

Telephony is a backup option for caregivers who are unable to use the CareTime Mobile app for clock in and clock out. For your caregiver to use telephony, please provide the following information to them:

- Your agency's telephony number to the caregiver in order to clock in and out – this is listed in your agency configuration tab
- The caregiver's employee code from their profile in CareTime
- If your agency requires caregivers to enter activity codes or custom prompts on clock in or clock out, you must provide the caregiver with the codes for your agency

BASIC INSTRUCTIONS

To Clock In

1. Employee dials **866.536.1687** from AUTHORIZED PHONE NUMBER located in care recipient's profile
2. Employee enters Employee Code and presses #
3. Employee answers assigned care prompts (if enabled for clock in)
4. Employee enters Activity Code Number (if enabled for clock in)
5. Employee confirms clock in by pressing 1

To Clock Out

1. Employee dials **866.536.1687** from AUTHORIZED PHONE NUMBER located in care recipient's profile
2. Employee enters Employee Code and presses #
3. Employee answers assigned care prompts (if enabled for clock out)
4. Employee enters Activity Code Number (if enabled for clock out)
5. Employee confirms clock out by pressing 1