

Quick Start Guide

For Adjusting a Shift

“Adjusting” a shift means changing it to fix a problem or mistake.

For instance, you would adjust a shift if your PCA accidentally clocked out two hours after they stopped working.

Consumers and PCAs can both adjust shifts in the EVV Portal. However, if the Consumer has approved a shift that needs to be adjusted, a PCA should ask the Consumer to approve or deny the shift.

The three dots will display to allow the PCA, Surrogate or Consumer to adjust the shift. After the shift is adjusted, the Consumer will need to re-approve the shift.

After a shift has been submitted, contact Tempus FI to make any adjustments. Please note that adjusting a shift should not happen often.

1

Step 1 - Find the Shift to Adjust

The timesheet page display starts on the current pay period. If you need to see a different period, you can find the timesheet that you want by following the instructions below:

1. Click on the **dates** in the pay period box to see a calendar and find the period you want.

Hello, Anne Smith (Consum

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)

2. When the calendar displays, select the **date** of the pay period you are looking for.

Pay Period Start Date

05/14/2023


< May 2023 Jun 2023 >

S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3	
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	

Legend: Incomplete Timesheet Start Date Selected pay period start date Selected pay period

Done

Note: The “Legend” at the bottom of the box tells you what each colored date means.

3. Click the **Done** button at the bottom of the calendar.
4. Click the **Edit**  icon under the Action column.
5. You can then view the days within the selected pay period.

If you need detailed help, visit TempusUnlimited.org/EVV-support and see the “Viewing a Timesheet” Quick Start Guide.

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				Adjust Shift View Shift History
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

Tue, 06/06/2023

Shift ID

176172421

Source System

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

4 | Continued on next page

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)?

☐

No

Date

Tue, 06/06/2023

Shift ID

176172421

Source System

MOBILEAPP

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

Exception *

Technology issue

Reason for Exception *

Device not working properly

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

Start Location *	End Location *
Community	Community

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

Consumer Enrollment	Service Code
mass_health - ffs	regular

Comments

Limit to 500 characters.

Cancel Save

You can now adjust a shift using the EVV Portal.