**eXPRS Mobile-EVV** for PSW Providers

**How to Start a Shift**

*(v8; 7/25/2019)*

**eXPRS Mobile-EVV** allows PSW providers to log their time-worked immediately when they start (and stop) working. **eXPRS Mobile-EVV** saves the PSW’s time-worked information as *draft* to the eXPRS website so PSW providers don’t have to manually enter that information later for EVV services. This will make entering time-worked data much easier for PSWs.

**IMPORTANT THINGS TO KNOW:**

- **You must have** **LOCATION** services turned **ON** for your **mobile device** **AND** **the web browser application** *(like Chrome or Safari)* that you will be using for **eXPRS Mobile-EVV**.

  Logging your location when you **START** & **END** your shifts is a **requirement of the federal law for EVV**. **eXPRS Mobile-EVV** will document data for a ‘point-in-time’ of your location **ONLY** at the time you **START** & **END** your shifts; it **does not track** where you go during your shift or after you work.

- **eXPRS Mobile-EVV** will **ONLY** show a PSW’s authorizations for services & individuals **that are active* on the same date you arrive to work.**
  - *Active means the CDDP or Brokerage has set it up the authorization in eXPRS, it is **accepted** by the system, and is ready for the PSW to work & bill against.
  - Be sure to login to the **eXPRS Desktop** website **BEFORE you arrive to work** to verify you have active authorizations for the services/individuals you are scheduled to work.
    - **BEST PRACTICE** - check to see if your authorizations are active **several days before you are scheduled to work**, so you have time to resolve authorization issues before your shift starts.
  - If your authorizations are not active (they’re not showing up in **eXPRS Mobile-EVV**), contact the authorizing CME to get those set up.

This guide will give you step-by-step instructions on how to use **eXPRS Mobile-EVV** to **Start a Shift** when you arrive to begin working.
To Start a Shift in eXPRS Mobile-EVV:

1. When you arrive to start working your shift, use your mobile device (smartphone or tablet), launch an internet browser (such as Safari, Chrome, Firefox, Edge, etc).
   This guide uses Safari in its examples.

2. In the browser app you have opened, enter the key words “exprs login” in the search window, like shown here.
   Then tap GO to search.
3. From your search results, tap on the link for eXPRS - Login to go to the eXPRS website.

➔ **REMEMBER!! – eXPRS Mobile-EVV is not an app** that you download to your device. It is just the regular eXPRS website that has been updated to use on your mobile device.

4. You’re now at the eXPRS Mobile-EVV login page.

   **Pro-Tip**: Once here, save the page to your Bookmarks, Favorites or as a shortcut on your device’s home screen for easier access next time you need to login.

Use your regular eXPRS Login Name & Password to login.

This is the same login information you use to login to the eXPRS website on a computer.

Tap **SUBMIT** to login.
5. Review the Important Messages.

Information in this page includes notification of:

- expiration date of your PSW credentials *(example A)*,
- expiration of one or more of your SPA authorizations *(example B)*
- other important **Things to Know**.

Tap on the **Acknowledge** button to continue.

6. Once you have successfully logged in & acknowledged your messages, you will be on the “**Select the Service...**” screen.

This screen lists all the service authorizations that are active for you **for the day you logged in** *(the actual day you are working)*.

You may need to **swipe up** to view more information at the bottom of the screen.
• If you **do not see** the service you are about to start working, tap on the Don’t see your service? link for more information.

7. From the list, tap on the service you are about to start a shift to work.

   The service button will **turn dark** when selected.

   You can select only 1 service at a time.
8. With the service you are to work selected, tap the Continue button to move to the next screen.

9. You’re now in the “Select the Individuals...” screen.

In this screen, you will see all the individuals who have active authorizations for the service you selected on the previous screen.
If you do not see an individual listed for the service you need to work, tap on the Don’t see your individual(s)? link for more information.

10. From the list of individuals, tap on the individual’s name to start a shift working with them.

If you are working with a group of individuals, tap on names for all in the group.
11. Once you’ve tapped on an individual’s name, the button for them will turn dark when selected.

Tap on the Continue button to move to the next screen.

If needed, use the < Back button to return to the previous “Select the Service...” screen.

*Always use the < Back button to go back. Do not* use your browser app’s back button.

12. You will now see the “Please Confirm...” screen, showing the Service & the Individual(s) you selected to begin working for (starting your shift).

*Please review this information CAREFULLY!*

If the service & individual information is Correct, tap the Begin Work button to start your shift.

If the service or individual(s) listed are Incorrect, use the < Back button to return to the previous screens & make the correct selections needed.

Then use steps #6 - #10 above in this guide to come back to this screen.
13. Depending on how the Location preferences are set on your mobile device AND the web browser you are using, you might receive a pop-up message asking you to confirm your location where you are starting your shift.

If you get a pop-up message like shown here, tap OK to continue.

eXPRS Mobile-EVV will capture single ‘point-in-time’ coordinates of where you are ONLY at the time you START & END your shift, which is a requirement of the federal law for EVV.

If you do not have the Location services set up correctly for your device AND the web browser you used to login to eXPRS Mobile-EVV, you will receive an error message like shown here.

**REMEMBER ...**

**Location services** must be turned ON & Enabled for BOTH your Device AND the Web Browser you are using.

Contact your mobile carrier or consult the user guide for your specific device if you need assistance with managing the Location settings for your device.
14. If you have successfully started your shift (or “clocked in”) eXPRS Mobile-EVV will confirm by showing you a large green check mark.

Tap on the blue Return To Dashboard button.

15. Now back on your ‘dashboard’ screen, you will see who you are working with, the service, the Start Time & Date your shift started.

From here you can:
• Start a New Shift for another individual joining you as a group (see the guide How to Add a New Shift for instructions),

    OR ...

• Logout of eXPRS Mobile-EVV & work your shift.
16. To logout of eXPRS Mobile-EVV, tap on the 3-lined Menu Icon in the top right corner of the screen to activate the menu.

17. From the Menu that opens, tap on Logout to logout of eXPRS Mobile-EVV; your shift will continue running on the eXPRS website.

Work your shift.

18. See the How to End a Shift guide for step-by-step instructions on how to use eXPRS Mobile-EVV to End your shift when you are finished working.