EVVCOMPLIANCE

Quick Guide

For Step-by- Step instructions go to www.ccrespite.com

Cordova.evvcompliance.org

Log in - **Employee Email**

Default Password**: CCEVV2020**

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Downloading The App

On a Smart Phone, Tablet or Computer use the default web browser (Safari, Google, etc..) In the Address Bar (not the search bar) Type:

Cordova.evvcompliance.org

Or go to the Cordova consulting Website ccrespite.com. A pop-up window EvvCompliance will display. Choose Learn more. Choose the **Get the App** button. This will open the above website.

If the Learn More window does not display, go to EVVCOMPLIANCE in the menu. Choose the **Get the App** button. This will open the above website.

iPhone Procedures – Default Browser is SAFARI
1. When the main page displays, Scroll Up to reveal the symbols at the bottom of the screen.
2. After scrolling up, the icons on the bottom of the screen will appear.
3. Press the Share Button ⬆
4. When the page changes scroll up to reveal a list of options
5. Look for and choose "Add to Home Screen".
6. A screen titled "Add to Home Page" will display Choose Add
7. Scroll through the device's pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action.   The background may be different depending on the particular phone setting.

Android Procedures- Default Browser is often Chrome
1. When the main page displays touch the 3 dots in the top right corner.
2. A list will display. Depending on the device the list may have the option to use Chrome – Choose this option. If this option is not offered move on to #3 below.
3. Touch the 3 dots again. When the menu list displays, choose Add to Home screen or Download App
4. A small screen will pop up. Press Add.
5. Scroll through the device pages and search for the app icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone/device setting. Tap the Icon to open the app.

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Using the App

Log In

1. Scroll sideways in the device pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone setting. Select the app by pressing the icon.
2. Sign-In by typing your email address in the Email* box. (This will be the employee email on file with the employeer's office).
3. In the Password* box type in all capital letters **CCEVV2020** (for first time log-in). If the password was changed, type in the password you created.
    a. To see the password, touch the eye icon.
    b. Optional: Touch the box next to "Keep me signed in" This will reveal a check mark ✓ .
    c. Touch Sign In
4. When the screen asking, "allow Cordova to access your location?" displays, **Allow** must be chosen or the app will not work!

Beginning a New Shift

1. Begin a New Shift by choosing **New Shift.**
2. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
3. Select the service being provided for this shift.
4. Next select the client you are working with this shift.
5. In the *Estimated Shift Time* box type the number of hours you expect to work for the shift.
6. Press Start Shift.

Location

When the **Start Shift** map screen displays, type in a note about your current location in the *Description** box (for example*: "Home," "Clients house,"*etc…)

1. GPS will ping your location and place a red marker 📍 on the map.
2. When finished typing the description choose **Check In**.
3. If a warning "Geolocation Error," "Getting Location Access Denied" displays, access will need to be allowed in the device settings. See Trouble Shooting, page for instructions.

Main Screen

This Screen has the service type and client name displayed at the top. There are many options available on this page. It is the apps main page. When reaching this page:

1. The App may be closed.

2. Put the device away and begin working with the client.
3. Other functions on the device may be used while the App is running in the background.

End Shift

At the end of your shift, re-open the app and touch the **End Shift** icon.

1. When the end location screen displays type a note about your current location in the *Description** box (*e.g... "Home," "Client's House" etc.).*
2. When finished typing, Touch **Check Out**.

Time Difference Reason

1. If this page displays, read the list and pick a reason for the difference between the estimated time and the actual time.
2. Touch the white dot next to the reason that best fits your situation.
3. Touch the blue check mark ☑ in the upper right-hand corner to submit this page.
4. On the Shift Duration page type in the correct number of hours for your shift in the white box. Touch the blue Check mark ☑ to submit the change.
5. On the next page choose **Ok** to confirm the change.

Review Shift

The **Review Shift Details** page has 3 sections. Both the Employee and the Parent/Guardian should review these sections.

1. The *Shift Details* icon goes over Logged-in Locations and Receipts.
2. The *Notes* icon will review any notes the employee made during the visit.
3. The *Signature* icon opens a screen for the worker/caretaker and the guardian/consumer to sign. **Signatures must be completed to end the shift.**

Signatures

1. When the Signature page is displayed, touch the appropriate box for yourself (Guardian/Consumer or Caretaker).
2. The page will change to a larger box. Turn the device sideways (landscape) for signing.
3. Use your finger or device tool to write your signature.
4. Touch Confirm when finished.
5. Pass the device to the other person for their signature.

Submit Shift/Log Out

1. Once both signatures are complete. Press Submit Shift.
2. When the Submit Confirmation page displays, choose **OK.**
3. When the Shift Submitted page displays, choose **OK.**
4. When the home screen page displays, choose **Log Out.**

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More Functions

Recording Sick Hours

1. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
2. Choose **Sick**
3. The client box will turn grey and will be locked – leave blank. No client will display for sick pay.
4. Place the number of hours being claimed as sick pay for this day.
5. The screen **Sick Hours Request** will display. Confirm or correct the number of hours you are requesting as sick time.
6. Touch **Submit Shift**
7. When the **Sick Hours Request** page displays, read the information and confirm the hours are correct.
8. Touch **Submit Shift.**
9. Log-out.

Time Sheet Tab

Touch the Time Sheet tab to view the Time Sheet Calendar.

Time Sheet Calendar

1. The current month, **Time Sheet** calendar will display.
2. Towards the top will be the client's name.
3. To view multiple clients, touch the arrow next to the **CLIENT Name** box.
4. Information regarding the client's and employee's hours related to this client will be displayed.
5. On the calendar grid:
   - Grey boxes are dates with no hours recorded.
   - White boxes with a number inside are dates and hours recorded.
   - Blue boxes at the end of each week show the total hours worked in the week for the identified client.
6. To view different months, use the side arrows at the top of the calendar.

Remember, employees may NOT exceed 40 hours each week. If families have more hours, multiple employees should be used.

View Shift

1. To view the details of a shift and make corrections, touch the box with the shift hours indicated.
2. A window will display with the shifts worked on the selected date. Touch the shift you would like to correct.

Corrections can only be made to shifts that have been logged into the app. If the app does not show hours for a date worked, call the office for support.

Edit Shift

1. The Edit Shift page provides the Estimated Shift Time, Recorded Shift Time, and Time I Actually Worked which is the hours to be paid.
2. **To make a correction change the hours in the box labeled "Time I Actually Worked."**
3. Touch **Update**.

Notes

Notes Must be added:
1. When the client sustains an injury.
2. When there is an incident that effects the client's, employee's, or other's health and safety.

Notes Should be added:
1. When family requests information to be noted.
2. When anything unusual happens.
3. When employee has concerns or questions about the client/activities/meals/etc… that the employee wants to remember to discuss with the family.

Notes Could be added:
1. To share about the client's day.
2. To assist the employee in remembering something important or interesting.

Logging notes

1. To begin logging a note into the app, choose the *Notes* Icon on the top menu line.
2. When the notes page is displayed, touch the white box to begin typing.
3. When finished typing the note, touch the check m✓k in the upper right-hand corner to save and submit the note.
4. The Main page will return.
5. If more notes need to be added later, just touch the Notes Icon again.
6. When the notes page displays, touch the white box and write another note on the same page as the previous note.
7. Touch the check mark ✓ to save and submit the note.
8. To exit out of the page without saving information, touch the X in the top left-hand corner.

Language Options

The app can be displayed in both English and Spanish.
1. To Change the language setting log-in as usual then choose the My Account icon.
2. On the My Account page, in the *Language** box, touch the down arrow to choose English or Spanish.
3. Touch the X in the upper left-hand corner to exit out of the page.

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Trouble Shooting

For Personal Assistance with using the App, Please Come in-person to the office as many phones are different and staff will need to see the particular phone to best support your needs.

Log-in not working:

1. Are you on the correct website? **cordova.evvcompliance.org**
    i. The picture should look like the one below with a picture of the two people touching hands.

2. The log-in information is the EMPLOYEE'S Email.
3. Check that there are No Typos. Touch the little grey eye shape in the Password box to see the password typed.
4. Try writing the email in all lowercase.
5. Try writing the email with the first letter upper case and the rest of the email lowercase.
6. The Default Password must be in all Capital letters, one continuous string **CCEVV2020**
7. If the default password was changed and you cannot remember your new password tap Forgot Password and have instructions sent to your email to make a new Password.
8. Call the office for further support.

Forgot to log-in

1. Same day - Long in immediately and complete the process.
2. Hours may be corrected at a later time for logged-in shifts by using the Time Sheet tab.
3. Different day – Call the office as soon as possible for notification of the unrecorded shift.

Forgot to log-out

1. Log out as soon as you notice. Use the reason for change page to correct the hours.
2. You may log-out of an old shift and start a new shift on the same day.

No internet/cell service/airplane mode

1. Check all settings are correct.
2. Connect phone to home internet server if possible.

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3. Log in on another device Tablet/Laptop/desktop/ that has internet connection.
4. Complete the process at a later time when service is connected and use "reason for time difference" page to document the issue and log the correct time.
5. Correct the time on the Time Sheet calendar
6. Call the office for Support

Frozen App

After logging-in on another device the app is frozen on the phone. Close the app on the phone and log-in again.

TypeError

If a "**TypeErro**r" message displays when trying to do the map location, then the phone/device may be blocking or unable to use too the geolocation. See below to correct the geolocation, or try using a different device (different phone, laptop, desktop, tablet).

Geolocation Error

 If a geolocation error message, "Getting location access denied" displays, the location services for the phone's/device's websites is turned off or blocked.
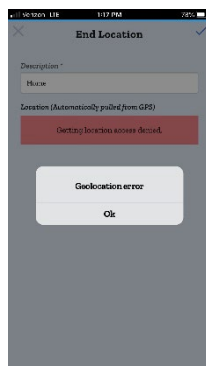
Allowing Geolocation:

When the device's location service is off or blocked, follow the steps to correct this setting:

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Please be advised that both Android and Apple will update where these settings are located on a fairly frequent basis. We will do our best to keep the steps below up to date, but if you find these steps to no longer be accurate, searching for "reset (device type) location settings" should provide you with the most recent reset path.

iPHONE:

To change the geolocation settings for an iPhone try the following options:

Option 1

I.	Settings
II.	Privacy
III.	Location services
IV.	Turn on
V.	Scroll to find SAFARI or Safari websites
VI.	Allow, or allow while using the app.
VII.	Close the app and re-open.
VIII.	Choose Location at the bottom of the page and try the geolocation again.

Option 2

I.	Settings
II.	Scroll down to **Safari,** Touch Safari
III.	Scroll down to **Location**, touch location
IV.	Choose **Ask or Allow**
V.	Close the app and re-open.
VI.	Choose Location at the bottom of the page and try the geolocation again.

Option 3

I.	Settings
II.	General
III.	Reset
IV.	Reset Location and Privacy – this option will reset ALL the location and privacy settings for all the apps on the device.

ANDROID:

Androids have many different instructions depending on the particular phone: Try the different options below:

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Option 1

    I.   Settings
   II.   Location or Security and Location
  III.   Add Permissions
  IV.   Google or Chrome
   V.   Choose Allow while using the App.
  VI.   Close the app and re-open.
 VII.   Choose Location at the bottom of the page and try the geolocation again.

Option 2

    I.   Open Chrome
   II.   Tap Settings (usually 3 dots in the top right corner of the browser)
  III.   Tap Site Settings
  IV.   Check to make sure Location says "Ask First," if not, change it to "Ask First"
   V.   Tap Location
  VI.   Tap Blocked
 VII.   Look for cordova.**evvcompliance.org,** or **evvcompliance.org** in this list, it is alphabetical.
VIII.   Tap Clear and Reset, or Allow
  IX.   Close the app and re-open.
   X.   Choose Location at the bottom of the page and try the geolocation again.

Option 3

    I.   Open Chrome
   II.   Tap Settings (usually 3 dots in the top right corner of the browser)
  III.   Tap Site Settings
  IV.   Check to make sure Location says "Ask First," if not change it to "Ask First"
   V.   Tap Location
  VI.   Tap All Sites up top
 VII.   Look for EVVCompliance in this list, it is alphabetical
VIII.   Tap Clear and Reset
  IX.   Close the app and re-open.
   X.   Choose Location at the bottom of the page and try the geolocation again.

Option 4 – Other issues - These steps may vary slight depending on the Android device version.

    I.   Solution 1: Toggle the GPS
        •   Turn off the device's GPS for some time (30 secs) then turn it on and allow it to search for the location again.
   II.   Solution 2: Toggle Airplane Mode

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- Switch it On and wait for 15-20 seconds before switching it Off again.
   III.   Solution 3: Remove the Phone Case
- There have been some instances where the phone's case can cause an obstruction for the GPS.
   IV.   Solution 4: Power Saving Mode
- Power Saving Mode disables some important functions like Wi-Fi and GPS. In order to use the EVVCompliance app and use the GPS feature, Power Saving mode must be disable.
   V.   Solution 5: Restart the Android Device
- Restart the Android device and try using the GPS again. The GPS problem may fix itself with a simple restart.
   VI.   Solution 6: Tweak the GPS Settings
- To check the GPS settings of the phone/device, follow these steps:
- Go to the settings menu of the device
- Scroll to check for Location and tap on it
- Under Location, tap on Mode
- "High Accuracy Mode" should be set.
   VII.   Solution 7: Enable Location Permission for EVVCompliance
- Make sure that EVVCompliance has permission to use your location. This setting can be reached by going to [Settings] > [Applications] > EVVCompliance ☑
   VIII.   Solution 8: Clear Cache and Data for Maps to fix GPS issues on Android
- Go to the Settings menu of the device.
- Scroll down to find Application Manager and tap on it
- Under the Downloaded Apps tab, look for Maps and tap on it
- Now tap on Clear Cache and confirm it on the pop-up box.
- Once the cache files are cleared, tap on Clear Data.

Signature Box

When the signature page does not lock in place and allow you to sign the box on your phone:

1. Try rotating the phone the other direction. If you turned it to the right to get landscape mode then turn it to the left to get landscape mode, or vice versa.
2. In landscape mode tip the phone so it is straight up and down and see if it locks the rotation in place.
3. Unlock the device's screen lock setting.

iPHONE
   a. Swipe up from the bottom, or down from top.
   b. Locate the icon that looks like a lock.
   c. Tap this icon and unlock the screen lock.

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ANDROID
   a. Swipe down from the top of the screen to see the notification drawer.
   b. Find the phone symbol (tilted to the side) Titled "Auto Rotate".
   c. Tap this icon to turn On/Off.
   d. Or Ask the phone manufacturer how to turn on/off the Screen Rotation.

4. It may be necessary to:
   a. Completely turn off the app by swiping it off the screen:
      I.   Restart the app. It will open to the main page.
      II. Touch Location and retry getting the map location.
   b. Delete the app completely off the phone/device and reinstall it.
      I.   Log-in
      II.   App will open to the main Respite page.
      III. Touch **Location** and retry getting the map location.

Contact the Office

Cordova Consulting: 12227 Philadelphia Street, Whittier, CA 90601

Phone: (562)-946-4959   Email: timesheets@ccrespite.com   Website: ccrespite.com

Hours: Monday – Friday: 9:00 AM – 5:00 PM: Closed on weekends and major holidays.

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