# CarelinkGo App User Guide – Carer
To download the Carelink Go App

To download the app for use:

1. Download CarelinkGo from App Store (if not already have the app)
2. Top left corner clicks on "Settings", Select to scan QR Code and "add environment"
3. Login with Multi-Factor Authentication (MFA).

Note: If MFA is not setup already, please complete MFA first and then login to the app
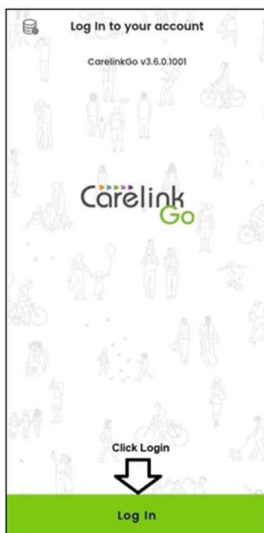https://www.mecwacare.org.au/trouble-logging-in/
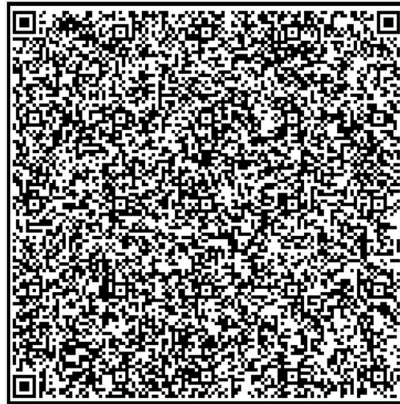
You can now Login with your mecwacare email address and HR21 password:

To log into CarelinkGo

CarelinkGo App Login Page -
Click login, which will prompt to CIVICA login page, enter your credentials and press sign in

Username: mecwacare email address
Password: "your HR21 password"

- After logging in, you will be prompted for MFA. Re-enter your email and password, then click Sign In.

- Click Sign In, then approve the MFA request using the code from the Authenticator app.

- After that, you should be redirected back to the CarelinkGo app, logged in successfully.

Home Page:

Once you log into CarelinkGo, you are taken to the **My Work** home page. This will show a split view that shows the Calendar for the week at the top, and the roster shifts for the current or selected.

Week View

Monthly Calendar

Note: ① This shows the current date (Today)

● - Indicates days that have shifts

Navigating screens on Home Page –

My Work	Returns you to the Calendar/Roster Shifts page.
Messages	View messages sent to you
More	There are several options and settings available through the More button.

My Work - Roster Shifts

The Roster Shifts screen shows the Week View calendar at the top, followed by the lists of all your shifts in date time order going down the page.

For each shift it will show the client's name (title, preferred name, surname), the service, and the start and end time.

Completed shifts will show the status 'Completed' and be highlighted in a different colour.

Tap a roster shift to see the shift details
From there you can view the Client Information, Alerts, Notes, Tasks (if any), Attached Documents (Docs), Forms. There will also be options to view their address on a map that can also provide navigation directions, start or stop a shift, etc.
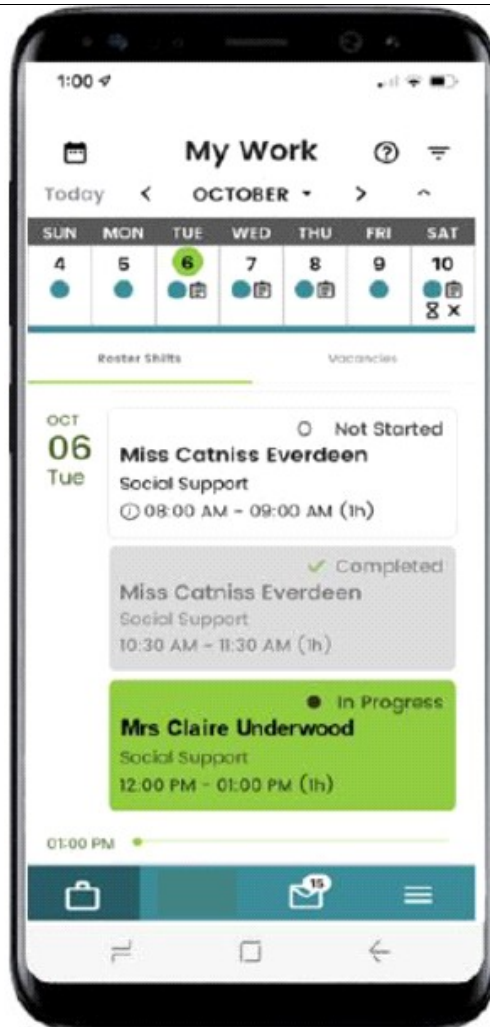
After selecting a shift from the Roster Shifts list, you are presented with the shift details.
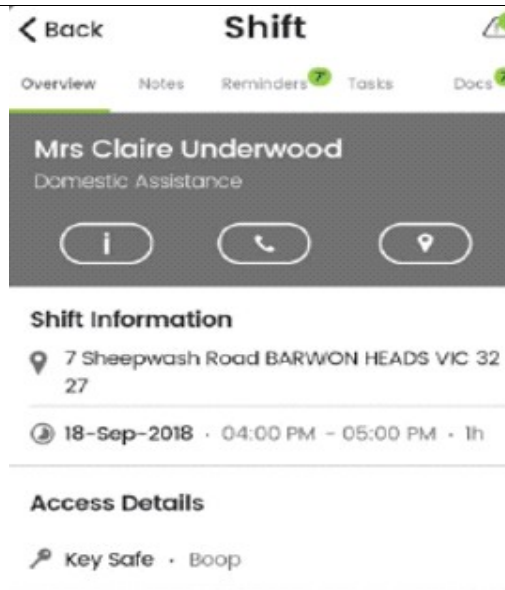
From here you can:

	View client information:
	See the client's address on a map. *Turn by turn directions can be turned on if required.*
Notes	Shows any notes from the office about the shift. A coloured indicator will indicate if a note exists.
Tasks	Shows any tasks to complete in the shift (if your office has set this up)
Docs	Tap to view documents like a Home Safety heck Part B or other similar document
Forms	Tap to view electronic documents like the Task list or Care plan
Alerts	Tap this icon to view the alerts for this client again. You can then tap **'I Understand'**

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Start and complete a Shift

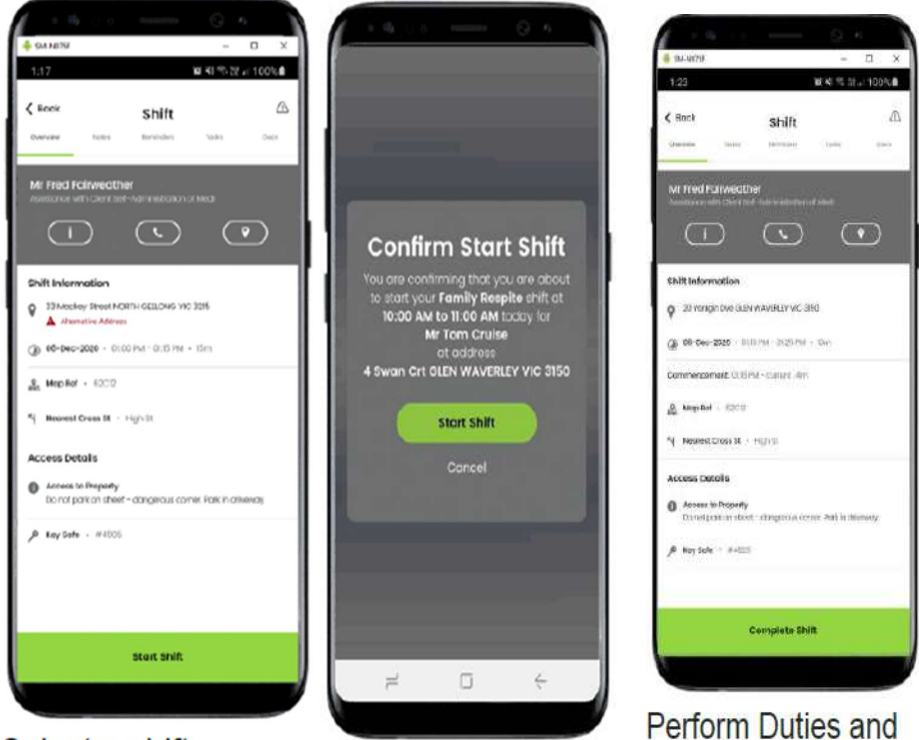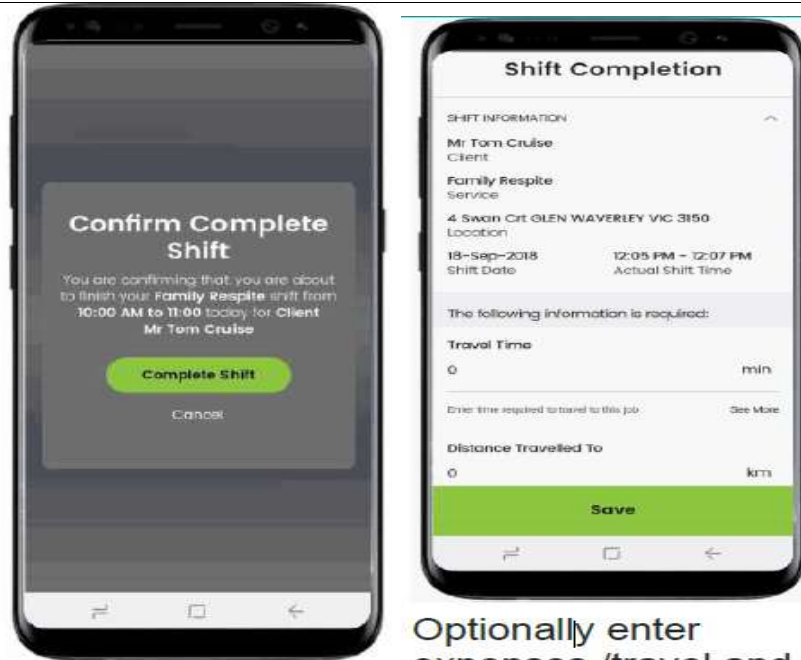|	
1. Select the shift from the Shift List 2. Tap **Start Shift** to record the start time of the visit. **Start Shift** *You will be prompted to confirm)* 3. Peform your duties 4. Once you have completed the care select **Complete Shift** **Complete Shift**	

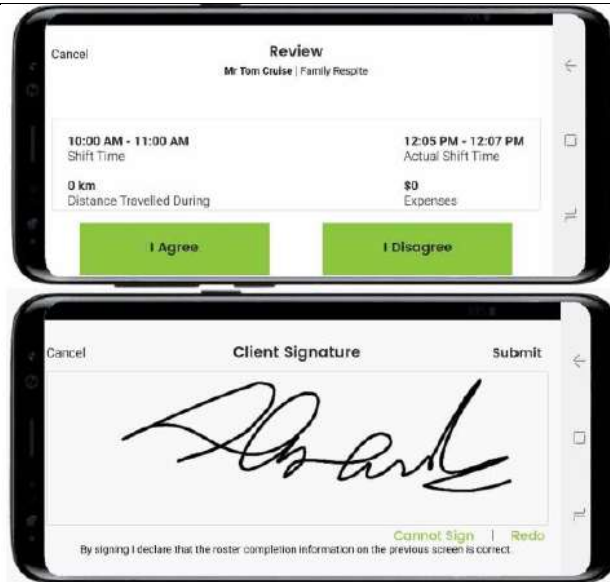|	
5.Confim the completion of the shift 6. If you have prior approval to claim expenses or travel it is then entered 7. Tap **Save** **Save**	 Confirm shift complete. Optionally enter expenses /travel and press Save.
8.You will then be presented with a Review Screen. 9.Show the details to the client and ask them to select either I Agree, or I Disagree (to the time of the shift and that care was provided) 10. A **Client Signature** screen will display. If they agreed and can sign, they should sign directly on the device using their finger. 11. If they are not capable of signing or did not agree, tap the option 'Cannot Sign'. You can then choose 'Cannot Sign' or 'Refused to Sign', choose a reason from the list and press Done. 12. Finally sign your name and press Submit.	 Review Details / Client Signs and submits or selects reason for not signing and then you sign and submit.

To end your day /logging out

When you have completed all your visits for the day:

- ***Perform a Sync***
- Tap the More button on the bottom right of your My work screen
- Select **SYNC**

- Once the Sync has been completed Tap **Log Out**
- You will be prompted to log out
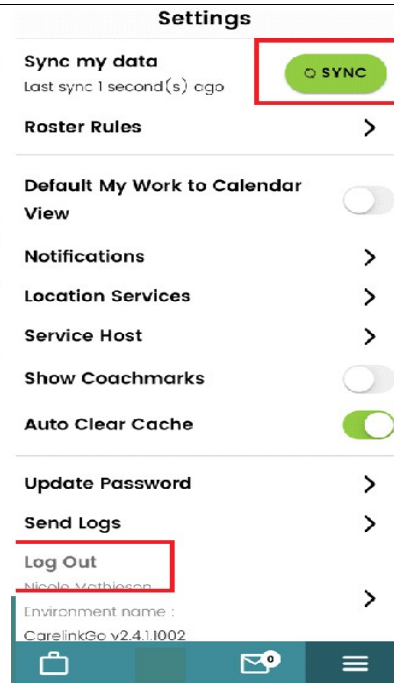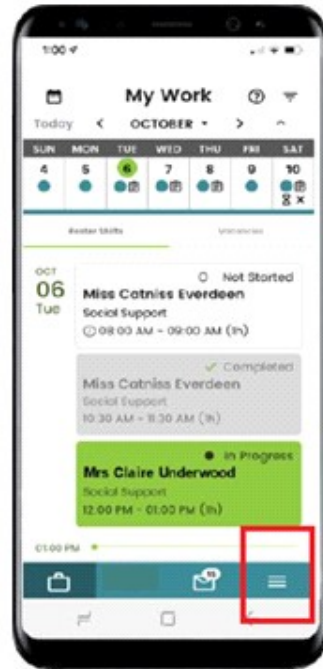
Messages

The messages tab allows you to view messages that have been sent to you from the Service Coordinator at your regional office.

You can reply to some messages sent to you and the office can view the reply.

The office can view if you have viewed a message sent to you. Monitoring your messages can cut down the amount of calls you receive from the office in regards to non-urgent matters 😊

| | |
| Message List | Roster Message |

Shift Vacancies (*if your office uses this method*)

Vacancy requests can be sent to the CarelinkGo application from your regional office to notify you of a potential shift.

For each vacancy, it will show:
- the Vacancy Status
Client, Service
-    Start and End time.

🏴 **Un-actioned vacancies will show the status as:** 📋 **Vacancy**

-    Tap to view its details…you will be able **Apply** for that shift or **Decline** it.

If you apply for the shift, the status will change to: ⧗ **Applied** and the potential shift will have a dotted border.

If the application is approved, it will then be shown as a standard shift.

If it is unsuccessful, then it will be removed from the roster and shown as (X) **Unsuccessful** on the vacancies screen.

If you decline a Vacancy, its status will change to: 🚫 **Declined**. You can still click on the declined vacancy to view its details. You can also Apply for that vacancy.

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☎ **For further support contact:**

- Your regional office

or

- IT Helpdesk: **03 8573 4815**