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## Viv Caregiver App Training Guide

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## Essential Checklist

Follow the instructions in this guide to set up the Viv app on your phone and customize it for the best user experience.

### Make sure you do these four critical things:

1. Enable notifications
2. Enable location sharing
3. Set up shift preferences
4. Add these phone numbers to your phone's contact list:

**IVR Phone Number: 1 (872) 312-2229**

**IVR en Español: 1 (217) 275 6600**

### Rosie Call Back and Viv Text Messages

| Branch Name          | Rosie Call Back       | Viv Text Messages     |
|----------------------|-----------------------|-----------------------|
| Bedford Adaptive     | <u>(812) 818-2202</u> | <u>(812) 818-2205</u> |
| Columbus Adaptive IN | <u>(812) 818-2206</u> | <u>(812) 818-2207</u> |
| Bloomington          | <u>(812) 818-2242</u> | <u>(812) 818-2243</u> |
| Schererville         | <u>(219) 600-3372</u> | <u>(219) 600-3373</u> |
| Evansville           | <u>(812) 818-2260</u> | <u>(812) 818-2261</u> |
| Fort Wayne           | <u>(260) 217-0404</u> | <u>(260) 217-0405</u> |
| Greenwood            | <u>(317) 316-3666</u> | <u>(317) 316-3667</u> |
| Indy East            | <u>(317) 316-3287</u> | <u>(317) 316-3289</u> |
| Lafayette            | <u>(765) 375-1123</u> | <u>(765) 375-1124</u> |
| Logansport           | <u>(574) 505-6226</u> | <u>(574) 505-6229</u> |
| Muncie               | <u>(765) 375-1125</u> | <u>(765) 375-1127</u> |
| New Albany           | <u>(812) 818-2265</u> | <u>(812) 818-2266</u> |
| Richmond             | <u>(765) 375-1131</u> | <u>(765) 375-1133</u> |
| Seymour              | <u>(812) 818-2283</u> | <u>(812) 818-2286</u> |
| South Bend           | <u>(574) 200-1112</u> | <u>(574) 200-1114</u> |
| Terre Haute          | <u>(812) 818-2293</u> | <u>(812) 818-2294</u> |
| Winchester           | <u>(765) 375-1136</u> | <u>(765) 375-1139</u> |

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***What are these numbers for?** **IVR** is the telephony option in case you are unable to use the Viv app. The **Viv Text Messages** number is how the Adaptive Team will communicate to you via text. The **“Rosie” Call Back** number is an automated assistant that may call you with important reminders. For example, if you forget to check in on time, “Rosie” might call you to remind you to do that. The **Contact Center** can be used if you need assistance for a variety of issues.*

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## 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**

**DOWNLOAD THE VIV APP TODAY!**

  
SCAN FOR IPHONE  
DOWNLOAD ON  
THE APP STORE

  
SCAN FOR ANDROID  
GET IT ON  
GOOGLE PLAY

**ACCESS 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.

# Getting Started

## New User Sign Up

1. Download the Viv Home Care App.
2. Enter your organization's name exactly as shown "hah"

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*You must enter the name exactly as shown: hah - in all lowercase letters.*

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3. Set up your log-in credentials using the Viv Welcome email:
  - a. Email – use your personal email address.
  - b. Organization – "hah" (**all lowercase**)

Welcome to the Viv platform. To complete your account setup, please follow the link below to set a password. After setting your password you will be able to login using your email address and the password you have set up.

[Set New Password](#)

If the above link isn't clickable or part of the link is cut off, please copy and paste the following URL: [http://localhost:9106/activate/SAMPLE\\_TOKEN](http://localhost:9106/activate/SAMPLE_TOKEN) into your browser's address bar and press enter/return.

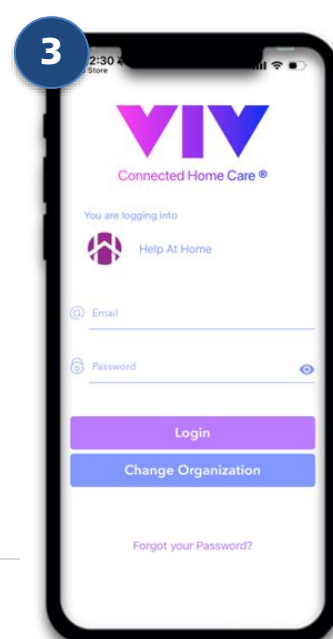
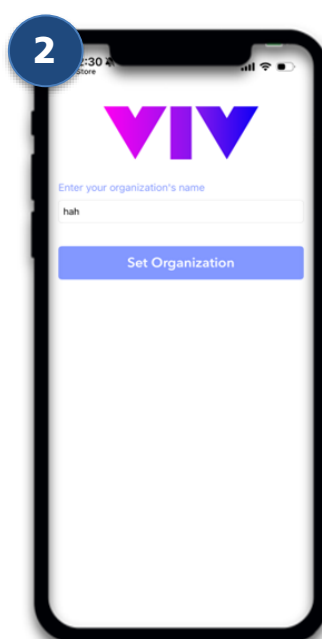
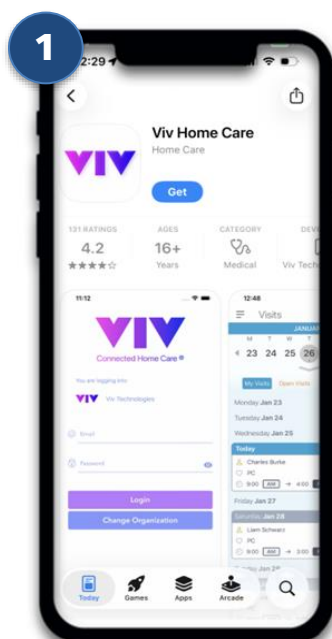
This link will expire in 48 hours.

### Mobile App Login Instructions

After activating your account, you can login to the mobile app. After opening the app, you'll need to enter the organization name:

Organization: hah

After setting your organization, enter your email and password. Once you are logged in, the app will ask you to create or enter a PIN for future access.

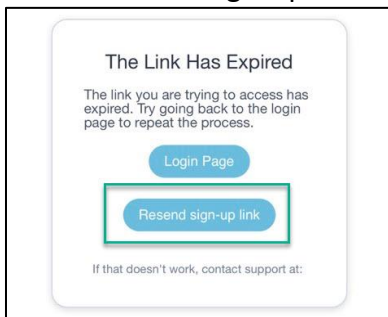


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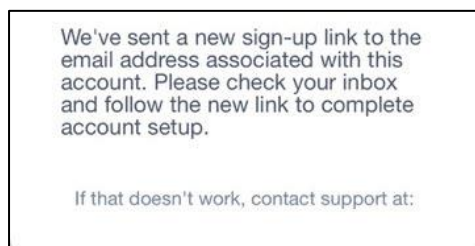
*The email link will only work for 48 hours. If your link has expired, you can use the following process to access the app.*

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1. Click on the link from your registration email
2. A pop-up will appear letting you know that the link has expired
  - a. Select “Resend Sign-Up Link”



3. Check your email – a new registration email will be sent to your email address

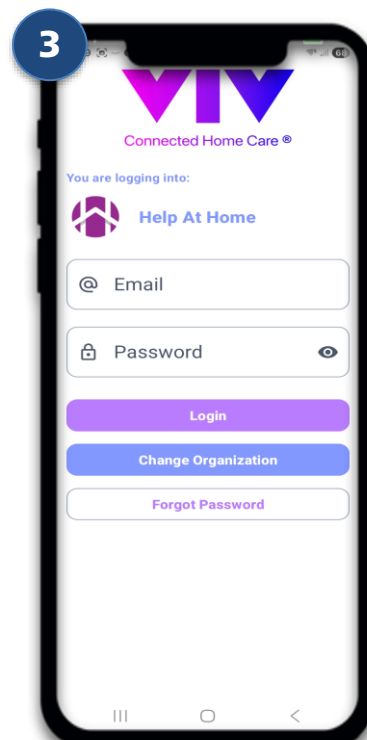
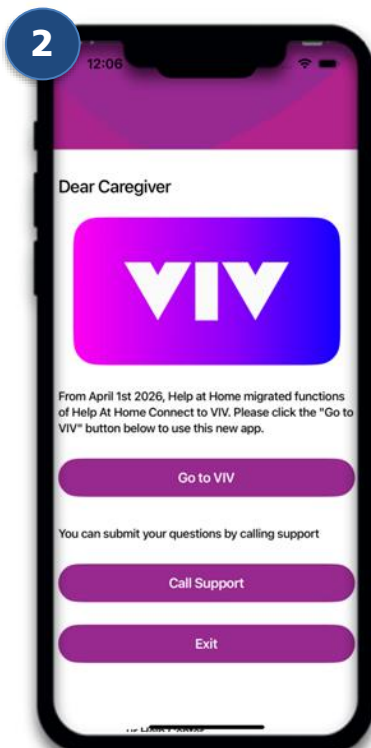


4. Use the new link to continue setting up your Viv account

## 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.

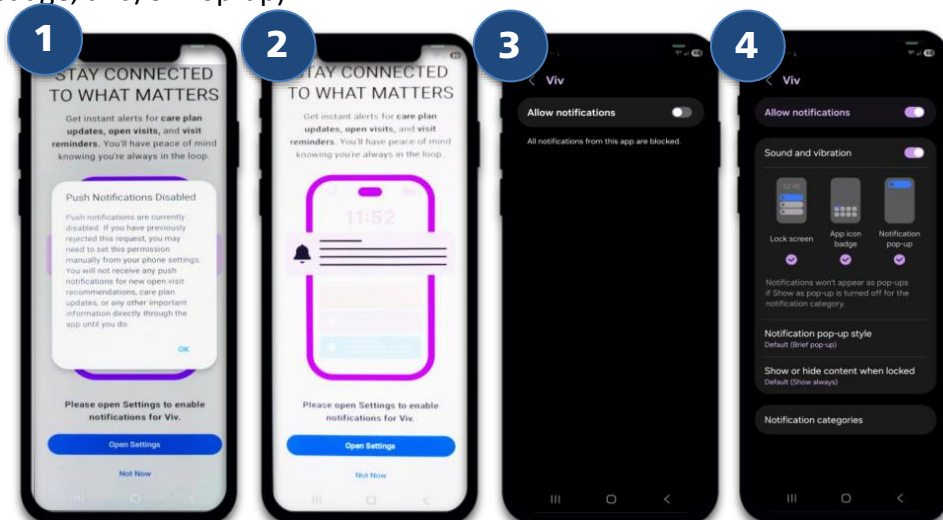
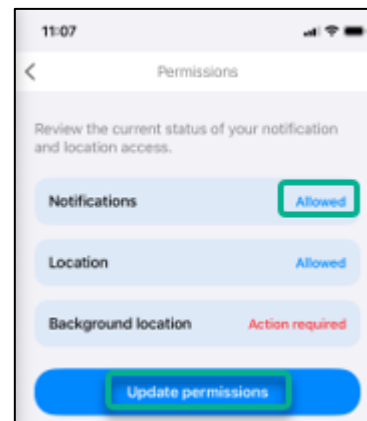


# App Settings

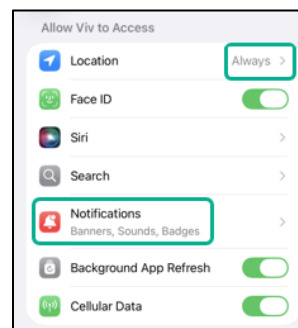
## Notifications Settings

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** (if you are in the settings menu, click **Permissions**)
  - a. Ensure there is a blue **Allowed** on Notifications, Location, and Background Location.
    - i. If not, click **Update Permissions** and **Open Settings**
3. Click the toggle button to **Allow Notifications**
  - a. Ensure the location is set to **Always**
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. Be sure the location is set to always as well.



## Location Sharing

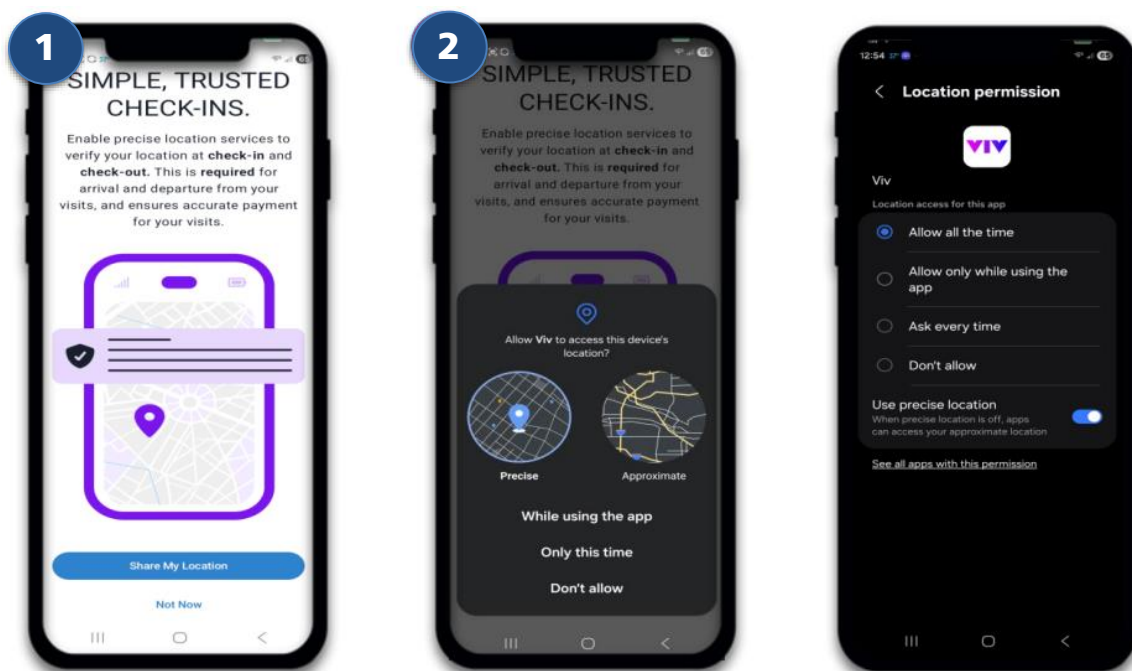
The first time you set up your Viv app, you'll be asked to enable your Location. Enable location services on your device to ensure you can successfully check in.

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*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.*

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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.



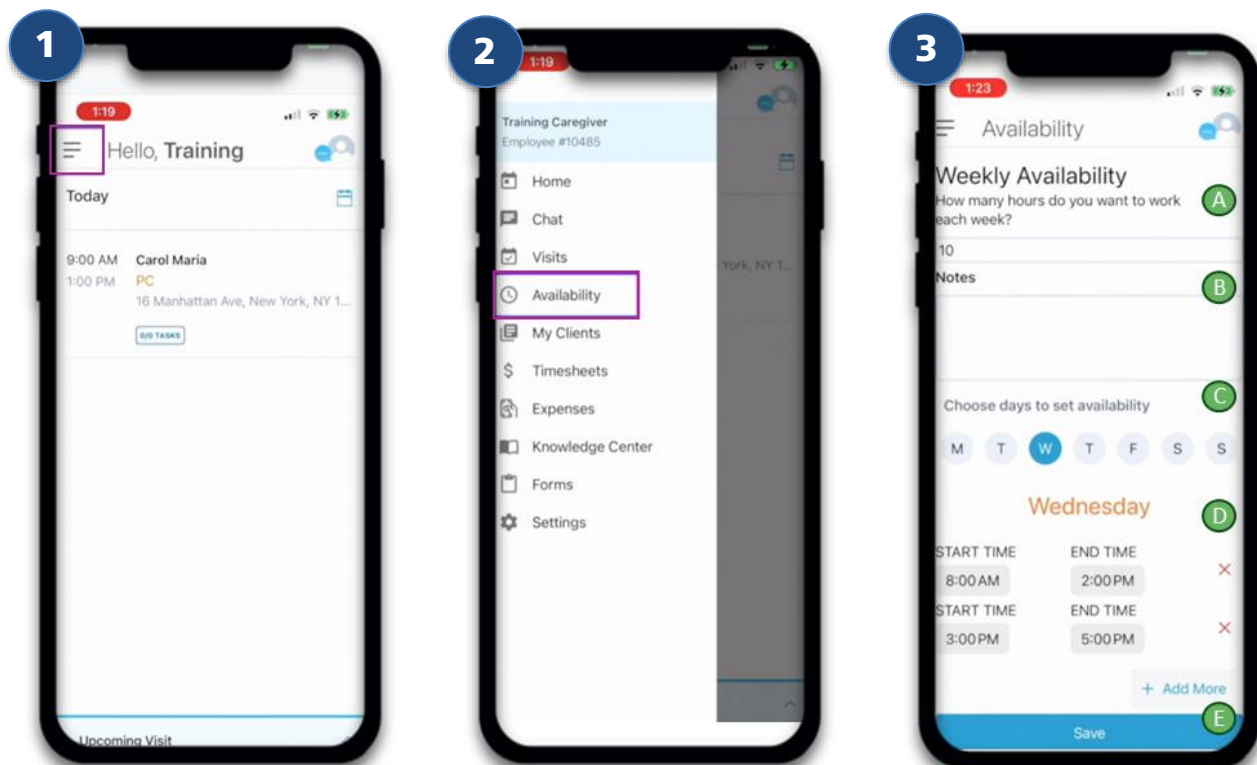
**NOTE:** You will have to set up your biometrics capabilities on your phone before you can enable it in the app.

# 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**.



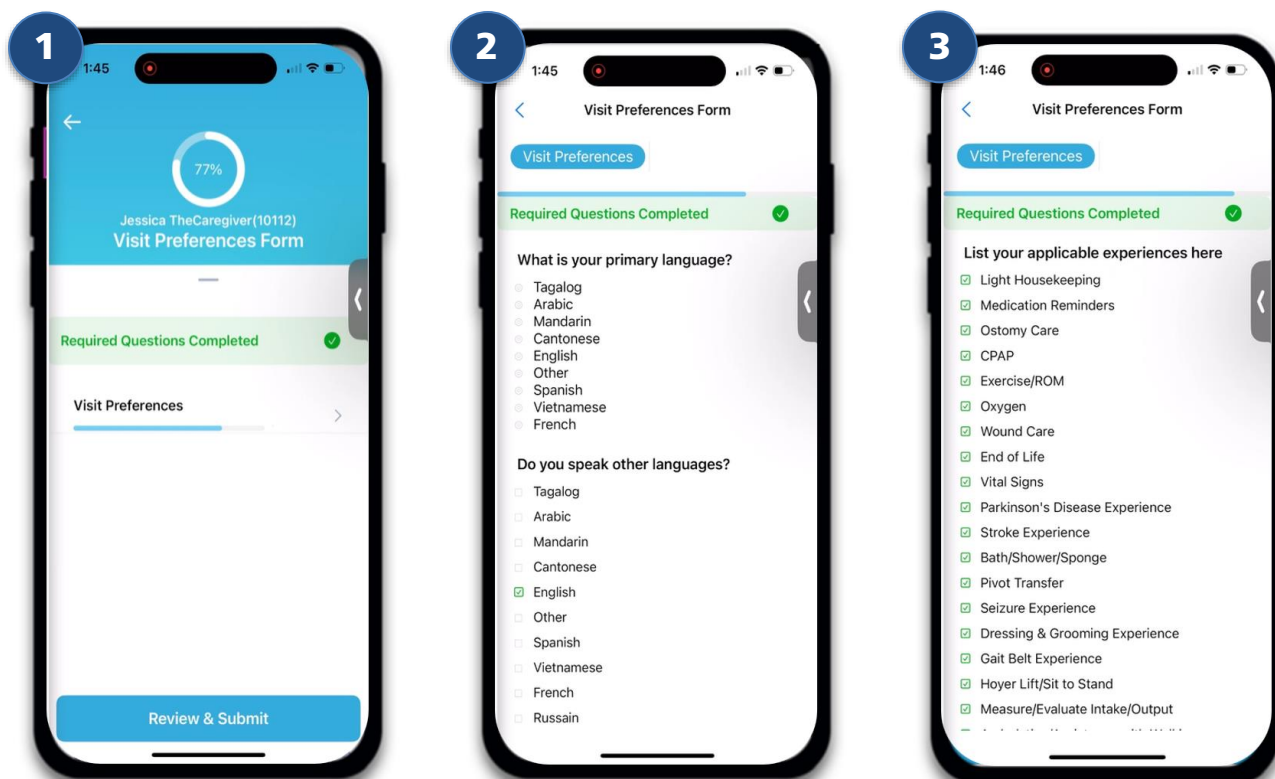
## Setting Up Your Preferences

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**.

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*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.*

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**1**

1:45

←

77%

Jessica TheCaregiver(10112)

Visit Preferences Form

Required Questions Completed ✓

Visit Preferences

Review & Submit

**2**

1:45

←

Visit Preferences Form

Visit Preferences

Required Questions Completed ✓

What is your primary language?

- ☐ Tagalog
- ☐ Arabic
- ☐ Mandarin
- ☐ Cantonese
- ☐ English
- ☐ Other
- ☐ Spanish
- ☐ Vietnamese
- ☐ French

Do you speak other languages?

- ☐ Tagalog
- ☐ Arabic
- ☐ Mandarin
- ☐ Cantonese
- ☒ English
- ☐ Other
- ☐ Spanish
- ☐ Vietnamese
- ☐ French
- ☐ Russian

**3**

1:46

←

Visit Preferences Form

Visit Preferences

Required Questions Completed ✓

List your applicable experiences here

- ☒ Light Housekeeping
- ☒ Medication Reminders
- ☒ Ostomy Care
- ☒ CPAP
- ☒ Exercise/ROM
- ☒ Oxygen
- ☒ Wound Care
- ☒ End of Life
- ☒ Vital Signs
- ☒ Parkinson's Disease Experience
- ☒ Stroke Experience
- ☒ Bath/Shower/Sponge
- ☒ Pivot Transfer
- ☒ Seizure Experience
- ☒ Dressing & Grooming Experience
- ☒ Gait Belt Experience
- ☒ Hoyer Lift/Sit to Stand
- ☒ Measure/Evaluate Intake/Output

# Scheduling

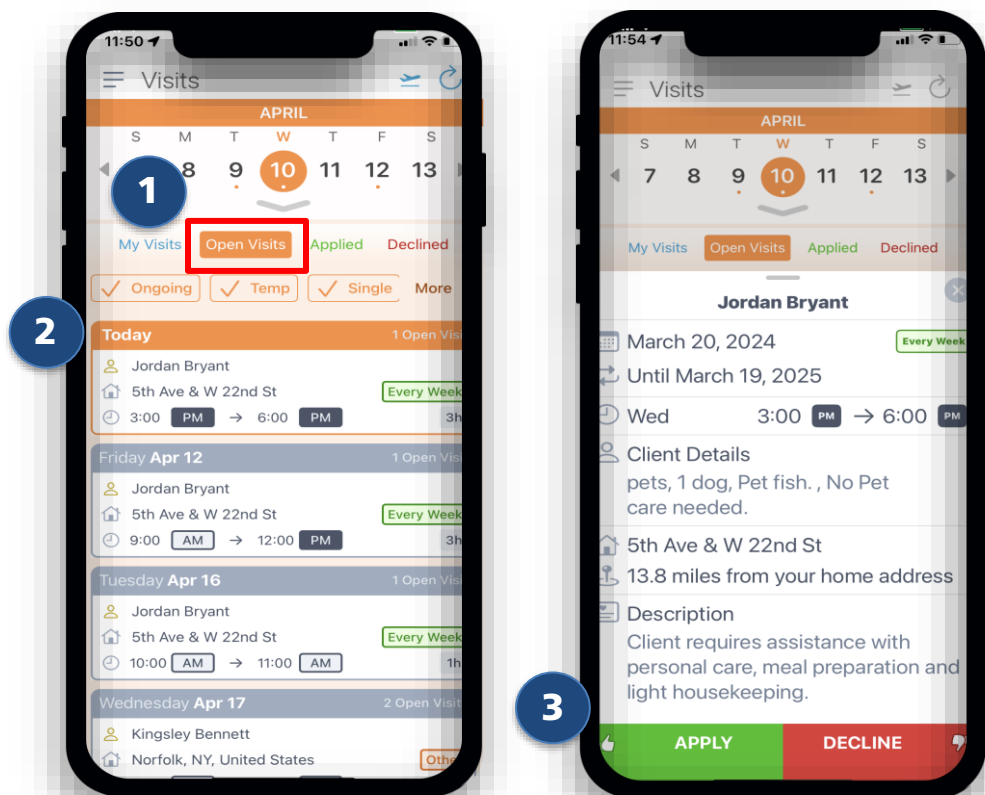
## Schedule a Visit

- ✓ 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  
(**you must call the IVR number from your Client's phone**)

### Important HaH and Viv Phone Numbers

(add these to your phone's contact list)

- **IVR Number: 1 (872) 312 2229**
- **IVR en Español: 1 (217) 275 6600**



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

### Checking In

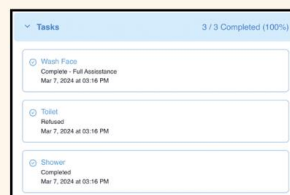
- Call the IVR number during the scheduled start time of your visit
- Listen to the prompts
- Enter your Caregiver ID
- Indicate you are checking in

### 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

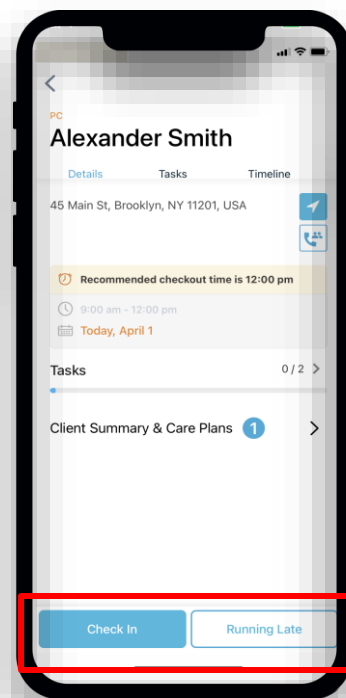
- Call the IVR number any time to complete tasks
- The system will read out the list of tasks
- Press 1 to report on each task; listen to all options
- Select the correct option (yes, no, client refused, etc.)
- You can check out after all responses are given



## Using the App

To **check in** to a visit:

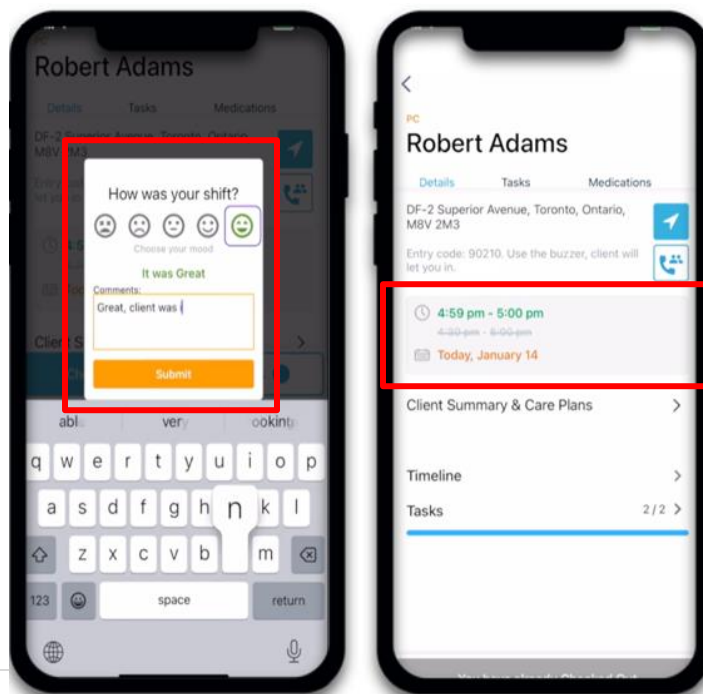
1. Select the visit. The **Visit Details** page will open with visit details.
2. Tap **Running Late** if you are running late for your visit.
  - a. Enter your **Reason for being late**.
  - b. Select the time estimate under the **How many minutes late you expect to be** field.
  - c. Tap **Submit**. 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!

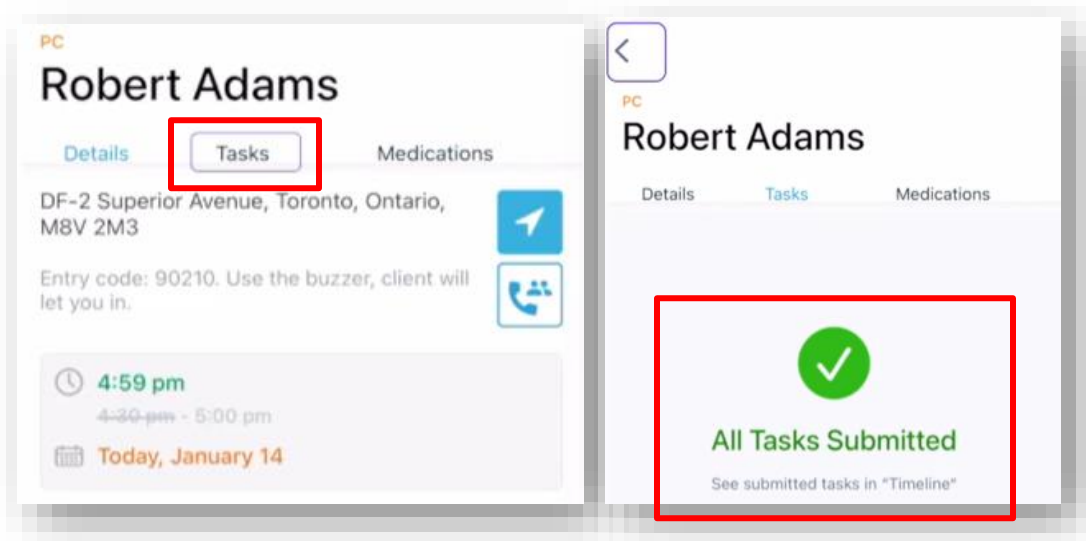
The End of Task report will get sent to the office and the completed visit will appear in green on top of the scheduled time.



### To complete all tasks:

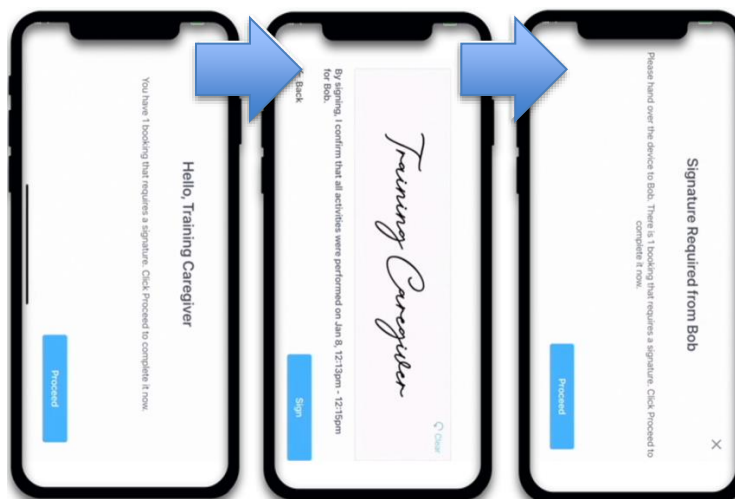
1. Tap the **Tasks** tab.
2. Scroll through the list of tasks and indicate your response to each task.
3. Once all your tasks have been submitted, you'll see the **All Tasks Submitted** screen.

**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 call or text you.

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](#)

