



# Caregiver Guide

## Getting Started with the *Help at Home Caregiver Connect* Mobile App

Designed *by caregivers for caregivers*

The ***Help at Home Caregiver Connect*** mobile app provides 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.

Version 2  
10/21/2025



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# Let's Get Started!

1

## Download the app

1. Click the link or scan the QR code 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!

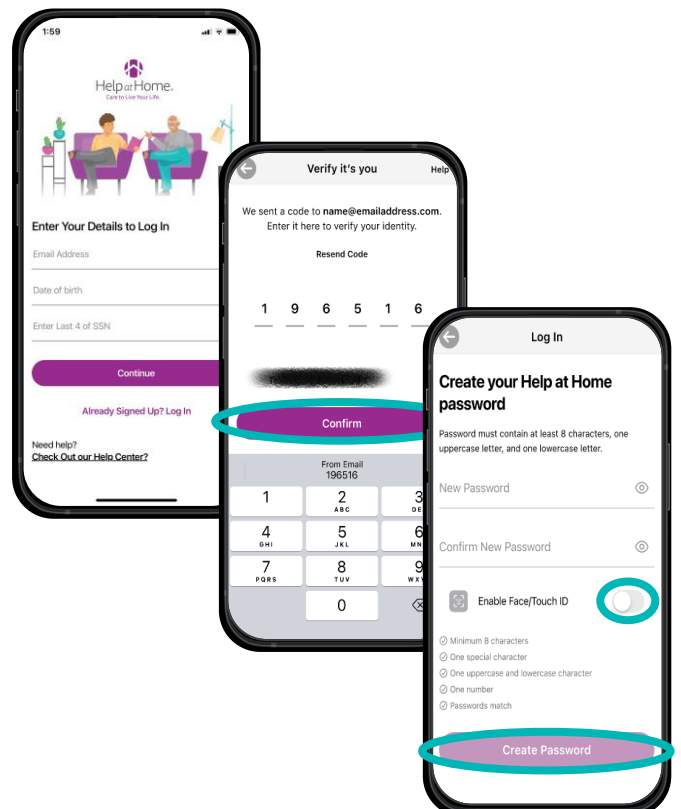


2

## 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 tap **Confirm**.
3. Enter and confirm your password and tap **Create Password**.

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



# Enable Updates

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

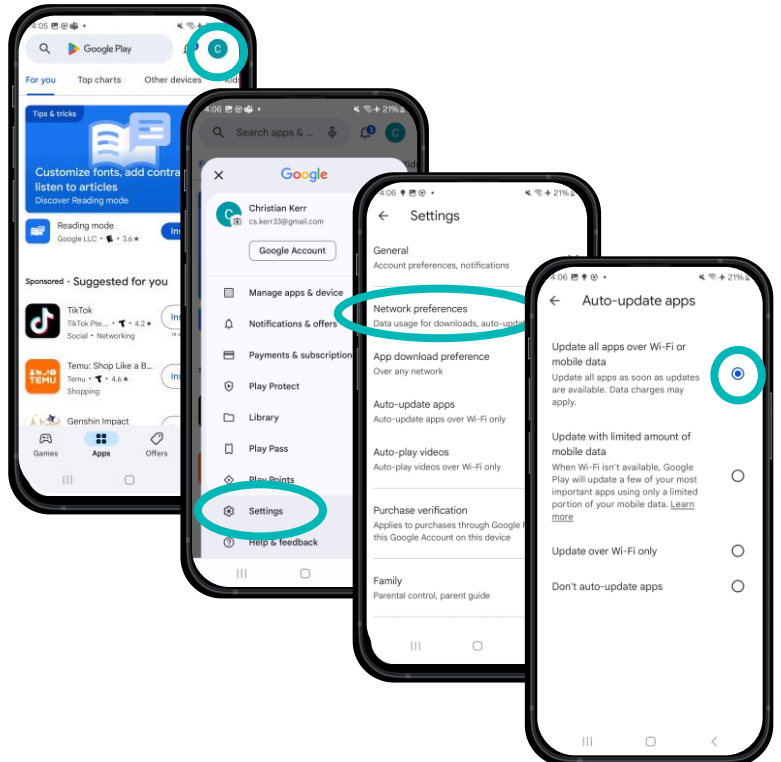
## Apple devices

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

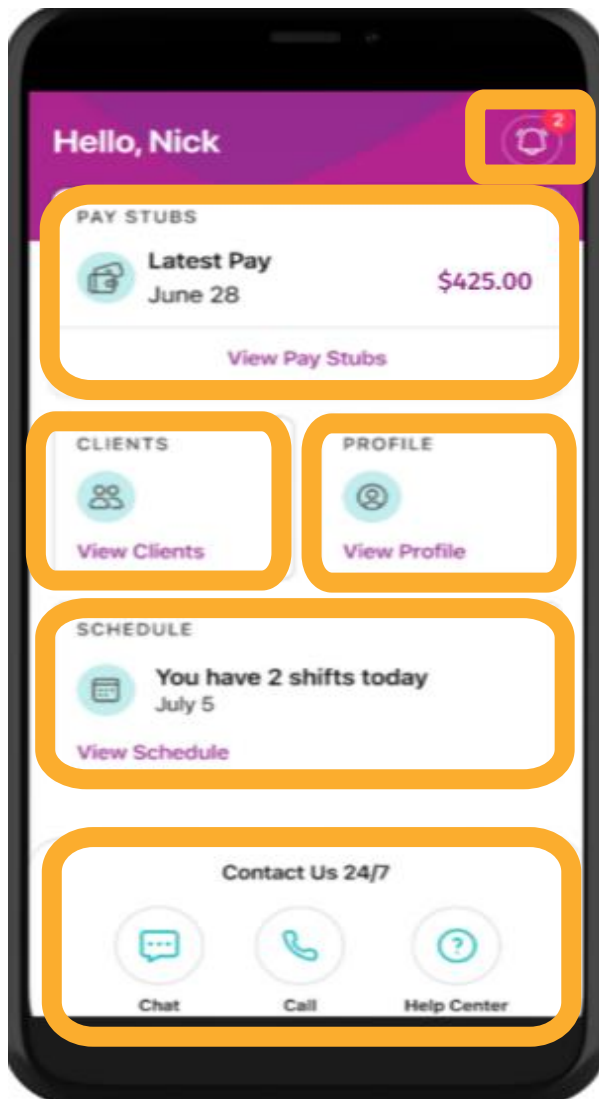


## Android devices

1. Open Google Play Store.
2. Tap your **account icon** in the upper-right corner.
3. Tap **Settings**.
4. Tap **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***



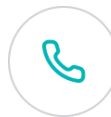
***View your assigned clients***



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



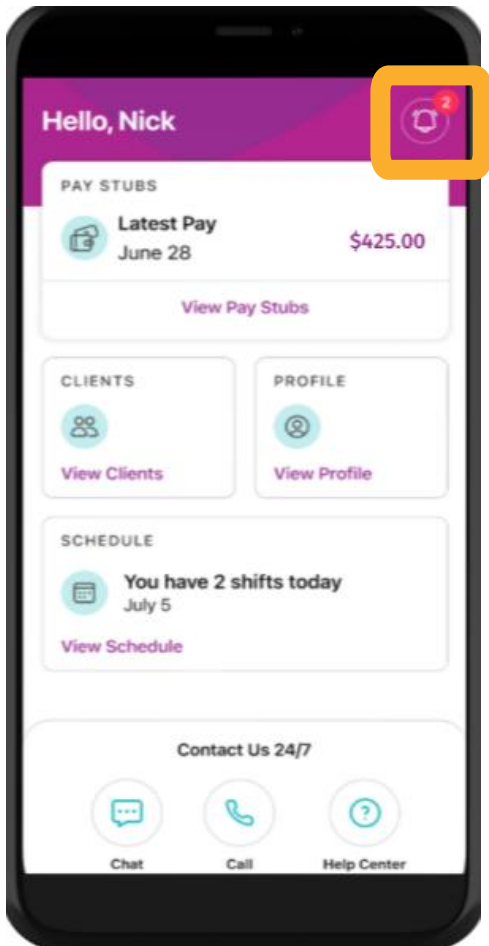
***View your Schedule***



***Contact Help at Home support***



# Notifications



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



***Clock In/Out Reminders***



***Birthday/Work Anniversary***



***W-2 Available***



***Paystub Available***

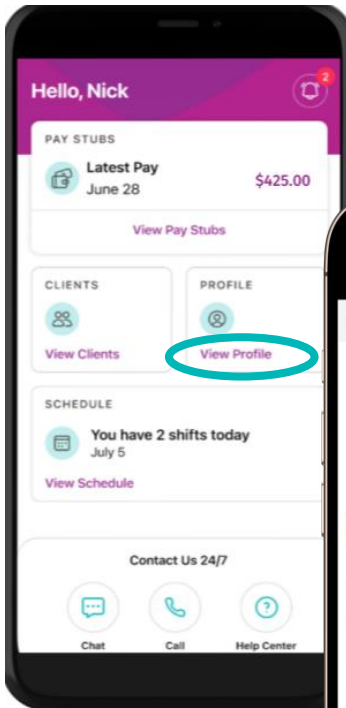


Help at Home.  
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# Set Up Your Profile

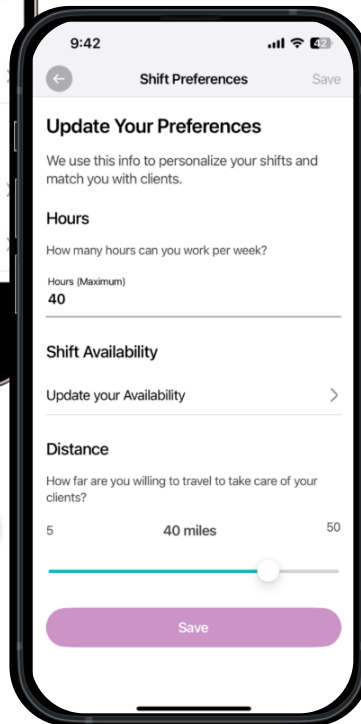
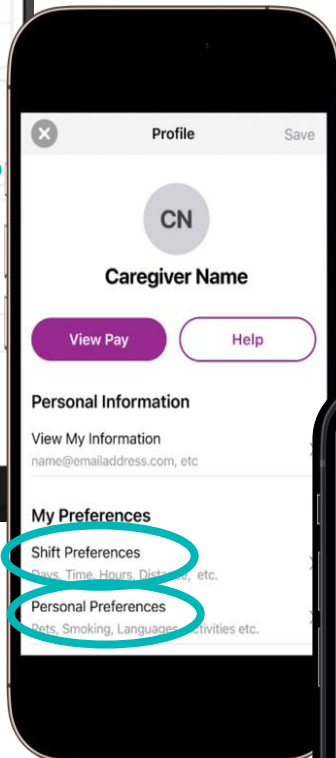
1

Tap **View Profile**.



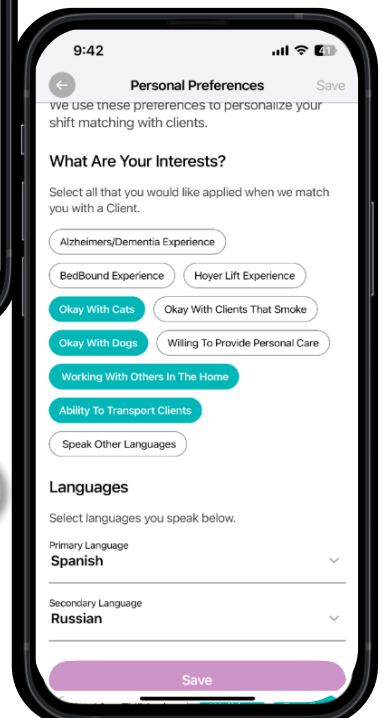
2

Navigate to My Preferences. Select **Shift Preferences** and **Personal Preferences**.



3

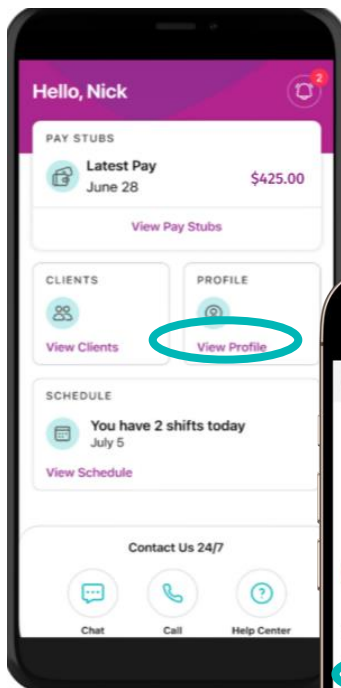
**Shift Preferences** are the **days**, **times**, and **maximum hours** you're available to work, and the number of **miles** you're willing to travel to your client.



4

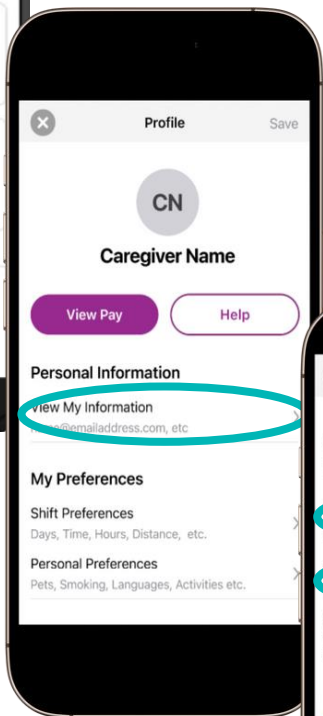
**Personal Preferences** include **pets**, **smoking**, **languages** you speak, and **activities** you like to do with clients.

# Update Your Name



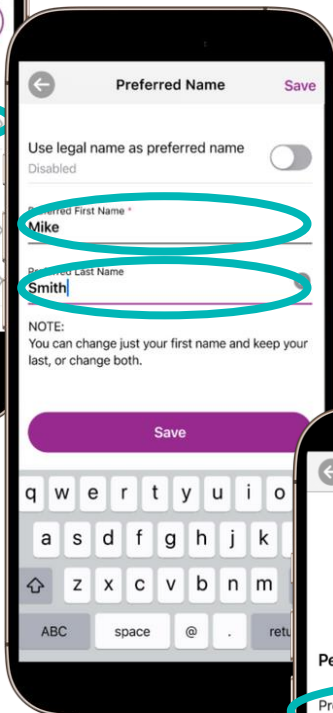
1

Tap **View Profile**.



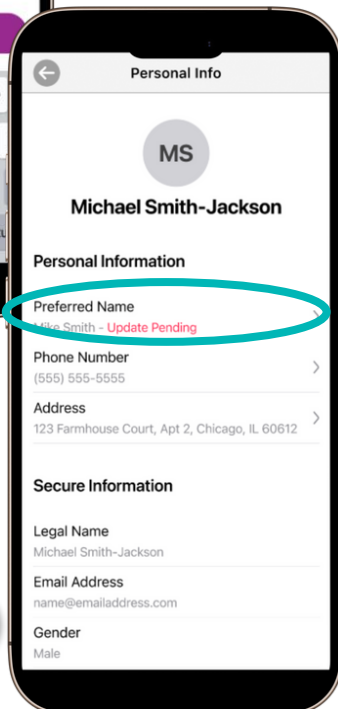
2

Tap **View My Information**.



3

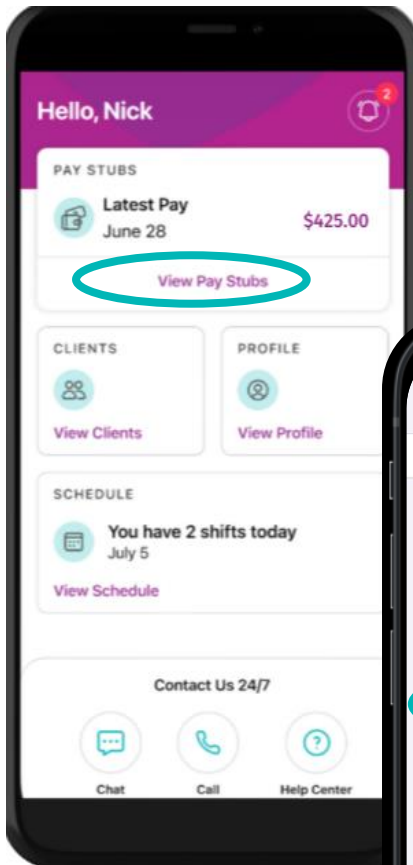
Select **Preferred First Name** and **Last Name** to change current Preferred Name.



4

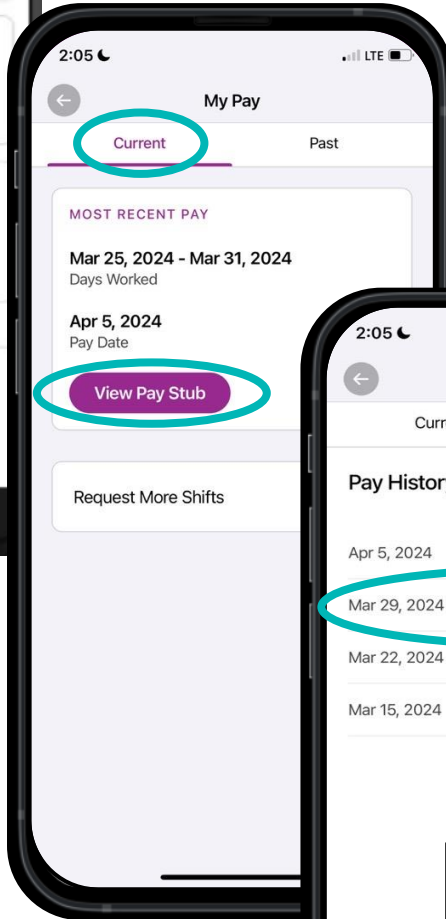
"Update Pending" will display until changes are approved.

# View Your Pay Stub



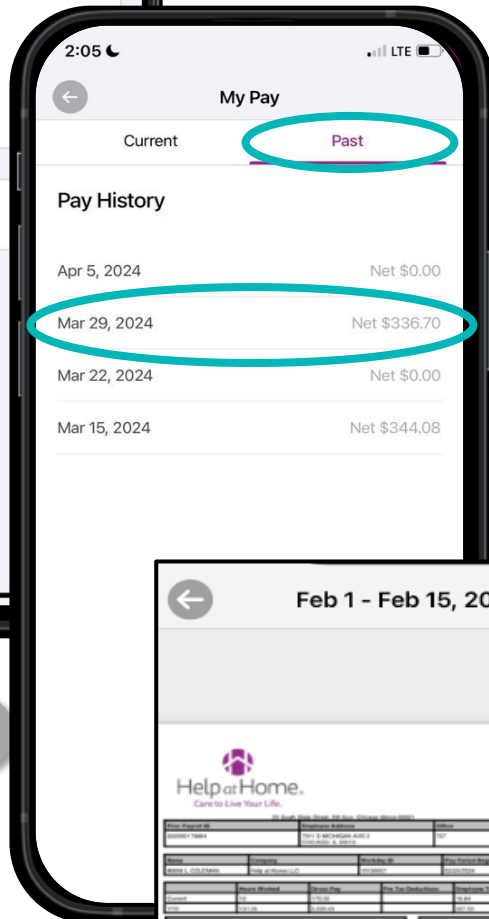
1

Tap **View Pay Stubs** to view current and past pay stubs.



2

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



3

Tap **Past** and select a date to view a previous pay stub.

4

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

Feb 1 - Feb 15, 2024

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Employee Name	Address	City	State	Zip	Phone
XXXXXXXXXX	1234 Main St	Anytown	CA	90210	555-123-4567

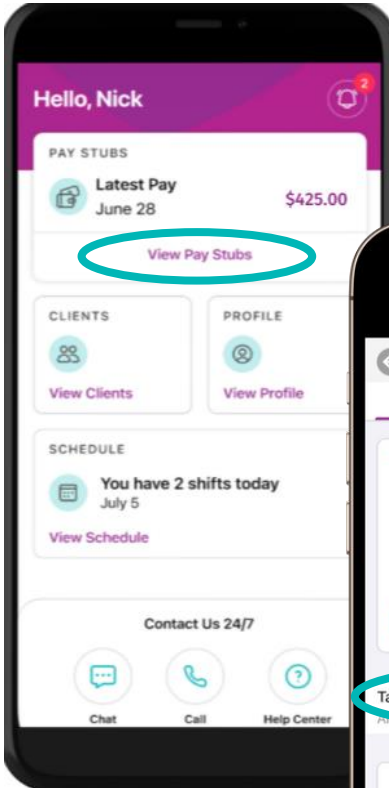
Date	Hours	Rate	Amount	OT	OT Rate	OT Amount
02/01/2024	8.00	17.00	136.00	0.00	0.00	0.00
02/02/2024	8.00	17.00	136.00	0.00	0.00	0.00
Average Total	16.00	17.00	272.00	0.00	0.00	0.00

Description	Amount
Net Pay	272.00
FICA	20.16
Medical	10.00
Dental	5.00
Life Insurance	5.00
Health Savings	5.00
401(k)	5.00
Union Dues	5.00
Other	5.00
Total Deductions	55.16
Gross Pay	327.16
Total Deductions	55.16
Net Pay	272.00

# View Your Tax Documents

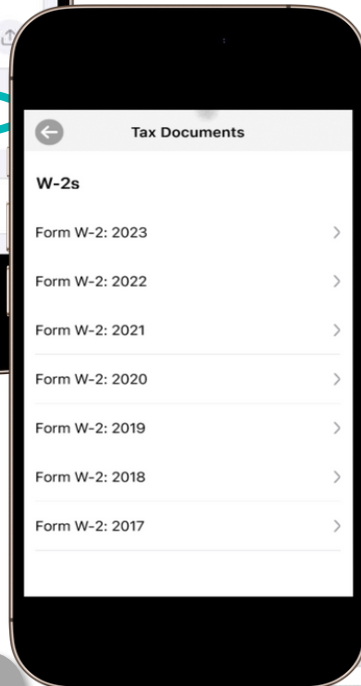
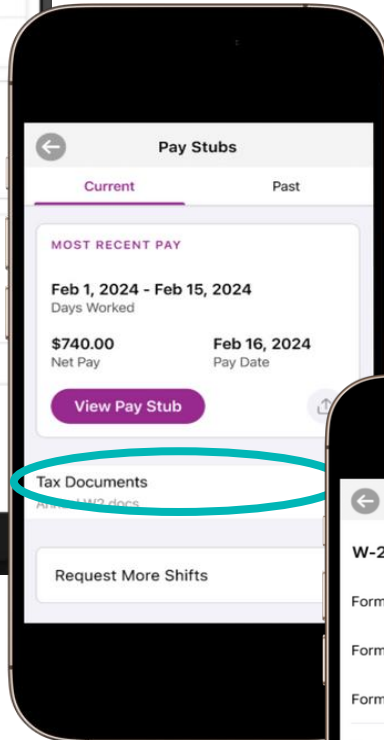
1

Tap **View Pay Stubs.**



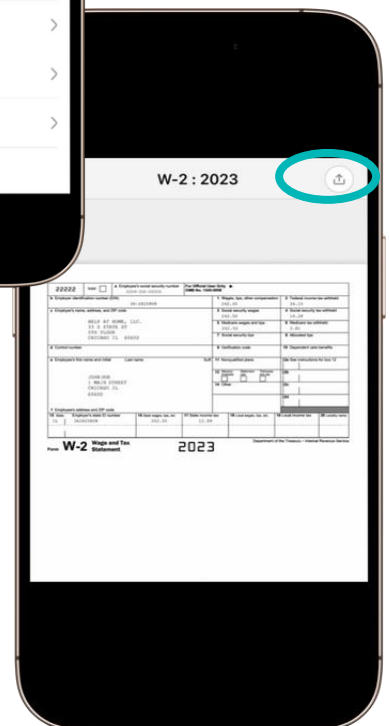
2

Tap **Tax Documents.**



3

List of yearly W-2s will be displayed, tap the W-2 to view.



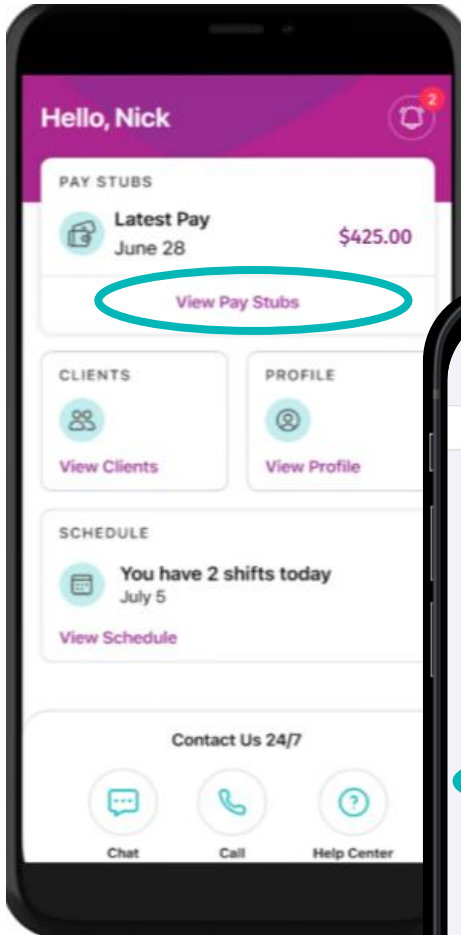
4

Tap the **Download icon** to view, download, or print a W-2.

# Request More Shifts

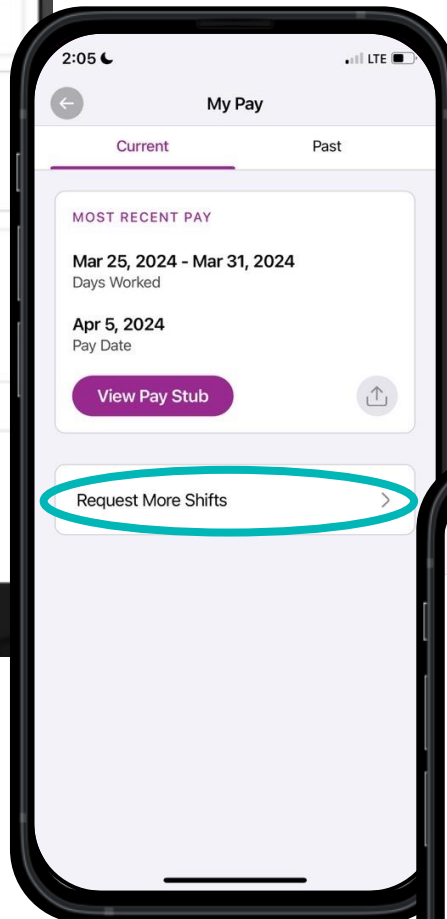
1

Tap **View Pay Stubs.**



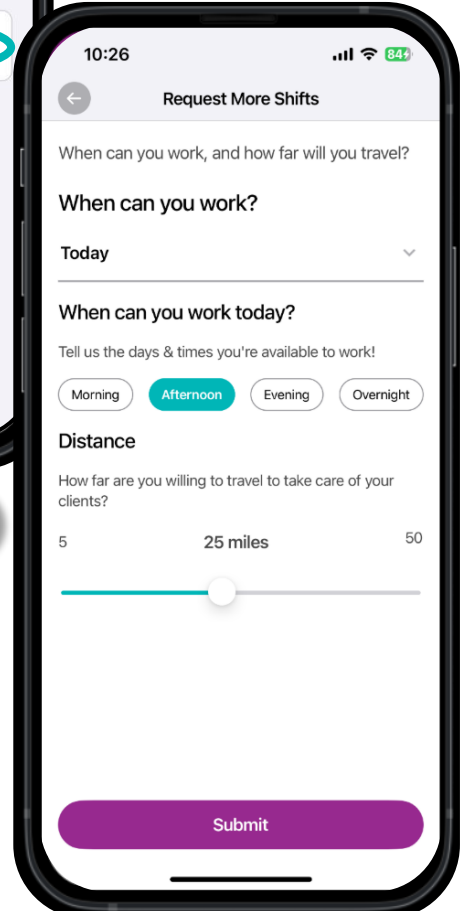
2

Tap **Request More Shifts.**



3

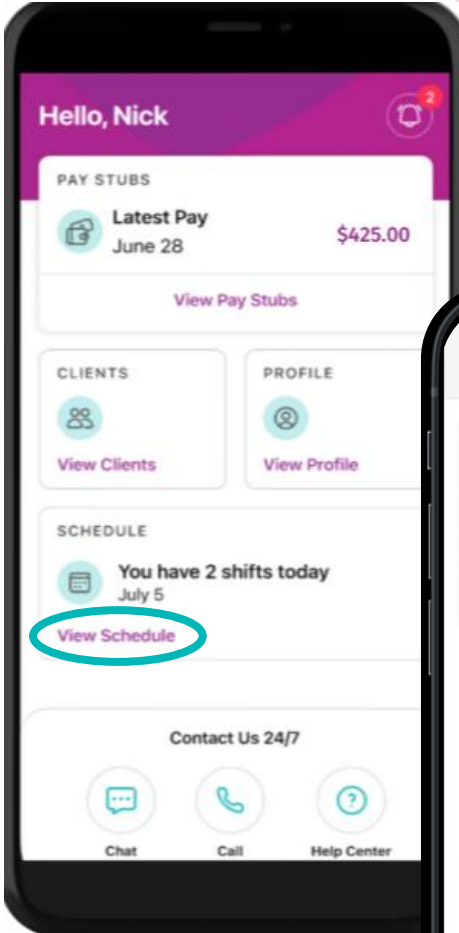
Enter the **days** and **times** you are looking to pick up extra hours as well as the distance you're willing to travel. Tap **Submit.** Your branch will review the request and reach out with next steps



# Confirm Your Shift

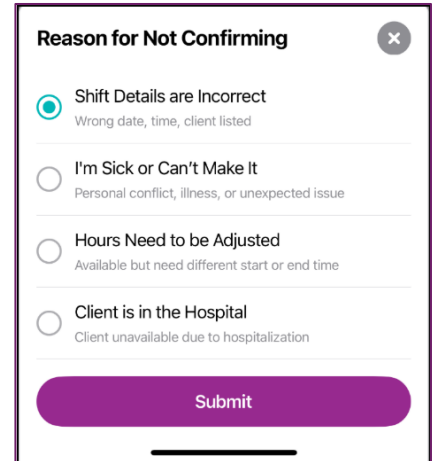
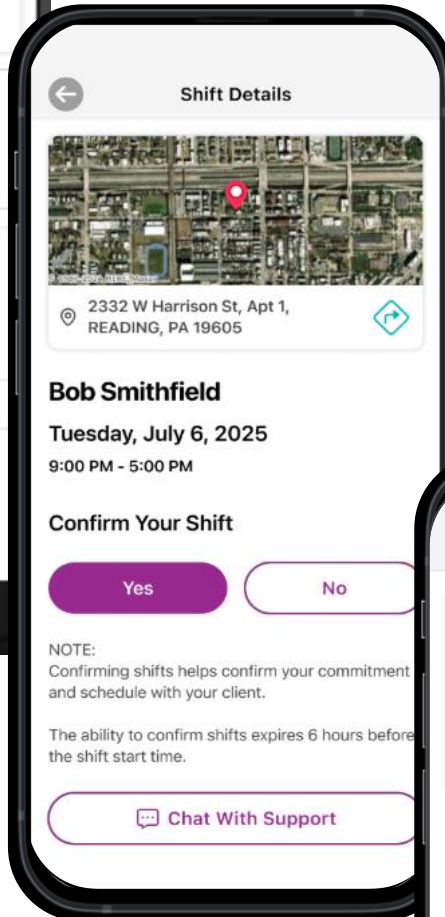
1

Tap **View Schedule**.



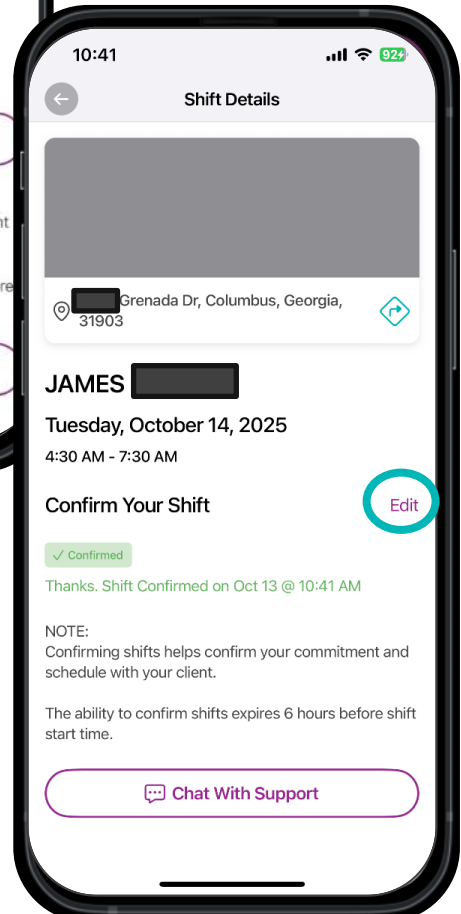
2

Review your shift and tap **Yes** to confirm or **No** to decline. If No, provide a reason for not confirming

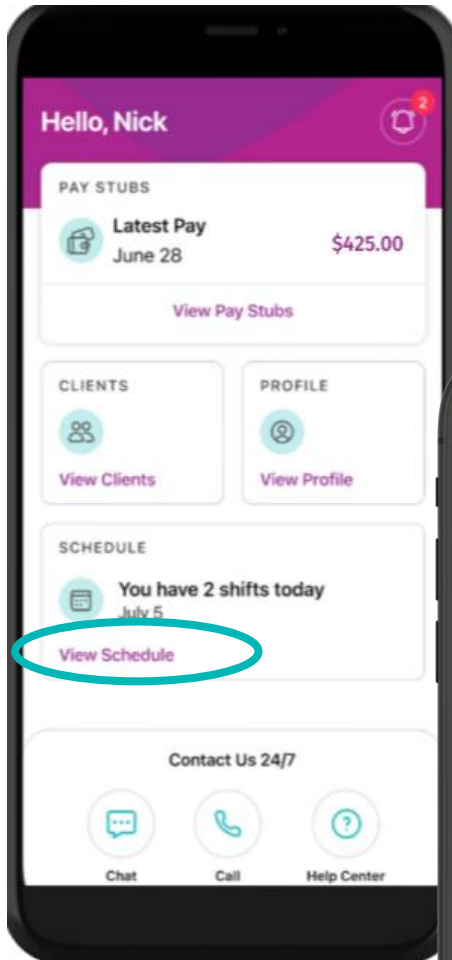


3

Once you have tapped **Yes**, the confirmed visit will appear as green. To edit your visit, click **Edit**.

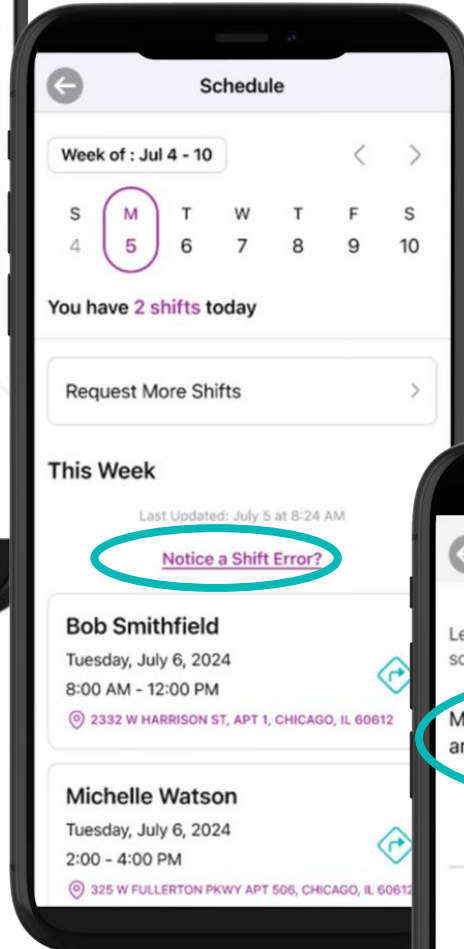


# Report Shift Error



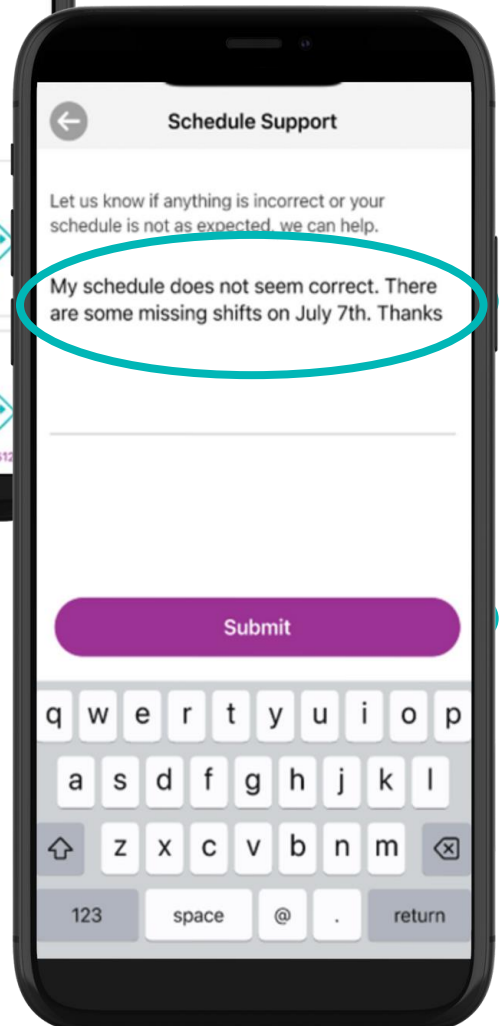
1

Tap **View Schedule**.



2

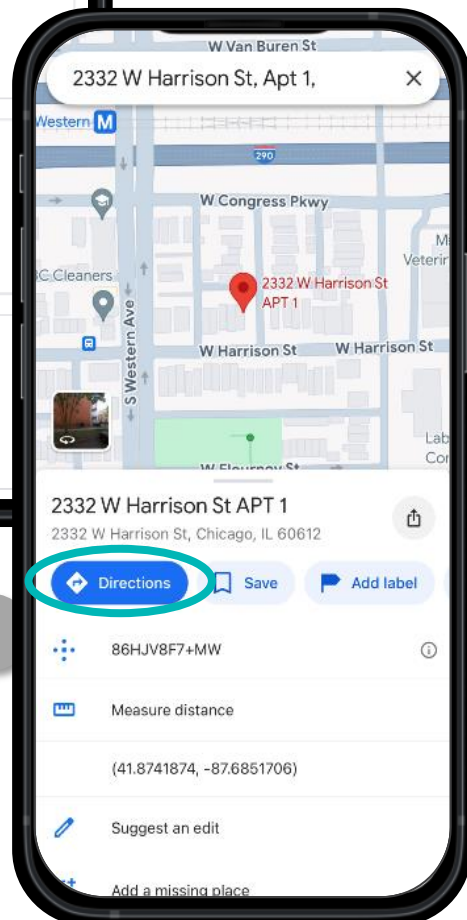
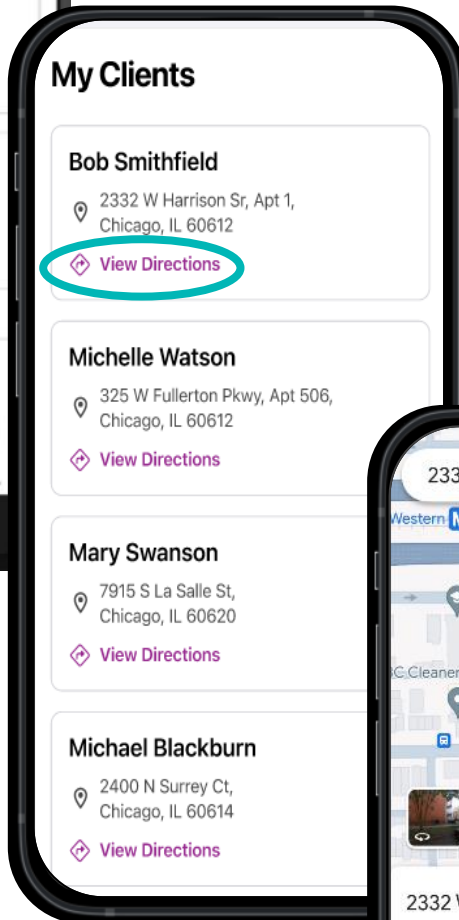
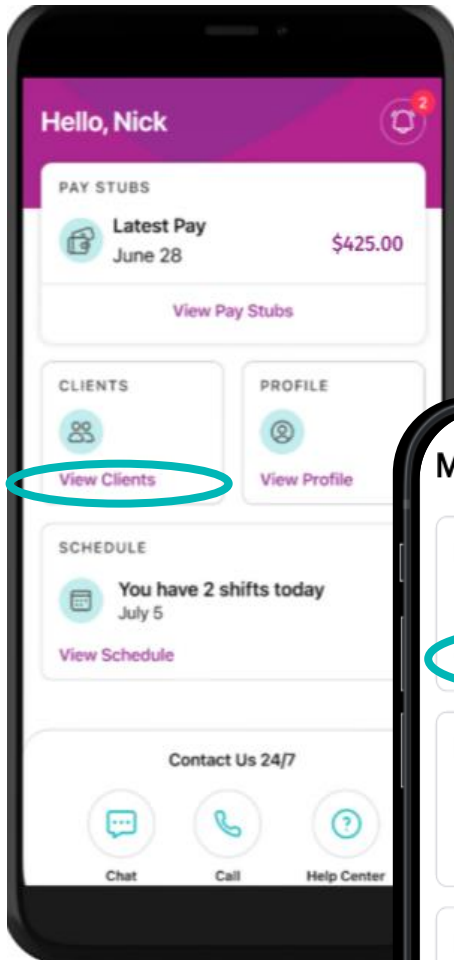
Tap **Notice Shift Error**.



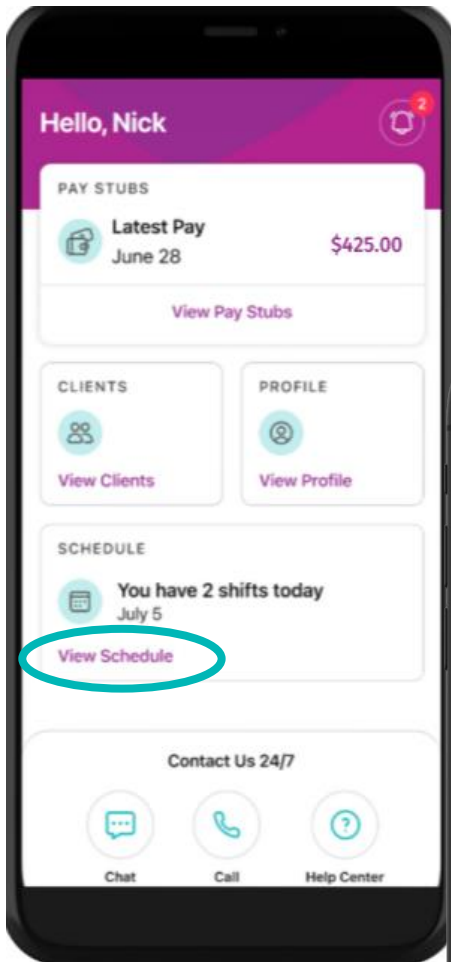
3

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.

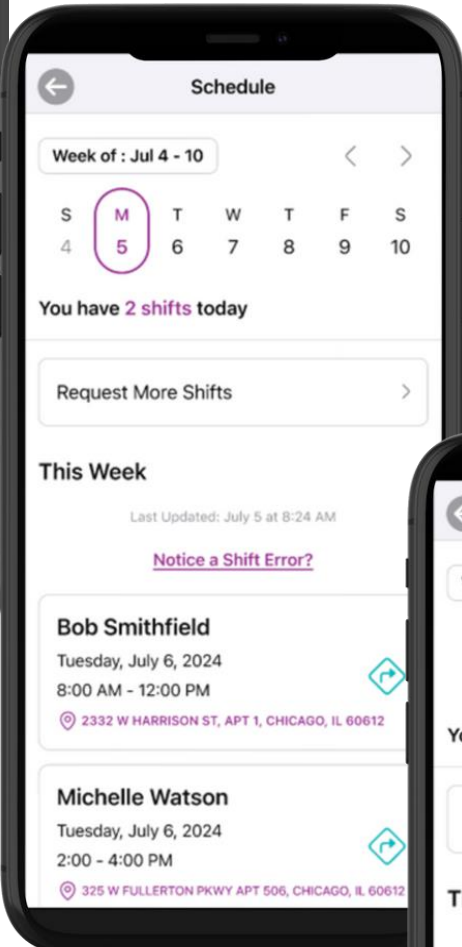
# View Your Clients



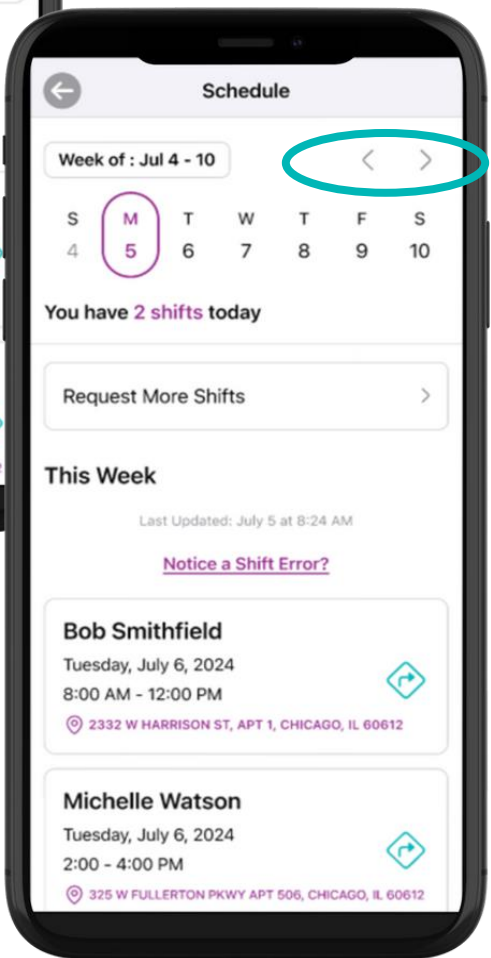
# View Your Schedule



1 Tap **View Schedule**.

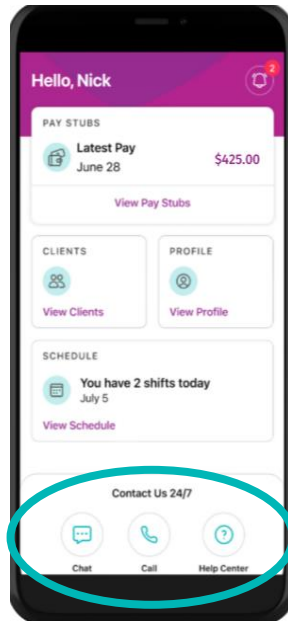


2 This week's schedule will be displayed. Tap into each visit to view the schedule details of your shift.



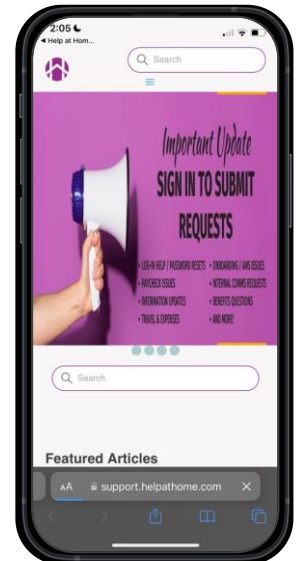
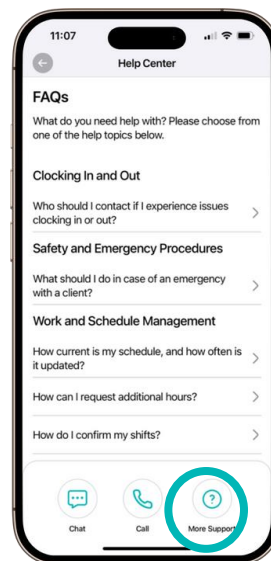
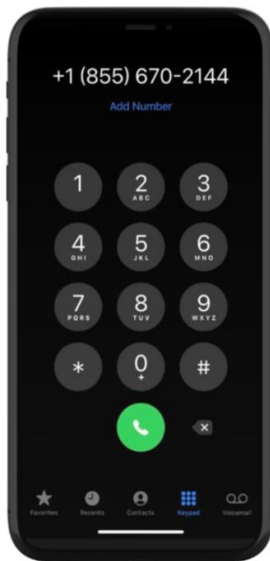
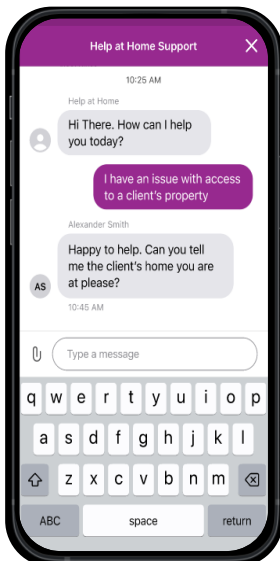
3 Tap **arrows** in the top right to navigate to past or future visits.

# Contact Support



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

Tap **Help Center** to view frequently asked questions.



**Chat and Phone support is now available 24/7!**

If your question is still unanswered, tap **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 woman and a young girl hugging. The woman is smiling broadly and holding a small white dog. The girl is also smiling and has her arms around the woman. They are in a library, with bookshelves visible in the background. The image is overlaid with a semi-transparent purple filter.

**Thank You**  
for Using *Caregiver Connect!*