



# Caregiver Guide

Getting Started in the *Help at Home*  
*Caregiver Connect* Mobile App

Designed *by* caregivers *for* caregivers

The ***Help at Home Caregiver Connect*** mobile app will give you easier access to the resources and support you need, allowing you to continue focusing on care for your clients!

***Download & Enroll Today!***



Help at Home<sup>®</sup>

Care to Live Your Life.

# Let's Get Started!

1

## Download the app

1. Click the link below or scan the QR codes to the right to download the app to your Apple or Android device

Apple devices:  
[Click here](#)  
or scan below!

Android devices:  
[Click here](#)  
or scan below!

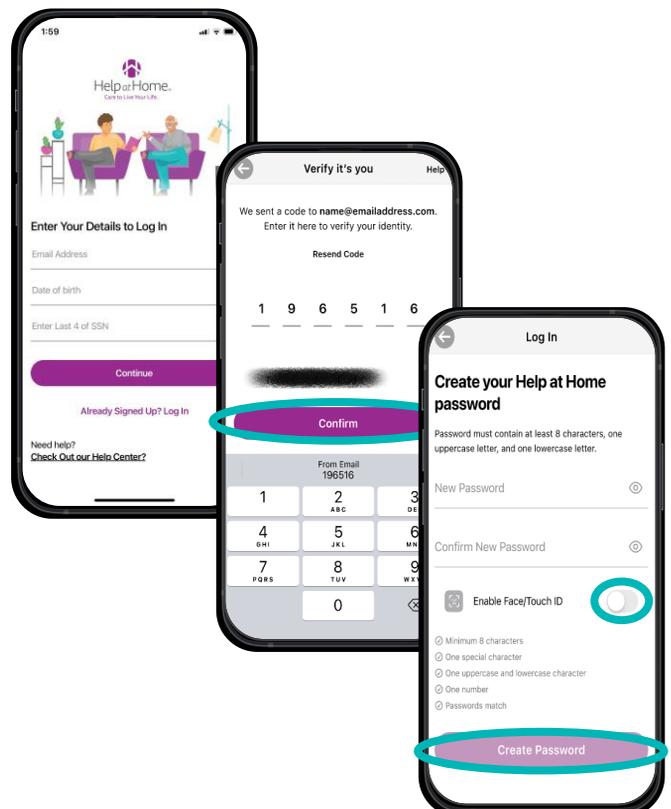


2

## Sign Up

1. Enter your **email**, **date of birth**, and the **last 4 digits of your SSN** and click **Continue**
2. Enter the **6-digit code** sent to your email on file and click **Confirm**
3. Create a password, enter it twice, and click **Create Password**

HINT: Click **Enable Face/TouchID** to speed up future logins!



# Enable Updates

To get access to future app improvements and new features, enable the app to auto-update!

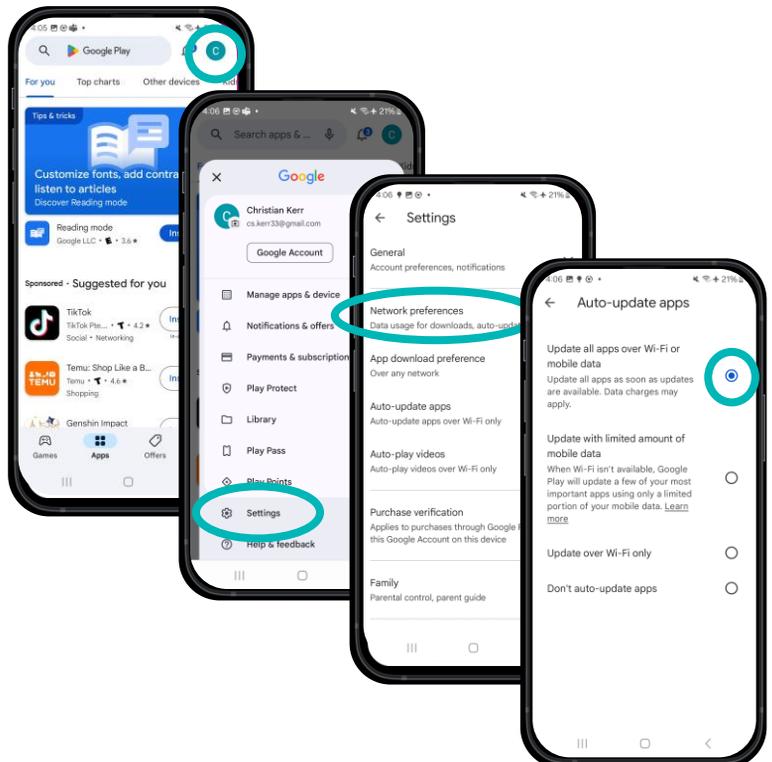
## Apple devices

1. Open **Settings**
2. Click **App Store**
3. Turn on **App Updates**

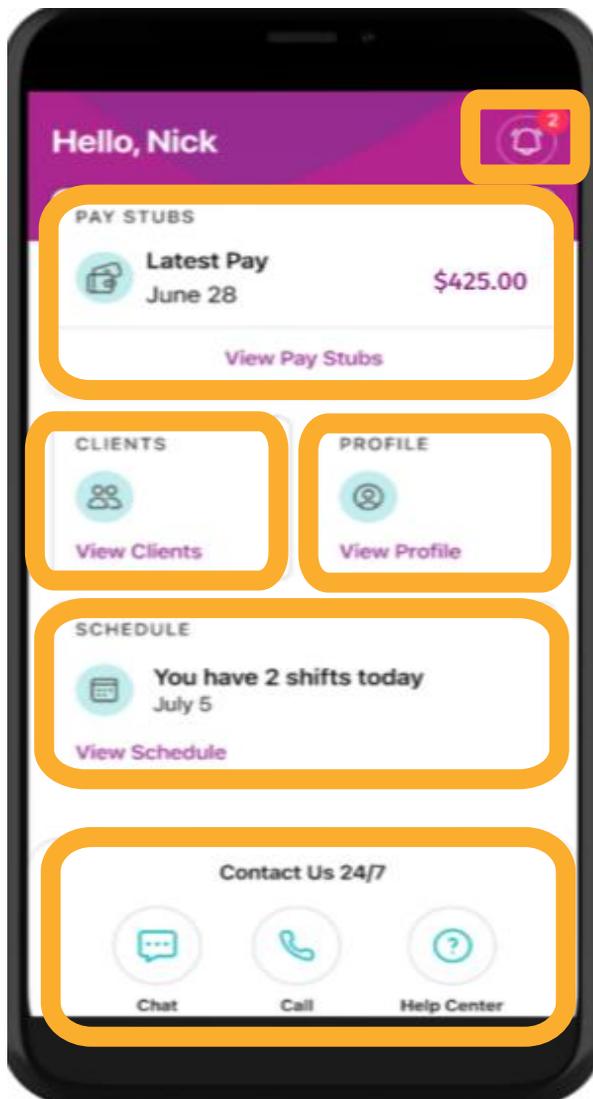


## Android devices

1. Open Google Play Store
2. Click your **account icon** in the upper-right corner
3. Click **settings**
4. Click **Network preferences**
5. Select **Update all apps over Wi-Fi or mobile data**



# Get to know your Homepage...



***Near real time in app notifications***



**View and download your pay stubs**



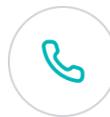
**View your assigned clients**



***View your profile and update phone number***



***View your Schedule***

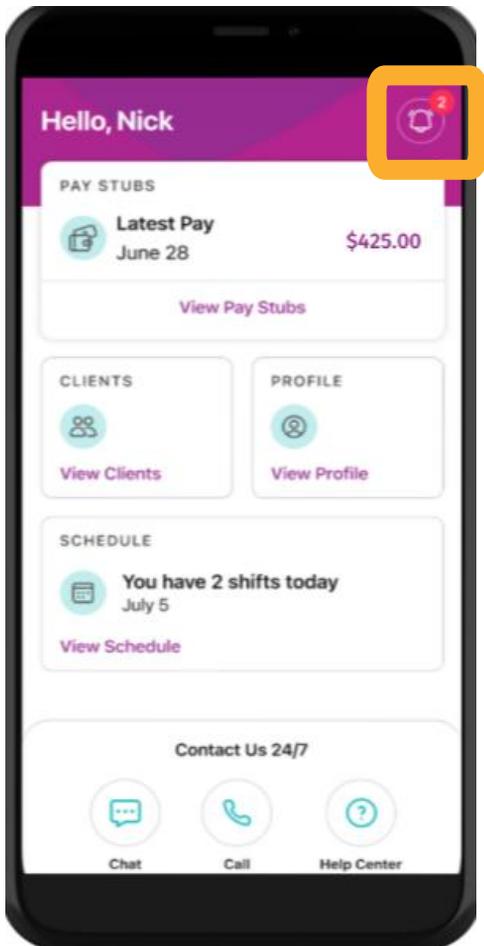


**Contact Help at Home support**



Help at Home.  
Care to Live Your Life.

# Notifications



***Below is a list of in app notifications that you will receive in Caregiver Connect:***



***Birthday/Work Anniversary***



***W-2 Available***

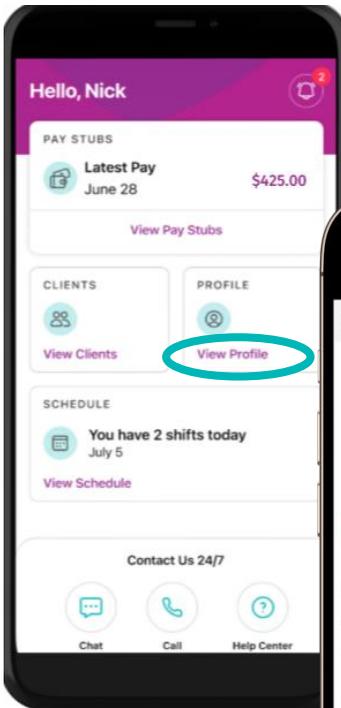


***Paystub Available***

# Set Up Your Profile

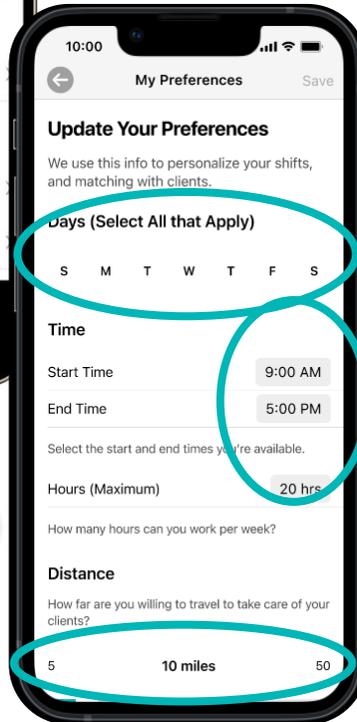
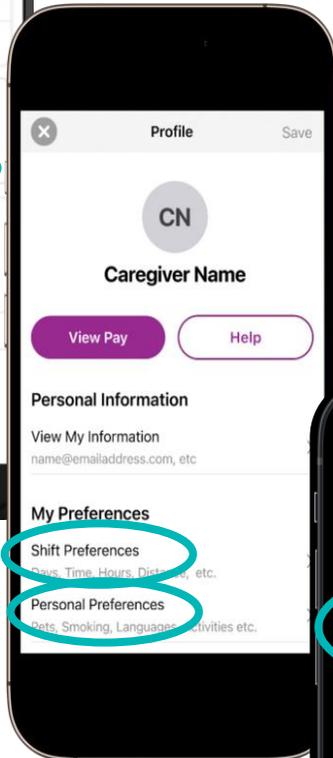
1

Click **View Profile**



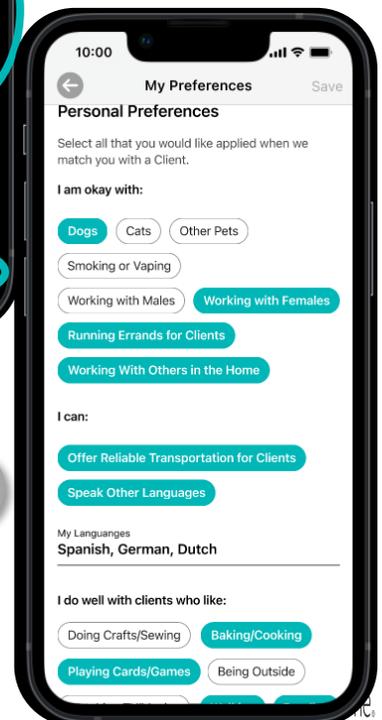
2

Navigate to My Preferences select **Shift Preferences** and **Personal Preferences**



3

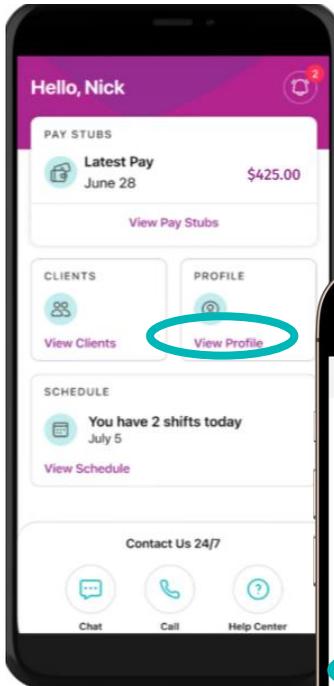
**Shift Preferences** are the **days**, **times**, and **maximum hours** you're available to work, and the number of **miles** you're willing to travel to your client



4

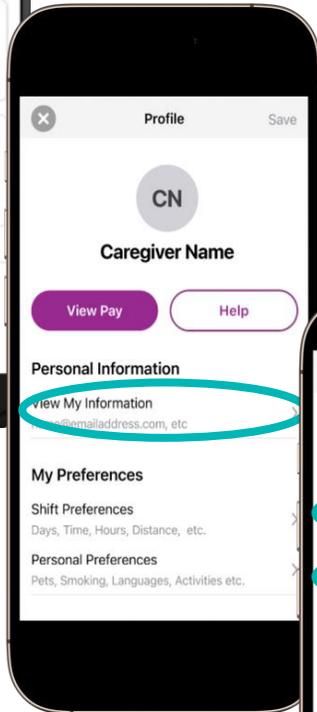
**Personal Preferences** include **pets**, **smoking**, **languages** you speak, and **activities** you like to do with clients

# Updating Preferred Name



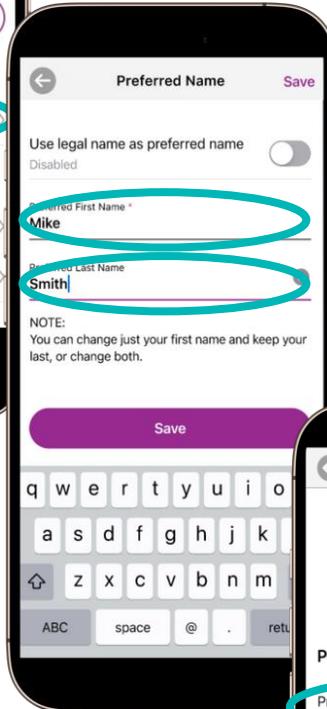
1

Click **View Profile**



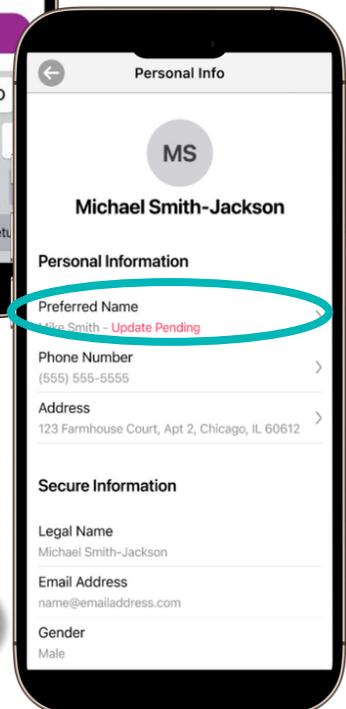
2

Click **View My Information**



3

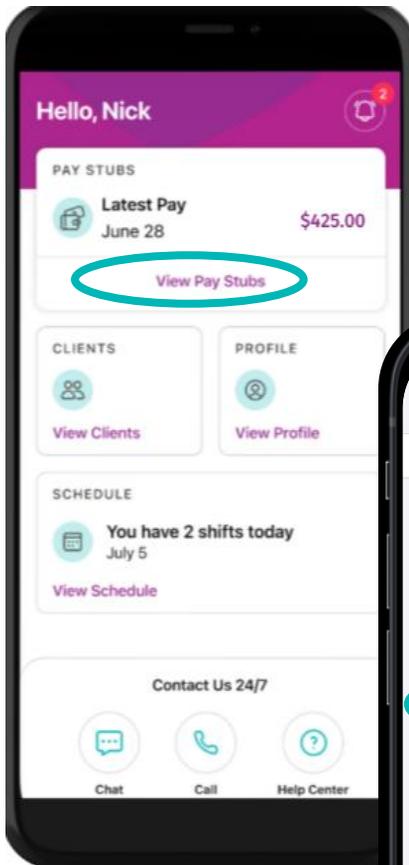
Select **Preferred First Name** and **Last Name** to change current Preferred Name



4

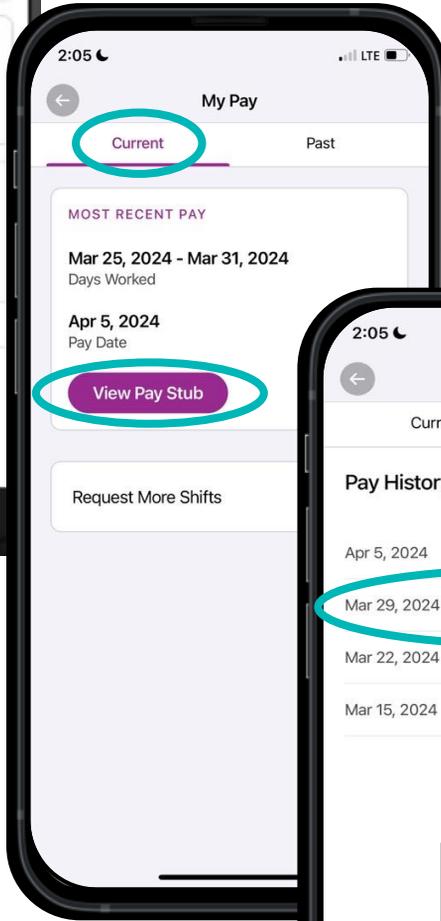
Update Pending will be displayed until changes are approved

# View Your Pay Stub



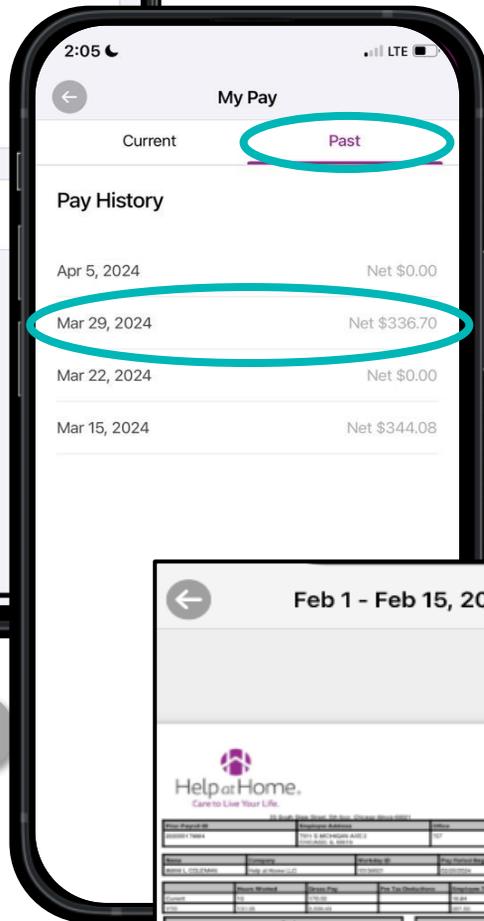
1

Click **View Pay Stubs** to view current and past pay stubs



2

Click **Current** then **View Pay Stub** to view your most recent pay stub

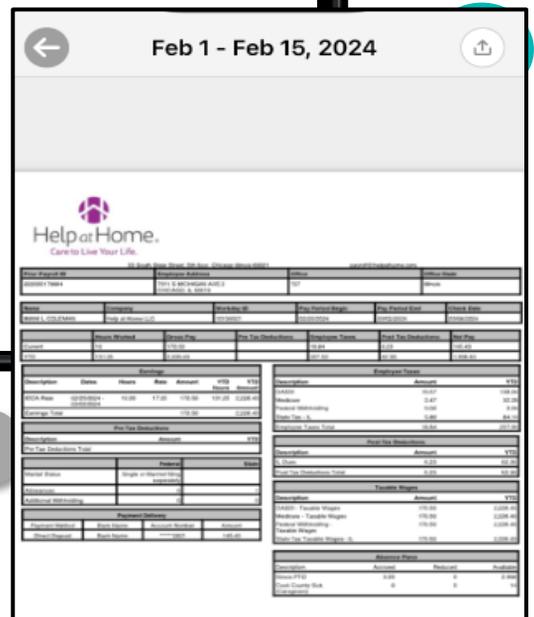


3

Click **Past** and select a date to view a previous pay stub

4

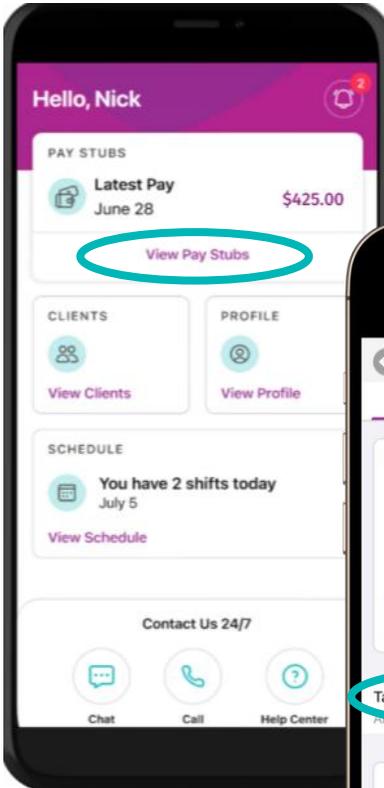
Click the **arrow icon** to view, download, or print a pay stub



# View Your Tax Documents

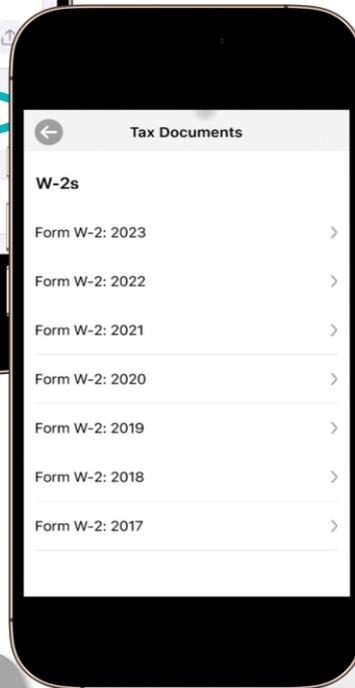
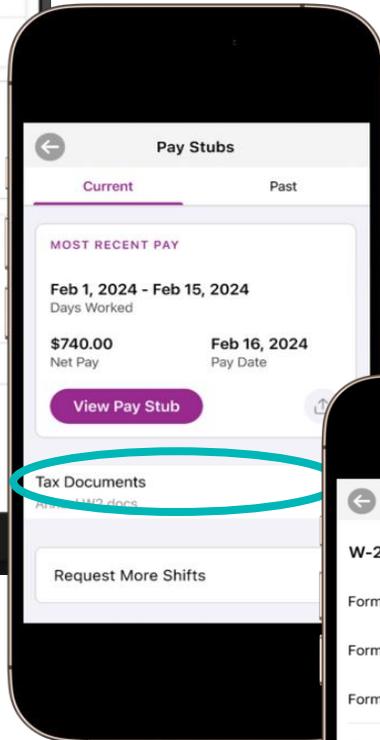
1

Click **View Pay Stubs**



2

Click **Tax Documents**



3

List of yearly W-2s will be displayed, Click the W-2



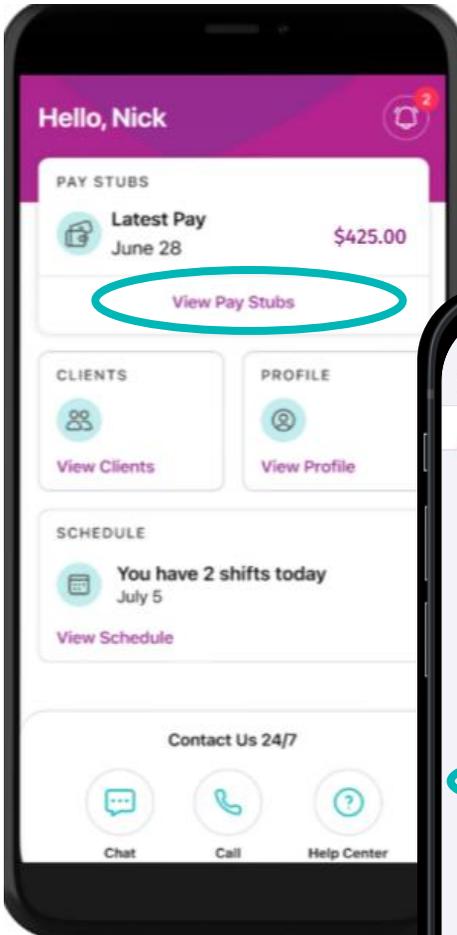
4

Click the **arrow icon** to view, download, or print a W-2

# Request More Shifts

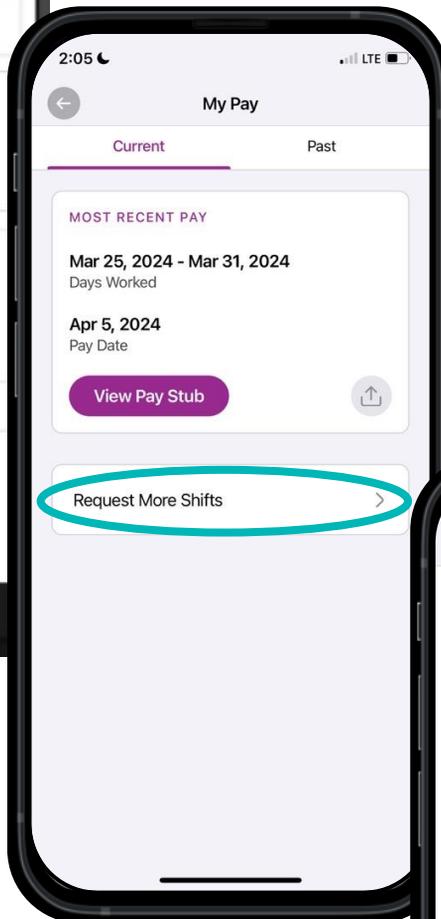
1

Click **View Pay Stubs**



2

Click **Request More Shifts**

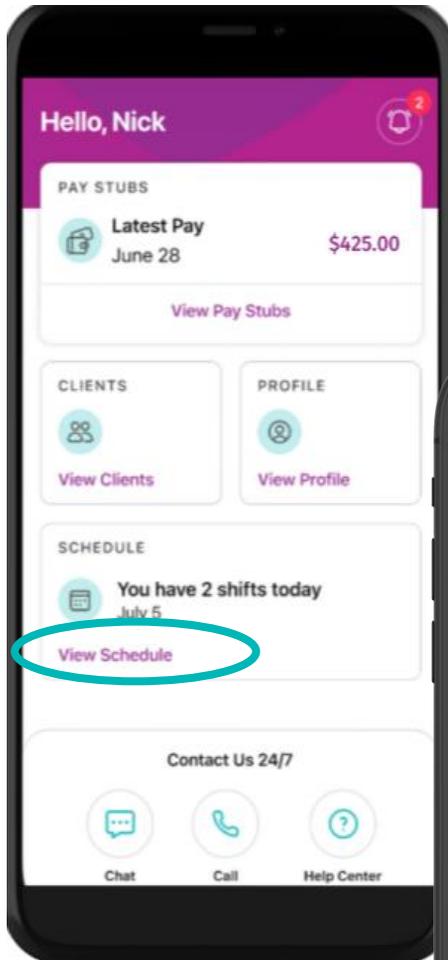


3

Enter your **branch** and the **days** and **times** you are looking to pick up extra hours and click **Submit**. Your branch will review the request and reach out with next steps

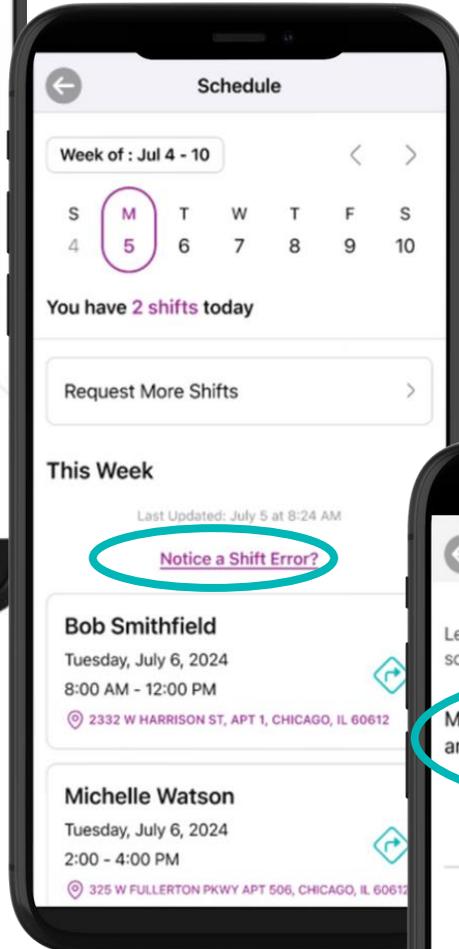


# Report Shift Error



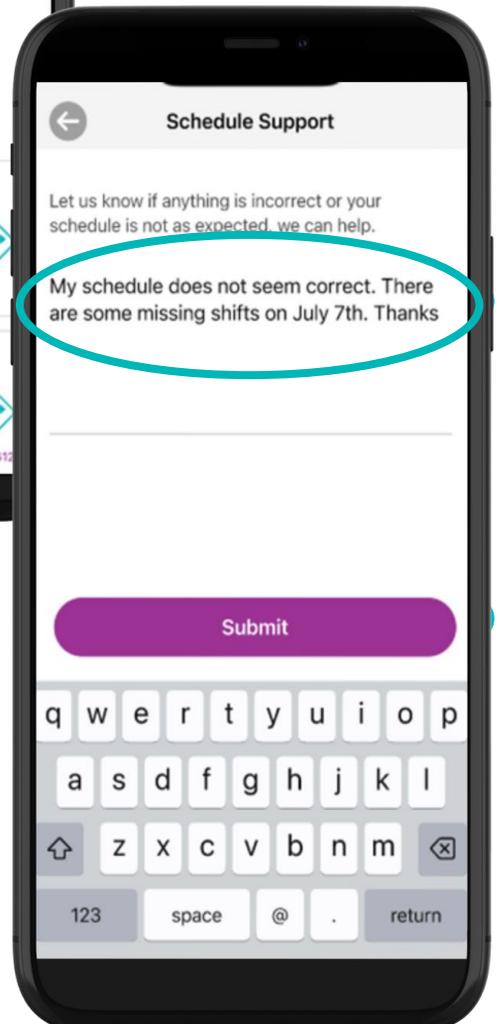
1

Click **View Schedule**



2

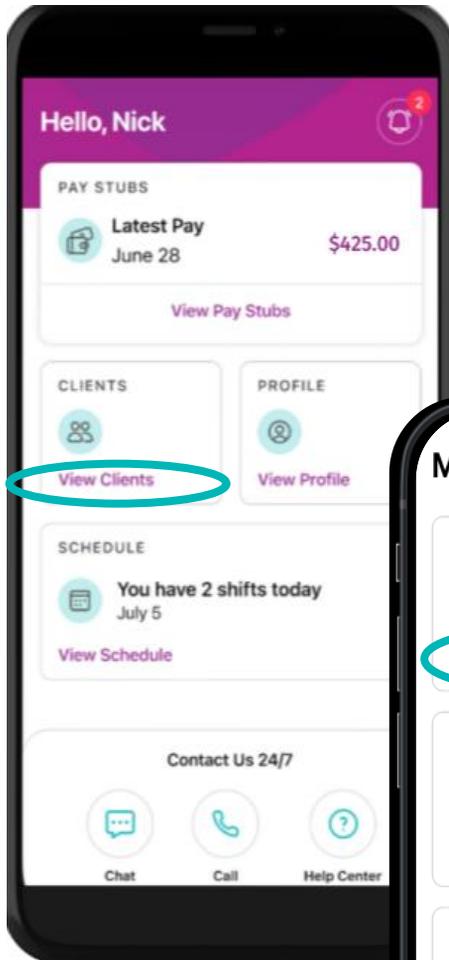
Click **Notice Shift Error**



3

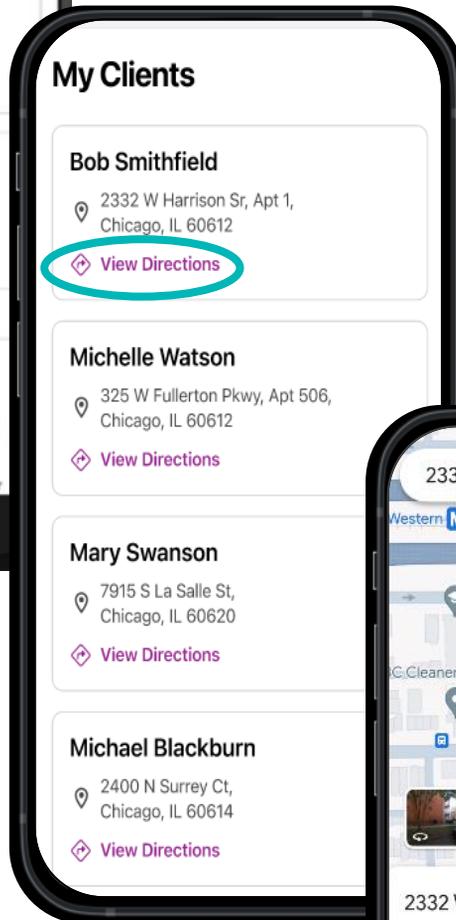
Enter your **schedule** and **provide the days and times** the shift(s) would need to be fixed. A Branch member will follow up and update the error.

# View Your Clients



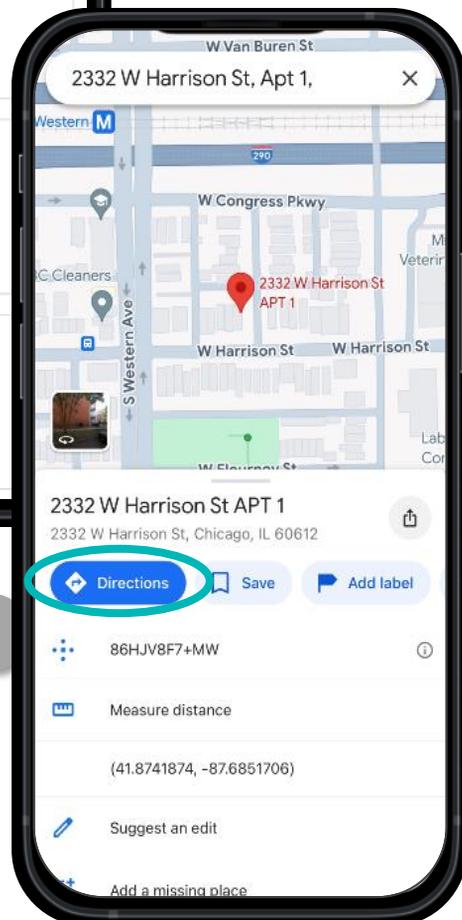
1

Click **View Clients** to see your current client list



2

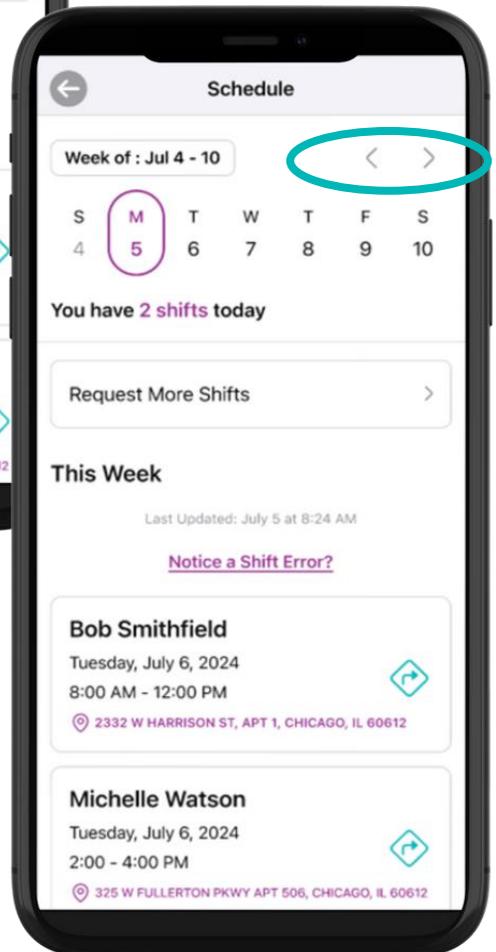
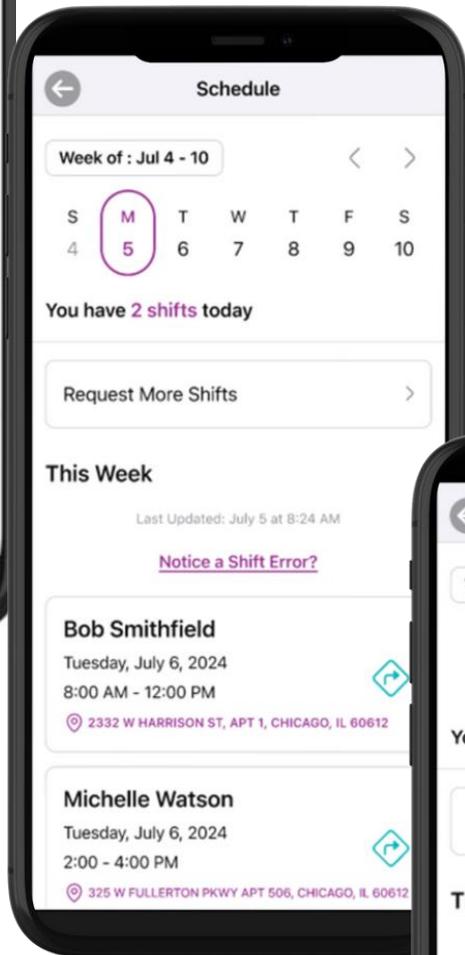
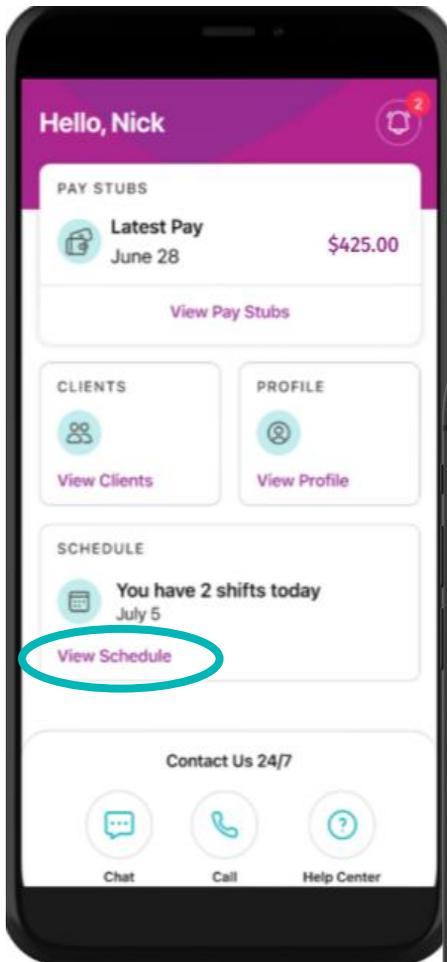
Click **View Directions** to open directions to your client's location



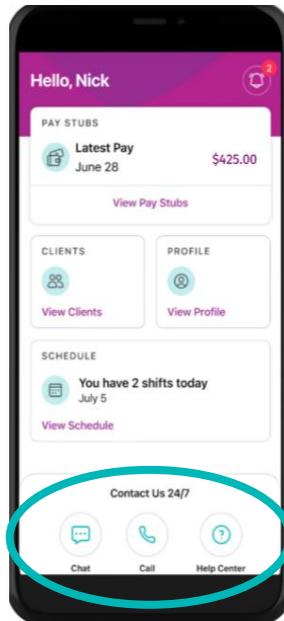
3

Click **directions** in Apple or Google Maps to navigate to your client visit

# View Your Schedule

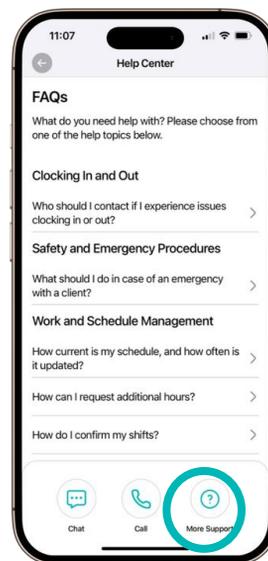
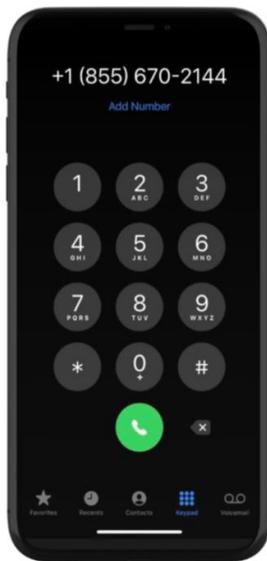


# Contact Support



Click the **Chat** or **Call** icons to text or call the Help at Home support team if you have a question or issue!

Click **Help Center** to view frequently asked questions



**Click to Call** is available **24/7** and **Click to Chat** is available **M-F 8am-6pm EST!**

If your question is still unanswered, click **More Support** to navigate to the Help at Home Knowledge Center for on-demand resources.



## ***Key Resources!***

- Download Help at Home Caregiver Connect:
  - [Apple devices](#)
  - [Android devices](#)
- [Support Articles in the Help at Home Knowledge Center](#)
- [Help at Home Caregiver Connect Demo Videos](#)

A photograph of an elderly Black woman with short grey hair, wearing a light-colored top and large hoop earrings, smiling warmly. A young Black girl with curly hair is hugging her from behind, also smiling. They are in a library, with bookshelves filled with books visible in the background. The entire image is overlaid with a semi-transparent purple filter.

**Thank You**  
For Using *Caregiver Connect!*