

# Switching to the NEW Mobile App (HHAeXchange+)

## Your Step-by-Step Migration Guide

*For Caregivers | Quick, Easy, and Your Information Stays Safe*

### What is happening?

HHAeXchange is upgrading the app you use for work. The old App is being replaced by a new app called HHAeXchange+.

The good news: switching is quick, your information is saved, and you do NOT need to reset your password.

### Do I Have to Switch?

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Yes, switching is required. When it is your turn to switch, you will have 2 weeks to download and start using the new app.

If you do not switch within 2 weeks, the new app will be turned on automatically, and the old app will no longer work.

#### Didn't switch in time?

Don't worry if you miss the window. You can still complete the setup in HHAeXchange+ by following the steps in this guide.

### When Will I Need to Switch?

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You will see a pop-up notification inside your App when it is time for you to switch. This is your signal to get started.

Your agency will let you know when it's time to start using HHAeXchange+. Until then, continue using your current app as usual.

## Look for the New App Available Pop-Up

When you see the **New App Available** pop-up, tap **Start Setup** to begin.

- [Watch this quick migration video](#) to help guide you.

### Before you start:

- ⚠ Do not tap Start Setup while clocking in or clocking out. Complete it before your shift starts or after your shift ends.
- 🔒 Have your Apple App Store or Google Play Store password ready.
- 🕒 Make sure you have a few minutes to complete the setup.

**Need more time?** Tap **Remind Me Later**. You will have 2 weeks to complete the setup.

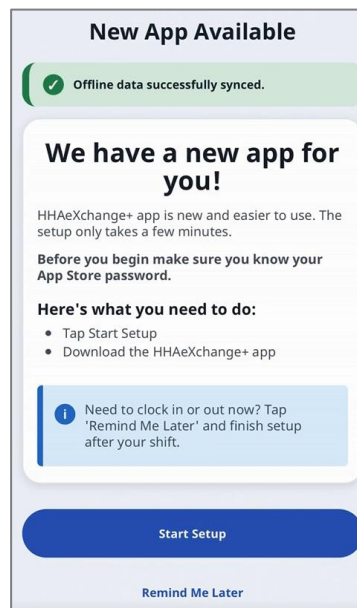
## How to Switch: Step-by-Step

Follow these 8 steps to complete your migration. The whole process takes just a few minutes.

1

### Open the HHAExchange App and log in as usual

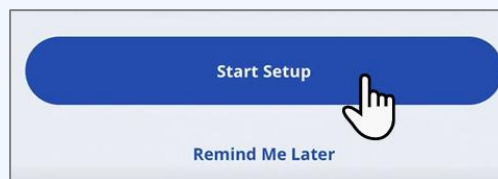
A pop-up will appear on your screen asking you to start the setup.



2

### Tap "Start Setup"

If you're not ready yet, tap "Remind Me Later" — but make sure to come back within 2 weeks.

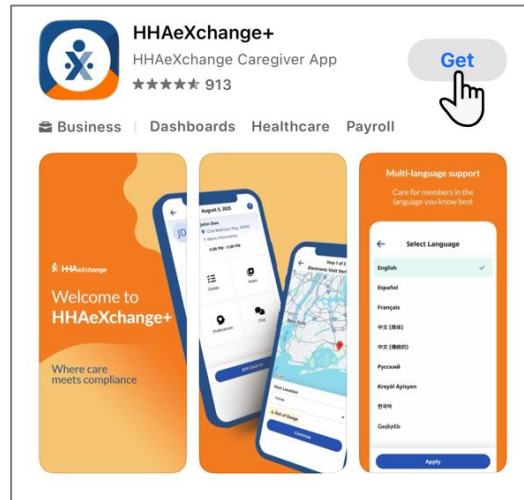


3

### Download HHAeXchange+

Go to the Apple App Store or Google Play Store and search for "HHAeXchange+". Download and install the app.

*Note: you will need your password for the App Store available to download the App.*



4

### Choose your language

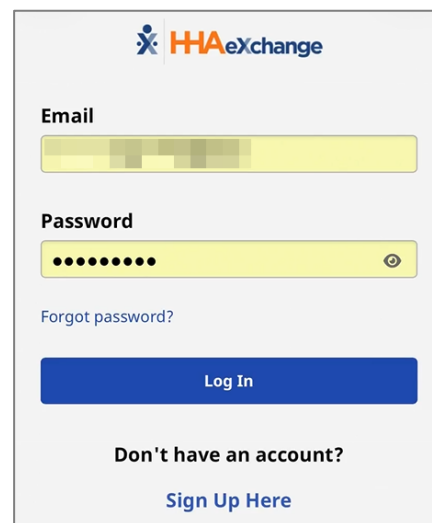
Select your preferred language from the list.

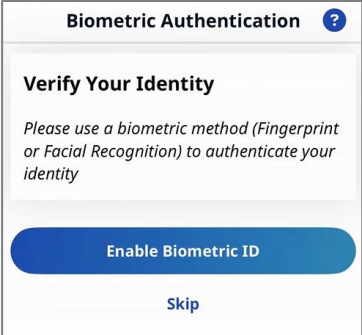
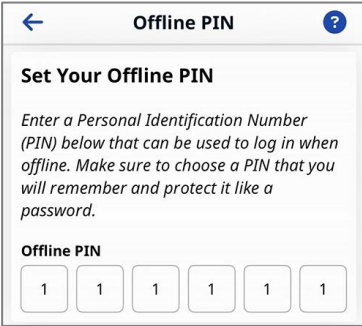



5

### Open HHAeXchange+ and log in

Use your same email address and password you use for the old App. You do NOT need to reset your password.



<b>6</b>	<b>Set up Face ID or fingerprint (optional)</b> You can enable this for faster login, or skip it if you prefer.	 <p>The screenshot shows a 'Biometric Authentication' screen with a title bar containing a question mark icon. Below the title is the heading 'Verify Your Identity' and a paragraph: 'Please use a biometric method (Fingerprint or Facial Recognition) to authenticate your identity'. At the bottom, there are two buttons: 'Enable Biometric ID' (blue) and 'Skip' (grey).</p>
<b>7</b>	<b>Create a 6-digit offline PIN</b> This PIN lets you clock in and out even when you don't have an internet connection. Choose a number you'll remember.	 <p>The screenshot shows an 'Offline PIN' screen with a back arrow and a question mark icon in the title bar. The heading is 'Set Your Offline PIN' followed by instructions: 'Enter a Personal Identification Number (PIN) below that can be used to log in when offline. Make sure to choose a PIN that you will remember and protect it like a password.' Below this is a section labeled 'Offline PIN' with six input boxes, each containing the number '1'.</p>
<b>8</b>	<b>Tap Save — you're done!</b> Your migration is complete. You can now use HHAExchange+ for all your work.	 <p>The screenshot shows a single blue button with the text 'Save' centered on it.</p>

## Will I Lose My Information?

### Your information is safe

No — nothing is lost. Your account, schedule, and visit history all carry over automatically. You are not starting from scratch. You are simply moving to a newer app.

The following information moves over with you automatically:

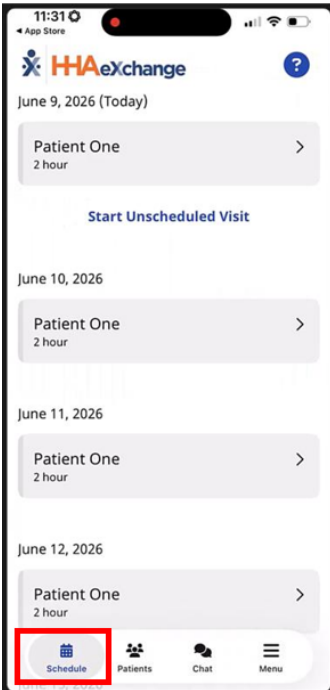
- Your login (email and password).
- Your schedule and upcoming visits.
- Your full visit history.

## Frequently Asked Questions

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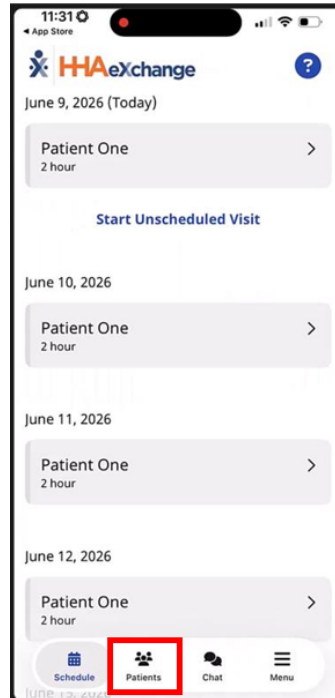
### Where are my shifts located?

Your shifts are now located under the icon labeled Schedule.



### Where are my patients?

Your patients are now located under the icon labeled Patients.



### Do I need to reset my password?

No. Use your existing email address and password to log into HHAExchange+. A password reset is not required.

### Where do I download the new app?

Search for "HHAExchange+" in the Apple App Store or the Google Play Store. It is free to download.



### What is the 6-digit offline PIN for?

Your PIN lets you clock in and out when you do not have an internet connection. You create the PIN yourself during setup, so choose something easy to remember.

### What if I tap "Remind Me Later"?

That is fine — you can delay the start. Just make sure you complete the setup within 2 weeks of when the pop-up first appeared. After that, the switch happens automatically.

### I can't log in after switching. What do I do?

Tap "Forgot Password" on the HHAX+ login screen and follow the instructions. If that doesn't work, contact your agency and they will help escalate to support.

### Can I keep using the old App after I switch?

No. Once you migrate to HHAX+, CMA will no longer be available. All clocking in/out and visit management happens in HHAX+.



### **I work in more than one state. Does that change anything?**

It might. If you work across state lines, let your agency know — they can make sure your migration goes smoothly.

## **Need Help?**

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If you run into any problems while moving to the HHAeXchange+ app, here's what to do:

- **Step 1:** Tap "Forgot Password" on the HHAeXchange+ login screen
- **Step 2:** Contact your agency coordinator if you still cannot access your account — they will assist or escalate to HHAeXchange Support

### **Additional Resources:**

- Review the [HHAeXchange+ Caregiver User Guide](#)

You are not alone in this process. Your agency is here to help, and HHAeXchange Support is available if needed.

Most caregivers complete the migration in under 5 minutes.