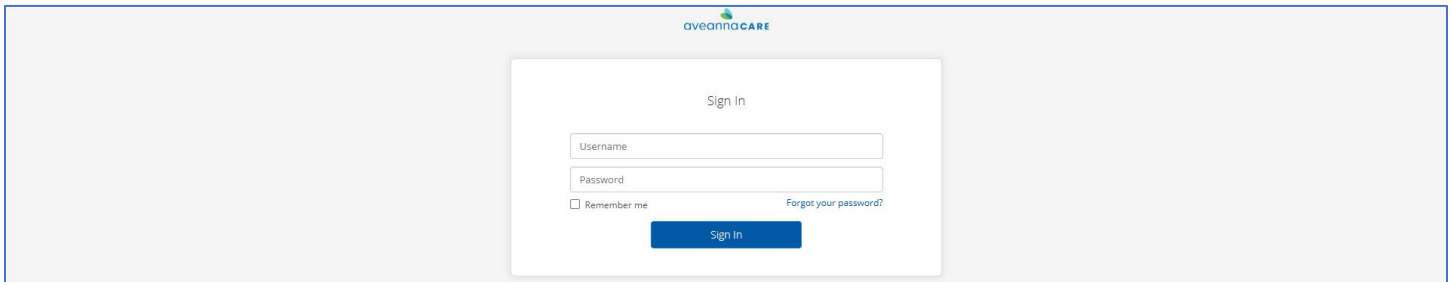


CREATING AN SDP SERVICE PORTAL PUNCH

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

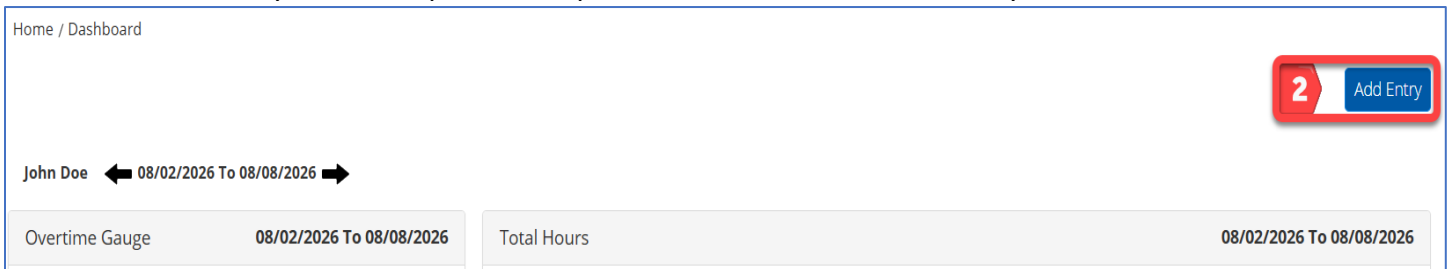
Creating a Portal Punch Entry

1. Log into <https://aveanna.dcsoftware.com/>
 - Important: Contact a local AveannaCare branch if a username and/or password have not been issued.
 - Tip: Visit aveannasupportservices.com to find a local branch.
 - Additional instructional videos and printable user guides are also available at: <https://aveannasupportservices.com/resources/care-provider-resources/aveannacare/>



The screenshot shows the AveannaCare Sign In page. At the top center is the AveannaCare logo. Below it is a white box with the title "Sign In". Inside this box are two input fields: "Username" and "Password". Below the "Password" field is a checkbox labeled "Remember me" and a link "Forgot your password?". At the bottom of the white box is a blue "Sign In" button.

2. Click on Add Entry, then Complete all required fields on the Add New Entry window.



The screenshot shows the AveannaCare Dashboard. At the top left is the breadcrumb "Home / Dashboard". On the right side, there is a red button with a white number "2" and the text "Add Entry". Below this, there is a user profile section for "John Doe" with a left arrow and the date range "08/02/2026 To 08/08/2026" and a right arrow. At the bottom, there is a table with two columns: "Overtime Gauge" and "Total Hours". The "Overtime Gauge" column has a date range "08/02/2026 To 08/08/2026". The "Total Hours" column has a date range "08/02/2026 To 08/08/2026".

CREATING AN SDP SERVICE PORTAL PUNCH

3. Entry Type and Employee Name will auto-populate. Complete/Update the following fields:
4. Account Type.
5. Client.
6. Service Code.
7. Service Date. (Only if the date is different.)
8. Check-In/Out.
9. EVV Method.

Add New Entry

Entry Type: *
3 Punch

Employee Name: John Doe

4 Account Type: *
Hourly

5 Client: *
Test Client - 1234560

6 Service Code: *
Community Living Supports (Individual and Agency)

7 Service Date: *
08/03/2026

8 Check In: *
7:00 AM
Check Out: *
2:30 PM

9 EVV Method: *
Portal Signoff

Clock In EVV Location: Home

Clock Out EVV Location: Home

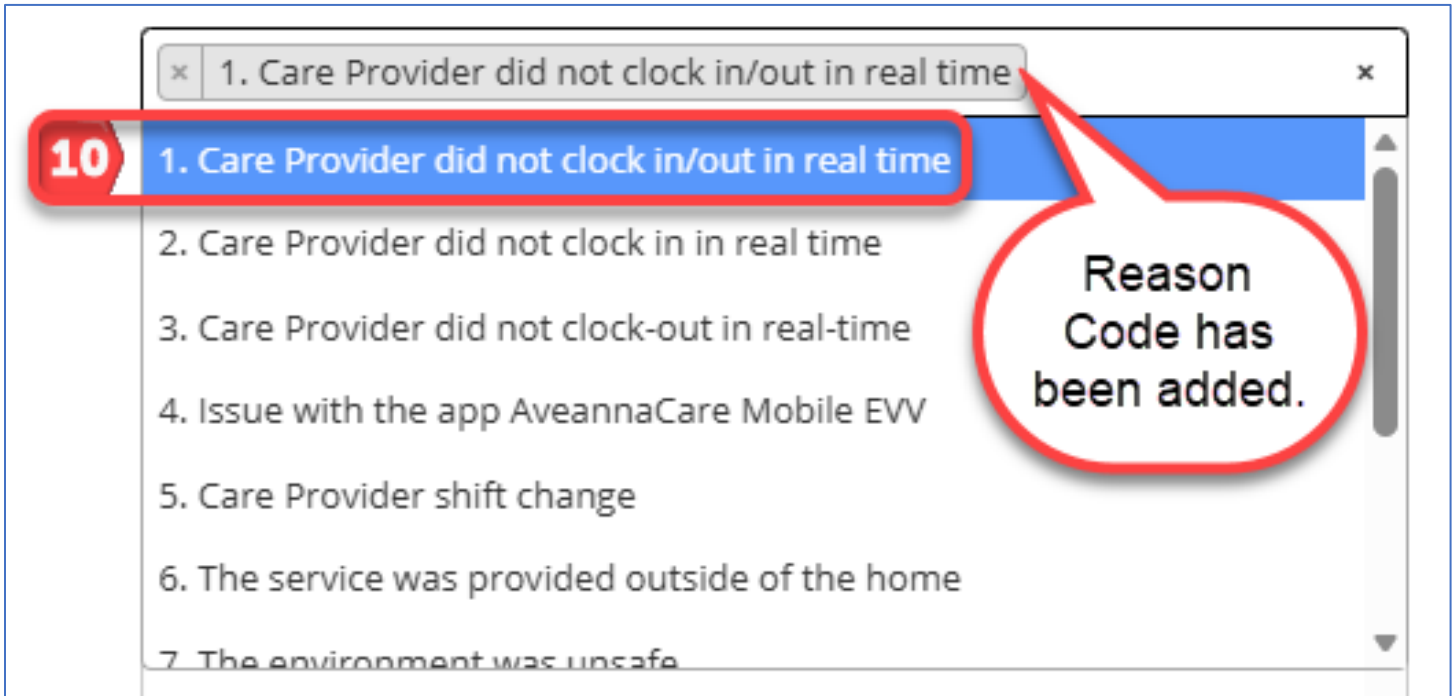
Check Out Date: 08/03/2026

10 Add Reason Codes: *
1. Care Provider did not clock in/out in real time

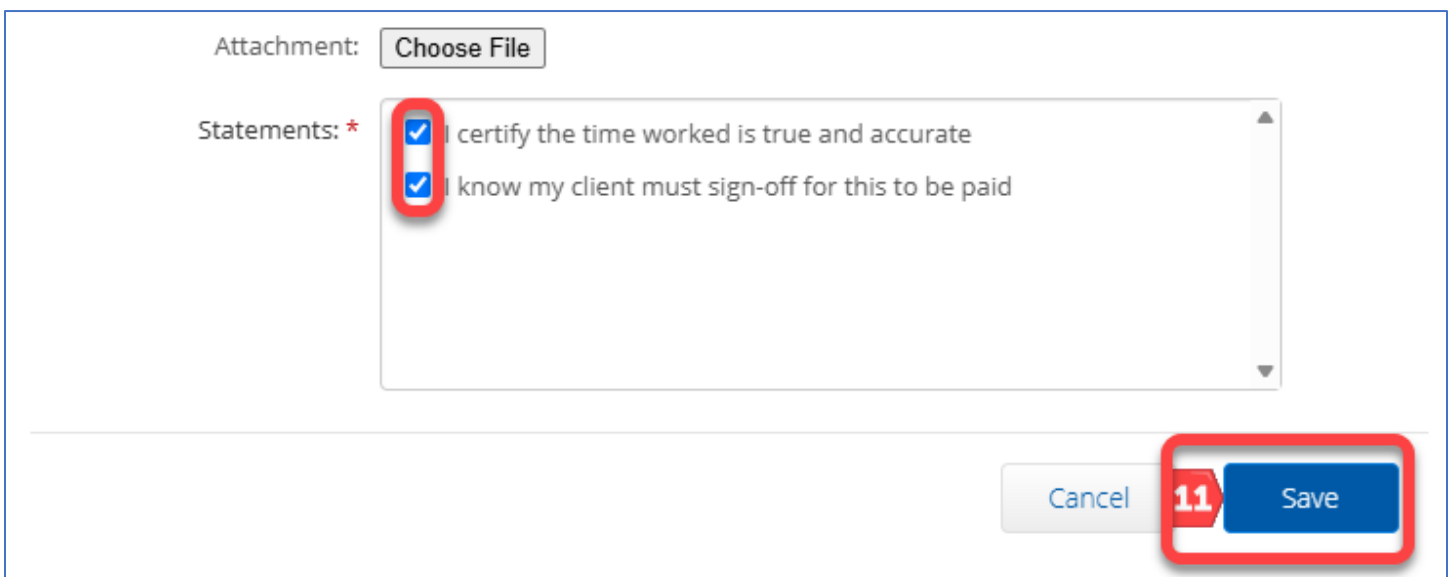
Notes: Add Notes for Punch

CREATING AN SDP SERVICE PORTAL PUNCH

10. Reason: To add a reason code, click on the Add Reason Code field, (a drop-down menu will appear.)
Click on one reason.

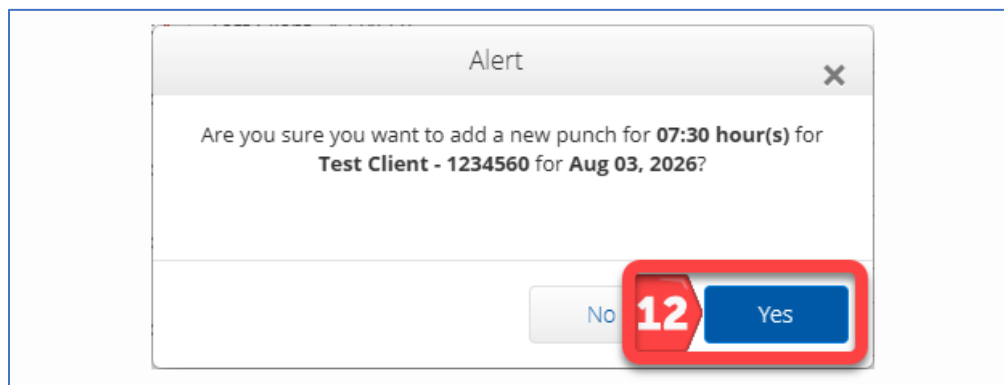


11. Apply a check mark to the statements, then click Save.



CREATING AN SDP SERVICE PORTAL PUNCH

12. Lastly, click Yes on the Alert.



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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