Recording Shifts Using the Fob

If you do not have a smart phone, and your Client does not have a landline phone, you can use **CareAttend's fob** to clock in and out.

An Individual Provider will need to complete the "**Fob Registration form**" found on the CDWA website for each Client. One fob is registered to each Client. Multiple IPs can use the same fob.

Part 1: Using the Fob

1. **There will be a fob inside the Client's house. Locate the fob when you arrive.**
2. Press the power button on the fob when you're ready to start your shift.
3. Write down the 8-digit code.
   - This code will represent the time your shift began. You will use this code later when calling the IVR.
4. Provide care.
5. When finished providing care, press the power button again on the fob.
6. Write down the 8-digit code generated.
   - This code will represent the time your shift ended. You will use this code later when calling the IVR.

Part 2: Using the IVR

At the end of each shift, you will need to use the IVR system to record your shifts using the codes you wrote down.
NOTE: You will need to set your IVR pin before recording your shifts. You will be prompted to do so the first time you call.

1. Using your phone number on file with CDWA, call into the IVR system.

   IVR: English: **877-532-8537**   Spanish: **855-581-0509**

2. When prompted, enter your **Person ID** followed by the **pound sign (#)**.
   - This is NOT the same as your ProviderOne ID. You can find your Person ID on the DirectMyCare web portal
3. From the menu options, **press 2** to "Record fob entry."
4. When prompted, enter your **6-digit PIN** followed by the **pound sign (#).**
5. If applicable, listen to the prompts to select the Client and/or the service.
6. When prompted, enter your **8-digit start code** from the fob followed by the **pound sign (#).**
   - Listen to the prompts to confirm start time.
7. When prompted, enter your **8-digit end code** from the fob followed by the **pound sign (#).**
   - Listen to the prompts to confirm end time and to complete the IVR process.
8. If applicable, document the tasks performed.
9. Select if some or all time was completed in Seattle.
10. If applicable, select the option to record another fob entry. Repeat this process until all shifts are recorded.
11. Hang up when you are done.