



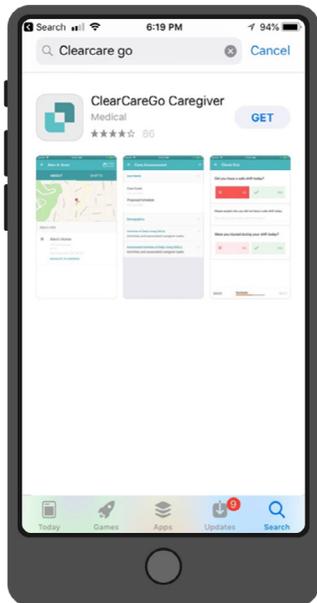
Caregiver Mobile App & Telephony Guide

1 Download the ClearCareGo App



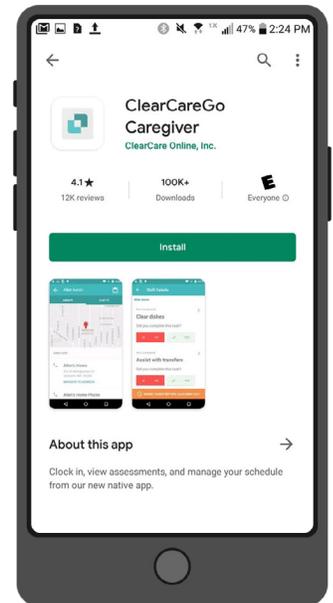
On an Apple Device

1. Go to the App Store.
2. Search for "ClearCareGo Caregiver."
3. Press "**GET**" and wait for download.
4. Open the app.



On an Android Device

1. Go to the Google Play Store.
2. Search for "ClearCareGo Caregiver."
3. Press "**Install**."
4. Open the app.

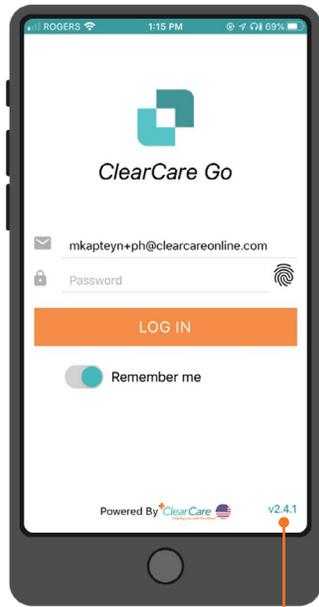


2 Log In

Log in using your email address and password. **These are case sensitive.**

If you work for **multiple** agencies:

- You must use a different email address for each agency.
- Fingerprint and facial recognition are tied to a single login by the device, so they won't work if you have two or more usernames.

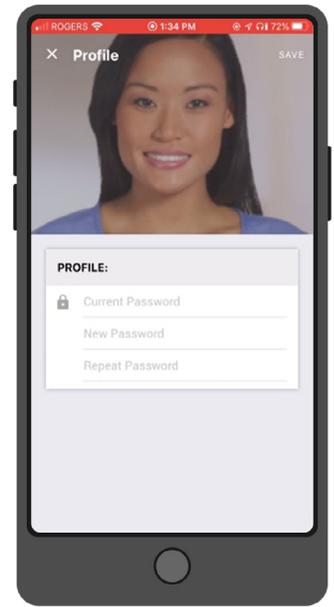


The version number of the mobile app is found at the bottom right corner of the login screen.

3 View Your Profile & Change Password

Go to your Profile to:

- Change your password
 - Set up Touch ID
1. Click on the Main Menu Icon  at the top left of the screen.
 2. Click the arrow by your name.
 3. Click the orange pencil to edit password.
 4. Touch ID is set below your Address.



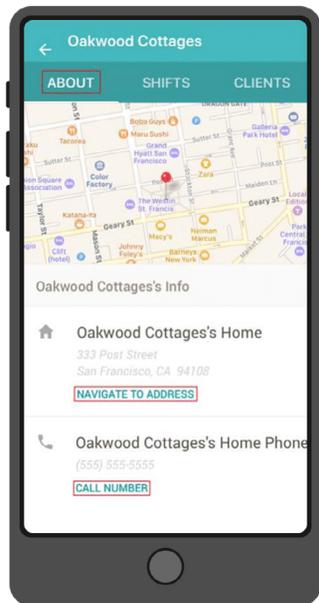
Do not use Fingerprint or Facial Recognition on shared devices.

4 Get Directions to your Client's Location

On an Apple Device

1. On the Shift page, Press **"GET DIRECTIONS."**
2. Select the route and press **"GO."**
3. To see details such as apartment number, go to the Main Menu. 
4. Click on the Client from the Clients tab.

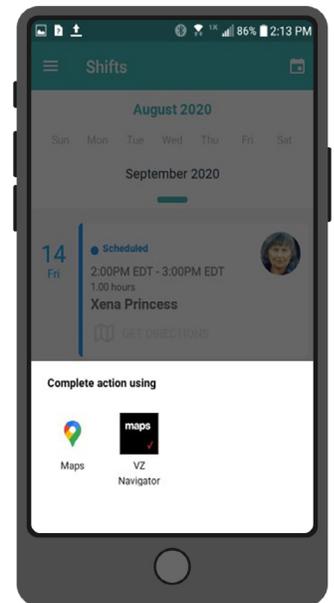
Apple will default to Apple Maps unless you change it to use Google Maps.



On an Android Device

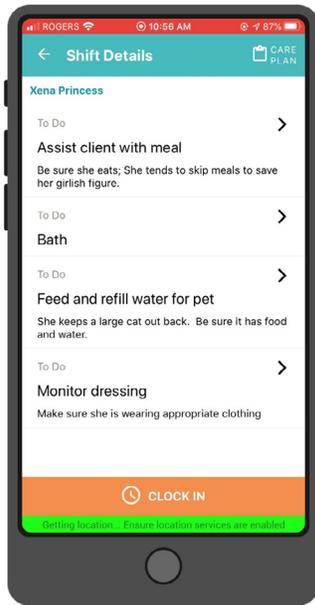
1. From the Shift page, Press **"GET DIRECTIONS."**
2. Select which Map to use (if you have more than one installed).
3. Select the route and press **"START."**
4. To see details such as apartment number, go to the Main Menu. 
5. Click on the Client from the Clients tab.

Android lets you select your navigation. Google Maps should be the default.



5 Clock Into a Shift

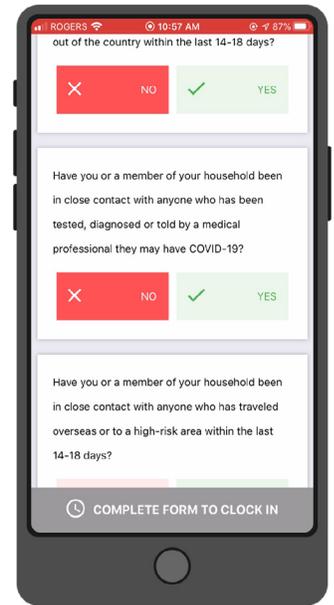
1. Log in to the mobile app.
2. From the Shifts screen, select the shift.
3. Review the tasks that are assigned for this shift.
4. At the bottom of the screen, press the orange **"CLOCK IN"** button.



If you are too far away from the shift location, you may not be able to clock in. Note the information in the green bar at the bottom of the screen.

6 Complete the COVID-19 Caregiver Questionnaire (If Enabled)

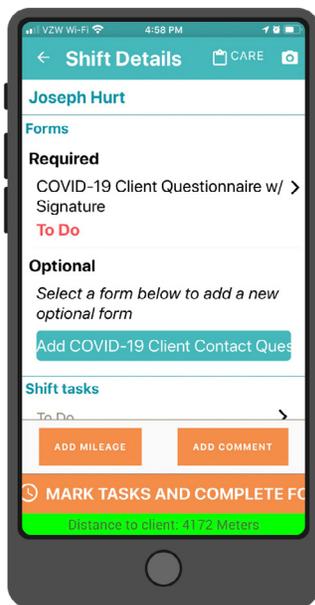
1. If enabled, the pre-shift COVID-19 reminder comes up before you can clock in. Click **"OK"** after you've read it. **Call your agency if you are experiencing any symptoms!**
2. Read and honestly answer each COVID-19 screening question. *If you answer Yes to any questions, your agency will be notified.*
3. Press the **"COMPLETE FORM TO CLOCK IN"** button.



If your phone's font is set too large, you may not see all the questions or the button to acknowledge the pre-shift message.

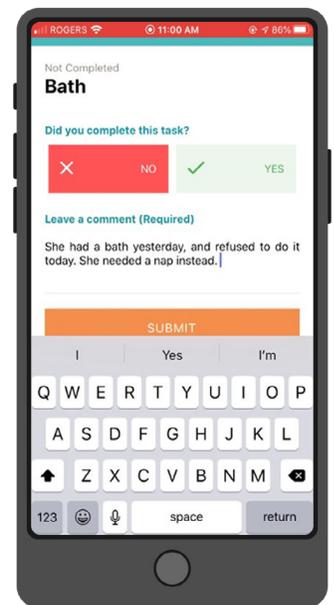
7 Complete the COVID-19 Client/Client Contact Questionnaires (If Enabled)

1. After clock-in, you will see the COVID-19 Client Questionnaire, if enabled.
2. Ask the client or a family member each COVID-19 screening question about the client and record their answers. *If they answer Yes to any questions, your agency will be notified.*
3. After you enter the client's answers, Click the orange **"SUBMIT"** button.
4. Repeat for Client Contact Questionnaire(s), if applicable.



8 Record Complete or Incomplete Tasks

1. Prior to clocking out of a shift, you must mark tasks as Incomplete or Complete by selecting **"YES"** or **"NO"**
2. Incomplete Tasks require a comment. *Leaving a comment on Complete Tasks is optional.*
3. After you enter your comment, press **"SUBMIT."**
4. Press **✕** next to Task Details **✕ Task Details** to return to the task list and continue after submitting your comment.



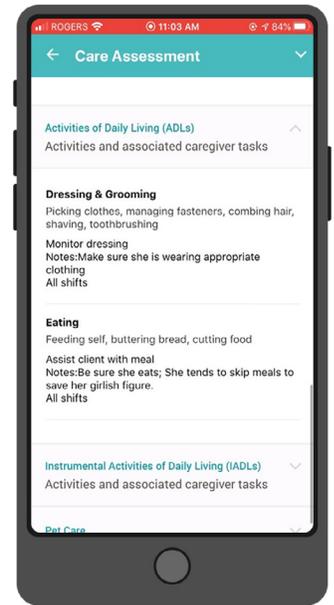
9 Access Client Information

1. Go to the Main Menu by pressing the  icon at the top of your screen.
2. Press on **"Clients."**
3. Press on a client's name to see more information.
4. This Client page contains links for the following information:
 - Location & map to client's address
 - Upcoming shifts
 - Client contacts (if enabled)
 - Client's Care Plan at the top of the page



10 Access the Care Plan (Client Assessment)

1. From the Client tab, or after you are clocked into a shift, press on the **"Care Plan"** icon at the top right of your screen.
2. Click on the arrows beside the tasks to see more detail.

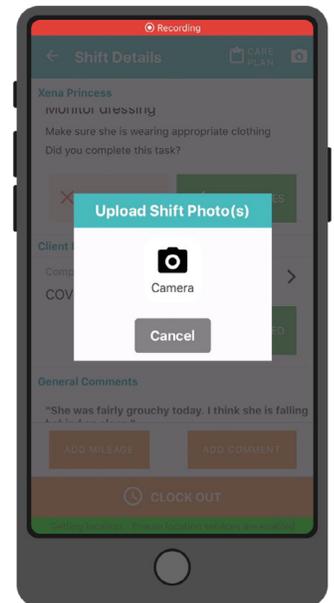


Important! This information is confidential and must always be protected. As a security precaution, you will automatically be logged out of the app after 20 minutes.

11 Upload HIPAA-Compliant Photos (If Enabled)

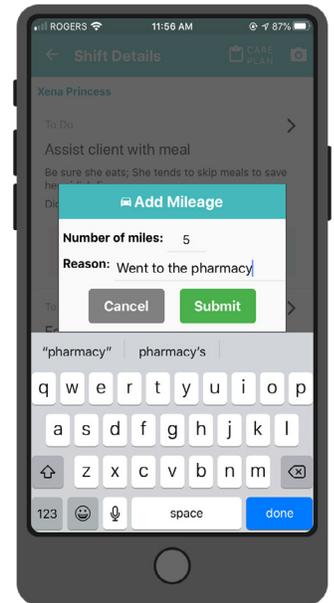
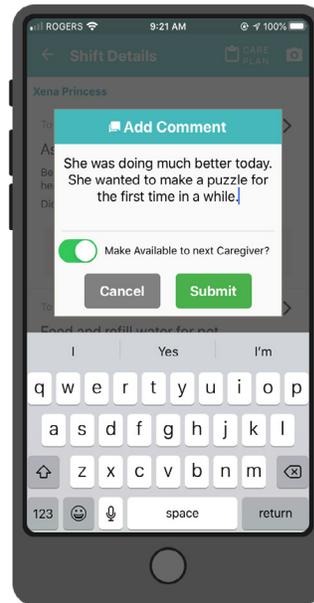
1. Only take photos using the ClearCareGo mobile app. *Do NOT take pictures using your phone camera outside of the app.*
2. Press the camera icon twice.
3. Once the camera opens, click the circle at the bottom to take a photo.
4. Add a comment about the photo before clicking **"Upload."**
5. Use the **"Cancel"** button to cancel the process. Use the **"Retake"** button to retake the photo before you upload it.
6. You will NOT be able to see the photo you uploaded. The office and people with access to the Family Room will be able to see the photo.

Focus on ways you are helping the client and show positive experiences and engagement in the photos you upload.



12 Add Mileage & Comments

1. Press **"Add Comment"** to leave a comment.
2. If the comment is for the next caregiver, turn on **"Make Available to next Caregiver?"**
3. Messages left by the previous caregiver are closed by marking them **"Read."**
4. Click the **"Add Mileage"** button to record any mileage that occurred during your shift. *You should leave a reason for any mileage added during your shift. Mileage must be entered as a whole number.*



13 Capture Electronic Signatures (If Enabled)

Electronic signatures occur during the clock-out process. Your agency may require a client signature, caregiver signature or both. Follow the instructions on the screen.

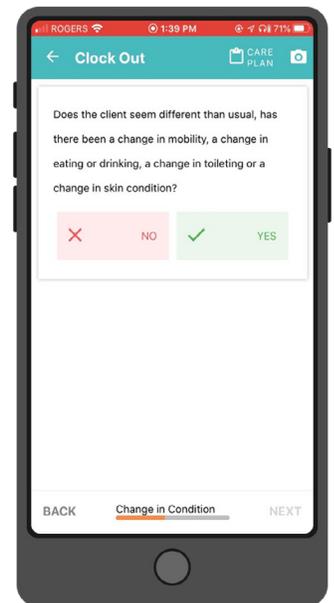
1. Have the client sign on your phone that you have completed your Tasks
2. Press **"Next."**
3. Sign to indicate that you have recorded your tasks and information correctly.
4. Press **"Next"** again and continue clocking out.



14 Report a Change in Condition (If Enabled)

During the clock-out process, the system may ask you **"Yes"** or **"No"** questions about your client's condition and if it has changed.

1. If you answer **"Yes"** to any of the questions, you will be asked for more details.
2. **"Yes"** responses will show up on your agency administrator's dashboard, alerting them to follow up with the client or take appropriate action.



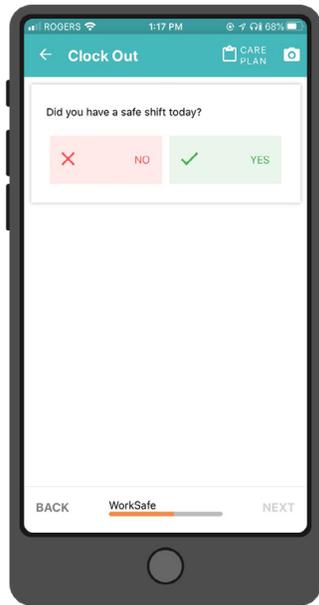
Important! Follow your agency's protocol for emergencies and changes in condition.

15 Safety at Work: WorkSafe

(If Enabled)

During the clock-out process, the system may ask you if you had a safe shift today.

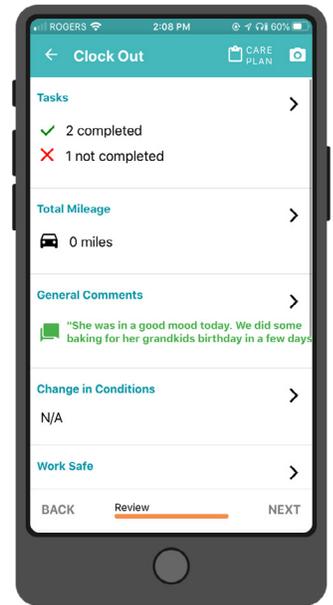
1. If you had a safe shift, press **“Yes”** and continue clocking out.
2. If not, select **“No”** and explain why the shift was not safe.
3. If you were injured, answer **“Yes”** and explain what happened.
4. Press **“Next.”**



Important! If you are injured during a shift, follow your agency's protocol for reporting to your agency.

16 Clock Out

1. Press **“Clock Out”** to begin the process. Review your answers. Be sure that your tasks are marked correctly.
2. Press **“Next”** to move through the process.
3. At the end, click **“Confirm”** to complete clocking out of your shift.
4. After the first hour, the message indicating hours you helped will round to nearest hour.



If your shift started on the previous day (such as an overnight shift), you must go back to the day the shift started, locate the shift, and clock out.

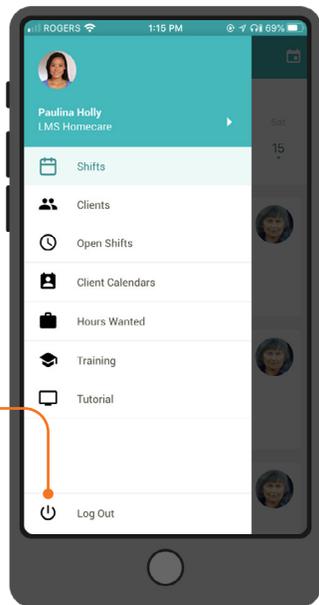
17 Log Out

Logging out of the mobile app helps secure the system and protect your client's information.

The app automatically logs you out after 20 minutes of inactivity.

1. To log out, go to the Main Menu. ☰
2. Press **“Log Out”** on the bottom left side of your screen.

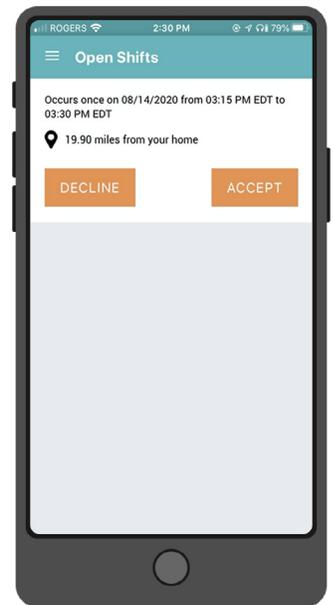
Logging out of the mobile app will NOT clock you out of your shift.



18 Check for Open Shifts

1. Go to “Open Shifts” under the Main Menu. ☰
2. To accept the open shift, press **“Accept”** then **“Yes”** to confirm.
3. To decline the shift, press **“Decline.”**

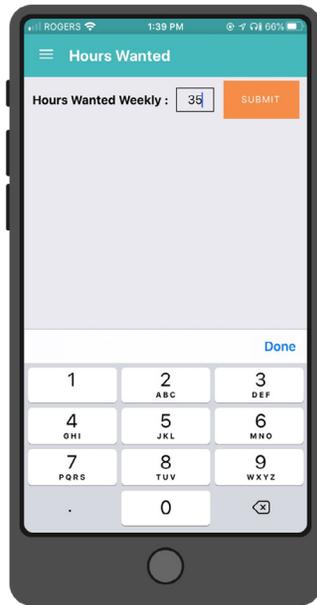
Declined shifts will remain in your Open Shifts tab until a caregiver has accepted them.



19 Change Hours Wanted

1. Go to “Hours Wanted” under the Main Menu. 
2. Press on the number if you wish to change your Hours Wanted.
3. After typing in your desired number of hours, press “Submit.”

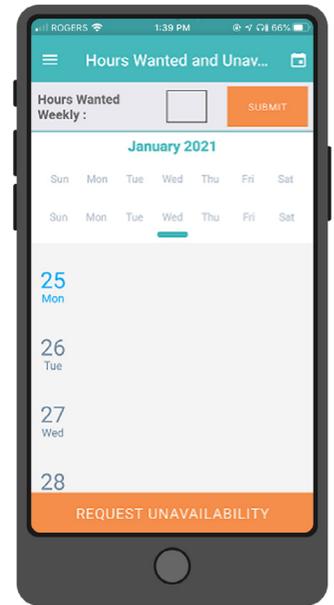
You should talk to your agency before changing this as they will not be notified of the change.



20 Request Unavailability

1. Go to “Hours Wanted and Unavailability” under the Main Menu. 
2. Press “Request Unavailability.”
3. Fill out the information regarding the request including times, whether it repeats, and the reason.
4. You can also view and remove existing unavailability.

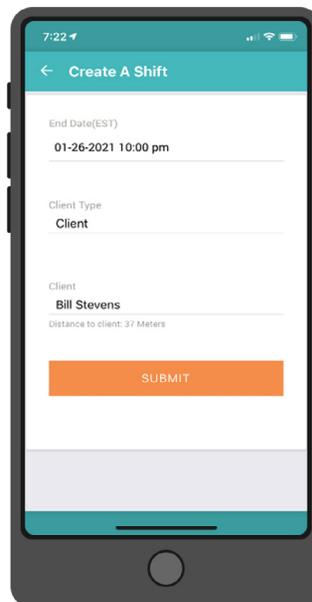
After requesting unavailability, you must wait until your agency approves or denies the request, which will be updated in the app. You cannot call off a scheduled shift using the mobile app.



21 Create an Ad-Hoc Shift

1. On the Shifts screen, press **Create A Shift**.
2. Fill in the shift end date/time and select the client.
3. Your ad-hoc shift will start when you press “Submit.”
4. Complete your shift as normal.

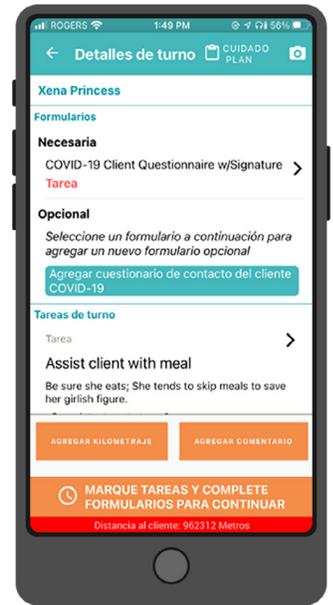
Note: You are unable to create a shift if it exceeds the client’s authorized hours.



22 Spanish Language Support

1. Press the Main Menu Icon  at the top left of screen.
2. Press the arrow by your name to view your profile.
3. Scroll to the Language settings and press the arrow.
4. Select **English** or **Spanish**.
5. All ClearCareGo text will be translated to Spanish.

Note: All text that is part of the mobile app (such as screen titles or field labels) will be translated to the chosen (or default – English) language. This does NOT include text coming from ClearCare (e.g. pre-shift messages, tasks) or Custom Forms (e.g. COVID-19 questionnaires).



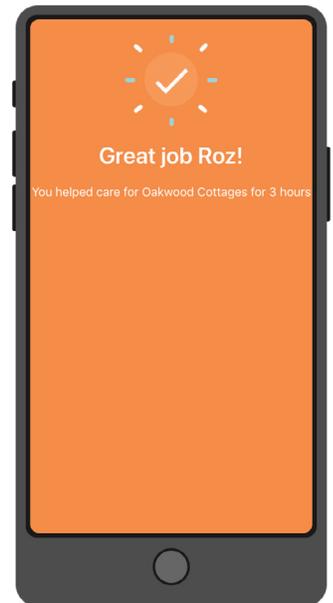
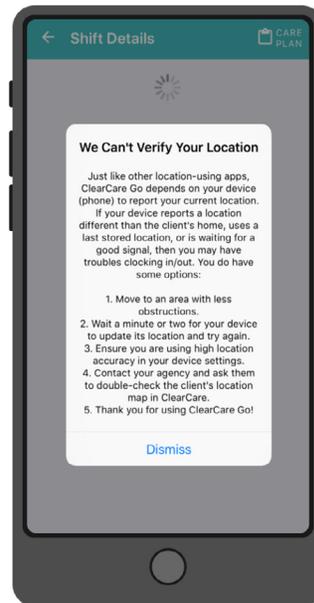
23 Tips & Tricks

Mobile Phone Settings:

1. Make sure that Location is enabled.
2. Set the location to “Always Allow” or “While Using” for ClearCareGo and Maps.
3. Turn on Automatic Updates to keep from having to install updates manually.
4. Make sure Maps is installed and working. You should have Cellular Data and Location turned on for Maps.

Other Tips:

1. **Right Time:** Make sure you aren't trying to clock in too early for your scheduled shift or after it has ended.
2. **Right Place:** Make sure you are at the right location and not too far away.
3. **Confirmation:** When clocking out, make sure you see the “Great job” screen as confirmation that you successfully clocked out of your shift.



What is Telephony?

Telephony allows you to clock in and out of your shifts over the phone.

Date Telephony starts:

Number to call:

Clock in using:

Client's home phone

My cell phone

Any phone

Internet (using Caregiver Portal)

If you try to clock in from a phone that is not permitted, the telephony system will not recognize the number and you will not be clocked in.

Clock in no more than minutes before your shift.

If you try to clock in earlier than that, the telephony system will say there is not an available shift for you at this time.

Clocking In:

Step 1: Call Telephony when you arrive at the client's home. If there is more than one shift for the day, you will be asked to select the appropriate shift. For example: *"We found several available shifts for Joe Smith. Press 1 if you are Jennifer Caregiver and are clocking out of the X shift. Press 2 if you are Ronald Caregiver and are clocking in for the Y shift."*

Step 2: Upon clocking in you will hear the list of your tasks – listen then hang up.

Clocking Out:

Step 1: When your shift is complete, call Telephony to update the status of tasks assigned to you. Press 1 to mark a task as complete, 2 for incomplete. If you mark a task as incomplete, you will be asked to record a reason.

Step 2: If necessary, press 8 to leave a general comment or change in condition. Once all tasks have been updated you will have the option to press 9 to clock out.

Important Things to Remember:

Clock in on time:

If Telephony says there are no available shifts for you at this time, check the time and call back during the permitted time window.

Check the phone you are allowed to clock in from:

If Telephony says you are calling from a non-recognized number, make sure you are using the correct phone. For example, if you are calling from your cell phone, did your manager say this was allowed?

Listen to your tasks:

After you have successfully clocked in, Telephony will read you the tasks that you must complete during the shift. When you call back to clock out, you are required to report if each task was completed or not.

Clock out correctly:

You need to hear *"You have been clocked out of the home of [client's name]. Goodbye!"* before hanging up the phone.