

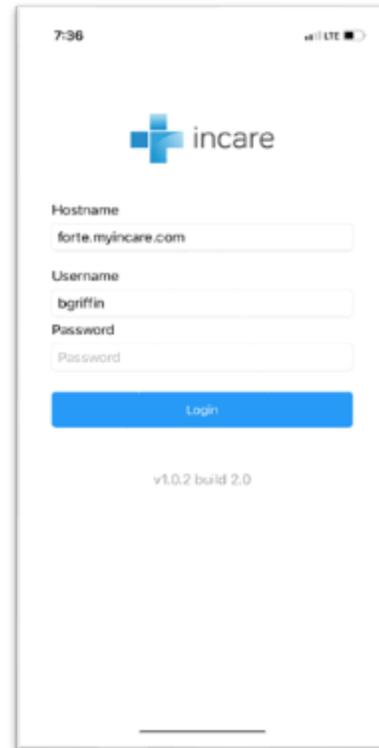
## **InCare EVV – InCare Mobile App**

### **Login information:**

Hostname: Forte.myincare.com

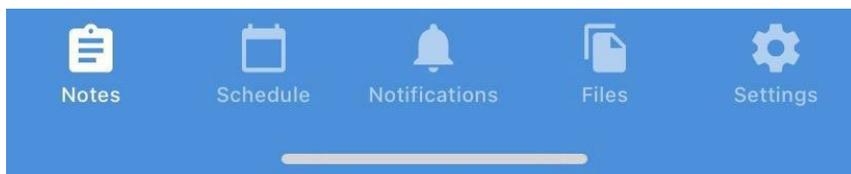
Username: Same as InCare portal (browser)

Password: Same as InCare portal (browser)



### **Navigation:**

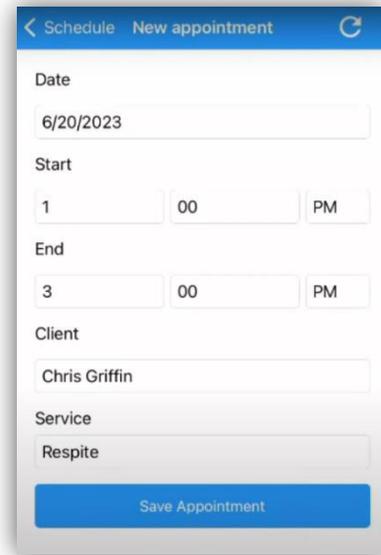
1. Notes - Upcoming scheduled shifts.
2. Schedule - Add, modify, or remove schedules.
3. Notifications - Same as InCare (Ex: Note Rejections notifications)
4. Files - Not using currently.
5. Settings - Log out of App.



### Scheduling On Mobile App:



1. Click top, right “+” sign to add an appointment.
2. Select date, start & end time, client name, and service.
3. Click save to add to schedule.

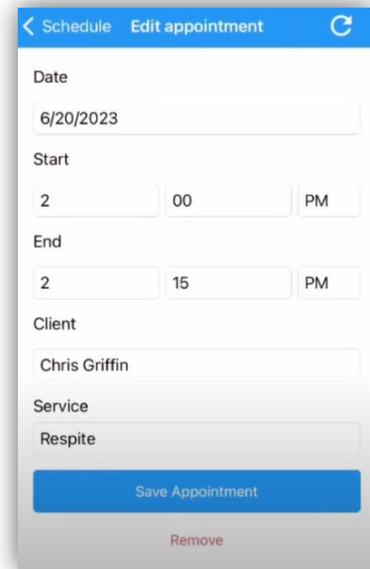


### Modifying an Existing Schedule:

1. Click on existing appointment.
2. Adjust appointment information as necessary and save.

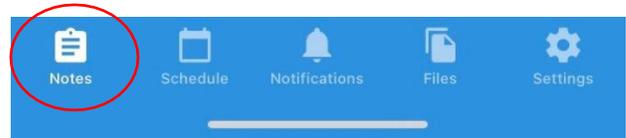
Or

3. Remove appointment.



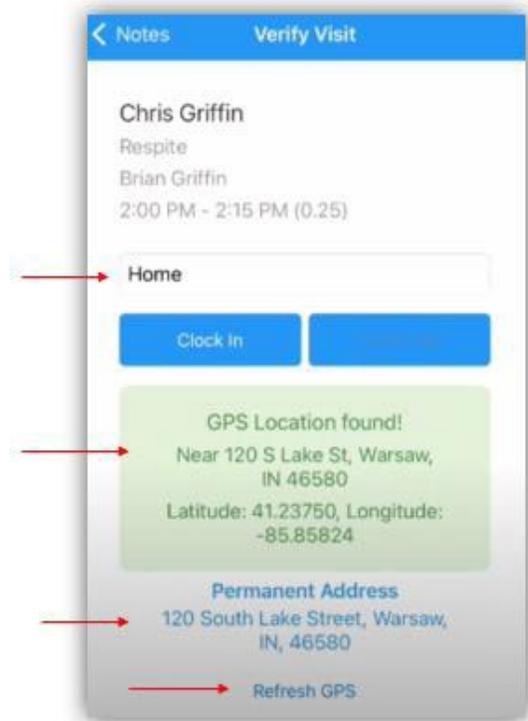
### Clocking In – InCare Mobile App:

1. Click on intended shift.
2. Select location (Home, School, Work, Other)
3. Click “Clock In” & click “Yes” on pop up.



### Additional Notes:

- Select Location where you are starting your shift.
- GPS Location found: Where your current GPS coordinates located you.
- Permanent Address: Displays the address of the Location selected above.
- Refresh GPS: If GPS isn't registering correctly.
- You should follow the 14-minute rule:
  - Making sure to clock in 7-minute before or after shift start



### Clocking Out – InCare Mobile App:

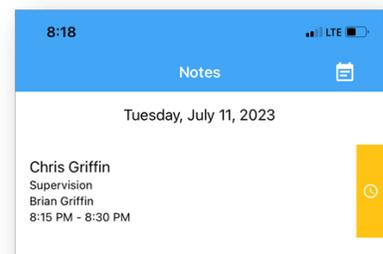
1. Click on intended shift again.
2. Select Location.  
(Change if end of shift has changed locations)
3. Click “Clock Out” & click “Yes” on pop up.

**\*You must clock out before submitting your Daily Note\***

**\* If you clocked out and don't see your clock out showing on the note, click save on the note. This will pull the clock out captured on the app\***

### Additional Notes:

- When clocking out, you will see a yellow clock icon. This indicates a clock in was already captured.
- You should follow the 14-minute rule:
  - Making sure to clock out 7-minute before or after shift end



**Electronic Visit Verification Section:** On the Note, the Electronic Visit Verification section displays the clock in and out that are captured on the App.

Appointment Information				
Staff: Brian Griffin	Date of Service: 6/26/2023	Start: 6/26/2023 9:15:00 AM	End: 6/26/2023 10:00:00 AM	Duration: 0.75

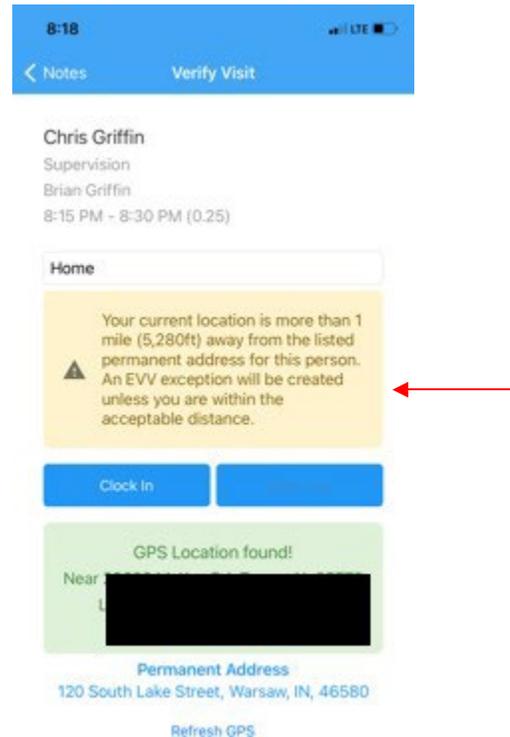
Electronic Visit Verification		
In: 6/26/2023 9:26:57 AM	Out: 6/26/2023 9:48:41 AM	Duration: 0.36

Request Modification

**GPS Exception (Unregistered Location):**

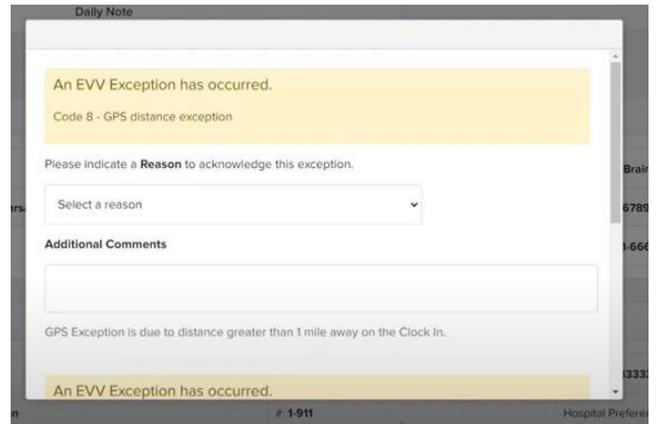
- If your clock in or out is not at a registered location, you will see a message saying that an EVV Exception will be created.
- **Continue** with clocking in or out.

Note: You can check the location that is being registered by looking at the “GPS Location found!” and Permanent Address shown at the bottom. If they are not the same, or within 1-mile, that is the reason for the notice. Refresh GPS, if needed.



### Completing a GPS Exception – Daily Note:

- Upon opening your Note on InCare, an EVV Exception box will appear.
- Provide a reason and comment as to why the location is outside the registered perimeters.



Note: You may need to provide the GPS Exception multiple times. For example, if my clock in GPS didn't register correctly, I would only have to input it once. If both clock in and out locations are incorrect, I would have to input it twice. This is because the reason could be different and need justification for both.

Please ensure that a Clock In and Clock Out have been completed. If you're unable to perform either of these, please fill out an Adjusted Time using the **Request Modification** button.

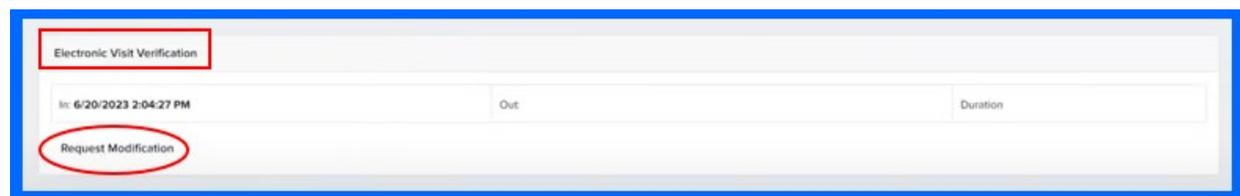
If you receive this drop-down banner when trying to Submit, one or both of your clocked times are missing.

- Check the Electronic Visit Verification Section on the Note to see if either clock in/out is missing.
- If the clock out is missing, go to App and clock out.
- If you are unable to access the App, Request Modification for your time.

**Requesting Modifications:** This function is manually adding either your clock in or out time and is located in the Electronic Visit Verification section on the Note.

- Add/edit start/end time.
- Submit Request.

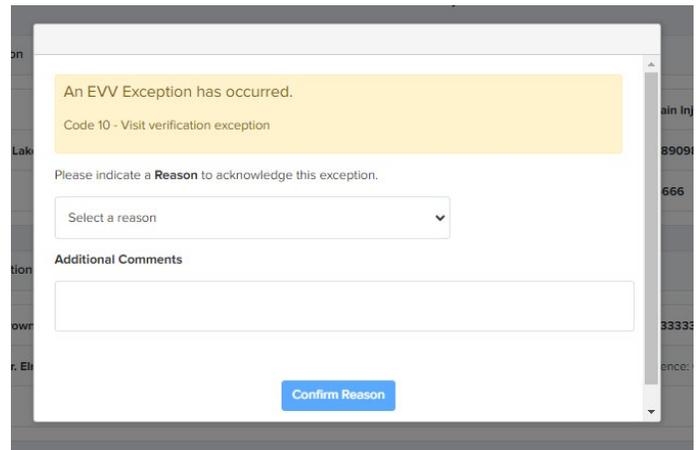
Note: Request Modification is a last resort. All attempts should be made to clock in/out on the App.



Request Modification can be done even if you successfully captured both clock in and out. For example, your shift ended at 1:00 PM and you already clocked out, but the mother didn't get home until 1:15 PM. Request Modification, change the end time and provide a reason and comment.

**Completing a Visit Verification Exception – Daily Note:**

- This happens if you missed your clock out (15 after shift ended) or both clock in and out are missing.
1. Select a reason and provide a comment explaining why time punch was missed.
  2. Request Modification – Manually adding the missed clock in/out.



The screenshot displays a mobile application interface for reporting an EVV Exception. At the top, a yellow banner reads "An EVV Exception has occurred." Below this, the text "Code 10 - Visit verification exception" is shown. A prompt asks the user to "Please indicate a Reason to acknowledge this exception." This is followed by a dropdown menu labeled "Select a reason". Below the dropdown is a text input field labeled "Additional Comments". At the bottom right of the form is a blue button labeled "Confirm Reason".