AuthentiCare® Mobile Application Instructions

To complete a successful Check-in and Check-out, you will need to install the AuthentiCare 2.0 mobile application and have the following information:

AuthentiCare Mobile Application Setup Code:	PALCONMPRD
AuthentiCare Mobile Application Password:	
AuthentiCare Worker ID:	
AuthentiCare Client ID(s):	

Part 1: Set Up the AuthentiCare 2.0 Mobile Application

1. From your mobile device, search and install the "AuthentiCare 2.0" mobile application from the Google Play or App Store.

2. Once the mobile application is installed, tap **Allow** for the mobile application to access the mobile device's location.

3. The first screen requires a "Setup Code". Enter the setup code "PALCONMPRD" and tap **Submit**.
   - **Note**: By entering the setup code and tapping **Submit**, the user agrees to the End User License Agreement. The End User License Agreement can be viewed by tapping **View End User License Agreement** before tapping **Submit**.

4. After entering and submitting the setup code, the *Login* screen will appear. Tap **Settings**.

5. On the *Settings* menu, tap **See Device Identifier** to get the mobile device's device ID.
   - **Note**: Copy the device ID. You will need to provide this ID exactly as shown to your provider agency administrator. Device IDs for Android and iOS devices have different formatting; iOS devices have dashes in the device ID.

6. Before logging in to the mobile application, check the following with your provider agency administrator:
   - ✓ Obtain your **AuthentiCare Worker ID** and temporary mobile application **password**.
   - ✓ Confirm that the agency administrator has **Mobile-Enabled** set to "yes" on your *Worker Entity Settings* page.
   - ✓ Confirm that the agency administrator has entered your **Device ID** exactly as shown in the mobile application on your *Worker Entity Settings* page in the AuthentiCare web portal.

7. To login, enter your AuthentiCare Worker ID and password that is provided by your provider agency. Tap **Sign In** on the mobile application.
   - **Note:** When you login for the first time, you will need to reset your password.

Part 2: Instructions to Check-In

Follow the instructions below to check-in. If your agency does not use scheduling, follow process A. If your agency uses scheduling, follow process B.

A. **No Scheduling**:

1A. Tap **New Check-in**. GPS services on the mobile application will search for clients in your area that have been assigned to your agency for care.

2A. If the client is found based on your location:

1. Tap the **<Client Name>** that shows the address.

2. Tap **Services** and select the service (authorized services appear at the top and are labeled "Authorized").

3. Tap **Submit Check-In**.

4. The *Check-in Success* screen displays. Tap **Done**. Then begin performing the service.

2A. If the client is NOT found based on your location:

1. A message will appear that "No clients are found."

2. Tap **Lookup Client**. Enter the last name of the client (or the client ID) and tap **Lookup**.

3. Select the client card that displays the address.

4. Tap **Services** and select the authorized service being provided.

5. Tap **Submit Check-In**.

6. The *Check-in Success* screen displays. Tap **Done**. Begin performing the service.

B. **Scheduling**: If your agency has scheduled events in AuthentiCare, you will see a client card for each scheduled EVV visit for that day on the mobile application *Home* screen.

1B. Tap the **client card** for the EVV visit you are scheduled to complete.

2B. If the information on the *Check-in* screen looks correct, tap **Submit Check-In**.

3B. The *Check in Success* screen displays. Tap **Done**. Begin performing the service.

Part 3: Instructions to Check-Out

Once the service is complete, log back into the mobile application to begin the check-out process.

1. On the *Home* screen, you will see the client card with a status of *In Progress – Pending Check Out*. Tap the **client card** to complete the check-out process. The *Check-out* screen is now displayed.

2. On the *Check-out* screen, tap **Activities** to open the list. If applicable, choose one or more activities. Tap **Done** when you are finished.

3. On the *Check-out* screen, tap **Observations** to open the list. Choose one or more observations. Tap **Done** when you are finished.

4. Optionally, tap **Notes** to enter notes regarding the visit.

5. Tap **Check out.**

6. The *Check-out Success* screen displays. Tap **Done**.

   ⟳ **Note**: If your mobile device loses connection to Wi-Fi or cellular connection, the mobile application screen banner turns red and displays "No Data Connection." EVV visits can still be completed but will be in a queued status. Once your mobile device regains Wi-Fi or cellular connection, the banner and message will disappear and the EVV visit information will automatically send to the AuthentiCare web portal.