



Cashé EVV User Guide - Employee

Consumer Directed Community Supports (CDCS)

Consumer Support Grant (CSG)

Community First Services and Supports (CFSS)

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Getting Started

Quick words to know

Here are some common words used in this guide.

- Care Recipient/client: the person who receives care
- Caregiver/employee: the person providing care
- Responsible party/Support manager: The person who approves your hours
- Visit: the time you work with the client
- Clock in: start visit
- Clock out: stop visit
- Time entry: the recording of your visit (start time, end time and notes)
- Rejected time: Responsible Party found a mistake and rejected the time entry so you can fix it
- One to one services: when you provide care for only one client
- Geofence: A geofence is an invisible line around a place. For EVV, this place is the home of the client.

Minimum System Requirements To use Cashe EVV, your device must meet the requirements below:

For the Phone or Tablet

- iPhone: Version iOS 10 or above
- Android: Version 6.0 (Marshmallow) or above
- For the Computer (Webpage)
 - Google Chrome: Version 88 or higher

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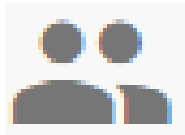
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What Each Icon Means

Home (Default View)
1st Icon on the bottom of the screen



Care Recipients
2nd Icon on the bottom of the screen



My Profile
3rd Icon on the bottom of the screen



Notifications
4th Icon on the bottom of the screen



Refresh
Upper Right Corner of the screen



Menu
Upper Left Corner of the screen



How to Access Cashe EVV

You can use Cashe EVV on your phone, tablet or computer. Choose the way that works best for you

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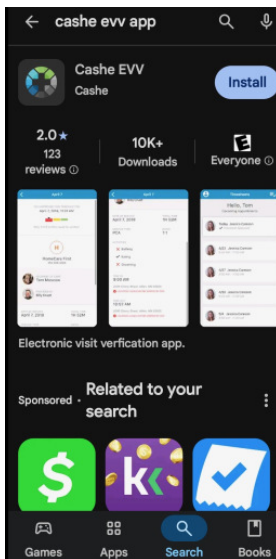
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Android App (Phone and Tablet)

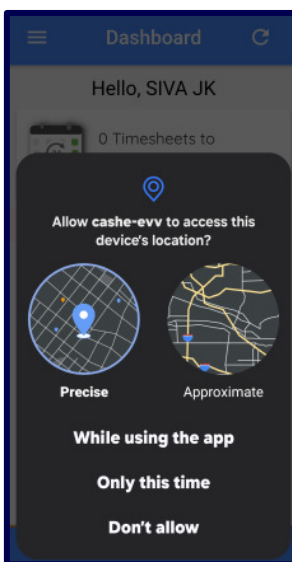
1. Open the Google Play Store on your android phone or tablet

Reminder: The Cashé FMS EVV app is free to download*

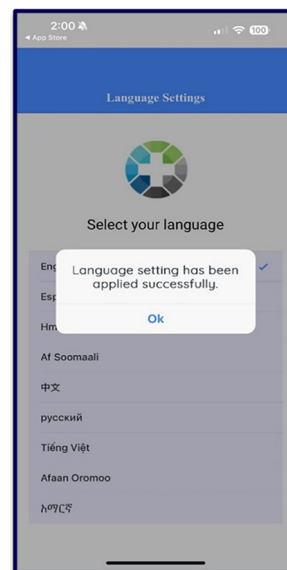
2. In the search bar, type **Cashe EVV**
3. Tap the **GET** button to download the app
4. Open the Cashe EVV app once it's downloaded
5. You will see a message asking: “**Allow Cashe EVV to use your location?**”
Tap “**Allow While Using App**” to stay EVV compliant
6. Choose your language from the list. A message will say the language is set. Click OK to continue
7. You will now see the Cashe login screen - enter your login details



Tap “Get” to download the app



Choose “Allow While Using App”



Select your language and tap ok

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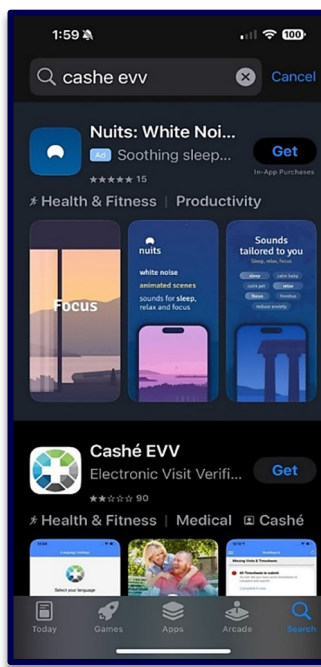
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Apple Devices (iPad and iPhone)

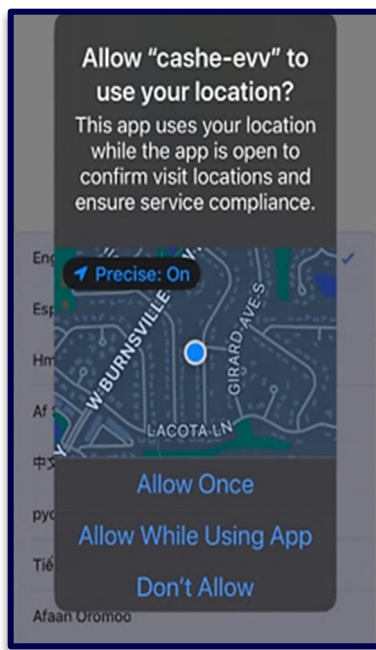
1. Open the App Store on your iPad or iPhone

Reminder: The Cashé FMS EVV app is free to download*

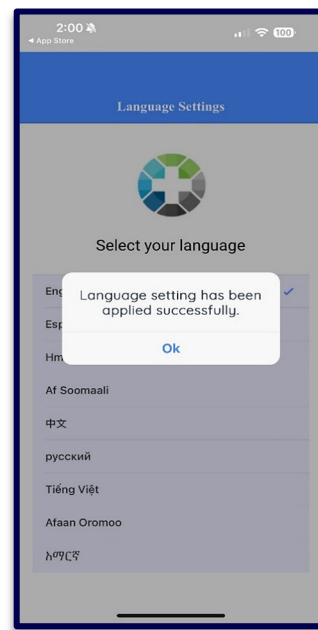
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Tap "Get" to download the app



Choose "Allow While Using App"



Select your language and tap ok

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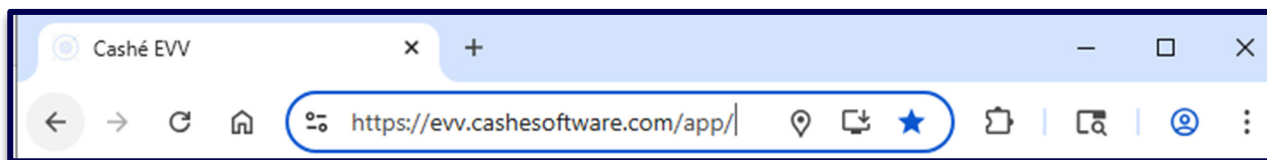
Computer

1. Open **Google Chrome**:

- a. To use Cashe EVV, it's best to use Google Chrome. If you don't have it, you can download it here: <https://bit.ly/2QCJQ0p>

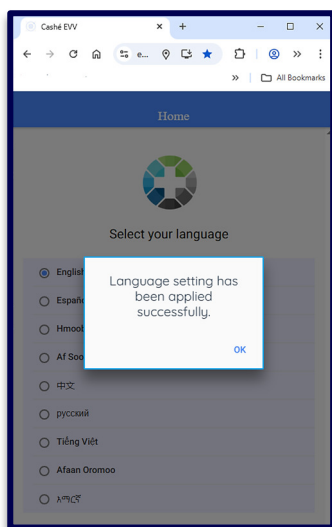


- b. Go to: **<https://evv.cashesoftware.com/app/>**



Cashe EVV app showing the language selection screen with an OK button confirming that the language has been set successfully

2. Choose your language from the list. A message will say the language is set. Click OK to continue

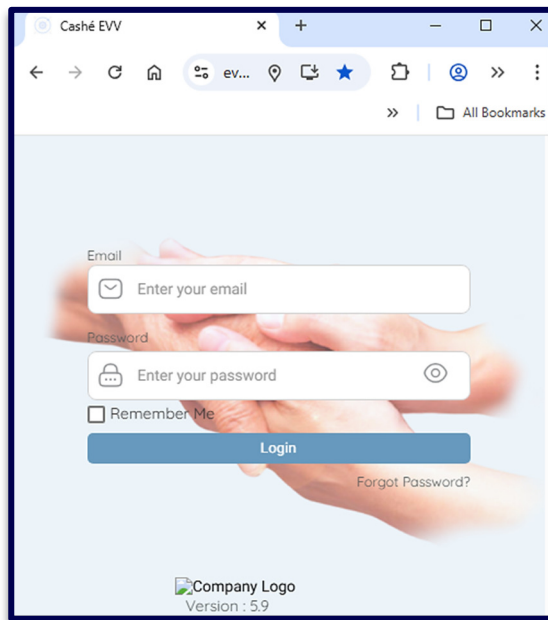


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3. You will now see the Cashe login screen - enter your login details



How to Log In and Create Your Password for the first Time

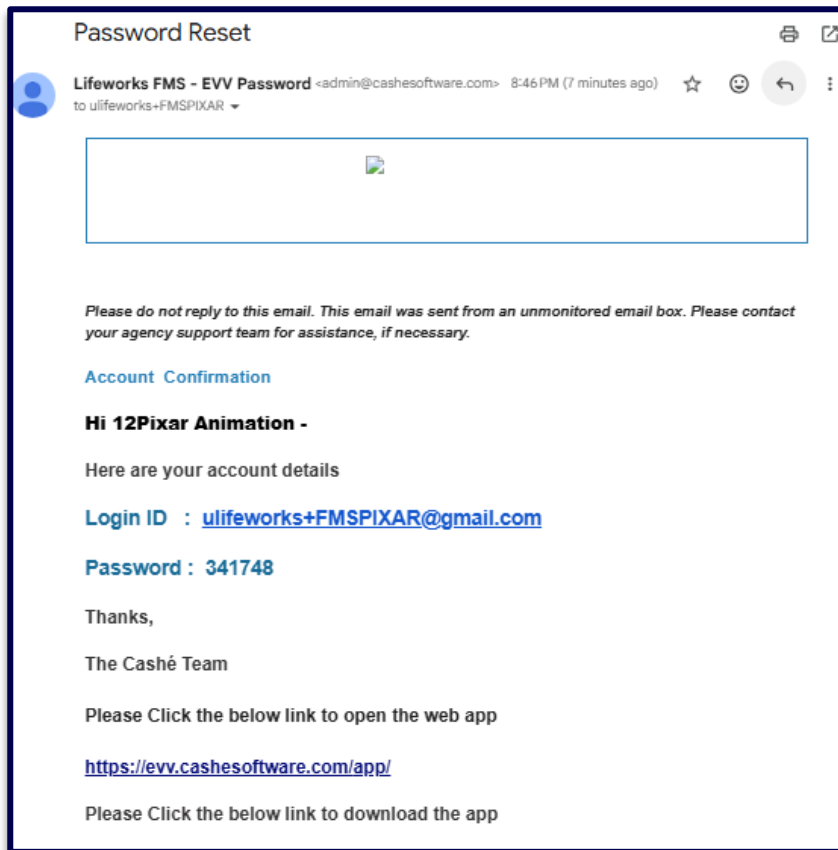
1. Log in to your email, the email used with lifeworks
2. Look for an email from admin@cashessoftware.com with the title **Password Reset**. This email has your login details:
 - a. Login ID: Your email that lifeworks has on file
 - b. Password: A temporary password. You'll change it after you log in.

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3. Open the Cashe EVV app or visit the Cashe EVV webpage.

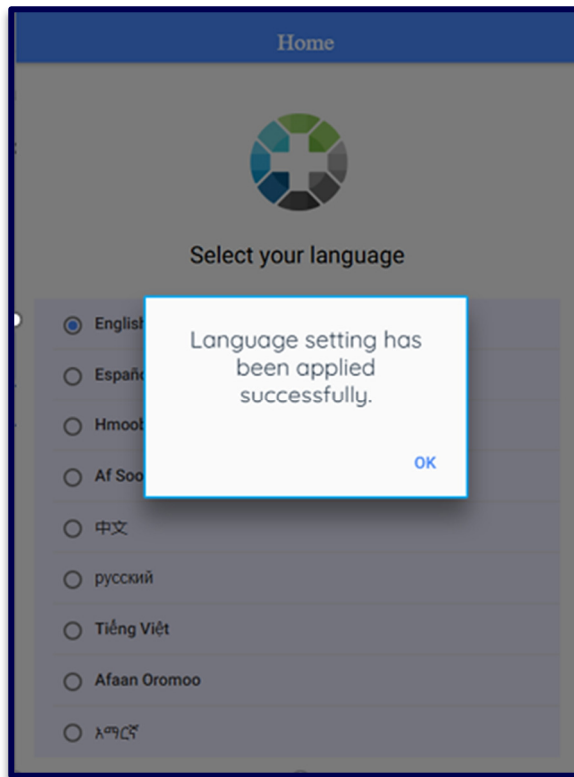
Not sure how to use Cashe EVV? See the "How to Access Cashe EVV" section to learn how to use the app or webpage

4. Choose your language from the list (The default is English. If you prefer English, select it.)
5. A message will say the language is set. Click OK to continue

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6. You will now see the Cashe login screen, enter your email (login ID)

Reminder: This is the email lifeworks has on file

7. In the Password field enter your temporary password

Reminder: This password is temporary. You'll have to set a new password.

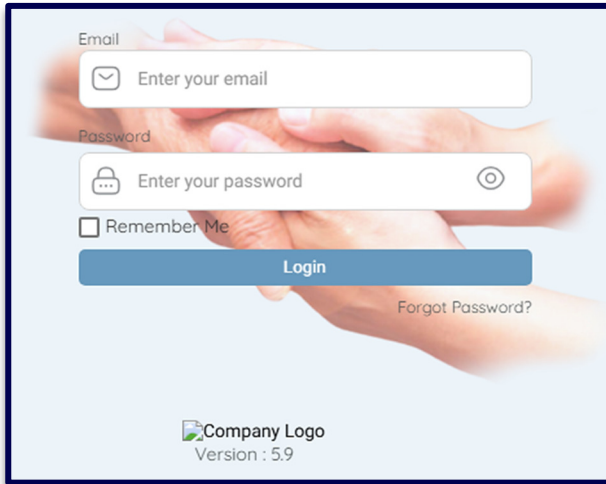
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8. After you have entered your email and the temporary password, click Login

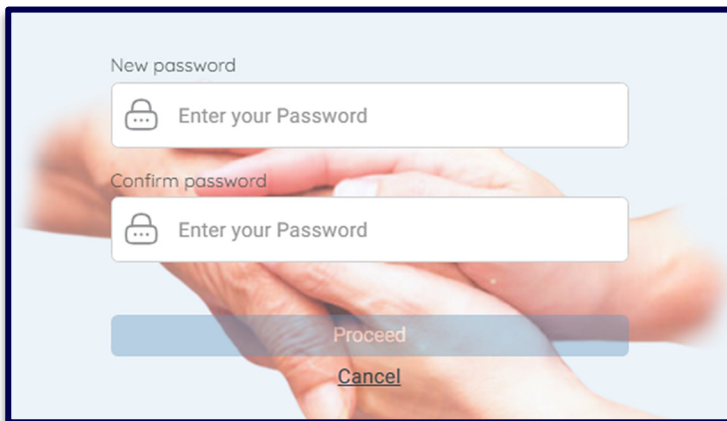
A screenshot of a login form. It features two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Enter your password'. The password field has a toggle icon on the right. Below the password field is a checkbox labeled 'Remember Me'. A blue 'Login' button is positioned below the checkbox. To the right of the button is a link that says 'Forgot Password?'. At the bottom left, there is a 'Company Logo' and the text 'Version : 5.9'. The background of the form is a light blue with a faint image of hands.

9. You will be asked to make a new password. This is where you choose your own

10. Enter your chosen password in the:

- a. New Password field
- b. Confirm Password field

11. Click Proceed

A screenshot of a 'New password' form. It has two input fields: 'New password' with a placeholder 'Enter your Password' and 'Confirm password' with a placeholder 'Enter your Password'. Both fields have a toggle icon on the right. Below the 'Confirm password' field are two buttons: 'Proceed' and 'Cancel'. The background of the form is a light blue with a faint image of hands.

12. When you see the “Password has been changed successfully” message, click Login.

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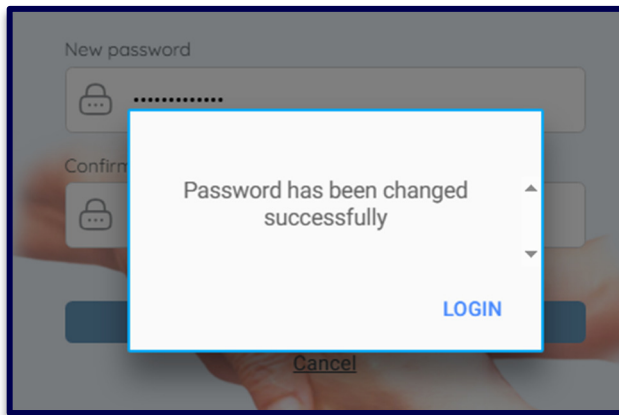
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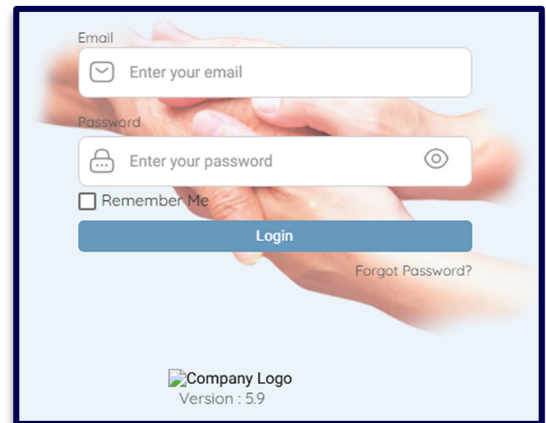
13. Now Enter the following:

- a. Email (Login ID)
- b. New password you just created

14. Click Login



Tap "Login"



Enter your email and the new password you just created, then tap "Login"

NOTE: After logging in, you'll be taken to the Home Screen of Cashe FMS EVV.

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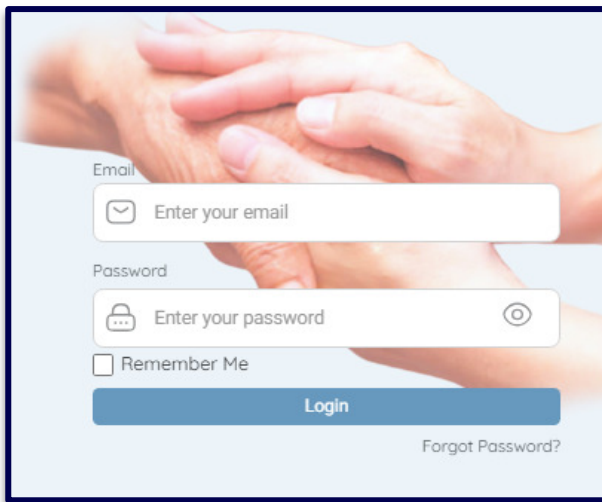
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How to Reset your Password

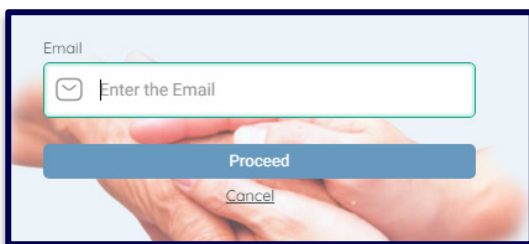
If you forget your password don't worry you can reset it. On the Login Screen:

1. Click Forgot Password



The screenshot shows a login interface with a background image of hands. It includes an 'Email' field with a placeholder 'Enter your email', a 'Password' field with a placeholder 'Enter your password' and a toggle icon, a 'Remember Me' checkbox, a blue 'Login' button, and a 'Forgot Password?' link at the bottom right.

2. Enter your email address
3. Click Proceed



The screenshot shows a screen for entering an email address. It features an 'Email' field with a placeholder 'Enter the Email' and a blue 'Proceed' button. A 'Cancel' link is visible at the bottom.

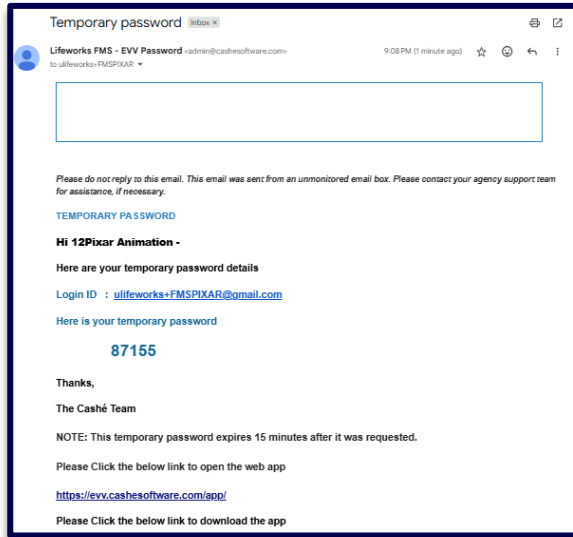
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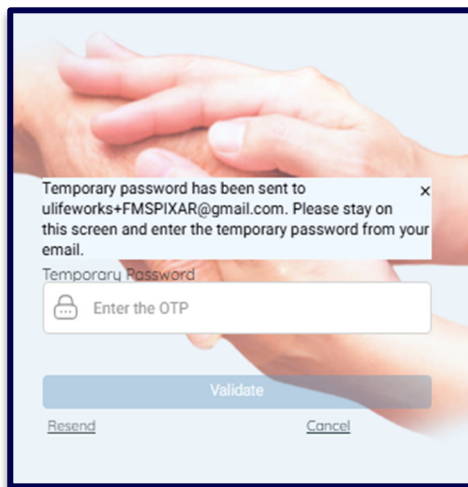
4. Check your email for the Temporary password



5. Make note of the temporary password

6. Enter the temporary password

7. Click Validate



NOTE: if you did not get the email, click Resend

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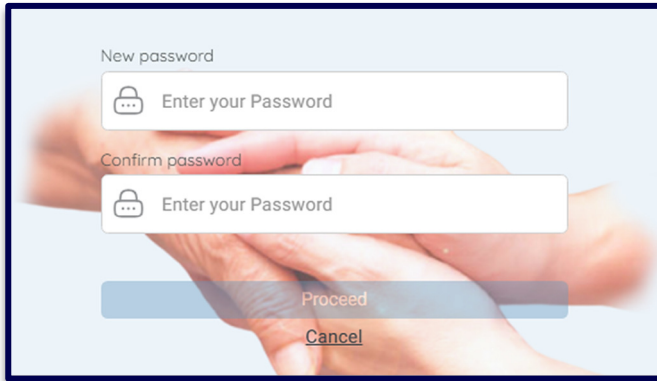
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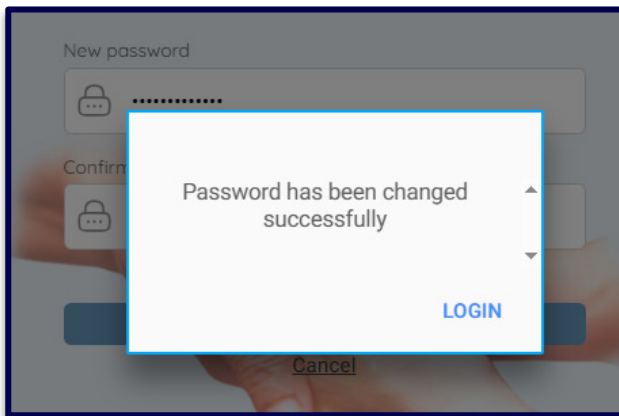
8. Enter your chosen password in the:

- a. New Password field
- b. Confirm password field

9. Click Proceed

A screenshot of a mobile application interface for changing a password. It features two input fields, each with a lock icon and the placeholder text "Enter your Password". The first field is labeled "New password" and the second is labeled "Confirm password". Below the fields are two buttons: "Proceed" and "Cancel". The background shows a close-up of a hand.

10. Once your Password is successfully changed, click Login

A screenshot of the same password change form, but with a modal dialog box overlaid in the center. The dialog box contains the text "Password has been changed successfully" and a blue "LOGIN" button. The background form is dimmed, showing the "New password" and "Confirm" fields and the "Cancel" button.

11. You will now see the Cashe login screen - enter your email and new password you just created.

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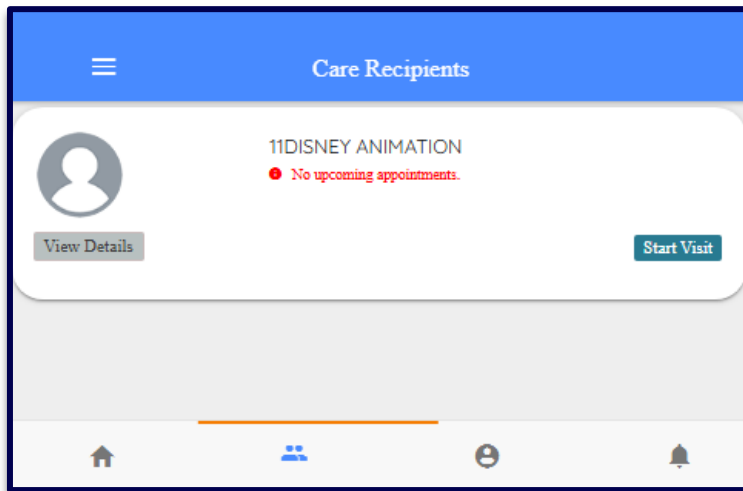
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How to use Cashé FMS EVV

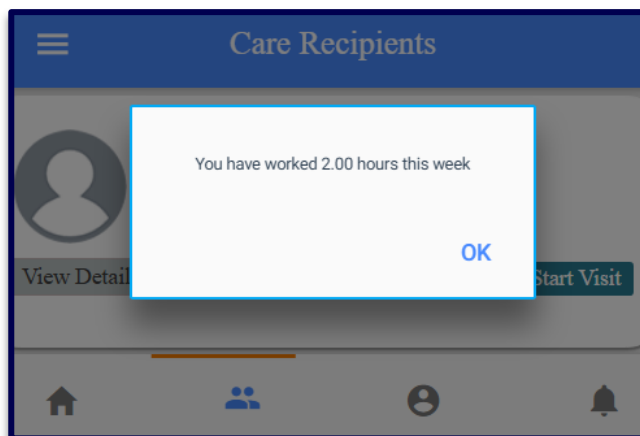
How to Clock in (Start Visit)

1. Click Care Recipients, the second icon at the bottom
2. Under the clients name, click Start Visit to clock in at the beginning of your visit



Tap the second icon from the left. Under the client's name tap start visit to begin your visit

Please **Note:** You will see a message showing how many total hours you have entered for the current week. Click OK to continue



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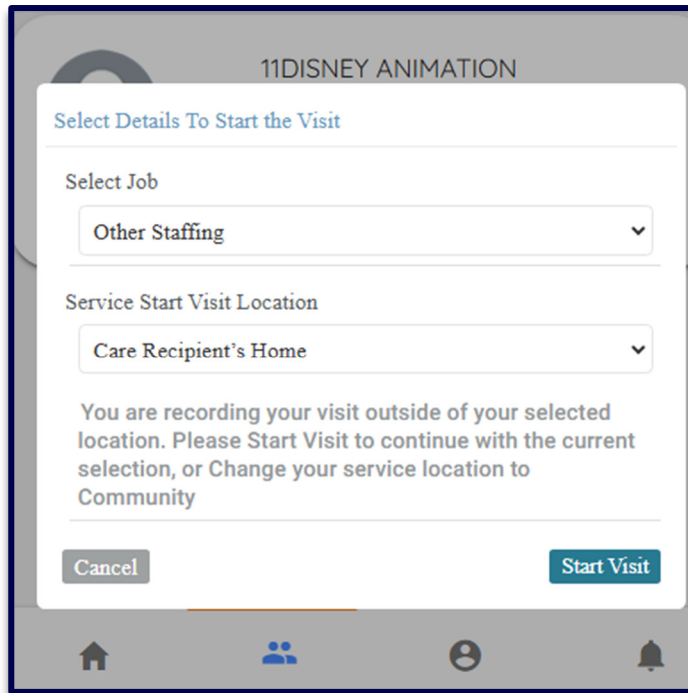
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3. Select your job by clicking on the drop down menu if not auto selected

4. Confirm Visit Location

- The location will usually show as Care Recipient's Home
- If you are not at the client's home, click the drop-down menu and select Community



11DISNEY ANIMATION

Select Details To Start the Visit

Select Job

Other Staffing

Service Start Visit Location

Care Recipient's Home

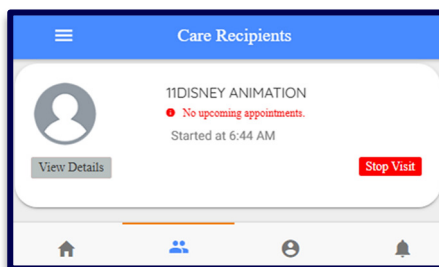
You are recording your visit outside of your selected location. Please Start Visit to continue with the current selection, or Change your service location to Community

Cancel Start Visit

Note: If you select Care Recipient's Home but you are more than 500 feet away, you will see message:

"You are recording your visit outside of your selected location. Please Start Visit to continue or change your location to Community.

5. Click Start Visit



Care Recipients

11DISNEY ANIMATION

No upcoming appointments.

Started at 6:44 AM

View Details Stop Visit

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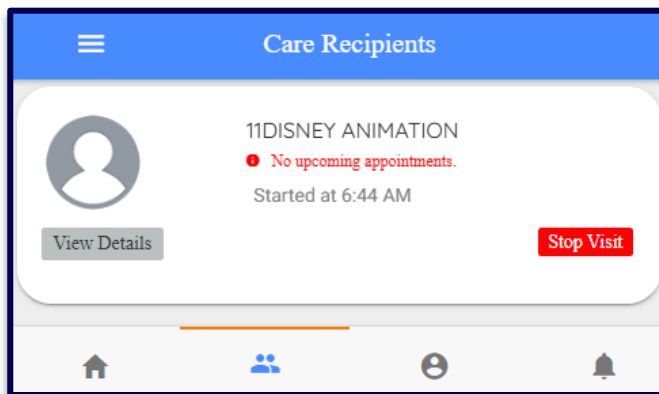
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6. Start visit your with the client

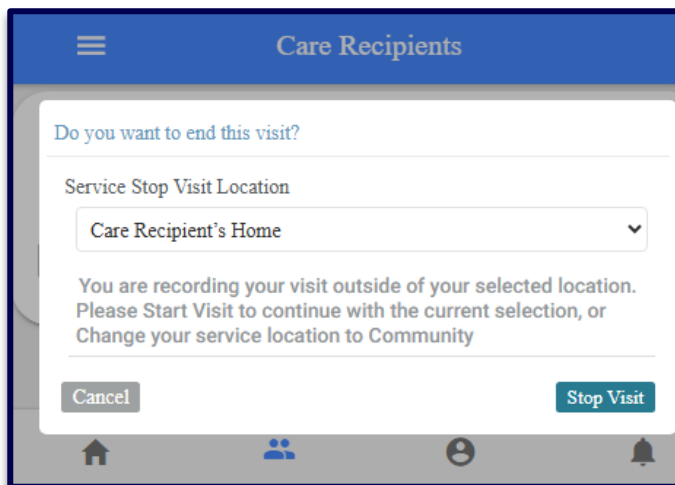
Note: After you clock in, you don't have to keep the app open. You can close it or let it run in the background. Open the app again when you are ready to clock out.

How to Clock out (Stop Visit)

1. Click Care Recipients, the 2nd icon located at the bottom



2. Click the Stop Visit button



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3. Confirm Visit Location

- The location will usually show as Care Recipient's Home.
- If you are not at the client's home, click the drop down menu and select Community.

Note: If you select Care Recipient's Home but you are more than 500 feet away, you will see message:

"You are recording your visit outside of your selected location. Please Start Visit to continue or change your location to Community."

4. Optional: In the Notes section, add any details you want to share about the visit with the Responsible Party

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

5. Check that the following are correct:

- Service Type
- Time In
- Time Out

6. Click sign and submit

Cancel Complete Visit

Recipient Of Care
11disney Animation

SERVICE DETAIL

Service Type Other Staffing

ACTIVITIES

☒ Other Staffing

NOTES

Enter notes

SERVICE TIME Edit Time

Time in November 13, 2025 1:01 AM

Time out November 13, 2025 1:05 AM

Sign and Submit

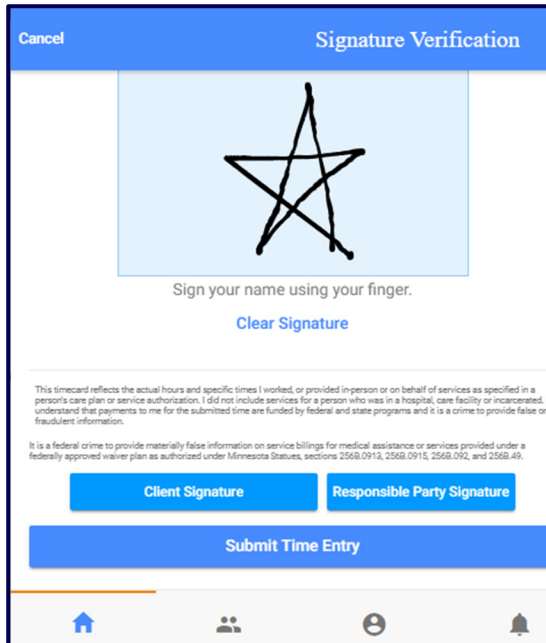
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7. Use your touch screen or your mouse to sign your name in the box in the signature verification screen.

Note: If you make a mistake, click Clear Signature at the bottom of the box to start over



The screenshot shows a mobile application interface for signature verification. At the top, there is a blue header bar with a 'Cancel' button on the left and the title 'Signature Verification' in the center. Below the header, there is a large light blue rectangular box containing a black star-shaped signature. Below this box, the text 'Sign your name using your finger.' is displayed, followed by a blue 'Clear Signature' link. Further down, there is a disclaimer in small text: '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.' Below the disclaimer, there are two blue buttons: 'Client Signature' and 'Responsible Party Signature'. At the bottom of the screen, there is a wide blue button labeled 'Submit Time Entry'. The very bottom of the screen features a navigation bar with four icons: a home icon, a group of people icon, a person icon, and a bell icon.

8. After you sign at the end of your visit, you will either:
 - A. Have the Responsible Party sign and enter their PIN if they are present OR
 - B. Submit the time entry directly

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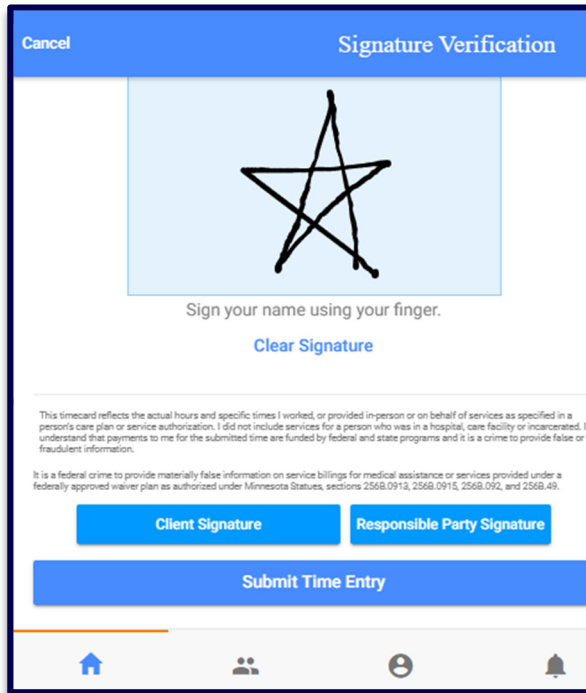
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A. If the Responsible Party IS present:

1. Click Responsible Party Signature box



2. If a list appears, select the Responsible Party's name:

- Click their name
- Click OK

3. Hand your device to the responsible part

4. The Responsible Party will sign their name in the box using the touch screen or mouse.

Note: If they make a mistake, they can click Clear Signature at the bottom of the box to start over.

5. The Responsible Party enters their 4-digit PIN

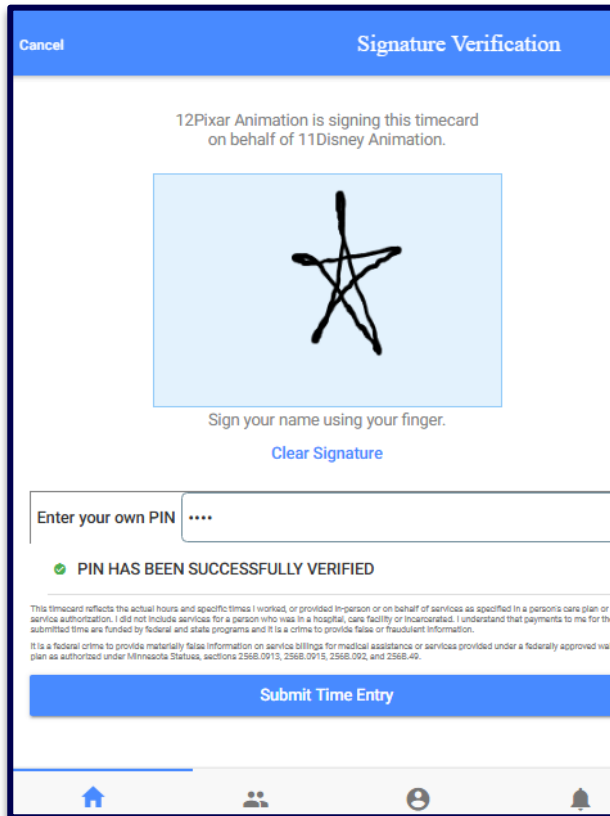
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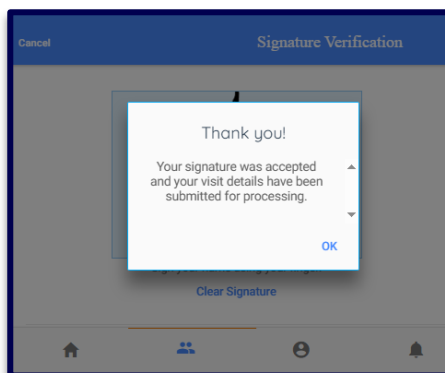
This information can be provided in an alternative format upon request.

6. Click the Submit Time Entry



7. Click OK when you see the message:

"Thank you! Your Signature was accepted, and your visit details have been submitted for processing."



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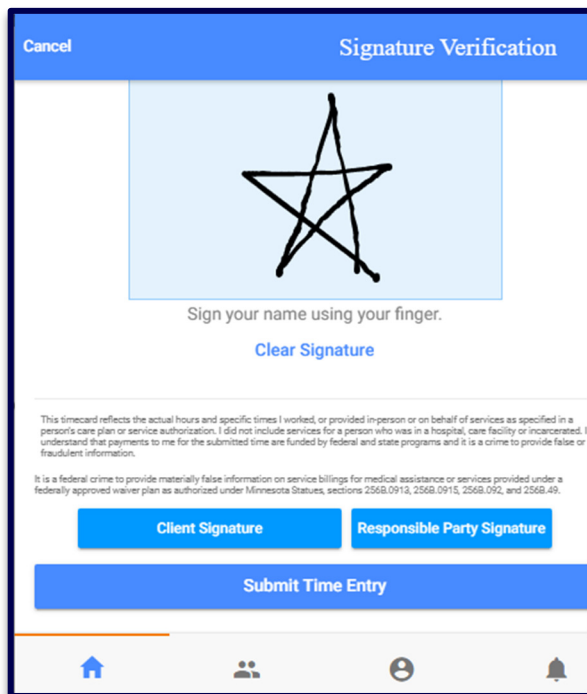
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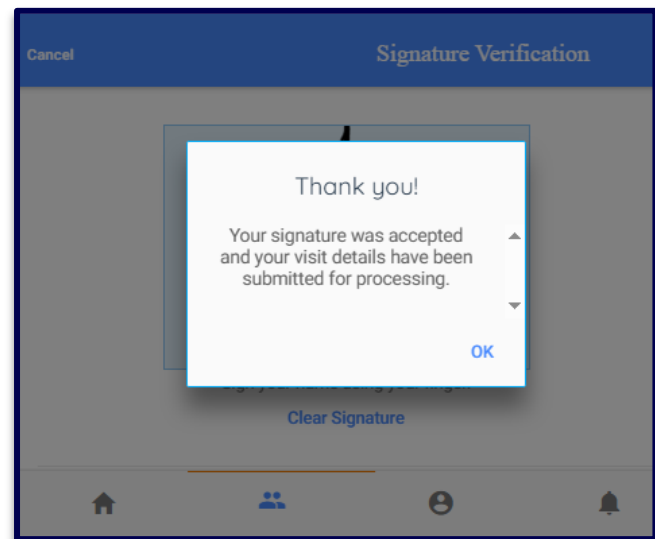
B. If your Responsible Party is NOT present:

1. Click Submit Time Entry
2. Click OK when you see the message:

“Thank you! Your Signature was accepted, and your visit details have been submitted for processing.



Tap Submit Time Entry



A message showing your time was sent successfully. Tap OK

3. Your time has now been sent to the Responsible party for approval.

REMINDER: Repeat all steps for each visit you work on the same day.

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How to fix Rejected Time Entries

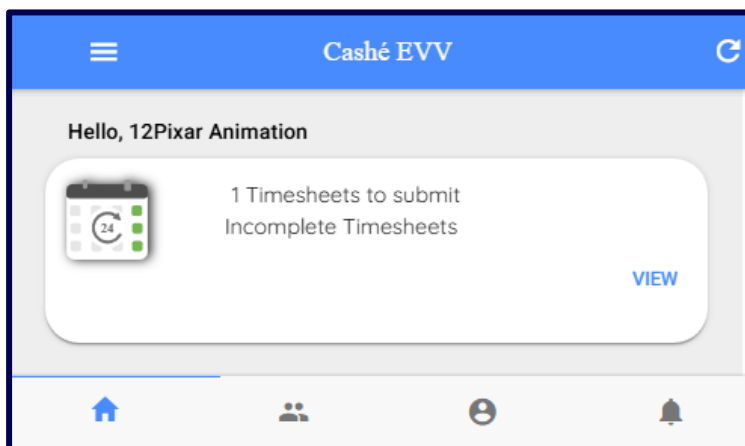
What is a rejected timecard?

A timecard is rejected when the responsible party checks it and finds a mistake. If there is an error, they will send it back for you to fix.

Important:

Watch for any “Incomplete Timesheets” alerts on your dashboard. This message means a timesheet needs your attention. If it was rejected, you can make corrections and send it back to the responsible party for approval.

1. On the Home Screen click View



2. On the Missing Visits & Timesheets screen, find the time entry that was rejected by the Responsible Party



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3. Click on complete it now next to that entry
4. In the Complete Visit screen, look at the Rejected Notes to see why it was rejected

Note: You may need to scroll down on your device to see ALL the details

5. The following can be corrected:
 - a. Time in
 - b. Time out
6. Optional: In the Notes section, add any details you want to share about the visit with the Responsible Party
7. In the Service Time section, click on edit time

Cancel Complete Visit

Recipient Of Care
11disney Animation

SERVICE DETAIL

Service Type Other Staffing

ACTIVITIES

☒ Other Staffing

NOTES

Enter notes

REJECTED NOTES

End time should be 6:30am

SERVICE TIME Edit Time

Time in November 12, 2025 6:44 AM

Time out November 12, 2025 7:02 AM

Sign and Submit

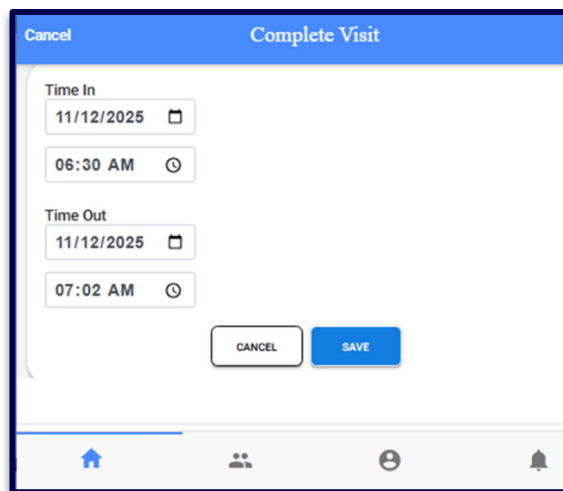
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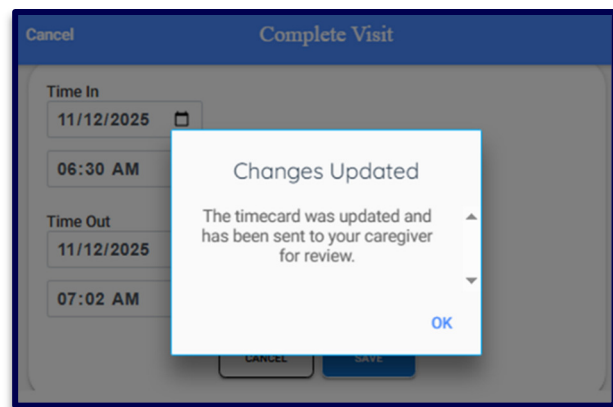
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8. To change the Time In:
 - Click the clock icon to change the time
 - Click Save
9. To change the Time Out, repeat the same steps:
 - Click the clock icon to change the time
 - Click Save

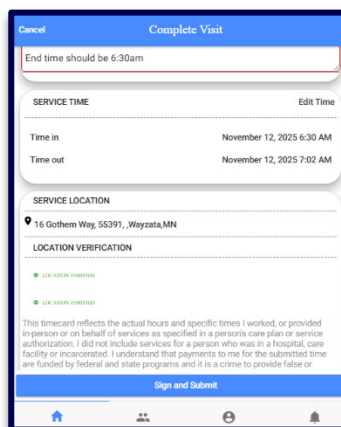
A screenshot of a mobile application screen titled "Complete Visit". At the top, there are "Cancel" and "Complete Visit" buttons. Below, the "Time In" section shows a date field with "11/12/2025" and a time field with "06:30 AM", each with a calendar and clock icon respectively. The "Time Out" section shows a date field with "11/12/2025" and a time field with "07:02 AM", also with calendar and clock icons. At the bottom right are "CANCEL" and "SAVE" buttons. A bottom navigation bar contains icons for home, people, profile, and notifications.

Tap the clock icon in the time fields to fix the time then tap Save

A screenshot of the "Complete Visit" screen, similar to the previous one, but with a white dialog box in the center. The dialog box is titled "Changes Updated" and contains the text: "The timecard was updated and has been sent to your caregiver for review." There is an "OK" button in the bottom right corner of the dialog box. The background screen is dimmed.

A message telling you the time was changed successfully then tap ok

10. Once you're back on the Complete Visit screen, click on sign and submit

A screenshot of the "Complete Visit" screen. At the top, it says "End time should be 6:30am". Below is a section titled "SERVICE TIME" with an "Edit Time" link. It shows "Time in" as "November 12, 2025 6:30 AM" and "Time out" as "November 12, 2025 7:02 AM". Below that is a "SERVICE LOCATION" section with a pin icon and the address "16 Goshorn Way, 55391, Wayzata, MN". Underneath is a "LOCATION VERIFICATION" section with two green checkmarks and the text "LOCATION VERIFIED". At the bottom, there is a disclaimer: "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..." and a "Sign and Submit" button.

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

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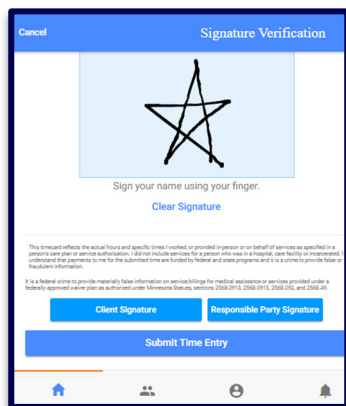
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11. Use your touch screen or your mouse to sign your name in the box in the signature verification screen.

Note: If you make a mistake, click Clear Signature at the bottom of the box to start over

12. Go to section “How to clock out, Parts A and B” to see what to do next to send your time.



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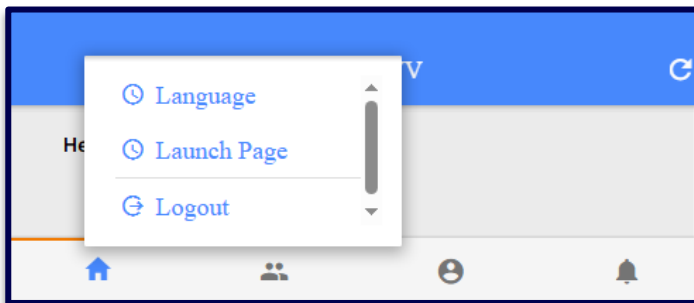
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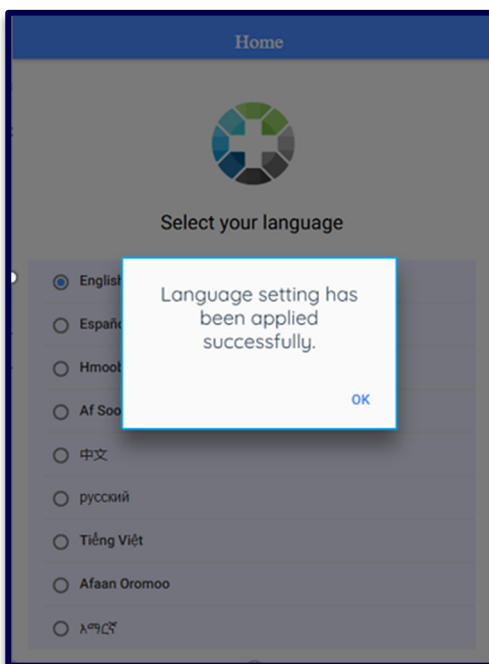
Other Helpful Features

How to Change the Language

1. Click Menu in the upper left corner of the Home Screen
2. Click Language



3. Click on the language you want to use
4. Click OK when you see the message "Language setting has been applied successfully."



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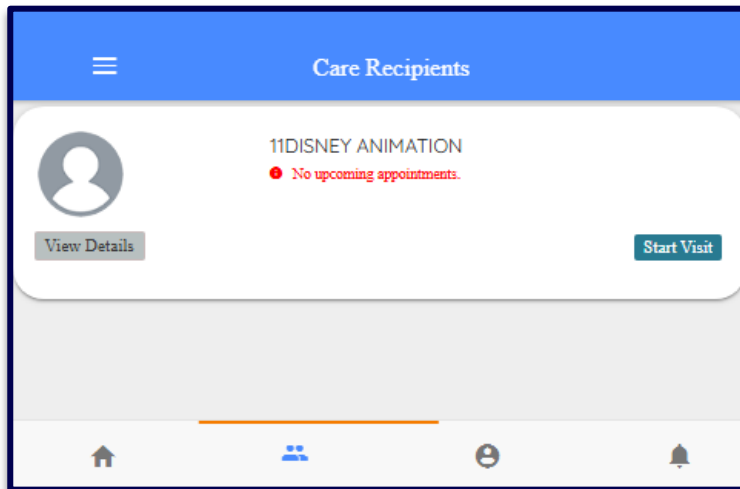
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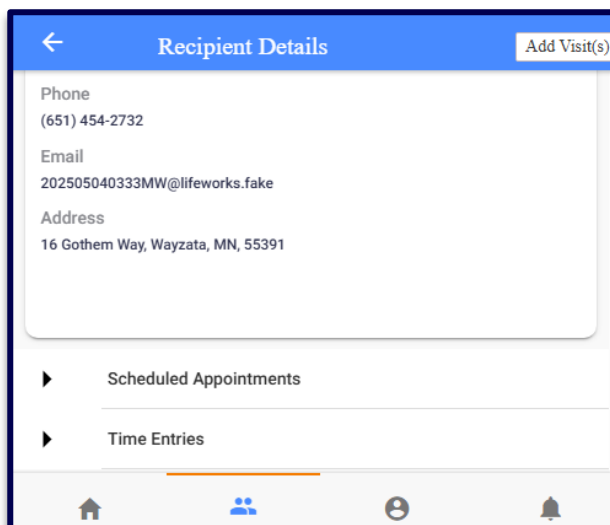
5. Click the white arrow in the upper left to return to the Home Screen

How to Review Submitted Time Entries

1. Click Care Recipients, the 2nd icon located at the bottom
2. Click View Details (to the left side of the clients name)



3. Click Time Entries

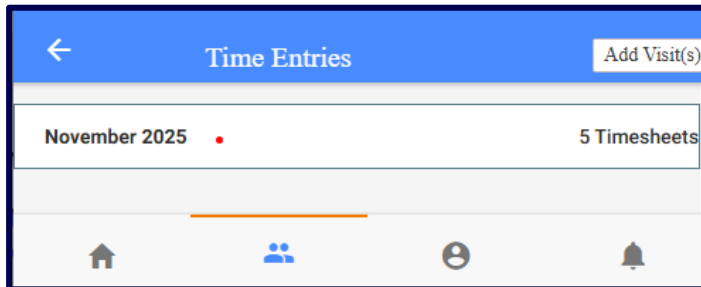


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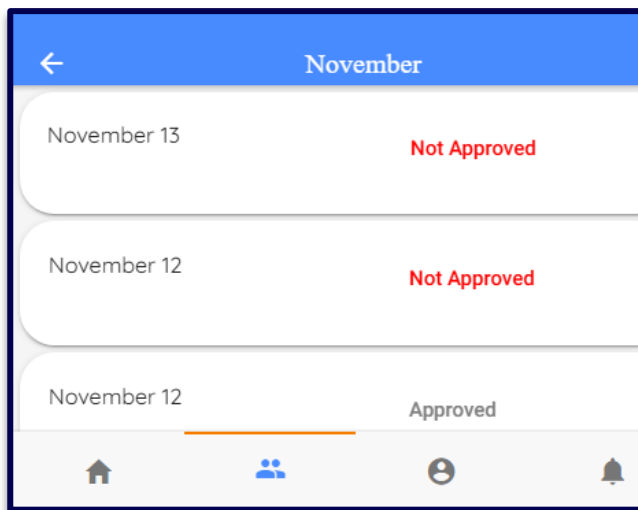
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4. Click the month you want to review



5. Click on the day you want to view



Note: Not approved means the Responsible party has not reviewed your visit yet. Approved means the Responsible Party has approved your visit.

6. Review the details of the Time Entry

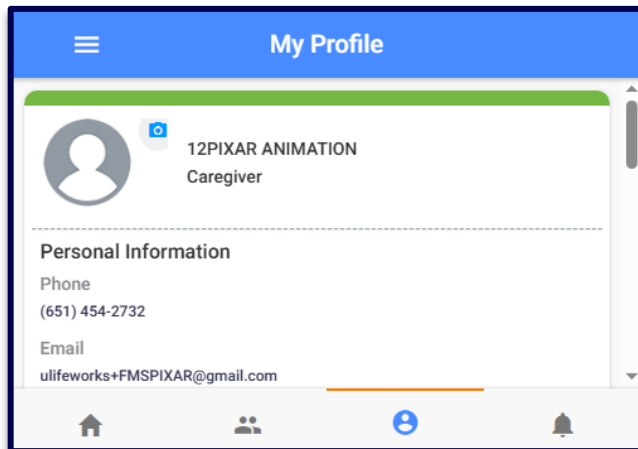
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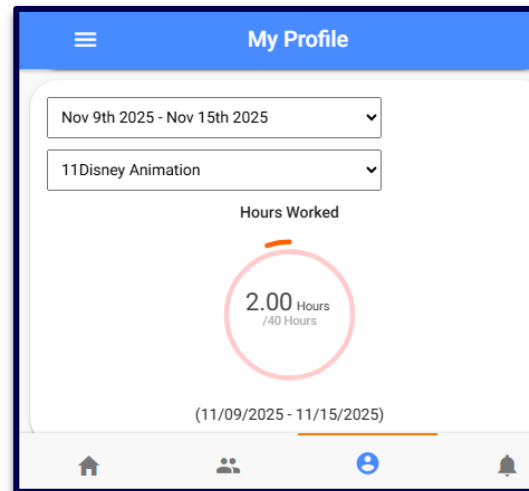
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How to Review Total Weekly Hours Worked

1. Click My Profile (this is the 3rd icon at the bottom of the screen)
2. Scroll down until you see Hours Worked



Tap the 3rd icon at the bottom



Scroll down until you see hours worked

Here is what you will find:

- This shows your total hours for the current week (Sunday to Saturday)
- The system counts all your entries, including:
 - Approved and unapproved time
 - Incomplete entries
 - Forgot to clock out
- If you notice any entries that need to be deleted please contact us for help.

Looking for an older week or specific client?

- To view a different week, click the date dropdown and choose the week you want
- If you work with more than one client, and want to see hours for just one:
 - Click the drop down found in the clients name field
 - Select the client you want to view

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Common Problems and Simple Answers

WHAT TO DO IF YOU DID NOT GET YOUR LOGIN INFORMATION

1. Check your email for a message from admin@cashessoftware.com

Look in your in your inbox, spam or junk folders. If you use gmail, also check the promotions tab.

You can also look at the section " How to Log In and create Your Password for the first Time" for an example of the email.

2. Still can't find the email?

Please send an email to CASupport@lifeworks.org to get your login information again.

When you email, include:

- Your Full Name
- Email (login ID)
- Your preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date

IF YOU CANNOT LOG IN

1. Check your email and password
 - Make sure they are typed correctly
 - Verify password is correct click on the eyeball on the right to reveal password to check
2. Turn your device off and then back on
 - On your phone or tablet, delete the app and redownload it (if you need help look at the “How to access Cashe EVV” section)
 - On your computer, phone or tablet, open Google Chrome and go to <https://evv.cashesoftware.com/app/>
3. If you still can't log in, email us at CASupport@lifeworks.org.

When you email, include:

- Screenshot of the error message
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date

WHY DO I HAVE TO CHOOSE A ROLE?

You are listed as both a caregiver and responsible party for the client.

This means you have two different roles and the system needs to know which one you are using

Use the Caregiver role when:

- You need to clock in and out for your visit

Use the Responsible Party role when:

- You are reviewing or approving timecards for caregivers
- View budget details

Need help using the responsible party role? Check the Cashe EVV Support Manager User guide on our webpage: <https://www.lifeworks.org/timekeeping/>

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IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

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

If your password doesn't work, try resetting your password:

- On the login screen click forgot password
- Follow the steps to reset your password
- For help, see the section "how to reset password"

Still need help?

Please send us an email to CASupport@lifeworks.org

When you email, include:

- Screenshot of the error message
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date

HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

To switch roles, you will need to Log Out of the Cashe EVV app and then Log back in.

To Log out:

- Click Menu
- Click Logout

To Log back in:

- Enter your email
- Enter your password
- Click responsible party role

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LANGUAGE PREFERENCE NOT UPDATING

After you change the language, it should update right away. If it doesn't click the meu icon in the top left and choose log out. Then log back in. The language should now be updated.

If the language still doesn't change, please email us at CASupport@lifeworks.org

When you email, include:

- Screenshot of where the language is not updated
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date.

Client IS NOT LISTED

If your client is missing, some information may be missing from your account.

Please email us at CASupport@lifeworks.org

When you email, include:

- Screenshot of the error message or Care recipients screen showing the missing client
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date.

GEOFENCE INFORMATION

Since December 1, 2023, DHS changed the geofence rule for EVV.

A geofence is a circle around the person's home. It helps the system know if you are close enough when you clock in or clock out. The rule now says you must be within 500 feet of the client's home.

The system only checks your location when you start and end a visit. It does not track where you are while working.

To follow the new rule, the EVV app and webpage were updated on November 15, 2023. This update is only for caregivers; nothing changed for responsible parties.

You can still give care in the community. This change does not stop services from happening outside the home.

WHO IS A LIVE IN CAREGIVER

Live in Caregivers may qualify for an exemption from real time EVV requirements. If eligible and properly documented, they must enter required data once per day instead of clocking in and out per visit. More details about required documentation and process eligibility will be shared via Paylocity in the next few weeks.

For more about EVV, visit the DHS EVV webpage.

If you have additional questions, please reach out to your Lifeworks service coordinator.

CHECK THE STATUS OF A TIME ENTRY

You can check your time entry status in three ways:

1. See sections "How to Review Submitted Time Entries" and "How to Review Total Weekly Hours Worked"
2. Reach out to your Responsible Party.
3. Send us, at CASupport@lifeworks.org, the following details:
 - Time entry details
 - Your Full Name
 - Your email(login ID)
 - Preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date.

RESPONSIBLE PARTY REJECTED MY TIME

To fix this, follow the steps in "how to fix rejected time entries." If you need more help, email us at CASupport@lifeworks.org

When you email, include:

- Screenshot of the time entry details
- Your Full Name
- Your email (login ID)
- Preferred contact method (email or phone)
 - If a phone call is preferred, let us know the best time and date.

DELETE A TIME ENTRY

If you or your Responsible Party want to delete a time entry, please email our Timekeeping team at EVVTimeSupport@lifeworks.org

WHEN IS PAYROLL DUE?

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

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UPDATING YOUR CONTACT INFORMATION

Login to Paylocity to update the following:

- First Name
- Middle Name
- Last Name
- Phone Number
- Email
- Street Address
- City, State, Zip

THINGS TO KNOW

EVV COMPLIANCE REQUIREMENT

Important update regarding Electronic Visit Verification (EVV). As part of the 21st Century Cures Act, the Minnesota Department of Human Services (DHS) will start full enforcement of EVV beginning January 1, 2026.

What This Means for You

All employees must clock in and out of visits in real time - that is, at the actual time they begin and end their services.

Employees and Responsible Parties will continue to use their current designated EVV timekeeping system (Cashé or Pavillio).

Live in Caregivers may qualify for an exemption from real time EVV requirements. If eligible and properly documented, they must enter required data once per day instead of clocking in and out per visit. More details about required documentation and process eligibility will be shared via Paylocity in the next few weeks.

Responsible Parties must review and approve time entries at least weekly; daily review and approval are recommended.

Benefits to You

Improved Issue Resolution: Real-time data allows Lifeworks and Responsible Parties to address concerns more quickly.

Improved Accuracy: Ensures services are recorded in real time, reducing errors and discrepancies.

You don't need to wait until January 1st to get started; you can begin today by clocking in real-time. Thank you to everyone who is already following this requirement.

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We have updated our email system to better support you:

Contact EVVTimeSupport@lifeworks.org for questions related to hours worked.

Contact CASupport@lifeworks.org for questions related to using the Cashé/Pavillio apps.

Contact Payroll@lifeworks.org for questions regarding paychecks.

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