Generations Mobile App

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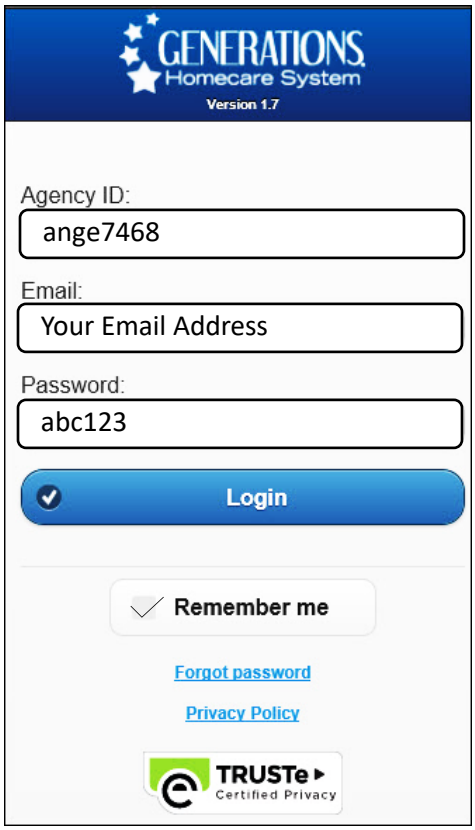
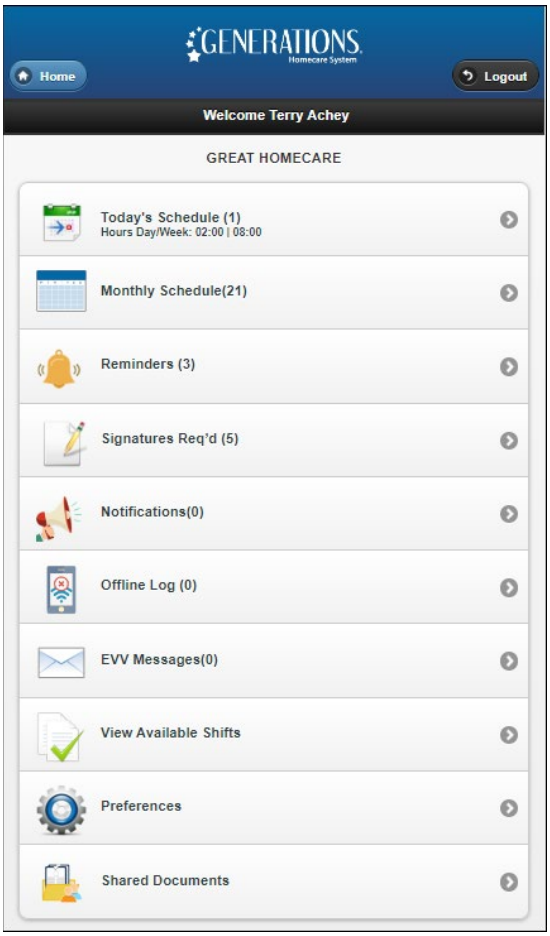
Logging into the Generations App



- Agency ID: **ange7468**
- Your Email:
- Password: **abc123**
- Remember Me: Check this box to remember your Agency ID and Email address.
- Login Button: Click this button to login.

The Home Screen

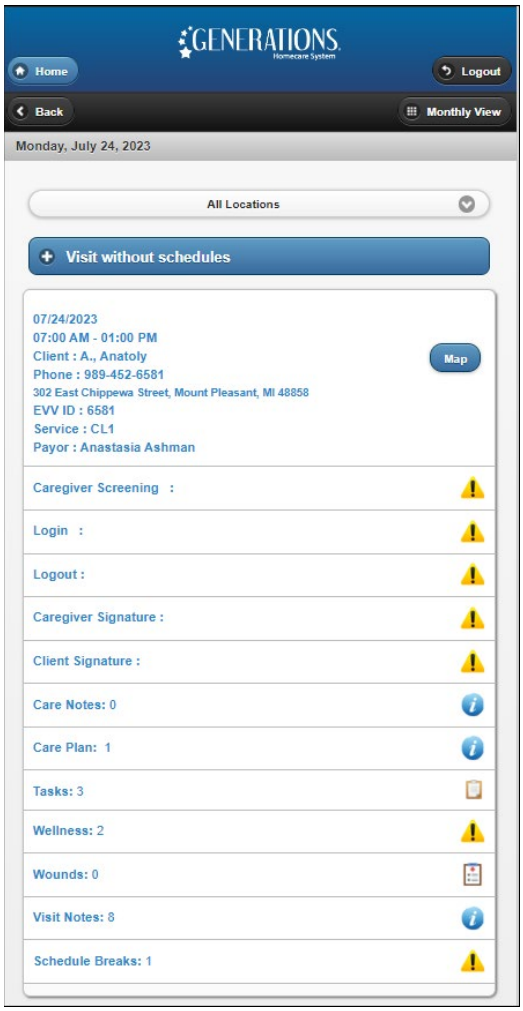
The home screen is shown after you login and contains a summary of important information. Tap the Home icon in the upper left corner to get back to this screen.



- **Today's Schedule**: Your scheduled visits today. This also shows a total count of hours scheduled for the day and week.
- **Monthly Schedule**: Your scheduled visits for the month.
- **Message Center**: Use this area to send and receive messages with your office.
- **Reminders**: Credential items that require updated information.
- **Signatures Req'd**: Any items that require a signature.
- **Notifications**: Messages for you from the agency. Read immediately, then clear.
- **Offline Mode**: A log of offline activity.
- **EVV Messages**: Messages sent from your agency
- **View Available Shifts**: Shifts that have not been staffed; contact the office to request further information.
- **Preferences**: Set your language preference or opt out of email notifications.

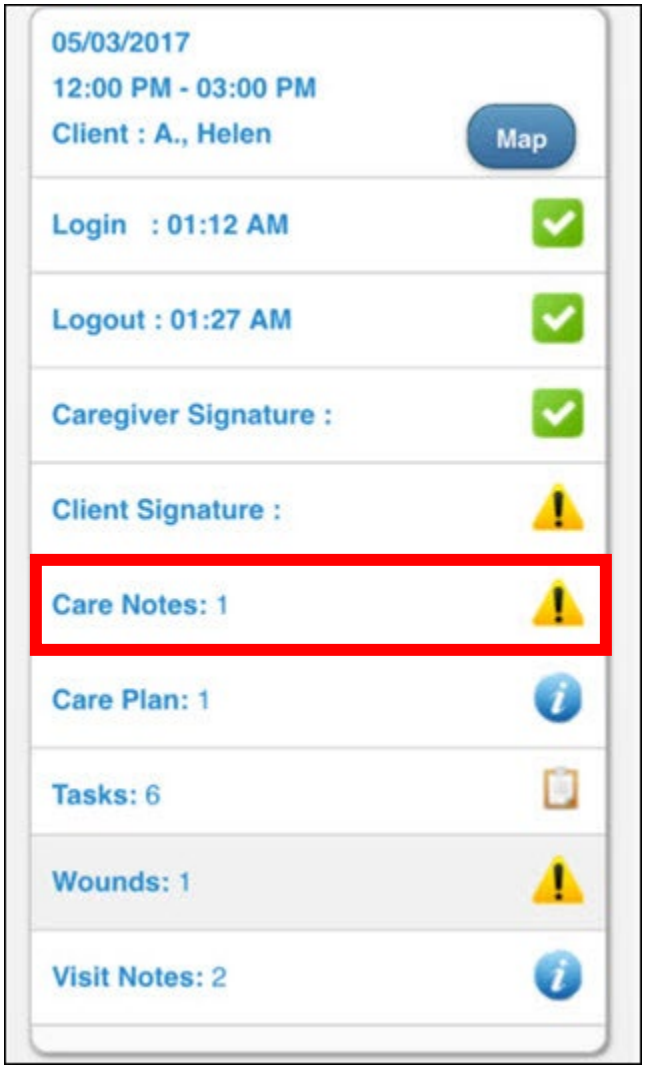
Clock Into and Out of Your Shift

- On the Home Screen, tap Today's Schedule. Your schedule will open.
- Tap the yellow triangle to the right of Login.
- The screen refreshes, the triangle turns green, and you are clocked into your shift.
- To clock out, repeat the same procedure with the yellow triangle to the right of Logout.
    - If logging out from an overnight shift, go to Monthly Schedules and select the shift on the date you logged in. Log out from that shift.
- If you have issues clocking in or out, please call the office.



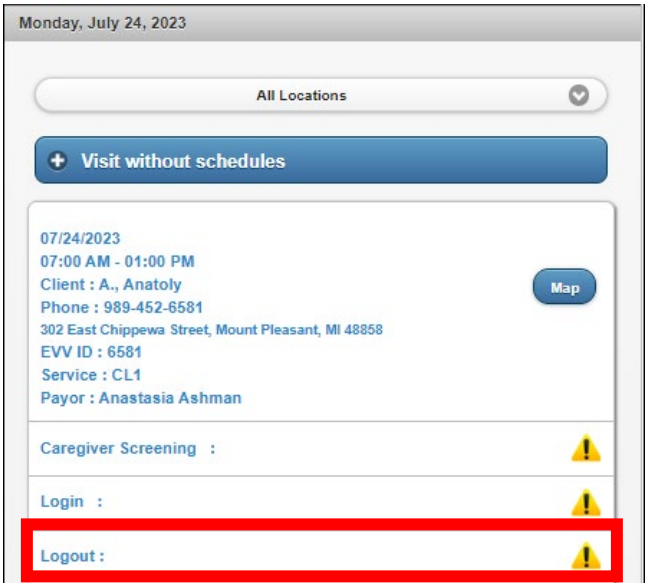
Completing Care Notes

A Care Note needs to be completed before end of shift for every client and every shift. This is how Angel Companions monitors the tasks being performed as well as any notes or feedback a caregiver has regarding a client. If you see significant changes in your client's condition, make those notes in the designated area of the care note.



- From Today's Schedule, tap Care Notes.
    - If you are completing a care note for a previous shift, choose the date from your Monthly Schedule.
- Go through each Personal Care category and identify how care was provided.
    - A – Stand by Assistance
    - B – Hands on Assistance
    - C – Supervision and Cueing
- Go through each Companion Duty category and check which activities you assisted with.
- Note any changes in condition you may have noticed about your client.
- Sign and save the care note. Please submit only one care note per client per shift.

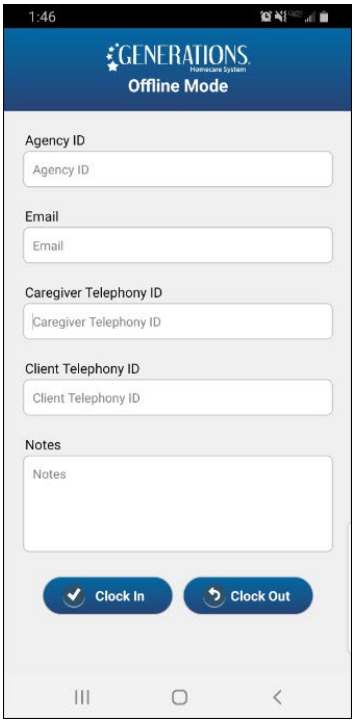
- Once the care note is completed and signed, you will be able to clock out of the shift.



Offline Mode

If you are unable to obtain a cellular or internet connection, you can still login and logout of schedules.

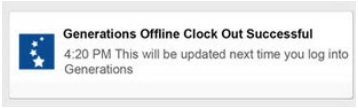
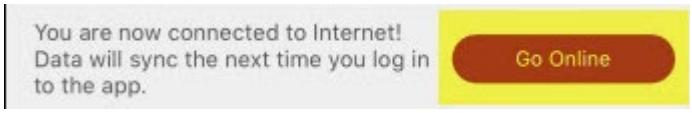
- For offline mode to work, you must have a successful connection sometime within the same day before the app will prompt the Offline mode.
    - If your first schedule of the day is with a client where you know there is no cellular or internet connection, log into the app before you arrive at the client's home.
    - Once at the client's home you sign into the app and receive this prompt. Tap offline mode to continue.



Enter your Agency ID, Email, Caregiver EVV ID, and Client EVV ID of the client to whom you are scheduled. Select "Clock In" to login to the schedule or "Clock Out" to logout of the schedule.

The app may attempt to find GPS. Click "Skip GPS Search."

The message below will appear when there is a successful offline clock in or out.



The next time you log into the app with internet or cellular connection, tap "Go Online" in the top right corner and resume using the app as before. This will allow the app to sync the clock in and out information to Generations to be viewed by the office.