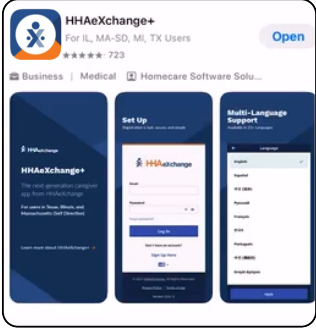


HHAExchange+ Mobile: A Step-By-Step Guide for Caregivers

Use this guide to get started with the HHAExchange+ app, from first login through clocking out. Each step is simple, visual, and made to keep your day running smoothly!


Getting Started: Download, Sign Up, and Register

1




Download **HHAExchange+** app.

2



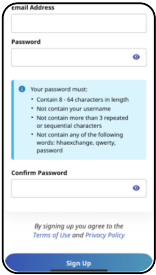
Open the app and select your **Language** preference and tap **Apply**.

3



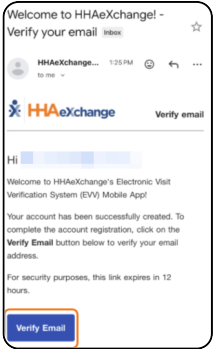
Tap **Sign Up Here**.

4



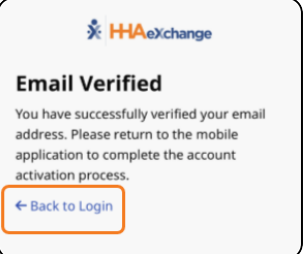
Enter your email address, create and confirm password, then tap **Sign up** to create your account.

5



Go to your Email inbox and click **Verify Email**.

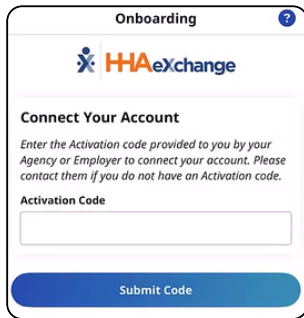
6



Receive prompt that email is verified. Click **Back to Login**. Enter email address and password, and tap **Log In**.

Getting Started: Download, Sign Up, and Register Continued

7



Onboarding

Connect Your Account

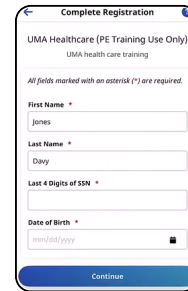
Enter the Activation code provided to you by your Agency or Employer to connect your account. Please contact them if you do not have an Activation code.

Activation Code

Submit Code

Enter your **Activation Code** provided by your agency to connect to your account.

8



Complete Registration

UMA Healthcare (PE Training Use Only)
UMA health care training

All fields marked with an asterisk (*) are required.

First Name *
Jones

Last Name *
Daisy

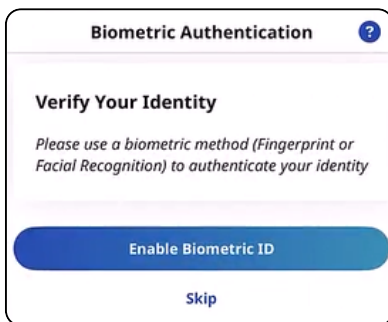
Last 4 Digits of SSN *
1234

Date of Birth *
mm/dd/yyyy

Continue

Complete the registration by filling in the required fields.

9



Biometric Authentication

Verify Your Identity

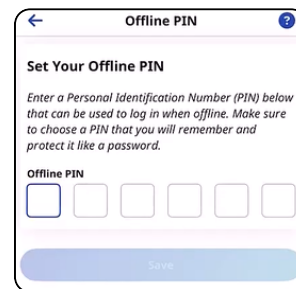
Please use a biometric method (Fingerprint or Facial Recognition) to authenticate your identity

Enable Biometric ID

Skip

Enable **Biometric ID** (optional).

10



Offline PIN

Set Your Offline PIN

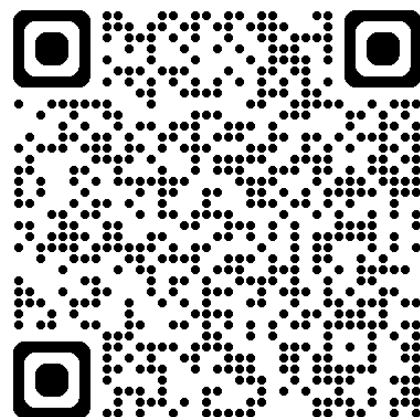
Enter a Personal Identification Number (PIN) below that can be used to log in when offline. Make sure to choose a PIN that you will remember and protect it like a password.

Offline PIN

Save

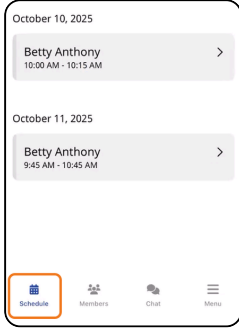
Set up your **Offline PIN**.

Scan the QR code to watch these steps in a video.



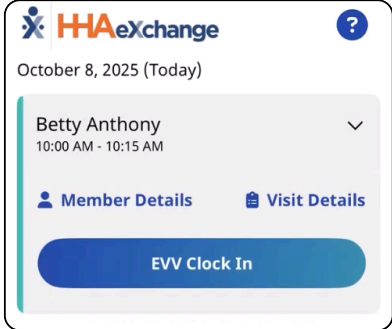
Clock In/Out of Scheduled Visits

1



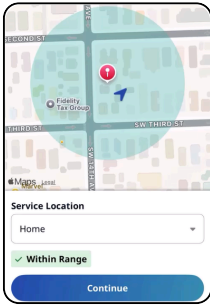
Tap **Schedule**.

2



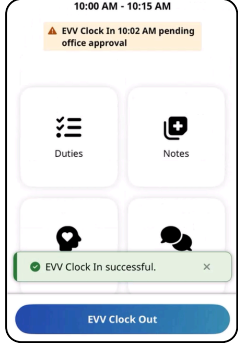
Tap scheduled shift, then **EVV Clock In**.

3



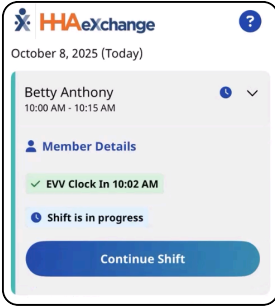
Confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

4



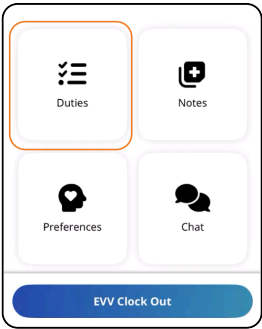
Receive prompt that EVV Clock In is successful.

5



To clock out, repeat steps 1-2 to and tap **Continue Shift**.

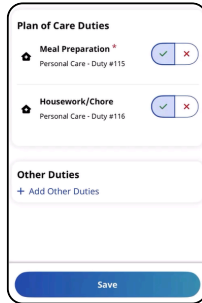
6



Tap **Duties** (if required).

Clock In/Out of Scheduled Visits Continued

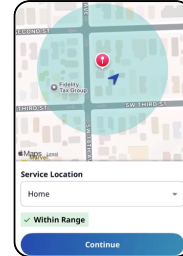
7



The screenshot shows a mobile application interface titled "Plan of Care Duties". It lists two categories of duties: "Meal Preparation" (Personal Care - Duty #115) and "Housework/Chore" (Personal Care - Duty #116). Each category has a blue checkmark icon and a red 'x' icon. Below these is a section for "Other Duties" with a "+ Add Other Duties" link. At the bottom is a blue "Save" button.

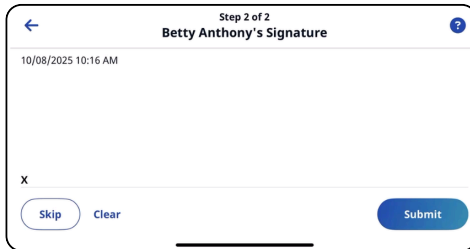
Select checkmark(s) for Plan of Care Duties completed (if required) and **Save**.

8



Tap **EVV Clock Out** and confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

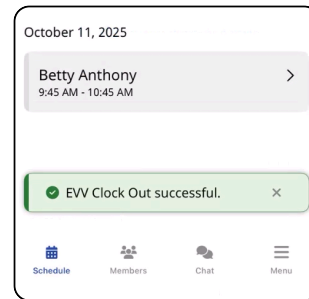
9



The screenshot shows a signature collection screen titled "Step 2 of 2 Betty Anthony's Signature". It displays the date and time "10/08/2025 10:16 AM". Below is a signature line with an "x" and a blue "Submit" button. There are also "Skip" and "Clear" buttons.

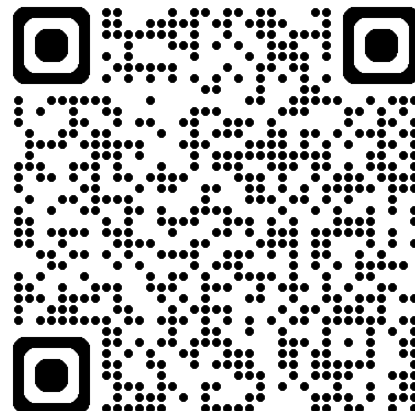
Collect Patient's **Signature** (if required), or provide reasoning if skipping, then tap **Submit**.

10



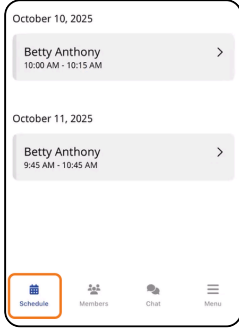
Receive prompt that EVV Clock Out is successful.

Scan the QR code to watch these steps in a video.



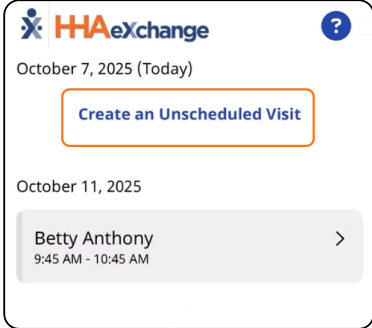
Clock In/Out of Unscheduled Visits

1



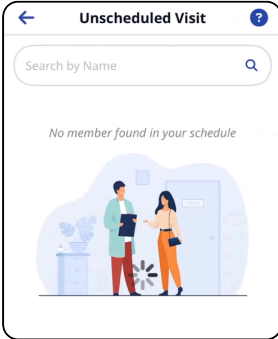
Tap **Schedule**.

2



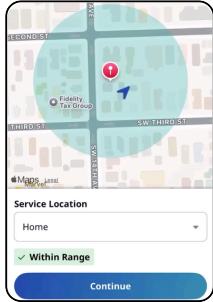
Tap **Create an Unscheduled Visit**.

3



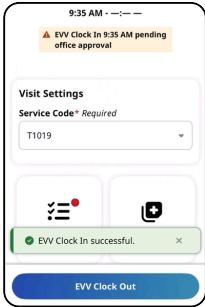
Search for **Patient's name**.

4



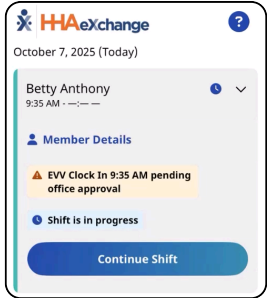
Confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

5



Receive prompt that EVV Clock In is successful.

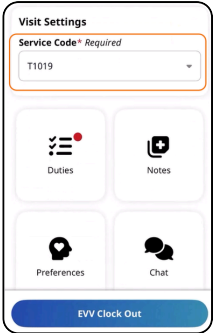
6



To clock out, return to **Schedule**, and tap current visit and tap **Continue Shift**.

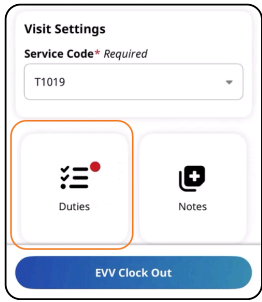
Clock In/Out of Unscheduled Visits Continued

7



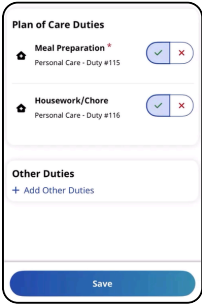
Ensure accurate **Service Code** is selected.

8



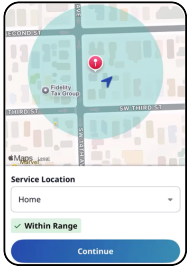
Tap **Duties** (if required).

9




Select **checkmark(s)** for **Plan of Care Duties** completed (if required) and **Save**.

10



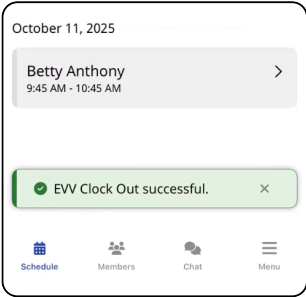
Tap **EVV Clock Out** and confirm you are within range (blue circle) of **Service Location**, then tap **Continue**.

11



Collect Patient's **Signature** (if required), or provide reasoning if skipping, then tap **Submit**.

12



Receive prompt that EVV Clock Out is successful.

Scan the QR code to watch these steps in a video.



Offline Mode

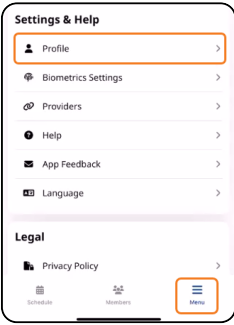
Use the Offline PIN when logging in to the HHAExchange+ mobile app when you lose cellular signal or Wi-Fi is unavailable to clock in and out of your visits.

Note: You must have cellular signal or Wi-Fi to reset your Offline PIN.

Write it down! Offline PIN: _____

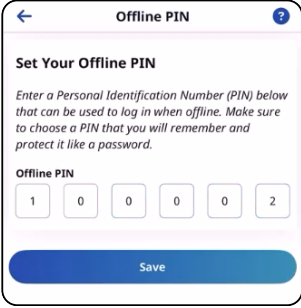
Reset Offline PIN

1




To reset Offline PIN, tap **Menu** and tap **Profile**.

2



Enter in new **Offline PIN** and **Save**.

3

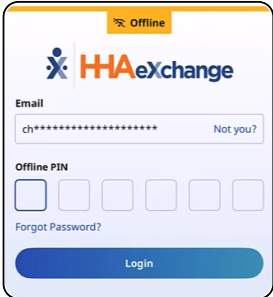


Receive prompt that Offline PIN is saved.

Log In Using Offline PIN

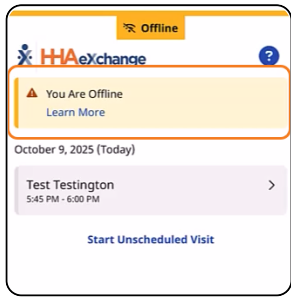
If you lose cellular signal or Wi-Fi is unavailable, you will be prompted to use your Offline PIN when logging in to the HHAExchange+ mobile app.

1



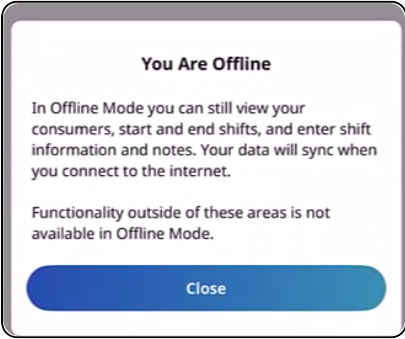
Open HHAExchange+ mobile app and enter **Offline PIN** and tap **Login**.

2



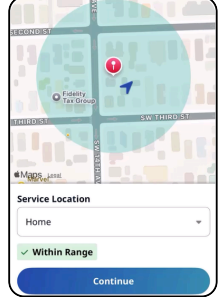
You will see the Offline indicator to confirm that you are in Offline Mode.

3



Click **Learn More** for details.

4



Proceed to clock in and out as usual. Visit data will sync once you're back online.

Scan the QR code to watch these steps in a video.

