

eXPRS Mobile-EVV for PSW Providers

How to End a Shift

(v6; 7/25/2019)

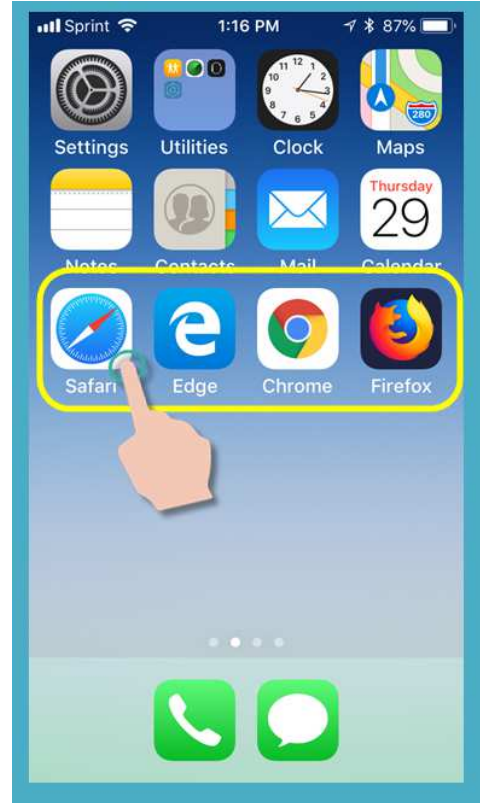
eXPRS Mobile-EVV allows PSW providers to log their time-worked immediately when they start and stop working. **eXPRS Mobile-EVV** saves the PSW's time-worked information as **draft** to the eXPRS website so PSW providers don't have to manually enter that information later for EVV services. This will make entering time-worked data much easier for PSWs.

This guide will give you step-by-step instructions on how to use **eXPRS Mobile-EVV** to **End a Shift** when you are finished working for an individual(s) & need to "clock out".

To End a Shift in eXPRS Mobile-EVV:

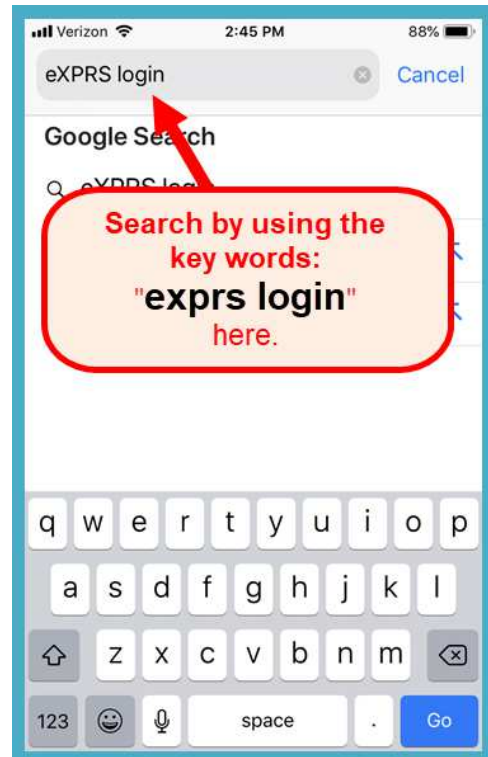
1. When you are finished working your shift, use your mobile device (*smartphone or tablet*), launch an internet browser (*such as Safari, Chrome, Firefox, Edge, etc*).

This guide uses Safari in its examples.



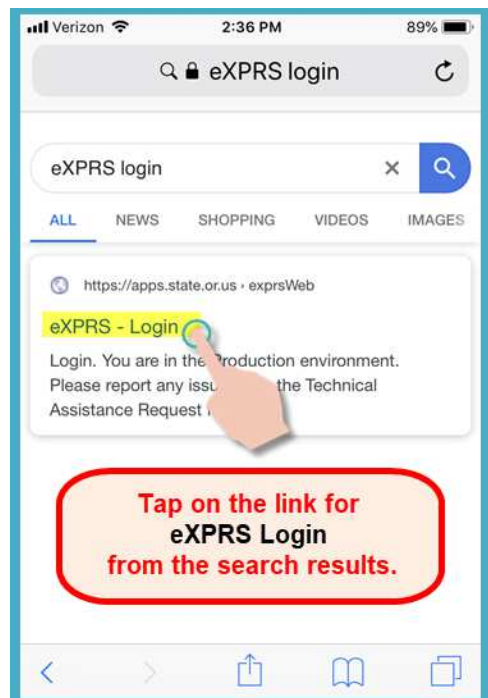
2. In the browser app you have opened, enter the key words “**eXPRS login**” in the search window, like shown here.

Then tap **GO** to search



3. From your search results, tap on the link for **eXPRS - Login** to go to the eXPRS website.

→ **REMEMBER!!** – eXPRS Mobile-EVV *is not an app* that you download to your device. It is just the regular eXPRS website that has been updated to use on your mobile device.



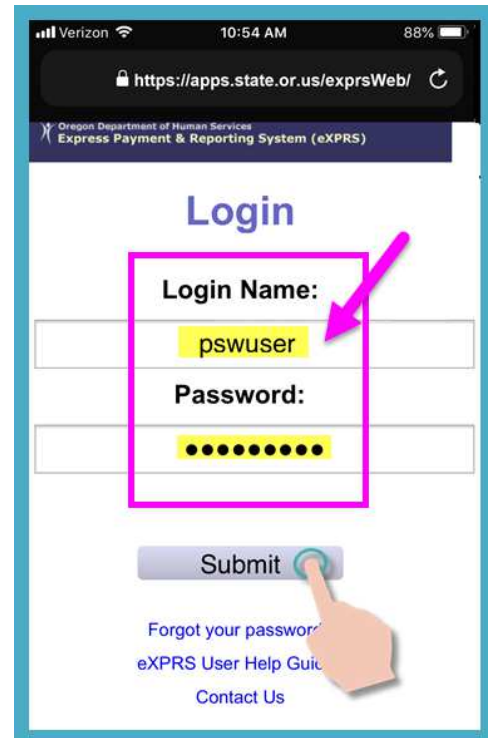
4. You're now at the **eXPRS Mobile-EVV** login page.

✔ **Pro-Tip:** Once here, save the page to your **Bookmarks, Favorites** or as a **shortcut** on your device's home screen for easier access next time you need to login.

Use your regular eXPRS **Login Name & Password** to login.

This is the same login information you use to login to the eXPRS website on a computer.

Tap **SUBMIT** to login.

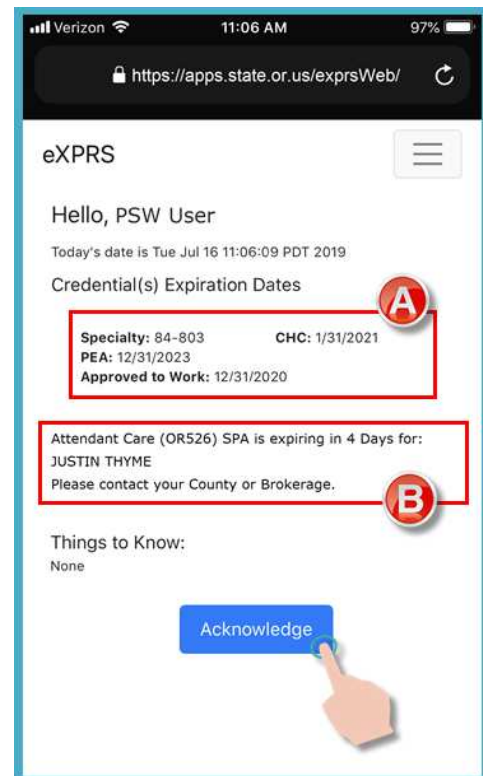


5. Review the Important Messages.

Information in this page includes notification of:

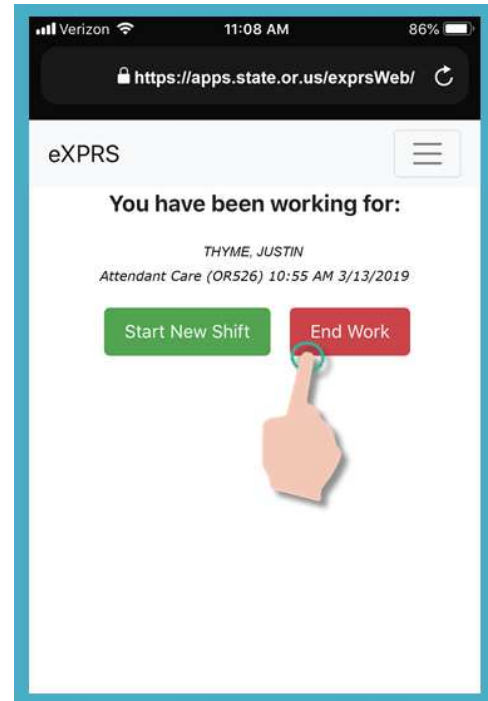
- expiration date of your PSW credentials (*example A*),
- expiration of one or more of your SPA authorizations (*example B*)
- other important **Things to Know**.

Tap on the **Acknowledge** button to continue.

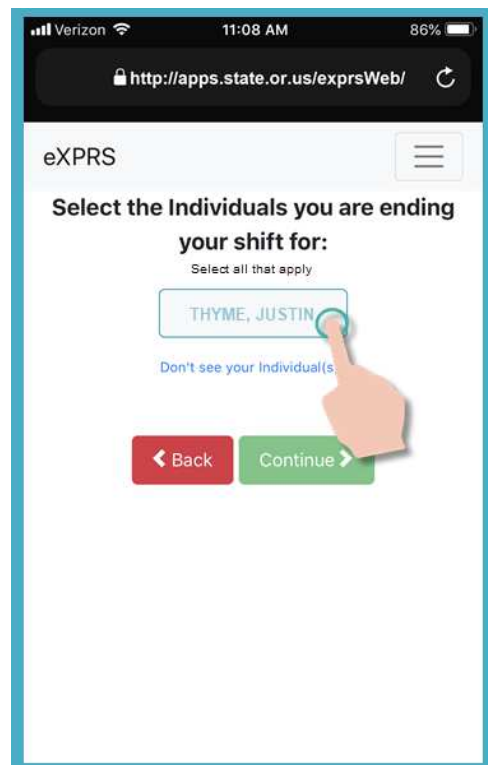


6. Once you have successfully logged in, you will see your **Dashboard** with the open shift(s) you have currently running.

To **End a Shift**, tap on the **END WORK** button.



7. In the next screen, tap the name to select individual(s) you are **Ending a Shift**.

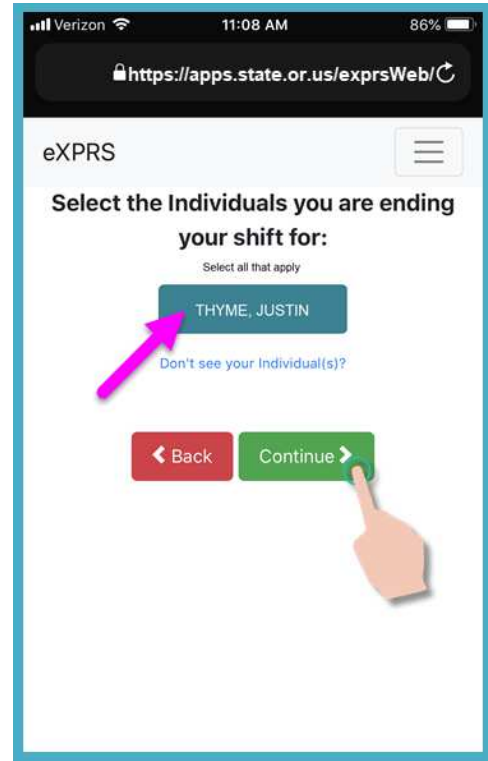


8. Once you've tapped on an individual(s) name, the button for them will **turn dark** when selected.

Tap on the **Continue** button to move to the next screen.

If you need to change the individual that you are ending a shift for, use the **< Back** button to return to the previous screen.

ALWAYS use the < Back button to go back. Do not use your browser app's back button.



9. You will now see a confirmation screen showing the selected individual(s) you are about to end a shift for.

Tap the **YES** button to end your shift & "clock out".

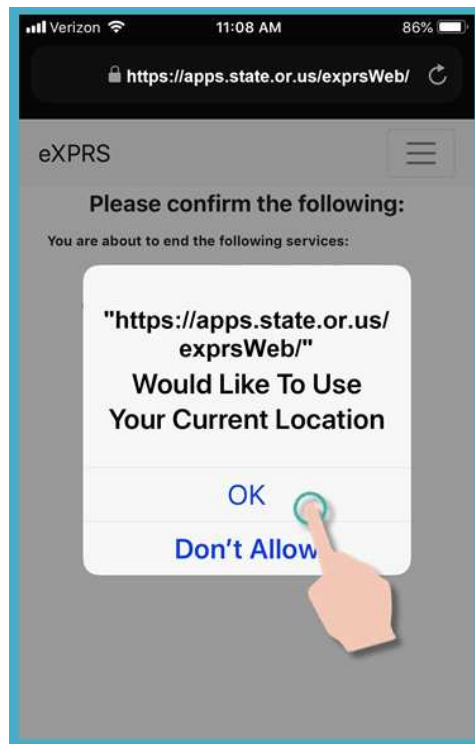
If you do not wish to end the shift(s) or need to make corrections, tap the **No** button to return to the previous screen.



10. Depending on how the **Location** preferences are set on your mobile device **AND** the web browser you are using, you **might** receive a pop-up message asking you to confirm your location where you are ending your shift.

If you get a pop-up message, tap **OK** to continue.

eXPRS Mobile-EVV will capture single 'point-in-time' coordinates of where you are **ONLY** at the time you **START & END** your shift, which [is a requirement of the federal law for EVV](#).

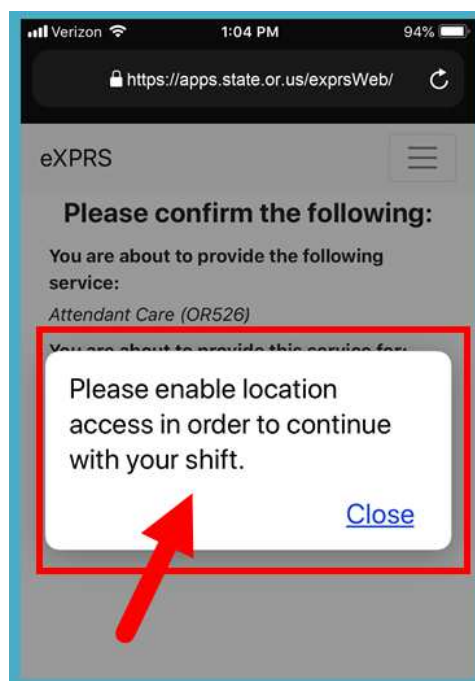


If you **do not** have the **Location** services set up correctly for your device **AND** the web browser you used to login to **eXPRS Mobile-EVV**, you will receive an error message like shown here.

REMEMBER ...

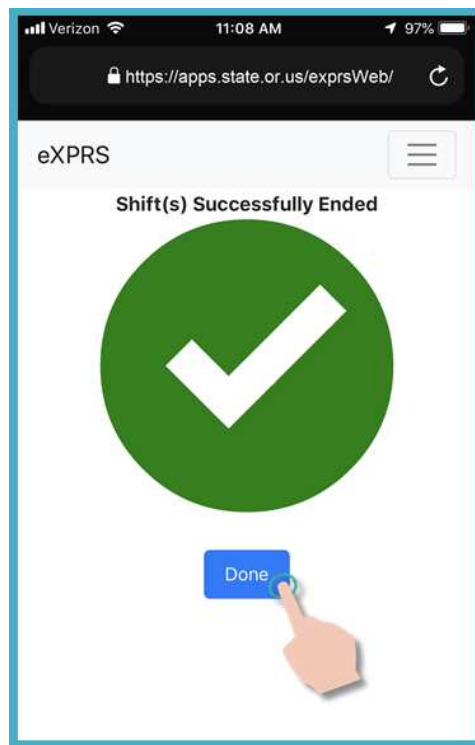
Location services must be turned **ON & Enabled** for **BOTH** your **Device AND** the **Web Browser** you are using.

Contact your mobile carrier or consult the user guide for your specific device if you need assistance with managing the Location settings for your device.



11. If you have successfully ended your shift (or “clocked out”) eXPRS Mobile-EVV will confirm by showing you a large **green check mark**.

Tap on the blue **Done** button.

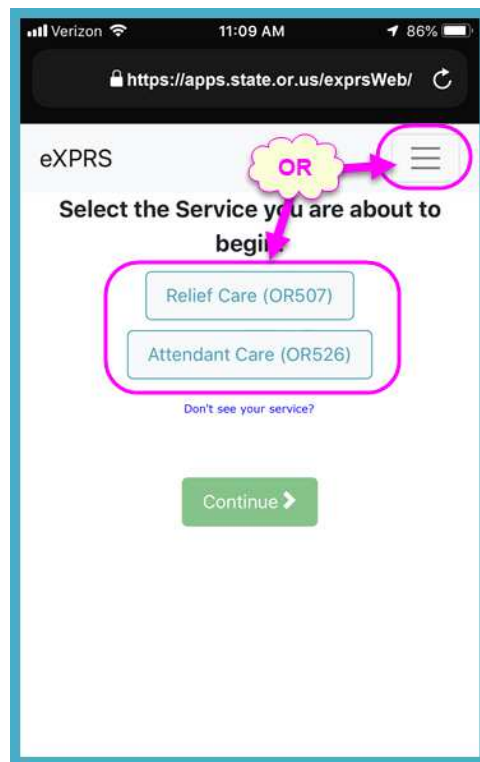


12. With your shift(s) are now ended, the **draft** SD billing information is automatically saved in the **eXPRS Desktop** website, you will be returned to the main ‘**dashboard**’ screen.

You can now select a **SERVICE** to start a New Shift,

OR ...

Logout of **eXPRS Mobile-EVV**.



Unable to End your Shift in eXPRS Mobile-EVV at the time you stopped working?

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working.

For example: there is no internet or cell service available at the time/location you stopped working, your device's battery has run out, etc.

In those situations:

- Use steps #3 - #9 in outlined above to **End your Shift** in **eXPRS Mobile-EVV** as **soon as you are able.**

OR

- Login to **eXPRS Desktop** from a computer & manually enter your End Time, then select the Reason from the **End Shift Change Reason** dropdown that applies.

****** If corrections or manual entry of Start/End times for ***draft*** EVV SD billing entries are needed, use the **[How to Correct an EVV Shift](#)** assistance guide for instructions.

Forgot to End your Shift in eXPRS Mobile-EVV at the time you stopped working?

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working or you forget.

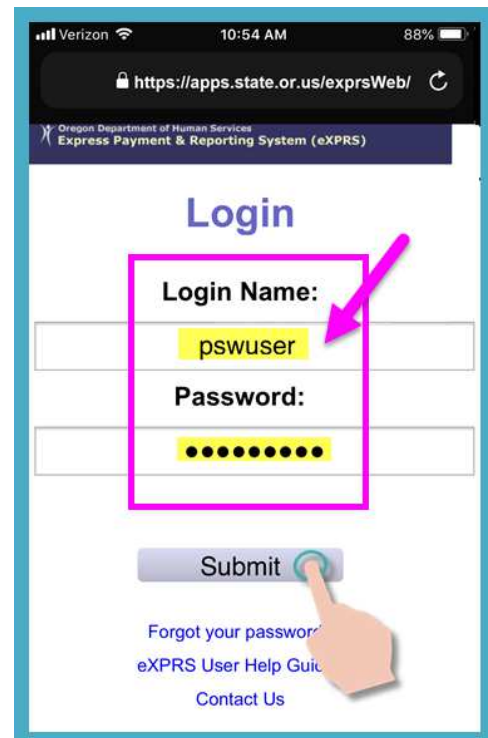
If you forget to End a Shift in **eXPRS Mobile-EVV** after 24-hours or more from the time you started the shift, **eXPRS Mobile-EVV** will prompt you to end those open shifts the next time you login. ***You will not be able to Start a New Shift until you have ended all shifts that have been open longer than 24-hours.***

To end a shift that has been running longer than 24-hours:

1. On the **eXPRS Mobile-EVV** login page, use your regular **eXPRS Login Name & Password** to login.

This is the same login information you use to login to the eXPRS website on a computer.

Tap **SUBMIT** to login.

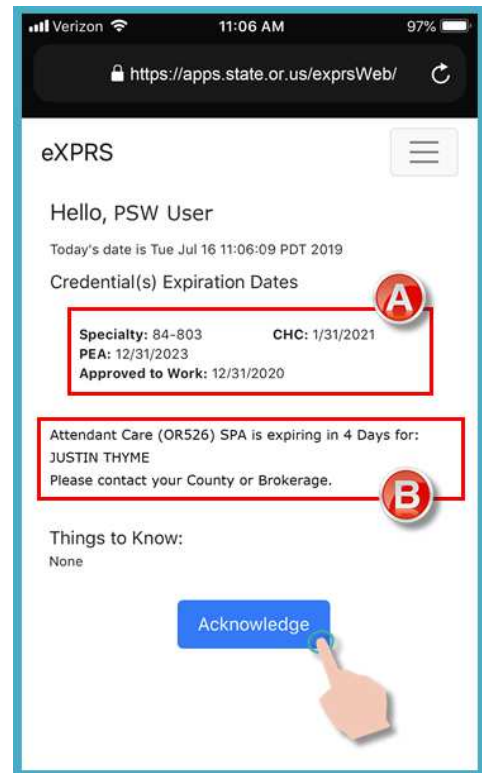


2. Review the Important Messages.

Information in this page includes notification of:

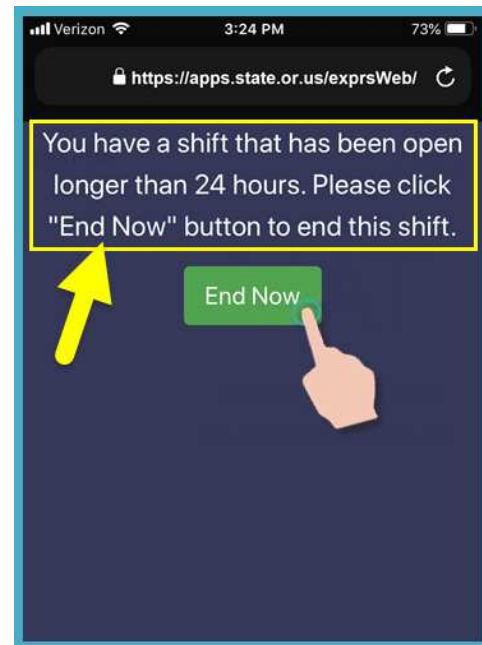
- expiration date of your PSW credentials (*example A*),
- expiration of one or more of your SPA authorizations (*example B*)
- other important **Things to Know**.

Tap on the **Acknowledge** button to continue.



- ## 3. If you have shifts that have been open/running longer than 24-hours, you will receive this message once you login.

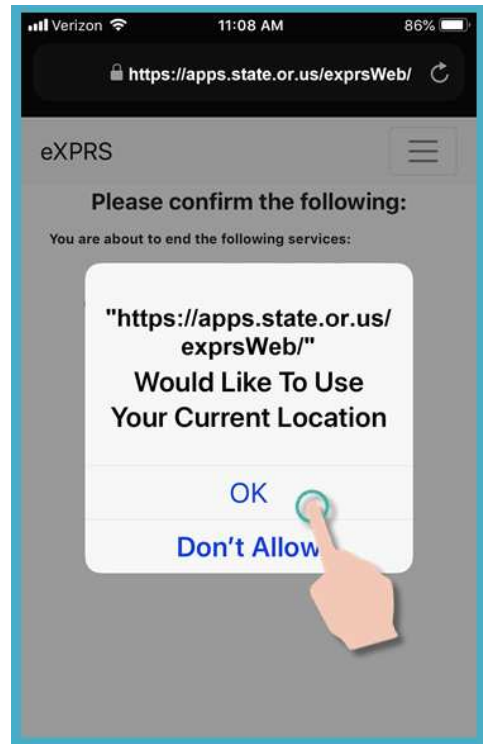
Tap the **End Now** button to end your open shift(s).



13. Depending on how the **Location** preferences are set on your mobile device **AND** the web browser you are using, you **might** receive a pop-up message asking you to confirm your location where you are ending your shift.

If you get a pop-up message, tap **OK** to continue.

eXPRS Mobile-EVV will capture single 'point-in-time' coordinates of where you are **ONLY** at the time you **START & END** your shift, which [is a requirement of the federal law for EVV](#).

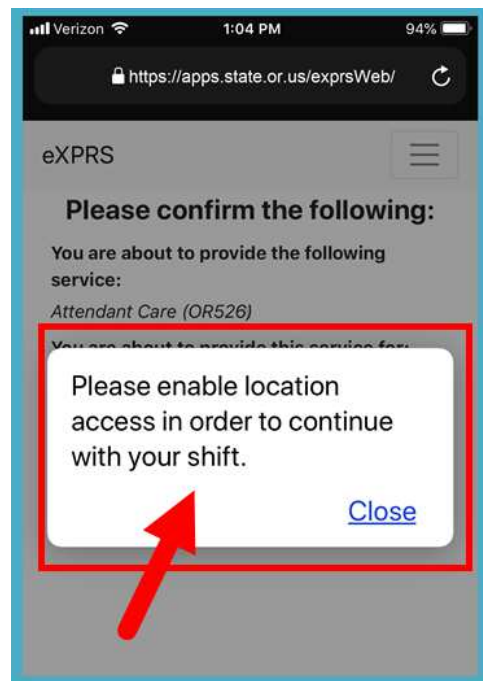


If you **do not** have the **Location** services set up correctly for your device **AND** the web browser you used to login to **eXPRS Mobile-EVV**, you will receive an error message like shown here.

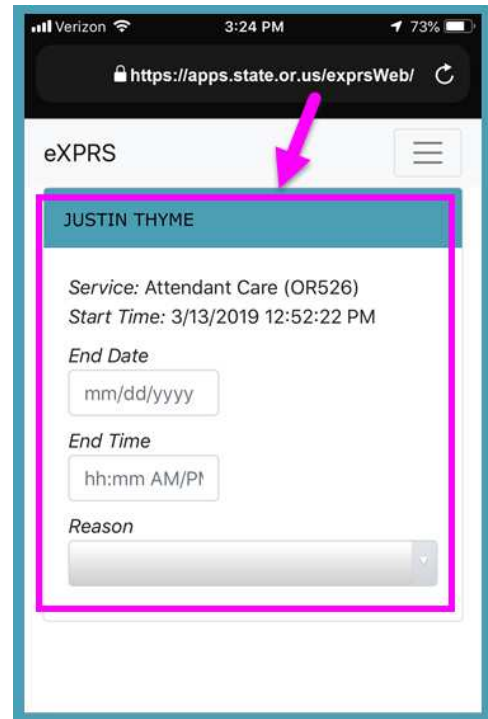
REMEMBER ...

Location services must be turned **ON & Enabled** for **BOTH** your **Device AND** the **Web Browser** you are using.

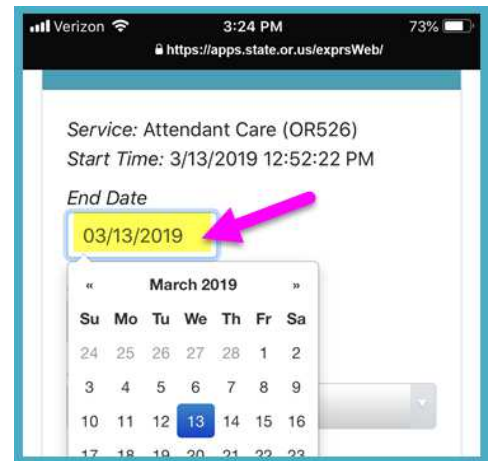
Contact your mobile carrier or consult the user guide for your specific device if you need assistance with managing the Location settings for your device.



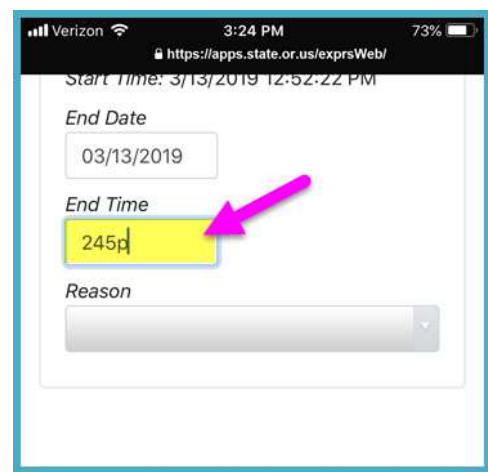
4. You will now see which individual(s) have shifts that are open & have been running for more than 24-hours.



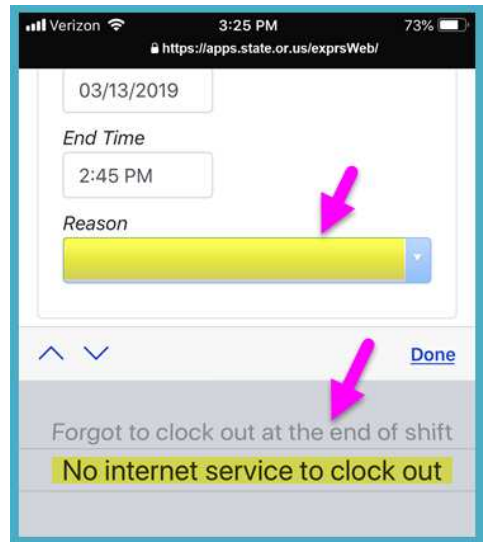
5. Enter the **END DATE** the shift should have ended for the individual.



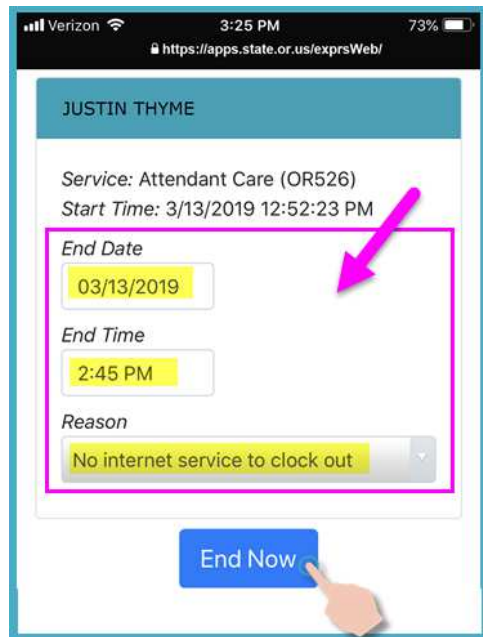
6. Enter the **END TIME** the shift should have ended for the individual.



7. Select the End **REASON** from the dropdown for why the shift was not ended when it should have.



8. With the **End Shift** data entered, tap on the **END NOW** button to end the shift.



9. With your shift(s) now ended, you can **Start a new Shift,**

OR ...

Logout of **eXPRS Mobile-EVV.**

