

# Caregiver Mobile App Tutorial

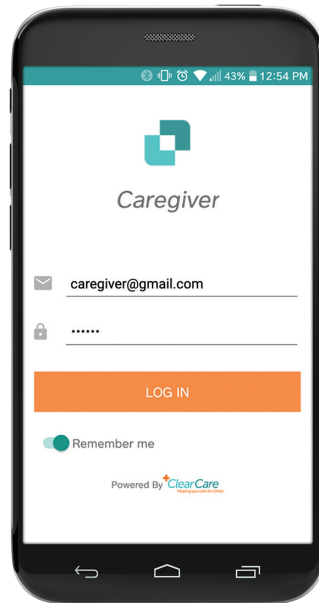


ClearCareGo  
Caregiver

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## Downloading the App & Logging in

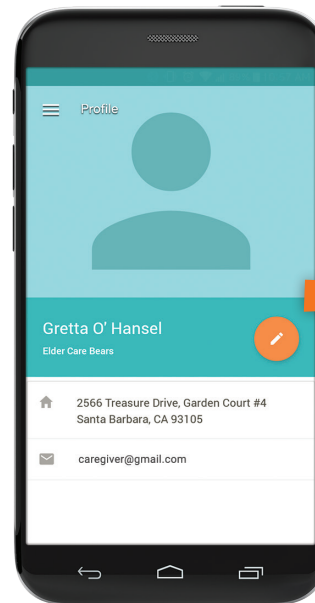
Next time you log in to the caregiver portal from your mobile device, click on the link to download the app or search for "ClearCare" in Google Play. Once the app has been installed, log into the app.



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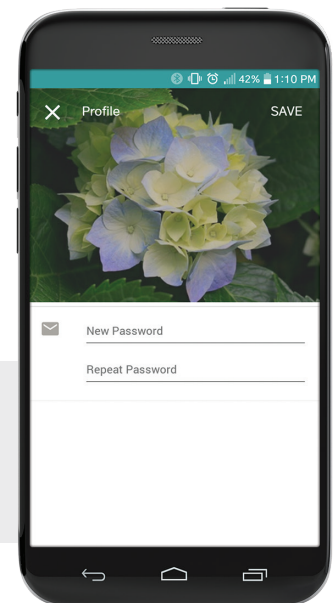
## Changing Your Password

To view your profile in the app, click on the main menu to the top left of the screen and click on the icon of a person. You can click on the orange editing pencil and this allows you to change your password to one that will be more memorable.



Click orange editing pencil to change your password.

In addition to changing your password, you can also change your profile picture (on a desktop), as shown to the right.



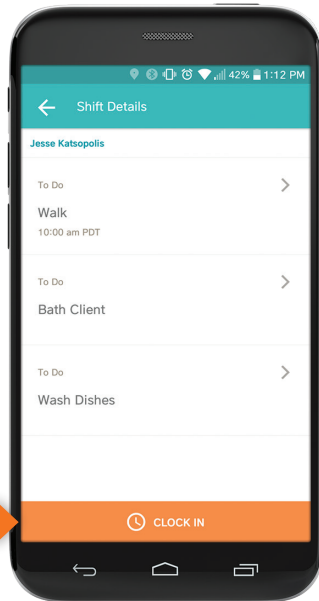
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## Clocking Into Shifts

Click on the main menu at the top right of the screen, and click on "Shifts". This allows you to clock into scheduled shifts (with tasks displayed), by clicking on the orange button.

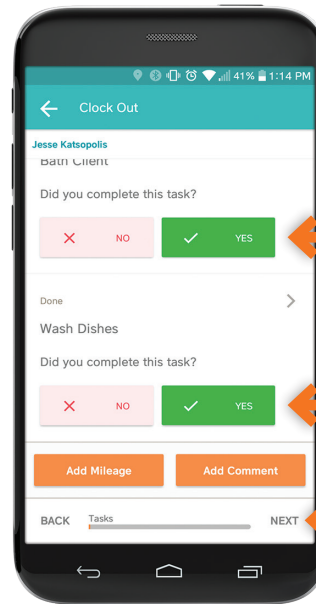
Clock into scheduled shifts.



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## Confirming Completed Tasks

The app also allows you to confirm that you have completed tasks and clock out of scheduled shifts, by clicking on the necessary buttons.



Confirm completed tasks when clocking out.

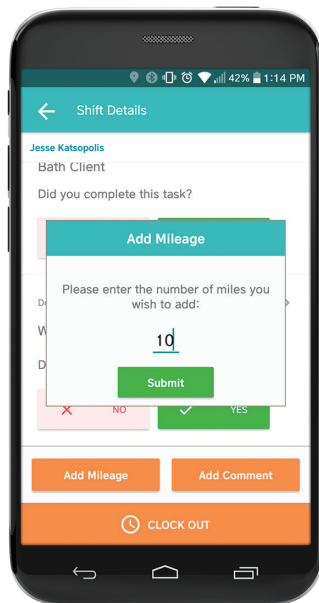
Click the "Next" Button to proceed to the next task.

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## Adding Mileage

Once you have finished marking your tasks as complete, you can type in mileage (if this feature is available to your agency).

Please note that mileage can only be added in whole numbers. This means that you cannot type in that you drove 10.3 miles. You can only type in 10 miles.

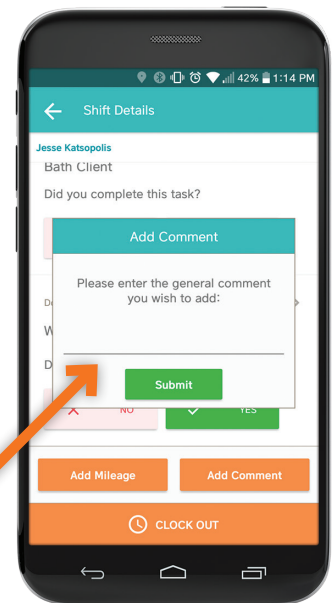


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## Leaving a General Comment

If there is a change in the condition of the client, you can leave a general comment as shown to the right. You can also give a reason why a task was not completed, to leave a message for the office staff or the next caregiver to see.

Leave a comment regarding change in condition or incomplete task.

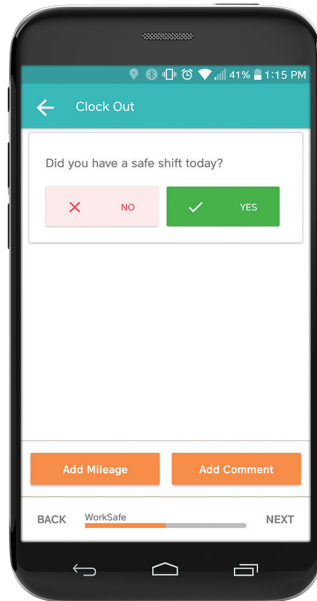


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## Safety At Work

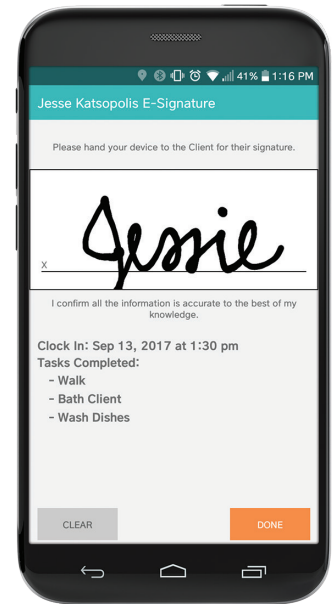
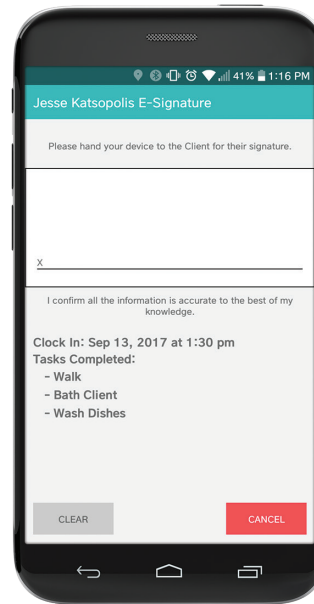
The Caregiver can also answer specific questions about safety on the job.



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## E-Signatures

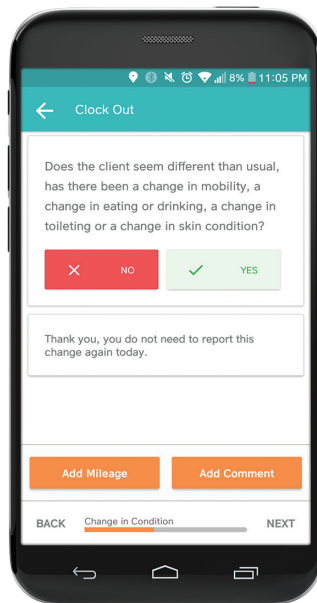
If your agency has this feature set up for you, you (and or the client) will be able to sign into and out of shifts, via the app.



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## Quality of Care

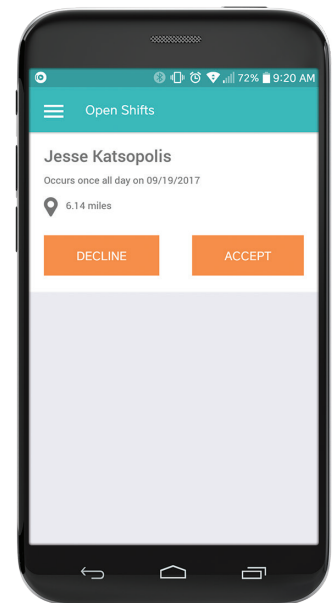
If your agency subscribes to Quality of Care, you can answer questions about this, such as the one shown to the right.



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## Accepting or Declining An Open Shift

As a caregiver, you can also accept or decline open shifts. Once accepted by one caregiver, the shift will no longer show as open to others, therefore you MUST be prepared to show up to any shift that you accept. To accept (or decline) a shift, simply click on the orange button of your choice, shown to the right.

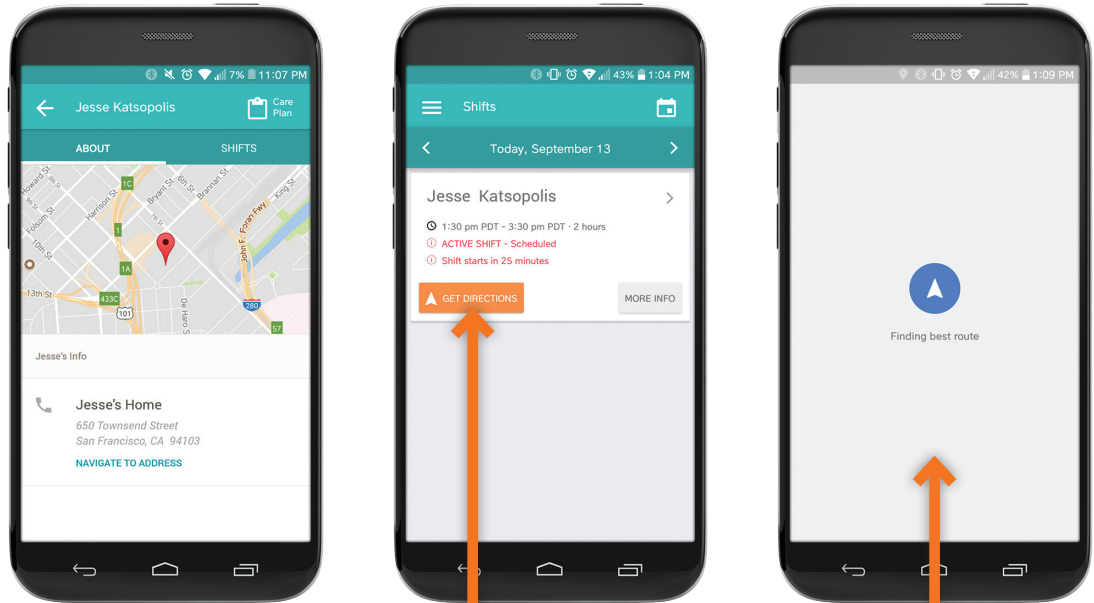


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## Your Client's Information

By touching the Main Menu Button on the top left of your screen, and touching "Clients", you will be able to see the location of the client's home and their address on a map. There is also a link that will allow you to navigate to the address, shown to the right with the arrow.

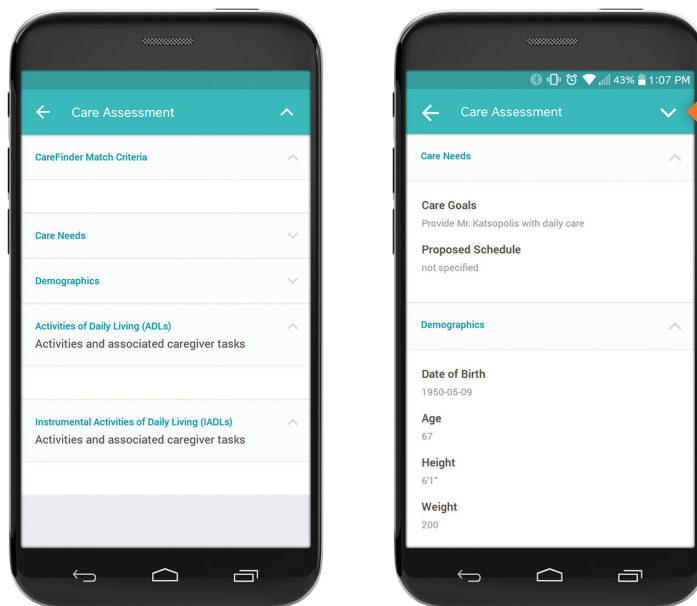


Click the "Get Directions" link for navigation assistance via Google Maps.

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## The Client Assessment

Designated areas of the client's assessment will be available so that you have a good idea of the client that you will be helping. This information – such as the ADLs and IADLs (otherwise known as tasks), will help you provide up to date and beneficial care to the client.



Click on the downward arrow to expand the Care Assessment, and you will see more details about the client's needs.

**Please note that this information is confidential and must be protected at all times. As a security measure, the app will automatically log you out after 20 minutes.**