

EMPLOYEE USER GUIDE FOR PAVILLIO EVV FOR SHARED SERVICES

PCA, Homemaker, Individualized Home Supports,
Respite, and Night Supervision

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ABOUT PAVILLIO EVV

As a Minnesota-based company developed specifically for caregiving agencies and support providers, Cashé Software offers Pavillio EVV app – a robust, software solution for complying with federal regulations and mandates, including the Americans with Disabilities Act (ADA), the Health Insurance Portability and Accountability Act (HIPAA), and Electronic Visit Verification (EVV).

Included in the 21st Century Cures Act, EVV is a federal requirement that begins December 1, 2021. EVV uses GPS to record the employee's location during clock in and clock out times. For more information, visit the Minnesota Department of Human Services and Medicaid.gov's EVV webpages: <http://bit.ly/3oQZBjy> and <http://bit.ly/39zkg95>.

Highlights of the new system:

- Mobile, tablet, and computer app that can be used for time entry and approvals
- Ability to provide budget expense summaries for participants
- Multi-lingual translation to increase accessibility
- Ongoing, custom software updates to further improve the user experience.

If you need assistance or have a question, please contact our technical team by sending an email to CashSupport@lifeworks.org or calling 651-454-2732 and asking for Cashé Support.






Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name

- Your Username
- Name of Your Authorized Representative/Support Manager (if applicable)
- Name of Participant
- Preferred contact method for the response

GETTING STARTED

SNAPSHOT OF NAVIGATION

<p>Dashboard (Default View)</p> <p>What's Here?</p>	<p>Total Hours for current week Timecards started but NOT submitted to the Responsible Party</p>	 Dashboard
<p>My Clients</p> <p>What's Here?</p>	<p>Names of Participant(s) you are currently working with Ability to ClockIn or ClockOut of shift Navigation to Timecard History Navigation to Manual Time Entry</p>	 My Clients
<p>My Profile</p> <p>What's Here?</p>	<p>Your contact information Lifeworks has on file Access to hours worked in the current week AND previous weeks</p>	 My Profile
<p>Notifications</p> <p>What's Here?</p>	<p>Notification of an action that occurred.</p>	 Notifications
<p>Menu</p> <p>What's Here?</p>	<p>Navigation to change the default language Navigation to Logout</p>	 Menu

GLOSSARY OF TERMS

Pavillio Term(s)	Lifeworks Term(s)	Definition
Client Recipient of Care Care Recipient(s)	Participant	Individual who receives services
Caregiver	Employee	Individual who works with the participant
Responsible Party	Support Manager Authorized Representative	Individual responsible for managing the participant's services
Visit	Shift	Time spent working one to one with or for the participant
Session	Shared Services Shift	Time spent working with more than 1 participant at a time

MINIMUM SYSTEM REQUIREMENTS


For Pavillio EVV to work properly on your device, please be sure you have the minimum system requirements as listed below.

- Phone/Tablet
 - iPhone (iOS) – Version - IOS 10 or above
 - Android – Version – Android 6.0 Marshmallow or above

- Website URL – Computer
 - Google Chrome Version - 88.0.4324 or above

HOW TO ACCESS PAVILLIO EVV

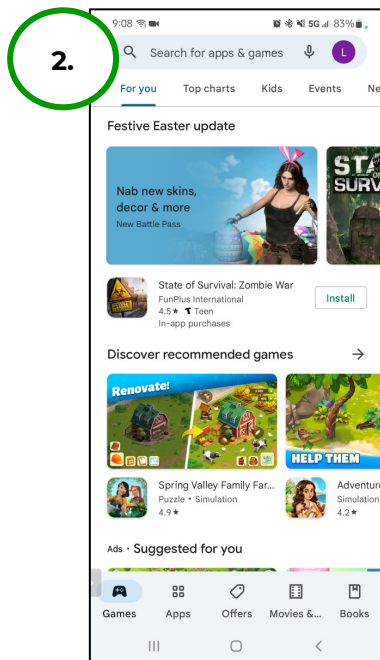
ANDRIOD APP – PHONE AND TABLET

1. On your phone or tablet, select the **Play**  icon on your device to open the store.

NOTE: the Pavillio EVV app is free to download.


2. In the **search**, type the word **pavillio** and select the app:

Pavillio EVV .

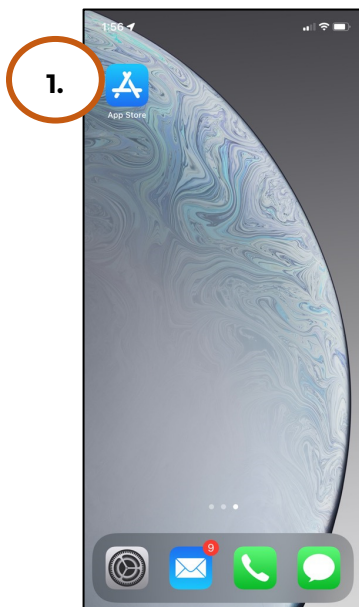


3. Select **Install** to add the app to your device. The app will now appear on the home screen of your device.

IOS/APPLE APP – IPAD AND IPHONE

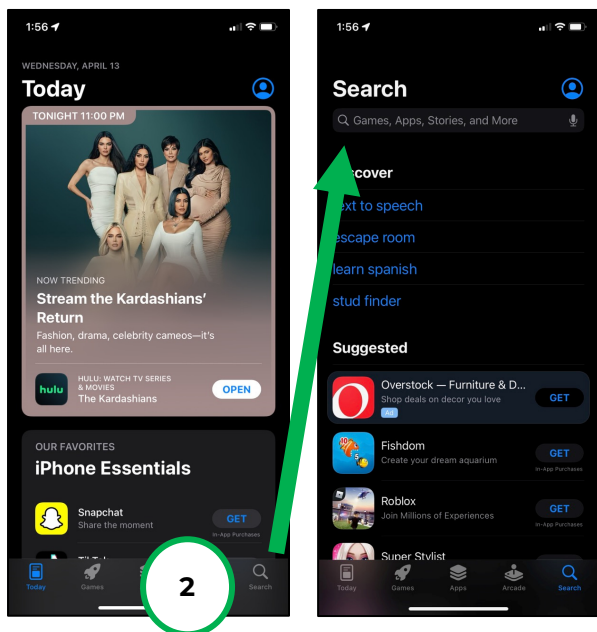
1. On your iPad or iPhone, select the **App Store**  icon on your device to open the store.

NOTE: the Pavillio EVV app is free to download.



2. In the search tab, type the word **pavillio** and select the app:

Pavillio EVV 

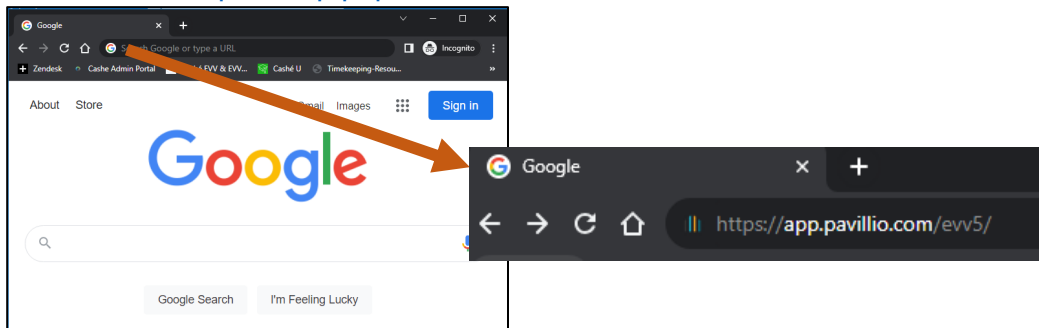


3. Tap the **GET** button to add the app to your device. The app will now appear on the home screen of your device.

WEBSITE URL – COMPUTER

We recommend using Google Chrome as your browser for accessing Pavillio EVV. (To download Chrome, select the following website <https://bit.ly/2QCJQ0p>)

1. To access Pavillio EVV on your computer, type the following website <https://app.pavillio.com/evv5/>





2. Optional

- a. Bookmark the Pavillio EVV website
 - i. On your computer, open Google Chrome.
 - ii. Enter the website's URL that you want to bookmark:

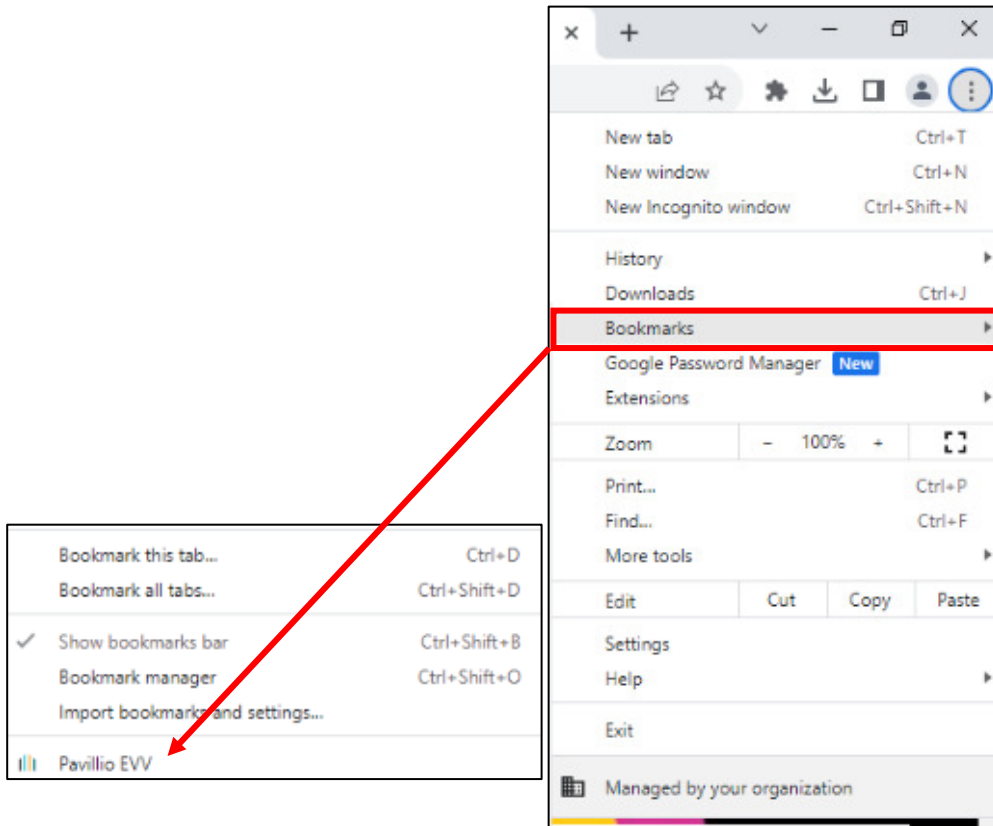


- iii. To the right of the address bar, select the Star 

- b. Find a Bookmark in Google Chrome:
 - i. On your computer, open Google Chrome.
 - ii. At the top right, select More , then Bookmarks .

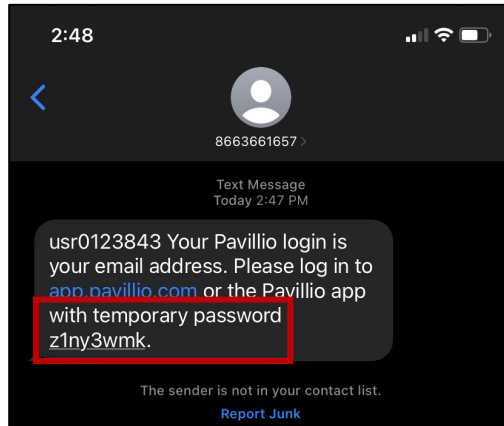


- iii. Find and select the bookmark



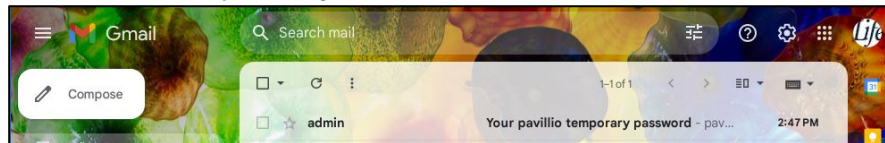
HOW TO LOG IN AND SET UP YOUR PASSWORD

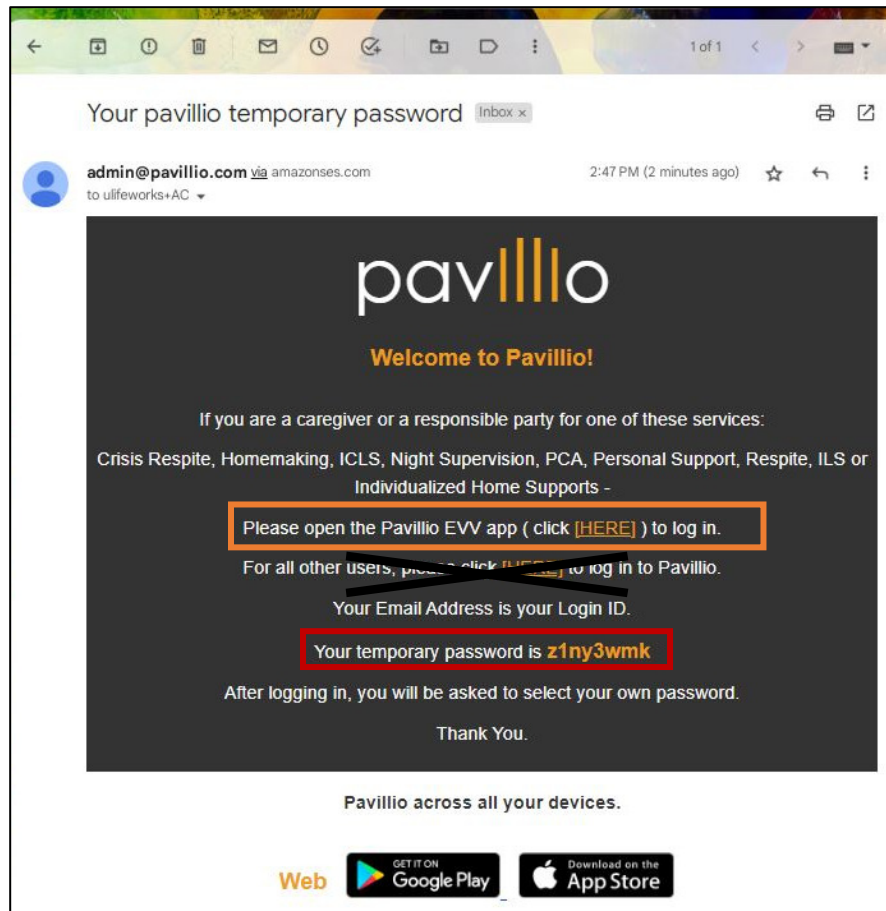
1. You will receive 2 communications from Pavillio:
 - A text message to your mobile device with a **temporary password**.



- An email from **admin@pavillio.com** with the same **temporary password**.

NOTE: Temporary Password will be valid for 30 days





2. Make note of the **temporary password**.
3. In the email, select **Please open the Pavillio EVV app (click [HERE]) to log in.** OR Access the Pavillio EVV app on your preferred device
4. Log in to Pavillio EVV
 - a. Enter your email address into the in the **Email** box
 - b. Enter your temporary password into the **Password** box.

5. After you've entered your email and password, select the **Login** button.

The image shows a login form for Pavillio. At the top, the Pavillio logo is displayed above an illustration of diverse people, including one in a wheelchair. Below the illustration are three input fields: 'Email' with the address 'ullifeworks+PTESTPINK@gmail.com', 'Password' (masked with dots), and a 'Remember Me' checkbox. A blue 'Login' button is positioned below the password field. A 'Forgot Password' link is located at the bottom of the form. Three callouts are present: '4a.' points to the email field, '4b.' points to the password field, and '5.' points to the 'Login' button.

6. You will be prompted to change your password. For your password to be accepted, it will need to include:

- Lowercase letters (includes spaces)
- At least an Uppercase letter
- At least a Special character (!\$%^&*()_+|~=\` {}[]:;';<>?,?)
- At least a number (0-9)
- At least 8 characters in length

7. Enter the temporary password you were given via email and text message into the **Current Password** box.
8. Enter your chosen password into the **New Password** box and in the **Confirm Password** box
9. Select **Reset**

The screenshot shows the Pavillio EVV password reset interface. At the top, the Pavillio logo is displayed above an illustration of diverse people, including one in a wheelchair. Below the illustration are three input fields: 'Verification Code' (containing '178903'), 'New Password', and 'Confirm Password'. Each password field has a lock icon and a toggle for visibility. At the bottom are 'Reset' and 'Cancel' buttons. Three numbered callouts are present: a purple circle with '7.' points to the Verification Code field; a red circle with '8.' points to the New Password field; and a pink circle with '9.' points to the Reset button.

10. You will be redirected to the main login screen

11. Log in to Pavillio EVV

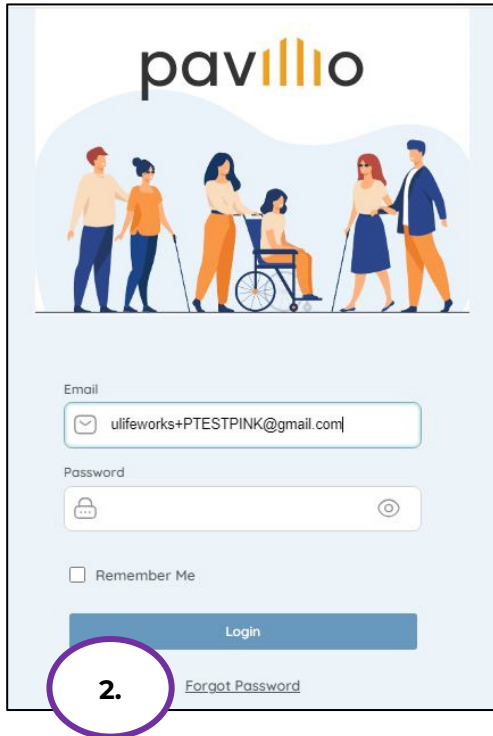
- a. Enter your email address into the in the **Email** box
- b. Enter your temporary password into the **Password** box.

12. Select **Login**

The screenshot shows the Pavillio login interface. At the top, the 'pavillio' logo is displayed above an illustration of diverse people, including one in a wheelchair. Below the illustration are two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'ulifeworks+PTESTPINK@gmail.com' and is circled in orange with the label '11a.'. The 'Password' field is empty and circled in green with the label '11b.'. Below the password field is a 'Remember Me' checkbox, which is unchecked. At the bottom of the form is a blue 'Login' button, circled in black with the label '12.'. Below the button is a link for 'Forgot Password'.

HOW TO RESET YOUR PASSWORD

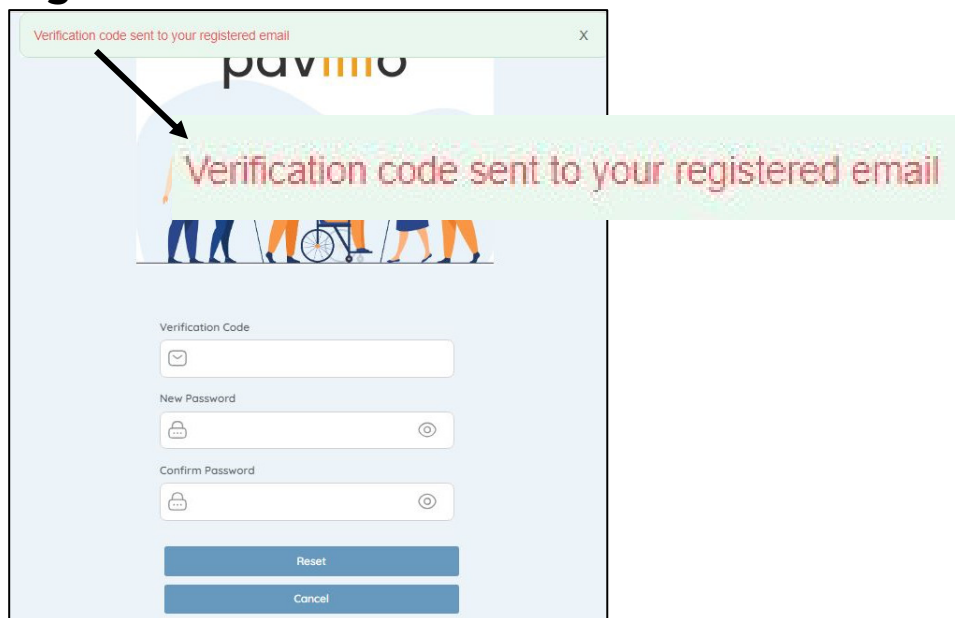
1. Open Pavillio EVV on your preferred device. For assistance, refer to **How to Access Pavillio EVV**.
2. On the Log In screen, select **Forgot Password**



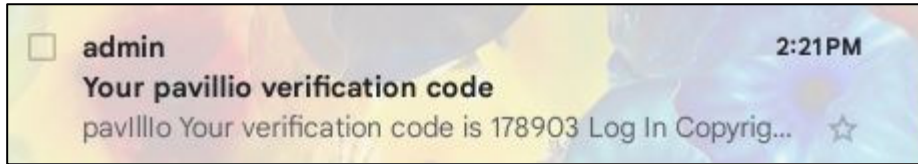
3. Enter your Email Address (if not already there) into the **Email** box
4. Select **Send Verification Code**



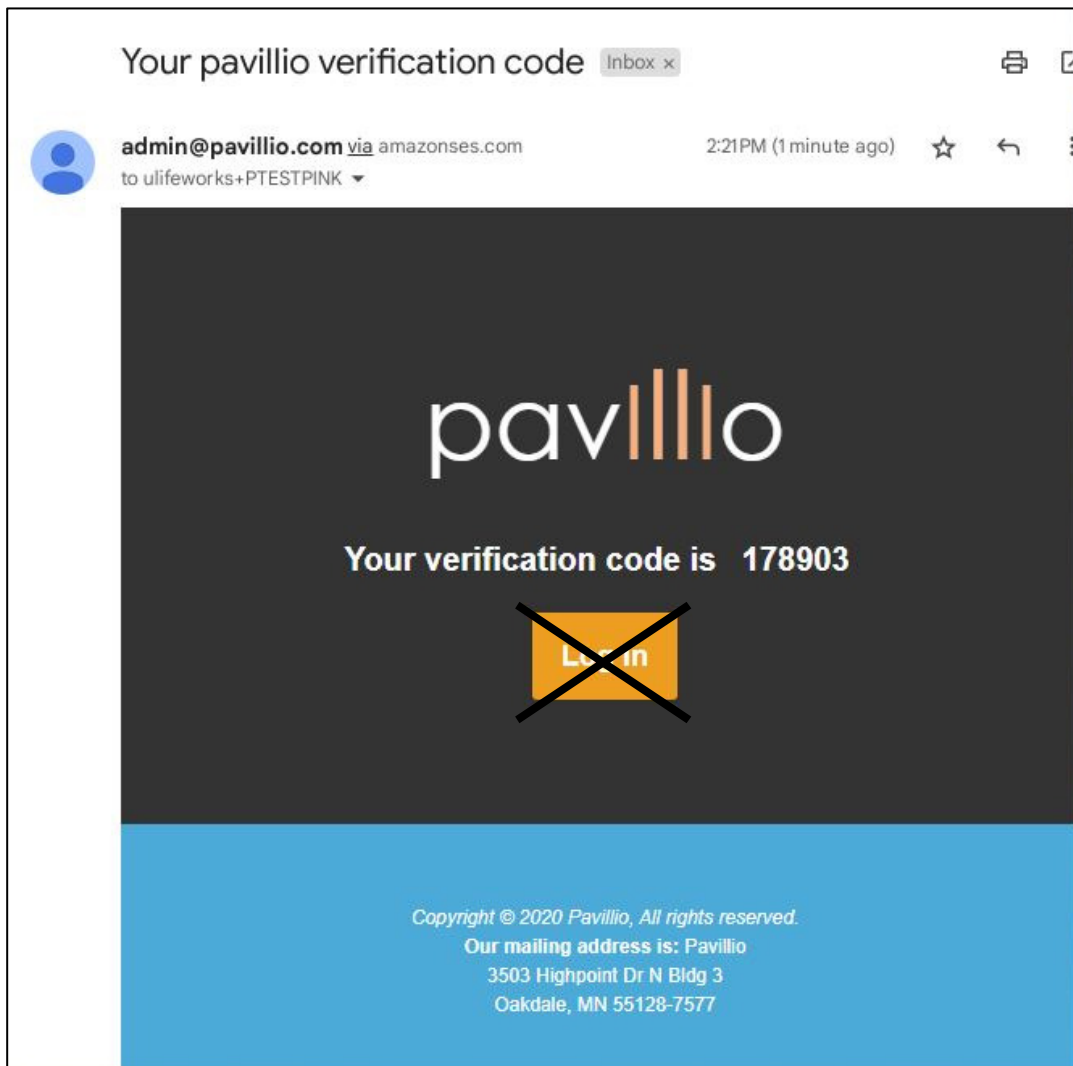
5. You will receive a message **Verification code sent to your registered email**



6. Log in to your email and open the message from Pavillio titled **Your pavillio verification code.**



7. Make note of the verification code listed in the email.

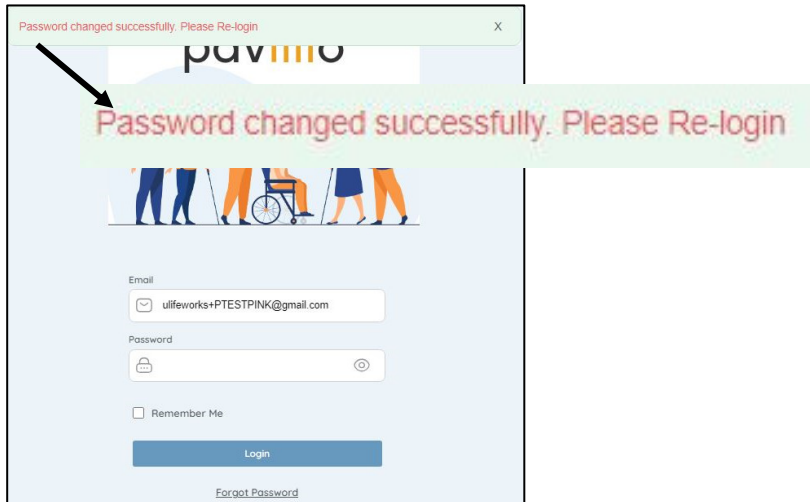


8. **Do not click on the orange Log In button in the message.** Instead, to log in, access the Pavillio EVV app on your phone/tablet or go to the EVV website: <https://app.pavillio.com/evv5/>. For assistance, refer to **How to Access Pavillio EVV.**

9. You will be prompted to change your password. For your password to be accepted, it will need to include:
 - Lowercase letters (includes spaces)
 - At least an Uppercase letter
 - At least a Special character (!\$%^&*()_+|~=\` {}[]:~>?,?)
 - At least a number (0-9)
 - At least 8 characters in length
10. Enter the temporary password you were given via email and text message into the **Current Password** box.
11. Enter your chosen password into the **New Password** box and in the **Confirm Password** box
12. Select **Reset**

The screenshot shows the Pavillio password reset interface. At the top is the Pavillio logo and an illustration of diverse people. Below the logo are three input fields: 'Verification Code' (containing '178903'), 'New Password', and 'Confirm Password'. Each password field has a lock icon and a 'show/hide' icon. At the bottom are 'Reset' and 'Cancel' buttons. Three callouts are present: a purple circle with '10.' around the verification code field, a red circle with '11.' around the 'New Password' field, and a pink circle with '12.' around the 'Reset' button.

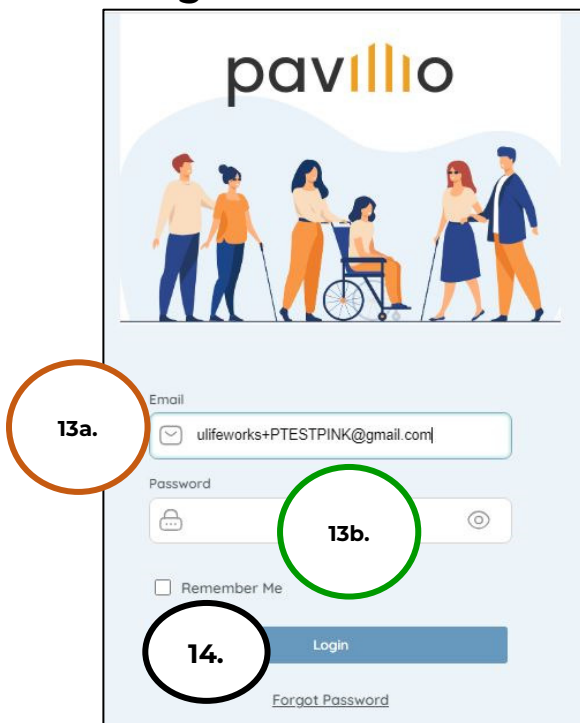
13. You will receive a message confirming that your password has been changed successfully.



13. Log in to Pavillio EVV

- a. Enter your email address into the in the **Email** box
- b. Enter your temporary password into the **Password** box.

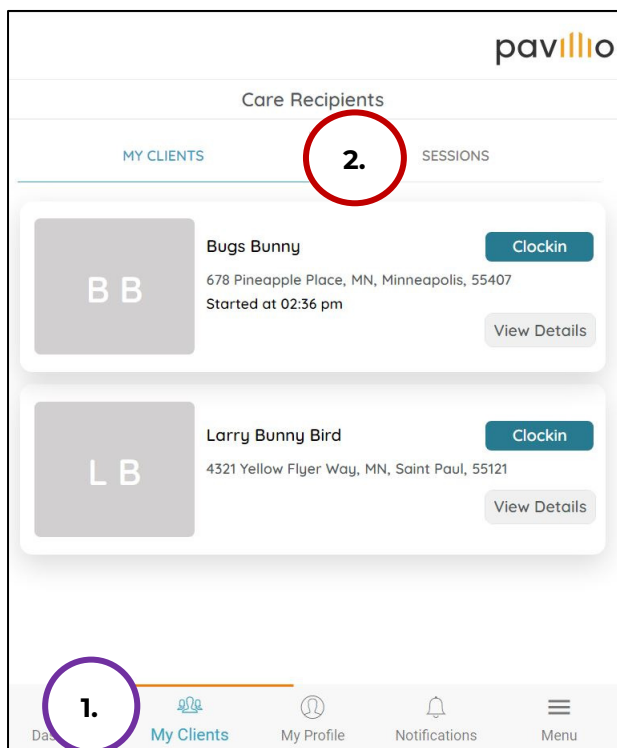
14. Select **Login**



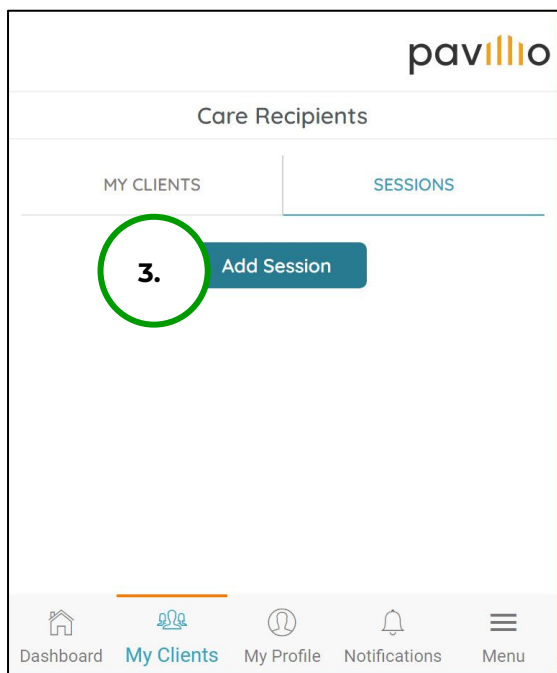
HOW TO USE PAVILLIO EVV

HOW TO CLOCK IN

1. Select **My Clients**, the 2nd icon from the left located at the bottom
2. Select **SESSIONS**

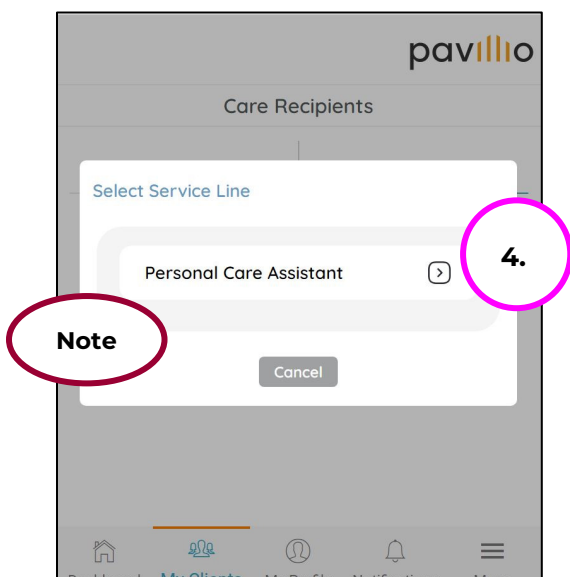


3. Select **Add Session**

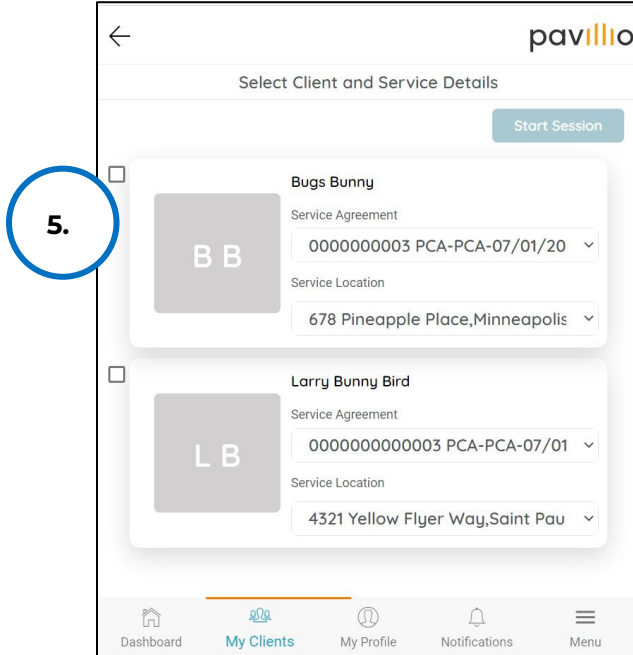


4. Select the **service** you are providing.

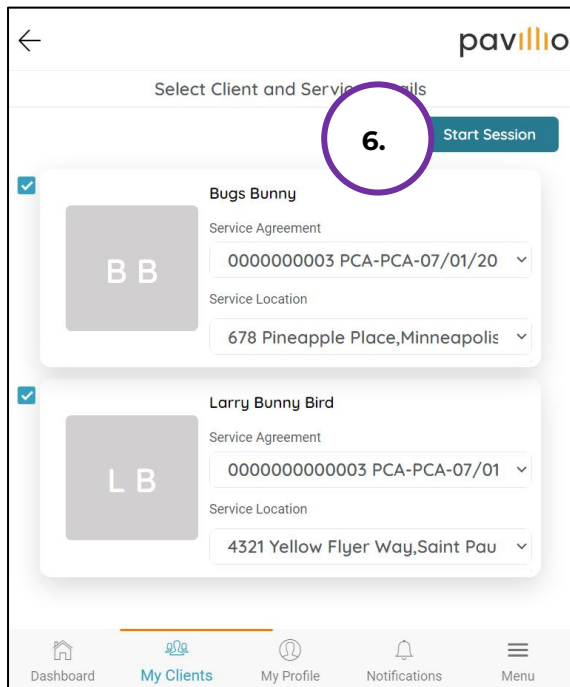
NOTE: the services listed are unique to the participant you support. If you only provide one service, it will default to that service. Continue to Step 4.



5. Select the **Check box** to the left of each Participant you will be providing Shared Services to

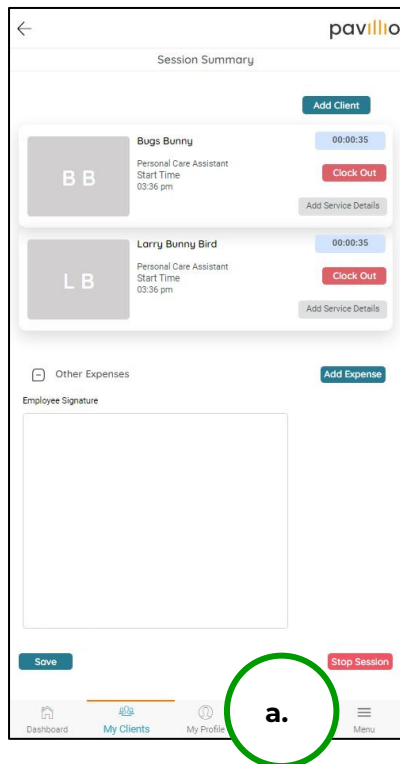


6. Select **Start Session**

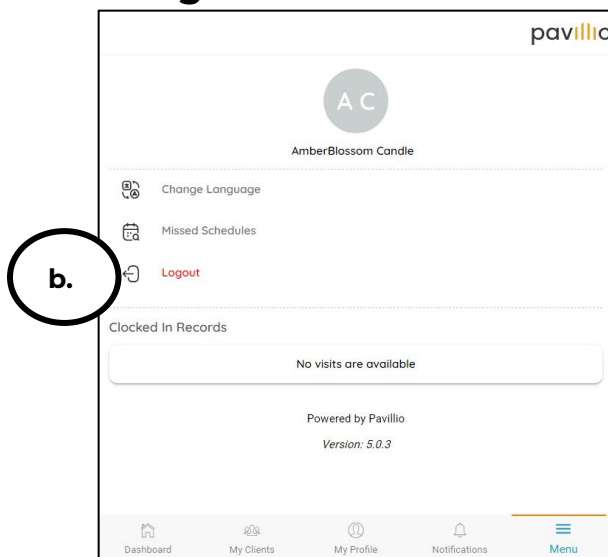


NOTE: There is no need to keep the app or website open while working your shift. Please log out.

a. Select **Menu**

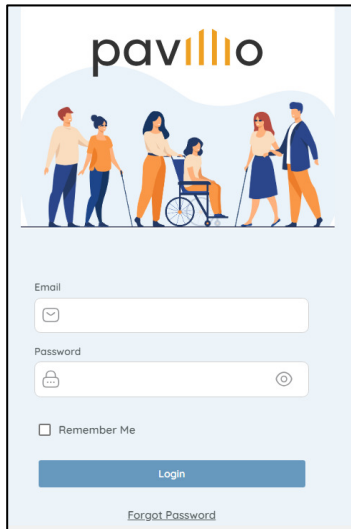


b. Select **Logout**

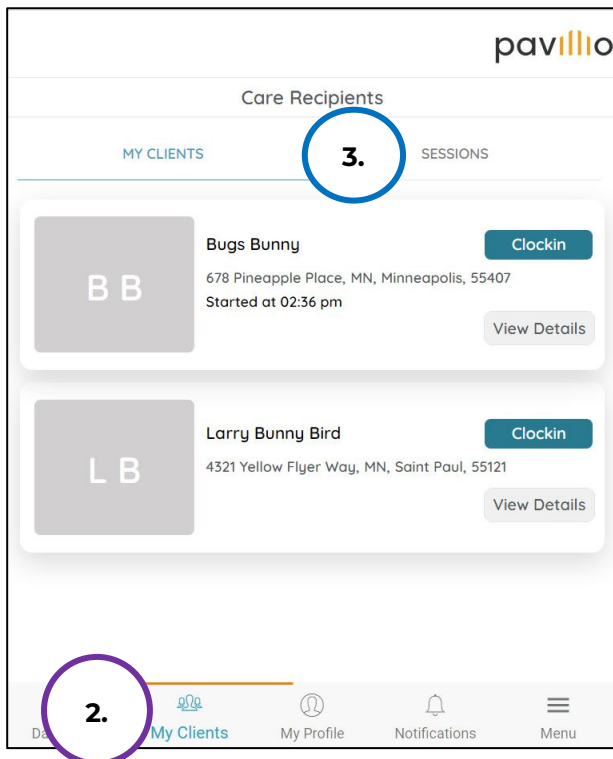


HOW TO CLOCK OUT (STOP)

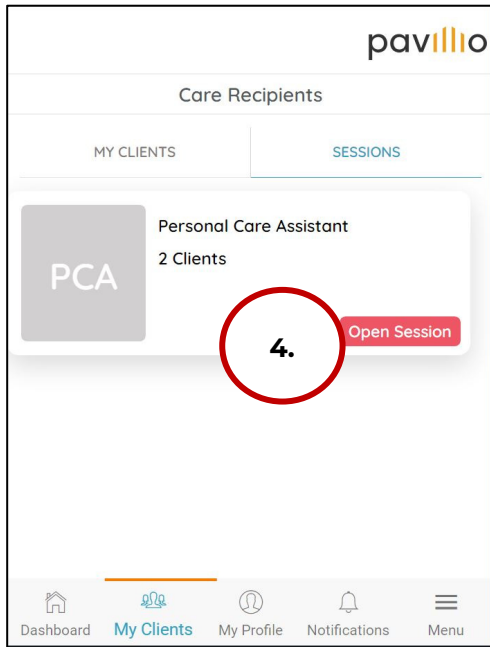
1. Log in to Pavillio EVV.



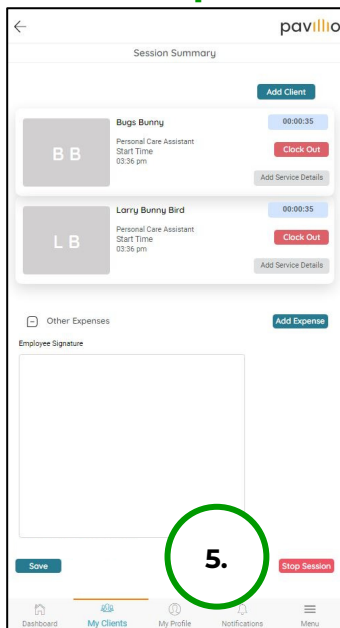
2. Select **My Clients**, the 2nd icon from the left located at the bottom
3. Select **SESSIONS**



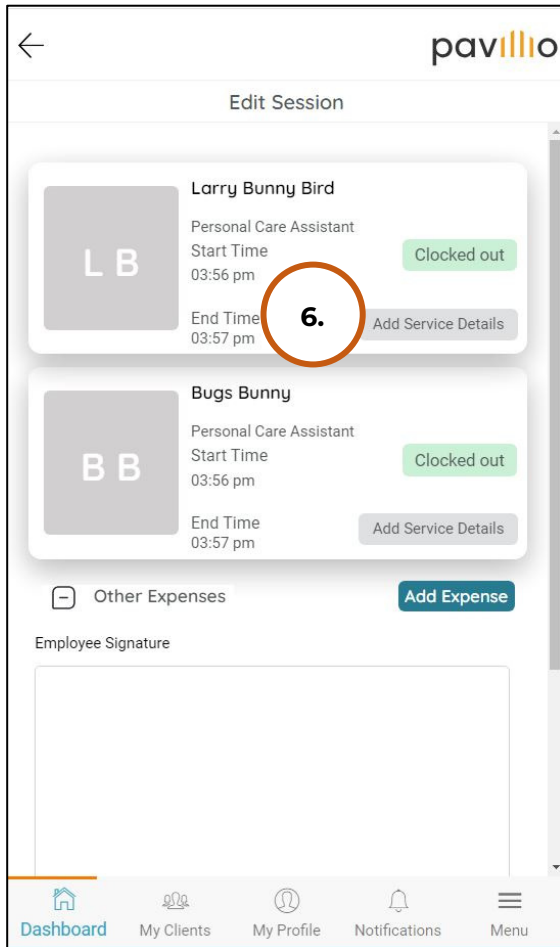
4. Select **Open Session**



5. Select **Stop Session**



6. Select **Add Service Details** to the right of the Participant's name



7. The following must be completed prior to submitting:
- a. Select the **Activities** you provided during your shift

NOTE: the activities listed are unique to the participant you support. If you have further questions connect with your Responsible Party and/or reference **Commonly Asked Questions > WHAT ACTIVITY SHOULD BE CHOSEN?**

- b. In the **Notes** section, type the details about your shift that you would like to share with the Responsible Party or participant. OR enter **NA** (not applicable).

7a.

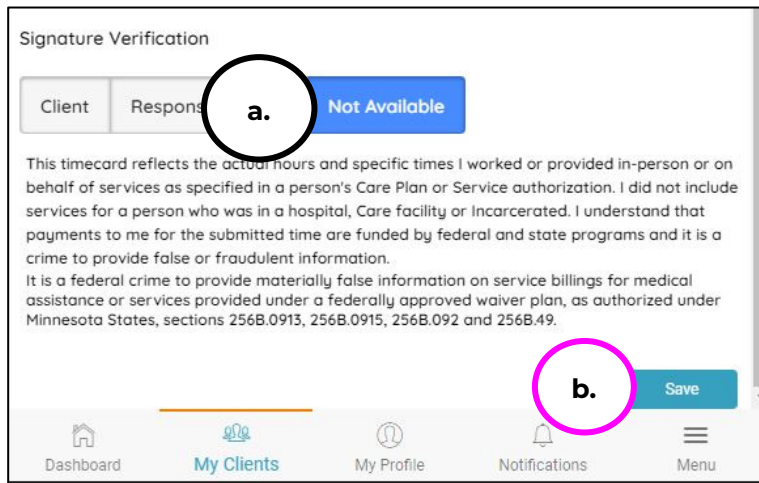
7b.

c. Complete **Signature Verification**



i. Two options:

1. Option 1 – Sign and Submit to the Responsible Party for Approval
 - a. Select **Not Available** box; it will turn blue once selected
 - b. Select **Save**



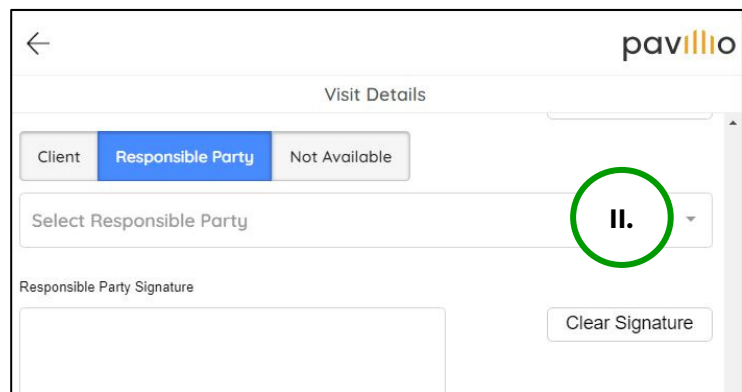
2. Option 2 – Sign, Submit, AND Responsible Party Approves

a. Use this option if your Responsible Party IS present at the end of your shift while clocking out.

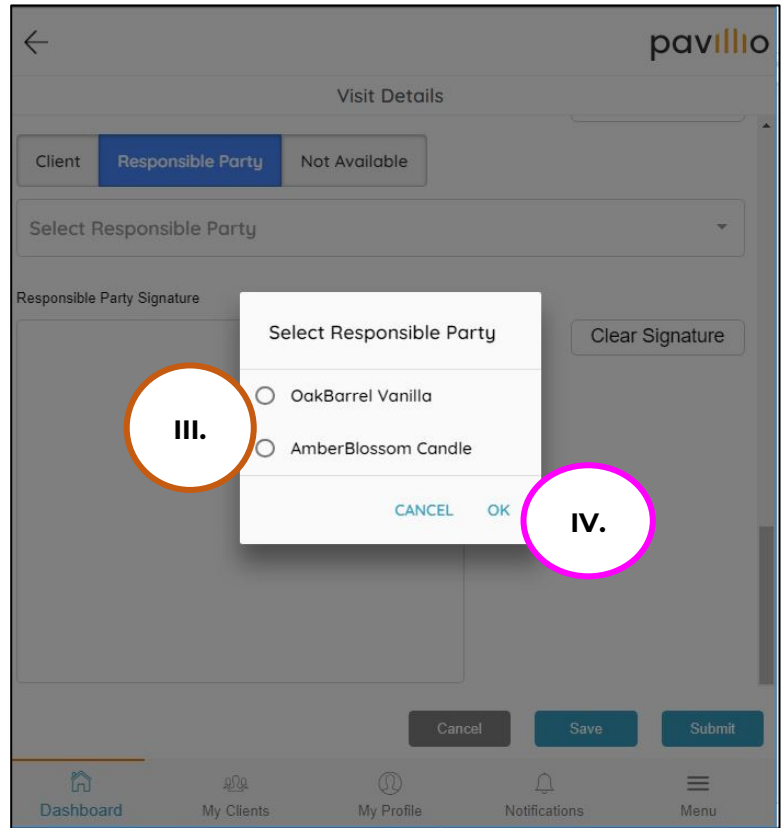
i. Select the **Responsible Party** box; it will turn blue once selected



ii. (If applicable) Select the Responsible Party's name from the **drop-down menu**



- iii. Select the name of the **Responsible Party** that is present
- iv. Select **OK**

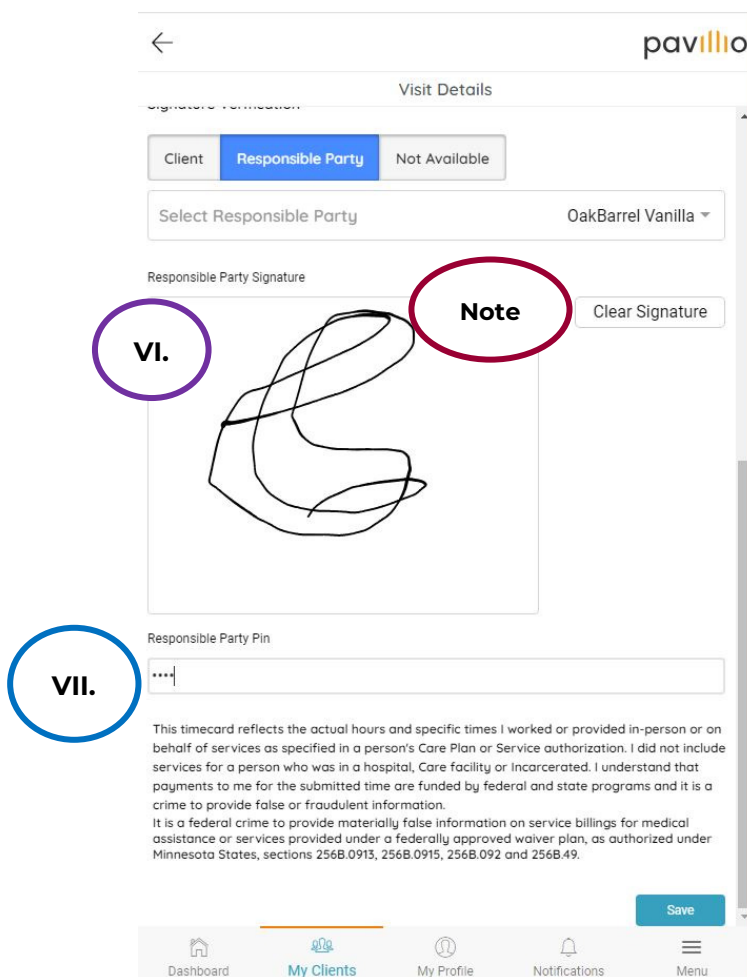


- v. Hand your device to the Responsible Party

- vi. The **Responsible Party** will use your touch screen or your mouse to **sign** their name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

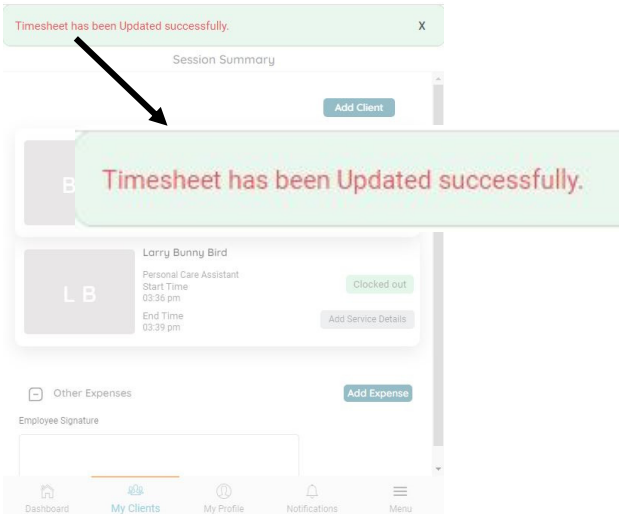
- vii. Responsible Party enters their **4-digit PIN**



8. Select **Save**



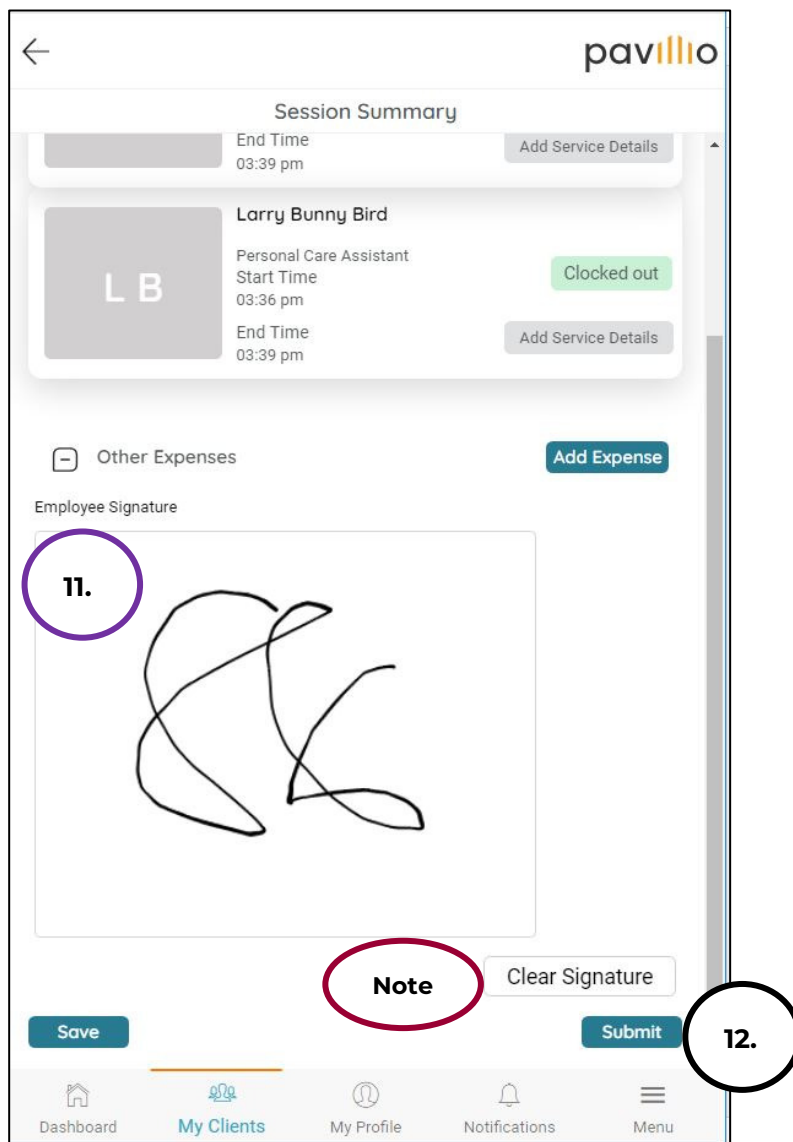
9. You will see a **Timesheet has been Updated successfully** message to confirm it has been updated.



10. Repeat Steps 6-9 until all Service Details have been added.

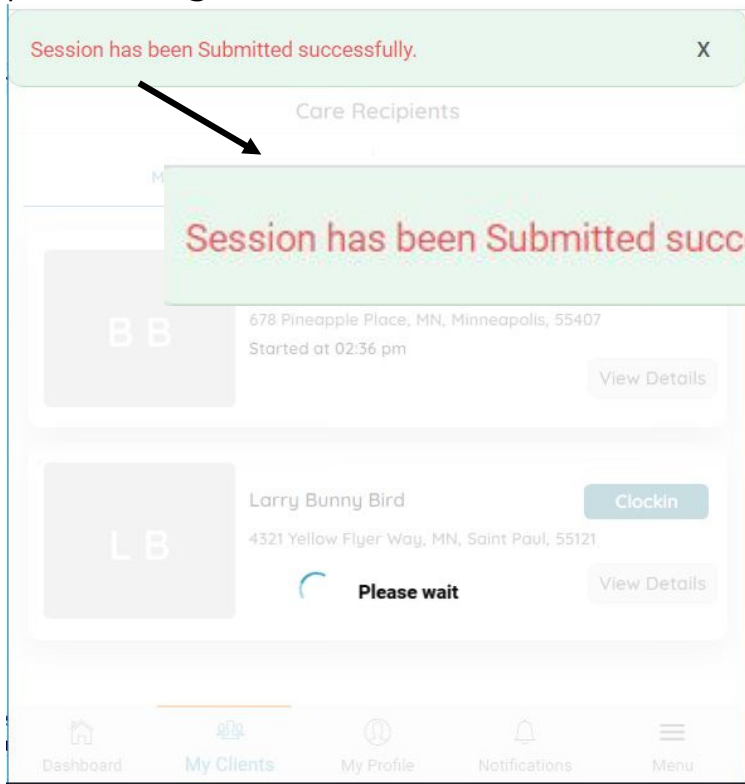
11. Use your touch screen or your mouse to **sign your** name inside of the Employee Signature box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box



12. Select the **Submit** button

13. You will see a **Session has been Submitted successfully** message to confirm it has been submitted to our Timekeeping Team for processing

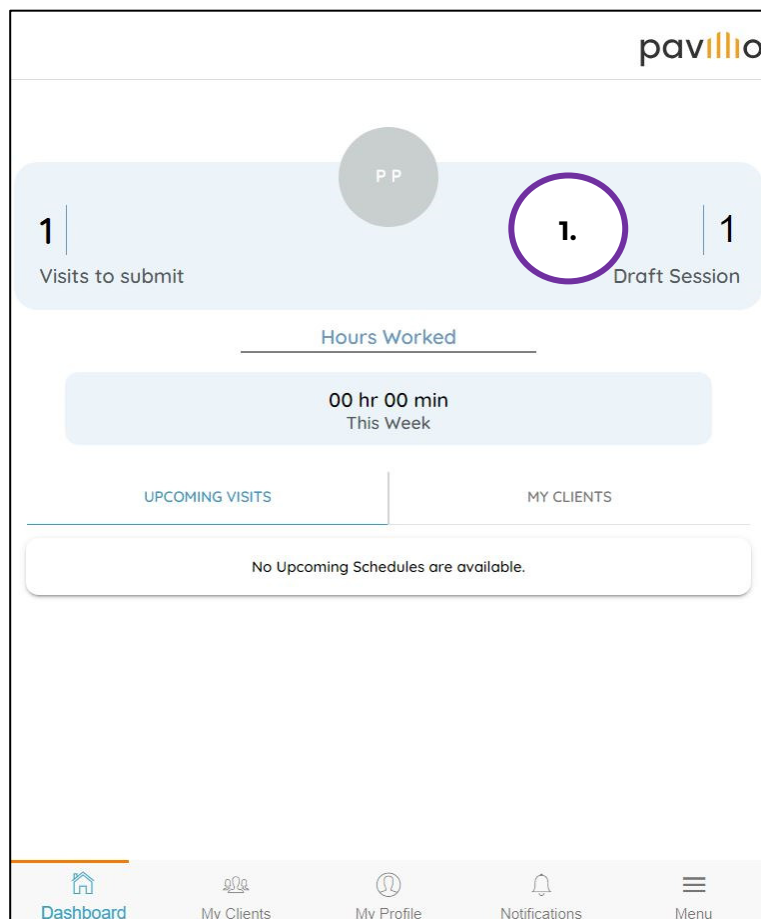


HOW TO EDIT REJECTED TIME ENTRIES

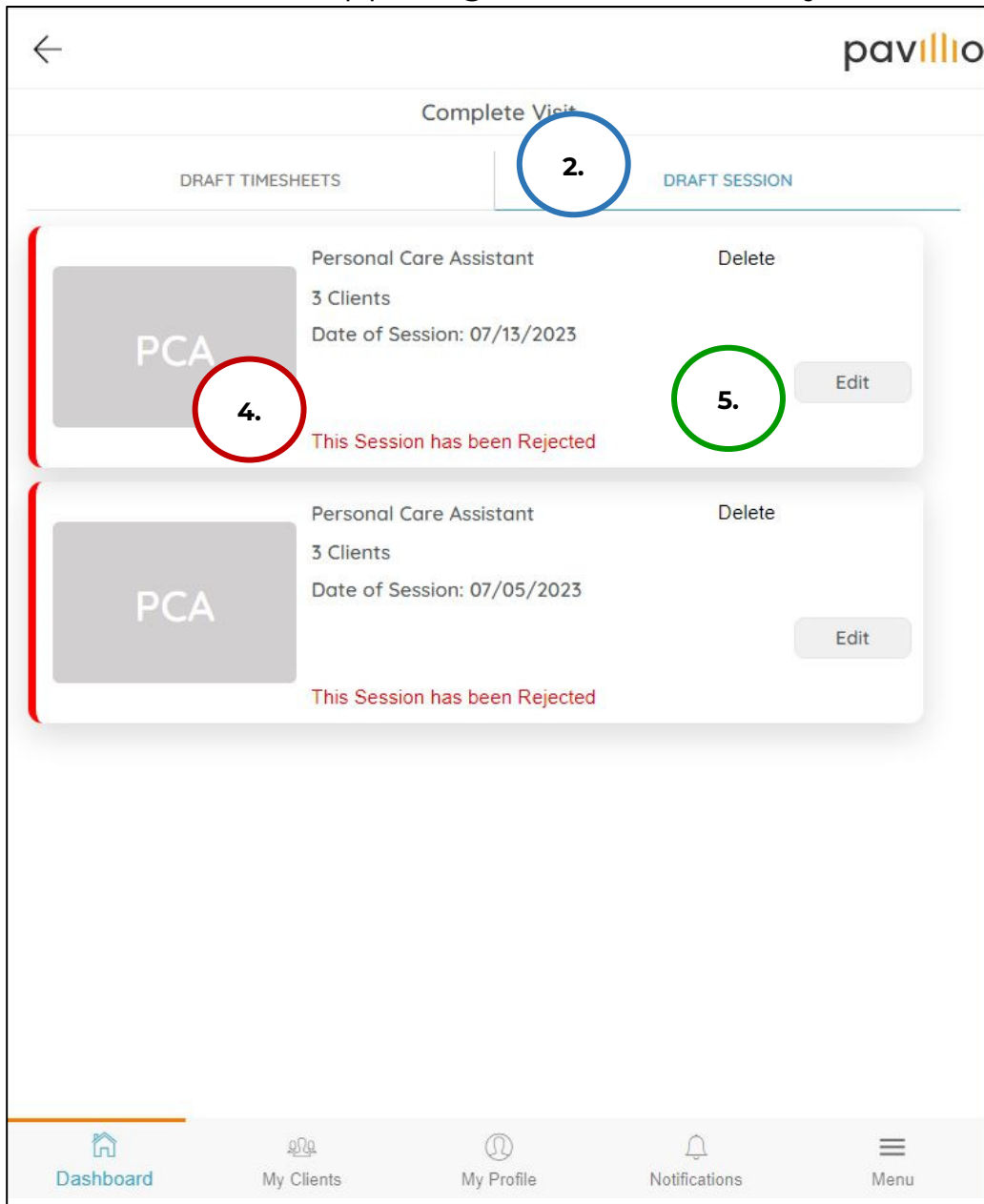
A Rejected timecard is when you, as the employee, have an error on the timecard you submitted to the Responsible Party for approval. The Responsible Party has rejected the timecard so you can make the necessary corrections.

1. Select **Draft Session** located on the Dashboard

NOTE: Visits to submit could be timesheets you have not yet completed OR they could be timesheets that have been rejected by the Responsible Party



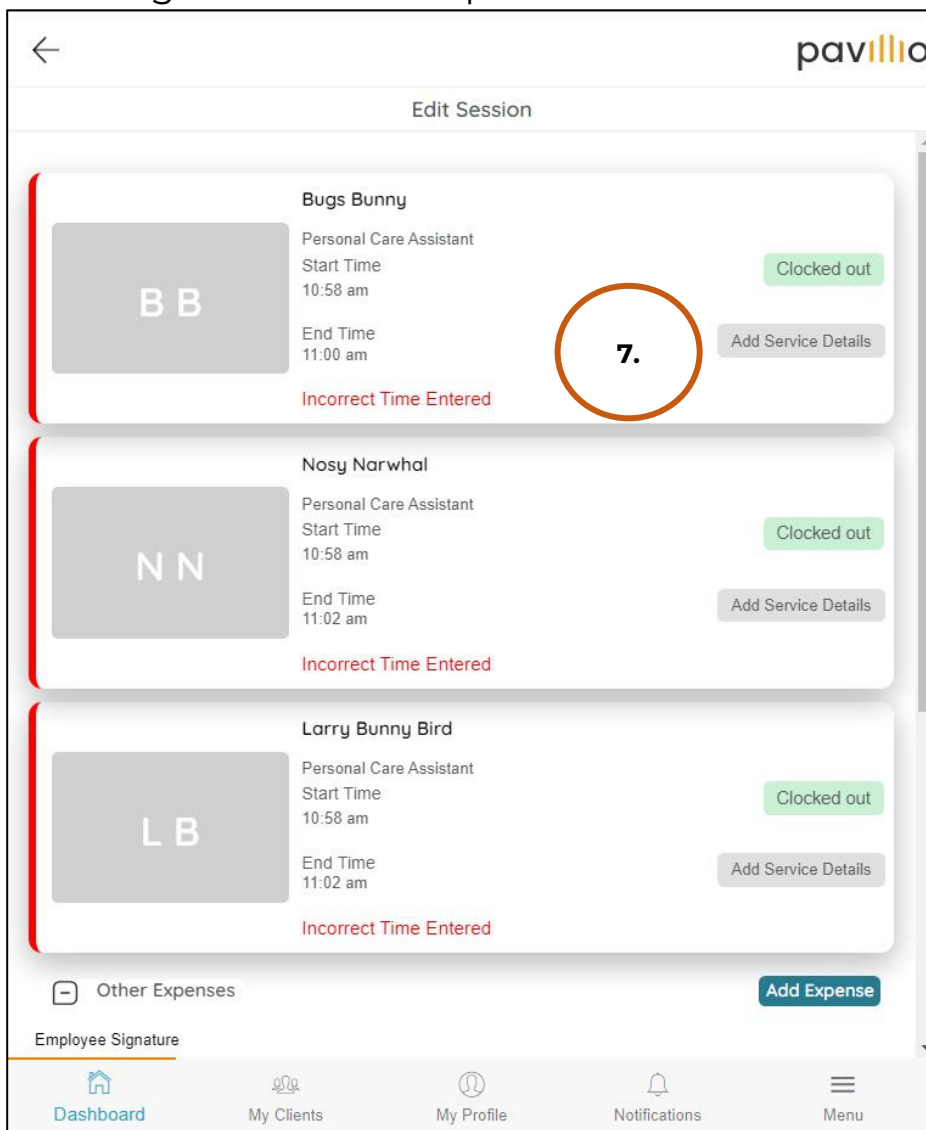
2. Under **Complete Visit** select **DRAFT SESSION**
3. Under **DRAFT SESSION** locate the Timesheet that is **RED**.
4. Review the **reason** listed in red for an explanation of the rejected timesheet from the Responsible Party so you know what needs to be corrected
5. Select **Edit** in the upper right corner of the rejected timesheet.



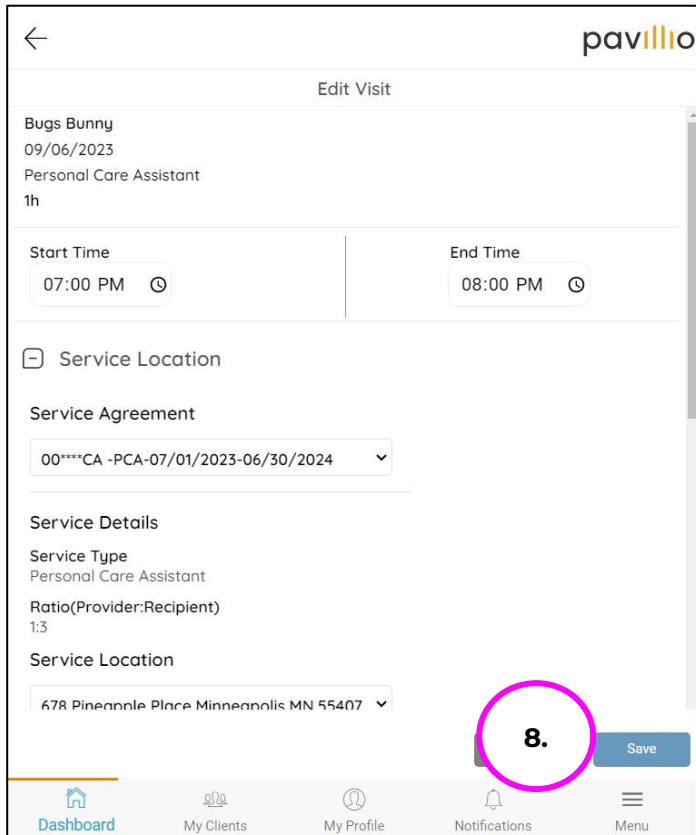
6. Per the Responsible Party's note, make the necessary corrections.

NOTE: Only Time, Activities, & Notes can be edited. If something else needs to be edited please reach out to our technical team at CashSupport@lifeworks.org

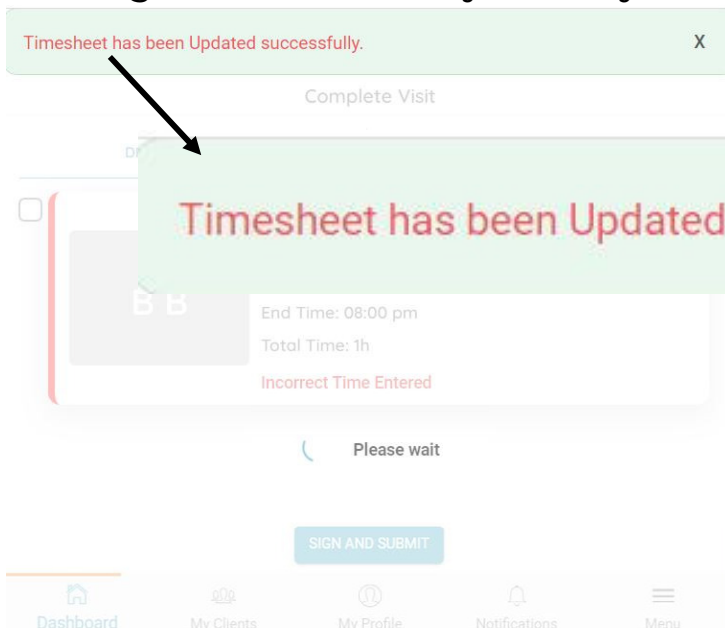
7. To edit each shift for each Participant, Select **Add Service Details** to the right of the Participant's name



8. After the corrections have been made, select **Save**.



9. You will see a **Timesheet has been Updated successfully** message to confirm the you entry has been successfully edited

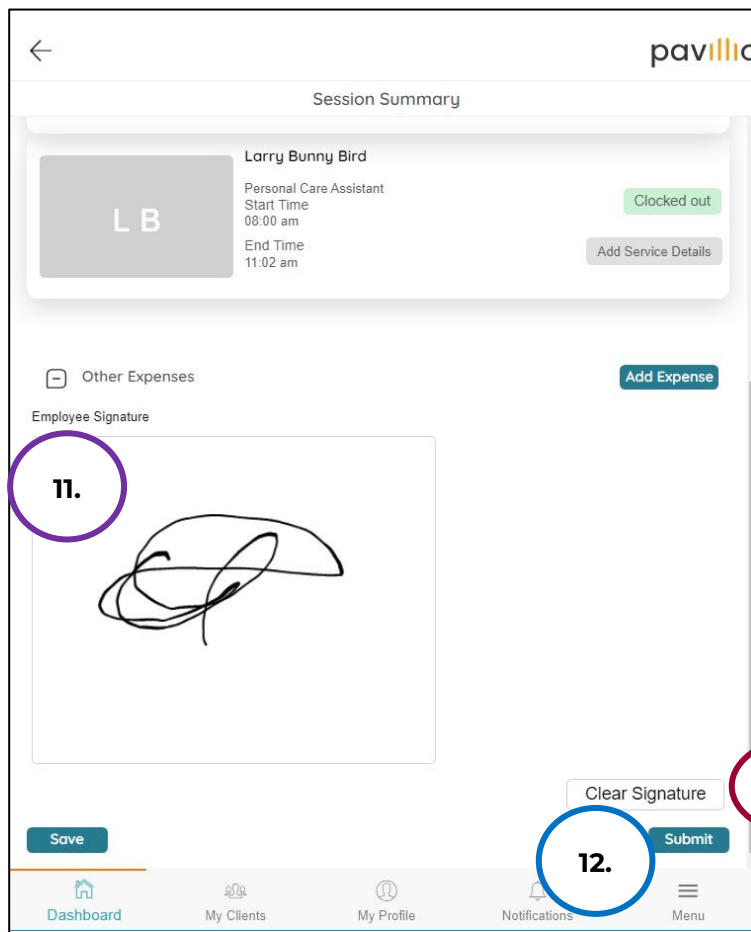


10. Repeat Steps 7-9 until all corrections have been made

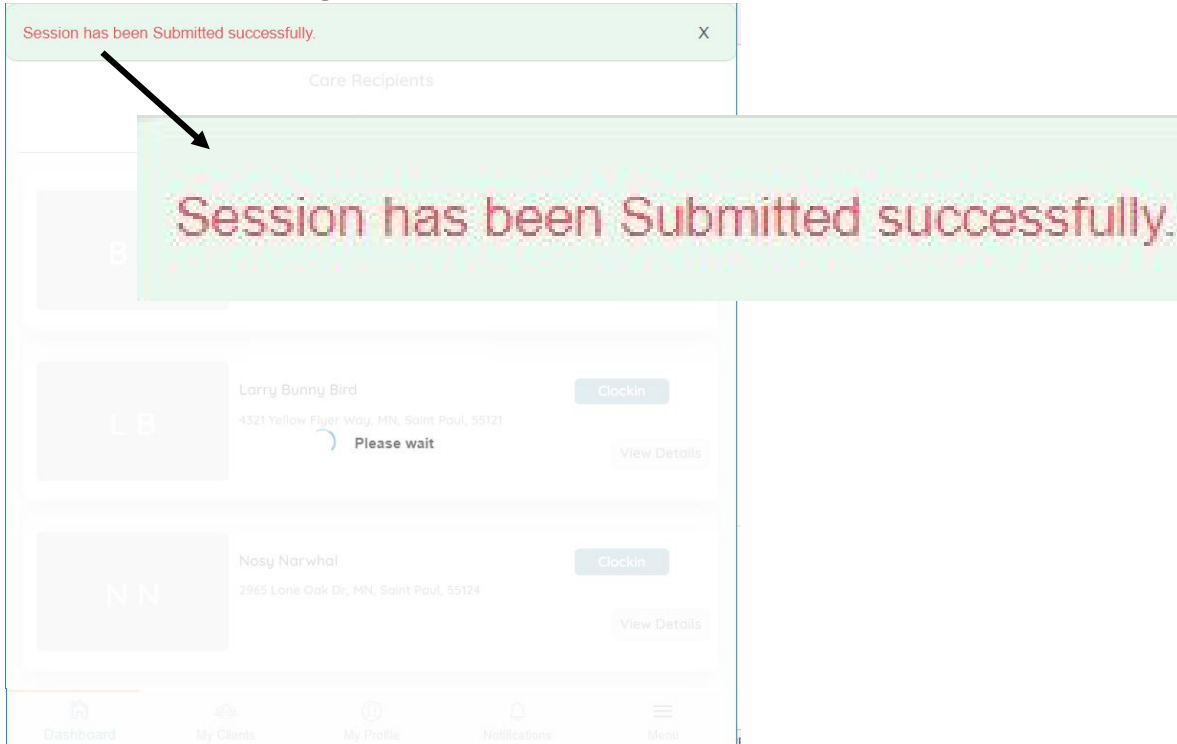
11. Use your touch screen or your mouse to **sign** your name inside of the Employee Signature box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

12. Select **SIGN**.



13. You will see a message **Session has been Submitted successfully** and it will no longer be listed on the under DRAFT SESSION.



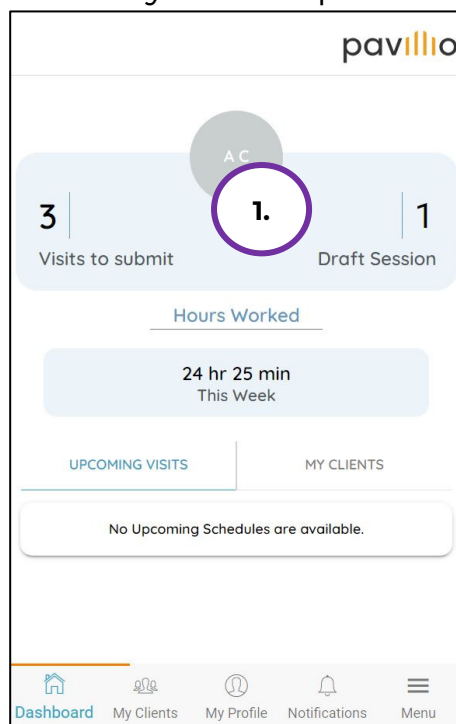
HOW TO EDIT INCOMPLETE TIME ENTRIES (TEMPORARILY ALLOWED)

An Incomplete timecard is when you, as the employee, have NOT yet submitted the timecard to the Responsible Party for approval.

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.*

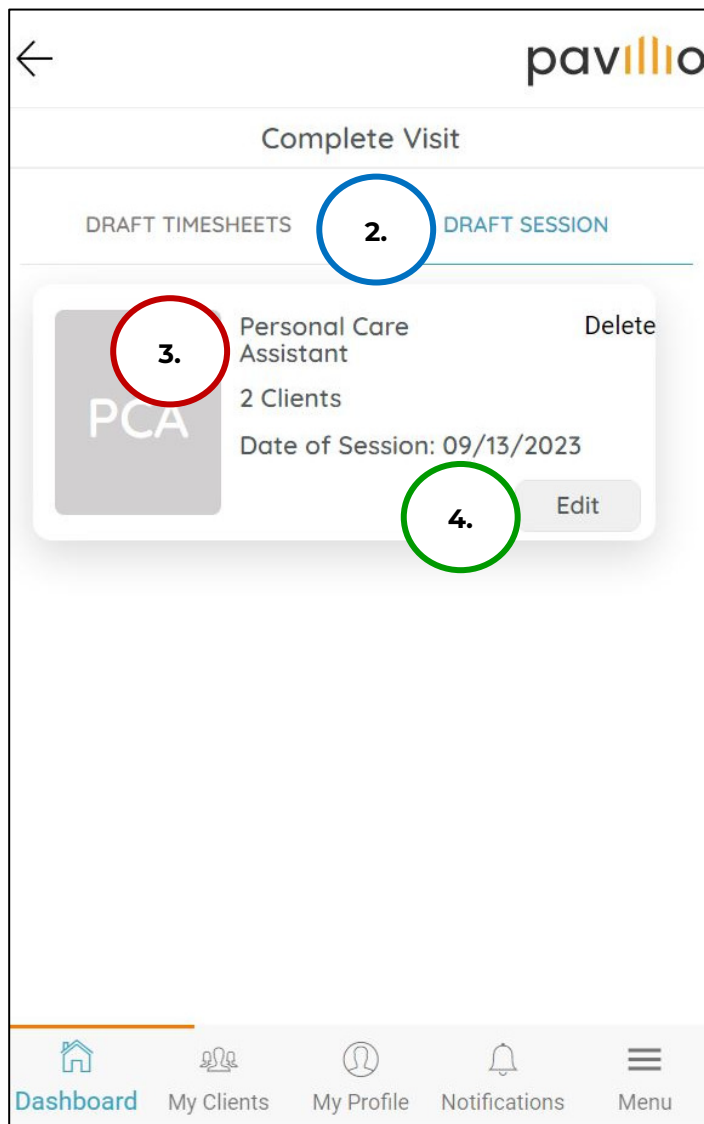
1. Select **Draft Session**

NOTE: Visits to submit could be timesheets you have NOT yet completed OR they could be timesheets that have been REJECTED by the Responsible Party

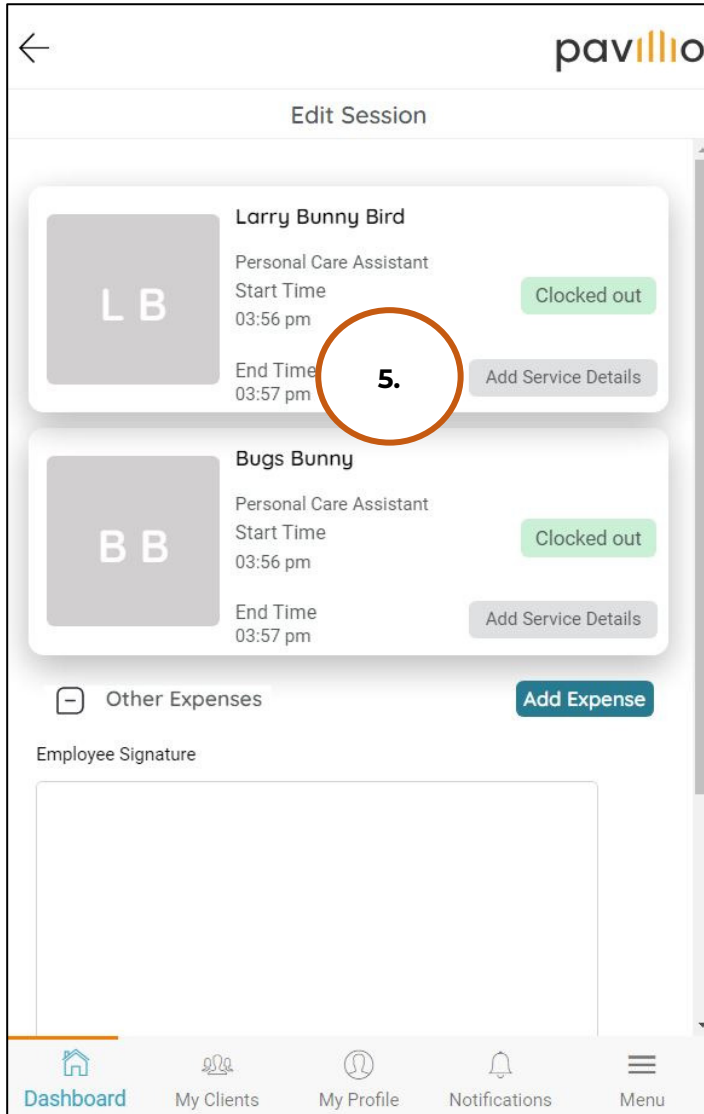


2. Under **Complete Visit** select **DRAFT SESSION**
3. Under **DRAFT SESSION** locate the **shift** you would like to adjust.
4. Select **Edit** in the upper right side of the shift you wish to edit.

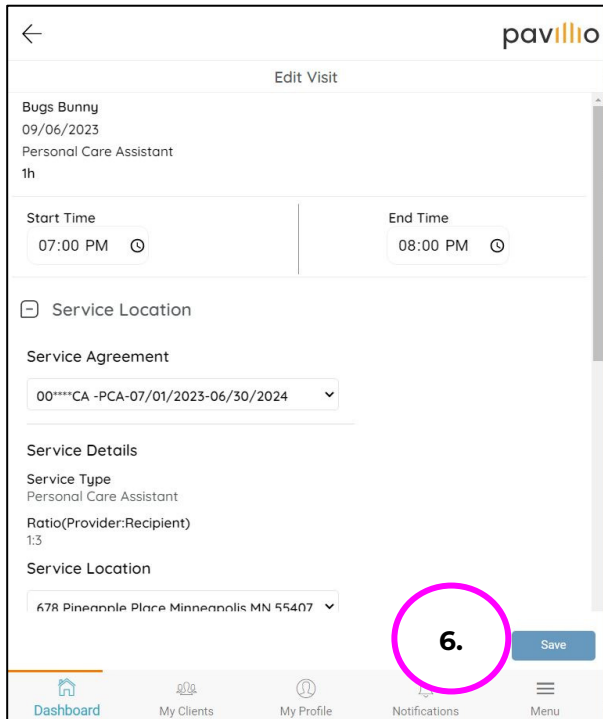
NOTE: the activities listed are unique to the participant you support. If you have further questions connect with your Responsible Party and/or reference **Commonly Asked Questions** > **WHAT ACTIVITY SHOULD BE CHOSEN?**



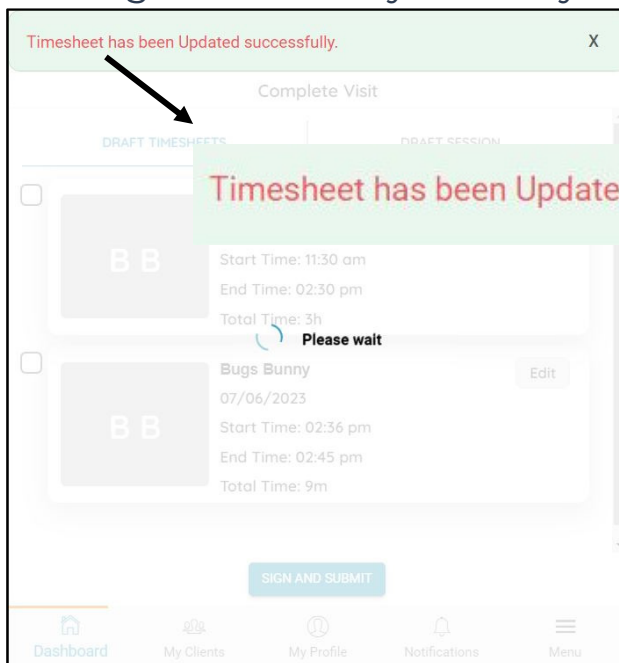
5. To edit each shift for each Participant, Select **Add Service Details** to the right of the Participant's name



6. After the incomplete information has been updated, select **Save**.



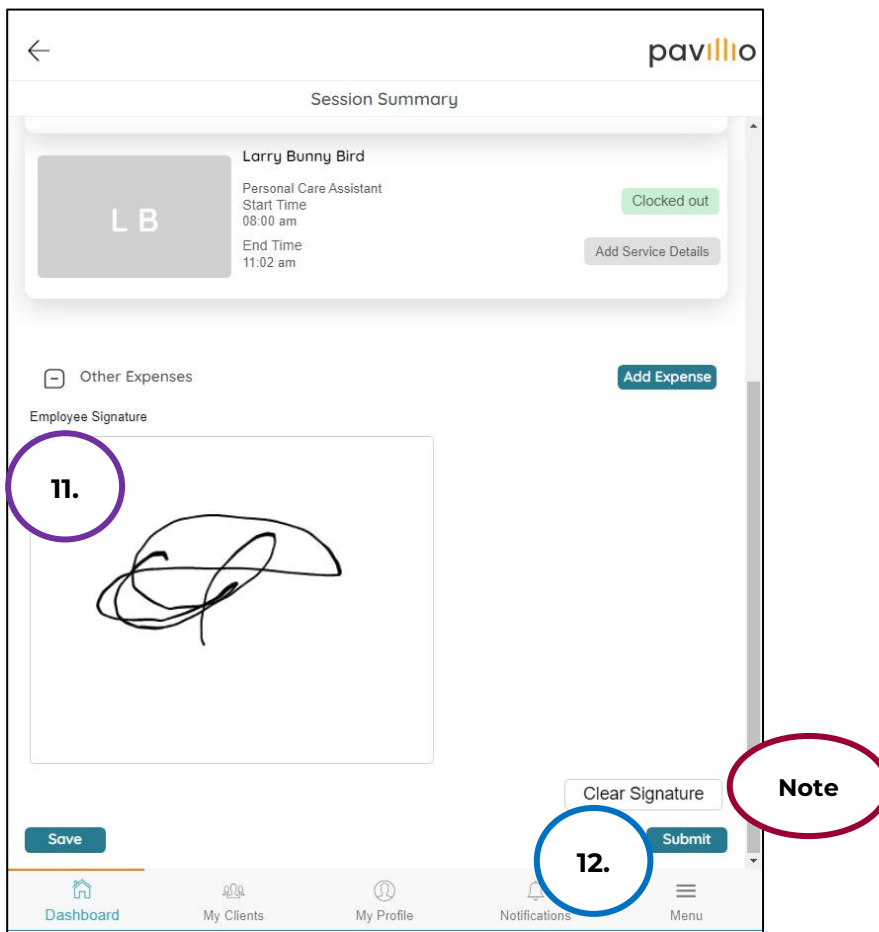
7. You will receive a **Timesheet has been Updated successfully** message to confirm your entry has been successfully edited.



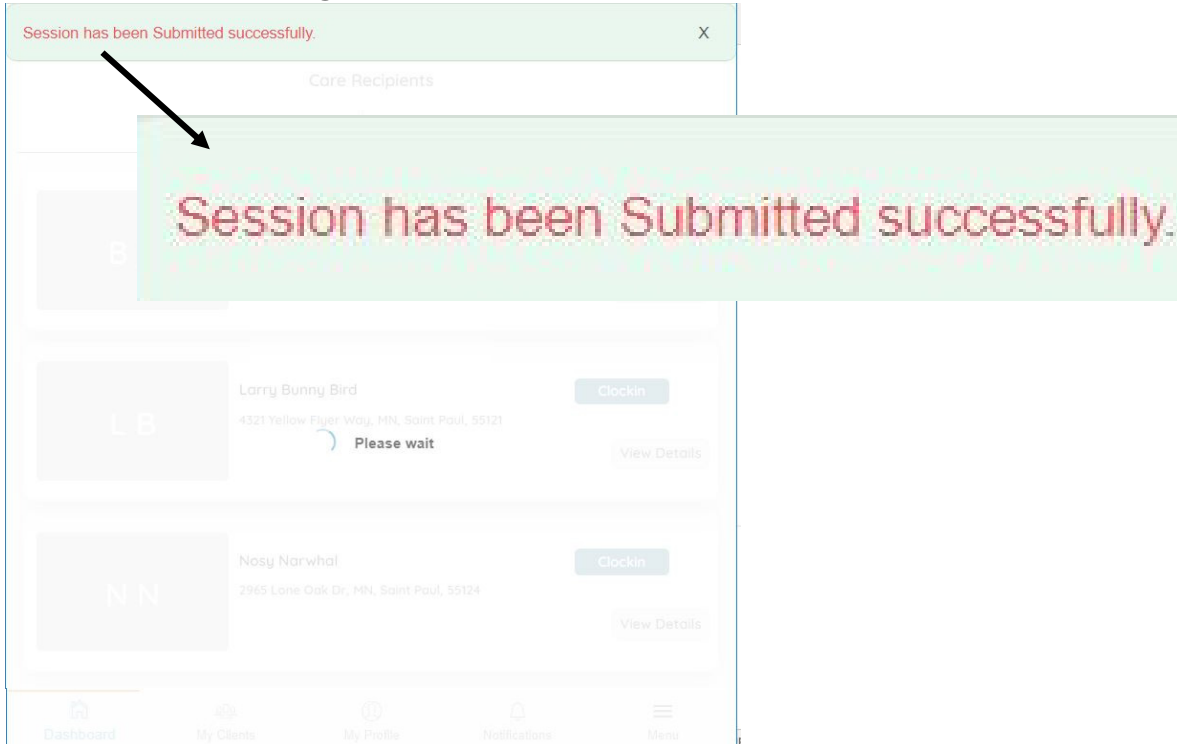
- 8. Repeat Steps 5-7 until all information has been updated
- 9. Use your touch screen or your mouse to **sign** your name inside of the Employee Signature box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

10. Select **SIGN**.



11. You will see a message **Session has been Submitted successfully** and it will no longer be listed on the under DRAFT SESSION.



COMMONLY ASKED QUESTIONS

WHO CAN I CONTACT TO ANSWER PAVILLIO EVV RELATED QUESTIONS?

Please contact our technical team by sending an email ticket to CashSupport@lifeworks.org or calling 651-454-2732 and asking for Cashé Support. Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

NOTE: For the most recent version go to the following website <https://www.lifeworks.org/timekeeping/>.

MISSING LOGIN INFORMATION

1. An email was sent from admin@cashsoftware.com; be sure to search your junk/spam, Promotions tab (Gmail accounts) AND Inbox folders for the information. You can refer to [How to Log In and Set Up Your Password](#) for an example of the email.
2. If you cannot find the original email, please send an email ticket to our technical team at CashSupport@lifeworks.org to request new login information to be sent.

Include the following information:

- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

CANNOT LOG IN

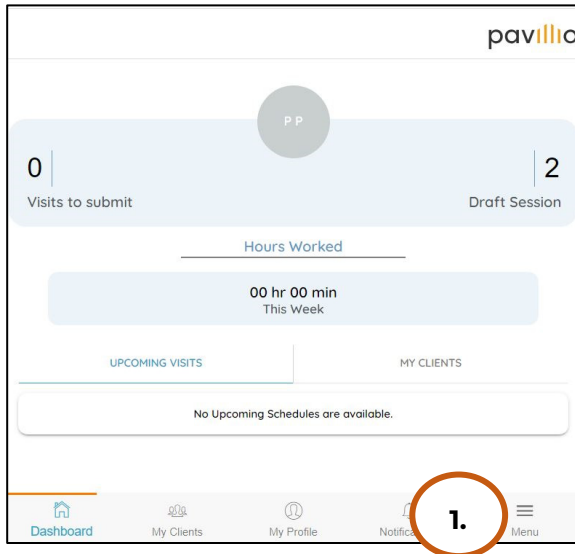
1. Confirm that your username and password have been entered correctly.
2. If you still cannot to log in, restart the device by turning it completely off and then turning the device back on. Attempt to log in again.
3. If restarting the device does not work, if you are on your phone or tablet uninstall and reinstall the Pavillio EVV app. If you are using your computer, use the Google Chrome browser to type the website <https://evv.cashesoftware.com/app/>.
4. If you still cannot log in, please submit an email ticket to our technical team at CasheSupport@lifeworks.org.

Include the following information:

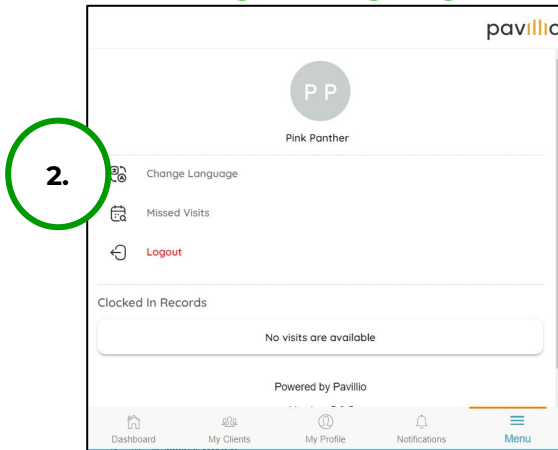
- Screenshot of the error message
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

HOW TO CHANGE YOUR PREFERRED LANGUAGE

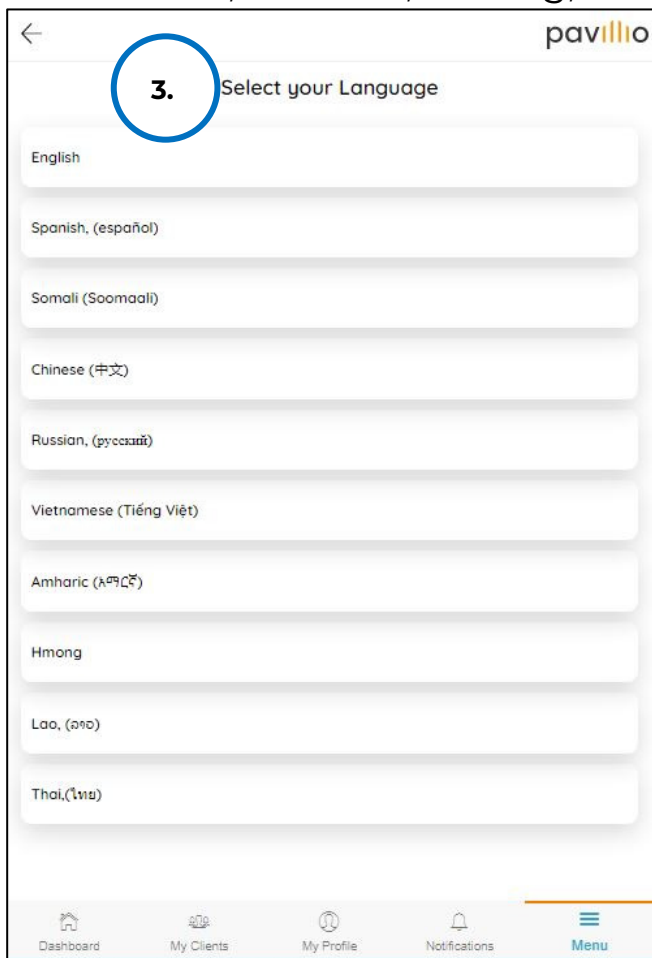
1. Select **Menu**



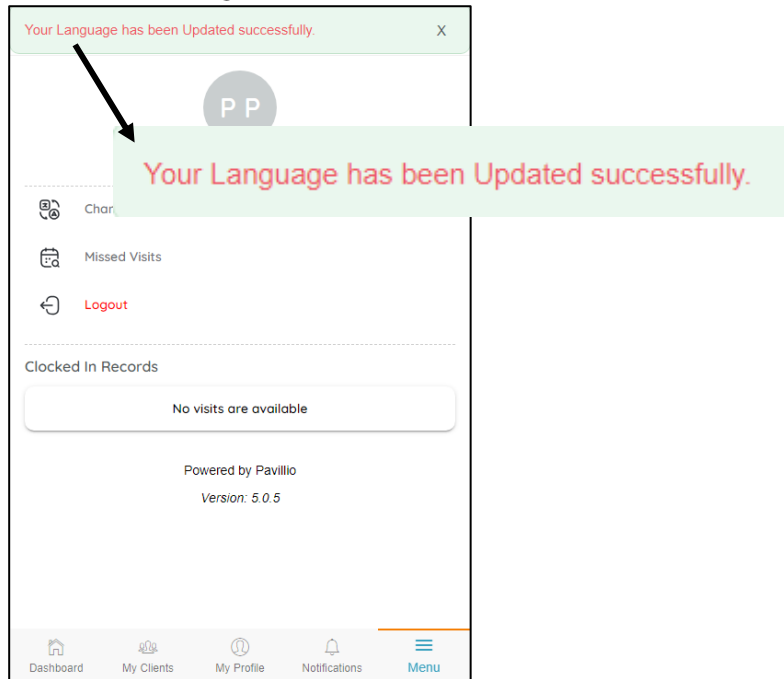
2. Select **Change Language**



3. Select your **preferred language** from the menu. Languages available include English, Spanish, Somali, Chinese, Russian, Vietnamese, Amharic, Hmong, Lao, Thai.



4. There will be a message **Your Language has been Updated successfully**



NOTE: You may need to refresh for the language to updated.

DELETE A TIME ENTRY

If you or your Responsible Party would like to delete a time entry, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Description of why you are reaching out
- Screenshot of the time entry details
- Your Full Name
- Your Username
- Name of Your Responsible Party
- Name of Your Participant

- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

HOW DO I ENTER TIME IF I AM A LIVE-IN CAREGIVER?

As a Live-In Caregiver, you do NOT need to clock in and out in live time. However, you do need to submit manual timesheets for EACH shift DAILY.

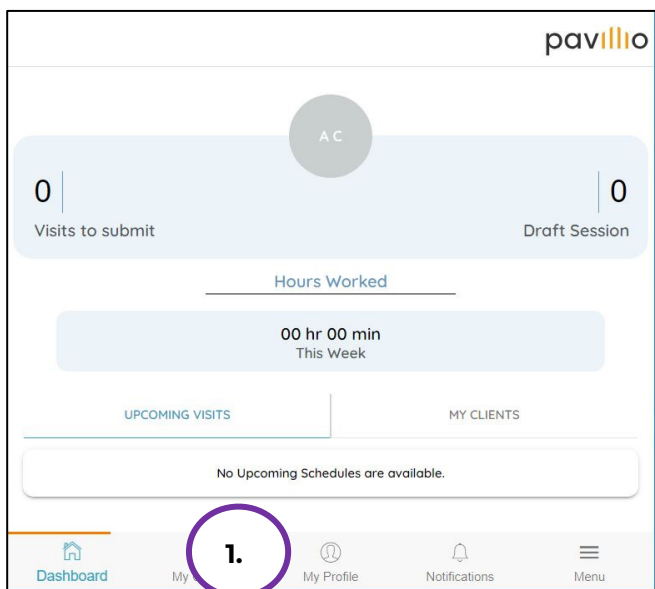
Still Reference **HOW TO CLOCK IN** AND **HOW TO CLOCK OUT** to assist with entering past time.

NOTE: This method of time entry is temporarily allowed for NON Live-in Caregivers. You can disregard that label.

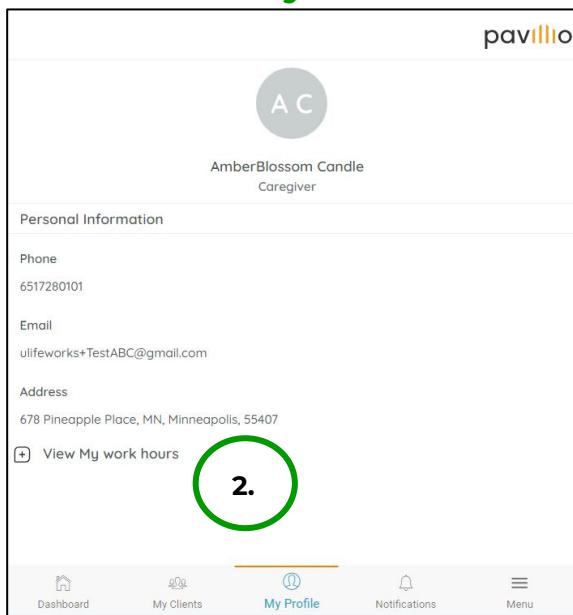
If you are unsure you if you are a Live-In Caregiver connect with your Responsible Party or Service Coordinator.

HOW TO REVIEW TOTAL WEEKLY HOURS WORKED

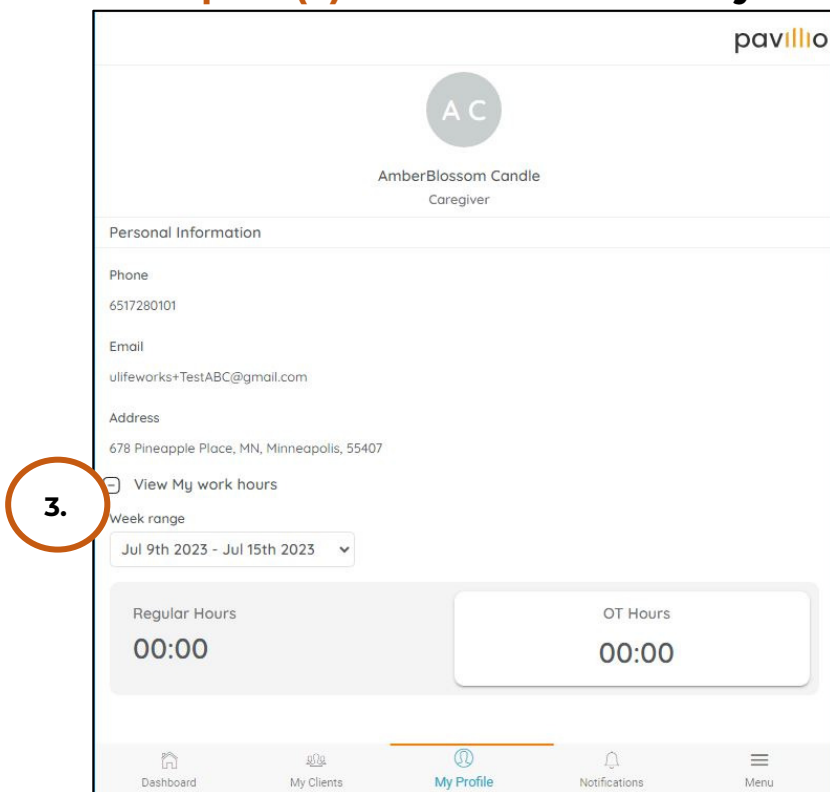
1. Select **My Profile**, the 3rd button located at the bottom of the dashboard.



2. Locate **View My work hours**



3. Select the **plus (+)** to the left of **View My work hours**



Note: The CURRENT week is display by default. You can select the drop down to view past weeks

Your hours will update automatically once you have created a new timecard

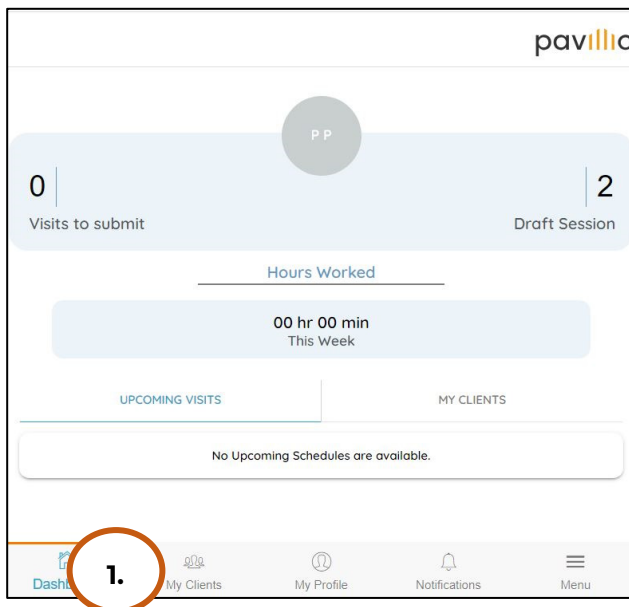
HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES

Below are instructions for how to view your approved and unapproved time entries. **Approved** time entries are those you have signed and submitted, and your Responsible Party has approved.

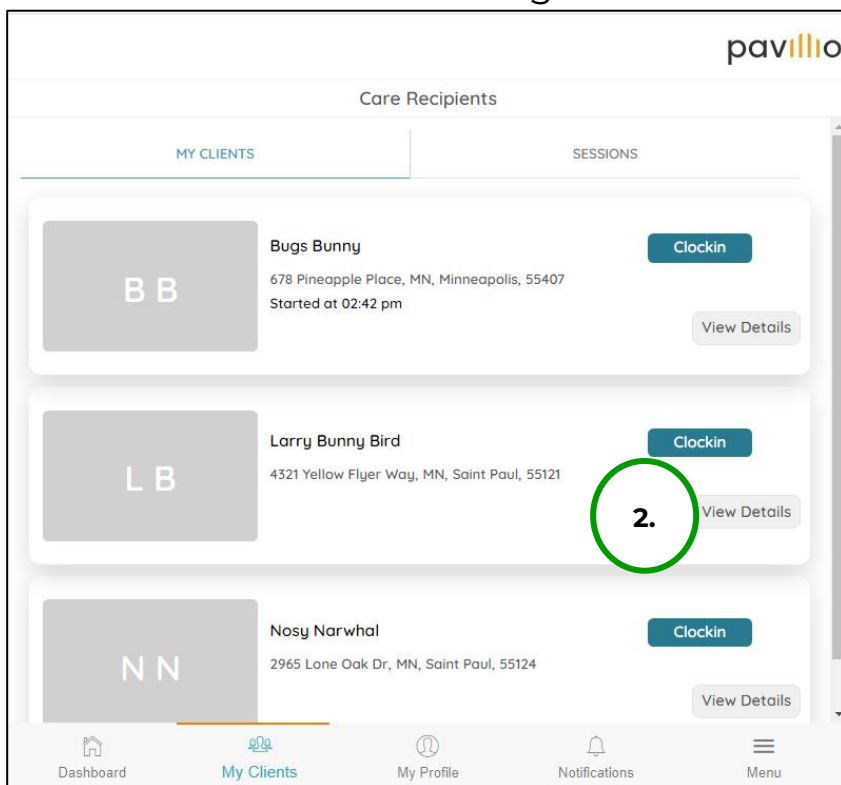
Unapproved time entries are those you have signed and submitted, but your Responsible Party has not yet approved them.

NOTE: Once you have signed and submitted your time entries your Responsible Party must sign and submit or reject your entry.

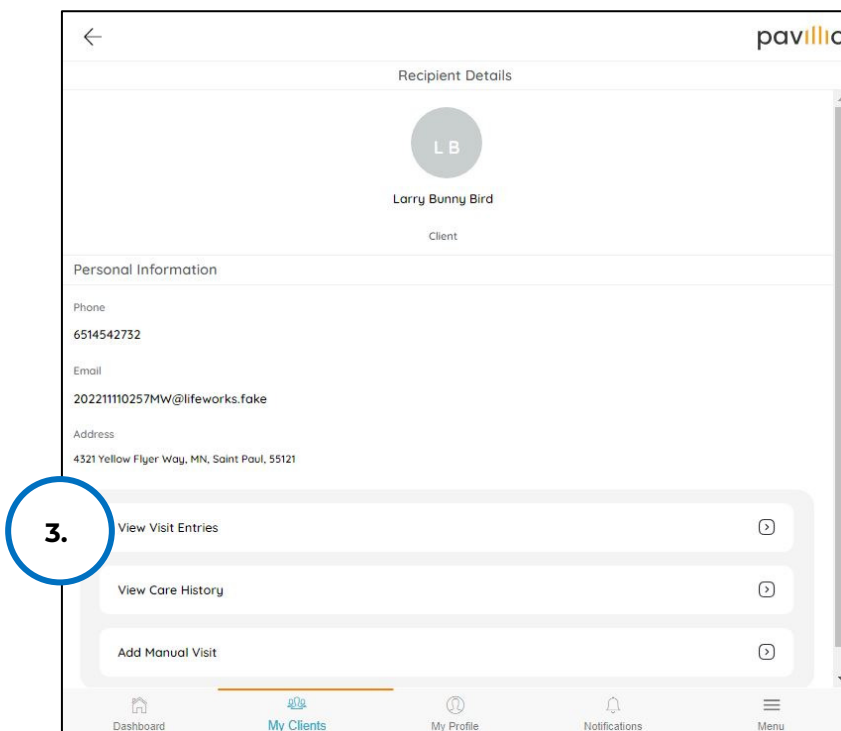
1. Select the **My Clients**; the 2nd icon located at the bottom of the dashboard.



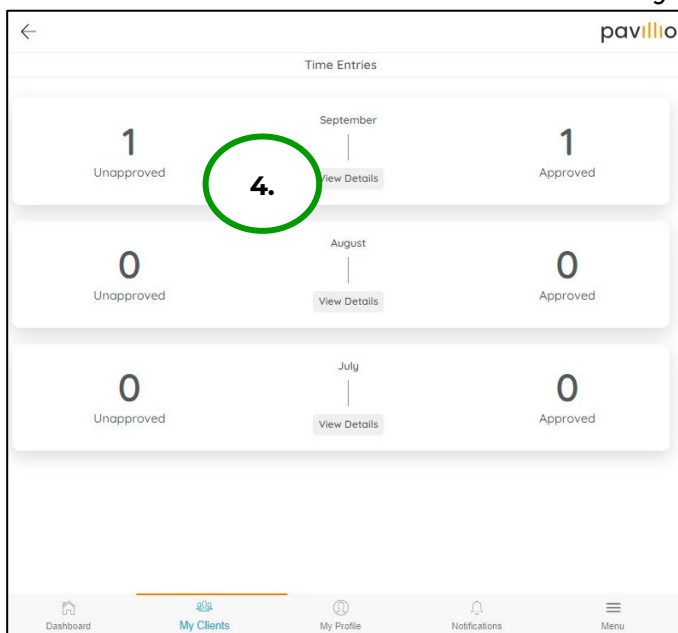
2. Select **View Details** to the right of the Participant's name.



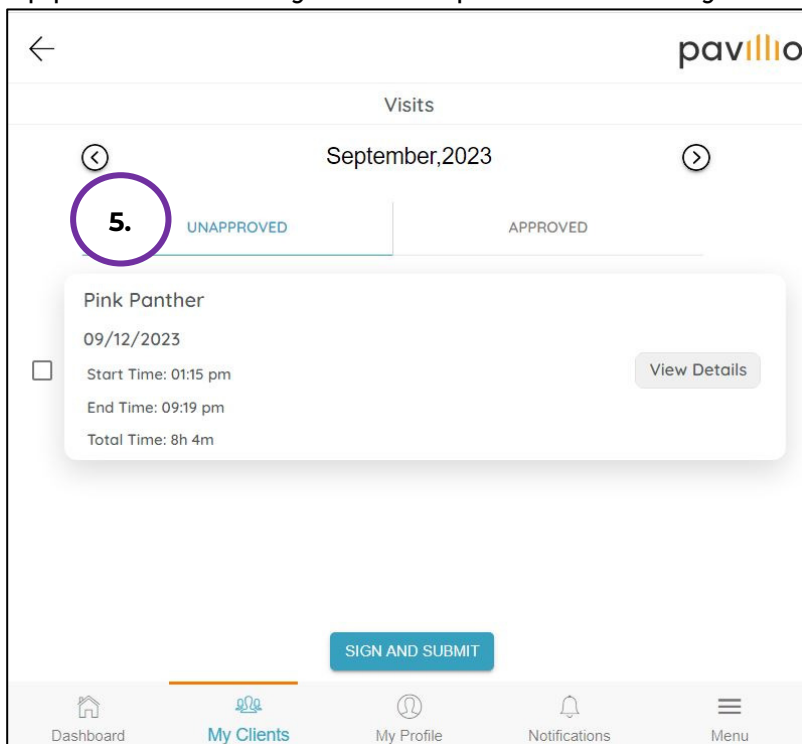
3. Select **View Visit Entries**



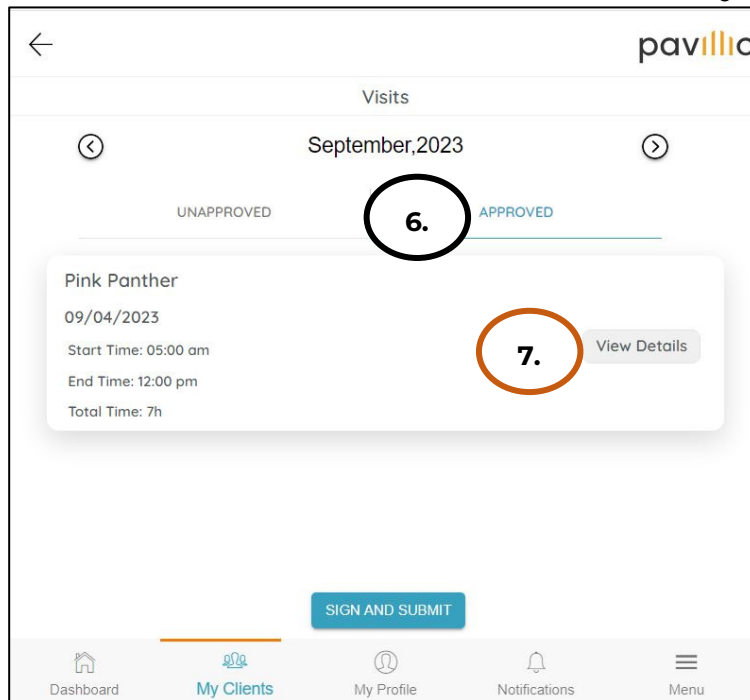
4. Select the **View Details** for month you would like to review.



5. Select **Unapproved** to view timecards that have NOT been approved from your Responsible Party.



6. Select **Approve** to view timecards that have been approved by your Responsible Party and will be processed for payroll
7. Select **View Details** for each time entry you would like to review.



RESPONSIBLE PARTY REJECTED MY TIME

Please refer to **HOW TO EDIT REJECTED TIME ENTRIES** for next steps.

If you have additional questions, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of the time entry details
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

CHECK THE STATUS OF A TIME ENTRY

There are 3 ways to check the status of your time entry:

1. Follow the steps within **HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES** within Commonly Asked Questions.
2. Reach out to your Responsible Party.
3. Send an email ticket to the technical team at CashSupport@lifeworks.org.

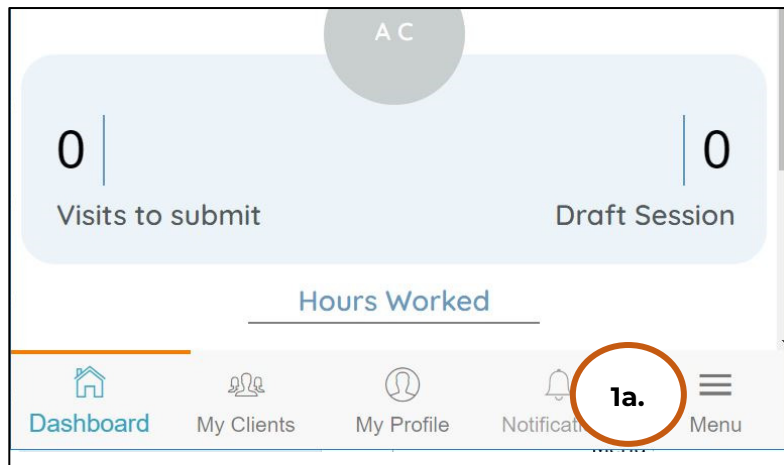
Include the following information:

- Details of the time entry
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

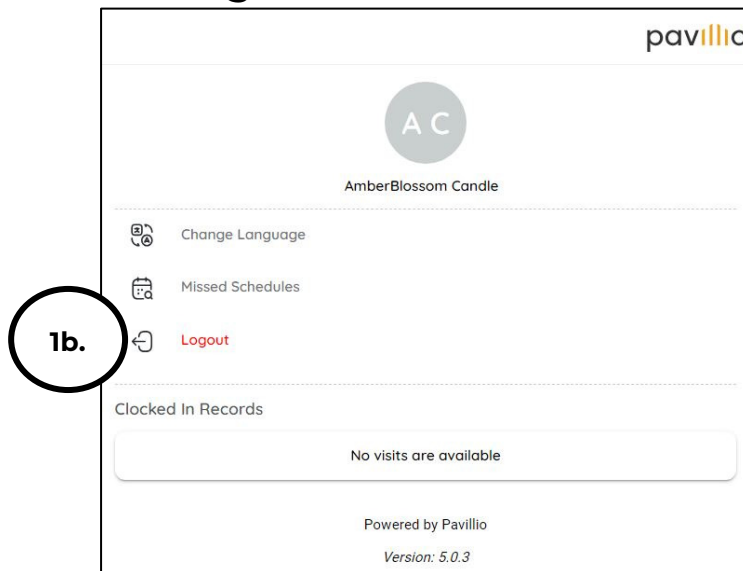
HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

1. Log Out of Pavillio EVV

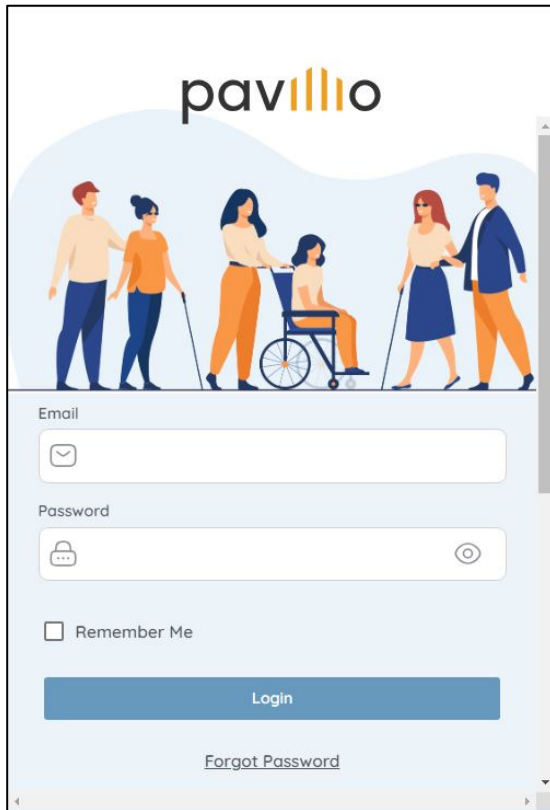
a. Select **Menu**



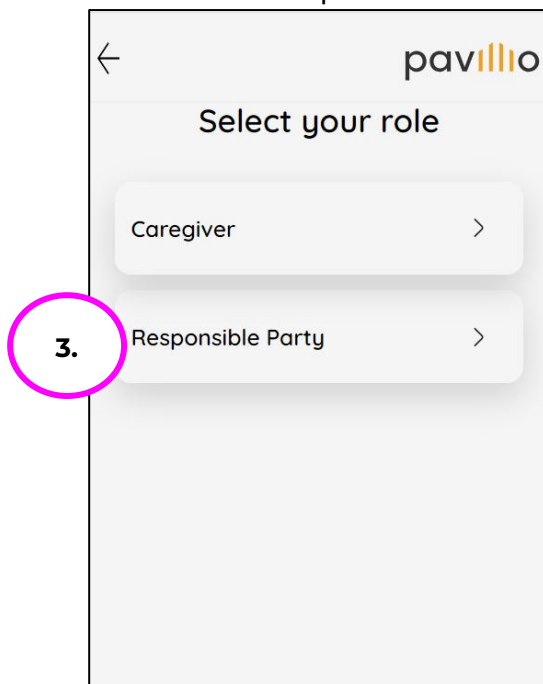
b. Select **Logout**



2. Log back in



3. Select the Responsible Party role



WHY DO I HAVE TO SELECT A ROLE?

This means you are listed as both a Caregiver AND Responsible Party for the Participant. When working with the Participant you will choose the **Caregiver** role to Clock In and Clock Out. When approving timecards for your Caregivers you will choose the **Responsible Party** role. For assistance with the Responsible Party role reference the Support Manager User Guide for Pavillio EVV located on our website <https://www.lifeworks.org/timekeeping/>.

IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

Yes, the password is the same for both the Employee AND the Responsible Party role.

If your password is NOT working for either login, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of where the language is not updated
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

PARTICIPANT IS NOT LISTED

1. If your participant is not listed, it could mean that some information is missing from your Employee Profile. Please submit an email ticket to our technical team at

CashSupport@lifeworks.org

Include the following information:

- Screenshot of error the message on the Care Recipients screen showing the participant is missing
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

WHATS THE BEST PRACTICE FOR ENTERING TIME?

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed. For more information about EVV, please refer to **About Pavillio EVV**.

WHEN IS PAYROLL DUE?

Go to our website <https://www.lifeworks.org/fiscal-support/forms/> to reference our most recent Payroll Calendar.

HOW DOES MY TIMECARD GET SIGNED?

Once you SIGN AND SUBMIT your timecard, your Responsible Party is notified. Your Responsible Party will then Review, Sign, and Approve your timecard so it can be processed for payroll.

If you are NOT sure, reference **HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES** within Commonly Asked Questions.

WHAT ACTIVITY SHOULD BE CHOSEN?

The Pavillio Timekeeping System caters to multiple programs. The activity section is customized to each Participant.

For example:

Service = Respite

Activity = Respite

Service = Home making

Activity = Light Housekeeping

Service = Personal Support

Activity = Personal Support

Service = Night Supervision

Activity = Night Supervision

If you are not sure what to select, please connect with your Responsible Party.

If you need further assistance, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of the what Activities are listed
- Your Full Name
- Your Username
- Preferred contact method for the response

- If a phone call is preferred, please specify best the Date & Time for a returned call.

DO I NEED THE PAVILLIO EVV APP OPEN ALL DAY?

You do NOT need to keep the Pavillio EVV app open during your shift.

All you need to do is open Pavillio EVV to Clock In but there is no reason to keep it open.

The next time Pavillio EVV needs to be opened is when you are ready to Clock Out & submit your timecard.

UPDATING YOUR CONTACT INFORMATION

Please submit an email ticket to our technical team at CashSupport@lifeworks.org if you need to update your contact information (email, phone number, etc.). Include the following information:

- Your current information and the new information you need updated
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Your Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.