

Missed Starting or Finishing an Activity

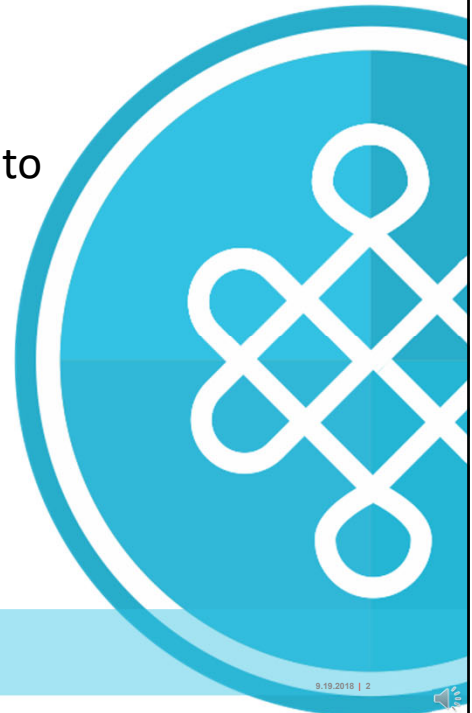
Using the CellTrak App



1

Purpose of this video

To instruct CellTrak app users on how to record that a start or finish time was incorrect



2

Reasons a Start or Finish time may be incorrect

- You arrived for your shift but forgot to start the scheduled or unscheduled activity when you started work
- You left after your shift but forgot to finish the current activity when you finished working
- Your smartphone was not working at the time of start or finish
- You forgot to start/finish the activity entirely (only applies if you remember later that day)

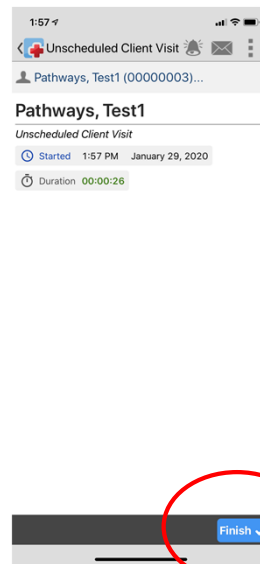
© CellTrak Technologies, Inc. CONFIDENTIAL

9.19.2018 | 3

3

How to alert the office that an adjustment needs to be made

- As you normally would:
 - Start your scheduled or unscheduled activity
 - When Finishing the activity, click Finish (as shown to the right)



© CellTrak Technologies, Inc. CONFIDENTIAL

March 2019 | 4

4

How to alert the office that an adjustment needs to be made

- As you normally would:
 - Complete the prompts for service (if prompted), client signature and staff signature
- Select YES to the question “Does this Activity Require Any Adjustments by the Office?”
- Type the adjustment needed and reason for adjustment in the Adjustment text box. Be specific!

1:59

Unscheduled Client Visit

Pathways, Test1 (00000003)...

Additional Information

* Does this Activity Require Any Adjustments by the Office?

Please choose

Yes

No

* Specify Adjustment and Reason for Adjustment Needed

I accidentally forgot to finish/end my shift. Please adjust my end time back to 3pm.

Activity Notes

© CellTrak Technologies, Inc. CONFIDENTIAL

March 2019 | 5

5

After the Adjustment note is entered

- As you normally would:
 - Complete the activity by clicking the blue check box (as shown to the right)
 - You will be prompted to confirm that you want to finish the activity – click ok
 - Your screen will then return to the My Activities page and your service and adjustment is complete.

* Specify Adjustment and Reason for Adjustment Needed

I accidentally forgot to finish/end my shift. Please adjust my end time back to 3pm.

Activity Notes

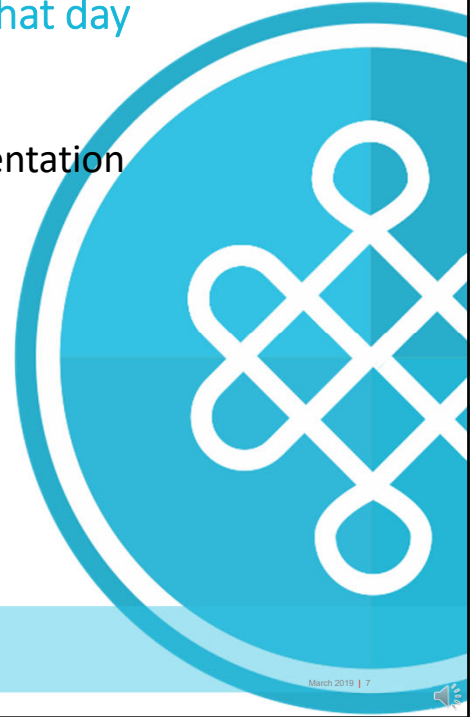
© CellTrak Technologies, Inc. CONFIDENTIAL

March 2019 | 6

6

If you forgot to use the CellTrak app at all on that day

- You will need to complete exception documentation
- More information on that will be provided



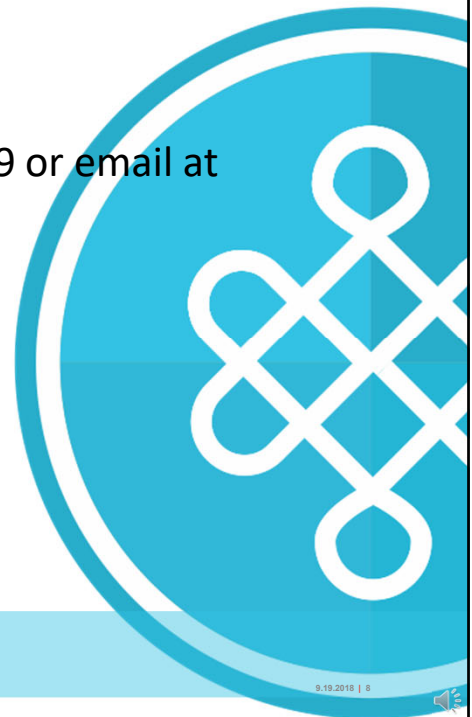
© CellTrak Technologies, Inc. CONFIDENTIAL

March 2019 | 7

7

For additional 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



© CellTrak Technologies, Inc. CONFIDENTIAL

9.19.2018 | 8

8