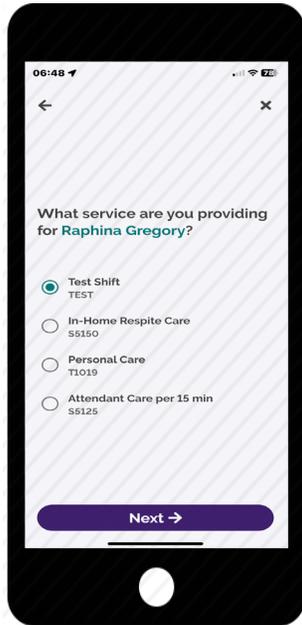# CONSUMER DIRECT CARE NETWORK

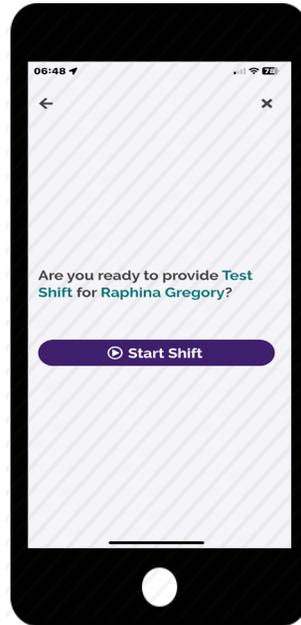# Submitting and Approving Test Shifts in **CareAttend**

Submit a Test Shift

1

In the CareAttend app, select "**New Shift**." If you work with more than one Participant, you will be prompted to select the Participant you are providing services for.
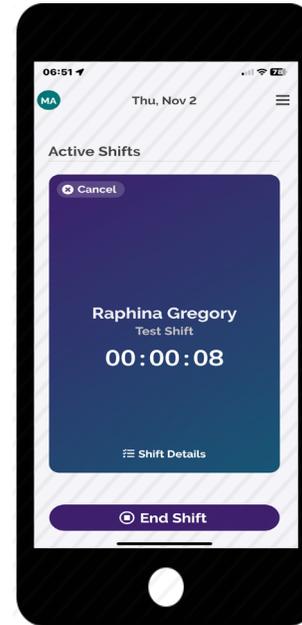
2

Select the service you are providing to the Participant. In this situation, you will select "**Test Shift**."
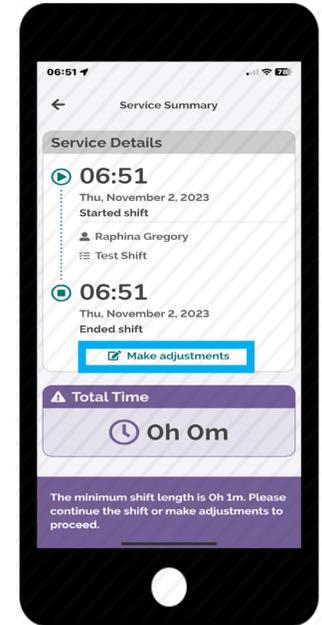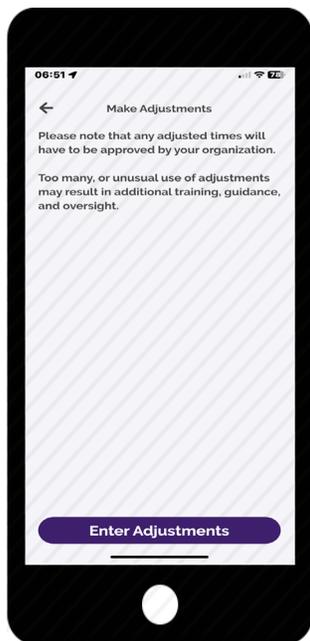
3

Select "**Start Shift**."

4

Select "**End Shift**."

5

On the Service Summary screen, select "**Make adjustments**."

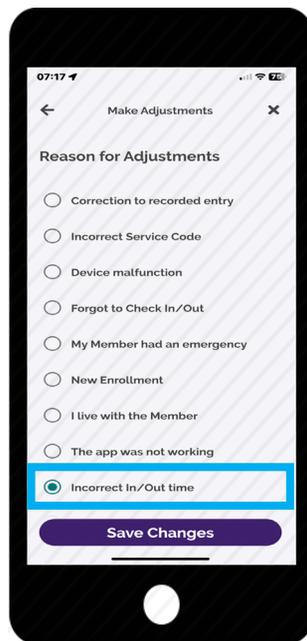EVERY LIFE.   EVERY MOMENT.   EVERY DAY.

6

Select
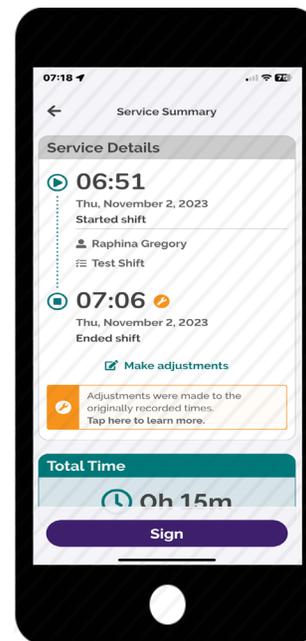"**Enter Adjustments**."

7

Adjust the end time so the shift is at least 15 minutes long, then select "**Next**."
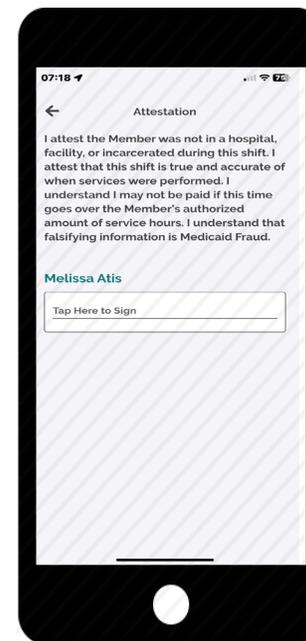

8

Select
"**Incorrect In/Out time**"
as the adjustment reason, then select "**Save Changes**."

9

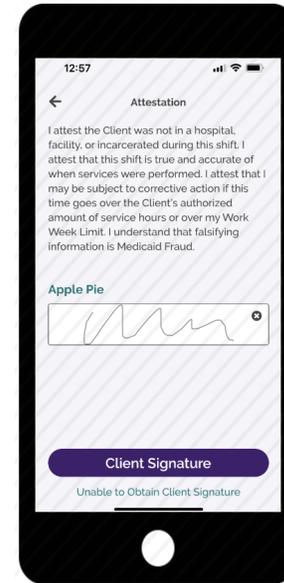Review the Service Summary screen, then select
"**Sign**."

10

Tap inside the signature box and sign your name. *The signature box will turn sideways on your screen.*

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.

11

Use your finger or stylus to
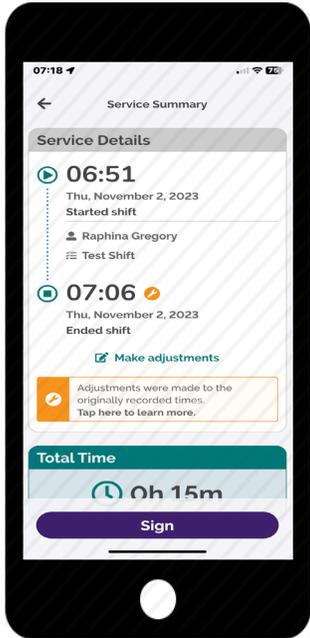sign your name.
Select "**Accept.**"

12

If your Participant is available to sign
your electronic timecard, select "**Client
Signature.**"

If your Participant is unavailable, select the
"**Unable to Obtain Client Signature**"
link below the Client Signature button
and jump to step 17.

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.
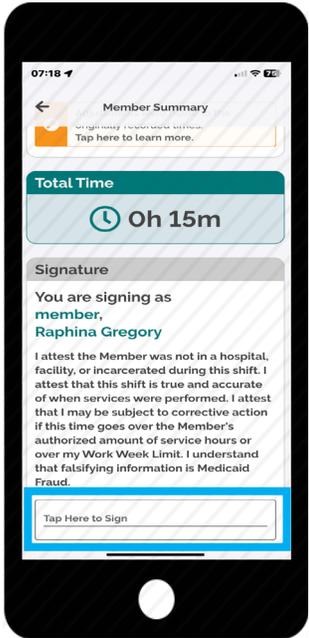
Approve a Test Shift

This section is to be completed by the Participant. Once the Caregiver ends their test shift on the device, the Participant will need to approve the test shift.
Note: the Participant signature is not required immediately and can be done later in the DirectMyCare web portal (see next page).
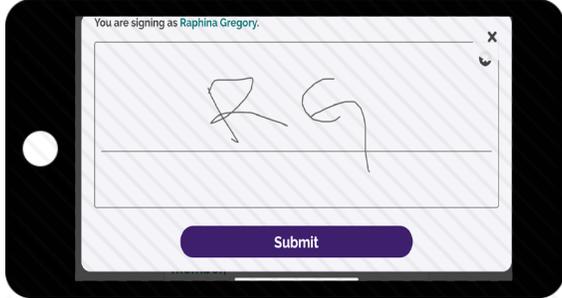
13

Review the
Service Summary screen for
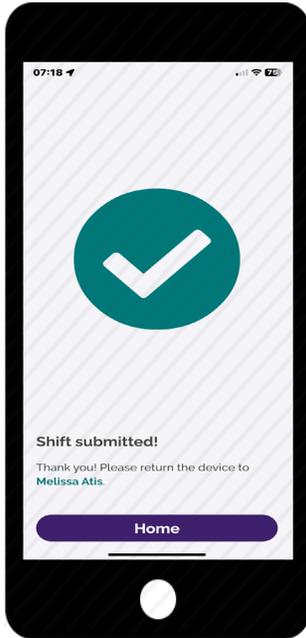accuracy, then select "**Sign**."

14

Scroll down, review the
attestation, then tap inside the
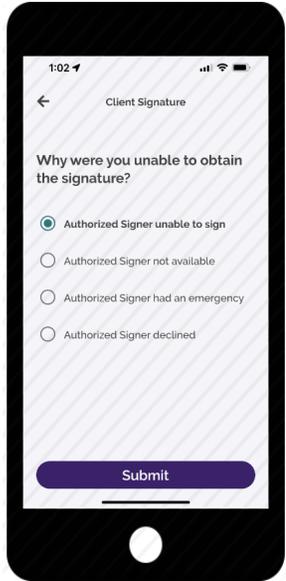signature box.

15

Sign your name in the signature box,
then select "**Submit**." *The signature
box will turn sideways on your screen.*

16

The Test Shift has now been
approved and submitted.

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.

These steps are only if you are unable to obtain your Participant's signature and the Participant needs to sign into DirectMyCare.com to approve your test shift.

Steps for Participant to Approve Time in DirectMyCare.com

Next Step: Participant Test Shift Approval in DirectMyCare.com

If the Participant is unable to approve your test shift in CareAttend, they will need to go to DirectMyCare.com to approve it. If the Participant has not yet activated their email address in DirectMyCare.com, please visit your program's training materials page.

1. Go to **DirectMyCare.com** and click **Sign In** (Fig. 01)**.**
2. Enter your email address and password, then click **Sign In** (Fig.02).
3. From your Dashboard you will see shifts needing approval in the **My Outstanding Time Entries** (Fig. 03).
4. Select the **Detail link** for the test shift needing approval (Fig. 03). For more information on how Participants approve time in the DirectMyCare web portal, visit the training page on our website.
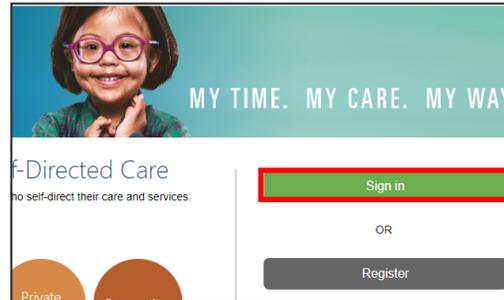
17

Choose a reason why you were unable to obtain the Participant's signature and select "**Submit**."
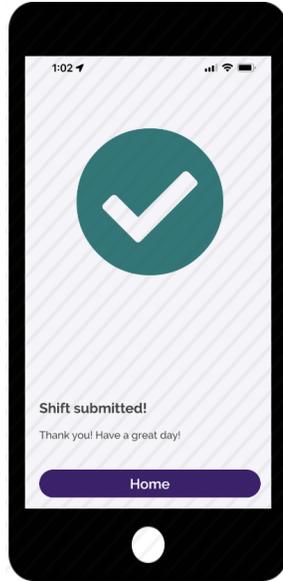
18

Your test shift has been submitted!
The Participant will need to go to DirectMyCare.com to approve it.

Fig. 01

Fig. 02

My Dashboard

View Authorization

My Outstanding Time Entries   3   Not approved

Caregiver	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source	
	SC1 (svrcod...	2023-12-20	2:00 PM	5:30 PM	03:30	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-21	1:00 PM	3:00 PM	02:00	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-22	12:00 PM	2:30 PM	02:30	Submitted	WEBTS	Detail

Fig. 03