

# Time Entry in the CareAttend App

## Frequently Asked Questions

### **Who uses the CareAttend app?**

Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Client/Employer signs off on it at the end of the shift.

### **Do I need to download the CareAttend app?**

The CareAttend app should be downloaded on the Caregiver's smart device. Each shift is required to be EVV compliant. If you cannot access the CareAttend app, please contact Consumer Direct about an alternative EVV option.

### **What if I/my Caregiver doesn't have a smart device?**

The app may be downloaded on the Client/Employer's device and used for clocking in/out. If this is not possible, please contact Consumer Direct about an alternative to using the CareAttend app that complies with EVV requirements.

### **Who uses DirectMyCare.com?**

Caregivers can use DirectMyCare.com to delete/remove shifts, enter Mileage, and link to pay data.

Clients/Employers can use DirectMyCare.com to Approve/Reject shifts and review other information about their services.

### **Why are my start/end times different when I view my Time Entry in DirectMyCare.com?**

DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

### **Examples**

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

## Frequently Asked Questions cont.

### **What if I/my Caregiver forgot to clock in or needs to enter a past shift?**

If a shift was started late, it can be adjusted upon clocking out in the CareAttend app.

If you need to enter a past shift, you can view the **Late Shift** instructions on the [CDVA Training Materials page](#).

### **What if my Client/Employer rejects my shift?**

You will need to delete the shift by going to DirectMyCare.com and then re-enter it as a past shift in CareAttend.

You can view instructions on **Deleting a Shift** in DirectMyCare.com on the [CDVA Training Materials page](#).

### **How do I fix my time after it's been approved?**

If your time is wrong, but has already been approved by your Client/Employer, you will need to log into DirectMyCare.com and delete the shift. Once it's deleted, you can enter a new shift using the **Late Shift** instructions on the [CDVA Training Materials page](#). The new shift will NOT be EVV compliant.

### **What if I forgot to clock out?/ What if I am unable to clock out?**

If it's been less than 24 hours, log into the app and clock out, then adjust the end time of the shift. If your Client/Employer isn't available to approve the shift in the app, they'll need to approve it in DirectMyCare.com. After 24 hours CareAttend will automatically end your shift. You'll need to end & adjust your previous shift before starting a new shift.

### **What if I don't have internet, WiFi, or cell service?**

CareAttend uses GPS to record your clock in & out times and will save it until you connect to a network. Once connected, the app will update the information.