

WellSky Personal Care App Instructions

1. Make sure your smart device has your location settings turned **ON**. You can find this feature in your device settings.
2. Go into your app store/google store and download **WellSky Personal Care App** on your smart device. The app looks like this. Once you have downloaded the app, open it. It will take you to a login page. Your username is the email that was on your application.



3. If this is your first time logging in, you will have a link in your email to set your password up. Check your email. If this is not your first time logging in, use the password you set before. If you cannot remember your password, call the office at **303-426-0332** and we can email you a link to reset it.
4. Once you are logged in, you will see a calendar. This is your schedule. If you have a visit scheduled, it will pop up on your calendar. You will see the name of your client, the time your visit is scheduled for, and an option to get directions.
5. To clock in, click on the visit you want to clock in for. You will be redirected to a new screen. You must be within 100 meters of the client's home to clock in. If you are, there will be a green bar at the bottom of your screen that says "clock in". Tap this to clock in. If you are out of range, you will not be able to clock in.
6. If you are in the home and your app is saying you are (x) meters from the location, contact the office to have the client's location pin assessed.
7. Your screen will show you a list of tasks. These are your tasks for the visit with this client. When you are ready to clock out, select each task and mark it as "complete" or "incomplete" based on what you did for your shift. If you mark a task as incomplete, it will prompt you to give a brief explanation as to why this was not completed.
8. To clock out, you must have marked all tasks as complete or incomplete. The bar at the bottom of your screen will then say "Clock out". Tap it, and you're done!
9. If you are ever going to be late, let us know and we will change the clock in time so you can clock in when you arrive.
10. If you have any questions feel free to call the office at **303-426-0332**, we are more than happy to help.

Telephony Instructions

1. Using your clients phone, dial **(844) 311-3852** upon arrival at the clients home. This will act as your timesheet, and clock you in. You will be asked for an **Identification PIN** number. Contact the office for your PIN. Then hang up. You must use your client's phone. No, it will not work from your phone.
2. Your client has a certain amount of tasks assigned each day. At the end of your shift, call **(844) 311-3852** and press "1" if you completed this task during your shift, and press "2" if it was not completed for this shift.
3. Once all tasks have been updated, you will be asked if you wish to clock out. When asked, press 9 to "clock out". Only clock out, when your scheduled shift is over.
4. If you have any issues or feel like something was done wrong, call the office at **303-426-0332** for assistance.