

CareForIT Limited

Operating Procedure

'CareForIT Carer' Android App -User Guide

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1. Issue Status

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Operating Procedure.

When any part of this procedure is amended, a record is made in the amendment log shown below and circulated to all necessary parties. The procedure can be fully revised and re-issued at the discretion of the Management Team.

Issue	Amendment	Date	Initials	Authorised
1.1	Update on original	20/06/18	HH	DFW
1.2	Updated logo	20/09/18	HH	DFW

2. Care ForIT Carer Android App

Logging On

Having loaded the app, the following screen will appear. Please enter your email address and password. If you've forgotten the password, please select the 'Forgotten Password' link.



Internet Connectivity

When you first login your CareForIT Carer App will need to be connected to the internet.

This is on order that your visits can be download from the server (CareForIT Desktop) to the CareForITCarer Mobile App.

To check if your phone is connected to the internet you can view the information at the top of the screen on your home screen, as illustrated below.

An Internet connection on a mobile phone is either provided by

- Wifi. For example, when you are connected to your wireless internet in your home, office or wifi hotspot (eg Coffee Shop, Train station)
- Or
- By your service provider (O2, Vodafone, Virgin, EE). This is typically how you would connect to the internet outside of the home or office. Here you will see a symbol 3G, H+ or 4G on the phone.
- To test if you have internet connectivity you can open your browser (chrome, safari, etc) on your phone and search google. If Google returns results unless the page you surfed to was cached, then the chances are you are connected to the internet.

Wifi Symbol

• If you see an exclamation ! by the wifi symbol this means you are connected to wifi but haven't authenticated, meaning you may need to enter a wifi key.



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	35.
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Wifi with exclamation mark ! Meaning connected but not authenticated



Mobile Internet Symbol 4G You may also see 3G or H+ These are the different types of mobile internet connectivity.

Your Visits

Once logged on your rota will appear. You can:

- Swipe down to see visits for later in the day.
- Swipe right to see visits for future days (5 days will show)



Receiving updated Visit Information

In this example for support worker Lucas Riley

Visit number 91129 is set to start at 07:00 and finish at 07:30 on 23rd June 2018

CareForIT Desktop

23/06/2018	Saturday				
91129	7:00am	7:30am	Mrs Mary Bass	6 Bridge House, Courtenay Street, Newton Abbot	Lucas Riley Double Staff: Garry Pettit
DOM - Pers	sonal Care				
91069	6:15pm	6:50pm	Mr Roy Hill	4 Meadow Way, Newton Abbot, London	Lucas Riley
DOM - Personal Care					

CareForIT Carer

	🐮 😰 🛜 📲 76% 🖬 13:44
YOUI	R VISITS 🗳 :
SATURDAY	(23/06/2018)
	Mary Bass 6 Bridge House 07:00 - 07:30 DOM - Personal Care Garry Pettit
CHECK IN	INFO

There is a change to a visit required.

The Service User will not be available until 15 minutes later than planned. Therefore, the visit now needs to be moved by 15 minutes later.

The administrator in the branch will change the visit on CareForIT desktop.

CareForIT Desktop

The call is moved 15 minutes later



For you to see the updated information on the visit that was changed, log into the CareForIT Carer App **ONLY** when you are in an internet coverage area. Please refer to "Internet Connectivity" section on page 2 for details.

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C	Garry Pettit	INFO

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	Mary Bass 6 Bridge House 07:00 - 07:30 DOM - Personal Care Garry Pettit	
CHECK IN	INFO	
Unable to sync d Please check you	Georgie Tomms ata with the server. ur connection.	/

If you do not have internet coverage you will receive the following message to the screen. Please be advised it does flash up and come off quite quickly.

Info Page

Having tapped 'Info' from the 'Your Visits' page, you will be presented with the following



MAP





Client Details



Notes

This is a list of recent notes. Swipe down to see more



Adding a new Note

New notes added here. Once 'Submit' is tapped, you will return to the list of notes

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÷	KENNETH EV	/ANS
	NOTES	
Kenny w helped h washing he'd like	vas in bed when I an him out of bet and a gand dressing. I as for breakfast, he cl	rrived. I assisted with ked him what hose jam and
Add Not	e	
I		
	SUBMIT	
this is w NIGEL GF 11/01/20	where the visit notes ROVES 018 12:40	s are recorded
visit not NIGEL GF 11/01/20	es written here ROVES 018 12:36	Ð

Checking Out

Once you've completed the visit, return to 'Your Visits' page and select 'Check Out'. You will then see the following message.



You do NOT need to be in an area of mobile internet coverage when you check in or out of a visit.

When you check in or out of a visit the CareForIT Carer App will communicate with the server via a background process.

CareForIT Desktop used by the administrator in the office will see that the visit has been checked in or out of.

Date Select	tor - please select the	date range you wo	ould like to see				. r	
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Hints & Tips on the Phone

- Ensure location sharing is switched on
- Ensure that auto update is switched on for apps. This ensures that the latest version of the app available in the store is automatically updated to your phone.
- Locating App Version Number

Click the three dots next to the refresh button





The following message will appear.



Alternatively, version number is on the front the Login screen in the bottom right hand corner.



Support

For any support issues concerning the Mobile App please contact CareForIT Support on

Email: <u>support@care-for-it.com</u> Call: 01626 798 890 Web: http://support.care-for-it.com