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 EVero Payroll utilizing the manual payroll template sent directly to EVero Payroll at 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 software app utilized by self-hired staff to document services when providing NYS Medicaid supports including but not limited to timekeeping, shift notes, and monthly documentation of staff services provided

- On-Demand 'How to' eVero Videos Link: https://www.youtube.com/@aimservicesinc/playlists

Additional AIM Supports:

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

AIM Self-Direction Team

- **Self-Direction Coordinator-** Assists with general team communications, documentation, eVero questions
- **Staff Supports Coordinator-** Assists with general HR questions, employee benefits as applicable, leave of absence
- **Accounts Payable Specialist-** Assists with reimbursement requests and policies
- **eVero Payroll-** everopayroll@aimservicesinc.org
  - Assists with payroll processing, payroll documentation, and time off (PTO)
- **SD Support-** SDSupport@aimservicesinc.org
  - Assists with additional team supports as needed
  - SD Support Team hosts weekly live 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**

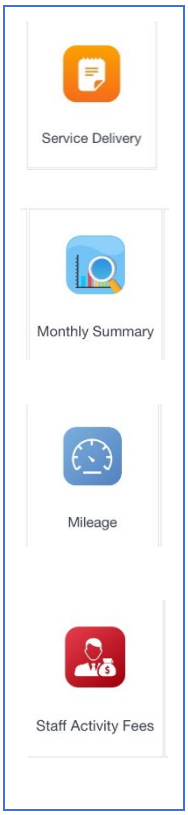
eVeroMobile

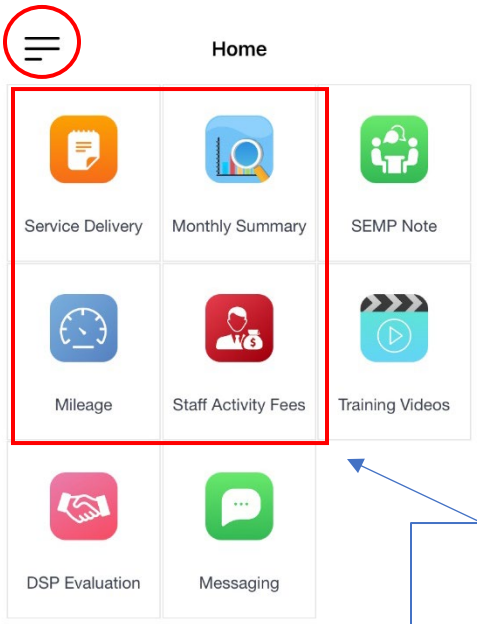
Service Delivery- widget used to document staff shifts (timekeeping app) in accordance to NYS Medicaid requirements using Electronic Visit Verification

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

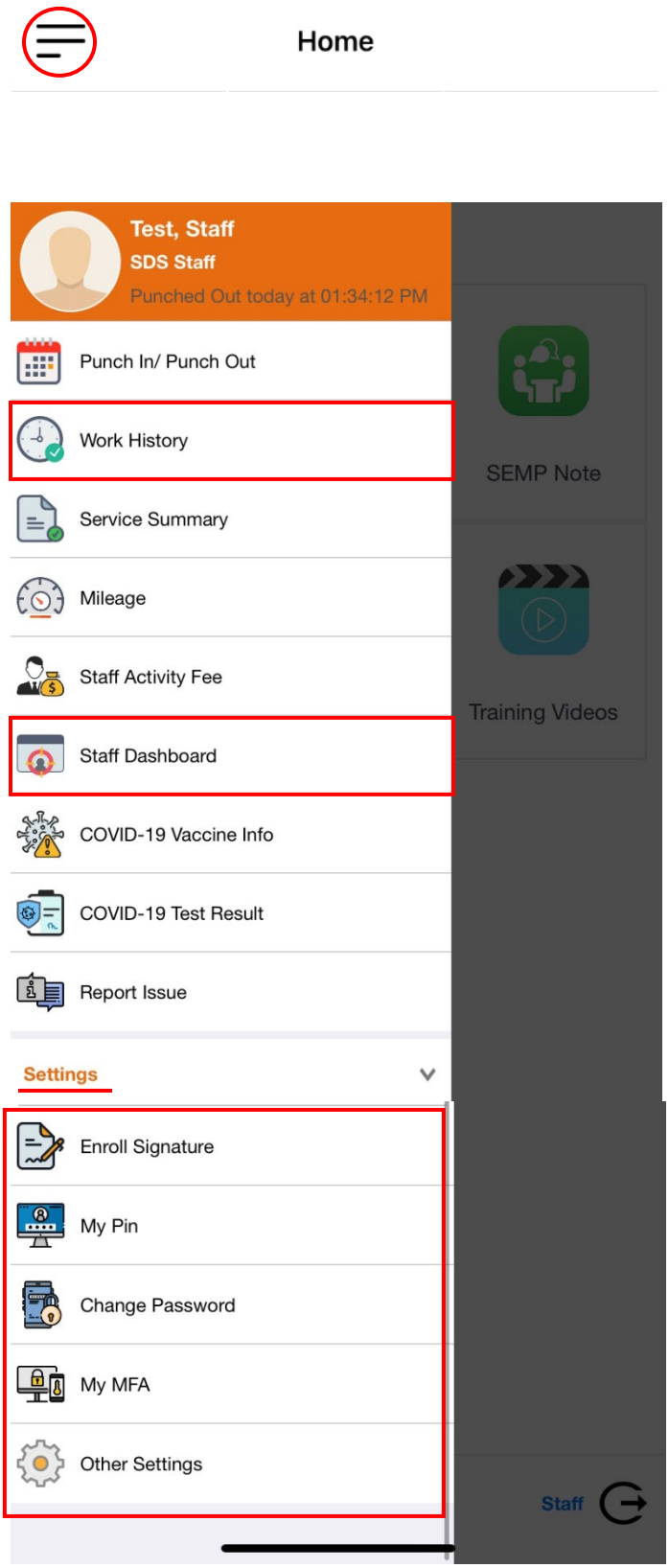
(top left-hand corner of screen)

App Home Screen

- Service Delivery Widget
- Monthly Summary Widget
- Mileage Widget
- Staff Activity Fee Widget

Staff App Navigation

eVeroMobile



Menu Dropdown:

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

Staff App Navigation

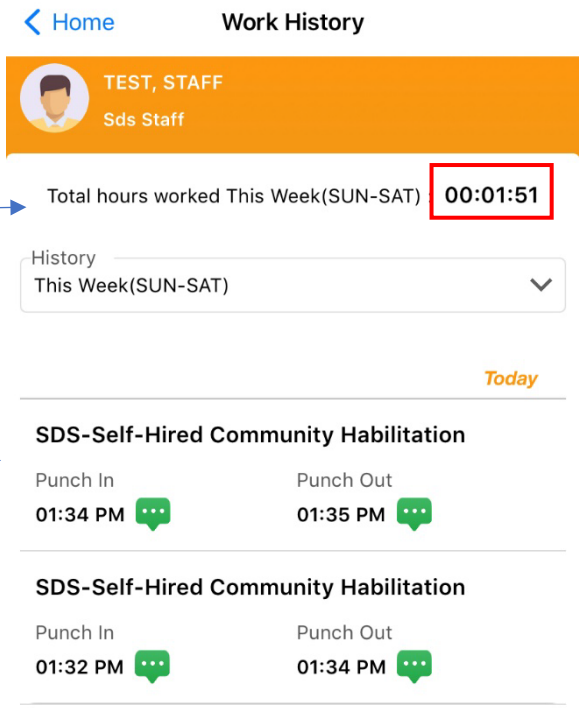
eVeroMobile

Work History-

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

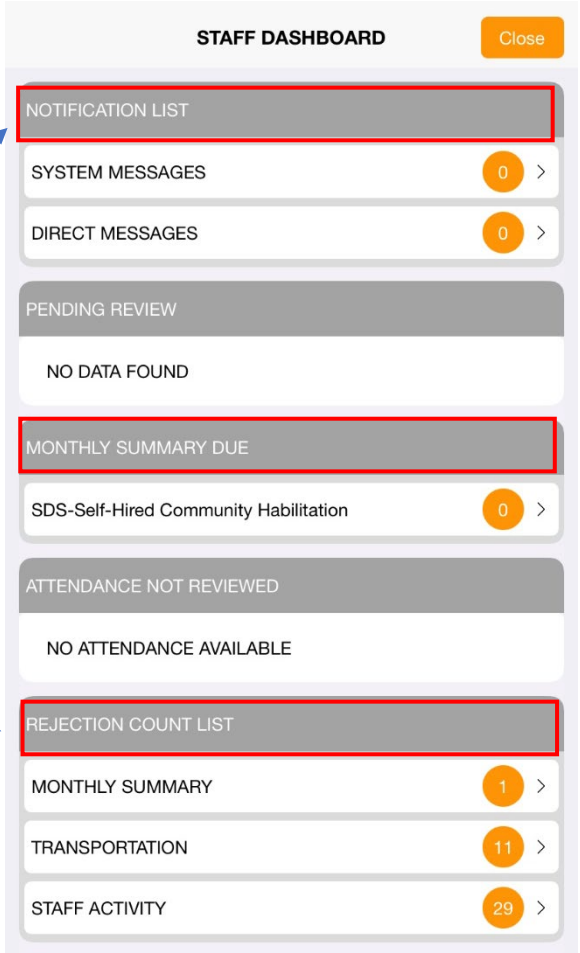
Please Note:

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



Staff Dashboard:

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



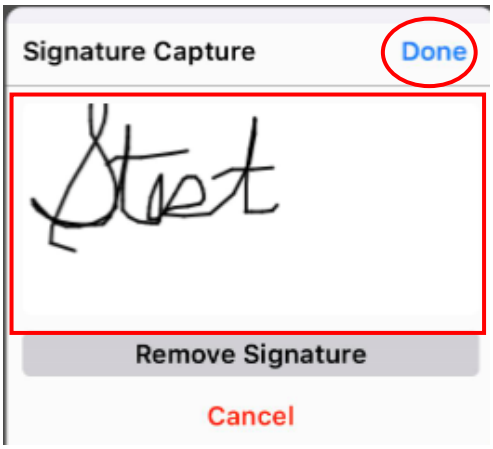
How to **Enroll Signature**

1. Select Employee

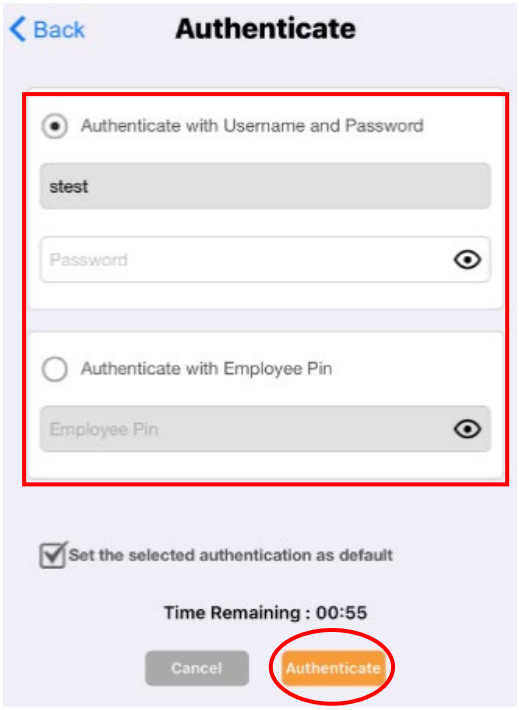


2. Add Signature Capture using the signature pad
3. Select 'Done' to save signature

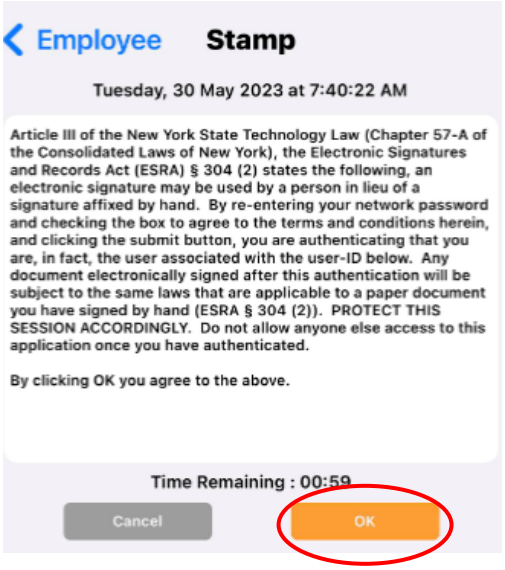


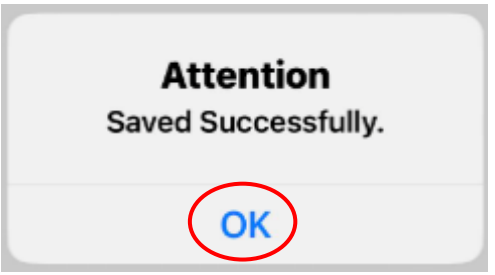


4. To save user must authenticate using one of the options provided; enter password or pin
5. Select 'Authenticate' to confirm



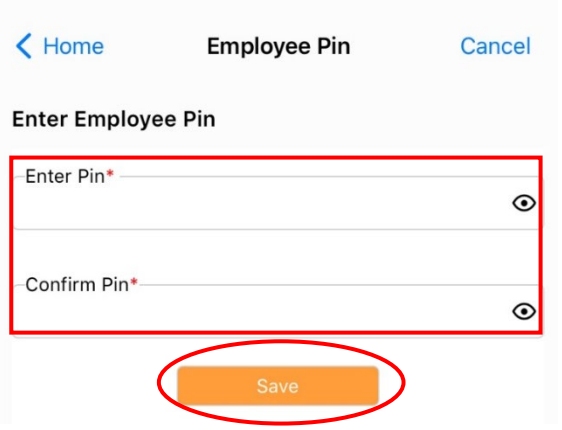
6. User will need to time stamp enrollment by selecting ‘Ok’
7. Signature will then successfully save; select ‘Ok’





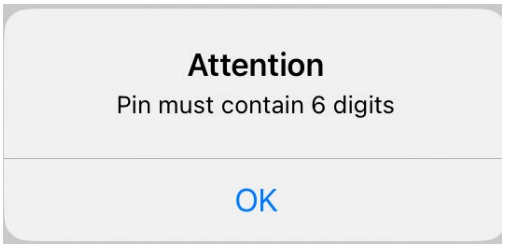
How to **Enroll Pin**

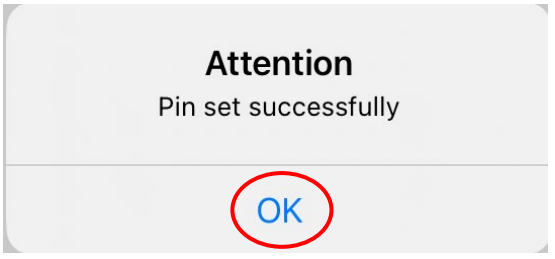
1. Enter Employee Pin
2. Confirm Employee Pin
3. ‘Save’ Employee Pin



4. Pin will save successfully; select ‘Ok’

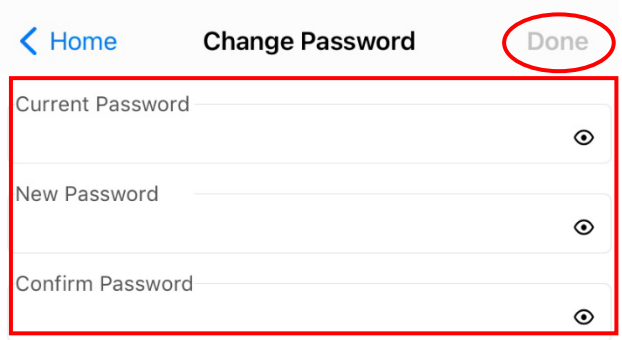
Please Note: Pin must contain 6 digits





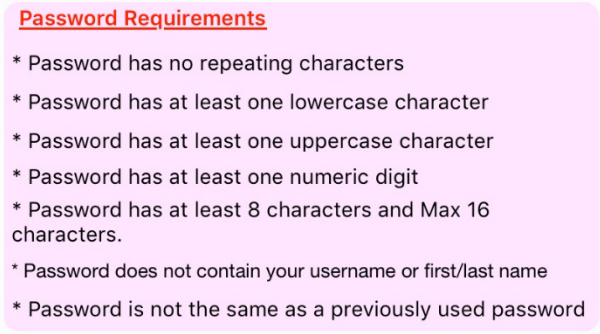
How to **Change Password**

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 to move forward



What is **Multifactor Authentication (MFA)**

A multi-step account login process that requires users to enter additional information than just a password. User would need access to the additional authentication method (example: email, cell phone for text or home phone for a call) in real time to receive the 6-digit code

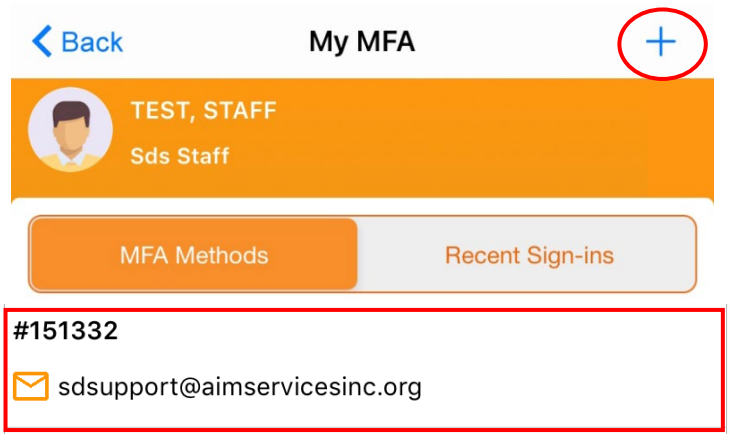
Users would use MFA for the following reasons:

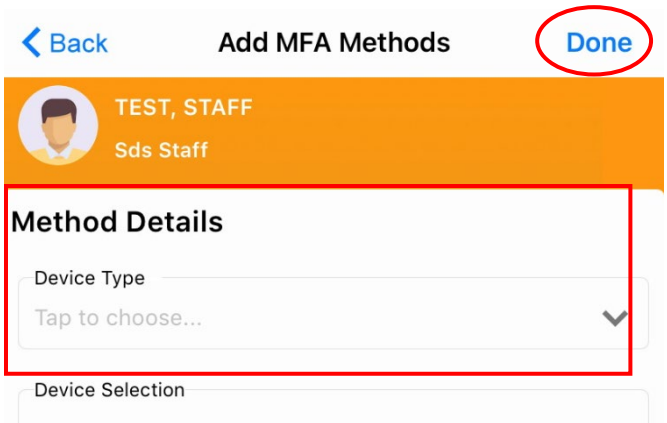
- Initial log-in to new user account
- A password reset

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'

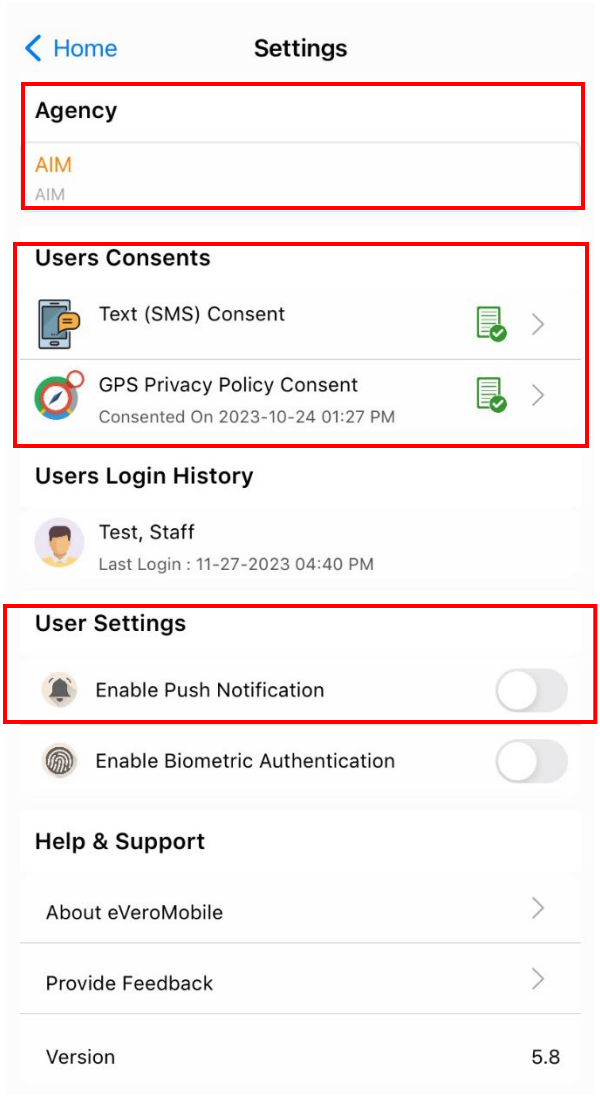
MFA Types will show enrolled on 'My MFA' screen



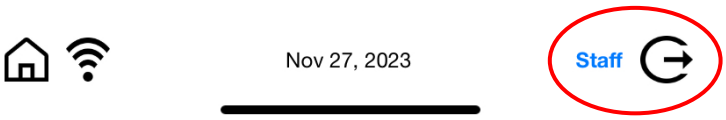


Additional **Settings**

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



How to **Log Out**



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