

Quick Start Guide

Downloading and Activating the EVV Mobile App

PCAs must download the new version of the app. Follow these steps for downloading, setting up and activating the new version.

NOTE: Depending on the type of device, the steps may not appear in the same sequence.

1 Step 1 - Download the EVV App

The first time you log in, PCAs will see this screen asking you 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:

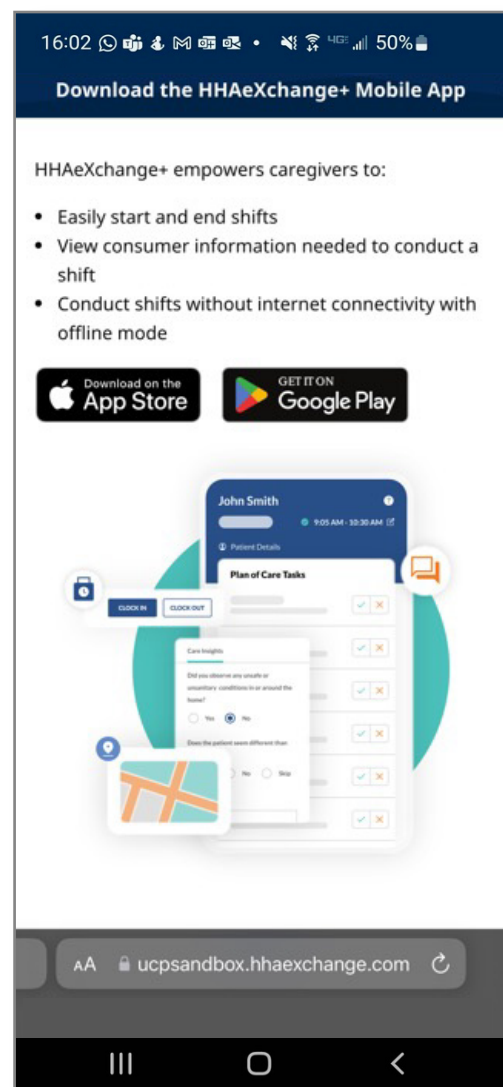


If you have an Android device, click:



Do not download the app until you have seen this screen.

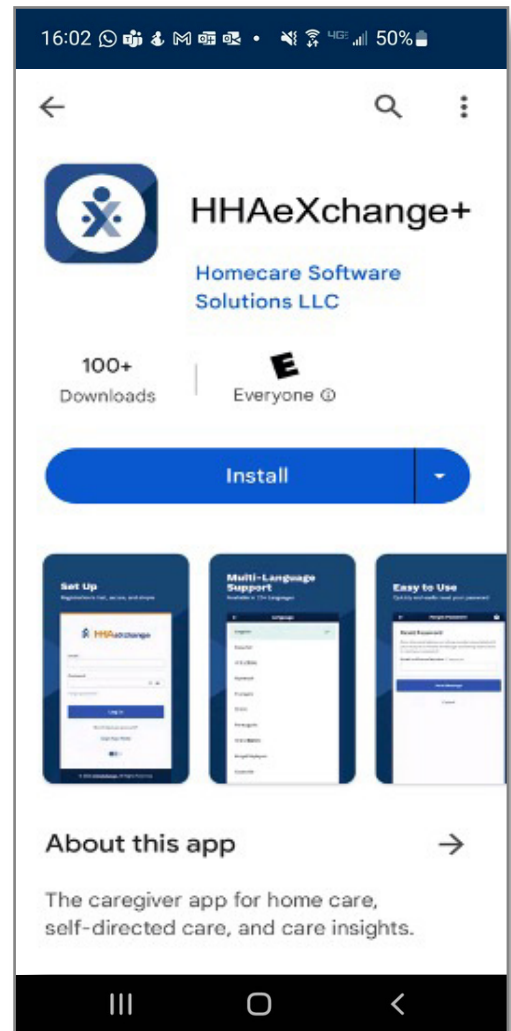
Note: If you don't see this message, or if you start using a new device, you must call Tempus FI at
☎ 1-877-479-7577 for help
downloading the EVV Mobile App.



2 Step 2 - Install the App

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

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



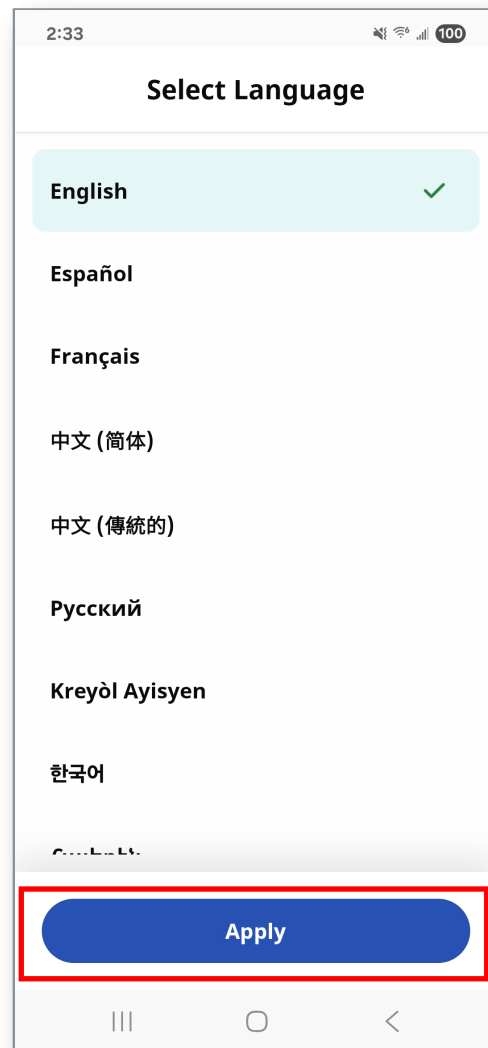
3

Step 3 - Select Language

Once you download and open the app you will be prompted to select a language.

Tap on the language of your choice, then tap **Apply**.

Note: Apple users will first be asked to allow notifications. If this pops up click **“Allow”**.



4

Step 4 - Log In with Email and Password

This will open the **login** screen.
Type your email and password.
Then tap the **Log In** button.

2:33 100

exchange.com

HHAexchange

Email

Password

[Forgot password?](#)

Log In

Don't have an account?

[Sign Up Here](#)

[Español](#) | [中文](#) | [AR](#)

[Privacy policy](#) | [Terms of use](#) | [System status](#) ✓

Mobile App 25.09.03-250904-UMA_CSAND
Chrome 141.0.0.0 10/01/2025 02:33 PM EDT

5

Step 5 - Activation Code

The **Activation Code**

Screen will appear.

A. Get Activation Code from your email.

B. Enter it in the App.

1:46 5Guc 83

← Onboarding ?

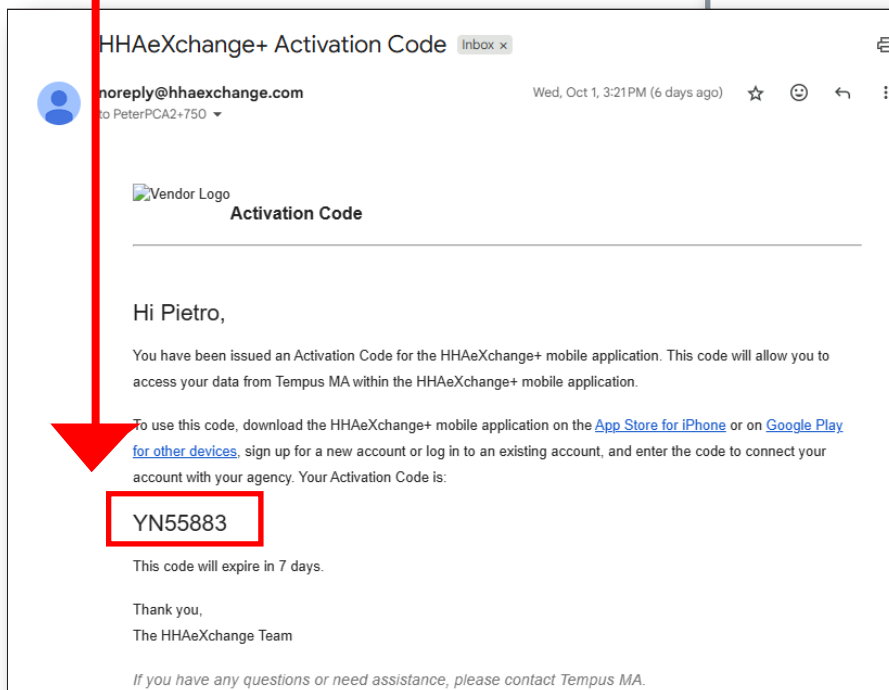
HHAeXchange

Connect Your Account

Enter the Activation code provided by HHAeXchange via email or text message to connect your account. Please contact your Provider or Employer if you do not have an Activation code.

Activation Code

Submit Code



C. Then tap the **Submit Code** button.

6

Step 6 - Complete Registration

The Complete Registration screen will appear.

First name and last name will be auto-filled.

A. Enter the last 4 digits of your **SSN and DOB**.

2:46 90

← Complete Registration ?

required.

First Name *

Pietro

Last Name *

Pca

Last 4 Digits of SSN *

Date of Birth *

mm/dd/yyyy

Continue

2:46 90

← Complete Registration ?

Tempus MA

Tempus MA

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

First Name *

Pietro

Last Name *

Pca

Last 4 Digits of SSN *

Date of Birth *

mm/dd/yyyy

B. Scroll down to find the **Continue** button.

C. Then tap the **Continue** button.

7

Step 7 - Optional- Setup Biometric

This will open the **Biometric Authentication** screen.

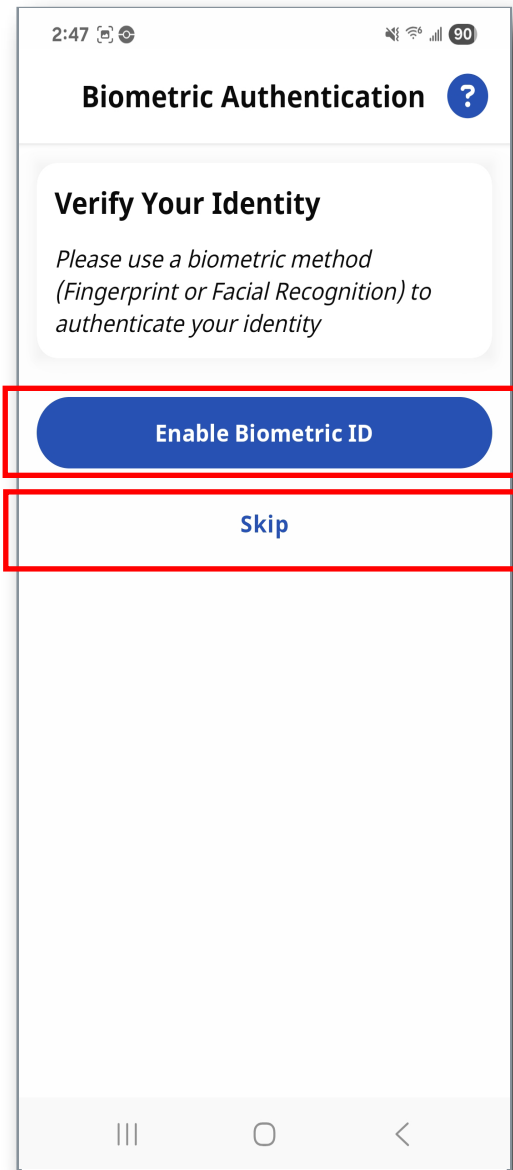
THIS STEP IS OPTIONAL.

If you choose not to set up biometrics then tap **Skip**.

If you choose to set up biometrics, tap the **Enable Biometrics ID** button and follow the prompts.

Setting up biometrics will allow you to log in to the app by scanning your fingerprint or facial recognition.

Note: This is only an option if your device supports it.



8

Step 8 - Create Offline PIN

Next you will see the
Offline PIN screen.

Create a **6-digit PIN** that
YOU WILL REMEMBER.

Then tap **Save**.

Note: You will need this PIN to
log into the app when no internet
connection is available.

2:47 90

← Offline PIN ?

Set Your Offline PIN

Enter a Personal Identification Number (PIN) below that can be used to log in when offline. Make sure to choose a PIN that you will remember and protect it like a password.

Offline PIN

○ ○ ○ ○ ○ ○

Save

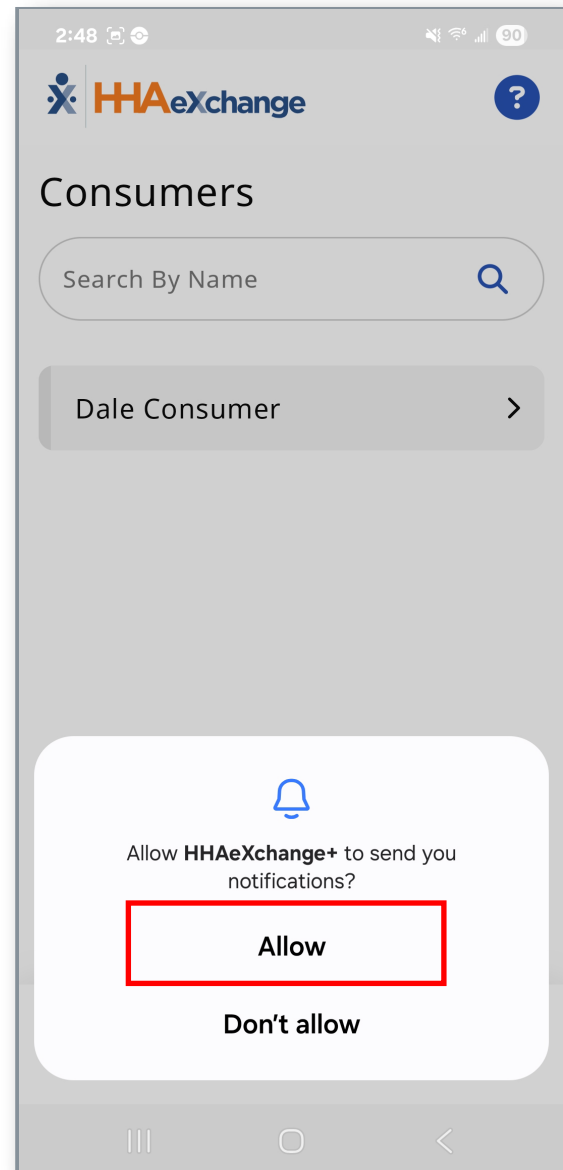
9

Step 9 - Allow Notifications

Next, if you are using an **Android** device the **Allow HHAeXchange+ to send you notifications** popup will appear.

Tap **Allow**.

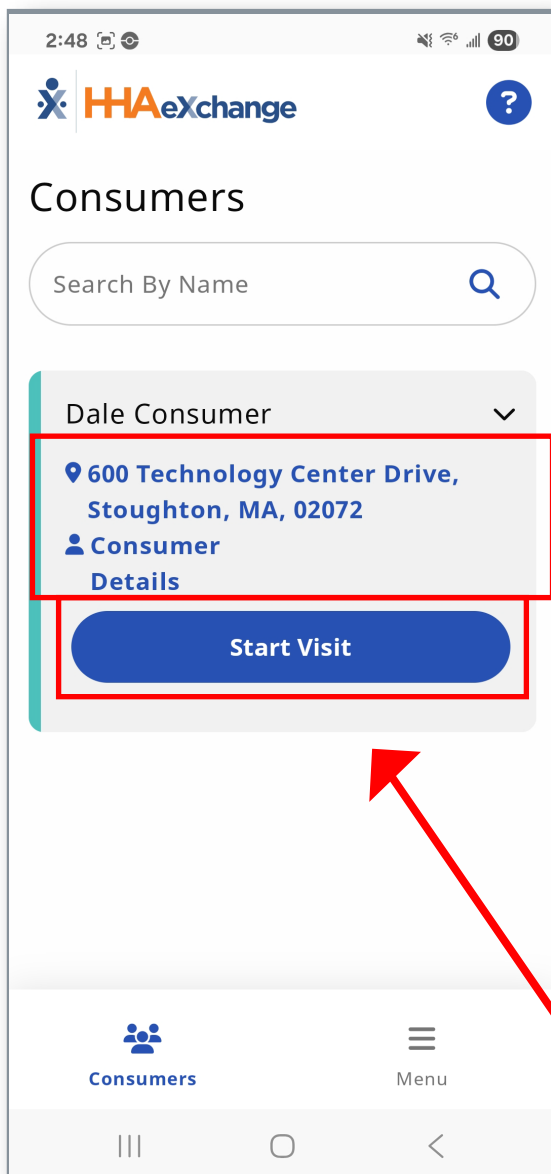
Note: If you are using an **Apple** device, the "Allow notifications" pop-up will be your first step of the app set up process. It will appear before the language selection screen.



10 Step 10 - Start Visit

Next, the **Consumers** screen will appear.

Tap the **Consumer's name**.



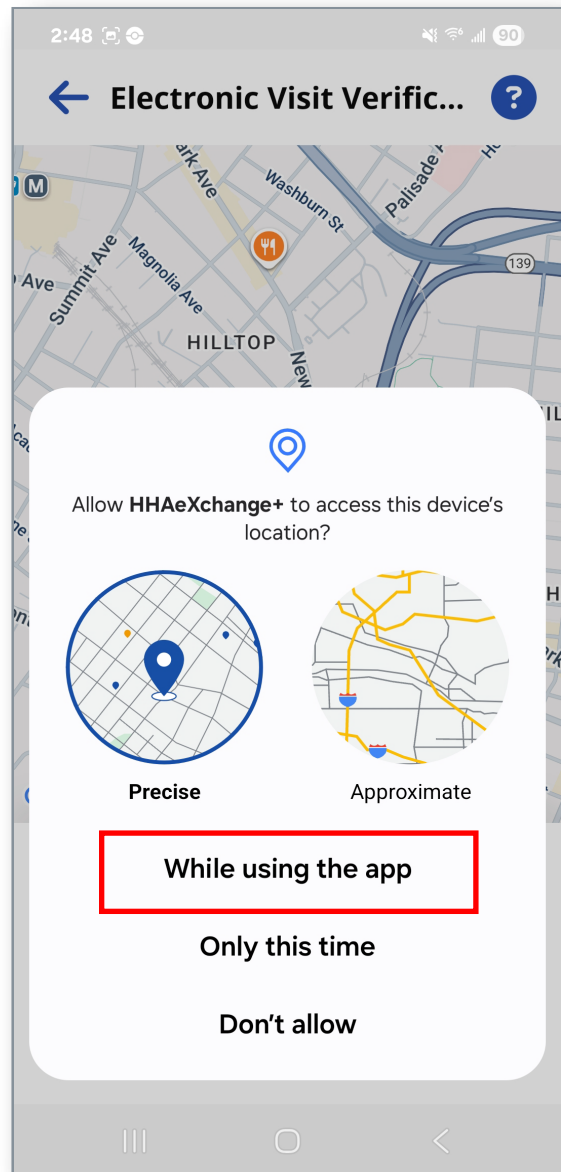
This action will result in revealing the Consumer's details and the **Start Visit** button.

Tap the **Start Visit** button.

11 Step 11 - Allow Location Services

Next the **Allow Location Services** popup will appear.

Tap **“While using the app.”**



12 Step 12 - Map Screen: Start or Cancel Visit

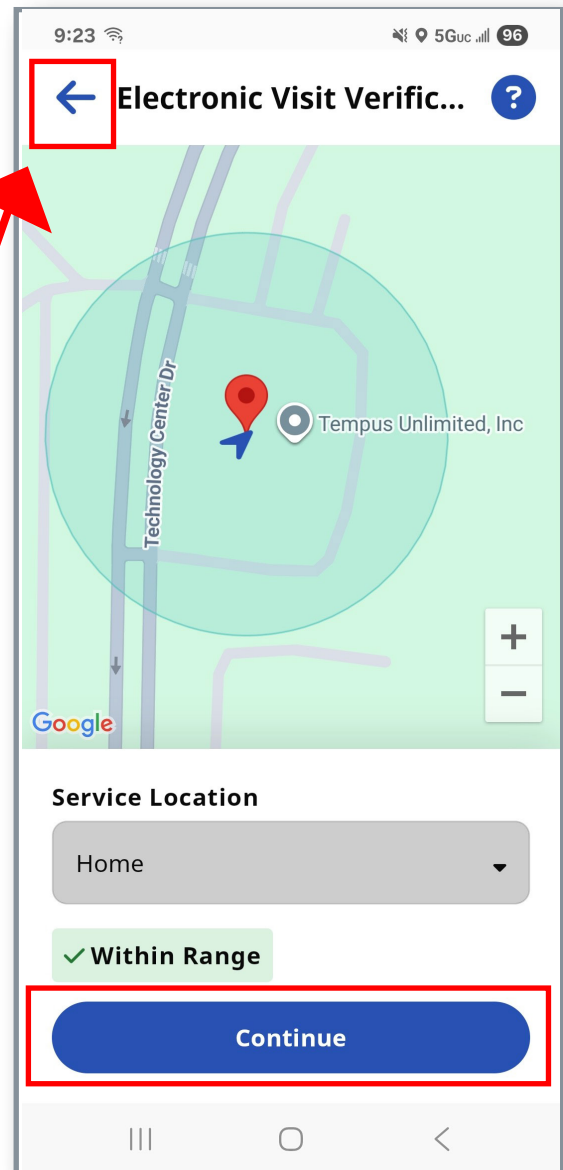
This will open the **Map** screen.

The map shows your location in relation to your Consumer's registered Home location.

To start a visit now tap the Continue button.

To cancel start of visit tap the **back arrow** in the top left corner of the screen.

After this step you will see the Consumers screen and the App is now set up and ready for use.



Note:

Consumer's Home location = Red pin

Radius for "Home" = Circle around Consumer's Home

PCA's location = Blue arrow

Service Location designation = "Home" or "Community"