

AVEANNACARE MOBILE APP USER GUIDE

This guide will cover how to use the AveannaCare Mobile EVV app to punch and approve hours worked.

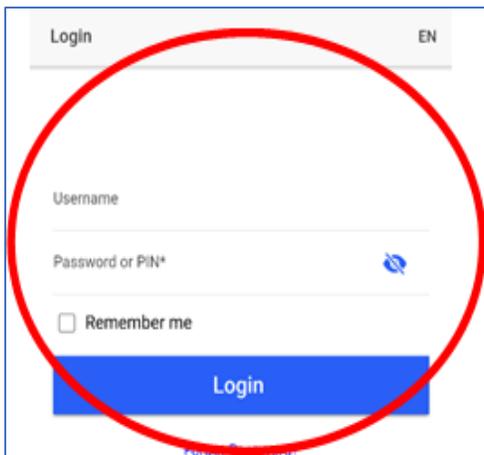
Care providers should use the AveannaCare Mobile EVV app to Clock In and Clock Out. Clients verify the hours worked using their Client PIN or through the Client Portal. The verification method selected when the care provider clocks in should be the same verification method used when the care provider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

Clock In and Out (PIN EVV Method)

Care Providers will share their phone with the client or the client's family to Clock In. Follow the steps below to complete a Clock In for the shift.

Clock In

1. The care provider logs into the AveannaCare Mobile EVV app using their username and PIN or Password.

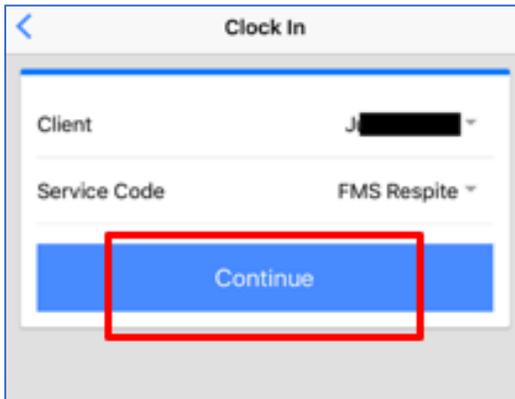


2. Select the **Clock In** button at the top.



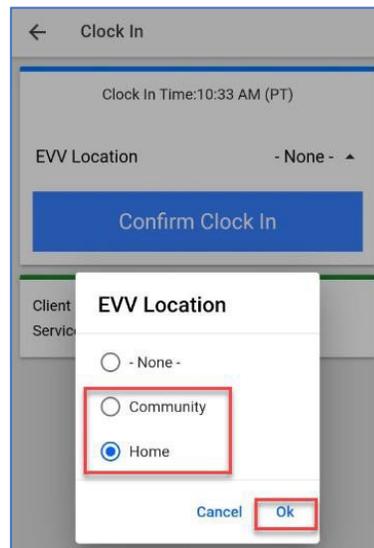
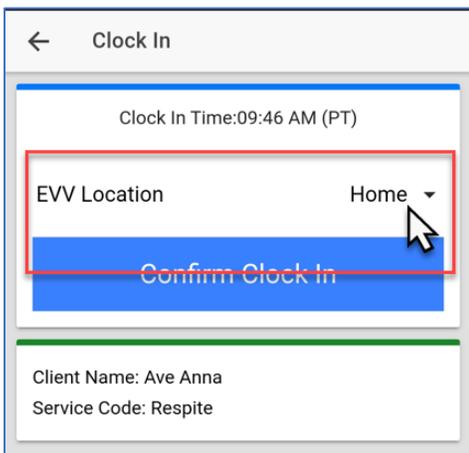
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3. Select the appropriate Client Name and Service Code combination and press “**Continue**”.

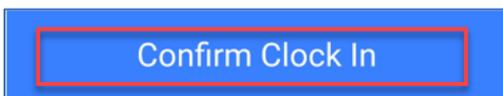


4. The EVV Location will default to the correct drop-down menu option.

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

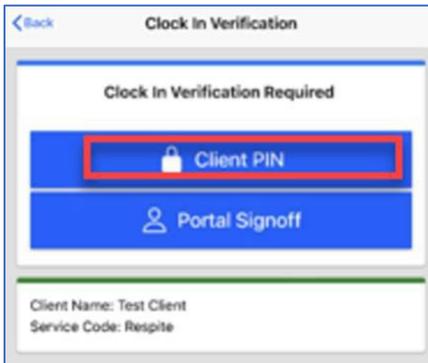


5. Press **Confirm Clock In**.



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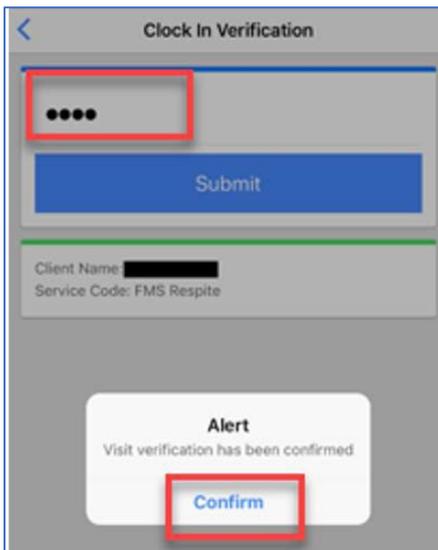
6. Select **Client PIN**.



7. Hand the device to the Client. The Client **or Client's family** will enter their unique four-digit **PIN** and hit the **Submit** button.

8. An alert will appear stating: "Alert Visit Verification has been Confirmed." Select **Confirm**.

Note: Hand the device back to the Care Provider. Put away the device and continue with your shift.

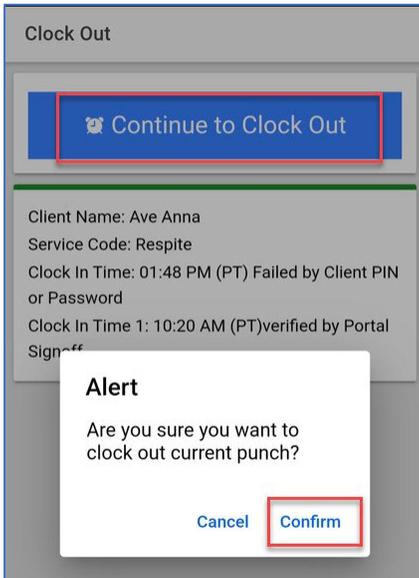


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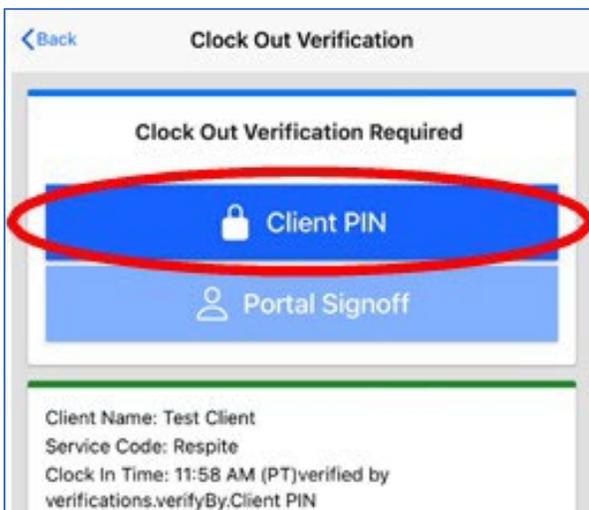
Clock Out

When the shift is over, the Care Provider will log back into the app. Follow the steps below to clock out.

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

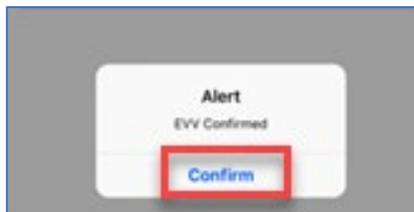
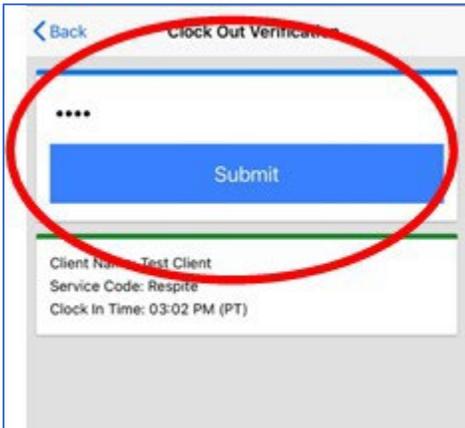


2. Hand the device to the Client. The Client will use their **PIN** to verify the Clock Out. Press **Client PIN**.



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3. The Client will enter their unique four-digit PIN and hit the Submit button to confirm the clock out punch.
4. Then press **Confirm**.



5. Apply a check mark to each acknowledgment, then press **the Confirm Clock Out** button.



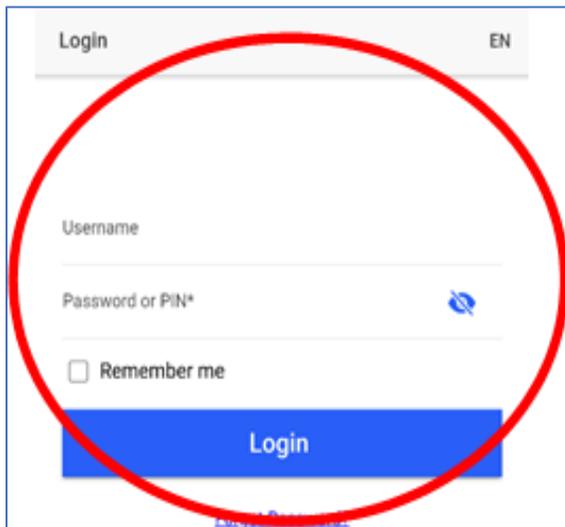
The client verification has been completed for the shift.

Clock In and Clock Out (EVV Portal Signoff Method)

Clock In

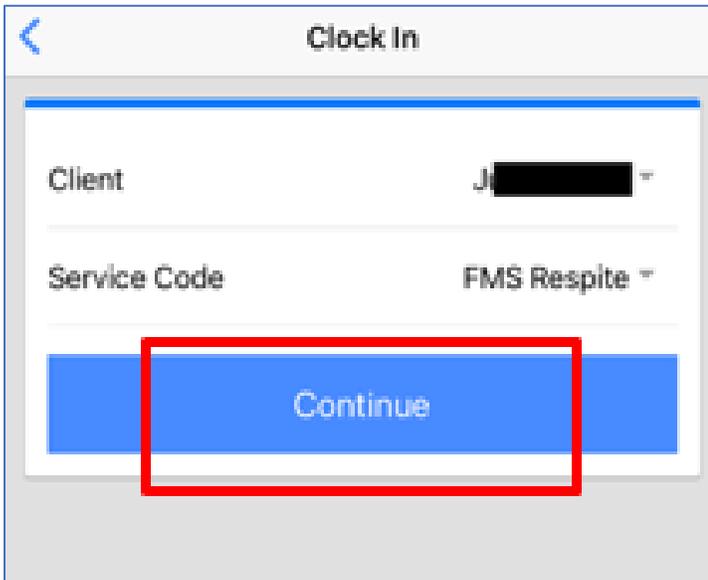
Choose this method if the Client is not available at the end of the shift.

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

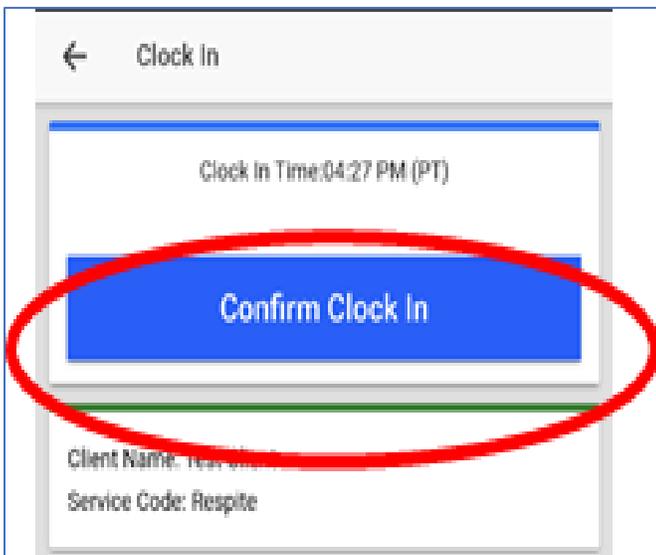


2. Select the appropriate **Client Name** and **Service Code** combination.
3. Press **Continue**.
4. Press **Yes** on the alert.

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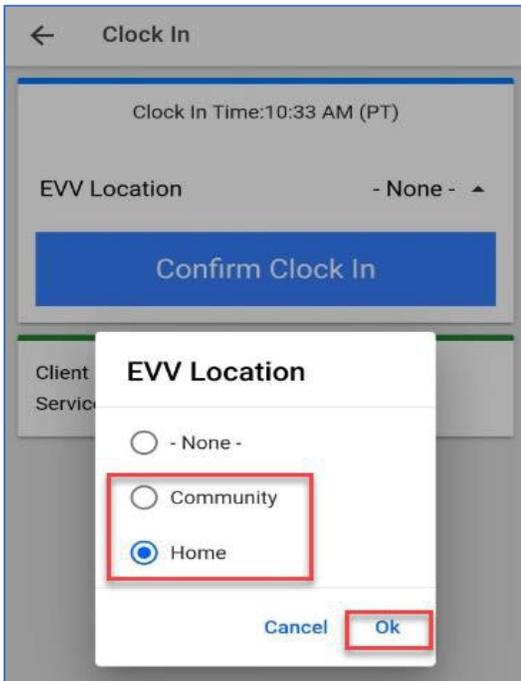
5. Select **Confirm Clock In**.



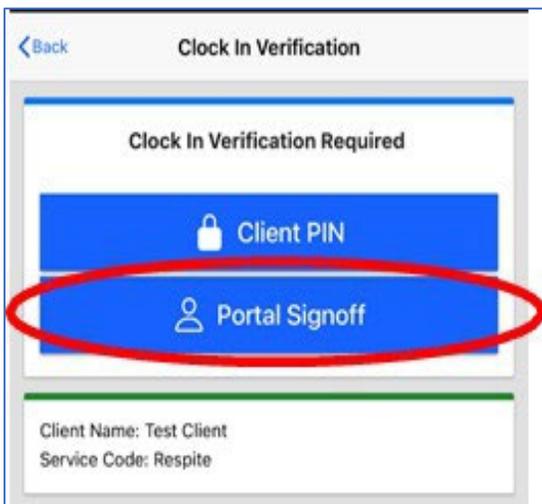
6. The EVV Location will default to the correct drop-down menu option.

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

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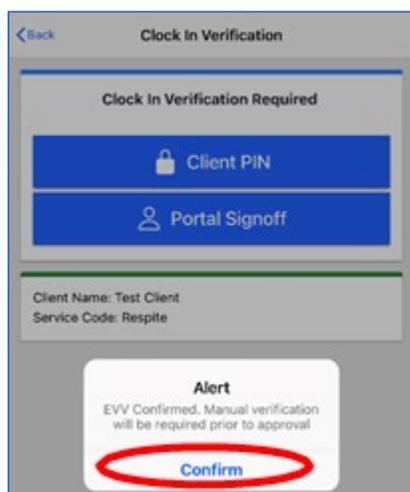
7. Select **Portal Signoff**. The Client will log in later to verify the shift.



6. An alert will appear stating: "Alert EVV Confirmed. Manual verification will be required." Select **Confirm.**"

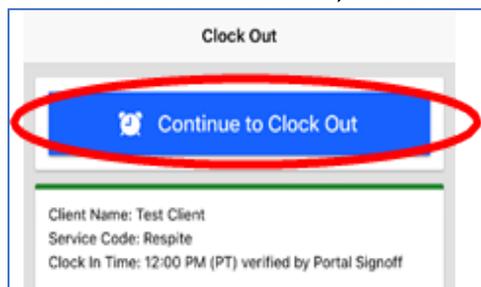
Note: Client must log in to AveannaCare and sign off on the shift(s).

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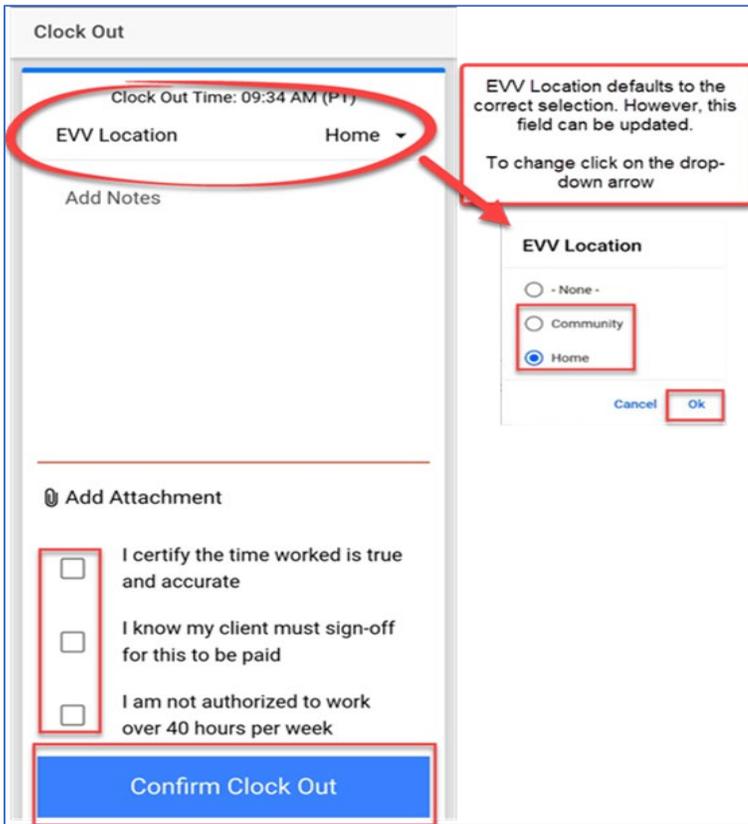
Clock Out

1. When the shift is over, the Care Provider will log back into the app and Select **“Continue to Clock Out”**



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

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

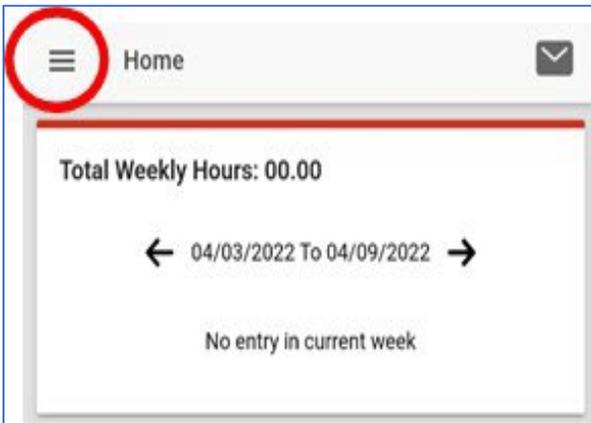


Mobile App Time Entry Portal Sign Off

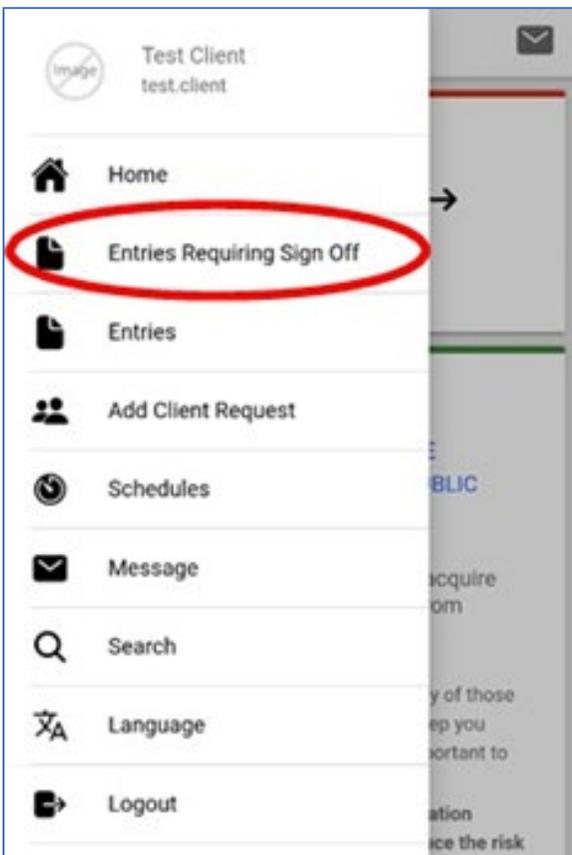
To verify the shift, the client must log in to the AveannaCare Mobile EVV app with their username and PIN or Password.

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

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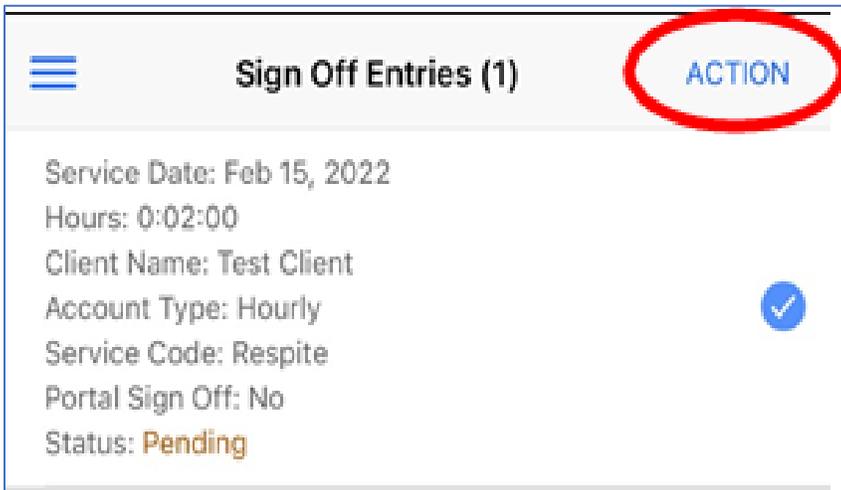


3. Select "Entries Requiring Sign Off"



4. **Hard Press on a Pending entry** (not a light tap), and the Actions button will become visible in the top right-hand corner.
5. Press **Action**.

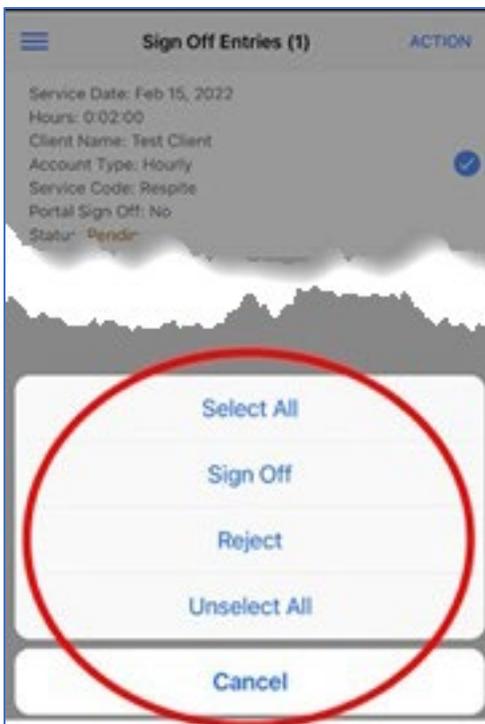
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6. There will be options as seen in the screenshot below, including.

All, Sign Off, Reject, Unselect All, or Cancel.

Select the appropriate option.



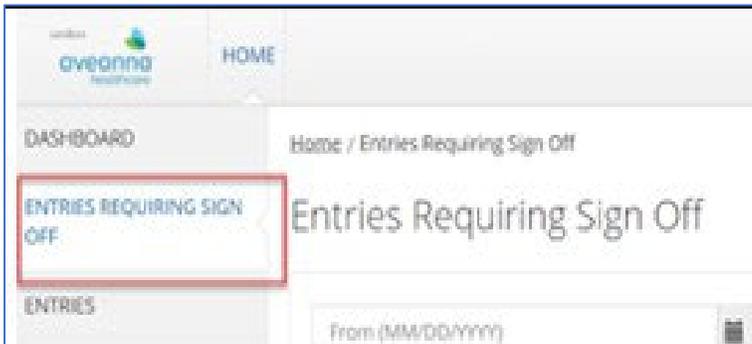
4. If all Pending entries are OK, choose **Select All** and then select **Sign Off**.

You have now completed client verification for all shifts pending client sign-off!

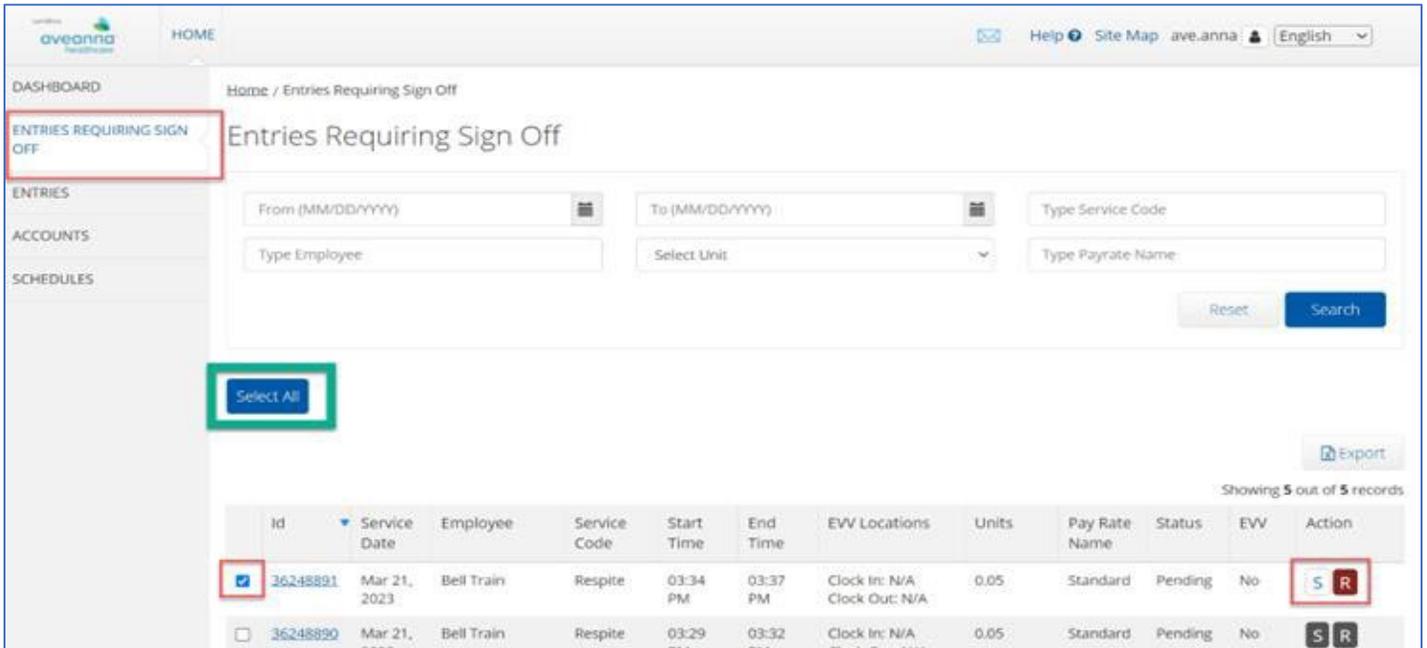
Aveanna Portal Entries Sign Off

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

1. Go to the "Entries Requiring Sign Off" tab.

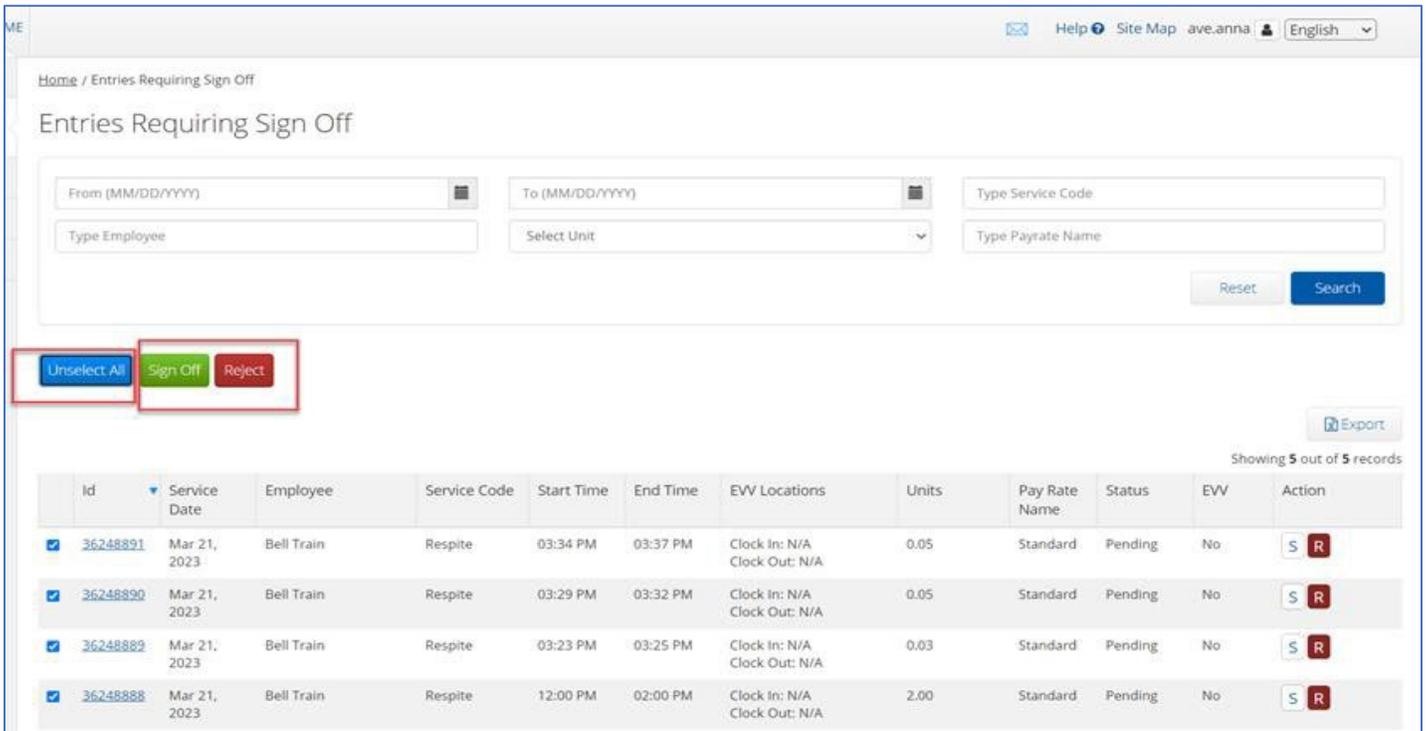


2. Apply a checkmark to one line entry. The sign-off **S** button or the **R** button for the reject options will become available. **Sign off** or **reject** the entry(s). To select all entries, click the "Select All" button.



3. Click **Sign Off** or **Reject**.

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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

Unselect All Sign Off Reject

Export

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

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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