

Your agency's custom telephony number can be found on the My SMARTcare landing page on the left side of the screen where it says "Telephony".

Set Up

Set up your agency's telephony number as a contact on your phone. You can name the contact "SMART- care". All text communication from SMARTcare will come from this number.

Clocking in

When you are at your client's site, when clocking in via telephony you must use the client's phone.

SMARTcare recognizes the client's phone number and verifies that you are at the client site at the time you clock in and out.

If the client is on the phone when you arrive, see if there is an alternative phone available, i.e. if they are on the cell phone, use the land line and vice versa. Multiple phone numbers can be registered for a client.

To clock in dial the telephony number, provide your employee ID and security pin.

Employee ID

Enter your employee ID when requested. Your employee ID is provided in most every email communication you receive from SMARTcare. Your employee ID is also available by logging into SMARTcare. Log in and go to "My SMARTcare", your ID will be on the right-hand side of the page. Alternatively reach out to your home office or SMARTcare directly at the number below to determine your employee ID.

Security Pin

Each employee was assigned a security pin when being registered with SMARTcare. Most of the time the pin is the last 4 digits of your social security number. You can reset the pin by logging on to SMARTcare or by reaching out to your home office or SMARTcare directly at the number below.

Task completion, shift notes and expense reimbursement requests can be recorded via telephony at any time during a shift. You can dial in and log in via telephony as many times as you prefer throughout your shift. You do not need to wait until you clock out to track task completion, etc.

Recording Task Completion

In order to be prepared to record the completion of tasks you do need to know the assigned tasks. There are two ways to find out the specific tasks assigned for your client's shift:

- 1) Look them up on SMARTcare. Tasks are available when logging in to SMARTcare and accessing the Punch card (clock icon) and clicking on the appropriate client shift.
- 2) Text "Assigned Tasks" to the telephony number above. SMARTcare will text the applicable tasks for the relevant shift and/or shifts

It is important to note the applicable task numbers as you will need task numbers to record task completion via telephony.

To record task completion, dial the telephony number, enter your employee ID, security pin and then follow the prompts.

Transcribing a Shift Note

If your agency has this feature enabled. Similar to the online punch card you are able to enter a shift note via telephony. To transcribe a shift note follow the prompts. Speak slowly and clearly. It is important to note that voice recognition does not need to understand your note 100% perfectly as long as your manager can decode the message to understand what you are indicating.

Record Mileage Reimbursement

You are able to record a mileage reimbursement request via telephony. You are able to transcribe a description here as well (if enabled). Follow the prompts.

Record Expense Reimbursement

Similar to mileage, you can request expense reimbursement via telephony. It is important to transcribe a description for the expense (if enabled).

Clocking Out

To clock out via telephony you will follow the same process as clocking in. Using the client's phone dial the telephony number above and follow the prompts entering your employee ID and pin.