



Cashé EVV User Guide - Responsible Party

Consumer Directed Community Supports (CDCS)

Consumer Support Grant (CSG)

Community First Services and Supports (CFSS)

TABLE OF CONTENTS

GETTING STARTED.....	4
WHAT EACH ICON MEANS.....	4
HOW TO ACCESS CASHE EVV	4
Android App (Phone and Tablet).....	5
Apple Devices (iPad and iPhone).....	6
Computer	7
HOW TO LOG IN AND CREATE YOUR PASSWORD FOR THE FIRST TIME	9
HOW TO RESET YOUR PASSWORD	13
HOW TO SET UP A PIN FOR THE FIRST TIME	16
HOW TO USE CASHÉ FMS EVV	17
HOW TO REVIEW TIME ENTRIES.....	17
HOW TO REJECT TIME ENTRIES	19
HOW TO APPROVE TIME ENTRIES.....	20
Option A: Approve at the end of the employee's visit	20
Option B. Approve after the employee submits their entry	22
HOW TO APPROVE TIME ENTRIES IN BULK.....	23
OTHER HELPFUL FEATURES	27
HOW TO CHANGE THE LANGUAGE	27
HOW TO REVIEW SUBMITTED TIME ENTRIES.....	28
HOW TO ACCESS YOUR SERVICE UTILIZATION	30
HOW TO REVIEW APPROVED TIME ENTRIES.....	31
COMMON PROBLEMS AND SIMPLE ANSWERS	33
WHAT TO DO IF YOU DID NOT GET YOUR LOGIN INFORMATION	33
IF YOU CANNOT LOG IN.....	33
WHAT IS MY PIN?.....	34
IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?	35
HOW TO SWITCH FROM RESPONSIBLE PARTY TO CAREGIVER.....	35
LANGUAGE PREFERENCE NOT UPDATING	4
CLIENT IS NOT LISTED.....	4

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GEOFENCE INFORMATION.....5

WHO IS A LIVE IN CAREGIVER.....5

HOW DOES MY EMPLOYEE ENTER TIME?.....5

I ACCIDENTALLY APPROVED A TIME ENTRY; HOW DO I GET IT CORRECTED OR DELETED?6

UPDATING YOUR CONTACT INFORMATION.....6

Getting Started

What Each Icon Means

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



Care History
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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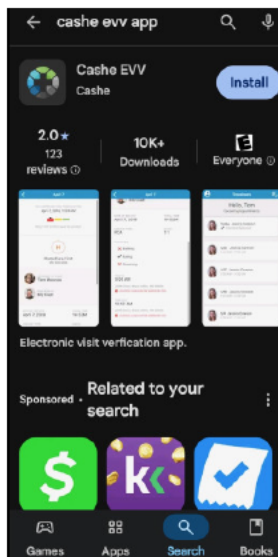
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Android App (Phone and Tablet)

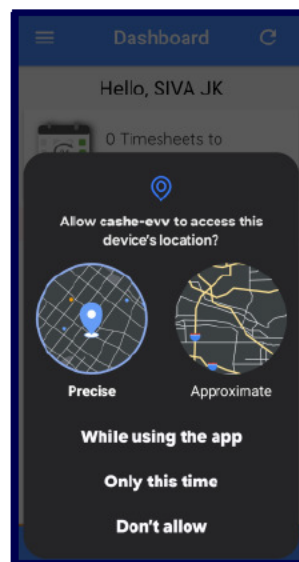
1. Open the Google Play Store on your android phone or tablet

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

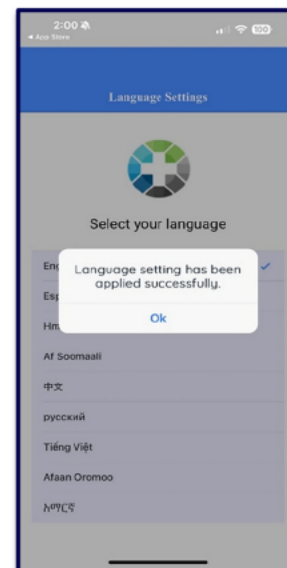
2. In the search bar, type **Cashe EVV**
3. Tap the **GET** button to download the app
4. Open the Cashe EVV app once it's downloaded
5. You will see a message asking: **“Allow Cashe EVV to use your location?”**
Tap **“Allow While Using App”** to stay EVV compliant
6. Choose your language from the list. 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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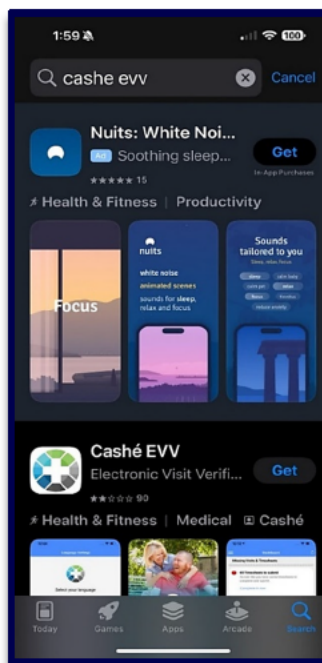
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Apple Devices (iPad and iPhone)

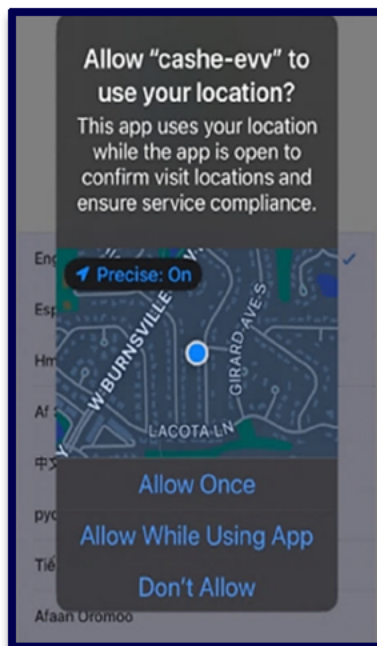
1. Open the App Store on your iPad or iPhone

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

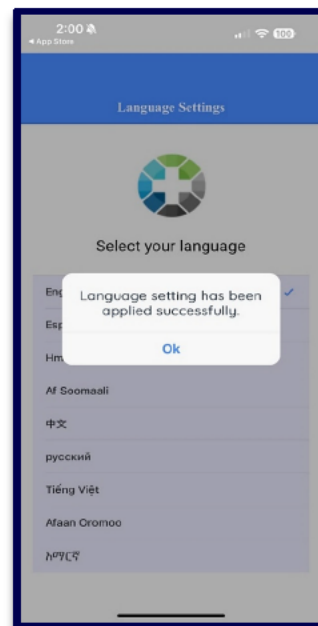
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Tap "Get" to download the app



Choose "Allow While Using App"



Select your language and tap ok

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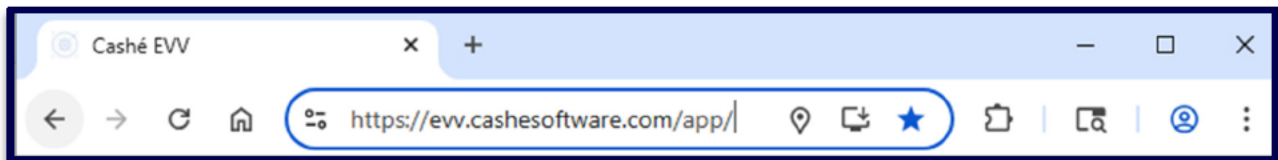
Computer

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>

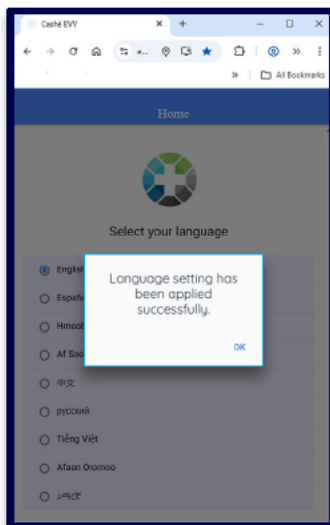


- b. Go to: **<https://evv.cashesoftware.com/app/>**



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

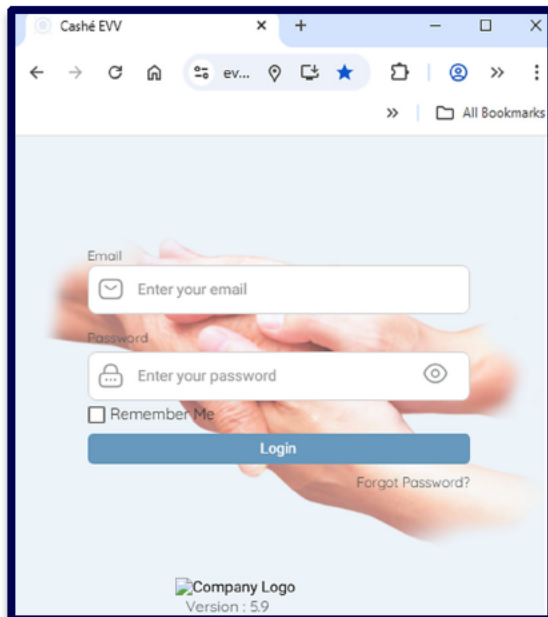


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3. You will now see the Cashe login screen - enter your login details



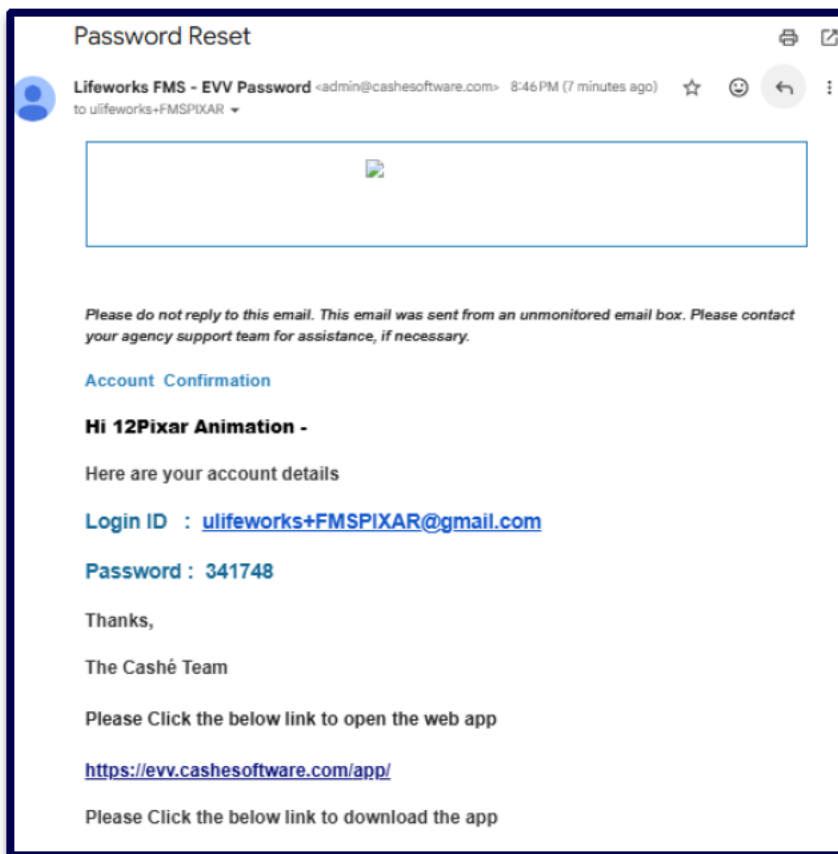
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How to Log In and Create Your Password for the first Time

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.



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

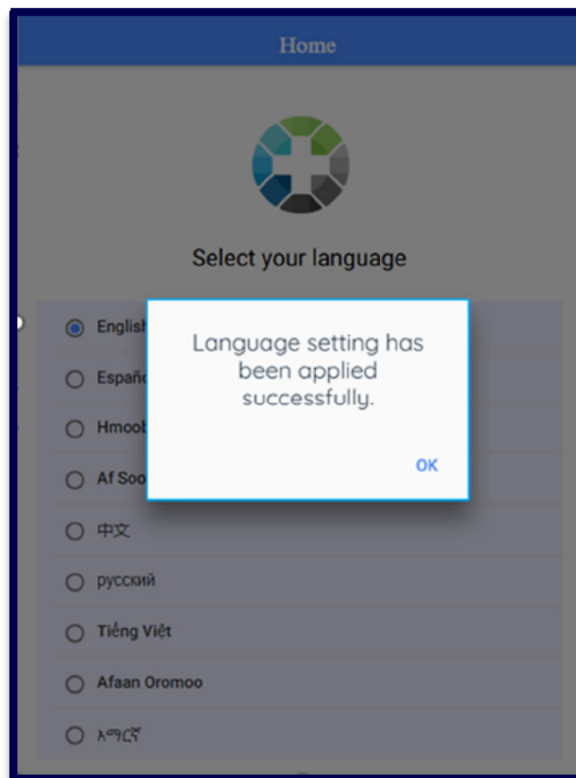
4. Choose your language from the list (The default is English. If you prefer English, select it.)

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5. A message will say the language is set. Click OK to continue



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

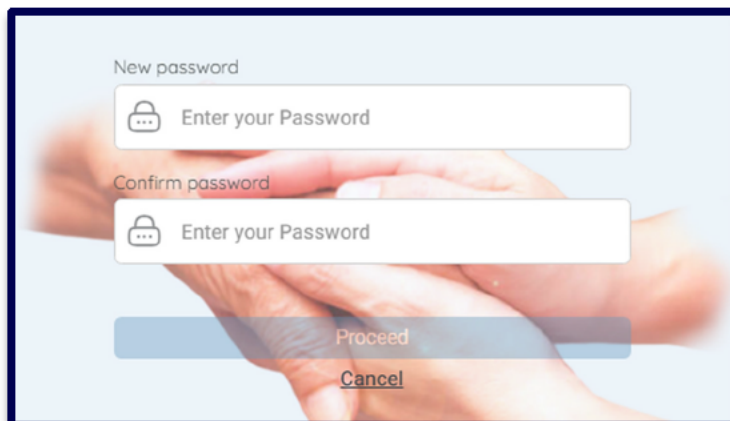
A screenshot of a login form. It features two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Enter your password'. The password field has a toggle icon on the right. Below the password field is a checkbox labeled 'Remember Me'. A blue 'Login' button is 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' and 'Confirm password', both with placeholders 'Enter your Password'. Below the second field are two buttons: 'Proceed' and 'Cancel'. The background 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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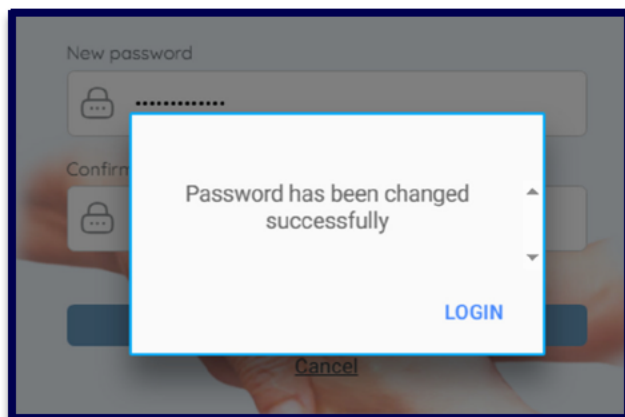
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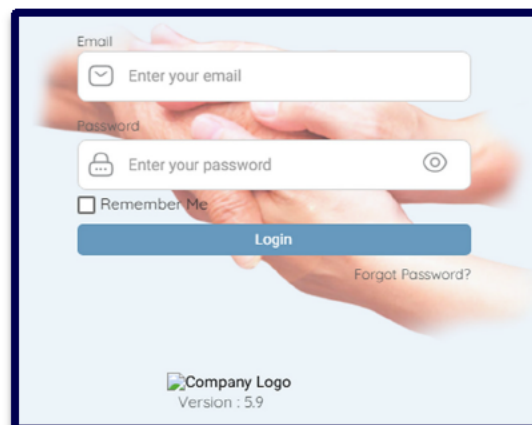
13. Now Enter the following:

- 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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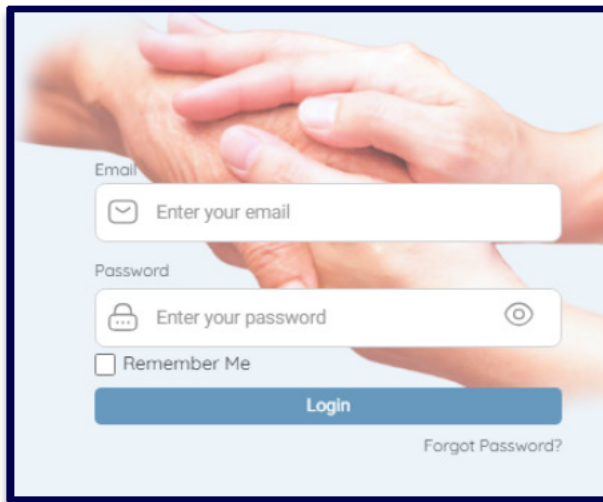
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How to Reset your Password

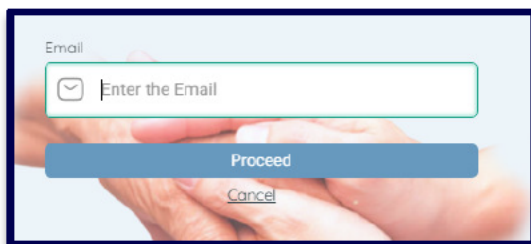
If you forget your password don't worry you can reset it. On the Login Screen:

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



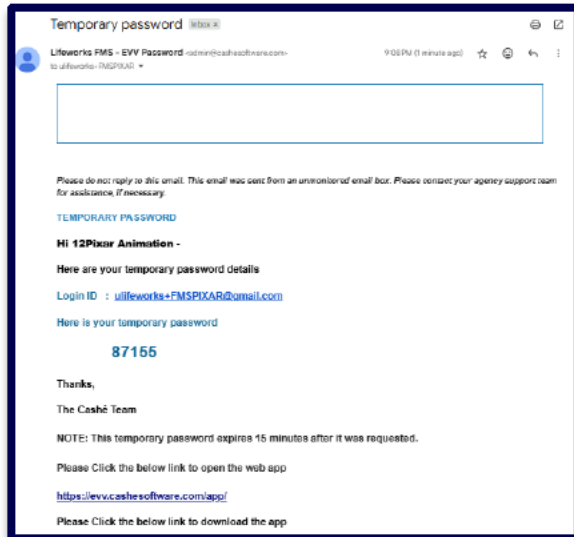
The screenshot shows a screen for entering an email address. It features an 'Email' label, a text input field with a placeholder 'Enter the Email', a blue 'Proceed' button, and a 'Cancel' link below the button.

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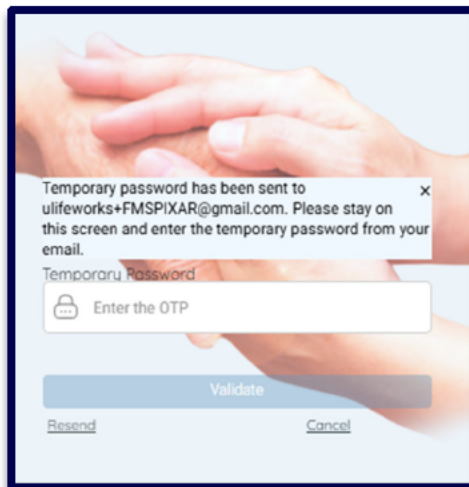
4. Check your email for the Temporary password



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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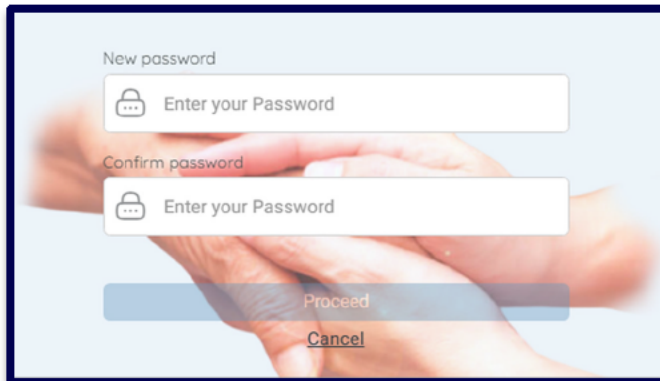
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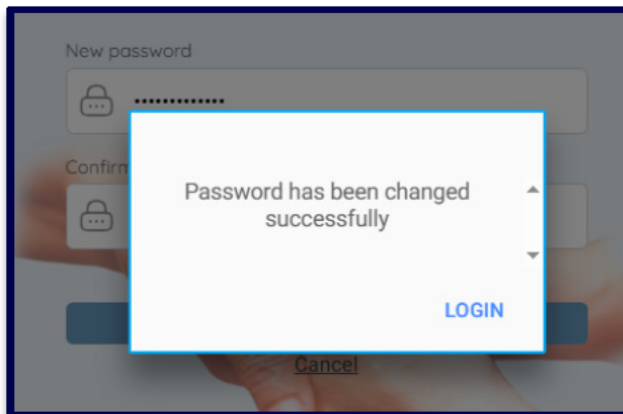
8. Enter your chosen password in the:

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

9. Click Proceed

A screenshot of a web form for changing a password. The form has a light blue background with a faint image of hands. It contains two input fields, both labeled "Enter your Password" with a lock icon to the left. The first field is labeled "New password" and the second is labeled "Confirm password". Below the fields are two buttons: "Proceed" (highlighted in blue) and "Cancel" (in red).

10. Once your Password is successfully changed, click Login

A screenshot of the same password change form, but with a white modal box overlaying the center. The modal 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 password" fields and the "Proceed" and "Cancel" buttons.

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

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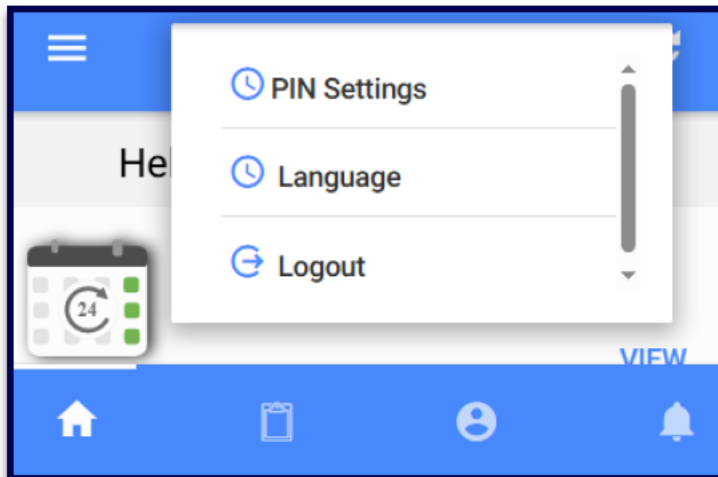
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How to Set Up a PIN for the First Time

A PIN can be used to approve the time on an employee's device at the end of their visit if you are available. This way the timecard is ready for Payroll without any further steps.

1. Click Menu in the upper left corner
2. Click PIN Settings from the Menu
3. Enter chosen 4-digit PIN into the ENTER PIN box
4. Re-enter chosen 4-digit PIN into the RE-ENTER PIN box
5. Click Confirm
6. Click the arrow in the upper left corner to return to the Home Screen



Tap "PIN Settings"

A screenshot of the 'PIN' setup screen. At the top, there is a blue header with a white back arrow and the text 'PIN'. Below the header, a large blue circle contains the number '1'. Underneath, the text '14CAPTAIN HOOK' is displayed. The screen prompts the user to 'ENTER YOUR PIN' with a green note stating 'Pin number should be 4 digits.' There are two input fields: 'ENTER PIN' and 'RE-ENTER PIN'. At the bottom, there is a blue 'CONFIRM' button.

Enter chosen 4-digit PIN in the two fields, then tap confirm.

NOTE: After this initial set up, this view will change and so will the steps on how request a new PIN. Reference [How to Change Your PIN](#) or [How to Reset Your PIN](#) for specific steps.

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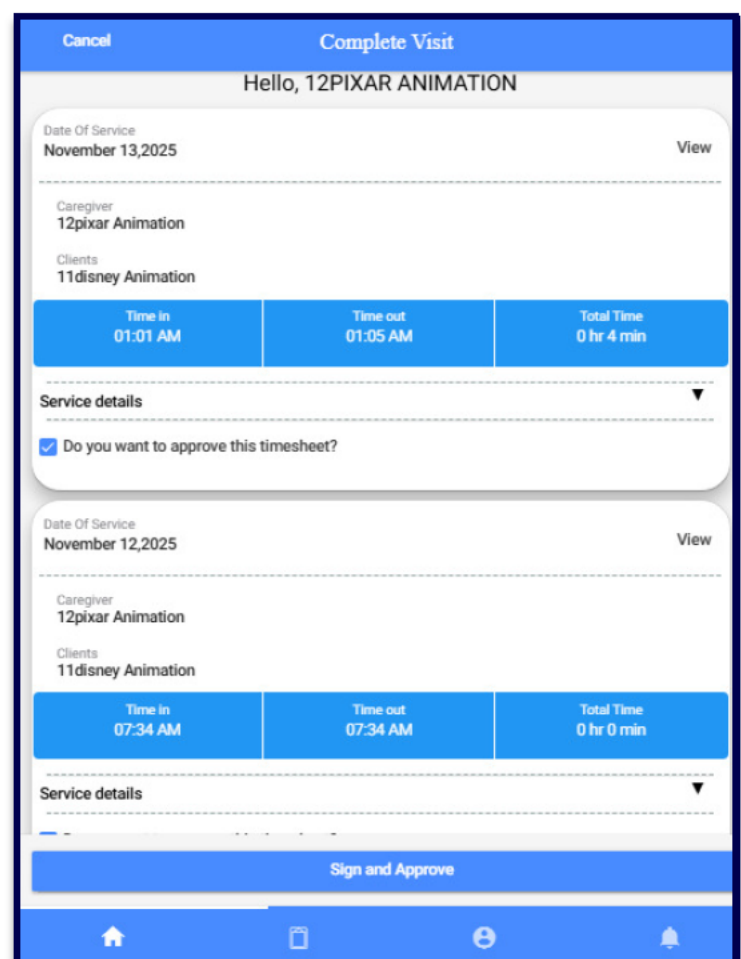
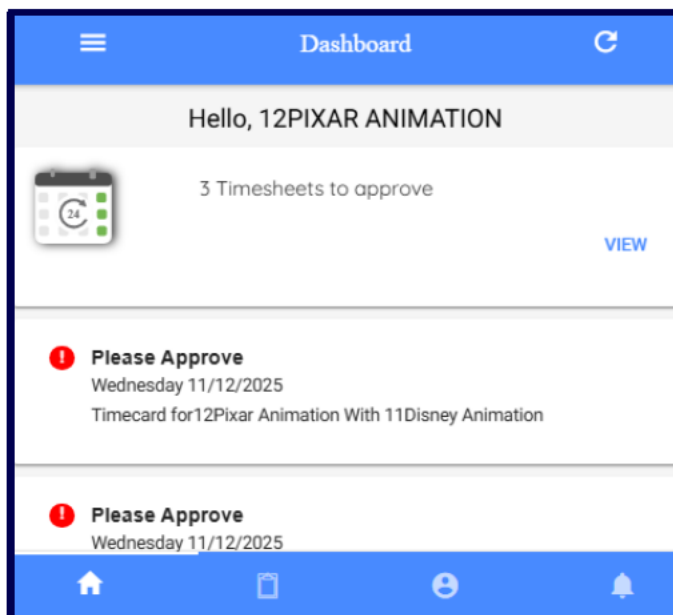
How to use Cashé FMS EVV

How to Review Time Entries

1. On the Home Screen click View
2. On the Complete Visit screen, you will see all the timecards pending your review at a glance

Note: You may need to scroll down to see all details

3. To view the details for a time entry, click View on the right side of the entry



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4. Review the following:

- a. Recipient of Care (Client's Name)
- b. Provided By (Employee's Name)
- c. Date of Service
- d. Service Type
- e. Total Time
- f. Employee Notes: (this is an optional field) review any details about the visit that your employee had provided regarding the client
- g. Time In
- h. Time Out

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

- 5. Enter any notes you would like to record about the visit.
- 6. To approve the time, refer to “How to Approve Time Entries”. To Reject the time, reference “How to reject Time Entries”

Cancel Approve Timesheet

L

Lifeworks FMS

Recipient Of Care
11DISNEY ANIMATION

Provided By
12PIXAR ANIMATION

Date Of Service November 12, 2025	TOTAL TIME 2 hr 0 min
SERVICE TYPE Other Staffing	

ACTIVITIES

✓ Other Staffing

EMPLOYEE NOTES

NOTES

Enter your notes here

TIME IN

04:00 AM

✓ LOCATION VERIFIED

TIME OUT

REMINDER: If the time entry needs editing or is incorrect, reject the time, continue in the [How to Reject Time Entries](#) section.

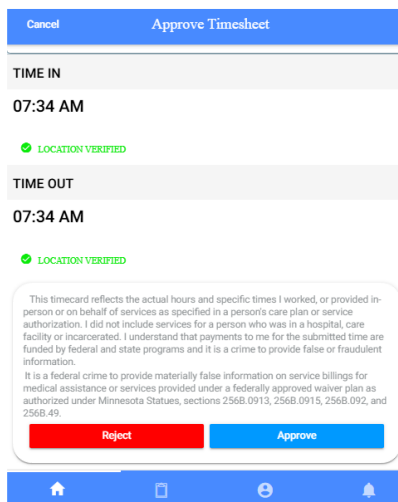
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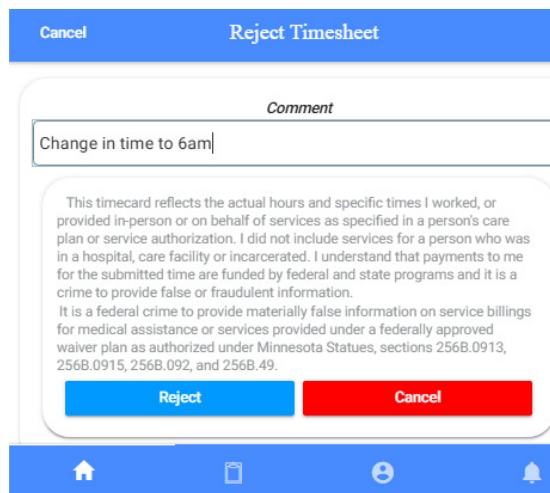
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How to Reject Time Entries

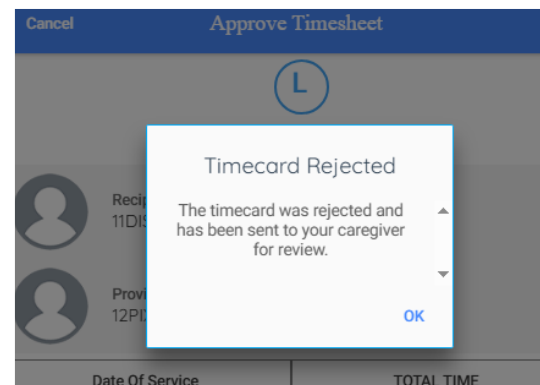
1. If you are choosing not to approve the employee's time entries, Click the Reject
2. Enter notes in the text field detailing why the visit is rejected
3. Then click the Reject button
4. Click OK in the "Timecard Rejected. The timecard was rejected and has been sent to your caregiver for review." box to continue
5. The time entry has gone BACK to the employee to be corrected & resubmitted.



Tap Reject button



Add reason for rejecting the entry



Tap OK to continue

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How to Approve Time Entries

There are two ways you can approve your employee's entry. Use the option that matches your situation.

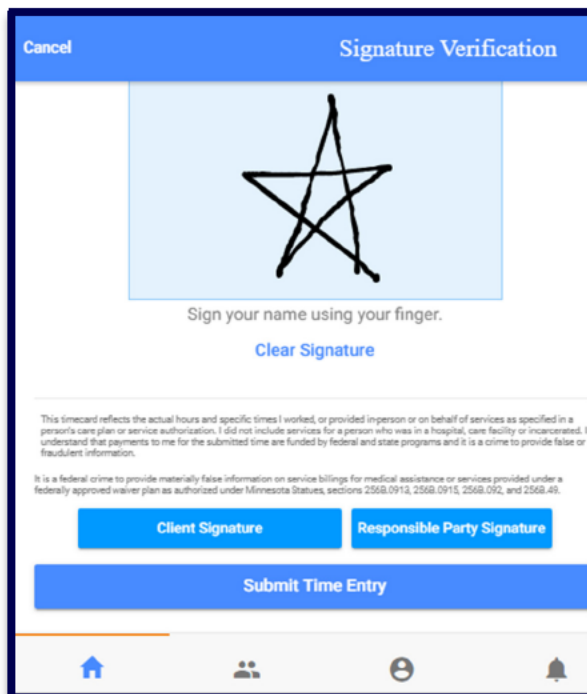
Option A: Approve at the end of the employee's visit

Use this option if you, as the Responsible Party, IS present at the end of your employee's visit while they are clocking out.

1. Your Employee will click Sign and Submit
2. Your employee will use their touch screen or their mouse to sign their name inside of the text box.

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

3. Your Employee will click Responsible Party Signature



The screenshot shows a mobile app interface for 'Signature Verification'. At the top, there is a blue header bar with 'Cancel' on the left and 'Signature Verification' on the right. Below the header is a large light blue box containing a black star-shaped signature. Underneath the signature box, the text 'Sign your name using your finger.' is displayed, followed by a blue link that says 'Clear Signature'. Below this, there is a small disclaimer in fine print: 'This timescard 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 Statutes, sections 256B.0913, 256B.0915, 256B.092, and 256B.49.' Below the disclaimer are two blue buttons: 'Client Signature' and 'Responsible Party Signature'. At the bottom of the screen is a wide blue button labeled 'Submit Time Entry'. The very bottom of the screen shows a navigation bar with four icons: a house, a group of people, a person, and a bell.

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4. If a list appears, select the Responsible Party's name:
 - Click their name
 - Click OK
5. Your Employee will hand their device to the you, the responsible party
6. You, the Responsible Party, will use the Employee's touch screen or the Employee's mouse to sign your name inside of the text box.

Cancel Signature Verification

12Pixar Animation is signing this timecard
on behalf of 11Disney Animation.

Sign your name using your finger.

Clear Signature

Enter your own PIN

PIN HAS BEEN SUCCESSFULLY VERIFIED

Submit Time Entry

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

7. You, as the Responsible Party, enter your 4-digit PIN
8. Click the Submit Time Entry button.

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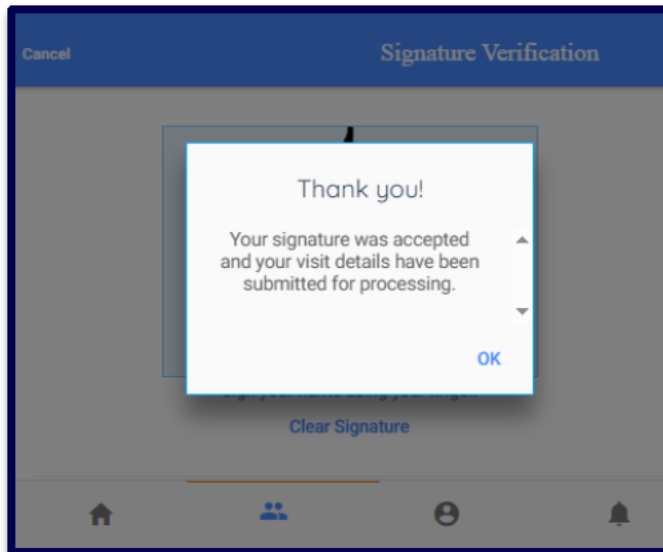
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9. Click OK when you see the message:

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



Option B. Approve after the employee submits their entry

Use this when the employee has already submitted their time entry and it is waiting for your approval.

1. Your Employee will use their touch screen or their mouse to sign their name inside of the text box.

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

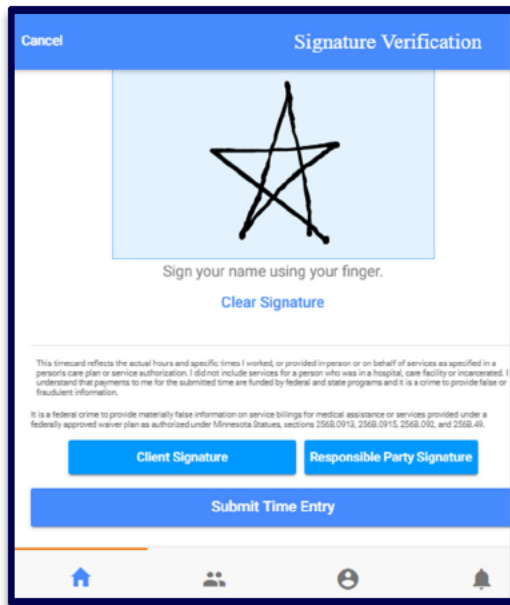
2. Your Employee will Click the Submit Time Entry button.
3. Your Employee will Click OK in the Thank you! Your Signature was accepted, and your visit details have been submitted for processing box to move forward

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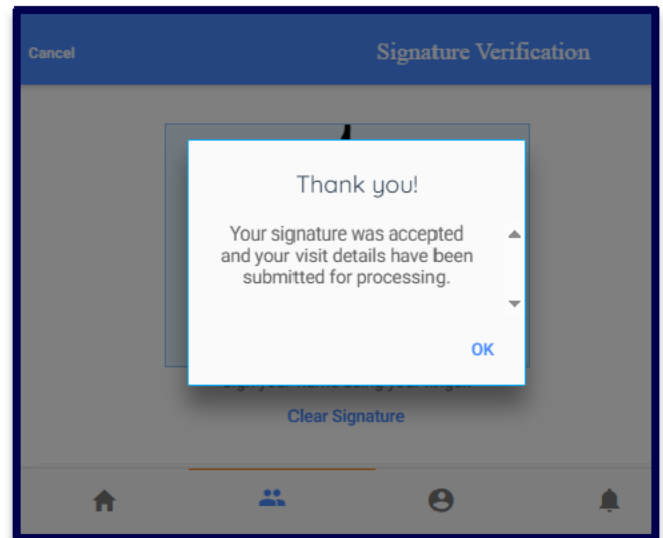
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4. You, as the Responsible Party, will login to your Cashe EVV account to Review your employee's time. Reference [HOW TO REVIEW TIME](#)



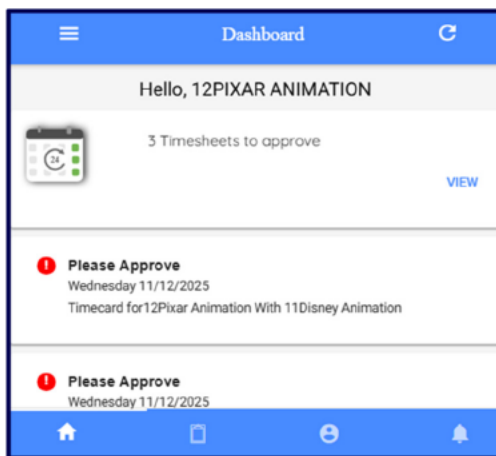
Employee will tap submit time entry after their signature



Employee will see message showing their time was sent successfully. Employee will Tap OK

How to Approve Time Entries in Bulk

1. Click view to the right of Timesheets to approve



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2. To view the details for a time entry, click View on the right side of the entry

NOTE: To expand the details for each visit, Click the arrow in the upper right corner of Service Details. See expanded view on the following page

The screenshot shows a mobile application interface for completing a visit. At the top, there are 'Cancel' and 'Complete Visit' buttons. Below this is a header 'Hello, 12PIXAR ANIMATION'. The main section contains the following information:

- Date Of Service:** November 13, 2025 (with a 'View' link)
- Caregiver:** 12pixar Animation
- Clients:** 11 disney Animation
- Time In:** 01:01 AM
- Time out:** 01:05 AM
- Total Time:** 0 hr 4 min

Below this is a section titled 'Service details' with an expandable arrow. It shows 'Service type' as 'Other Staffing'. Under 'ACTIVITIES', there is a green checkmark next to 'Other Staffing'. At the bottom of this section is a checkbox labeled 'Do you want to approve this timesheet?' which is checked. A 'Sign and Approve' button is at the bottom of the form. The mobile app's home indicator bar is visible at the very bottom.

3. Review the time entries to ensure the following is correct:

- a. Date of Service
- b. Caregiver (Employee Name)
- c. Time In
- d. Time Out
- e. Total Time
- f. Service Type

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4. If the entry is correct for each visit confirm the check box “Do you want to approve this timesheet?” is checked.

Cancel Complete Visit

ACTIVITIES

✓ Other Staffing

☒ Do you want to approve this timesheet?

Date Of Service
November 12, 2025 View

Caregiver
12pixar Animation

Clients
11disney Animation

Time in	Time out	Total Time
04:00 AM	06:00 AM	2 hr 0 min

Service details

☒ Do you want to approve this timesheet?

Sign and Approve

5. If an entry is incorrect, uncheck the box that reads Do you want to approve this timesheet. This entry will not be included in the bulk approval. Continue to Step 10 for further instructions.

Cancel Complete Visit

ACTIVITIES

✓ Other Staffing

☐ Do you want to approve this timesheet?

Date Of Service
November 12, 2025 View

Caregiver
12pixar Animation

Clients
11disney Animation

Time in	Time out	Total Time
04:00 AM	06:00 AM	2 hr 0 min

Service details

☐ Do you want to approve this timesheet?

Sign and Approve

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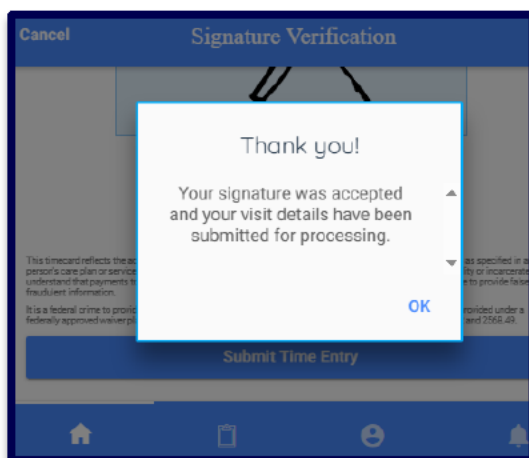
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6. Submit the entries by clicking the Sign and Approve button.
7. Use your touch screen or your mouse to sign your name inside of the text box.



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

8. Click the Submit Time Entry button.
9. Click Ok in the “Thank you! Your Signature was accepted, and your visit details have been submitted for processing box to move forward



10. To review Incorrect Time entries reference [HOW TO REVIEW TIME](#)

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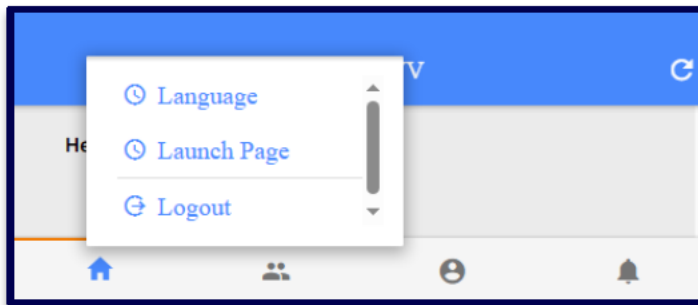
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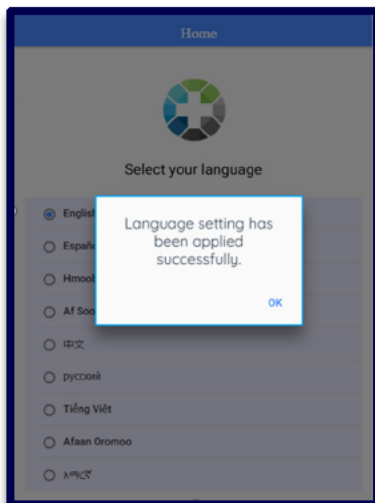
Other Helpful Features

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."



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

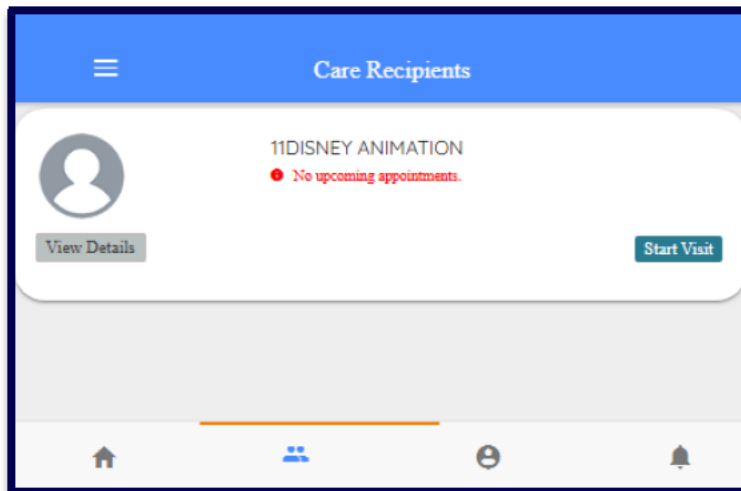
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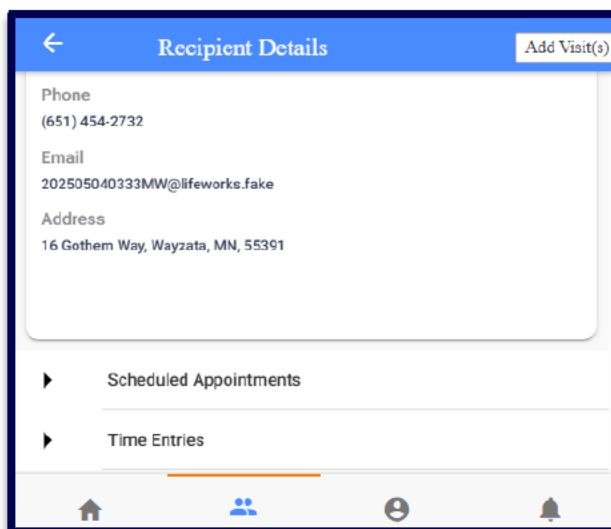
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How to Review Submitted Time Entries

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

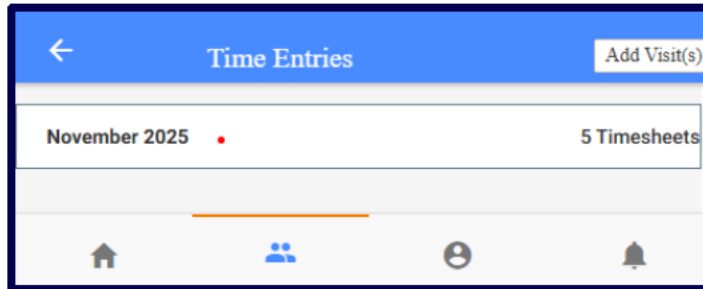


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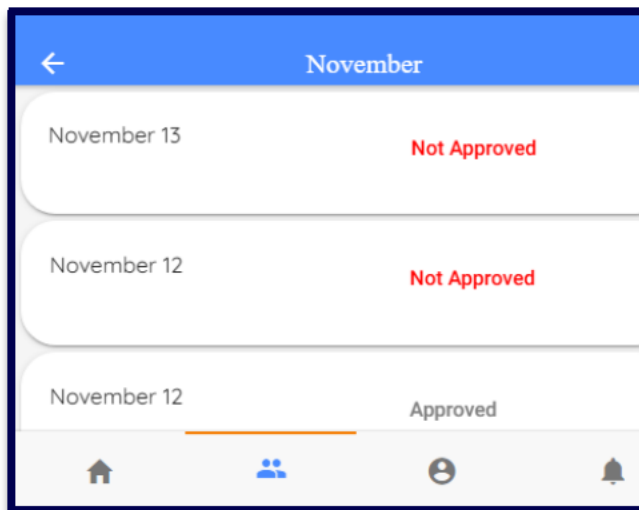
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4. Click the month you want to review



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

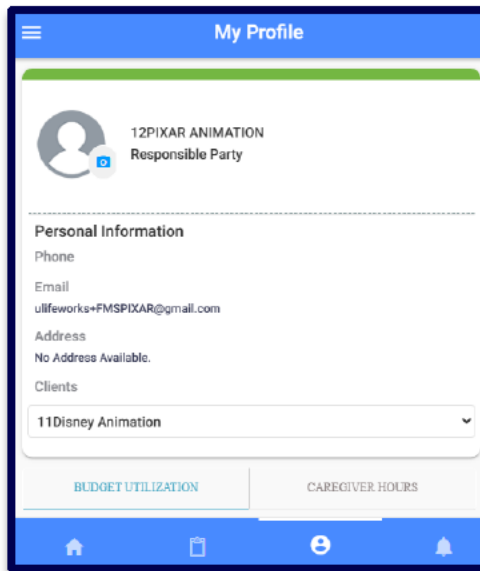
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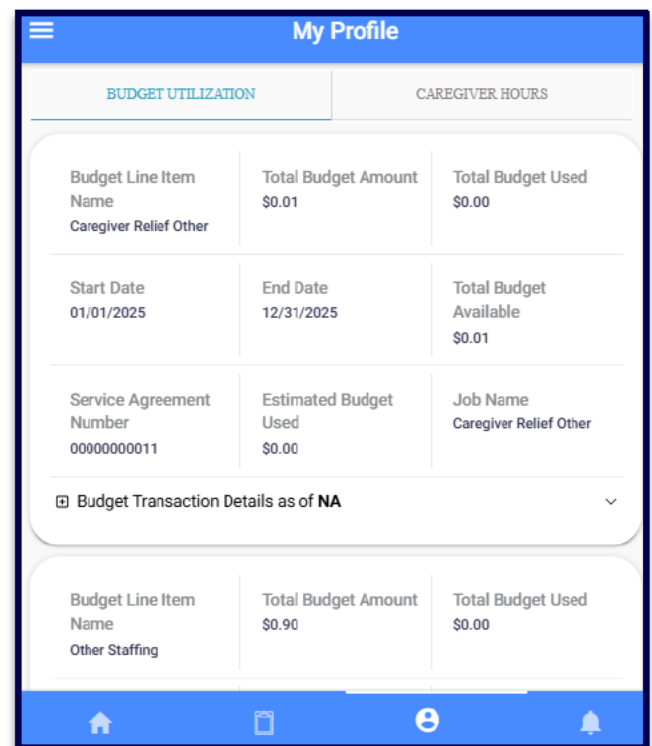
How to Access Your Service Utilization

- Click My Profile, the 3rd image located at the bottom



Located after the Personal Information section, the Budget Utilization detail view displays the dollars that have been currently used. This view shows the client, budget line-item name, budget date range, the Service Agreement number, Total Budget Amount, Total Budget Used, and Total Budget Available in dollars. It also includes a Budget Transaction Details section for each Budget Line Item.

- Click the plus sign (+) below the Service Agreement Number for each Budget Line item to expand the Budget Transaction Details.



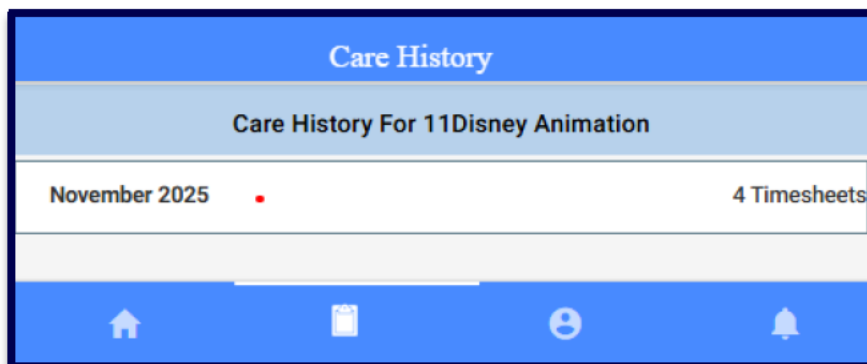
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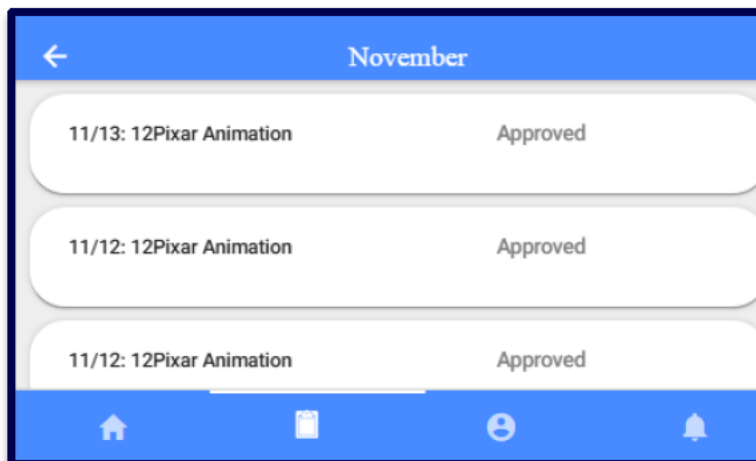
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How to Review Approved Time Entries

1. Click Care History, the 2nd image located at the bottom
2. Click the Month you would like to review time entries



3. Click in the month you would like to review
4. Click the Day you would like to review the time entry



5. You can see the following:
 - a. Status of the Timesheet
 - b. Recipient of Care (Client's Name)
 - c. Provided By (Employee Name)
 - d. Date of Service

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- e. Total Time
- f. Service Type
- g. Employee Notes: (this is an optional field) review any details about the visit that your employee had provided regarding the client
- h. Time In
- i. Time Out

6. To return to the previous screen, Click the back arrow in the upper left corner

The screenshot displays the Lifeworks FMS mobile application interface. At the top, a blue header bar contains a back arrow on the left and the date "November 13". Below the header, the text "APPROVED THIS TIMESHEET ON November 13 2025, 8:36 PM" is centered. A blue progress bar indicates "100%". In the center, there is a blue circular icon with a white "L" and the text "Lifeworks FMS". Below this, two profile icons are shown: "Recipient Of Care 11DISNEY ANIMATION" and "Provided By 12PIXAR ANIMATION". A table displays service details: "Date Of Service November 13,2025" and "TOTAL TIME 0 hr 04 min" in the first row; "SERVICE TYPE Other Staffing" in the second row. Below the table, a section titled "ACTIVITIES" shows a green checkmark and "Other Staffing". At the bottom, there is a "CLIENT NOTES" section and a blue navigation bar with icons for home, a document, a person, and a bell.

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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@cashesoftware.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/>

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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

WHAT IS MY PIN?

You should have set up your PIN initially when you logged in. Reference HOW TO SET UP A PIN FOR THE FIRST TIME if you have not done so yet.

If you want to Change your PIN, Reference HOW TO CHANGE YOUR PIN.

If you have Forgotten your PIN. Reference HOW TO RESET YOUR PIN.

You can also submit an email ticket to our technical team at CASupport@lifeworks.org.

Include the following:

- Description of why you are reaching out
- 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.

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

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- View budget details

Need help using the responsible party role?

Check the Cashe User Guide – Responsible Party on our webpage:

<https://www.lifeworks.org/timekeeping/>

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 RESPONSIBLE PARTY TO CAREGIVER

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 caregiver 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.

HOW DOES MY EMPLOYEE ENTER TIME?

Your Employee will log in to their Cashe EVV Profile to Clock In at the beginning of their visit and Clock Out at the end of their visit. They can reference the Employee User Guide for Cashe FMS on our website <https://www.lifeworks.org/timekeeping/> for more information.

If you have further questions, please submit an email ticket to our technical team at CASupport@lifeworks.org include the following:

- Description of why you are reaching out
- Your Full Name

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

I ACCIDENTALLY APPROVED A TIME ENTRY; HOW DO I GET IT CORRECTED OR DELETED?

If you or your Employee 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.

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

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