

How to Submit Time Worked When the evvie App, evvie Portal or Both are Temporarily Not Working

Section 1: The evvie App AND evvie Portal are Not Working

Section 2: The evvie App is Not Working

Section 3: The evvie Portal is Not Working

Section 1: The evvie App AND evvie Portal are Not Working

If the evvie app and portal stop working, direct care workers (DCW) should keep track of the time they worked. When the evvie app and portal are working again, DCWs can use the evvie portal to manually add or adjust shift(s). See below for instructions.

If the evvie app stops working in the middle of a shift, when the evvie app and portal become available again, DCWs should:

- 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 evvie app is not working at the beginning of a shift, when the evvie app and portal become available again, DCWs should:

- 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 worked when the evvie app and portal aren't working 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 CLE must also approve the shift(s) using the evvie portal or IVR/TVV phone system.

Section 2: The evvie App is Not Working

If the evvie app stops working, direct care workers (DCW) should use the evvie portal to manually add or adjust shift(s). See below for instructions.

If the evvie app is not working at the beginning of a shift, DCWs should:

- 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 evvie app stops working in the middle of a shift, when the evvie app become available again, DCWs should:

- 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)

IMPORTANT: ALL shifts worked when the evvie app isn't working 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 CLE must also approve the shift(s) using the evvie portal or IVR/TVV phone system.

Section 3: The evvie Portal is Not Working

If the evvie portal stops working, direct care workers (DCW) should download the evvie app to clock in and out of their shift or keep track of the time they worked and manually enter it in the evvie portal when it is working again. See below for instructions.

Instead of manually entering time in the evvie portal, DCWs can download the evvie app to check in and out of shifts.

- To learn how to download the evvie app, visit [Downloading the evvie Mobile App \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)
- To learn how to use the evvie app, visit [Using the evvie Mobile App \(haxsupport.s3.amazonaws.com\)](https://haxsupport.s3.amazonaws.com)

If DCWs do not use the evvie app, when the portal becomes available again, DCWs should:

- Manually enter their shifts 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)