

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 Pay Period Where You Want to Add the Shift

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 - Add Shift

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

The screenshot displays the 'Timesheet for John Brown (PCA# 150512)' interface. At the top, there is a header bar with the following information: Consumer (ID) Anne Smith (11K043), Consumer Enrollment mass_health - ffs, and Timesheet ID 11486029. Below the header, the 'Pay Period: 06/04/2023 - 06/17/2023' is indicated. The main table lists dates from Sun, 06/04/2023 to Wed, 06/14/2023. A modal window is open over the table, showing the '11486029' timesheet ID and two buttons: 'Approve All Shifts' and 'Add Shift'. The 'Add Shift' button is highlighted with a red box. The table also shows shift details for various dates, including start and end times, PTO status, and location. For example, on Tue, 06/06/2023, the shift is from 11:00 AM to 11:59 PM, starting and ending at the Community location. On Fri, 06/09/2023, the shift is from 12:00 PM to 05:00 PM, marked as PTO, with a regular status and 5h 00m duration. On Sat, 06/10/2023, the shift is from 04:00 PM to 11:59 PM, starting and ending at Home, with a status of 8h 00m and an 'Approved' label.

| 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 | 5h 00m 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 | | | | | | |

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.

Start Location *

Home

Consumer

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/EEV-support

The screenshot shows the 'Add Shift' form with a date picker overlay. The form includes the following fields:

- Paid Time Off (PTO)?**: Radio button for 'No'.
- Date ***: Date input field showing '06/13/2023' with a calendar icon.
- Exception ***: Dropdown menu showing 'Technology Issue'.
- Reason**: Dropdown menu showing 'Device'.
- Start Time**: Input field showing '12:15'.
- Start Location ***: Dropdown menu showing 'Home'.
- End Location ***: Dropdown menu showing 'Home'.
- Consumer**: Input field showing 'Anne Smith (944)'.
- PCA**: Input field showing 'John Brown (150512)'.
- Consumer Enrollment**: Dropdown menu showing 'mass_health - ffs'.
- Service Code ***: Dropdown menu showing 'regular'.
- Comments**: Text area with a note 'Limit to 500 characters.'

The date picker overlay shows the date '06/13/2023' and a calendar icon.

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 *** 12:00 **Time Zone** [dropdown]

Star [dropdown] **Ho** [dropdown]

Con [dropdown] **Reason for Exception *** Device not working properly

Con [dropdown] [dropdown]

Comments [text area]

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. A light blue callout box highlights the "Start Time" and "End Time" fields. The form contains the following fields:

- Paid Time Off (PTO)?**: A toggle switch set to "No".
- Date ***: A date picker 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 picker showing "12:15 PM".
- End Time ***: A time picker showing "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."

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 the 'Add Shift' form with the following fields and values:

- Paid Time Off (PTO)?**: No (radio button)
- 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)

A callout box highlights the **Start Location *** and **End Location *** fields, showing the dropdown menu with 'Home' selected. Below the callout, a text area for notes is visible with the placeholder text 'Limit to 500 characters.' and '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.

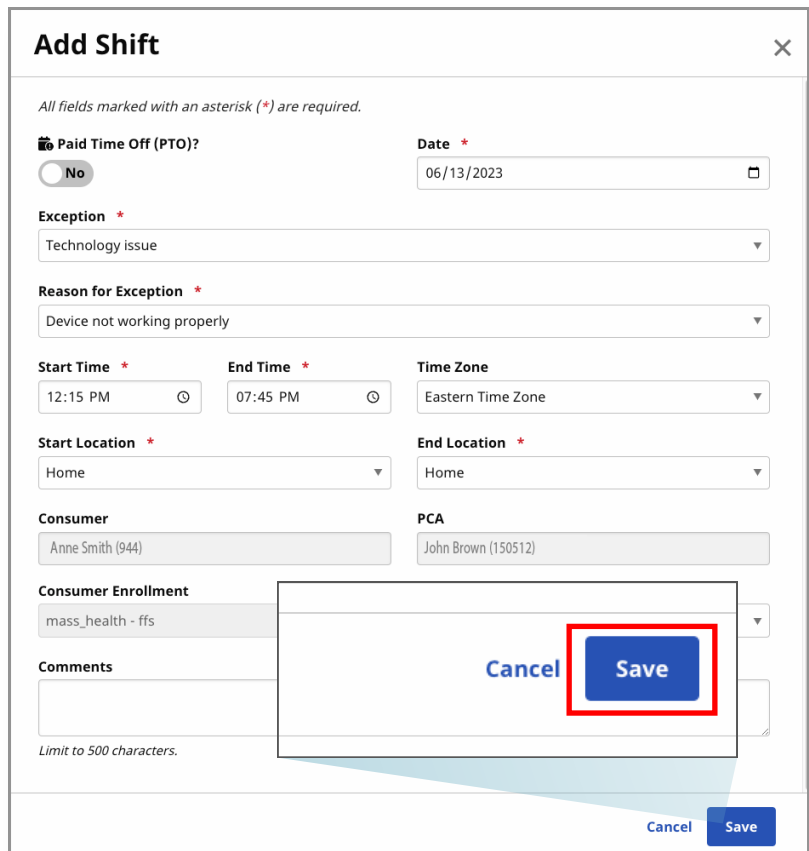
Cancel

Save

9

Step 9 - Save Your Manual Shift

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



The screenshot shows the 'Add Shift' form with the following fields and values:

- Paid Time Off (PTO)?**: No (radio button selected)
- 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
- Comments**: (empty text area)

A red box highlights the **Save** button in the bottom right corner of the form. A blue arrow points from the **Save** button in the bottom right corner of the form to the **Save** button in the red box.

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