



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
Archer Heights	1 (872) 335-2447	1 (872) 335-2449
Chatham	1 (217) 393-3730	1 (217) 393-3731
Chicago	1 (872) 639-0760	1 (872) 639-0762
Chinatown	1 (872) 639-0691	1 (872) 639-0694
Danville	1 (217) 776-8504	1 (217) 776-8505
Decatur	1 (217) 776-8506	1 (217) 776-8507
Dekalb	1 (815) 855-2500	1 (815) 855-2501
East Side Chicago	1 (618) 425-6360	1 (618) 425-6363
Homewood	1 (708) 616-0627	1 (708) 616-0628
Joliet	1 (815) 853-1534	1 (815) 853-1536
Niles	1 (224) 207-4276	1 (224) 207-4278
Oak Lawn	1 (708) 787-8813	1 (708) 787-8814
Oak Park	1 (708) 775-2732	1 (708) 775-2735
Pekin	1 (309) 396-3208	1 (309) 396-3209

Peoria	1 (309) 396-3220	1 (309) 396-3221
Rockford	1 (815) 855-2510	1 (815) 855-2511
Rogers Park	1 (872) 400-2662	1 (872) 400-2664
St. Charles	1 (630) 568-1807	1 (630) 568-1809
Waukegan	1 (847) 474-9760	1 (847) 474-9761
Wheaton	1 (630) 568-1860	1 (630) 568-1865
Wheeling	1 (224) 344-6658	1 (224) 344-6659

***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 Help at Home 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.*

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

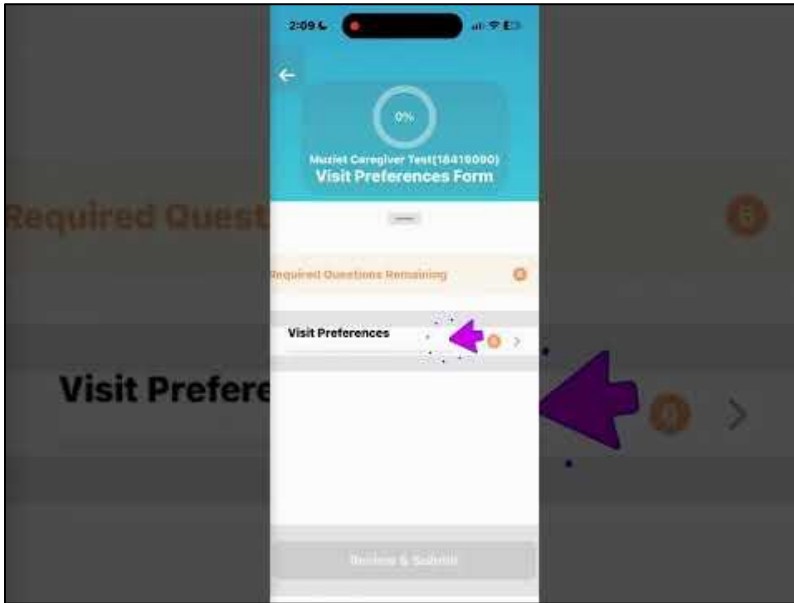
ACCESS APP TRAINING NOW:
Scan the QR code on the right to complete 30 minutes of required training → 

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

Getting Started

Viv App Set Up Video

Watch the following video to learn more about how to set up the Caregiver Viv App.

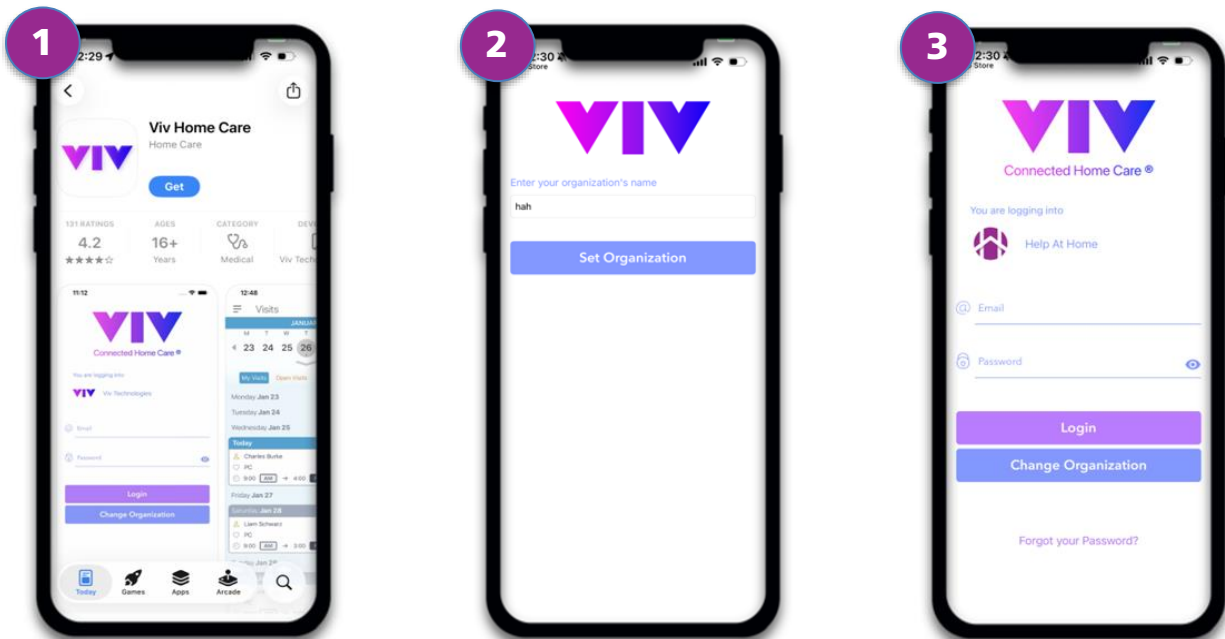
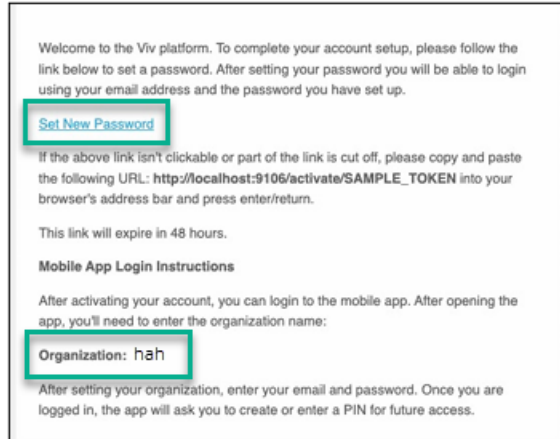


New User Sign Up

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

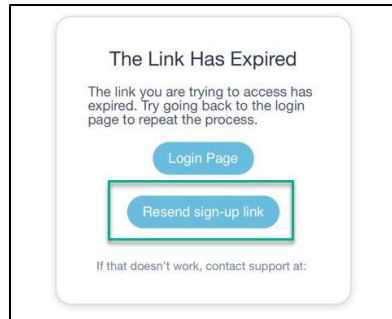
You must enter the name exactly as shown: hah - in all lowercase letters.

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

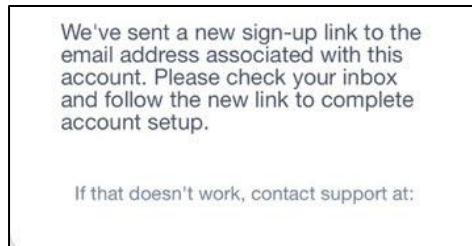


The email link will only work for 48 hours. If your link has expired, you can use the following process to access the app.

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

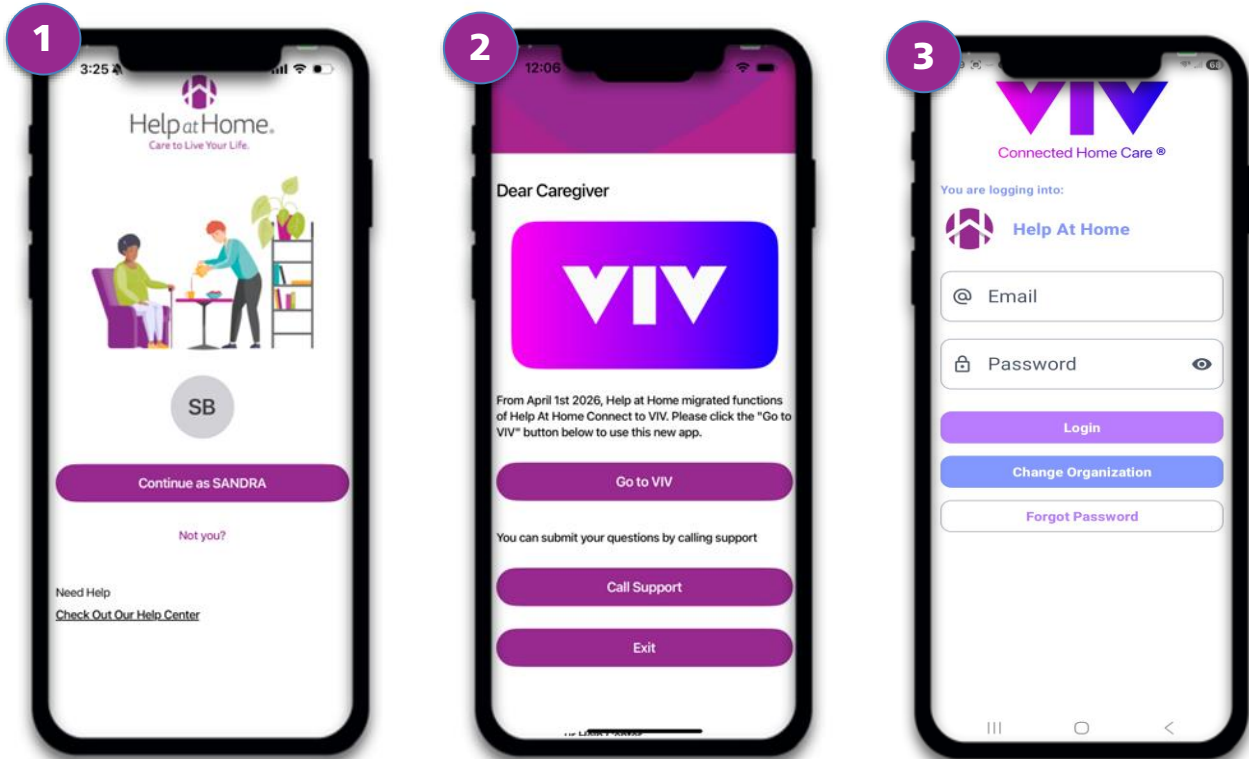


4. Use the new link to continue setting up your Viv account

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.

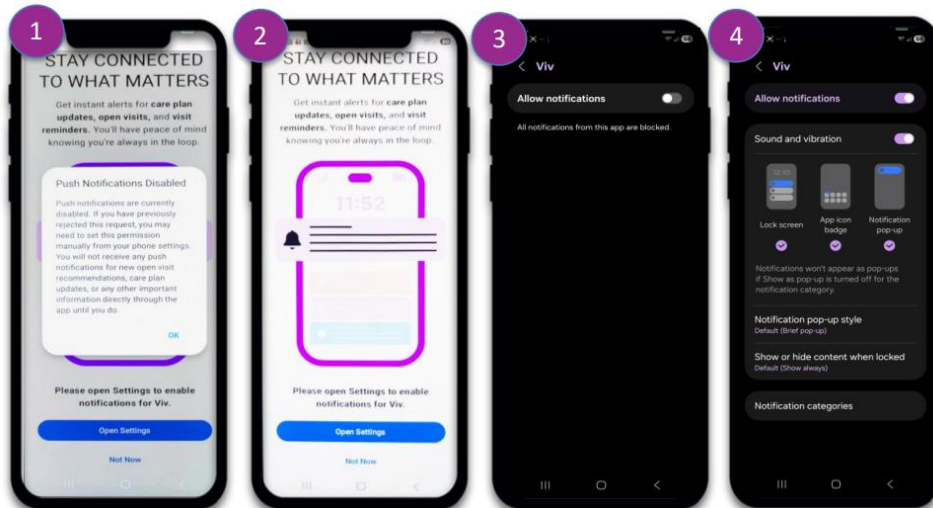
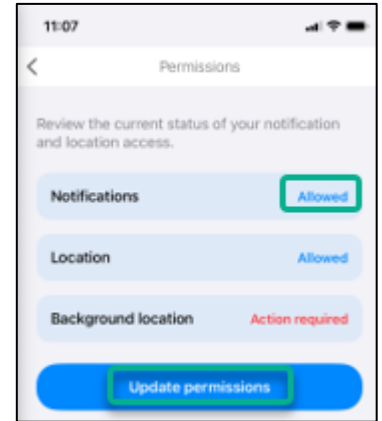


App Settings

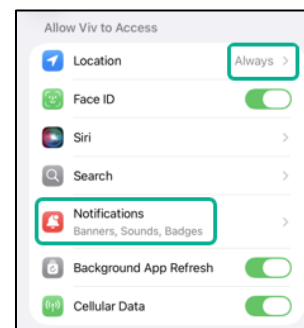
Notifications Settings

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** (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.

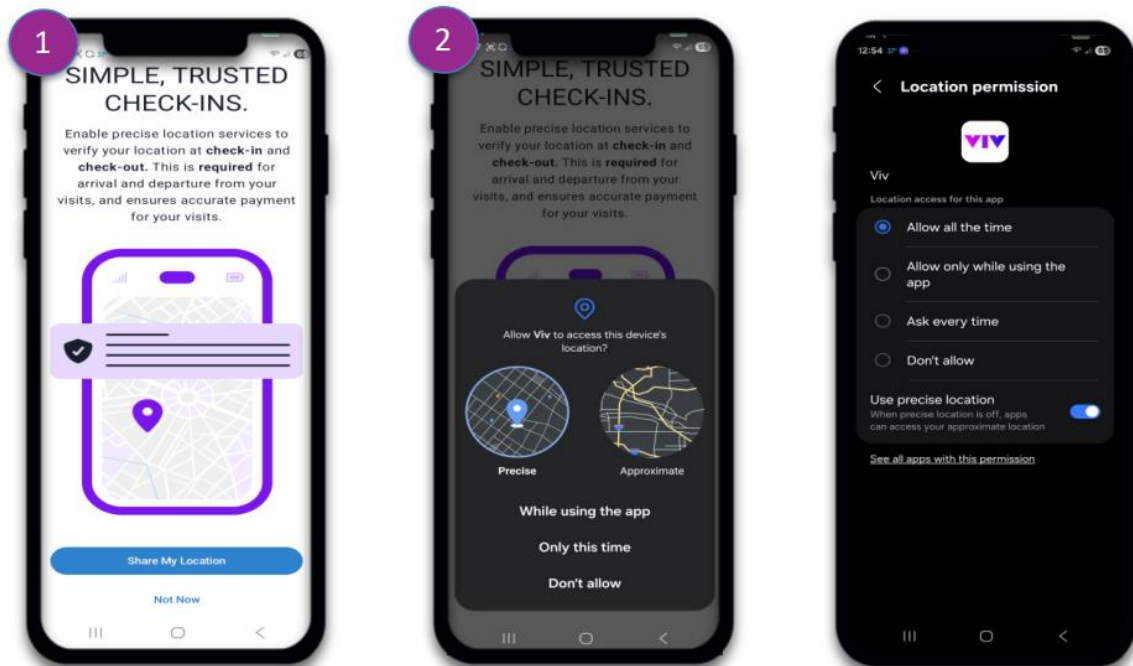


Location Sharing

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.

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.



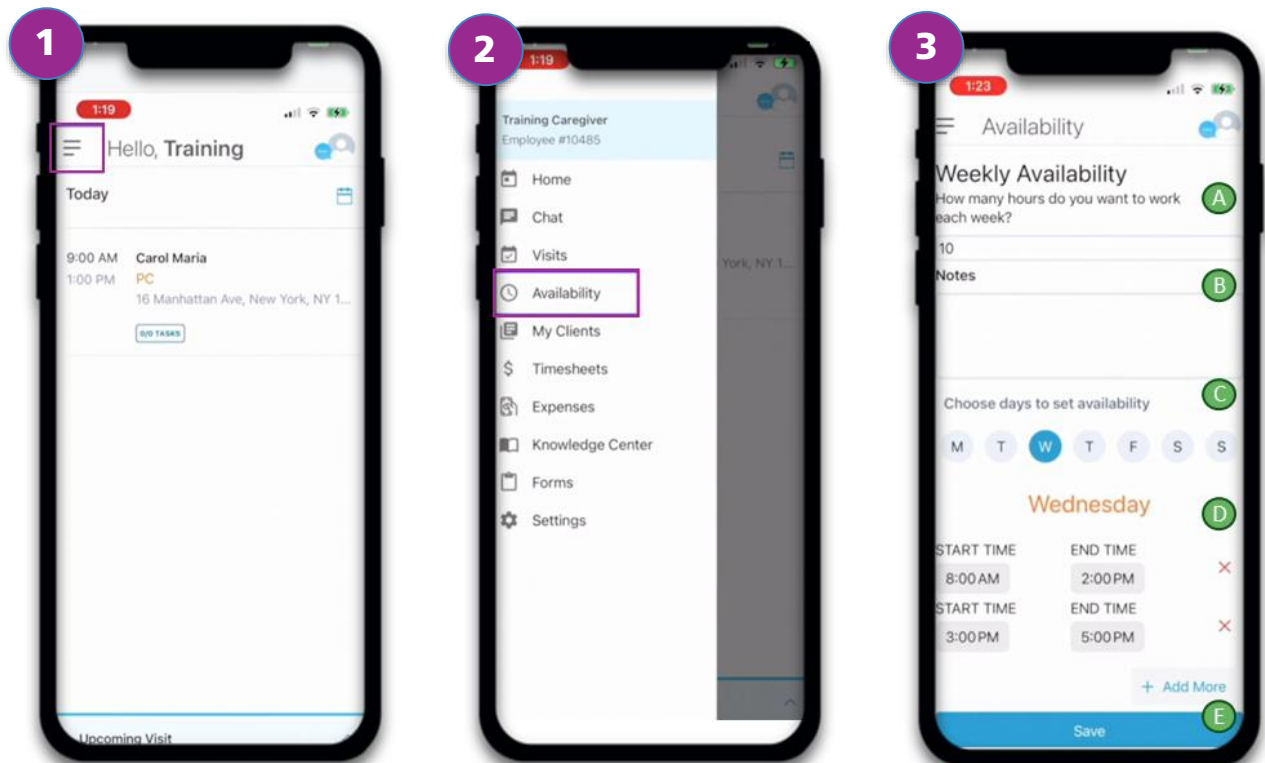
NOTE: You will have to set up your biometrics capabilities on your phone before you can enable it in the app.

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.

The image displays three sequential steps of the 'Visit Preferences Form' on a smartphone:

- Step 1:** The form title 'Jessica TheCaregiver(10112) Visit Preferences Form' is shown with a progress indicator at 77%. A 'Required Questions Completed' status bar is visible.
- Step 2:** The 'Required Questions Completed' section is shown with a green checkmark. The question 'What is your primary language?' is displayed with radio button options: Tagalog, Arabic, Mandarin, Cantonese, English, Other, Spanish, Vietnamese, and French. Below it, the question 'Do you speak other languages?' is shown with checkbox options for the same languages.
- Step 3:** The 'List your applicable experiences here' section is shown with a green checkmark. A list of skills and services is displayed with checkboxes: 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, and Measure/Evaluate Intake/Output.

Scheduling

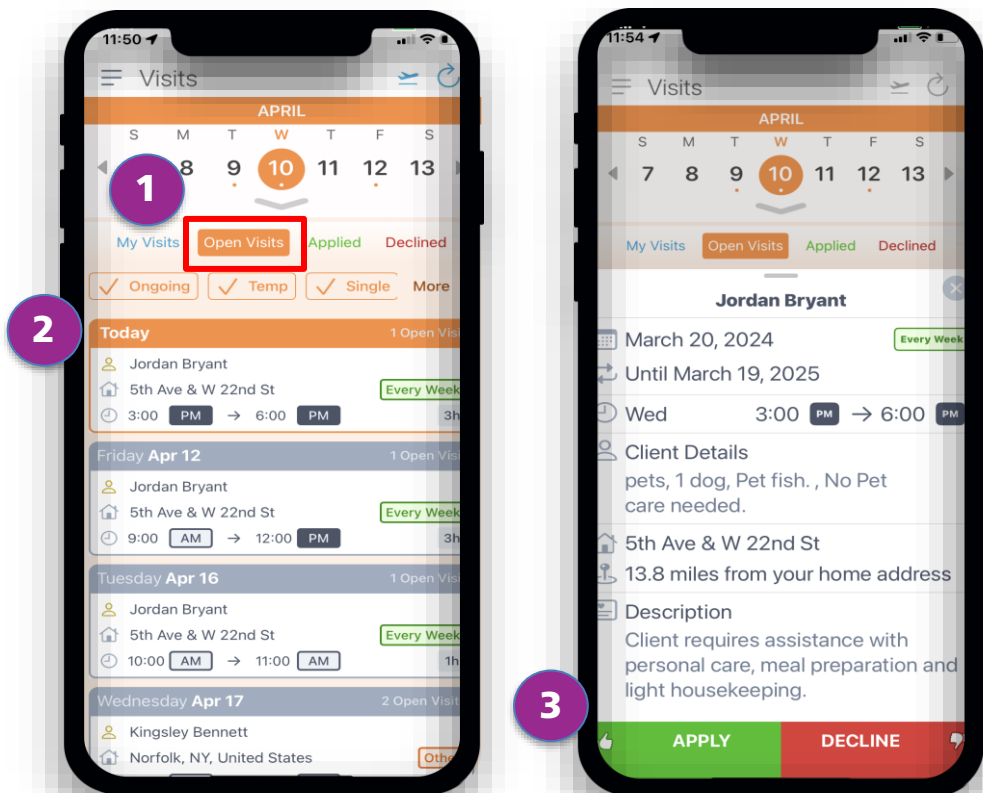
Schedule a Visit

- ✓ 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

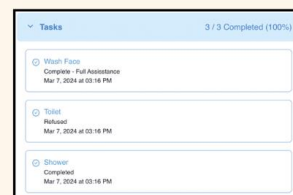
- Call the IVR number during the scheduled start time of your visit
- Listen to the prompts
- Enter your Caregiver ID
- Indicate you are checking in

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

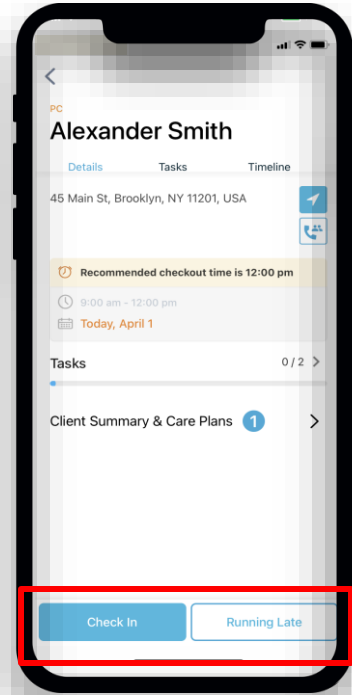
- Call the IVR number any time to complete tasks
- The system will read out the list of tasks
- Press 1 to report on each task; listen to all options
- Select the correct option (yes, no, client refused, etc.)
- You can check out after all responses are given



Using the App

To **check in** to a visit:

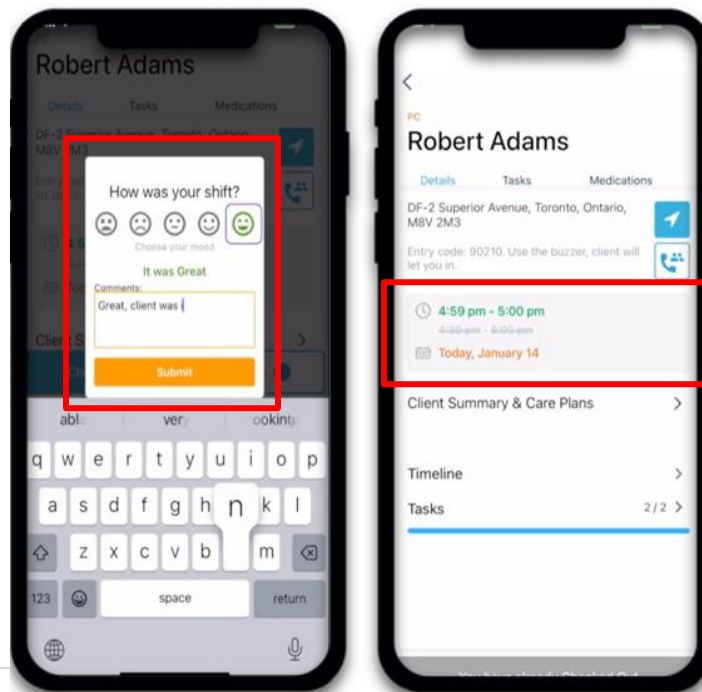
1. Select the visit. The **Visit Details** page will open with visit details.
2. Tap **Running Late** if you are running late for your visit.
 - a. Enter your **Reason for being late**.
 - b. Select the time estimate under the **How many minutes late you expect to be** field.
 - c. Tap **Submit**. Tap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

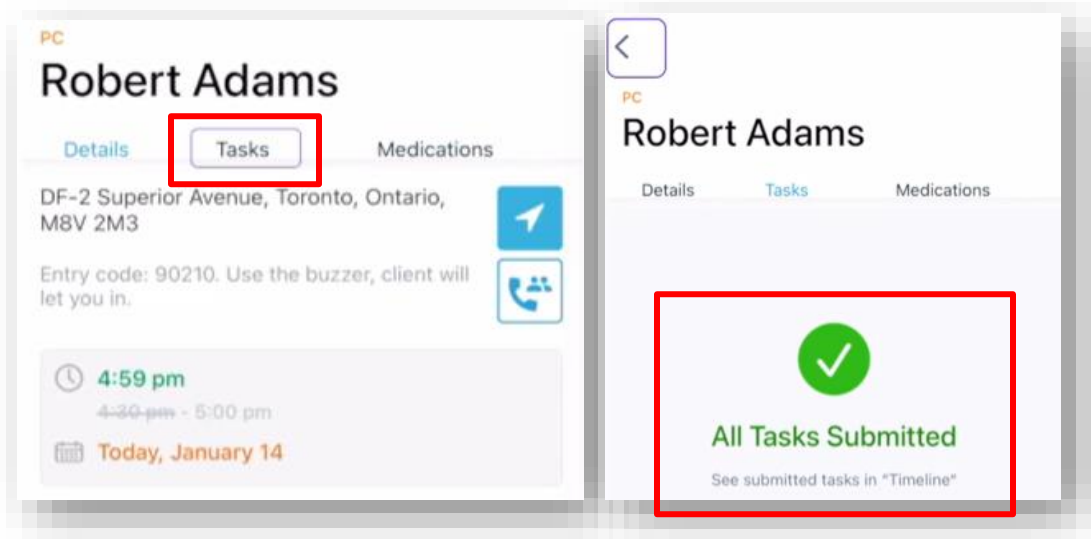
The End of Task report will get sent to the office and the completed visit will appear in green on top of the scheduled time.



To complete all tasks:

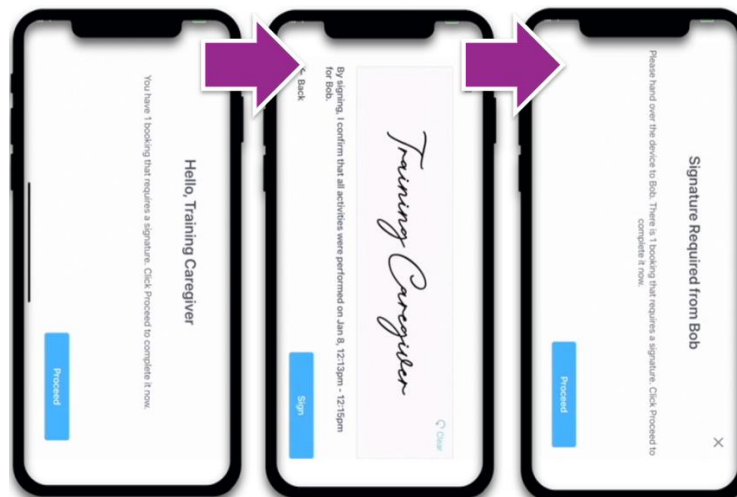
1. Tap the **Tasks** tab.
2. Scroll through the list of tasks and indicate your response to each task.
3. Once all your tasks have been submitted, you'll see the **All Tasks Submitted** screen.

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.

Submitting Mileage and Expenses

Submitting Expenses

If submitting expenses for **running errands for the client during the visit** or for the **reimbursement for the purchase of a bus pass to go to client visits** you can submit those expenses using the steps below:

1. Click the side menu and choose “Expenses”
2. Click the “Add Expense” button
3. Fill out the Expense Form for the Visit

1

2

3

Note: View the status of submitted expenses in the Expense screen.

Submitting the Travel Time Form

If you are submitting expenses for **the time it takes to travel from client to client (between appointments ONLY)** you can submit those expenses using the steps below:

1. Click the side menu and choose "Forms"
2. Click on the Travel Time Form option
3. Fill out the Travel Time Form

The image shows two screenshots from a mobile application. The left screenshot, labeled with a purple circle containing the number '1', displays a side menu with options: Expenses, Time Off, Knowledge Center, Forms (highlighted with a red circle and a red circle containing the number '2'), Pay Slips, and Settings. The right screenshot, labeled with a purple circle containing the number '2', shows the 'IL Travel Time Reimbursement Request' form. The form has a title bar with a back arrow and the title. Below the title bar are two tabs: 'Pay Period Details' and 'Travel Time Entries' (which is selected). A red banner indicates '8 Required Questions Incomplete'. The form contains several required fields: 'Entry 1 (required)' (with an upward arrow), 'Client Name - from *', 'Address - from *', 'Client Name - to *', 'Address - to *', 'Date *' (with a date picker showing 'Sep 2, 2025'), and 'Travel Time - starting time *'.

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](#)

