

## eXPRS Mobile-EVV for PSW Providers

# How to End a Shift

(v4; 4/21/2019)

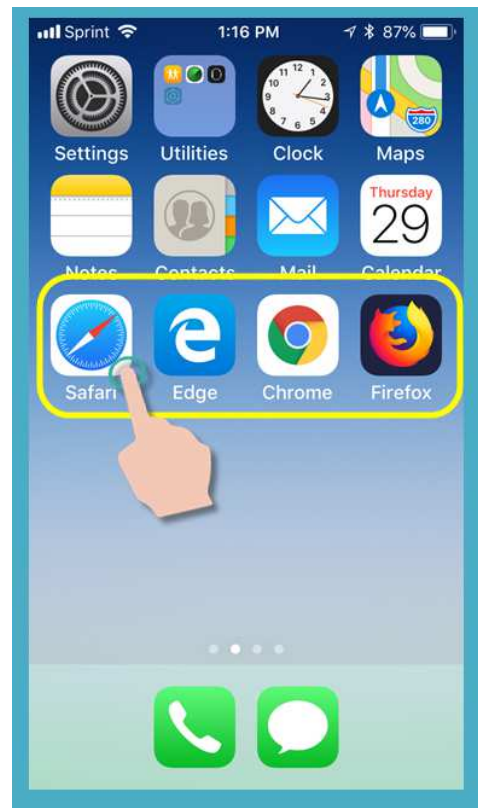
**eXPRS Mobile-EVV** allows PSW providers to log their time-worked immediately when they start (and stop) working. **eXPRS Mobile-EVV** saves the PSW's time-worked information as **draft** to the eXPRS website so PSW providers don't have to manually enter that information later for EVV services. This will make entering time-worked data much easier for PSWs.

This guide will give you step-by-step instructions on how to use **eXPRS Mobile-EVV** to **End a Shift** when you are finished working for an individual(s) & need to "clock out".

### To End a Shift in eXPRS Mobile-EVV:

1. When you are finished working your shift, use your mobile device (*smartphone or tablet*), launch an internet browser (*such as Safari, Chrome, Firefox, Edge, etc*).

This guide uses Safari in its examples.

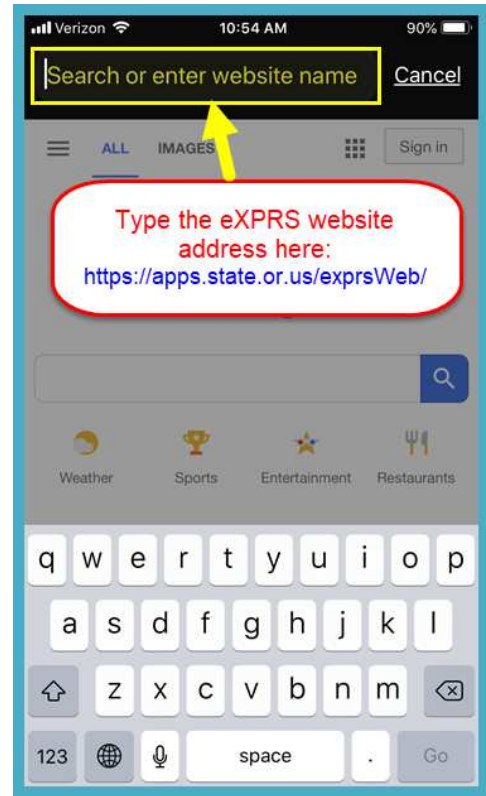


2. In the browser app you have selected, type in the website address for eXPRS into your browser search window.

eXPRS website address:

<https://apps.state.or.us/exprsWeb/>

✓ **Pro Tip:** Save the eXPRS website in your Bookmarks or Favorites so you can select it quickly the next time you need to use **eXPRS Mobile-EVV**.



3. On the **eXPRS Mobile-EVV** login page, use your regular eXPRS **Login Name & Password** to login.

This is the same login information you use to login to the eXPRS website on a computer.

Tap **SUBMIT** to login.

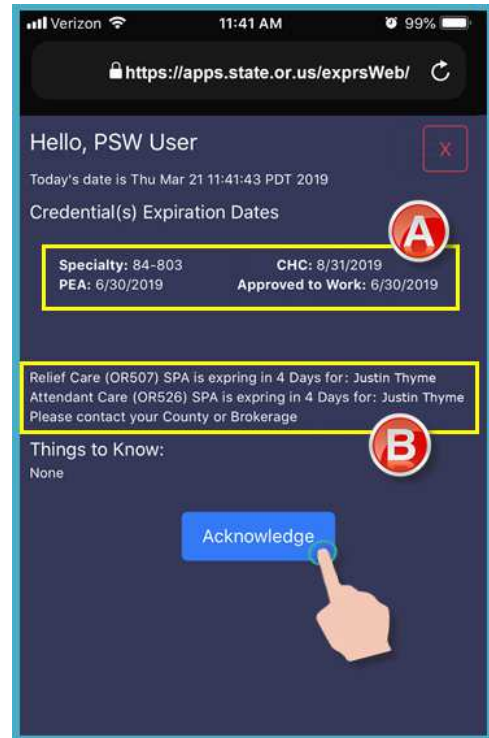


#### 4. Review the Important Messages.

Information in this page includes notification of:

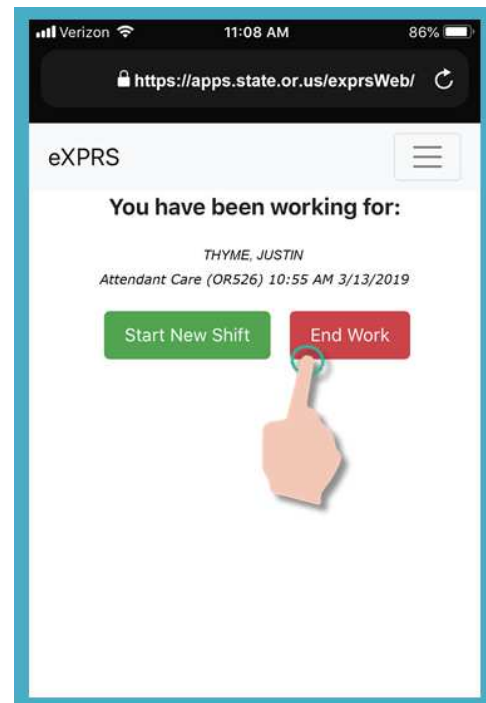
- expiration date of your PSW credentials (*example A*),
- expiration of one or more of your SPA authorizations (*example B*)
- other important **Things to Know**.

Tap on the **Acknowledge** button to continue.

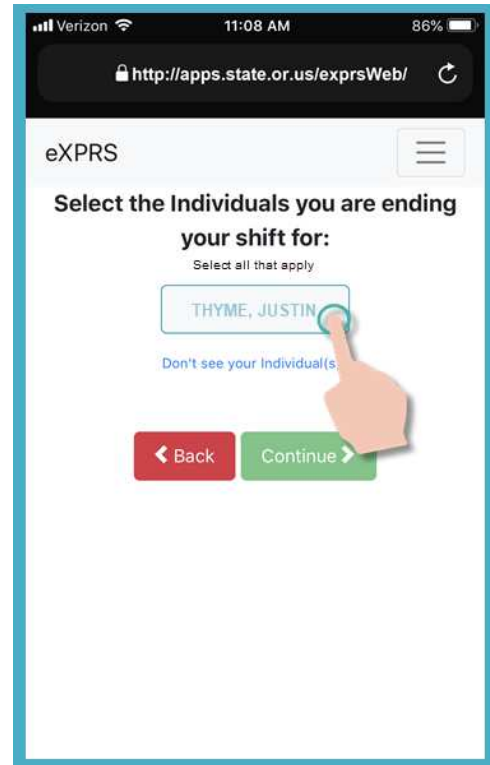


5. Once you have successfully logged in, you will see your **Dashboard** with the open shift(s) you have currently running.

To **End a Shift**, tap on the **END WORK** button.



6. In the next screen, tap the name to select individual(s) you are **Ending a Shift**.

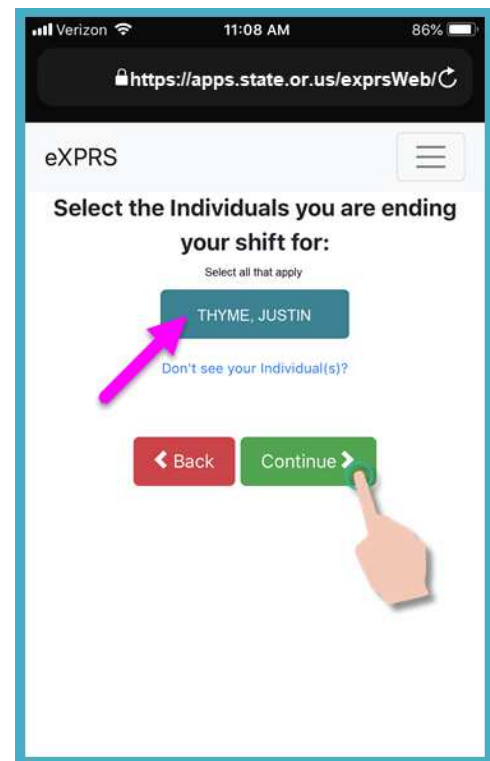


7. Once you've tapped on an individual(s) name, the button for them will **turn dark** when selected.

Tap on the **Continue** button to move to the next screen.

If you need to change the individual that you are ending a shift for, use the **< Back** button to return to the previous screen.

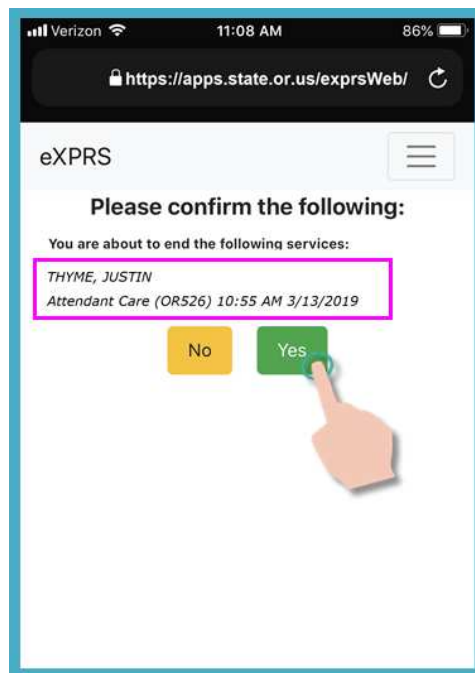
***ALWAYS use the < Back button to go back. Do not use your browser app's back button.***



8. You will now see a confirmation screen showing the selected individual(s) you are about to end a shift for.

Tap the **YES** button to end your shift & “clock out”.

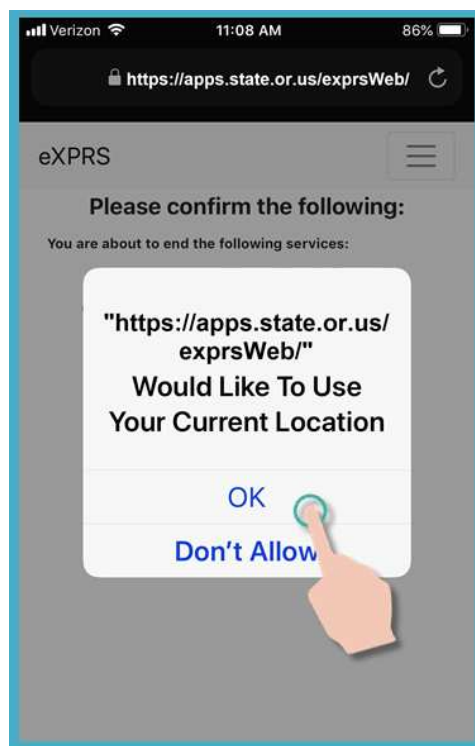
If you do not wish to end the shift(s) or need to make corrections, tap the **No** button to return to the previous screen.



9. Depending on how the **Location** preferences are set on your mobile device **AND** browser you are using, you **might** receive a pop-up message asking you to confirm your location where you are starting your shift.

If you get a pop-up message, tap **OK** to continue.

**eXPRS Mobile-EVV** will capture a ‘point-in-time snapshot’ of where you are **ONLY** at the time you **START & END** your shift, which **is a requirement of the federal law for EVV.**

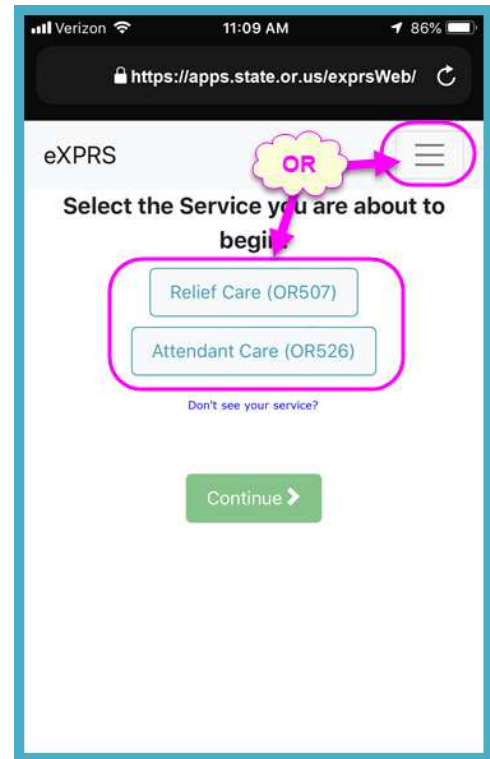


10. Your shift(s) are now ended & the **draft** SD billing information is automatically saved in the **eXPRS Desktop** website.

You can now select a **SERVICE** to start a New Shift,

**OR ...**

Logout of **eXPRS Mobile-EVV**.



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## Unable to End your Shift in eXPRS Mobile-EVV at the time you stopped working?

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working.

**For example:** there is no internet or cell service available at the time/location you stopped working, your device's battery has run out, etc.

### In those situations:

- Use steps #3 - #9 in outlined above to **End your Shift** in **eXPRS Mobile-EVV** as **soon as you are able**.

**OR**

- Login to **eXPRS Desktop** from a computer & manually enter your End Time, then select the Reason from the **End Shift Change Reason** dropdown that applies.

**\*\*** If corrections or manual entry of Start/End times for **draft** EVV SD billing entries are needed, use the **How to Correct an EVV Shift** assistance guide for instructions.

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# Forgot to End your Shift in eXPRS Mobile-EVV at the time you stopped working?

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working or you forget.

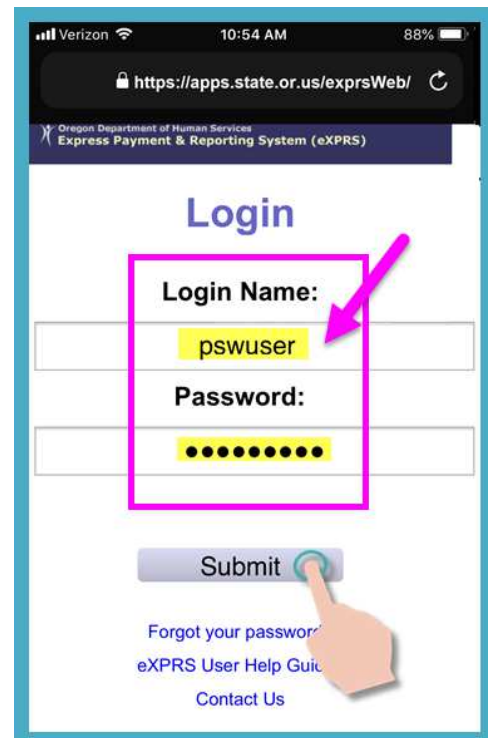
If you forget to End a Shift in **eXPRS Mobile-EVV** after 24-hours or more from the time you started the shift, **eXPRS Mobile-EVV** will prompt you to end those open shifts the next time you login. ***You will not be able to Start a New Shift until you have ended all shifts that have been open longer than 24-hours.***

## To end a shift that has been running longer than 24-hours:

1. On the **eXPRS Mobile-EVV** login page, use your regular **eXPRS Login Name & Password** to login.

This is the same login information you use to login to the eXPRS website on a computer.

Tap **SUBMIT** to login.



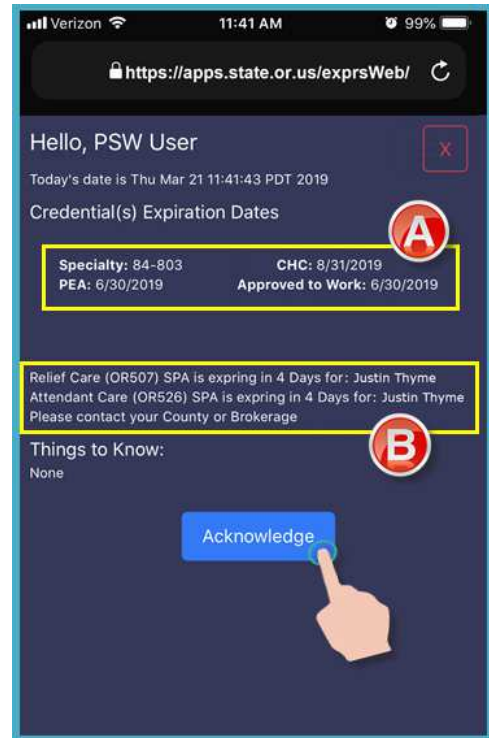


## 2. Review the Important Messages.

Information in this page includes notification of:

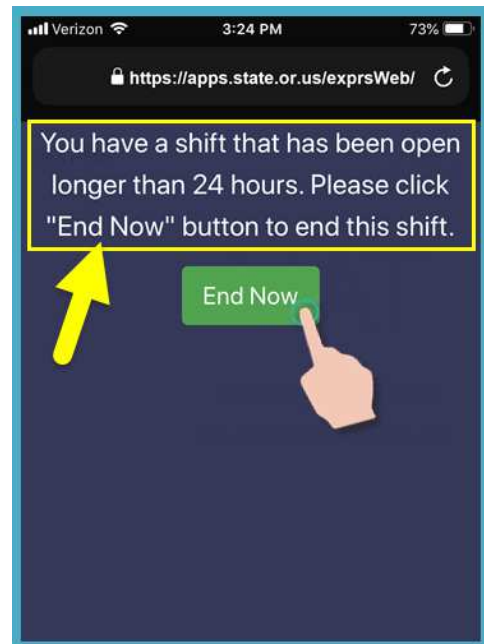
- expiration date of your PSW credentials (*example A*),
- expiration of one or more of your SPA authorizations (*example B*)
- other important **Things to Know**.

Tap on the **Acknowledge** button to continue.



- ## 3. If you have shifts that have been open/running longer than 24-hours, you will receive this message once you login.

Tap the **End Now** button to end your open shift(s).

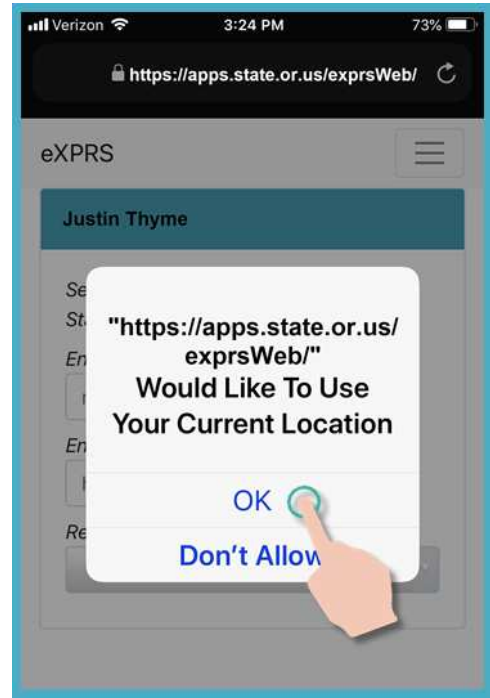




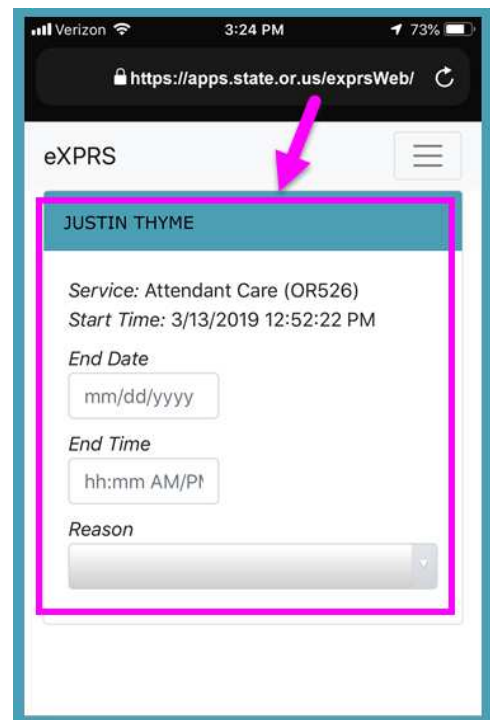
- Depending on how the **Location** preferences are set on your mobile device **AND** browser you are using, you **might** receive a pop-up message asking you to confirm your location where you are starting your shift.

If you get a pop-up message, tap **OK** to continue.

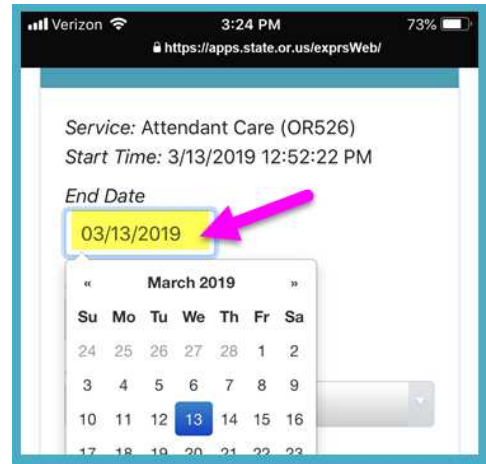
**eXPRS Mobile-EVV** will capture a 'point-in-time snapshot' of where you are **ONLY** at the time you **START & END** your shift, which **is a requirement of the federal law for EVV.**



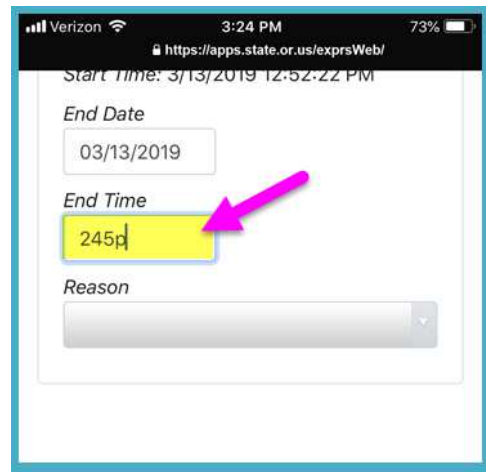
- You will now see which individual(s) have shifts that are open & have been running for more than 24-hours.



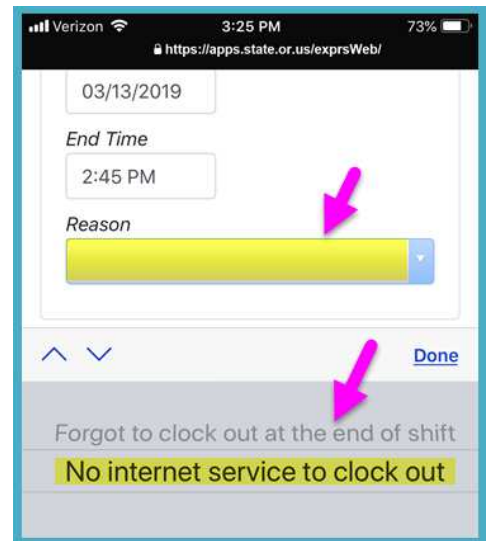
6. Enter the **END DATE** the shift should have ended for the individual.



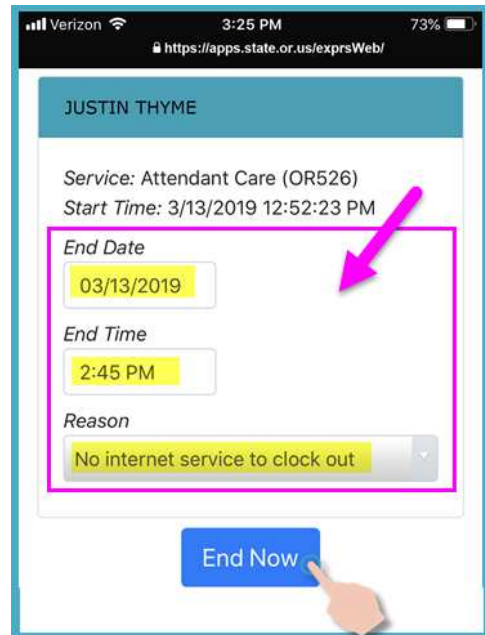
7. Enter the **END TIME** the shift should have ended for the individual.



8. Select the End **REASON** from the dropdown for why the shift was not ended when it should have.



9. With the **End Shift** data entered, tap on the **END NOW** button to end the shift.



10. With your shift(s) now ended, you can **Start a new Shift,**

**OR ...**

Logout of **eXPRS Mobile-EVV.**

