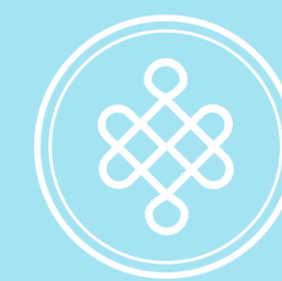


CellTrak Training Guide



Agency With Choice
Part of PathWays | Fulfilling Opportunity

Contents

- 1. Overview**
- 2. Downloading the App**
- 3. Licensing and Registration**
- 4. Logging into the App**
- 5. Home Screen**
- 6. Reviewing Client Activities, Directions to Home and View Contact Info**
- 7. Scheduled Activities**
- 8. Unscheduled Activities**
- 9. Using the Menu Screen while Running an Activity**
- 10. Exiting the App**
- 11. Activity Summary Report**
- 12. Telephony / Interactive Voice Response System**
- 13. AWC Customer Care**

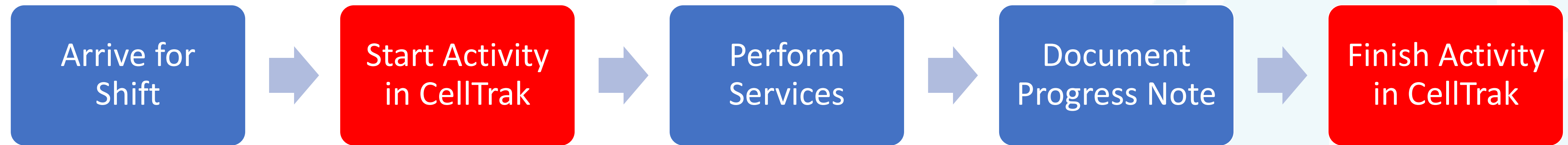
OVERVIEW

Objectives

Staff will be able to:

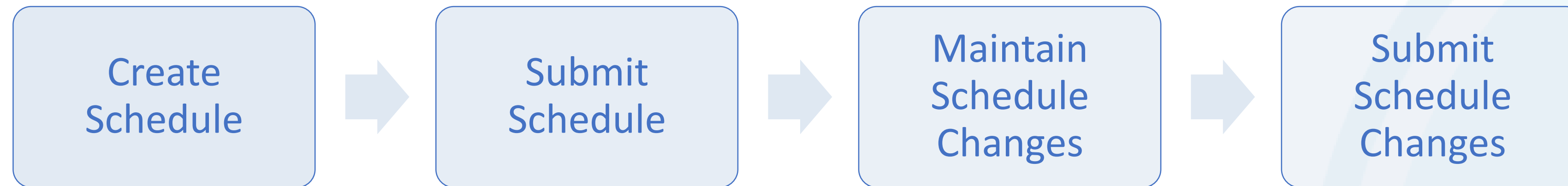
- **License and Register their device**
- **Document Scheduled Activities via the CellTrak App**
- **View and Respond to Secure Messages**
- **Use the Activity Summary Report**
- **Document Scheduled Activities via Telephony/Interactive Response System**

Day in the Life of an SSP

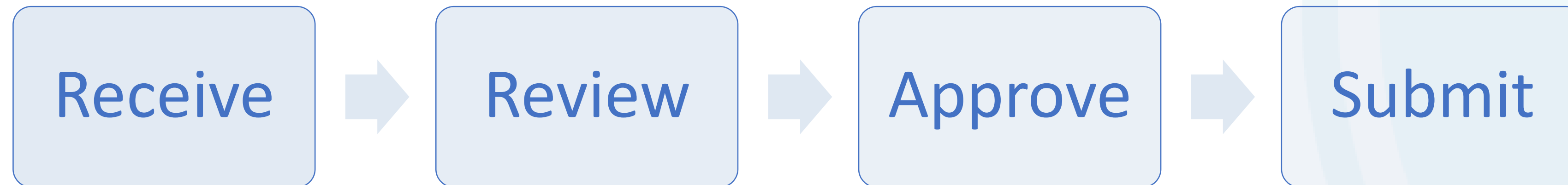


Managing Employer – Process Overview

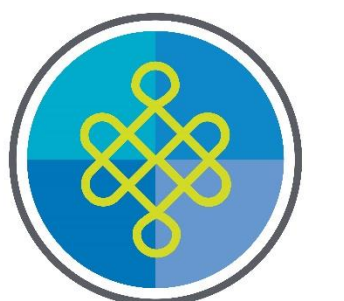
Before start of week - schedules



After week ends - timesheets



DOWNLOADING THE APP



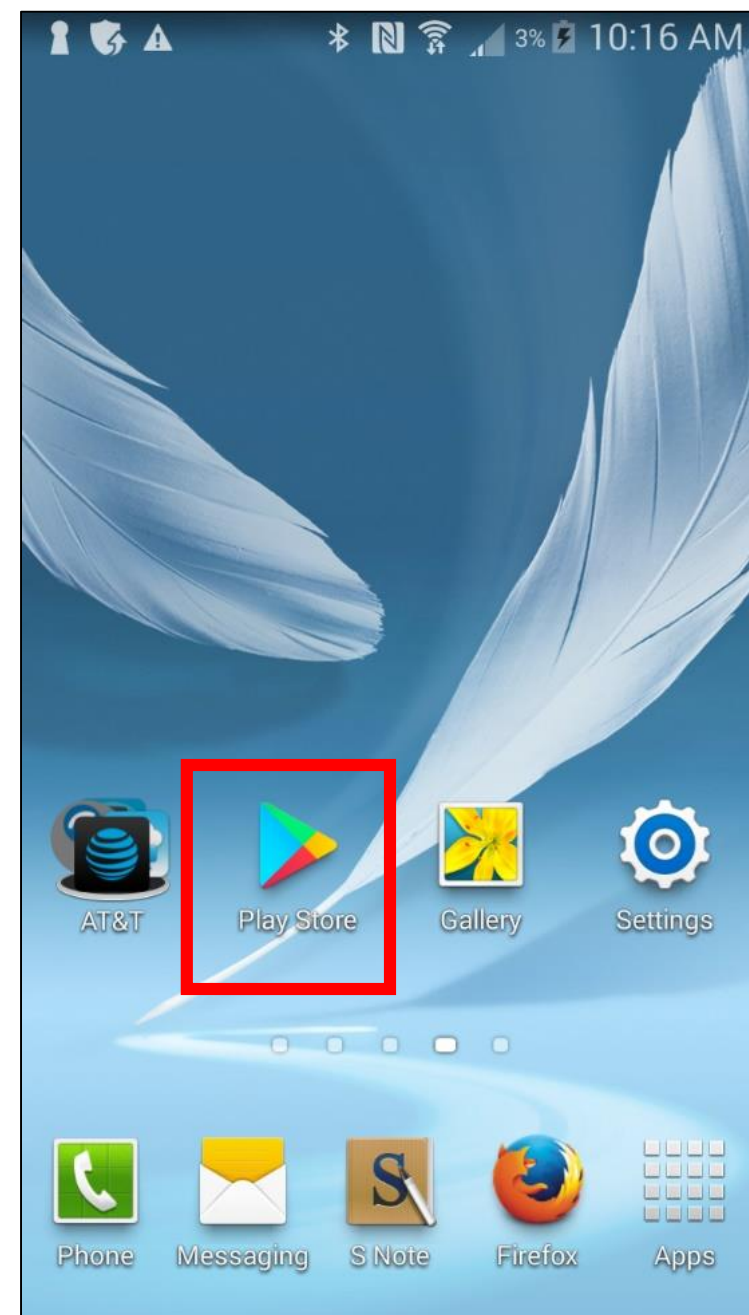
PathWays
Life Long Fulfillment

Downloading the App For Android Users

Installing the App:

**Must have operating system of 4.4 or later*

1. Select Play Store on your phone

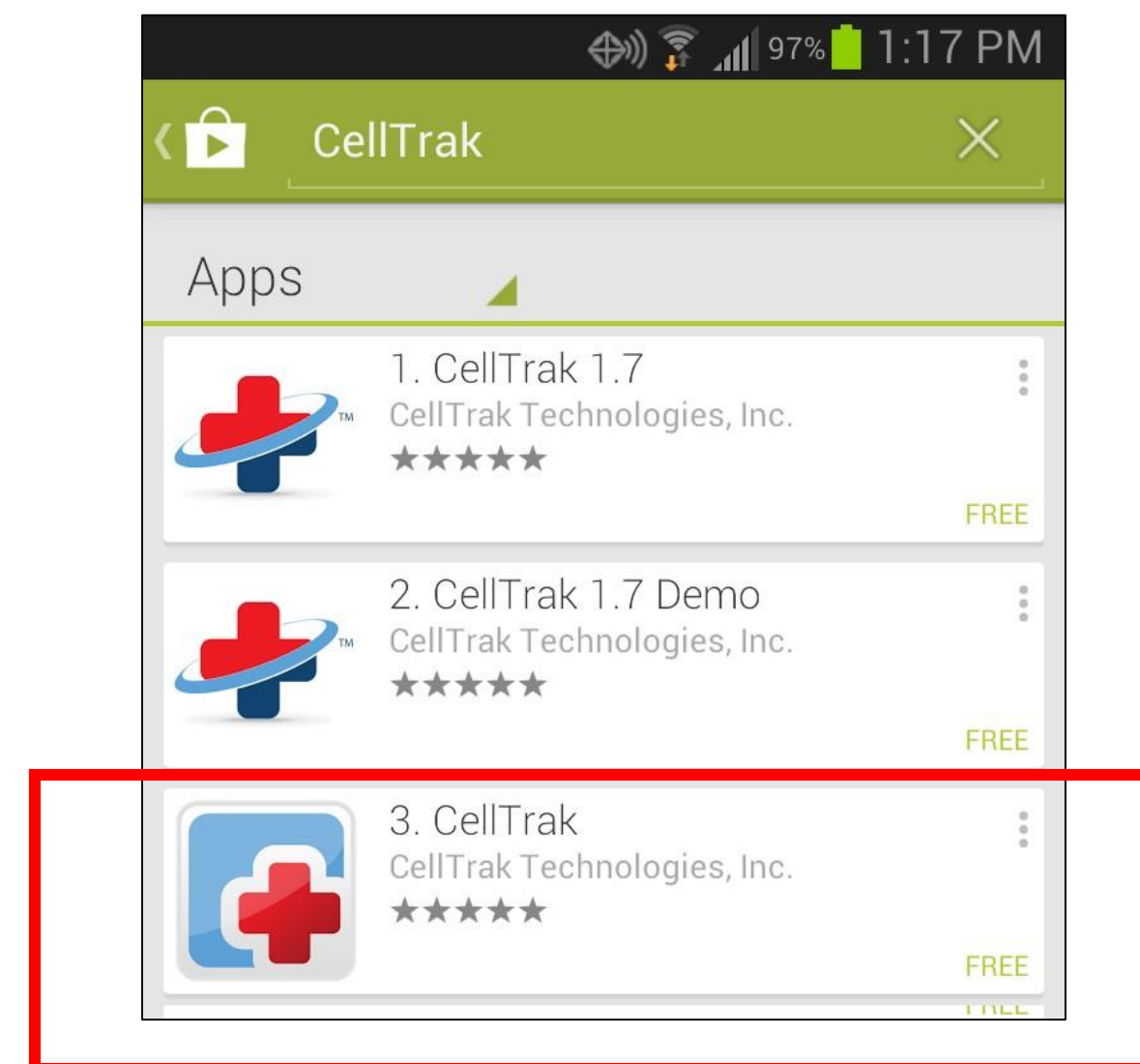


2. On The main screen of the Play Store, use the search function and type CellTrak

3. Select CellTrak

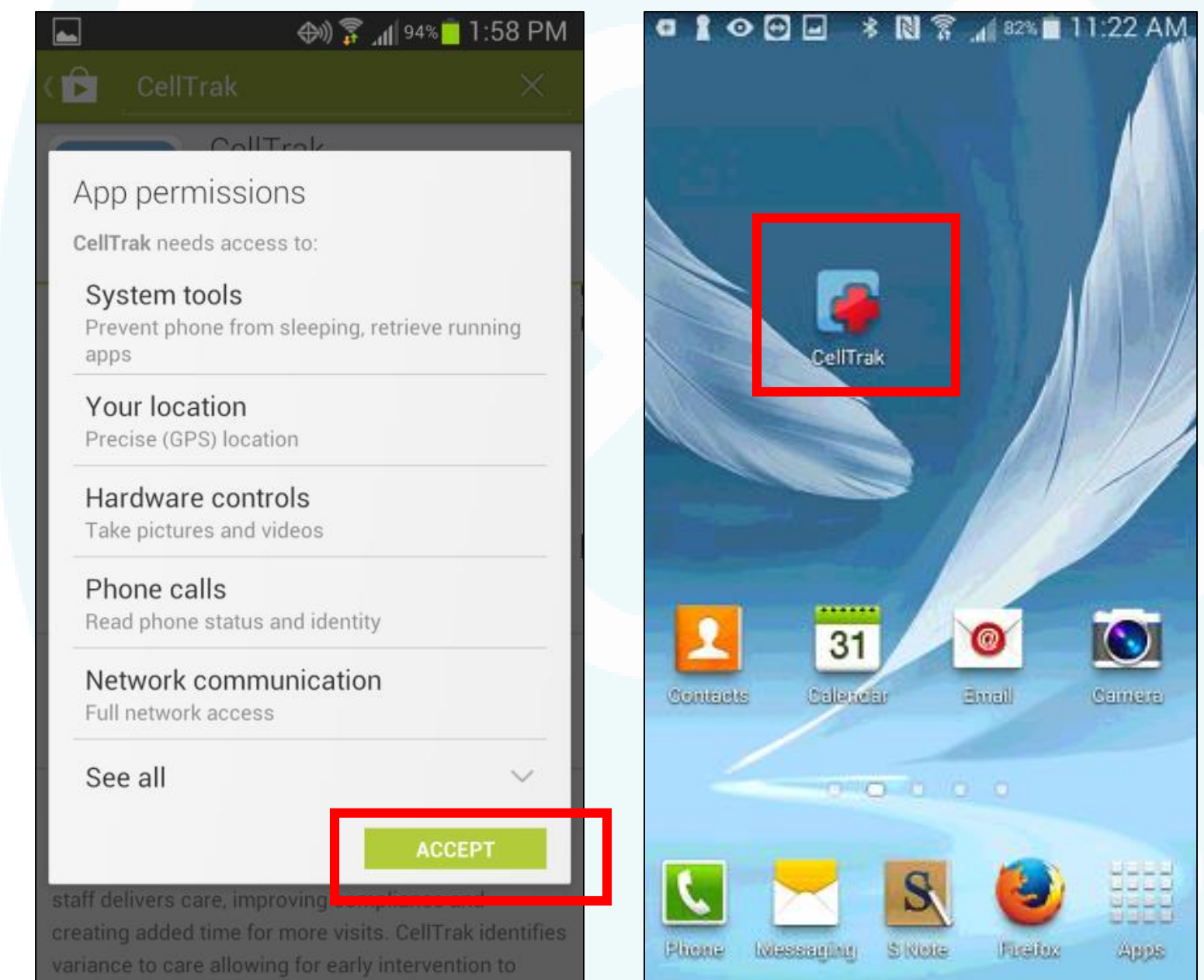
**DO NOT select CellTrak 1.7 or CellTrak 1.7 Demo*

4. Tap Install



5. Tap Accept Permissions/OK

6. The application downloads and should auto install

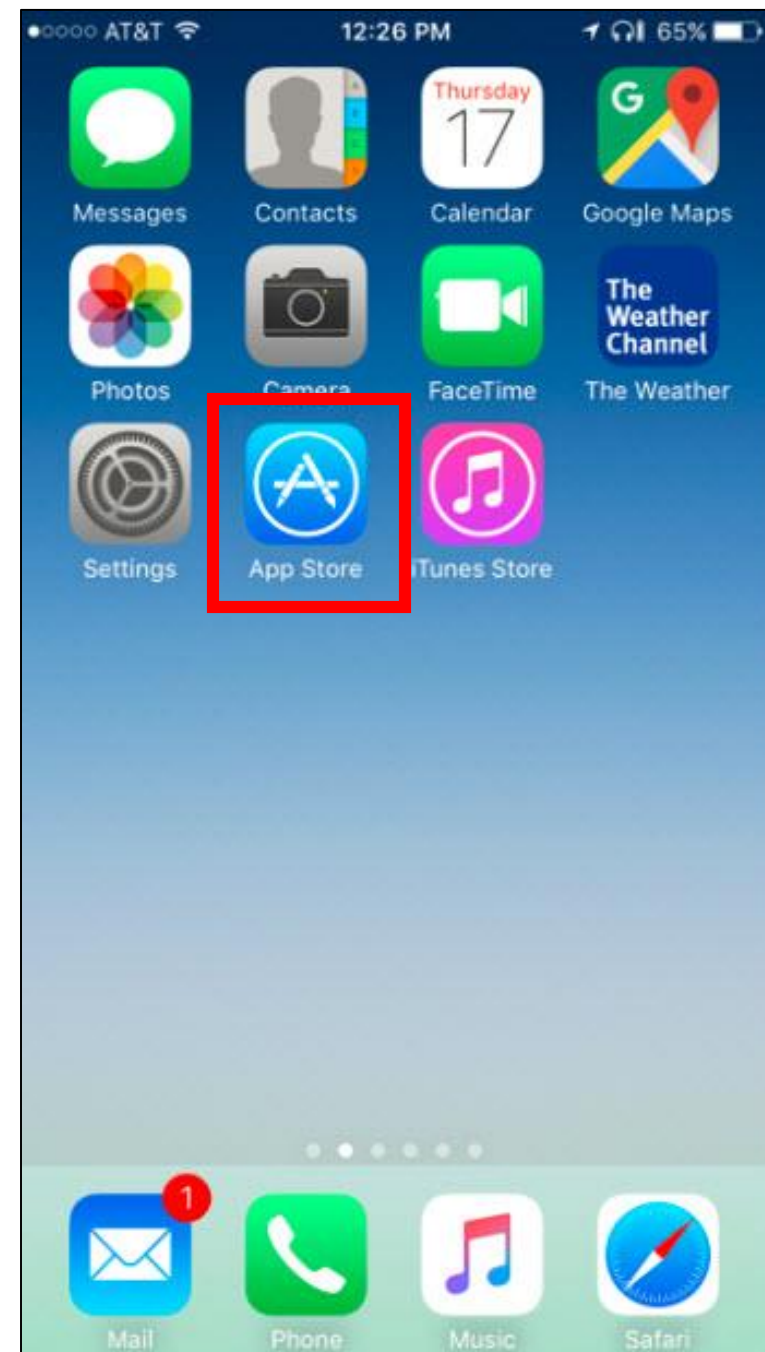


Downloading the App For iOS Users

Installing the App:

**Must have iOS version 10 or higher*

1. Select App Store on your phone

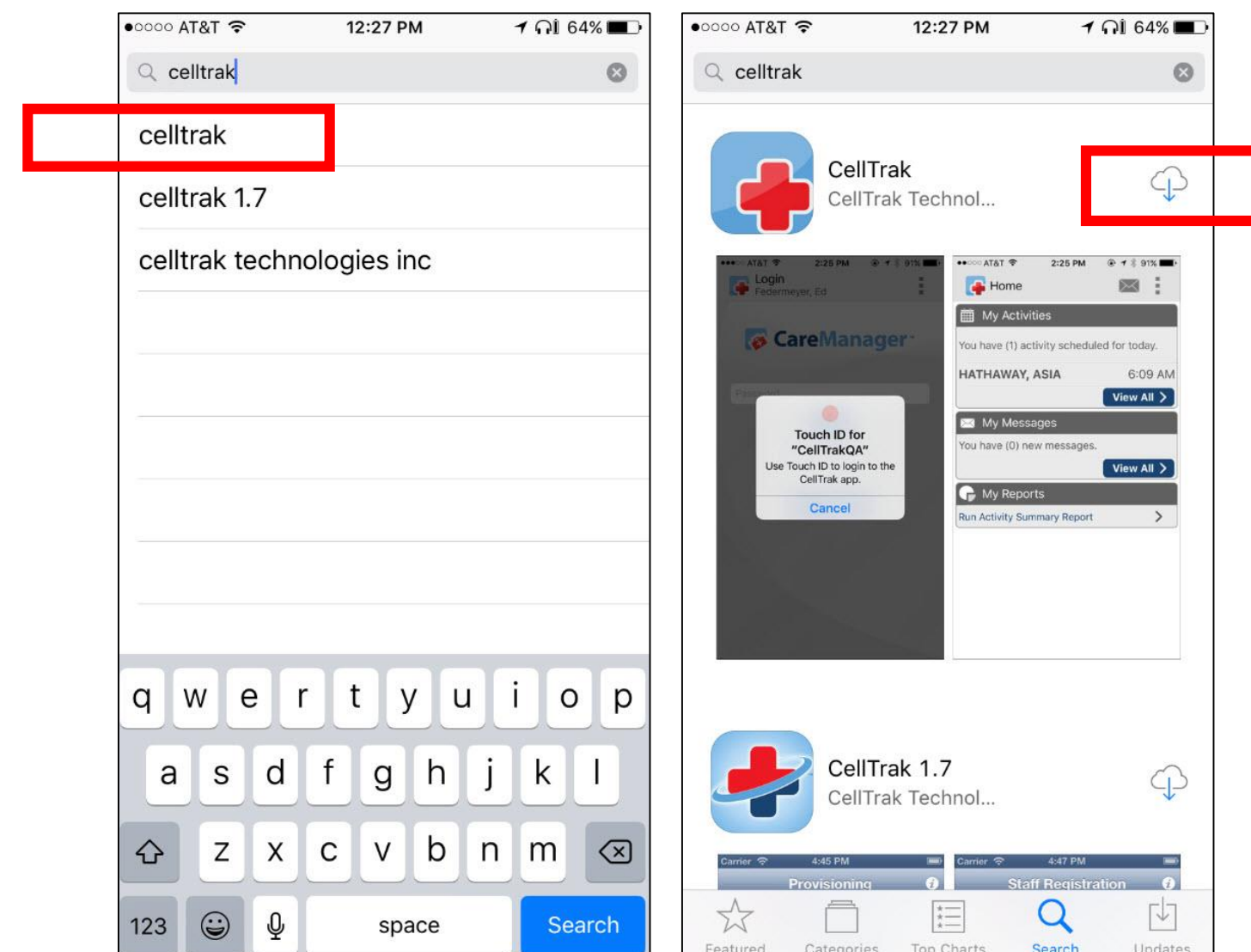


2. On The main screen of the App Store, use the search function and type CellTrak

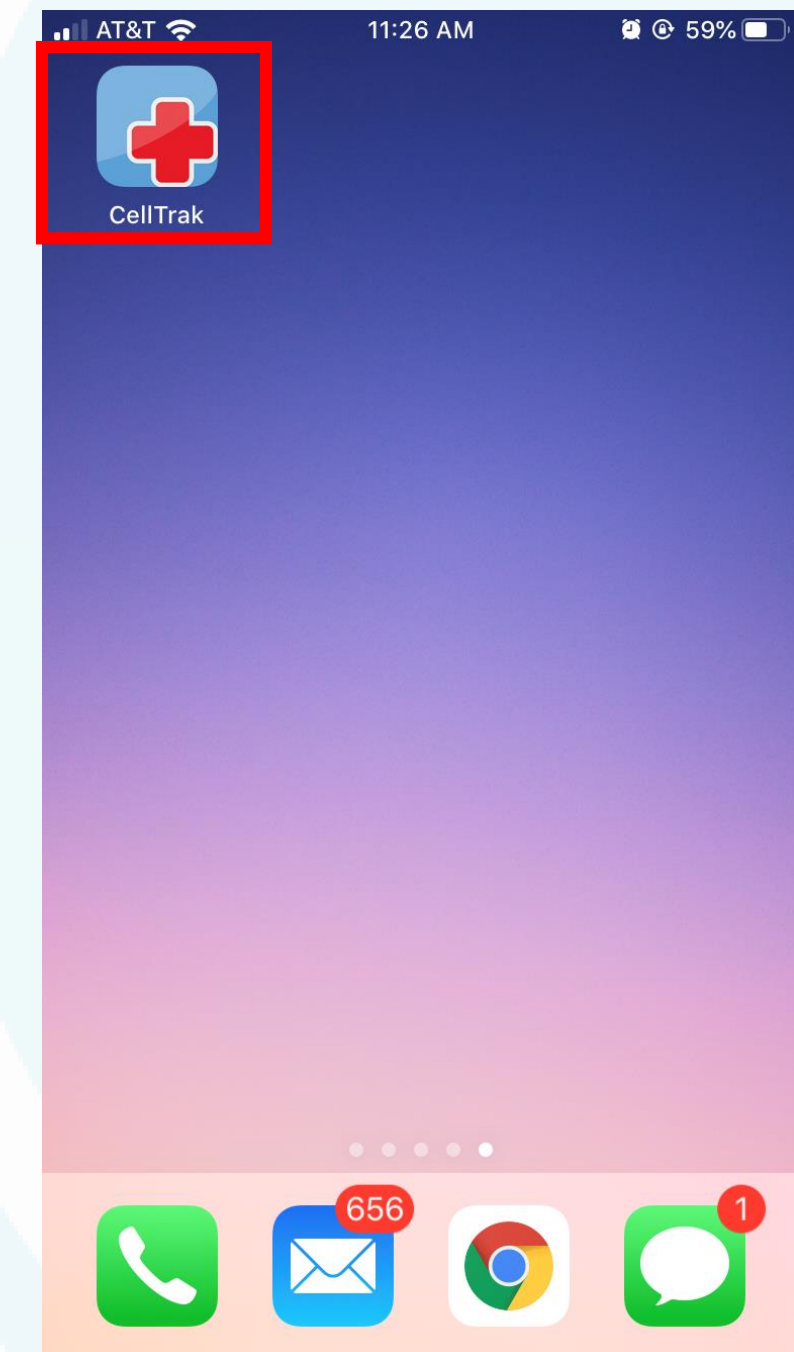
3. Select CellTrak

**DO NOT select CellTrak 1.7*

4. Tap Install/Get



5. CellTrak app displays on the device

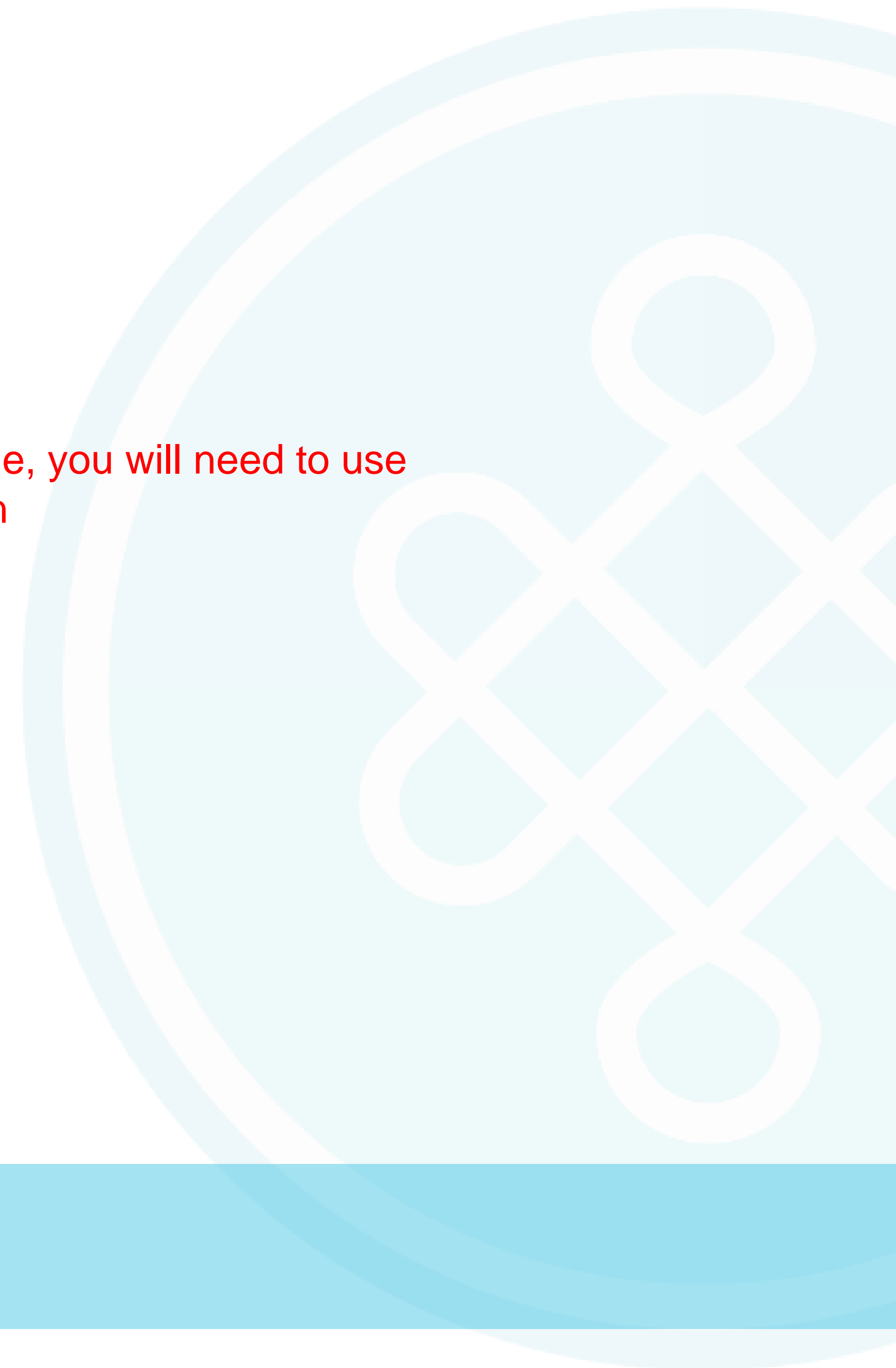


Devices Not Supported / No Smart Phone

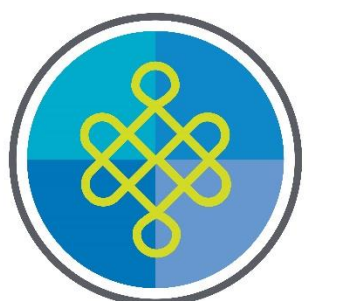
DEVICES NOT SUPPORTED:

- Blackberries

*If you do not have access to a Smart Phone, or you have problems with your Smart Phone, you will need to use the Telephony/Interactive Response System which is explained later in this documentation



LICENSING AND REGISTRATION



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Licensing and Registering a Device

Users now must register their device in order to sync information from the Office/Database to their device

1. Enter the following information
2. iPhone Users will have to enter their phone numbers: The number entered must be the same number associated with the registered device Android Users will not
3. Tap Acquire license
4. Enter the Staff User ID
5. Enter the Staff Last Name (*hyphen or space must be entered if applicable*)
6. Create and Confirm Password (*must have a min of 6 characters*)

7. Scroll down
8. Select and answer the first Challenge Question
9. Select and answer the Second Challenge Question
10. Tap Register User

License ID
Authentication
Code

Acquire License

Enter the following information:

License ID: 200571

Authentication Code: 608930

Phone Number

Acquire License >

Register User
Addus (UAT)

Enter the following information:

User ID

Last Name

Create your password and provide answers for two challenge questions:

Create Password

Verify Password

*Password should be a minimum of 6 characters

Register User >

Register User
Addus (UAT)

Create Password

Verify Password

*Password should be a minimum of 6 characters

Choose first challenge question:

First Answer

Choose second challenge question:

Second Answer

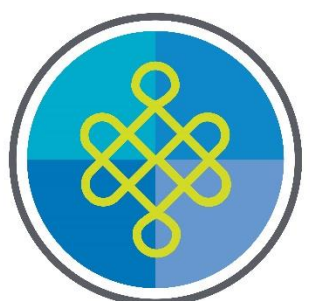
Register User >

Common Registration Errors

Error Code	Meaning/ Solution
Error Code 900	This occurs when your device is receiving a poor signal. To resolve this error, move to an area with a stronger signal or connect to WiFi
Error Code 1070	This means either your User ID number or last name, as entered into the device has not been recognized. To correct this, double check the ID number or User last name you have entered, as they may be incorrect The User last name needs to be recorded exactly as it appears in the Operations Team Portal
Error Code 1091	User's information is already registered on another device. This means your details have already been used to register a different mobile device.

For further assistance, please contact the AWC Customer Care Hotline at 1-800-340-1029 or email support@yourawc.org

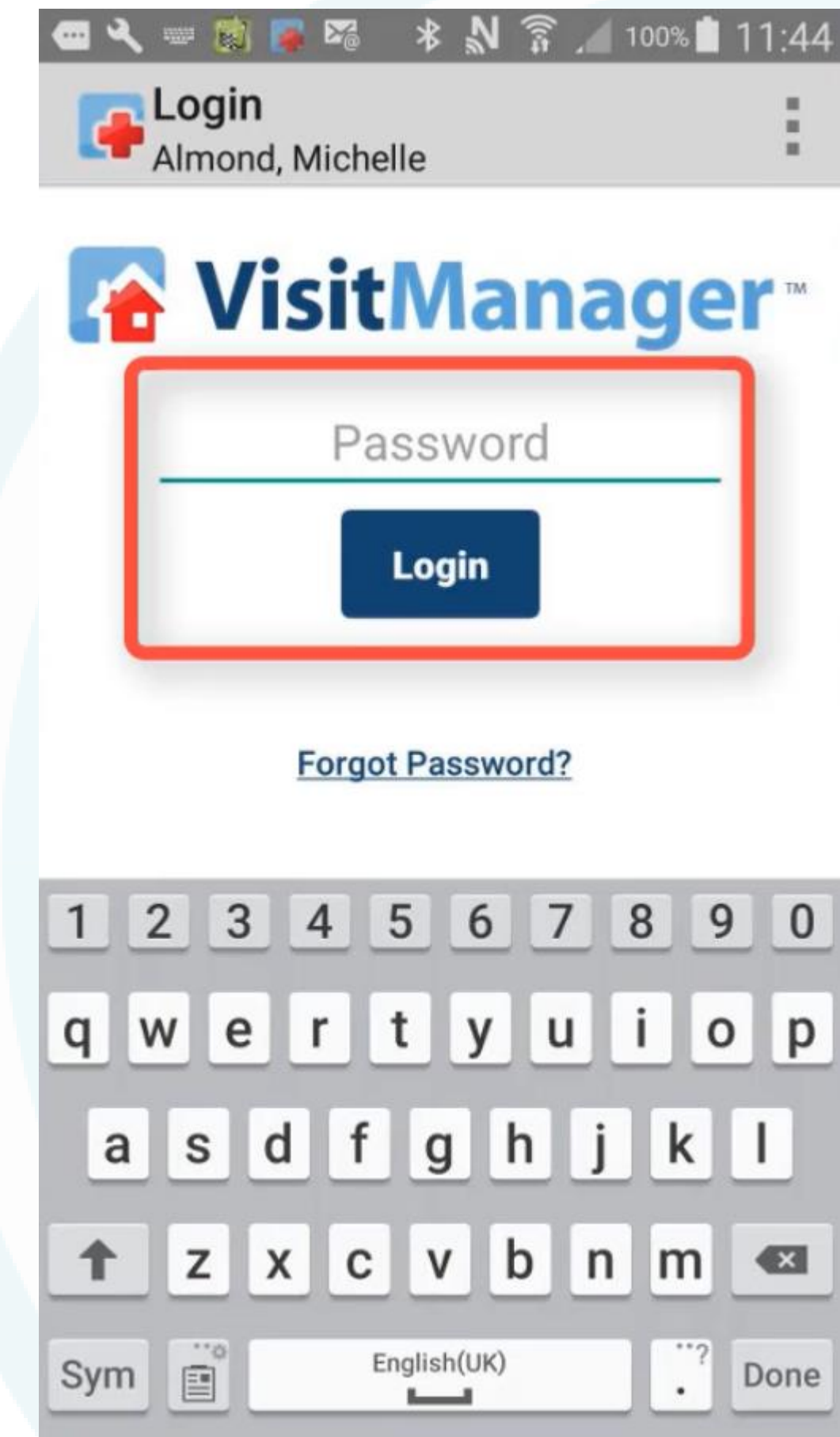
LOGGING INTO THE APP



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Login Page

- User will have to login every time to use the app
- User will be prompted to enter their password
- CellTrak will allow up to 3 attempts at the password before asking for the answer to a challenge question
- User can always use the Forget Password option
- Once a User uses all attempts to login, they will be locked out and will need to contact the AWC Customer Care Hotline at 1-800-340-1029 or email support@yourawc.org



HOME SCREEN

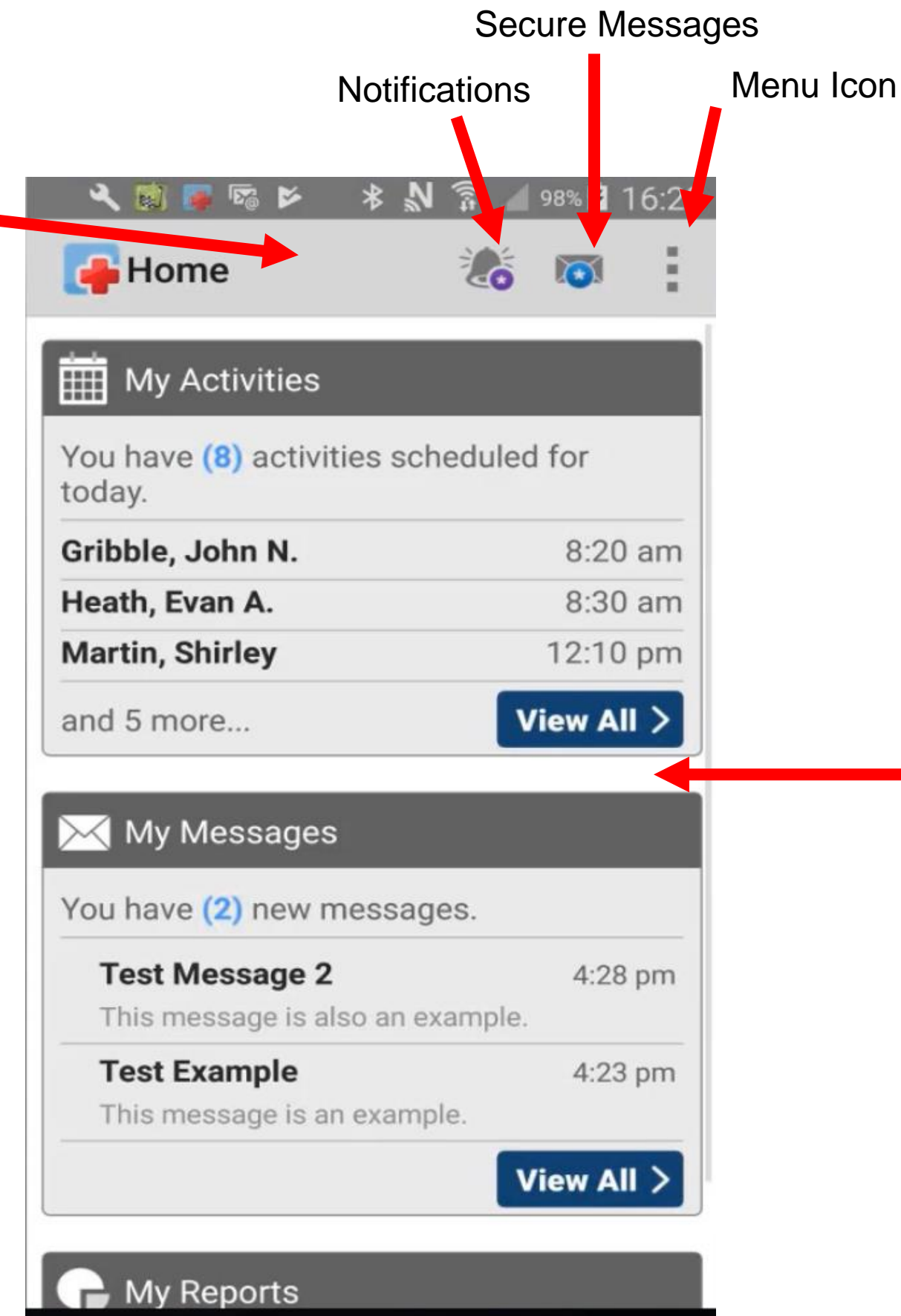
Home Screen

Once logged in, the User will see the Home Screen which is the launch pad for the app where Users have access to all of its features. There are 3 icons on the Home Screen bar as well as 3 main sections

3 Icons on the Home Screen bar

(these icons will always show on the top right-hand corner no matter what section you are in)

- Notifications
- Secure Messages
- Menu Icon



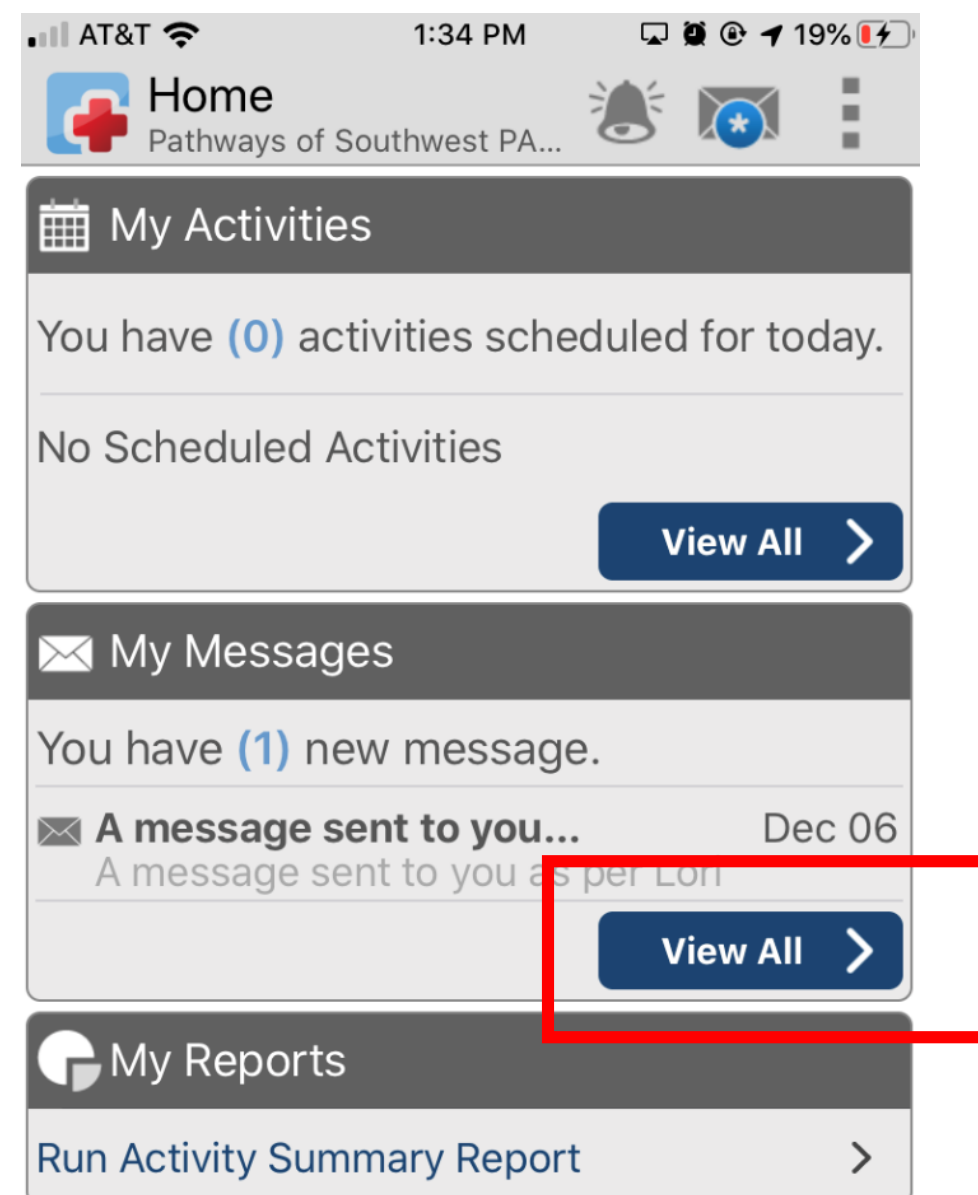
Main Sections:

- My Activities – View all scheduled activities
- My Messages – Displays new messages received
- My Reports – Generates breakdown of work hours and travel figures

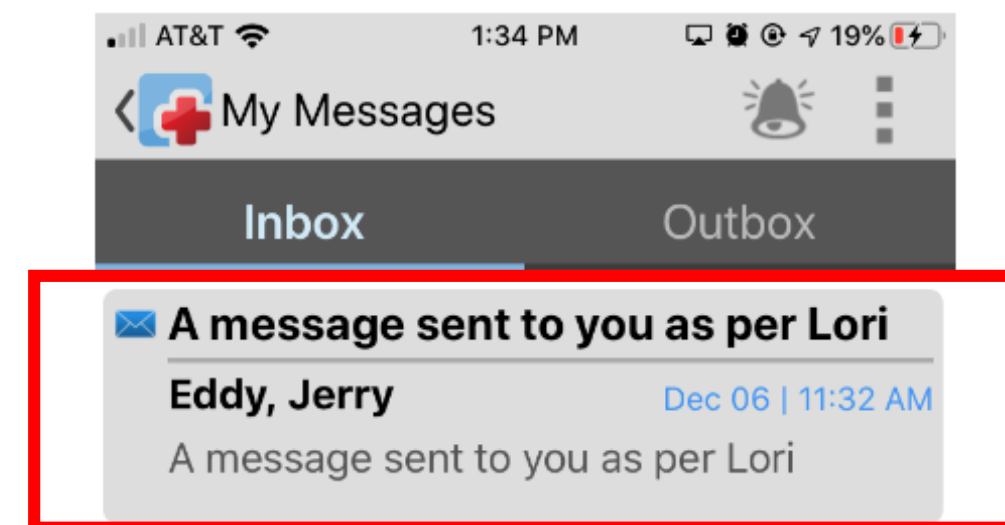
Secure Messaging

Secure Messaging alerts Staff User to messages. It's a way for the Office to communicate with the User. Users can also reply to the messages that they receive. A blue circle with a star overtop the Notifications Icon indicates a new message.

1. To review a message, tap View All

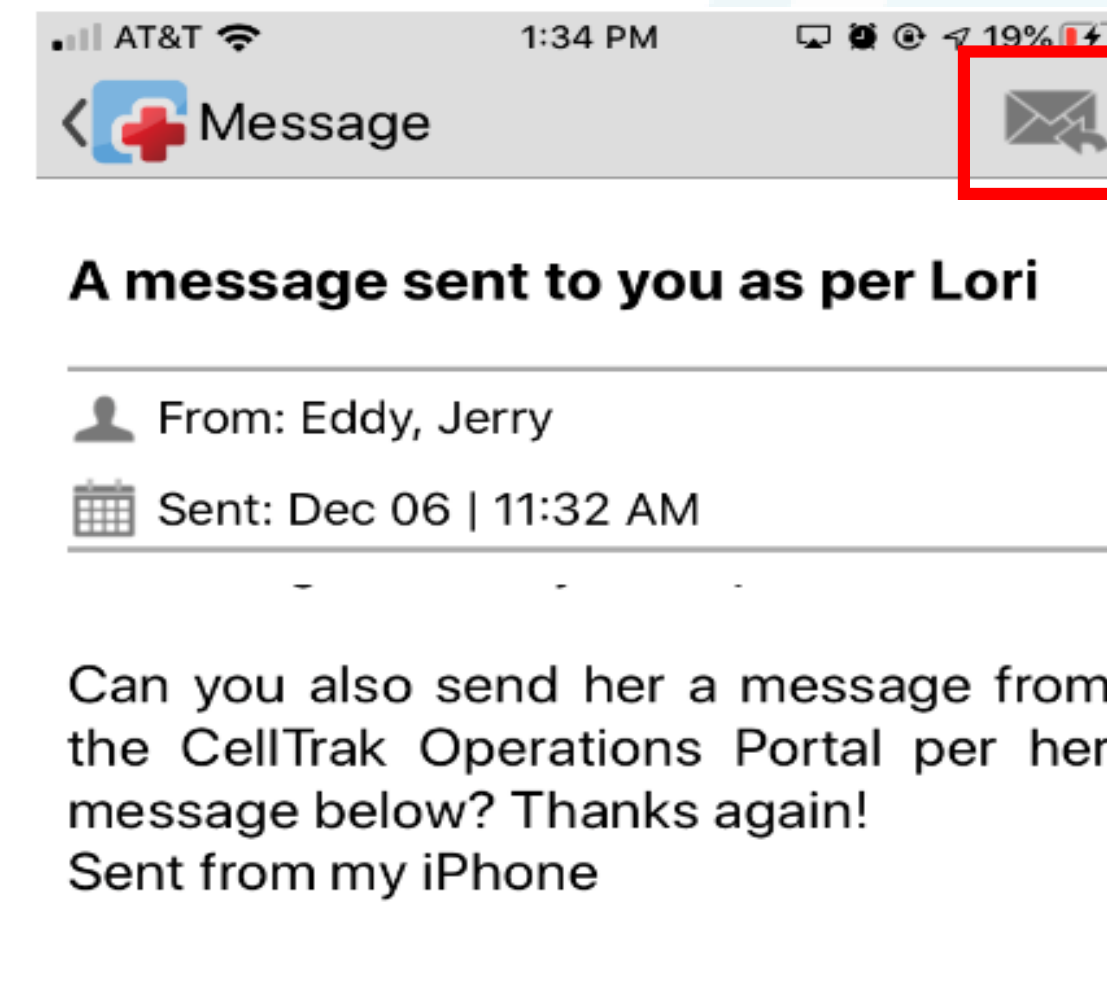


2. The message will appear and then you must tap on the message to open



PLEASE NOTE:
Messages will be deleted 30 days after they are read.

3. Once the message opens you can review.
4. If you need to reply to the message, click the reply icon.



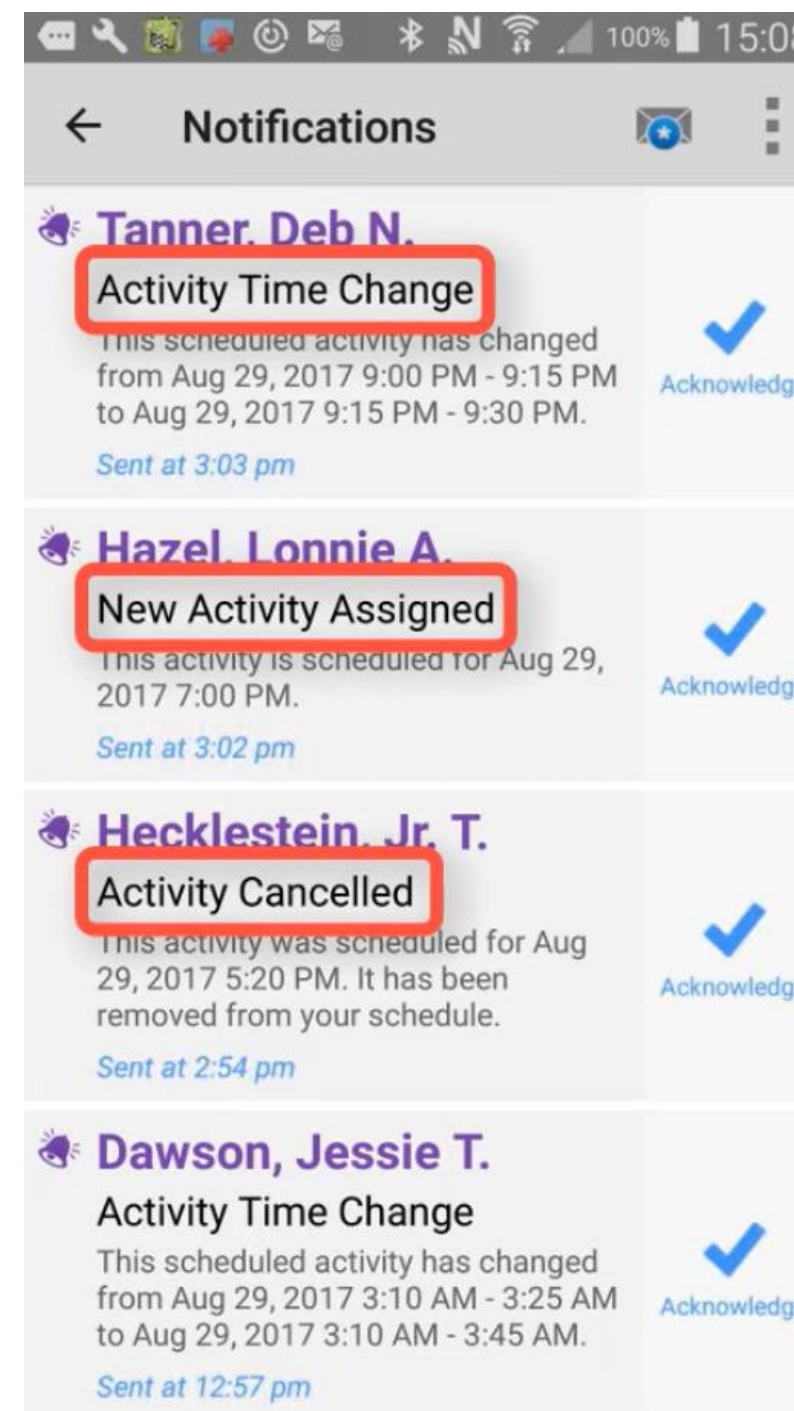
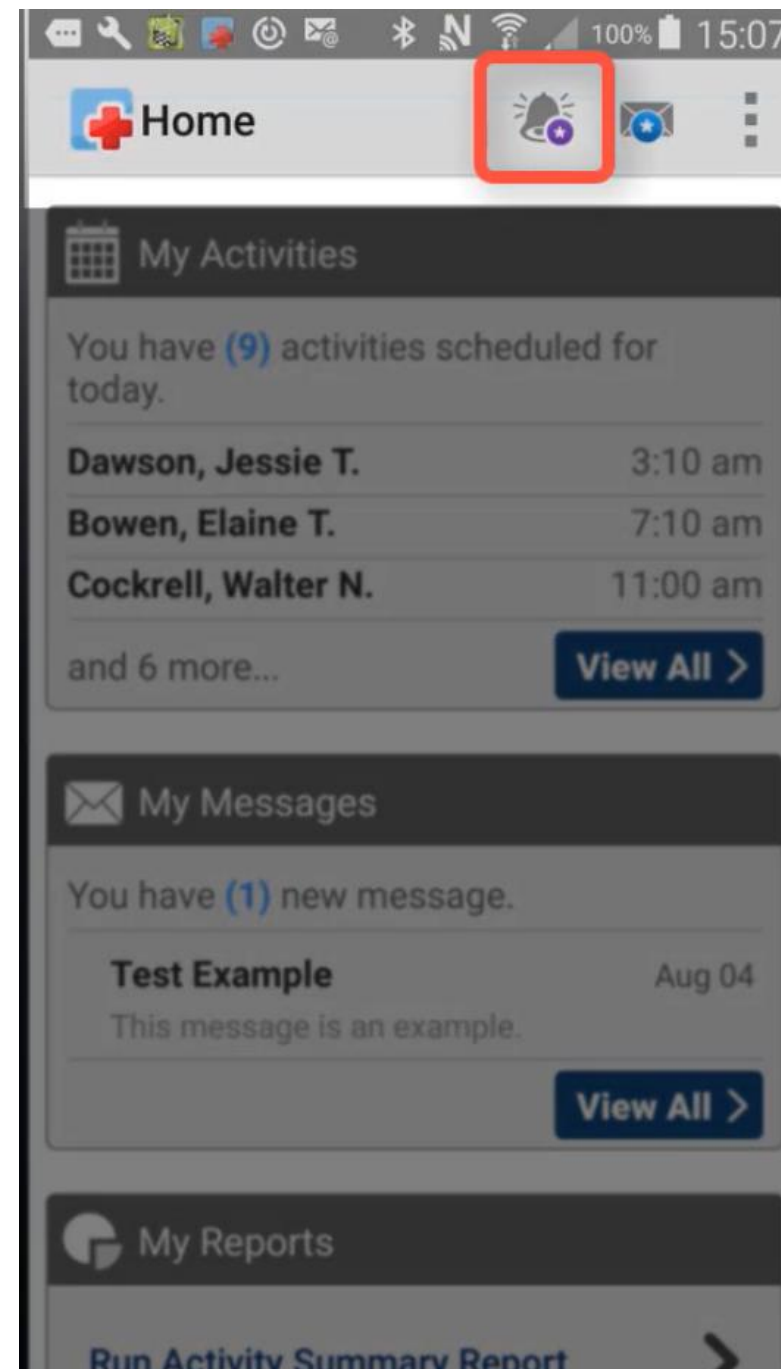
5. Compose your message and then hit the Send Icon.



Notifications

Notifications alerts User of schedule changes, new activities or cancelled activities.

1. The Notifications Bell Icon will indicate that something has changed once you see a purple circle with an asterisk
2. Tap the Notifications Bell
3. Each notification notes what has changed
4. The sent time represents when the change was sent to the device so the User knows how recent it is
5. Once you view the activity, tap the Acknowledge button to indicate you saw the change. By doing this, it clears the update from the menu



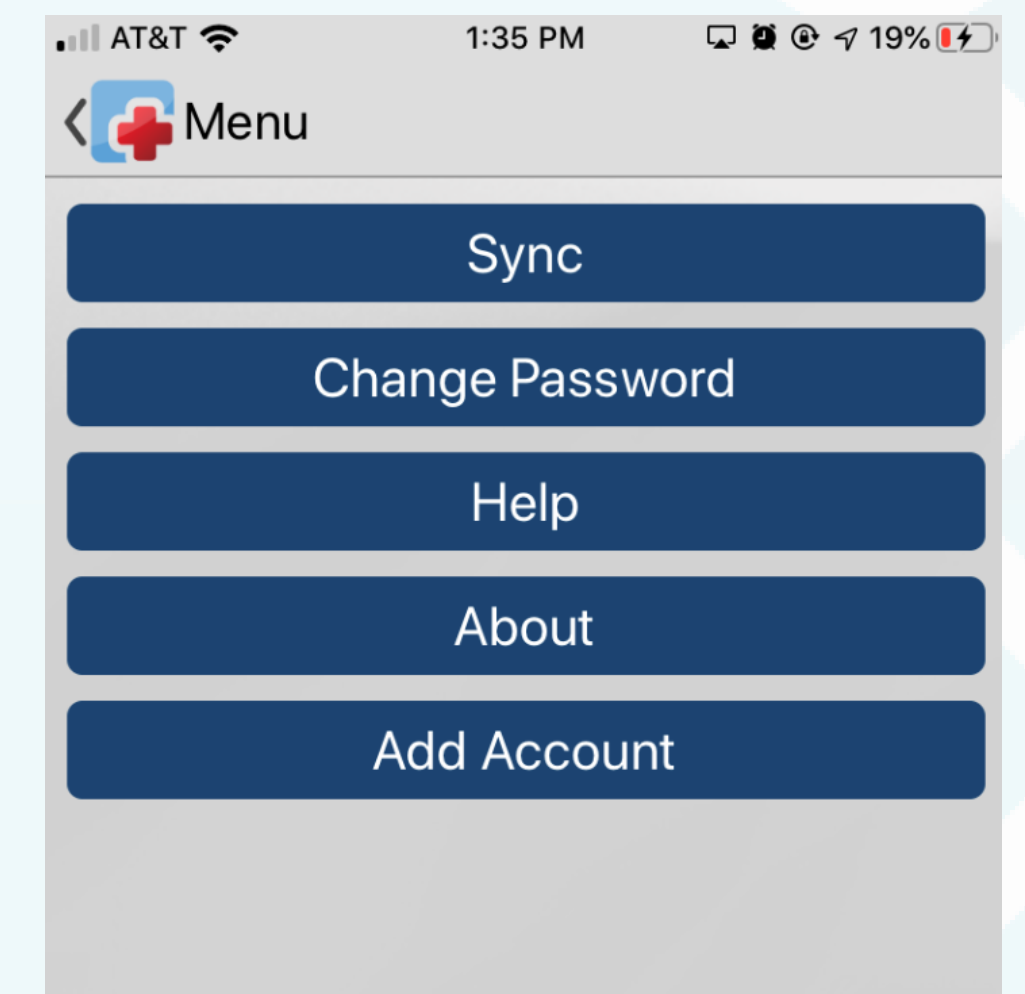
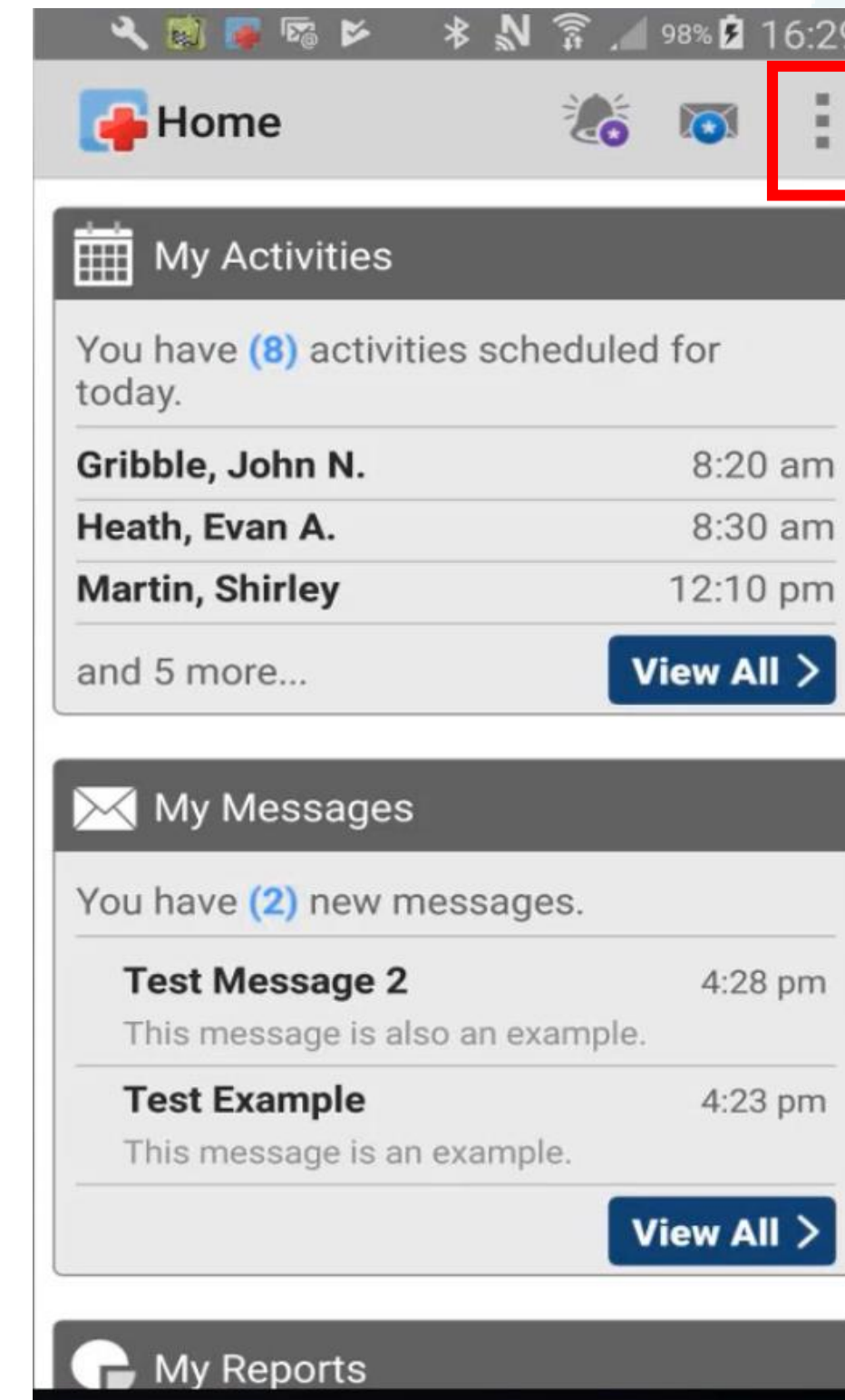
*If there is an Open Shift, the Notification will say Shift Offer

If you're interested, tap Apply. If you're selected, CellTrak will let you know
If you're not interested, tap Decline

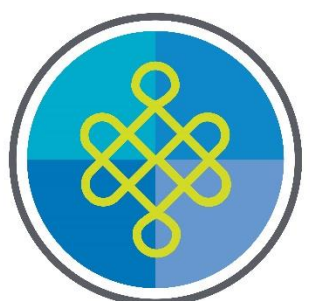
Menu Icon

The menu icon is where you can access the system menu. There is a dropdown that consists of the following:

- Sync – initiate sync of data between device and server
(if you feel info not accurate, tap this button to resync data)
- Change Password
- Settings
- Help – instructions for assistance
- About – troubleshooting of data



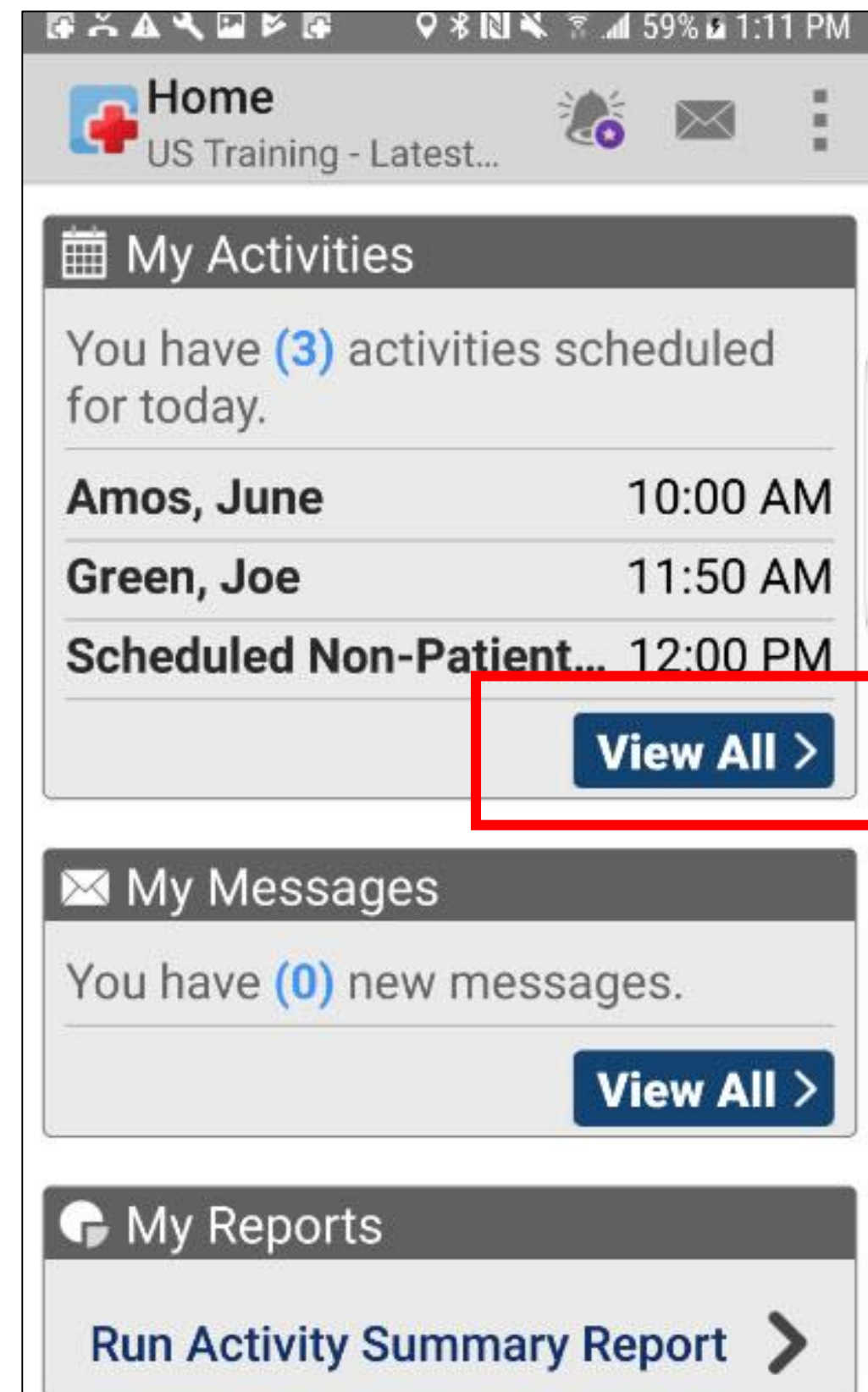
REVIEWING CLIENT ACTIVITIES, ACCESS DIRECTIONS TO THEIR HOME, AND VIEW CONTACT INFO



PathWays
Life Long Fulfillment

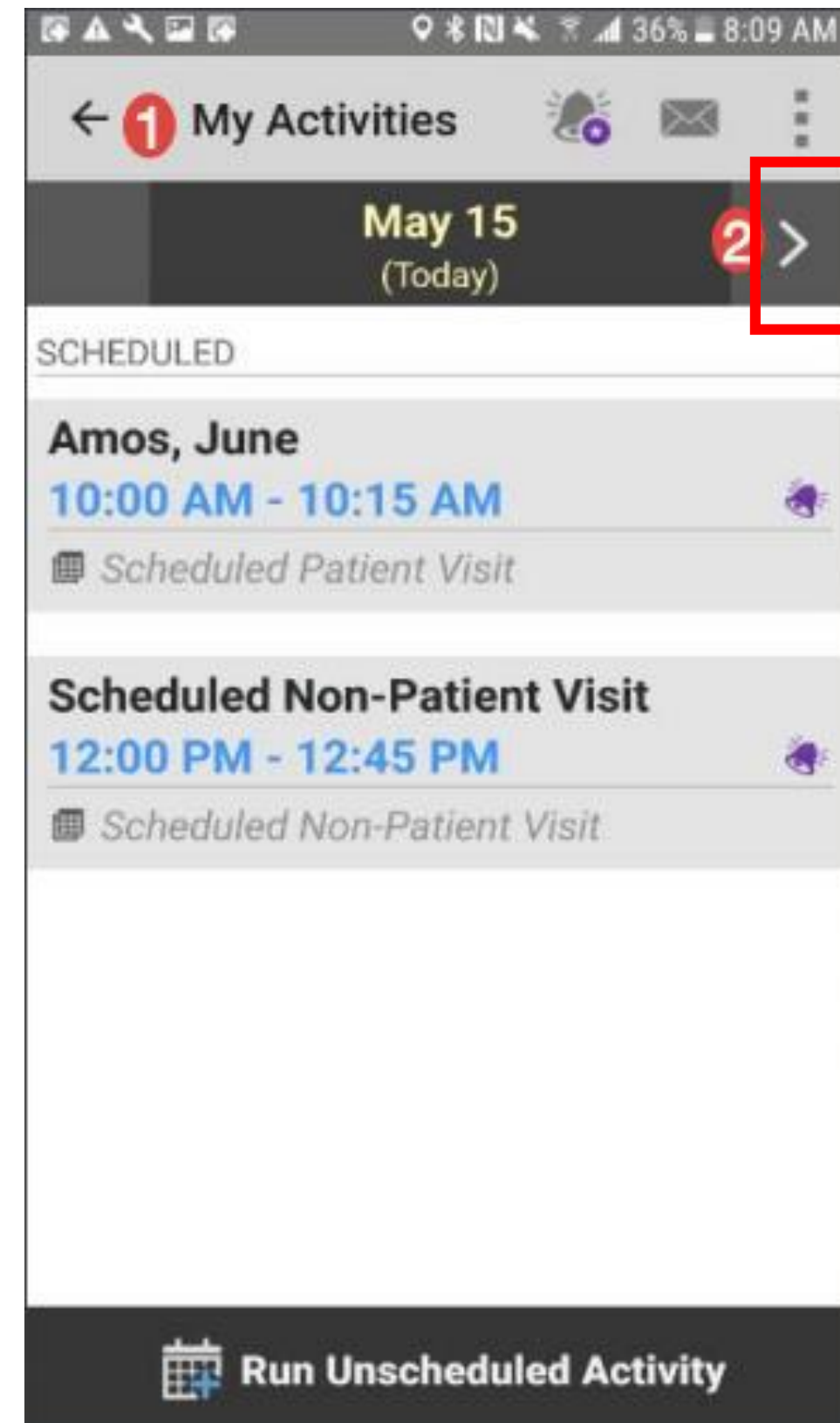
Accessing Client's Activities

1. Tap View All under My Activities

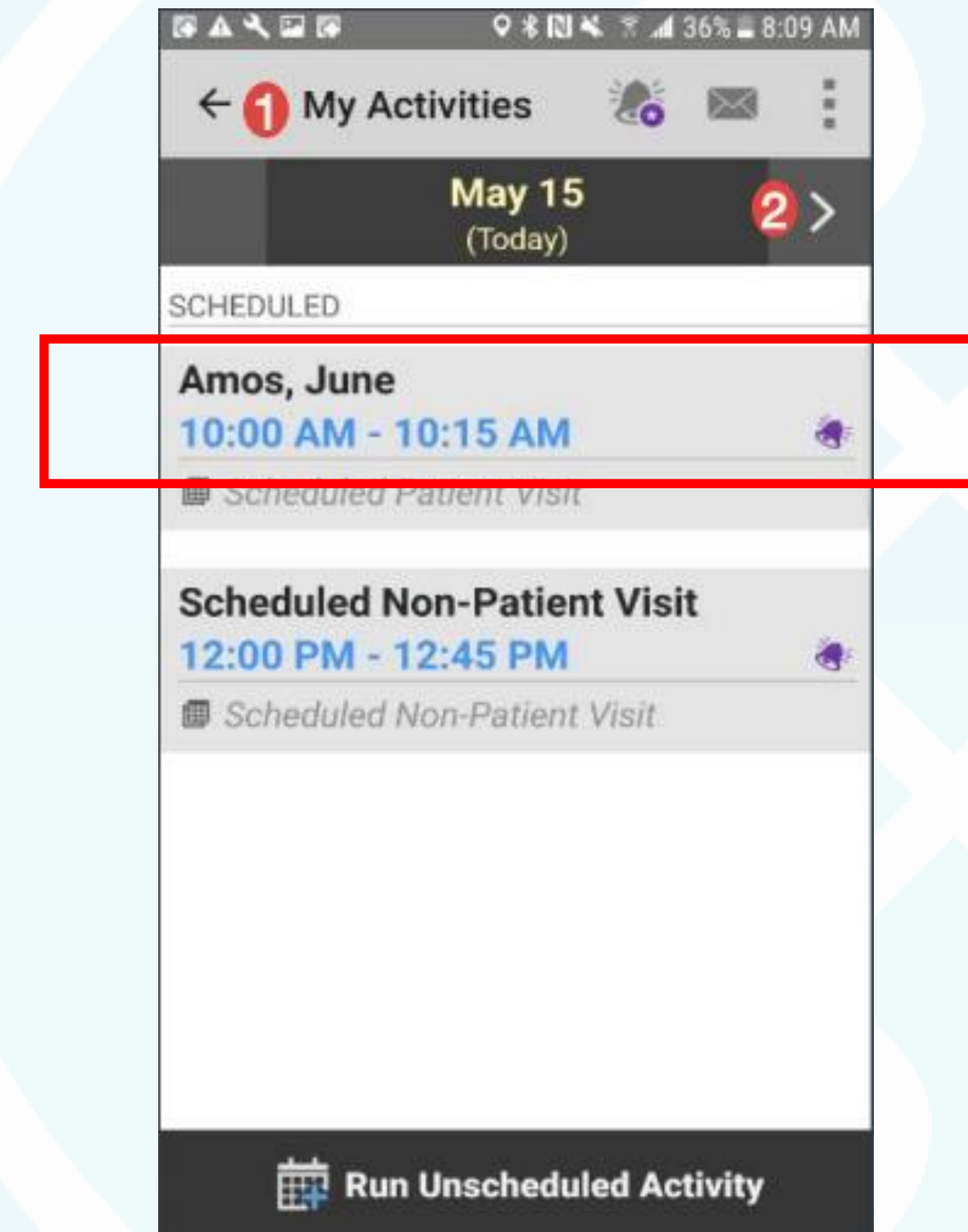


2. The My Activities Screen automatically defaults to the current day
3. You can review future Activities by tapping the Arrow button

**You can only review future activities, they cannot be started*

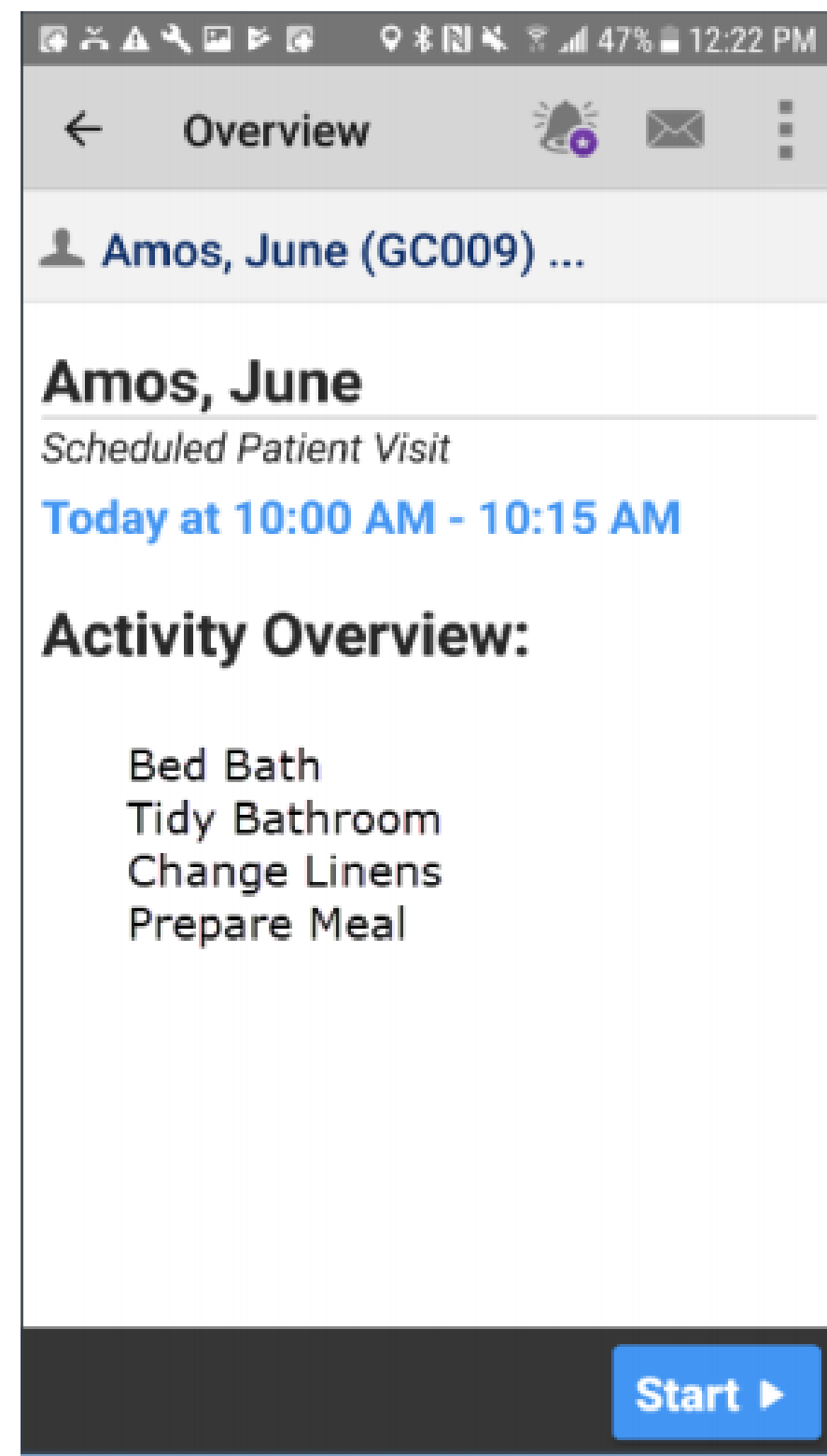


4. Tap the Client's Name you wish to review

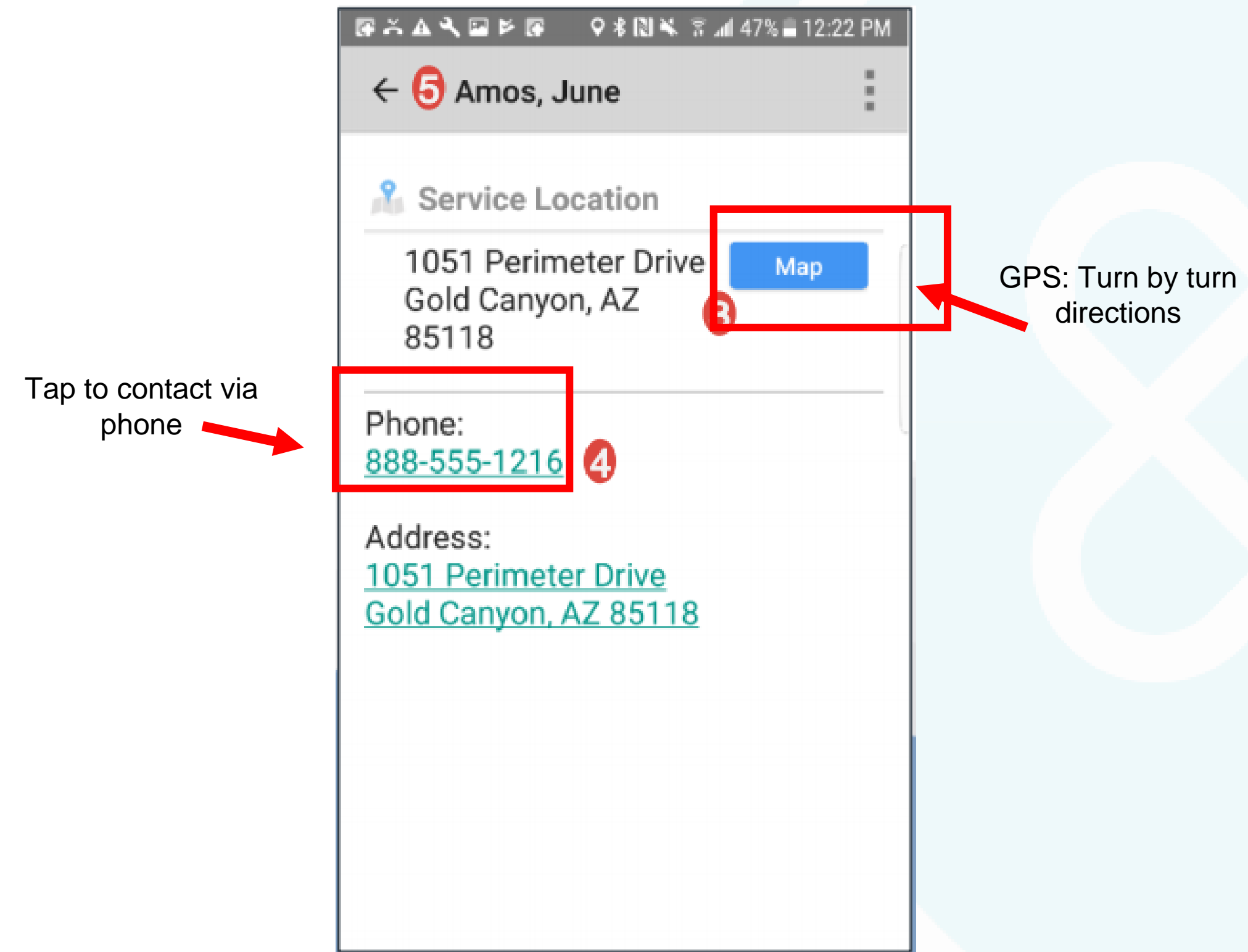


Reviewing Client's Activities, Location and Contact Info

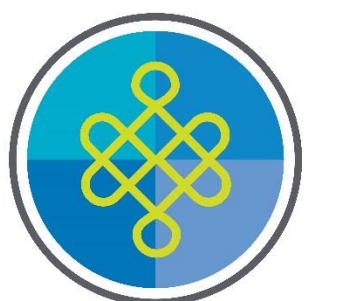
1. The User will now see an Overview of Activities
2. To view client's contact info, tap the client's name at the top of the Screen



3. The address and phone number become visible
4. Use the Map button if you need directions, the User will receive turn by turn directions
5. Tap the phone number to call the client



MY SCHEDULED ACTIVITIES



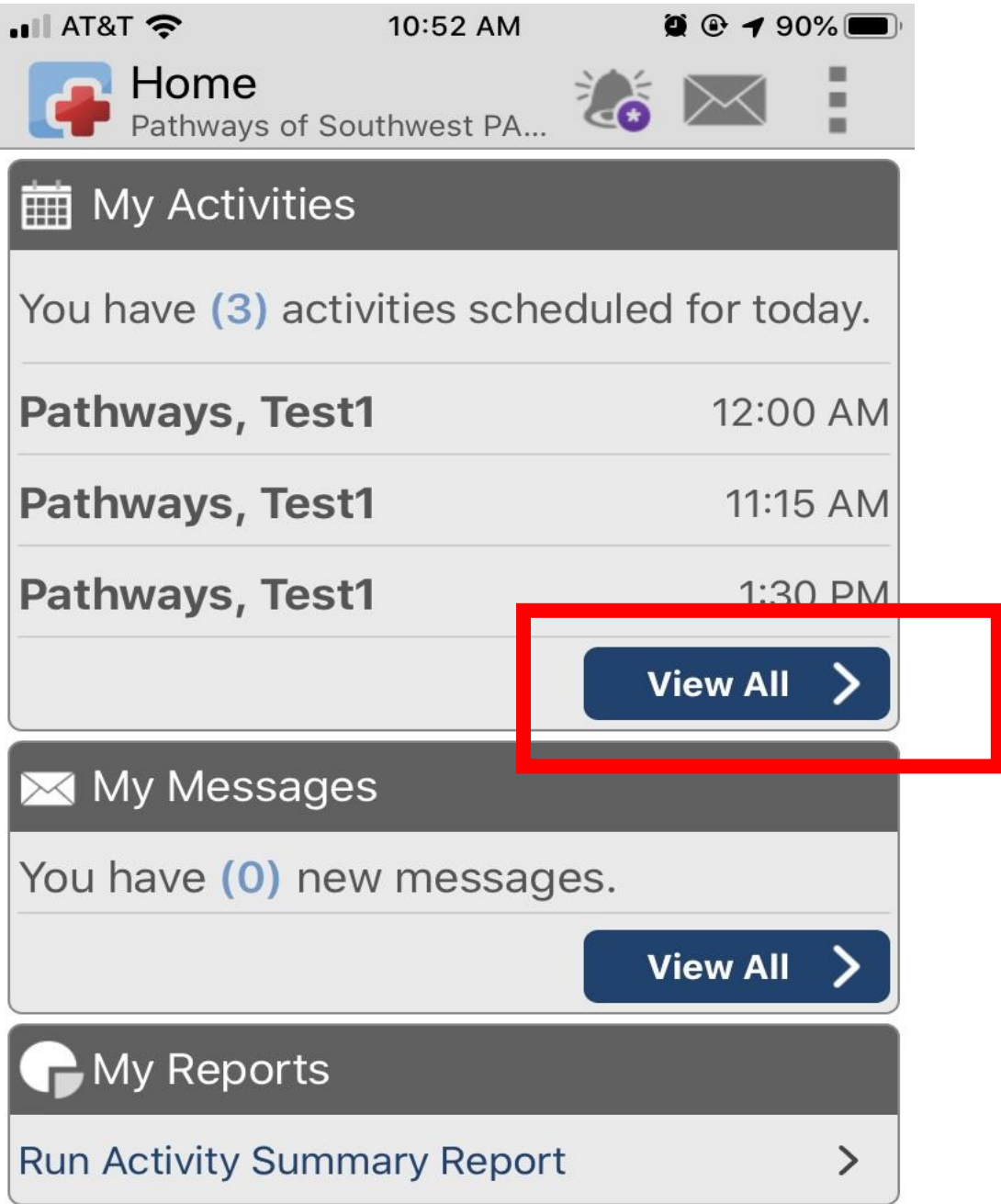
PathWays
Life Long Fulfillment

What is a Scheduled Activity?

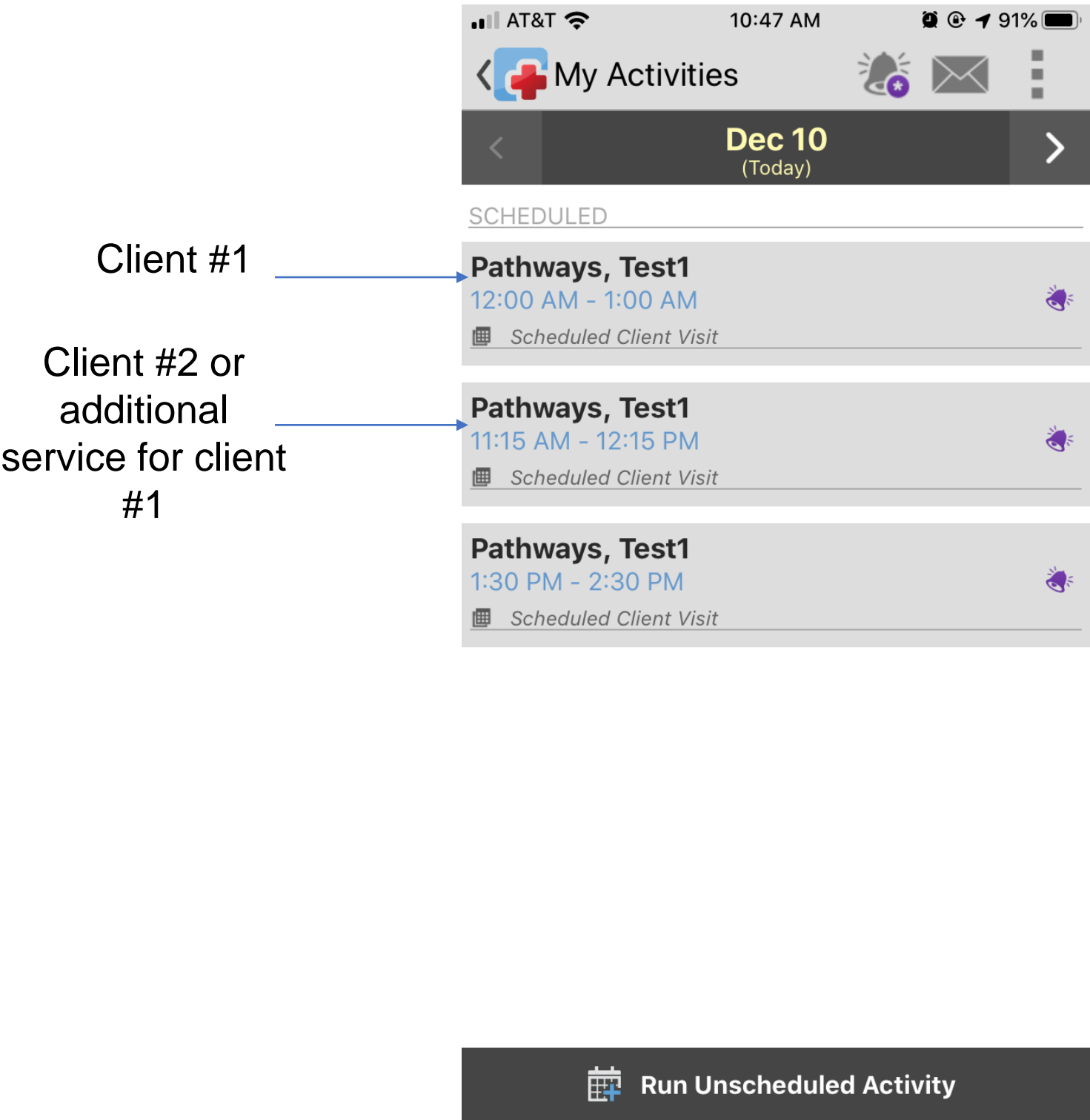
- A scheduled activity is a scheduled service such as In Home and Community 1:1, Companion Services or Respite that has been scheduled by the Managing Employer for their staff
- Schedules are highly recommended to assure data accuracy and ease of use by the staff
- Managing Employers will create the schedule and send the schedule into the office as shown at the beginning of this document.
- At some point, Managing Employers may request access to the system to create their own staff schedules online.

Recording a Scheduled Activity

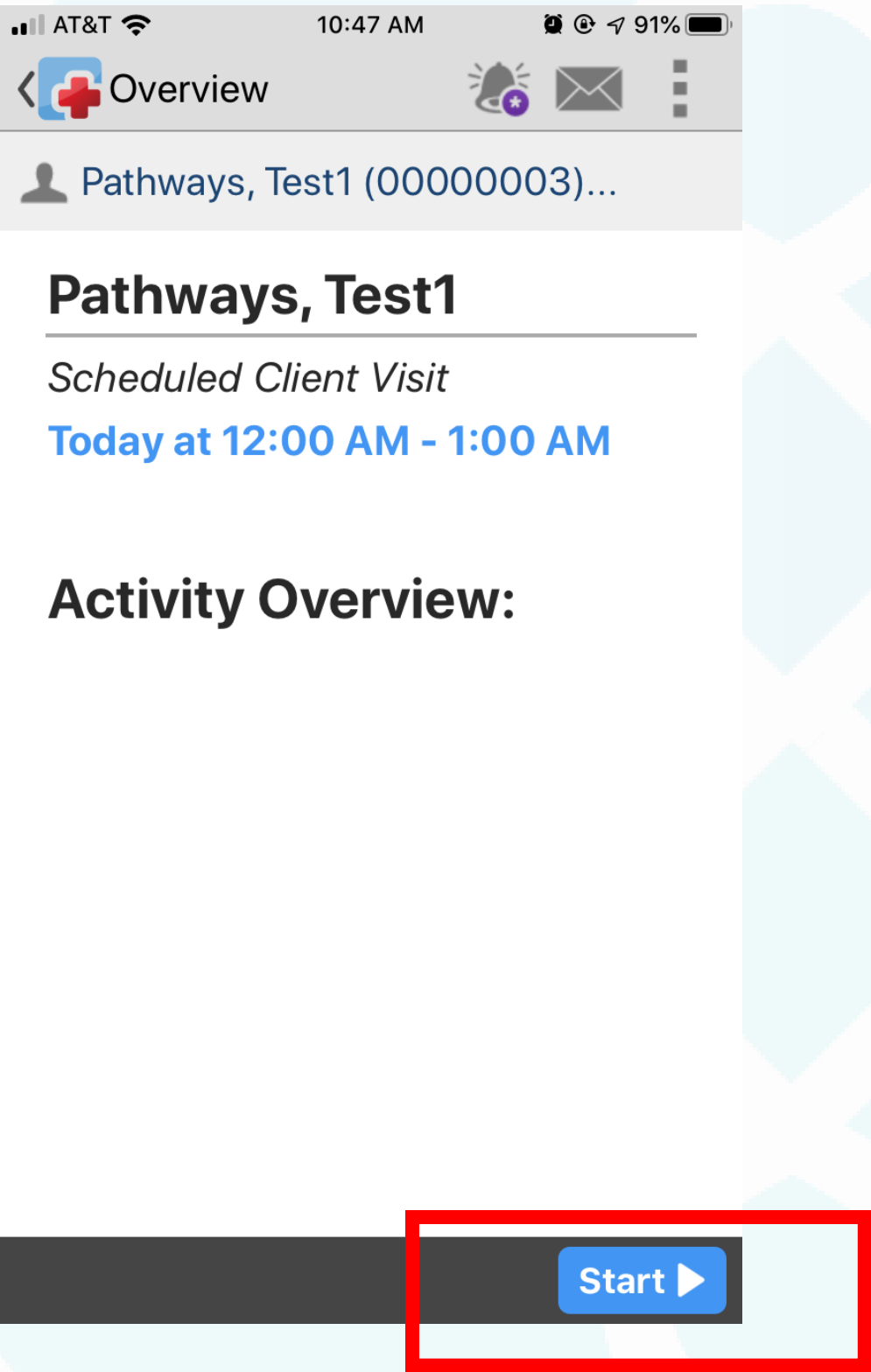
1. On the Home Screen, Under My Activities, Staff will see their scheduled activities (services) for the day. To view details for the day, tap View All



2. A list of scheduled activities for the day will be listed. There may only be one or there may be more than one if you perform services for more than one client or perform more than one service.
3. When you arrive at the Patient's home, tap the appropriate name

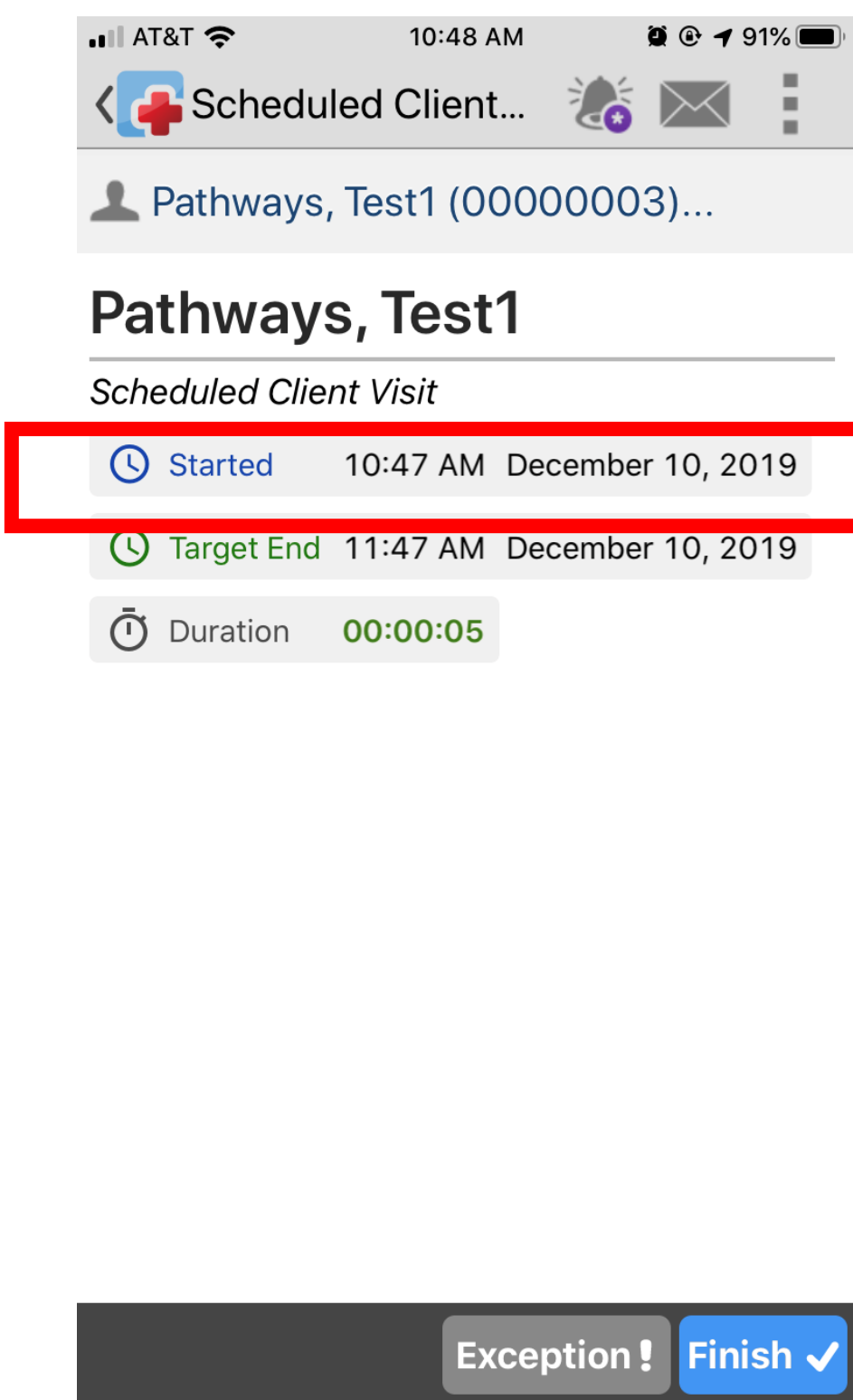


4. Review
5. Tap Start

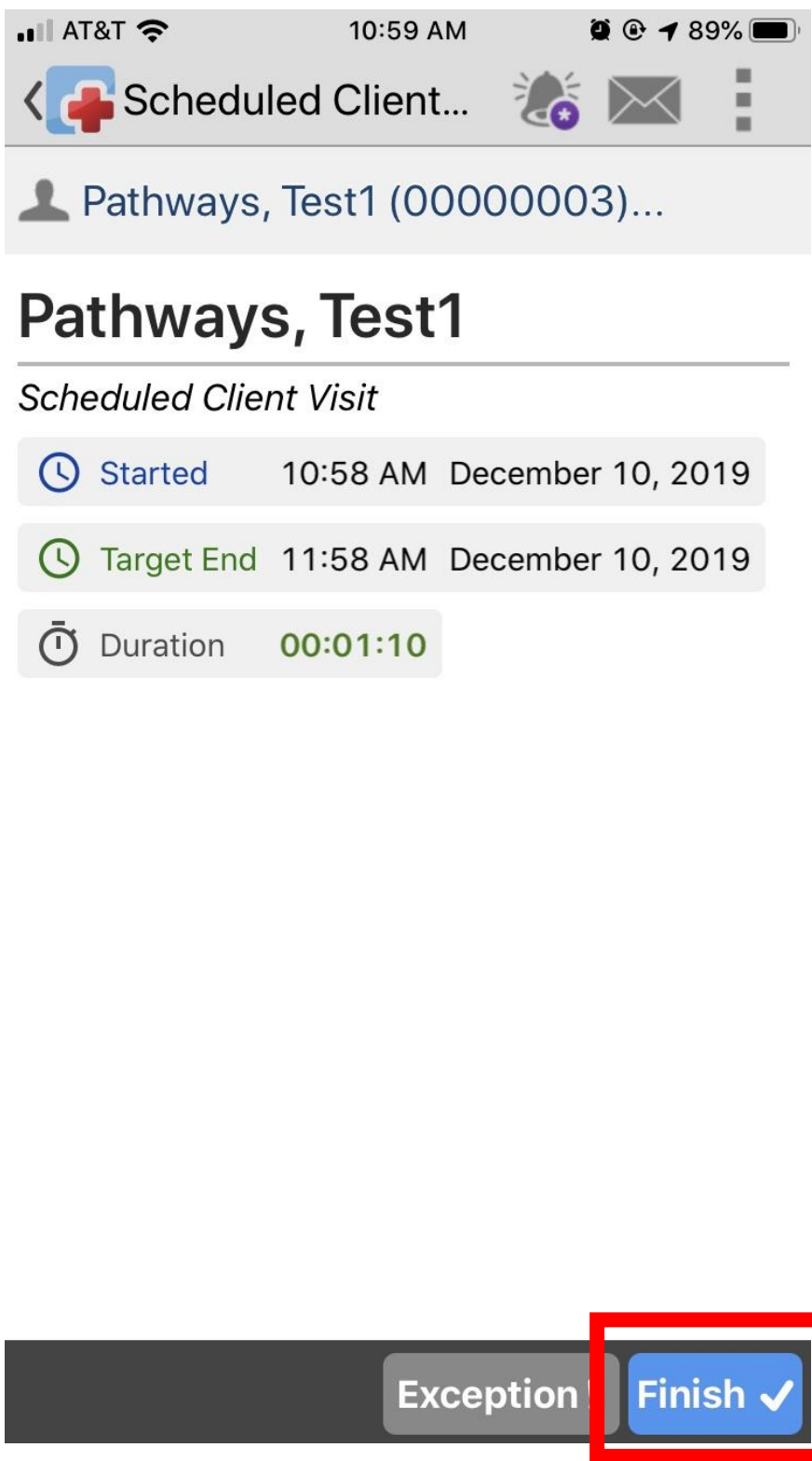


Recording a Scheduled Activity Continued

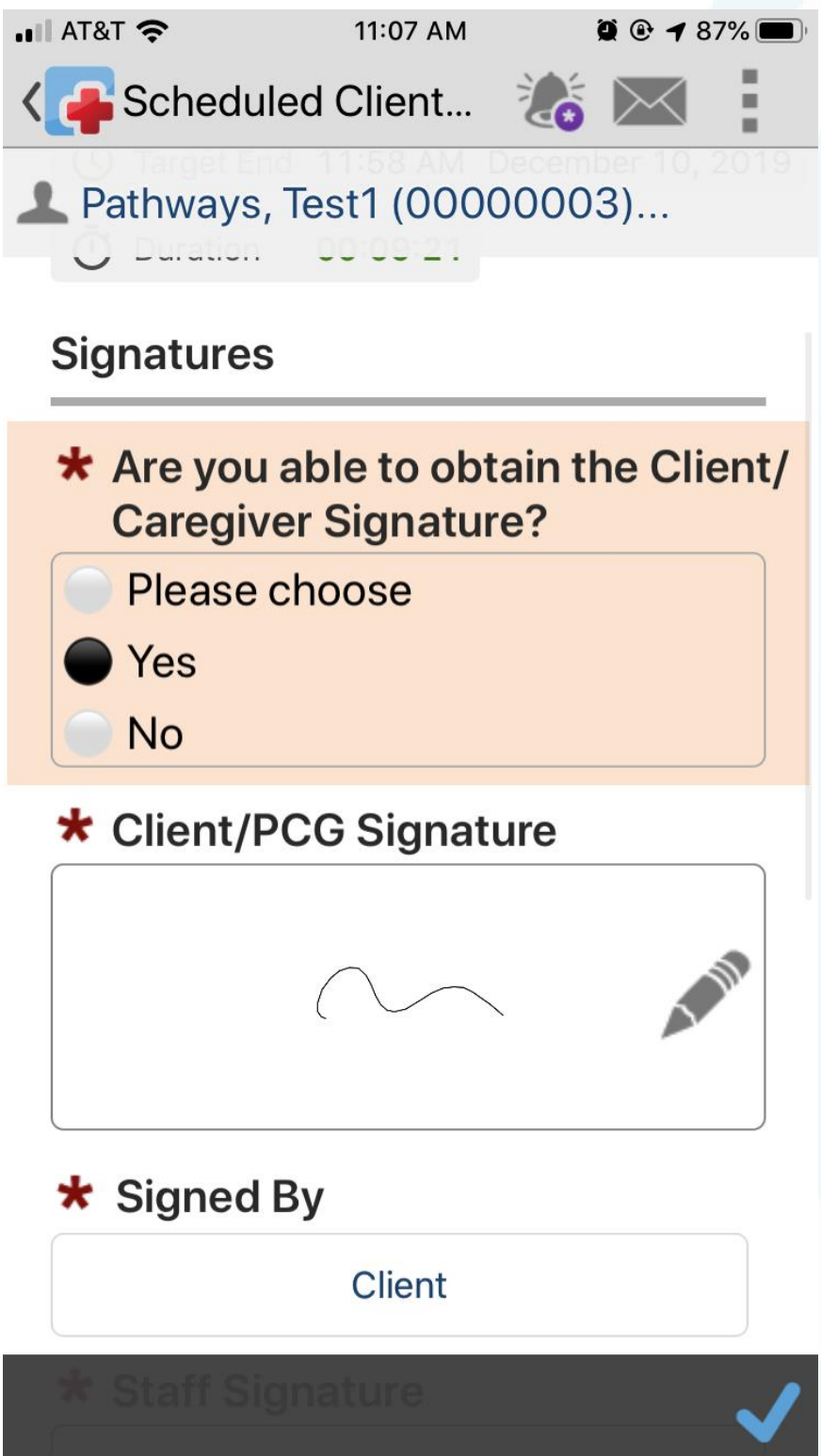
- 6. CellTrak records the Start
- 7. Close app, put away your device and provide care



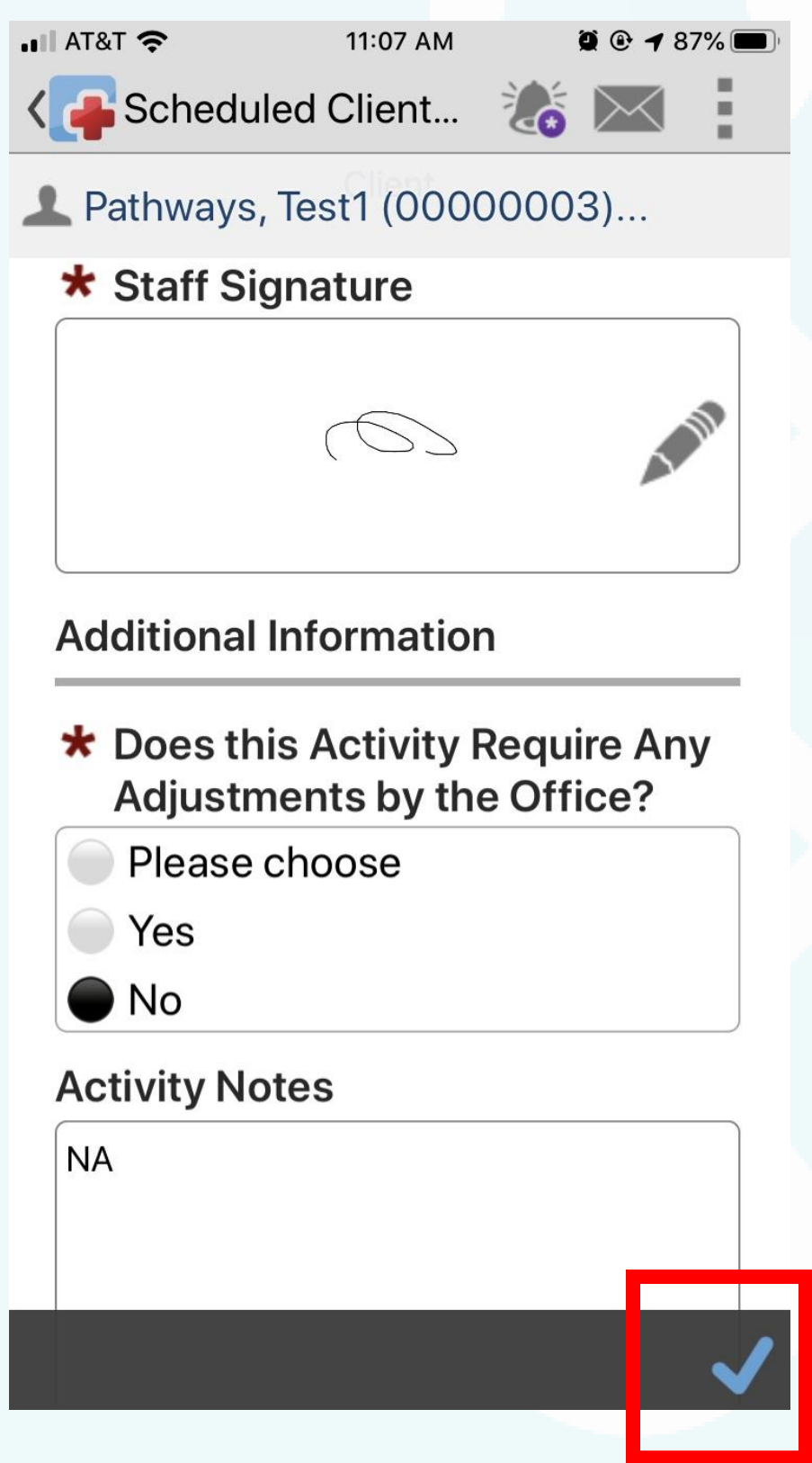
- 8. After activity is completed, Log back into CellTrak
- 9. Tap Finish



- 10. On the next screen, answer the questions and provide signature. To sign, tap the pencil

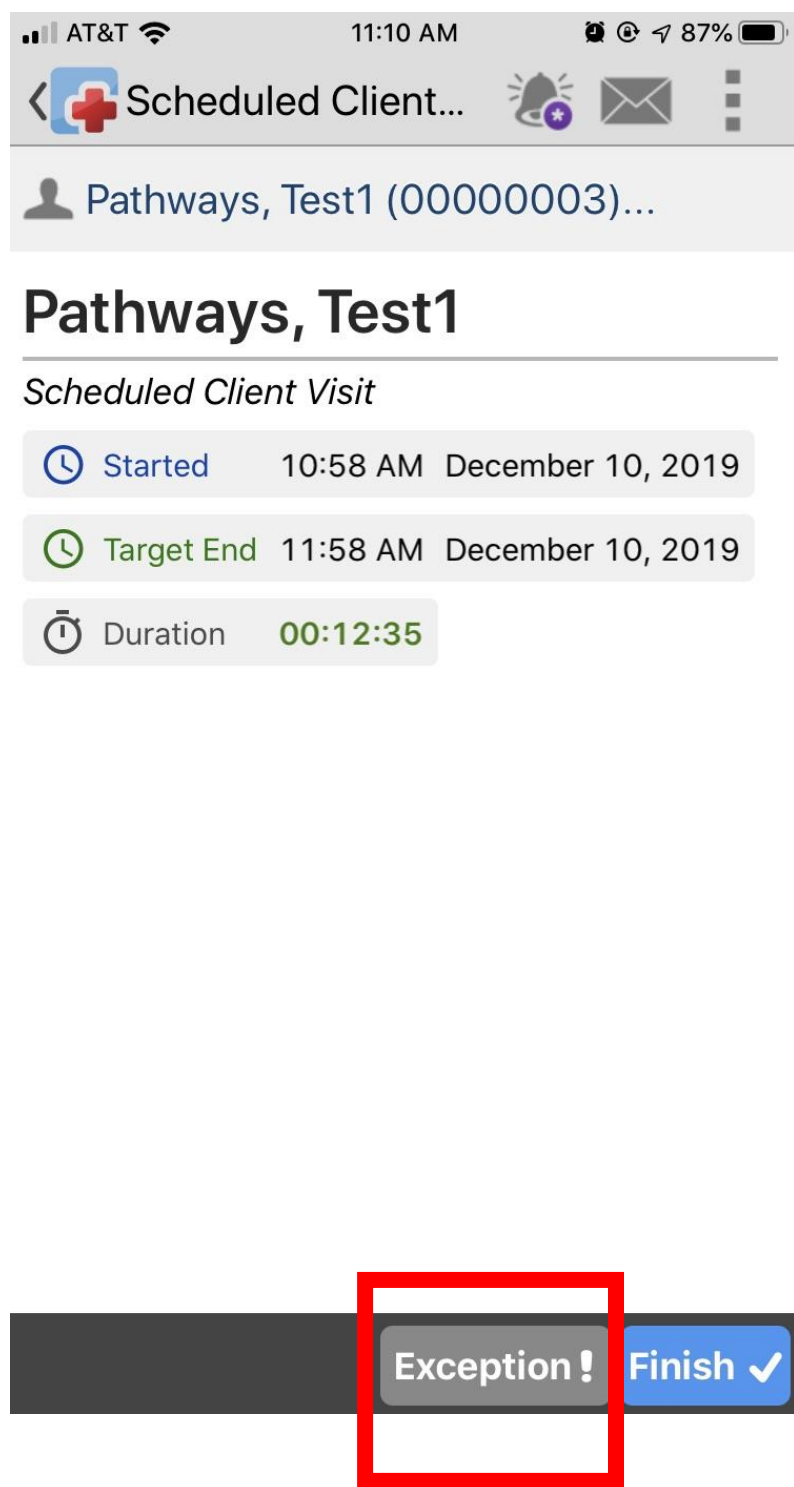


- 11. Continue to answer all the questions
- 12. Log any activity notes
- 13. Tap the check mark to complete activity

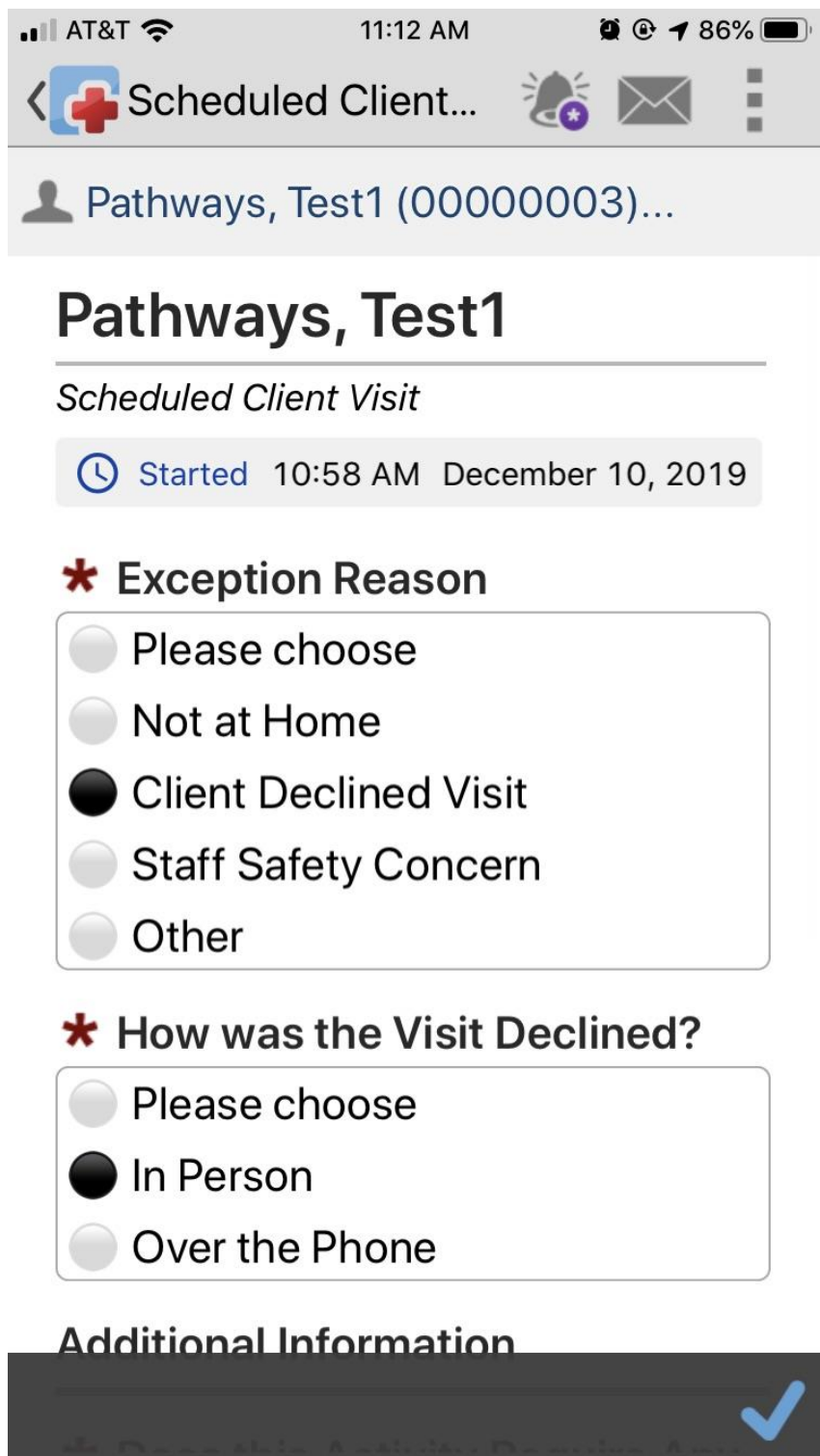


Recording a Scheduled Activity Continued

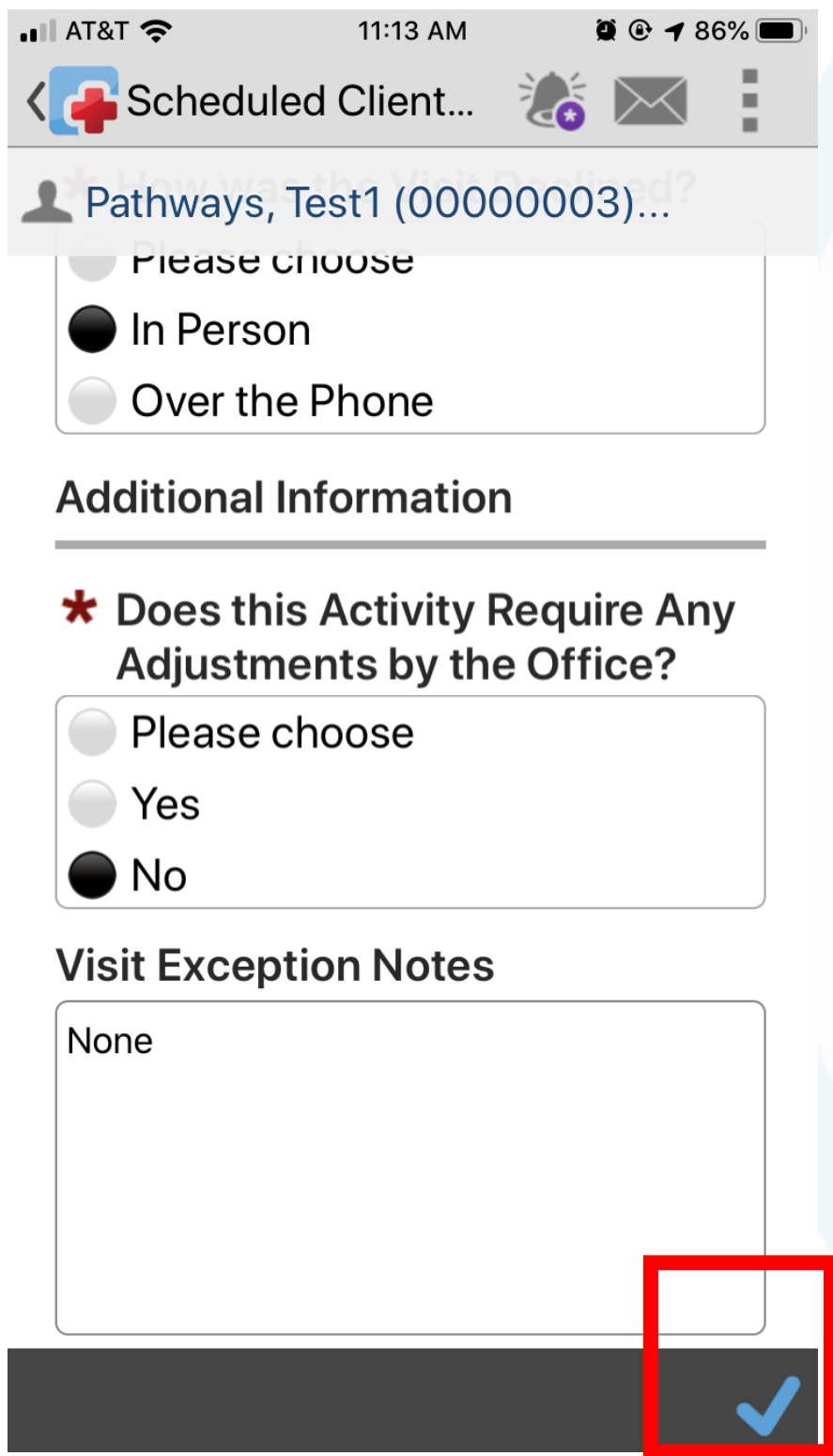
14. If you did not complete a task, tap the Exception button



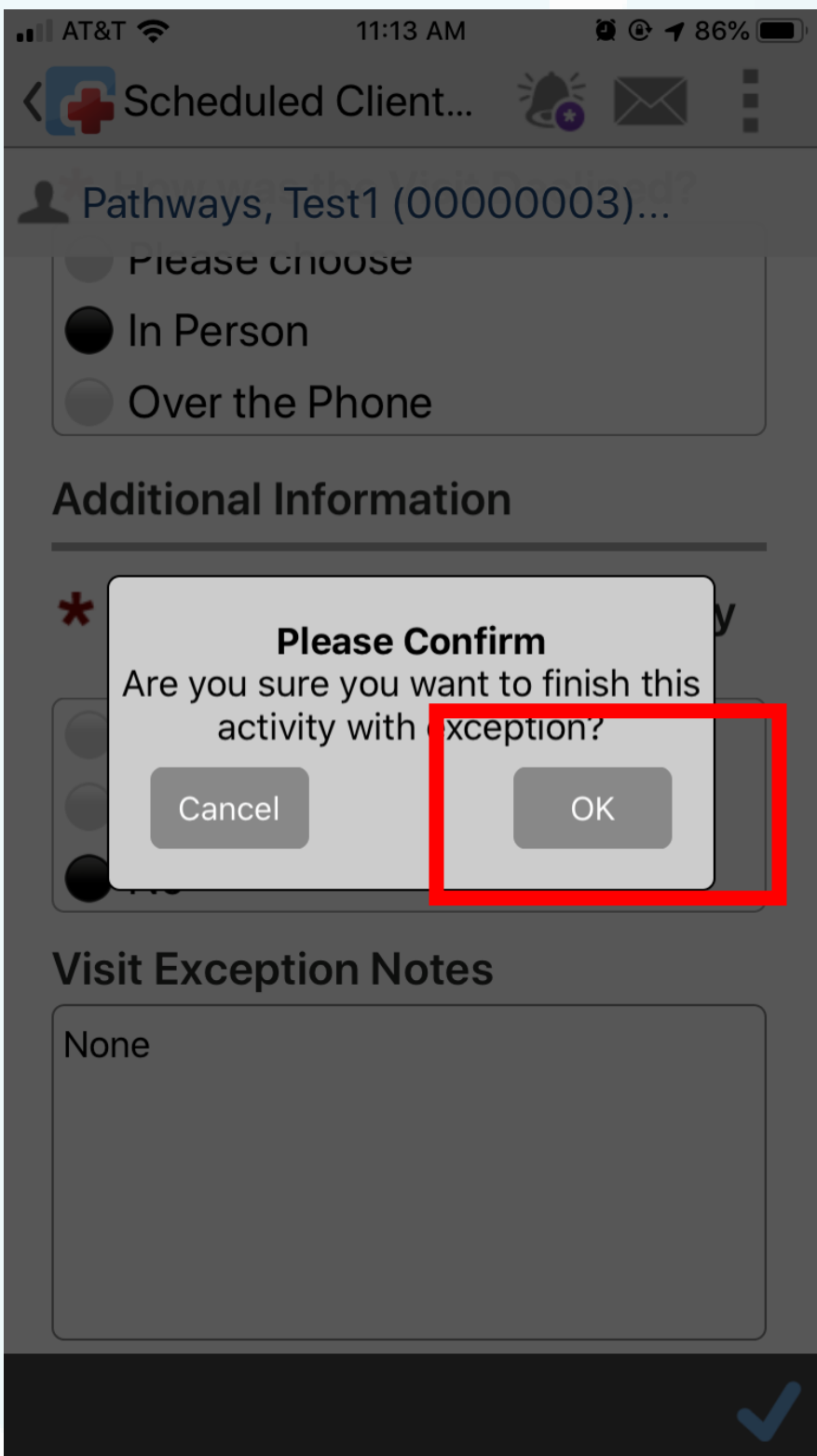
15. On the next screen, note why the task was not completed



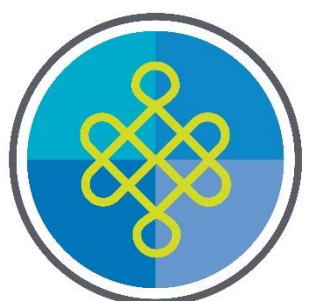
16. Tap the check mark to complete



17. Confirm the exception



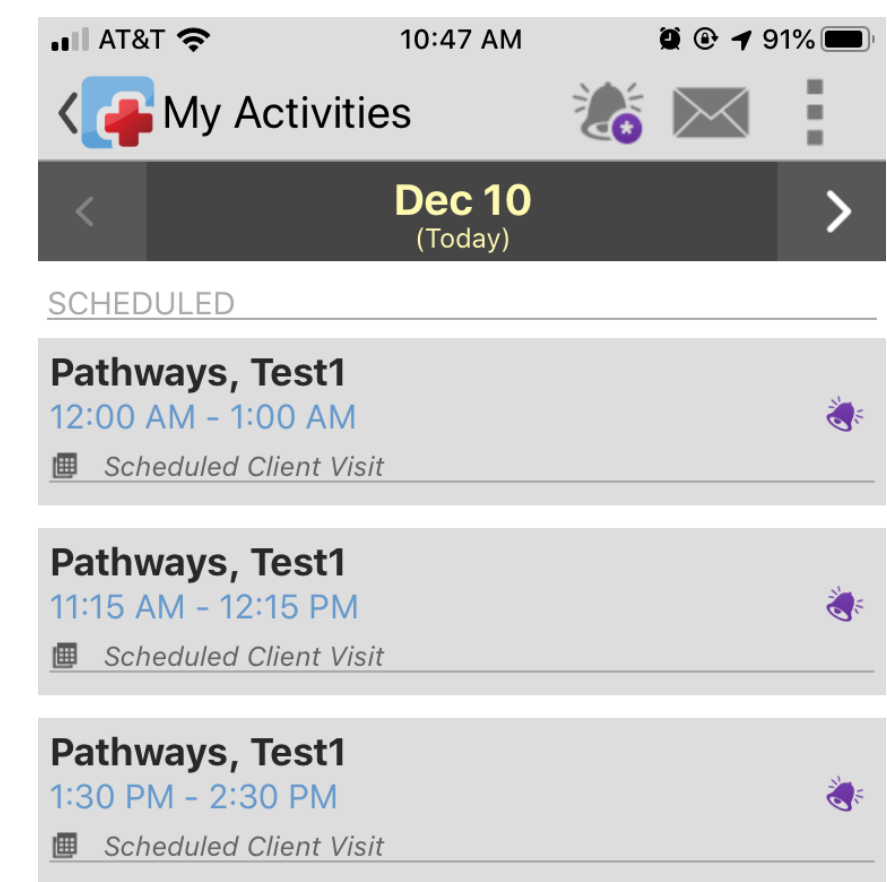
UNSCHEDULED ACTIVITIES



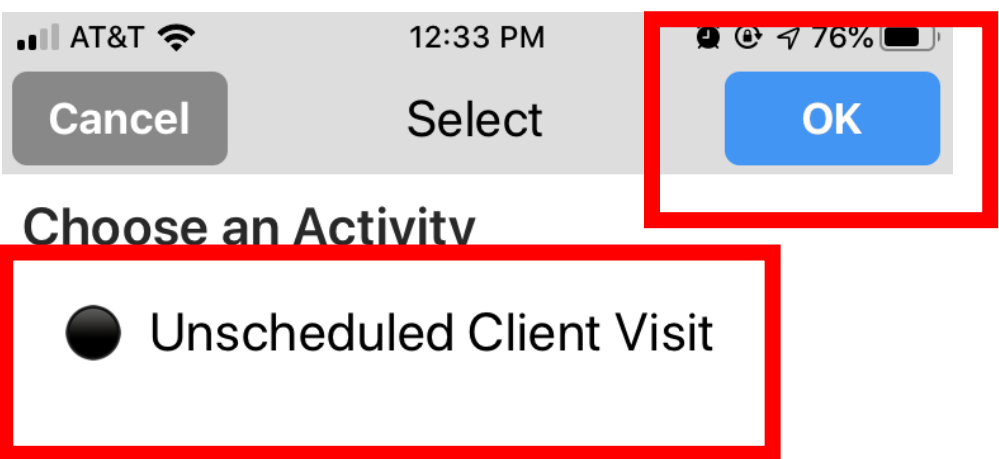
PathWays
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Unscheduled Activities

1. Tap Unscheduled Activity

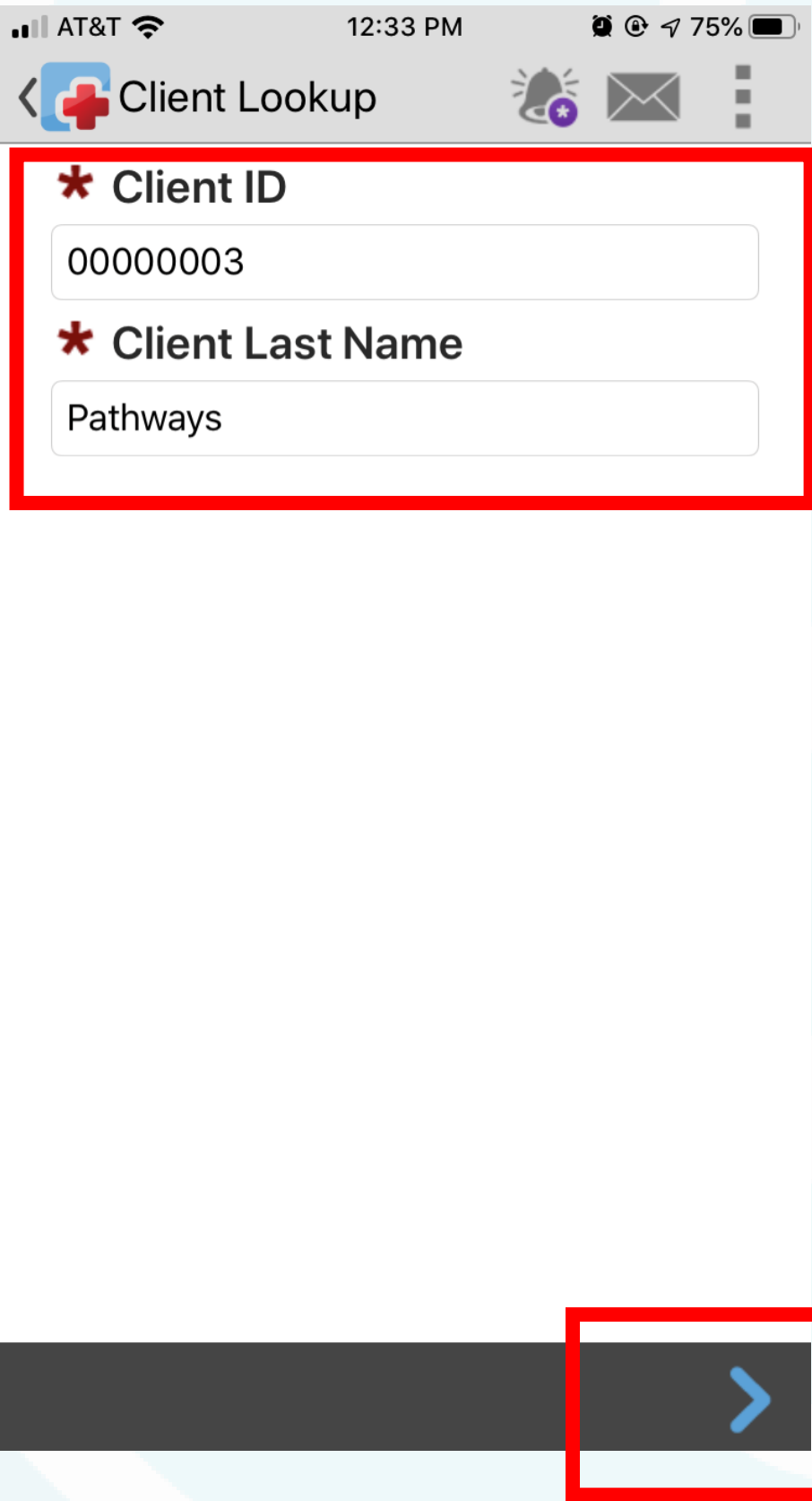


2. Select Unscheduled Client Visit and then Ok



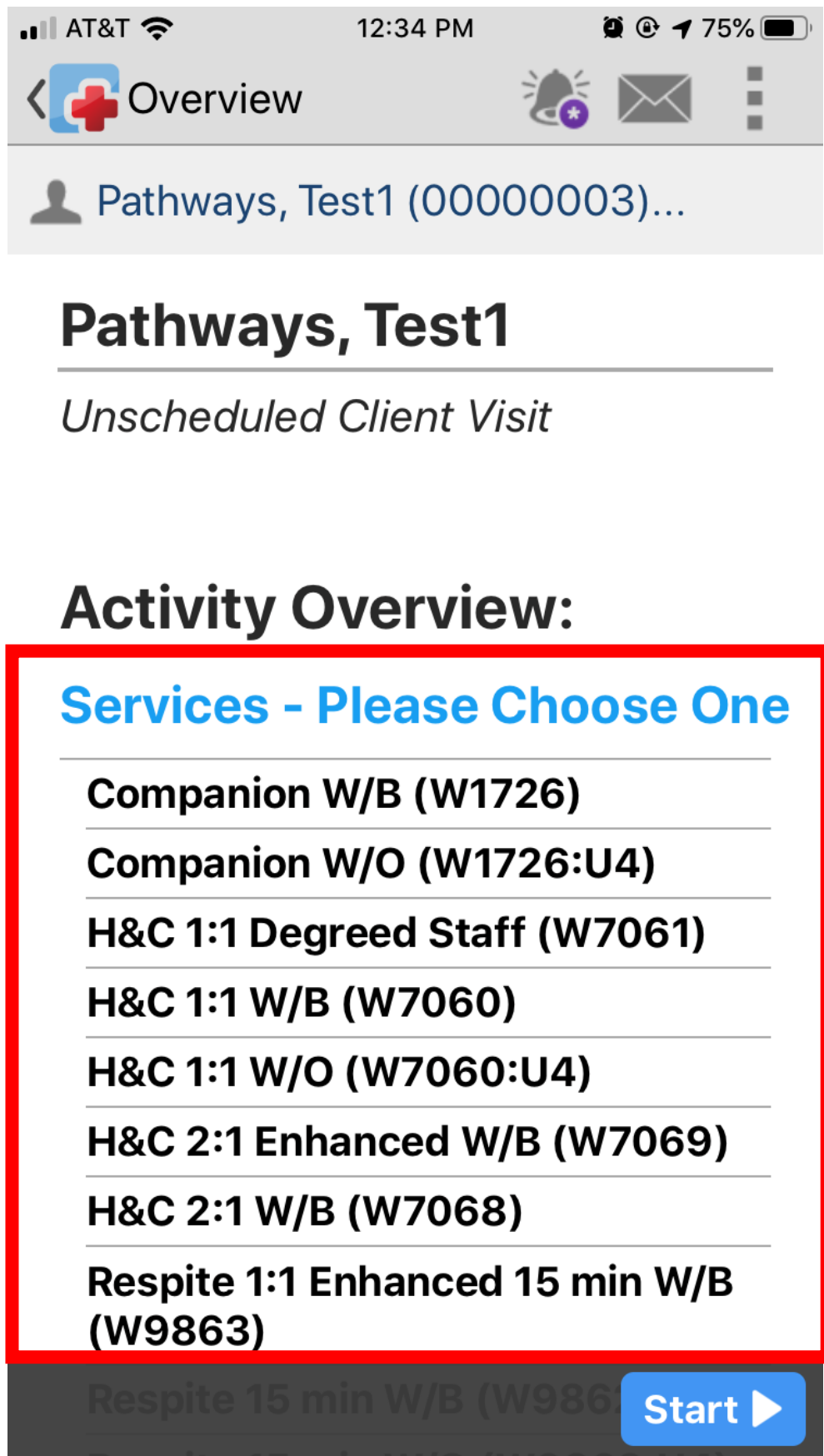
3. Type in the Client's ID and Last Name

4. Tap the blue arrow button

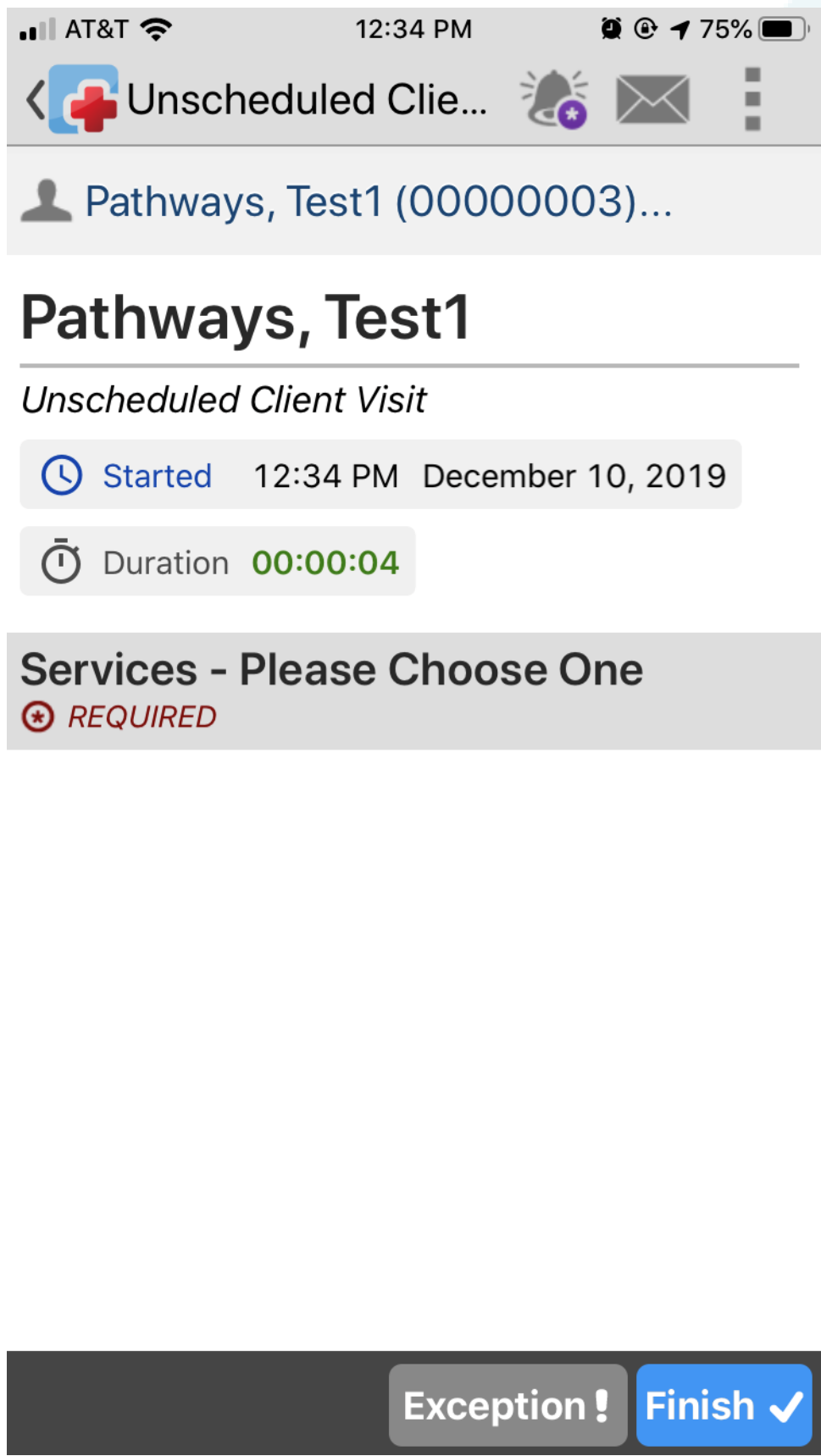


Unscheduled Activities

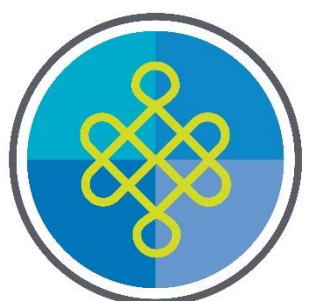
5. Services are listed but not selectable here so just tap Start.



6. When service is completed, open the app, click Finish and continue the same steps as if it were a Scheduled Activity.



Using the Menu Screen while Running an Activity

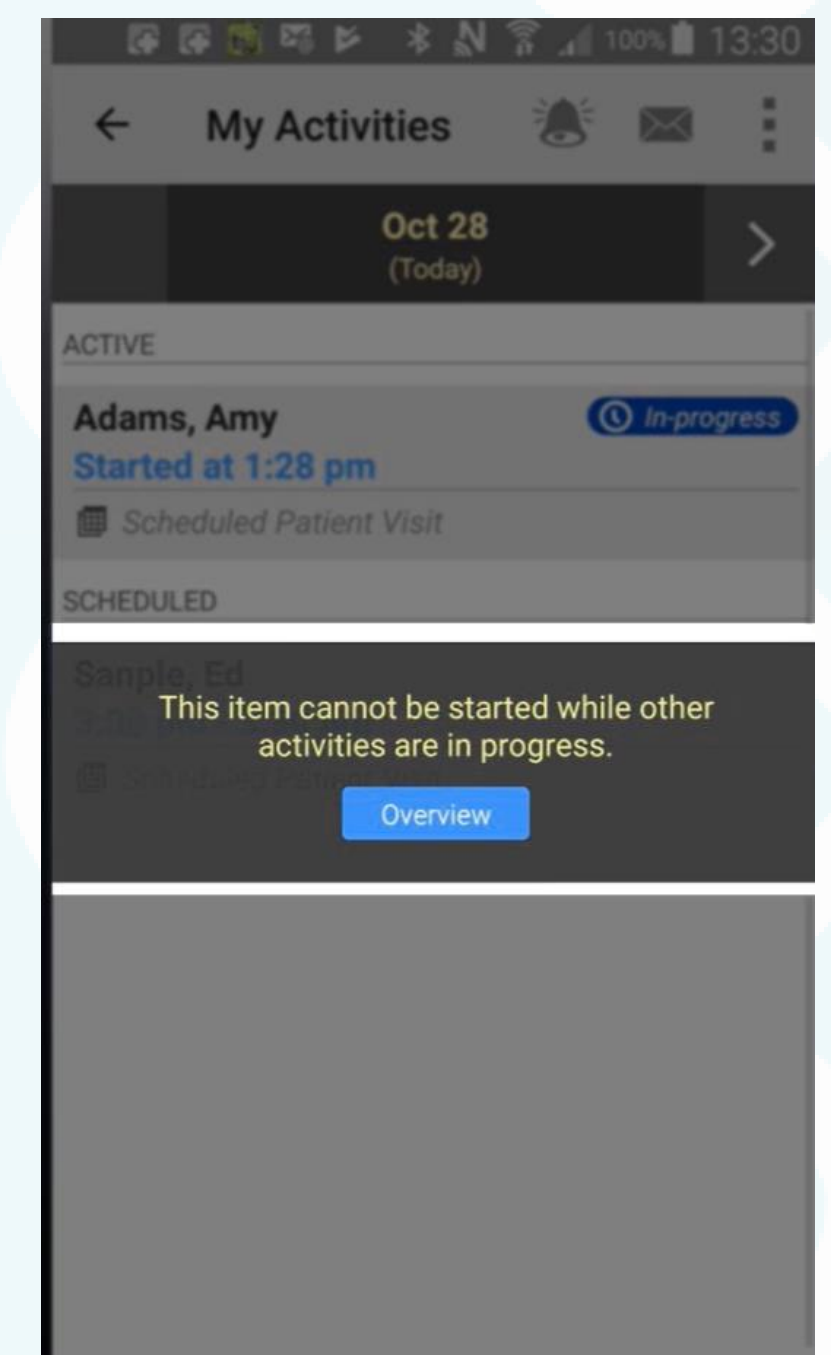
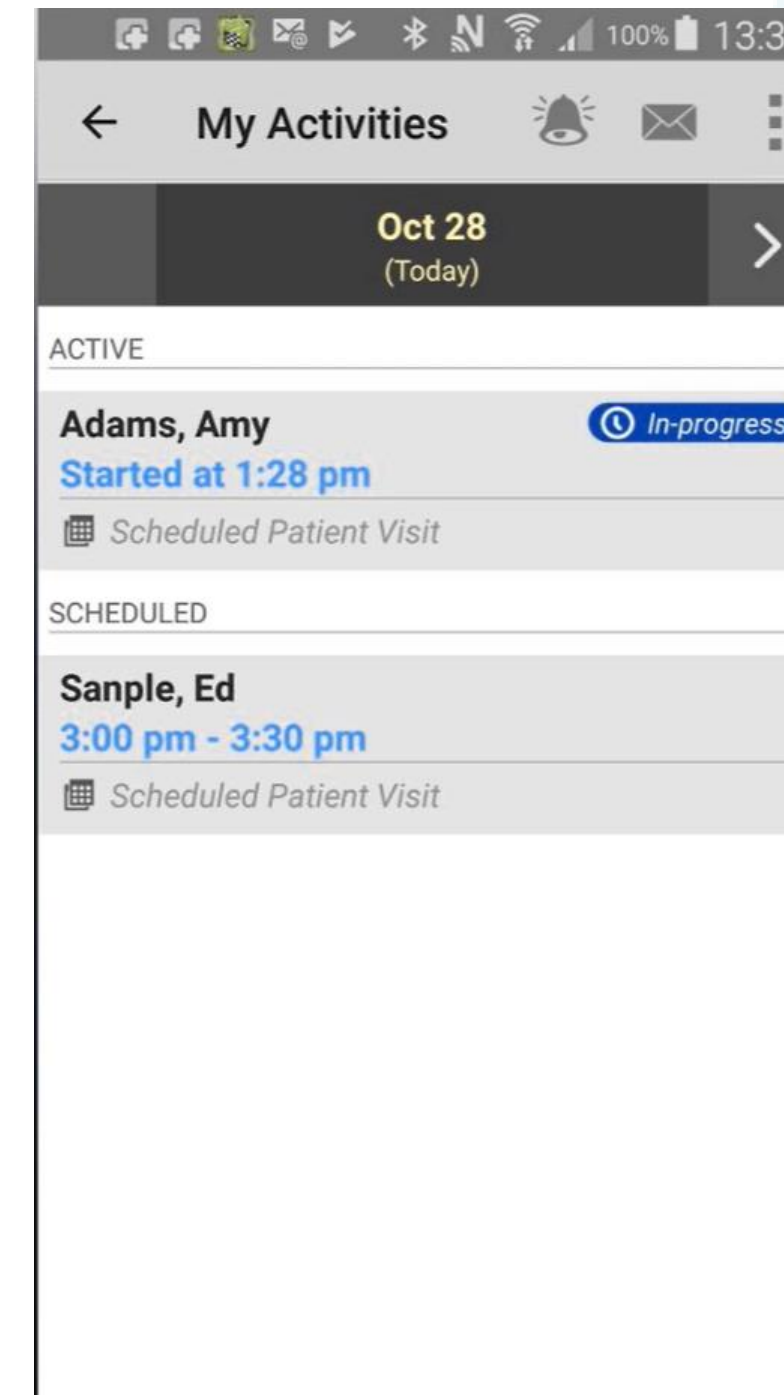
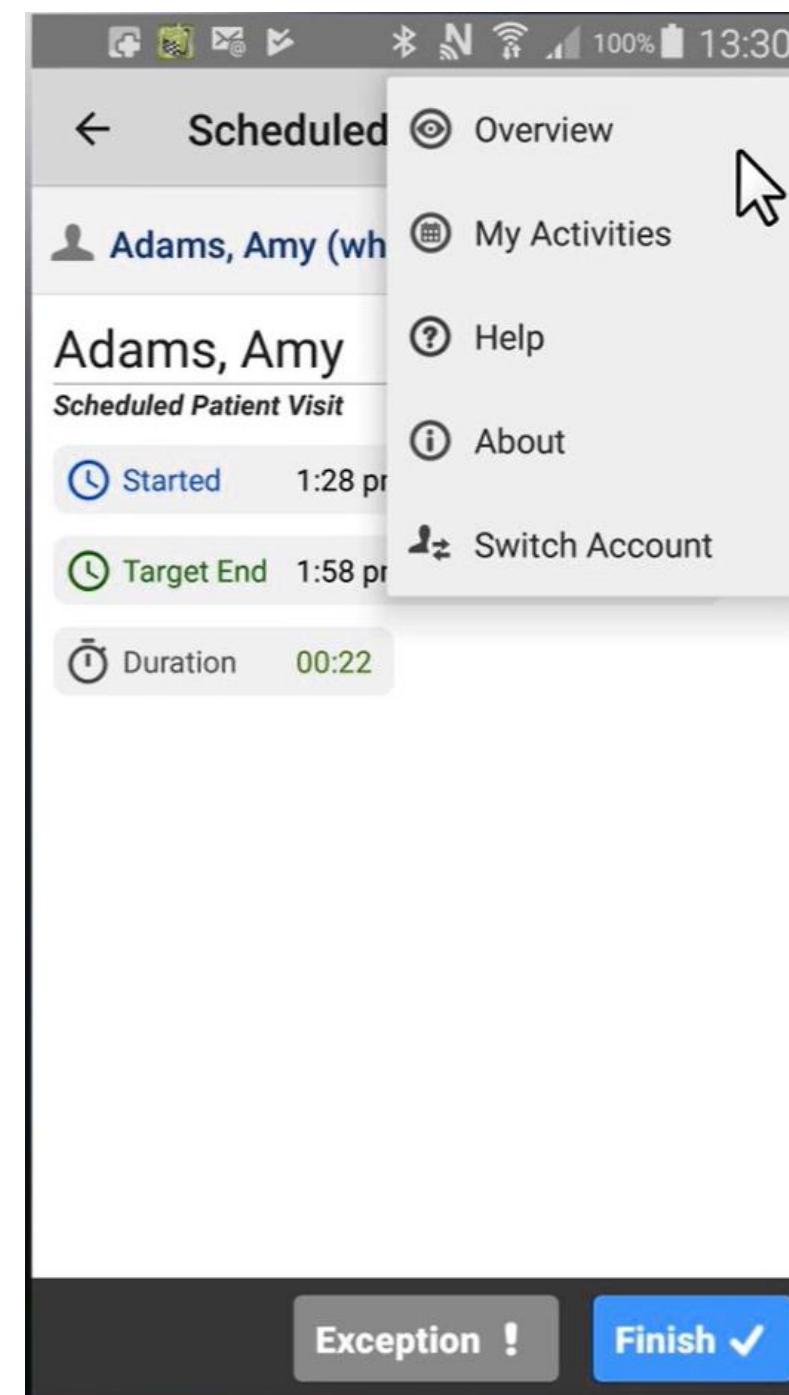
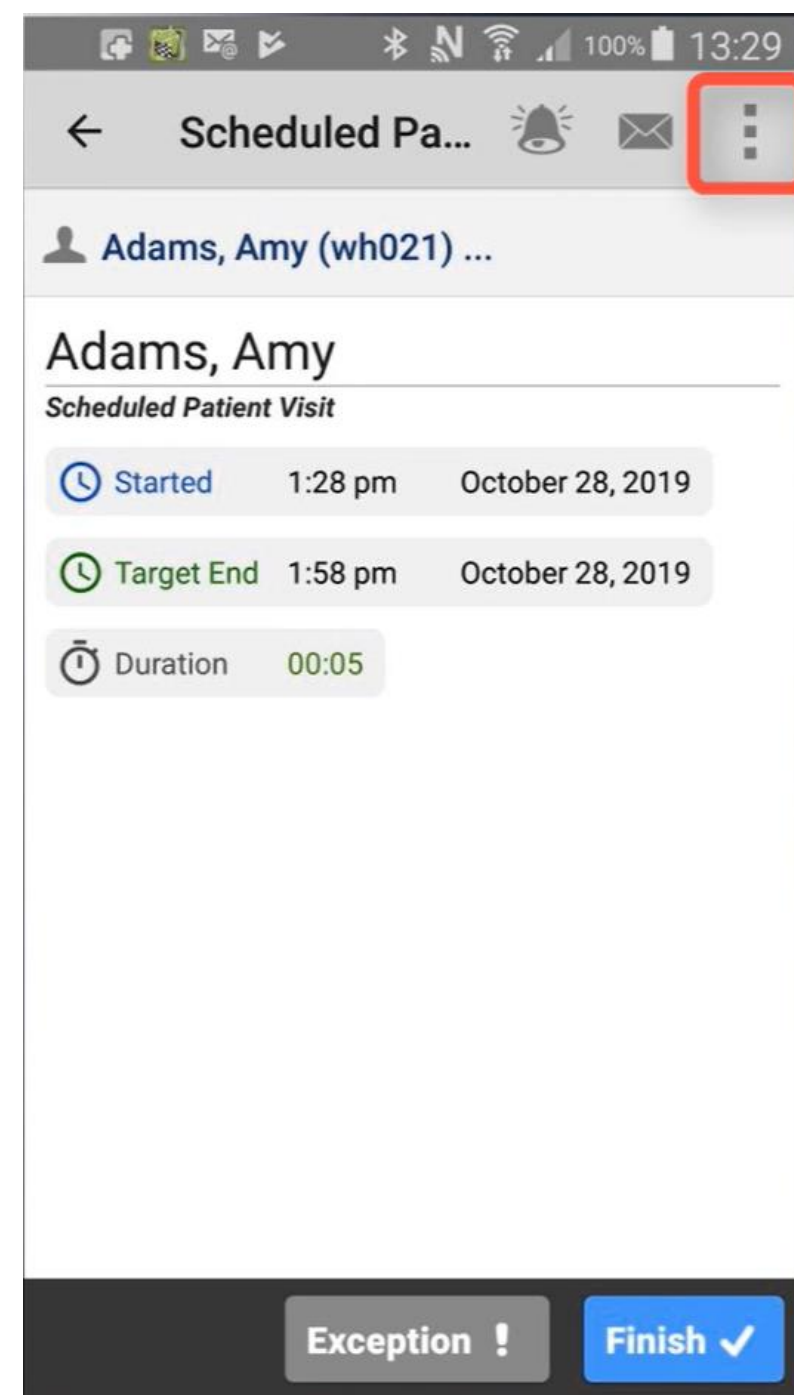


PathWays
Life Long Fulfillment

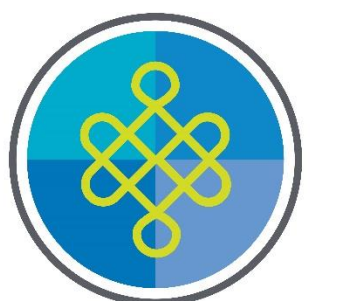
Recording a Scheduled Activity Continued

Should Users need to return to the Activities Overview while in the middle of another Activity, they can do so at anytime

1. Tap the Menu icon in the top right-hand side of the screen
2. Tap My Activities
3. Users' Activities will display, and the Activity in-progress will be marked
4. Users can view other Activities by selecting the client's name
5. The app will then issue a warning that an Activity cannot be started while another is in progress
6. To override, tap Overview
7. After reviewing, tap the back arrow twice to go back to In-progress activity



EXIT THE APP



PathWays
Life Long Fulfillment

Why must you Exit the App after use?

Ensures that the App is not running in the background because it uses system resources

To Exit the App:

Android Users

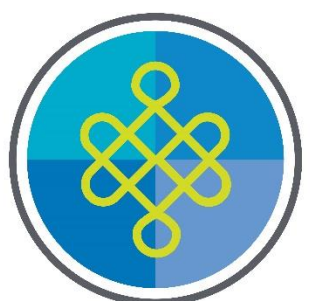
- Use the back arrow key on your phone to exit the app
- Once prompted, confirm to close the app

iOS Users

- Double click the home screen button on your device, find the CellTrak app, and swipe up to close



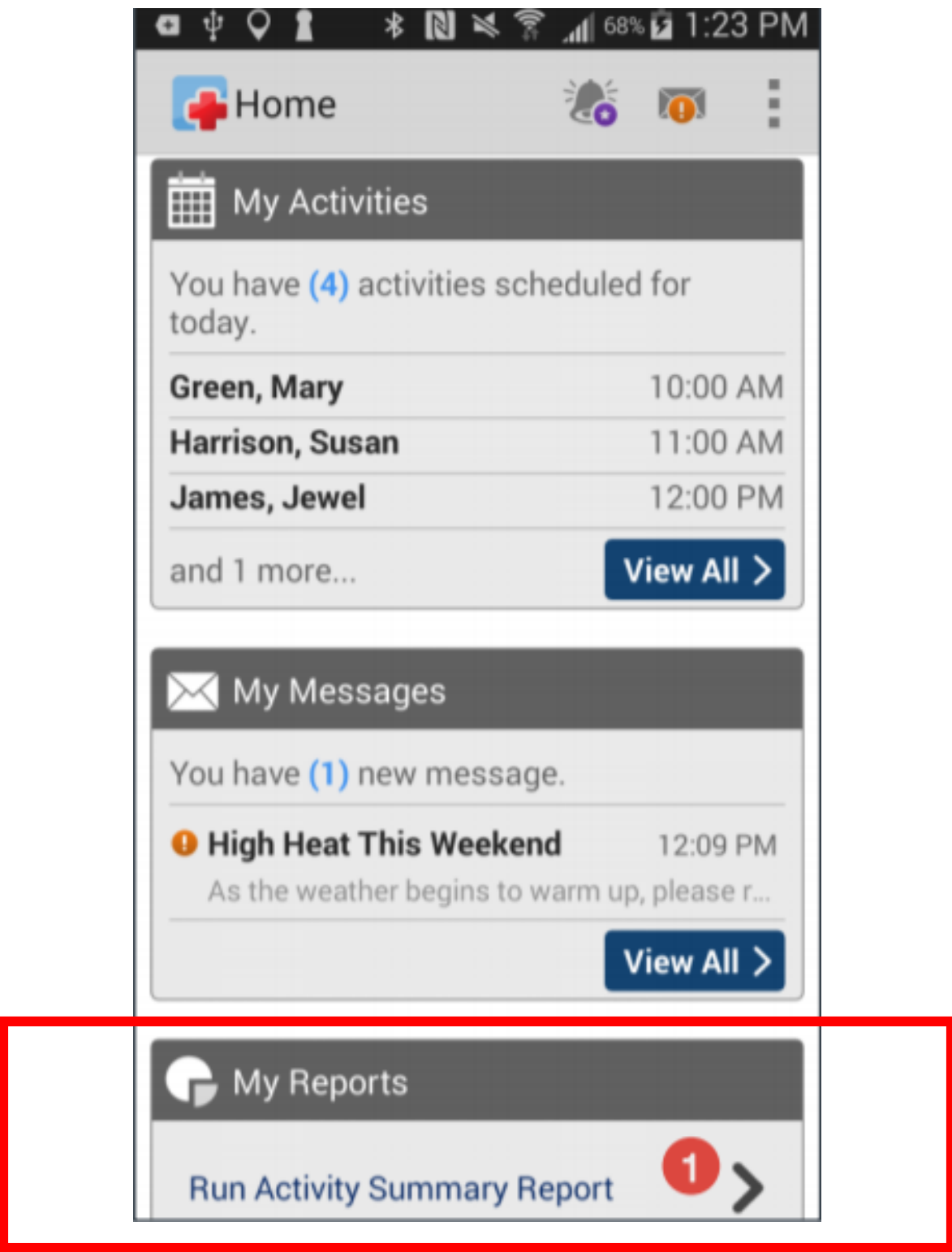
ACTIVITY SUMMARY REPORT



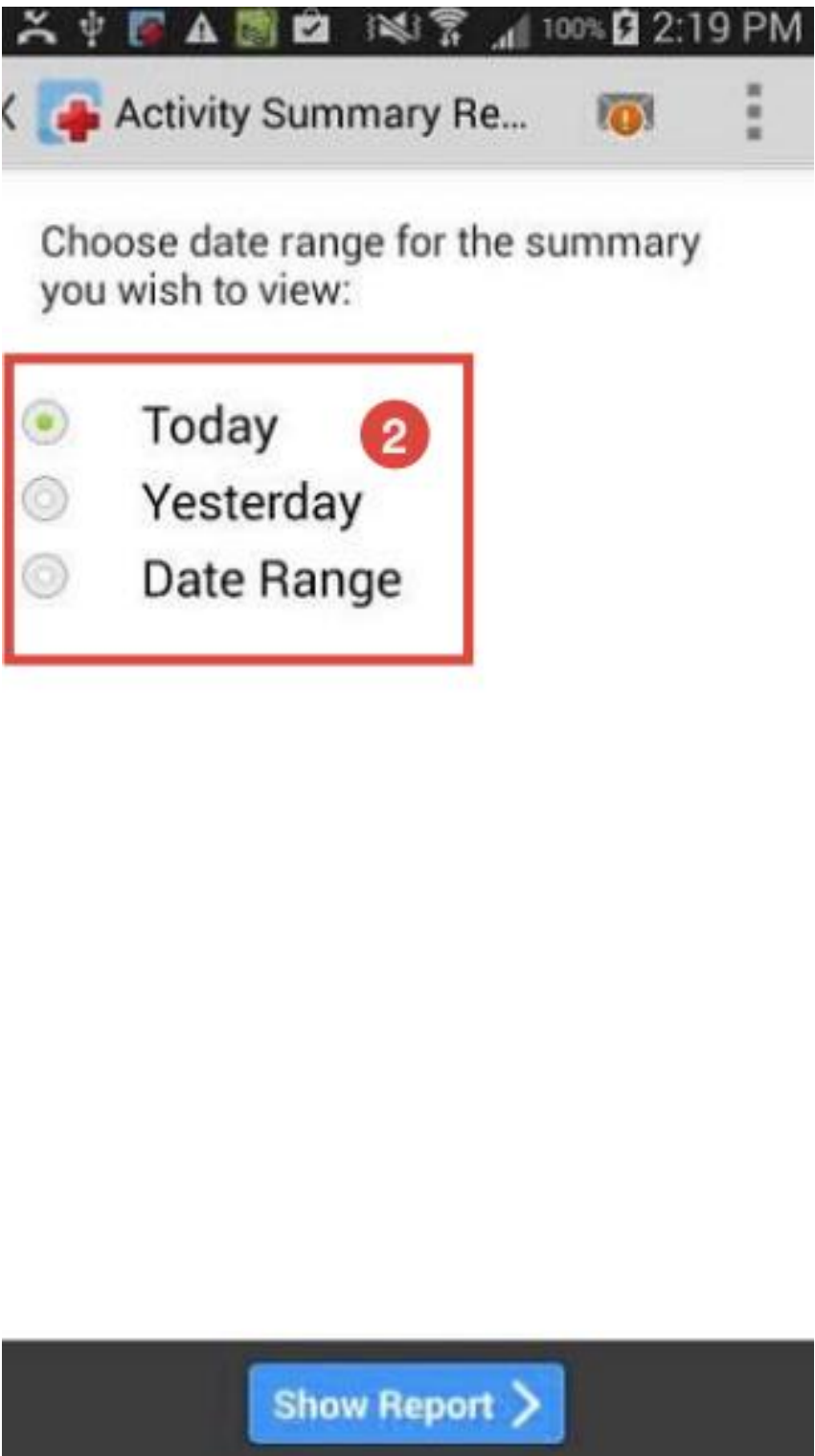
PathWays
Life Long Fulfillment

How to view the Report

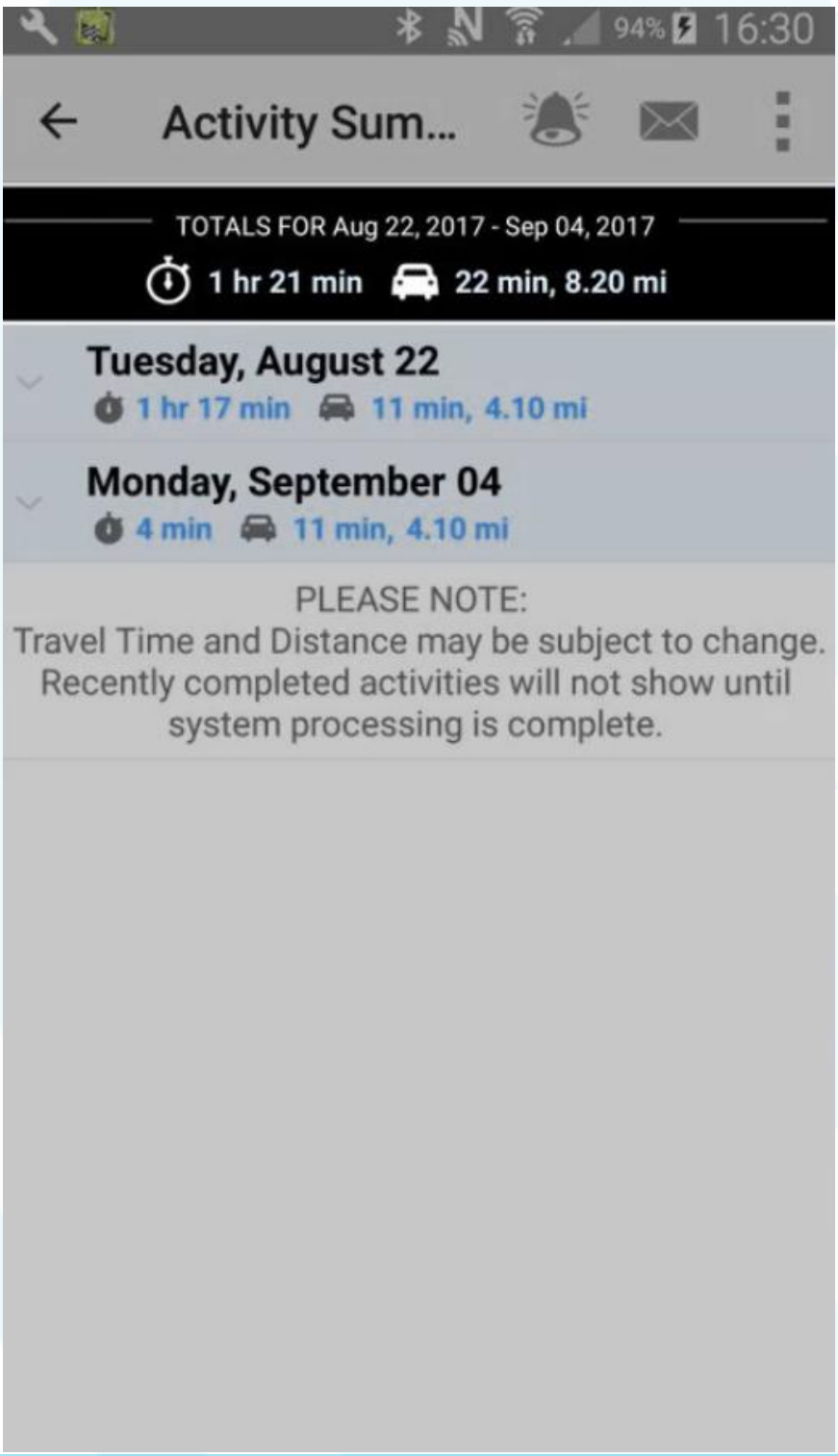
1. On the Home Screen, go to My Reports and Tap Run Activity Summary Report



2. The User can now select the appropriate date range by using the menu provided.
3. Once the appropriate date range is selected, tap Show Report

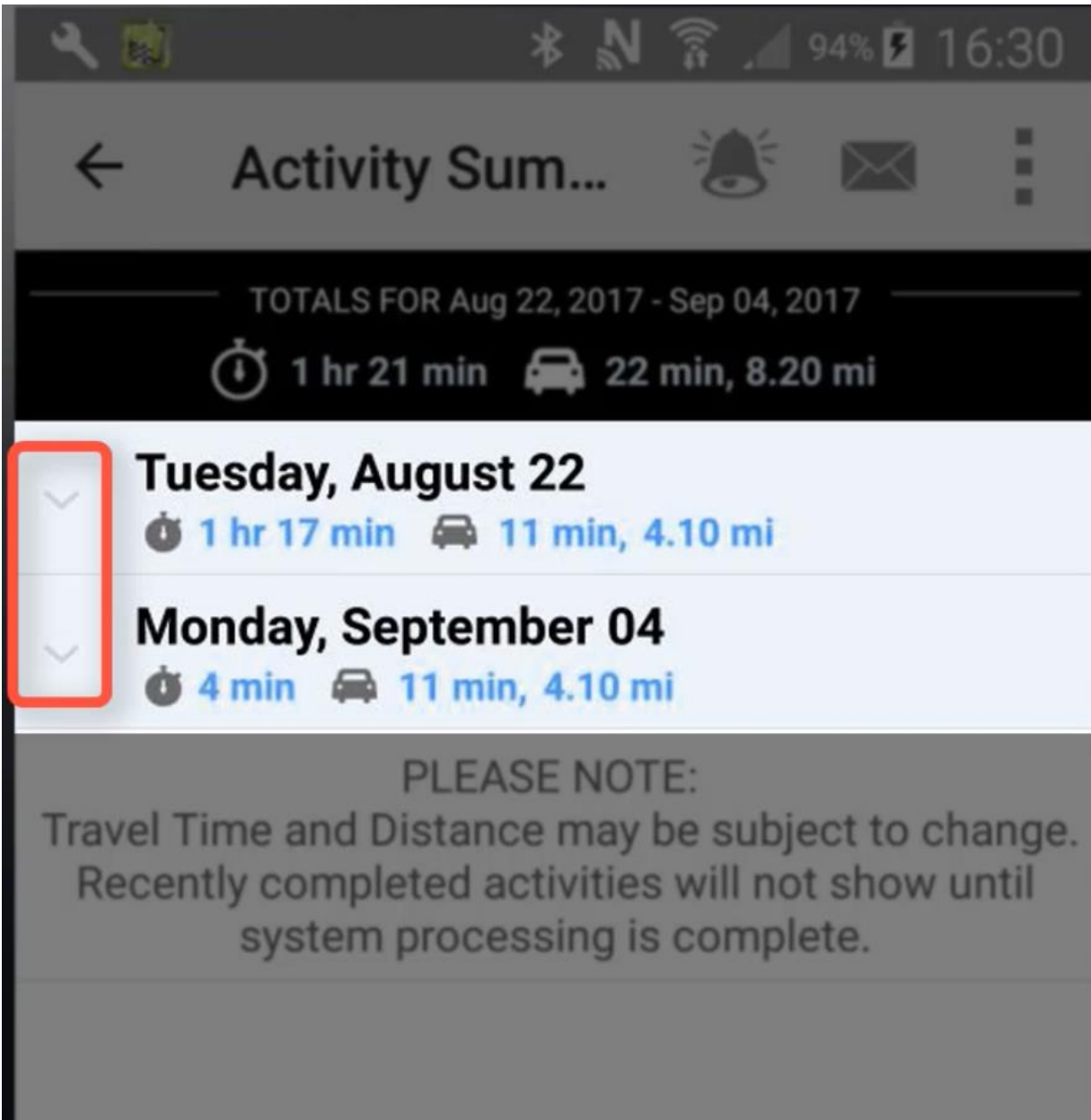


4. Once the User runs the report, the total values within the selected date range are listed in the black bar. The clock represents total time spent on the activity (service).



How to view the Report

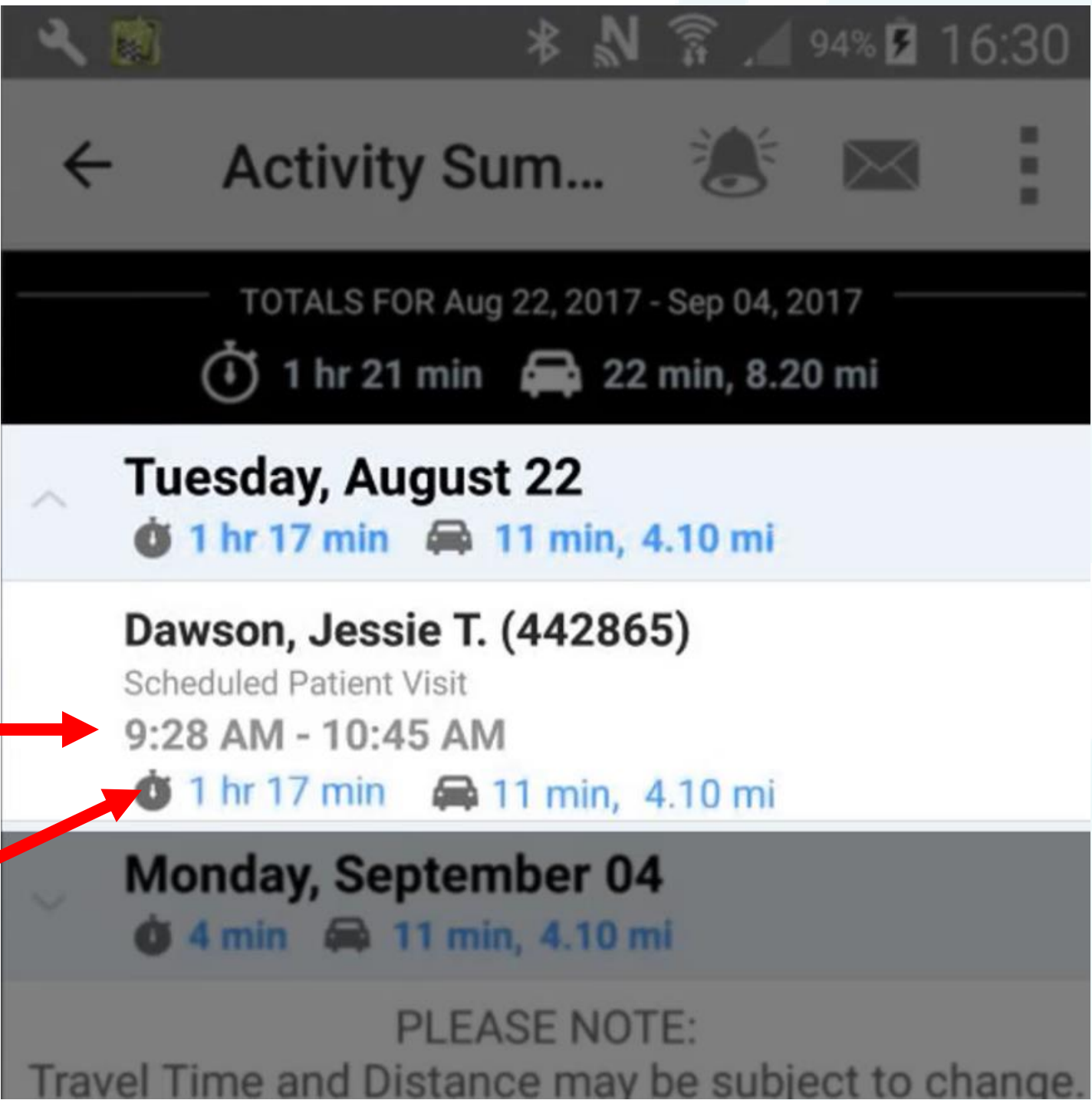
- 6. If the User selected a Date Range, each day will be listed individually
- 7. The User can then click the arrows on the left-hand side to view specific details



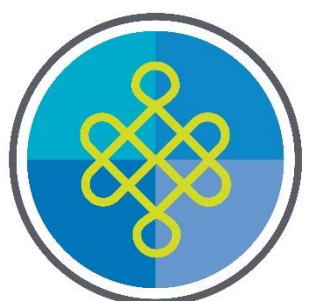
- 8. You can see the duration of the visit and activyt time for this person.

Duration of Clientt Visit

Activity Time for this Client



TELEPHONY / INTERACTIVE VOICE RESPONSE SYSTEM



PathWays
Life Long Fulfillment

Telephony Option

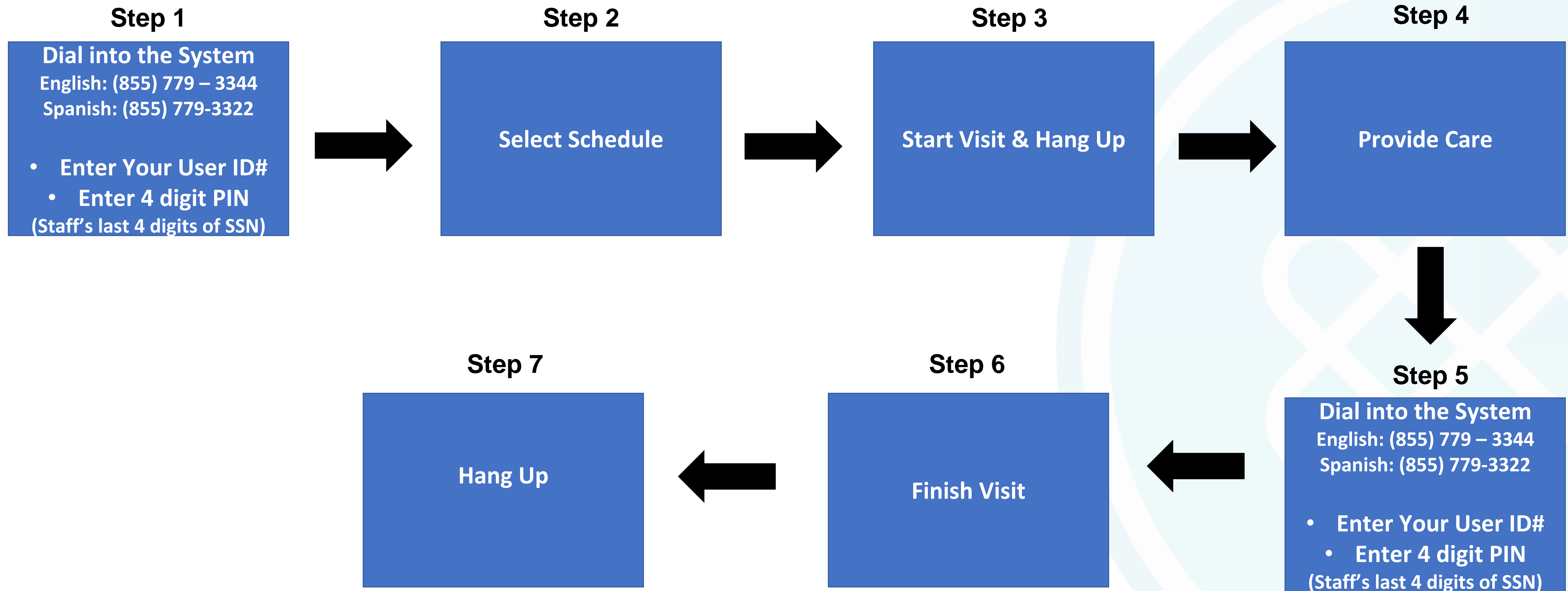
Why would you need the Telephony Option?

- Staff doesn't have a smart phone
- Smart phone is not working

Does the client need a landline phone to use the Telephony Option?

- According to the Center for Medicaid Services, in order to use the telephony option, the client must have a landline phone.
- The telephony system will allow for an override if the client's landline phone is not used, however, an exception will be generated and sent to the PA Department of Human Services (DHS).

Telephony / Interactive Voice Response System



Addressing Common Questions/Situations

- What if I have follow-up questions or need more information?
- Call AWC Customer Care at 1-800-340-1029 or email at support@yourawc.org
- Visit <http://yourawc.org/evv>
 - User documentation
 - FAQs
 - Training Video
 - Training Forms