



Caregiver Guide

Getting Started in the *Help at Home*
Caregiver Connect Mobile App

Designed *by* caregivers *for* caregivers

The ***Help at Home Caregiver Connect*** mobile app will give you easier access to the resources and support you need, allowing you to continue focusing on care for your clients!

Download & Enroll Today!



Help at Home[®]

Care to Live Your Life.

Let's Get Started!

1

Download the app

1. Click the link below or scan the QR codes to the right to download the app to your Apple or Android device

Apple devices:
[Click here](#)
or scan below!

Android devices:
[Click here](#)
or scan below!

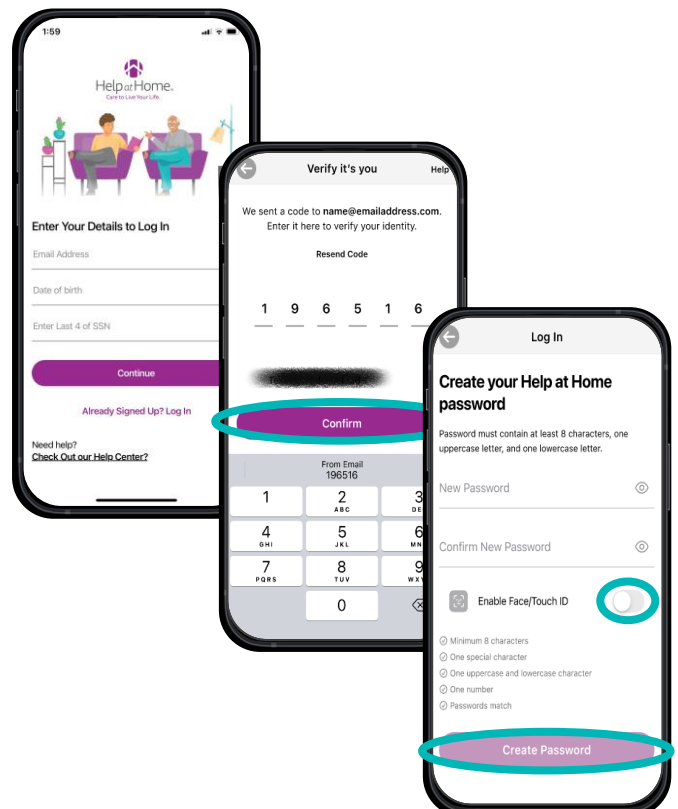


2

Sign Up

1. Enter your **email**, **date of birth**, and the **last 4 digits of your SSN** and click **Continue**
2. Enter the **6-digit code** sent to your email on file and click **Confirm**
3. Create a password, enter it twice, and click **Create Password**

HINT: Click **Enable Face/TouchID** to speed up future logins!



Enable Updates

To get access to future app improvements and new features, enable the app to auto-update!

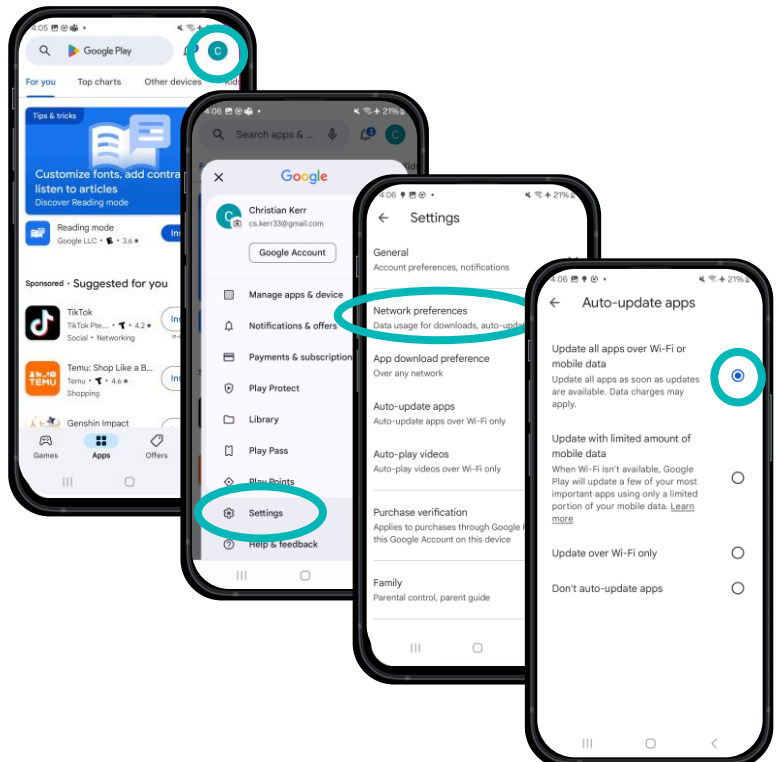
Apple devices

1. Open **Settings**
2. Click **App Store**
3. Turn on **App Updates**

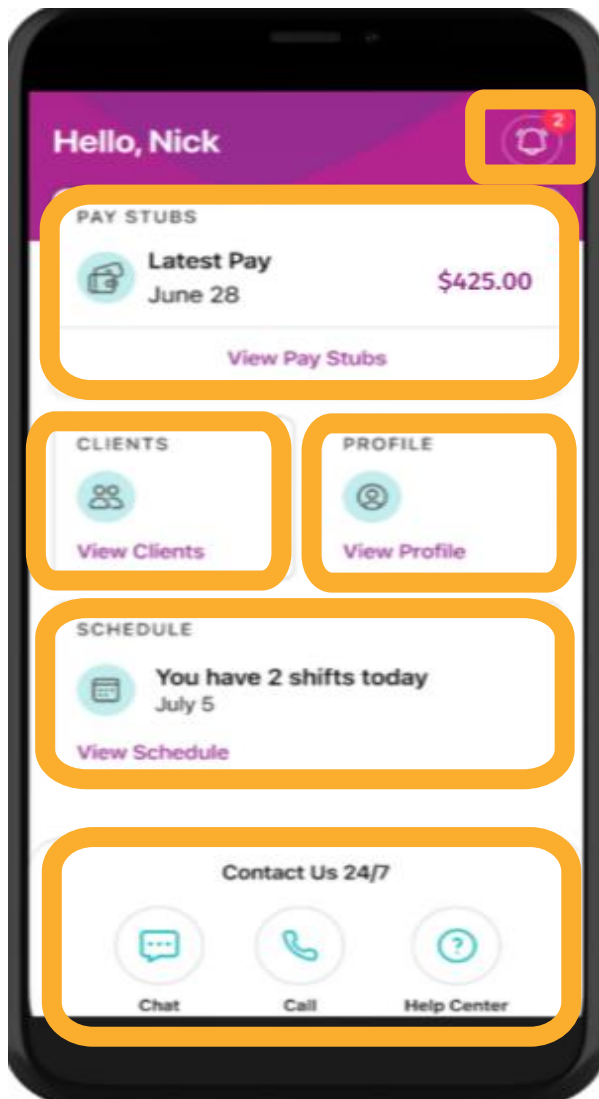


Android devices

1. Open Google Play Store
2. Click your **account icon** in the upper-right corner
3. Click **settings**
4. Click **Network preferences**
5. Select **Update all apps over Wi-Fi or mobile data**



Get to know your Homepage...



Near real time in app notifications



View and download your pay stubs



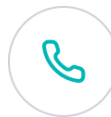
View your assigned clients



View your profile and update phone number



View your Schedule

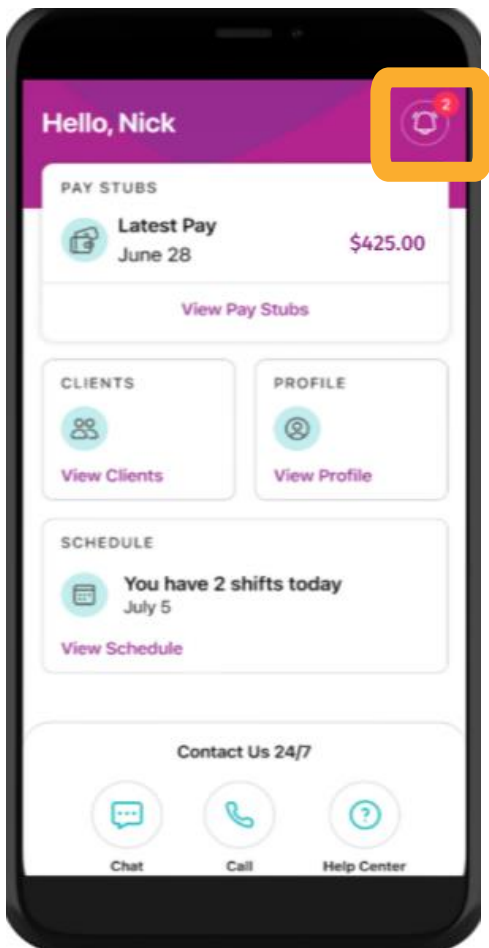


Contact Help at Home support



Help at Home.
Care to Live Your Life.

Notifications



Below is a list of in app and push notifications that you will receive in Caregiver Connect:



Clock In/Out Reminders



Birthday/Work Anniversary



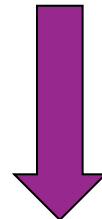
W-2 Available



Paystub Available



Care Coordination Survey



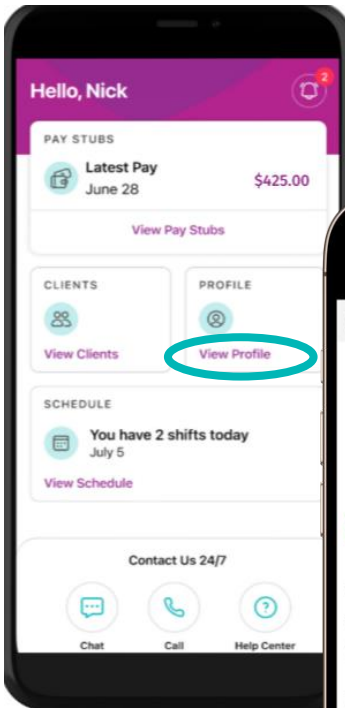
As Care Coordination Surveys appear, please complete when made available

- A Push Notification will be sent each **Sunday** with a link to the Care Coordination survey for each client you work with.*
- A push notification reminder will be sent on **Wednesday** for each incomplete Care Coordination survey*

Set Up Your Profile

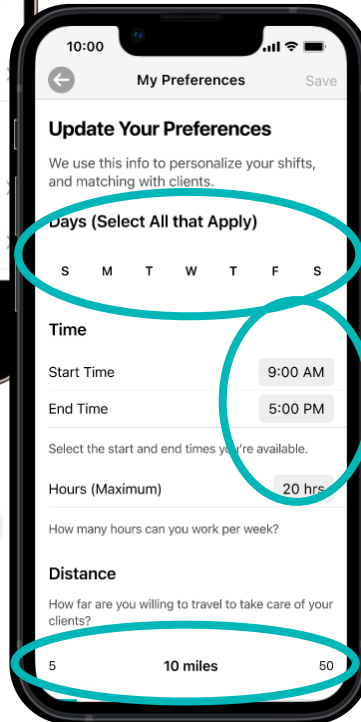
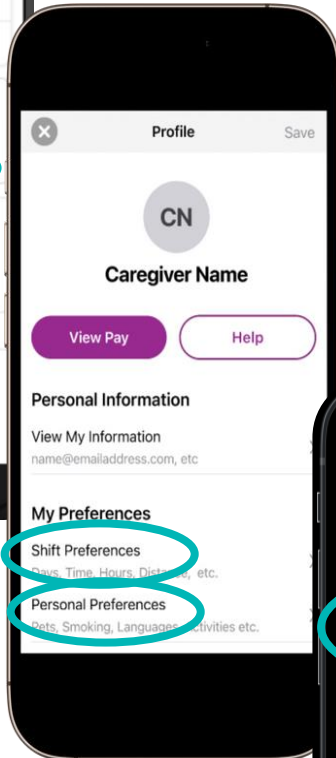
1

Click **View Profile**



2

Navigate to My Preferences select **Shift Preferences** and **Personal Preferences**

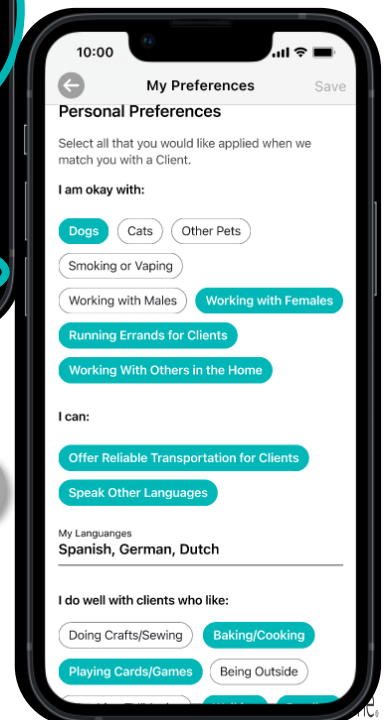


3

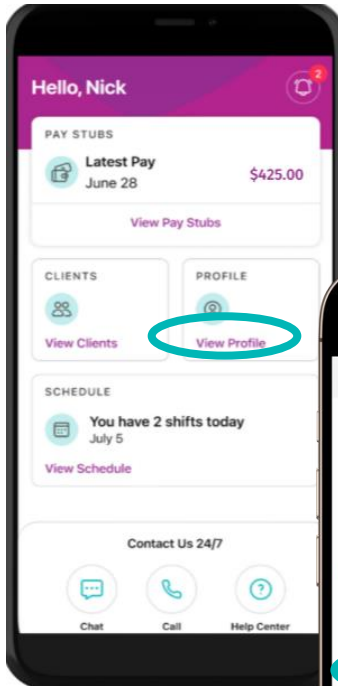
Shift Preferences are the **days**, **times**, and **maximum hours** you're available to work, and the number of **miles** you're willing to travel to your client

4

Personal Preferences include **pets**, **smoking**, **languages** you speak, and **activities** you like to do with clients

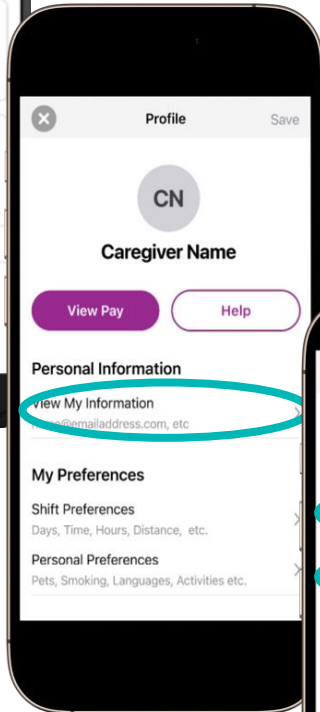


Updating Preferred Name



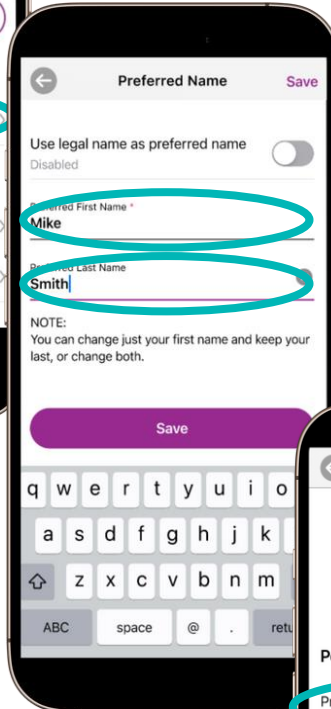
1

Click **View Profile**



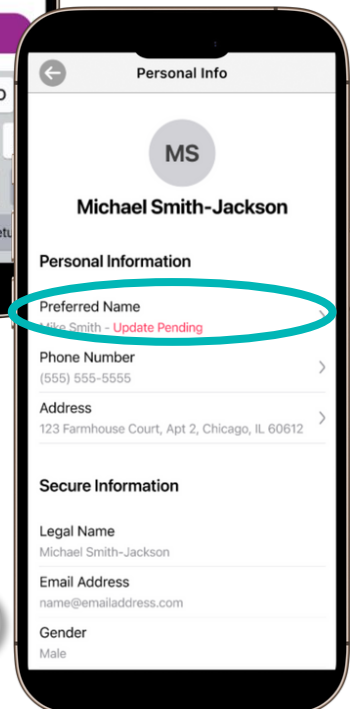
2

Click **View My Information**



3

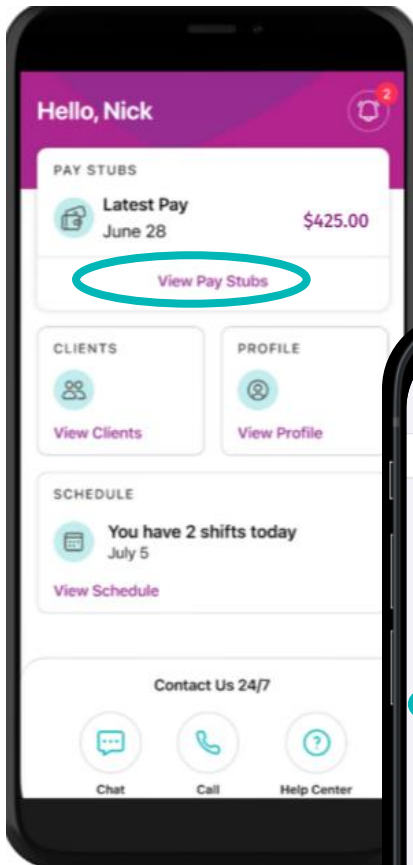
Select **Preferred First Name** and **Last Name** to change current Preferred Name



4

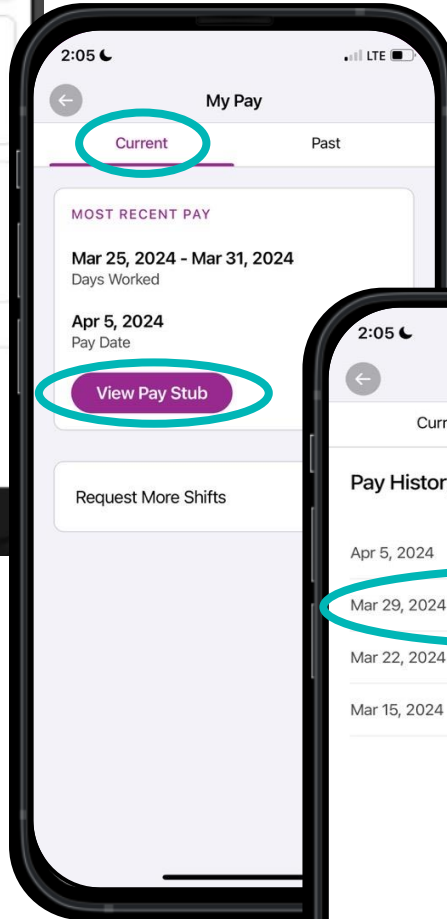
Update Pending will be displayed until changes are approved

View Your Pay Stub



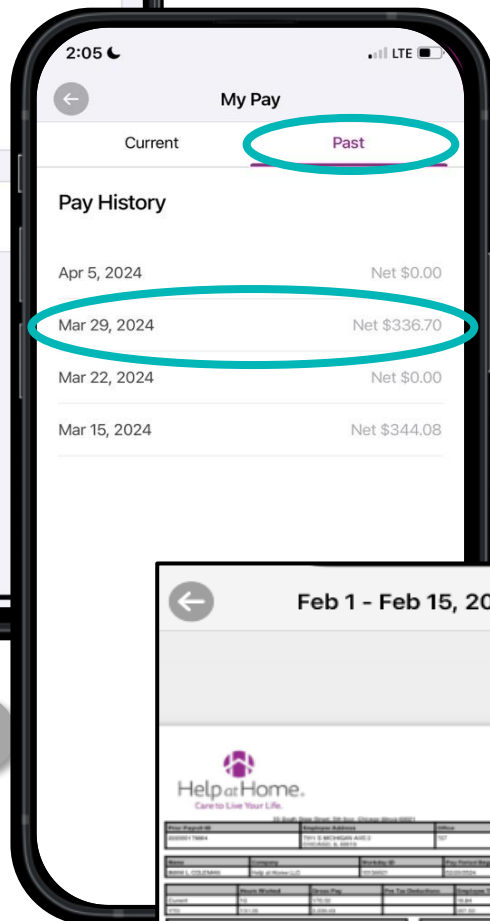
1

Click **View Pay Stubs** to view current and past pay stubs



2

Click **Current** then **View Pay Stub** to view your most recent pay stub



3

Click **Past** and select a date to view a previous pay stub

4

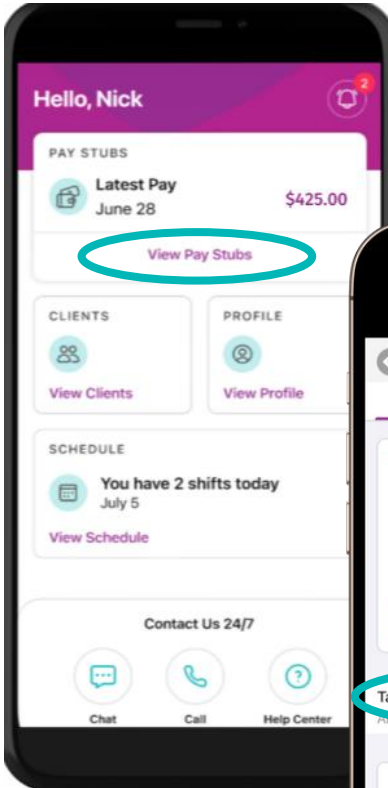
Click the **arrow icon** to view, download, or print a pay stub

The screenshot shows a detailed pay stub for the period 'Feb 1 - Feb 15, 2024'. The header includes the 'Help at Home' logo and the tagline 'Care to Live Your Life.' Below this is a table with columns for 'Description', 'Date', 'Hours', 'Rate', 'Amount', 'FTD', and 'FTD'. The table lists various items such as 'Gross Pay', 'FICA Tax', 'Federal Income Tax', and 'Net Pay'. A red circle highlights the 'Net Pay' amount of \$336.70. At the bottom, there are sections for 'Employee Taxes' and 'Employer Taxes'.

View Your Tax Documents

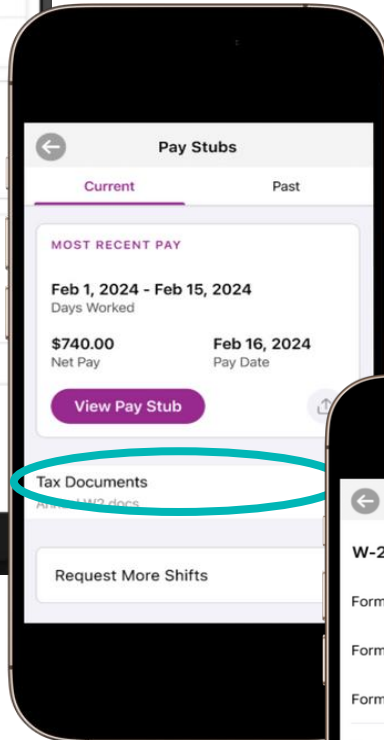
1

Click **View Pay Stubs**



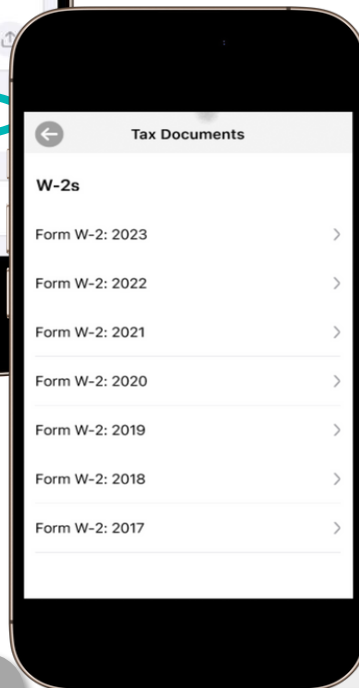
2

Click **Tax Documents**



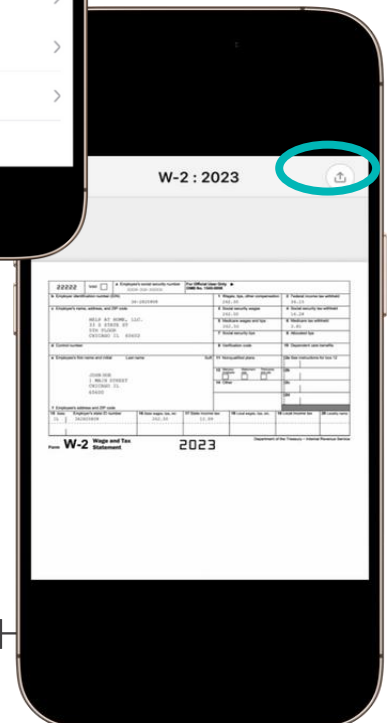
3

List of yearly W-2s will be displayed, Click the W-2



4

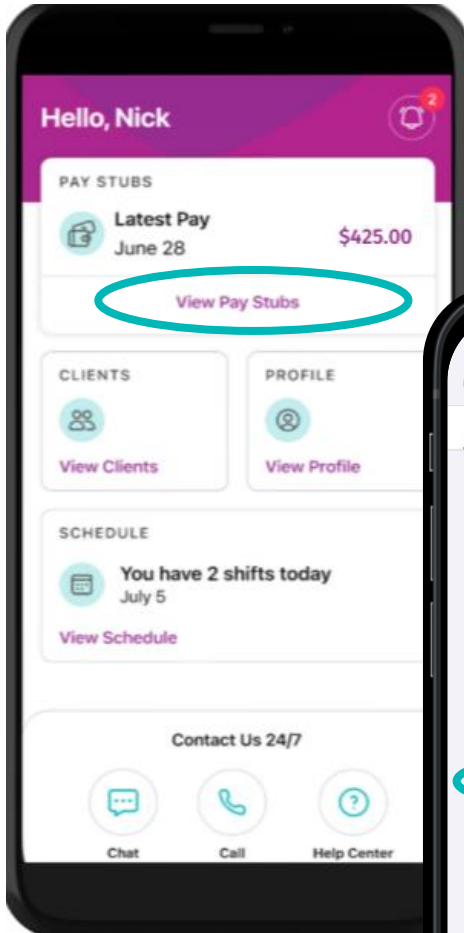
Click the **arrow icon** to view, download, or print a W-2



Request More Shifts

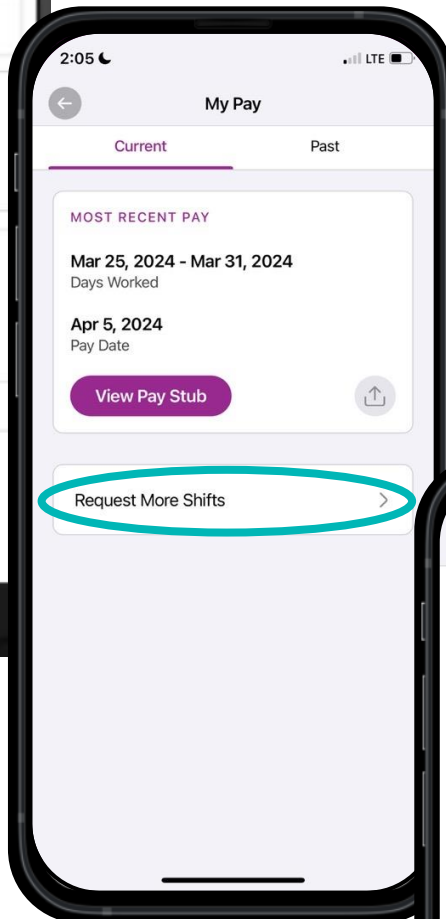
1

Click **View Pay Stubs**



2

Click **Request More Shifts**

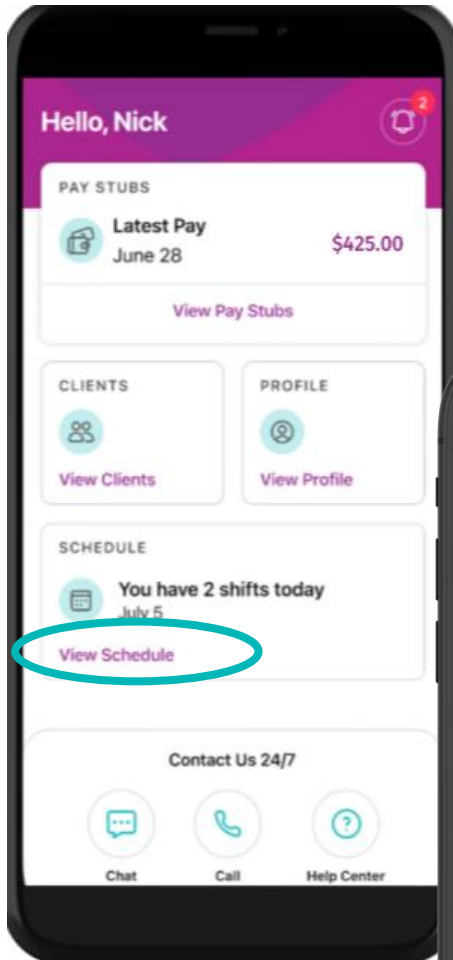


3

Enter your **branch** and the **days** and **times** you are looking to pick up extra hours and click **Submit**. Your branch will review the request and reach out with next steps

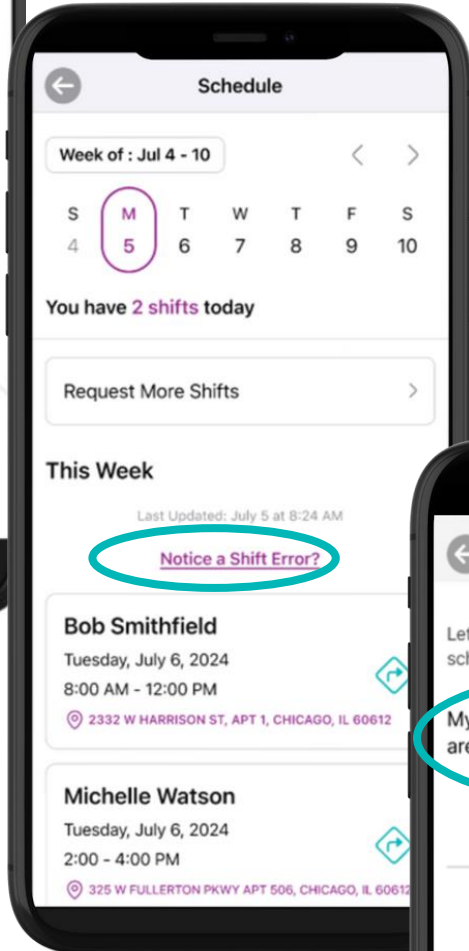


Report Shift Error



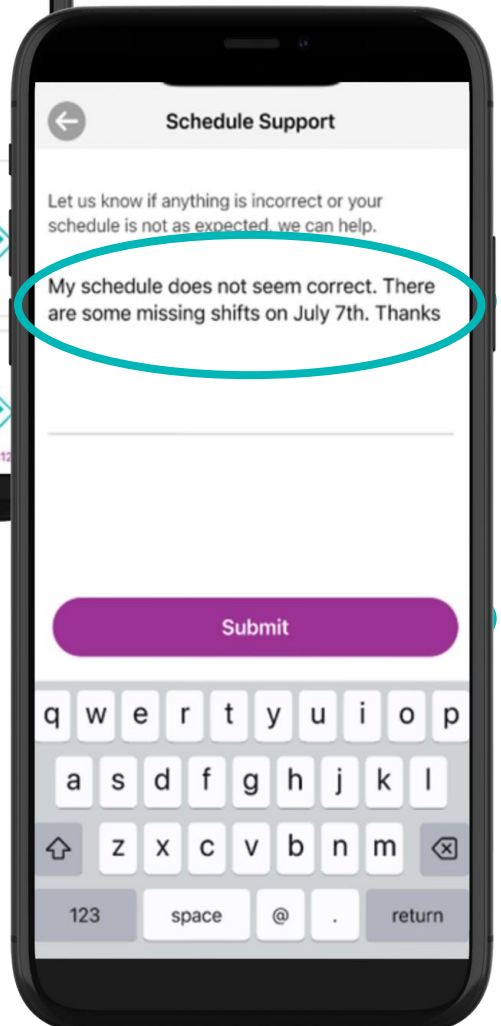
1

Click **View Schedule**



2

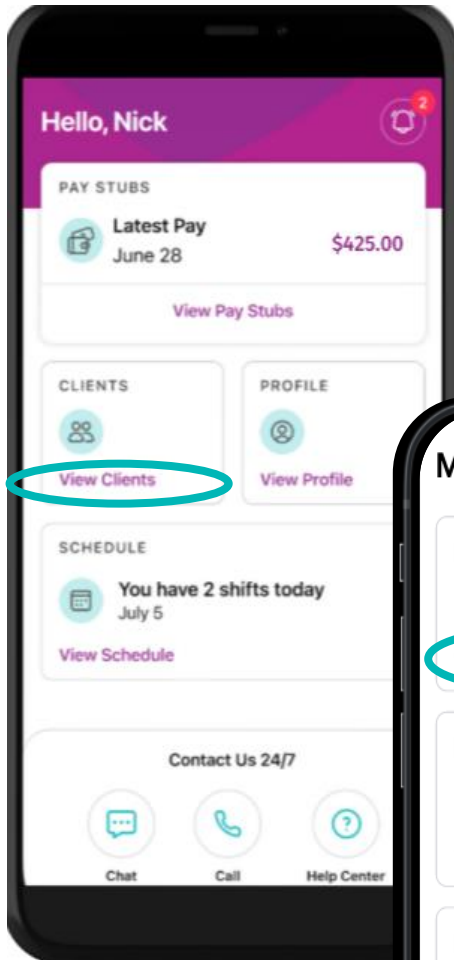
Click **Notice Shift Error**



3

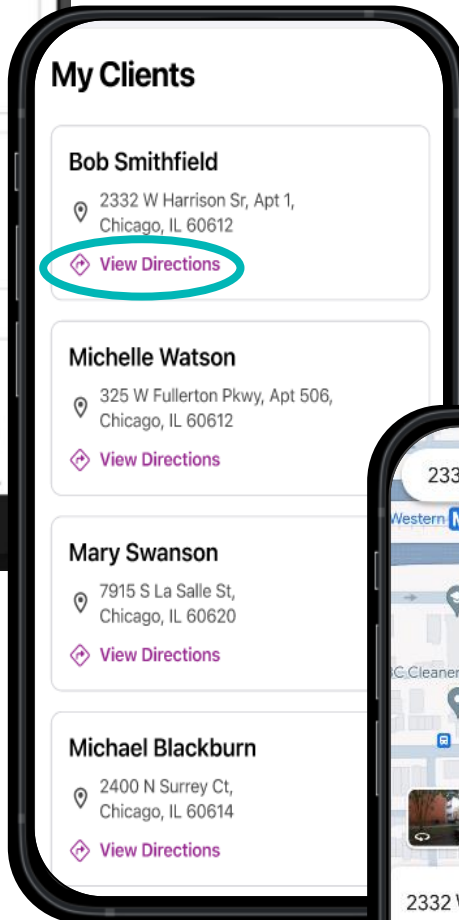
Enter your **schedule and provide the days and times** the shift(s) would need to be fixed. A Branch member will follow up and update the error.

View Your Clients



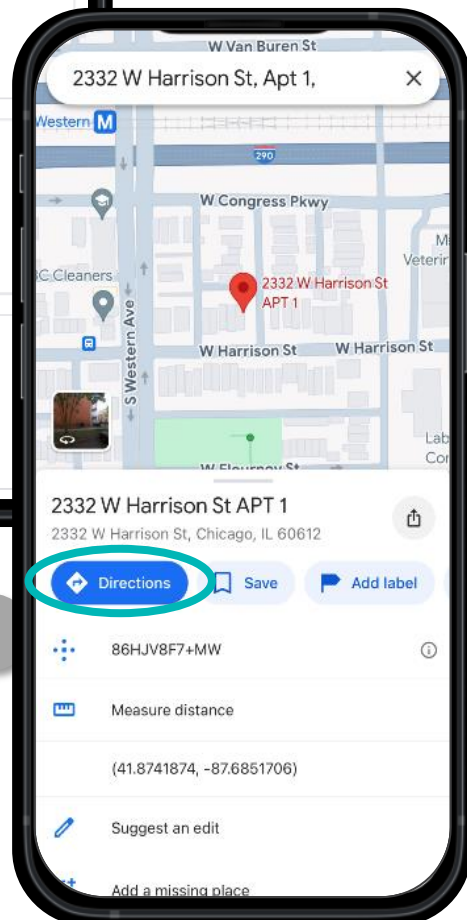
1

Click **View Clients** to see your current client list



2

Click **View Directions** to open directions to your client's location



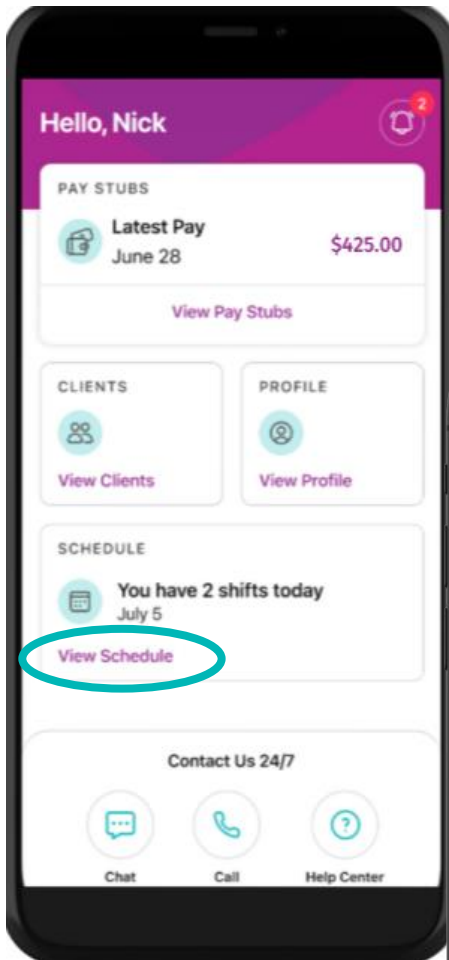
3

Click **directions** in Apple or Google Maps to navigate to your client visit

View Your Schedule

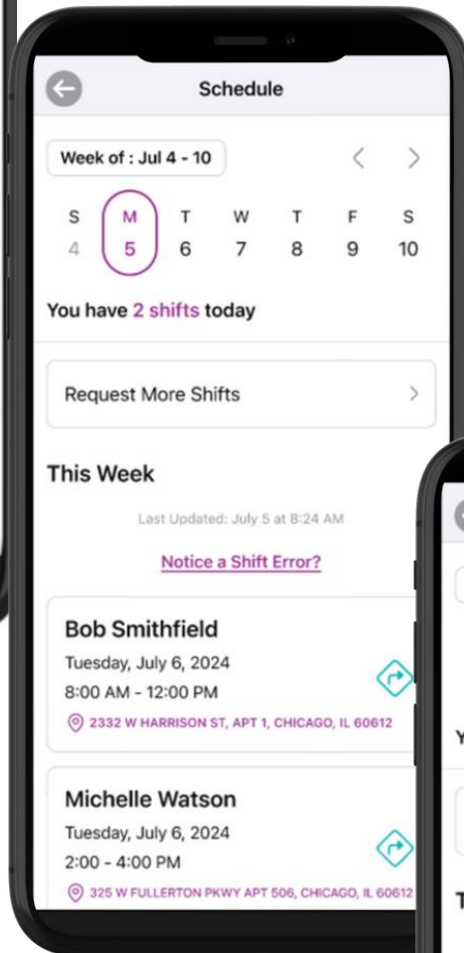
1

Click **View Schedule**



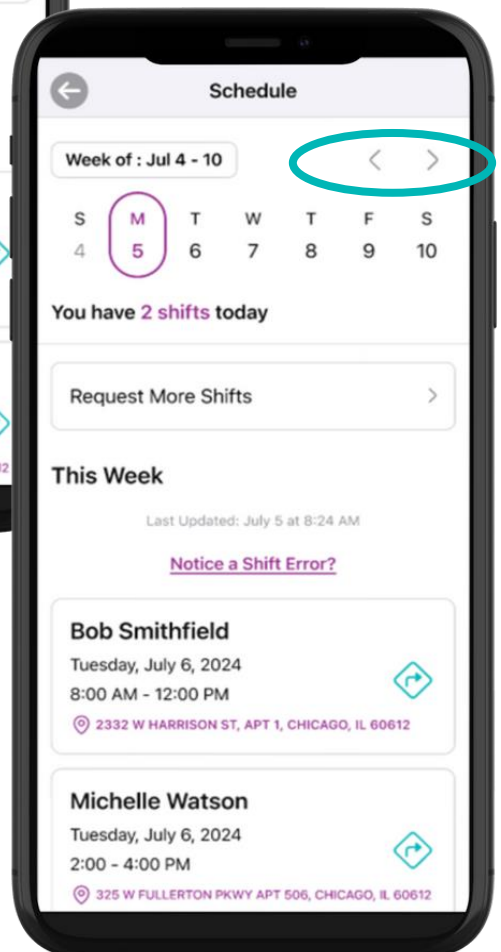
2

This week's schedule will be displayed

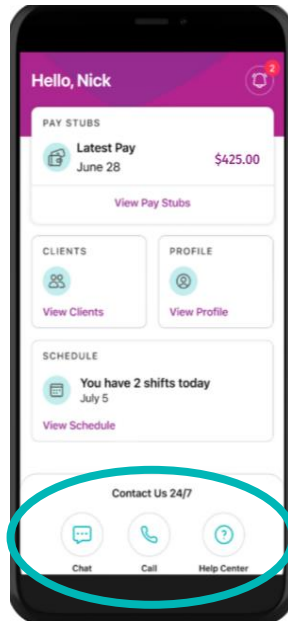


3

Click **arrows** in the top right to navigate to past or future visits

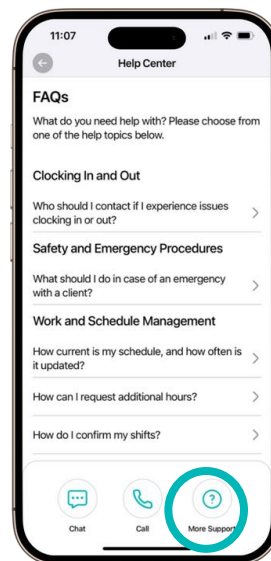
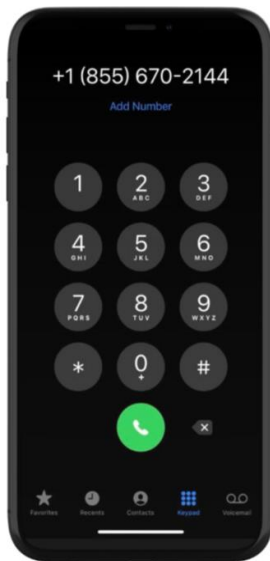
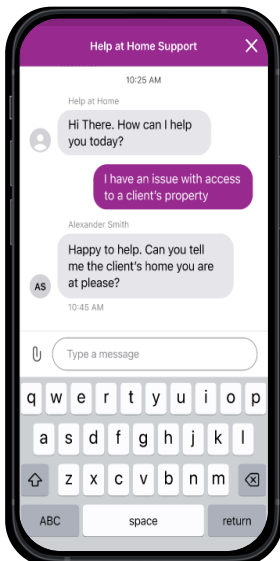


Contact Support



Click the **Chat** or **Call** icons to text or call the Help at Home support team if you have a question or issue!

Click **Help Center** to view frequently asked questions



Click to Call is available **24/7** and **Click to Chat** is available **M-F 8am-6pm EST!**

If your question is still unanswered, click **More Support** to navigate to the Help at Home Knowledge Center for on-demand resources.



Key Resources!

- Download Help at Home Caregiver Connect:
 - [Apple devices](#)
 - [Android devices](#)
- [Support Articles in the Help at Home Knowledge Center](#)
- [Help at Home Caregiver Connect Demo Videos](#)

A photograph of an elderly Black woman with short grey hair, wearing a white t-shirt and large hoop earrings, smiling warmly. A young Black girl with curly hair is hugging her from behind, also smiling. They are in a library, with bookshelves filled with books visible in the background. The entire image is overlaid with a semi-transparent purple filter.

Thank You
For Using *Caregiver Connect!*