



Viv Caregiver App Training Guide

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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 PAID APP TRAINING NOW:

Scan the QR code on the right to complete 30 minutes of required training → 

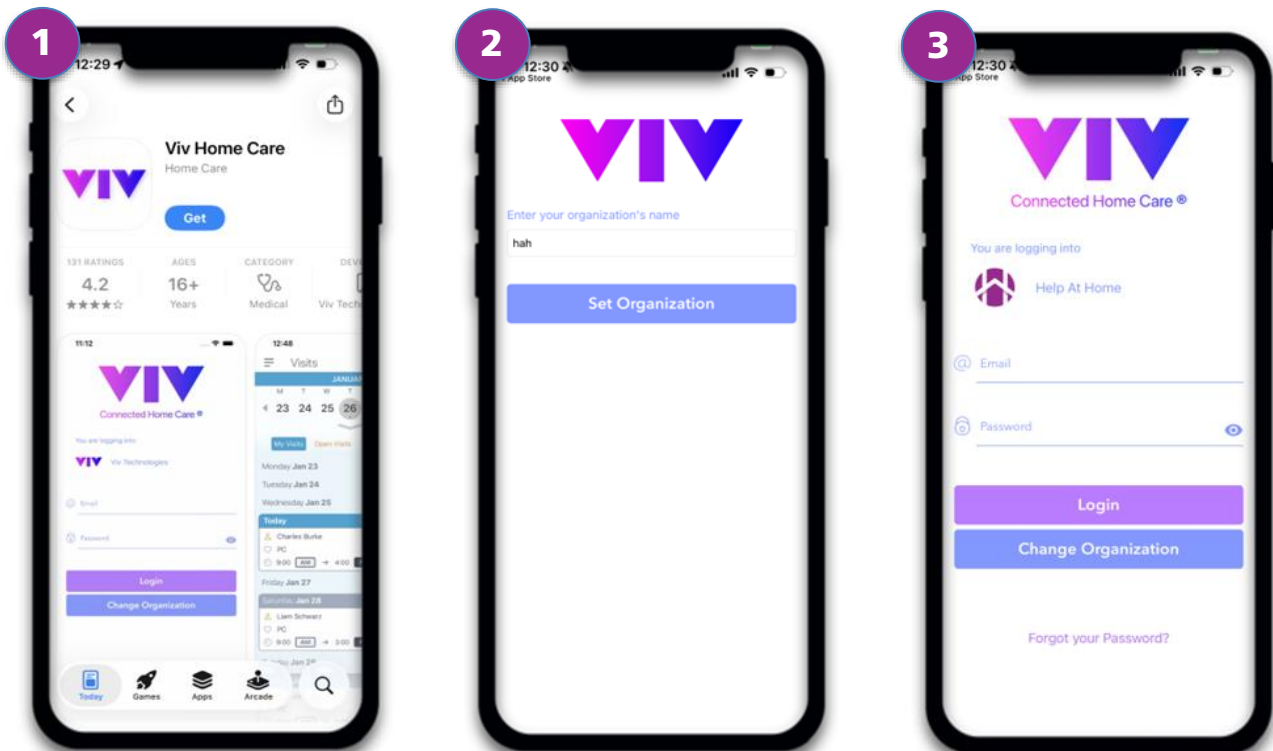
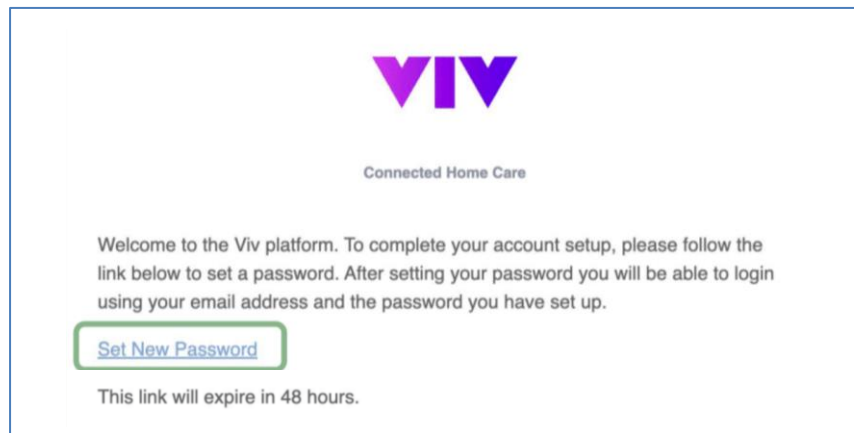
Need help with the app?

Call Help at Home's Contact Center at:
1-833-974-5753.

Getting Started

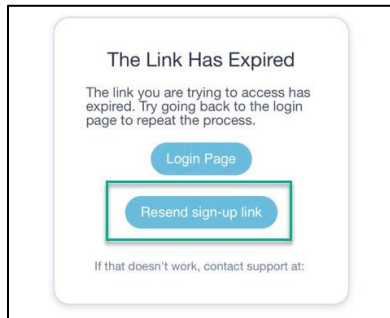
New User Sign Up

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.

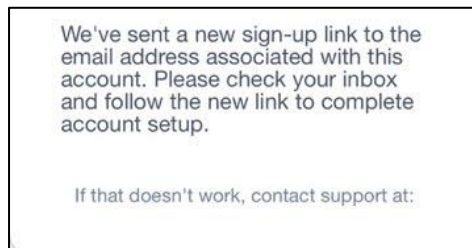


The email link will only work for 48 hours. If your link has expired, you can use the following process to access the app.

1. Click on the link from your registration email
2. A pop-up will appear letting you know that the link has expired



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

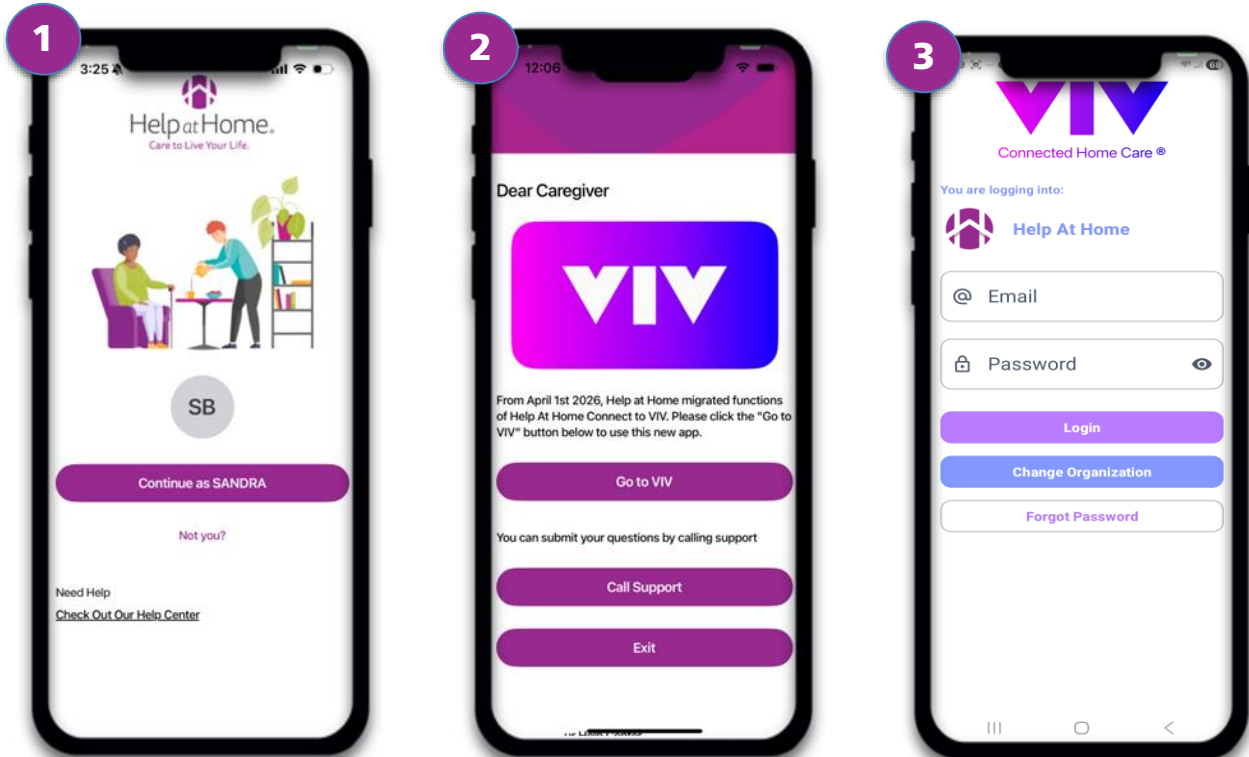


4. Use the new link to continue setting up your Viv account

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.

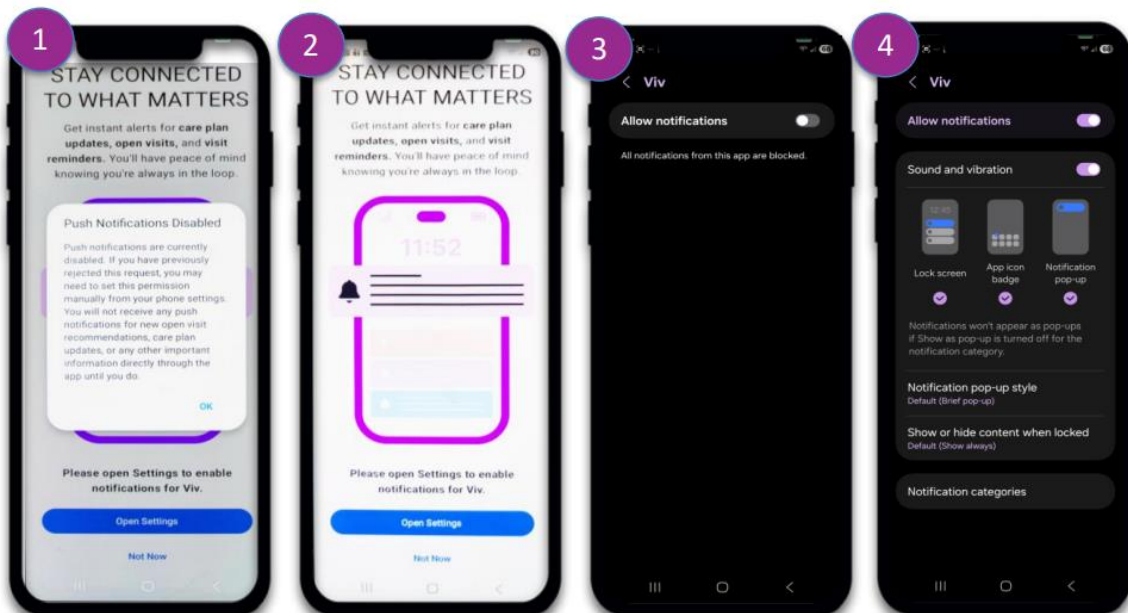


App Settings

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**.
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)

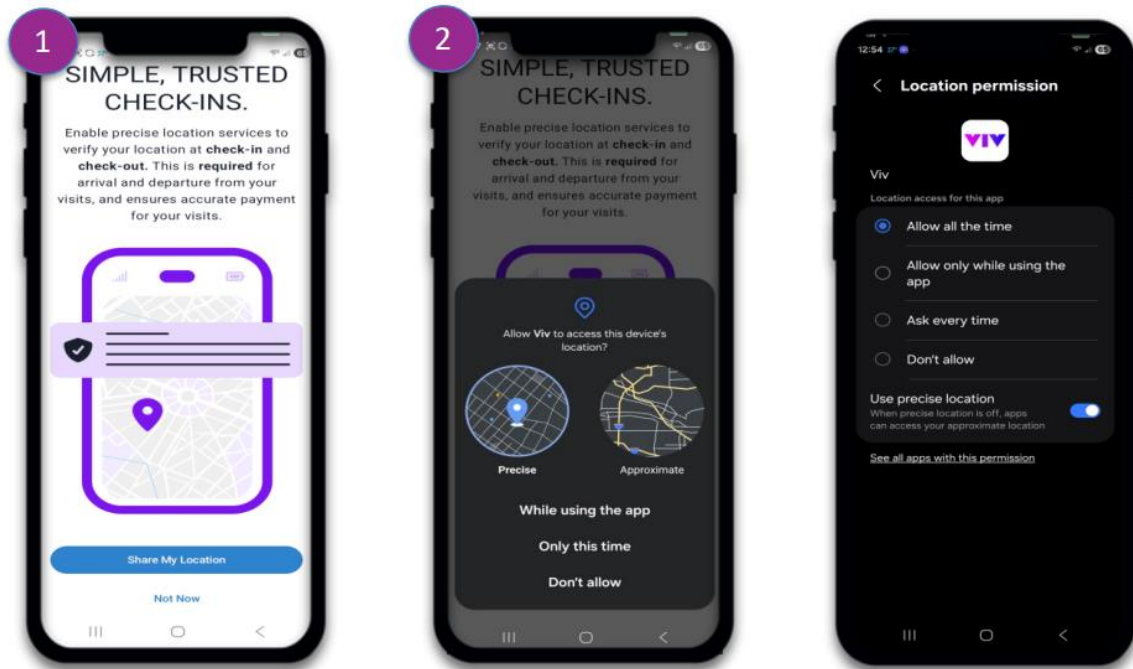


NOTE: If you need to enable notifications after the initial set-up, go to your phones **Settings**, select **Apps**, locate the **Viv app**, choose **Notifications**, and then enable notifications.

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.

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.

NOTE: The app will only track your location during your check-in and check-out time. It does not track your location outside of your visit.

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.

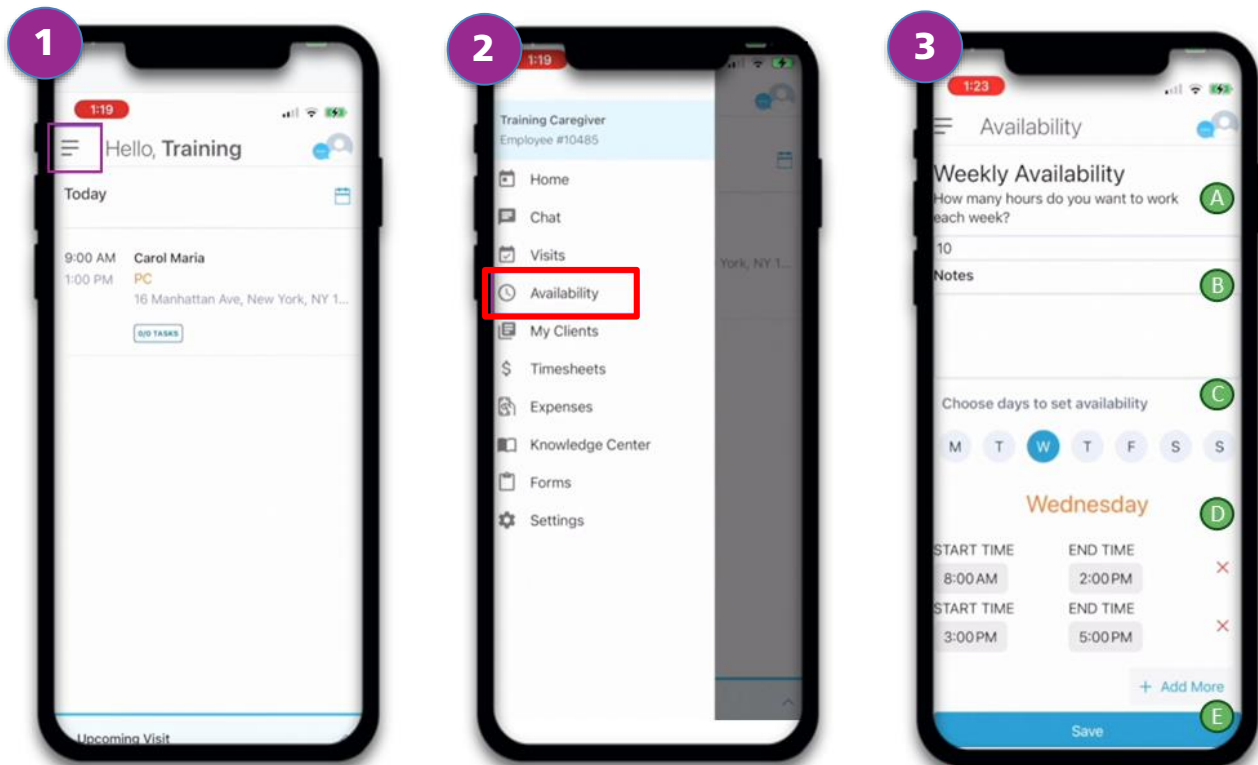
Shift Availability

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. Tap the **left-side menu**.
2. Tap **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.

NOTE: You must manually select the **START TIME** and **END TIME** fields. You will not be able to save your availability without manually inputting your selection.
 - e. Tap **Save**.



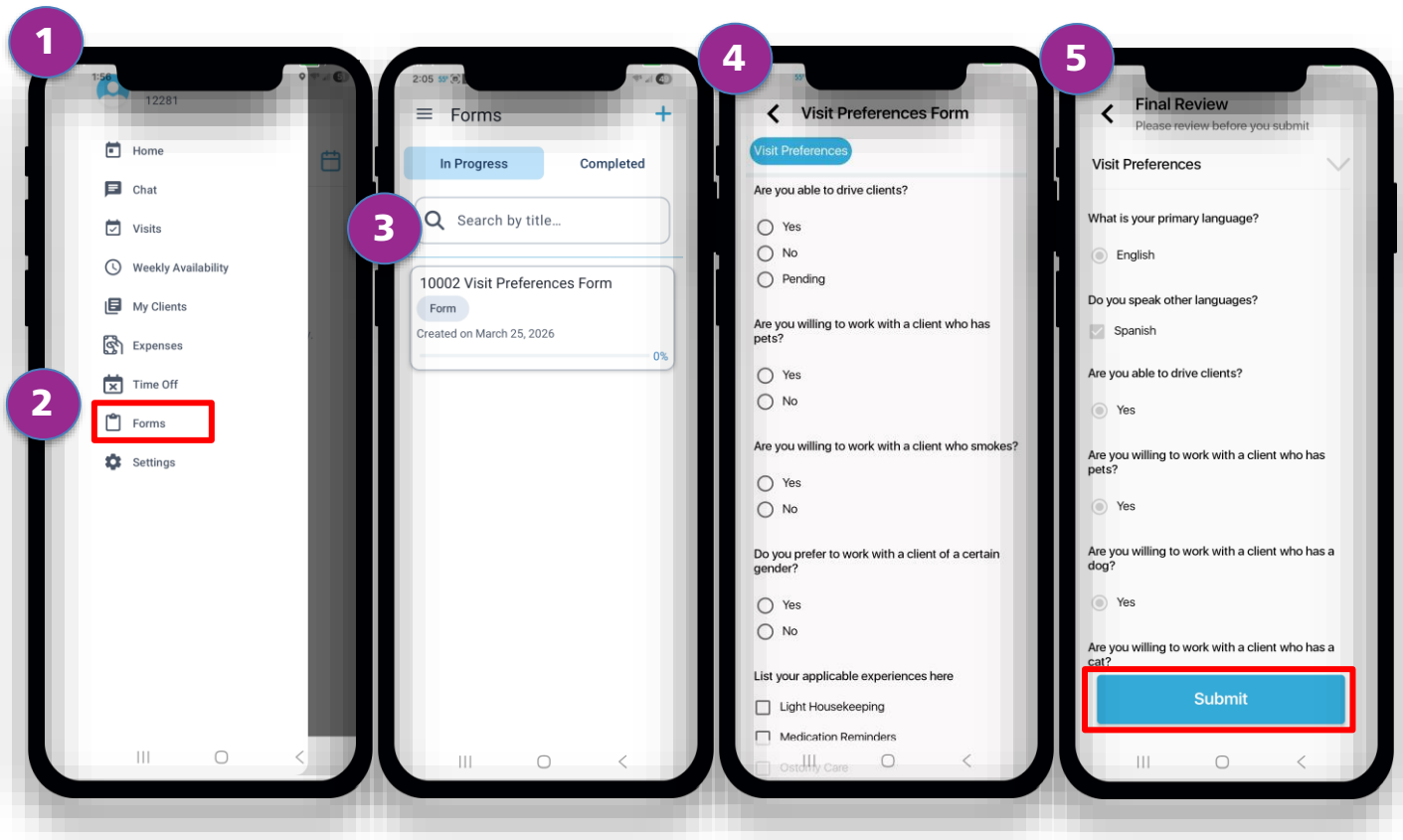
Preferences

Setting Your Preferences

Setting your preferences ensures you are scheduled for visits that are tailored to the language, experiences, work conditions, and Clients you want to work with.

1. Tap the **left-side menu**.
2. Select **Forms**.
3. Select the **Visit Preferences Form**.
4. Scroll through and select your preferences.
5. Once you have completed the **Required Questions**, review your preferences and tap Submit.

Your visit preferences have been recorded and will appear in the **Completed** area of the Forms section.



Scheduling

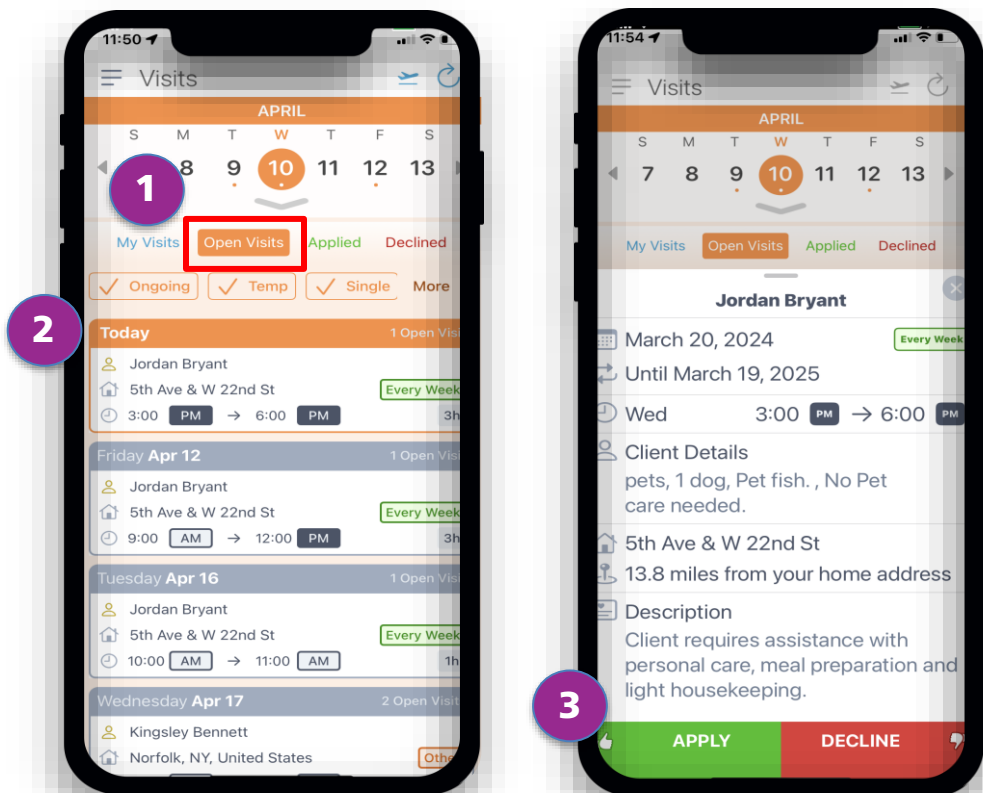
Schedule a Visit

- ✓ 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)

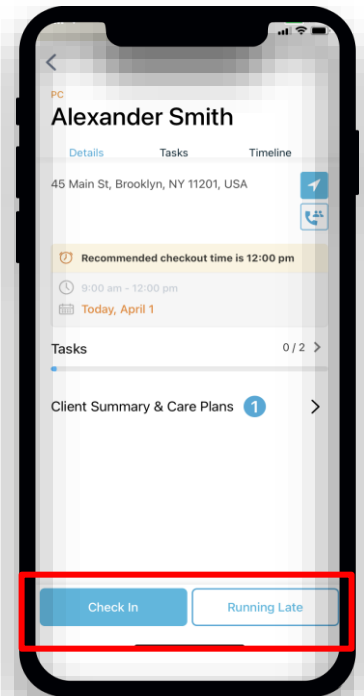


Checking In & Out

Using the Viv App

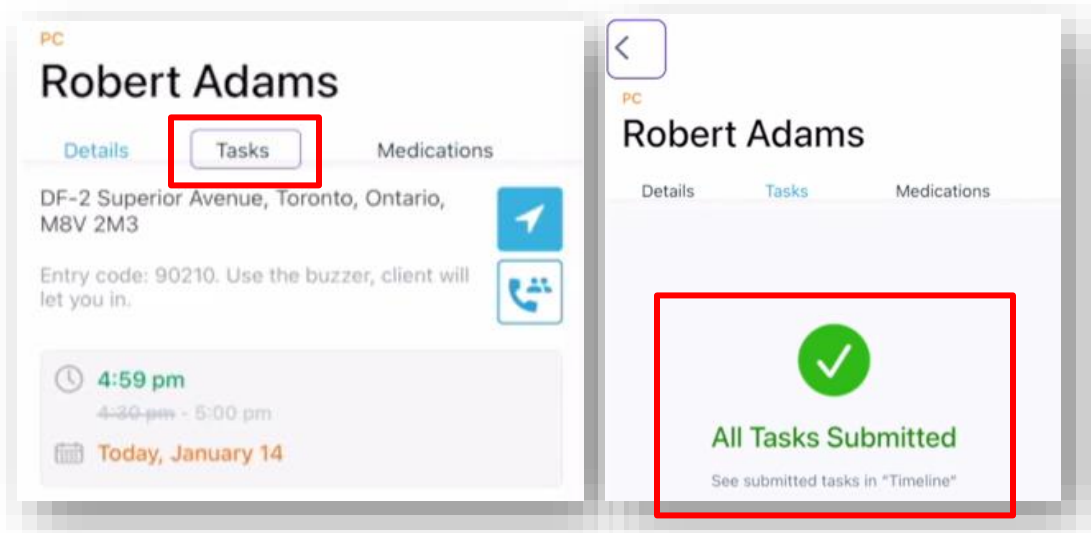
To Check In to a Visit:

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 Complete All Tasks:

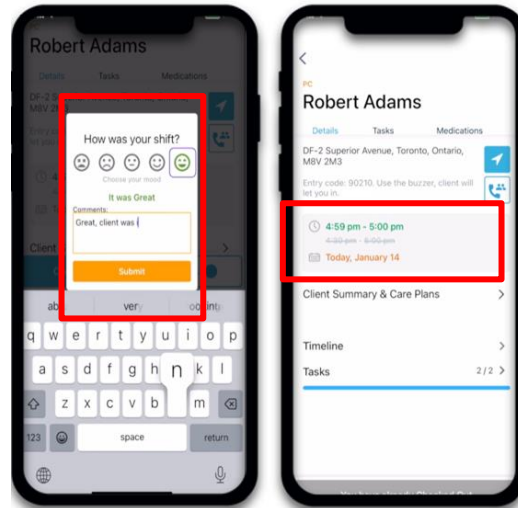
1. Tap the **Tasks** tab.
2. Scroll through the list of tasks and indicate your response to each task.
3. Once all your tasks have been submitted, you'll see the **All Tasks Submitted** screen.
 - **Remember!** Ensure all tasks are completed at the end of every visit.



To Check Out of a Visit:

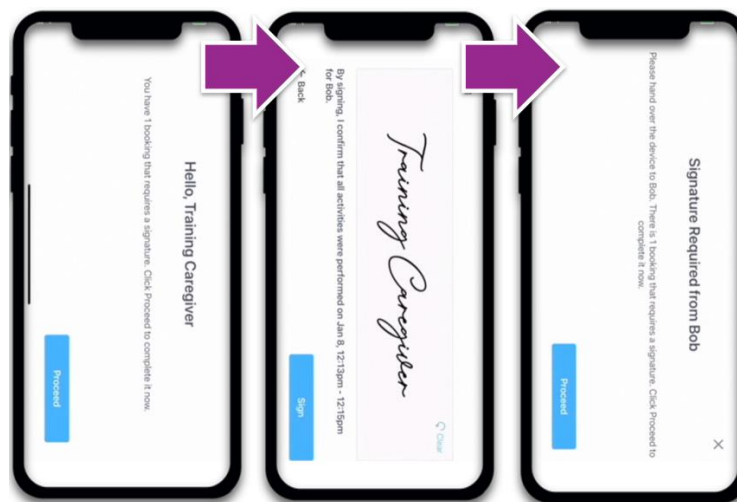
1. Navigate back to the **Visit Details** page.
2. Tap **Check Out**.
NOTE: You will not be able to check out of your visit until all tasks are complete.
3. Rate your visit and provide any necessary comments. Tap **Submit**. You are now checked out of your visit!

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 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.

Using Telephony

Check In, Complete Tasks, & Check Out



Help at Home[®]

**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 Out

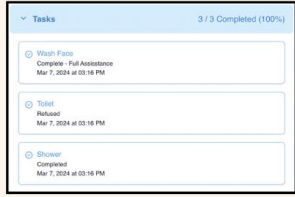
- Call the IVR number during the scheduled end time of your visit and listen to the prompts
- Enter your Caregiver ID
- After you have completed the last task (see below), you will be given the option to check out

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

Completing Tasks

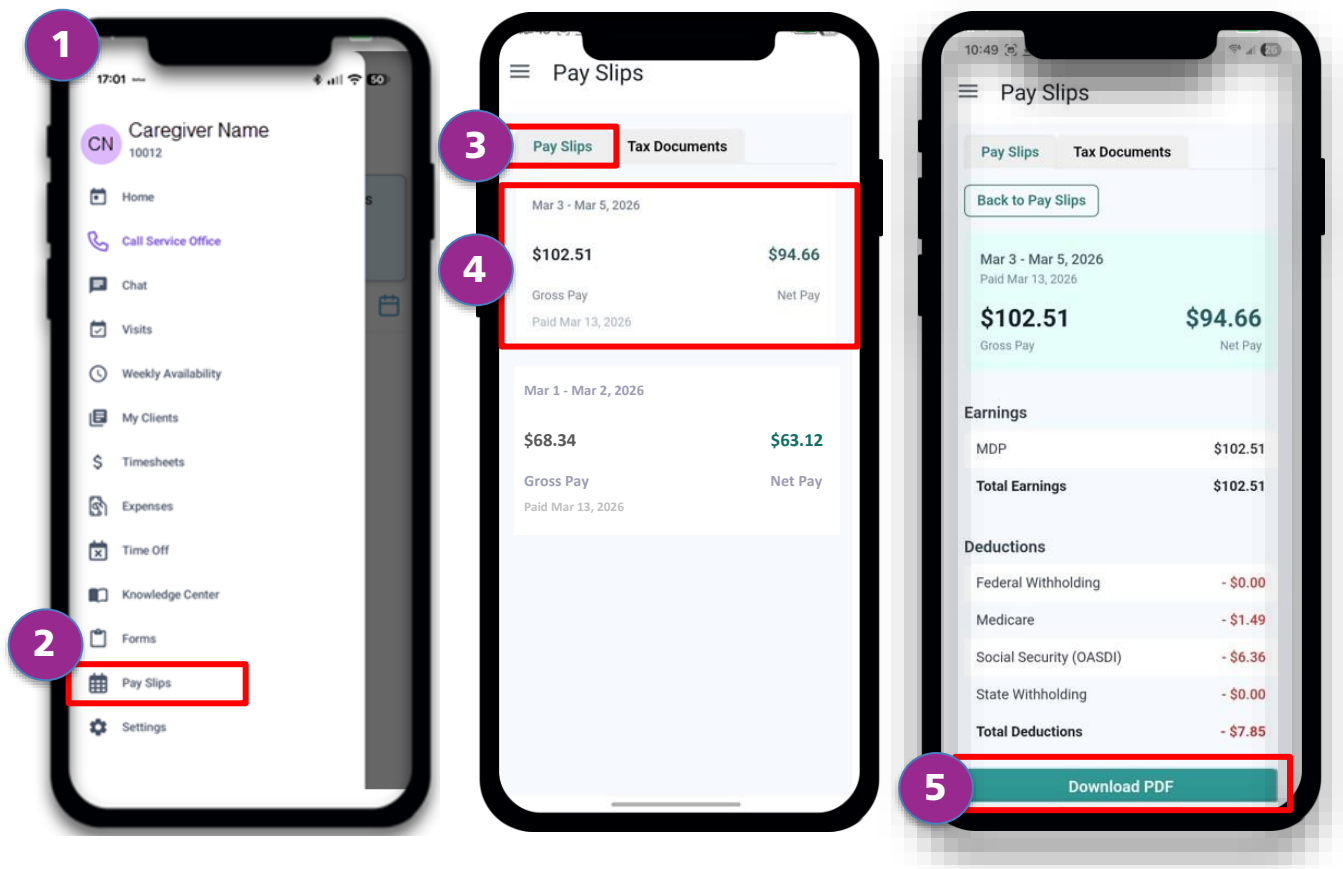
- Call the IVR number any time to complete tasks
- The system will read out the list of tasks
- Press 1 to report on each task; listen to all options
- Select the correct option (yes, no, client refused, etc.)
- You can check out after all responses are given



Pay Slips

Viewing Your Pay Slip

1. Open the app and tap the **left-side menu**.
2. Tap **Pay Slips** from the menu.
3. Tap the **Pay Slips** tab at the top of the screen.
4. Select a Pay Slip from the desired date range.
5. Your Pay Slip will open for viewing. To download it to your phone, select the **Download** button at the bottom of the screen.



Note: You can also view and download your tax forms when they're available.

Support & Resources

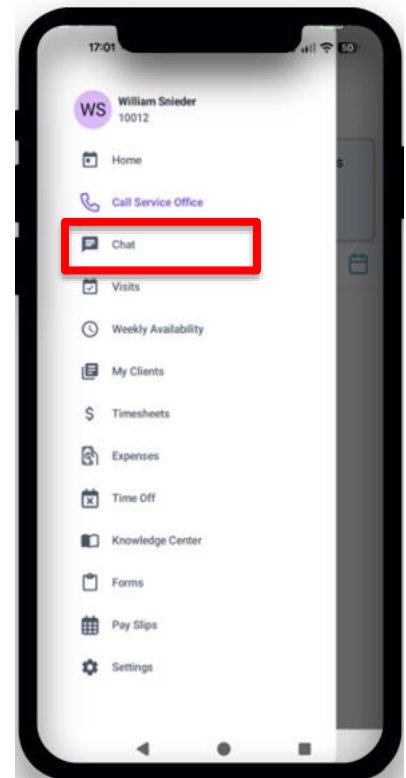
Communication Tools

- ✓ Use the app to **chat** with your office or a Client's care team
- ✓ Share updated personal information via **Forms**
- ✓ **Text** your office using the number below:
 - **Allegan** (269) 399 6665
 - **Battle Creek** (269) 222 7751
 - **Dearborn** (313) 315 1108
 - **Grandville** (616) 636 2206
 - **Reminder: Text messaging is not HIPAA compliant!**
- ✓ 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 the number below:

- **Allegan 1** (269) 399 6664
- **Battle Creek 1** (269) 222 7750
- **Dearborn 1** (313) 315 1104
- **Grandville 1** (616) 636 2205

Tip! Save Rosie's number to your Contacts to



Resources

Visit the Knowledge Center for more information!

- [Viv: Caregiver App Tutorial Videos – Help at Home Knowledge Center](#)
- [Viv: Creating Your Account – Help at Home Knowledge Center](#)
- [Viv: Logging In – Help at Home Knowledge Center](#)
- [Viv: Setting Up Your Shift Availability – Help at Home Knowledge Center](#)
- [Viv: Setting Your Preferences – Help at Home Knowledge Center](#)
- [Viv: Scheduling a Visit – Help at Home Knowledge Center](#)
- [Viv: Checking In & Out of a Visit – Help at Home Knowledge Center](#)
- [Viv: Reviewing Care Plans & Completing Tasks – Help at Home Knowledge Center](#)
- [Viv: Collecting Signatures – Help at Home Knowledge Center](#)
- [Viv: Viewing Your Pay Slips – Help at Home Knowledge Center](#)
- [Viv: Contacting Support – Help at Home Knowledge Center](#)