

### How to submit time worked when the DCW forgets or is unable to clock out.

If the direct care worker (DCW) forgets or is unable to clock out of their shift on the evvie app or IVR/TVV phone system, they should use the evvie portal to manually add or adjust shift(s). This must be completed prior to the CLE approval. See below for instructions.

If the DCW used the evvie app to clock in and forgot or was unable to clock out at the end of the shift:

- Check the evvie app to see if their shift is showing
  - If the shift is showing, adjust the shift using the evvie portal. If the shift is still running in the evvie app, clock out using the evvie app before manually adjusting the shift in the evvie portal. To learn how to adjust a shift, visit [Adjusting a Shift in the evvie Portal \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)
  - If the shift does not appear in the evvie app, manually enter the shift using the evvie portal. To learn how to manually enter a shift, visit [Creating a Manual Shift in the evvie Portal \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)

If the DCW used the IVR/TVV phone system to clock in and forgot or was unable to clock out at the end of the shift:

- Call the IVR/TVV phone system number to clock out
  - The shift will need to be manually adjusted in the evvie portal. Clock out using the IVR/TVV phone system before manually adjusting the shift in the evvie portal. To learn how to adjust a shift, visit [Adjusting a Shift in the evvie Portal \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)
  - If the shift does not appear in the evvie portal, manually enter the shift using the evvie portal. To learn how to manually enter a shift, visit [Creating a Manual Shift in the evvie Portal \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)

**IMPORTANT:** ALL shifts that are not completed real time in the evvie app or through the IVR/TVV phone system must be manually entered or adjusted by the DCW using the evvie portal.

- The DCW must also approve the shift(s) they manually entered or adjusted.
- After the DCW approves the shift(s), the common law employer (CLE) must also approve the shift(s) using the evvie portal or IVR/TVV phone system.
- CLEs must review all shifts for accuracy, taking special note of long shifts, before approving.
- If an adjustment needs to be made after CLE approval, please contact Tempus for help.

If you have questions, please call Tempus at 844-983-6787.