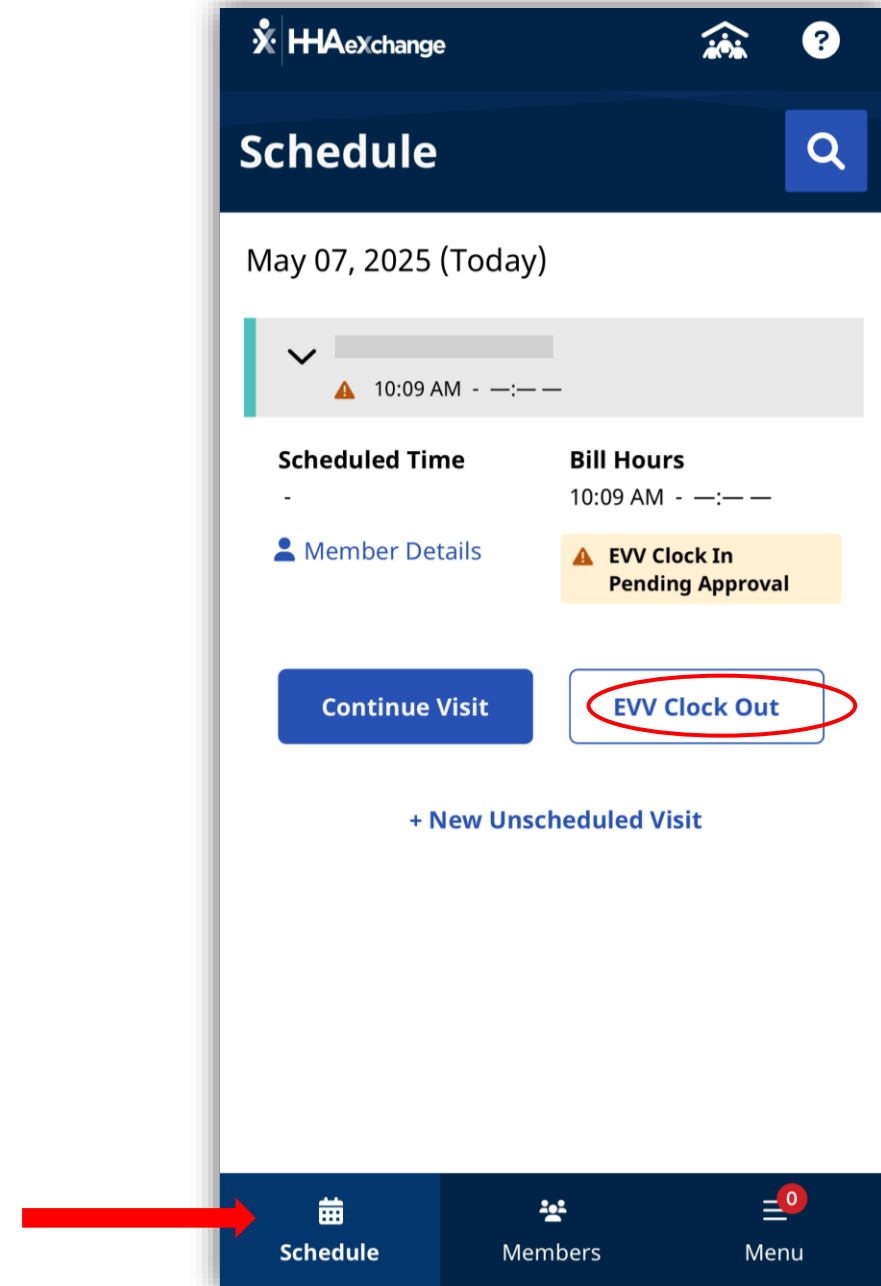
1. After pressing "Save" button, your finished note will appear on the profile



Clocking Out

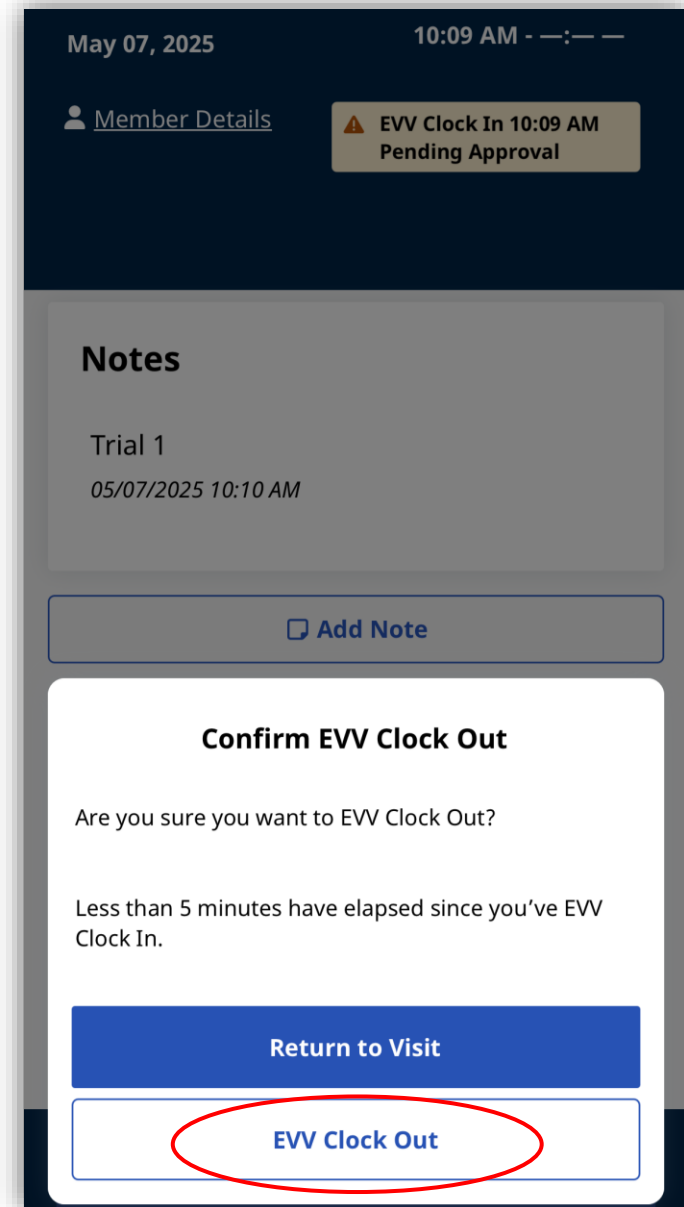
Clocking Out

1. Navigate back to "Schedule" tab
2. The client's name and your EVV Clock In should be pending approval
3. Press the "EVV Clock Out" button to clock out



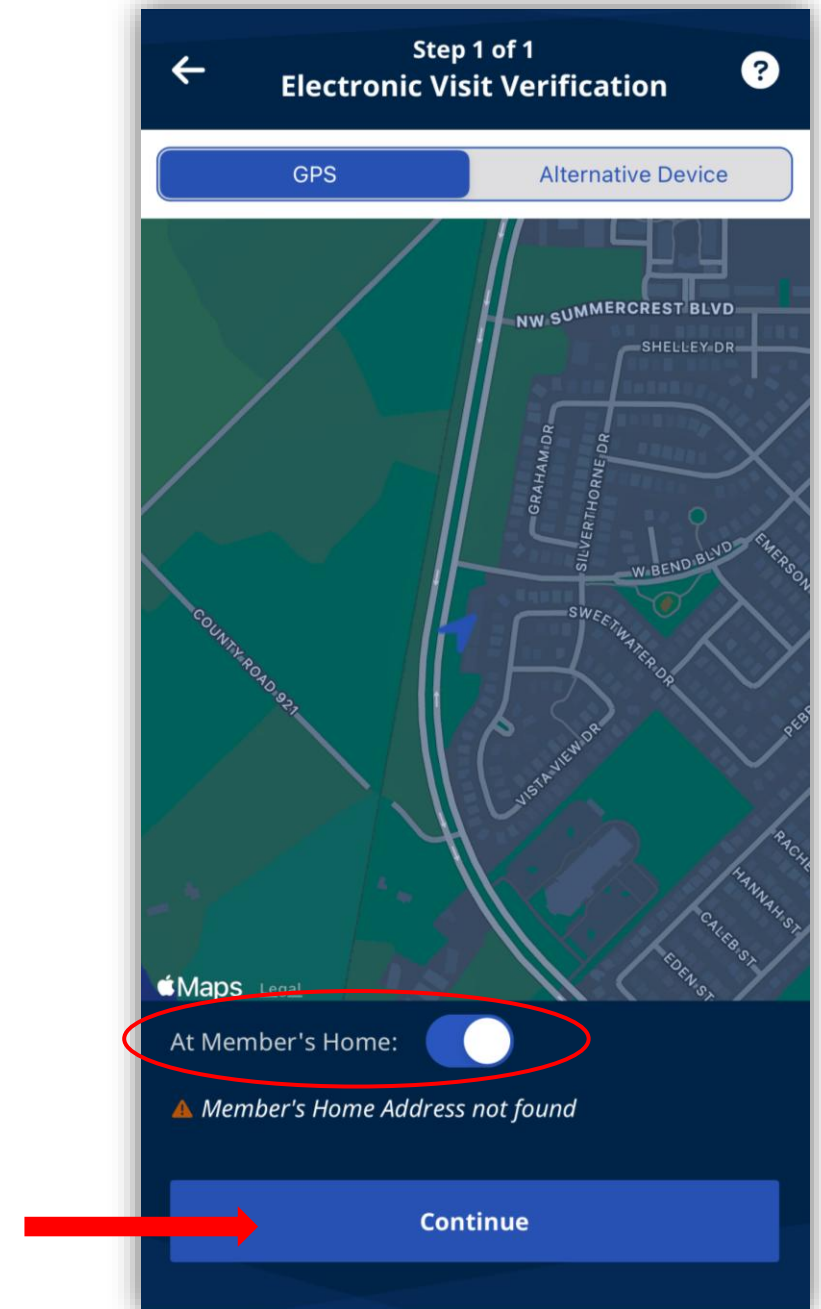
Clocking Out

1. After pressing the "EVV Clock Out" button, a small tab will appear with the title "Confirm EVV Clock Out"
2. Press the white "EVV Clock Out" button at the bottom of the page



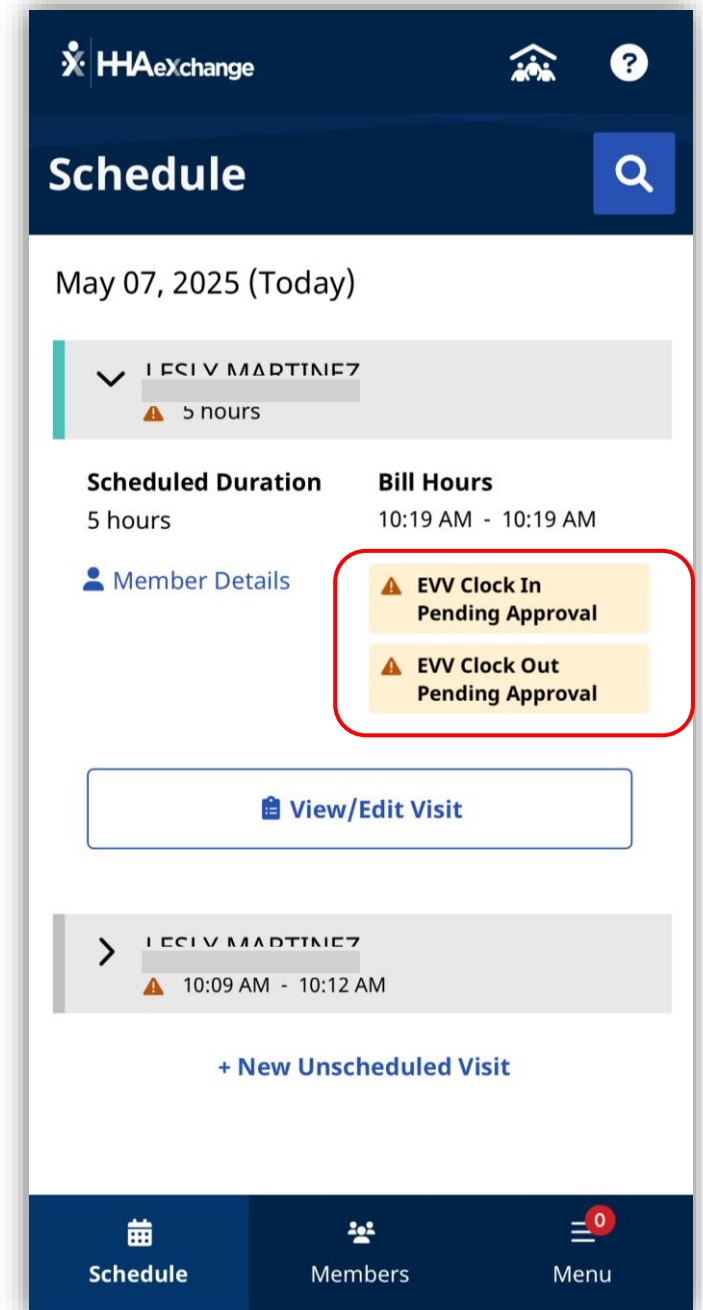
Clocking Out: EVV

1. After pressing the white "EVV Clock Out" button at the bottom of the page , it will lead you to the GPS page
2. If you are at client's house to clock out for CFC, make sure the button for "At Member's Home" is turned on
3. Press the "Continue" button



Clocking Out

1. Three things you need to pay attention to, to confirm you clocked out:
 - "EVV Clock In 00:00AM Pending Approval"
 - "EVV Clock Out 00:00AM Pending Approval"
 - "EVV Clock Out Successful"
2. ****If no "clock in/out pending approval" is visible, it means it was not registered****
3. TIP: Always screenshot your clock in/out to keep record of your hours in case the app has complications



End of Training

Thank you for your attention!