

CELLTRAK DOWNLOAD & REGISTRATION

The federal 21st Century CURES Act signed into law on December 13, 2016 requires states to implement Electronic Visit Verification (EVV). CellTrak is a mobile application used to meet EVV requirements. The app records both the duration and location worked by an attendant at the time of service.

Only attendants need to download the app and register. EORs sign and approve time directly on the attendant's mobile phone. The app is available both for Android and iPhone devices.

Attendants must register their mobile device before using CellTrak.

This guide is about downloading and registering the CellTrak app to your mobile device. Logging and approving time is in a different guide at <https://www.consumerdirectva.com/training-materials/>.

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Downloading CellTrak: iOS/iPhone

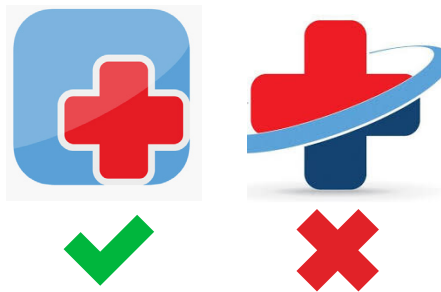
- 1 On your mobile device, tap the App Store icon.



- 2 **Search for "CellTrak"** by tapping the Search icon (2A) and then entering "CellTrak" (2B). (Figures 1 & 2)

- 3 **Download CellTrak** by tapping the download icon (Figure 3).

Note: If you see both CellTrak and CellTrak 1.7, do NOT download CellTrak 1.7.



- 4 **Open CellTrak and tap "Allow"** to give CellTrak the permissions it needs to work on your phone. (Figure 4)

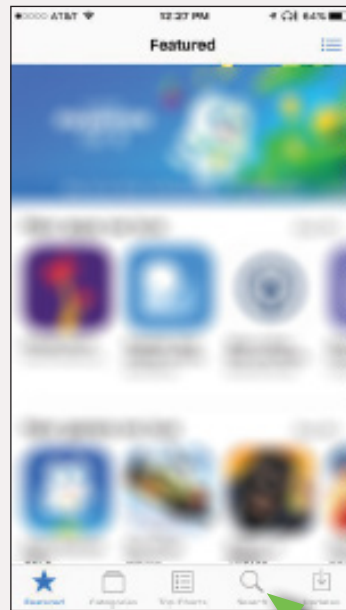


Figure 1: Search Icon

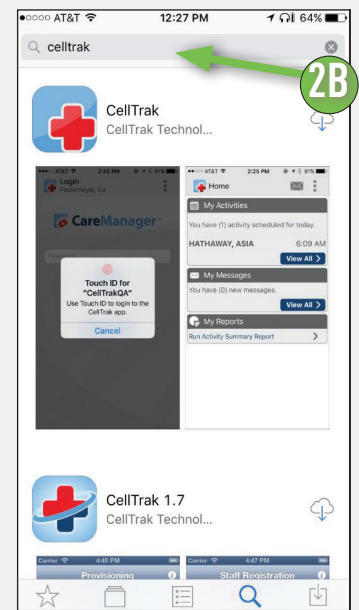


Figure 2: Search Bar

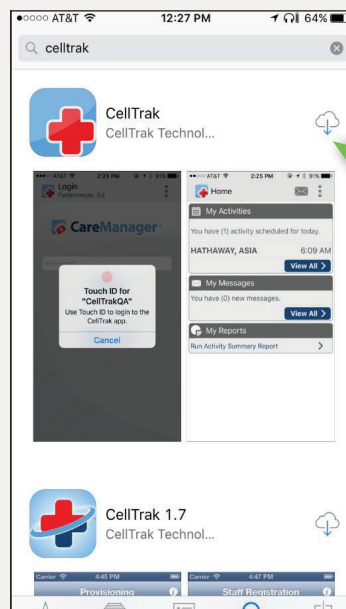


Figure 3: Download Icon

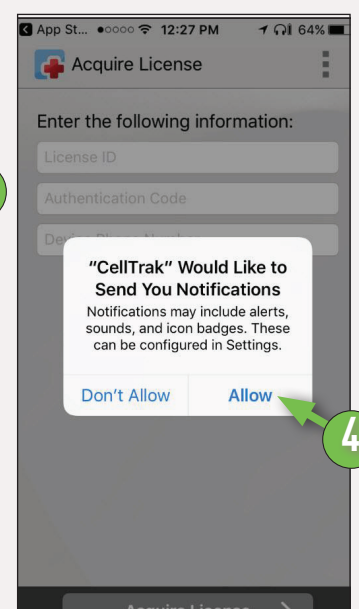



Figure 4: Accepting Permissions

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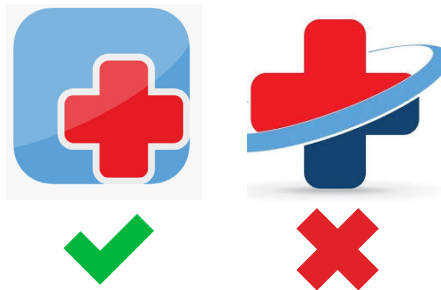
Downloading CellTrak: Android

1 On your mobile device, tap the Google Playstore icon. 

2 In the Search Bar, type in "CellTrak." (Figure 5).

3 Tap the CellTrak application to select it. Then tap "Install." (Figures 6 & 7).

Note: If you see both CellTrak and CellTrak 1.7, do NOT download CellTrak 1.7.



4 Open CellTrak and tap allow to grant permissions. These give CellTrak the permissions it needs to work on your phone. (Figure 8).

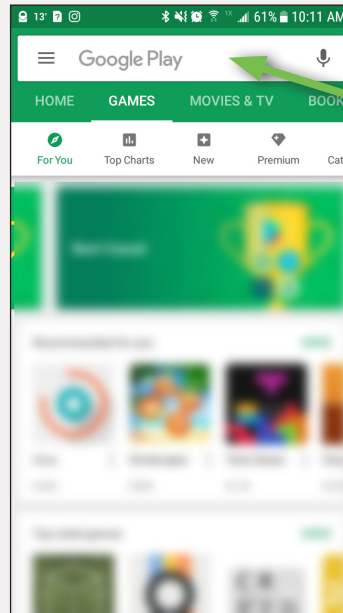


Figure 5: Search Bar

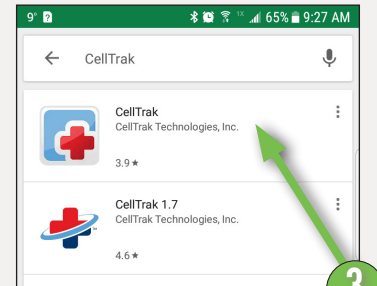


Figure 6: App Selection

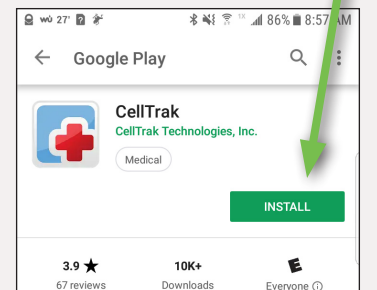


Figure 7: Install Button

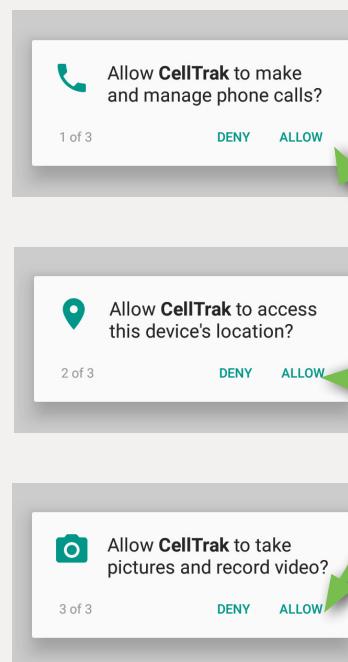


Figure 8: App Permissions

Registration, next page

Registering CellTrak

The next step is to register your mobile device with CellTrak. Only one mobile device can be registered per user. If you do not have CellTrak open already, please do so now.

5 After opening CellTrak for the first time, you'll need to enter:

- a License ID
Use: 200458
- an Authentication code
Use: 740083
- your phone number

(Figures 9 & 10).

6 Tap "Acquire License"

This will move you to the next stage of registration.

7 Next, enter your last name and your User ID.

Your user ID is "CDVA-E-" plus your Consumer Direct ID (e.g CDVA-E-3001234). Your ID was provided on the 'Okay to Work' letter from CDCN. (Figures 11 & 12).

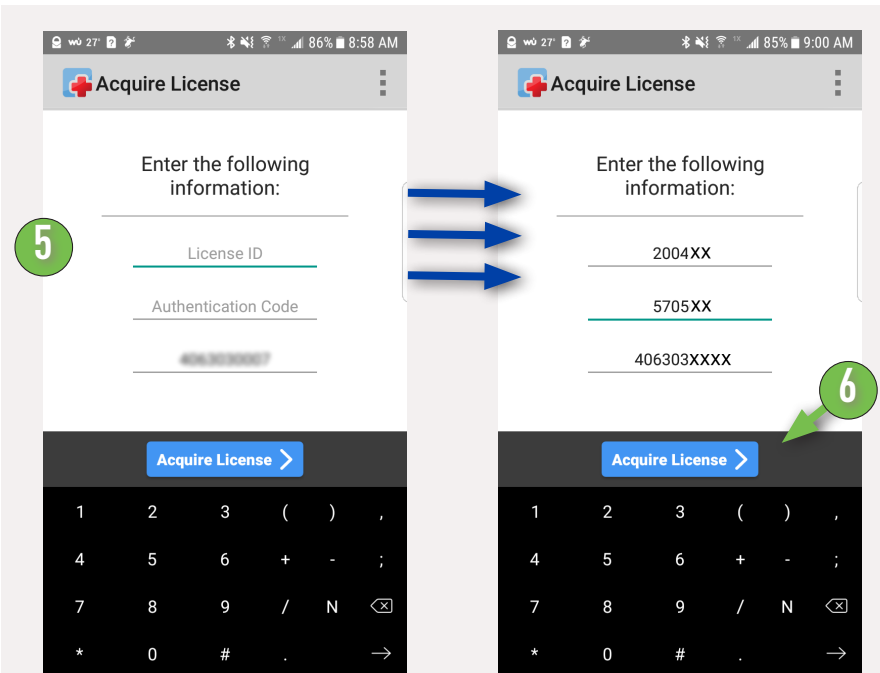


Figure 9 shows the 'Acquire License' screen with fields for License ID, Authentication Code, and a phone number field. Figure 10 shows the same screen with the fields filled: License ID is 2004XX, Authentication Code is 5705XX, and the phone number is 406303XXXX. Blue arrows indicate the flow from Figure 9 to Figure 10. A green circle with the number 5 is next to Figure 9, and a green circle with the number 6 is next to Figure 10.

Figure 9: Enter Codes

Figure 10: Codes Filled

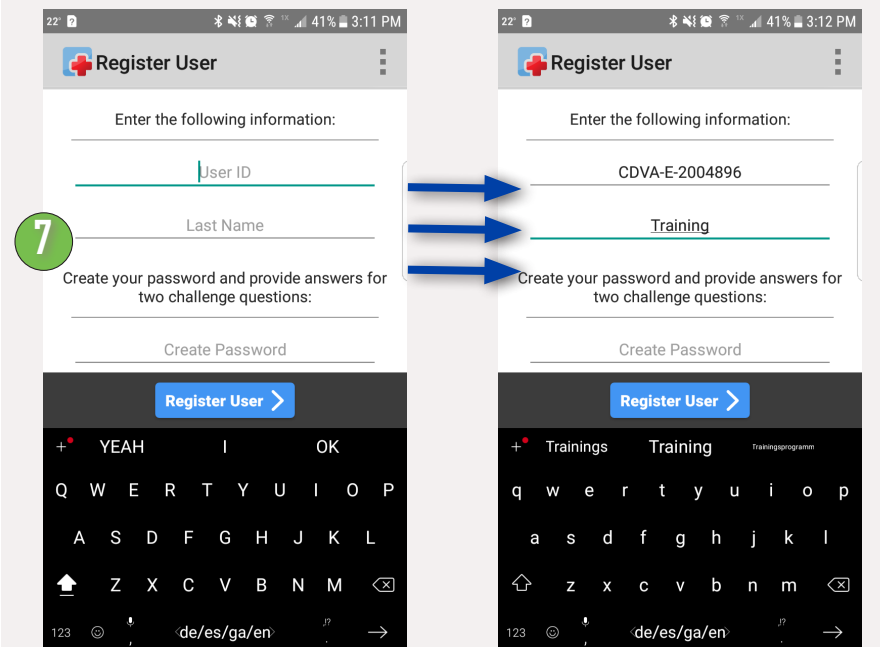


Figure 11 shows the 'Register User' screen with fields for User ID, Last Name, and a password field. Figure 12 shows the same screen with the fields filled: User ID is CDVA-E-2004896, Last Name is Training, and the password field is empty. Blue arrows indicate the flow from Figure 11 to Figure 12. A green circle with the number 7 is next to Figure 11.

Figure 11: User ID & Last Name

Figure 12: Fields Filled

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Registering CellTrak, cont.

8 Then **pick a password**. Enter it once to create it and then again to verify it. (Figures 13 & 14).

Your password must be 6 characters long and does not have any special requirements.

9 The last step is to **answer two security questions**. This will move you to the next stage of registration. (Figures 15 & 16).

10 **Tap the Register User button to finish the registration process** (Figure 16).

Once you have completed all the necessary information, tap the "Create" button to finish registration.

That's it! You should now be registered to use CellTrak.

Recording and approving shifts is in a separate guide.

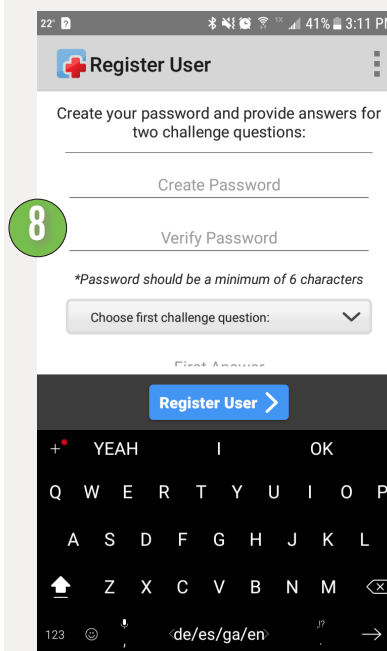


Figure 13 shows the 'Register User' screen. It prompts the user to 'Create your password and provide answers for two challenge questions:'. There are fields for 'Create Password' and 'Verify Password'. A note states '*Password should be a minimum of 6 characters'. Below the password fields is a dropdown for 'Choose first challenge question:'. A blue arrow points from the 'Register User' button to the next screen.

Figure 13: Enter password twice.

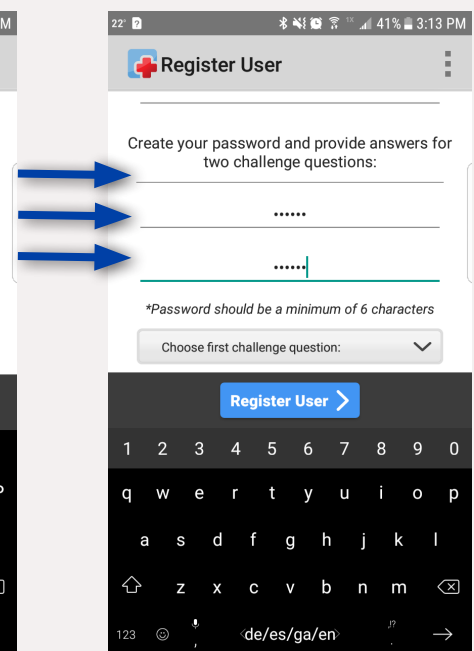


Figure 14 shows the 'Register User' screen with the password fields filled with dots. The 'Verify Password' field also has dots. A blue arrow points from the 'Register User' button to the next screen.

Figure 14: Password entered.

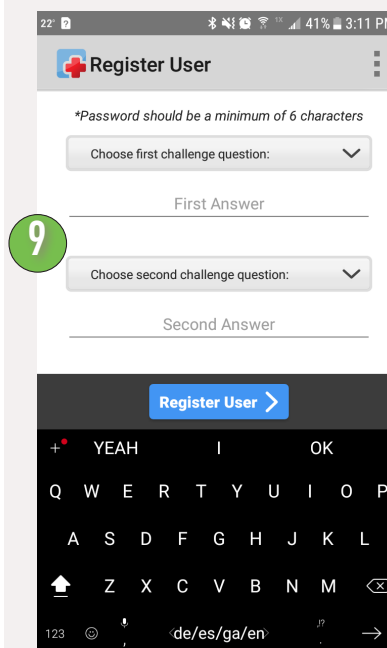


Figure 15 shows the 'Register User' screen with the password fields filled. It prompts the user to 'Choose first challenge question:' and 'First Answer'. Below that, it prompts for 'Choose second challenge question:' and 'Second Answer'. A blue arrow points from the 'Register User' button to the next screen.

Figure 15: Security Questions

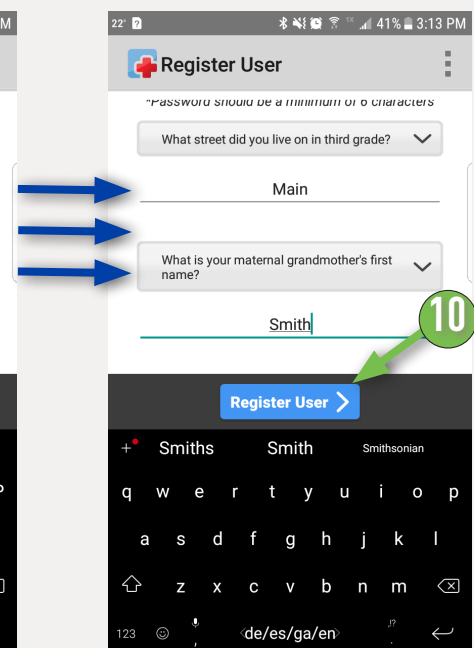


Figure 16 shows the 'Register User' screen with the security questions filled. The first question is 'What street did you live on in third grade?' with the answer 'Main'. The second question is 'What is your maternal grandmother's first name?' with the answer 'Smith'. A blue arrow points from the 'Register User' button to the next screen.

Figure 16: Fields Filled

Frequently Asked Questions

More training materials are online at <https://www.consumerdirectva.com/training-materials/>

What devices are supported?

Celltrak is available for both Android and iPhone/iOS devices. This includes mobile phones and tablets. For tablets, location services must be available and turned on.

I don't have a smart phone or tablet.

Can I use CellTrak?

CellTrak only works with a smart phone or tablet. IVR is an option that does not require a smart phone and can be used starting 08/01/2019. Visit <https://www.consumerdirectva.com/training-materials/> for more information.

There are three companies that offer free smart phones to Medicaid recipients. Please discuss with your service facilitator for more information.

Can I use my consumer's/employer's smart phone?

Yes. You can register their device with CellTrak to record your shifts, however only one attendant per device is allowed. Multiple attendants can not log their time on the consumer/employer phone. If you work with more than one consumer you would need to register on each of their devices to submit time.

Using the consumer's/employer's smart phone would work if you are logging services in CellTrak for only one consumer and their other attendants use IVR or the CellTrak application on their own device.

How soon can I use CellTrak?

You can use CellTrak immediately after registering if necessary paperwork has been processed and the consumer has an active authorization on file with CDCN.

REGISTRATION

Who needs to register?

Only attendants need to register their device with CellTrak. When a shift is completed, their consumer/employer can approve the shift directly from the attendant's device.

What is required for registration?

An attendant must have completed their paperwork with Consumer Direct and received an Okay to Work letter that has the Consumer Direct ID. Attendants without a consumer/employer are not able to register.

At least one of an attendant's consumers must have an active authorization.

Frequently Asked Questions

More training materials are online at <https://www.consumerdirectva.com/training-materials/>

REGISTRATION, CONT

I received an error code "1070" during the registration process.

This typically means that either your passwords did not match, or you did not finish completing your security questions.

I received an error "UserID Invalid userID" during the registration process.

Your User ID or Last Name may have been incorrectly entered. This can also happen when the password or security questions have not been completed properly.

I received an error "Invalid User ID or Last Name."

Your User ID or Last Name may have been incorrectly entered. This can also happen when CellTrak does not find an active authorization for any of your consumer.