

Quick Start Guide

For Adjusting a Shift

“Adjusting” a shift means changing it to fix a problem or mistake. Shifts can only be adjusted in the EVV Portal. For instance, a PCA would adjust a shift if they accidentally clocked out two hours after they stopped working.

Consumers and PCAs can both adjust shifts in the EVV Portal. However, a shift cannot be adjusted after it is approved and submitted by the Consumer. Please note that adjusting a shift should not happen often.

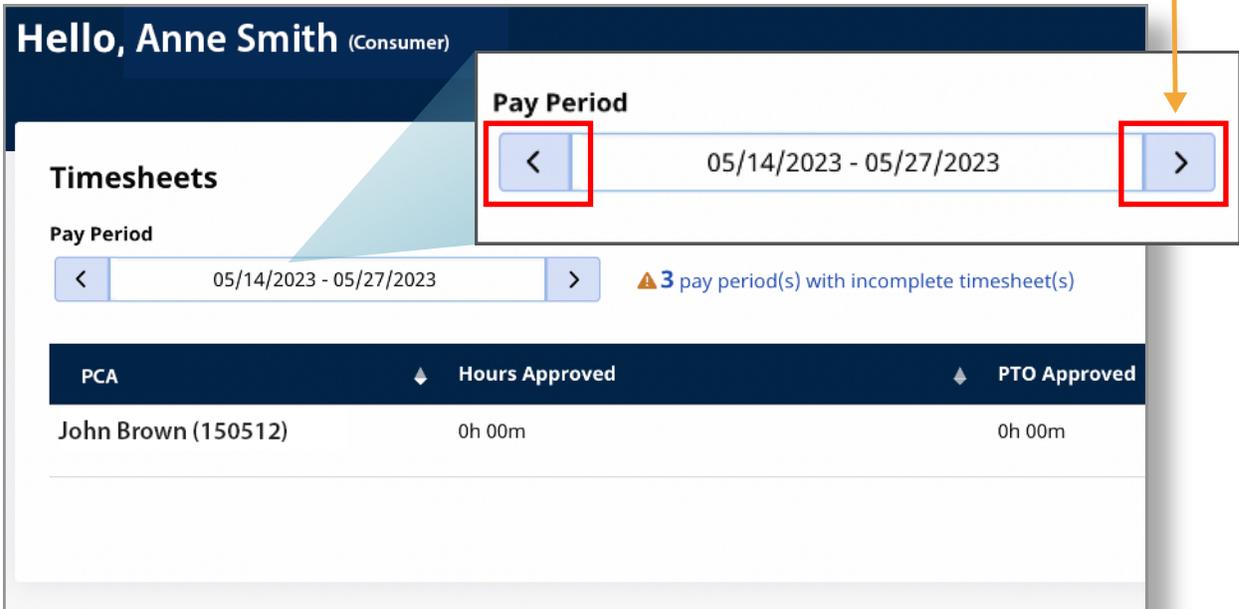
1 Step 1 - Find the Shift to Adjust

Find the timesheet you want to adjust:
Use the arrows next to select the Pay Period.

OR:

1. Click in the Pay Period window to access the calendar view.
2. Click the **Done** button on the calendar view.
3. Click the **Edit Icon**  under the **Action** column.
4. View the days within the selected pay period.

If you need detailed help, see the
“Quick Start Guide” at TempusUnlimited.org/EVV-support



Hello, Anne Smith (Consumer)

Pay Period

05/14/2023 - 05/27/2023

Timesheets

Pay Period

05/14/2023 - 05/27/2023 ▲ 3 pay period(s) with incomplete timesheet(s)

PCA	Hours Approved	PTO Approved
John Brown (150512)	0h 00m	0h 00m

2 Step 2 - Click the Three Dots

To adjust a shift, click the **three dots** in the Action column, next to the shift you want to adjust.

Timesheet for John Brown (PCA# 150512)

Consumer (ID) Anne Smith (11K043) Consumer Enrollment mass_health - ffs Timesheet ID 11486029

Pay Period: 06/04/2023 - 06/17/2023

Date	Start Time	End Time	PTO	Location	Shift Status	Action
Sun, 06/04/2023						
Mon, 06/05/2023						
Tue, 06/06/2023	11:00 AM	11:59 PM		Start: Community End: Community	Approve Deny	...
Wed, 06/07/2023	11:36 AM	02:51 PM		Start: Community End: Community	Approve Deny	...
Thu, 06/08/2023						
Fri, 06/09/2023	12:00 PM	05:00 PM	PTO	day	Approved	...
Sat, 06/10/2023	04:00 PM	11:59 PM		Start: Home End: Home	Approved	...
Sun, 06/11/2023						
Mon, 06/12/2023						
Tue, 06/13/2023						
Wed, 06/14/2023						

3 Step 3 - Adjust Shift

Click **Adjust Shift**.

Services Portal Timesheets

Timesheet for John Brown (PCA# 150512)

Consumer (ID) Anne Smith (944) Consumer Enrollment mass_health - ffs Timesheet ID 11486029

Pay Period: 06/04/2023 - 06/17/2023

Date	Start Time	End Time	PTO	Location	Shift Status	Action
Sun, 06/04/2023						
Mon, 06/05/2023						
Tue, 06/06/2023	11:11 AM	11:59 PM			Approve Deny	...
Wed, 06/07/2023	12:00 PM	09:00 PM			Approved	...
Thu, 06/08/2023						
Fri, 06/09/2023	12:00 PM	05:00 PM	PTO		Approved	...
Sat, 06/10/2023	04:00 PM	11:59 PM		Start: Home End: Home	Approved	...
Sun, 06/11/2023						
Mon, 06/12/2023						
Tue, 06/13/2023						
Wed, 06/14/2023						

4

Step 4 - Select an Exception and Reason

PCAs should use the EVV App to accurately reflect clock in and clock out times. Adjusting a shift should only be done when necessary. The EVV system will ask you to select a reason for the adjustment.

Select both an **Exception** and a **Reason for the Exception**.

The Exception explains why an adjustment is being made.

The Reason explains why the Exception happened.

Note: Required fields have a red asterisk next to them.

Adjust Shift

⚠️ • Modifying this shift will result in this shift being EVV non-compliant.
• Shifts taking place between the hours of 12:00 AM and 6:00 AM cannot be entered.

All fields marked with an asterisk (*) are required.

Paid Time Off (PTO)?	Date	Shift ID	Source System
<input type="radio"/> No	Tue, 06/06/2023	176172421	MOBILEAPP

Exception *
Select...

Reason for Exception *
Select...

Start Time 11:11 AM **End Time** 11:59 PM **Time Zone** Eastern Time Zone

Start Location * Community **End Location *** Community

Consumer Anne Smith (944) **PCA** John Brown (32256)

Consumer Enrollment mass_health - ffs **Service Code** regular

Comments
Limit to 500 characters.

Cancel Save

5 Step 5 - Fix the Error

Fix whatever is wrong with the shift. For example, you can change the **start** or **end time**. You can also include a comment about why you adjusted the shift.

Note: Your comment will be visible to your PCA and Tempus FI.

Adjust Shift

- Modifying this shift will result in this shift being EVV non-compliant.
- Shifts taking place between the hours of 12:00 AM and 6:00 AM cannot be entered.

All fields marked with an asterisk (*) are required.

Paid Time Off (PTO)? <input type="radio"/> No	Date Tue, 06/06/2023	Shift ID 176172421	Source System MOBILEAPP
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Exception *
Technology issue

Reason for Exception *
Device not working properly

Start Time * 11:11 AM **End Time *** 11:59 PM **Time Zone** Eastern Time Zone

Start Location * Community **End Location *** Community

Consumer Anne Smith (944) **PCA** John Brown (32256)

Consumer Enrollment mass_health - ffs **Service Code** regular

Comments

Limit to 500 characters.

Cancel Save

6 Step 6 - Save Your Changes

After you have made the necessary changes, click **Save** at the bottom of the window.

Adjust Shift

⚠ • Modifying this shift will result in this shift being EVV non-compliant.
• Shifts taking place between the hours of 12:00 AM and 6:00 AM cannot be entered.

All fields marked with an asterisk () are required.*

Paid Time Off (PTO)? <input type="radio"/> No	Date Tue, 06/06/2023	Shift ID 176172421	Source System MOBILEAPP
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Exception *
Technology issue

Reason for Exception *
Device not working properly

Start Time * 11:11 AM **End Time *** 11:59 PM **Time Zone** Eastern Time Zone

Start Location * Community **End Location *** Community

Consumer Anne Smith (944) **PCA** John Brown (32256)

Consumer Enrollment mass_health - ffs **Service Code** regular

Comments

Limit to 500 characters.

Cancel **Save**

You can now adjust a shift using the EVV Portal.