

RESPONSIBLE PARTY USER GUIDE FOR PAVILLIO EVV FOR SHARED SERVICES

PCA, Homemaker, Individualized Home Supports, Respite, and Night Supervision

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people with disabilities

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ABOUT PAVILLIO EVV

As a Minnesota-based company developed specifically for caregiving agencies and support providers, Cashé Software offers Pavillio EVV app – a robust, software solution for complying with federal regulations and mandates, including the Americans with Disabilities Act (ADA), the Health Insurance Portability and Accountability Act (HIPAA), and Electronic Visit Verification (EVV).

Included in the 21st Century Cures Act, EVV is a federal requirement that begins December 1, 2021. EVV uses GPS to record the employee's location during clock in and clock out times. For more information, visit the Minnesota Department of Human Services and Medicaid.gov's EVV webpages: <u>http://bit.ly/3oQZBjy</u> and <u>http://bit.ly/39zkp95</u>.

Highlights of the new system:

- Mobile, tablet, and computer app that can be used for time entry and approvals
- Ability to provide budget expense summaries for participants
- Multi-lingual translation to increase accessibility
- Ongoing, custom software updates to further improve the user experience.

If you need assistance or have a question, please contact our technical team by sending an email to <u>CasheSupport@lifeworks.org</u> or calling 651-454-2732 and asking for Cashé Support.

Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name

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- Your Username
- Name of Your Authorized Representative/Support Manager (if applicable)
- Name of Participant
- Preferred contact method for the response

SYSTEM FEATURES

As an online software system, Pavillio EVV allows you to approve timecards as soon as possible, eliminating the need to submit paper copies and complete bi-monthly approvals to ensure available units. Features include:

1. Responsible Party Personal Identification Number (PIN)

As the Responsible Party, you can choose a 4-digit PIN to approve time entries immediately after your employee has completed their shift. Your employee signs their name on their device and then they pass their device to you to sign and enter your PIN. Once completed, no further action is needed to submit time.

2. Spending Summary (Service Utilization)

You can view an expense report at a glance and also with line item details.

3. Timecard History

You can view all the time entries submitted for each employee.



GETTING STARTED

SNAPSHOT OF NAVIGATION

What's Here?	Dashboard (Default View) Total Hours for current week Timecards started but NOT submitted to the Responsible Party	
	Care History	BUB
What's Here?	Timecards you have already Approved	
	My Profile	
What's Here?	Your contact information Lifeworks has on file Navigation to Change Pin Navigation to Reset Pin	(\underline{U})
	Notifications	0
What's Here?	Notification of an action that occurred.	77
	Menu	
What's Here?	Navigation to change the default language Navigation to Switch Client * Only Applicable is you are associated with multiple Participants* Navigation to Logout	



GLOSSARY OF TERMS

Pavillio Term(s)	Lifeworks Term(s)	Definition	
Client		Individual who	
Recipient of Care	Participant		
Care Recipient(s)		Teceives services	
Caragivar	Employee	Individual who works	
Caregiver	Employee	with the participant	
		Individual	
Docponcible Darty	Support Manager	responsible for	
Responsible Party	Authorized Representative	managing the	
		participant's services	
		Time spent working	
Visit	Shift	one to one with or for	
		the participant	
		Time spent working	
Session	Shared Services Shift	with more than 1	
		participant at a time	

MINIMUM SYSTEM REQUIREMENTS

For Pavillio EVV to work properly on your device, please be sure you have the minimum system requirements as listed below.

- Phone/Tablet
 - o iPhone (iOS) Version IOS 10 or above
 - Android Version Android 6.0 Marshmallow or above
- Website URL Computer
 - Google Chrome Version 88.0.4324 or above



HOW TO ACCESS PAVILLIO EVV

ANDRIOD APP – PHONE AND TABLET

 On your phone or tablet, select the Play > icon on your device to open the store.

NOTE: the Pavillio EVV app is free to download.

2. In the **search**, type the word **pavillio** and select the app:



3. Select **Install** to add the app to your device. The app will now appear on the home screen of your device.



IOS/APPLE APP - IPAD AND IPHONE

1. On your iPad or iPhone, select the

App Store icon on your device to open the store. **NOTE:** the Pavillio EVV app is free to download.



2. In the search tab, type the word **pavillio** and select the app:



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3. Tap the GET button to add the app to your device. The app will now appear on the home screen of your device.

WEBSITE URI – COMPUTER

We recommend using Google Chrome as your browser for accessing Pavillio EVV. (To download Chrome, select the following website https://bit.ly/2QCJQ0p)

1. To access Pavillio EVV on your computer, type the following website https://app.pavillio.com/evv5/



2. Optional

- a. Bookmark the Pavillio EVV website
 - i. On your computer, open Google Chrome.
 - ii. Enter the website's URL that you want to bookmark: https://app.pavillio.com/evv5/ 💿 ★ 🕒 🗄

app.pavillio.com/evv5/

iii. To the right of the address bar, select the Star 🌠

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- b. Find a Bookmark in Google Chrome:
 - i. On your computer, open Google Chrome.
 - ii. At the top right, select More , then Bookmarks.





HOW TO LOG IN AND SET UP YOUR PASSWORD

- 1. You will receive 3 communications from Pavillio:
 - A text message to your mobile device with a **temporary**

password.



 An email from admin@pavillio.com with the same temporary password.

NOTE: Temporary Password will be valid for 30 days



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4		: 1of1 < > 🔳 🕶
	Your pavillio temporary password	ax x 合 C
•	admin@pavillio.com <u>via</u> amazonses.com to ulifeworks+AC ~	2:47 PM (2 minutes ago) 📩 🥎 🗄
	DOV Welcome to If you are a caregiver or a responsible	Pavillio!
	Crisis Respite, Homemaking, ICLS, Night Supervi Individualized Hor	sion, PCA, Personal Support, Respite, ILS or ne Supports -
	Please open the Pavillio EVV a	op(click [<u>HERE]</u>)to log in.
	For all other users, proceeding	to log in to Pavillio.
	Your Email Address	is your Login ID.
	Your temporary passwe	ord is z1ny3wmk
	After logging in, you will be asked	to select your own password.
	Thank Y	′ou.
	Pavillio across all	your devices.
	Web Google Play	App Store

 The third communication will be an email from admin@pavillio.com with your 4-digit PIN you will can to approve time entries





- 2. Make note of the **temporary password**.
- In the email, select Please open the Pavillio EVV app (click [HERE]) to log in. <u>OR</u> Access the Pavillio EVV app on your preferred device
- 4. Log in to Pavillio EVV
 - a. Enter your email address into the in the **Email** box
 - b. Enter your temporary password into the **Password** box.
- 4. After you've entered your email and password, select the **Login** button.



- 5. You will be prompted to change your password. For your password to be accepted, it will need to include:
 - Lowercase letters (includes spaces)
 - At least an Uppercase letter
 - At least a Special character (!\$%^&*()_+|~=\`{}[]:";'<>?,?)
 - At least a number (0-9)
 - At least 8 characters in length



- 6. Enter the temporary password you were given via email and text message into the **Current Password** box.
- 7. Enter your chosen password into the **New Password** box and in the **Confirm Password** box
- 8. Select Reset





You will be redirected to the main login screen
 Log in to Pavillio EVV

- a. Enter your email address into the in the Email box
- b. Enter your temporary password into the **Password** box.
- 11. Select Login





HOW TO RESET YOUR PASSWORD

- 1. Open Pavillio EVV on your preferred device. For assistance, refer to **How to Access Pavillio EVV**.
- 2. On the Log In screen, select Forgot Password





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- 3. Enter your Email Address (if not already there) into the **Email** box
- 4. Select Send Verification Code



5. You will receive a message **Verification code sent to your** registered email

Verification code sent to your registered		x		
/ Verif	ication code	sent to y	our registered	d email
		<u>,</u>		
Verification Code				
New Password				
	0			
Confirm Password				
	•			
	Reset			
	Cancel			



6. Log in to your email and open the message from Pavillio titled **Your pavillio verification code**.



 Do not click on the orange Log In button in the message. Instead, to log in, access the Pavillio EVV app on your phone/tablet or go to the EVV website: <u>https://app.pavillio.com/evv5/</u>. For assistance, refer to How to Access Pavillio EVV.



- 9. You will be prompted to change your password. For your password to be accepted, it will need to include:
 - Lowercase letters (includes spaces)
 - At least an Uppercase letter
 - At least a Special character (!\$%^&*()_+|~=\`{}[]:";'<>?,?)
 - At least a number (0-9)
 - At least 8 characters in length
- 10.Enter the temporary password you were given via email and text message into the **Current Password** box.
- Enter your chosen password into the New Password box and in the Confirm Password box
- 12. Select Reset





13. You will receive a message confirming that your password has been changed successfully.

Password changed successfully. Please Re-login	x
puvillo	
Password changed suc	cessfully. Please Re-login
Password	
<u>ه</u>	
Remember Me	
Login	
Forgot Password	

- 12. Log in to Pavillio EVV
 - a. Enter your email address into the in the Email box
 - b. Enter your temporary password into the **Password** box.
- 13. Select Login





HOW TO USE PAVILLIO EVV

HOW TO REVIEW & APPROVE TIME ENTRIES

1. Select Visits to approve on the Dashboard





2. Select **View Details** on the timecard for you to review

	Ur	napproved Timesheets	
	Pink Panther		View Details
	09/12/2023	2.	
	Start Time: 01:15 pm	\sim	Approve
	End Time: 09:19 pm		
	Total Time: 8h 4m		Reject
_			
	AmberBlossom Cand	le	View Details
	09/13/2023		Field Details
	Start Time: 03:45 pm		Approve
	End Time: 03:45 pm		
	Total Time: 0		Reject
		SIGN AND APPROVE	
			<u> </u>



- 3. Confirm the following are accurate for your Employee's shift:
 - a. Date
 - b. Start Time
 - c. End Time
 - d. Activities
 - e. (If Applicable) Employee Comments

Note: You may need to scroll down on your device to locate ALL the details to review.

	\leftarrow				pav <mark>illi</mark> o
			Approve Visit		
			Pink Panther		
			Caregiver		
\frown		Se	rvice Informat	ion	
3a.	Date 09/12/2023				
	Start Time	Zh Zo	End Ti	me	
	01:15 pm	30. 30	• 09:19 p	om	
	Total Hours 8h 4m				
	Service Locatio	n			
	4321 Yellow Flye	er Way, Saint Pau	I, MN, 55121		
\frown	Activities				
3d.	1. Bathing				
	Service Type				
	Personal Care A	Assistant			
	Employee Com	ments			
	NA		3e.		
	Please Sign and to submit a fraud	Submit your Time lulent timesheet.	sheet if it is corre	ct. Note that, it is a	i federal crime
	Reject				Approve
		<u>209</u>	0	Û	≡

4. To approve the time, continue to <u>Step 5</u>. To Reject the time, continue in the <u>**How to Reject Time Entries**</u> section.



5. If everything is accurate, submit the time entry by selecting **Approve**

\leftarrow	pavillio
	Approve Visit
	Pink Panther
	Caregiver
	Service Information
Date 09/12/2023	
Start Time	End Time
01:15 pm	09:19 pm
Total Hours 8h 4m	
Service Location	
4321 Yellow Flyer Way, So	nt Paul, MN, 55121
Activities	
1. Bathing	
Service Type	
Personal Care Assistant	
Employee Comments	
NA	
Please Sign and Submit yo to submit a fraudulent time	r Timesheet if it is correct. Note that, it is a federal crime neet.
Reject	4. Approve
6	

OPTION 1 – EMPLOYEE TO SIGN AND SUBMIT TO RESPONSIBLE PARTY FOR APPROVAL

This option is only available if your Employee signs and submits their time at the end of their shift for you to approve.

1. You will use your touch screen or your mouse to **sign** <u>your</u> name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

2. Select **Approve**





3. You will see a **Timesheet has been Approved successfully** message to confirm it has been submitted for Payroll.



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OPTION 2 - SIGN, SUBMIT, AND RESPONSIBLE PARTY APPROVES

This option is only available if both you and your Employee are available at the end of your Employee's shift. These steps are done on their device <u>before</u> they submit their time.

1. Select the **Responsible Party** box; it will turn blue once selected



2. *(If applicable)* Select the Responsible Party's name from the **dropdown menu**

\leftarrow			pavillio
		Visit Details	
Client	Responsible Party	Not Available	
Select F	Responsible Party		(2.) -
Responsible	Party Signature		\smile
			Clear Signature



- 3. Select the name of the Responsible Party that is present
- 4. Select OK



5. Your Employee will hand their device to the you



6. You will use their touch screen or their mouse to **sign** <u>your</u> name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

7. You will enter your **4-digit PIN**



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8. Your Employee will select Save This timecard reflects the actual hours and specific times I worked or provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a person who was in a hospital, Care facility or Incarcerated. I understand that payments to me for the submitted time are funded by federal and state programs and it is a crime to provide false or fraudulent information. It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan, as authorized under Minnesota States, sections 256B.0913, 256B.0915, 256B.092 and 256B.49. 8. Save 202 a \equiv My Clients Dashboard My Profile Notifications Menu

9. They will see a **Timesheet has been Updated successfully** message to confirm it has been updated.

imesheet has b	een Updated su	ccessfully.		х	
	s	ession Summa	ry		
			Add C	lient	
	Timesł	neet has	s been Up	odated su	ccessfully
	Larry B	unny Bird			
	Personal Start Tin 03:36 pm	Care Assistant ne		locked out	
	End Tim 03:39 pm	e	Add Ser	vice Details	
Other Ex mployee Signature	penses		Ad	d Expense	
-	000			·	

10. Repeat Steps 6-9 for each shift the Employee worked



HOW TO REJECT TIME ENTRIES

 If you are choosing to not approve the Employee's time entries, select **Reject**.

\leftarrow				pavillio
		Approve Visit		
		Pink Panther		
		Caregiver		
	Se	rvice Informatio	on	
Date 09/12/2023				
Start Time		End Tim	ie	
01:15 pm		09:19 pr	n	
Total Hours 8h 4m				
Service Location				
4321 Yellow Flyer W	ay, Saint Pau	JI, MN, 55121		
Activities				
1. Bathing				
Service Type				
Personal Care Assis	tant			
Employee Commen	ts			
NA				
Please Sign and Sub to submit a frauduler	mit your Time t timesheet.	esheet if it is correc	t. Note that, it is	a federal crime
Reject				Approve
~	000		0	_

2. Enter your reason in the **Add Comments** box detailing why the visit is rejected.





3. Select Reject



4. You will see a **Timesheet has been Rejected successfully** message to confirm it has been sent back to the Employee to correct.





HOW TO ACCESS THE SERVICE UTILIZATION

1. Log in to Pavillio EVV



2. Select **Dashboard**, the 1st button from the left

	pav
	ov
	1
Visits	to approve (>)
MY AGREEMENTS	APPROVE VISITS
Service Line	INDHOMESUPT
Agreement Number Line Item Details	000003 IHS Shared
Description Ind Home Supports w/o Trng 1:2	Service Date 07/01/2023- 06/30/2024
Service Line	PCA
Agreement Number Line Item Details	00000000000 PCA
Description PCA Service	Service Date 07/01/2023- 12/31/2023
Service Line	RESP
Agreement Number Line Item Details	Testing for DHS
Description	Service Date
() 494	0 ≡



- 3. Review all lines within the budget
- 4. Select the **plus (+)** to View More details





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5. Once the **plus (+)** has been selected, you can see the following

		pav <mark>illi</mark> c
Service Line Agreement Number Line Item Details	INDHOME 000003 II	SUPT IS Shared
Description Ind Home Supports w, Trng 1:2	Service /o 07/01/2 06/30/	2023- 2024
Total Consun 0	ned Units as o / 1000	f NA
Total Consum 0	ned Hours as a / 250h	f NA
Available Hours		
For Day 51m	For Week 6h 2m	For Month 25h 51m
		O View Less
Service Line Agreement Number Line Item Details	PCA 0000000	000003 PCA
	0	Û ≡

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COMMONLY ASKED QUESTIONS

WHO CAN I CONTACT TO ANSWER PAVILLIO EVV RELATED QUESTIONS?

Please contact our technical team by sending an email ticket to <u>CasheSupport@lifeworks.org</u> or calling 651-454-2732 and asking for Cashé Support. Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

NOTE: For the most recent version go to the following website <u>https://www.lifeworks.org/timekeeping/</u>.

MISSING LOGIN INFORMATION

- An email was sent from <u>admin@cashesoftware.com</u>; be sure to search your junk/spam, Promotions tab (Gmail accounts) AND Inbox folders for the information. You can refer to <u>How to Log In</u> <u>and Set Up Your Password</u> for an example of the email.
- 2. If you cannot find the original email, please send an email ticket to our technical team at <u>CasheSupport@lifeworks.org</u> to request new login information to be sent.



Include the following information:

- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

CANNOT LOG IN

- 1. Confirm that your username and password have been entered correctly.
- 2. If you still cannot to log in, restart the device by turning it completely off and then turning the device back on. Attempt to log in again.
- 3. If restarting the device does not work, if you are on your phone or tablet uninstall and reinstall the Pavillio EVV app. If you are using your computer, use the Google Chrome browser to type the website <u>https://evv.cashesoftware.com/app/</u>.
- If you still cannot log in, please submit an email ticket to our technical team at <u>CasheSupport@lifeworks.org</u>. Include the following information:
 - Screenshot of the error message
 - Your Full Name
 - Your Username
 - Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

HOW TO CHANGE YOUR PIN

- 1. Do you have the PIN from Pavillio that was emailed to you?
 - a. If Yes, move to Step 2.
 - b. If No, reference <u>COMMONLY ASKED QUESTIONS</u> > <u>HOW TO</u> <u>RESET YOUR PIN</u>
- 2. Select **My Profile**, the 3rd button located at the bottom of the dashboard.

3. Select Change Pin

					pavillio
			My Profile		
			OakBarrel Vanilla Besponsible Partu		
	Personal Informa	ition			
	Phone 6517280101				
	Email				
	ulifeworks+FMSOBV	@gmail.com			
	Address 876 Toon Town Trail,	MN, Elk River, 5533	0		
3.	Change Pin				⊘
	Reset Pin				⊘
	â	<u>so</u> s		Ą	≡

- 4. Enter the Pin from the email in Current Pin box
- 5. Enter your new 4-digit Pin in the New Pin box
- 6. Re-enter your new Pin in the **Confirm Pin** box
- 7. Select Confirm PIN

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8. The message Pin has been Changed successfully will appear

Pin has been Change	ed successfully.			х	
		My Profile			
	Pin ha	s been C	hanged	successf	ully.
Personal Informat	ion				
Phone					
6517280101					
Email		Please wait			
ulifeworks+FMSOBV@)gmail.com				
Address					
876 Toon Town Trail, N	1N, Elk River, 55330	D			
Change Pin				(
Reset Pin				(
â		0		=	

HOW TO RESET YOUR PIN

1. Select **My Profile**, the 3rd button located at the bottom of the dashboard.

2. Select Reset Pin

				pavillio
		My Profile		
		ov		
		OakBarrel Vanilla		
Personal Informa	tion	Responsible Fullty		
Phone				
6517280101				
Email				
ulifeworks+FMSOBV	@gmail.com			
Address				
876 Toon Town Trail,	MN, Elk River, 553	30		
Change Pin				\bigcirc
Reset Pin				\bigcirc
G	<u>909</u>	0)	Û	=

3. Select Reset when asked Are you sure you want to Reset?

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prompt you to check your email New Pin has been sent to registered Email ID. My Profile New Pin has been sent to registered Email ID. Personal Information Phone 6517280101 Email ulifeworks+FMSOBV@gmail.com Address 876 Toon Town Trail, MN, Elk River, 55330 Change Pin \bigcirc Reset Pin \bigcirc ង 202 \equiv 5. Check your email; be sure to search your junk/spam, Promotions

4. A message New Pin has been sent to registered Email ID will

5. Check your **email**; be sure to search your junk/spam, Promotions tab (Gmail accounts) AND Inbox folders for the information.

HOW TO CHANGE YOUR PREFERRED LANGUAGE

1. Select Menu

2. Select Change Language

3. Select your **preferred language** from the menu. Languages available include English, Spanish, Somali, Chinese, Russian, Vietnamese, Amharic, Hmong, Lao, Thai.

\leftarrow	\frown			pav <mark>illi</mark> a
(3. Sele	ct your Lang	uage	
English				
Spanish, (españ	ol)			
Somali (Soomaa	ali)			
Chinese (中文)				
Russian, (pycexa	й)			
Vietnamese (Tié	ếng Việt)			
Amharic (মন্স¢র্ব)				
Hmong				
Lao, (ລາວ)				
Thai,(ไทย)				
~	9 <u>0</u> 0	0	0	
Dashboard	My Clients	My Profile	Notifications	Menu

4. There will be a message **Your Language has been Updated successfully**

Your La	nguage has been Up	dated successf	ully.	х	
		P P			
R	Your	r Langu	age ha	s been	Updated successfully.
Ē	Missed Visits				
Ĵ	Logout				
Clocke	d In Records				
	No	visits are availat	ble		
	Po	wered by Pavillio)		
		version, 5.0.5			
Dashboa	<u>ହମିହ</u> rd My Clients	(I) My Profile) Notifications	E Menu	

NOTE: You may need to refresh for the language to updated.

DELETE A TIME ENTRY

If you or your Responsible Party would like to delete a time entry, please submit an email ticket to our technical team at

<u>CasheSupport@lifeworks.org</u>.

Include the following information:

- Description of why you are reaching out
- Screenshot of the time entry details
- Your Full Name
- Your Username
- Name of Your Responsible Party
- Name of Your Participant

- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

1. Log Out of Pavillio EVV

a.	select Menu	
	A C	
	0 0	
	Visits to submit Draft Session	
	Hours Worked	
	Image: Dashboard Image: My Clients Image: My Profile Image: My Clients	Ŧ
b.	select Logout	
	pavillio	
	AC	
	AmberBlossom Candle	
	Missed Schedules	
	Clocked In Records	
	No visits are available	
	Powered by Pavillio	
	version, 5.0.3	

2. Log back in

3. Select the Responsible Party role

WHY DO I HAVE TO SELECT A ROLE?

This means you are listed as both a Caregiver AND Responsible Party for the Participant. When working with the Participant you will choose the **Caregiver** role to Clock In and Clock Out. When approving timecards for your Caregivers you will choose the **Responsible Party** role. For assistance with the Responsible Party role reference the Support Manager User Guide for Pavillio EVV located on our website <u>https://www.lifeworks.org/timekeeping/</u>.

IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

Yes, the password is the same for both the Employee AND the Responsible Party role.

If your password is NOT working for either login, please submit an email ticket to our technical team at <u>CasheSupport@lifeworks.org</u>.

Include the following information:

- Screenshot of where the language is not updated
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

PARTICIPANT IS NOT LISTED

 If your participant is not listed, it could mean that some information is missing from your Employee Profile. Please submit an email ticket to our technical team at <u>CasheSupport@lifeworks.org</u>

Include the following information:

- Screenshot of error the message on the Care Recipients screen showing the participant is missing
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

WHEN IS PAYROLL DUE?

Go to our website <u>https://www.lifeworks.org/fiscal-support/forms/</u> to reference our most recent Payroll Calendar.

HOW DOES MY EMPLOYEE'S TIMECARD GET SIGNED?

Once your employee has signed and submitted their timecard, you are notified. You will then Review, Sign, and Approve their timecard so it can processed for payroll.

UPDATING YOUR CONTACT INFORMATION

Please submit an email ticket to our technical team at <u>CasheSupport@lifeworks.org</u> if you need to update your contact information (email, phone number, etc.). Include the following information:

- Your current information and the new information you need updated
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Your Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.