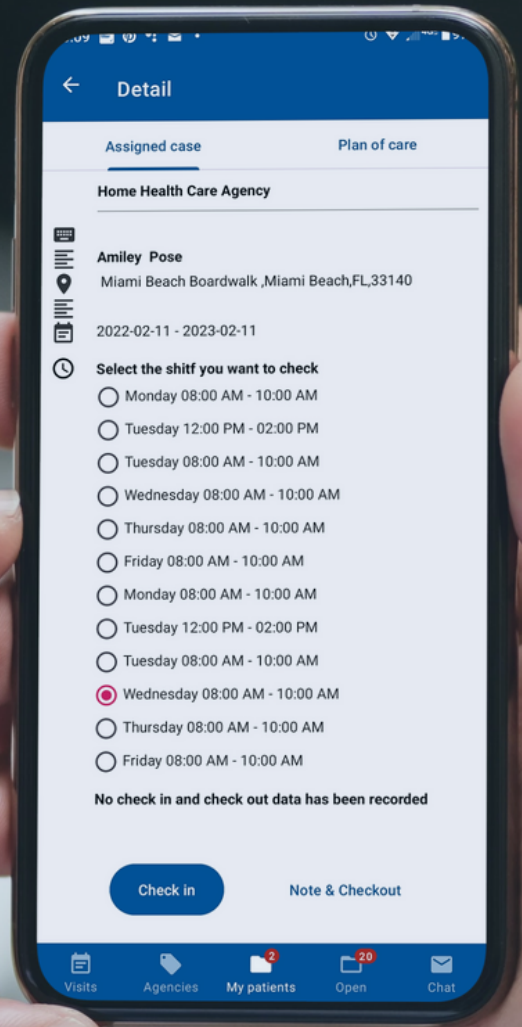


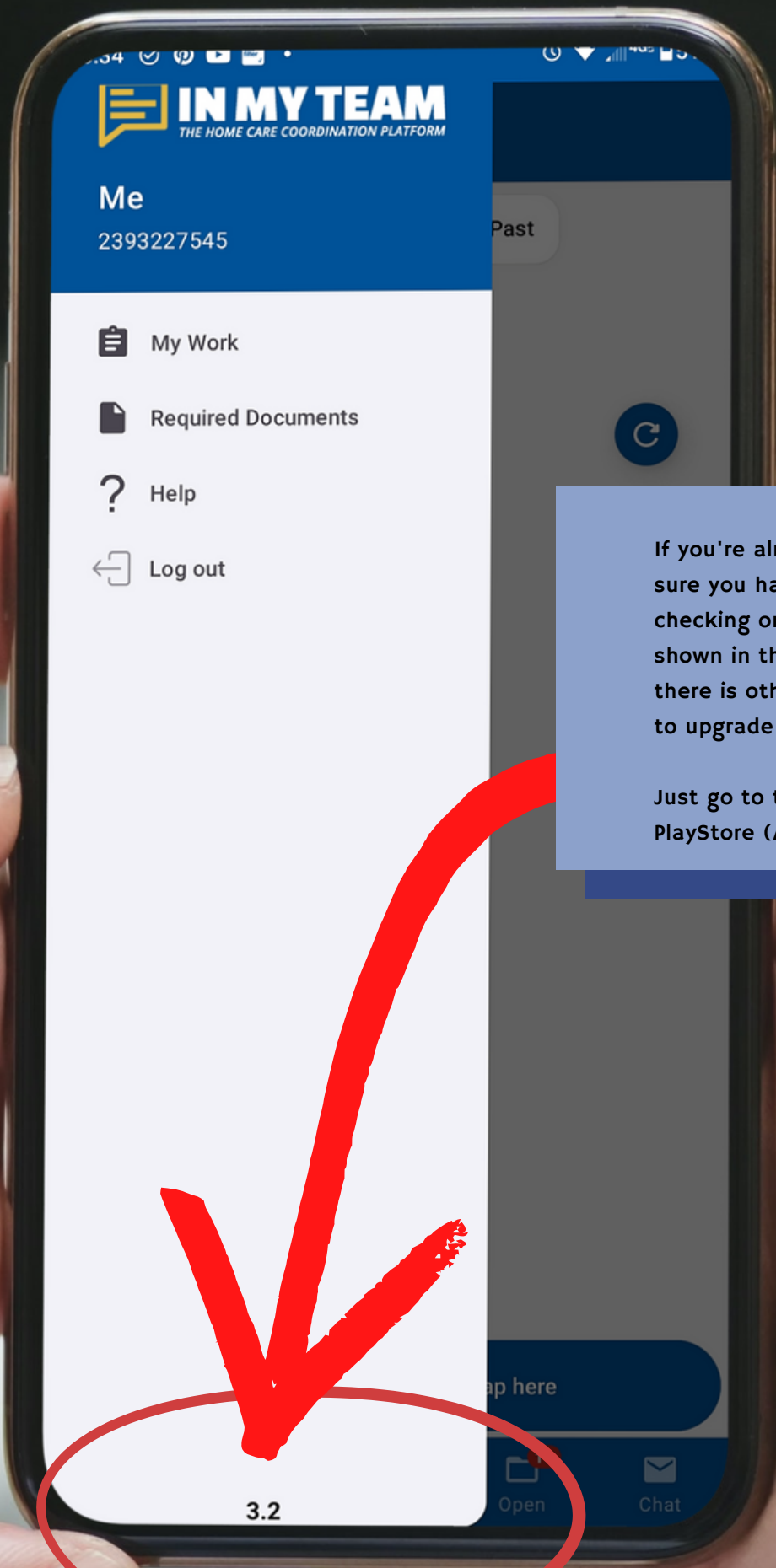


**IN MY TEAM**  
HOME CARE SOFTWARE MADE EASY



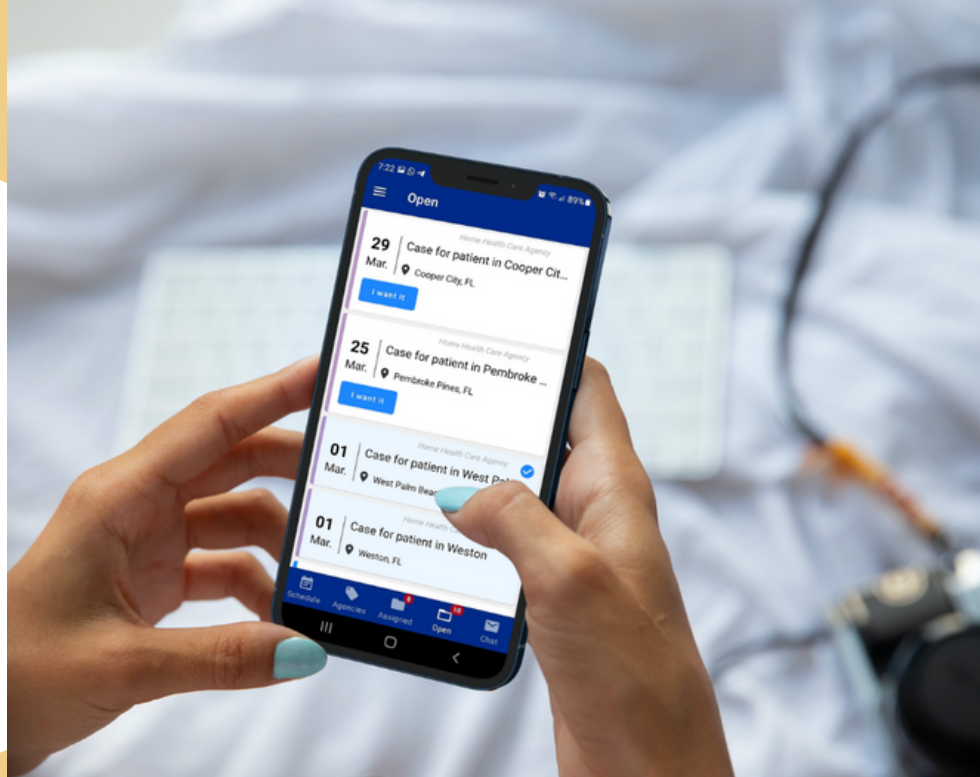
# Caregivers Mobile App 3.2

Users guide



If you're already an InMyTeam user, just make sure you have the latest version of the app by checking on the bottom of the menu screen as shown in the picture. If the number shown there is other than 3.2, it means that you need to upgrade to the new version.

Just go to the App Store (IPHONE) or Google PlayStore (Android) find InMyTeam and update.



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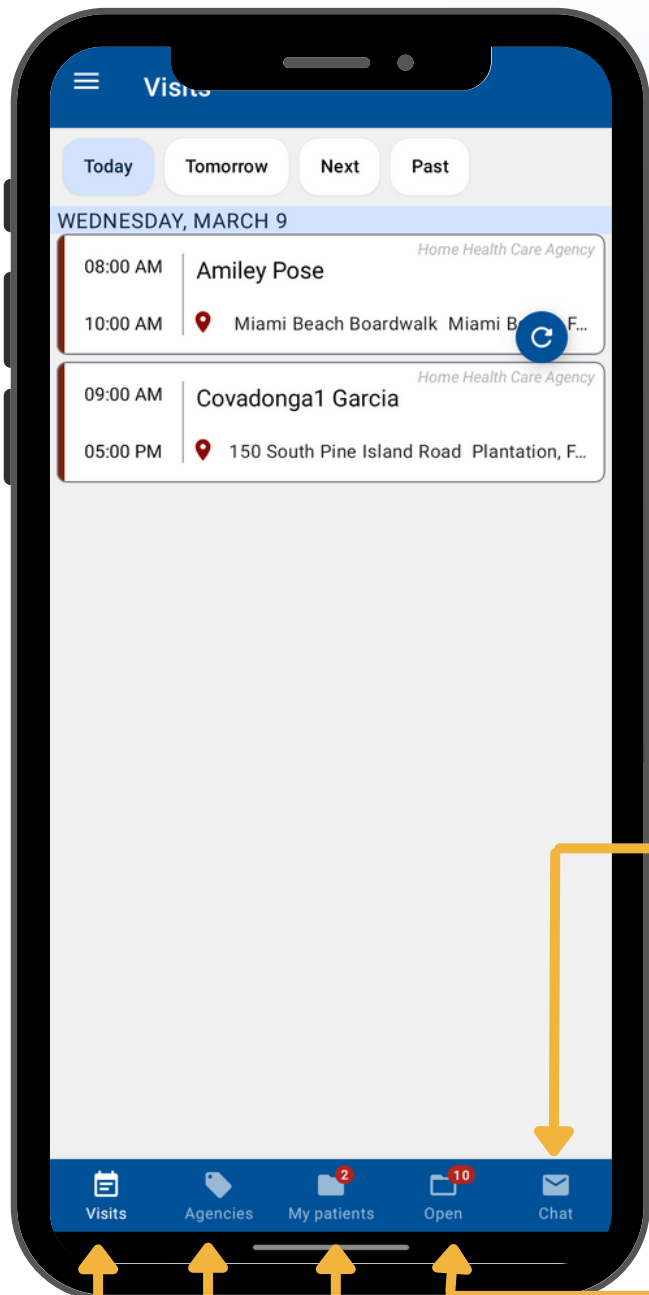
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# Caregiver Mobile App

An easy to use mobile app for Android and iPhone where caregivers don't have to remember the username and password. Don't worry our InMyTeam app is simple to use and offers:



Secure Chat with the agency

Access to all open cases from the agency on real-time

Access to the caregiver assigned patients in a snap

Caregivers can work for multiple agencies and still have access to all their cases from the same app (as long as the Agency has an InMyTeam account)

View Caregiver Schedule

**My Work**

Caregivers now can track their worked hours at any time using the app.

**Required Documents**

Caregivers now can see what documents they are missing to stay compliant. They can also upload the documents in the app.



# Let's get started

1. Download INMYTEAM app at the Play Store
2. Open INMYTEAM app in your phone
3. Sign in with your phone number
4. You'll receive a text message to your phone with a code.
5. Enter the code and press verify. You are in!
6. You will see first: your schedule

If you close a session (log out) to be able to get in again, you will have to go through step 3,4,5 again.



If you don't receive the message with the code, there are two possible reasons:

- The phone number you provided has a typo and the system doesn't recognize it. Try again and make sure all the numbers are correct.
- The phone number you provided is not in the system. You need to call your coordinator to verify that your caregiver profile has been entered in the system and your number is listed there.

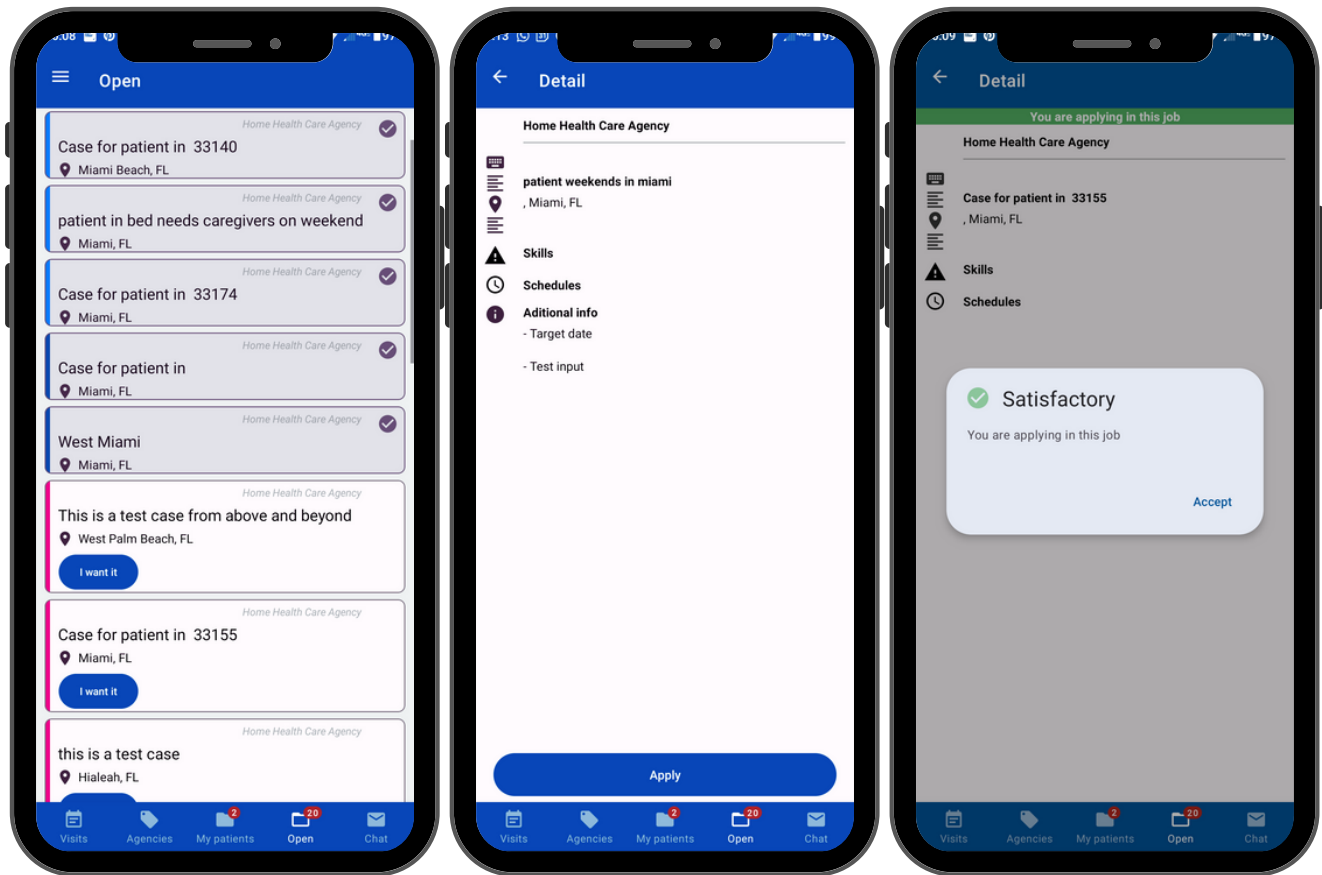


InMyTeam EVV is GPS integrated and the app needs access to your location. Make sure your device location is On, and grant InMyTeam permission.



Check that your device is on Eastern Standard Time Zone, to make sure your EVV is never out of schedule.

# Find and apply to open cases



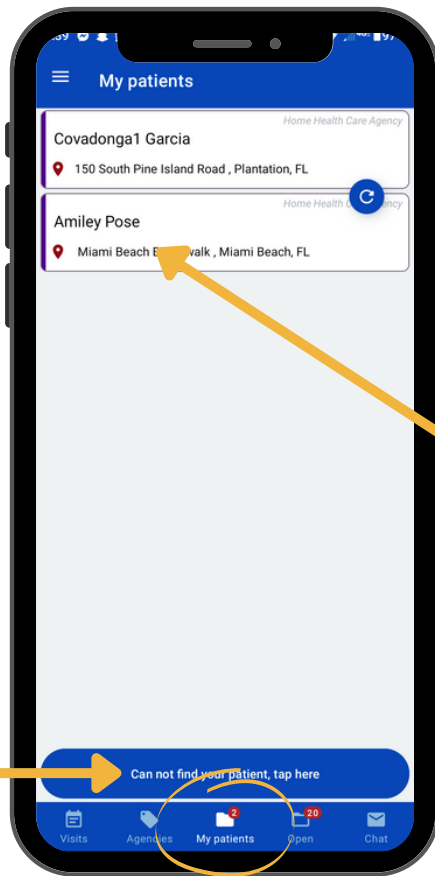
- 1 • Go to the “Open” folder at the bottom of your screen (second from right to left)
  - You will see the list of all open cases that are available. The ones with a check mark are the ones you have already applied for but aren’t assigned to you yet and the ones with the “I want it” blue button are the ones available that you haven’t applied for.
  - If you press the “I want it” button, the Agency coordinator will receive a notification advising that you want the case.

- 2 • By pressing on the case, you can see the details: Agency, Name of patient, period of time, skills required, Schedules and additional information that will help you determine if this is a case you are qualified for.
  - Once inside the Case Detail, you also have the option of requesting the case by pressing “APPLY” at the bottom of the screen.

- 3 • Either 1 or 2 are valid steps to apply for an open case, and you will receive a confirmation dialog box as the one above.
  - The Agency coordinator will receive a notification advising that you want the case.

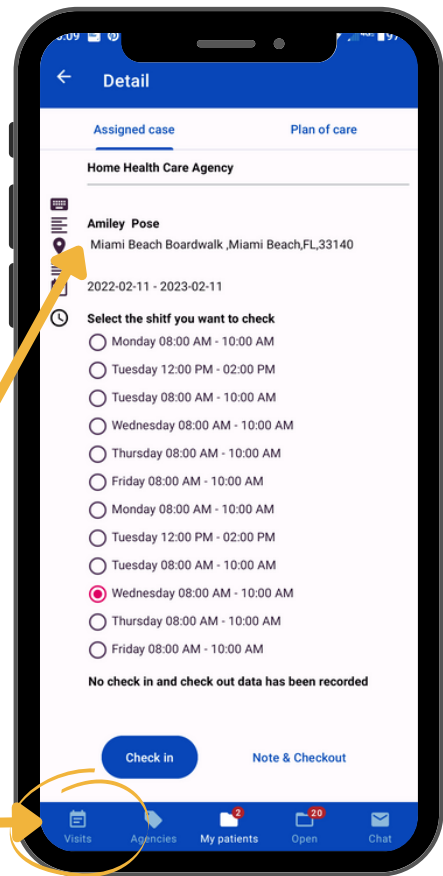
If the case is assigned to you, you will receive a notification in your phone by INMYTEAM saying “new shifts have been assigned to you” and below the case name and date. Also the red bubble on top of your “My Patients” will be updated to let you know that new cases have been assigned to you.

# My Patients & Visits



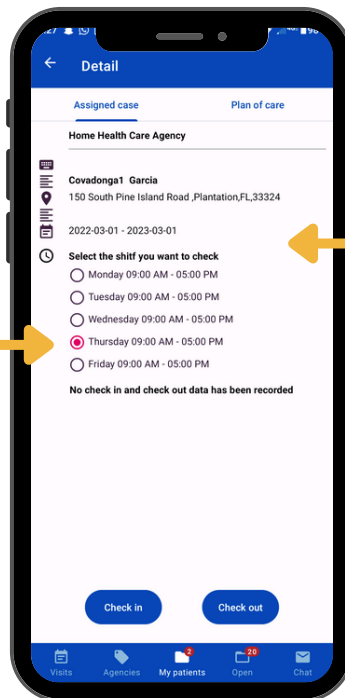
You can Check-In/Out from both, "My Patients" and Visits.

This is integrated with Google maps, and allows you to find the best route to your patient's residence. Just click on the navigation icon.



**My Patients** shows all the cases assigned to you. When you select a patient, you'll see the exact same information you see in your Visits, but you won't see "check in" / "check out" button unless you select a shift (example: Thursday 09:00am – 05:00pm). Then, it works same as in Visits.

Let's say you know you have scheduled a patient for today or you picked that call and got confirmation from your coordinator that it was yours; but it doesn't show in "My Patients" yet... you can still "check in" and "check out" and the app will record your location and time frame. It can be used to complete any visit. Just swipe up the screen of your phone and the "Cannot find your patient, tap here" button will show.

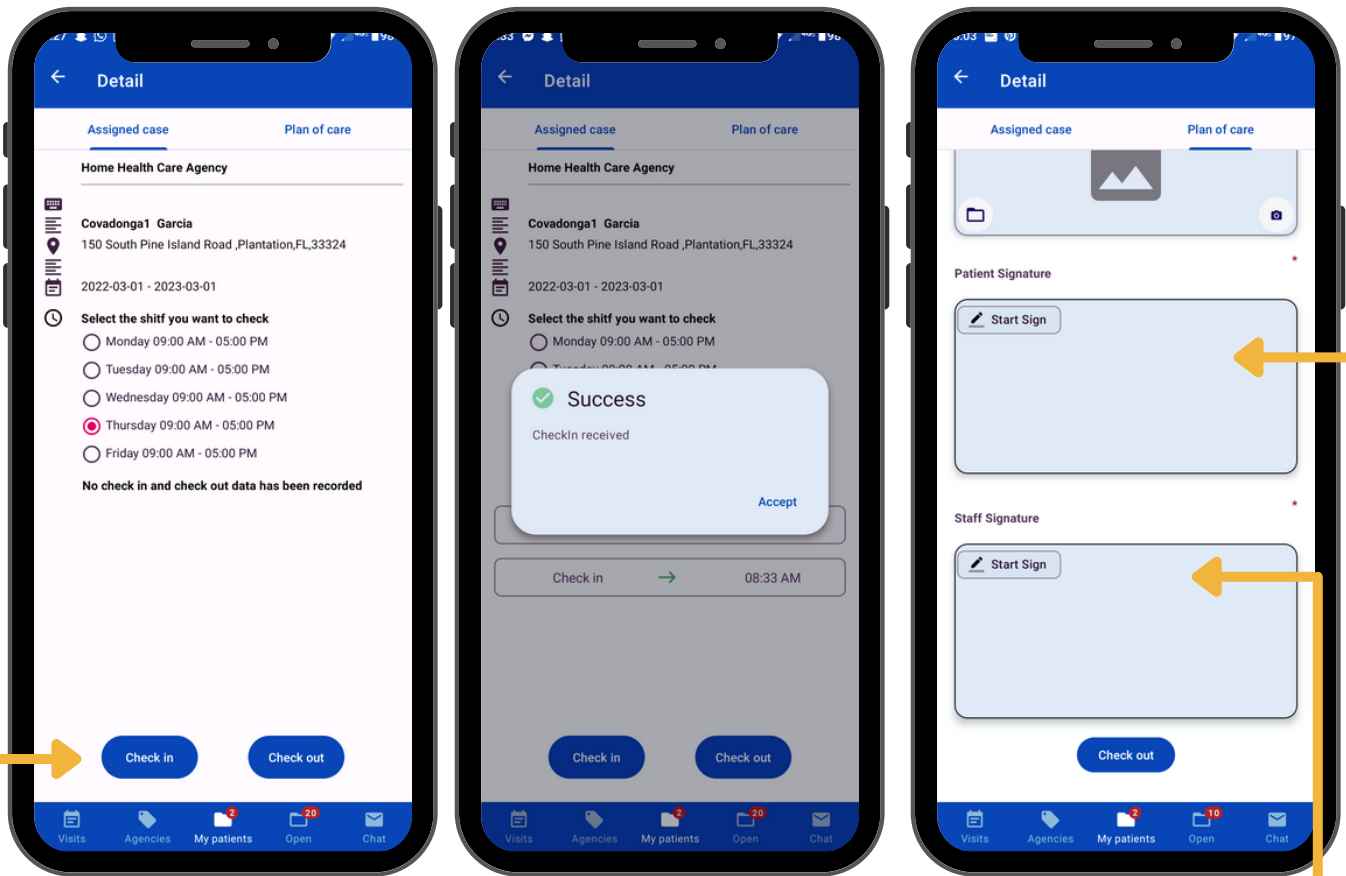


**Visits**: shows all the cases assigned to you sorted by date (from earlier to far along), what days and what times. You can see the Agency, times, and name of patient.

If you select a case, you will see all the details: Patient's name, address, date and time frame, plan of care, and any additional information.

At the bottom, you have the "CHECK IN" "CHECK OUT" options. You press "check in" when you are in the patient's residence and ready to start your shift. You will press "check out" as soon as you are ready to leave the patient's residence.

# How to Check-In & Check-Out



1

- Go to Visits or My Patients
- Open the Case you are working on today
- At the bottom of your screen, you have the "CHECK IN" "CHECK OUT" options. Press "check in" when you are in the patient's residence and ready to start your shift.
- The very first time Checking In, the app will ask you to allow INMYTEAM to access your device location. Press "Allow only while using the app".

2

- A "Check-In received" message will show on your screen. Press "accept" and close the app.
- Start your shift

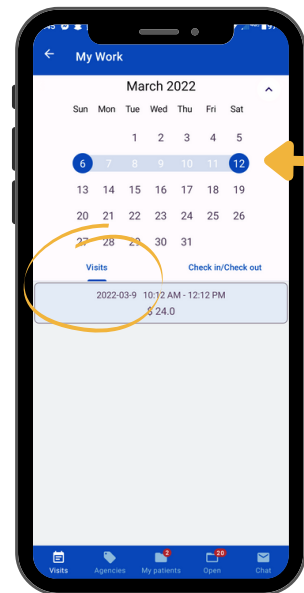
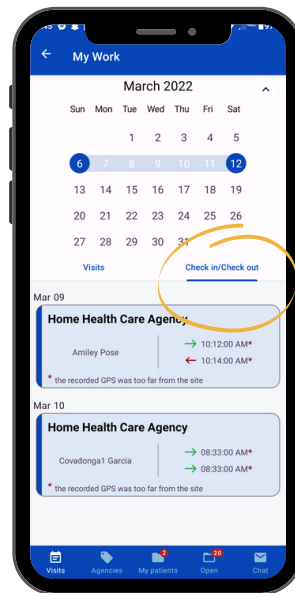
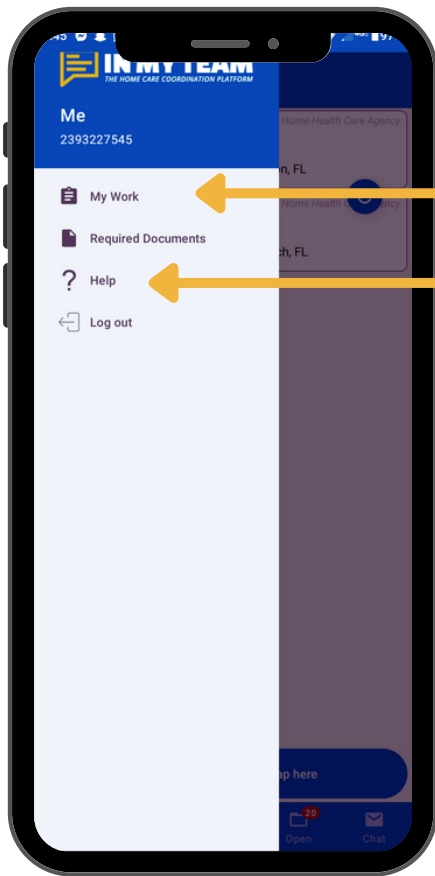
It's very important that you don't forget to Check-In and Check-Out in real time. If there is something wrong and you can't do it, make sure you notify your Agency either using the Chat option on the app or by phone, and mention it in the additional notes when completing the caregiver's note.

3

- When your shift is over, press "note and Check out"
- Add additional notes to the Plan of Care
- Verify your tasks
- Add additional documents if required
- Have the patient sign to confirm the service
- Add your signature
- Press Check-Out and accept



# Track your worked hours



You can see the actual times you did check-in and out with all the errors in the EVV if there was any. Just go to the "Check In Check Out" section.

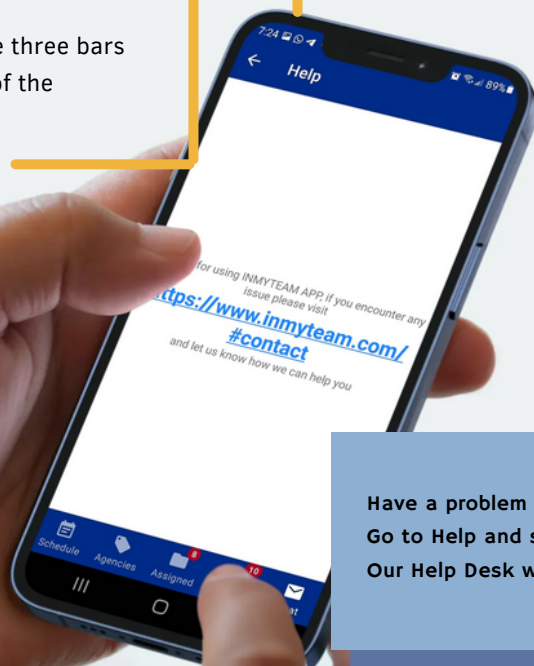
You can also see the times the agency will be paying you after the visit QA was completed. Just go to the Visit section.

**1**

- Go to Menu (the three bars on the left top of the screen)
- Go to Work

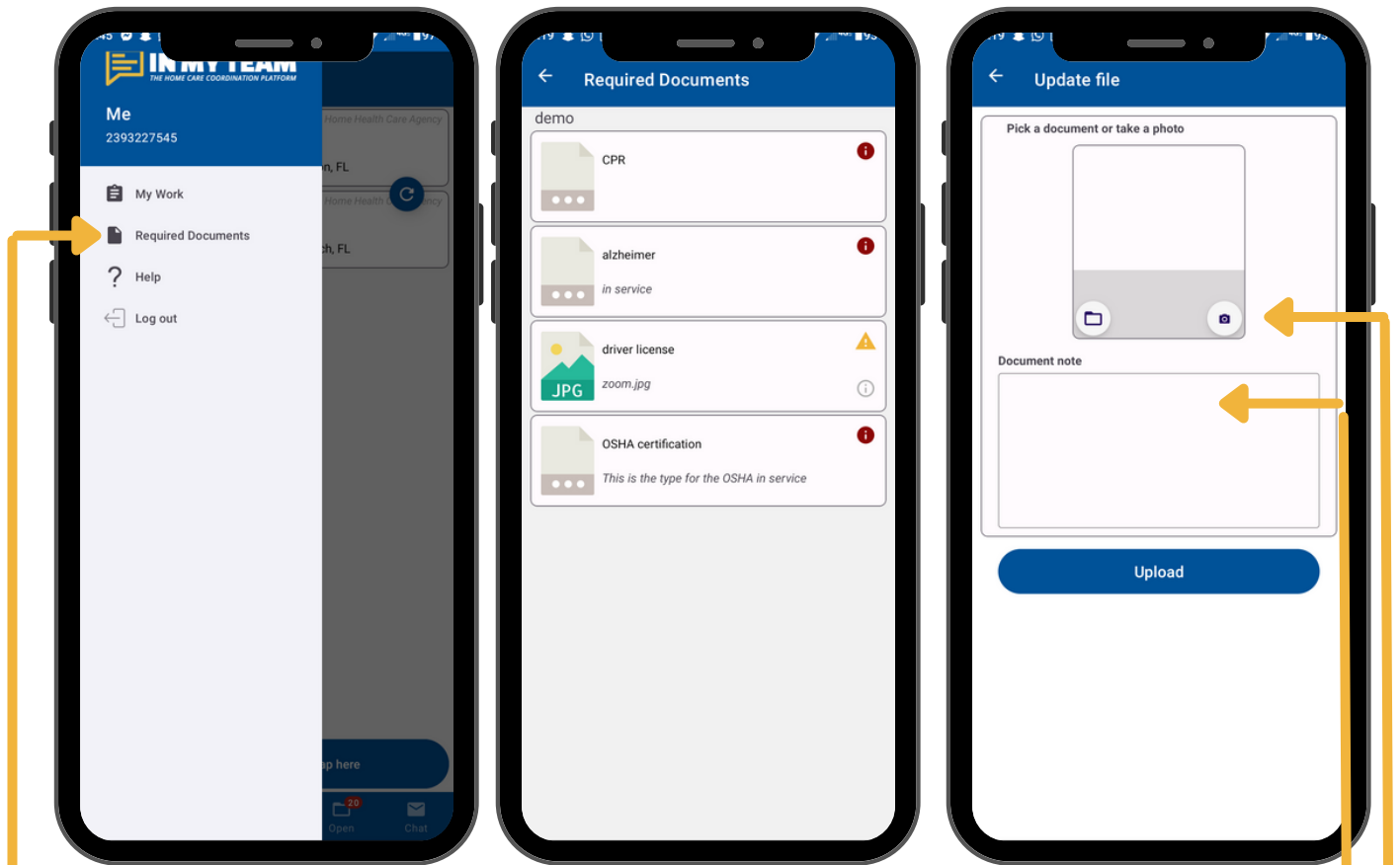
**2**

- Select a week
- The screen will show all the cases worked in that period, with all your Check-In and Check-Out times and Compare with the Visits as after the Agency did the QA and corrected for payroll if any correction was required.



Have a problem using the App?  
Go to Help and send us a message.  
Our Help Desk will call you to assist.

# Required Documents



1

- Go to the Menu
- Go to "Required Documents"

2

- All the Documents required will show.
- The ones with the red circle, are the ones that are missing, The ones with the yellow triangle are the ones that are expired.
- Choose the Document you want to upload

3

- You can either take a picture of the document , or upload the document from your phone files.
- If the document has an expiration date, you will input the expiration date.
- Write any additional information in the Document Note box
- Press the "Upload" Buton

10 (new)

Required Documents

To learn more about  
how to use the  
platform visit:

<https://inmyteam.zendesk.com>

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