



# ALAYACARE QUICK GUIDE PACKET

## Objective

The purpose of this packet is to help you complete key tasks within the AlayaCare  
App

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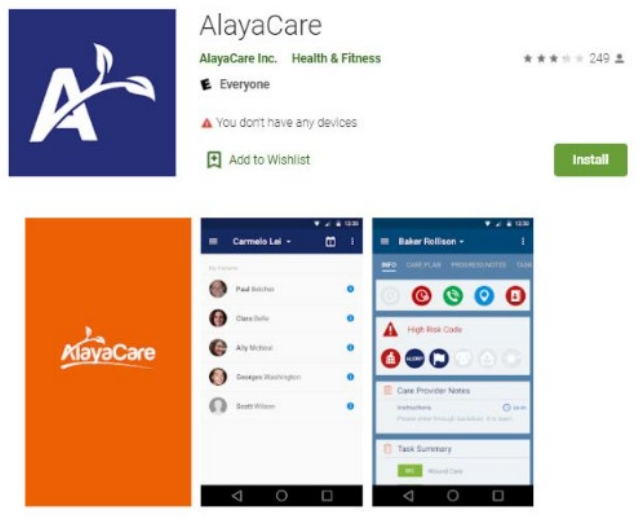
## AlayaCare: Downloading the AlayaCare mobile app on Android or Apple devices.

### Download apps from Google Play (Android)


1. Open Google Play.
  - On your phone, use the **Play Store**

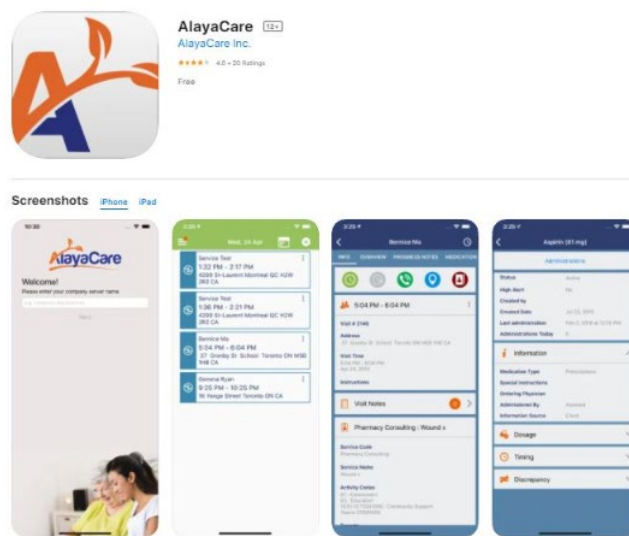


2. Search for "**AlayaCare**"
3. When you pick an app, tap **Install**.



### How to Download AlayaCare from the App Store (Apple)

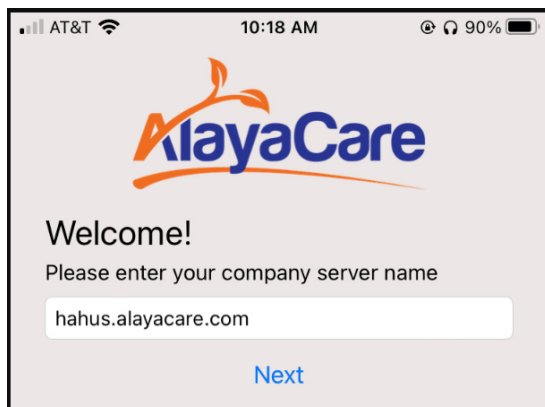
1. On your iPhone, or iPad, open the **App Store** app .
2. Browse or search for "**AlayaCare.**"
3. Tap or click the Get button. If you see the "**Open**" button instead of the Get button, you already downloaded that app.



**NOTE:** A prompt to enable Location Services will pop up. Location settings are required to complete a visit. Note that GPS is only used by the app at two points: when you Clock In, and when you Clock Out. Tap **Enable** or enable Location Services in your phone's app settings.

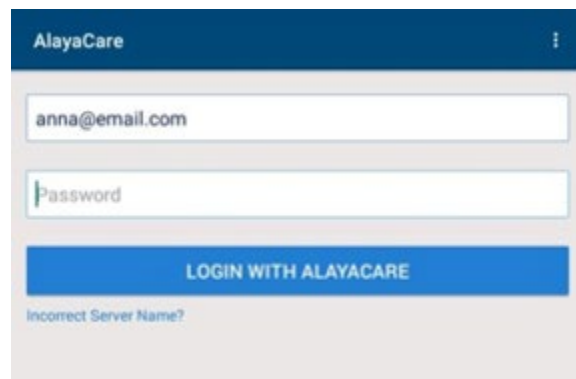
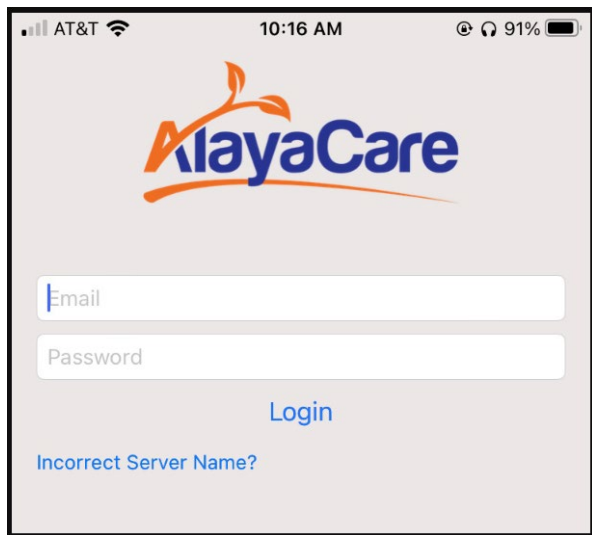
## AlayaCare: Logging in to the Mobile App

1. Download the AlayaCare mobile app onto your device.
2. Open your AlayaCare app and enter Help at Home's server name: **hahus.alayacare.com**



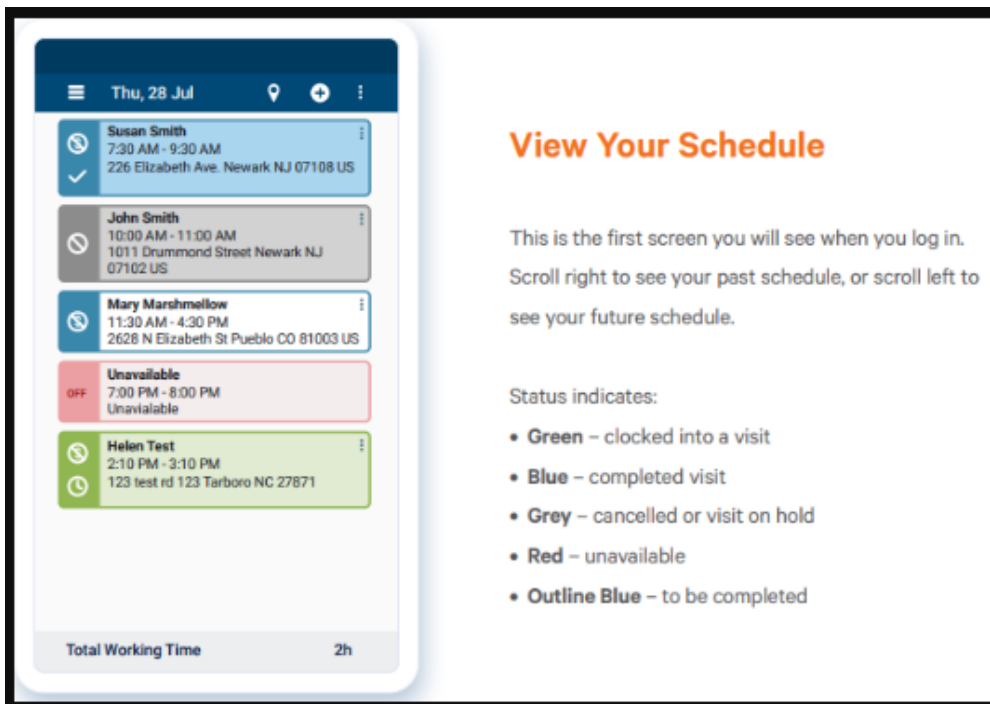
3. Click **Next**
4. Enter your AlayaCare email and password and tap **Login** (iOS) or **LOGIN WITH ALAYACARE** (Android)

**Note:** Contact your branch manager if you do not know your AlayaCare email or password.



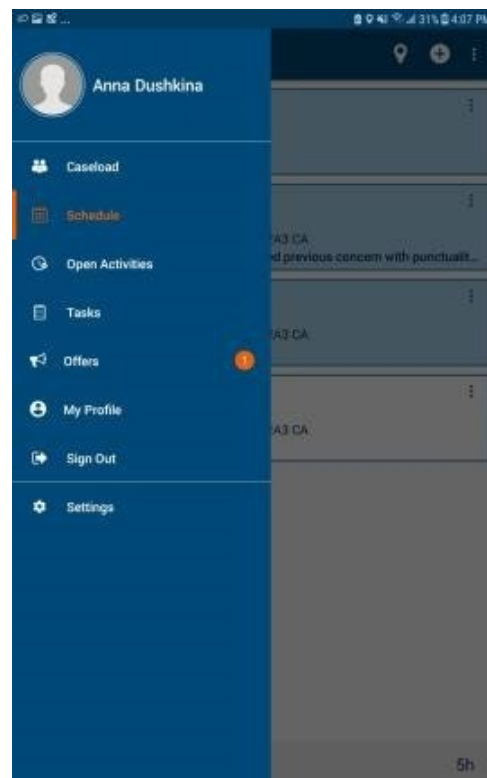
You are now logged in to AlayaCare Mobile App.

**Note:** The default view will be your schedule for today.



**Note:** Tap the three-line main menu icon in the top left to see the other mobile menu options.

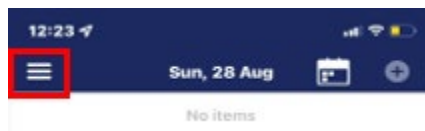
- **Caseload** – View all current clients assigned to employee
- **Schedule** - Defaults to current date. Can swipe forward 30 days and backward 14 days.
- **Open Activities** - # of current work sessions ongoing (clocked in visits/facilities). Open Activities also shows you if your offline data has succeeded or failed to upload
- **Tasks** – List of Tasks assigned to you by the branch staff
- **Offers** – Shift offers sent to you by branch staff
- **Settings** – Change Password, Offline Mode settings



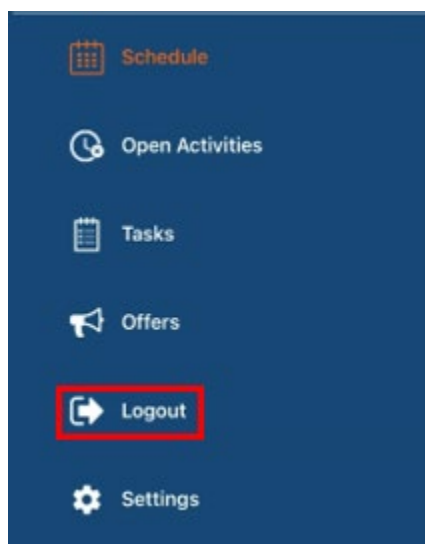
## AlayaCare: Logging Out of the Mobile App

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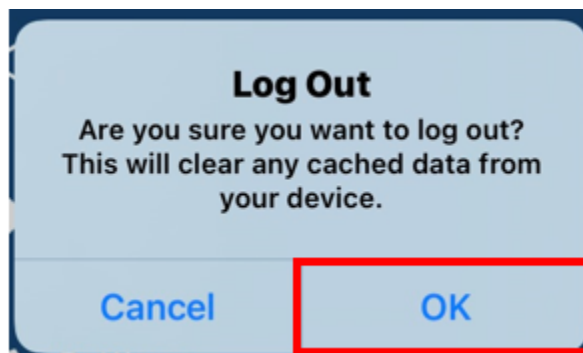
1. Once you are ready to log out from the mobile app you will tap on the three-bar lined menu located on the top left-hand side of the screen.



2. Next you will locate and tap on the “Logout” option from the menu located on the left side of the screen.



3. You will see a pop-up window will appear confirming that you want to log out. Tap on the “OK” button and you will successfully log out from the mobile app.

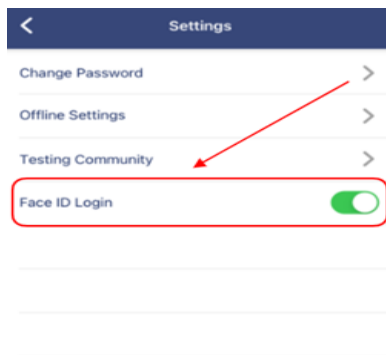


## AlayaCare: Enabling Face ID or Touch ID in the Mobile App

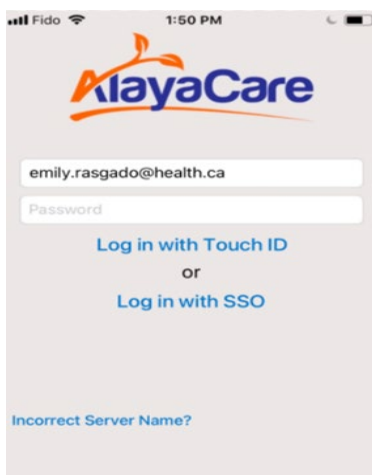
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**Note:** Face ID or Touch ID depend on which options are possible and enabled on your mobile device. If you have not already, you will need to turn these options on in your device settings to use on the AlayaCare Mobile app.

1. Navigate to the **Main Menu options** in the app by clicking on the three-line menu in the upper left.
2. Select **Settings**
3. Toggle to turn on or turn off Face ID, Touch ID, or Biometric Authentication (if using Android)

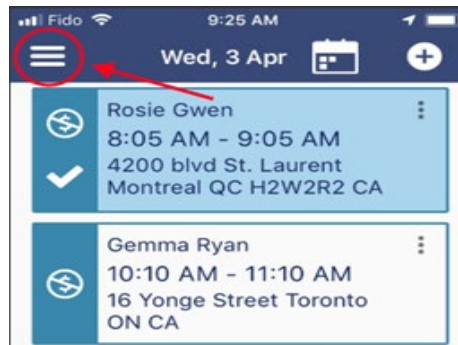


After you have allowed the AlayaCare app to use Touch ID or Face ID to authenticate you, you will see a new option on the login page. Select **log in with Touch ID** or **log in with Face ID** to proceed with signing in using your preferred biometric method.

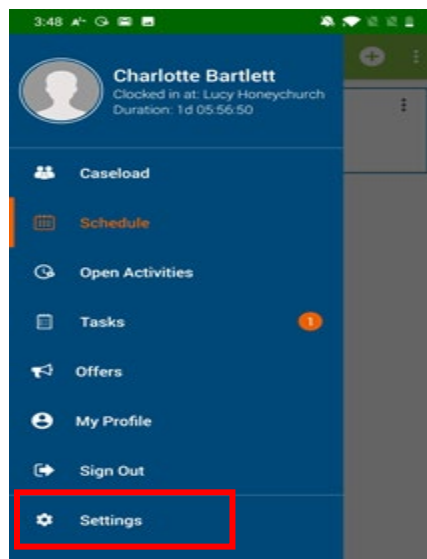


## AlayaCare: Updating Password via Mobile App

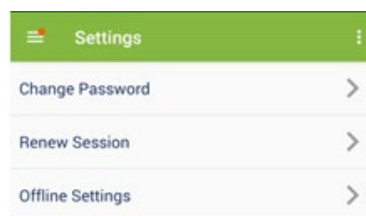
1. To change your password from the mobile app, start by tapping the **Menu icon**.



2. Tap **Settings**

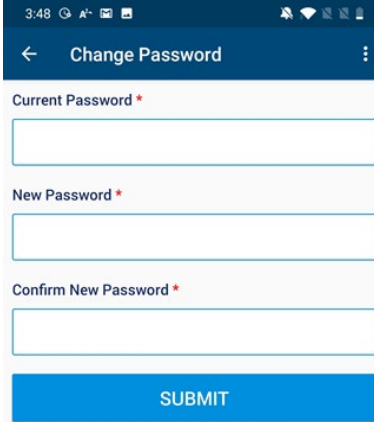


3. In **Settings**, tap **Change Password**.





4. Enter your **Current Password** followed by your **New Password**. After confirming your password, tap **Submit**.



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← Change Password

Current Password \*

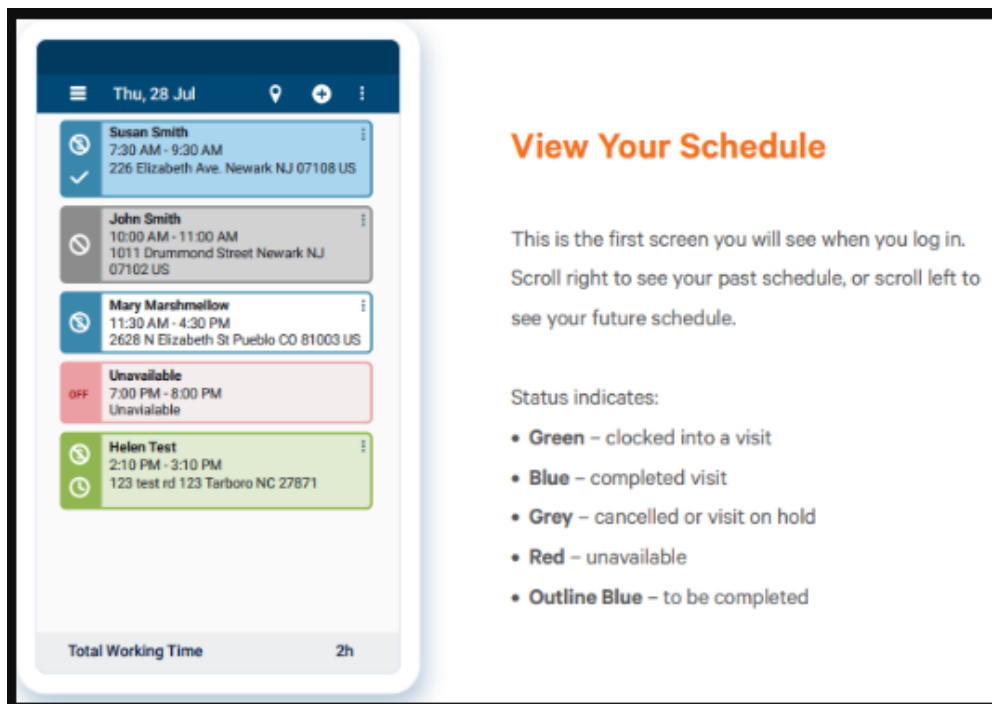
New Password \*

Confirm New Password \*

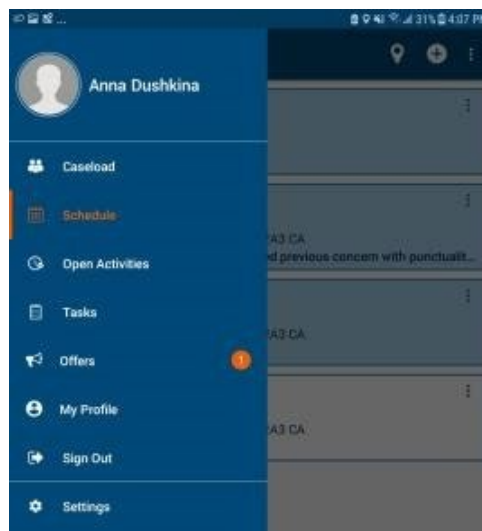
SUBMIT

## AlayaCare: Viewing my Schedule in the Mobile App

1. Open the **AlayaCare app**
2. **Login** using your email and password or Face ID/Touch ID
3. The default view will be your **Schedule** for current day



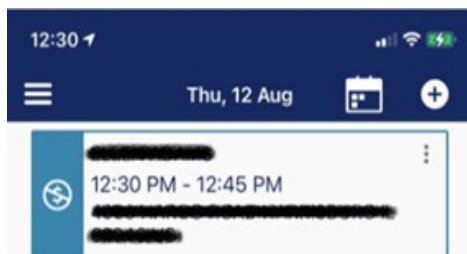
4. You can also click on the three-line menu to access the **Main Menu** and select **Schedule**. You can swipe **forward up to 30 days** into the future and **backward 45 days into the past**.



## AlayaCare: Clocking in and out of a scheduled visit

### Clocking In:

1. Log into Alayacare Mobile app
2. Your Scheduled visits for the current day (if any) will appear on the screen



4. Tap on the scheduled visit.
5. At the bottom of the screen a **Green clock** will display, tap the **Green clock** to begin your shift if you are ready to start the visit (click on this guide to see more on how to [prepare and complete a visit](#))



6. A notification will appear informing the clock in was successful and the top of the screen will turn green.

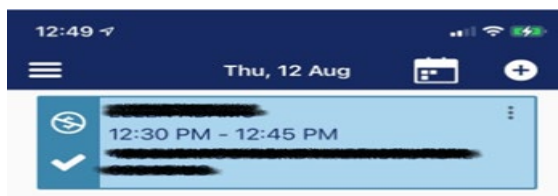


## Clocking Out

1. To clock out, all **Service Tasks** must be completed.
2. Select the **Red clock icon** on the bottom of the screen to clock out

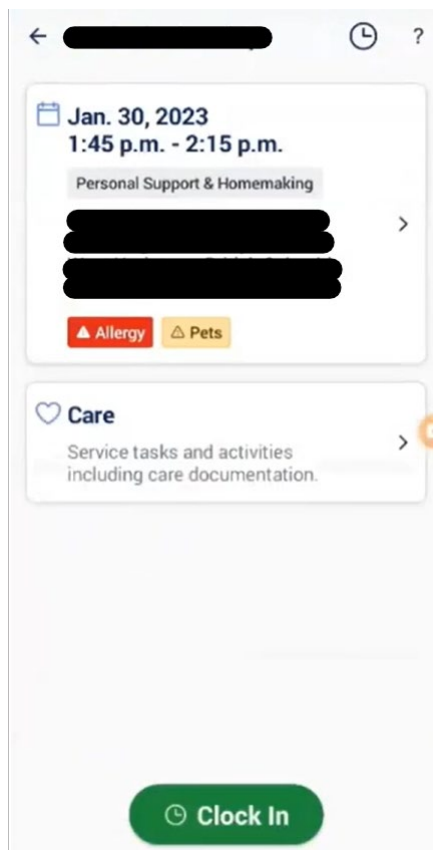


3. After clocking out, the visit will have a check mark meaning the visit is complete

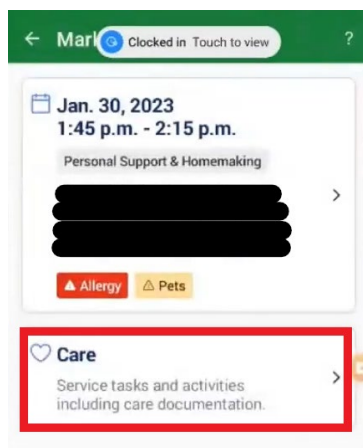


## Alayacare: Completing a visit in the mobile app

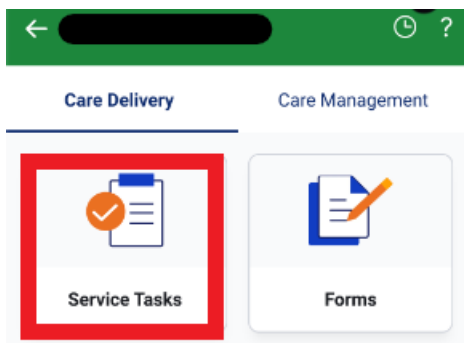
1. If you are ready to begin the visit, click the **green clock icon** to clock into your visit. The top of the screen will turn **green** to denote the visit is clocked in to



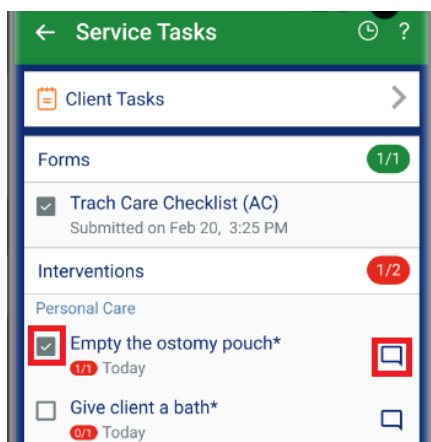
2. Click the **Care** card in the screen. Here you will find the items that must be completed during the visit.



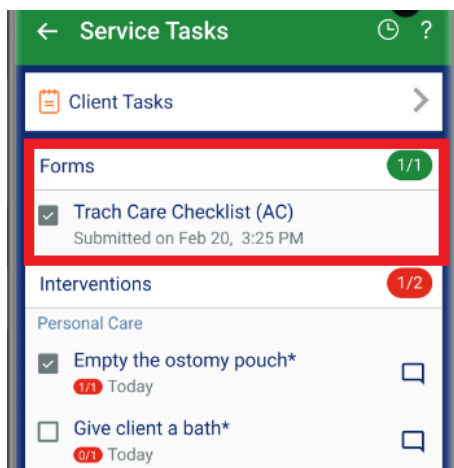
3. Click on **Service Tasks** Tile.



4. Check the box next to the service task to mark it as complete or click the speech bubble to leave a comment explaining why it was not completed



5. For Nursing or DD staff, any forms that need to be completed will be listed under the **Forms** Tile of **Service Tasks** tab



6. All visits require a client signature. Click on the **Client Signature** section of the Service Tasks tab and indicate if the client can sign:
  - If the client can sign, tap the signature box, have them sign digitally, and click **Submit**
  - If the client cannot sign, use the drop-down menu to indicate why and then click **Submit**
7. Once you have completed all tasks, you must click the back arrow on the upper left corner beside the Service Task, then click the back arrow on the upper left corner beside the Client name.



8. Click the clock out icon on the bottom of the screen.



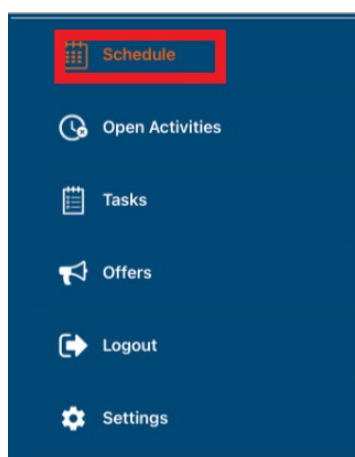
## AlayaCare: Adding a Visit Note in the Mobile App.

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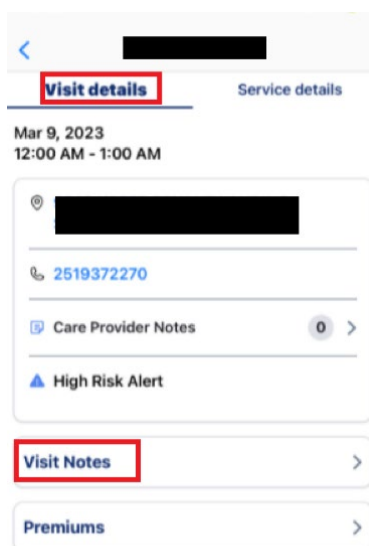
**NOTE:** Visit notes should only be added if you need to explain why you over-served or under-served, if the client was not home, or if the client refused all services for another reason. Visit notes should also be used if you include a Premium in your visit.

**DO NOT** use visit notes to log a visit narrative or add any medical notes that occurred on your visit.

1. Open the AlayaCare Mobile App and tap **Schedule**.



2. Select a specific visit.
3. Tap **Visit Details**. Towards the middle of your screen, click on **Visit Notes**.

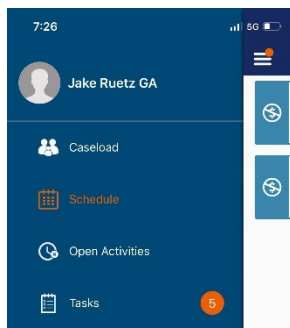




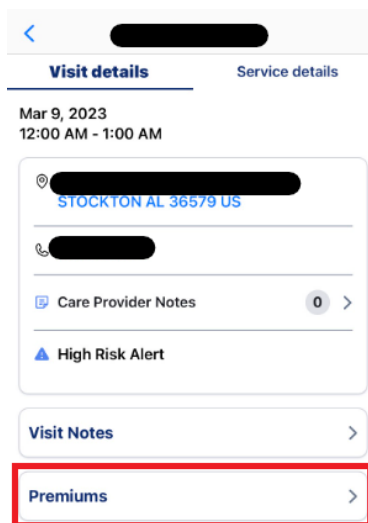
4. If you have an Android, click the **+** sign and type in your **visit note**. When you are done, click **Save**.
5. If you have an iPhone, click the grey box towards the bottom of the screen to start typing. When you are done, click **Save**.

## AlayaCare: Adding a premium to a visit in the mobile app

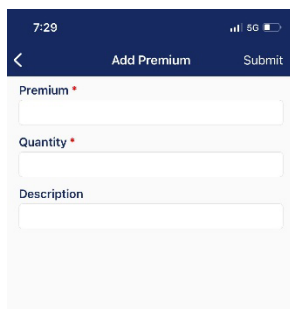
1. In the AlayaCare mobile app, navigate to the **Schedule** tab.



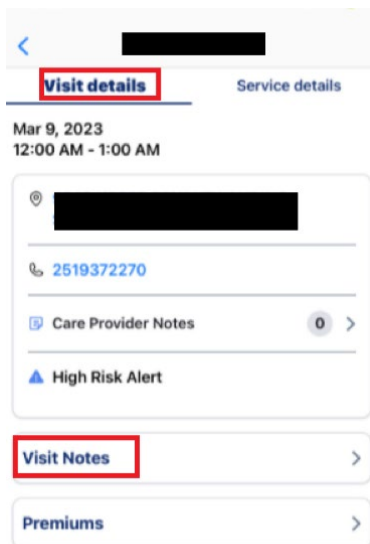
2. Click on the **visit** where you would like to add a premium. You can add a premium when clocked into a specific visit, but you do not have to be clocked in to add a premium
3. On the **Visit Details** tab, scroll to the bottom to find the **Premiums** section



4. Click on the **Premiums** section, and then select the "+" button in the upper right corner

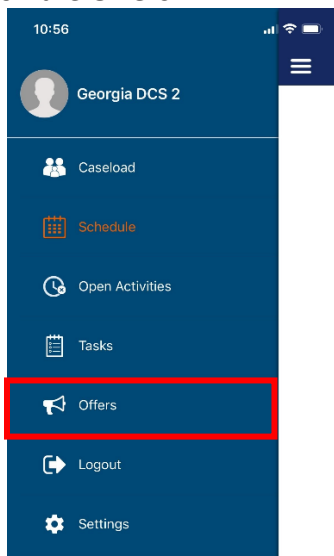


- If you click on the open field under the **Premium** category, you will see the types of premiums available to you.
  - Enter the **Quantity** of your premium (i.e. number of miles, number of hours to apply)
  - Add a **Description** that explains why you are adding a premium. This description and the Visit Note explained below will be viewed by the branch staff when reviewing the visits and attached premiums.
5. Finally, add a Visit Note to provide details supporting the Premium you are adding.

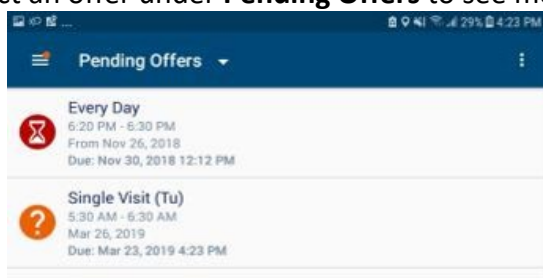


## AlayaCare: Accepting or Declining Visit Offers in the Mobile App

1. Open your **AlayaCare app**
2. **Login**
3. Tap the three-line menu icon in the upper left corner
4. Tap on the **Offers**



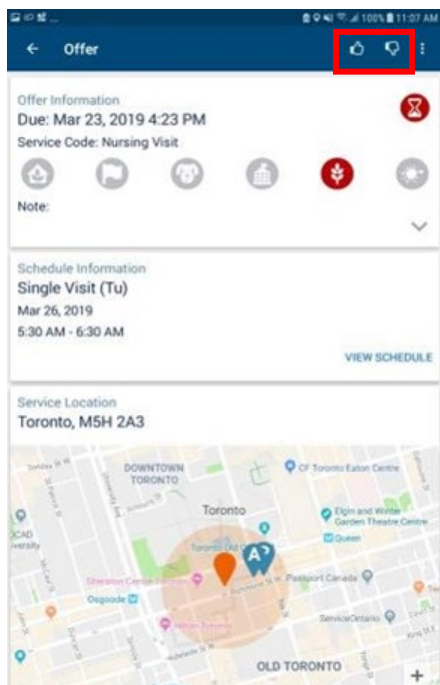
5. Select an offer under **Pending Offers** to see more details



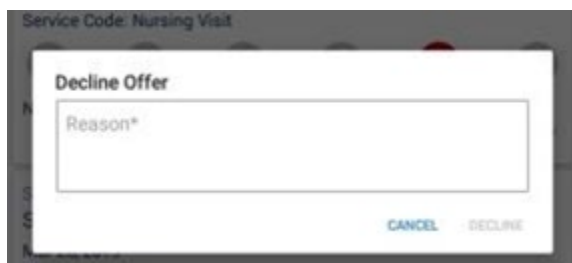
### Details that you can see on a Visit Offer:

- Offer Due Date & Time
- Schedule Information
- General Location (map) Town and Zip code only
- Service Code
- Risks associated with the visit
- Comments left by Branch staff

6. Accept or decline the offer by using the **thumbs up** to accept or **thumbs down** decline



7. If you decline, please provide a reason in the comment box



**NOTE:** The visit will not appear in your schedule until the office assigns you to the visit

## AlayaCare: Managing IVR

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IVR should be used to clock-in and out of visits as well as record service tasks if, for whatever reason, the Alayacare app is not working.

### Clocking in using IVR:

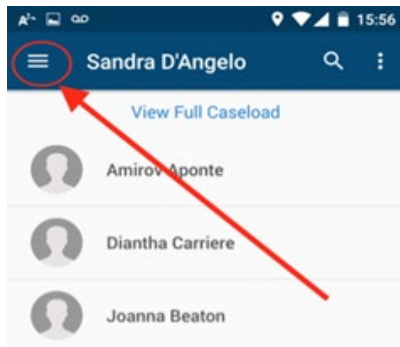
1. You are required to use your client's approved phone number to use IVR. From your client's phone, call the IVR number for the state that you work in, per below.
  - Georgia IVR Number: 912-394-4448
  - Alabama IVR Number: 251-291-2811
2. Enter your six-digit employee ID. If you do not know your employee ID, contact the support line at 1-877-893-9997 or call your branch.
3. Listen to the Main IVR Menu:
  - (press 1) Punch In
  - (press 2) Punch Out
  - (press 3) Listen to your schedule
  - (press 4) Listen to your service tasks
4. If you do not know your schedule for the day, press 3
5. If you are ready to clock in, press 1 and listen to the prompts
6. Once you're clocked into the visit, press 4 to listen to your service tasks

### Clocking out using IVR:

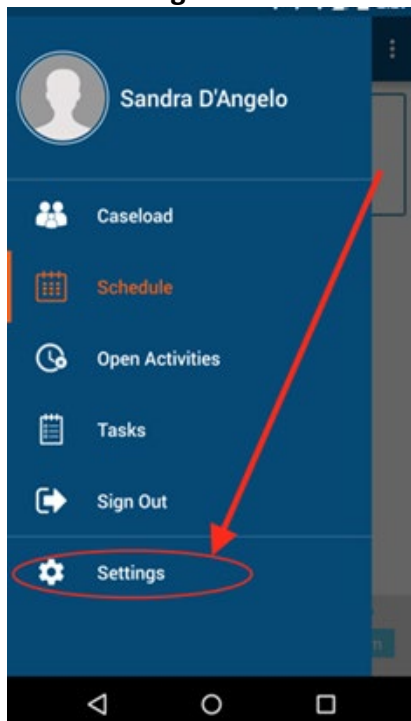
1. To clock out, again use the client's phone to call the IVR number for the state that you work in
  - Georgia IVR Number: 912-394-4448
  - Alabama IVR Number: 251-291-2811
2. Enter your six-digit employee ID. If you do not know your employee ID, contact the support line at 1-877-893-9997 or call your branch.
3. Listen to the Main IVR Menu:
  - (press 1) Punch In
  - (press 2) Punch Out
  - (press 3) Listen to your schedule
  - (press 4) Listen to your service tasks
4. To mark your service tasks complete, press 4 and follow the prompts to mark service tasks complete
5. Return to the main menu, press 2 to clock out

## AlayaCare: Enabling offline mode in the mobile app

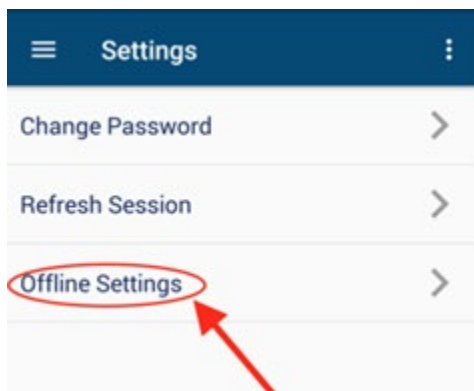
1. While you are **online**, tap **the three-line main menu icon** to open the **main menu**



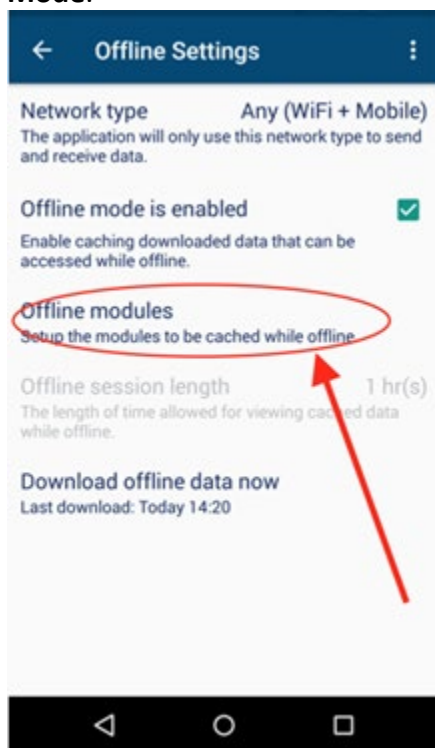
2. Select **Settings**.



3. Select **Offline Settings**.

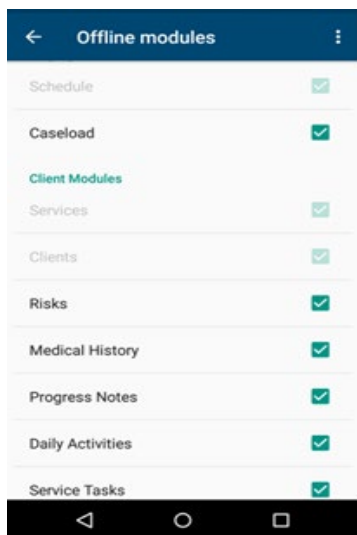


4. Tap **Offline Modules** to select what data will be downloaded when you're in **Offline Mode**.



5. Turn on all modules necessary to complete your visit:
- The **Schedule, Services, and Clients** modules will always be downloaded
  - Based on your permissions, you'll have additional modules to select
  - Help at Home recommends that you download all modules available to you

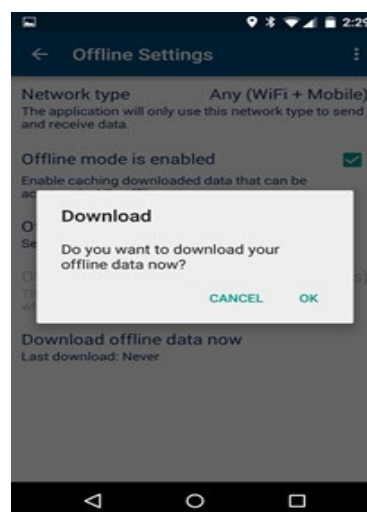




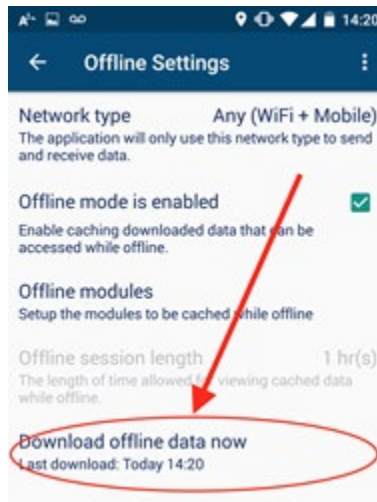
6. Check **Offline Mode** if it has not already been checked.



7. Once you have enabled **Offline Mode**, the following popup will appear. Choose **OK**. Every time you log into the app, it will ask if you want to download fresh data. Always select "OK" if you want to continue using offline mode.



8. The date and time of your last download will always be available from this screen. You can always select **Download offline data now** to refresh your downloaded data.

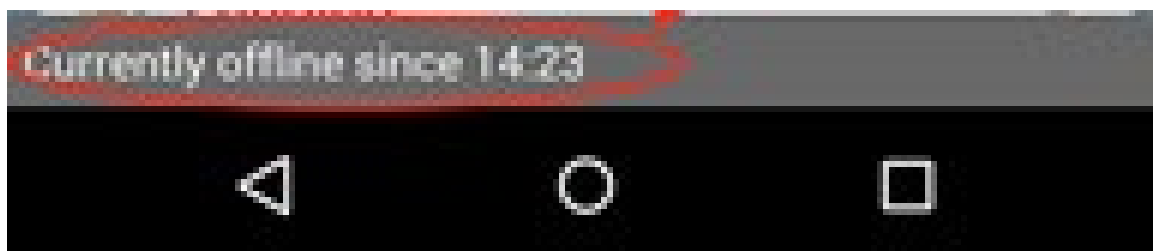


## Alayacare: Using the Mobile App in Offline Mode

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Once you have logged in and downloaded your data, you can go offline and you will retain access to all the modules you have selected. The app will indicate on all screens when you went offline.

When your data expires, you will be prompted to either **Disable Offline Mode** or **Download** fresh data.

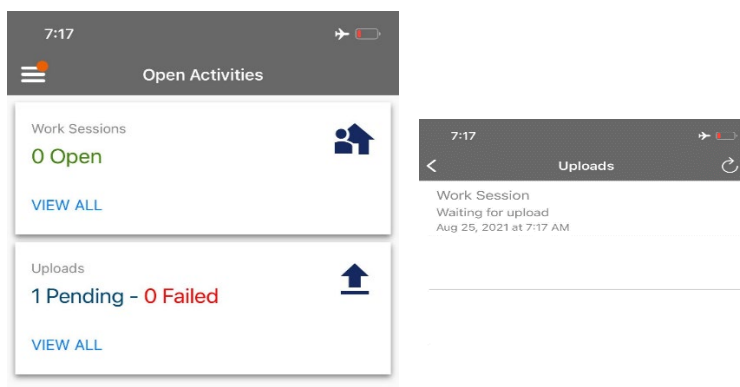


You will lose your **downloaded data** if:

- You log out before you were able to connect to Wi-Fi or Data and automatically upload your progress
- You disable **Offline Mode** while offline.

## AlayaCare: Checking my Offline Data Uploaded Correctly in the Mobile App

1. While offline, you can see whether you have an offline work session open on the **Open Activities** tab
2. Click on the three-line main menu icon
3. Click on **Open Activities**
4. If you have an offline session open, you will see the note that you have 1 Pending upload
5. Clicking on the **Uploads** will show you the work session that is waiting for upload



Once your data or is device has access to connected to the internet again, confirmation alerts will pop up to let you know that your offline actions have been successfully uploaded to AlayaCare. If you navigate back to Open Activities, you will see that you no longer have any uploads pending.