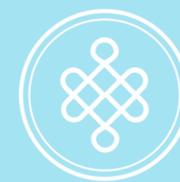


# CellTrak EVV Training

Using CellTrak to Document Visits



Agency With Choice  
Part of PathWays | Fulfilling Opportunity

# Welcome and Agenda

- Overview and Benefits
- Process Overview – SSPs and Managing Employers
- Download and Register Smartphone app
- Demonstrate Smartphone app
- Telephony system and process
- Addressing common situations
- Questions & Answers

# Overview and Benefits

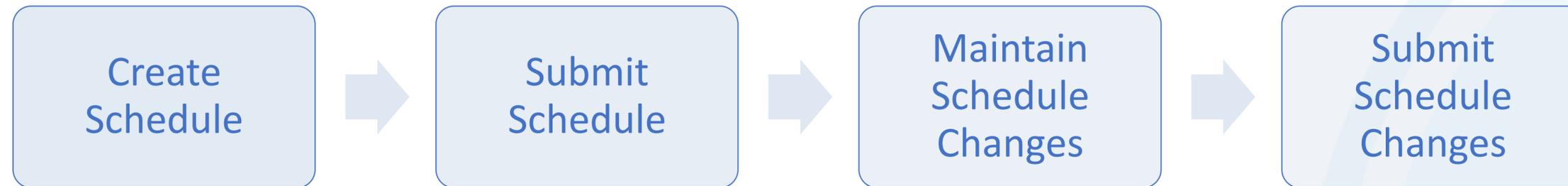
- What is EVV? And why do we have to do this?
- What information must be collected electronically?
- What are the benefits?
  - Real-time Scheduling
  - Schedule and schedule change notifications
  - Electronic Timesheets
  - Access to reports and information

# Day in the Life of an SSP

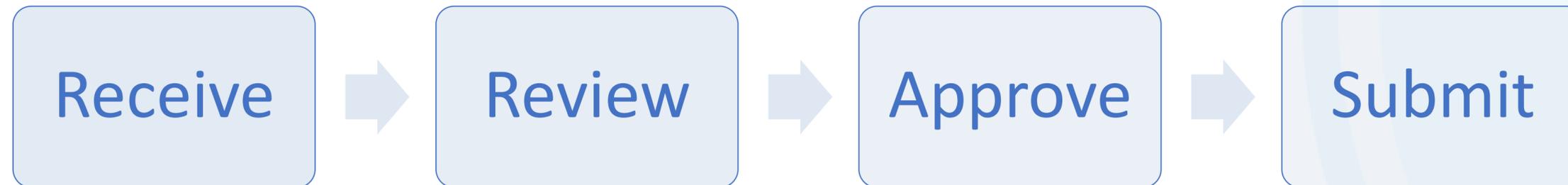


# Managing Employer – Process Overview

## Before start of week - schedules



## After week ends - timesheets



# DOWNLOADING THE APP



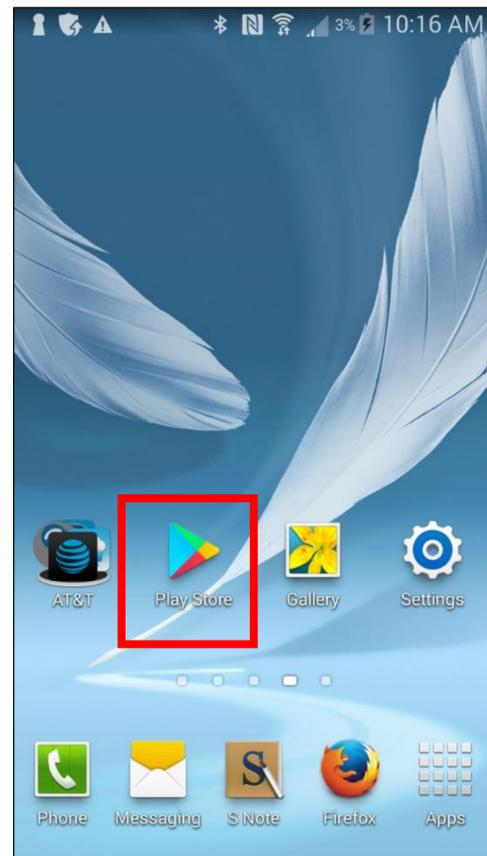
PathWays  
Life Long Fulfillment

# 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

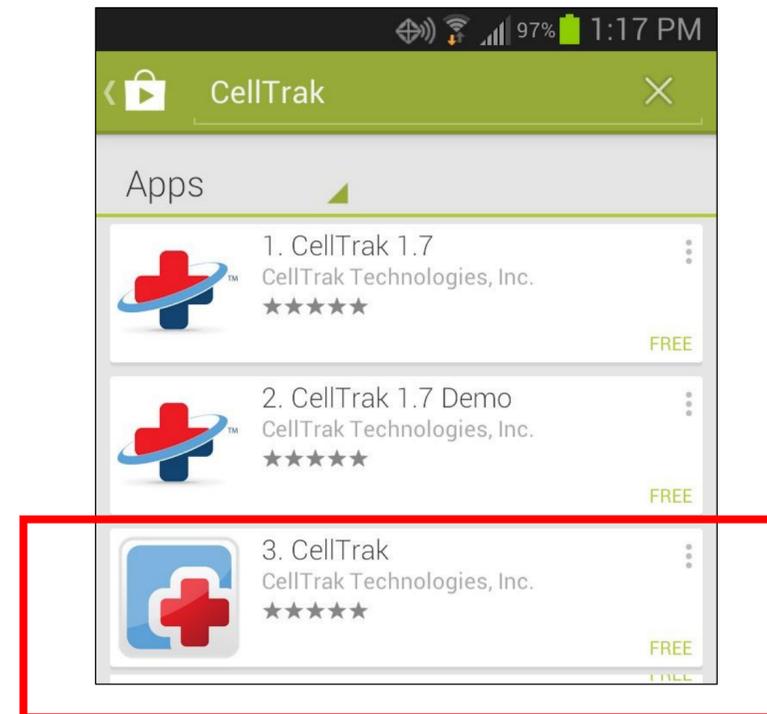


2. On The main screen of the Play Store, use the search function and type CellTrak

3. Select CellTrak

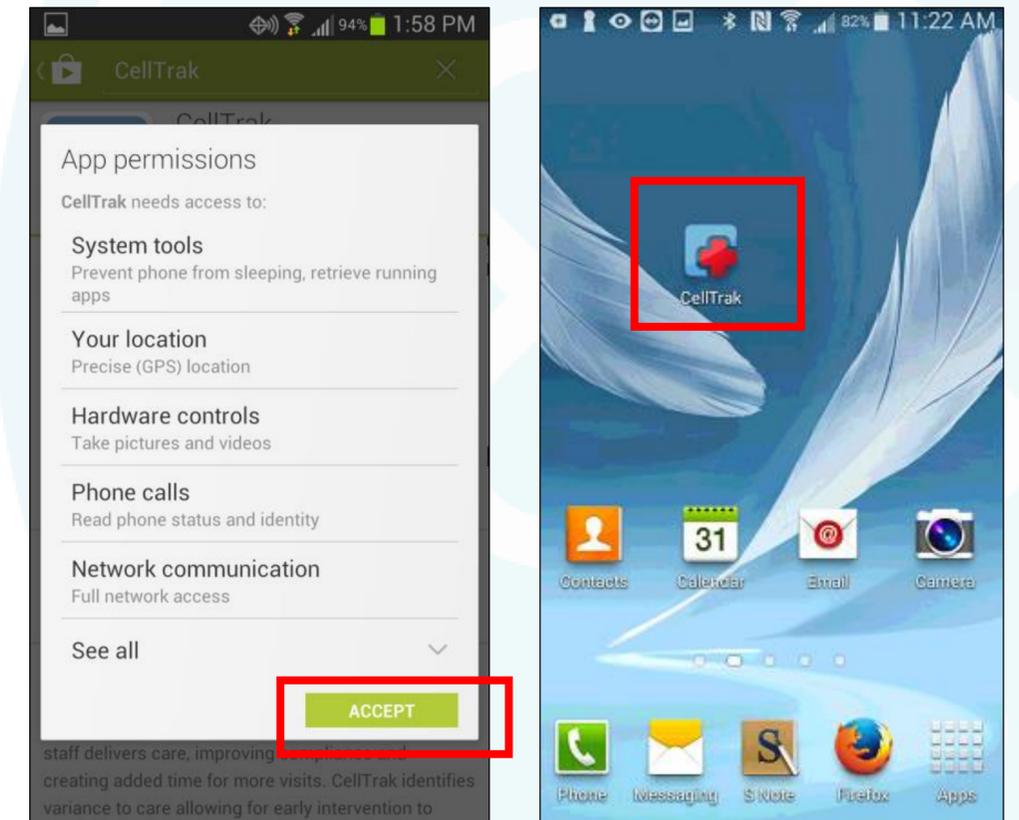
*\*DO NOT select CellTrak 1.7 or CellTrak 1.7 Demo*

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

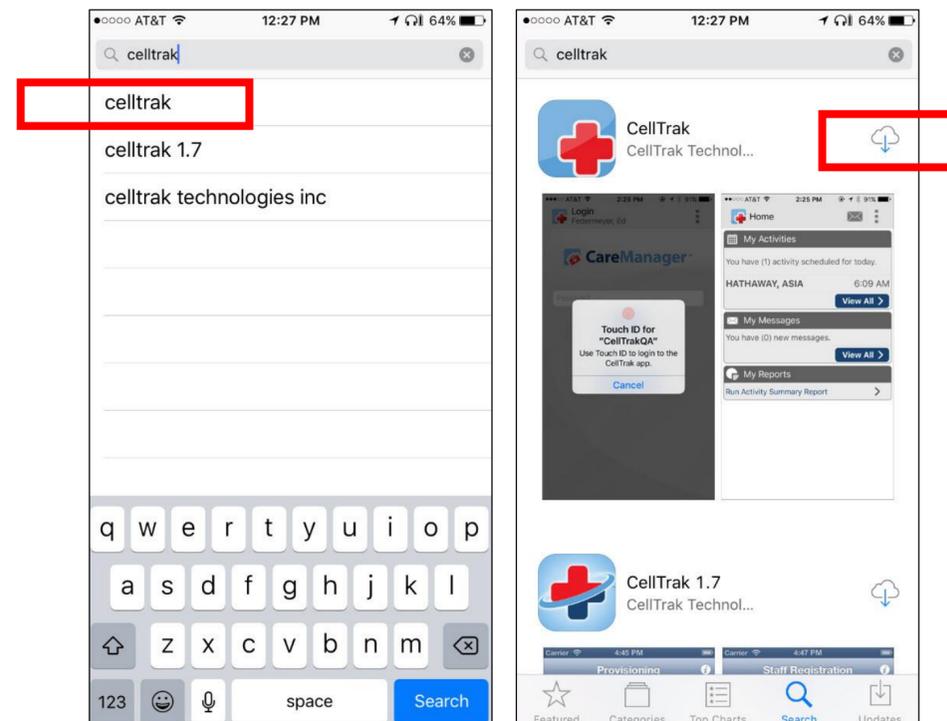


2. On The main screen of the App Store, use the search function and type CellTrak

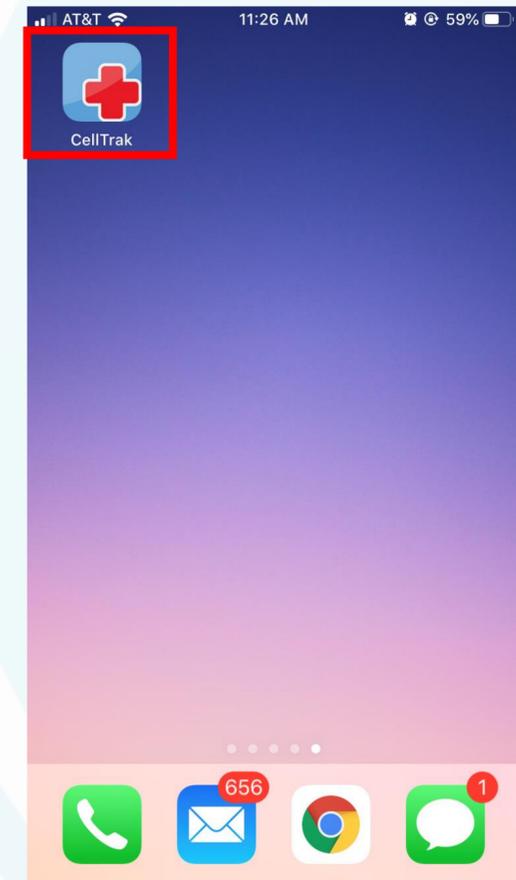
3. Select CellTrak

*\*DO NOT select CellTrak 1.7*

4. Tap Install/Get



5. CellTrak app displays on the device



# LICENSING AND REGISTRATION



PathWays  
Life Long Fulfillment

# 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 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:

200571

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 >

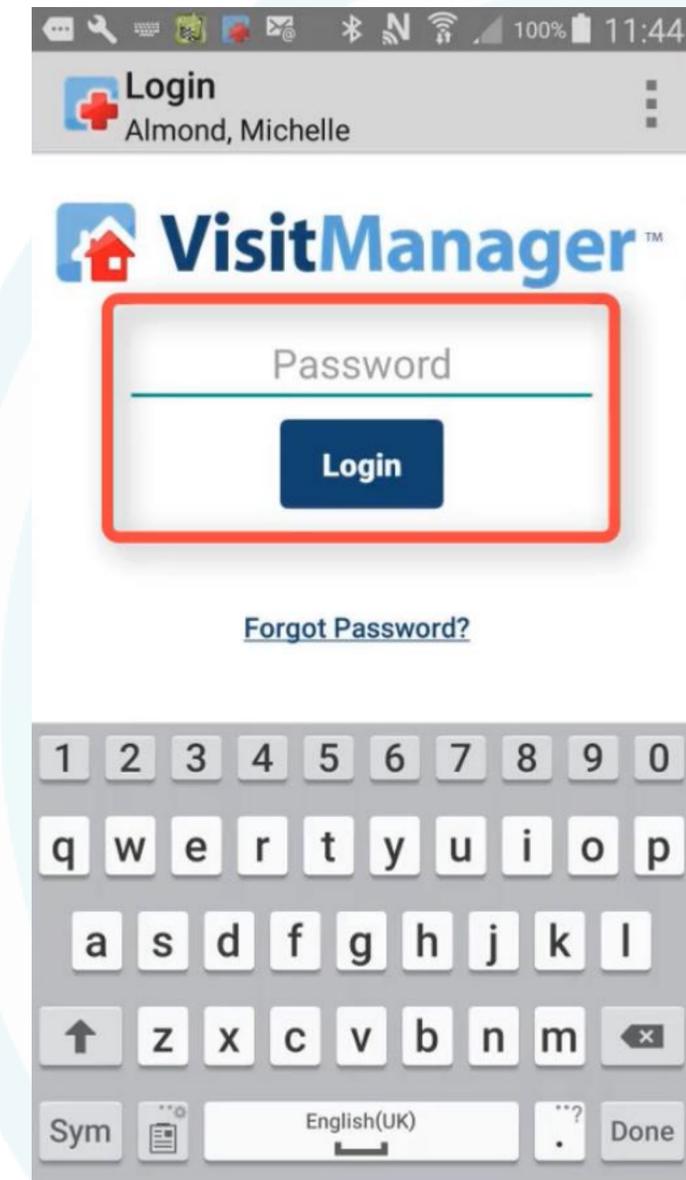
# LOGGING INTO THE APP



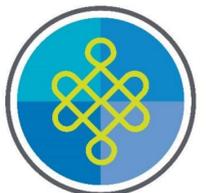
PathWays  
Life Long Fulfillment

# 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



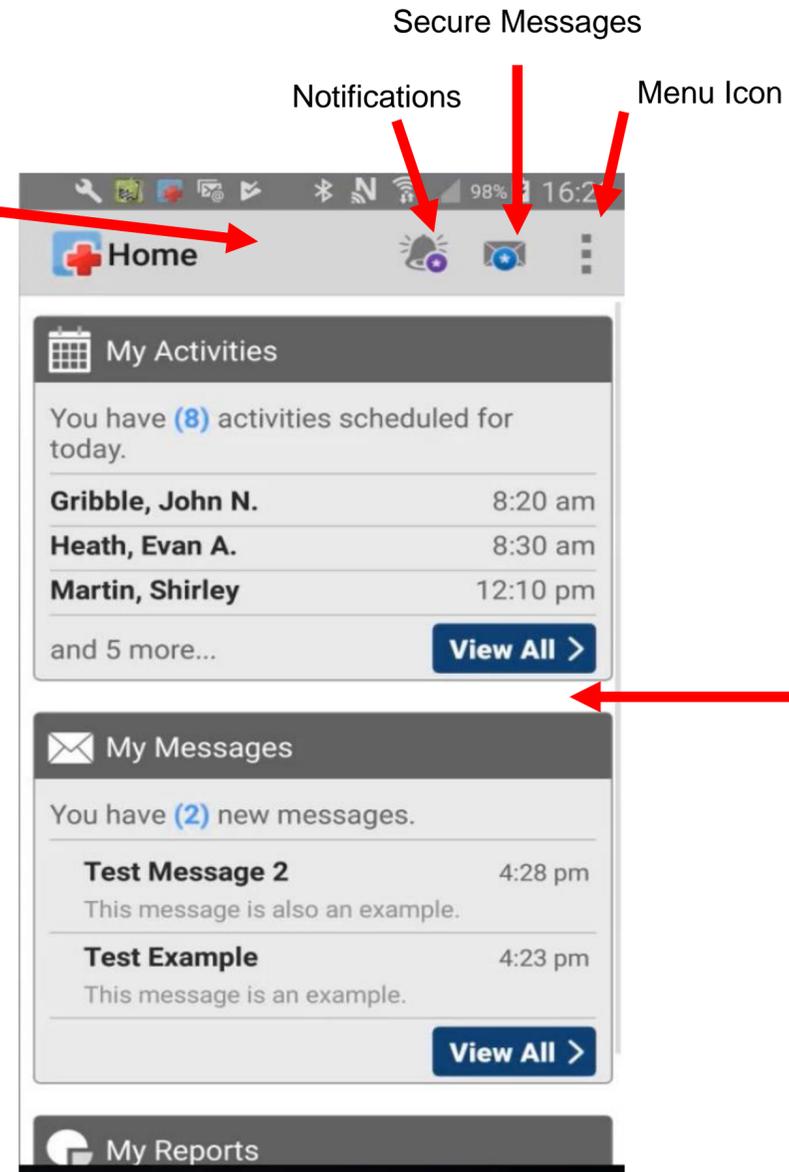
PathWays  
Life Long Fulfillment

# Home Screen

## 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:

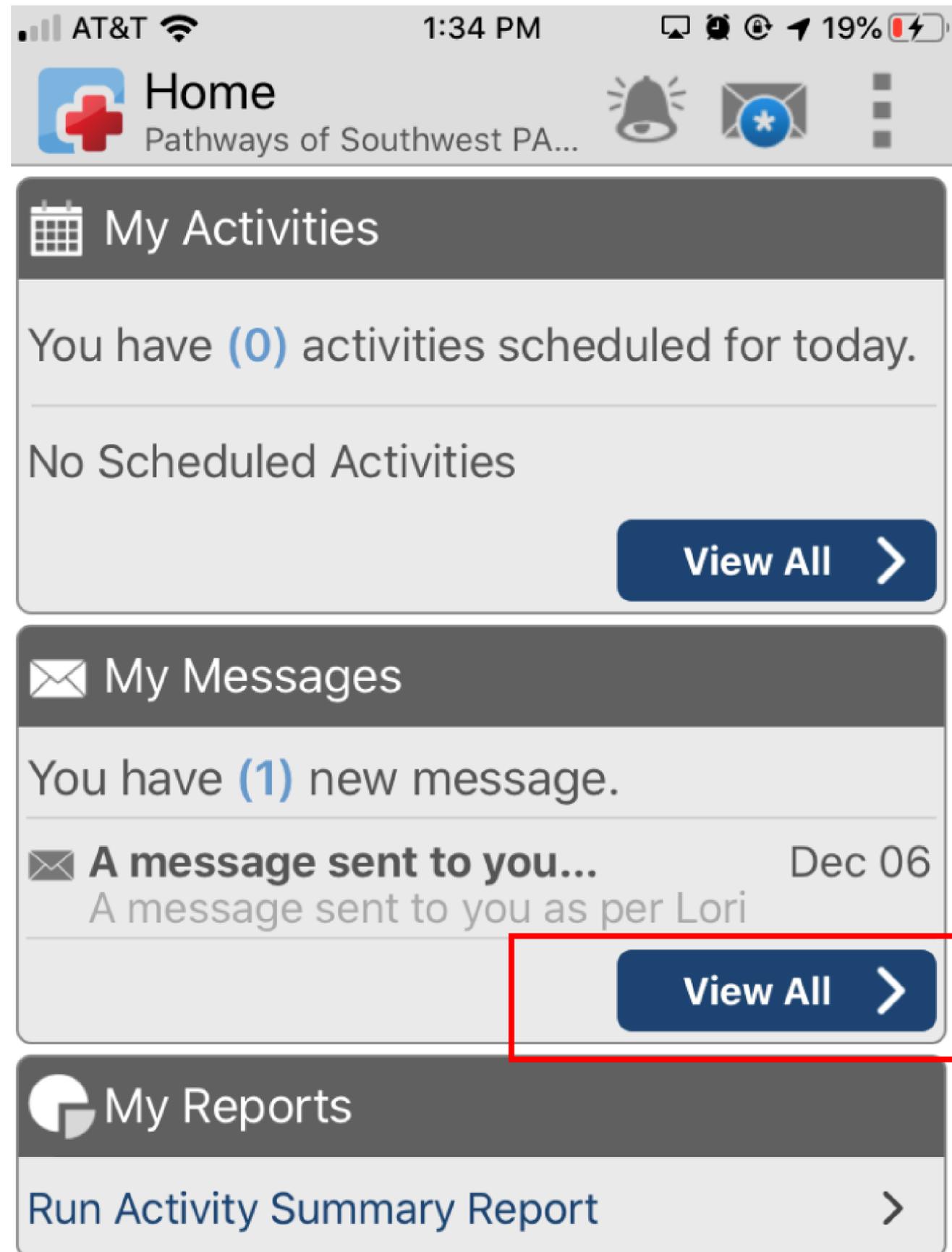
- My activities – View all scheduled activities
- My messages – Displays new messages received
- My Reports – Generates breakdown of work hours and travel figures

# Using the App

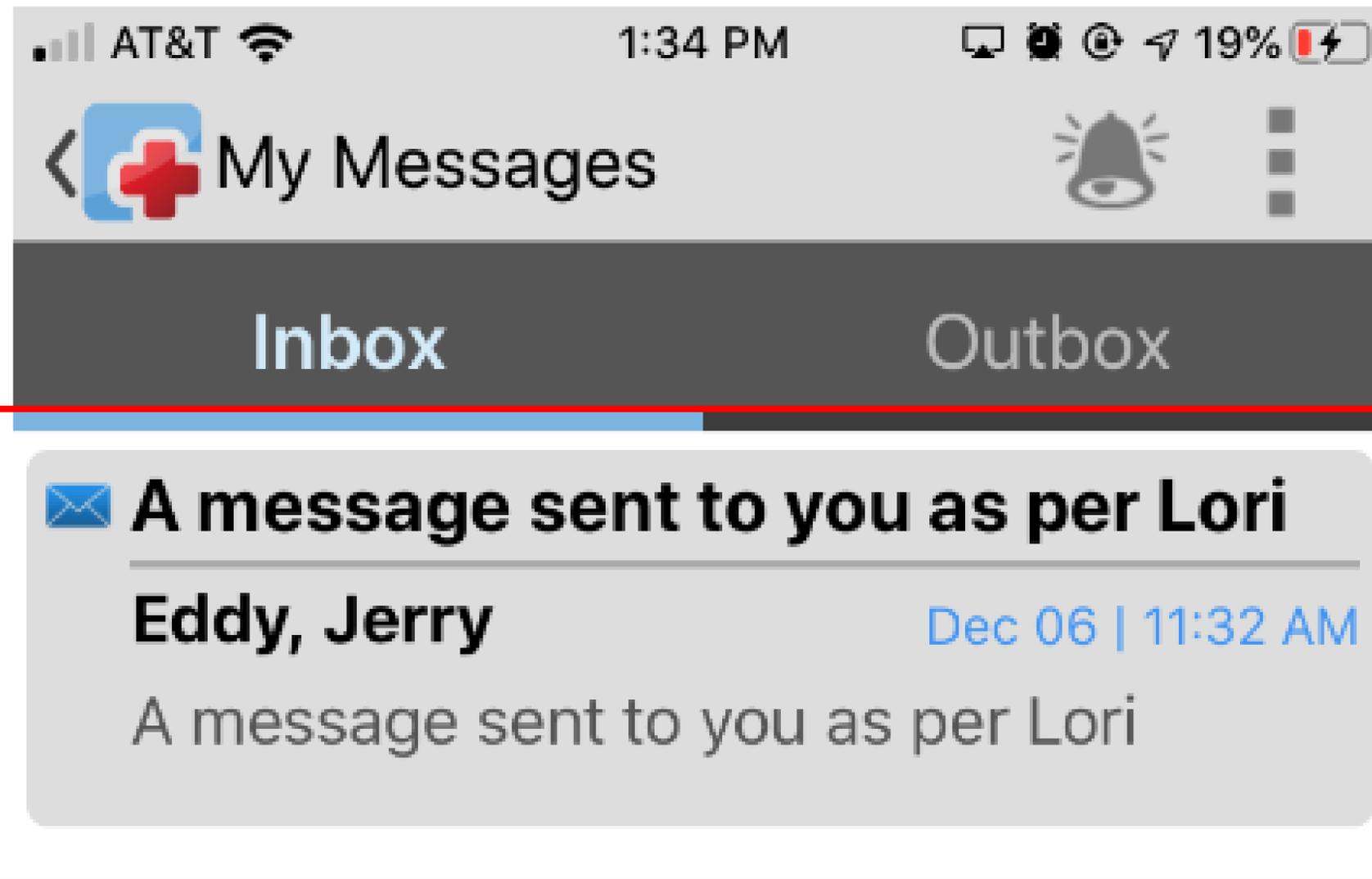


PathWays  
Life Long Fulfillment

# Secure Messaging



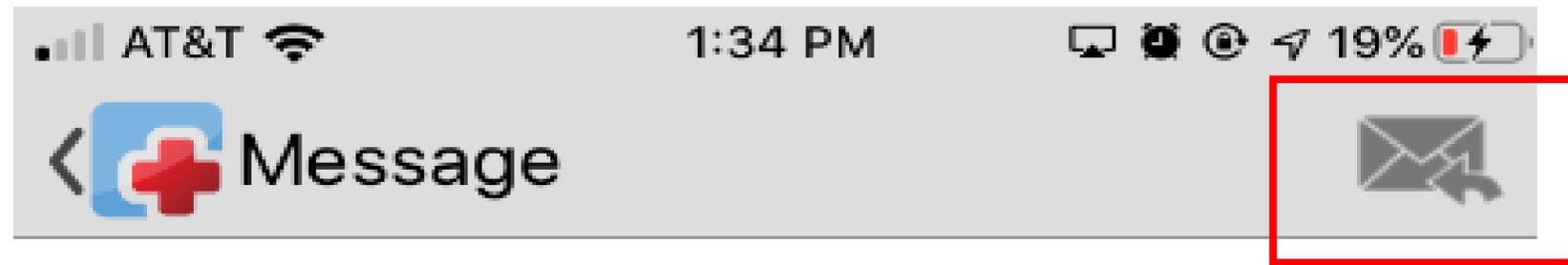
# Secure Messaging



PLEASE NOTE:

Messages will be deleted 30 days after they  
are read.

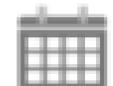
# Secure Messaging



## A message sent to you as per Lori

---

 From: Eddy, Jerry

 Sent: Dec 06 | 11:32 AM

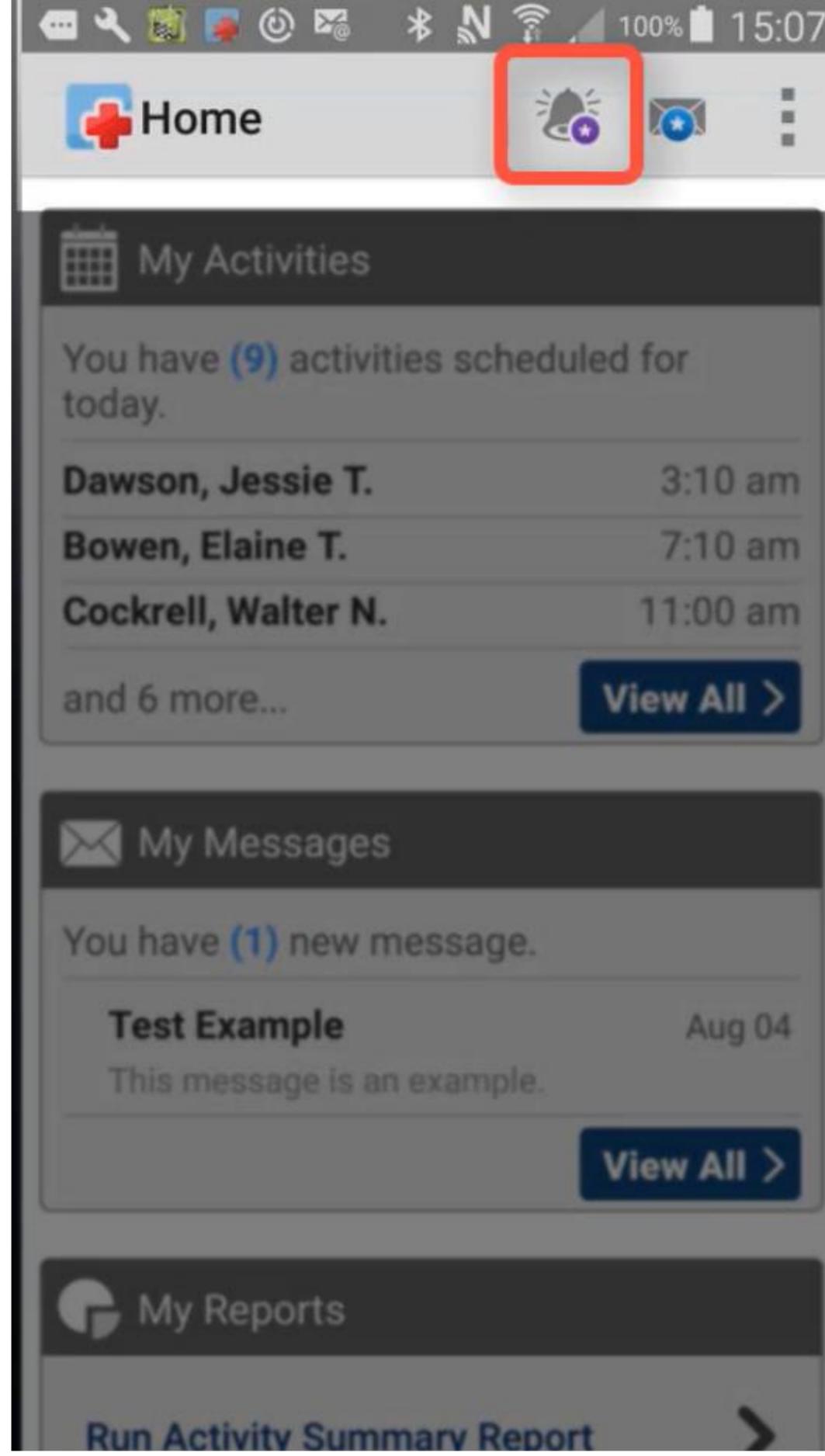
---

Can you also send her a message from the CellTrak Operations Portal per her message below? Thanks again!  
Sent from my iPhone

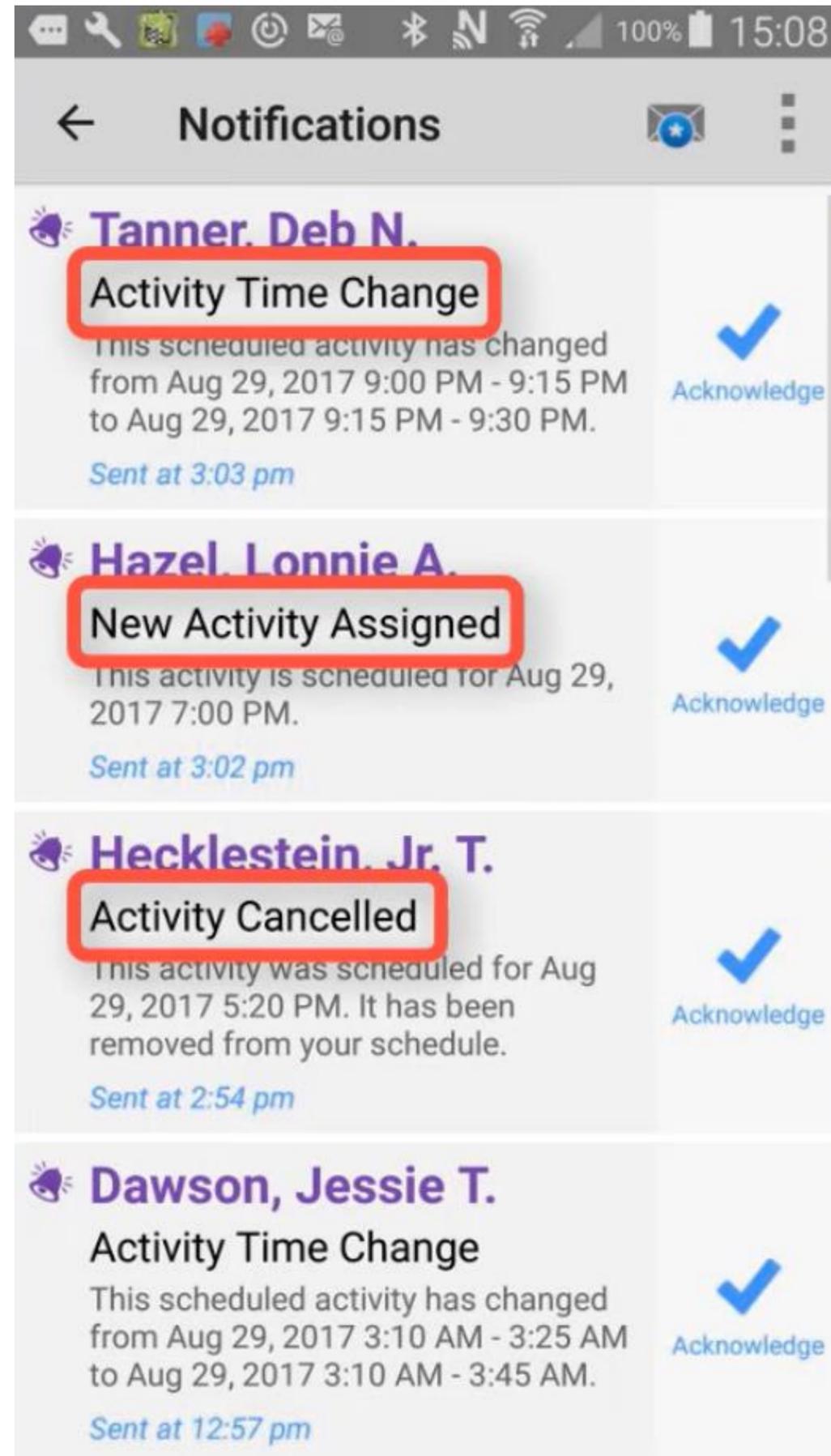
# Secure Messaging

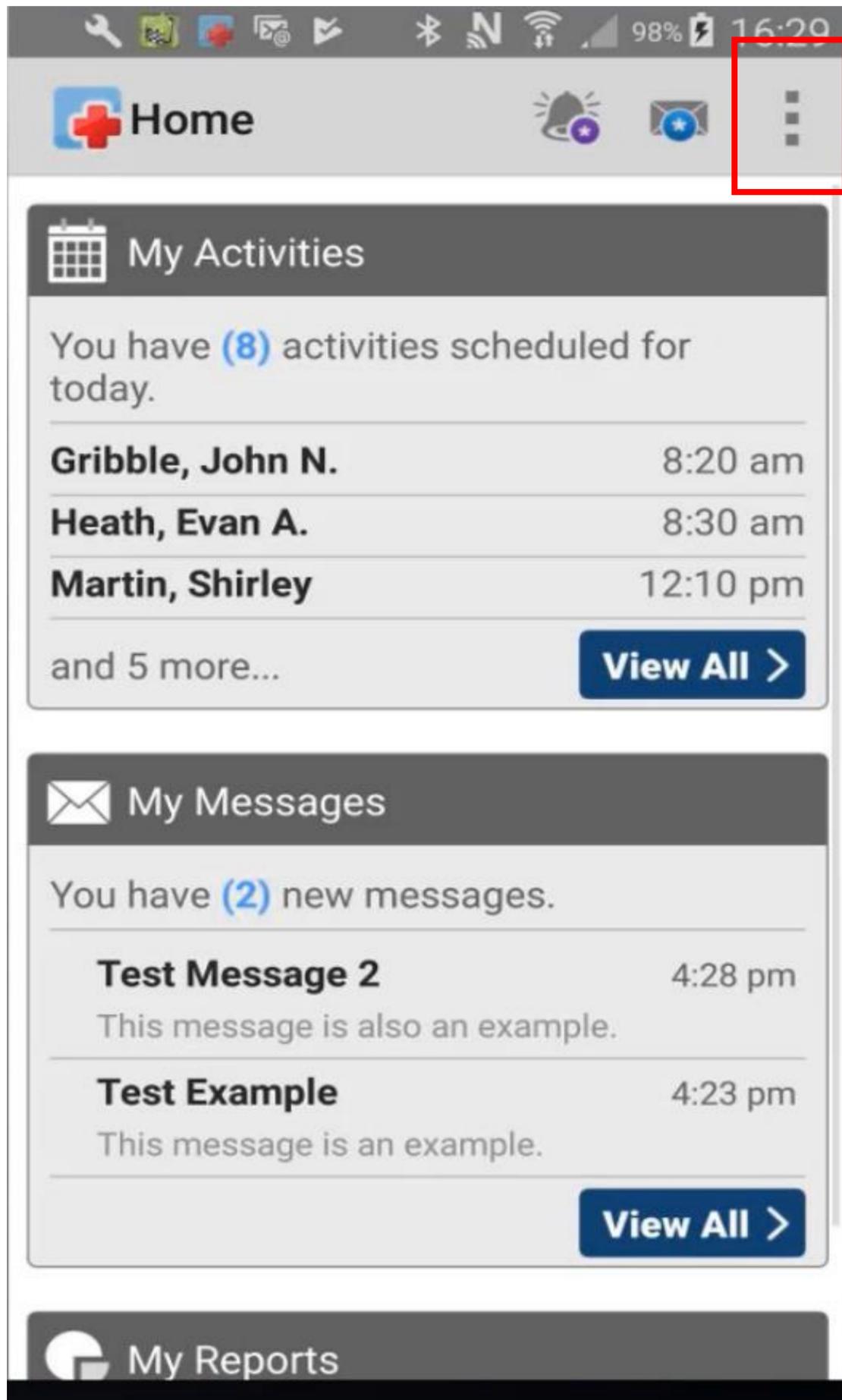


# Notifications

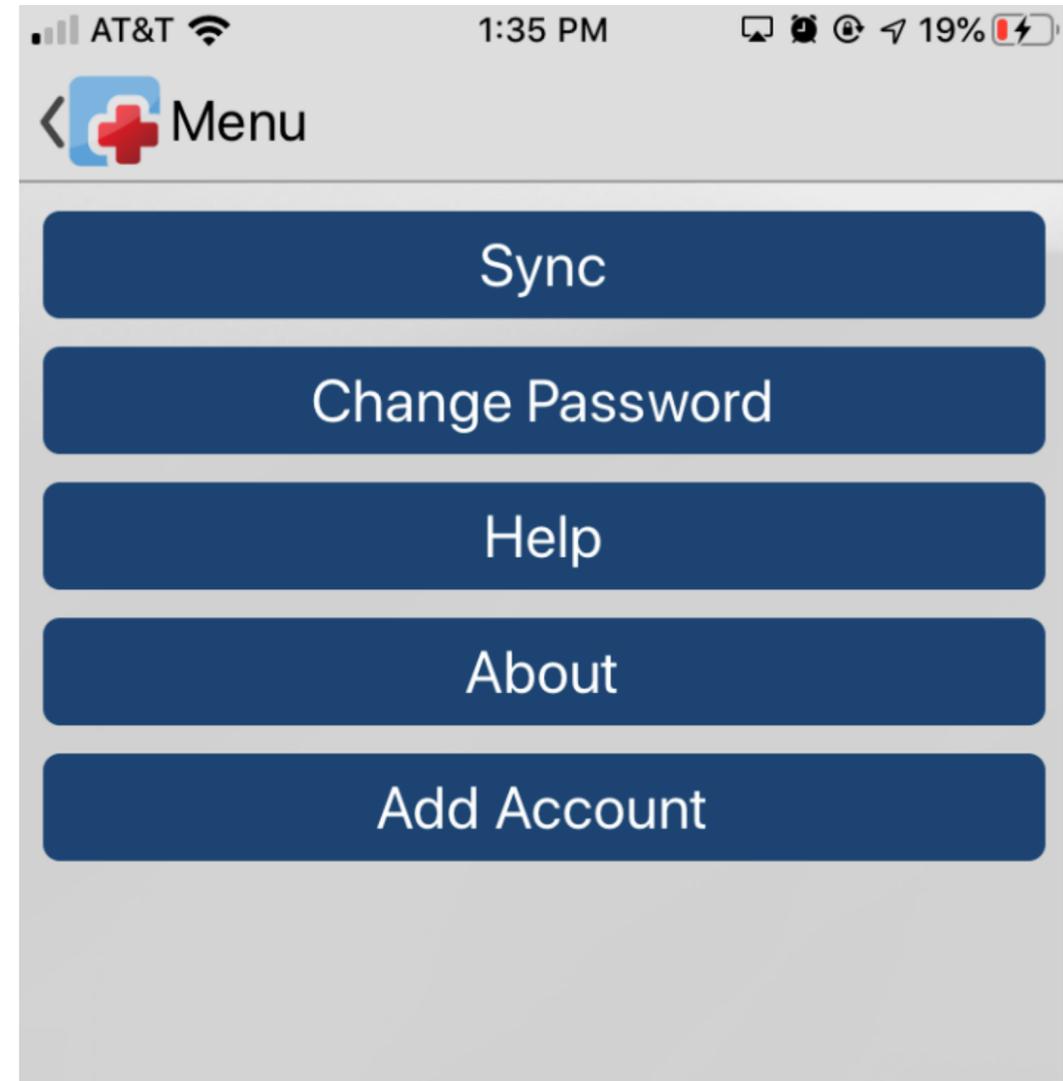


# Notifications





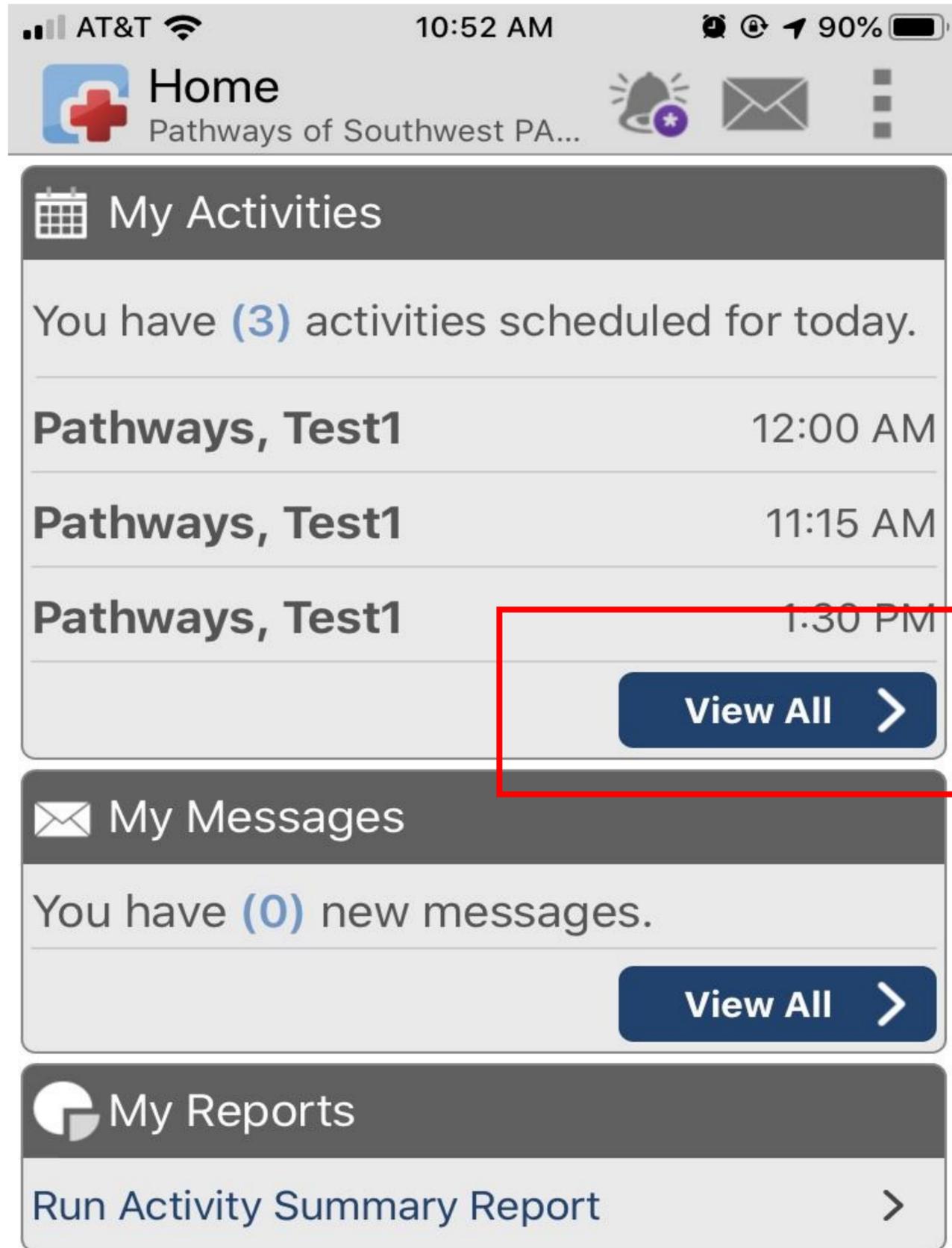
# Menu Icon

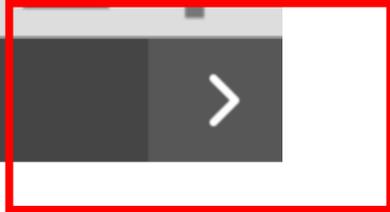


# REVIEWING ACTIVITIES, ACCESS DIRECTIONS TO THEIR HOME, AND VIEW CONTACT INFO



# Accessing My Activities





SCHEDULED

**Pathways, Test1**  
12:00 AM - 1:00 AM   
 *Scheduled Client Visit*

**Pathways, Test1**  
11:15 AM - 12:15 PM   
 *Scheduled Client Visit*

**Pathways, Test1**  
1:30 PM - 2:30 PM   
 *Scheduled Client Visit*

SCHEDULED

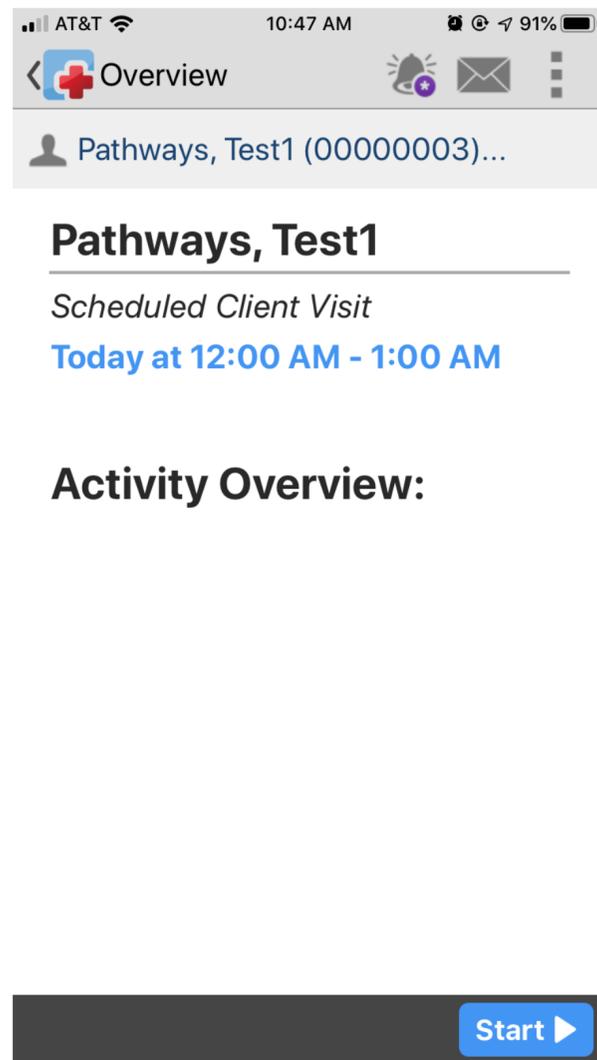
**Pathways, Test1**  
12:00 AM - 1:00 AM   
 Scheduled Client Visit

**Pathways, Test1**  
11:15 AM - 12:15 PM   
 Scheduled Client Visit

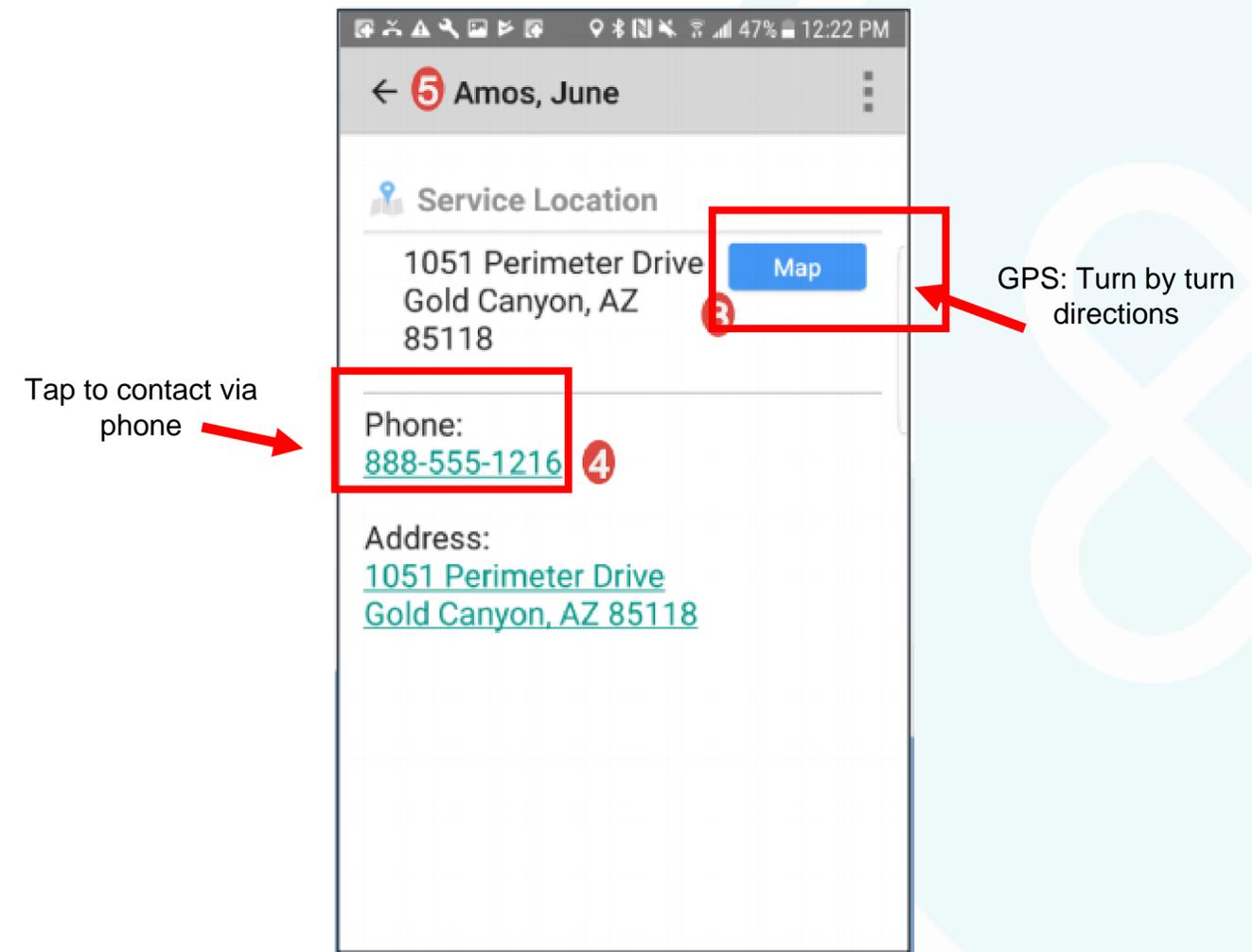
**Pathways, Test1**  
1:30 PM - 2:30 PM   
 Scheduled Client Visit

# Reviewing Location and Contact Info

1. The User will now see an Overview of Activities
2. To view contact info for the person you support, tap the Person's Name at the top of the Screen



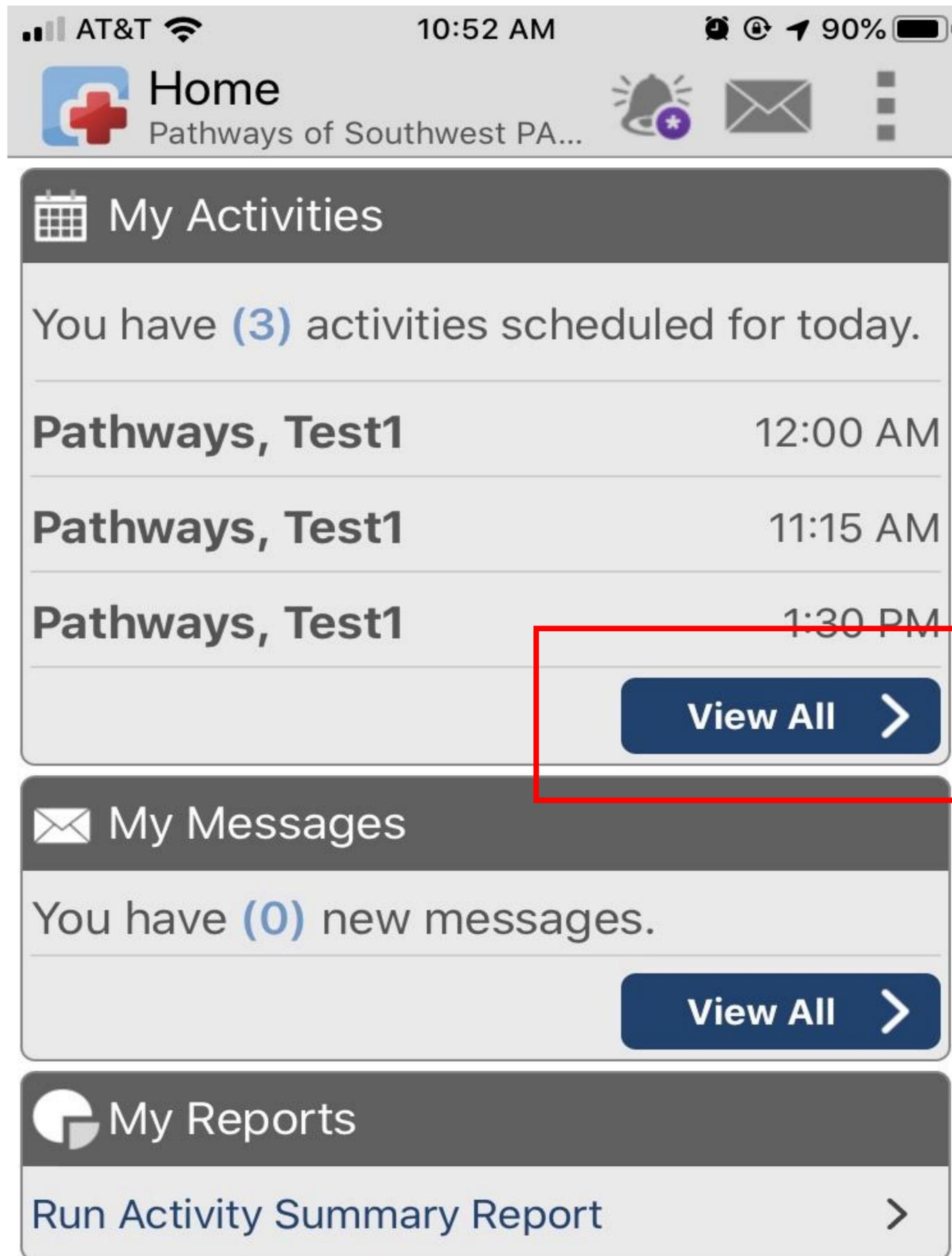
3. The address and phone number become visible
4. Use the Map button if you need directions, the User will receive turn by turn directions
5. Tap the phone number to call the person



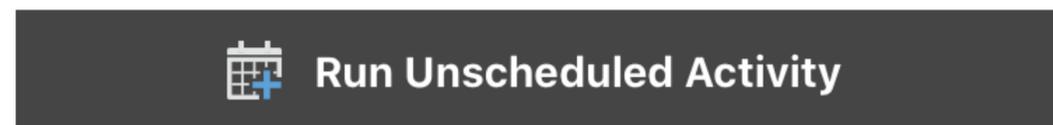
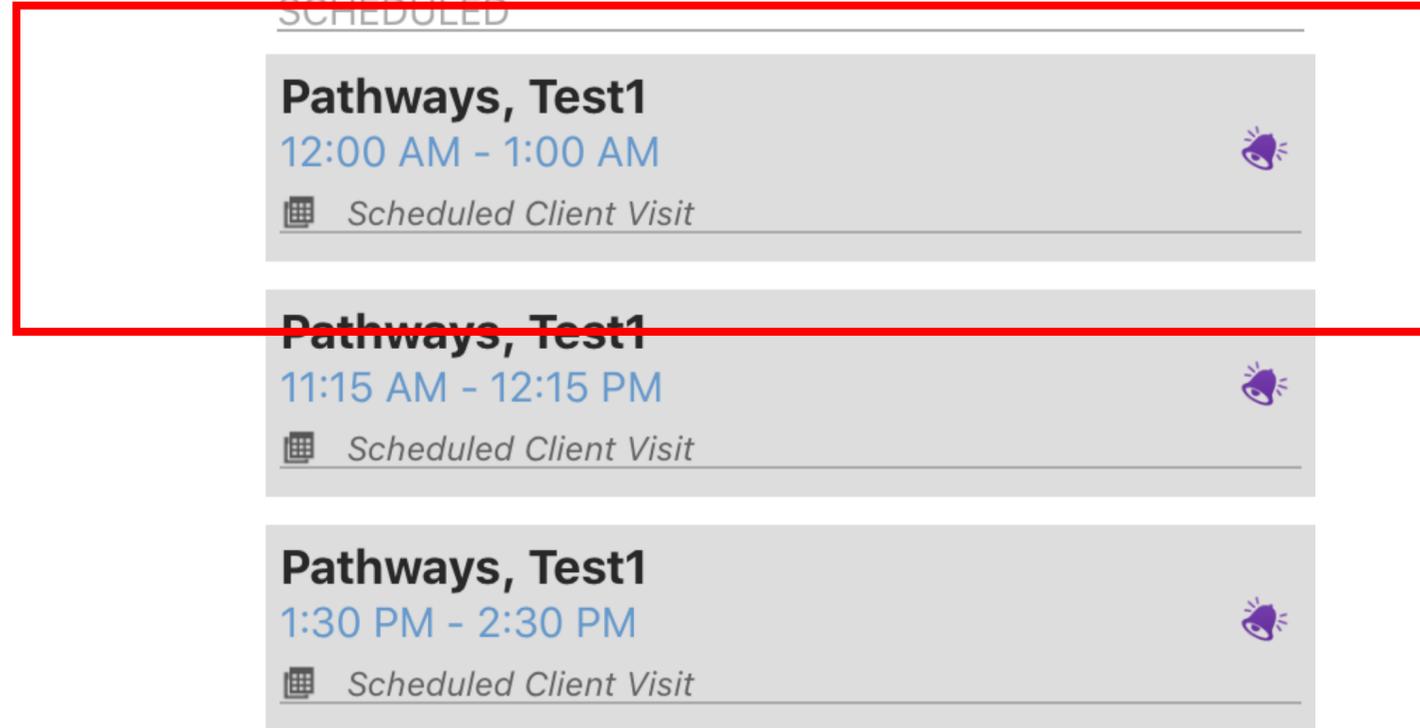
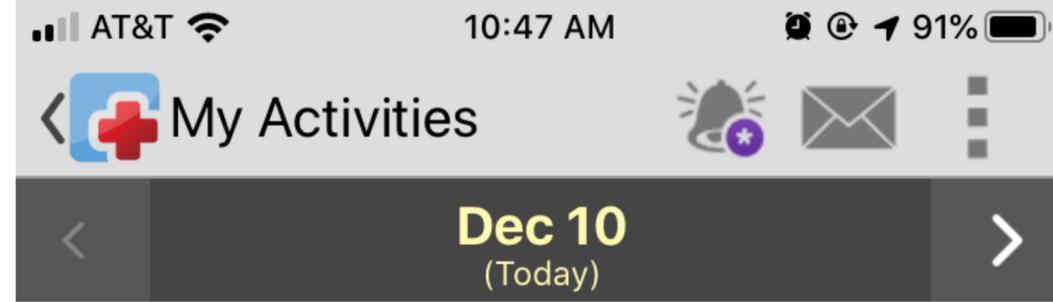
# MY SCHEDULED ACTIVITIES



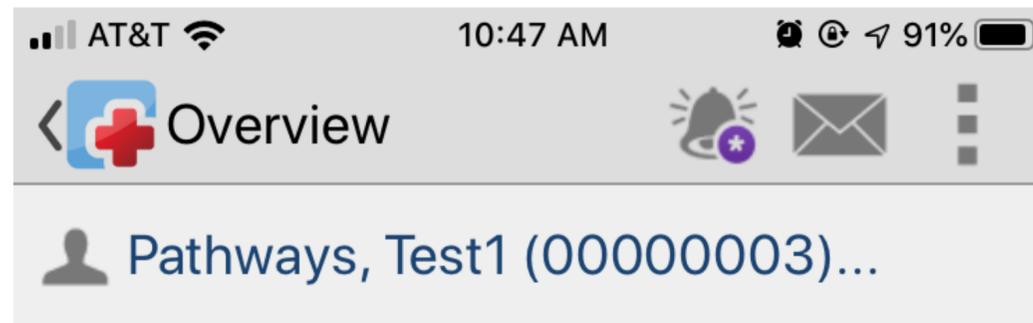
# Recording a Scheduled Activity



# Recording a Scheduled Activity



# Recording a Scheduled Activity



## Pathways, Test1

---

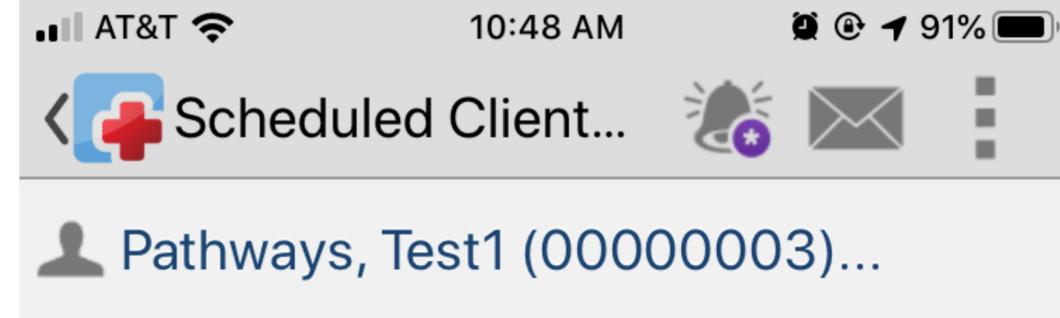
*Scheduled Client Visit*

**Today at 12:00 AM - 1:00 AM**

### Activity Overview:

Start ▶

# Recording a Scheduled Activity



## Pathways, Test1

### Scheduled Client Visit

🕒 Started 10:47 AM December 10, 2019

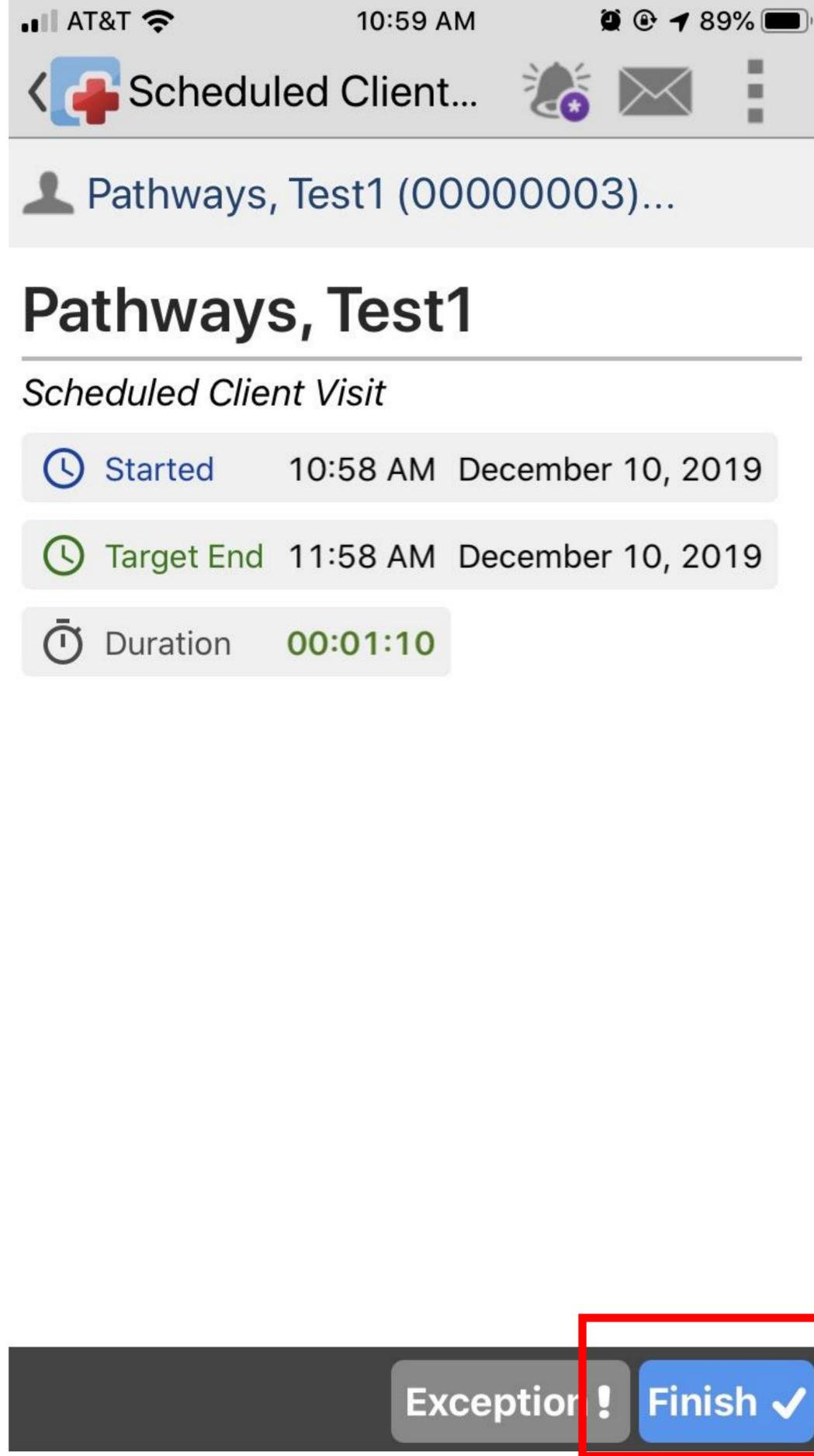
🕒 Target End 11:47 AM December 10, 2019

🕒 Duration 00:00:05

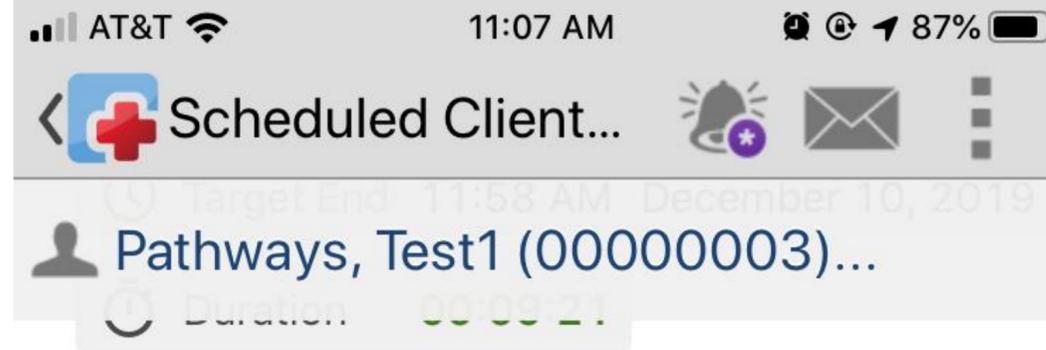
Exception !

Finish ✓

# Recording a Scheduled Activity



# Recording a Scheduled Activity



## Signatures

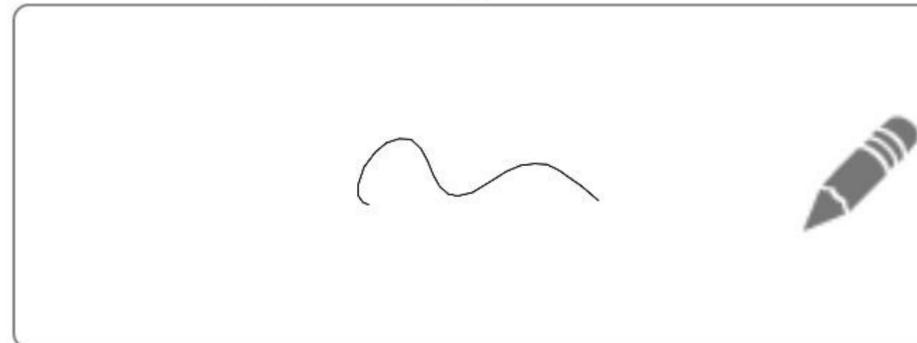
\* Are you able to obtain the Client/  
Caregiver Signature?

Please choose

Yes

No

\* Client/PCG Signature



\* Signed By

Client

\* Staff Signature



# Recording a Scheduled Activity

AT&T 11:07 AM 87%

Scheduled Client...

Pathways, Test1 (00000003)...

**\* Staff Signature**

**Additional Information**

**\* Does this Activity Require Any Adjustments by the Office?**

Please choose

Yes

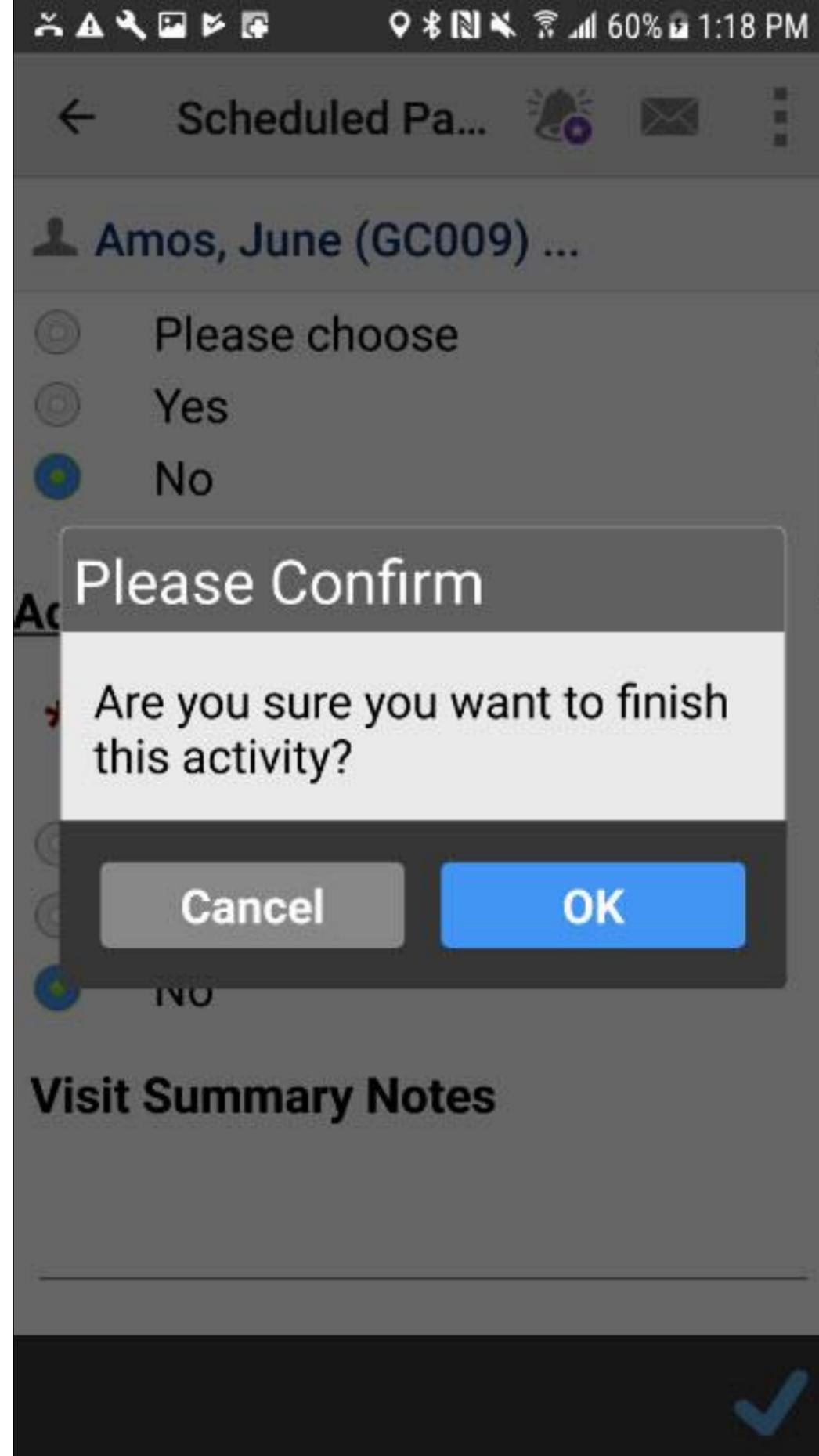
No

**Activity Notes**

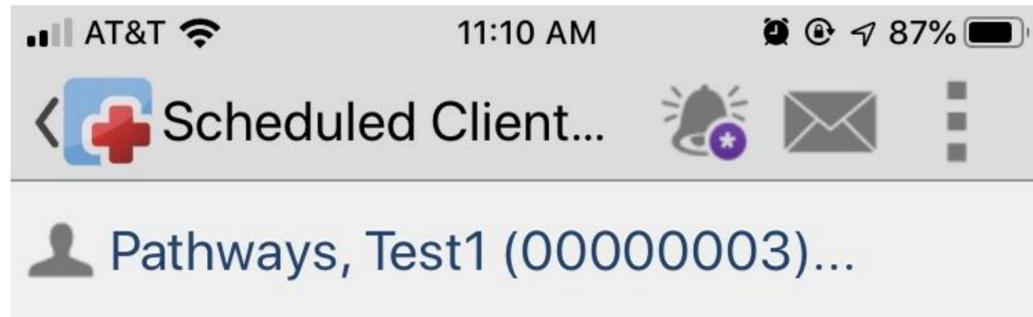
NA



# Recording a Scheduled Activity



# Recording an Exception



## Pathways, Test1

*Scheduled Client Visit*

🕒 Started 10:58 AM December 10, 2019

🕒 Target End 11:58 AM December 10, 2019

🕒 Duration 00:12:35

Exception !

Finish ✓

# Recording an Exception

AT&T 11:12 AM 86%

Scheduled Client...

Pathways, Test1 (00000003)...

## Pathways, Test1

*Scheduled Client Visit*

Started 10:58 AM December 10, 2019

**\* Exception Reason**

- Please choose
- Not at Home
- Client Declined Visit
- Staff Safety Concern
- Other

**\* How was the Visit Declined?**

- Please choose
- In Person
- Over the Phone

Additional Information

✓

# Recording an Exception

AT&T 11:13 AM 86%

Scheduled Client...

Pathways, Test1 (00000003)...

Please choose

In Person

Over the Phone

**Additional Information**

**\* Does this Activity Require Any Adjustments by the Office?**

Please choose

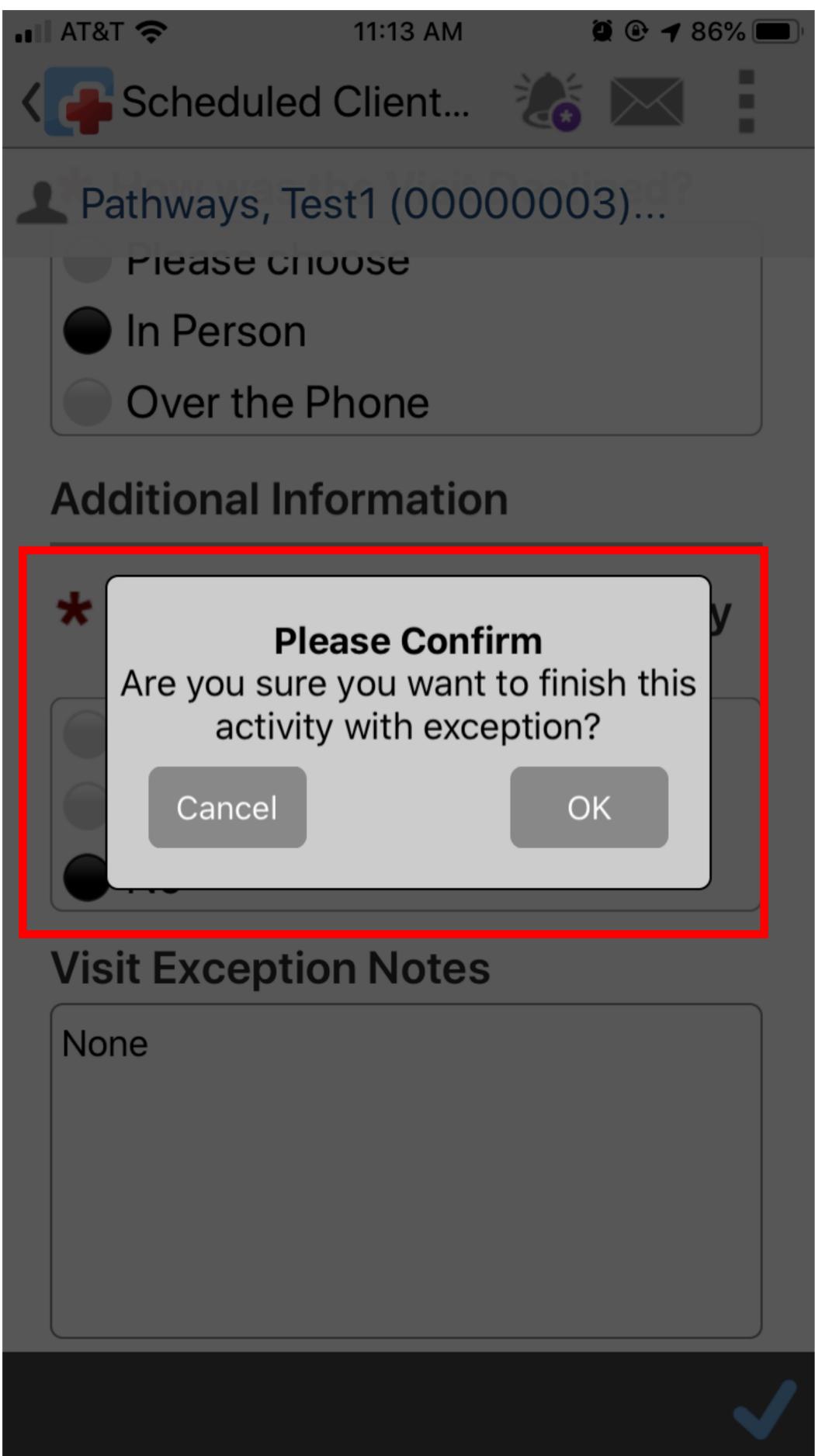
Yes

No

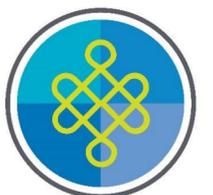
**Visit Exception Notes**

None

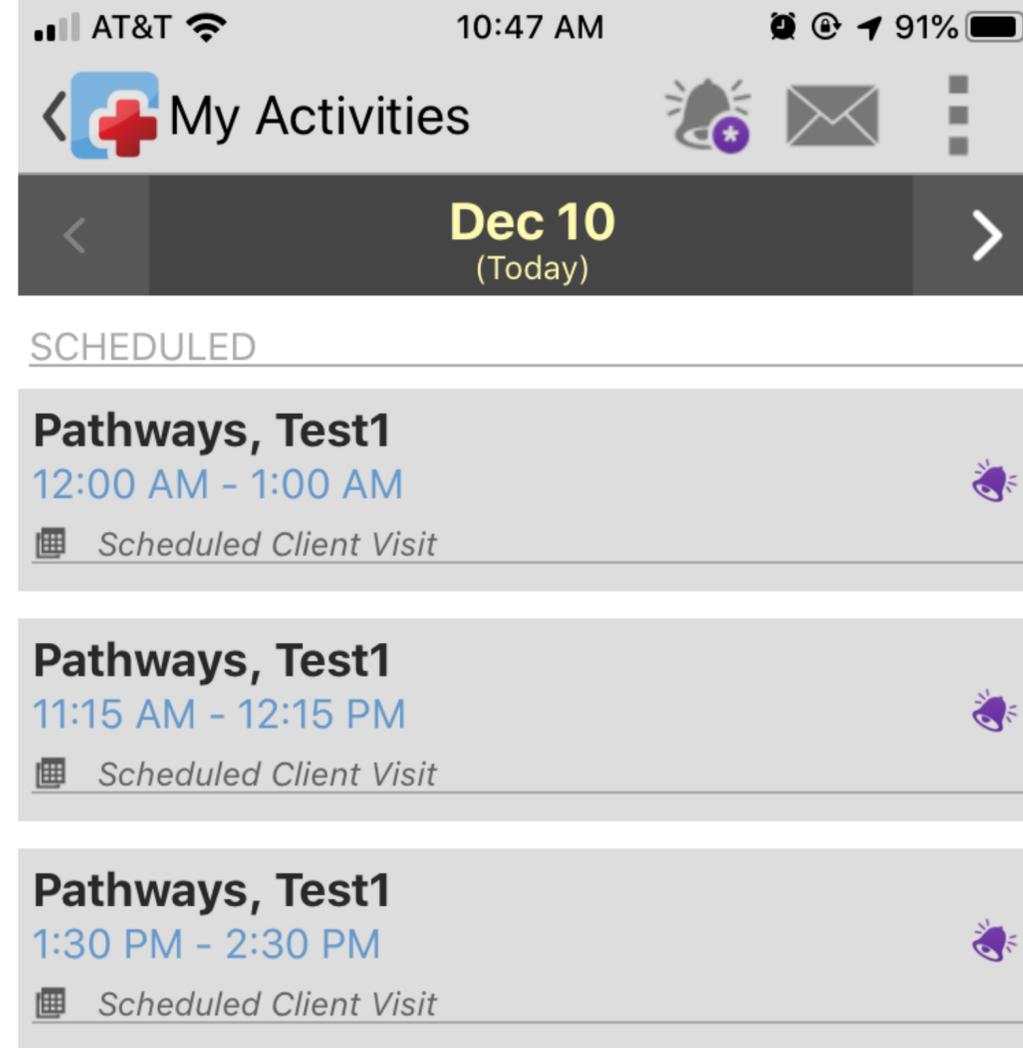
# Recording an Exception



# UNSCHEDULED ACTIVITIES

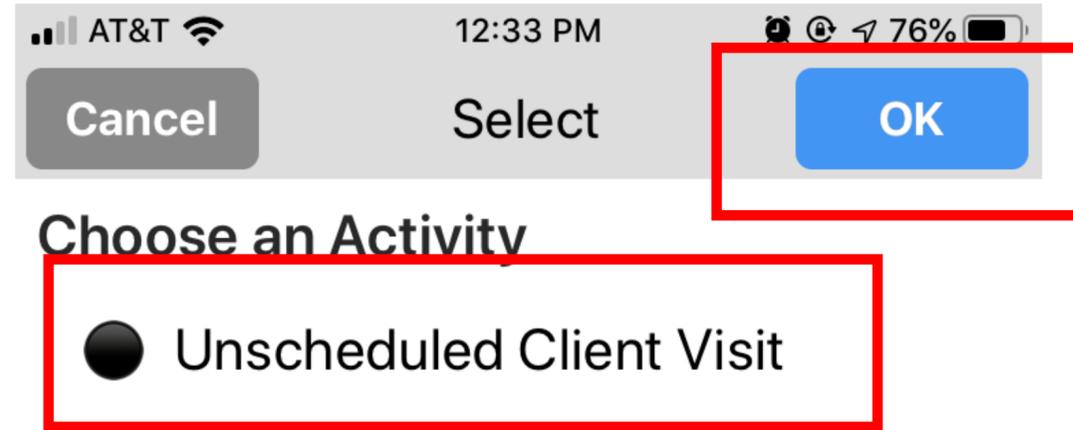


# Unscheduled Activities



Run Unscheduled Activity

# Unscheduled Activities



# Unscheduled Activities

AT&T 12:33 PM 75%

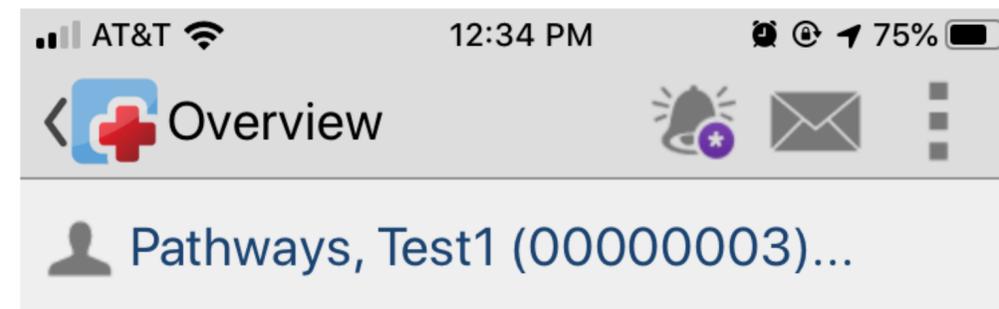
<  Client Lookup   

\* Client ID  
00000003

\* Client Last Name  
Pathways



# Unscheduled Activities



## Pathways, Test1

*Unscheduled Client Visit*

### Activity Overview:

#### Services - Please Choose One

Companion W/B (W1726)

Companion W/O (W1726:U4)

H&C 1:1 Degreed Staff (W7061)

H&C 1:1 W/B (W7060)

H&C 1:1 W/O (W7060:U4)

H&C 2:1 Enhanced W/B (W7069)

H&C 2:1 W/B (W7068)

Respite 1:1 Enhanced 15 min W/B  
(W9863)

Respite 15 min W/B (W9863)

Start ▶

# Unscheduled Activities

AT&T 12:34 PM 75%

Unscheduled Clie...

Pathways, Test1 (00000003)...

## Pathways, Test1

*Unscheduled Client Visit*

Started 12:34 PM December 10, 2019

Duration 00:00:04

**Services - Please Choose One**

**REQUIRED**

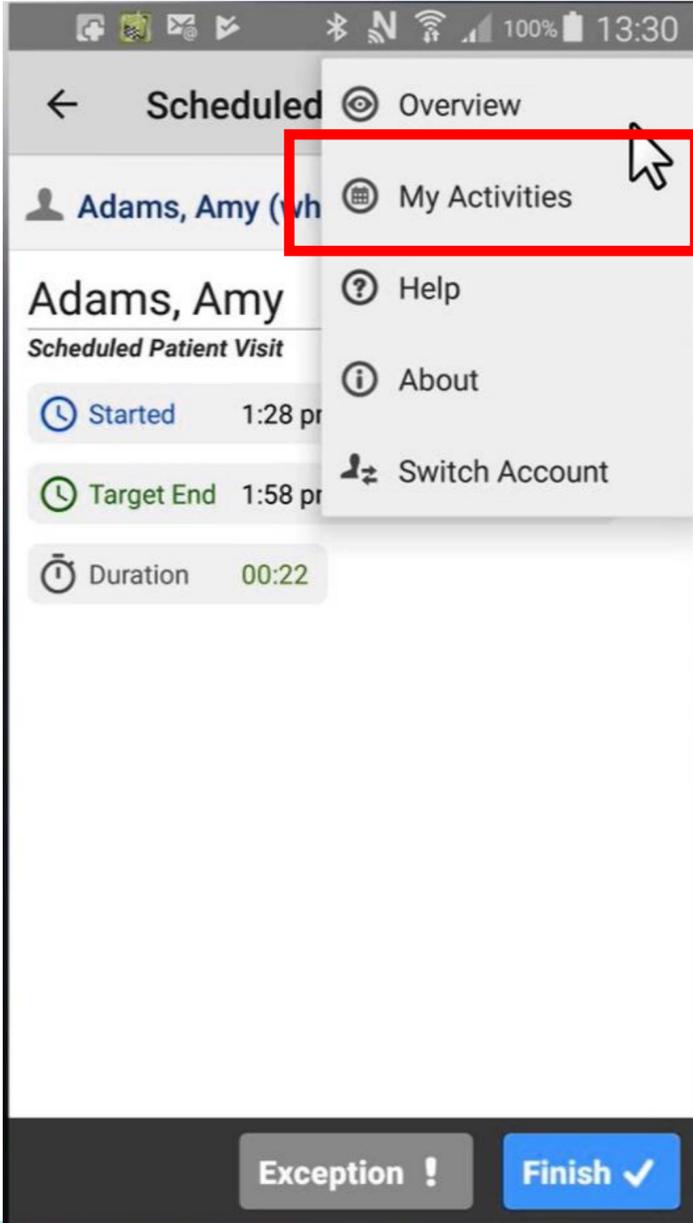
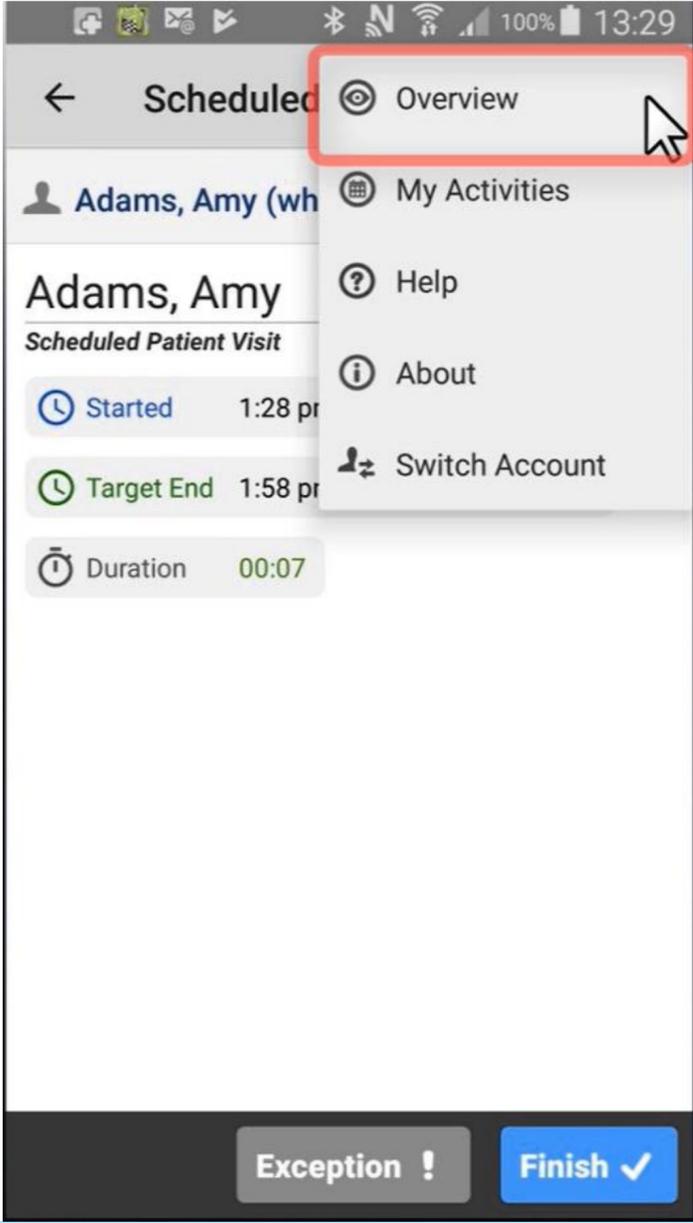
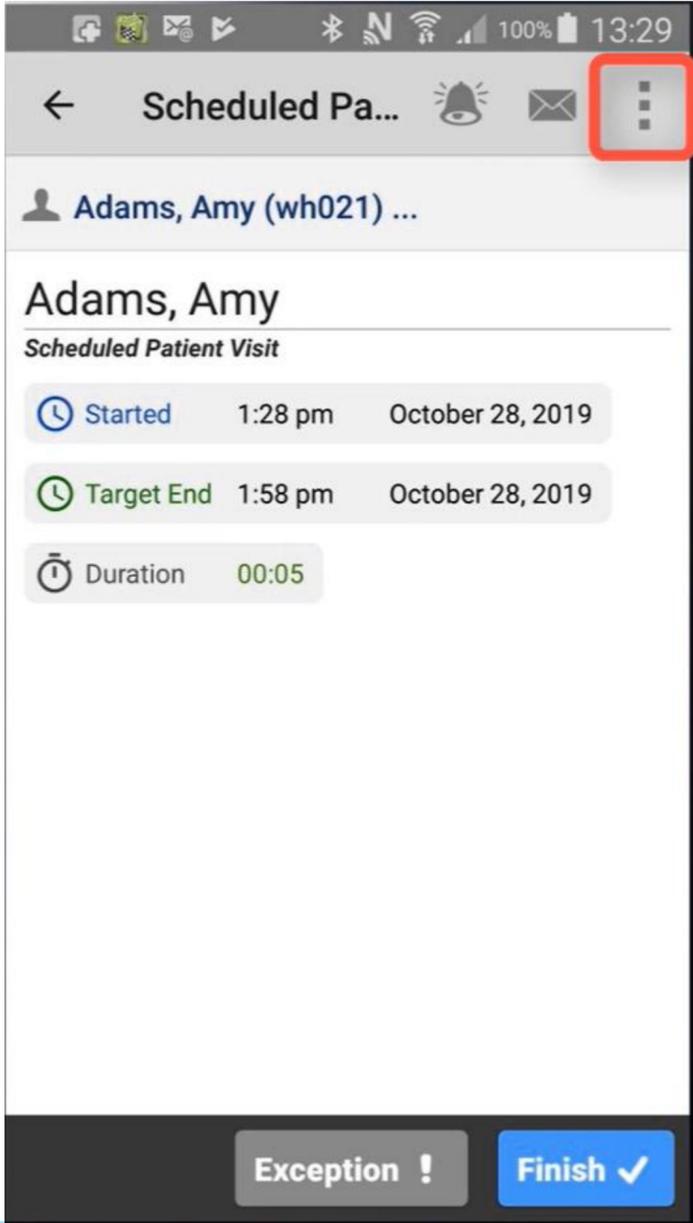
Exception ! Finish ✓

# Using the Menu Screen while Running an Activity



# Reviewing other Activities while one is in Progress

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



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:

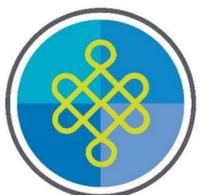
Android Users

- 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



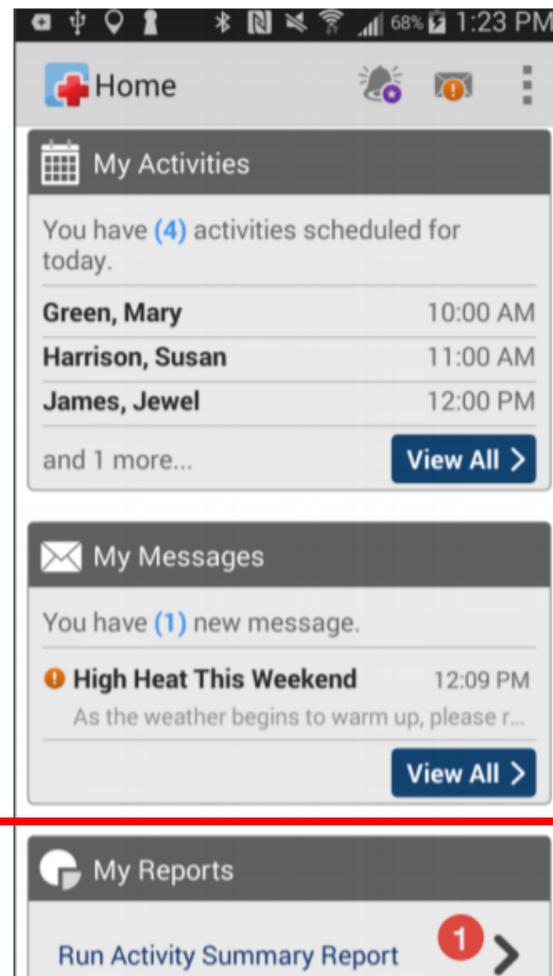
PathWays  
Life Long Fulfillment

# What information does the Activity Summary Report Provide?

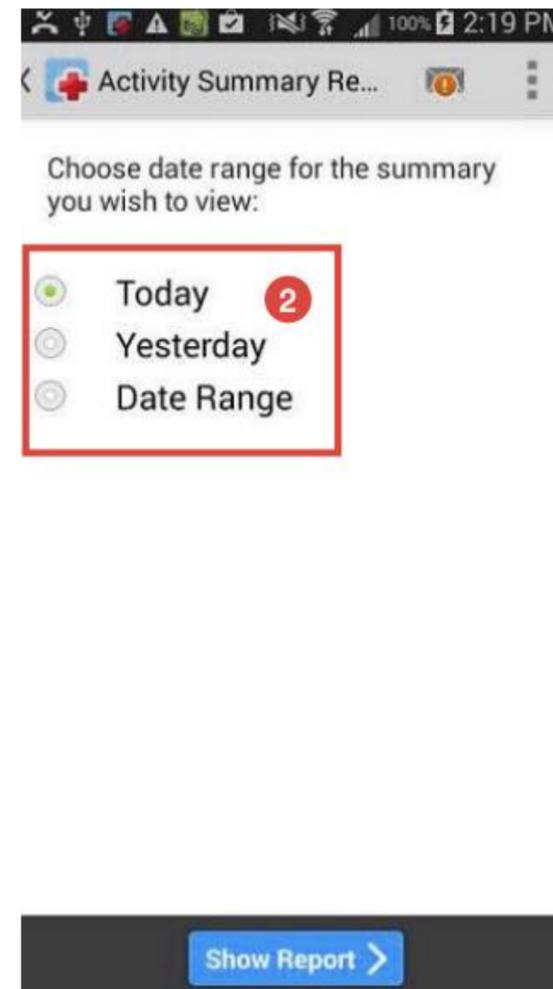
- Notes duration and travel info for Activities documented in the App
- Reduces the need to contact the office for these details
- Can access this info at any time

# How to view the Report

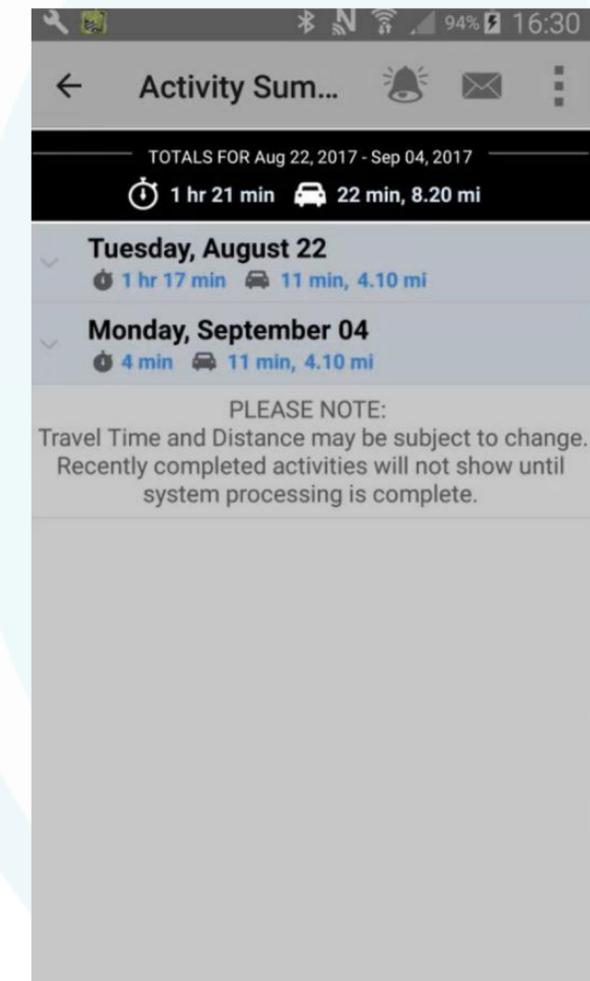
1. On the Home Screen, go to My Reports and Tap Run Activity Summary Report



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

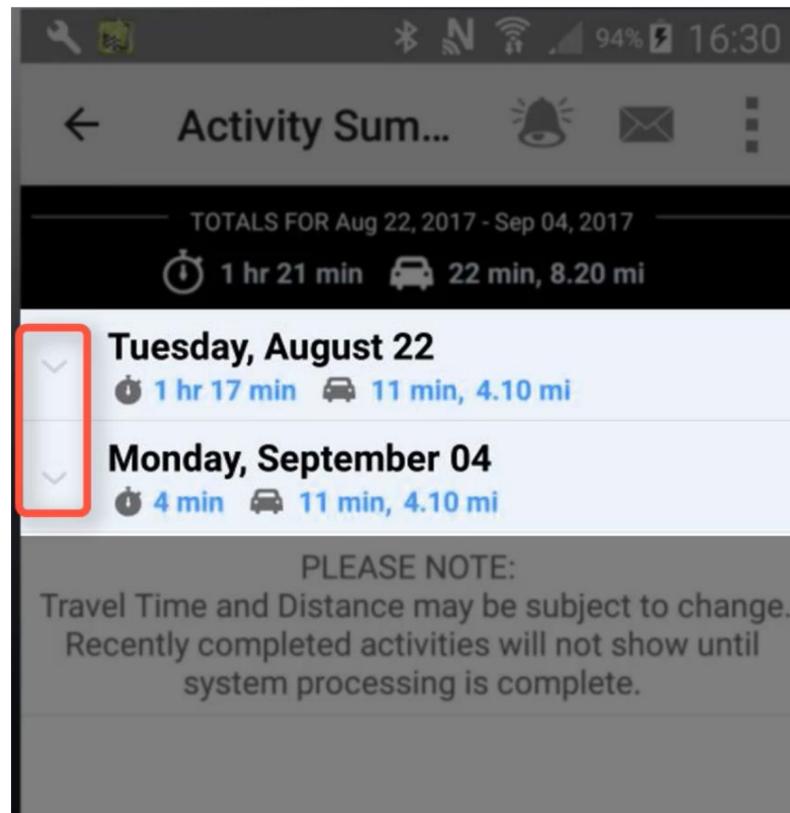


4. Once the User runs the report, the total values within the selected date range are listed in the black bar. The clock represents total time spent on Activities and the Car icon represents total travel time

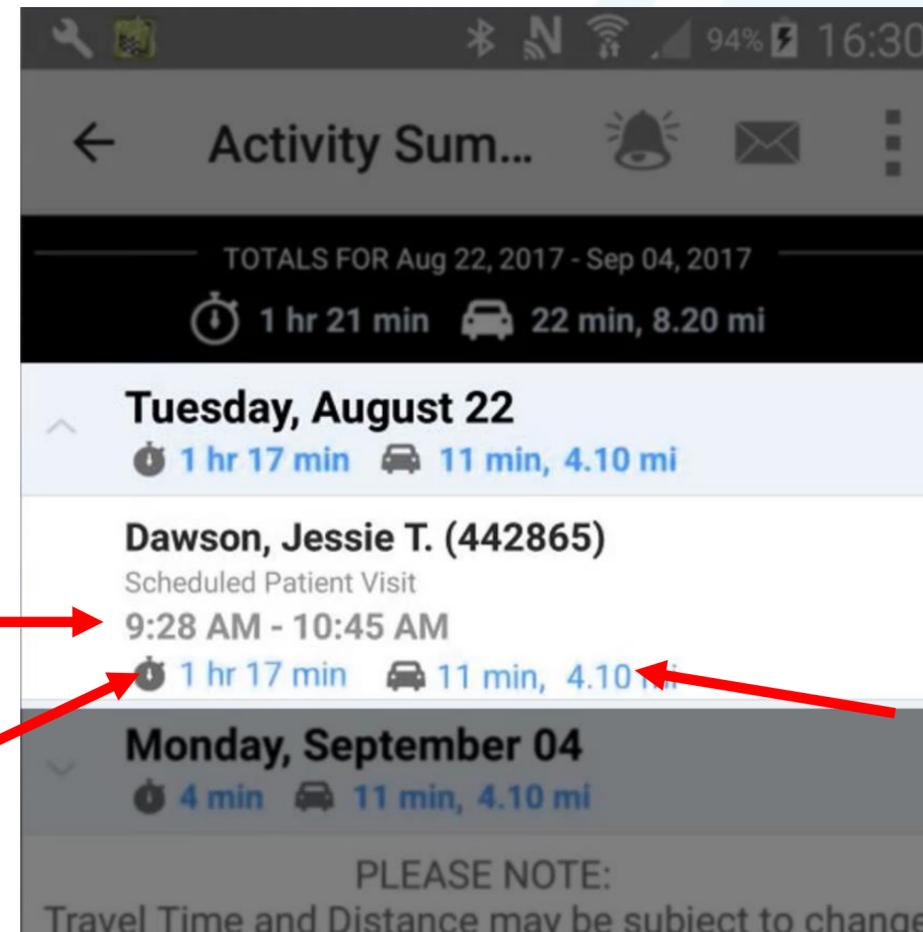


# How to view the Report

- 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. The activities for that day are then expanded and in addition to the travel and activity time, you can see the duration of that visit



Duration of Patient Visit

Activity Time for this Patient

Travel Time for this Patient

# TELEPHONY / INTERACTIVE VOICE RESPONSE SYSTEM



PathWays  
Life Long Fulfillment

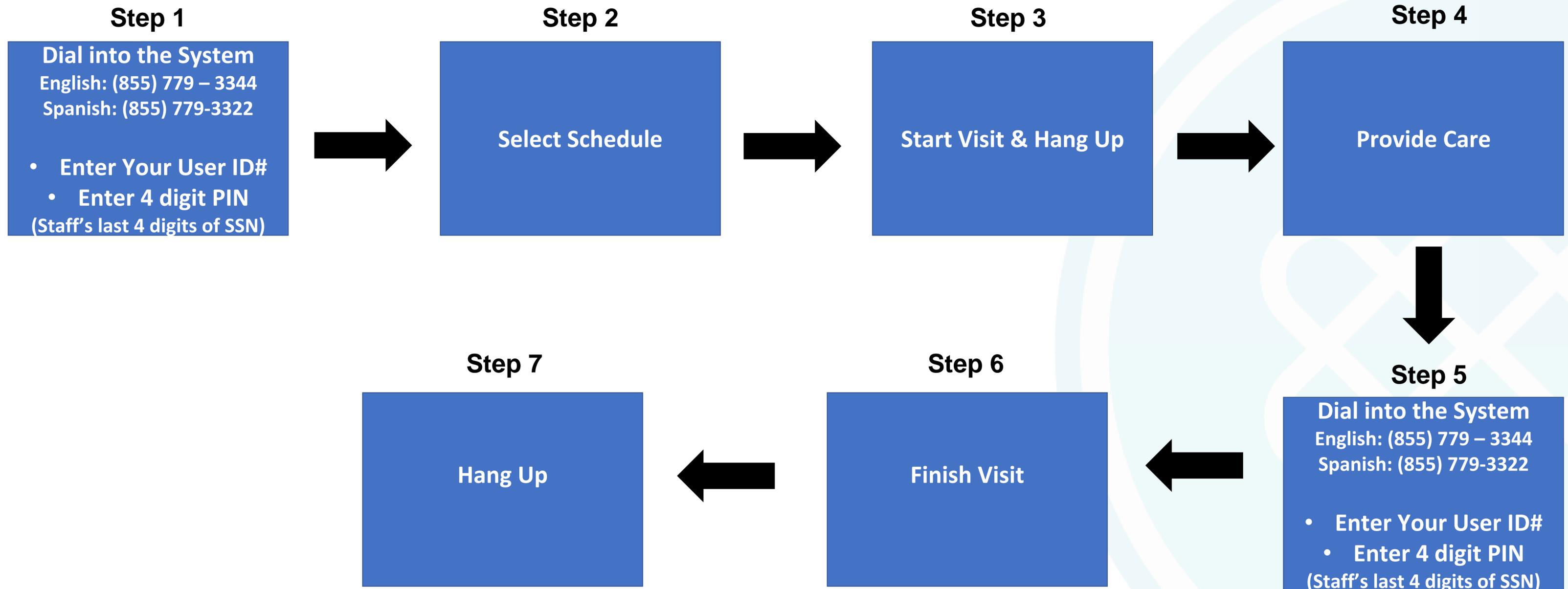
## Uses for Telephony Line

Why would you need the Telephony line?

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



# Telephony / Interactive Voice Response System



# Common Situations



## Addressing Common Questions/Situations

- SSP does not have a smart phone or smart phone is not available – Use Telephony options
- Person supported does not have a landline phone – SSPs will need to use a smart phone or a landline needs to be added for the person supported
- Schedules and schedule changes
  - Submit paper schedules
  - ME has option of logging in and setting schedules - February
- Emergency schedule change – perform unscheduled visit
- Miss start/end activity – start/end when you remember and contact office or Managing Employer to correct

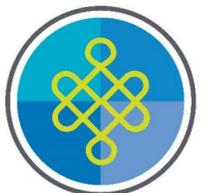
# Addressing Common Questions/Situations

- 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](mailto:support@yourawc.org)
  - Visit <http://yourawc.org/evv>
    - User documentation
    - FAQs
    - Training Video
    - Training Forms

## A few final items

- Timesheet – take a training timesheet, fill it out for the training and submit to your Managing Employer to send with all timesheets
- Begin using CellTrak on January 1<sup>st</sup>
- Continue to send in timesheets until being told otherwise.
- Make sure your timesheet matches CellTrak start/end times
  
- Thank You!

# Questions?



PathWays  
Life Long Fulfillment