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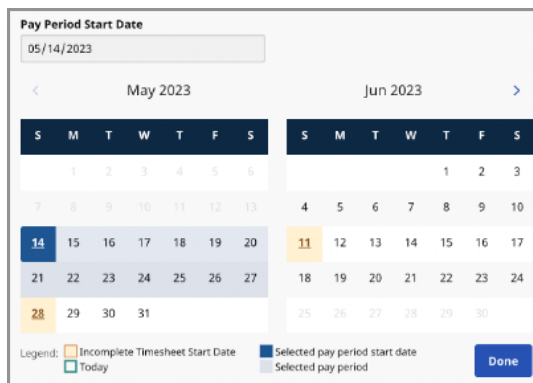
The timesheet page display starts on the current Pay Period. If you need to see a different period, you can find the timesheet that you want by following the instructions below:

1. Click on the **dates** in the Pay Period box to see a calendar and find the period you want.
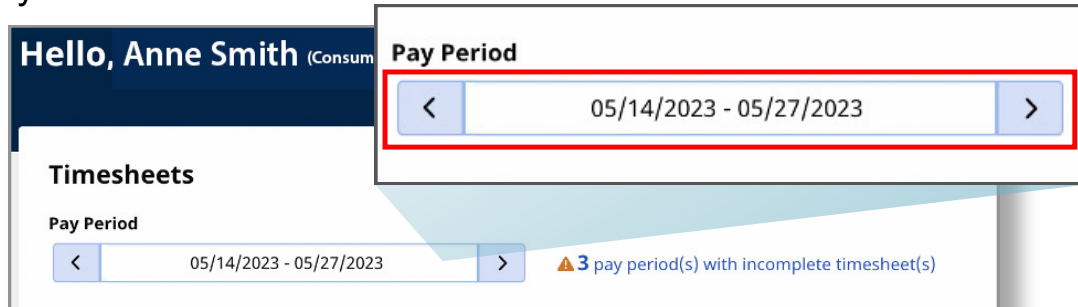
2. When the calendar displays, select the **date** of the Pay Period you are looking for.

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 - Add Shift

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

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**

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)? | **Date** *
No | 06/13/2023

Exception *
Technology issue ▾

Reason | **Date** *
Device | 06/13/2023

Start Ti
12:15

Start Location * | **End Location** *
Home ▾ | Home ▾

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

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

Comments

Limit to 500 characters.

Cancel **Save**

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 ✕

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**

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 *   **End Time** *   **Time Zone**
12:15 PM 🕐   07:45 PM 🕐   Eastern Time Zone ▾

Star
Ho   ▾

Con
Anne Smith (944)   John Brown (150512)

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

Comments

Limit to 500 characters.

Cancel   **Save**

Reason for Exception *
Device not working properly

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.

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 * | **End Time** * | **Time Zone**
12:15 PM 🕐 | 07:45 PM 🕐 | Eastern Time Zone ▾

Start Location * | **End Location** *
▾

Start Time * | **End Time** *
12:15 PM 🕐 | 07:45 PM 🕐

▾

Comments

Limit to 500 characters.

Cancel **Save**

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 *   **End Time** *   **Time Zone**
12:15 PM 🕐   07:45 PM 🕐   Eastern Time Zone ▼

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

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

Start Location *
Home ▼

End Location *
Home

Limit to 500 characters.

Cancel **Save**

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).

Add Shift   ✕

All fields marked with an asterisk (*) are required.

📅 Paid Time Off (PTO)?   **Date** *

[No]   06/13/2023

Exception *

Technology issue   ▼

Reason for Exception *

Device not working properly   ▼

Start Time *   **End Time** *   **Time Zone**

12:15 PM   🕐   07:45 PM   🕐   Eastern Time Zone   ▼

Comments

[   ]   **End Location** *

                                                Home   ▼

Limit to 500 characters.   **PCA**

                                                John Brown (150512)

                                                Service Code *

                                                regular   ▼

Comments

[   ]

Limit to 500 characters.

                                    Cancel   **Save**

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

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

▾

Comments

Limit to 500 characters.

Cancel **Save**

Cancel **Save**

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