

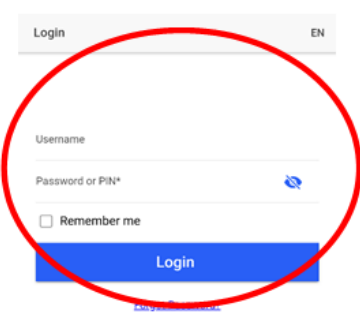
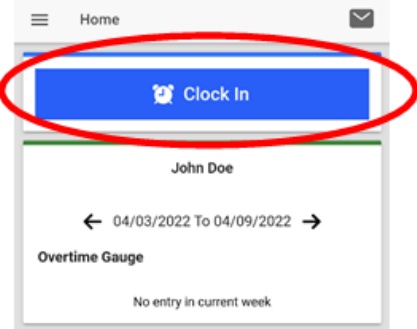
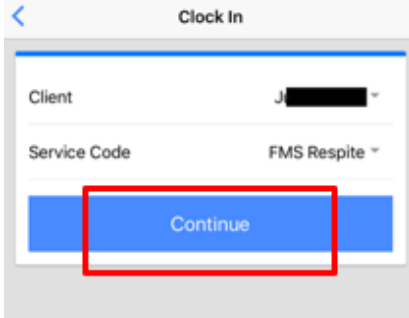
AveannaCare Mobile App User Guide



Overview

This guide will cover how to use the AveannaCare Mobile EVV app to punch and approve hours worked. Care providers should use the AveannaCare Mobile EVV app to Clock In and Clock Out. Clients verify the hours worked using their Client PIN or through the Client Portal. The verification method selected when the care provider clocks in should be the same verification method used when the care provider clocks out. Please see below for the steps associated with each method.

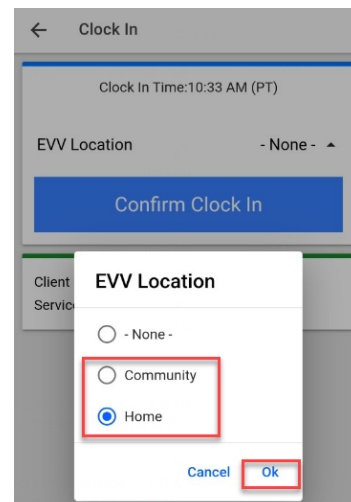
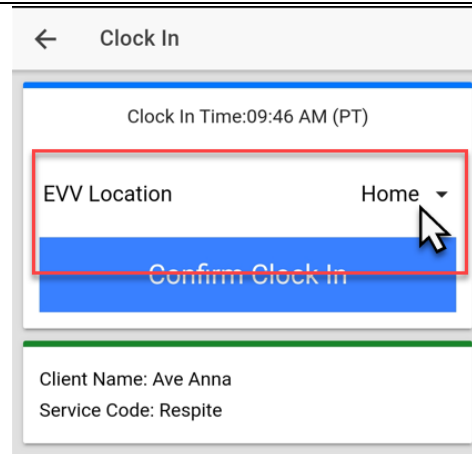
Clock in and Clock Out (PIN EVV Method)

<p>1. Care provider logs into the AveannaCare Mobile EVV app with their username and PIN or Password.</p>	
<p>2. Select the Clock In button at the top</p>	
<p>3. Select the appropriate Client Name and Service Code combination and press Continue.</p>	



4. The EVV Location will be defaulted to the correct drop-down option.

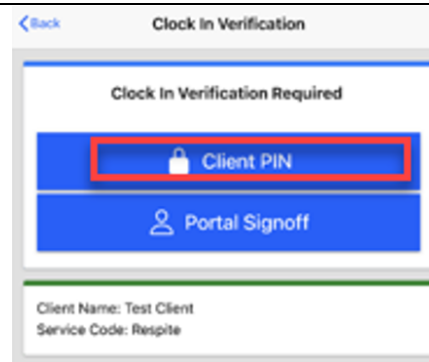
Note: This field can be updated. To update the EVV Location field click on the **drop-down menu** and select the correct location.



5. Press **Confirm Clock In**.

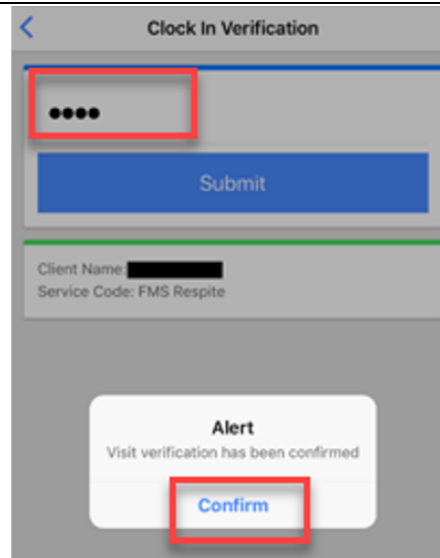


6. Select **Client PIN**.



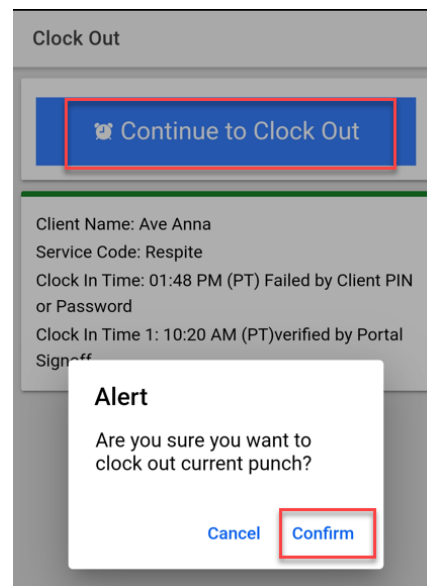
7. Hand the device to the Client. The **client** will enter their unique four-digit **PIN** and hit the **Submit** button.
8. An alert will appear "Alert EVV Confirmed". Select **Confirm**.

Note: Hand the device back to Care Provider. Put away the device and provide care as usual.

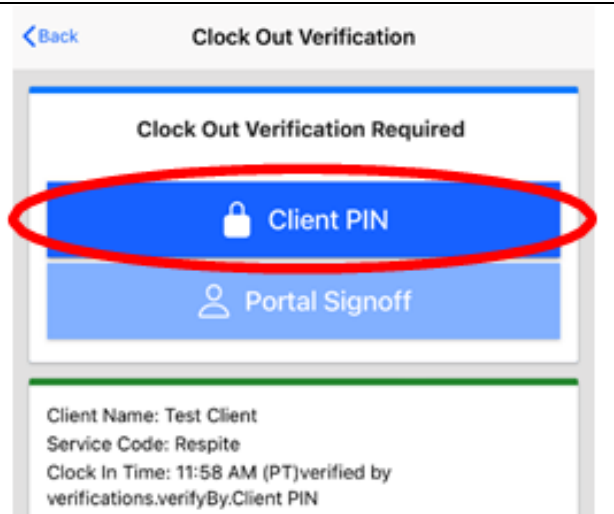


When the shift is over, the Care Provider will log back into the app

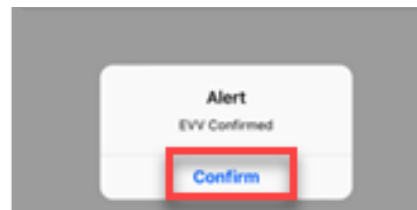
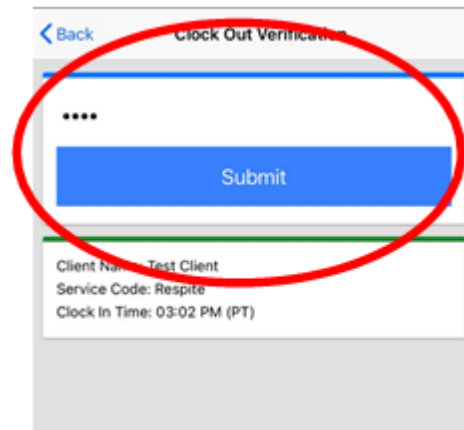
9. Press the **“Continue to Clock Out”** button. Then press **Confirm** in the Alert.



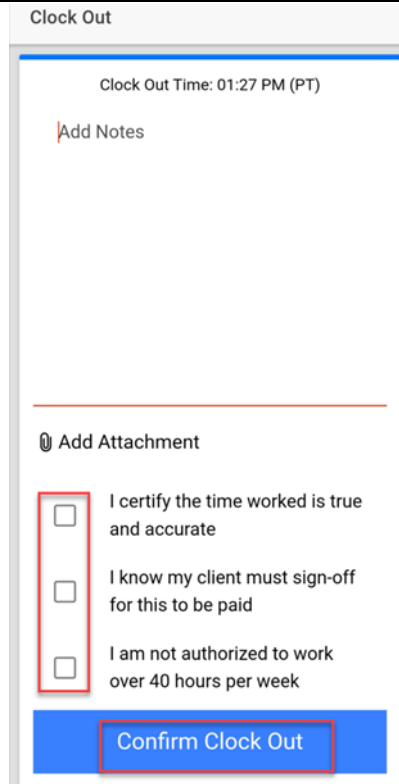
10. Hand the device to the Client. The client will use their **PIN** to verify the Clock Out. Press **Client PIN**.



11. The client will enter their unique four-digit **PIN** and hit the **Submit** button to confirm Clock Out punch.
12. Then press **Confirm**.



13. Apply a check mark to each acknowledgment. Then press **Confirm Clock Out**.

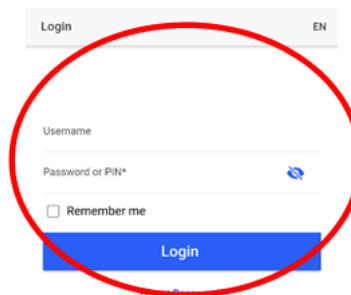



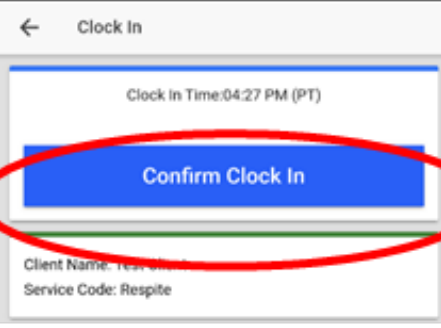
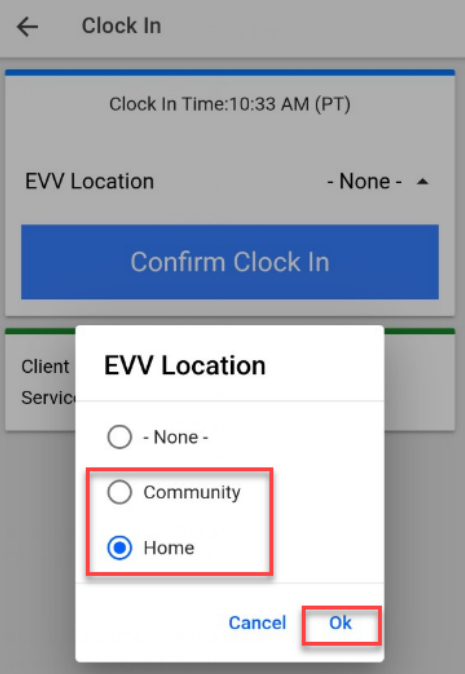
Completed client verification for the shift.

Clock In and Clock Out (EVV Portal Signoff Method)

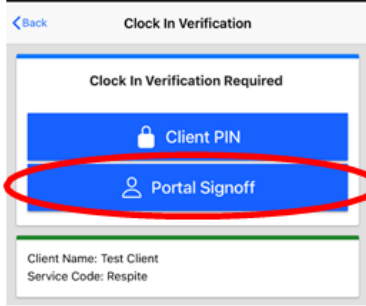
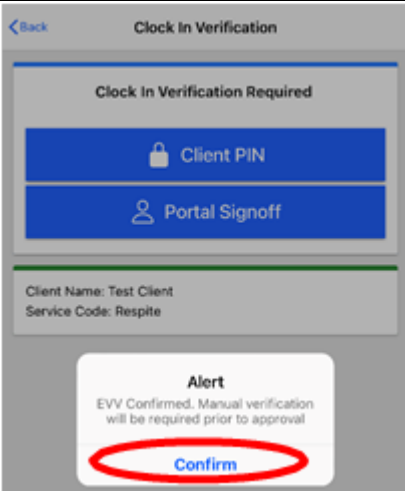
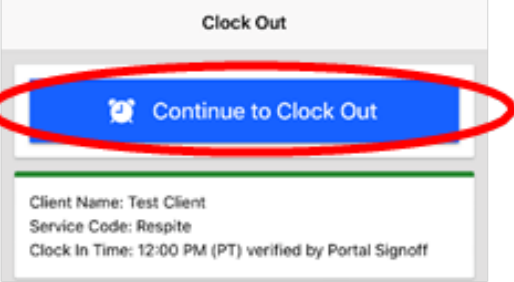
Choose this method if the Client may not be available at the end of the shift.

1. Care provider logs into the AveannaCare Mobile EVV app with their username and PIN or Password.



<p>2. Select the appropriate Client Name and Service Code combination.</p> <p>3. Press Continue.</p> <p>4. Press Yes on the alert.</p>	
<p>5. Select Confirm Clock In.</p>	
<p>6. The EVV Location will be defaulted to the correct drop-down option.</p> <p>Note: This field can be updated. To update the EVV Location field click on the drop-down menu and select the correct location.</p>	

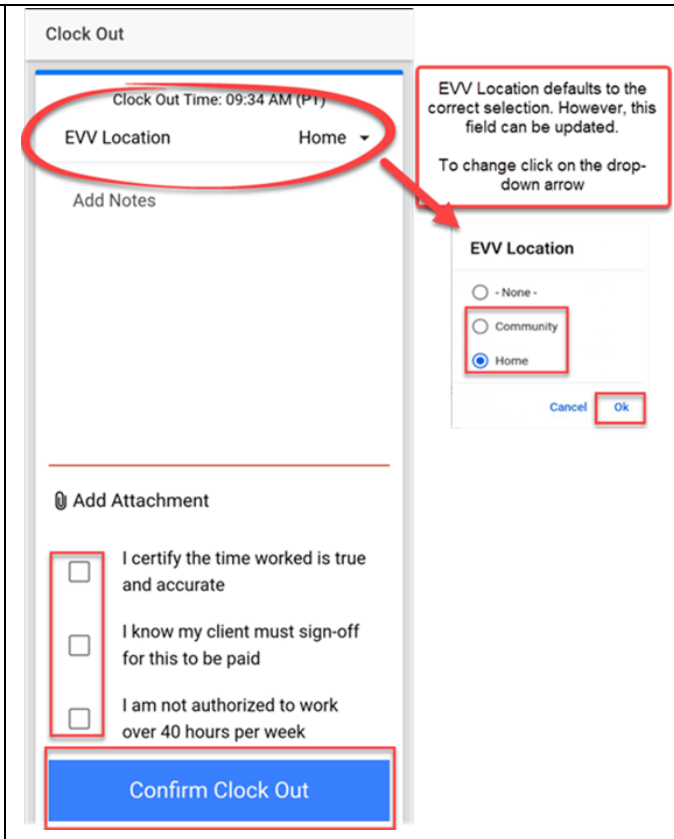


<p>7. Select Portal Signoff. The client will be logging in later to verify the shift.</p>	
<p>8. An alert will appear "Alert EVV Confirmed. Manual verification will be required " Select Confirm".</p> <p>Note: Client must log in to AveannaCare and sign off on the shift(s).</p>	
<p>9. When the shift is over, the Care Provider will log back into the app and Select "Continue to Clock Out"</p>	



10. The **EVV Location** drop-down will auto populate the correct setting.

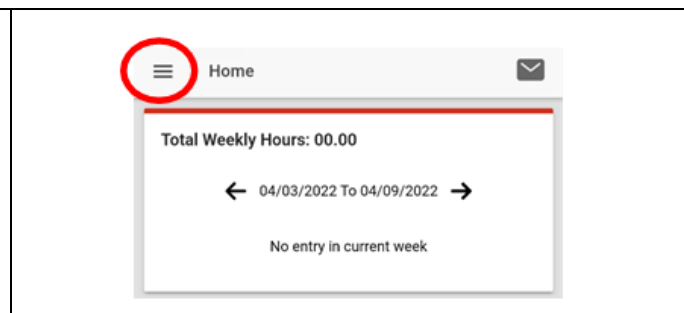
Note: This field can be updated. To update the EVV Location field click on the drop-down arrow. **Select an appropriate location**, then press **Ok**. **Apply a check mark** to each acknowledgment. Press **Confirm Clock Out**.



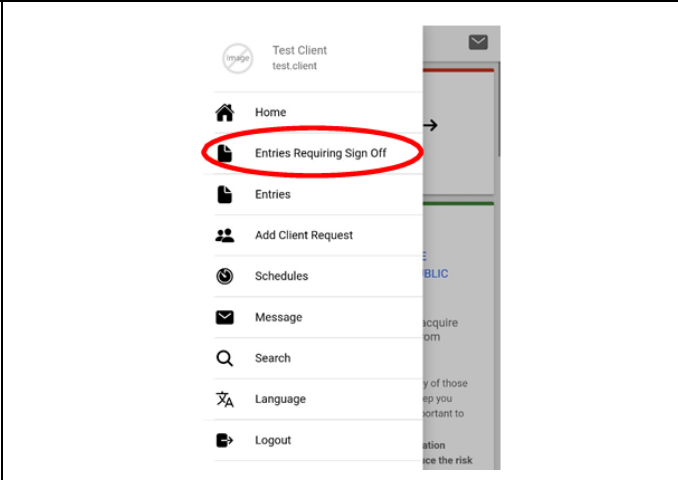
Mobile Time Entry Portal Signoff

To verify the shift, the client must log in to the AveannaCare Mobile EVV app with their username and PIN or Password.

1. Navigate to the menu at the top left corner represented by 3 horizontal lines

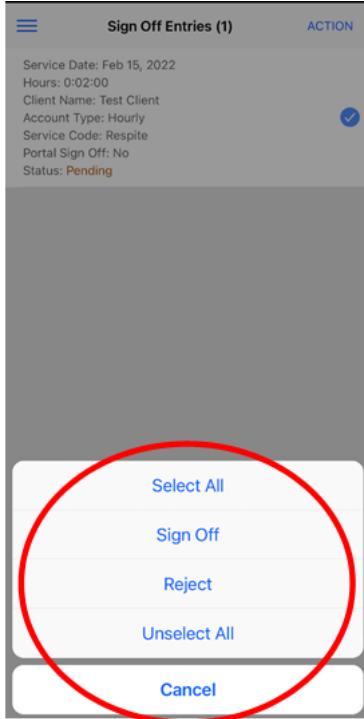


2. Select "Entries Requiring to Sign Off"



3. Hold down on a Pending entry (*not a light tap*) and the **Actions** button will become visible in the top right-hand corner.
4. Press **Actions**.



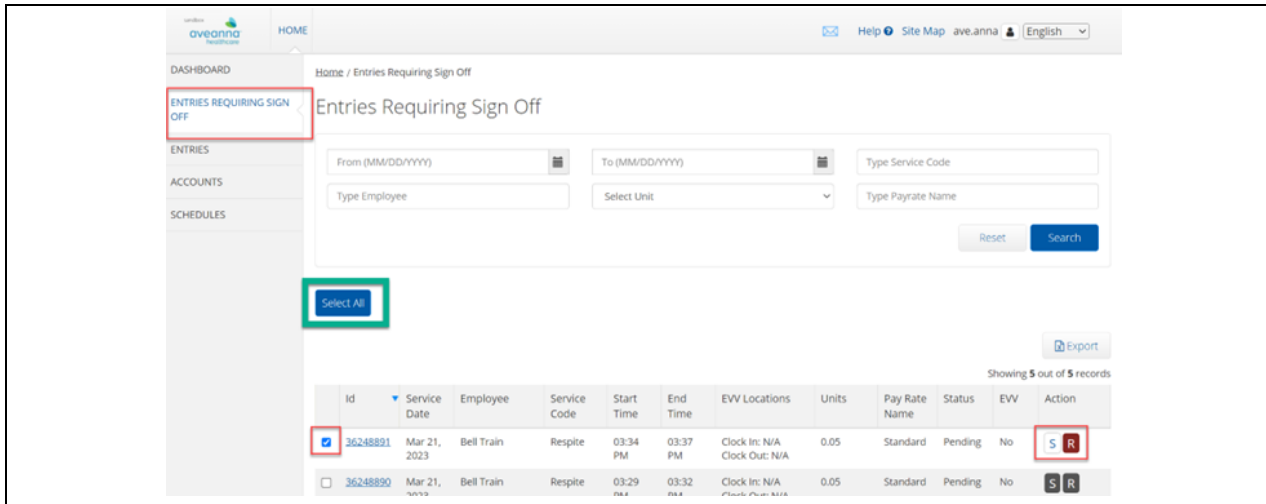
<p>5. There will be options as seen in the screenshot.</p> <p>Select All, Sign Off, Reject, Unselect All, Cancel</p> <p>Select the appropriate selection.</p>	
<p>6. If all Pending entries are OK, choose Select All and then select Sign Off.</p>	
<p>You have now completed client verification for all shifts pending client sign-off!</p>	

Aveanna Portal Entries Sign Off

After the Care Provider has completed their shift. You will sign into the AveannaCare web portal here: <https://aveanna.dcisoftware.com>

<p>1. Go to the "Entries Requiring to Sign Off" tab.</p>	
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Home / Entries Requiring Sign Off

Entries Requiring Sign Off

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Service Code

Type Employee Select Unit Type Payrate Name

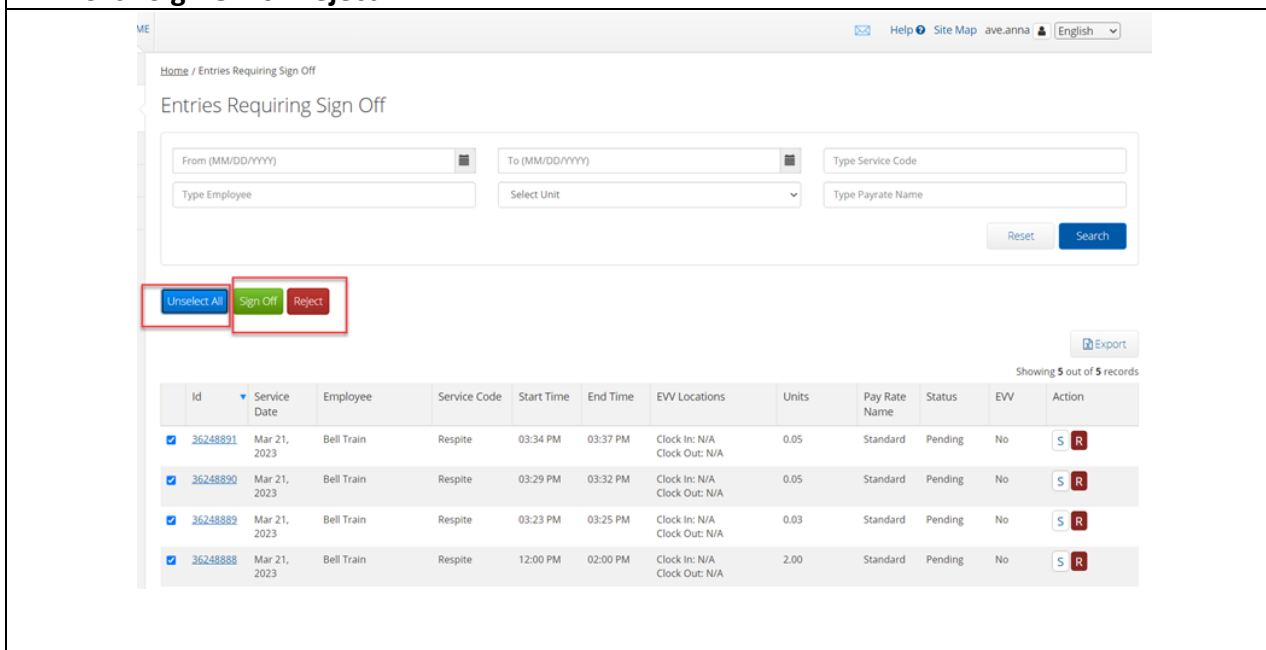
Reset Search

Select All

Showing 5 out of 5 records

Id	Service Date	Employee	Service Code	Start Time	End Time	EVV Locations	Units	Pay Rate Name	Status	EVV	Action
<input checked="" type="checkbox"/> 36248891	Mar 21, 2023	Bell Train	Respite	03:34 PM	03:37 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R
<input type="checkbox"/> 36248890	Mar 21, 2023	Bell Train	Respite	03:29 PM	03:32 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R

2. Apply a checkmark to one line entry. The “**Sign Off**” or “**Reject**” options will become available. **Sign off** or **reject** entry(s).
3. or click **Select All** to select all unapproved time entries.
4. Click **Sign Off** or **Reject**.



Home / Entries Requiring Sign Off

Entries Requiring Sign Off

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Service Code

Type Employee Select Unit Type Payrate Name

Reset Search

Unselect All Sign Off Reject

Showing 5 out of 5 records

Id	Service Date	Employee	Service Code	Start Time	End Time	EVV Locations	Units	Pay Rate Name	Status	EVV	Action
<input checked="" type="checkbox"/> 36248891	Mar 21, 2023	Bell Train	Respite	03:34 PM	03:37 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R
<input checked="" type="checkbox"/> 36248890	Mar 21, 2023	Bell Train	Respite	03:29 PM	03:32 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R
<input checked="" type="checkbox"/> 36248889	Mar 21, 2023	Bell Train	Respite	03:23 PM	03:25 PM	Clock In: N/A Clock Out: N/A	0.03	Standard	Pending	No	S R
<input checked="" type="checkbox"/> 36248888	Mar 21, 2023	Bell Train	Respite	12:00 PM	02:00 PM	Clock In: N/A Clock Out: N/A	2.00	Standard	Pending	No	S R

The time entries have been approved or rejected.

[Aveanna Support Services External Documentation](#)

Created: July 2023

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

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