



# 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.

CellTrak is used by attendants to record services worked. Attendants can download and register CellTrak on their own device. If an attendant does not have a device, the EOR can download CellTrak instead. The attendant can then use the EORs device to register with CellTrak. An attendant must register on a 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

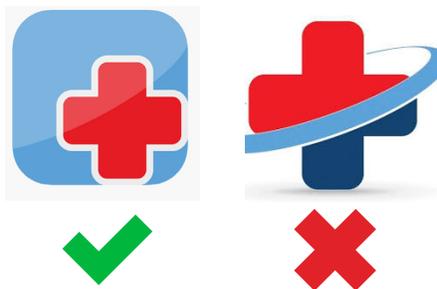
1 On your mobile device, tap the App Store icon.



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)

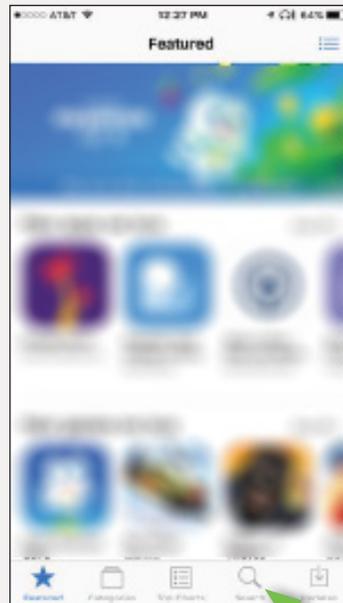


Figure 1: Search Icon 2A

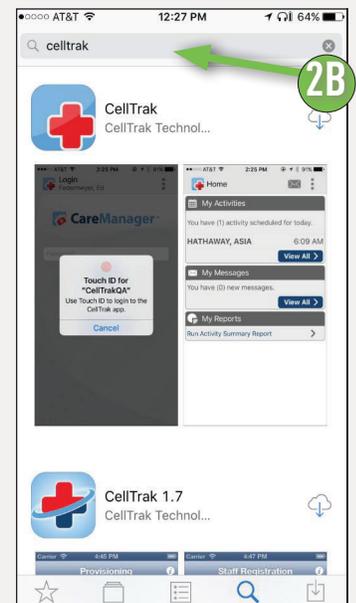


Figure 2: Search Bar

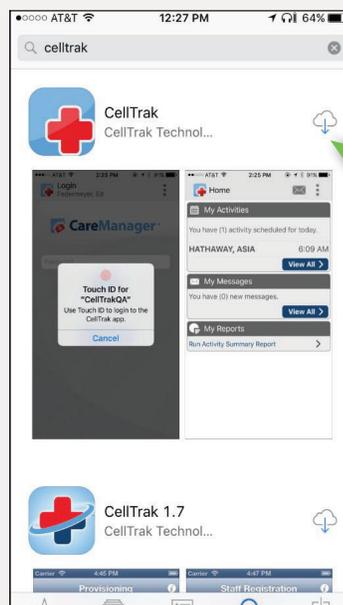


Figure 3: Download Icon

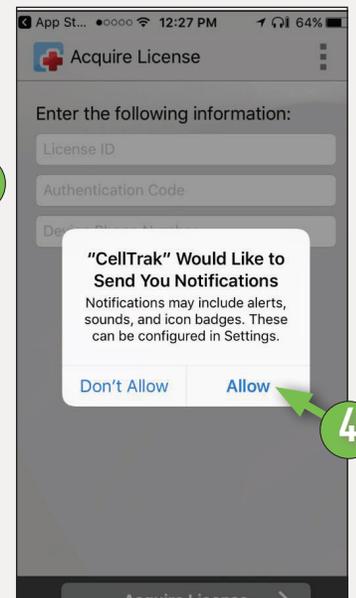


Figure 4: Accepting Permissions

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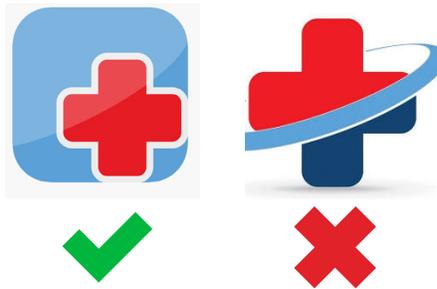
# Downloading CellTrak: Android

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. You only need to give CellTrak permission to access the device's location. (Figure 8).

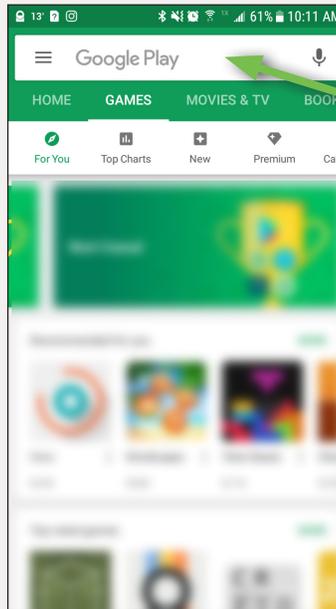


Figure 5: Search Bar

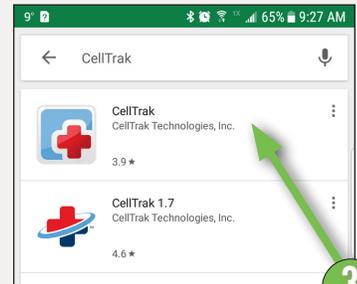


Figure 6: App Selection

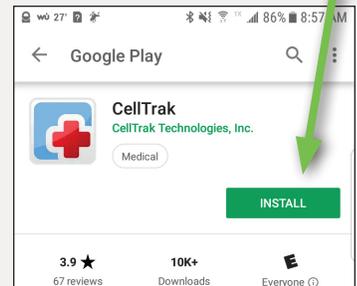


Figure 7: Install Button

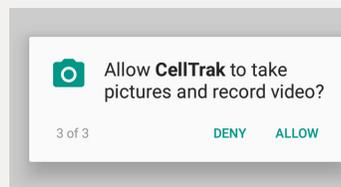
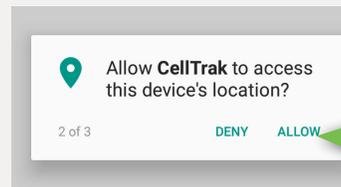
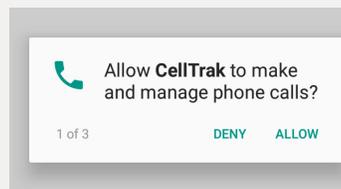


Figure 8: App Permissions

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. Your ID was provided on the 'Okay to Work' letter. (Figures 11 & 12).

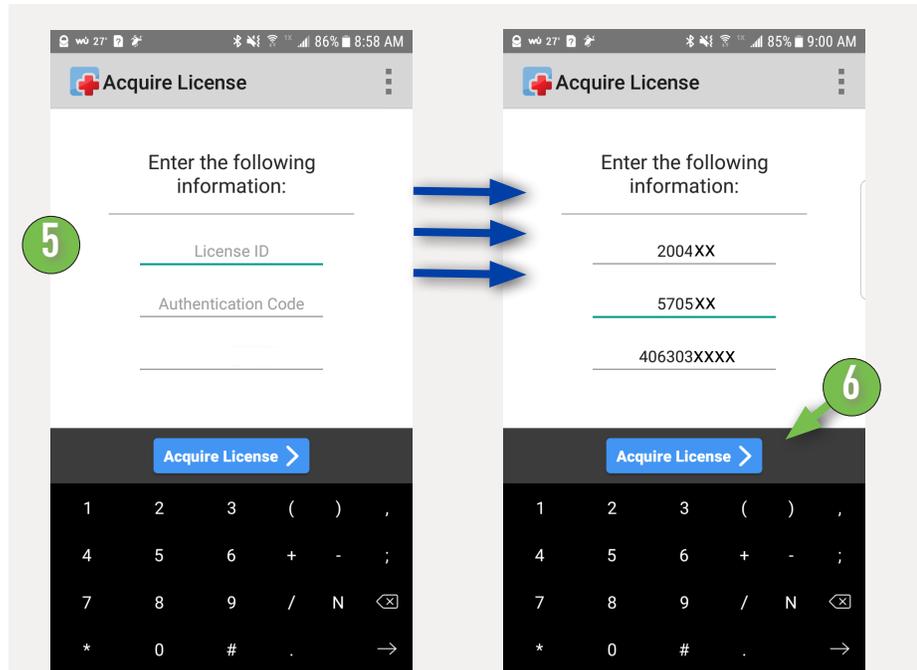


Figure 9: Enter Codes

Figure 10: Codes Filled

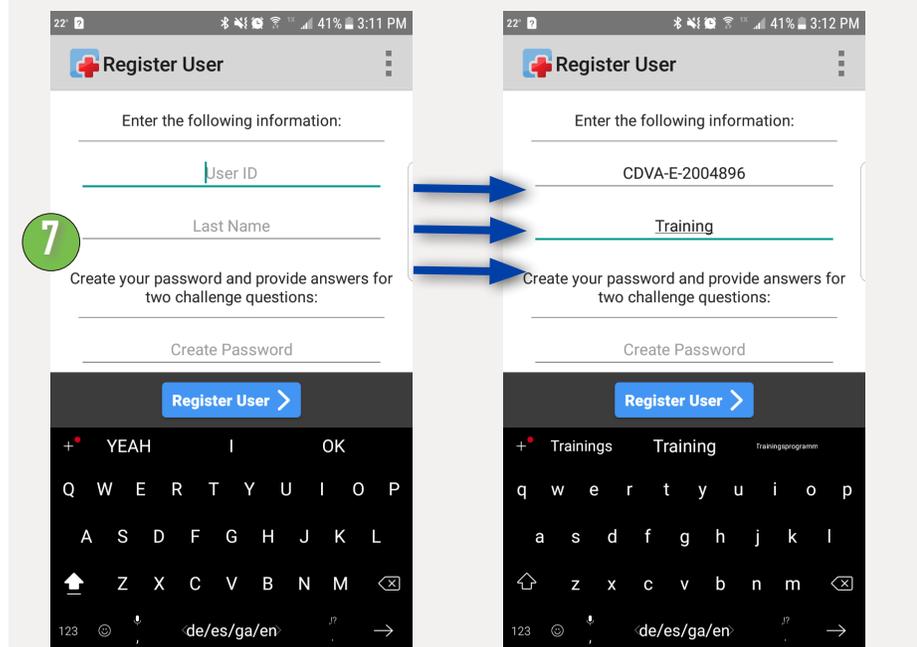


Figure 11: User ID & Last Name

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 challenge 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 instructional document.

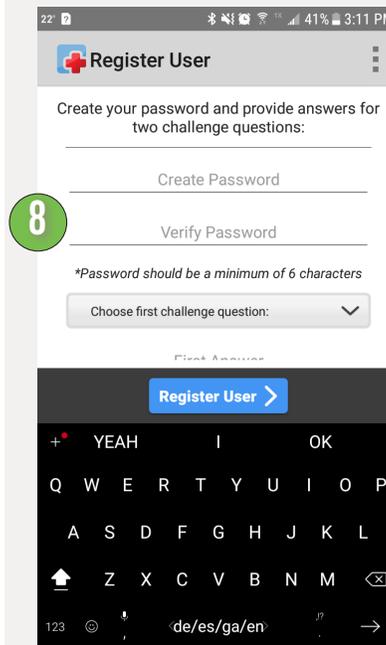


Figure 13: Enter password twice.

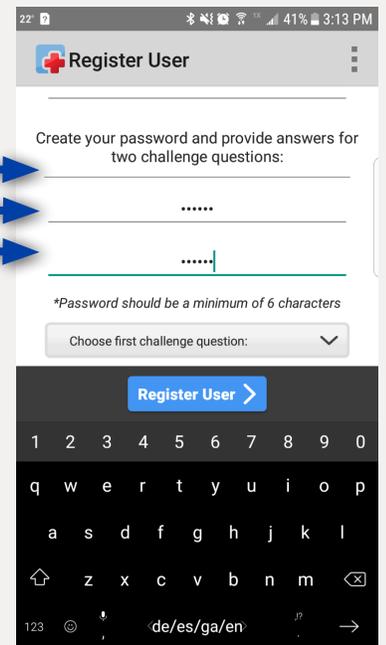


Figure 14: Password entered.

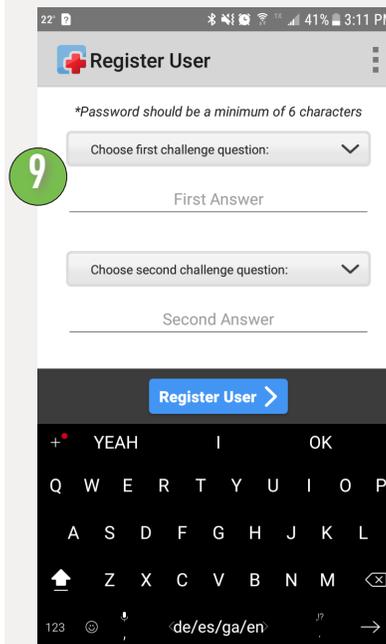


Figure 15: Security Questions

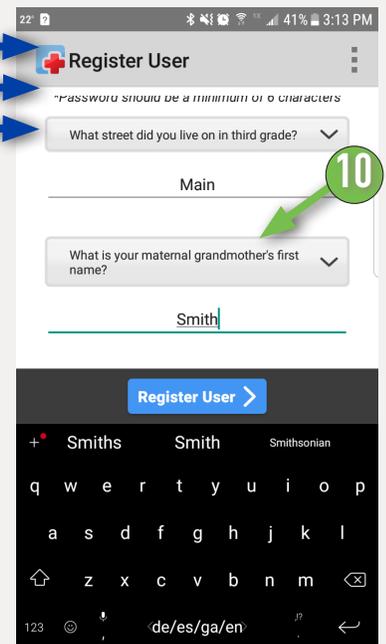


Figure 16: Fields Filled

# 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 with location services. IVR is an option that does not require a smart phone and can be used starting 09/26/2019. 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 CellTrak on more than one device?**

No. An attendant can only use CellTrak on one phone or tablet. If you need to register and use CellTrak on a different phone or tablet, contact CDCN to have your old device unregistered.  
email: [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com)  
phone: 888-444-8182

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

Yes. You can use CellTrak on their device to log your shifts. An attendant may only use CellTrak on one device. Each device can be used by more than one attendant. This means multiple attendants can use CellTrak on an employer's phone however they won't also be able to use CellTrak on their own phone or another employer's phone.

## **How soon can I use CellTrak?**

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

## **REGISTRATION**

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### **Who needs to register?**

Only attendants need to register with CellTrak. They may use their own device or the EORs. When a shift is completed, the attendant can pass the phone to the consumer/employer for approval.

# Frequently Asked Questions, cont.

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

## REGISTRATION, CONT

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### **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.

### **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 challenge 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 challenge 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.