

West-Central Independent Living Solutions

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EVV INSTRUCTIONS

To Clock In:

1. Call **844-330-5800** from consumer's registered phone number.
2. Enter your Access Code (**formerly known as Employee Pin Number**) followed by the # key.
3. **Press 1 to start a visit, 2 to end a visit or 5 to hang up this call.** Press **1** to clock in.
4. "The visit started at..." Time is Stated. Make sure you call back to end your visit." "Thank you for choosing WILS."

To Clock Out:

1. Call **844-330-5800** from consumer's registered phone number.
2. Enter your Access Code (**formerly known as Employee Pin Number**) followed by the # key.
3. **Press 1 to start a visit, 2 to end a visit or 5 to hang up this call.** Press **2** to clock out.
4. "Please document what you performed for the following items:" Wait for question to finish before pressing **1** or **2**.
 - Health... Enter **1** for Yes, **2** for No.
 - Housekeeping... Enter **1** for Yes, **2** for No.
 - Meals... Enter **1** for Yes, **2** for No.
 - Personal Care... Enter **1** for Yes, **2** for No.
 - Toileting... Enter **1** for Yes, **2** for No.
 - Transportation... Enter **1** for Yes, **2** for No.
5. "Enter **1** to review your codes, **2** to add a code, **3** to redo your codes, **4** to delete a code, **5** to modify your codes, or **6** to approve your codes."
6. "The visit started at..." Time is Stated. "The visit ended at..." Time is Stated. "Visit lasted for..." Visit duration is stated. Your documentation has been sent. "Thank you for choosing WILS."

TROUBLESHOOTING TIPS: WHAT DO I DO IF?

- **I forget/lose my Agency ID (formerly known as Employee Pin Number):**
Contact your CDS case manager.
- **I forget to clock in or clock out:**
The consumer will need to contact the office to correct the missing information.
- **I realize I made a mistake during the call PRIOR to pressing 1 or 2 to clock in or clock out:**
Hang up phone and re-start; call does not count until you press 1 to clock in or press 2 to clock out.
- **My consumer's DND registered phone number is out of service or the number has changed:**
Contact your CDS case manager at WILS.
- **There is a busy signal when I call or line just rings:**
Hang up and call back to try again.
- **I realize I made a mistake while answering the Activity/Task questions:**
The consumer will need to contact the office to correct the missing information.
- **I would like to check my hours and clock in/out times & days:**
Access the Attendant Portal (portal.bluesummit.io) to review your hours and clock in/out times & days. Click the green **Enroll** button to choose your User Name and Password. The Agency ID is WILS. You will need your email address and SSN to complete the registration process. Once you have registered, click the red **Sign In** button to enter your username and password.