

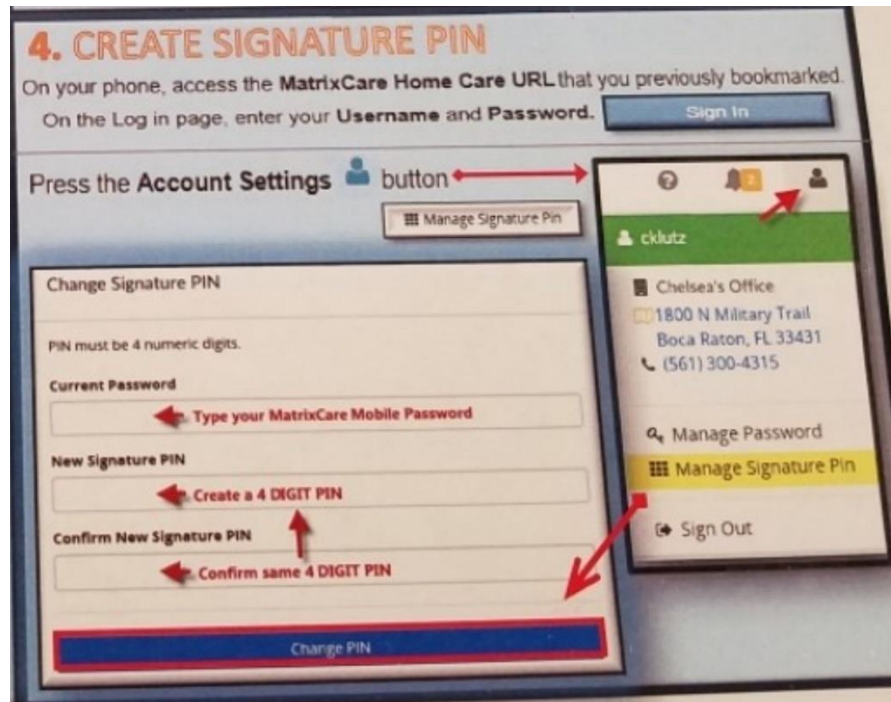


## MatrixCare Frequent Issue Solutions

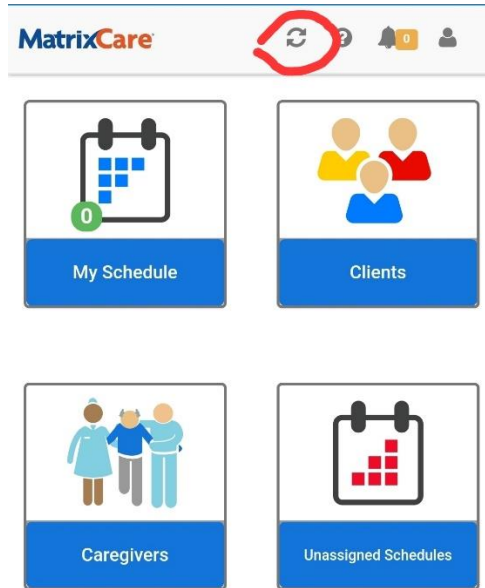
1. How to reset your pin
  - a. Select forgot pin on log in screen. This will redirect you to the website. Here you will need to log in with your username.

The screenshot shows the MatrixCare login interface. At the top, the logo "MatrixCare for Home Care" is displayed. Below it is the text "Enter Passcode". Underneath is a row of four empty circles for entering the passcode. Below that is a numeric keypad with buttons for digits 1-9, 0, and a clear button (X). At the bottom right of the keypad area, the text "Forgot Passcode?" is circled in red. At the very bottom of the screen, the text "Version: 2.78 (172238)" is visible.

- b. Generic username: first initial + last name
- c. Tenant code is homeassisthealth
- d. Generic password: first name + 37!
- e. Then go to profile and you will be able to change signature pin

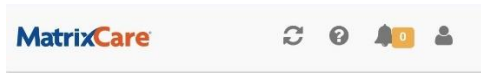


- f. Back on initial log in screen on app, you should be able to log in with your new pin
2. Schedule not showing or not updated
  - a. Hit refresh icon at top of page



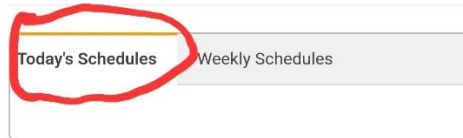
Version: 2.78 (172238)  
© 2022 MatrixCare. All Rights Reserved.

- b. If still not showing updated, log out and back in and schedule should show updated
- c. You can also click on weekly schedule and then today's schedule

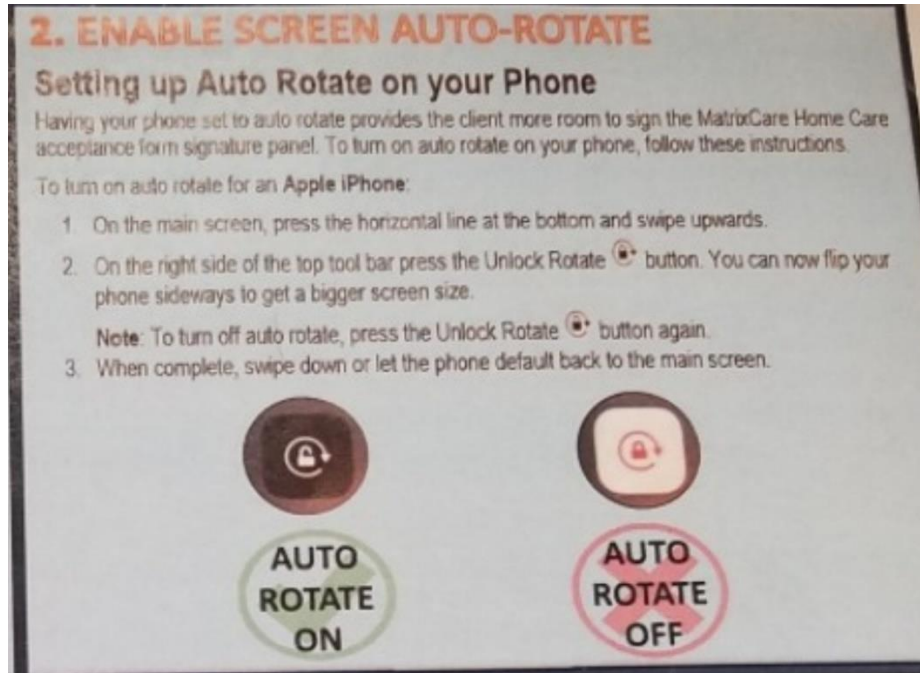


## My Schedule

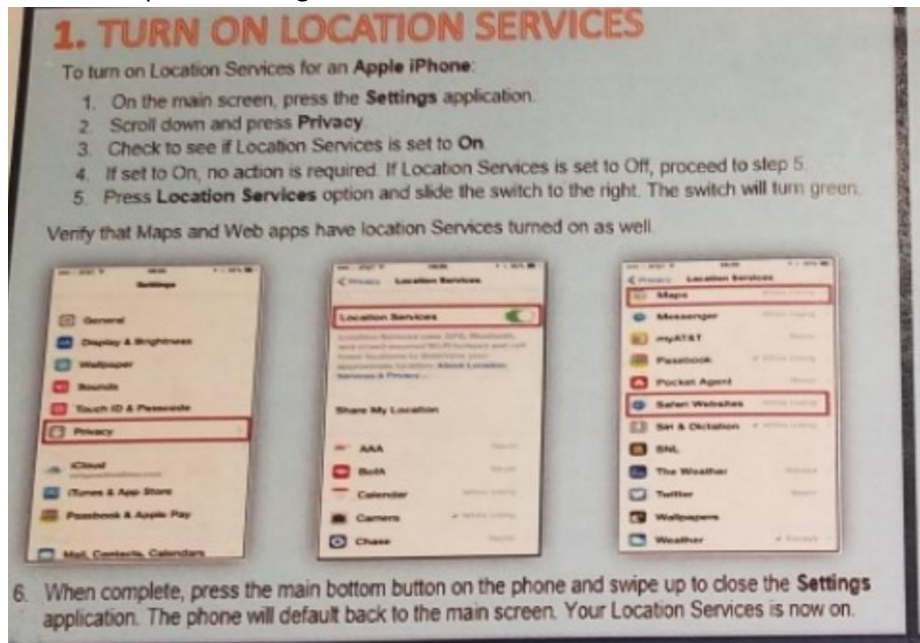
[Return To Home](#)



3. Locked out of account
  - a. Will have to call into office during normal business hours to get account unlocked
  - b. You can also use Telephone to log hours.
4. Not saving when clocking in or out
  - a. Once you clock in/out there should be a banner that pops up that says "Successfully Updated"
  - b. After you receive this banner, you will need to swipe the app closed
  - c. Once the app closed your clock in/out will be saved
  - d. Note- check setting that horizontal orientation is turned on so clients can sign off caregiver worked shift



5. Location errors
  - a. Location in phone settings need to be turned on



- b. iPhone maps and safari permissions will also need to be accepted for the app to work
6. Correcting late/early check in/check out
  - a. On the Visit Summary Review page, you must certify the visit time is accurate by reviewing the Check In and Check out times.
  - b. Press **Yes** or **No** to certify the times.



- i. If you select **Yes**, the Notes field is optional and you can select **Next** to continue the check out.
- ii. If you select **No**, the Notes field and at least one of the Override Time fields are required to be filled in before continuing to complete the visit.
  - 1. In the Notes field, it is required that you explain why you answered no.
  - 2. The Notes field has a maximum of 500 characters.
  - 3. You are required to enter an Override Time for the Check In and/or Check Out field.
  - 4. The **Next** button will not be enabled until the required fields are entered.

The screenshot shows the MatrixCare interface for a 'Visit Summary'. At the top, there is a navigation bar with the MatrixCare logo, a refresh icon, a help icon, a notification bell with '1', and a user profile icon. Below this is the title 'Visit Summary' in orange. The main content area is divided into two sections. The first section is titled 'LOCATION' with a checked checkbox. It contains a yellow warning box with a triangle icon and the text: 'Location Not Correct. You are 10.8920 mile(s) away from the client, you should be within 0.25 mile(s)'. To the right of the warning box is a 'Retry' button. The second section is titled 'CERTIFY VISIT TIME' with a checked checkbox. It shows 'Check In: 3:11 PM' and 'Check Out: 3:11 PM'. Below this is the text 'I certify the visit times are accurate:' followed by two buttons: 'Yes' (with a green checkmark) and 'No' (with a red X). Below the buttons is a 'Notes:' label and a text input field. At the bottom of the form are two buttons: 'Back' and 'Next'. The 'Next' button is disabled. At the very bottom, there is a footer with the text: 'Version: 2.78 (172125) © 2023 MatrixCare. All Rights Reserved.'

## 7. Schedule Changes

- a. When a member and caregiver agree to schedule change, there is no need to call the office. The caregiver can clock in for the agreed schedule change and add the note in the note field when clocking out.



## Visit Summary

### LOCATION

**⚠ Location Not Correct**  
You are 10.8920 mile(s) away from the client, you should be within 0.25 mile(s)

Retry

### CERTIFY VISIT TIME

Check In: 3:11 PM      Check Out: 3:11 PM

I certify the visit times are accurate:

Yes

No

Notes:

Back

Next