

# Staff App Navigation

## eVeroMobile Resource

**\*Self-Hired Staff-** Community Habilitation Respite or Supported Employment (SEMP)

- Staff are required to submit timesheets via eVero app
- Benefit Information will be offered to all applicable staff (offered to Part-Time and Full-Time employees)

**\*Staff Attendance-** All shifts must be documented real-time by staff via the **eVeroMobile App** on an electronic device per federal (EVV) Electronic Visit Verification mandates. Any missed shifts or shift corrections must be submitted by staff to EVeroy Payroll utilizing the manual payroll template sent directly to EVeroy Payroll at [everopayroll@aimservicesinc.org](mailto:everopayroll@aimservicesinc.org)

- Reach out to SD Team if staff need a manual payroll template
- Submissions must be timely in order to avoid delays in payment

**\*eVero Payroll-** Assists with processing payroll, time off approval, and communications with staff on shift updates/corrections in accordance to AIM Payroll Schedule

**\*eVeroMobile app-** timekeeping app utilized by staff when providing NYS Medicaid supports

### Additional AIM Supports:

**AIM Self-Direction Web Portal-** <https://www.aimservicesinc.org/services/self-direction/>

### AIM Self-Direction Team-

- **Self-Direction Coordinator-**
  - Assists with general team communications, documentation, eVero questions
- **HR Coordinator-**
  - Assists with general HR questions, employee benefits as applicable, leave of absence
- **Bookkeeper-**
  - Assists with reimbursement requests and policies
- **Payroll-** [everopayroll@aimservicesinc.org](mailto:everopayroll@aimservicesinc.org)
  - Assists with payroll processing, payroll documentation, and time off (PTO)
- **SD Support-** [SDSupport@aimservicesinc.org](mailto:SDSupport@aimservicesinc.org)
- Assists with additional team supports as needed
  - SD Support Team hosts weekly interactive staff trainings via Zoom; reach out to SD Team for more information on scheduling

eVeroMobile Staff Navigation Resource includes the following:

Widget Key

Menu Navigation

How to Enroll Signature/Pin

How to Change Password

How to Enroll/Manage Multifactor Authentication (MFA)

Additional App Setting

How to Log out

# Staff App Widget Key

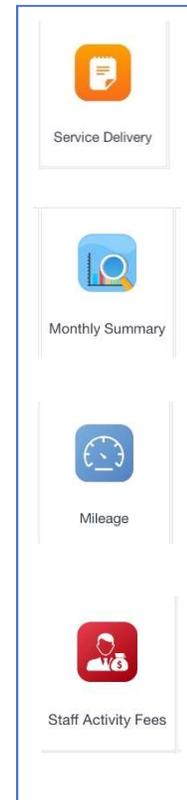
## eVeromobile

**Service Delivery-** widget used to document staff shifts (timekeeping app) in accordance to NYS Medicaid requirements using Electronic Visit Verification

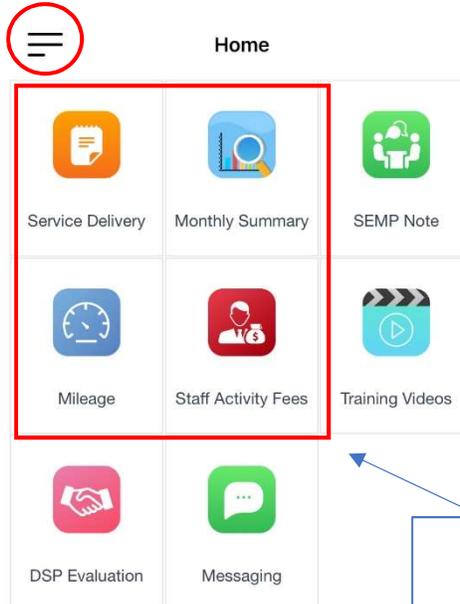
**Monthly Summary-** widget used to document staff required monthly notes (Self-Hired Com Hab Only). The monthly summary must summarize the individual's progress from the prior month directly related to the habilitative plan

**Mileage-** widget used to document reimbursement request to cover transportation or other costs related to transportation incurred by staff when transporting the individual while providing support (staff must be on shift to qualify for reimbursement)

**Staff Activity Fees-** widget used to document reimbursement requests to cover meals, admissions, fees, transportation, or other costs incurred by staff when providing support (staff must be on shift to qualify for reimbursement)



Menu Dropdown  
(top left-hand corner of screen)



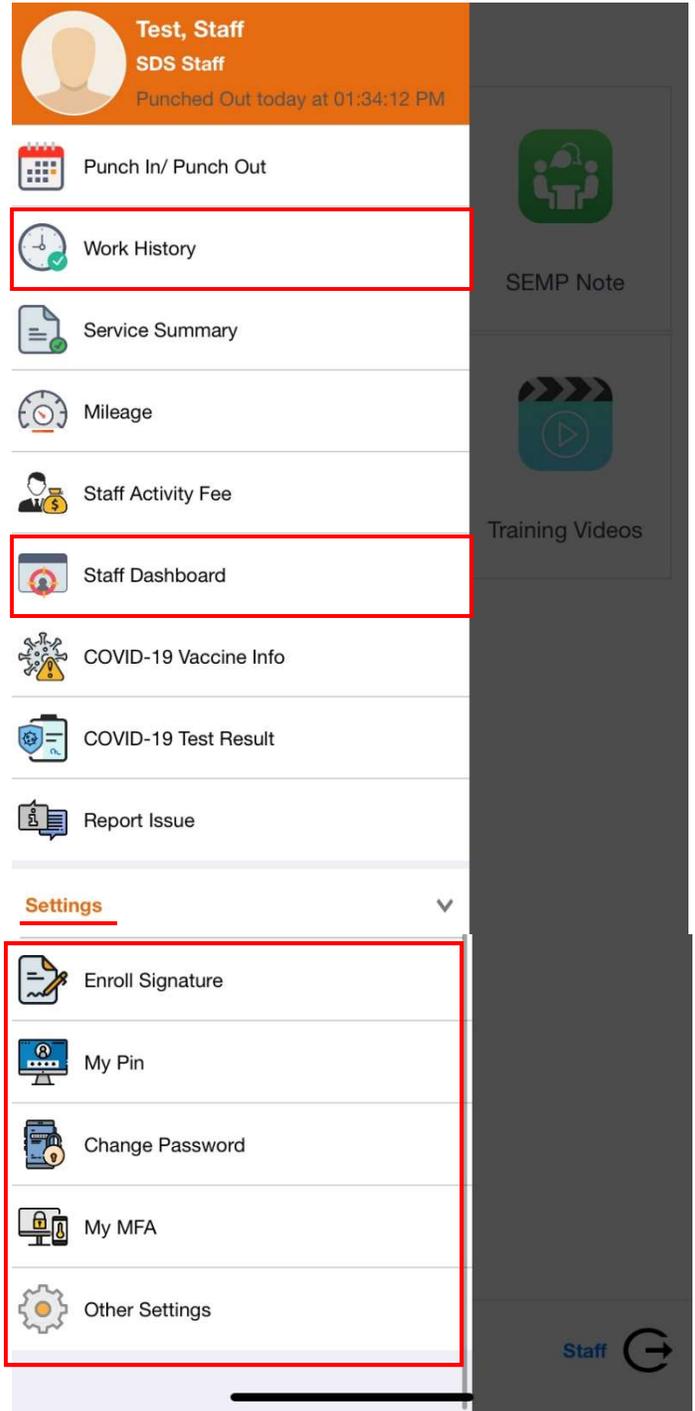
- App Home Screen
- Service Delivery Widget
  - Monthly Summary Widget
  - Mileage Widget
  - Staff Activity Fee Widget

# Staff App Navigation

## eVeroMobile Resource



Home



The screenshot shows the Home screen of the Staff App. At the top, there is a header with a hamburger menu icon and the word "Home". Below the header is a user profile card for "Test, Staff" (SDS Staff) with a "Punched Out today at 01:34:12 PM" status. A list of menu items follows: "Punch In/ Punch Out", "Work History", "Service Summary", "Mileage", "Staff Activity Fee", "Staff Dashboard", "COVID-19 Vaccine Info", "COVID-19 Test Result", and "Report Issue". A "Settings" section is expanded, showing "Enroll Signature", "My Pin", "Change Password", "My MFA", and "Other Settings". On the right side, there are two large icons: "SEMP Note" and "Training Videos". At the bottom right, there is a "Staff" button with a right-pointing arrow.

### Menu Dropdown:

- Work History
- Staff Dashboard
- Settings:
  - Enroll Signature
  - Enroll Pin
  - Change Password
  - My MFA
  - Other Settings

Work History-

- Staff can use this as a tool to track hours to maintain employment status

Please Note:

Staff are not using this option to document services; service documentation is captured through the 'Service Delivery' app widget

[Home](#) **Work History**

 **TEST, STAFF**  
Sds Staff

Total hours worked This Week(SUN-SAT) **00:01:51**

History  
This Week(SUN-SAT) ▾

*Today*

**SDS-Self-Hired Community Habilitation**

Punch In	Punch Out
01:34 PM 	01:35 PM 

---

**SDS-Self-Hired Community Habilitation**

Punch In	Punch Out
01:32 PM 	01:34 PM 

Staff Dashboard:

- Notifications List
  - o System Messages: Com Hab
  - o Monthly Summary Reminder
- Monthly Summary Due
- Rejection Count List:
  - o Monthly Summary
  - o Transportation
  - o Staff Activity

**STAFF DASHBOARD** Close

**NOTIFICATION LIST**

- SYSTEM MESSAGES 0 >
- DIRECT MESSAGES 0 >

**PENDING REVIEW**

NO DATA FOUND

**MONTHLY SUMMARY DUE**

- SDS-Self-Hired Community Habilitation 0 >

**ATTENDANCE NOT REVIEWED**

NO ATTENDANCE AVAILABLE

**REJECTION COUNT LIST**

- MONTHLY SUMMARY 1 >
- TRANSPORTATION 11 >
- STAFF ACTIVITY 29 >

## How to Enroll Signature

1. Select Employee



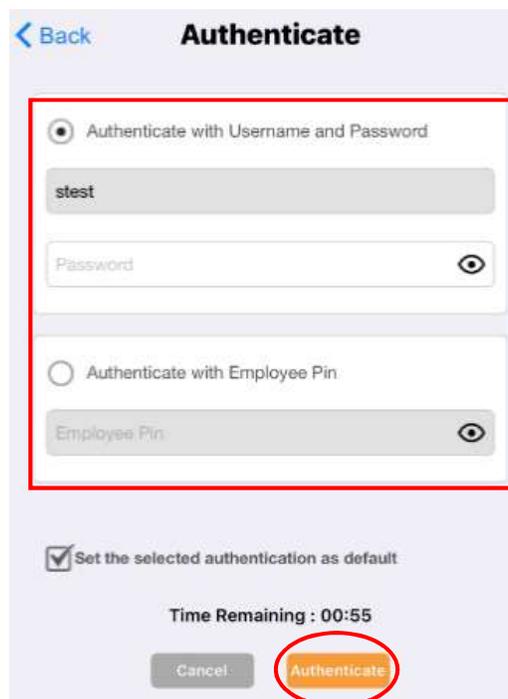
2. Add Signature Capture using the signature pad

3. Select 'Done' to save signature

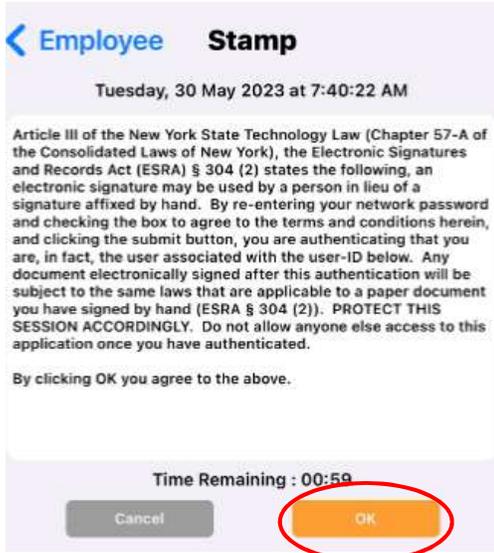


4. To save user must authenticate using one of the options provided;  
enter password or pin

5. Select 'Authenticate' to confirm

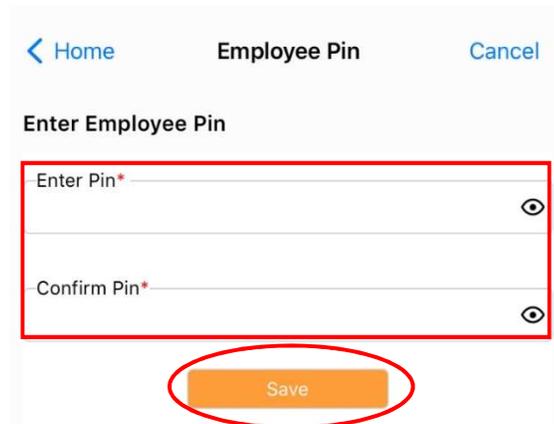


6. User will need to time stamp enrollment by selecting 'Ok'
7. Signature will then successfully save; select 'Ok'



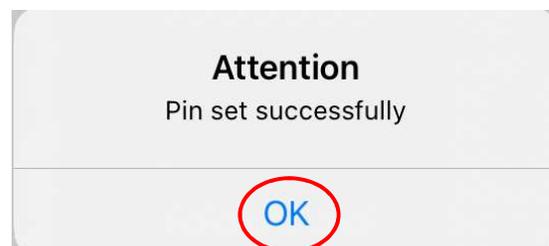
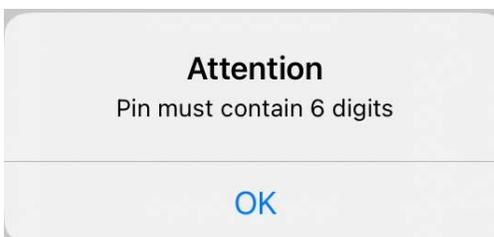
## How to Enroll Pin

1. Enter Employee Pin
2. Confirm Employee Pin
3. 'Save' Employee Pin



4. Pin will save successfully; select 'Ok'

Please Note: Pin must contain 6 digits

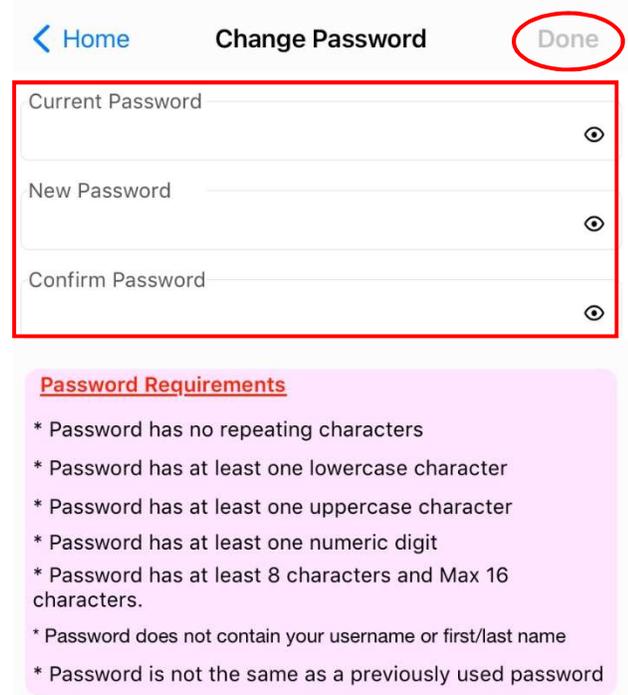


## How to Change Password

1. Enter Current Password
2. Enter New Password
3. Confirm New Password
4. Select 'Done' (upper right-hand corner)

### Please Note:

Password requirements must be met in order to move forward



Change Password

Current Password

New Password

Confirm Password

**Done**

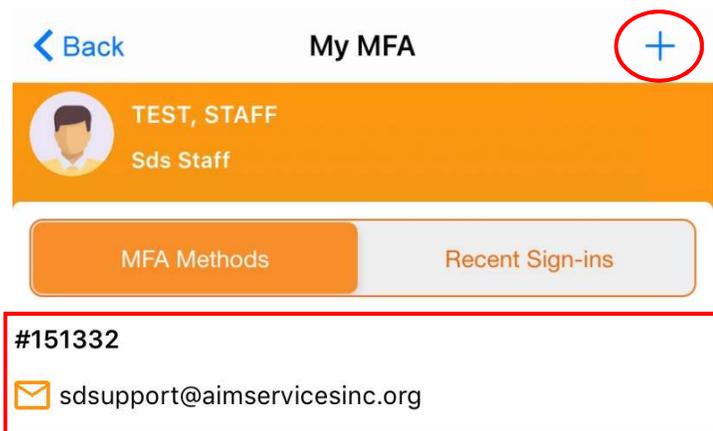
**Password Requirements**

- \* Password has no repeating characters
- \* Password has at least one lowercase character
- \* Password has at least one uppercase character
- \* Password has at least one numeric digit
- \* Password has at least 8 characters and Max 16 characters.
- \* Password does not contain your username or first/last name
- \* Password is not the same as a previously used password

## How to Enroll Multifactor Authentication (MFA)

1. Select blue plus sign (upper right-hand corner of screen)
2. Select Method Details
  - a. Device Type
  - b. Device Selection
3. Select 'Done'

MFA Types will show enrolled on 'My MFA' screen



My MFA

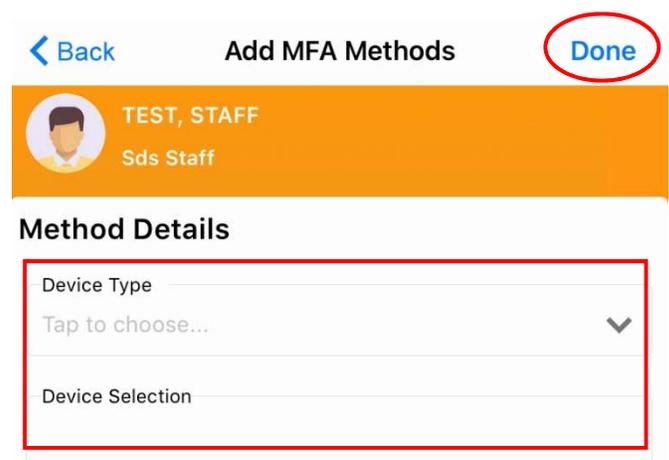
TEST, STAFF  
Sds Staff

MFA Methods

Recent Sign-ins

#151332

sdsupport@aimservicesinc.org



Add MFA Methods

TEST, STAFF  
Sds Staff

**Method Details**

Device Type

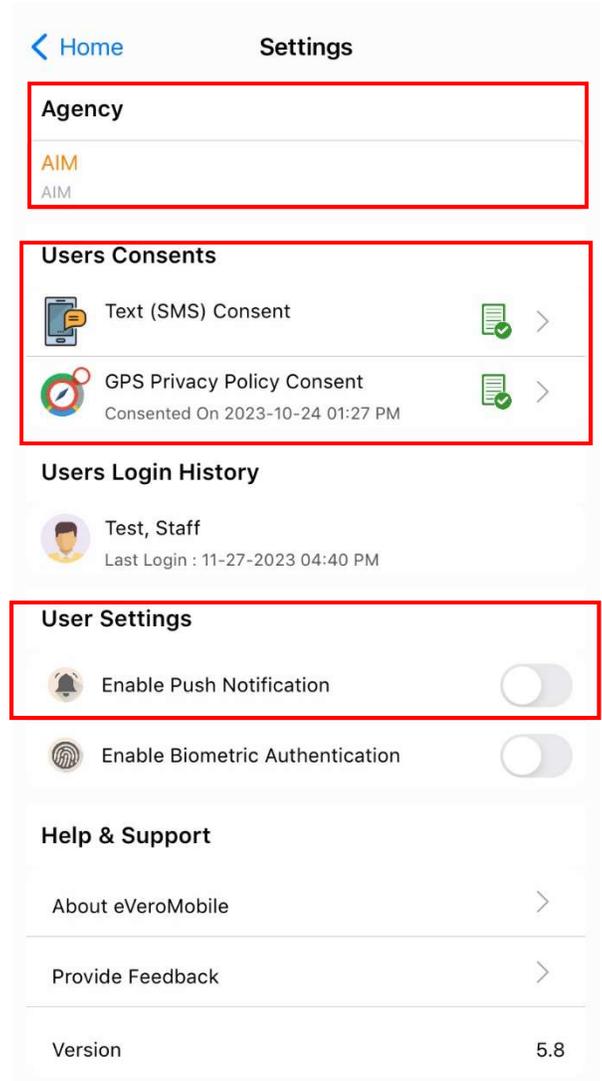
Tap to choose...

Device Selection

**Done**

## Additional Settings

- Agency:
  - o AIM
- User Consents:
  - o GPS Privacy Policy Consent
- User Settings:
  - o Enable Push Notifications



## How to Log Out



Nov 27, 2023



Select the icon next to staff name and proceed to log out of app

## Staff App Additional Resources eVeroMobile

- Self-Hired Staff Information
- Clock In/Out Self-Hired Respite
- Clock In/Out Self-Hired Community Habilitation
- Entering a Monthly Summary (Com Hab)
- Entering Mileage Reimbursement Request
- Entering Staff Activity Fees Reimbursement Request

Available upon or on the Self-Direction Web Portal:

<https://www.aimservicesinc.org/self-direction/>