

# AveannaCare EVV Mobile App



MAKING PEOPLE'S LIVES BETTER, ONE PERSON AT A TIME.

# AveannaCare EVV Mobile App

The AveannaCare Mobile EVV app is an efficient way for client/families and care providers to add and approve hours.

- With the AveannaCare app, care providers will **clock in and out in real time** in order to get paid even faster.
- No internet or cell phone reception is needed when clocking in and out. The mobile app will automatically synchronize once it is back online.
- Client/Families can approve their care providers' hours in real time with their pin/password to save time.



# Getting Started – Three EASY Steps!

## STEP 1

**Go to the online portal and authenticate your account.**



1. Navigate to <https://aveanna.dcisoftware.com>
2. Input your username and temporary password.
3. Check the box “Remember me” on the login screen.
4. Change your password.
5. Establish a security question.
6. Change your PIN in the user settings by selecting your username at the top right-hand corner, select Settings → Add New PIN.

## STEP 2

**Download the AveannaCare EVV Mobile App to your phone or tablet and login.**

1. Search “AveannaCare Mobile EVV” in the Apple Store, Google Play Store or scan the icon.
2. Input your username and password that you created in Step 1.



## STEP 3

**Care Providers – Start reporting your hours in real time.**  
**Clients/Families – Start approving hours in AveannaCare via the mobile app or online portal.**





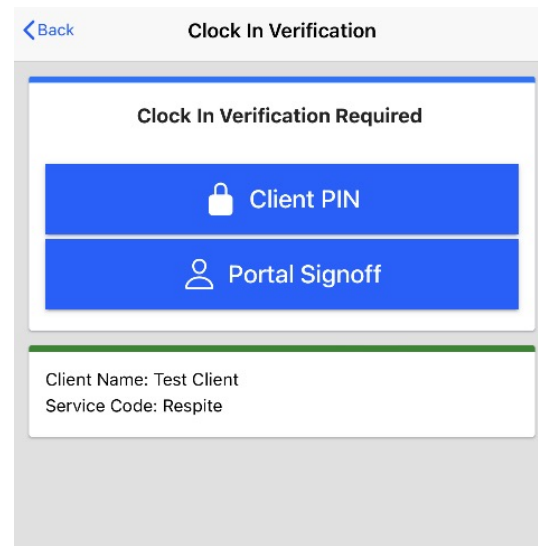
# How to Clock In

- After you log into the app, you'll have the option to clock in.
- Press “clock in” and your approved client(s) and service(s) will appear. If you take care of multiple clients and/or perform multiple services, please choose the appropriate combination.
- After that you will confirm your “clock in.”



# How to Clock In (continued)

- In order to complete the Clock In process, the client/family will have to sign off (approve) that the entries are correct. There are two ways this can be done:
  - **Client PIN** - The client/family will need to be there with you to input their PIN, or
  - **Portal Signoff** - The client/family can also login to AveannaCare to sign off all entries at one time by navigating to Entries Requiring Signoff (via app or portal).
- After one of the above methods is selected and submitted, you will get a confirmation – you are now Clocked In!



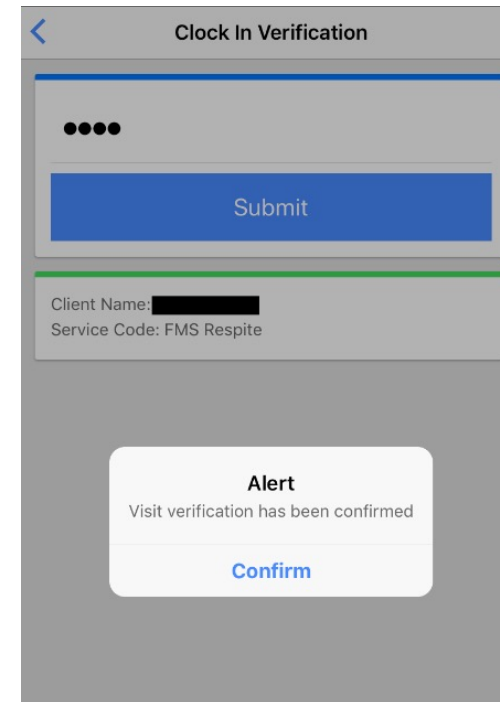
Back Clock In Verification

Clock In Verification Required

Client PIN

Portal Signoff

Client Name: Test Client  
Service Code: Respite



Clock In Verification

Submit

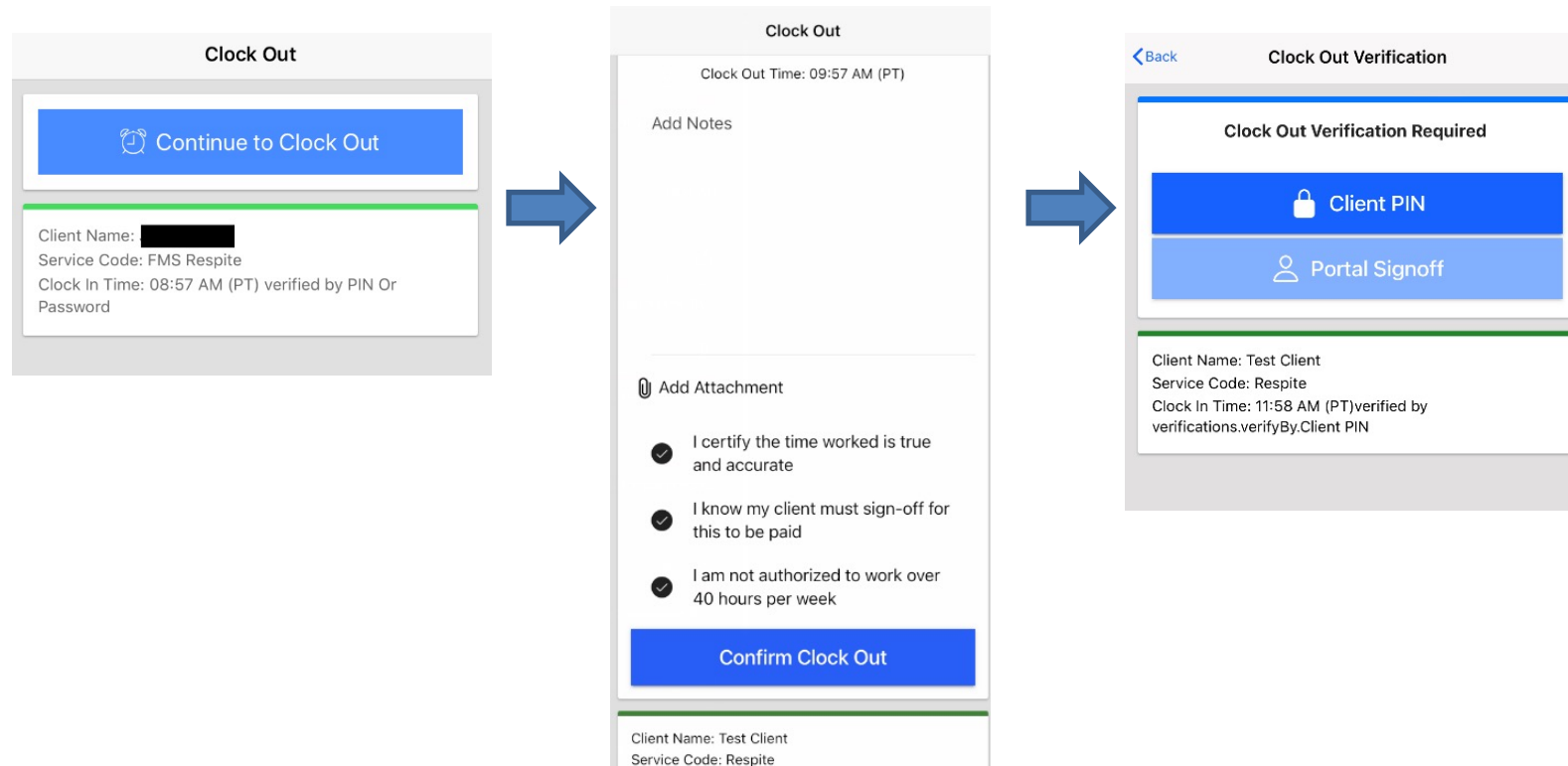
Client Name: Test Client  
Service Code: FMS Respite

Alert  
Visit verification has been confirmed  
Confirm

Using a PIN is strongly recommended! Easier than a password and more secure than a signature.

# How to Clock Out

- When you are ready to Clock Out, you will log back into the mobile app and press “Clock Out.”
- Check off any required statements. Notes and attachments are not required. You will confirm your Clock Out.
- To complete the Clock Out process, the client/family will have to be there with you to input their Client PIN. Or you can select Portal Signoff and have the client/family sign into the portal to sign off on all entries.






# You are now clocked out!

- Once your real time shift is completed, a “Punch Information” screen will appear. You are now clocked out successfully!

**Punch Information**

Client Name: [REDACTED]  
Service Code: FMS Respite  
Clock In Time: 08:58 AM (PT) verified by PIN Or Password  
Clock Out Time: 08:59 AM (PT) verified by PIN Or Password

 Home



# Troubleshooting

- If you make a mistake, there is a two-step process to correct it.
  - First, the care provider or client/family should reject the incorrect punch on the app by selecting: Entry ID > Actions > Reject > Confirm.
  - Second, the care provider must log on to the AveannaCare portal (<https://aveanna.dcisoftware.com>) and enter the correct punch information. The care provider cannot use the mobile app to reenter the correct information because it documents entries in real time and this is a revision.
- Visit our website at [accreditednursing.com/aveannacare](https://www.accreditednursing.com/aveannacare) for the latest tutorials and resources.
- You can also call or email our helpdesk at:  
EVV@accreditednursing.com or (800) 974-1234 ext 598.





Thank you!