


# Creating and Submitting a Forgotten Shift

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*\*\*Creating a shift for a previous day will render the shift **EVV Unverified**. Continuous unverified shifts will be a cause for ISS intervention, as ISS may not be able to bill for those shifts.\*\**

 Please note, you cannot submit a missed shift while another shift is actively running

1. To create and submit a forgotten shift, first navigate to eTime Live by clicking **Open eTime** on the home page.
  - *On mobile, eTime Live will automatically open upon login*
2. From eTime, click **Start Shift**



 START SHIFT

3. Next, select the employer, the job, the method and the location for the forgotten shift
  - *If selecting an EVV required job and method, eTime Live may detect that the device location lies outside of the geofence. If this is the case, confirm the address where the forgotten shift began by clicking the checkbox next to the address and click **Confirm Location***



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**Select Location**

Home 

This will require your device's location services.

Community

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Your location shows that you are outside the  
GeoFence Radius

### Select Your Location

123 Example Ave, Tiny Town, NY, 12701  
(Distance: 2248860 meters)

Other

Please specify the address of your location.

123 Example Ave, Tiny Town, NY, 12701

**CONFIRM LOCATION**

4. Once the details of the forgotten shift have been confirmed, click **Add** in the top right hand corner
5. Next, click **End Shift** to stop the eTime timer and verify that all Staff Activities have been logged for the forgotten shift



Select a shift to edit.

**Owen Ellis**

*COMHAB - In Person Face to Face*

*Start Time: 12/30/2020 7:48 PM*



End Shift

Depart Home 



6. Once all of the details have been finalized, click **Next** in the top right hand corner of the Finalize Details screen
7. Select the appropriate ending location for the shift
  - *If selecting an EVV required job and method, eTime Live may detect that the device location lies outside of the geofence. If this is the case, confirm the address where the forgotten shift ended by clicking the checkbox next to the address and click **Confirm Location***



**Back**

**End Location**

Home 

This will require your device's location services.

Community

Your location shows that you are outside the GeoFence Radius

### Select Your Location



23 Example Ave, Tiny Town, NY, 12701 (Distance: 2248860 meters)



Other

Please specify the address of your location.

123 Example Ave, Tiny Town, NY, 12701

**CONFIRM LOCATION**

8. Click **End** in the top right hand corner to advance to the Final Review screen
9. From the Final Review screen, click **Change**



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## Final Review

<b>Shift ID</b> 163296
<b>Participant</b> Owen Ellis
<b>Job</b> COMHAB
<b>Start Time</b> 12/30/2020 7:56 PM
<b>Location</b> <i>EVV Valid</i> Home
<b>End Time</b> 12/30/2020 7:57 PM
<b>Location</b> <i>EVV Valid</i> Home
<a href="#">Change</a>

Shift Data



10. Select the **Start Time** section to edit the start date, start time and to include a reason why the time and dates are changing for this shift



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Changing the details below could result in your shift being EVV Invalid.

Start Time

Wed 12/30 7:56 PM



Start Location

Home

End Time

Wed 12/30 7:57 PM



End Location

Home

Shift Status

EVV Verified Shift - Override

DONE

11. Once finished, click **Change Start Time** to confirm the changes made



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Change Time

**Date** \*Required

12/28/2020

**Time** \*Required

9:00

AM



**Reason for Change** \*Required

Forgot to create shift for 12/28

REVERT TO ORIGINAL

CHANGE START TIME

12. Select the **End Time** section to edit the end date, end time and to include a reason why the end times are changing for this shift



Back

Changing the details below could result in your shift being EVV Invalid.

Start Time

**Mon 12/28 9:00 AM**



Original: Wed 12/30 7:56 PM

Start Location

**Home**

End Time

**Wed 12/30 7:57 PM**



End Location

**Home**

Shift Status

**EVV Verified Shift - Override**

**DONE**

13. Once finished, click **Change End Time** to confirm the changes made



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## Change Time

**Date** \*Required

12/28/2020

**Time** \*Required

5:00

PM



**Reason for Change** \*Required

Forgot to create shift for 12/28

REVERT TO ORIGINAL

CHANGE END TIME

14. After editing the Start Time and End Time for the forgotten shift, select **Done** to advance to the Final Review screen
15. From the Final Review screen, verify the accuracy of the shift's details, scroll down and click **Submit Shift** at the bottom of the screen



**Start Time**

12/28/2020 9:00 AM

**Location** *EW Valid - Override*

Home

**End Time**

12/28/2020 5:00 PM

**Location** *EW Valid - Override*

Home

[Change](#)

Shift Data



Staff Activities \*



**Teach skills for independent living and daily life skills**

Staff will assist Owen in learning daily life skills, such as personal grooming.

**SUBMIT SHIFT**

16. Click **Submit** from the Confirm Submission dialog window



## Confirm Submission



You are about to submit this shift for review and will be unable to edit. Are you ready to submit for review?

Cancel

Submit

In Person Face to Face

Staff Activities \*



### Learn to cook healthy meals

Staff will assist Owen in planning and preparing his meals.

Staff will assist Owen in learning proper food safety, such as cleaning up properly after cooking.

### Comments (optional)

Forgot to create shift for 12/28

SUBMIT SHIFT

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