![HomeTrak – Your expert companions in home care software]

CLOCKING IN/OUT USING TELEPHONY, MOBILE APP OR WEB PORTAL

Pre-Requisites for Clocking In/Out Via Mobile App or Portal Web Page:

- ➢ HomeTrak Mobile ™ must be downloaded
- ➢ GPS or Location Services **MUST** be enabled
- ➢ User Name needs to be provided to you (via email) from an Office Staff person
- ➢ Account needs to be activated and password created in order to login

Downloading HomeTrak Mobile App:

- ➢ **Mobile Application Download**:
  - ▪ Android: Google Play Store – Search for 'HomeTrak Mobile'
    - ▪ Open App and enter in Company ID #, Email Address (User Name) and Password; Login
  - ▪ IOS/Iphone: App Store – Search for 'HomeTrak Mobile'
    - ▪ Open App; select 'I Have an Email and Password'
    - ▪ Enter in Company ID #, Email Address (User Name) and Password; Login

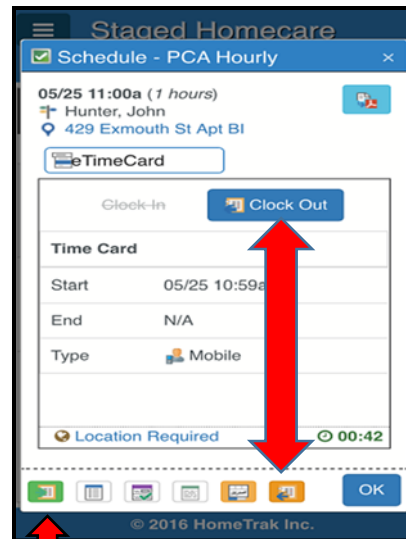## Clocking In/Out Using HomeTrak Mobile or Portal Web Page:

- ▪ After logging on to the App, click on '*My Calendar*'
- ▪ Click on today's date to access your schedules for the day
- ▪ Click on the appropriate schedule
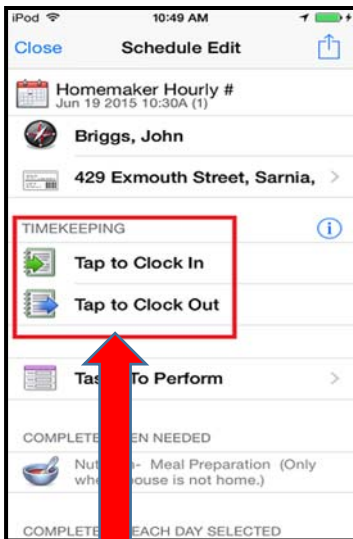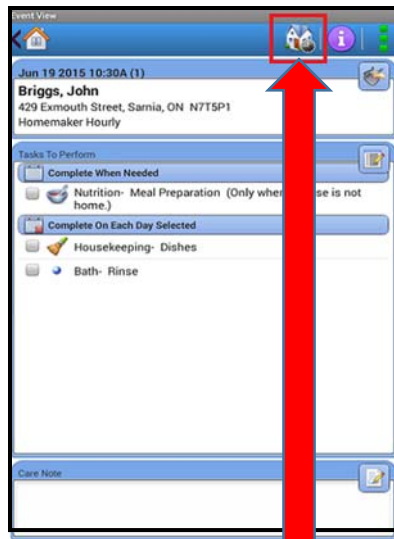
IOS Mobile App　　　　**Android Mobile App**　　　　**Web Portal**

Tap Icon & click Clock In

www.hometrakcloud.com

Requirements for Using Telephony to Clock In/Out for Schedules:

➢ Caregivers **MUST** use the Client's telephone number to Clock In or Out for their schedule using Telephony
➢ If the Client *refuses* to let you clock in or out using their phone, please either:
  ▪ Clock In or Out using GPS via the HomeTrak Mobile App
  ▪ Clock In or Out using the Portal using GPS (www.hometrakcloud.com)
  ▪ Call or Text (if your office has this service) the Office to inform of the refusal to use the Client's phone and obtain permission to use your own personal cell phone to Clock In or Out for your visit if you do not have access to the App or the Portal (this results in extra work for the Office to complete; therefore, to avoid any follow-up, inform the office first before doing so). This will also ensure you will get paid accurately come pay day!

Clocking In or Out Using Telephony:

➢ Instructions Cards for Clocking In & Out Using the Client's Telephone:

Boyle, Sarah

Arrival Instructions	Departure Instructions
Dial:	Dial:
Enter ID: Touch # if correct, * to reenter	Enter ID: Touch # if correct, * to reenter
Touch 1 to Start a Visit	Touch 2 to End a Visit
	Enter Task Codes or press # to end

Call this Number from Client's Phone

Type in ID #; Once read back to you, press '**#**' to confirm or '*****' to re-enter

To Start a Visit – Press '**1**'

To End a Visit – Press '**2**'

Press '**1**' for Yes or '**2**' for No to confirm you are beginning or ending a visit.

Hang up when you hear "Call Complete"

NOTE:

In order to be able to sign in to the App or Portal, your Office will need to create and send you an *Identity Activation* email so you can create your own personal password to log in with. The email will come from '**HomeTrak Identity**'.

Your Email Address will be your User Name for both the App and Portal along with your newly created password.