AuthentiCare 2.0 Mobile App Directions

How to Check-In:

1. Open the **AUTHENTICARE 2.0** mobile app.

2. Enter your Worker AuthentiCare ID: _____.

3. Enter your password: _____.

4. Tap **SIGN IN**.

5. Tap **New Check In** (GPS services on the app will search for clients in your area)

6. If the client is found based on your location:

   - *Tap the **<Client Name>** that has the correct service address listed underneath.*

   - *Tap **Services** and select the service you are there to perform. (Authorized services appear at the top and are labeled "Authorized").*

   - *Tap **Submit Check-In.***

   - *The Check-in Success screen displays. Tap **Done.***

7. If the client is NOT found based on your location: A message will appear that "No clients are found."

   - *Tap **Lookup Client.** Enter the last name of the client (or the client ID) and tap **Lookup.***

   - *Tap the **<Client Name>** that has the correct service address listed underneath.*

   - *Tap **Services** and selected the service being provided. (Authorized services appear at the top and are labeled "Authorized").*

   - *Tap **Submit Check-In.***

   - *The Check-In Success screen displays. Tap **Done.***

How to Check-Out:

1. Open the **AUTHENTICARE 2.0** mobile app.

2. On the *Home Screen*, you will see the client card with a status of *In Progress-Pending Check Out*. Tap the **Client Card** to complete the checkout process. The Check-out screen is now displayed.

3. On the Check-out screen, tap **Activities** to open the list. If applicable, choose one or more activities you performed. Tap **Done** when you are finished.

4. Tap **Check out.**

5. The Check-out Success screen displays. Tap **Done.**

AuthentiCare 2.0 **Troubleshooting/Helpful Info**

❖ **Setup Code: KANSASPRD (**This will always be the setup code**)**

❖ **If you missed your Check-In or Check-Out time…**

If you forget to clock in/out until way later in the day, go to **SETTINGS** and click **FORCE CHECK-OUT.** The app will capture the time and location of the visit for the Check-Out, and a correction will need to be made by your employer within 48 hours.

❖ **If don't have service….**

If you know you're going to a dead zone and won't have service at the time of checking in/out, you should be sure to log into the app before you enter the dead zone. If you're logged into the app, all Check-In and Check-Out data is stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is then pushed to AuthentiCare, and it should be recorded correctly!

❖ **Access the calendar to view current and past shifts worked…**

1. Log in to the **AUTHENTICARE 2.0** mobile app.
2. Tap the current date (TODAY) at the top of the screen to open the calendar.
3. The calendar will default to today's date.
4. Tap **OK** to view any visits you have already completed and/or pending check-ins or outs.
5. Tap and scroll to display past dates.
6. Tap **OK** on the chosen date to view completed visits for that past date.

❖ **If you need to reset your password…**

In the **SETTINGS** menu, there is a **Change Password** option. *Or,* if you can't remember your password, then..

1. To reset your password, simply click **FORGOT PASSWORD** from the log-in screen.
2. Complete the directions by entering your worker AuthentiCare ID number and clicking **Request Passcode** to receive an email with a passcode.
3. Once you receive the passcode in your email, enter the passcode on the **AUTHENTICARE 2.0** app screen.
4. Enter your new password and confirm the password.
5. Tap **SUBMIT.**

❖ **If you're locked out of the App…**

After 6 unsuccessful attempts to log in, the worker's account will be locked. The worker can either:

1. Tap the **FORGOT PASSWORD** button and follow the directions to reset the password (above), **OR**
2. The worker can call Life Patterns to unlock the account, enter the new temporary password assigned by Life Patterns, and begin the process again of entering and confirming a new password. Once the worker's ID and password are entered, the worker's session begins again.