

VIV TECHNOLOGIES



Viv Caregiver App Training Guide

Table of Contents

Table of Contents	2
QuickStart Checklist	3
Download the App	4
Getting Started	5
New User Sign Up	5
Current HAH Caregiver Connect Mobile App Users	6
App Settings	7
Notifications Settings	7
Location Sharing	8
Biometrics	9
Shift Availability	10
Setting Up Your Shift Availability	10
Setting Up Your Preferences	11
Scheduling	12
Schedule a Visit	12
Checking In & Out	13
Using Telephony	13
Using the App	14
Support & Resources	16
Communication Tools	16
Resources	16

QuickStart Checklist

After reading this guide, you will be able to:

- Download the App.
- Review the Viv welcome email you were sent to set your password.
- Log in to the app.
- Follow directions to enable important settings:
 - Allow notifications.
 - Enable location sharing.
 - Enable biometric login.
- Set up your shift availability.
 - Set up preferences.
- Schedule a visit.
- Check in and Check out of visits.
- Complete all tasks.
- Collect signatures.

Download the App

Welcome to the Viv App! The Viv App provides easy access to your schedules, shift preferences, and clocking in and out of a visit. Use this guide to get started.

NOTE: The Caregiver Connect app will no longer work. If/when you try to login to that app, you will receive a prompt to direct you to the new Viv app.



YOUR WORK. YOUR SCHEDULE. YOUR APP.

Introducing the new VIV home care app for Help at Home Caregivers

-  **VIEW & DOWNLOAD PAYSTUBS**
-  **UPDATE AVAILABILITY & SHIFT PREFERENCES**
-  **CLOCK IN AND OUT TO CLIENT VISITS**
-  **VIEW CLIENT DETAILS**

ACCESS PAID APP TRAINING NOW:
Scan the QR code on the right to complete 30 minutes of required training → 

Need help with the app?
Call Help at Home's Contact Center at: 1-833-974-5753.

DOWNLOAD THE VIV APP TODAY!

SCAN FOR IPHONE

DOWNLOAD ON THE APP STORE

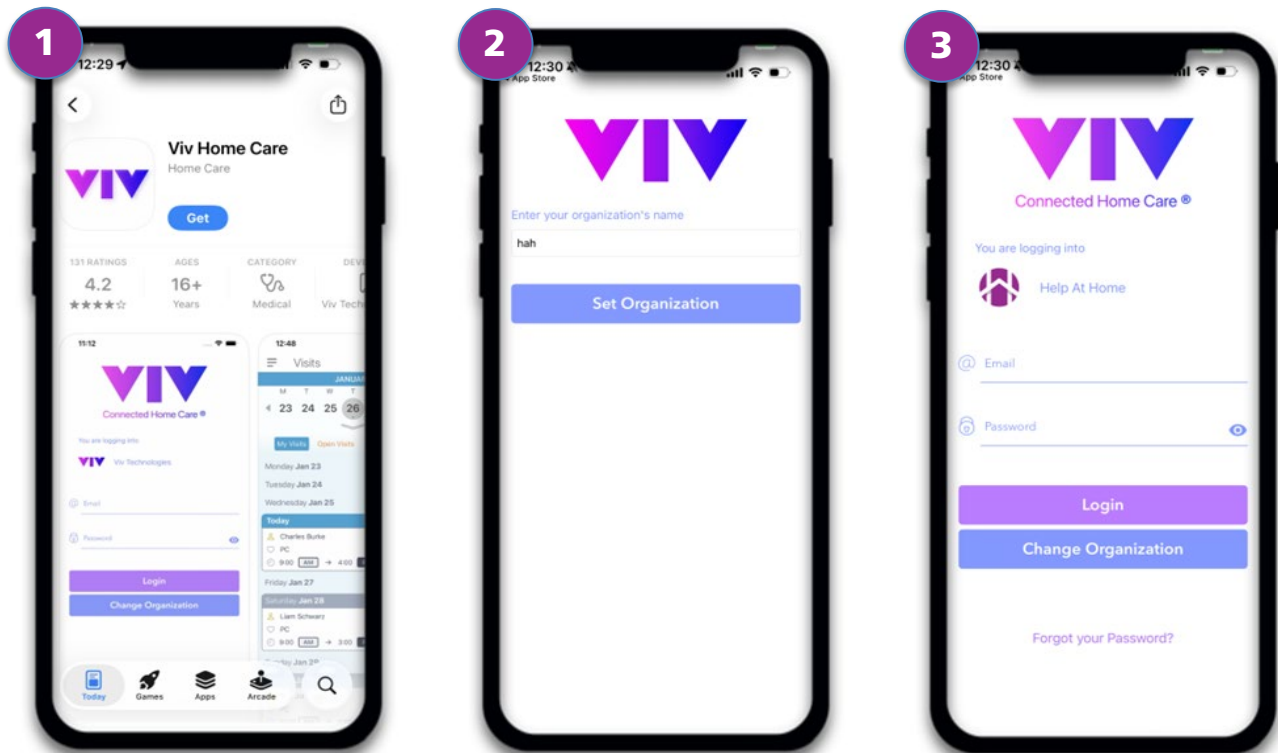
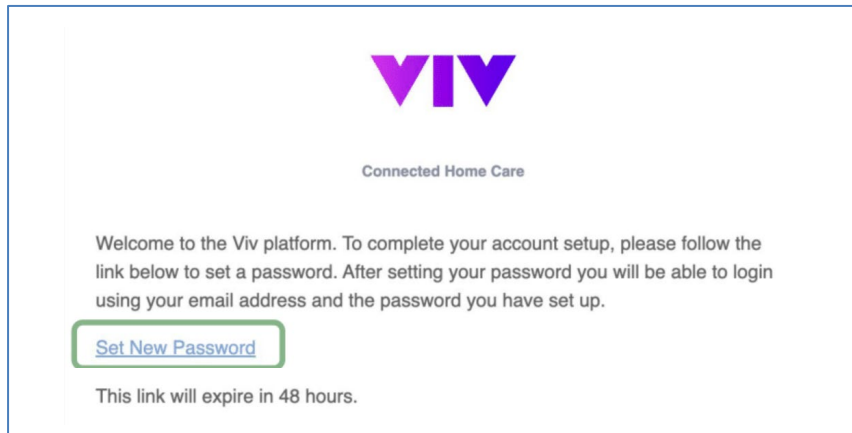
SCAN FOR ANDROID

GET IT ON GOOGLE PLAY

Getting Started

New User Sign Up

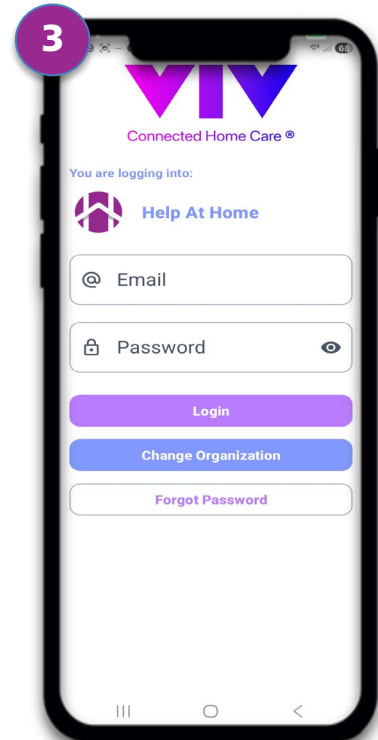
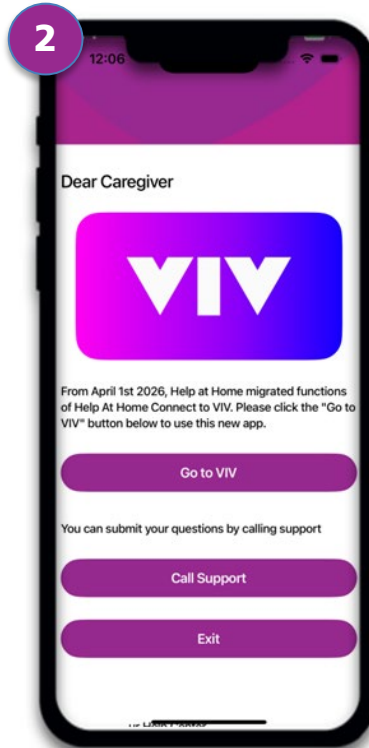
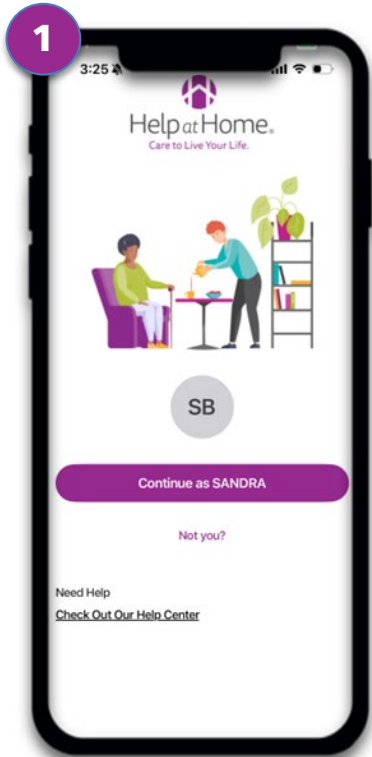
1. Download the Viv Home Care App.
2. Enter your organization's name exactly as shown "hah"
3. Set up your log-in credentials using the Viv Welcome email:
 - a. Email – use your personal email address.



Current HAH Caregiver Connect Mobile App Users

If you previously used the HAH Caregiver Connect App:

1. Go into the HAH Caregiver Connect Mobile App.
2. Click the **“Go to Viv”** button to continue.
3. Use your email to create a new password in the Viv App.

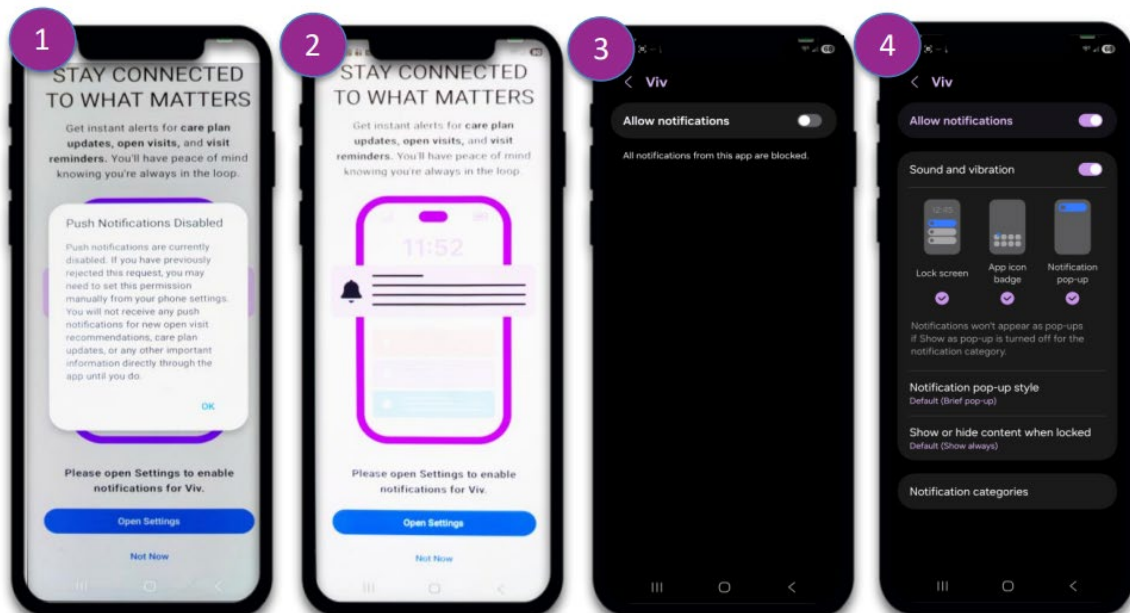


App Settings

Notifications Settings

The first time you set up your Viv app, you'll be asked about notifications. It is very important that you Enable Notifications.

1. When prompted, click **OK**.
2. Click **Open Settings**.
3. Click the toggle button to **Allow Notifications**.
4. Select how you want to be notified (Lock screen, App icon badge, and/or Pop-up)



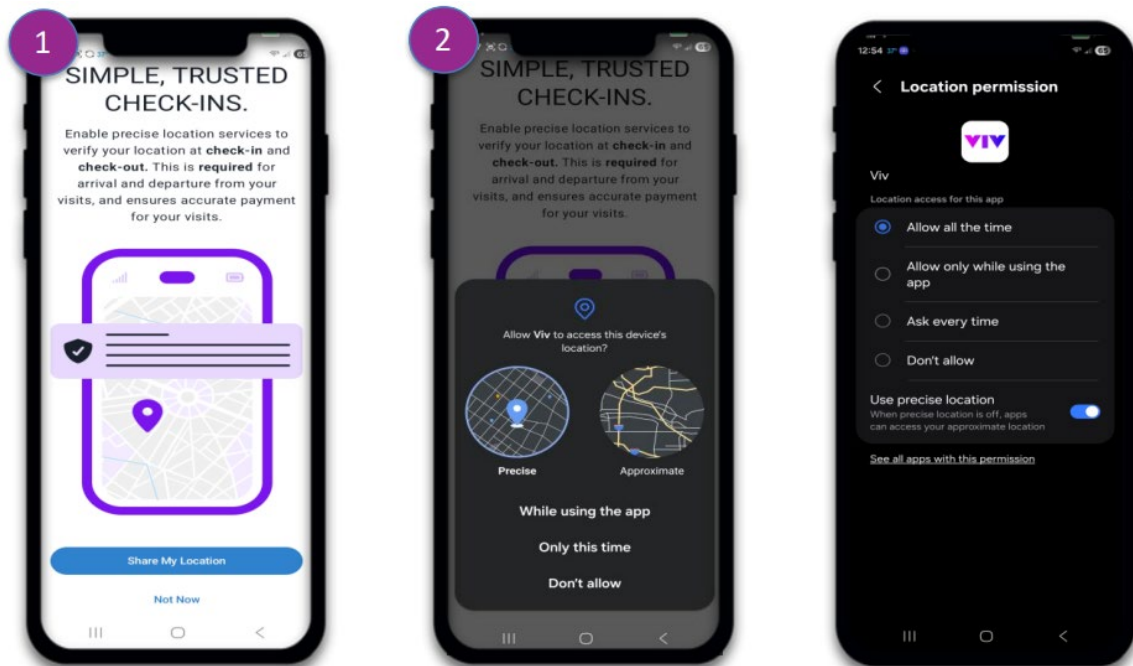
NOTE: If you need to enable notifications after the initial set-up, go to your phones **Settings**, select **Apps**, locate the **Viv app**, choose **Notifications**, and then enable notifications.

Location Sharing

The first time you set up your Viv app, you'll be asked to enable your Location. Enable location services on your device to ensure you can successfully check in.

It is important to enable location sharing on your phone so the app can work properly. Location sharing is necessary for electronic visit verification (EVV). Without it, you will not be able to check in to your client visit.

1. When prompted, click **Share My Location**.
2. It is best to choose **Precise** and choose **While using the app/Allow all the time**.

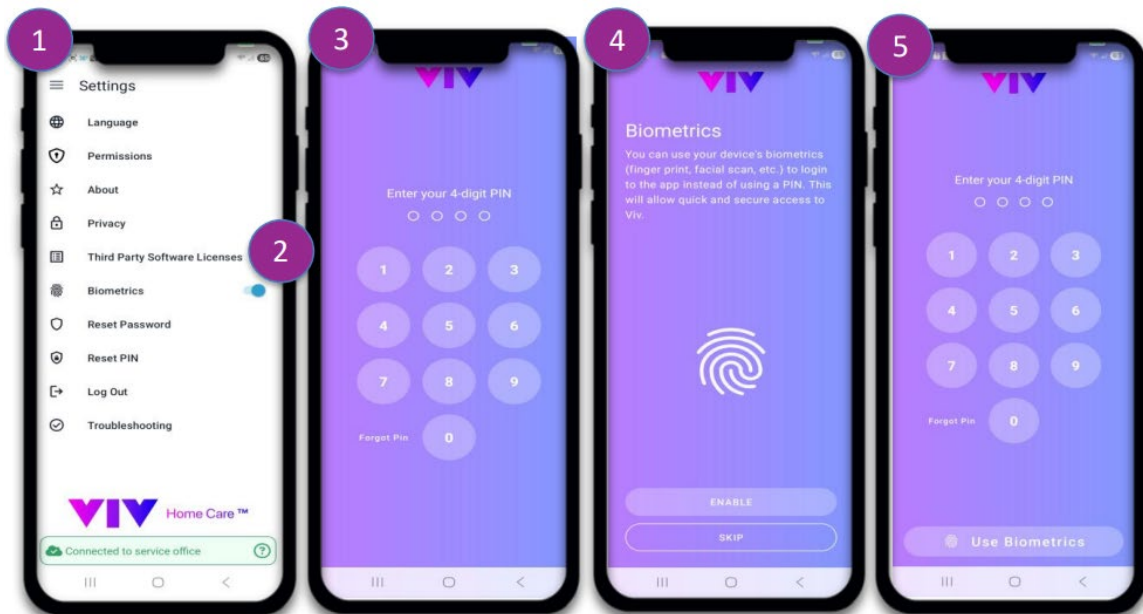


NOTE: (last image) If you need to enable notifications after the initial set-up, go to your phones **Settings**, select **Apps**, locate the **Viv app**, choose **Permissions**, and then enable **Location** sharing.

Biometrics

Biometrics identify you using your fingerprint or facial recognition. You can set up biometrics in order to quickly and safely sign in to your Viv app.

1. In the Viv app, go to **Settings**.
2. Toggle the switch next to **Biometrics**.
3. You'll be asked to enter your **four-digit pin**.
4. Click **Enable**.
5. It will then ask you to sign in using your biometrics.



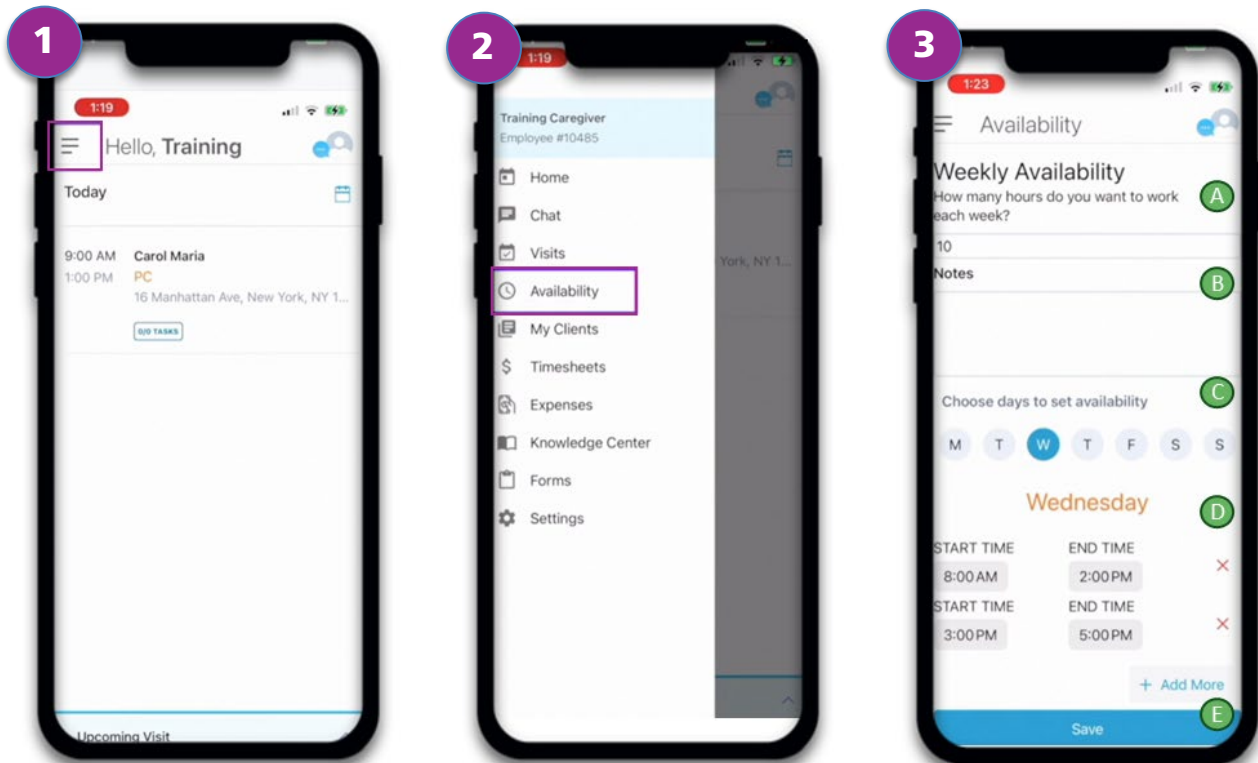
NOTE: You will have to set up your biometrics capabilities on your phone before you can enable it in the app.

Shift Availability

Setting Up Your Shift Availability

Choose your shift availability when you log in for the first time. This will make sure that you are matched to shifts that work for your schedule.

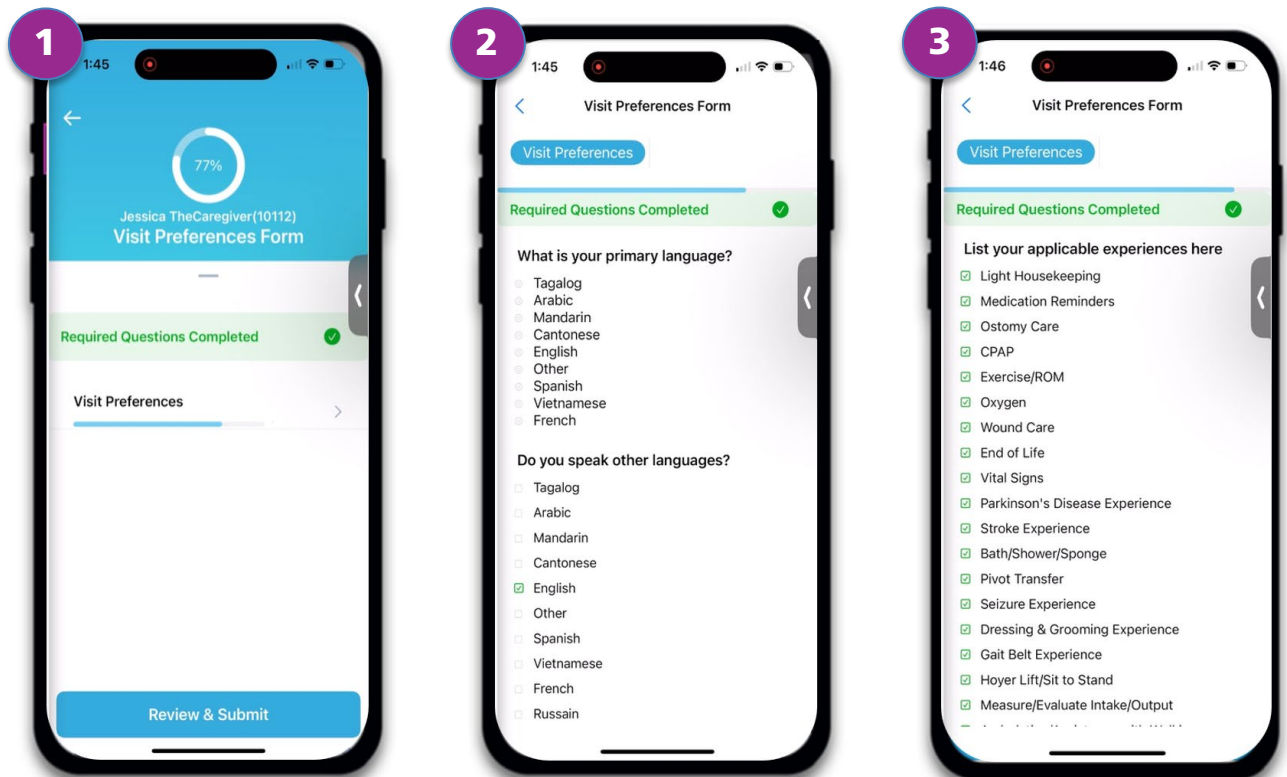
1. Click the **left-side menu**.
2. Click **Availability**.
3. Choose your weekly availability:
 - a. Type in how many hours a week you are willing to work.
 - b. Add any notes about your availability.
 - c. Choose the days you are available to work.
 - d. Choose the times you can work for each day.
 - e. Click **Save**.



Setting Up Your Preferences

1. Click the **left-side menu**.
2. Click **Forms**.
3. Click **Visit Preferences**.
4. Answer all the questions to indicate your preferences and applicable experiences.
5. Click **Review and Submit**.

It is important to enable preferences on your account so that you can be matched with clients and open shifts that meet your preferred working conditions and skills.



Scheduling

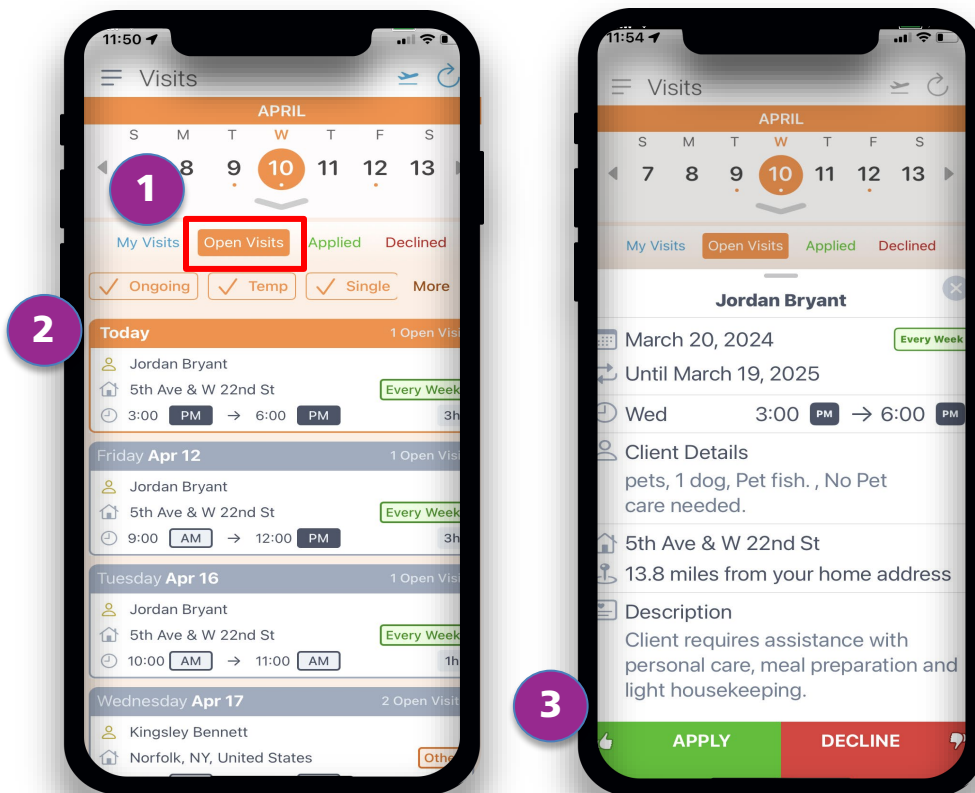
Schedule a Visit

- ✓ Once signed into the app, you will see your scheduled visits directly on the **Home** page.
- ✓ Navigate to the **Visits** page to review past and upcoming visits.
- ✓ Use the **calendar feature** to navigate through all scheduled visits.
- ✓ Review and apply to **broadcasted visits**.

Use the following instructions to apply for a visit.

1. Tap **Open Visits** from the calendar tool bar. Scroll through each date to review the One Time and Weekly visits.
2. Once you find a visit you'd like to schedule, tap the visit to access additional details regarding the Client and the specific care required.
3. Tap **Apply** to begin scheduling the visit. Tap **Decline** to remove the visit from your availability.

Remember! Respond to all Open Visits (Apply or Decline)



Checking In & Out

Using Telephony



Caregiver Workflow Guide

Using Telephony (IVR) to Check In, Check Out, and Complete Visit Tasks



If you can't access the Viv Home Care app, you can call from the phone number listed on the Client's file to complete all of your visit tasks.

You Will Need

- Your Caregiver ID number
- The Telephony (IVR) number listed for your branch
- Your Client's phone to call from

IVR Number - 1 (872) 312 2229

(All branches)

Contact Center - 1 (844) 569 2997

(For assistance with ID number or IVR)

"Rosie" Call Back - 1 (217) 571 3330

(Add to your contacts for automated calls)



Thank you for calling the telephony system. Please enter your Caregiver ID number.

Checking In

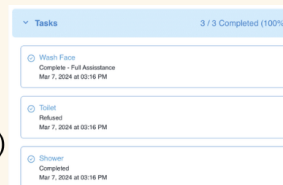
- Call the IVR number during the scheduled start time of your visit
- Listen to the prompts
- Enter your Caregiver ID
- Indicate you are checking in

Checking Out

- Call the IVR number during the scheduled end time of your visit and listen to the prompts
- Enter your Caregiver ID
- After you have completed the last task (see below), you will be given the option to check out

Completing Tasks

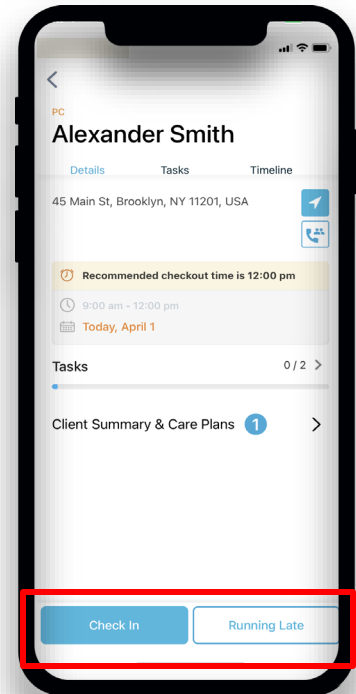
- Call the IVR number any time to complete tasks
- The system will read out the list of tasks
- Press 1 to report on each task; listen to all options
- Select the correct option (yes, no, client refused, etc.)
- You can check out after all responses are given



Using the App

To **check in** to a visit:

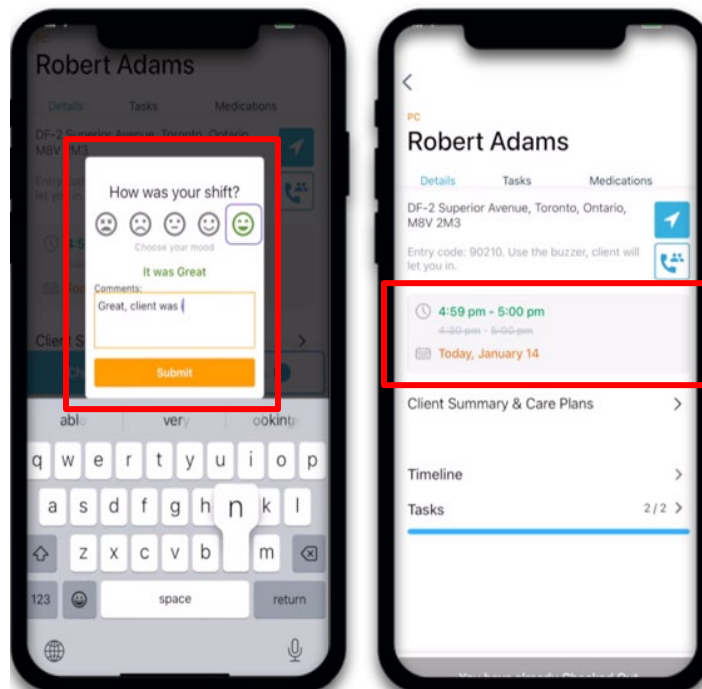
1. Select the visit. The **Visit Details** page will open with visit details.
2. Tap **Running Late** if you are running late to your visit.
 - a. Enter your **Reason for being late**.
 - b. Select the time estimate under the **How many minutes late you expect to be field**.
 - c. Tap **Submit**. Tap **OK**.
3. Once you arrive at the Client's address, tap **Check In**.
 - a. Enter any requested additional information (ex: Issue with location, Check-in is late explanation).
 - b. Tap **Submit**. You are now checked in to your visit!



To **check out** of a visit:

1. Navigate back to the **Visit Details** page.
2. Tap **Check Out**.
3. Rate your visit and provide any necessary comments. Tap **Submit**. You are now checked out of your visit!

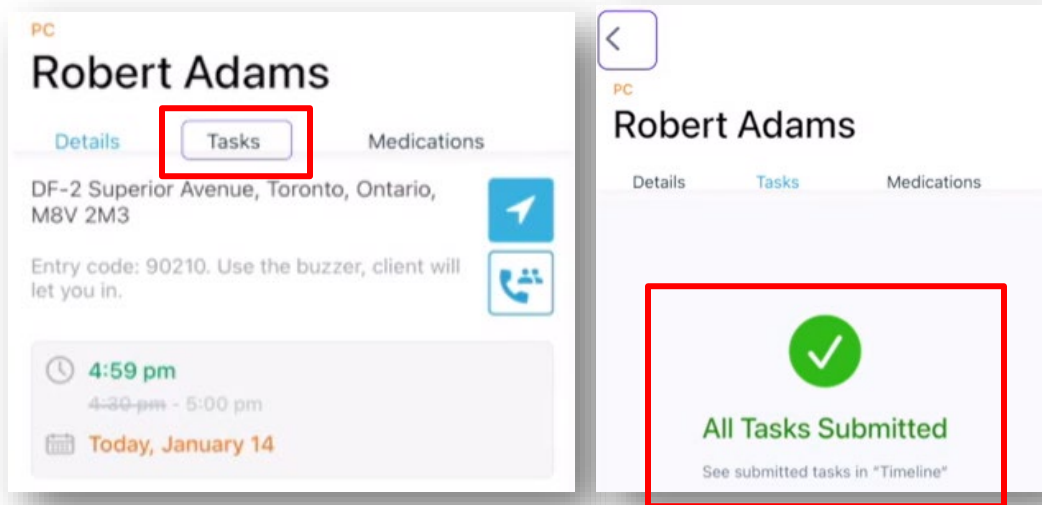
The End of Task report will get sent to the office and the completed visit will appear in green on top of the scheduled time.



To complete all tasks:

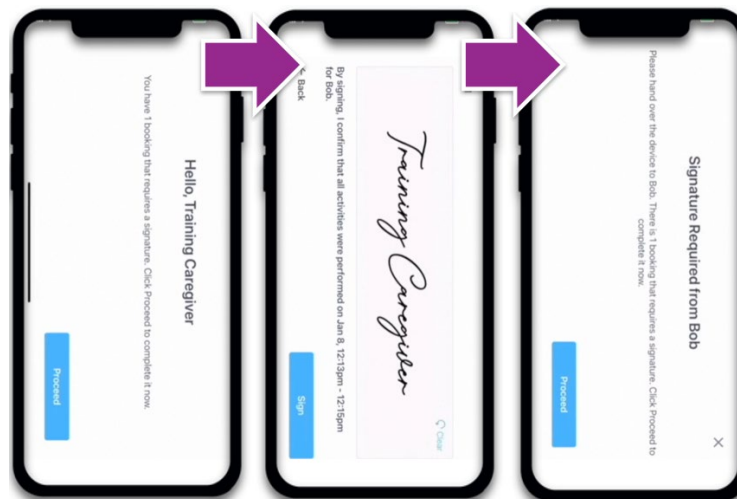
1. Tap the **Tasks** tab.
2. Scroll through the list of tasks and indicate your response to each task.
3. Once all your tasks have been submitted, you'll see the **All Tasks Submitted** screen.

Remember! Ensure all tasks are completed at the end of every visit.



To collect signatures:

Complete all tasks and check out of the visit. If required, the app will prompt you to collect signatures from yourself and the Client at the end of the visit.



NOTE: If there are any missed signatures, you will be prompted to catch up on the missed signatures from previous visits.

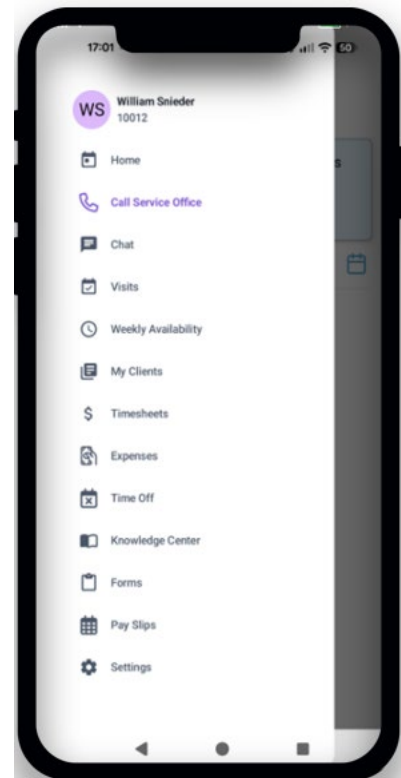
Support & Resources

Communication Tools

- ✓ Use the app to **chat** with your office or a Client's care team
- ✓ Share updated personal information via **Forms**
- ✓ Tap the phone icon to initiate a **call** to our Support team

You may also hear from **Rosie**, Viv's personal auto-assistant. Rosie will text or call you from this number: 1 (217) 571-3330

For password reset, login issues and other technical support issues for Viv, you can call **(844) 569-2997** for Virtual Reception or click on the Call option located on the Viv App's main menu.



Resources

Visit the Knowledge Center for more information!

- ✓ [Viv – Help at Home Knowledge Center](#)