Using Telephony

To Call-in

1. From the patient's home phone, dial the number on the cover of this guide.

2. Press **1** to Call-in.

3. Enter your **Assignment ID** (this is the caregiver's Time and Attendance Pin).

4. Press **1** to confirm the entry.

   – If you enter your number **INCORRECTLY**, you will be asked to retype your Assignment ID. If you fail to enter a valid Assignment ID after multiple attempts, you will not be able to Call-in. Contact your agency.

   – If you enter your Assignment ID **CORRECTLY** you will hear: *"Your call has been successfully registered"*.

To Call-out

1. From the patient's home phone, dial the number on the cover of this guide.

2. Press **2** to Call-out.

3. Enter your **Assignment ID** and press **1** to confirm.

4. Enter the **3-digit ID#** for the first duty performed for the first patient found on back of this guide.

   – If you enter an **INVALID DUTY ID**, you will be told so and asked to enter the next Duty ID.

   – If you enter a **VALID DUTY ID**, you will be asked to enter the next Duty ID.

5. Enter each **Duty ID**. When finished, press **000**. The system will say: *"Your Call-out has been registered successfully, Goodbye"*.

Using FOB Key

To Call-in

1. At the patient's home, press the **red button** on the FOB and write down the **8 digit code** that appears. This is your Call-in code.

2. Dial the number on the cover of this guide.

3. Press **4** to select FOB option.

4. Press **1** for FOB Call-in.

5. Enter your **Assignment ID.** (this is the caregiver's Time and Attendance Pin).

6. Press **1** to confirm the entry.

7. Enter the **8 digit code** you wrote down at beginning of shift.

8. Press **1** to confirm the entry.

9. Your Call-in is registered.

To Call-out

1. Press the **FOB button** again and note the code.

2. Dial the number on the cover of this guide.

3. Press **2** for FOB Call-out.

4. Enter your **Assignment ID.**

5. Press **1** to confirm the entry.

6. Enter the **8 digit code** you wrote down at the end of your shift.

7. Press **1** to confirm the entry.

8. Enter each **Duty ID.**

9. When finished entering all duty ID's, press **000**. Your call-out is registered.

If you enter an incorrect Duty ID, The system will say *"You have entered an invalid Duty ID. Next Duty ID."*

Call-in / out Guide
TELEPHONY & FOB

ADDITIONAL IN HOME CARE, INC

Visit and duties performed can be logged in and verified by Telephony or using the FOB key.

Call-out / in Numbers:

855-803-1395

English
Assignment ID
_____

FOB

Device ID: 23-184

Click red button to generate passcode used to call-in and out.