

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.

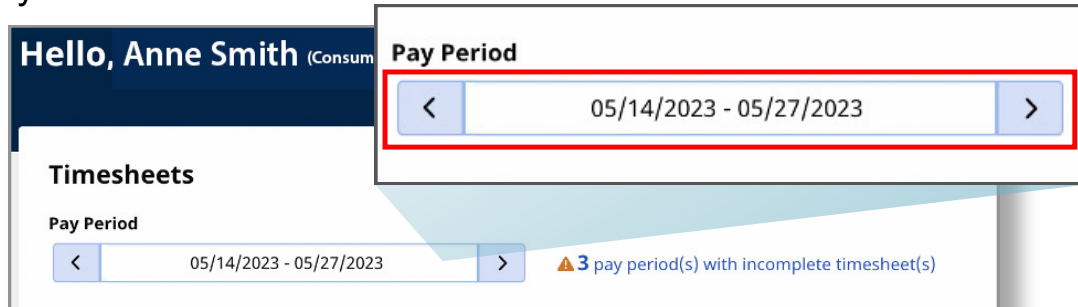
Manual shifts should not be used often. Consumers who create two or more manual shifts per Pay Period will be offered skills training from their Personal Care Management (PCM) Agency.

1

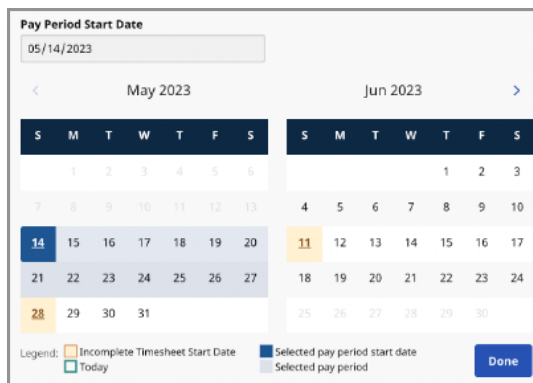
Step 1 - Find the Pay Period Where You Want to Add the Shift

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.



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.

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Step 2 - Add Shift

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

The screenshot displays a timesheet interface for John Brown (PCA# 150512). At the top, there are fields for Consumer (ID) Anne Smith (11K043), Consumer Enrollment mass_health - ffs, and Timesheet ID 11486029. The pay period is 06/04/2023 - 06/17/2023. A modal window is open, showing a dropdown menu for the shift ID (11486029) and buttons for 'Approve All Shifts' and 'Add Shift'. The 'Add Shift' button is highlighted with a red box. The background shows a table of shifts with columns for Date, Start Time, End Time, PTO, Location, Shift Status, and Action.

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

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Step 3 - Fill Out Required Fields

Fill out all of the required fields on the **Add Shift** pop-up window.

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 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

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

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.

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

Exception * Technology issue

Home Home

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

Consumer Enrollment mass_health - ffs **Service Code *** regular

Comments

Limit to 500 characters.

Cancel Save

6 Step 6 - Select the Reason

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

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

Reason for Exception * Device not working properly

Consumer Enrollment mass_health - ffs **Service Code *** regular

Comments

Limit to 500 characters.

Cancel Save

7 Step 7 - Start and End Time

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

You can type the **time** 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 note at the top states, "All fields marked with an asterisk (*) are required." The form contains the following fields:

- 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 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.

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Step 8 - 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**.

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)

Limit to 500 characters.

Cancel Save

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

9

Step 9 - 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

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Step 10 - 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.