

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.

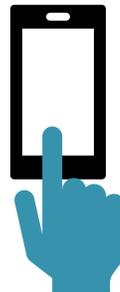


1. Navigate to <https://aveanna.dcisoftware.com>
2. Input your username and temporary password.
3. Check the box “Remember me” on the login screen.
4. Change your password.
5. Establish a security question.
6. Change your PIN in the user settings by selecting your username at the top right-hand corner,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



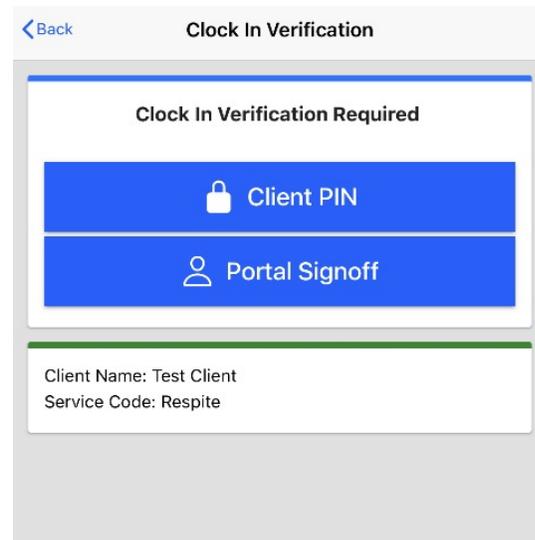
How to Clock In

- 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.”

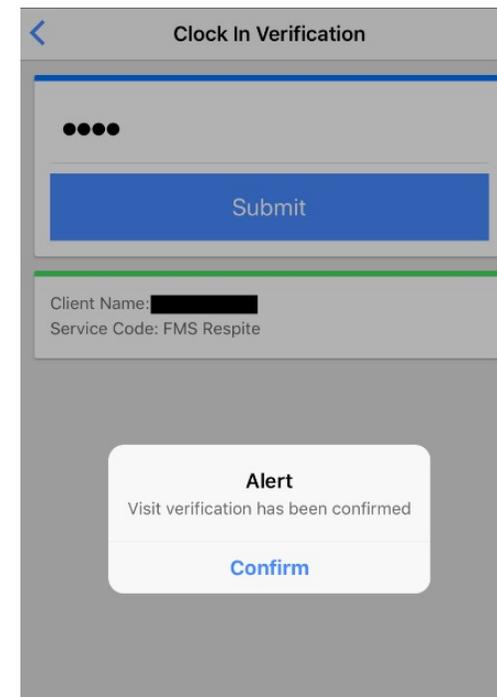


How to Clock In (continued)

- 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!



The screenshot shows a mobile application interface titled "Clock In Verification". At the top left is a blue back arrow and the text "Clock In Verification". Below this is a white box with the heading "Clock In Verification Required". Inside this box are two blue buttons: the top one has a lock icon and the text "Client PIN", and the bottom one has a person icon and the text "Portal Signoff". Below the white box is a green horizontal line, and then a white box containing the text "Client Name: Test Client" and "Service Code: Respite".

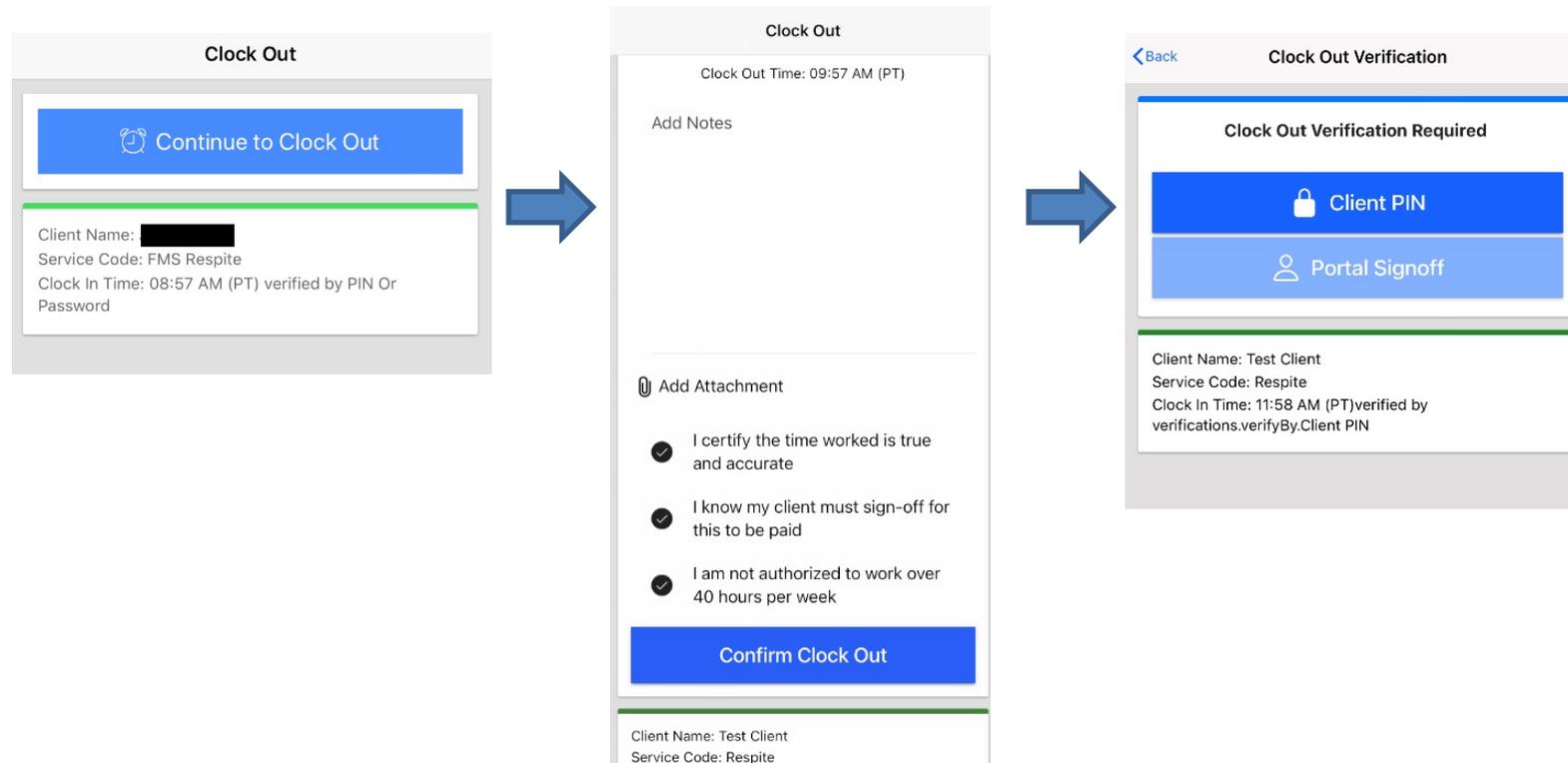


The screenshot shows the same mobile application interface after a selection. The "Client PIN" button is now greyed out. A blue "Submit" button is visible. Below it, a white box displays "Client Name: [REDACTED]" and "Service Code: FMS Respite". At the bottom, a white alert box with a grey border contains the text "Alert" and "Visit verification has been confirmed", with a blue "Confirm" button below it.

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!