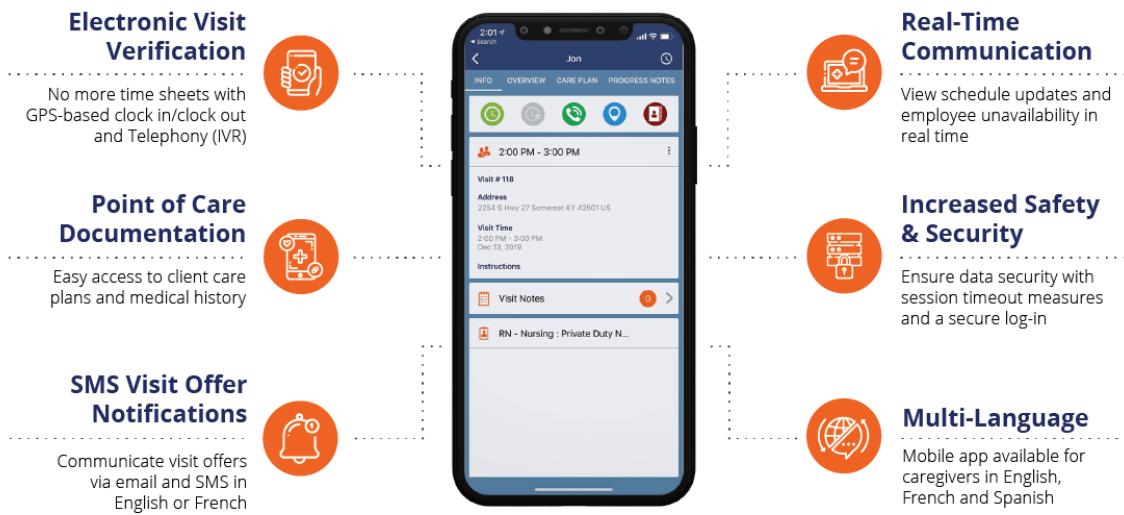




## AlayaCare App Instructions

The AlayaCare mobile application will allow you to have easier and instant access to everyday activities such as scheduling, access patient information, and time keeping.

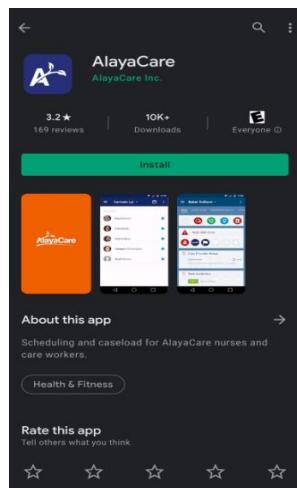


The mobile app is available for both Android and iOS devices. The app is available for free download. But please note that downloading any app requires data usage, which may not be part of your data plan. Additionally, app may require running background data such as location, user content, etc.



### For Android Download:

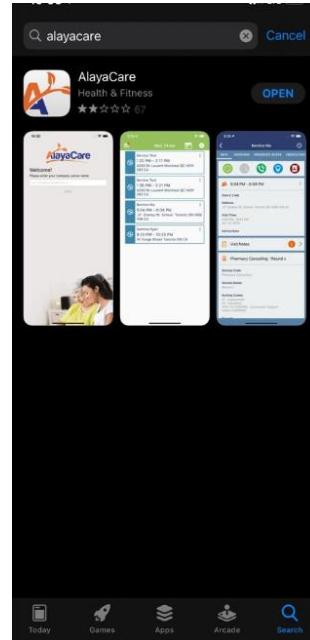
1. Open the app store
2. Make sure you are signed into a Google account
3. Search apps for AlayaCare
4. Click on “Install”
5. Accept “Permissions”
6. Check your home screen



## For iOs device download:

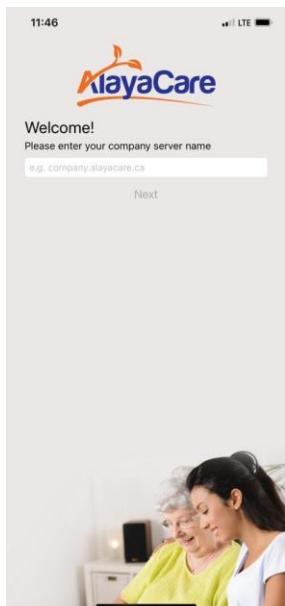
(iOS 11.0 operating system required)

1. Open the App Store app 
2. Click the Bottom Right Hand “Search” feature
3. Type “AlayaCare” at the top search bar
4. Select “Get” in order to begin download process
5. You must be signed into an account on the App Store.  
Please enter your Password or Passcode. You may be prompted to “Double Click Install” to activate Face ID.
6. A small circle will display to symbolize install.
7. Once install has completed, it will show on your Home Screen of your Phone.
8. Locate app by scroll through Home Screen (by swiping left or right)



## Signing into AlayaCare for the First time:

Once the app is downloaded to your mobile device, please allow for notifications.

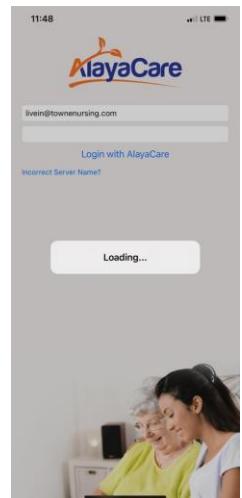


Please open the app by clicking on the icon. Once opened you will be directed to input a company server name. This information should be typed into the empty field provided exactly as follows.  
**The server name is [townehomecare.alayacare.com](http://townehomecare.alayacare.com)**  
Once entered, click the blue NEXT button below

Your screen should then mirror the image to the right, which requires you to log in with your email and password.

**Your Username will be:** The email address you used when applying with Towne  
**Your Password will initially be:** towne123

Select the blue LOGIN IN WITH ALAYACARE button. Once loading has completed, you will be promoted to select an option for “AlayaCare” to use your location. Please select Allow Once or Allows while Using App in order to allow the app to



always monitor your location. This function is required. It will not track your location at all time but will instead allow you to clock in or clock out for a scheduled shift.

You will then be brought to the home page of the app, which defaults to your schedule. **After logging for the first time, you MUST change your password.**

To change your password:

1. Click the top left hand corner, the icon you are looking for is the one circled.



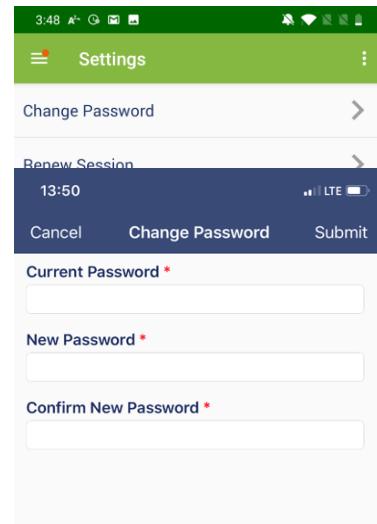
2. Select “Settings” from the menu on the left hand side of your screen. This will be the last option on the list at the bottom.

3. Then click on “Change Password”

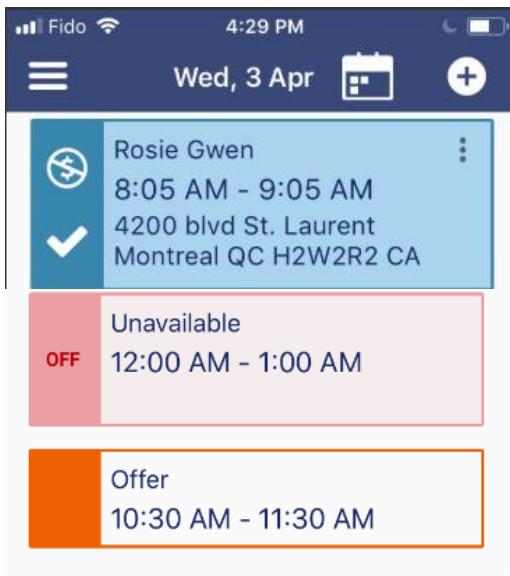
4. Enter your towne123 as “Current password”

5. Enter your new chosen password as both “New Password” and “Confirm New Password”

**You will not be allowed to proceed if these fields do not match.**



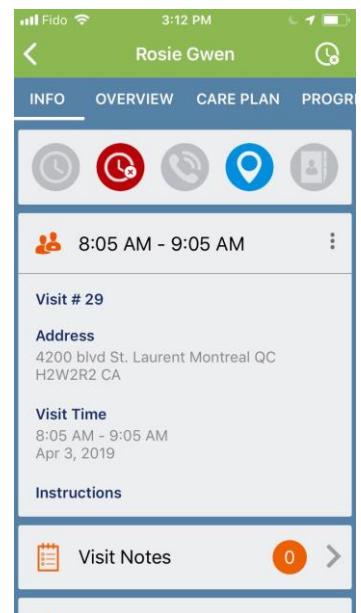
## Viewing your Schedule



When logged in, you will automatically be sent to the Schedule screen where you're able to view your schedule throughout the week.

It will default to the current day. To see previous or future days, simply swipe left or right. Please make note that the day will be listed at the top center of the screen. By clicking on each individual visit, you can view more details in regards to the client as well as the

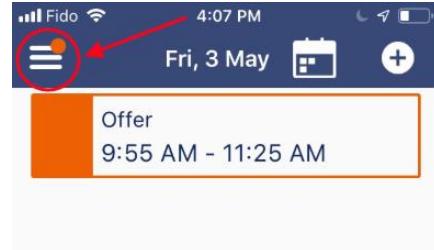
upcoming visit. The address as well as background details for your client can be viewed by clicking through the information, overview, and care plan tabs.



### Offers

Additionally, you are only confirmed for cases that are **blue** in color.

A visit in **red** indicates that you are unavailable during a particular time period. A visit in **orange** indicates a shift has been offered to you.



To see the details of a shift that has been offered to you, select the main menu by clicking the three bars in the top left of the screen and click on offers. You will see the scheduled date and

time as well as general location and some base level information about the case, such as pets, smoking, allergies,

To respond to the proposed offer:

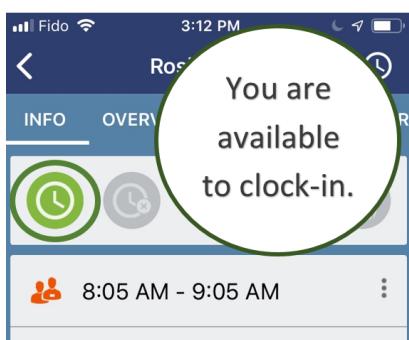
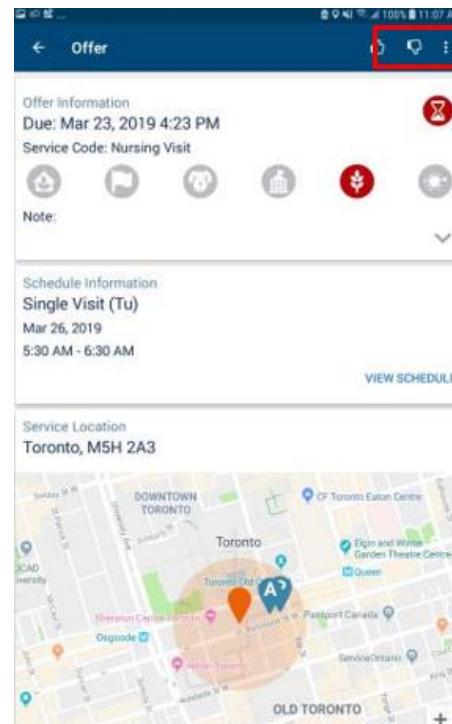
1. Accept =



2. Decline=



**Please note:** Even if you accept a shift offer, this does not mean that you have been confirmed. Your coordinator must approve the shift, and you will get a text message and push notification that the shift was confirmed. You will also see the shift offer with a check mark symbol, showing you were confirmed.

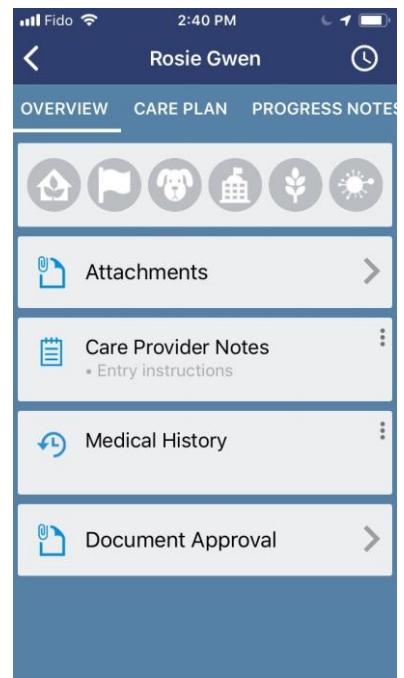


#### Clocking into your shift:

To clock in to a shift, click on your shift from the schedule screen. Next, click on the green clock button. The button will turn gray when you have successfully clocked in.

**Please note that you should only clock into your shift once you have arrived at the scheduled shift location and at the particular time discussed with your coordinator.** This process will replace the need for timesheets in the near future.

Once clocked in, please preview any information that you might need during the shift, by navigation the tabs of overview and service task. Care provider notes will be available by clicking on the "Overview" tab.



This particular tab provides relevant information regarding what your client needs or background on where things might be in the home.

### Service Task

Service tasks are items that all caregivers must complete before leaving a shift. In order to see your service tasks for a particular shift:

1. Click on a visit from your schedule
2. Scroll left from the information tab bar
3. Any forms or tasks can be clicked on to edit and completed

If the task counter is **Green**

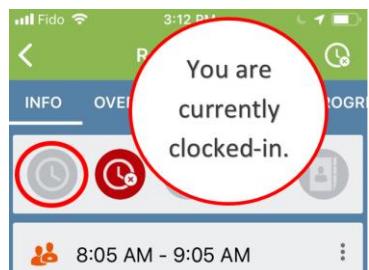
- You have completed all tasks for that shift
- You can clock out successfully

If the task counter is **Red**

- There are items that are unaddressed
- You cannot clock out until these items are checked off and completed

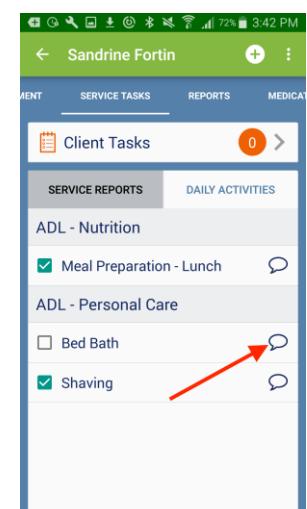
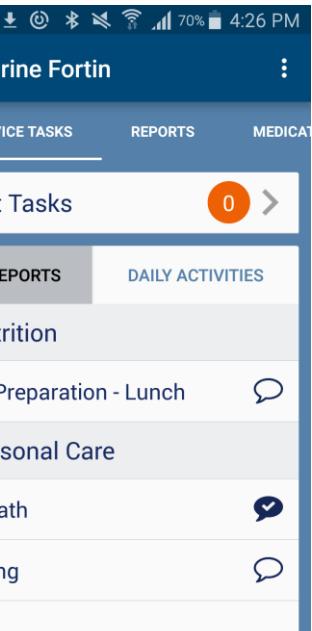
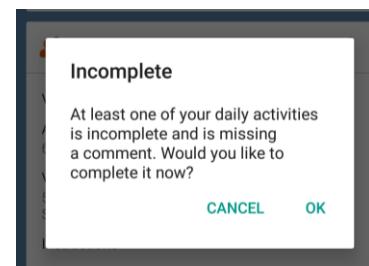
**After reviewing all of the necessary information required, close the AlayaCare App in order to avoid draining battery life. You should not clock out until the end of your shift.**

### Clocking out of your shift:

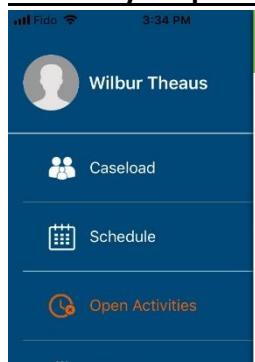


To clock out from your shift, click on the red clock. You will know you are clocked out because your red clock will again be gray.

**Please note: if there is an unfinished service task, you will be unable to clock out until it is complete. The following message will display. If you have completed the task, please check it off at this time and finish clocking out. If you have not completed the task and cannot complete the task- please navigate to your service task tab and make a comment. Comments may be made by clicking on the bubble next to the particular task. Please explain why you could not complete the activity.**

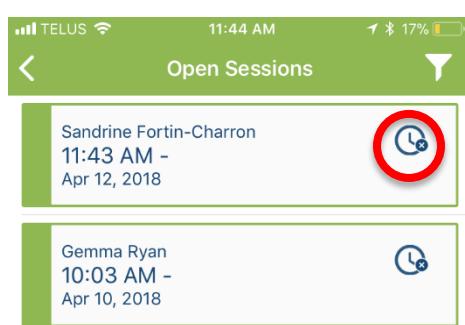


## **Preview your punch:**

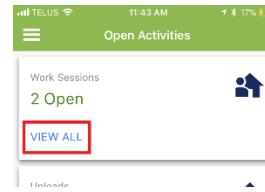


**If you are concerned that the clock in/out feature did not work, follow these steps.**

Click on “Open Activities” from the main menu.



Once clicking, your screen should look like the image below. From here, click on “View all”.



You will default to preview any open session that you are currently clocked into.

To see previous punches. click the icon circled in red. Click on closed session and you will see all punches.

**Please note: Punches that are created in error or incorrect information must be reported to the Payroll Department. The “Punch Correction Form” will be sent after contacting the office. Failure to fill out the form in a timely manner and inform payroll of the issue will result in delays with payment.**