WellSky Personal Care App Guide

LOGGING IN

- Enter your username (email address) and tap **Continue to Login**.

- Enter in your password and **Login**. *Note: for security reasons, WellSky Personal Care will not remember passwords.*

- If you work for more than one agency, tap the agency you wish to use to sign in.

- Ensure that you have enabled location services on and choose to share your location with the mobile app.

FINGERPRINT/FACE ID

- You must first enable Fingerprint/Face ID on your mobile device then enable Fingerprint/Face Id from your profile in the mobile app.

- Once you have configured Fingerprint/Face ID, you can tap **Log In with FaceID/Fingerprint**.

YOUR PROFILE

- In the upper-left corner, tap the mobile app main menu.

- In the upper-left corner, tap your name/agency name to open your profile.

- FORGOT PASSWORD? Tap **forgot password** then enter your email address and tap **reset** to send an email to reset your password.

GETTING DIRECTIONS

- ***On An Apple Device:*** On the **'Shifts'** page, tap the client's address. Select the route and tap **'GO'**. To see details such as apartment number, go to the mobile app main menu and tap **'Clients'**. Tap the client's name to view their profile information. Note: Apple will default to Apple Maps unless you change it to use Google Maps.

- ***On An Android Device:*** On the **'Shifts'** page, tap the client's address. Select which mapping app to use (if you have more than one installed). Select the route and tap **'Start'**. To see details such as apartment number, go to the mobile app main menu and tap **'Clients'**. Tap the client's name to view their profile information. Note: Android lets you select your navigation application. Google Maps should be the default.

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ACCESS CLIENT INFORMATION

- From the main menu, tap *Clients*.
- Tap on the *client's name* to open their profile and view: Location and map to the client's address, contact information, upcoming shifts, care plan, and emergency contacts.

ACCESSING THE CARE PLAN

- From the client profile or the shift details, tap *Care Plan*.
- Tap on the *arrows* next to the Care Plan sections to expand and view more details.
- If the Care Plan is updated you may be required to read and acknowledge the updated Care Plan. If this happens, read through the updated Care Plan then sign or tap 'Acknowledge' to acknowledge that you have read the updated Care Plan. A record is made for your agency that you have acknowledged the updated Care Plan.

CLOCK IN FOR A SHIFT

- From the Shifts screen, tap the shift you wish to clock-in to.
- Review the tasks assigned to the shift.
- Tap the orange Clock-In button at the bottom of the screen.
  - If you are too far away, you may not be able to clock in. Note the distance in the green bar at the bottom.
  - If you are too early, you may not be able to clock in yet.

COMPLETE THE COVID-19 CLIENT/CLIENT CONTACT QUESTIONNAIRE

- After clock-in, you will the COVID-19 Client Questionnaire.
- Ask the client or a family member each COVID-19 screening question about the client and record the answer. Any yes responses will trigger an alert to your agency so that they may follow up.
- When finished, tap Submit to submit the client's responses.
- Repeat for Client Contact Questionnaire if applicable.

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CLOCK OUT FOR A SHIFT

- Tap Clock Out.
- Update and confirm all tasks statuses to record complete or incomplete tasks.
    - To clock out, you must indicate the status of all shift tasks.
    - If a task *was* complete, *tap yes*. Follow your agency's best practices regarding comments for completed tasks.
    - If a task *was not* complete, *tap no*. You will be required to enter a reason why the task was not complete. After entering your comment, tap *Submit* to save. Tap the *X* to close and return to your shift details.
- Report a change in condition.
    - You may be asked yes/no questions and if your client's condition has changed.
    - If you answer yes to any of the questions, you will be asked for more details. This will trigger an alert to your office so they can follow up accordingly.
- Safety At work: WorkSafe.
    - During the clock-out process, you may be asked if you had a safe shift.
    - If you had a safe shift, tap Yes and continue clocking out.
    - If not, tap No and explain why your shift was not safe.
    - You may also be asked if you were injured. If so, respond with Yes and explain was happened.
    - Tap Next to continue the clock-out process.
- Electronic signatures.
    - If prompted for the client's signature, hand the phone to the client, ask them to review the shift details and ask them to sign and confirm the information is correct. After the client has signed, tap Next. If prompted for your signature, review the details and sign.
- Tap *Next* to advance through the clock-out process.
- Tap *Confirm* to confirm shift details and clock-out of your shift.
- *WAIT* to exit the app until you see the *'Great Job!"* screen to ensure that your clock-out has been recorded.

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Troubleshooting Tips:

- Consistently check for mobile app updates within the app store.

- Ensure your location is on and enabled within your phone and app settings.

- Sometimes the device needs to be set to high location accuracy for correct location reporting.

- Mobile devices may cache previous locations, so wait for the current location to be reported. Trying to clock in/out too quickly may result in error as it may take a few seconds for the location to update.

- At the bottom of the Shift Details screen, the mobile app will displace the distance to the client in meters. You can tap on the distance to open location diagnostics by clicking on "Location to Client". A window will open and you will see your reported location, the client's recordation, and the radius of where you can clock in/out. Move around until you are within radius.

- Some caregivers have reported receiving an error message when trying to log into the WellSky® Personal Care mobile app. The errors include:

  - "Server error, please try again later".

  - Server closed the connection unexpectedly. This probably means the server terminated abnormally before or while processing the request.

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Caregivers have reported that clearing the apps' cache has resolved these errors:

ANDROID

1. Settings → Apps
2. Find "Wellsky PC" in the app list. Select it
3. Select Storage
4. Select "Clear App Data"
5. Select "Clear Cache"
6. Restart your phone

IPHONE

1. Go to Settings
2. Tap General
3. Tap iPhone Storage
4. Scroll down to find Wellsky PC
5. Tap Wellsky PC
6. Tap Delete App
7. Restart your phone
8. Once restarted, re-download WellSky® Personal Care from the App Store

SCAN ME

LINK TO DOWNLOAD INFORMATION

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