

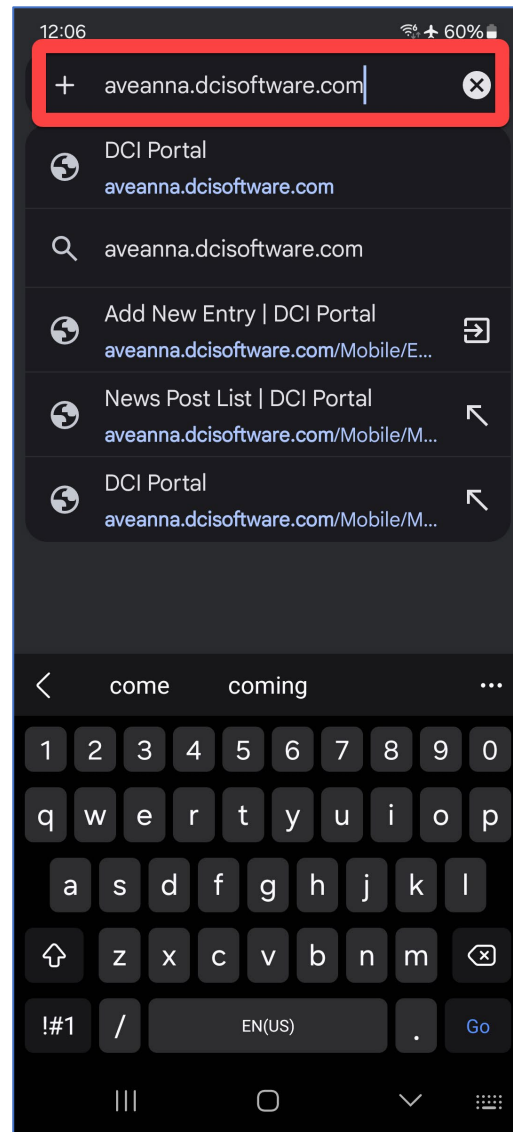
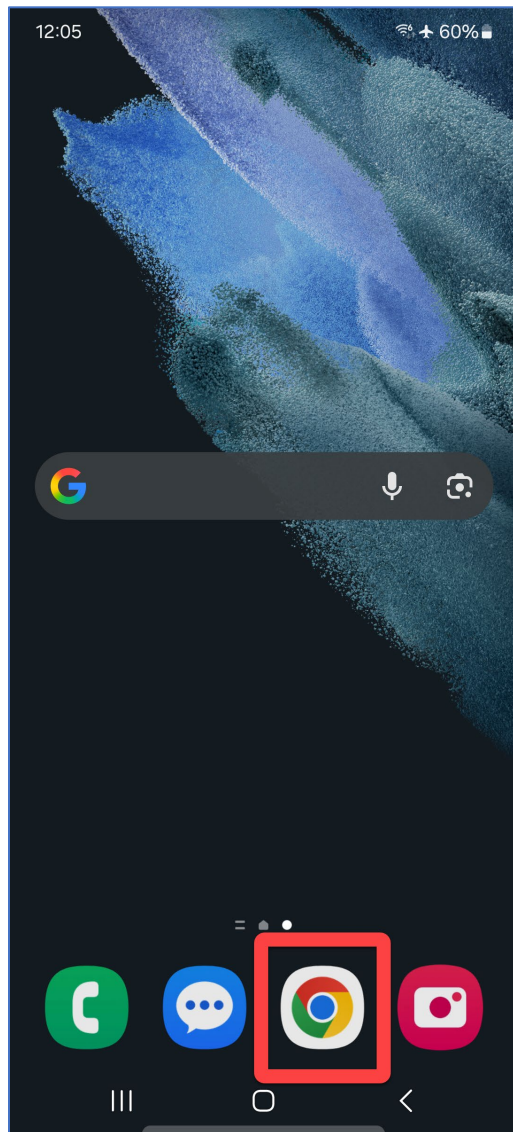
CREATING AN SDP PUNCH

MOBILE WEB EDITION

This quick reference guide (QRG) can be used to create a service punch for Self Determination Program (SDP) services in the AveannaCare Portal online using a mobile device. This example shows the process for Community Living Supports punching.

Creating a Portal Punch Entry

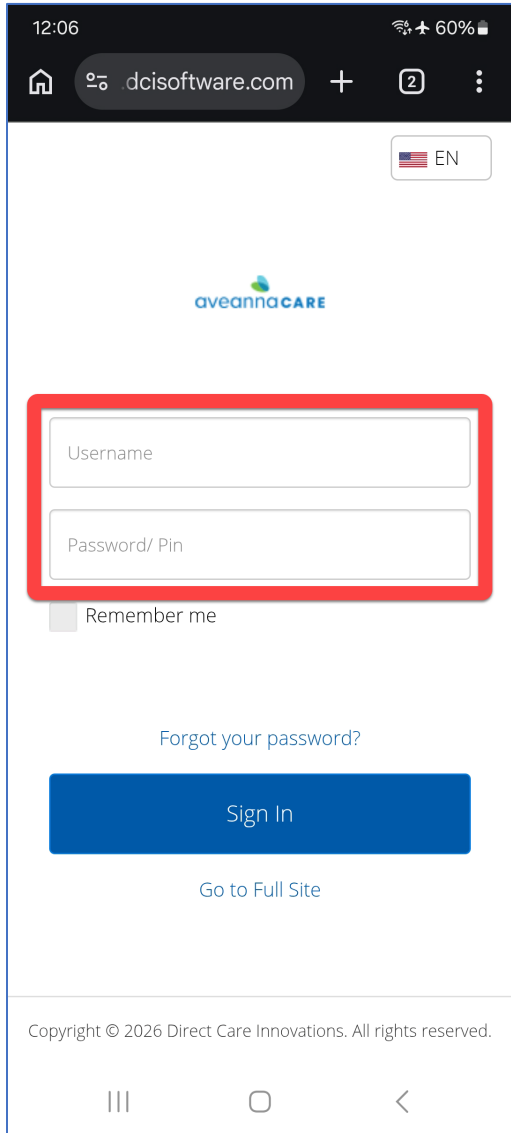
1. Access your phone's web browser. For example, Safari  or Chrome .
Search aveanna.dcisoftware.com.



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2. Add the username and password. Press Sign In.



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EN

aveannaCARE

Username

Password/ Pin

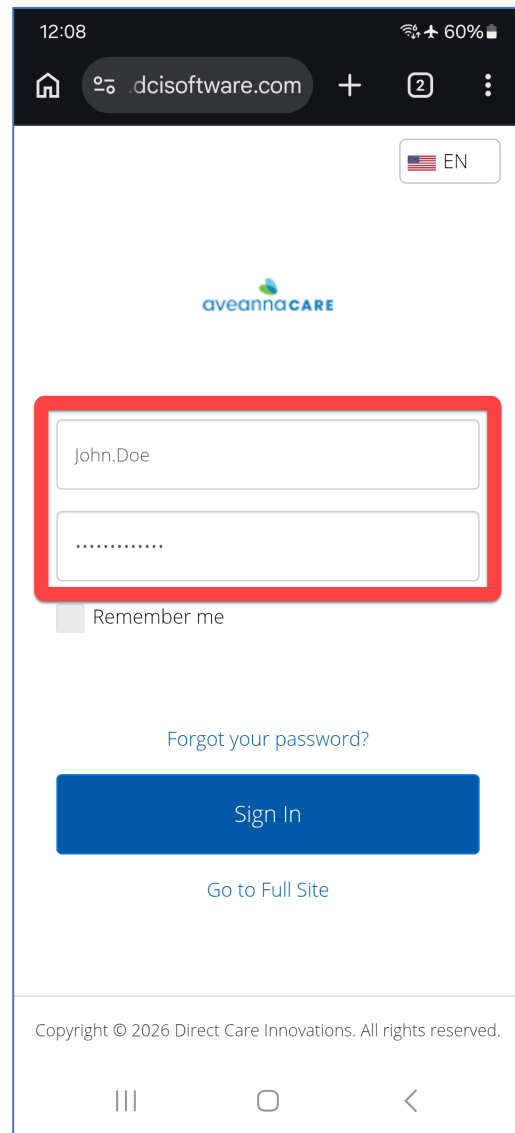
☐ Remember me

Forgot your password?

Sign In

Go to Full Site

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12:08 60%

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EN

aveannaCARE

John.Doe

.....

☐ Remember me

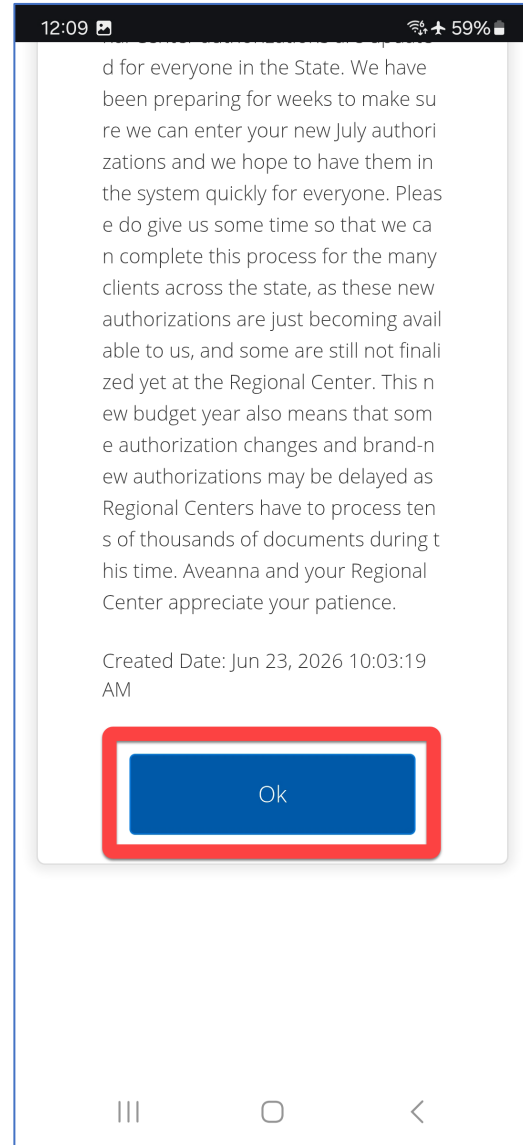
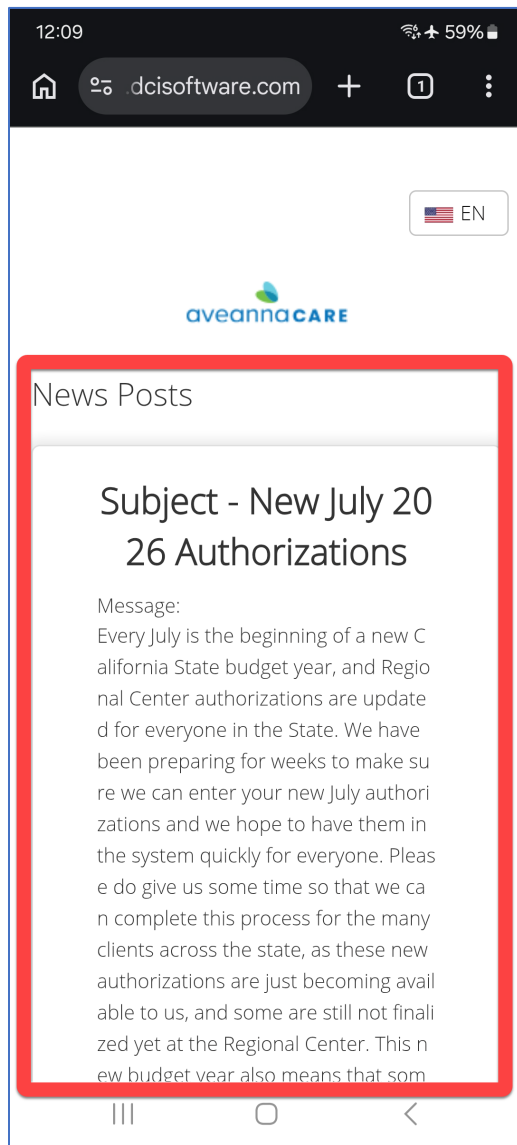
Forgot your password?

Sign In

Go to Full Site

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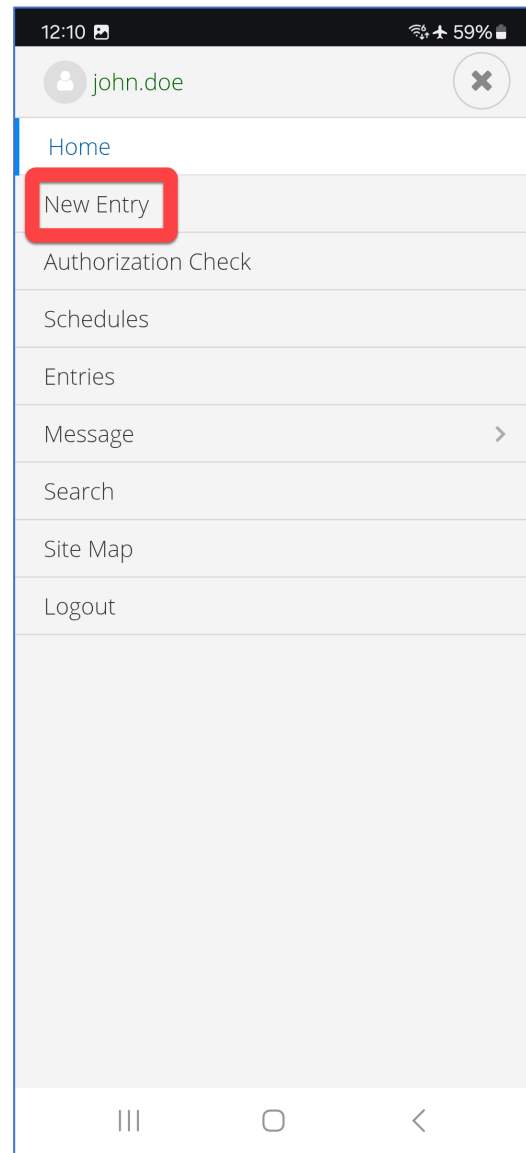
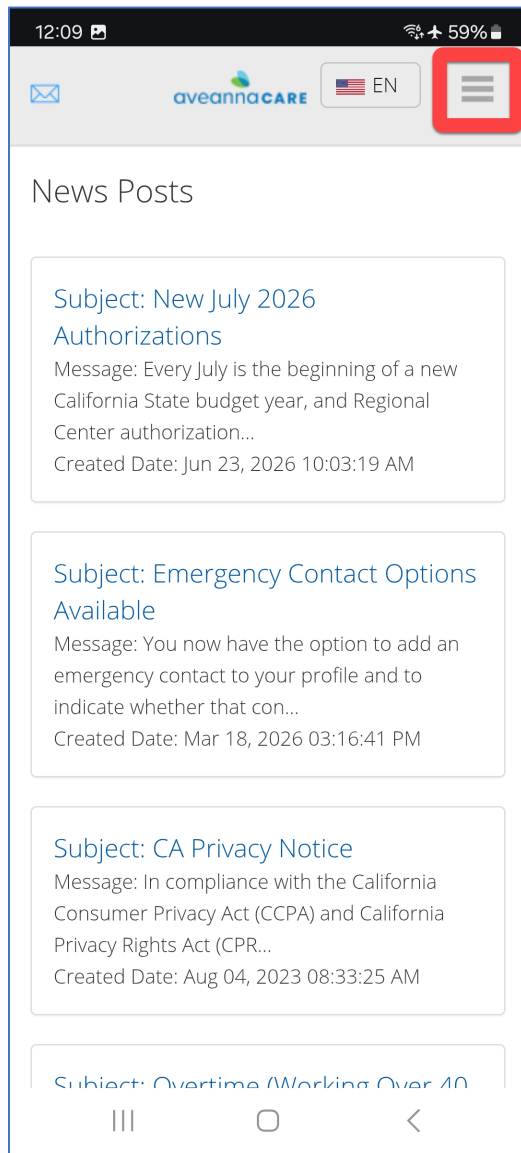
3. Review all the alerts. Swipe up, then press Ok.



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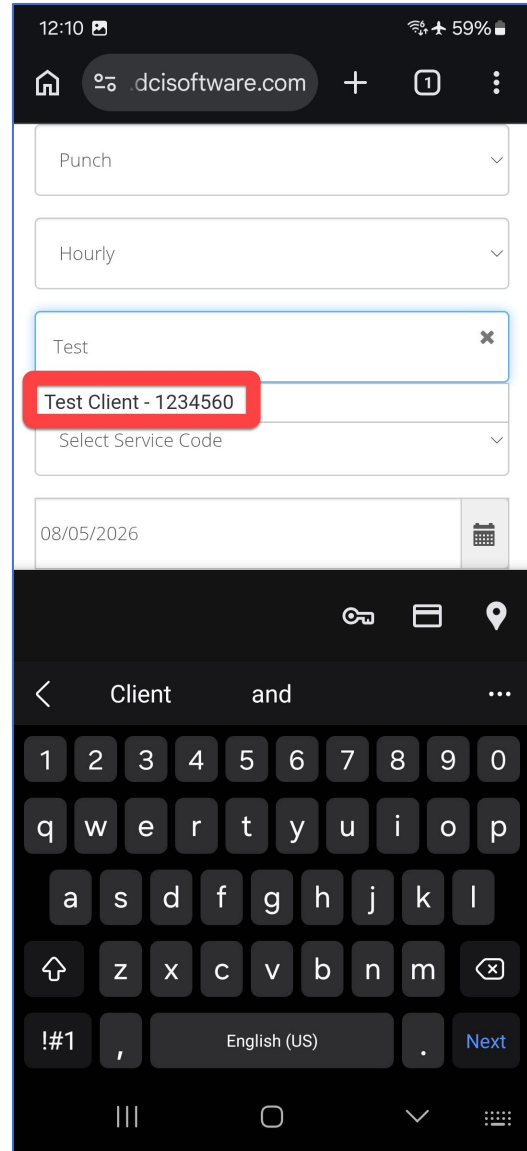
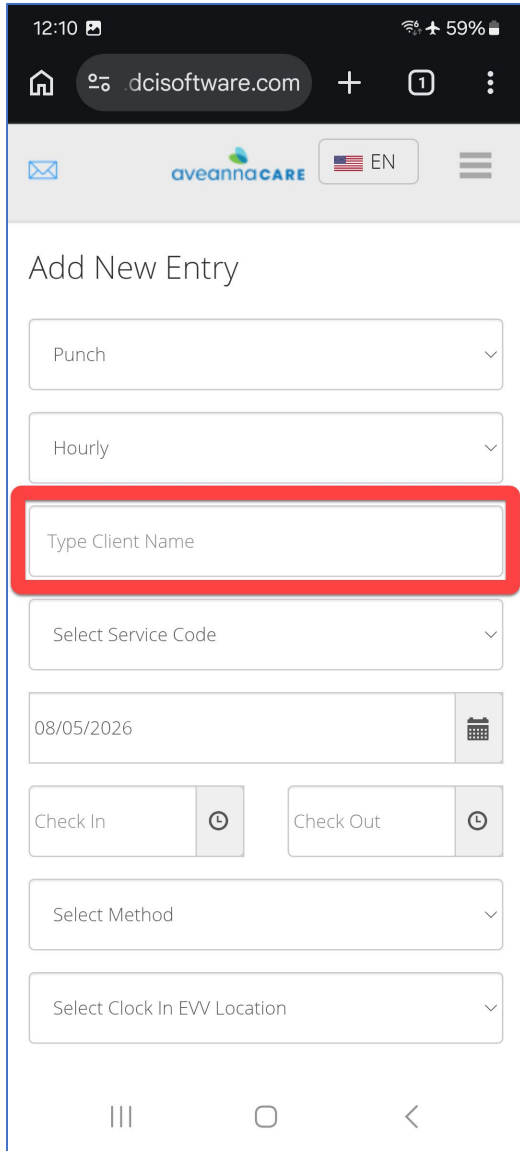
4. When the Home page loads, press the hamburger menu icon  (three lines) in the top right-hand corner. When the menu appears, press New Entry.



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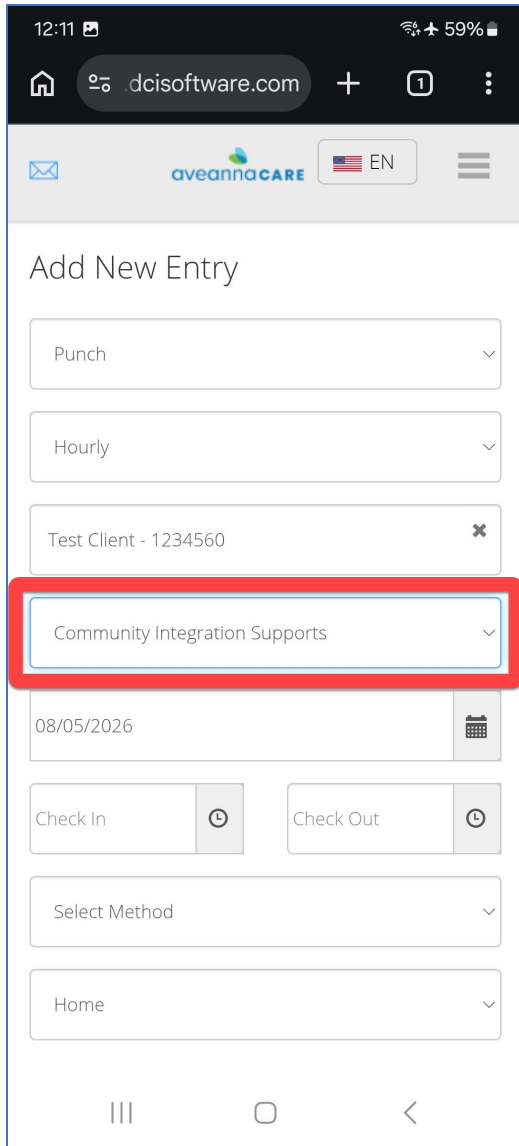
5. The Add New Entry page will load. Type the client's first name. When the name appears, select it.



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6. In the “Service Code” field, select the service being provided. Press on the field, and a menu will appear. Press on the service being provided.



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Add New Entry

Punch

Hourly

Test Client - 1234560

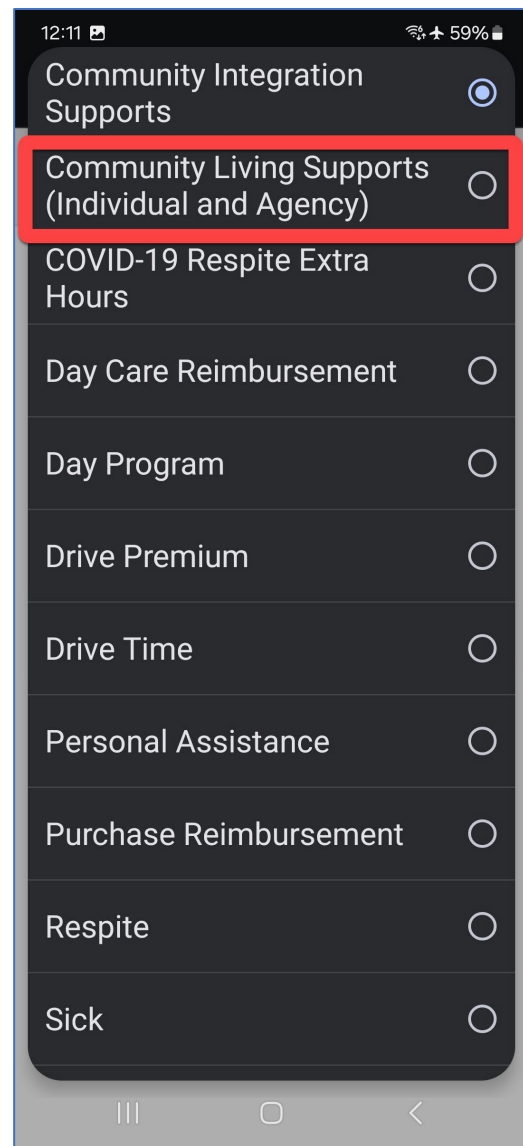
Community Integration Supports

08/05/2026

Check In Check Out

Select Method

Home



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Community Integration Supports

Community Living Supports (Individual and Agency)

COVID-19 Respite Extra Hours

Day Care Reimbursement

Day Program

Drive Premium

Drive Time

Personal Assistance

Purchase Reimbursement

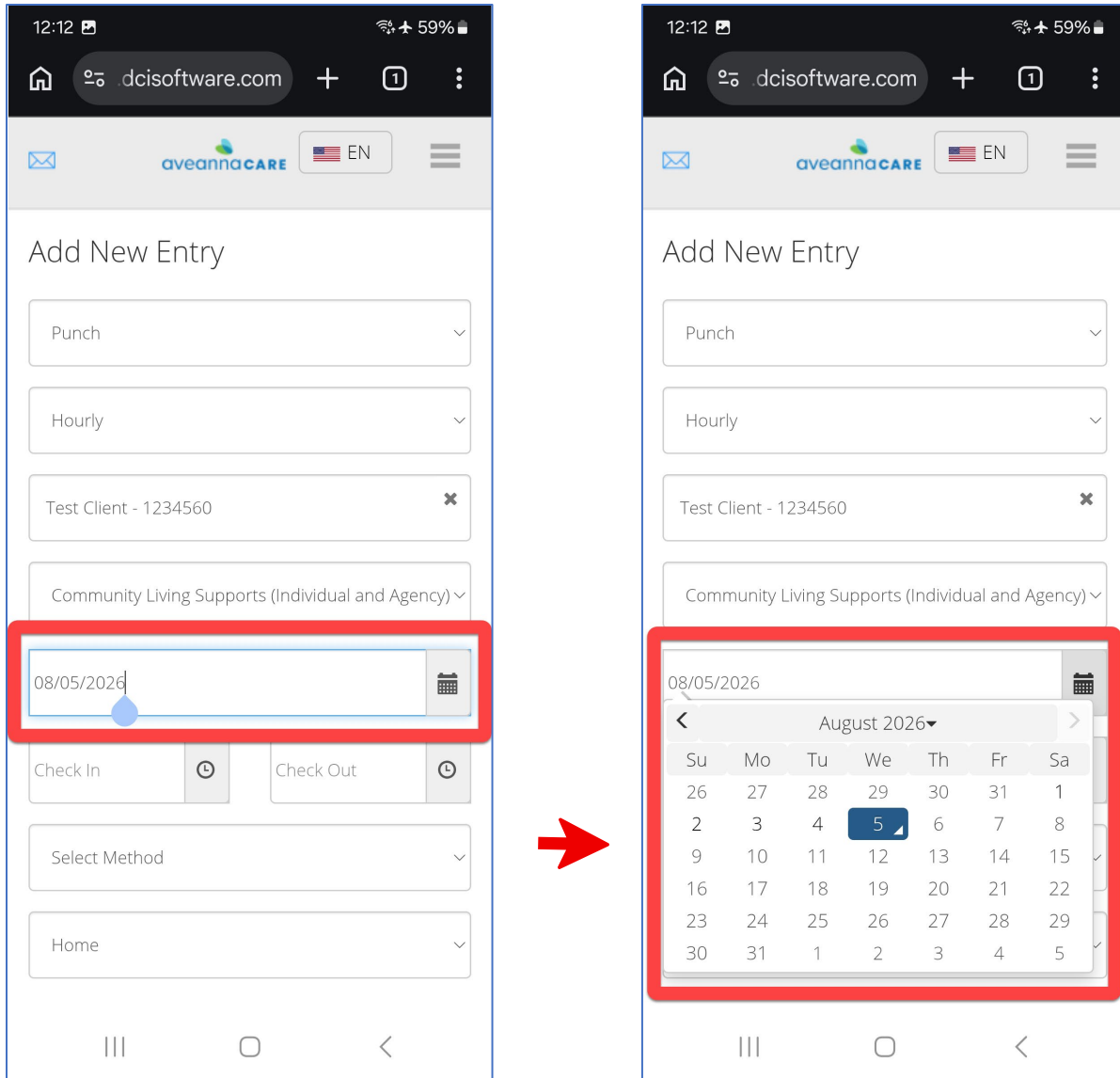
Respite

Sick

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7. Next, select the date the service was provided. Press on the calendar to access the date selector. The Care Provider may also type the date into the field.



The image displays two screenshots of the mobile web application interface for creating an SDP punch. The left screenshot shows the 'Add New Entry' form with the date field highlighted by a red box. The right screenshot shows the calendar view with the date 08/05/2026 selected, also highlighted by a red box. A red arrow points from the left screenshot to the right screenshot.

Left Screenshot: Add New Entry Form

Fields visible:

- Punch (dropdown)
- Hourly (dropdown)
- Test Client - 1234560 (text field)
- Community Living Supports (Individual and Agency) (dropdown)
- 08/05/2026 (date field, highlighted by a red box)
- Check In (clock icon)
- Check Out (clock icon)
- Select Method (dropdown)
- Home (dropdown)

Right Screenshot: Calendar View

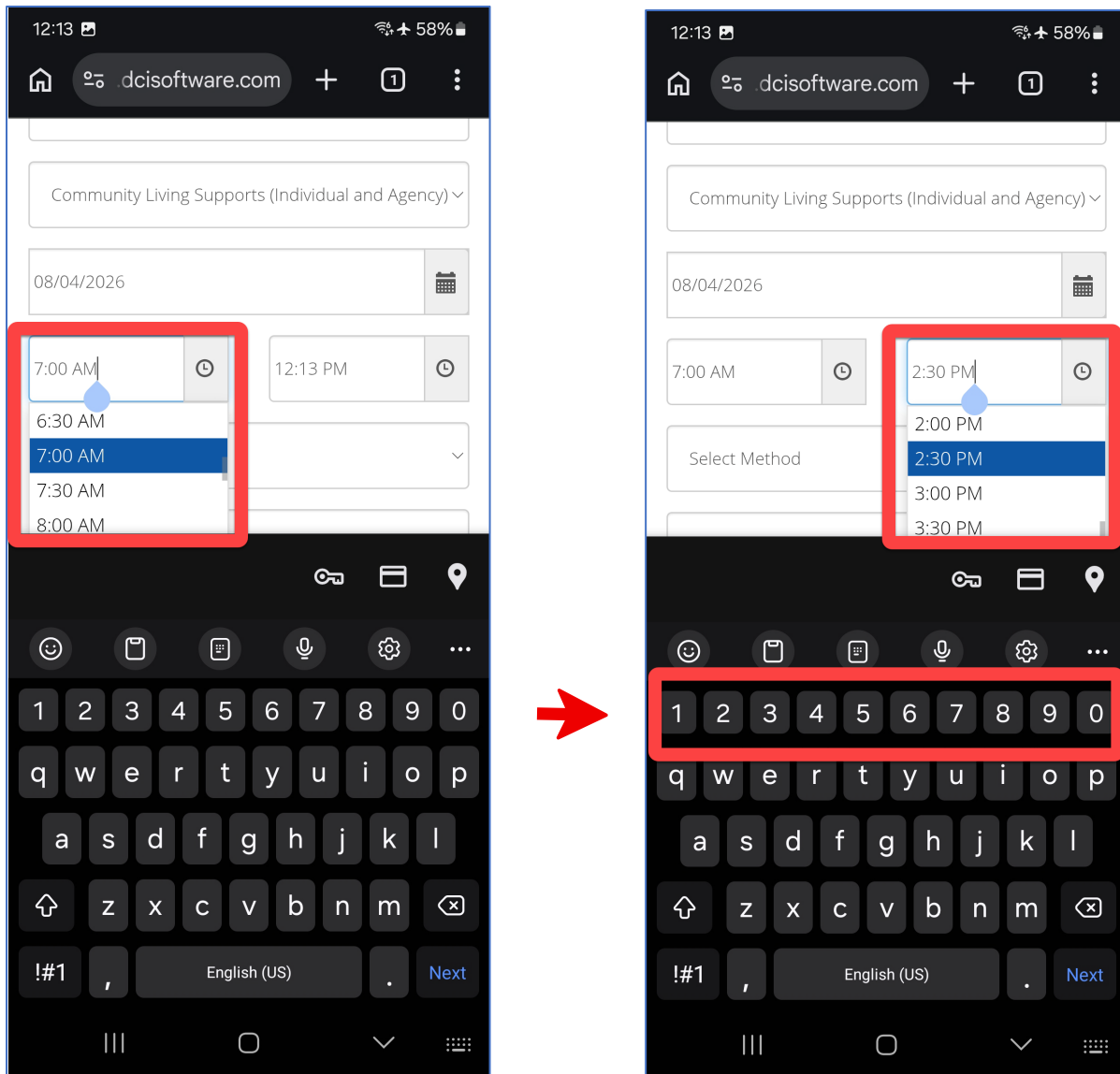
Calendar view for August 2026. The date 08/05/2026 is selected, highlighted by a red box.

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

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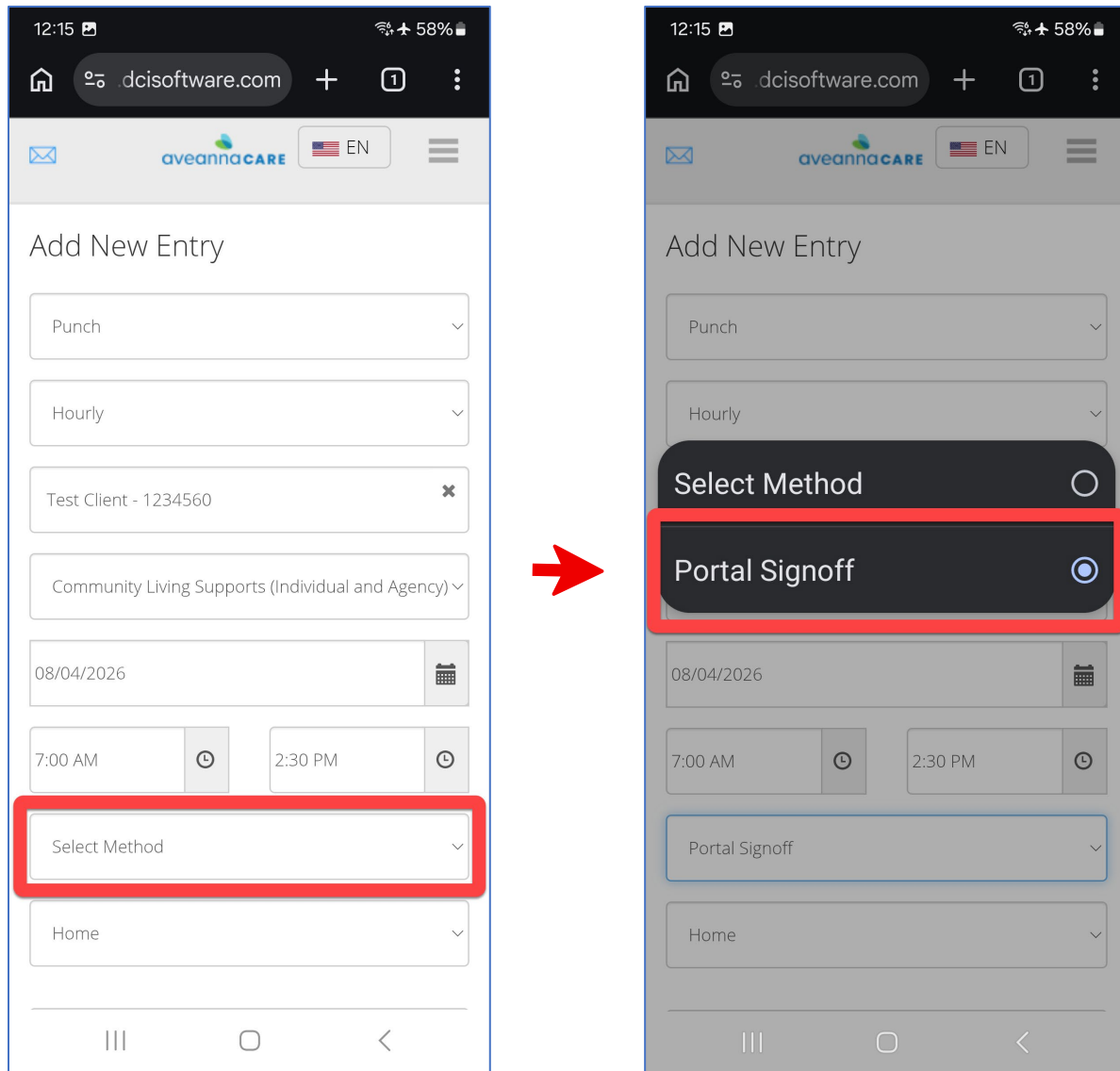
8. Next, enter the beginning and end of the shift hours. The hours can be entered by using the scroll option or by typing the time directly.



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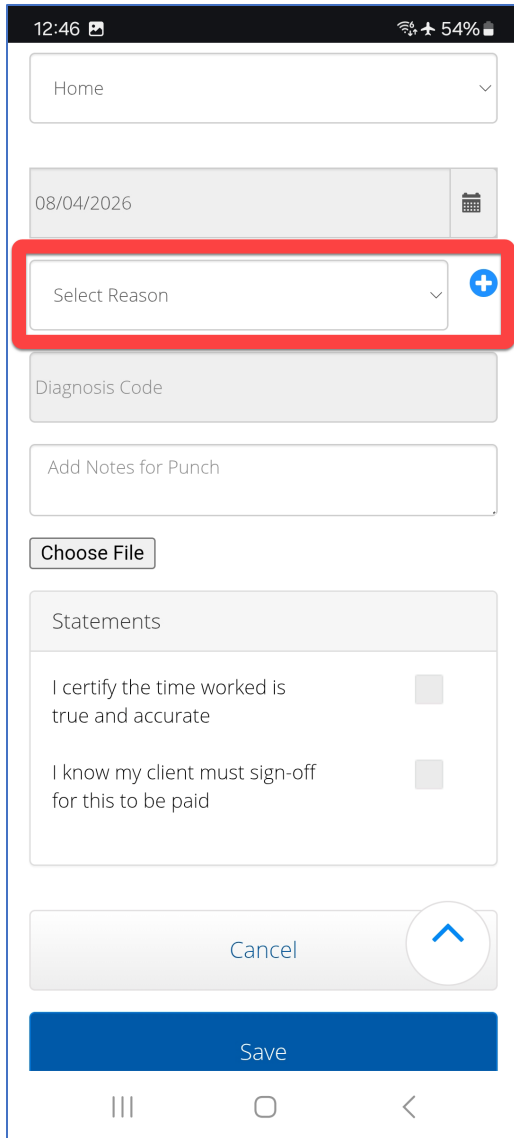
9. Next, enter the verification method in the “Select Method” field. Press the field, and the menu will appear. Select Portal Signoff.



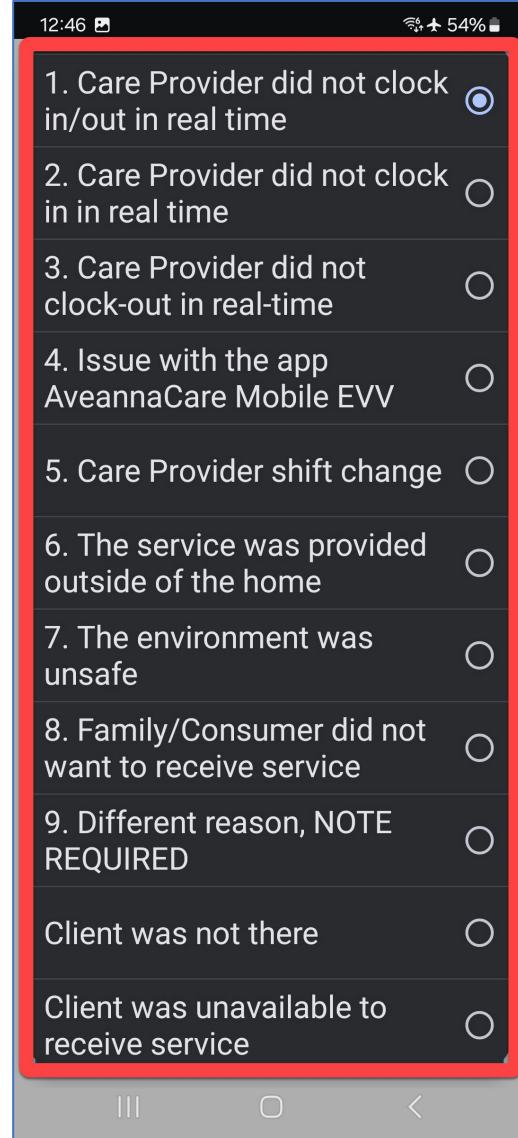
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10. Swipe up to the “Select Reason” field. Press the field, and the menu will appear. Select the applicable reason. This field identifies why the mobile app was not used to enter the punch.



The screenshot shows the mobile app interface for creating an SDP punch. The 'Select Reason' field is highlighted with a red box. The interface includes a 'Home' dropdown, a date field showing '08/04/2026', a 'Select Reason' dropdown with a plus icon, a 'Diagnosis Code' field, a 'Add Notes for Punch' text area, a 'Choose File' button, and a 'Statements' section with two checkboxes: 'I certify the time worked is true and accurate' and 'I know my client must sign-off for this to be paid'. At the bottom, there are 'Cancel' and 'Save' buttons.



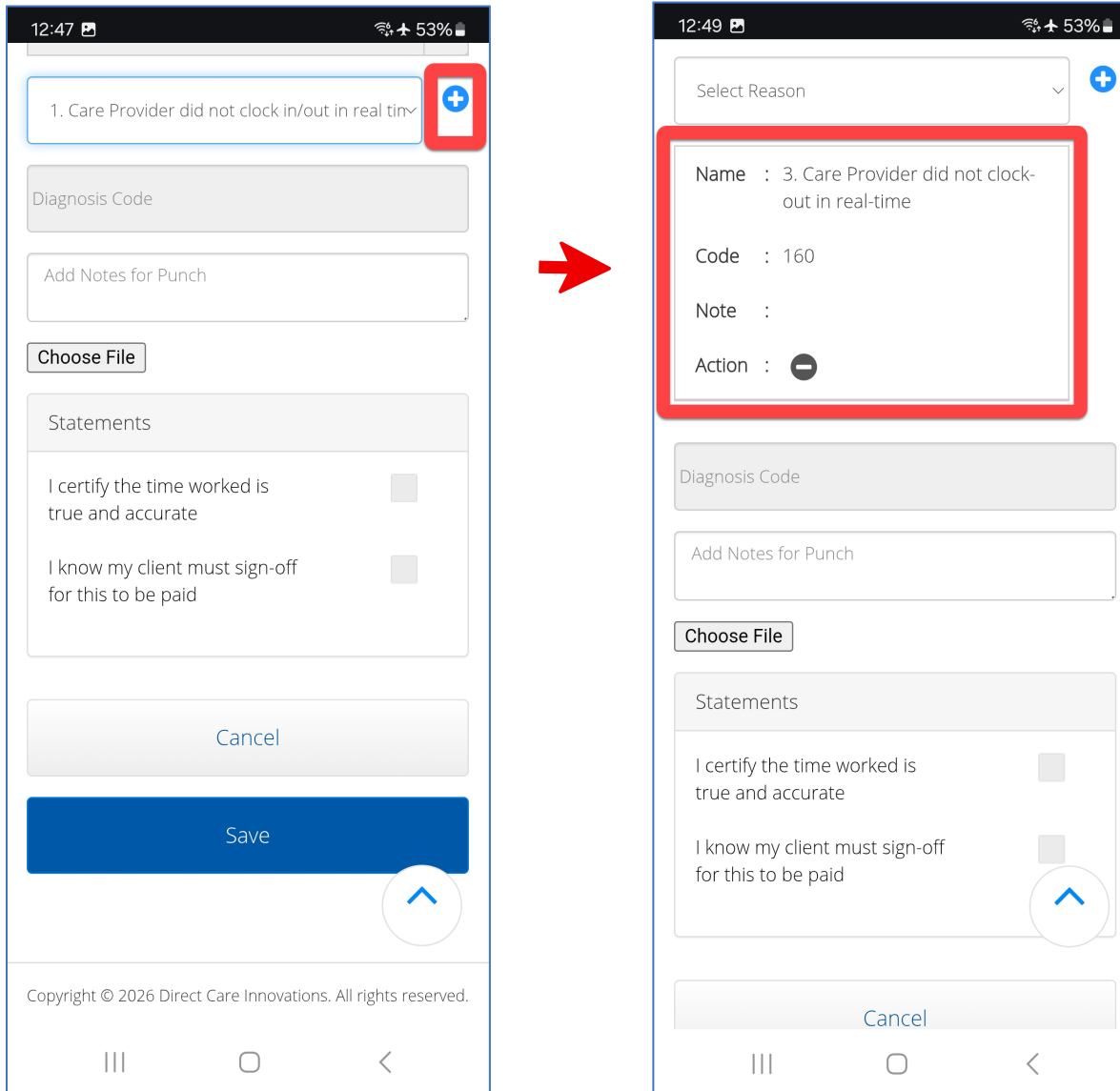
The screenshot shows the dropdown menu for the 'Select Reason' field. The menu is a dark gray list with white text and radio button options. The reasons listed are:

- 1. Care Provider did not clock in/out in real time ☒
- 2. Care Provider did not clock in in real time ☐
- 3. Care Provider did not clock-out in real-time ☐
- 4. Issue with the app AveannaCare Mobile EVV ☐
- 5. Care Provider shift change ☐
- 6. The service was provided outside of the home ☐
- 7. The environment was unsafe ☐
- 8. Family/Consumer did not want to receive service ☐
- 9. Different reason, NOTE REQUIRED ☐
- Client was not there ☐
- Client was unavailable to receive service ☐

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11. Once the reason is selected, it will populate the field. Next, press on the Blue plus sign  to save the reason code. Once it is saved, it will appear in a box right underneath the field.



The image displays two screenshots of the mobile app interface, illustrating the process of saving a reason code.

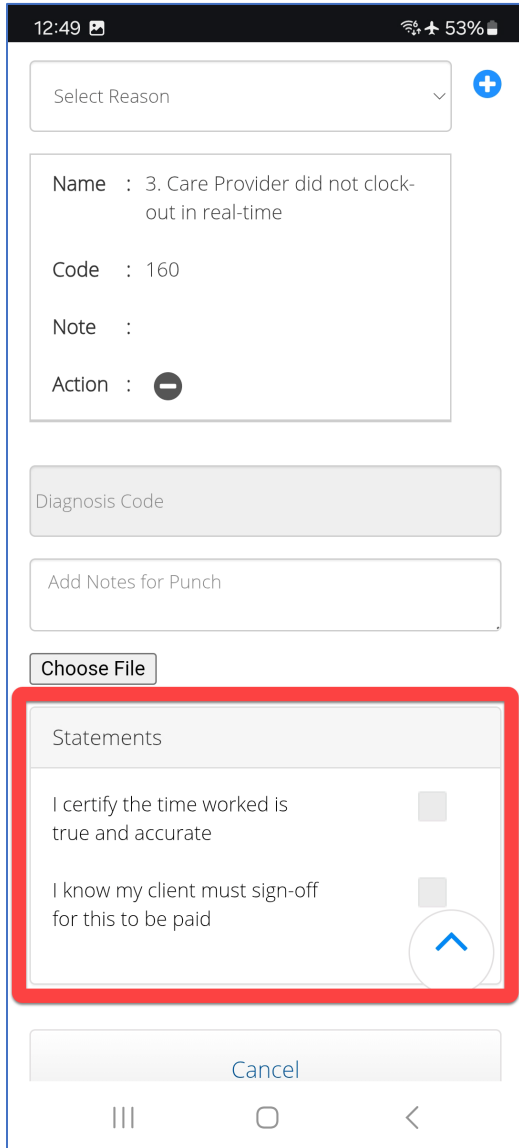
Left Screenshot (12:47): The 'Select Reason' dropdown menu is open, showing the selected reason: "1. Care Provider did not clock in/out in real time". A blue plus sign icon is visible next to the dropdown, indicating the option to save the reason code. Below the dropdown, there are fields for "Diagnosis Code", "Add Notes for Punch", and a "Choose File" button. The "Statements" section contains two checkboxes: "I certify the time worked is true and accurate" and "I know my client must sign-off for this to be paid". At the bottom, there are "Cancel" and "Save" buttons, and a blue arrow icon.

Right Screenshot (12:49): The dropdown menu is now populated with the selected reason: "3. Care Provider did not clock-out in real-time". A red box highlights the details of the selected reason: "Name : 3. Care Provider did not clock-out in real-time", "Code : 160", "Note :", and "Action : -". Below the dropdown, there are fields for "Diagnosis Code", "Add Notes for Punch", and a "Choose File" button. The "Statements" section contains two checkboxes: "I certify the time worked is true and accurate" and "I know my client must sign-off for this to be paid". At the bottom, there are "Cancel" and "Save" buttons, and a blue arrow icon.

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12. Swipe up to the Statement section. Apply a checkmark to each statement. Then press Save.



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Select Reason

Name : 3. Care Provider did not clock-out in real-time

Code : 160

Note :

Action : -

Diagnosis Code

Add Notes for Punch

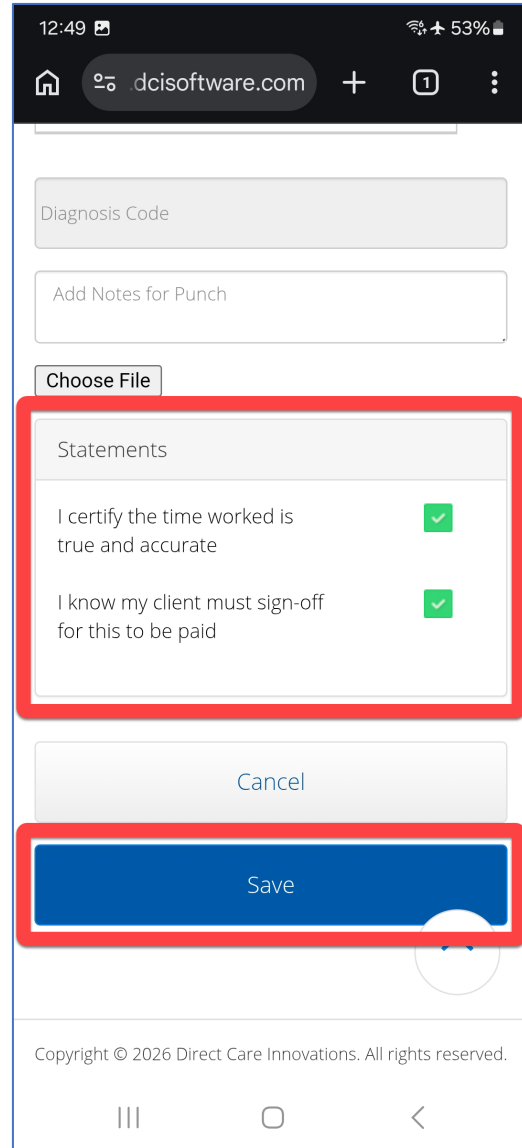
Choose File

Statements

I certify the time worked is true and accurate

I know my client must sign-off for this to be paid

Cancel



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Diagnosis Code

Add Notes for Punch

Choose File

Statements

I certify the time worked is true and accurate

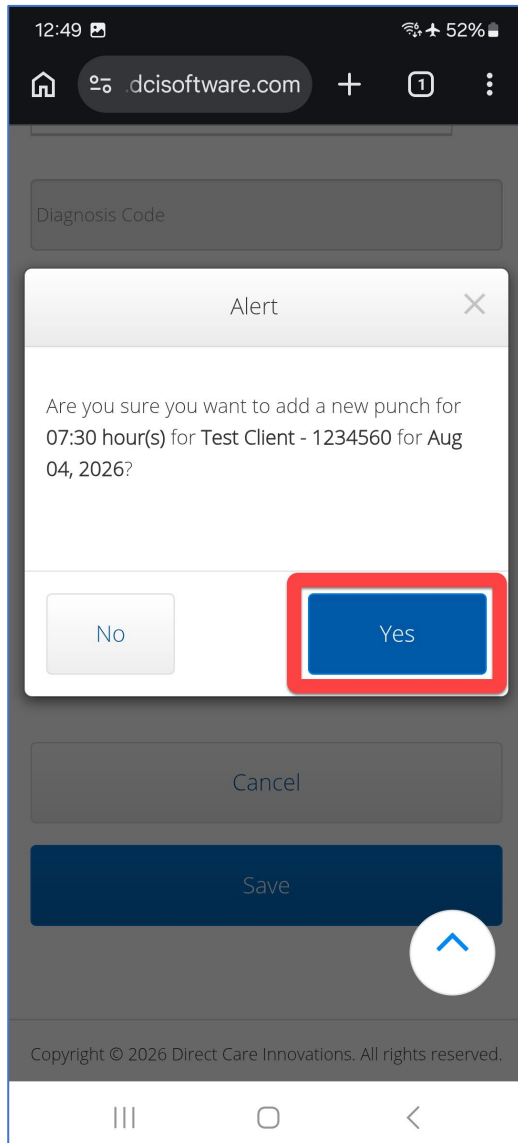
I know my client must sign-off for this to be paid

Cancel

Save

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13. Lastly, click Yes on the alert to save the punch entry.



ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。

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