Quick Start Guide

For Downloading and Activating the EVV Mobile App

PCAs will use the EVV Mobile App to clock in and out of each shift. The EVV Mobile App will need to be downloaded to a smart device. Consumers will not need to use the EVV Mobile App.

Please note, it is important that you register for an EVV account before downloading the EVV Mobile App.

1 | Step 1 - Login

Note: Make sure to follow these steps **on the smart device you will be using for EVV.**

After you have registered for an EVV account using the EVV Portal (see instructions in the "Creating an Account" Quick Start Guide), the log in screen will appear. When you see the EVV Account login page for the first time, type your email address and your new password, and then tap the **Log in** button.

If you closed your window by accident, go to:

https://ucp.hhaexchange.com/login

The first time you log in, you will see a pop-up message appear to download the EVV Mobile App (HHAeXchange+ Mobile Application). Tap on the **button** that matches the device that you are using:

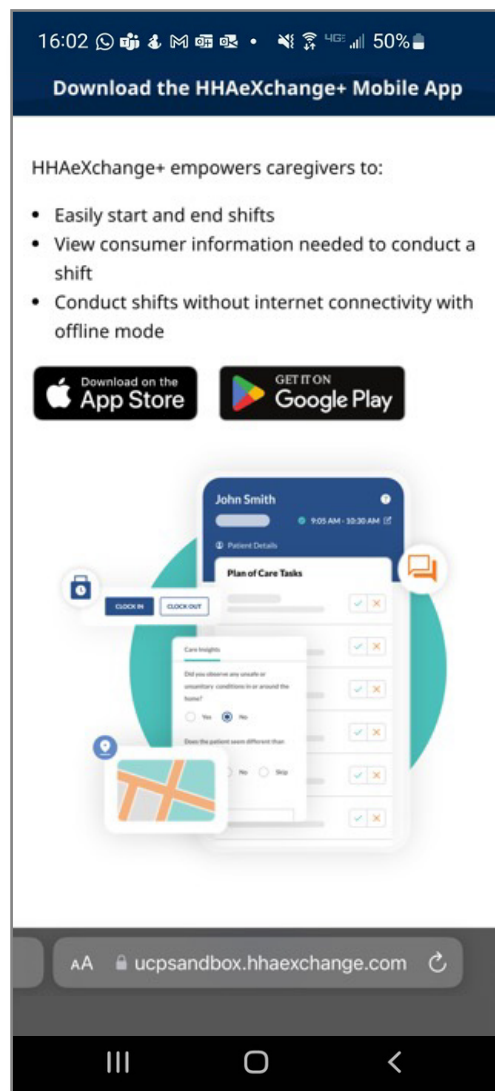If you have an Apple device, click:

If you have an Android device, click:

This version of the mobile application is not available in the main App stores so you will need to access the app using the link on this screen.
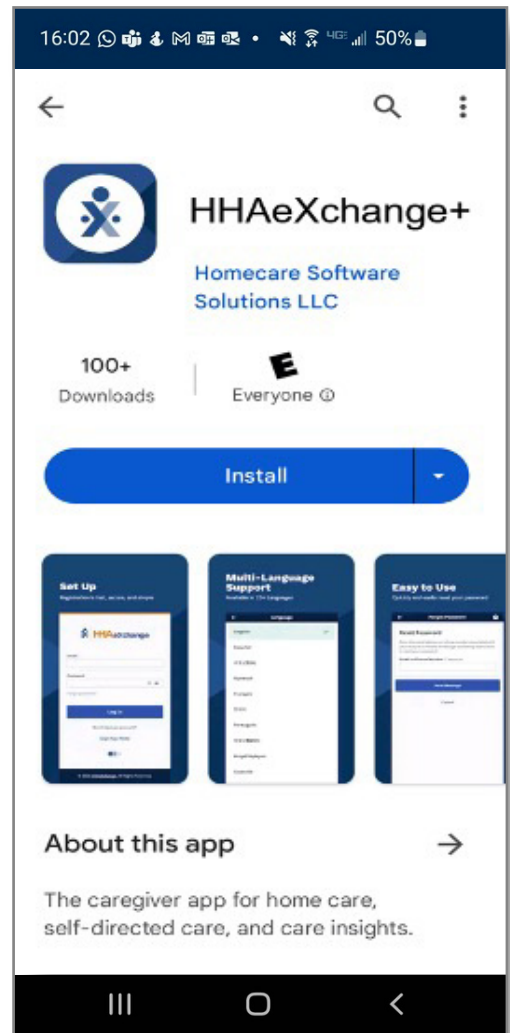
Note: If you don't see this message, or if you start using a new device, you must call Tempus FI at
📞 1-877-479-7577 for help downloading the EVV Mobile App.
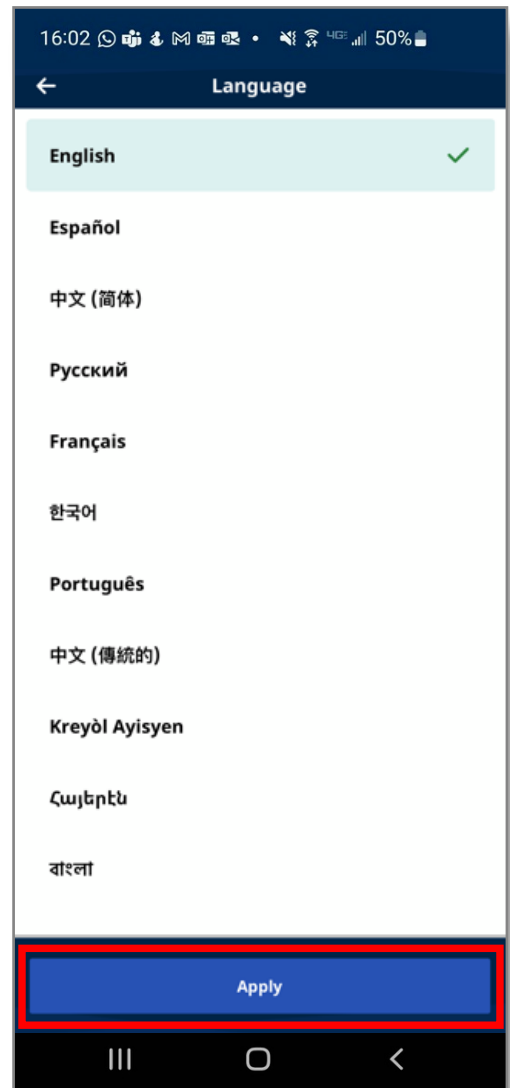
3 Step 3 - Install the App

Tap **Install** to download the EVV Mobile App.

After the download is complete, tap **Open** to open the EVV Mobile App.

4 Step 4 - Select Language

**Select** the language you would like to use, and tap **Apply**.

5 Step 5 - Select Allow Notifications

When you see the **"HHAeXchange+"
Would Like to Send You Notifications**
message, tap **Allow** to receive push
notifications from the EVV Mobile App.

Note: If you do not allow notifications,
you will not be reminded that a shift is
running in the background or other
important notifications.
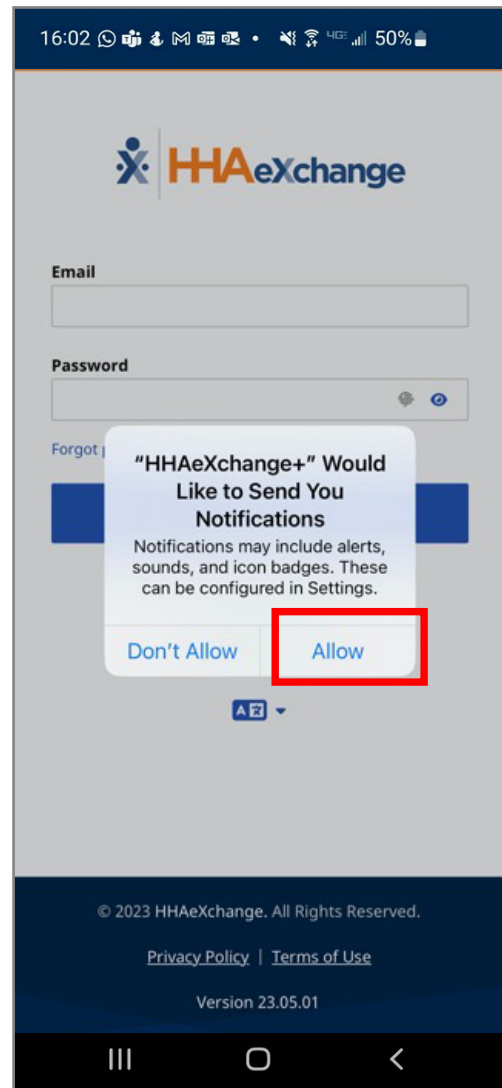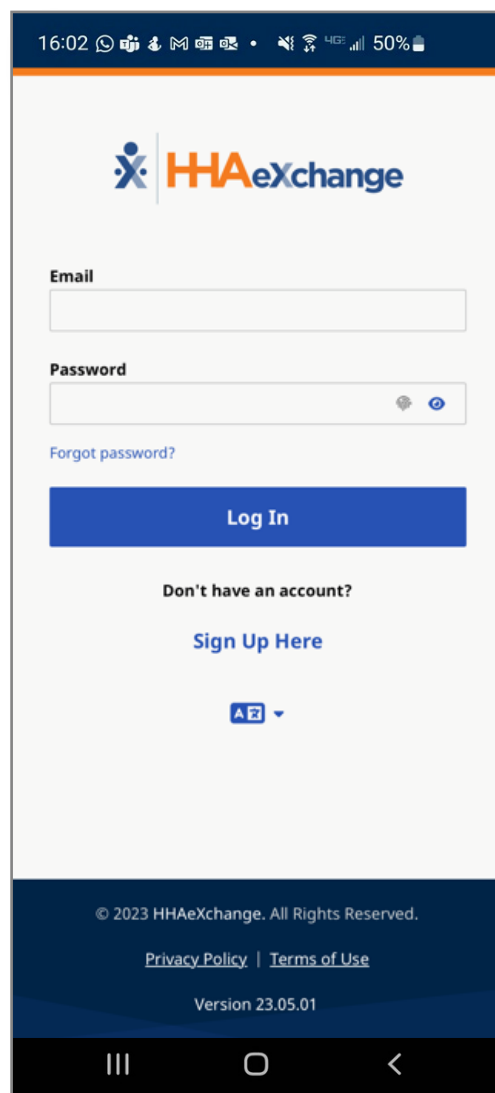
6   Step 6 - Login

The log in screen will appear.

When you see this page type your email address and your new password, and then tap the **Log in** button.

If you closed your window by accident, go to:

https://ucp.hhaexchange.com/login

Note: Make sure to follow these steps **on the smart device you will be using for EVV**.
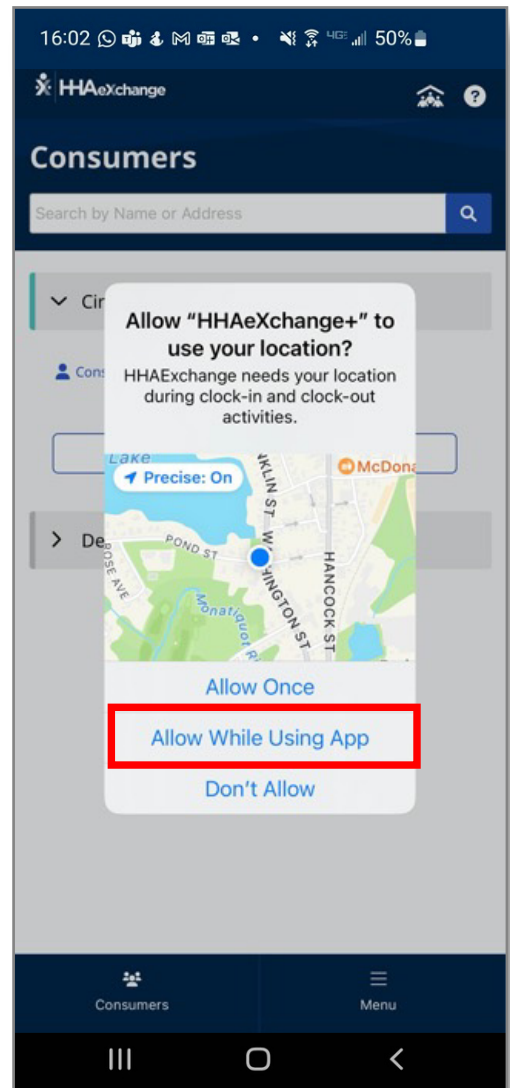
The first time that you log in, you will be asked to share your location.

To use the EVV Mobile App you MUST enable location services. Tap **Allow While Using App**.

The EVV Mobile App will not work without location services. You will not be able to start and end your shifts.

*What if you do not allow location services?*

Enable Location Services

If you do not enable location services while you are using the EVV Mobile App this error message will appear, and you will not be able to clock in or clock out.

You are required to enable location services for the EVV Mobile App. Tap **Allow While Using App**.

Location services enable the EVV Mobile App to note your service location as Home or Community.

Note: The EVV Mobile App only verifies a PCA's location at the exact moment a PCA clocks into a shift and the exact moment a PCA clocks out of a shift. Learn more at
TempusUnlimited.org/EVV-support
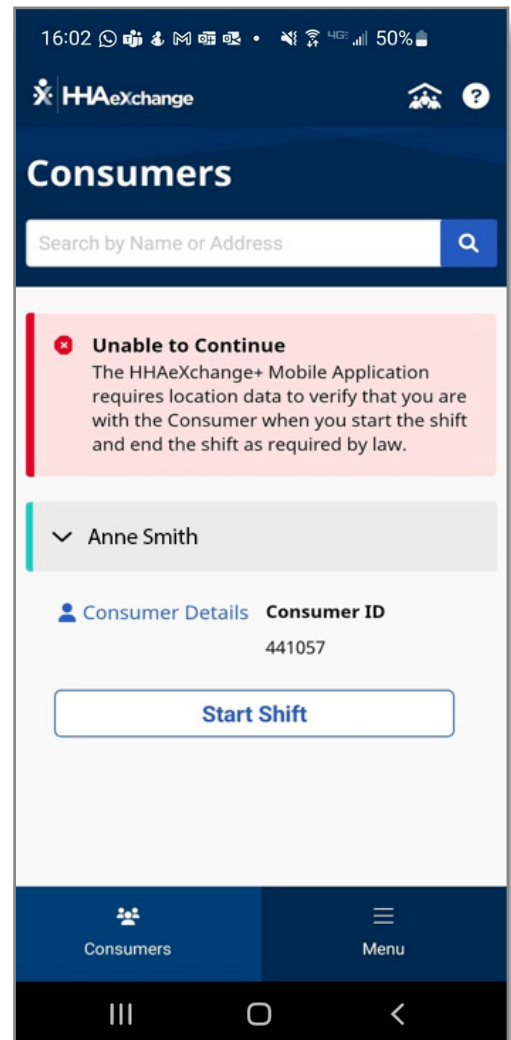
You can now access your new EVV Mobile App account and start clocking in and out of shifts.