

# VESTA® MOBILE APPLICATION– MOBILE METHOD



Follow these steps to ensure the service attendant can successfully clock in and clock out from the member's home, using the Vesta Mobile Application.

## LOGGING IN TO THE APPLICATION

- Launch the Vesta Mobile Application from the smartphone.
- If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their Security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service Attendant ID, and the Security PIN to login.

## CLOCK IN

- From the Main screen, select **Mobile**.
- Select the Member EVV ID using the drop-down arrow next to Member ID or manually enter the EVV ID and select **CLOCK IN**.
- If the service attendant clocks in within 250 ft from the member's location, the service location will be defaulted to Member Home. (This should only be changed if services are not being delivered at the member's home.)
- Select **Continue** to clock in.

## VISIT IN PROGRESS

The Visit in Progress screen displays visit information such as date, time in and a timer that shows the duration of a visit in progress.

- Once a visit has started, the Vesta Mobile Application may remain open, or it may be closed.
- The Visit In Progress screen will display when returning to the Vesta Mobile Application.

## CLOCK OUT

If the application has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open it

- Click **CLOCK OUT** to end the visit. A **CONFIRM CLOCK OUT** prompt appears.
- If ready to end visit, click **OK**.
- If the service attendant clocks out within 250 ft from the member's location, the service location will be defaulted to Member Home. (This should only be changed if services are not being delivered at the member's home.)
- Select **Continue** to clock out and visit details appear.
- If applicable, the service attendant may change the service locations before finalizing the visit.
- Click **OK** to close Detail Information.

Agency ID \_\_\_\_\_

Service Attendant EVV ID \_\_\_\_\_

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the program providers.

The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit ONLY at the time an attendant clocks in and clocks out.

# VESTA® MOBILE APPLICATION- COMMUNITY LOCATION



Follow these steps to ensure the service attendant can successfully clock in and clock out away from the member's home, using the Vesta Mobile Application.

## LOGGING IN TO THE APPLICATION

- Launch the Vesta Mobile Application from the smartphone.
- If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their Security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service Attendant ID, and the Security PIN to login.

## CLOCK IN

- From the Main screen, select **Mobile**.
- Select the Member EVV ID using the drop-down arrow next to Member ID or manually enter the EVV ID and select **CLOCK IN**.
- If the service attendant clocks in more than 250 ft from the member's location, select the applicable Service Location from the drop-down menu.
- Select **Continue** to clock in.

## VISIT IN PROGRESS

The Visit in Progress screen displays visit information such as date, time in and a timer that shows the duration of a visit in progress.

- Once a visit has started, the Vesta Mobile Application may remain open, or it may be closed.
- The Visit In Progress screen will display when returning to the Vesta Mobile Application.

## CLOCK OUT

If the application has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open it

- Click **CLOCK OUT** to end the visit. A **CONFIRM CLOCK OUT** prompt appears.
- If ready to end visit, click **OK**.
- If the service attendant clocks out more than 250 ft from the member's location, select the applicable Service Location from the drop-down menu.
- Select **Continue** to clock out and visit details appear.
- If applicable, the service attendant may change the service locations before finalizing the visit.
- Click **OK** to close Detail Information.

Agency ID \_\_\_\_\_

Service Attendant EVV ID \_\_\_\_\_

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the program providers.

The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit ONLY at the time an attendant clocks in and clocks out.

# VESTA® MOBILE APPLICATION- TOKEN



Follow these steps to ensure the service attendant can successfully clock in and clock with a token, using the Vesta Mobile Application.

## LOGGING IN TO THE APPLICATION

- Launch the Vesta Mobile Application from the smartphone.
- If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their Security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service Attendant ID, and the Security PIN to login.

## CLOCK IN

- From the Main screen, select **Token**.
- Select the Member EVV ID using the drop-down arrow next to Member ID or manually enter the EVV ID.
- Enter the six-digit token number of the clock-in into the Value In and click **Submit**.

## CLOCK OUT

- If the application has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open it
- Enter the six-digit token number of the clock-in into the Value Out and click **Submit**.
- Select **OK** to confirm the Clock Out.

## INVALID MEMBER EVV ID

When a user selects or enters an invalid member EVV ID, a message stating "Member ID is not recognized, please try again. If the error persists, please contact your Agency. Error #221" appears. The user should correct the EVV ID before submitting.

## INVALID TOKEN DATA

When a user enters invalid alternative device values for the clock in or clock out, a message stating "Unable to verify six-digit device value or the value has expired. Clock In/Out attempt cannot be authenticated. Please try again. If the error persists, please contact your Agency. Error #229" appears. The user should correct the six-digit device value before submitting.

Agency ID \_\_\_\_\_

Service Attendant EVV ID \_\_\_\_\_

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the program providers.

The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit ONLY at the time an attendant clocks in and clocks out.

# VESTA® MOBILE APPLICATION- TOKENS



Follow these steps to ensure the service attendant can successfully submit clock in and clock token values after visits have already been completed, using the Vesta Mobile Application.

## LOGGING IN TO THE APPLICATION

- Launch the Vesta Mobile Application from the smartphone.
- If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their Security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service Attendant ID, and the Security PIN to login.

## CLOCK IN/CLOCK OUT

- From the Main screen, select **Tokens**.
- Select the Member EVV ID using the drop-down arrow next to Member ID or manually enter the EVV ID.
- Enter the six-digit token number of the clock-in into the Value In.
- Enter the six-digit token number of the clock-in into the Value Out .
- Click **Submit**.

## INVALID MEMBER EVV ID

When a user selects or enters an invalid member EVV ID, a message stating “Member ID is not recognized, please try again. If the error persists, please contact your Agency. Error #221” appears. The user should correct the EVV ID before submitting.

## INVALID TOKEN DATA

When a user enters invalid alternative device values for the clock in or clock out, a message stating “Unable to verify six-digit device value or the value has expired. Clock In/Out attempt cannot be authenticated. Please try again. If the error persists, please contact your Agency. Error #229” appears. The user should correct the six-digit device value before submitting.

Agency ID \_\_\_\_\_

Service Attendant EVV ID \_\_\_\_\_

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the program providers.

The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit ONLY at the time an attendant clocks in and clocks out.



Follow these steps to ensure the service attendant can successfully submit clock in and clock token values using the Vesta Employee Portal.

## LOGGING IN TO THE VESTA EMPLOYEE PORTAL

- From a web browser, access the employee portal at <https://employeeportal.vestaevv.com>
- Enter your Username and Password. This information is provided by your service provider. You will reset your password after the first login.

## ACCESS THE TOKEN CODE SECTION

- From the Employee Portal sidebar, select Token Codes.

## ENTER MEMBER ID

- Using the drop-down menu, select the Member EVV ID or enter it manually.

## ENTER TOKEN VALUE 1

- Enter the six (6) digit token value for the clock in.

## ENTER TOKEN VALUE 2

- Enter the six (6) digit token value for the clock out, if applicable.

## REVIEW VALUES AND SELECT ENTER

- After one or both values have been entered, select Enter.
  - If all values entered were valid, the user receives a confirmation that the values were successfully submitted, and the dates/times of the clock in/out display.
  - If invalid values were entered, review the message and follow steps to make the necessary corrections.

Website: [employeeportal.vestaevv.com](https://employeeportal.vestaevv.com)

Username\_\_\_\_\_

Follow these steps to ensure a successful clock in and clock out:

- ✓ The Member EVV ID must be entered correctly.
- ✓ A valid token value is entered for the clock in.
- ✓ A valid token value is entered for the clock in.
- ✓ The total worked hours must match the hours for the shift.

## STEPS FOR A SUCCESSFUL CLOCK IN AND CLOCK OUT



The Vesta EVV System uses information gathered from the Vesta Mobile Application to link to scheduled visit(s). When specific Shift Criteria is met for a visit, that visit will Auto Link/Auto Verify and will not require visit maintenance.

- Service Attendant EVV ID must match
- The Member EVV ID must match the EVV ID for the member (Members can only be identified by the EVV System via this number)
- Valid Token Value for time in (when entering token numbers through the Vesta Mobile Application)
- Valid Token Value for time out (when entering token numbers through the Vesta Mobile Application)
- EVV Total Worked Hours must match the Scheduled Hours for the shift
- There should only be one clock in and one clock out for the Member