

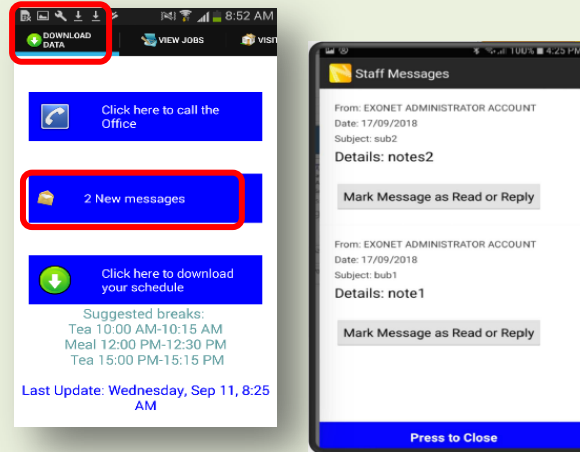
1 Open Remote Worker App

- Enter Your User Name {surnamefirstinitial}
- Enter Your Password {[Employee ID]hsn}
- Click "Sign In"



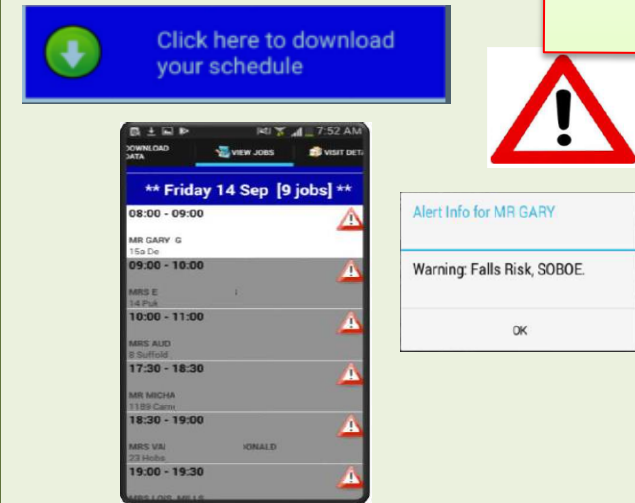
2 Download Data & Check for Messages

- Open Messages
- Always Reply (eg 'OK')



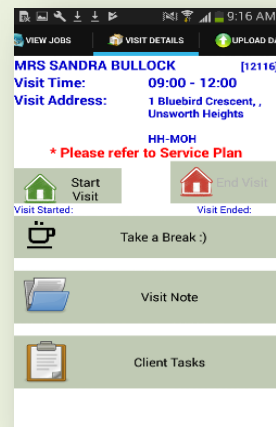
3 Click to Download your Schedule - This will list your Clients and job details

- Check any Alerts prior to visit



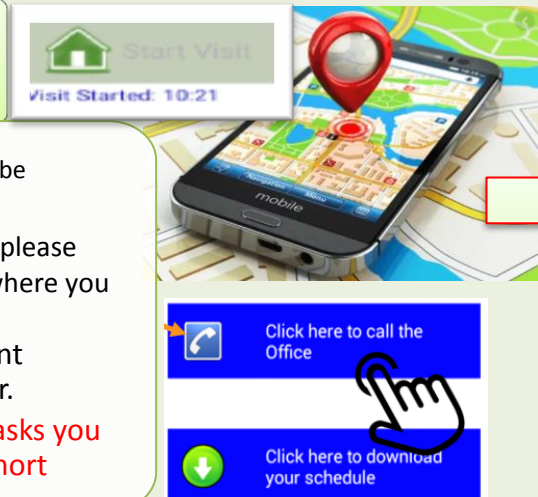
4 BEFORE YOU LEAVE HOME

- Click on first Client



5 When you SEE your Client

- Click Start Visit (time will be recorded)
- For the **best GPS fix** please ensure you **START VISIT** where you can see the sky
- Click to call office if Client doesn't answer the door.
- Also call office if Client asks you to leave early this is a **Short Notice Cancellation!!!**

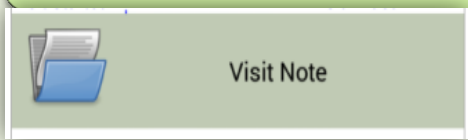


6 Check what needs to be done - Click on Client Tasks



Please note shift related Tasks are still combined with Notes!

7 Do you need to leave a note? Press Cancel if not leaving a note, press OK if leaving a note **NB - This can only be done when the job is open.**

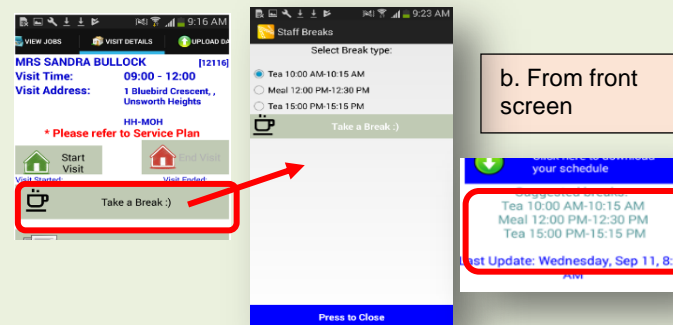


0800 832 383 - Whangarei,
0800 729 787 - Kerikeri or Payroll 027 408 0196

8 Taking a Break?

a) Paid breaks can only be taken within the client visit. **You must select a break type, then click the TAKE A BREAK button followed by CLOSE button**

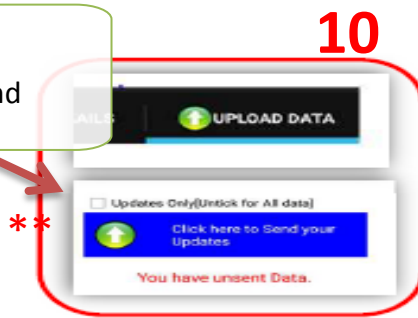
b) Pressing the label on the front screen allows you to take a break any other time. You will **not** be able to take a paid break from here.



b. From front screen

- Click Upload Data
- **Click here to send updates

NOTE:
Please upload at the end of the day



9 Finished Shift?

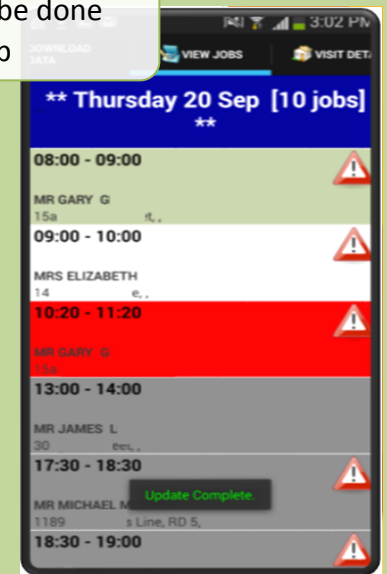
- Click End Visit (time will be recorded)



NEXT JOB - Click View Jobs

Repeat Process Again - Screen 5 to 9 (check ALERTS)

- Green=Completed
- White=Current Job
- Grey=Jobs still to be done
- Red=Cancelled Job



Note: Our Care~call system calculates travel.

Note: All SNC's need to be phoned into the office to be actioned.