

Mobile Application Instructions

To complete a successful Check In, you will need to install the Application:

- AuthentiCare Attendant/Caregiver ID _____
- AuthentiCare Member ID _____



Instructions to install the AuthentiCare 2.0 Mobile Application to your Mobile Device

1. From your mobile phone, locate the “AuthentiCare 2.0 Mobile Application” from the Google Play Store for Android or the Apple Store for iOS (iPhone) and then click on **Install**. Tap on the AuthentiCare 2.0 Icon to open the Mobile Application.
2. You will need to
 - a. Tap ALLOW for the application to make and manage phone calls.
 - b. Tap ALLOW for the application to access the mobile device’s location.These terms and conditions must be accepted prior to the application opening on the mobile device.
3. The first screen requires you to enter a Setup Code. The Setup Code will designate in which environment you will be working (Live/Production or Test/Training). Enter the Setup Code and tap **Submit**.

Production Setup Code = **NMCCPRD**. Training Setup Code = **NMCCCAT**

Important Note: By entering the Setup Code and tapping **Submit**, the user agrees to the End User License Agreement. The End User License can be viewed by tapping on **View End User License Agreement** before tapping **Submit**. To change the Setup Code, click on **Settings > Reset and Change Setup Code**, to enter in the appropriate code either Production or Training.

4. After entering and submitting the Setup Code, you will be directed to the Login Screen. Tap on **Settings** then **See Device Identifier** to get the Device ID.
Important Note: Copy the Device ID. You will need to provide this number to your EOR or Support Broker. Your EOR/Support Broker will need this Device ID to enter on your **Attendant/Caregiver Entity (Worker) Settings** page in AuthentiCare.
5. Before you can Login, you will need to obtain and confirm the following from your EOR/Support Broker:
 - a. Obtain your **AuthentiCare Attendant/Caregiver ID** and mobile password.
 - b. Confirm that your EOR/Support Broker has **Mobile-Enabled** selected for you.
 - c. Confirm that your EOR/Support Broker has entered your Device ID on your Attendant/Caregiver Entity Settings page in AuthentiCare.
6. If Step 5 is complete, enter your Attendant/Caregiver ID and password. Tap **Sign In**.

To complete a successful Check In/Out you will need:

- AuthentiCare Attendant/Caregiver ID _____
- AuthentiCare Member ID _____

Instructions for an AuthentiCare Mobile Application Check In/Check Out

1. You are now at the service location for the member's visit. Click **New Check-In**
 - If the Member is found based on your location:
 - Tap the **<MEMBER NAME>**. Verify the Member's address and location to be served. Tap **Services** and select the service (authorized service[s] will appear at the top with the word "Authorized" next to it). Tap **Submit Check-In**.
 - If the Member is NOT found based on your location:
 - A message will appear that "No Members are found." Tap **Lookup Member**. Enter the last name of the Member or their AuthentiCare Member ID that you are there to serve and tap **Lookup**.
 - Select the Member. Tap **Service** and select the service. Tap **Submit Check-In**.
2. The "Check-in Success" screen displays. Tap **Done**.
3. You can now perform the service. Once done, go back to the application and log back in.
4. On the Main Menu, you will see the Member listed with a status of **Pending Check-Out**. Tap the Member to complete the check-out process.
The Check-Out screen is now displayed.
 - If only EVV services were delivered, tap **Submit Check-Out**.
 - Touch **Activities** and select all that apply and tap **Done** if Activities are required for the service performed.
 - Add notes if desired (optional)
 - Touch **Submit Check-Out**.

The "Check-Out Success" screen displays. Tap **Done**.

Important 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 red screen banner and message will disappear. Then the EVV visit data in a queued status will be automatically transmitted.