



ATTENDANT:

Enter A New Shift

IN THE WEB PORTAL PAGE 1

An Attendant can enter a new shift in the web portal if no shift data was recorded when the Attendant was providing services. Here's why you would enter a new shift in the web portal:

- I clocked in/out at the wrong time
- My Participant had an emergency
- I didn't have a phone or tablet
- Consumer/Attendant new enrollee (My enrollment documentation was not complete)
- My phone or tablet was not working
- I forgot to clock in/out
- The CellTrak mobile application was not working

Attendant: Enter a Shift

1. If you are an Attendant, sign in to the CDCN web portal by entering your email address and password. Click **Sign In** and you will be directed to the dashboard.
2. On the dashboard click the **Time Entry** button in the upper right of the screen. This takes you to the time entry screen.
3. Select the weeks of service to enter time using the arrows in the top right of the dashboard or by clicking the calendar icon.
4. From the dropdown, select a Participant for time entry.
5. Click in the cell for the day of the work week you wish to enter time. A window on the right side of the screen will appear.
 - a. Fill in the information for the shift worked. The window will display the service code and date of service. These values can be changed if needed by clicking the dropdown arrow next to the value.
 - b. Enter the time in and time out.
 - c. Click the **View Address** button. This is where you will choose why the shift is being entered in the web portal.
 - i. Select a reason why you entered the shift in the web portal.
 - ii. Under "Is your start location same as Participant home address," select **Yes** or **No**.
 - iii. Under "Is your end location same as start location," select **Yes** or **No**.
 - iv. If **No** is selected in step ii or iii, you will need to enter an address.
 - d. Click the **Save** or **Submit** button to complete the time entry.
 - i. If you click **Save**, you will need to submit it to your Consumer/Employer for approval later. For additional information, see instructions on how to submit a saved shift.
 - ii. Click **Submit** to immediately submit time worked to your Consumer/Employer for approval. An attestation clause opens. Click **Ok** to agree that the information entered is true and accurate. The Consumer/Employer will need to log into the web portal using their login to review and approve the submitted shift.
6. Repeat the time entry process for each additional shift. You may also click **+ Add Shift** button to enter another shift for the same Participant.

Common Service Codes

Attendant: S5126

Respite: S5150

Companion: S5136

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Attendant: Submit Saved Shift

Remember! You have to submit your shift to your Consumer/Employer for approval to get paid.

1. Click on the cell for the time you wish to submit.
2. Review time entry for accuracy.
3. Under the shift, you will see an additional actions row. A green check mark indicates no additional action is required. A yellow icon indicates further action is required.
4. If there is a yellow icon, complete the required action prior to submitting.
5. Click the **Submit Entries** button. This opens an attestation clause where you agree that the shift details are true and accurate.
6. Click Ok to agree that the information entered is true and accurate. The Consumer/Employer will now need to review the submitted shift for approval.

Note: If you have multiple saved shifts, you can submit an entire row or week. To submit more than one shift, click the appropriate checkbox on the left side of the grid to highlight the entries. Click **Submit Entries**. If you try to submit any shift that requires additional action, the system will prompt you to complete the action prior to submitting. Shifts created in the web portal are not EVV compliant.