

What does it mean if the shift has an EVV Override Request?

The *EVV Override Request* that you are seeing is because the staff's device didn't think it was at the location that the staff said it was. The distance noted (196 meters in the example screenshot below) is telling you where the staff's device said it was.

Devices often offer up a cached location instead of getting the current location. The ISS Portal cannot force a device to get that current location so we provide you with all the information you need in order to make the determination to approve or reject the shift as you know best where your staff was when they were working.

Shift Exceptions

This shift has an EVV Override Request

End Location: [REDACTED] (Distance: 196 meters)

Address Given: [REDACTED]

[Click to Approve](#)

Not sure how to calculate how far away meters are? For an approximate result, multiply the total meters by 3.281. One meter equals 3.28084 feet.

Created 11/05/25.

🔄Revision #2

★Created 5 November 2025 15:31:12 by Elizabeth Lukan

✎Updated 5 November 2025 16:02:44 by Elizabeth Lukan