

AuthentiCare® Mobile Application Instructions

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



- AuthentiCare Worker ID _____
- AuthentiCare Client ID _____

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

Smartphone Requirements: iPhone 6s or newer or Android 6 or newer with 30MB of storage and Wi-Fi/cellular connectivity.

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
 - Tap **ALLOW** for the application to make and manage phone calls.
 - Tap **ALLOW** for the application to access the mobile device’s location.

Note: 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. Enter the Setup Code “SCDHSPRD” 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 can be viewed by tapping on **View End User License Agreement** before tapping **Submit**.

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.

Note: Copy the Device ID. You will need to provide this number to your provider administrator. Your provider will need this Device ID to enter on your **Worker Entity Settings** page in AuthentiCare.

5. Before you can Login, you will need to obtain and confirm the following from your provider:
 - Obtain your **AuthentiCare Worker ID** and temporary mobile password.
 - Confirm that your provider has **Mobile-Enabled** selected for you.
 - Confirm that your provider has entered your **Device ID** on your **Worker Entity Settings** page in AuthentiCare.
6. If Step 5 is complete, enter your AuthentiCare Worker ID and password. Then, tap **Sign In**.
7. You will be prompted to change your password. Enter your current password. Create a new password following the password rules on screen, then confirm the new password. Tap **Submit**.

Instructions for an AuthentiCare Mobile Application Check-In/Check-Out

1. You are now at the service location for a scheduled visit:
 - If your provider has scheduled events in AuthentiCare, you will see a Client Card for each scheduled EVV visit for that day. Tap the **Client Card** for the EVV visit you are scheduled to complete.
 - The client's name will populate. Tap the **client's name**. Verify the client's address and location to be served. Tap **Service** and select the service provided, then tap **Done**. Tap **Submit Check-In**.

Otherwise, tap **New Check-In**. GPS Services will search for clients in your area.

- If the client is found based on your location:
 - Tap the **<CLIENT NAME>** that shows the client's address. Tap **Service** and select the service (authorized service[s] will appear at the top with the word "Authorized" next to it). Tap **Service** and select the service to be provided, then tap Done. Tap **Submit Check-In**.
- If the client is NOT found based on your location:
 - A message will appear: "No clients found." Tap **Lookup Client**. Enter the AuthentiCare Client ID that you are there to serve and tap **Lookup**.
 - Select the Client Card that displays the client's address. Tap **Service** and select the service (authorized service[s] will appear at the top with the word "Authorized" next to it). Tap **Service** and select the service to be provided, then tap **Done**. Tap **Submit Check-In**.



Two records will show for the client when completing the New Check-In process. Make sure to select the client record that shows the client's address. Do not select the record that displays **Location Not Available**.

2. The "Check-In Success" screen displays. Tap **Done**. There is no need to log out of the application.
3. You can now perform the service.
4. Go back to the application to check out. If the application has timed out during service delivery, you will be required to log back in.
5. On the Main Menu, 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.
 - Tap **Activities**. Select the appropriate activity. Tap **Done**.
 - Tap **Observations**. Select appropriate observation. Tap **Done**.
 - Tap **Submit Check-Out**.
 - 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 red screen banner and message will disappear. Then the EVV visit data in a queued status will be automatically transmitted.



ALERT: If you fail to download stored visits within 24 hours, the app will purge the data for security reasons. If this occurs, you will need to contact your administrator.