



eVero User Guide
For Self-Hired Staff

Setting up your account

As a new user, you will be required to set up an account for your participant. This is done by a link sent to you via email directly from eVero. Once you receive the link, you will follow the steps in the email. Please note that you will create a new account.

If you are a self-hired staff that works with more than one agency who uses eVero, you can use the same email address, however, you will have to have separate usernames for each agency.

If you are a self-hired staff for more than one participant with CAP, you will be able to toggle between the participants you work for under the one username dedicated to CAP.

Linked below is a helpful guide of the entire eVero system.

[eVero for Self-Hired Staff | Our Digital Learning Repository](#)

The link will guide you on how to install and set up the mobile app, service delivery, documenting mileage, monthly summaries, and exploring the self-hired staff portal.

Downloading the eVero app

Once your account is set up and your signature and pin are created, you can download the eVero app in the Google Play Store or Apple App Store. The app is called **eVeroMobile**.

Below are some links that will help you navigate the eVeroMobile app.

How to install the app: [Mobile Apps Installation Guide | Our Digital Learning Repository](#)

How to navigate the app settings (changing/updating pin, updating signature, enabling push notifications): [eVeroMobile™ - Settings | Our Digital Learning Repository](#)

Creating your Signature and PIN

After creating a portal account, when you log into the APP for the first time you will be prompted to create a PIN. This PIN needs to be six digits; This PIN will act like your signature as you need to review/approve various items in the eVero app.

Once you create a PIN, the app will also have you create a signature. You do so by selecting enroll now. You will use your finger to create an actual signature using your phone or tablet.

If you miss the prompts to create your signature or PIN you can create them in the app by using the three lines in the top left corner and navigating to the settings area.

[eVeroMobile™ - Settings | Our Digital Learning Repository](#)

Service Delivery (Clocking In and Out)

A complete guide on how to clock in and out using the eVero app:

[Service Delivery via the eVeroMobile™ App | Our Digital Learning Repository](#)

A video on how to clock in and out using the eVero app:

[Our Digital Learning Repository | Videos | Our Digital Learning Repository](#)

You are responsible to view these guides in order to clock in and out successfully.

Community Habilitation is a goal bearing service. As a self-hired staff, you will be responsible to document goals and write progress notes on said goals. At the end of each month, you will be required to write a monthly summary based off the goals you document throughout the month.

More information on monthly summaries is below.

Respite is a non-goal bearing service. As a self-hired staff, you will not have to document goals or write monthly summaries.

Shift Adjustments

Staff must clock in and out in real time and must have their location services on in order to use the app.

There is no longer an option to adjust your time. If you have issues clocking in and out, you must reach out to SDstaff@childrenatplayeic.org.

All time adjustments will require self-hired staff to fill out a punch change request form that is also approved by the participant/parent/advocate.

Staff time adjustments will be documented and noted as a staff infraction. Multiple staff infractions may be considered cause for a suspension and/or termination. *It is a Medicaid requirement that staff are clocking in and out in real time. *

Reviewing and Approving Self-Hired Staff Time

The participant and/or parent/advocate is responsible for reviewing and approving time for their self-hired staff.

Upon clocking out, client/parent/advocate can sign off on your shift immediately. If this is bypassed, the client/parent/advocate must login to their portal and approve your shift at a later date.

Staff time is not payable until it is approved.

Submitting Reimbursements

As a self-hired staff, you may be eligible for reimbursements for IDGS Transportation and OTPS Staff Activity Fees.

This reimbursement only pertains to Community Habilitation. Respite work is **not** eligible for IDGS Transportation and OTPS Staff Activity Fees. Reimbursement is dependent on each participant's budget. It is best to contact the participant and/or their parent/advocate to see if you are eligible for reimbursement.

A guide on how to submit transportation:

[Entering in Mileage through eVeroMobile™ App | Our Digital Learning Repository](#)

A guide on how to submit Staff Activity Fees:

[Staff Activity Fee | Our Digital Learning Repository](#)

Once you submit a claim for reimbursement, the participant/parent/advocate must approve it using their eVero portal. Reimbursements will not be paid by CAP until they are approved.

Monthly Summary Notes (Community Habilitation Only)

Self-Hired Community Habilitation staff are required to write monthly summary notes. A monthly summary is a document that outlines what was worked on with the participant throughout the month. This summary should outline any progress made or any issues related to the goals worked on.

Monthly summaries can be worked on throughout the month and must be submitted by the 5th of each following month. If a monthly summary is late, you will be instructed to stop working until it is completed.

After you complete the monthly summary, the participant/parent/advocate is responsible to review/approve the document.

A guide on how to create a monthly summary:

[Creating a Monthly Summary via eVeroMobile™ | Our Digital Learning Repository](#)

A video on how to create a monthly summary:

[Our Digital Learning Repository | Videos | Our Digital Learning Repository](#)