

# HOW TO Start & End a Shift in CellTrak



**Non Live-In** Attendants must use the CellTrak app or IVR (automated phone system) to enter in shifts worked.

**Live-in Attendants** may use the DirectMyCare Web Portal.

CellTrak is an app you can use on your mobile device to show when you start and end your shift. The app is designed to follow Electronic Visit Verification (EVV) rules. **Here are the steps to follow:**

## 1. Start Your Shift

- Open the **CellTrak app** on your mobile device and type your password to log in.
- Tap **Run Shift** to start your shift. (Fig. 01)
- If needed, choose the **Participant** and tap **Next**. (Fig. 02)
- Tap **Start**. (Fig. 03)

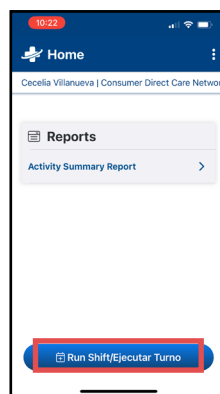


Fig. 01

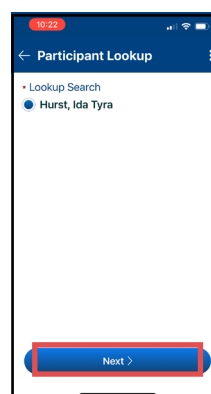


Fig. 02

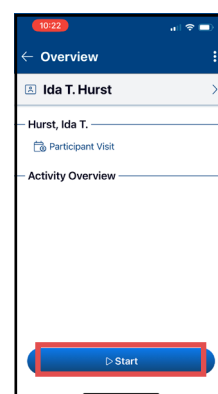


Fig. 03

## 2. End Your Shift

**It is best to be with the Employer of Record (EOR)/Designated Rep. when you finish your shift. They need to approve your shift. If you cannot be with them, they need to sign into the DirectMyCare web portal and approve your shift.**

- Open the **CellTrak app** and enter your password to log in.
- Tap **End Shift** when you finish your shift. (Fig. 04)
- If the shift requires any changes, select **yes** and specify the information required. If no changes are needed, select **no**. (Fig. 05)
- To sign, choose **yes**, then tap the signature box. (Fig. 05) Turn the device sideways to sign with your finger. Tap **Done** when finished.
  - If unable to sign, choose **no** and enter a reason why a signature was not captured. Shift will need to be submitted in the DirectMyCare web portal. See instructions on next page.
- Once signed, type your name.
- DO NOT** tap **Finish** without obtaining the EOR/Designated Rep's signature.

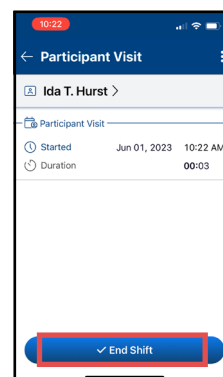


Fig. 04

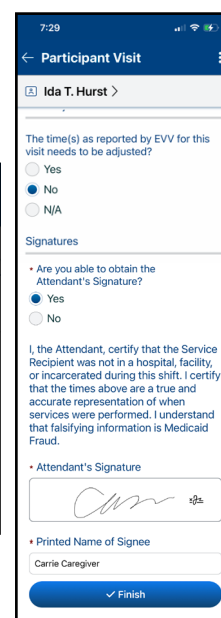


Fig. 05

### 3. EOR Shift Approval

- Hand the device to the EOR/Designated Rep. for their signature.
- To sign, Tap the the signature box. Turn the device sideways to sign with your finger. Tap **Done** when finished. (Fig. 06)
  - If unable to sign, enter a reason why a signature was not captured. Shift will need to be approved by EOR in the DirectMyCare web portal\*.
- Choose the EOR/Designated Rep. from the **dropdown menu** and type their name. (Fig. 07)
- Tap **Finish** to end your shift. (Fig. 08)

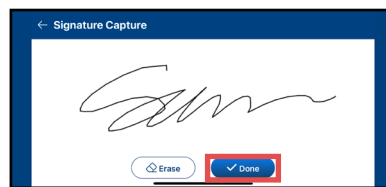


Fig. 06

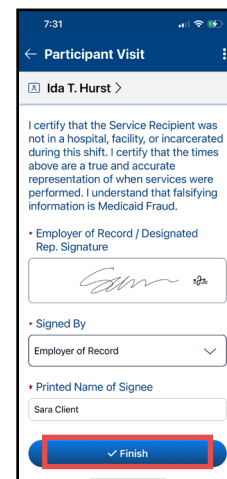


Fig. 07

\*A shift will remain EVV compliant if the EOR approves in the mobile app or the DirectMyCare web portal.

### 4. Submitting Your Shift in the Web Portal (optional)

If your shift needs to be corrected, or if it is missing signatures, you can use the DirectMyCare web portal to make changes and/or submit your shift. **REMEMBER:** Any shift changes must be approved by EOR/Designated Rep. and will not be EVV compliant.

- Log into the DirectMyCare Web Portal from link on the [CDVA website](#) or go to [DirectMyCare.com](#)
- From the My Dashboard screen, locate **My Outstanding Time Entries**. (Fig. 09)
- Select the shift you need to submit/change by using the **Details** link. (Fig. 09)

Participant	Service	Date	Time In	Time Out	Time Spent	Status	Source	
[Redacted]	Attendant (S5126)	2023-07-19	5:30 PM	11:00 PM	05:30	Saved	WEBTS	<a href="#">Detail</a>

Fig. 09

- Change any of the shift details in the black side panel. (Fig. 10)
- Press **Submit** to send your shift to CDVA for payment. (Fig. 10)

**NOTE:** Any shift changes **must** be approved by the EOR/ Designated Rep. in the DirectMyCare web portal and will not be EVV compliant.

7/18	Wed 7/19	Total Hrs.
PAID	5.5 (PAID)	29.50
	5.5	24.00
		0.00
50	11.00	59.00

Fig. 10