

# 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 deny the shift.

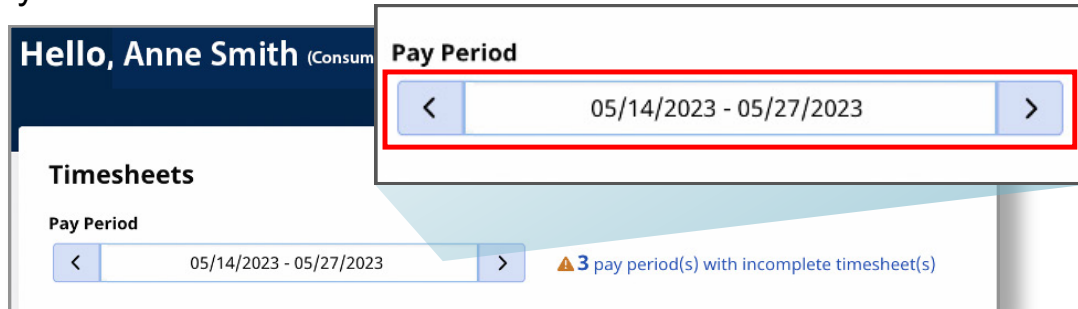
The three dots will display to allow the PCA, Surrogate or Consumer to adjust the shift. After the shift is adjusted, the Consumer will need to re-approve the shift.

After a shift has been submitted, contact Tempus FI to make any adjustments. Please note that adjusting a shift should not happen often. Consumers who make two or more adjustments per Pay Period will be offered additional skills training from their Personal Care Management (PCM) Agency.

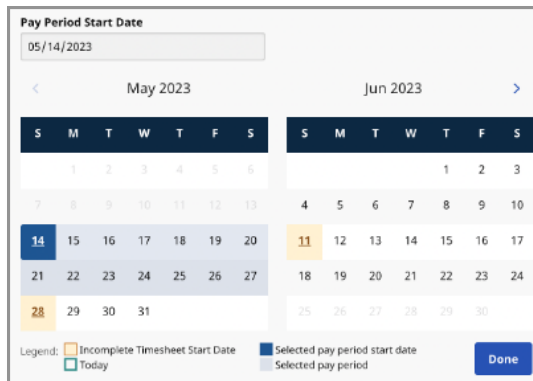
# 1 Step 1 - Find the Shift to Adjust

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.



2. When the calendar displays, select the **date** of the Pay Period you are looking for.



**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. For a faster way, click on the left or right arrows to navigate Pay Periods. Note this is limited to two Pay Periods.
5. Click the **Edit**  icon under the Action column.
6. You can then view the days within the selected Pay Period.

## 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 ...	Approve Deny ...
Wed, 06/07/2023	11:36 AM	02:51 PM		Start: Community End: Community	Approve Deny ...	Approve Deny ...
Thu, 06/08/2023						
Fri, 06/09/2023	12:00 PM	05:00 PM	PTO	regular	Approved Deny ...	Approved Deny ...
Sat, 06/10/2023	04:00 PM	11:59 PM		Start: Home End: Home	Approved Deny ...	Approved Deny ...
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 ...	Approve Deny ...
Wed, 06/07/2023	12:00 PM	09:00 PM			Approved Deny ...	Adjust Shift View Shift History
Thu, 06/08/2023						
Fri, 06/09/2023	12:00 PM	05:00 PM	PTO		Approved Deny ...	Approved Deny ...
Sat, 06/10/2023	04:00 PM	11:59 PM		Start: Home End: Home	Approved Deny ...	Approved Deny ...
Sun, 06/11/2023						
Mon, 06/12/2023						
Tue, 06/13/2023						
Wed, 06/14/2023						

# 4

## Step 4 - Select an Exception and Reason

On the **Adjust Shift** pop-up, select both an **Exception** and a **Reason for 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

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 \***  
12/14/2023

**Start Time \*** 12:30 PM      **End Time \*** 12:30 PM      **Time Zone**  
Eastern Time Zone

**Start Location \*** Select...      **End Location \*** Select...

**Consumer**  
Sarah Consumer (452287)      **PCA**  
Rachel Assistant (390011)

**Consumer Enrollment** Select...      **Service Code** Select...

**Exception \*** Select...

**Reason for Exception \*** Select...

**Comments**

Cancel Save

**Exception \***

- ✓ Select...
- Missed or incorrect check in/check out
- Other modification required
- Technology issue

**Reason for Exception \***

- ✓ Select...
- Checked in/out by accident
- Emergency
- Forgot to check in/out
- New employee
- Other

## 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.

The screenshot shows the 'Paid Time Off (PTO)' form in the EVV Portal. The 'Start Time' field is set to 05:32 AM and the 'End Time' field is set to 05:45 AM. The 'Comments' field is empty. The form includes fields for Start Date (11-20-2023), End Date (11-20-2023), Time Zone (Eastern Time Zone), Start Location (Community), End Location (Community), Consumer (Sarah Consumer (147386)), Consumer Enrollment (mass\_health - ffs), Service Code (regular), Exception (Technology issue), and Reason for Exception (Device died or turned off during visit). There is an 'Add Shift' button and 'Cancel' and 'Save' buttons at the bottom right.

## 6 Step 6 - Save Your Changes

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

The screenshot shows the 'Paid Time Off (PTO)' form in the EVV Portal, identical to the one in Step 5. The 'Save' button at the bottom right is highlighted with a red box.

**You can now adjust a shift using the EVV Portal.**