

Telephony Training

Clocking in/out of home visits

During this training, you will learn how to clock in and out of home visits using Generations Telephony system. It will allow for more accurate timing of visits and increase the functionality and usage of the calendars that we have in place, as well as showcase the practicality of the systems that we will be introducing in the future

There are two (2) ways in which you can use Generations Telephony to clock in and out of your scheduled shifts and/or appointments. Calling in to the Telephony line, or the App, which you can download on any iPhone or Android Smart Phone by searching for it in the App store (iPhone) or the Google Play store (Android) by searching: Generations Homecare

Option #1

Clocking in and out with the Generations App

You will need a smart phone and an active email address in order to use this method of clocking in/out. This way will help you quickly and efficiently clock in and out of visits.

Quick Tip:

To set up your log in information you will need to contact your Supervisor in order to add an email address and a password to your caregiver profile. You will use this on the home page of your Generations app to login to clock in and out.

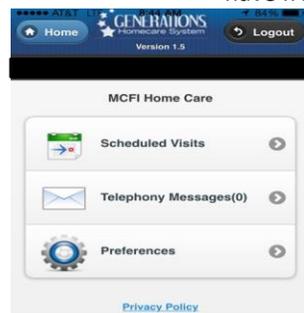
Step One:

When you open the app, it will ask you for the Agency ID, your email address and passcode. It should look like this:



As shown above, the agency ID will ALWAYS be **MCFI5913**

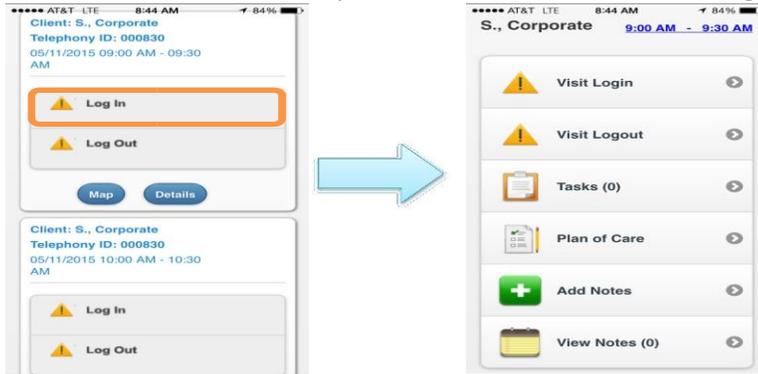
After you log in, it will look like the picture below, with a variation in the amount of appointments and/or messages that you may have from Telephony.



Step Two:

In your "Scheduled Visits" Tab, you will be able to see all of the visits or shifts that you have for that day.

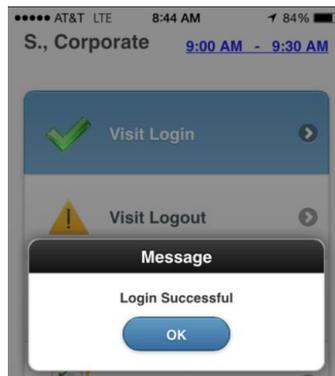
2a. In order to clock into your shift, you will select the scheduled time link for that shift as shown highlighted in the picture below, on the left. When you select the correct shift, it will bring you to a page similar to the picture on the right.



From this page, you will be able to clock in to this shift, view the client's task list and make notes about this shift if need be.

Step Three: Clocking in

To clock in, you will choose the top button. It may take a few moments, but it will clock you in. Since you are already logged in to the Generations App, you will not need to enter caregiver or client ID's because they are already on your calendar.



You are now logged in and are able to complete your shift.

Step Four: Clocking out

To clock out, you will log into the App in the same way that you did to clock in. You will follow the same steps that you used to get to the clock in/out page in order to clock out. When you reach the page, you will choose the timeslot once again and you will click the log out button. This has a few more steps than logging in.

You will receive a message shown by the picture below



You will press "OK"



It is VERY important that you always leave this number at "0" unless otherwise told by your supervisor.

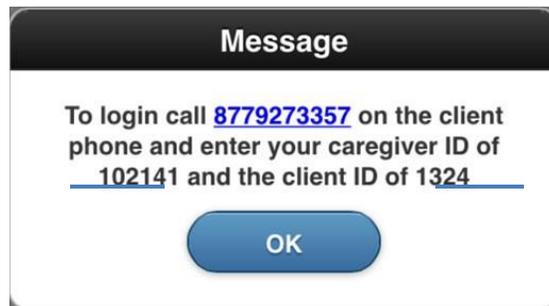
You will now press "OK" and receive the message pictured below.



You have now successfully clocked in and out of a shift, eliminating the time consuming and sometimes confusing paper time sheets.

However, if there is a problem with the App and you are not able to clock in and out for some reason, you will be given a message asking if you would like to call Generations Telephony in order to log in. This will state the ID number and Client ID that you will need in order to log in the alternate way (call-in).

You may see the on the next page of



directions for calling in this packet.

Option #2

Calling In to Clock in

This option should be used if you do not have a smartphone or if for some reason the App is not working correctly.

Step One:

- (Step one is only necessary if you are unable to access the App and attempt to log in through that. If you are simply not able to clock in with the app, it will notify you as shown on the last page and give you your ID number.)

You will need to obtain your Telephony ID number, as highlighted below, from your Supervisor/ Client Care Coordinator (CCC). This is the same number that you would have called to set up the email address and password to log into the App. If you do not use the App, the list of numbers is on page three (3) of the packet.

***It is VERY important to remember that EVERY client and caregiver has a DIFFERENT number as their ID. If you type in just ONE number wrong, you could be clocking in/out under the WRONG person.

(Example: Caregiver A's ID is 5678. If you were to accidentally enter 5768, you could be clocking in under Caregiver B's ID)

Step Two:

You will be calling into Telephony in order to clock in. You will want to know what the ID of the client is before you call in, so that you may enter it in when it is asked for.

Telephony ID	5678
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1-877-927-3357

The number above is the number that you will be dialing to get Telephony. It is what you're going to be calling every single time you clock in and out of a visit. I would recommend saving it to speed dial/favorites in your phone so that you have easy access.

Step Three: Clocking in

When you call to clock in, you will get a message saying:

“Welcome to Generations Telephony.

Please enter your caregiver ID followed by the pound sign”

After you have put in the ID, it will ask if you are clocking in or out.

To clock in, you will press the number 2

The message will now let you know that you are clocked in, you may hang up at this point, or the line will hang itself up.

Step Four: Clocking Out

You will follow the same steps as you did to clock in, only instead you will

Press the number 3 to clock out

You will then be given a message saying that you have clocked out and you may hang up or the line will disconnect automatically.

If you choose or it is necessary to clock in and out of your shifts this way, you will repeat the same steps before and after every single shift. If you have any questions about it, you may contact your Client Care Coordinator or supervisor.