

# Example User Stories

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## I Forgot To Clock In/Clock Out

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<https://www.youtube.com/embed/C0tInUyDBJQ>

When a mistake is made by forgetting to start or end a shift, make note of when you should have started or ended the shift, and then perform that action as soon as possible. In other words, start your shift as soon as you remember, or end your shift as soon as you remember.

Once you have completed your shift, you will need to request an adjustment to the start time or end time, depending on which action you forgot.

As long as the circle approves your adjustment, you will be paid for the actual time worked. Keep in mind, however, that adjusted time may not be considered EVV Verified and may not be billable to Medicaid. Too many instances of missed starts or ends of shifts will cause problems.

## I Forgot My Phone

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<https://www.youtube.com/embed/N8CCozdK0VY>



This video demos a previous version of eTime, so the current interface is different than the one shown.

There are a variety of reasons that a support staff's normal eTime device is missing, non-functional, or not available.

Without access to your phone, the next best choice is to log in to the portal on a borrowed device and start and stop your shift from that device. As long as you log in with your own username and password, you will be able to record your shift.

When using eTime on a borrowed device, the ideal option is another mobile phone. If not available, then a tablet computer such as an iPad, or a notebook computer running off of WiFi is the next best choice. As a last resort, a computer using a wired Ethernet connection is acceptable. When using a wired connection, it is possible that the location returned is inaccurate. eTime may think the computer is not located inside the

geofence. As long as that inaccuracy is adjusted by the staff and approved by the circle, the shift will be considered Verified.

## I Don't Have Internet Access

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<https://www.youtube.com/embed/8rHGek73qp0>

Lack of internet or network access can occur for a variety of reasons. Power outage, internet outage, and poor cellular network signal are just a few.

## Adjustments: Late Start Time (Phone Out of Batteries)

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<https://www.youtube.com/embed/RqNTvIAd7fc>



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## Adjustments: Forgot to STOP a Shift

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<https://www.youtube.com/embed/20CC2sKrJ7w>



This video demos a previous version of eTime, so the current interface is different than the one shown.

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