

eXPRS Mobile-EVV for PSW Providers EVV Login & Site Navigation

(v8; 7/25/2019)

eXPRS has been updated to meet the new federal regulations for Electronic Visit Verification (EVV). These updates include making the eXPRS website usable on a mobile device (*such as a smartphone or tablet*) for collecting time-worked data from Personal Support Worker (PSW) providers.

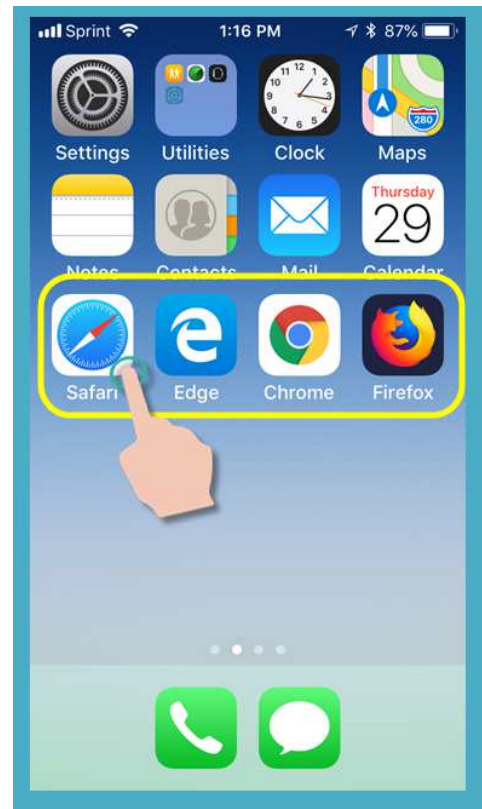
For more information on the history of eXPRS & Electronic Visit Verification, please see the PSW [Informational Overview of EVV](#) guide.

This user guide will provide an overview to logging in & navigating through **eXPRS Mobile-EVV** for PSW providers.

The examples shown in this guide use an iOS/iPhone device.

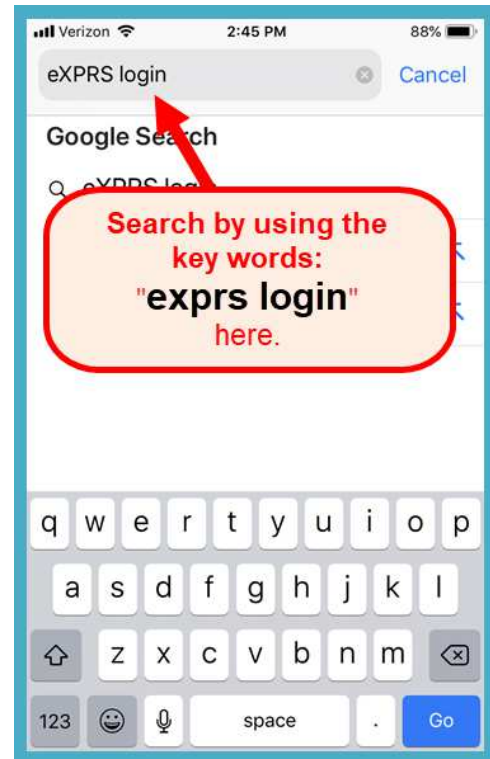
1. To access **eXPRS Mobile-EVV**, tap on the icon for the internet browser on your device you wish to use (*such as Safari, Edge, Chrome, Firefox, etc*) to launch it.

These examples in this guide are shown using Safari.



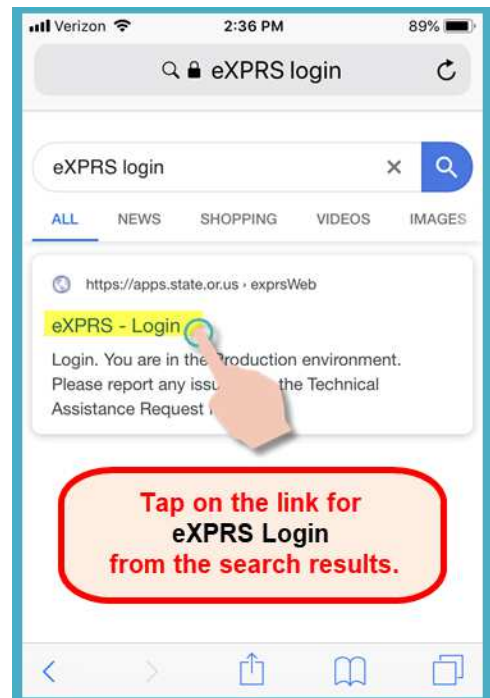
2. In the browser app you have opened, enter the key words “**eXPRS login**” in the search window, like shown here.

Then tap GO to search.



3. From your search results, tap on **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.

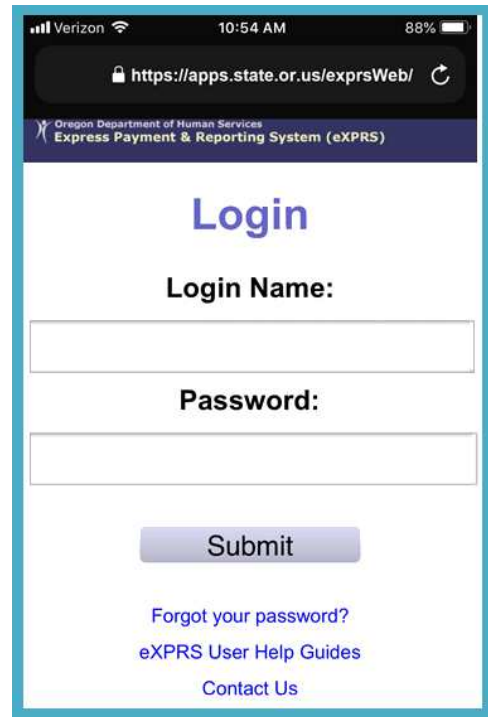


4. You're now at the **eXPRS Mobile-EVV** login page.



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.

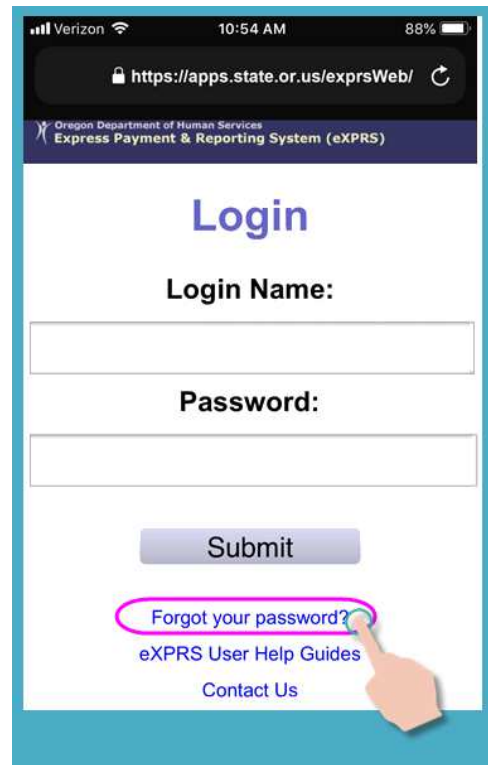
First, we'll look at the links on the **Login** page that can be used to access more information.



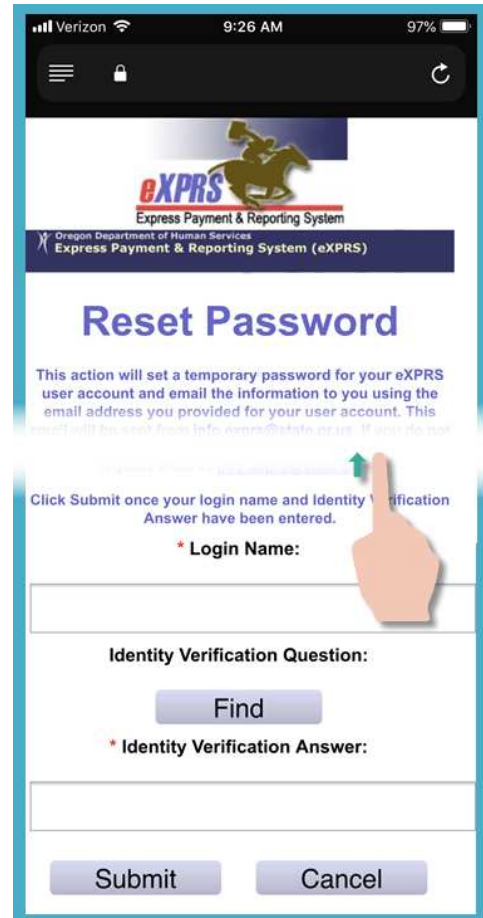
5. The first link we'll review is the **Forgot your password?** link.

If you tap this link, you'll go to a page where you can reset your password, if needed.

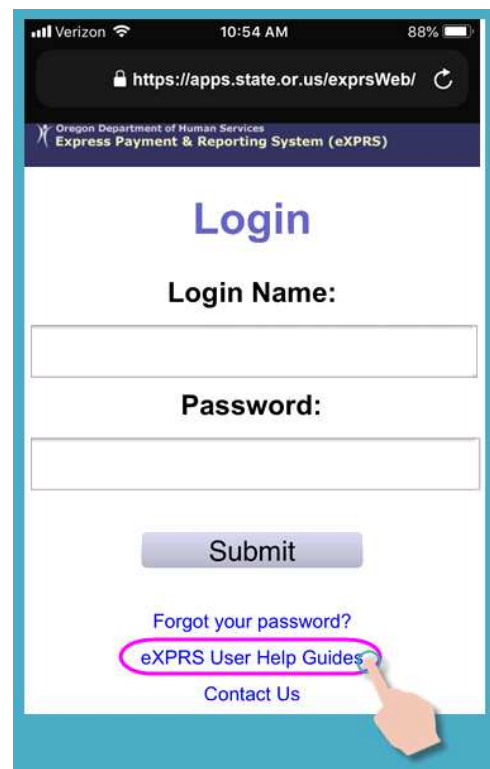
➔ **REMEMBER:** Since you are using the same **Login Name & Password** here as you use on the regular eXPRS website, **any changes made here will reset your password for using eXPRS on a computer as well!**



Depending on the screen size of your device, you may need to swipe up on the page to view more information that may be hidden at the bottom.

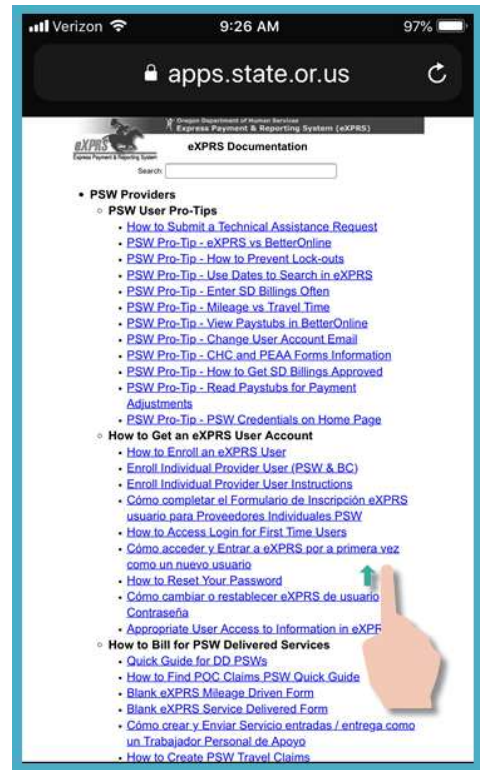


- The second link on the login page is the [eXPRS User Help Guides](#) link.

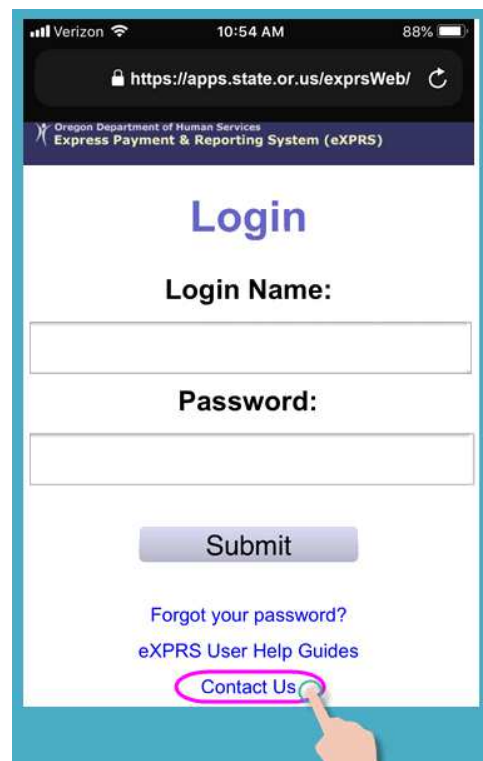


This link will take you to the **eXPRS Help Menu** index, where you can access the eXPRS user guides, when needed.

Again, **swipe up** on the screen up to view additional information that may be hidden on the bottom.



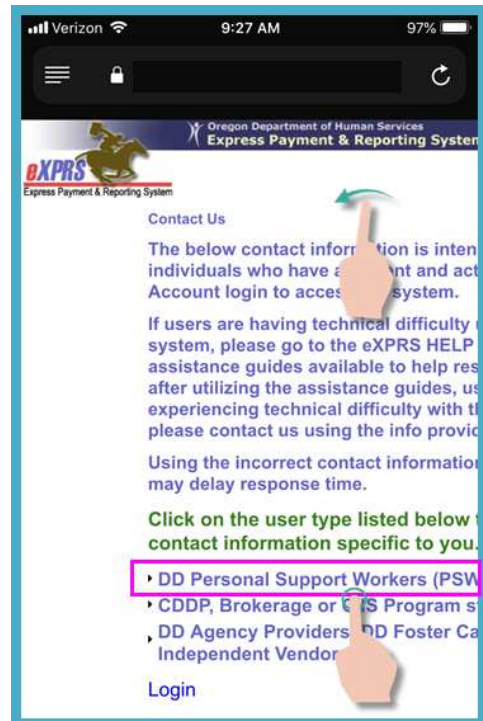
7. The third link on the login page is the [Contact Us](#) link.



Tap on this link to go to the [Contact Us](#) page on the **eXPRS Desktop** website.

Again, depending on the screen size of your device, you may need to **swipe to the left** to view more information that may be hidden on the right.

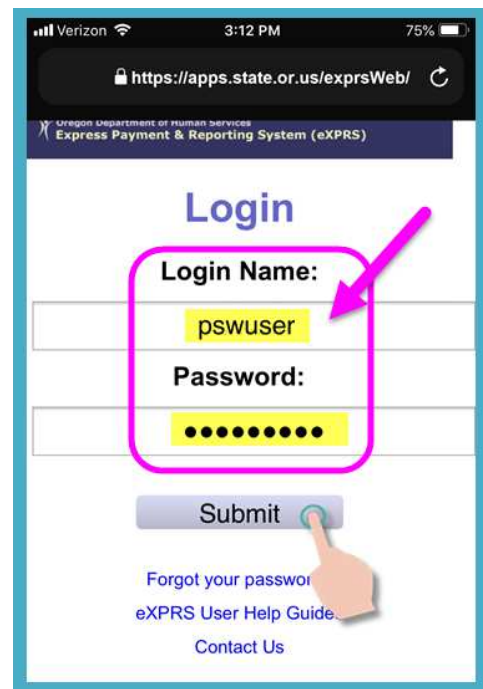
Tap on the link shown to expand & view contact information for PSWs if they have questions about working as a PSW.



8. Back on the **eXPRS Mobile-EVV** login screen, we'll now login.

The login page will look a bit different than the regular eXPRS website, but **you will use the same Login Name & Password** you have been assigned for the regular eXPRS website.

Tap **SUBMIT** to login.

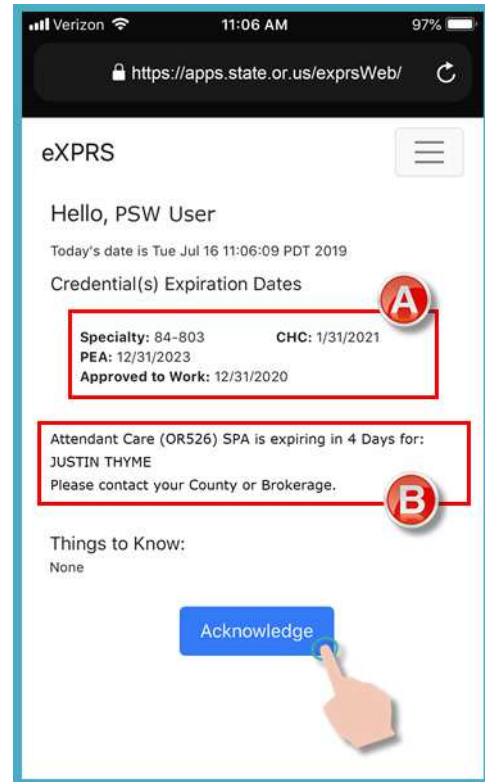


9. Each time you login to **eXPRS Mobile-EVV** you will see important messages.

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**.

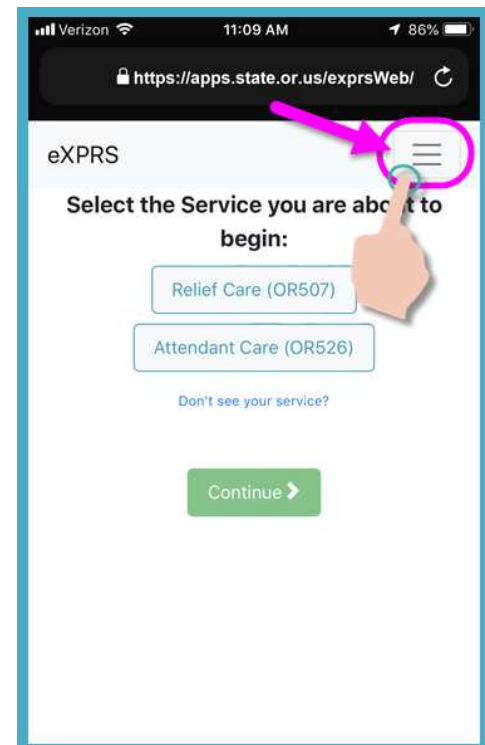
When these messages appear, you will have to tap the **Acknowledge** button to continue.



10. Now that you are logged in, you will see the "**Select the Service ...**" screen.

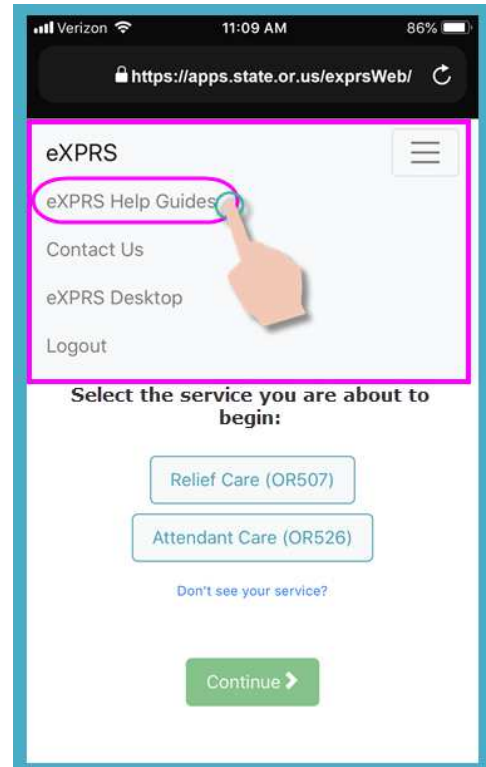
On almost all the screens in **eXPRS Mobile-EVV**, there is a small 3-lined **Menu Icon** at the top right corner of the screen (*shown here, circled in pink*).

Tap on this **Menu Icon** to open the menu.

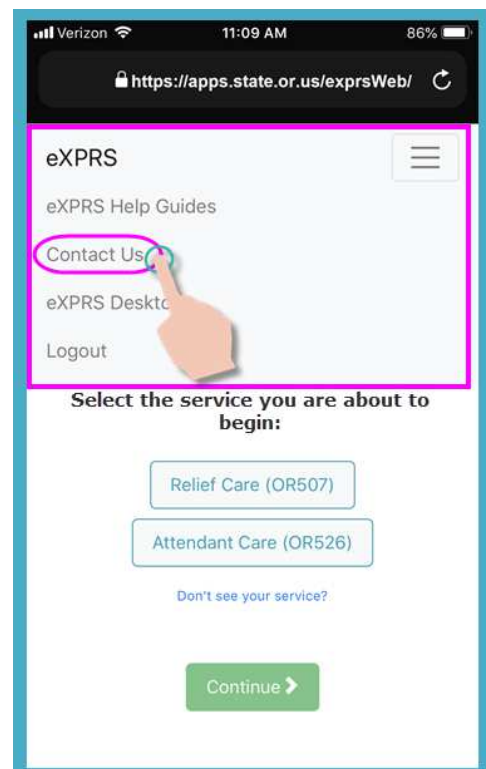


11. When open, the Menu will give you several options. Simply tap on the item you wish to view.

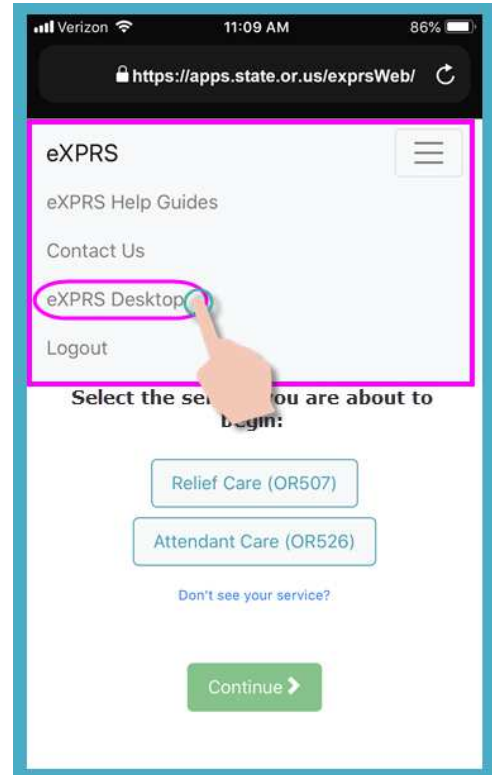
- The first menu option is the **eXPRS Help Guides** which will take you to the eXPRS Help Menu index page, same as from the link on the login screen.



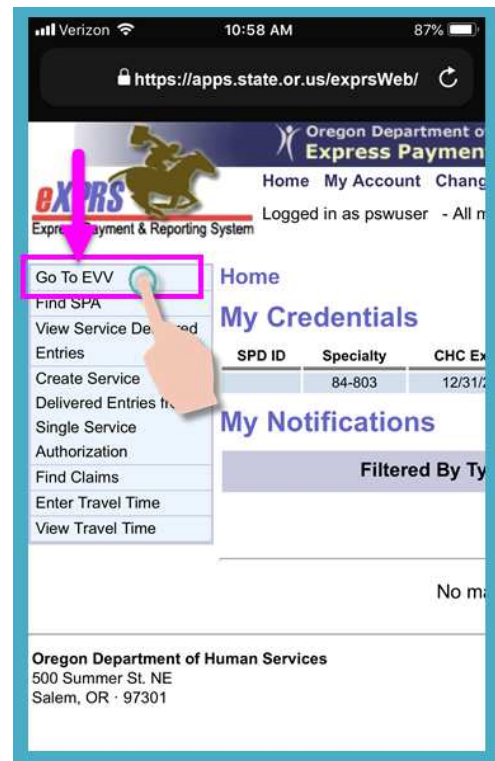
- The second menu option will take you to the eXPRS **Contact Us** information, same as from the link on the login screen.



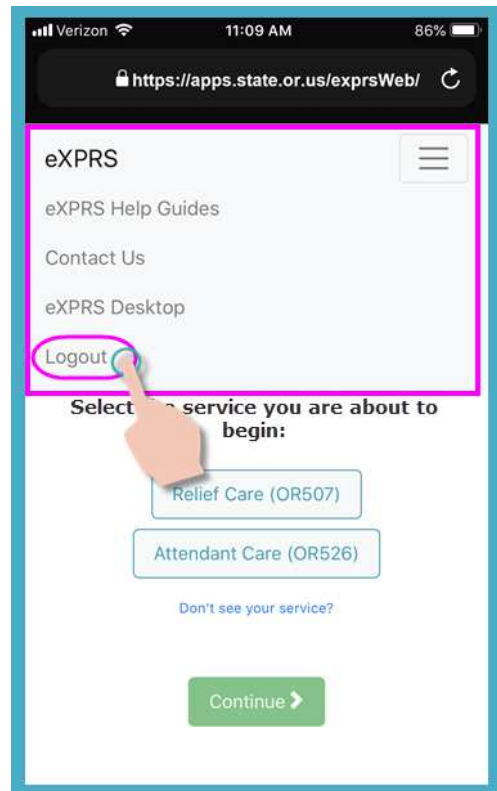
- The third option will allow the user to exit the **eXPRS Mobile-EVV** version & go to the regular **eXPRS Desktop** website, like used on a computer.



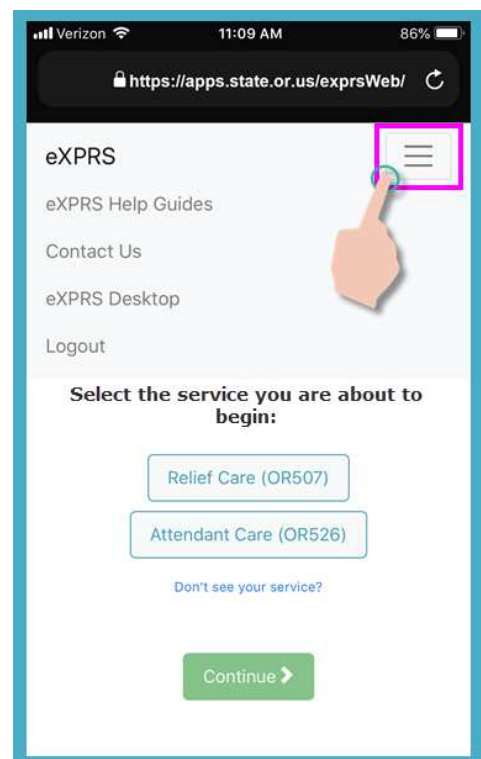
- If you go to the **eXPRS Desktop** view on your mobile device, you can return to the **eXPRS Mobile-EVV** view by tapping on the **Go to EVV** menu option.



- The fourth link will log you out of **eXPRS Mobile-EVV**.



- Tapping on the 3-lined **Menu Icon** again at the top right corner will close the Menu.



12. Back on the “**Select the Service ...**” screen, you can walk through the steps to start your shift to begin working.

Use the [How to Start a Shift](#) & [How to End a Shift](#) EVV user guides for step-by-step instructions on how to use **eXPRS Mobile-EVV** to start & end shifts.