

# Quick Start Guide


## For Creating a Manual Shift

PCAs are required to clock in and out of each visit using the EVV Mobile App. However, there are times when a Consumer or PCA has to create a “manual shift” using the EVV Portal. For instance, a manual shift would be needed if a PCA’s phone died, and they couldn’t clock in and out using the EVV Mobile App. Manual shifts should not be used often.

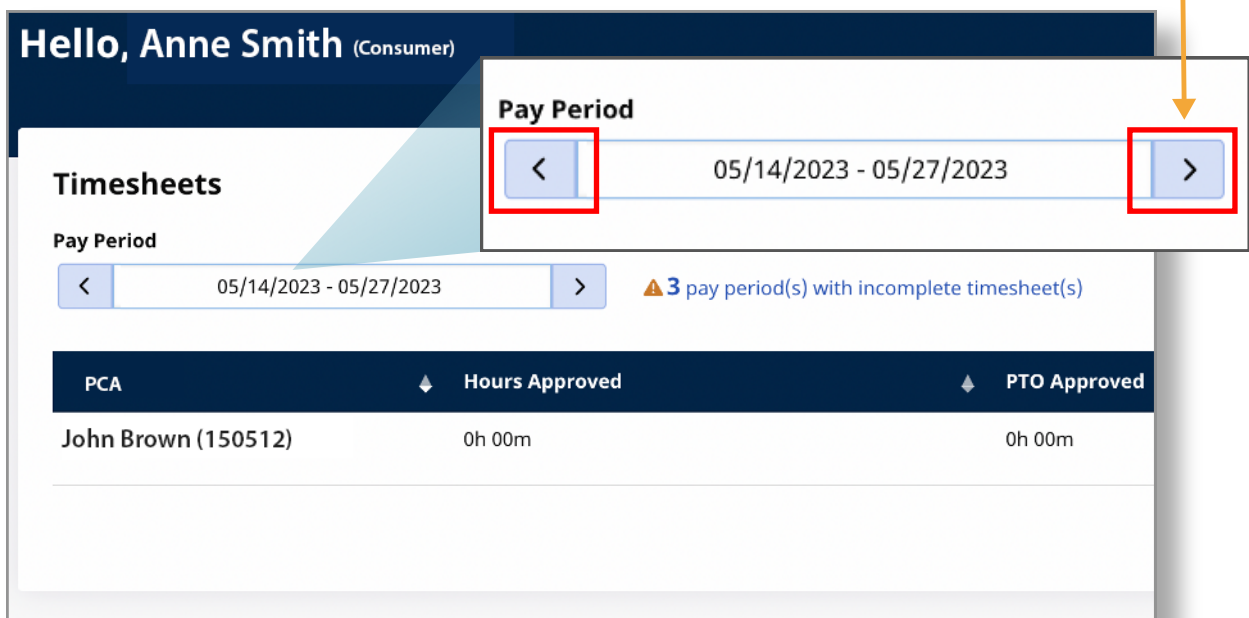
### 1 Step 1 - Find the Shift to Adjust

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](https://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 - Add Shift

In the upper right corner of the screen, click the **Add Shift** button.

The screenshot displays a web interface for a timesheet. At the top, it shows the user's name 'John Brown (PCA# 150512)', Consumer ID 'Anne Smith (11K043)', Consumer Enrollment 'mass\_health - ffs', and Timesheet ID '11486029'. Below this, the 'Pay Period: 06/04/2023 - 06/17/2023' is indicated. A table lists shifts with columns for Date, Start Time, End Time, PTO, Location, Shift Status, and Action. A modal window is open over the table, showing a download icon, 'Approve All Shifts', and 'Add Shift' buttons. The 'Add Shift' button in the modal is highlighted with a red box. In the top right corner of the main interface, there is a download icon, 'Approve All Shifts', and 'Add Shift' buttons, with the 'Add Shift' button also highlighted by a red box.

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		regular	Approved ...
Sat, 06/10/2023	04:00 PM	11:59 PM		Start: Home End: Home	8h 00m	Approved ...
Sun, 06/11/2023						
Mon, 06/12/2023						
Tue, 06/13/2023						
Wed, 06/14/2023						

# 3

## Step 3 - Fill Out Required Fields

Fill out all of the required fields on the **Add Shift** section that appears.

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

<b>Start Location *</b>
Home
<b>Consumer</b>
Anne Smith (944)

### Add Shift

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

**Paid Time Off (PTO)?**  No **Date \*** 06/13/2023

**Exception \*** Technology issue

**Reason for Exception \*** Device not working properly

**Start Time \*** 12:15 PM **End Time \*** 07:45 PM **Time Zone** Eastern Time Zone

**Start Location \*** Home **End Location \*** Home

**Consumer** Anne Smith (944) **PCA** John Brown (150512)

**Consumer Enrollment** mass\_health - ffs **Service Code \*** regular

**Comments**

Limit to 500 characters.

Cancel Save

## 4 Step 4 - Enter the Date

Type the **date** the shift was worked by the **PCA**. You can type the date in or click on the **calendar** to select the date from a calendar.

**Note:** You can only create manual shifts that have been worked in the past. You cannot create manual shifts for the future.

Instructions for creating a PTO shift are available

[TempusUnlimited.org/EVV-support](https://TempusUnlimited.org/EVV-support)

### Add Shift

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

**Paid Time Off (PTO)?**  No **Date \*** 06/13/2023

**Exception \*** Technology issue

**Reason** Device

**Start Time** 12:15 **Date \*** 06/13/2023

**Start Location \*** Home **End Location \*** Home

**Consumer** Anne Smith (944) **PCA** John Brown (150512)

**Consumer Enrollment** mass\_health - ffs **Service Code \*** regular

**Comments**

Limit to 500 characters.

Cancel Save

# 5

## Step 5 - Select the Exception and Reason

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

Select the **Exception** drop-down arrow and choose a category for why the shift is being entered manually.

Select the **Reason for Exception** drop-down arrow and choose a reason for why the shift is being entered manually.

**Add Shift** [X]

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

**Paid Time Off (PTO)?**  No **Date \*** 06/13/2023

**Exception \*** Technology issue

**Reason for Exception \*** Device not working properly

**Start Time \*** 12:00 **End Time \*** **Time Zone**

**Exception \*** Technology issue

**Reason for Exception \*** Device not working properly

mass\_health - HIS Regular

**Comments**

Limit to 500 characters.

Cancel Save

## 6 Step 6 - Start and End Time

Select the **Start Time** and **End Time** of the shift your PCA worked.

You can type the **time** into the fields or use the window that pops up when you click on a date.

The screenshot shows a web form titled "Add Shift" with a close button (X) in the top right corner. Below the title is a note: "All fields marked with an asterisk (\*) are required." The form contains several fields:

- Paid Time Off (PTO)?**: A toggle switch set to "No".
- Date \***: A date input field containing "06/13/2023".
- Exception \***: A dropdown menu with "Technology issue" selected.
- Reason for Exception \***: A dropdown menu with "Device not working properly" selected.
- Start Time \***: A time input field containing "12:15 PM".
- End Time \***: A time input field containing "07:45 PM".
- Time Zone**: A dropdown menu with "Eastern Time Zone" selected.
- Start Location \***: A dropdown menu.
- End Location \***: A dropdown menu.
- Comments**: A text area with a note "Limit to 500 characters." below it.

A callout box highlights the "Start Time" and "End Time" fields, showing a time selection interface with a clock icon and the current time values: "12:15 PM" and "07:45 PM". At the bottom right of the form are "Cancel" and "Save" buttons.

# 7

## Step 7 - Start and End Location

Select a **Start Location** and **End Location** for the shift your PCA worked.

**Note:** If your PCA started or ended a shift at your Home, select **Home**. If they started or ended a shift anywhere else, select **Community**.

The screenshot shows a web form titled "Add Shift" with a close button (X) in the top right corner. Below the title is a note: "All fields marked with an asterisk (\*) are required." The form contains several fields:

- Paid Time Off (PTO)?**: A radio button set with "No" selected.
- Date \***: A date input field showing "06/13/2023".
- Exception \***: A dropdown menu with "Technology issue" selected.
- Reason for Exception \***: A dropdown menu with "Device not working properly" selected.
- Start Time \***: A time input field showing "12:15 PM".
- End Time \***: A time input field showing "07:45 PM".
- Time Zone**: A dropdown menu with "Eastern Time Zone" selected.
- Start Location \***: A dropdown menu with "Home" selected.
- End Location \***: A dropdown menu with "Home" selected.
- Consumer**: A text input field with "Anne Smith (944)".
- PCA**: A text input field with "John Brown (150512)".

A callout box highlights the "Start Location" and "End Location" fields. The callout contains two dropdown menus, both with "Home" selected. Below the callout is a text input field with the placeholder "Limit to 500 characters." At the bottom right of the form are "Cancel" and "Save" buttons.

# 8

## Step 8 - Enter a Comment (Optional)

Optional: You can type a **Comment** about the shift, if you want.

**Note:** Your comment will be visible to your PCA and Tempus Fiscal Intermediary (FI).

**Comments**

*Limit to 500 characters.*

### Add Shift

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

**Paid Time Off (PTO)?**  No **Date \*** 06/13/2023

**Exception \*** Technology issue

**Reason for Exception \*** Device not working properly

**Start Time \*** 12:15 PM **End Time \*** 07:45 PM **Time Zone** Eastern Time Zone

**End Location \*** Home

**PCA** John Brown (150512)

**Service Code \*** regular

**Comments**

*Limit to 500 characters.*

Cancel Save



# 9

## Step 9 - Save Your Manual Shift

After you have entered all of the correct information, click the **Save** button.

The screenshot shows a web form titled "Add Shift" with a close button (X) in the top right corner. Below the title is a note: "All fields marked with an asterisk (\*) are required." The form contains several sections:

- Paid Time Off (PTO)?**: A radio button labeled "No" is selected.
- Date \***: A date input field containing "06/13/2023".
- Exception \***: A dropdown menu with "Technology issue" selected.
- Reason for Exception \***: A dropdown menu with "Device not working properly" selected.
- Start Time \***: A time input field with "12:15 PM".
- End Time \***: A time input field with "07:45 PM".
- Time Zone**: A dropdown menu with "Eastern Time Zone" selected.
- Start Location \***: A dropdown menu with "Home" selected.
- End Location \***: A dropdown menu with "Home" selected.
- Consumer**: A text input field containing "Anne Smith (944)".
- PCA**: A text input field containing "John Brown (150512)".
- Consumer Enrollment**: A dropdown menu with "mass\_health - ffs" selected.
- Comments**: A text area with a note "Limit to 500 characters." below it.

At the bottom right of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular box. A blue callout box points to this "Save" button, containing the text "Cancel" and "Save".

**You can now create a manual shift using the EVV Portal.**