



Mobile Application Instructions

To complete a successful Clock In, you will need to install the Application:

- **AuthentiCare Worker ID** _____
- **AuthentiCare Client ID** _____

Instructions to install the AuthentiCare 2.0 Mobile Application to your Mobile Device

1. From your mobile phone, locate the “AuthentiCare 2.0 Mobile Application” from the Google Play Store for Android or the Apple Store for iOS (iPhone) and then click on **Install**. Tap on the AuthentiCare 2.0 Icon to open the Mobile Application.
2. You will need to
 - a. Tap ALLOW for the application to make and manage phone calls.
 - b. Tap ALLOW for the application to access the mobile device’s location.These terms and conditions must be accepted prior to the application opening on the mobile device.

3. The first screen requires you to enter a Setup Code. The Setup Code will designate in which environment you will be working (Live/Production or Test/Training). Enter the Setup Code and tap **Submit**.

Production Setup Code = _____. Training Setup Code = _____

Important Note: By entering the Setup Code and tapping **Submit**, the user agrees to the End User License Agreement. The End User License can be viewed by tapping on **View End User License Agreement** before tapping **Submit**. To change the Setup Code, click on **Settings > Reset and Change Setup Code**, to enter in the appropriate code either Production or Training.

4. After entering and submitting the Setup Code, you will be directed to the Login Screen. Tap on **Settings** then **See Device Identifier** to get the Device ID.

Important Note: Copy the Device ID. You will need to provide this number to your provider agency/FMSA AuthentiCare Administrator. Your provider agency/FMSA will need this Device ID to enter on your **Worker Entity Settings** page in AuthentiCare.

5. Before you can Login, you will need to obtain and confirm the following from your provider agency/FMSA:
 - a. Obtain your **AuthentiCare Worker ID** and mobile password.
 - b. Confirm that your provider agency/FMSA has **Mobile-Enabled** selected for you.
 - c. Confirm that your provider agency/FMSA has entered your Device ID on your Worker Entity Settings page in AuthentiCare.
6. If Step 5 is complete, enter your Worker ID and password. Tap **Sign In**.

To complete a successful Check In/Out you will need:

- **AuthentiCare Worker ID** _____
- **AuthentiCare Client ID** _____

Instructions for an AuthentiCare Mobile Application Check In/Check Out

1. You are now at the service location for a scheduled visit:
 - If your provider agency/FMSA has scheduled events in AuthentiCare, you will see a Client listed for each scheduled EVV visit for that day. Tap the Client for the EVV visit you are scheduled to complete.
 - Tap the <CLIENT NAME>. Verify the Client’s address and location to be served. Tap **Service Location** and select the service location. Tap **Submit Check-In**.

Otherwise, tap **New Clock In** or **Don’t See Your Scheduled Appointment**. GPS Services will search for Clients in your area.

- If the Client is found based on your location:
 - Tap the <CLIENT NAME>. Verify the Client’s address and location to be served. Tap **Services** and select the service (authorized service[s] will appear at the top with the word “Authorized” next to it). Tap **Service Location** and select the service location. Tap **Submit Check-In**.
- If the Client is NOT found based on your location:
 - A message will appear that “No Clients are found.” Tap **Lookup Client**. Enter the last name of the Client or their AuthentiCare Client ID that you are there to serve and tap **Lookup**.
 - Select the Client. Tap **Services** and select the service. Tap **Service Location** and select the service location. Tap **Submit Check-In**.

2. The “Clock in Success” screen displays. Tap **Done**.
3. You can now perform the service. Once done, go back to the application and log back in.
4. On the Main Menu, you will see the Client listed with a status of **In Progress – Pending Clock Out**. Tap the Client to complete the clock out process. The Clock Out screen is now displayed.
 - If only EVV services were delivered, tap **Submit Check-Out**.

The “Clock Out Success” screen displays. Tap **Done**.

Important Note: If your mobile device loses connection to Wi-Fi or cellular connection, the mobile application screen banner turns red and displays “No Data Connection.” EVV visits can still be completed, but will be in a “Queued Status.” Once your mobile device regains Wi-Fi or cellular connection, the red screen banner and message will disappear. Then the EVV visit data in a queued status will be automatically transmitted.