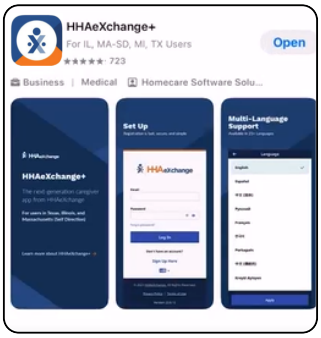
HHAeXchange+ Mobile: A Step-By-Step Guide for Caregivers

Use this guide to get started with the HHAeXchange+ app, from first login through clocking out. Each step is simple, visual, and made to keep your day running smoothly!

Getting Started: Download, Sign Up, and Register

1



Download **HHAeXchange+** app.

2



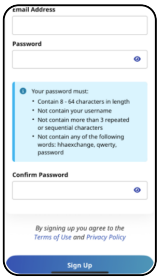
Open the app and select your **Language** preference and tap **Apply**.

3



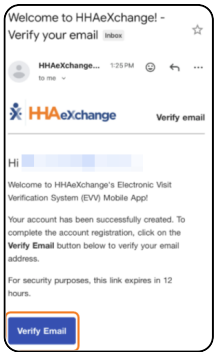
Tap **Sign Up Here**.

4



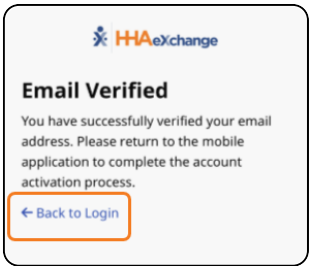
Enter your email address, create and confirm password, then tap **Sign up** to create your account.

5



Go to your Email inbox and click **Verify Email**.

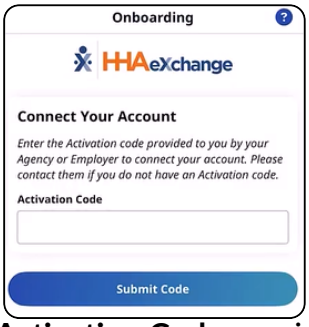
6



Receive prompt that email is verified. Click **Back to Login**. Enter email address and password, and tap **Log In.**

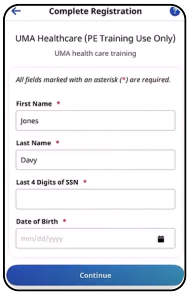
Getting Started: Download, Sign Up, and Register Continued

7



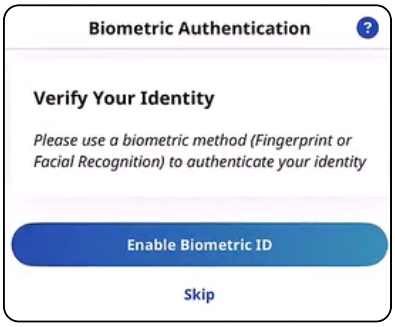
Enter your **Activation Code** provided by your agency to connect to your account.

8



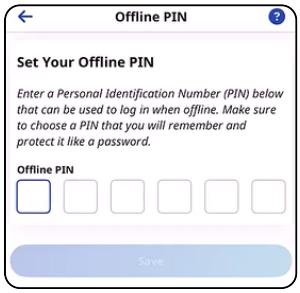
Complete the registration by filling in the required fields.

9



Enable **Biometric ID** (optional).

10

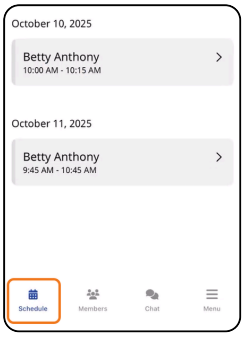


Set up your **Offline PIN**.

Scan the QR code to watch these steps in a video.

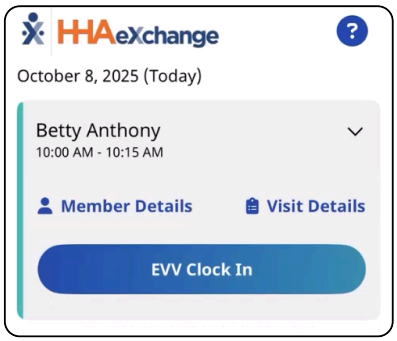
Clock In/Out of Scheduled Visits

1



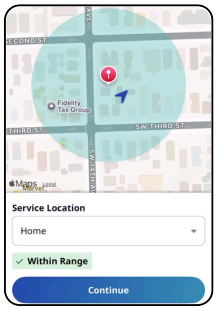
Tap **Schedule**.

2



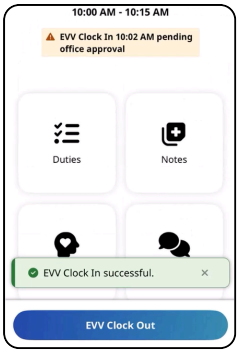
Tap scheduled shift, then **EVV Clock In**.

3



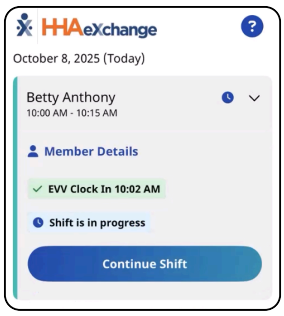
Confirm you are within range (blue circle) of **Service Location,** then tap **Continue**.

4



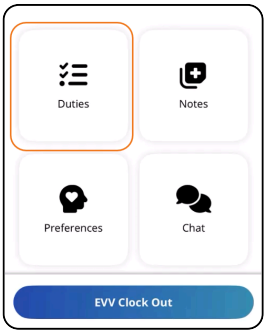
Receive prompt that EVV Clock In is successful.

5



To clock out, repeat steps 1-2 to and tap **Continue Shift**.

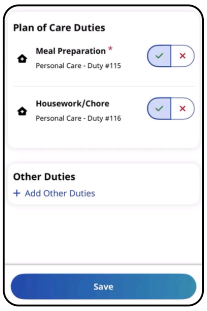
6



Tap **Duties** (if required).

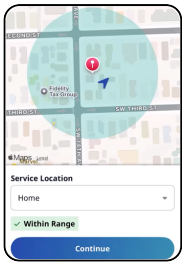
Clock In/Out of Scheduled Visits Continued

7



Select **checkmark(s)** for **Plan of Care Duties** completed (if required) and **Save**.

8



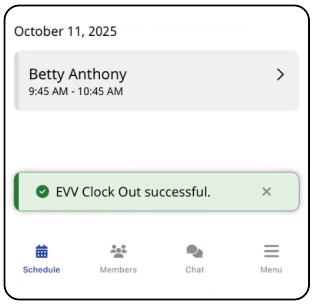
Tap **EVV Clock Out** and confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

9



Collect Patient's **Signature** (if required), or provide reasoning if skipping, then tap **Submit**.

10

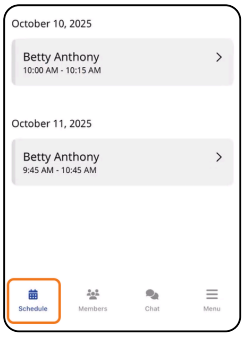


Receive prompt that EVV Clock Out is successful.

Scan the QR code to watch these steps in a video.

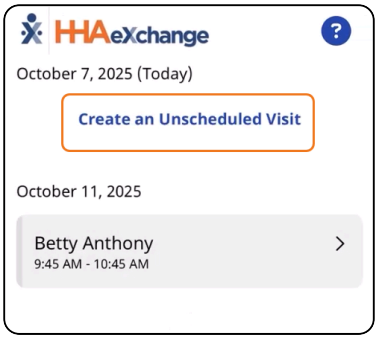
Clock In/Out of Unscheduled Visits

1



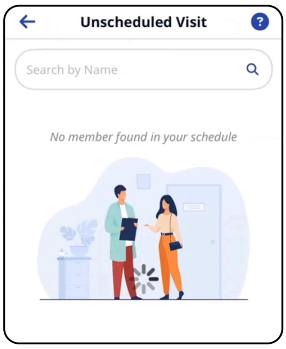
Tap **Schedule.**

2



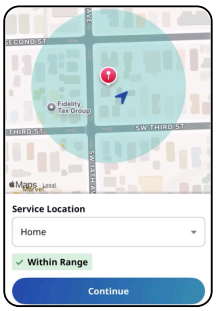
Tap **Create an Unscheduled Visit.**

3



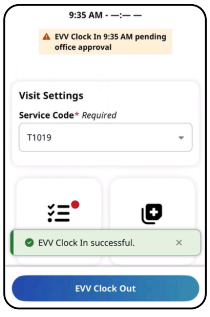
Search for **Patient's name.**

4



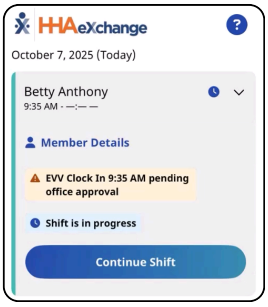
Confirm you are within range (blue circle) of Service **Location**, then tap **Continue.**

5



Receive prompt that EVV Clock In is successful.

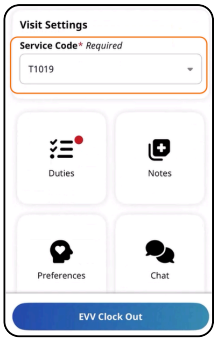
6



To clock out, return to **Schedule**, and tap current visit and tap **Continue Shift.**

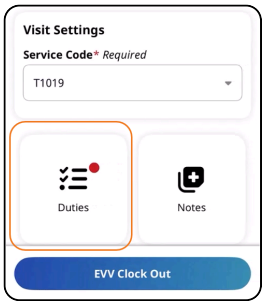
Clock In/Out of Unscheduled Visits Continued

7



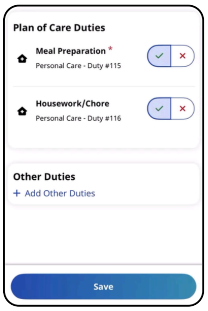
Ensure accurate **Service Code** is selected.

8



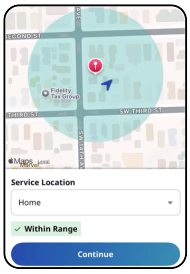
Tap **Duties** (if required).

9



Select **checkmark(s)** for **Plan of Care Duties** completed (if required) and **Save**.

10



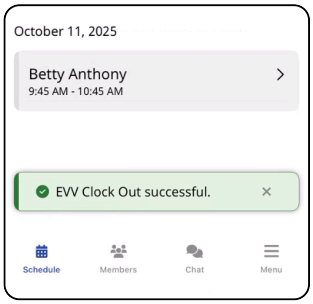
Tap **EVV Clock Out** and confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

11



Collect Patient's **Signature** (if required), or provide reasoning if skipping, then tap **Submit**.

12



Receive prompt that EVV Clock Out is successful.

Scan the QR code to watch these steps in a video.

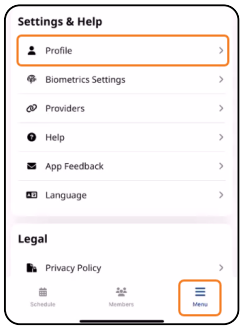
Offline Mode

Use the Offline PIN when logging in to the HHAeXchange+ mobile app when you lose cellular signal or Wi-Fi is unavailable to clock in and out of your visits.
Note: *You must have cellular signal or Wi-Fi to reset your Offline PIN.*

Write it down! Offline PIN:_____

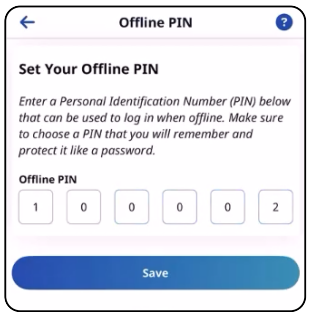
Reset Offline PIN

1



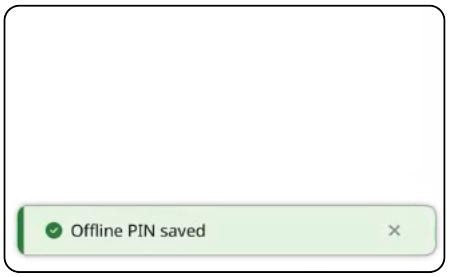
To reset Offline PIN, tap **Menu** and tap **Profile.**

2



Enter in new **Offline PIN** and **Save**.

3

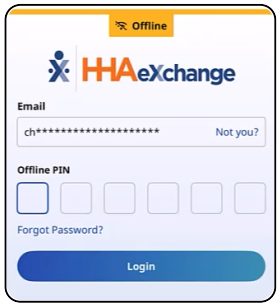


Receive prompt that Offline PIN is saved.

Log In Using Offline PIN

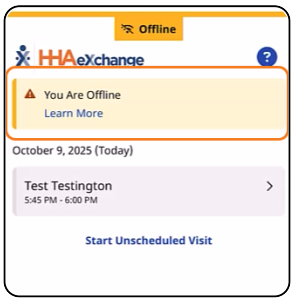
If you lose cellular signal or Wi-Fi is unavailable, you will be prompted to use your Offline PIN when logging in to the HHAeXchange+ mobile app.

1



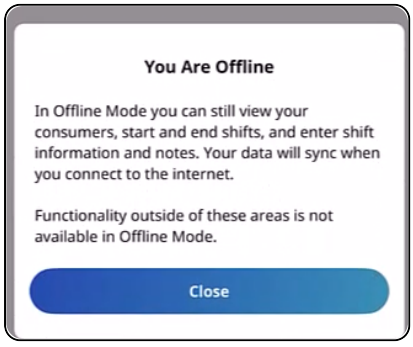
Open HHAeXchange+ mobile app and enter **Offline PIN** and tap **Login.**

2



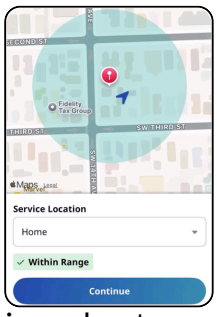
You will see the Offline indicator to confirm that you are in Offline Mode.

3



Click **Learn More** for details.

4



Proceed to clock in and out as usual. Visit data will sync once you're back online.

Scan the QR code to watch these steps in a video.