


# Creating and Submitting a Forgotten Shift

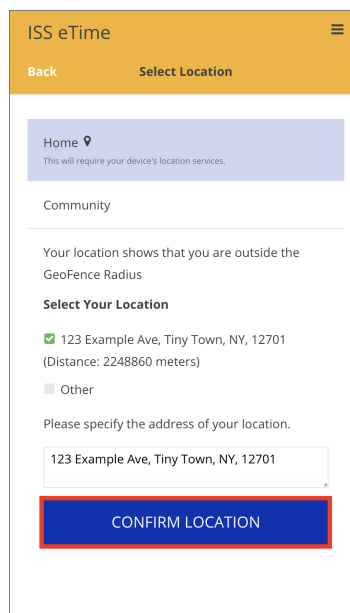
**\*\*Creating a shift for a previous day will render the shift *EVV Unverified*. Continuous unverified shifts will be a cause for ISS intervention, as ISS may not be able to bill for those shifts.\*\***

 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**



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**



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

The screenshot shows the ISS eTime app interface. At the top is an orange header with 'ISS eTime' and a menu icon. Below the header is a grey box with the text 'Select a shift to edit.' Underneath is a light blue box containing the following information: 'Owen Ellis', 'COMHAB - In Person Face to Face', and 'Start Time: 12/30/2020 7:48 PM'. At the bottom of this box are three buttons: 'End Shift' (highlighted with a red rectangle), 'Depart Home' with a location pin icon, and a trash can icon.

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**

The screenshot shows the 'End Location' screen in the ISS eTime app. The orange header contains 'ISS eTime', a 'Back' button, and an 'End Location' button. Below the header is a light blue box with 'Home' and a location pin icon, followed by the text 'This will require your device's location services.' Below this is a 'Community' section. A message states: 'Your location shows that you are outside the GeoFence Radius'. Under 'Select Your Location', there are two options: a checked checkbox next to '23 Example Ave, Tiny Town, NY, 12701 (Distance: 2248860 meters)' and an unchecked checkbox next to 'Other'. Below these is a text input field with the placeholder 'Please specify the address of your location.' and the text '123 Example Ave, Tiny Town, NY, 12701'. At the bottom is a blue button with the text 'CONFIRM LOCATION', which is highlighted with a red rectangle.

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

ISS eTime

Back Final Review

Shift ID  
163296

Participant  
Owen Ellis

Job  
COMHAB

Start Time  
12/30/2020 7:56 PM

Location *EVV Valid*  
Home

End Time  
12/30/2020 7:57 PM

Location *EVV Valid*  
Home

**Change**

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

ISS eTime

Back

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

ISS eTime

Back 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

ISS eTime

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

ISS eTime

Back 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

ISS eTime

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

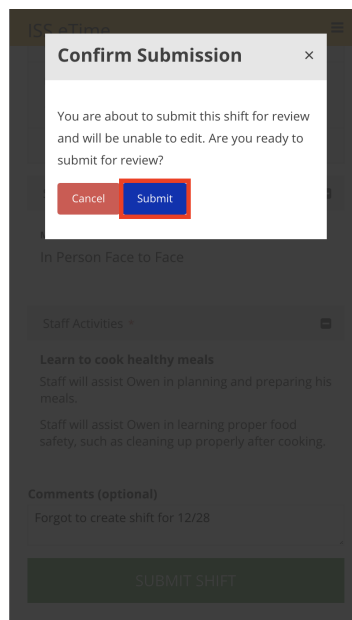
Shift Data

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



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🕒Revision #8

★Created Thu, Dec 31, 2020 12:19 AM by [Admin](#)

✎Updated Fri, Feb 23, 2024 9:53 PM by [Matthew Baluyot](#)