Fixing Location Inaccuracies

https://player.vimeo.com/video/670797586?title=0&byline=0

Outside The Geofence

When beginning or ending a shift, eTime may detect that you are outside of the geofence. When this happens, eTime will provide you with a list of addresses associated with your employer.

If the correct address is shown:

- Select the checkbox next to the correct address
- Click **Confirm Location**

If the correct address is NOT shown:

- Select the checkbox next to **Other**
- Type the correct address into the box
- Click **Confirm Location**

Completely Unable To Determine Location

It is possible that eTime may display an error stating that eTime was completely unable to get your location. When this happens, check the following:

- Verify that location settings have been enabled for your phone's operating system
- Verify that location settings have been enabled for your phone's browser
  - Verify that portal.issny.org has been allowed to use your location

Once verified that all location settings have been enabled, return to eTime and click **Retry** on the error. If eTime is still unable to get your location, click **Continue Without Location** and then select **I Understand** on the second warning that appears.

***Note that selecting **Continue Without Location** 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.*

For more information on enabling location services, please visit the Enabling Location Services Guide.

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 2/13/2024

Revision #27
Created 2021-01-21 17:35:21 UTC by Admin
Updated 2024-03-06 16:14:25 UTC by Matthew Baluyot