

Quick Start Guide

Logging into the EVV Mobile App

There are a few different ways to log in to the EVV App depending on whether you are connected to the internet or offline. Follow the steps below to choose the login method according to your internet access and preference.

Status: **Online**

1a Option 1a - Log In with Email and Password

*If Biometrics are **not** enabled:*

Open the app and the **login** screen will appear.

Type your email and password.
Then tap the **Log In** button.

2:33 [signal icons] 100

X [dropdown] hhaexchange.com [share icon] [menu icon]

HHAExchange

Email

Password

[eye icon]

[Forgot password?](#)

Log In

Don't have an account?

[Sign Up Here](#)

[Español](#) | [中文](#) | [\[flag icon\]](#) [dropdown]

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

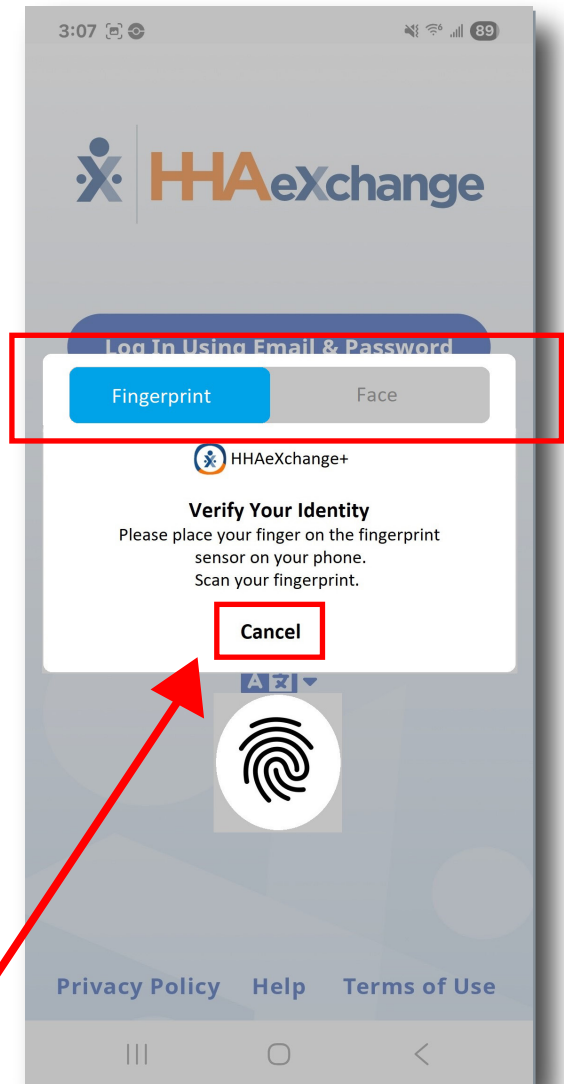
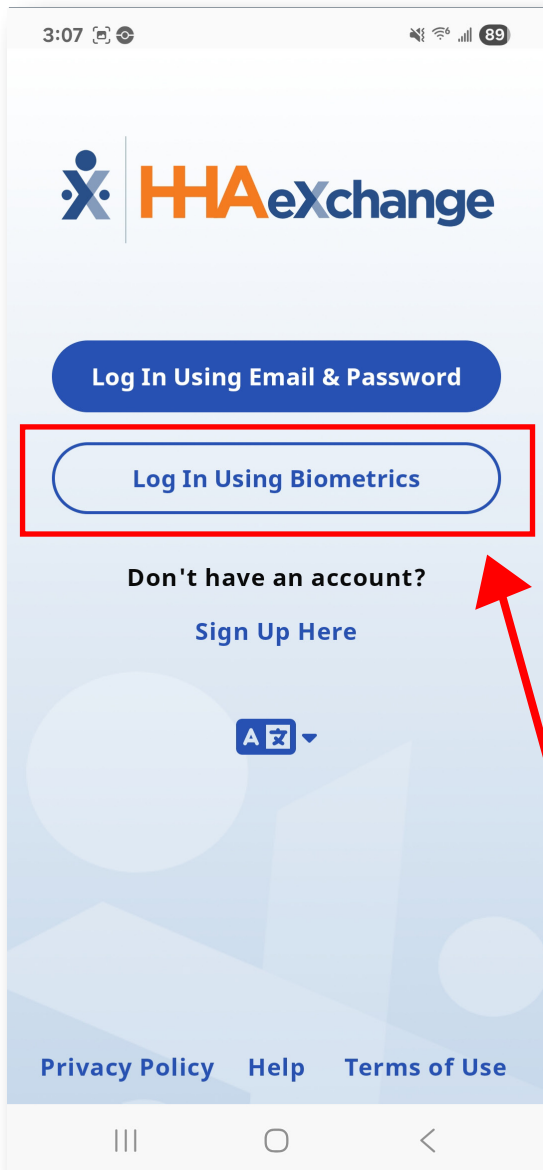
Mobile App 25.09.03-250904-UMA_CSAND
Chrome 141.0.0.0 10/01/2025 02:33 PM EDT

[home icon] [circle icon] [back icon]

1b Option 1b - Log In with Biometrics

If Biometrics are enabled:

Open the app and the **Verify your Identity** popup will appear. If you have both fingerprint and Face ID setup you can choose your preferred biometric option to login by scanning your fingerprint or face accordingly.



If you would like to log In Using Email and Password instead of biometrics tap on **“Cancel”** on the biometrics popup.

The screen on the left will appear where you can choose to either Log in Using Email & Password or biometrics. If you choose to log in with biometrics tap on the **“Log In Using Biometrics”** button.

Status: Offline

2a Option 2a - Log In with Offline PIN

If Biometrics are not enabled:

When you are offline, meaning there is no internet connection, the app will automatically open the **Offline PIN** screen.

Enter your 6-digit offline PIN.

Then tap the **“Log In”** button.

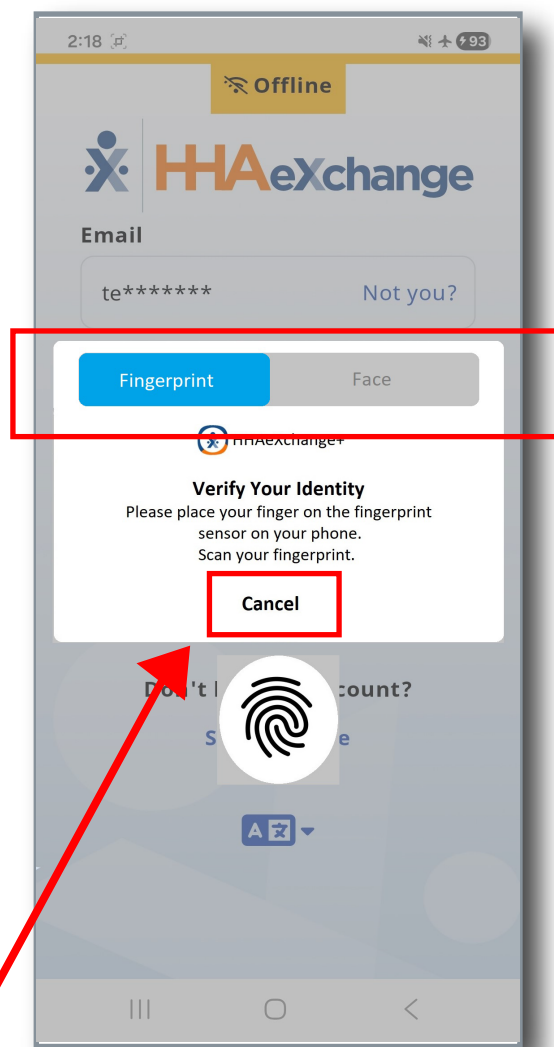
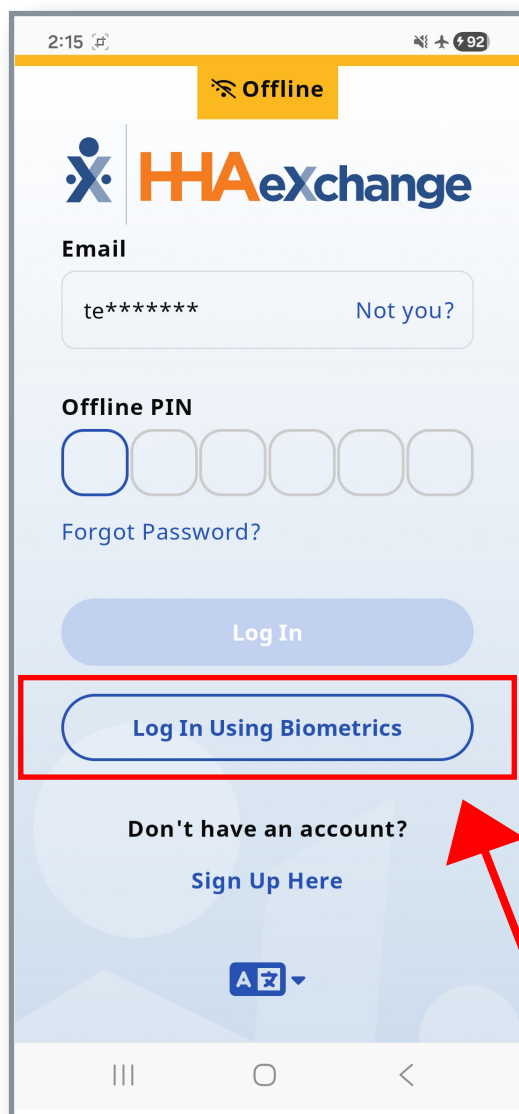
Note: If you forget your PIN, you must be connected to the internet to reset it. This shift will need to be entered manually until you can reset your PIN.

The screenshot shows the HHAexchange app interface in offline mode. At the top, a yellow banner displays the 'Offline' status. Below this is the app's logo and a header section. The main form area includes an 'Email' field with the text 'te*****' and a 'Not you?' link. Below the email field is the 'Offline PIN' section, which features six empty circular input boxes and a 'Forgot Password?' link. A large blue 'Log In' button is positioned below the PIN section. At the bottom of the screen, there is a 'Don't have an account?' section with a 'Sign Up Here' link and a small icon of a person with a checkmark. The bottom of the screen shows the standard Android navigation bar.

2b Option 2b - Log In with Biometrics

If Biometrics are enabled:

The **Verify your Identity** popup will appear. If you have both fingerprint and Face ID setup you can choose your preferred biometric option to login by scanning your fingerprint or face accordingly.



If you would like to log in using your offline PIN instead of biometrics tap on **“Cancel”** on the biometrics popup.

The screen on the left will appear. It will give you options to choose to log in using your Offline PIN or biometrics. You can enter your PIN or choose to log in with biometrics by tapping on the **“Log In Using Biometrics”** button.