

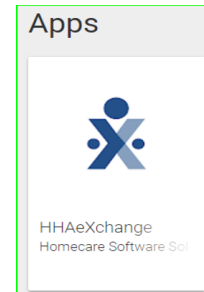
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For Android Devices:

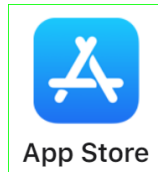


<https://play.google.com/store/apps/details?id=com.hhaexchange.caregiver>

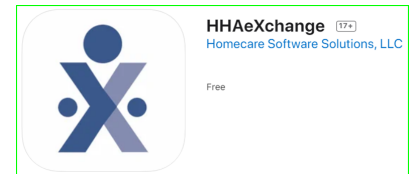
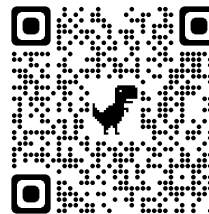
1. Download the HHAeXchange Mobile App. onto the Personal Assistant's cell phone from the Apple App Store or Android Play Store by searching for "HHAeXchange".



For Apple Devices:



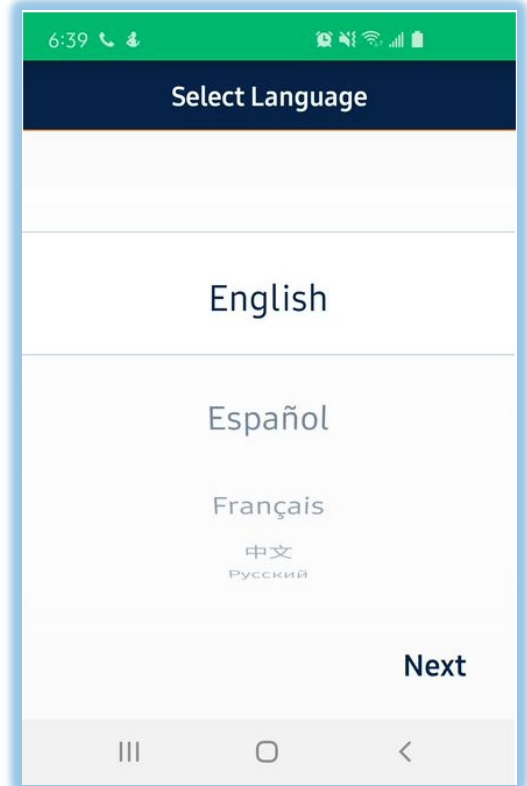
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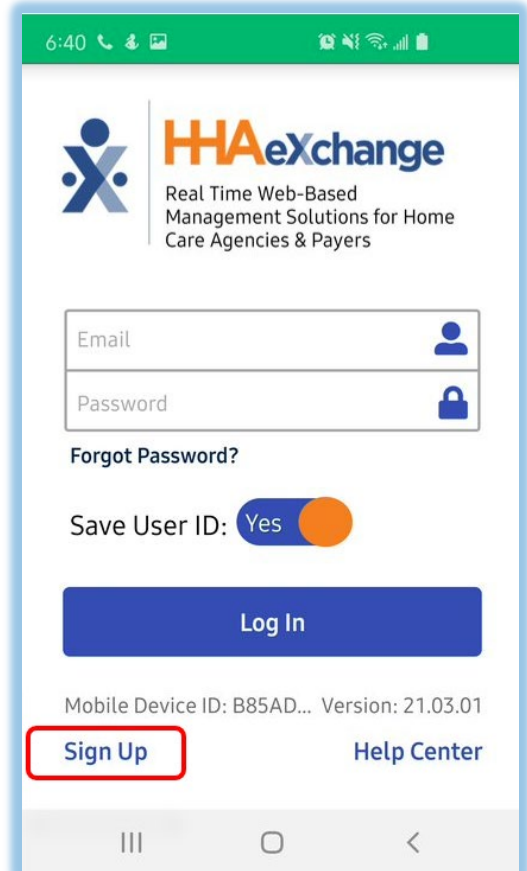
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2. Open the HHA Mobile App and select the language preference from the options listed.

Select “Allow” when prompted by the App.



3. Select “Sign Up” (bottom left)

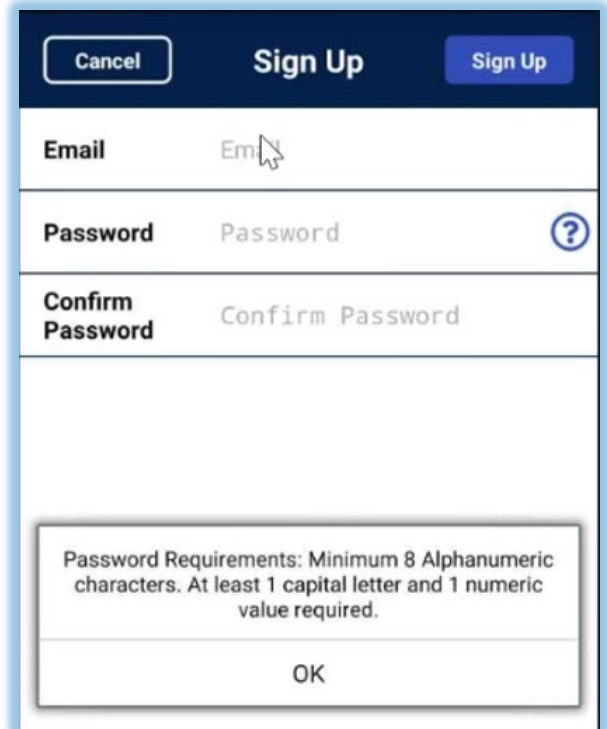


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4. Enter your E-Mail Address.

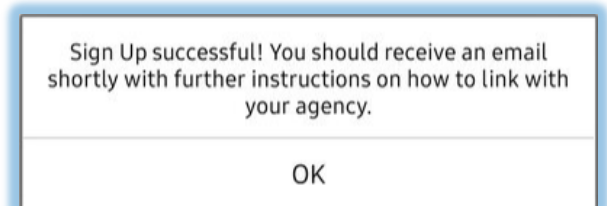
Note the password requirements.
You must enter a combination of 8 letters and numbers, and at least one capital letter.

Select “OK” to continue.

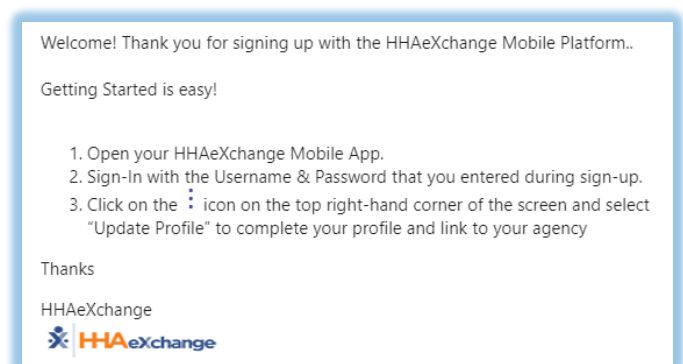


5. You will see a successful sign-up message.

Select “OK” to continue.



6. A “welcome” email will be sent to your e-mail account. After it is received, proceed to step 8.

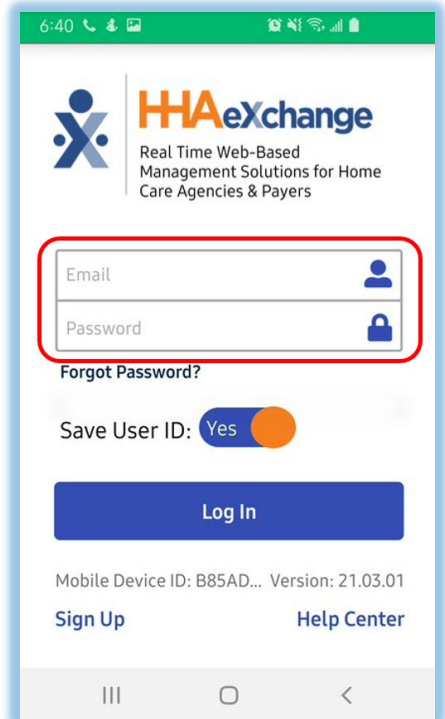


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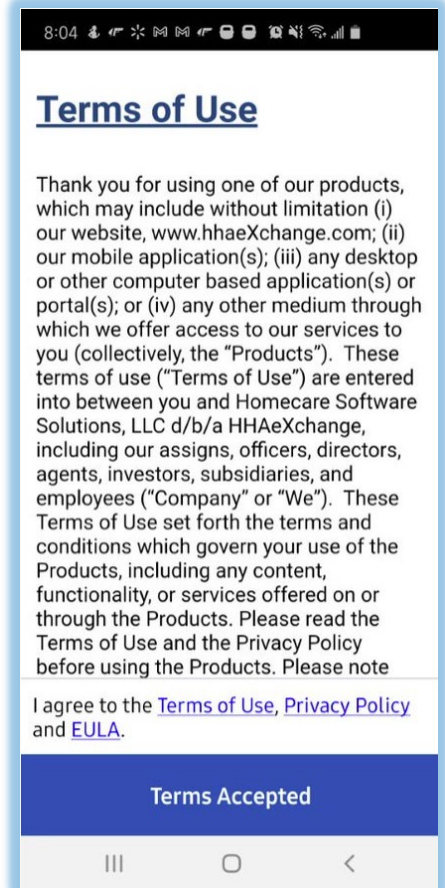
7. Launch the HHA mobile App on your phone and log in with the e-mail and password that was entered.

For easier access, select “Yes” to Save User ID.


Select Log In.

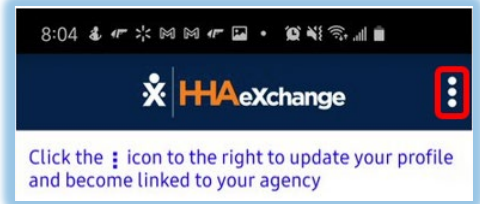


8. Accept the Terms of Use.

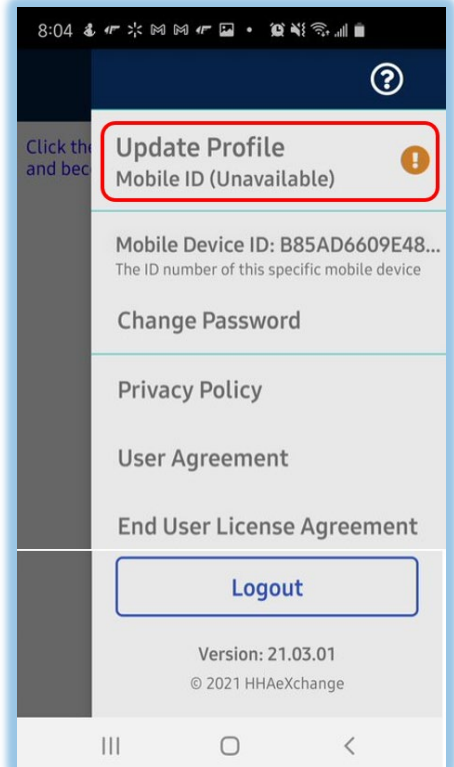


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9. Select the settings icon  (at the top right).



10. Select “Update Profile”.

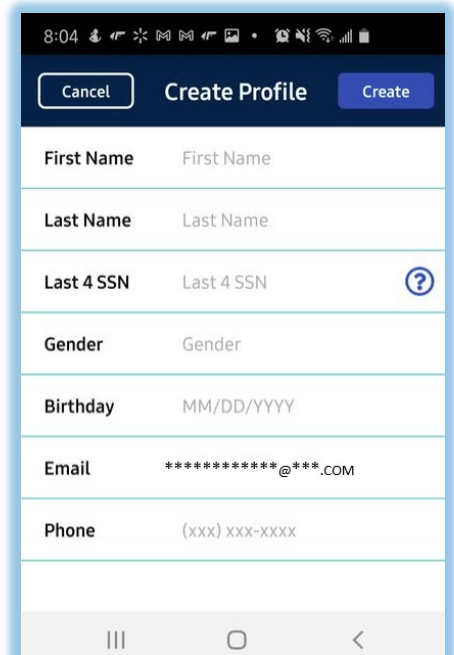


11. Enter your personal information.

You will be required to add:

- a. First Name
- b. Last Name
- c. Last four of SSN
- d. Gender
- e. Birthday
- f. E-Mail (already added)
- g. Cell Phone Number

Select “Create” to continue.



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12. You will see a successful registration message with your “Mobile ID Number”.

Select “OK” to continue.

You have been registered successfully. Your Mobile ID Number is **1234567** and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them

OK

13. When the registration has been completed, an e-mail will be sent with your “Mobile ID Number”.

Please forward this e-mail to:

mobileapp@coiny.org.

If you have used the HHAeXchange Mobile App in the past, you will not get a new Mobile ID Number. Therefore, proceed to step 15.

Dear **Personal Assistant Name:**

Your HHAeXchange Mobile App has been registered!

Complete these final step to link to your agency and start using the app!

1. Provide your unique Mobile ID **1234567** to your Agency
2. Open the HHAeXchange Mobile App.
3. Sign-In with the Username & Password that you entered during sign-up.
4. Once your agency activates your Mobile App profile in their systems, you will see Patient and Visit information in your Mobile App!

Note: If you work for more than one Agency using HHAeXchange, you can provide the same Mobile ID to each of them.

Thanks!

HHAeXchange



14. If you have used the HHA Mobile App before and have a “Mobile ID Number” already, please use the “settings” icon in the top right corner to access your “Mobile ID Number”. Please contact Concepts to have the “Mobile ID Number” added to your account with Concepts.

15. You have now registered successfully.

If you’d like to learn how to punch in and out, go to the EVV User Guide.

If you’d like to learn how to send and retrieve messages, please go to the Communication and Compliance User Guide.

