Welcome to the ClearCare-Go mobile app instruction manual. These instructions will walk you through the various features of the CC-Go app.

The CC-Go app will allow DCWs to view their current schedule, view their client’s care assessment, as well as clocking in and out of shifts. This app uses the GPS feature built into your mobile phone to obtain electronic visit verification (EVV) to comply with the mandate from AHCCCS.

The first step would be to visit the app store on your mobile phone and search for “Clear Care Go”.

Above is what the app currently looks like on both the iTunes app store and the Google play store. Please download/install the app and open it. The app icon will look like
Important information for iPhone users!!!

In order to use the GPS function on this app you will need to turn on your location services. The instructions below will help you to turn on this function. Without your location services turned on you will not be able to use the CC-Go app to clock in or out of your shifts.

1st-
Open your setting menu and Tap on “Privacy”

2nd–
Tap on “Location Services”

3rd–
Scroll through your list of apps. Find and Tap on the CCGo app

4th–
Tap on “While Using the App”
Open the app on your phone by tapping the icon

Please type your email address in this space

Please type your password in this space.

After you enter your email address and password press this button

Your password will be set at the office for you. Please contact Jay Turner via email at jturner@ucpsa.org or your staff supervisor to obtain your password.
This is the default screen that appears after entering in your email address and password. This page is the “Shifts” page. The page lists all shifts that have been entered into your schedule for the day. Please note the important items on this page.
Clocking In

To clock in for a shift simply tap the shift on the screen to open the shift details screen.

Once you are on the shift details screen tap the clock in button at the bottom of the screen.
Did it work?

You will be able to tell that you are clocked in when you notice that the orange button at the bottom of the screen now says “Clock out”. Or if you press the back button in the upper left corner and return to the “Shifts” page you will notice that the shift status has changed to say “In Progress”
Now that your shift is complete it is time to clock out.

Open the CC-Go app and enter your email address and password to begin the clock out procedure.

Tap on the shift you would like to clock out of.

To begin the clock out procedure please press the Clock Out button.
If the Program Manager for your shift assigned tasks to be verified they will appear on this page, the example picture shows a shift with one task to complete. Tap the orange button to begin marking the tasks.

If the task was completed during your shift, simply tap the “Yes” button to mark the task complete.

Then tap the orange Clock out button.
**ClearCare-Go mobile app instructions**

### Clocking out (with incomplete tasks)

*IF YOUR SHIFT DOES NOT HAVE TASKS LISTED PLEASE SKIP TO PAGE 11*

If the task was not completed during your shift tap the red “No” button.

Next you will need to provide a reason the task was not complete. Tap the explanation section and you will be able to type your reason.

When you are finished typing your reason tap the orange “Submit” button.

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<table>
<thead>
<tr>
<th>Task Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Completed</td>
</tr>
<tr>
<td><strong>Assist with dressing</strong></td>
</tr>
<tr>
<td>Did you complete this task?</td>
</tr>
<tr>
<td><img src="red-x" alt="No" /></td>
</tr>
</tbody>
</table>

*Leave a comment (Required)*

Explain why this task was not completed.

**Submit**

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*Leave a comment (Required)*

Client was dressed when I arrived.

**Submit**

Comments:
Clocking out (with incomplete tasks)

*IF YOUR SHIFT DOES NOT HAVE TASKS LISTED PLEASE SKIP TO PAGE 11*

After you have submitted the reason, that comment will appear under the orange “Submit” button.

To continue with the clock out process you must tap the “X” in the upper left corner.

Once the task(s) have been marked as either complete or incomplete you will then be able to continue the Clock Out procedure by tapping the orange “Clock Out” button.
Clocking out

Tap the orange “Clock Out” button to begin the clock out procedure.

This screen is confirming that there were no tasks that needed to be logged in the app. Tap the “Next” button to proceed.
Clocking out

This page will allow you to leave a comment about the shift. This comment will be attached to the record of this shift.

If something happened during your shift that needs immediate attention please call the office and speak with the client’s Program Manager.

Tap the “Next” button to continue the Clock out procedure.

You can also Tap the camera icon to attach a picture to the record of this shift.
Clocking out

This is the summary screen. If you need to adjust Tasks or leave a comment you may on this screen. Then Tap the “Next” button to continue.

Tap the orange “Confirm” button to clock out of your shift.
This screen confirms that you have successfully clocked out of your shift. Congratulations!
Other Features

To access the setting menu, Tap the three lines in the upper left corner of the screen.

Tap your name to edit your password or login type

Tap Shifts to return to the main screen

The information about the “Client” screen is on page 16

The Open Shifts page is used when Program Managers are trying to fill a shift. You will receive an email and/or text message regarding the shift and you can accept or decline the shift here.

The Hours Wanted page is currently not being used. But if you would like to request additional hours please call the office.

To view a tutorial for clocking in and out of your shifts Tap here
Client Page

Tap on the client’s name to view their information

This page has information about your client such as:
- Map
- Address
- Phone number

If you would like to view the client's care plan Tap here
Troubleshooting

This is an example of an error message you may receive

**Location services on the Caregiver’s phone are disabled** - caregivers will receive a warning, instruct them to enable their location services as such and they can easily just enable location services on their device.

**Location Accuracy on the Caregiver’s phone is set to LOW** - Sometimes a device needs to be set to HIGH location accuracy to report the correct location to our app. Caregivers should ensure they are using high location accuracy if their device is consistently reporting bad locations.

**The Caregiver is clicking clock-in or clock-out too quickly** - Mobile devices often cache previous locations and report those to the app. They will eventually report the current location but it may take a few seconds depending on the device and the setting for location accuracy. Caregivers should mind the banner under the clock-in button that tells them how far their device is reporting them from where they should be. It will update as the device finds a more accurate location.