WORKERS: DOWNLOADING AND INSTALLING THE AUTHENTICARE MOBILE APP

1. From your mobile phone, open your internet application 🌐 and enter the following URL (address): AuthentiCare® Mobile Download.
2. Read the terms and conditions, then select the acceptance check box. The terms and conditions must be agreed to prior to downloading the application.
3. Tap the download button to download the app to your mobile phone.
4. Once downloaded, you will need to run the install by tapping the "Install" button on the front page of the app.

   Note: In order to install, your phone will need to be configured to allow installation of "non-market" applications. Check your phone's documentation for details to change this setting. This is typically found in the phone's System or Applications Settings, under the Security section, with a heading of something similar to "Unknown Sources."
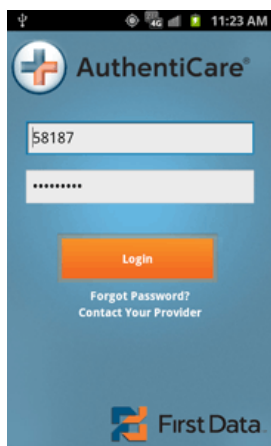5. You are ready to use the AuthentiCare® Mobile App.

Logging in:

1. GPS must be enabled to perform Log in.
2. Tap the AuthentiCare® Mobile App icon ➕ to begin.
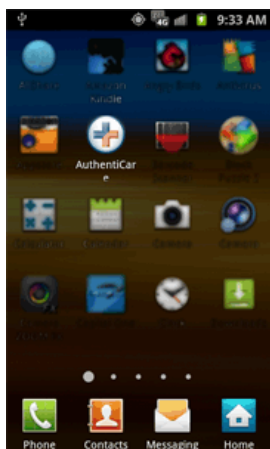
3. On the Login screen, you will be prompted to enter your Worker ID and Password. After entering the required information, tap Login.

Note: When entering your password, you may want to set your mobile phone's settings to "Make Passwords Visible," to allow passwords to show momentarily as you type. This will allow you a second to see which character you are entering before it is replaced with an asterisk * or a · .

4. If you forget your Worker ID and/or Password, you will need to contact your provider's administrator to have your password reset.

   The AuthentiCare® Mobile Application will only go out to verify your credentials against the AuthentiCare back-end system upon the initial Log in to the system. Once logged in, an application session is established. Sessions are active from initial login until 2 a.m. local time. Future logins within

the session, (following screen locks, logouts, etc.) are validated against the phone's stored information. Therefore, if a password is changed on the backend within a current session, you will only need to enter that new password upon your NEXT initial login the following day.

The application will allow 5 attempts with an invalid password before locking out the worker. You will have to contact your provider to have the password reset and unlock your account.

# The AuthentiCare® Mobile Application may be used to:

1. Check-in or Check-out for a scheduled appointment, while the worker is within a cell phone service area.

2. Check-in or Check-out for a scheduled appointment, while worker is within a Limited Service Zone.

3. Check-in or Check-out for a non-scheduled appointment, while the worker is in a Standard Service Zone.

4. Check-in or Check-out for a non-scheduled appointment, while the worker is in a Limited Service Zone.

5. Force Check-Out when there is a forgotten Check-In.

6. View Messages sent by the provider.

7. Use Calendar to view current and future appointments.

8. Call Office.

9. Change Password.

10. View Device ID.

1. **Check-in or Check-out for a scheduled appointment, while the worker is within a cell phone service area:**

After a successful login, the first screen displayed is the "Visits" or Home screen.
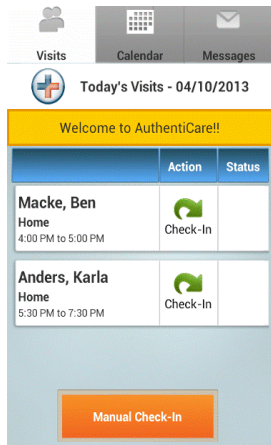
The current date will appear at the top. All scheduled appointments for the day will be listed along with available actions and the current status for each visit. The AuthentiCare application has the ability to store multiple addresses for a client, and the location description of the appointment is also shown on this screen. The scheduled appointments are downloaded to your mobile phone upon the initial login to the session. On the first log-in, your schedule is pulled from the server and stored locally. It is not dynamically updated during the day.

If no visits are scheduled for this day, the text on the screen will read "No appointments found."
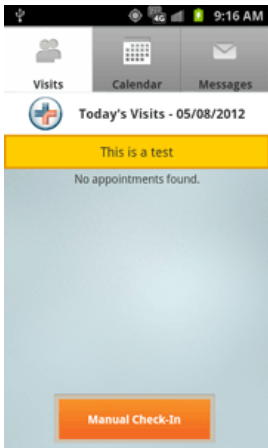
You may view detailed visit information by tapping any client in the list.
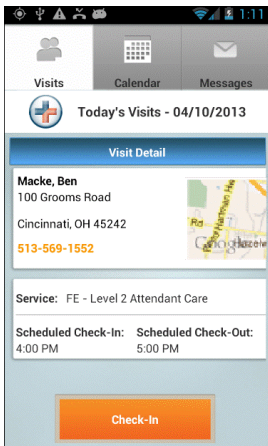
Users can return to the main Visits page by tapping on the AuthentiCare® Mobile icon or by pressing the phone's Back button ⬅ .

On the detail screen you will see the service to be provided, address and phone number of the client, as well as the scheduled check-in and check-out time. A map is available to the right of the client's name and information. Location in the Google map is based on the coordinates in the clients profile sent via the AunthentiCare application. Tapping on the map provides a more detailed location view and the ability to access turn-by-turn directions (from Google) to the client's location. Or you can tap the phone number to dial the client for directions.
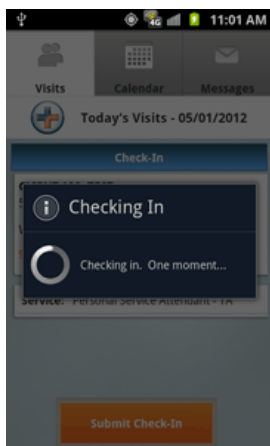
Check-In: Once you are at the client's location and you are ready to check-in, tap the Check-In icon next to the client's name (or you can check-in from the detail screen).
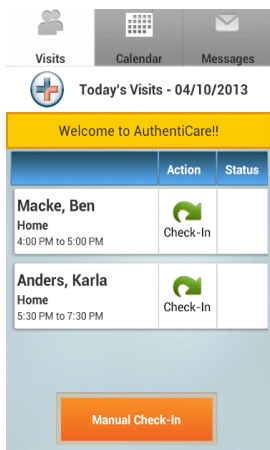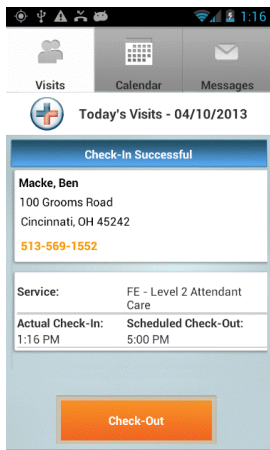
You will be presented with a screen showing the client's name, address, location, and service to be provided.
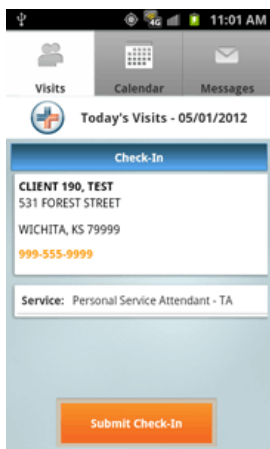

If required, enter the mileage and travel time and tap the "Submit Check-In" button.

The screen will indicate that a check-in is in progress and you will be taken to the Check-In Confirmation screen for notification that the check-in was successful.

The screen will immediately be available to perform a check-out, or you may return to the main Visits screen by tapping the AuthentiCare® Mobile icon located in the upper left of the screen. Here you will notice that the Status for this visit has now changed to "Pending Check-Out."
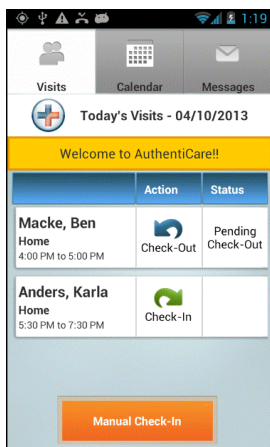
Check-Out: Once you are ready to check-out, tap the Check-Out icon next to the client's name or check-out from the Check-In Confirmation screen. You will be presented with the Check-Out screen. Note: Currently the AuthentiCare application does not allow scheduling an appointment for different locations. The mobile application will assume the user is checking out for the same location for which they checked-in.
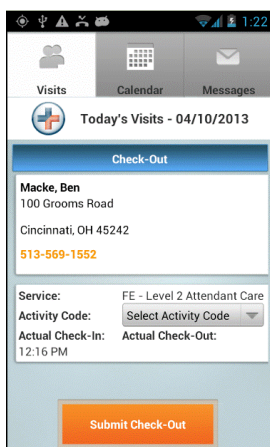
If required, select the activity code, tap "OK" and tap the "Submit Check-Out button.
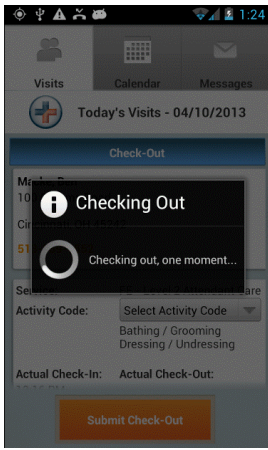
The screen will indicate that a check-out is in progress will display the Check-Out successful notice on the Check-Out Confirmation screen.
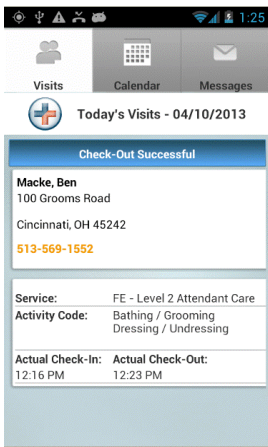
To return to the Visits screen, select the AuthentiCare® icon or tap the back button and view the Status as Complete next to the client name on the Visits Screen.
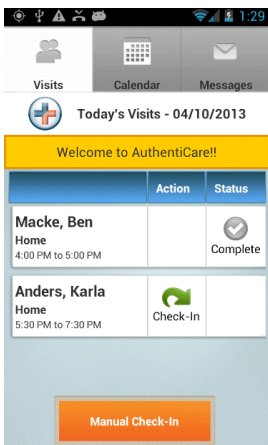
2. **Check-in or Check-out for a scheduled appointment, while the worker is within a Limited Service Zone:**

If you get to a client visit location and you are outside of the standard service zone, you will proceed through the same Check-In and Check-Out

steps. The data is stored on your phone as the check-in and check-out is done, and a "push" of the data is automatically initiated when the phone detects it is back in a service zone.

Check-In: Once you are at the client's location and you are ready to check-in, tap the Check-In icon next to the client's name (or you can check-in from the detail screen). You will be presented with a screen showing the client's name, address, location, and service to be provided. If required, enter the mileage and travel time and tap the "Submit Check-In" button.
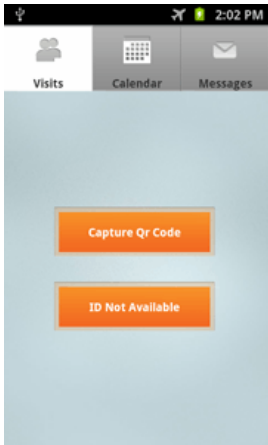
The next screen will indicate that the application is unable to determine your location and you have the option to "Capture QR Code" or "ID Not Available."

If the client has a QR card, you can use your phone's camera to scan the ID. Or if there is no ID card available, tap the "ID Not Available" button.

- If the client has a QR card, select "Capture QR Code." Your screen will turn on the Camera function and a flashing red line will appear. (During initial use of this functionality, the application may prompt the user to install the Barcode Scanner component.)
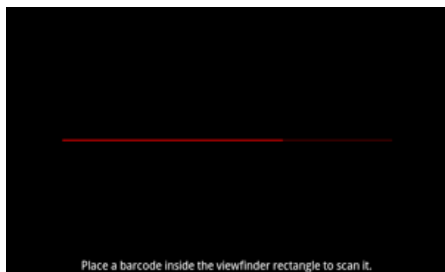
Place the QR code from the ID card inside the viewfinder rectangle to scan. The QR code can be scanned regardless of the orientation of the card (right side up, on its side, or upside down), as long as the QR code is located in the viewfinder. For best results the camera should be held parallel to the card, approximately 4 to 6 inches away. The camera will actively scan the QR code and there is no need to "take a picture" of the code. The screen will indicate it has identified the text and bring the worker to a Check-In Confirmation screen to verify the information. Select the service and tap the "Submit Check-in" button.

- If there is no QR card available, tap the "ID Not Available" button.
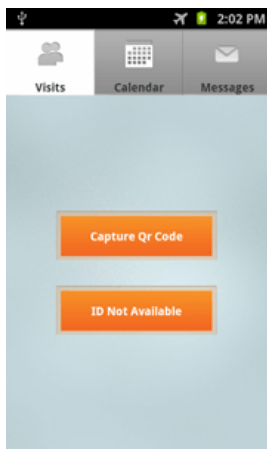
You will be taken to a Check-In screen where the Customer ID number must be entered to submit the check-in.

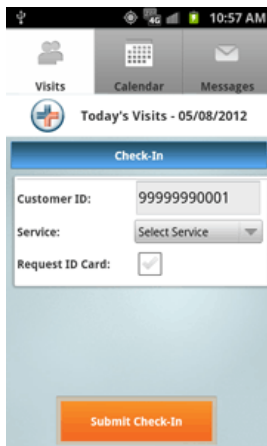If the client's location is consistently unable to receive network coverage, the worker may select the "Request ID Card" checkbox and a card request will be submitted with the visit's check-in.

Check-Out: Once the check in is submitted, the application will update to show the Check-out screen. When you are ready to check-out, select the activity code if required, and tap "OK." Tap the "Submit Check-Out" button. You will be taken to the "Unable to Determine Your Location" screen will you will again have the option to "Capture QR Code" or "select ID Not Available." If the "Capture QR Code" option is selected, the worker will need to rescan the customer's ID card prior to check-out. If the "ID Not Available" option is chosen, the worker will proceed to the check out screen and will not need to re-enter the customer's ID number. Upon check-out submission, the application screen will indicate that a check out is in progress and then a Check-Out successful notice will be shown Status will be updated to "Complete" on the main Visits screen.

The Check-Out information is stored on the phone and a "push" is done when the phone detects it is back in service zone. The status will show as "Queued" until the phone pushes the Check-In/Check-Out information to the application. Then the status will read "Complete."

3. **Check-in or Check-out for a non-scheduled appointment, while the worker is in a Standard Service Zone:**
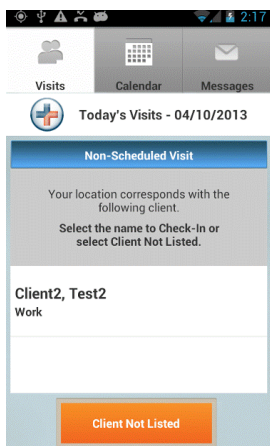
Once at the client location, select the "Manual Check-In" button on the Visits screen.
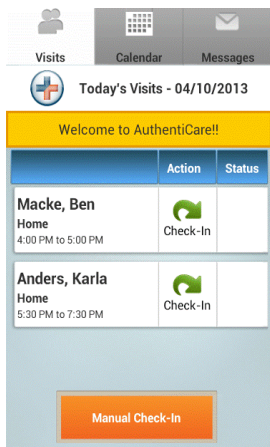
Check-In:

➞ **If GPS location information is associated with a client:**

When checking-in, the client's name and the location description should appear on the Non-Scheduled Visit screen with the text "Your location corresponds with the following client."

Tap the client's name on the screen. The standard check-in screen will appear with the client's name, address, and phone number.
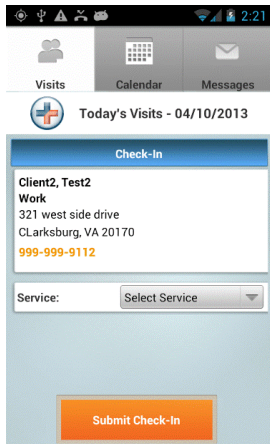
Tap "Select Services" to view the services that can be provided. This list of services is sent to your phone upon login and includes all of the services the worker's Provider is eligible to perform.

Complete the Mileage and Travel Time if required and select "Submit Check-In."

➞ **If there are multiple clients at a single location:**

When multiple clients are associated with the same location, such as multiple family members or facility based care, you will be prompted to enter the client's last name.
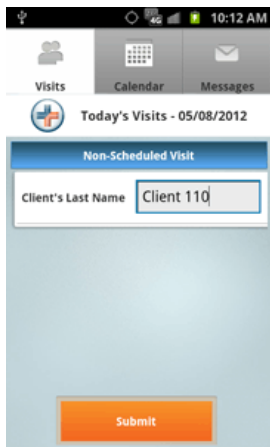
If the last name matches any of the clients names returned to the phone, you will be taken to the screen mentioned above and you will be able to select the client name.

➞ **If no client is associated with the location you are visiting:**

Select "Client Not Listed" -- If your agency does not import coordinates for clients or your client has not had a previous check-in or check-out at their location, the AuthentiCare® application does not have their GPS coordinates on file.

If you are not using an import for this data the application invokes a "learn mode" for adding GPS coordinates. "Learn mode" requires 6 check-ins or outs to save the coordinates to the database. A calculation within the AuthentiCare® Application will then take an average of those locations and write them to the client record. This is the basis for the Geo-fence exceptions.

Once the coordinates are set into the database, the claim can have exceptions indicating when the worker is out of the pre-defined Geo-fence during Check-in OR Check-out.

→ **Check-ins when "Client Not Listed:"**

When the worker selects the "Client Not Listed" option, they will be presented with an option to check-in with a Client ID card or the option to check-in when no ID is available. If the client has a QR card -- Select "Capture QR Code." Your screen will turn on the Camera function and a flashing red line will appear. (During initial use of this functionality, the application may prompt the user to install the Barcode Scanner component.) Place the QR code from the ID inside the viewfinder rectangle to scan the QR code. The QR code can be scanned regardless of the orientation of the card (right side up, on its side, or upside down), as long as the QR code is located in the viewfinder. For best results, the camera should be held parallel to the card approximately 4 to 6 inches away. The camera will actively scan the QR card. There is no need to "take a picture" of the code. The screen will indicate it has identified the text and bring the worker to a Check-In Confirmation screen to verify the information.

If there is no QR card available -- Tap the "ID Not Available" button. You will then be taken to a screen where you may enter the client's last name or Client ID to search for the client. The response will only bring back clients for which your provider is authorized to perform services and the location descriptions on their client record.
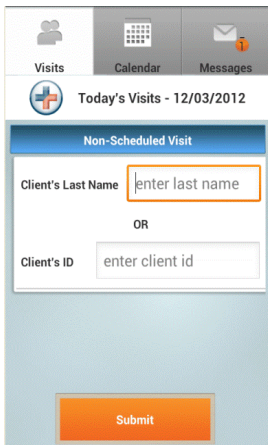
If the client entered has multiple locations associated with their id, the worker will have the option to select the location description which matches the location where they are performing the service.
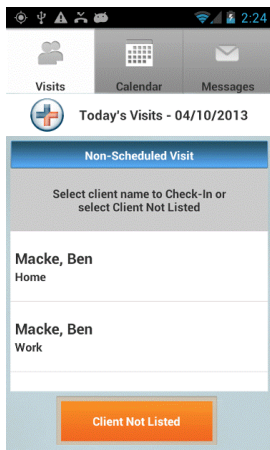
After selecting the client and location, the Check-in page will be populated with the client information and you can select the Service and proceed to Check-In.
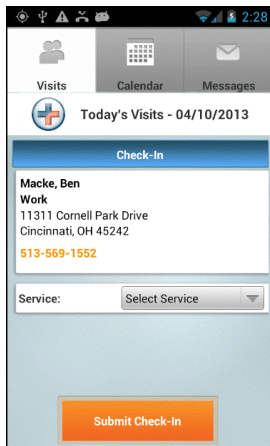
Check-Out: Once you are ready to check-out, tap the "Check-Out" button. You will be presented with the Check-Out screen. You will now have the ability to select the location of the checkout from a drop down. The location options in the drop down box will match the location descriptions from the previous page. These are locations within the client record.
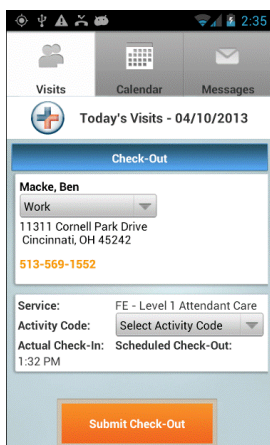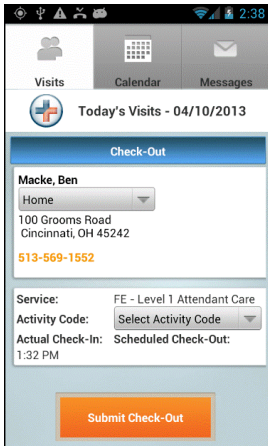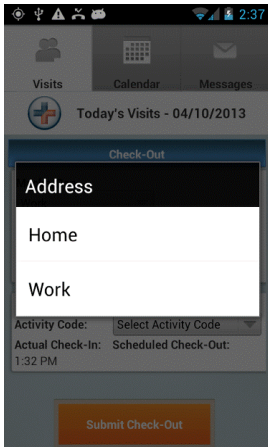
If required, select the activity code, tap "OK" and tap the "Submit Check-Out" button. The screen will indicate that a check-out is in progress and you will then see the Check-Out successful notice and the Status as "Complete" next to the client name on the Home Screen. If the "Capture QR Code" option is selected, the worker will need to rescan the client's ID card prior to check-out. If the "ID Not Available" option is chosen, the worker will proceed to the Check-Out screen and will not need to reenter the client's ID number.

4. **Non-Scheduled, Limited Service Zone Visits:**

Once at the client location, select the "Manual Check-In" button on the Visits screen. After successful login, the first screen you will see is the "Visits" or Home screen. The current date will appear at the top.

Check-In: Within a Limited Service Zone, you will be presented with the screen giving the options to "Capture QR Code" or choose "ID Not Available."

If the client has a QR card -- Select "Capture QR Code." Your screen will turn on the Camera function and a flashing red line will appear. (During initial use of this functionality, the application may prompt the user to install the Barcode Scanner component.) Place the QR code from the ID inside the viewfinder rectangle to scan the QR code. The QR code can be scanned regardless of the orientation of the card (right side up, on its side, or upside down), as long as the QR code is located in the viewfinder. For best results, the camera should be held parallel to the card approximately 4 to 6 inches away. The camera will actively scan the QR card. There is no need to "take a picture" of the code. The screen will indicate it has identified the text and bring the worker to a Check-In Confirmation screen to verify the information.

If there is no QR card available -- Tap the "ID Not Available" button. You will be taken to a Check-In screen where the client ID number must be entered to submit the check-in. If the client's location is consistently unable to receive network coverage, the worker may select the "Request ID Card" checkbox and a card request will be submitted with the visit's check-in.

Check-Out: Once you are ready to check-out, tap the Check-Out icon next to the client's name. You will be presented with the Check-Out screen. If required, select the activity code(s) and tap the Submit Check-Out button. Since you are within a Limited Service Zone, you will again be presented with the screen giving the options to "Capture QR Code" or choose "ID Not Available." If the "Capture QR Code" option is selected, the worker will need to rescan the client's ID card prior to check-out. If the "ID Not Available" option is chosen, the worker will proceed to the check-out screen and the client's ID number will not need to be reentered.

5. **Force Check-Out when there is a forgotten Check-In**

If you performed a visit and forgot to check-in, you will need to perform a Force Check-Out by selecting your mobile phone's Menu button on the Visits page while at the client's location. Then tap the "Force Check-out" button. You will then be taken to a screen where you may enter the client's last name or Client ID to search for the client. The response will only bring back clients for which your provider is authorized to perform services.
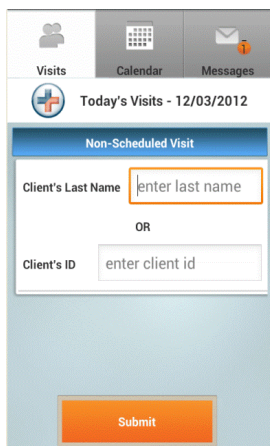
After selecting Submit, the Check-Out page will be populated with the client information and you can select the Service and proceed to Check-Out.
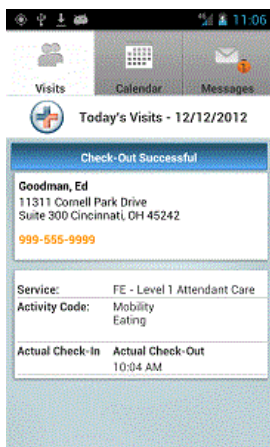
If you choose "Scan QR Card," your screen will turn to camera function with a flashing vertical red line. (During initial use of this functionality, the application may prompt the user to install the Barcode Scanner component.) Place the QR code from the ID inside the viewfinder rectangle to scan the QR code. The QR code can be scanned regardless of the orientation of the card (right side up, on its side, or upside down), as long as the QR code is located in the viewfinder. For best results, the camera should be held parallel to the card approximately 4 to 6 inches away. The camera will actively scan the QR card. There is no need to "take a picture" of the code. The screen will indicate it has identified the text and bring the worker to a Check-In Confirmation screen to verify the information.

Select the service and activity (if required) from the drop-down menus, enter Mileage and Time (if required), and select "Submit Check-Out."

You will be taken to the Check-Out Confirmation screen.

6. **View Messages sent by the provider**
If your provider has enabled Messaging, you w ill see a Messages tab at the top of the Visits screen. The number of unread messages will also show on that tab.

To view messages, tap the Messages Tab. Tap the Sender to view the message. You can choose to Delete the message or mark it as unread. Tap OK to confirm your selection.

Workers are only able to receive messages from their provider admin at this time. There is no functionality implemented to respond to messages.

7. **Use Calendar to view current and future appointments**
If the Provider uses the AuthentiCare® Mobile online scheduling function, the worker may tap the Calendar icon to view today's date (or any other date) to view the scheduled visits. The current day's visits will be shown and each may be tapped to view detail information. From the detail page, you have the ability to check-in or out for a visit. If the visit has already been completed, no further actions may be taken. If the visit is upcoming, the worker may tap it to see detail information and then check-in from that screen. The only view currently available is a monthly view.

8. **Call Office**
By selecting your mobile phone's Menu button on the Visits page, you can choose to call the Office number that is entered on your worker record. This information is sent to the phone upon worker's logging into the system. Therefore, workers that have different office numbers can share a phone, and it will call the number on record.

9. **Change Password**
You can also elect to change your password. By selecting your mobile phone's Menu button on the Visits page, and then tapping the Change Password button, you will bring up the Change Your Password screen. At this point, your user id will be shown, or you can enter it. Then enter your current password followed by your new password. You will be required to re-enter your new password. Then press the "Submit" button to finish the change.

The Provider may also force a worker to change their password through the Worker Record on the administration web site. If this option has been selected, the worker will be directed to the "Change Password" screen after login.

10. **Account Lockout**
After 6 invalid login attempts, the worker's account will be locked. Once the account has been locked out, the worker will be unable to access the mobile application until the provider resets the password and unlocks the account. The worker will need to call the provider to initiate this process.

11. **Device ID**
By selecting your mobile phone's Menu button when on the Login page, your Device ID number will appear – example: Device ID: A00002A294D78. This device ID is needed by the provider to enable the phone for the AuthentiCare® Mobile Application.
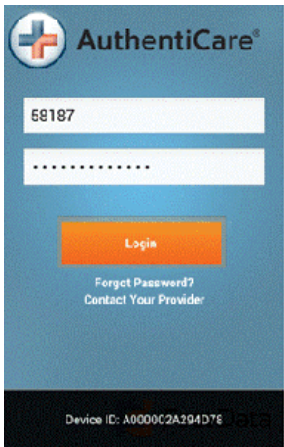
AUTHENTICARE TRAINING ACKNOWLEDGEMENT FORM

I, THE UNDERSIGNED, HERBY ACKNOWLEDGE THAT I HAVE PARTICIPATED IN ONE -ON-ONE TRAINING OF THE AUTHENTICARE LOG IN AND/ OR MOBILE APPLICATION. I UNDERSTAND HOW TO SUCCESSFULLY LOG IN AND OUT OF MY ASSIGNED SHIFTS FOLLOWING THIS TRAINING.

_____   _____
Employee Name (Please Print)   Employee Signature

_____
Signature
   Date: _____

_____
Printed Name
   Trainer Signature : _____

_____
Date