

Electronic Services Verification Mobile Application (myCareVisit)

This is an abridged version of the myCareVisit User Guide; it does not cover all features of the app. If you have questions about other features, please consult the complete myCareVisit User Guide listed on the Home Help website.

The Electronic Services Verification (ESV) app is housed in an app called myCareVisit App. It can only be accessed after you've completed all the registration steps located on the Home Help website: www.Michigan.gov/homehelp.

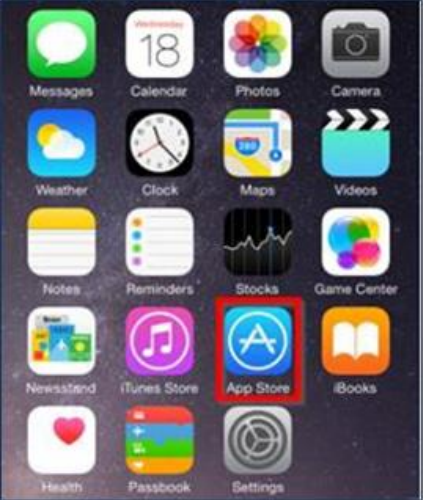

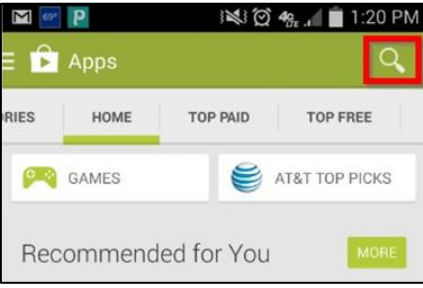
Further questions please contact the Home Help Hotline by phone 1-800-979-4662 or email

MSA-HomeHelpProviders@Michigan.gov or ProviderSupport@Michigan.gov

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Downloading the App

iOS Users (iPhone)	Android Users (all others)
<p>1. Tap App Store</p> 	<p>1. Tap Play Store</p> 
<p>2. In the search field, enter myCareVisit. (DO NOT ENTER SPACES)</p> 	<p>2. Tap search icon in right corner.</p> 

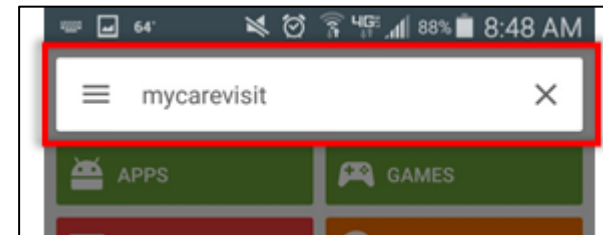
iOS Users (iPhone)

3. Tap **myCareVisit** from list displayed



Android Users (all others)

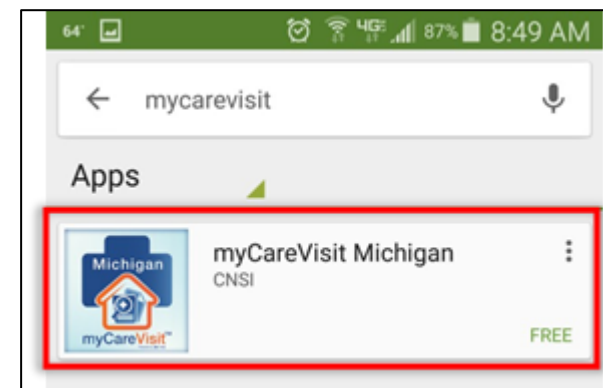
3. In the search field, enter **myCareVisit**. (DO NOT ENTER SPACES)



4. Tap **Get**

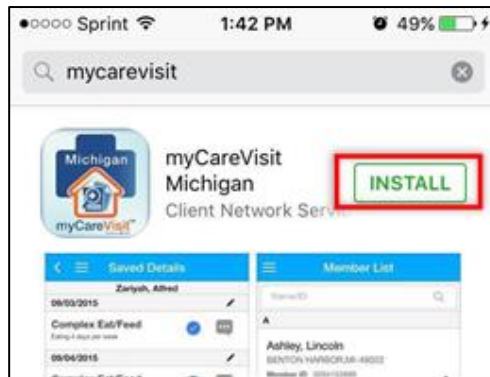


4. Tap **myCareVisit**

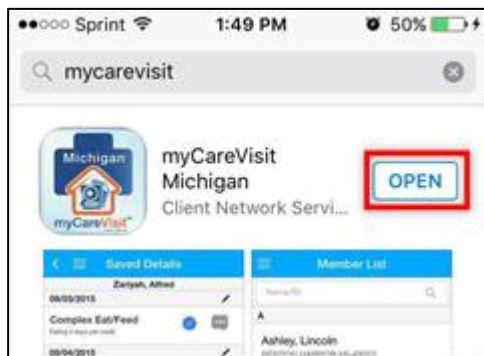


iOS Users (iPhone)

5. Tap **Install**

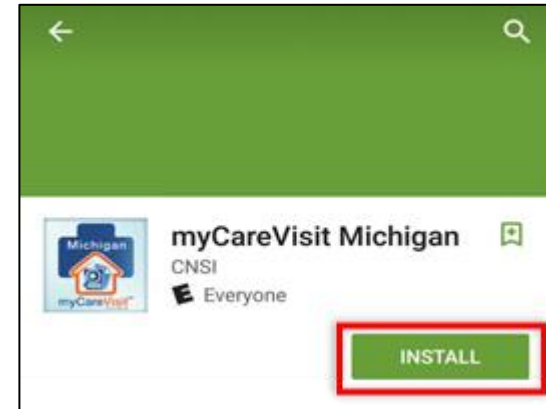


6. After installation is complete, tap **Open**.

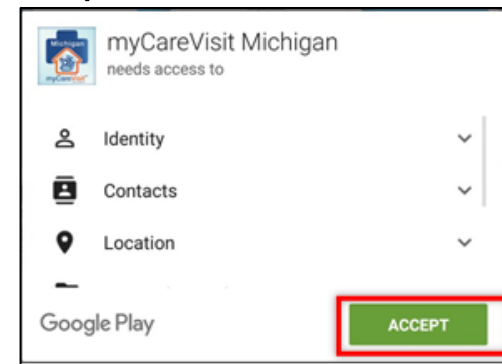


Android Users (all others)

5. Tap **Install**

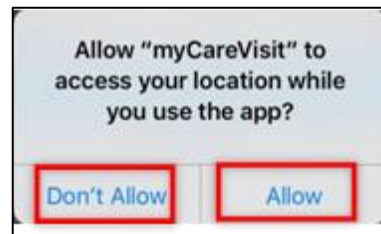
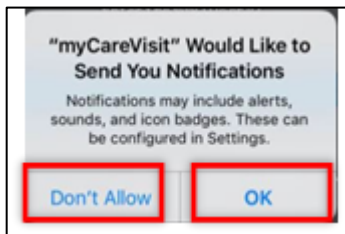


6. Tap **Accept**

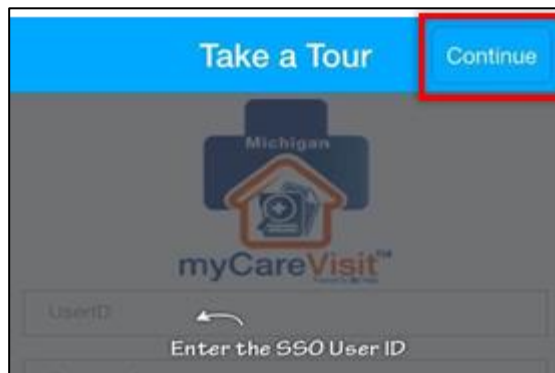


iOS Users (iPhone)

7. Determine if you want the app to send you notifications and to access your location by clicking “Don’t Allow” or “OK/Allow”.

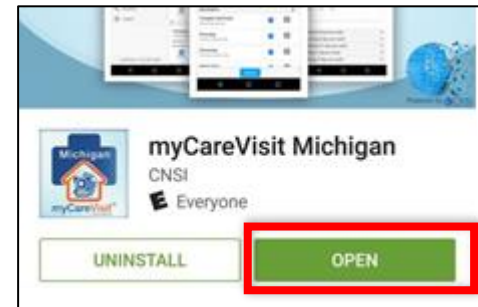


8. The **Take a Tour** screen is displayed. Click **Continue**.

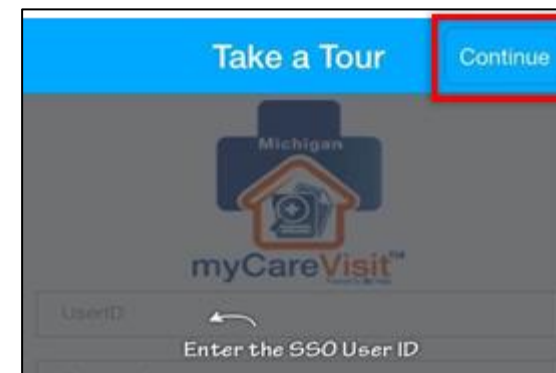


Android Users (all others)

7. After installation is complete, tap **Open**.



8. The **Take a Tour** screen is displayed. Click **Continue**.



Signing in to the App

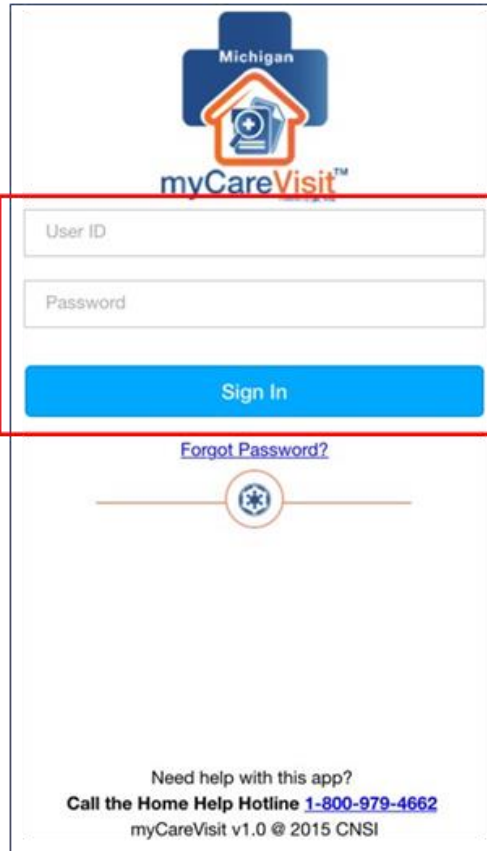
1. On the **Sign In** screen, enter your user ID in the **User ID** field.

NOTE: You *MUST* use the MILogin user Identification and password you created on the <https://milogintp.michigan.gov> website.

- a. Type your password in the **Password** field

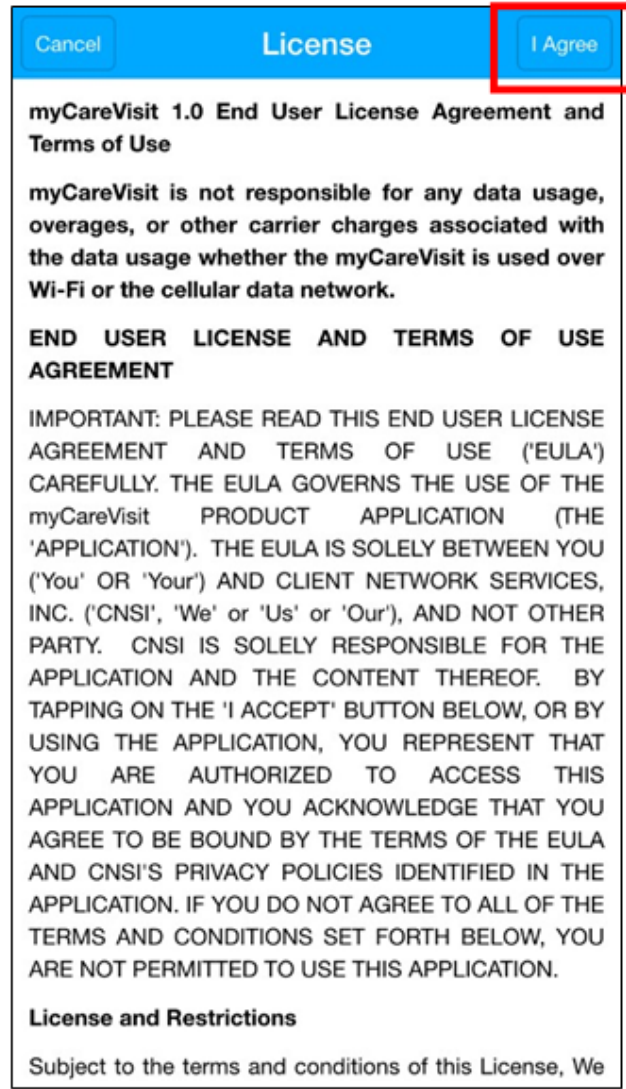
NOTE: If you enter the wrong **Username** and **Password** five times, the account will be locked temporarily for 15 minutes

- b. Tap **Sign In**



The image shows the 'myCareVisit' sign-in screen. At the top is the Michigan myCareVisit logo. Below it are two input fields: 'User ID' and 'Password'. A blue 'Sign In' button is positioned below the password field. A red rectangular box highlights the 'User ID' field, the 'Password' field, and the 'Sign In' button. Below the button is a link that says 'Forgot Password?'. At the bottom of the screen, there is a small circular icon with a star, followed by the text: 'Need help with this app? Call the Home Help Hotline 1-800-979-4662 myCareVisit v1.0 © 2015 CNSI'.

2. The **License** screen will display only after successfully logging in the first time:
 - a. Read the agreement and tap **I Agree**



Cancel License I Agree

myCareVisit 1.0 End User License Agreement and Terms of Use

myCareVisit is not responsible for any data usage, overages, or other carrier charges associated with the data usage whether the myCareVisit is used over Wi-Fi or the cellular data network.


END USER LICENSE AND TERMS OF USE AGREEMENT

IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT AND TERMS OF USE ('EULA') CAREFULLY. THE EULA GOVERNS THE USE OF THE myCareVisit PRODUCT APPLICATION (THE 'APPLICATION'). THE EULA IS SOLELY BETWEEN YOU ('You' OR 'Your') AND CLIENT NETWORK SERVICES, INC. ('CNSI', 'We' or 'Us' or 'Our'), AND NOT OTHER PARTY. CNSI IS SOLELY RESPONSIBLE FOR THE APPLICATION AND THE CONTENT THEREOF. BY TAPPING ON THE 'I ACCEPT' BUTTON BELOW, OR BY USING THE APPLICATION, YOU REPRESENT THAT YOU ARE AUTHORIZED TO ACCESS THIS APPLICATION AND YOU ACKNOWLEDGE THAT YOU AGREE TO BE BOUND BY THE TERMS OF THE EULA AND CNSI'S PRIVACY POLICIES IDENTIFIED IN THE APPLICATION. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS SET FORTH BELOW, YOU ARE NOT PERMITTED TO USE THIS APPLICATION.

License and Restrictions

Subject to the terms and conditions of this License, We

3. Verify your email address and phone number on the **My Contact** screen
 - a. If the information is correct, tap **Confirm**
 - b. If the information is incorrect, contact the Home Help Hotline at 1-800-979-4662 to change the contact details
 - i. Alternatively, you can log into MILogin (<https://milogintp.michigan.gov>) ; click on the “Account Maintenance” link; click on “Change My Personal Information” and update your email address in the appropriate field. Be sure to save your changes.



4. A PIN number will be sent to the email listed on the **My Contact** screen

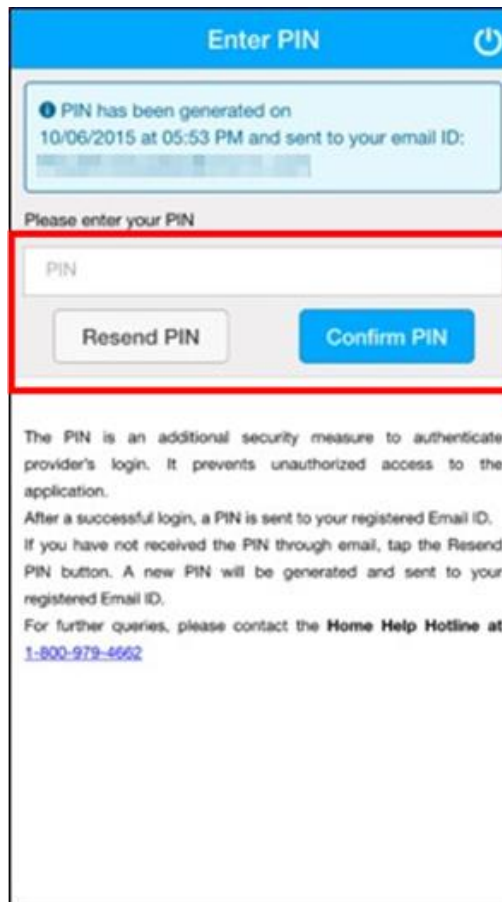
- a. Retrieve the PIN
- b. Enter the PIN in the **PIN** field

NOTE: You can resend a PIN to your email by tapping the **Resend PIN** button. Be sure to use the most recent PIN sent to you

- c. Tap **Confirm PIN**

NOTE: If you enter an incorrect PIN consecutively more than five times, the account will be locked temporarily for 15 minutes

NOTE: You will be given a PIN *every time* you login



Enter PIN

PIN has been generated on
10/06/2015 at 05:53 PM and sent to your email ID:
[redacted]

Please enter your PIN

PIN

Resend PIN

Confirm PIN

The PIN is an additional security measure to authenticate provider's login. It prevents unauthorized access to the application.

After a successful login, a PIN is sent to your registered Email ID. If you have not received the PIN through email, tap the Resend PIN button. A new PIN will be generated and sent to your registered Email ID.

For further queries, please contact the Home Help Hotline at [1-800-979-4662](tel:1-800-979-4662)

5. Read the **MDHHS Agreement** and tap circle next to **I accept terms of the agreement**
 - a. Tap **I Accept**

MDHHS Agreement

The Michigan Department Health and Human Services (MDHHS) computer information systems (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business.

Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDHHS. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes.

Following industry standards, systems users must securely maintain any information downloaded, printed, or removed in any format from the systems. When no longer needed, this information must be destroyed in an appropriate manner specific to the format type.

All users of the systems give their expressed consent to

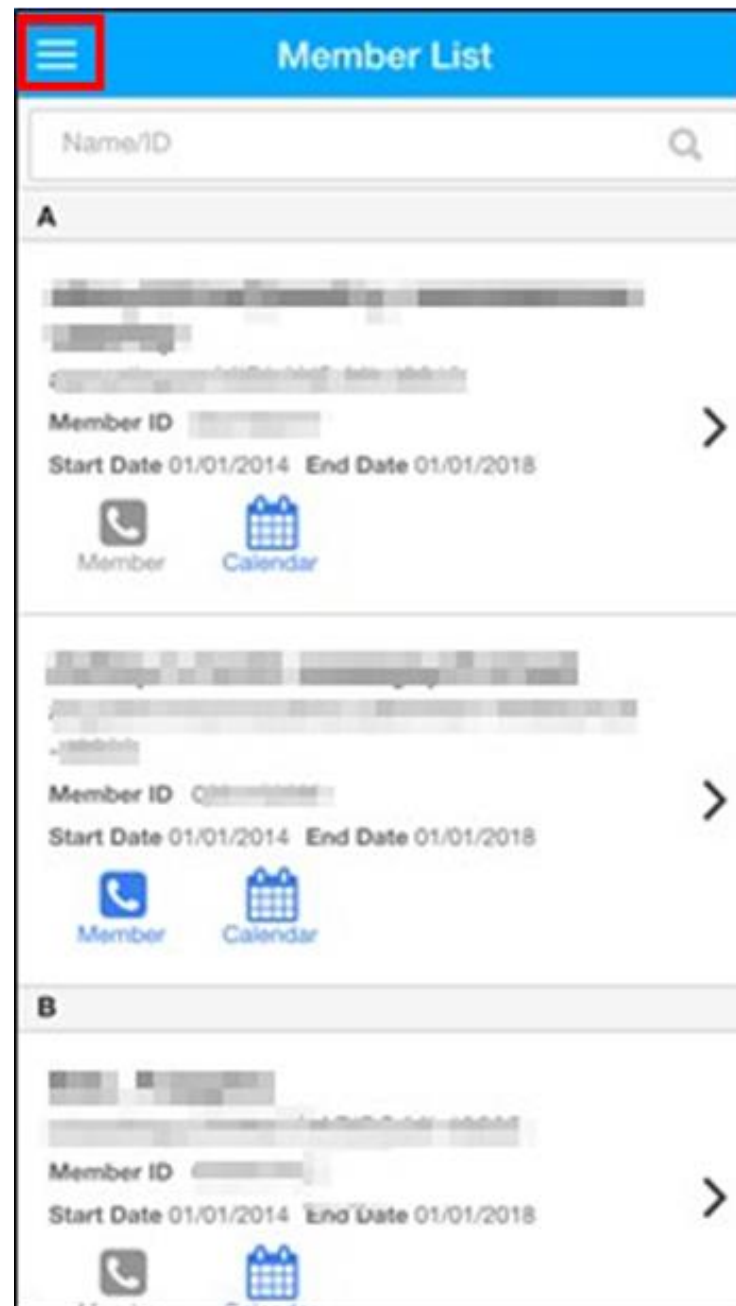
☐
I accept terms of the agreement

Cancel

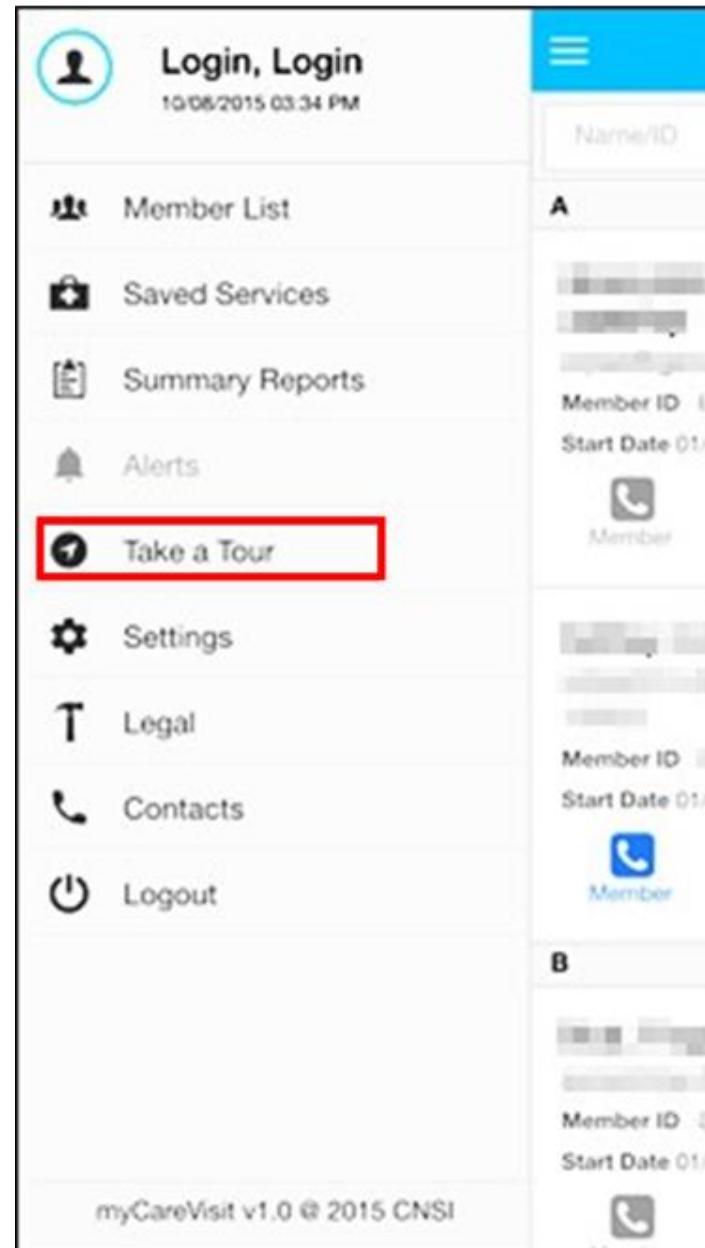
I accept

Navigating the App

1. Tap the **side bar** icon in the upper left corner

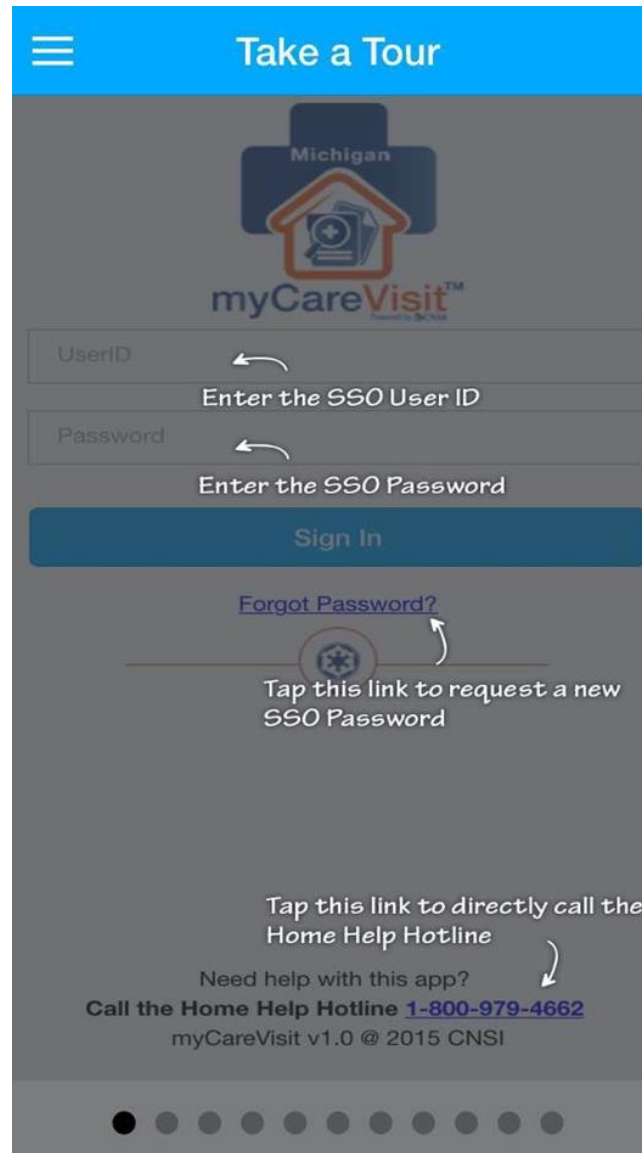


2. Tap **Take a Tour** on the side bar to open the **Take a Tour** screen.

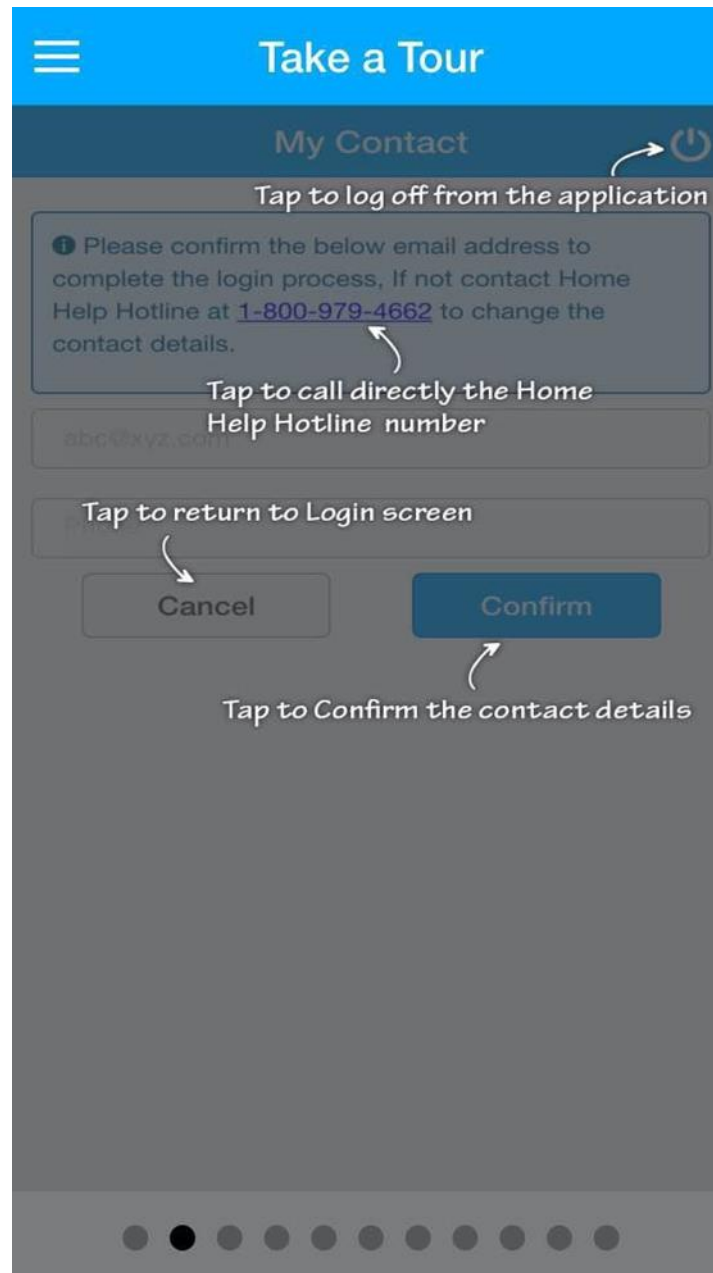


3. The following screenshots are shown in **Take a Tour**. They will help you navigate around the app:
 - a. Swipe finger across the screen from right-to-left to see the subsequent pages

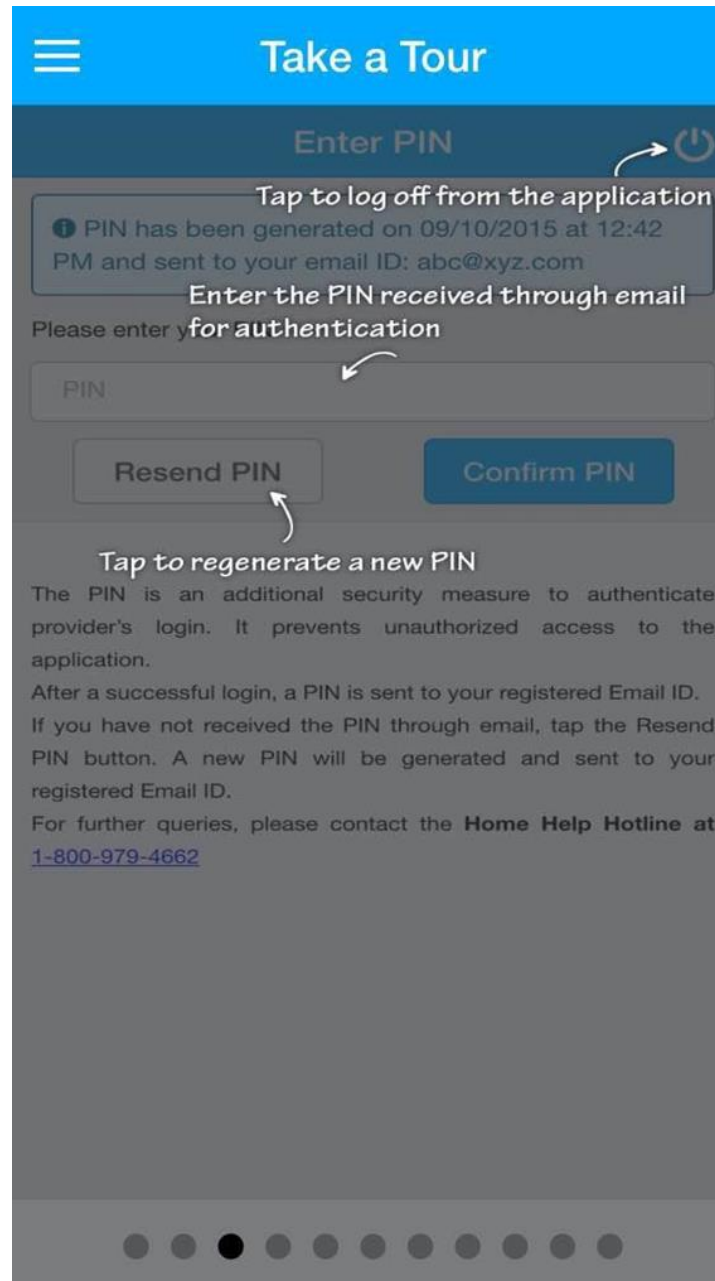
4. MyCareVisit Login



5. My Contact screen



6. Enter PIN screen



Take a Tour

Enter PIN

Tap to log off from the application

ⓘ PIN has been generated on 09/10/2015 at 12:42 PM and sent to your email ID: abc@xyz.com

Enter the PIN received through email for authentication

Please enter your PIN

PIN

Resend PIN

Confirm PIN

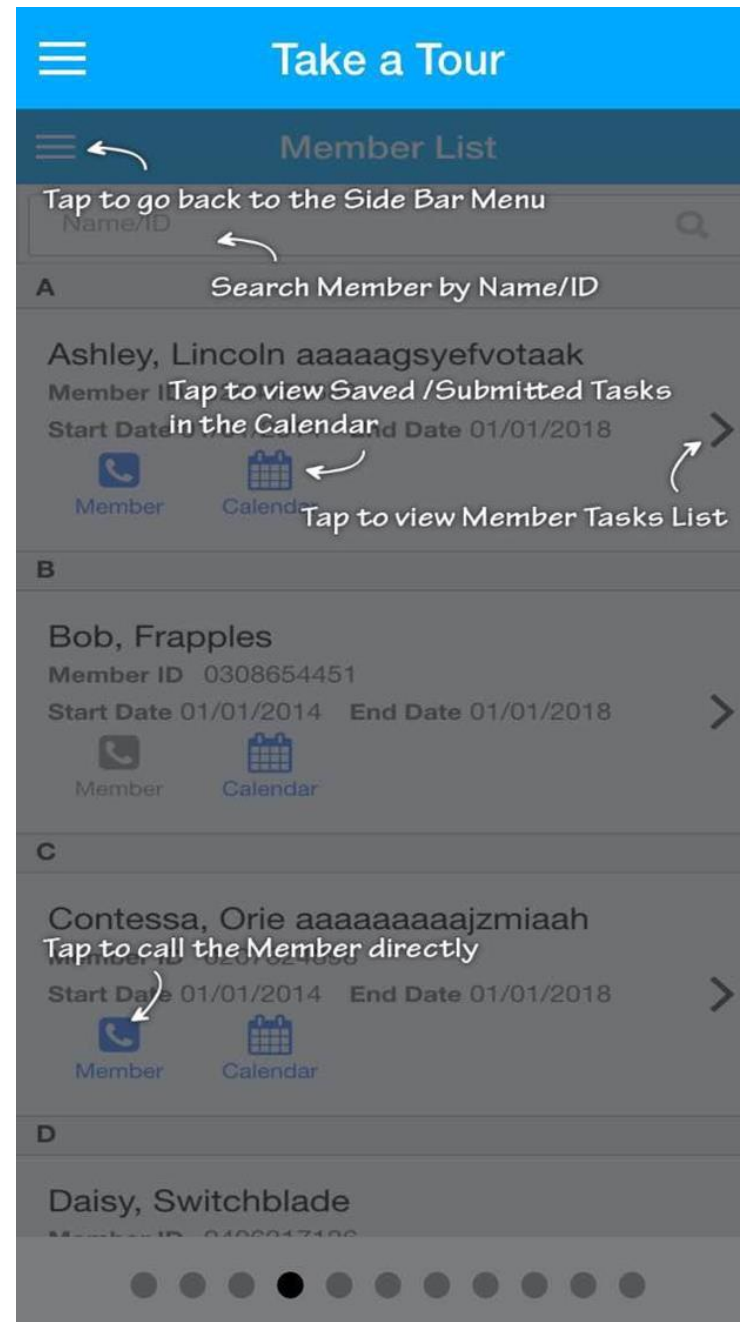
Tap to regenerate a new PIN

The PIN is an additional security measure to authenticate provider's login. It prevents unauthorized access to the application.

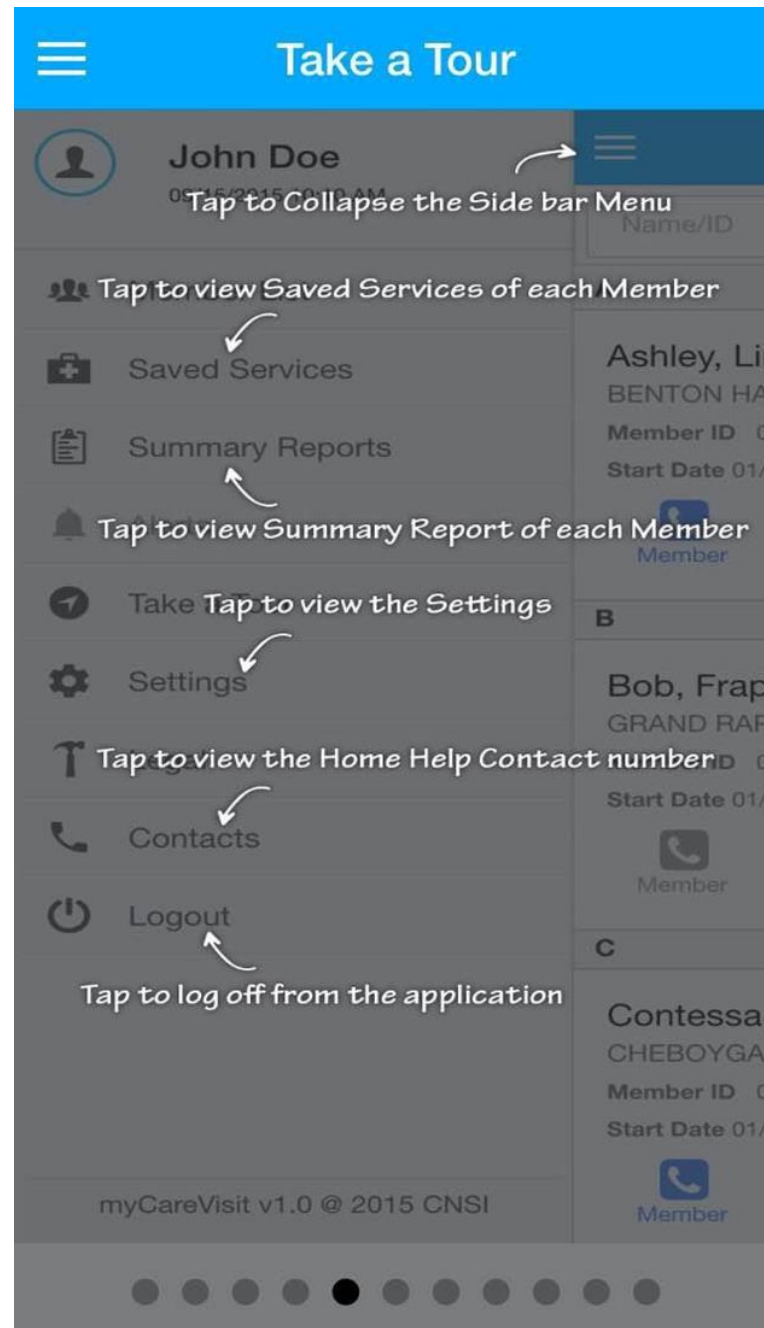
After a successful login, a PIN is sent to your registered Email ID. If you have not received the PIN through email, tap the Resend PIN button. A new PIN will be generated and sent to your registered Email ID.

For further queries, please contact the **Home Help Hotline** at [1-800-979-4662](tel:1-800-979-4662)

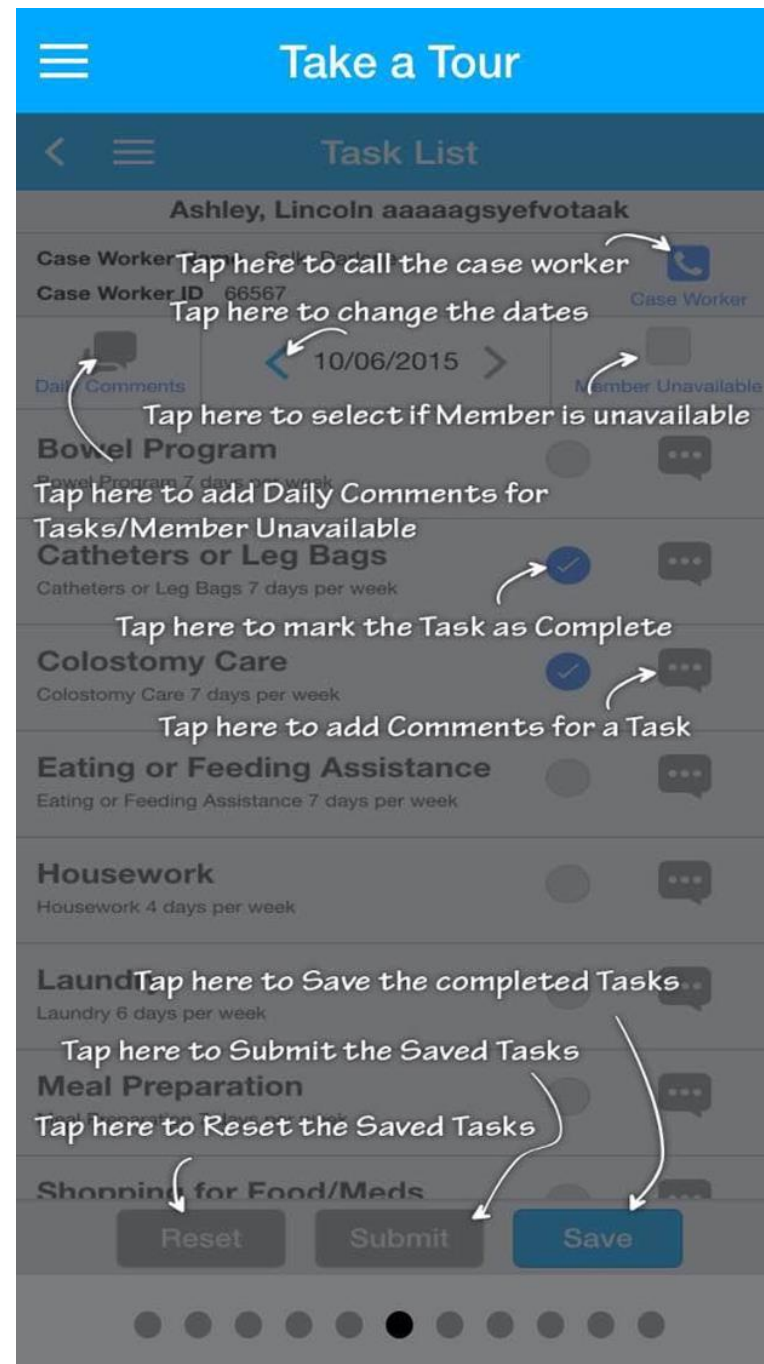
7. Member list screen



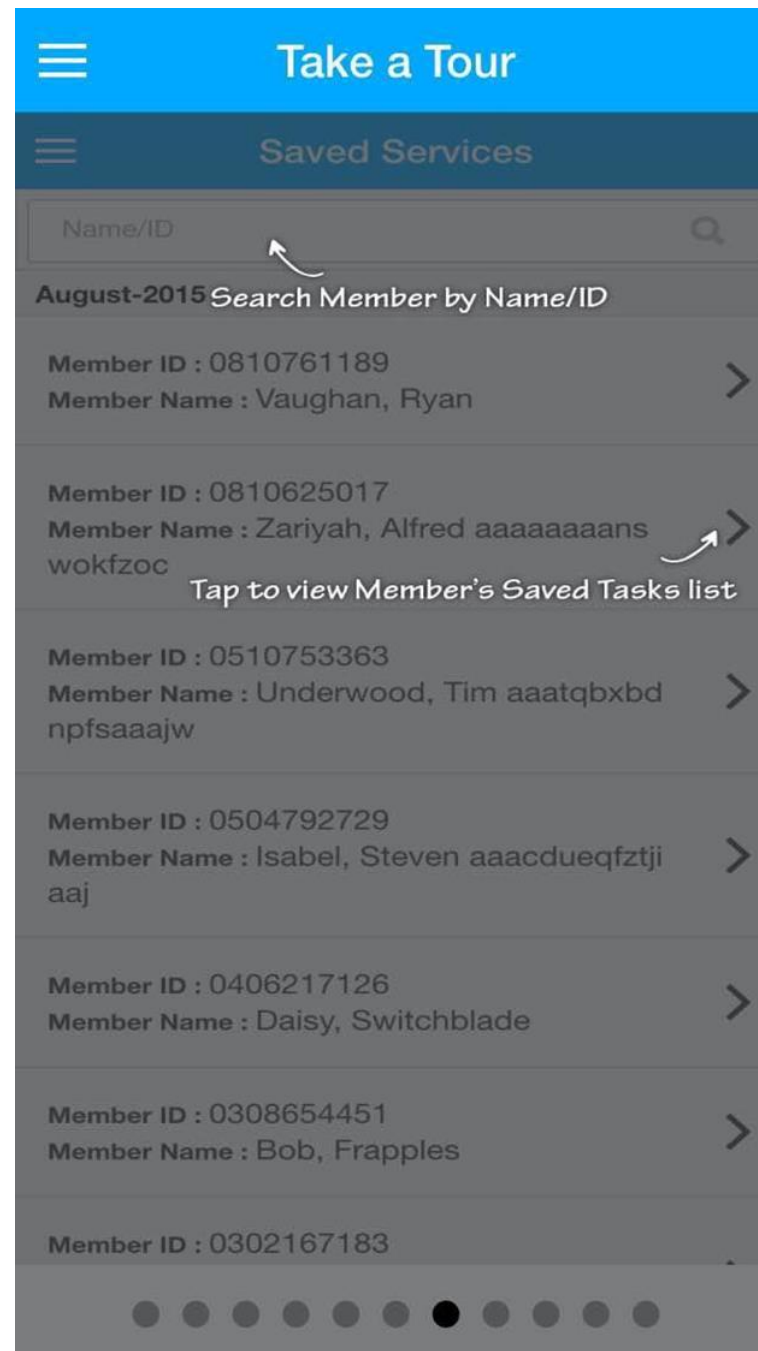
8. Side Bar Menu options



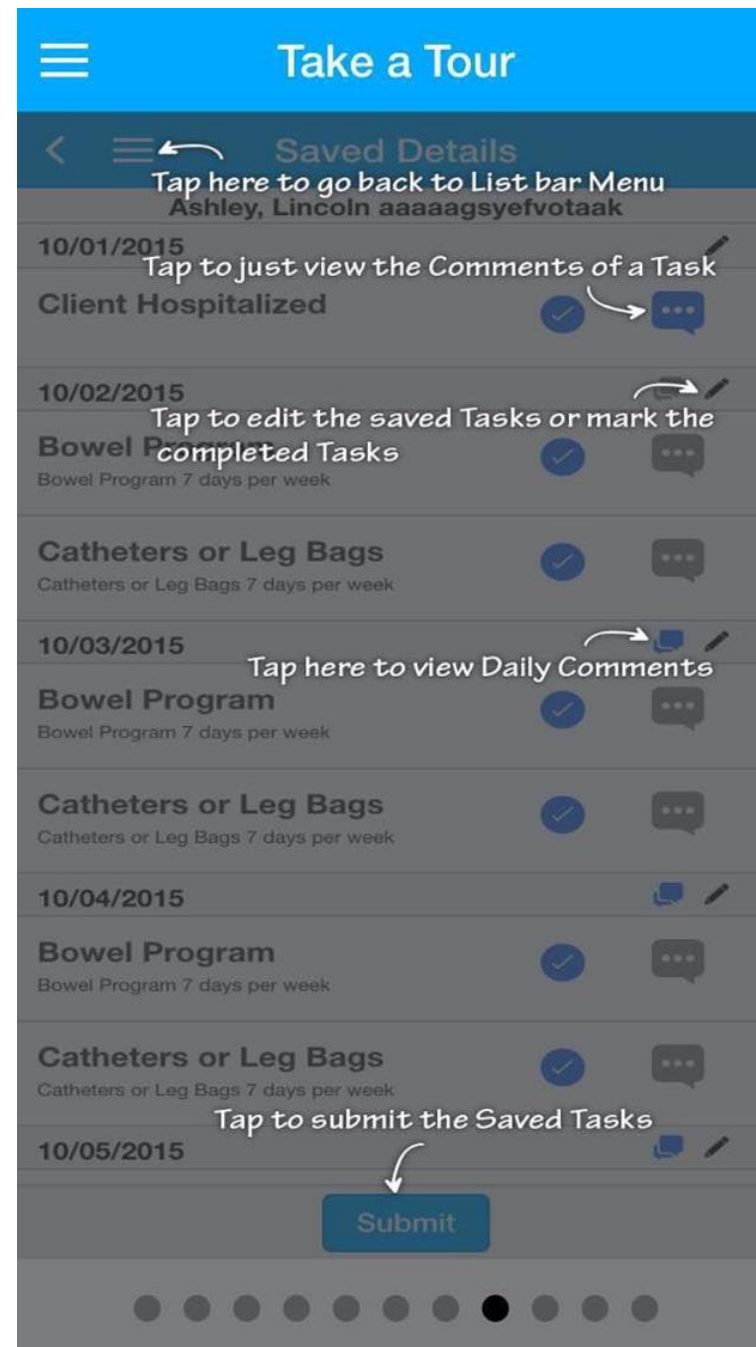
9. Task List



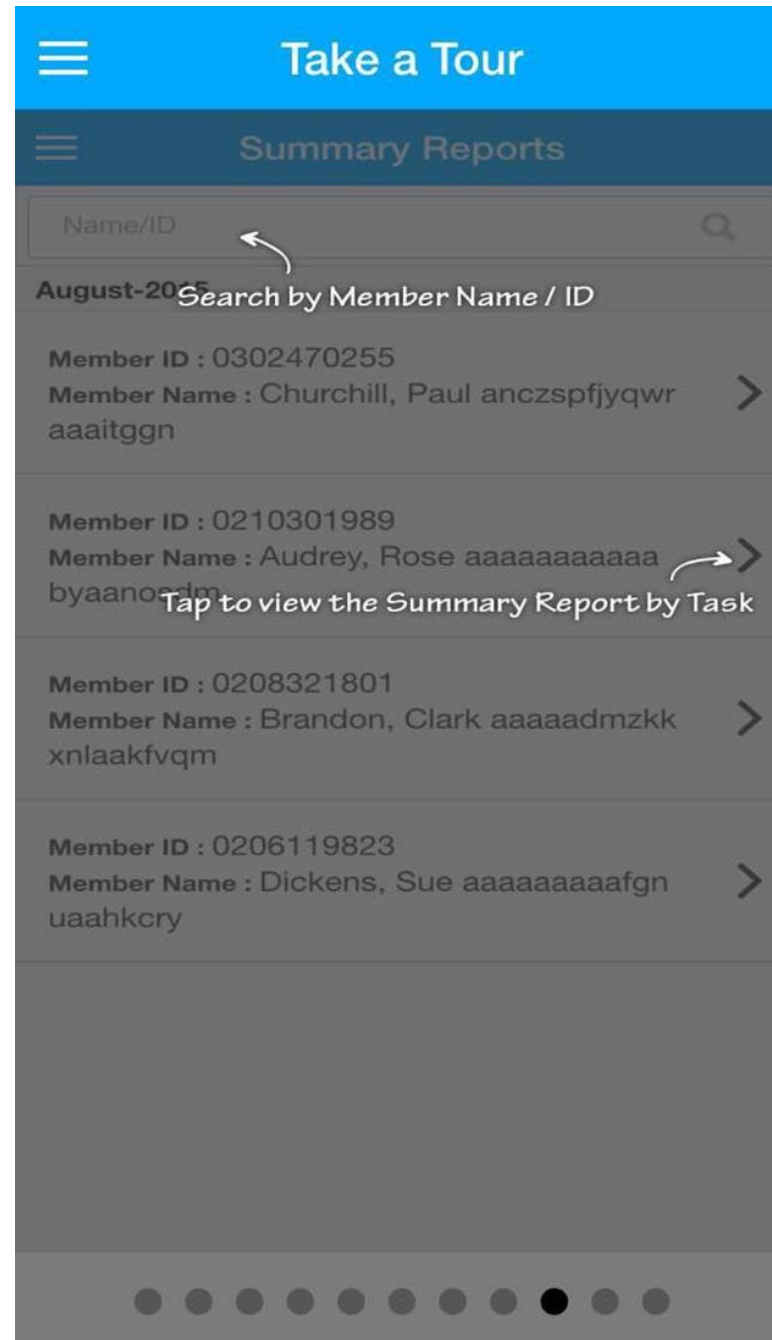
10. Saved Services Screen



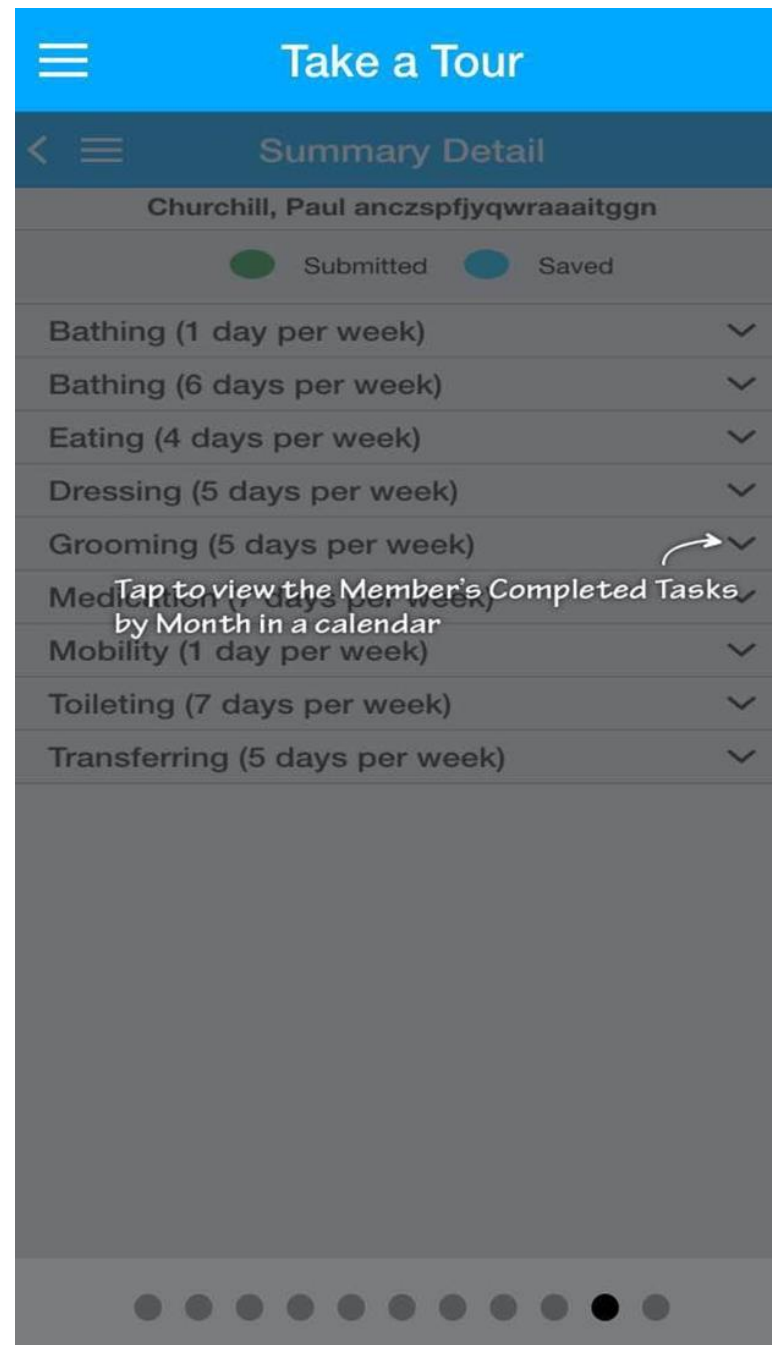
11. Saved Details screen



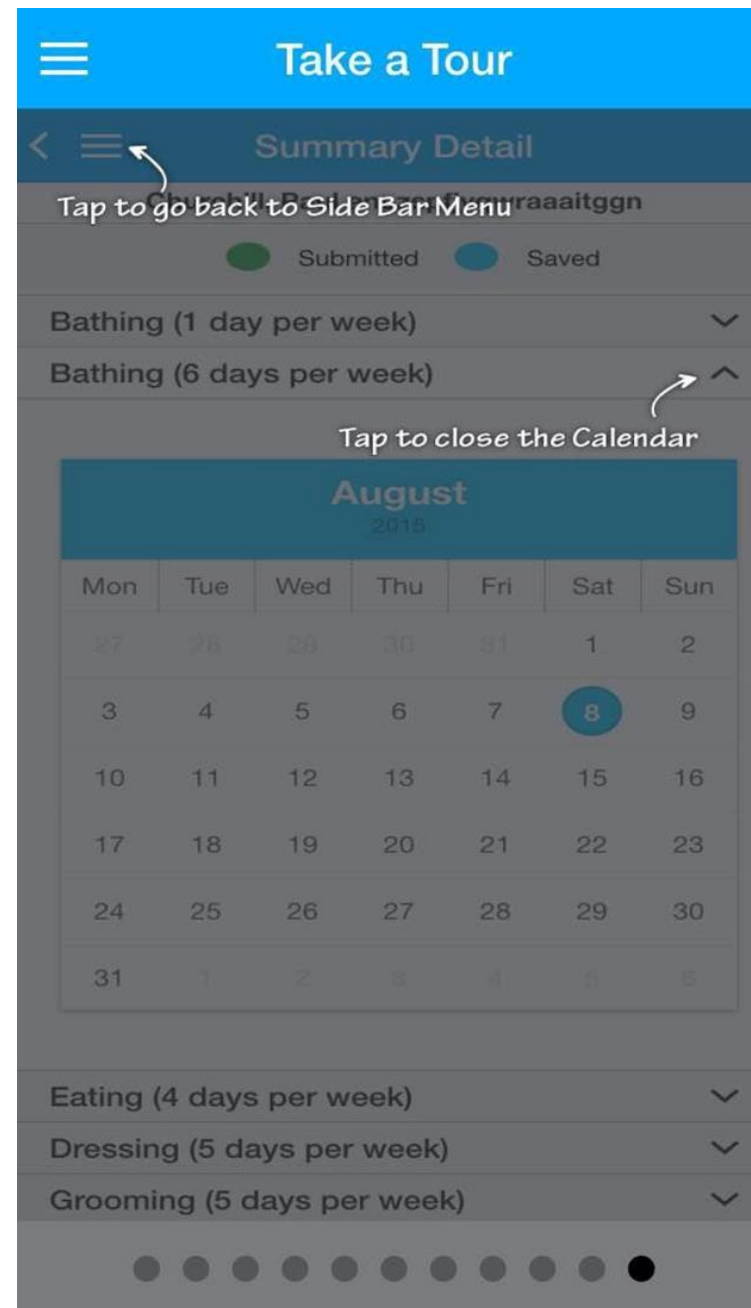
12. Summary Reports screen



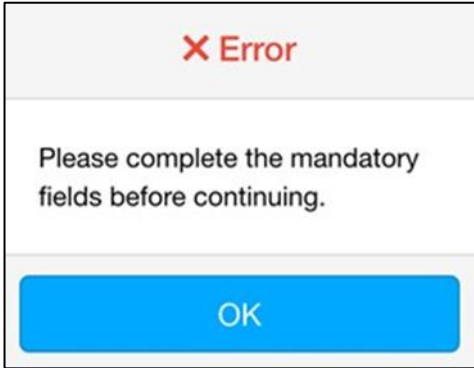
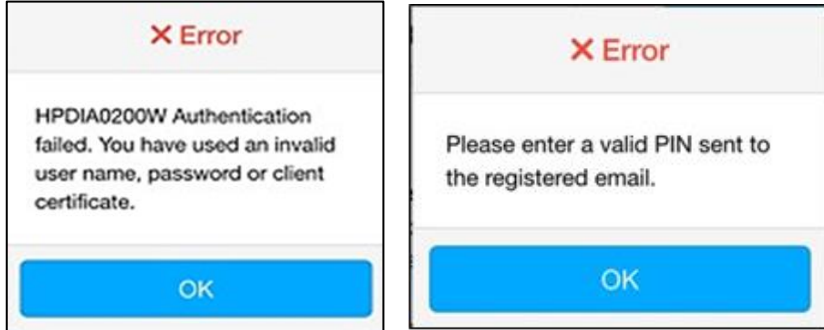
13. Summary Detail screen 1

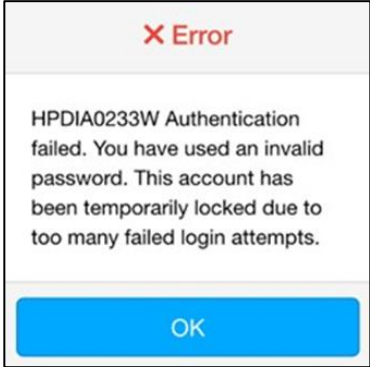
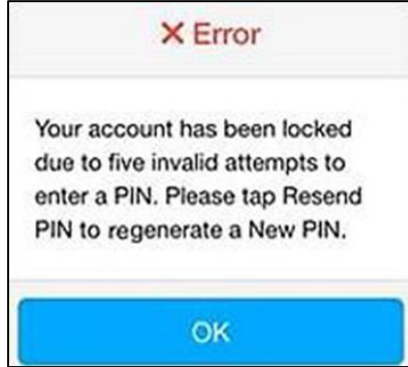
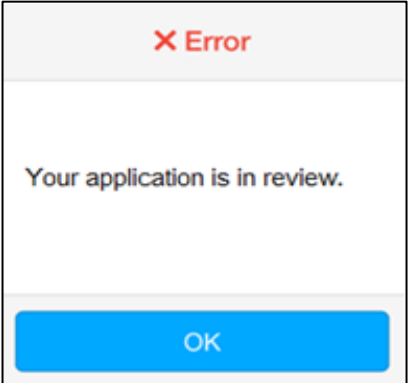


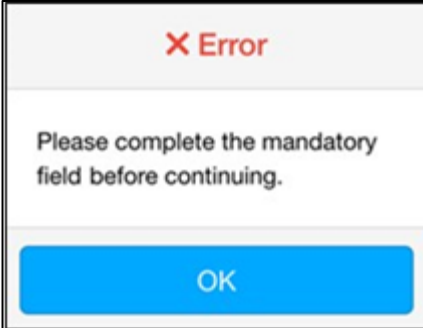
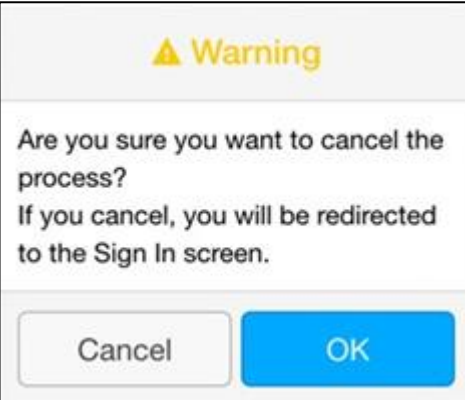
14. Summary Detail screen 2

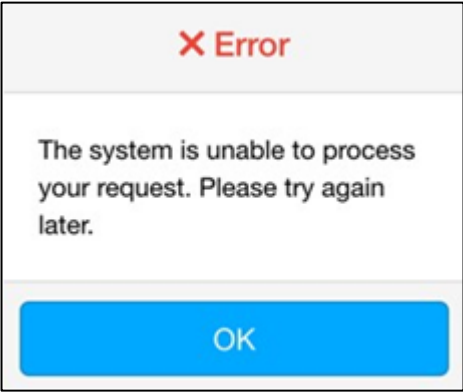
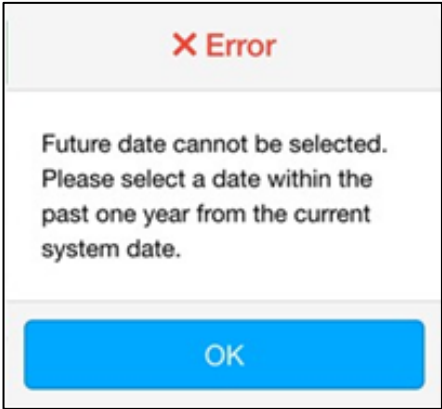


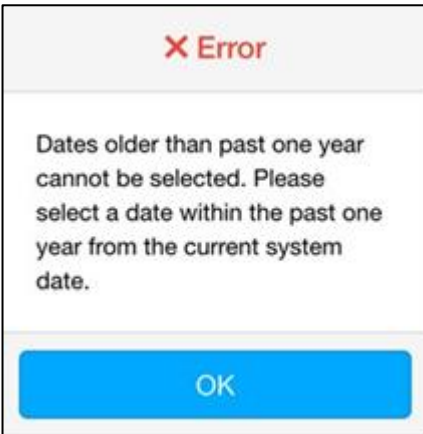

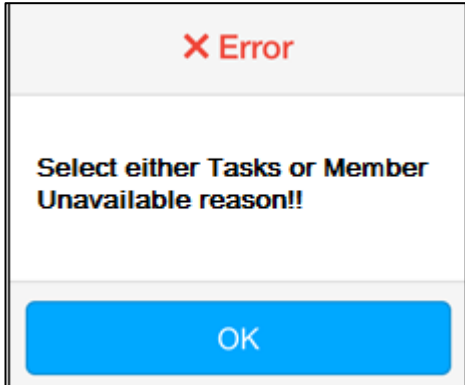
Errors Users May Encounter

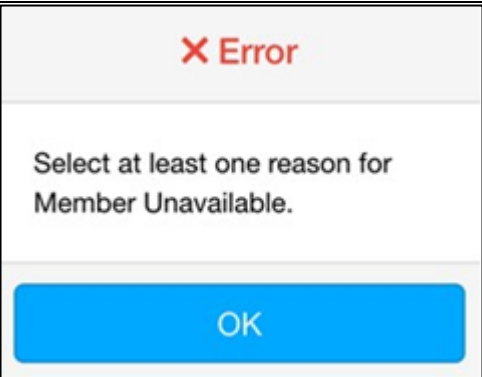
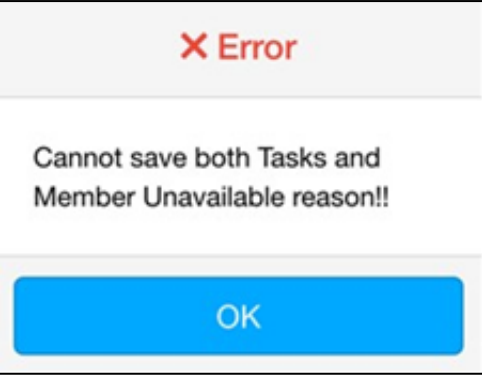
Errors/Warning Reason	Error/Warning Message
If you tap the Sign In button without typing the Username and Password , the following error message is displayed:	 <p>The error message box has a red 'X Error' header, the text 'Please complete the mandatory fields before continuing.', and a blue 'OK' button at the bottom.</p>
<p>If you tap the Sign In button when the Username and Password you entered are incorrect, the following error message is displayed:</p> <p>The second message will appear if you enter an invalid pin:</p>	 <p>The first error message box has a red 'X Error' header, the text 'HPDIA0200W Authentication failed. You have used an invalid user name, password or client certificate.', and a blue 'OK' button at the bottom.</p> <p>The second error message box has a red 'X Error' header, the text 'Please enter a valid PIN sent to the registered email.', and a blue 'OK' button at the bottom.</p>

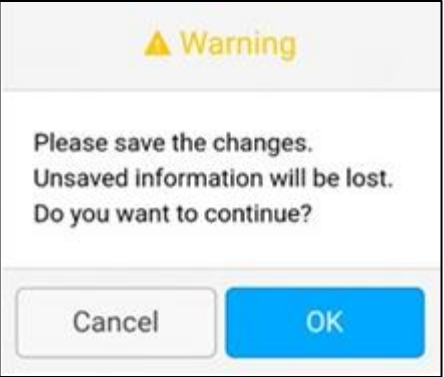
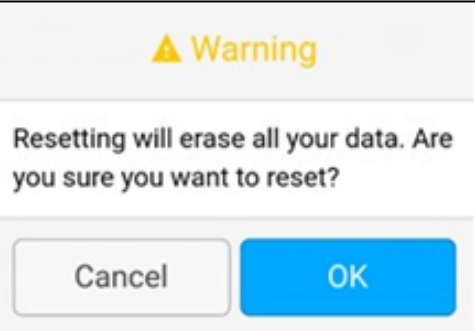
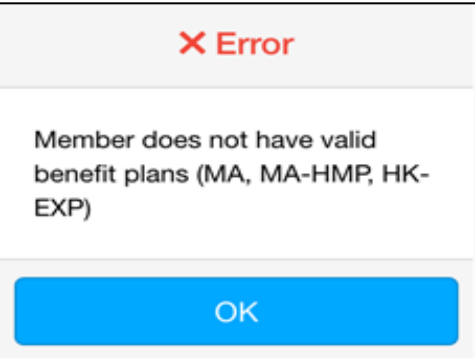
Errors/Warning Reason	Error/Warning Message
<p>If you enter the wrong Username and Password five times, the account will be locked temporarily for 15 minutes and the following error message will be displayed:</p> <p>The second message will appear if you enter the wrong PIN consecutively five times:</p>	<div> <div>  </div> <div>  </div> </div>
<p>If the Provider's application is in review, the myCareVisit application will not let the provider log on, and the following error message is displayed:</p>	<div>  </div>

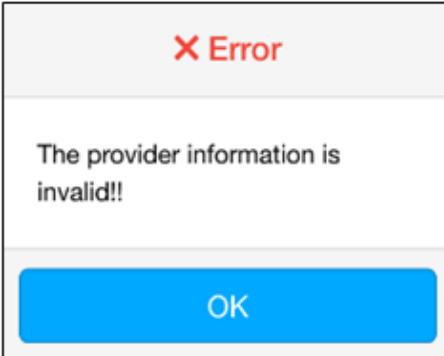
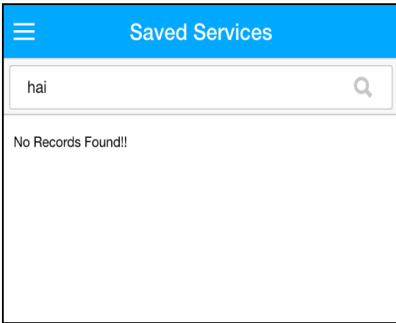
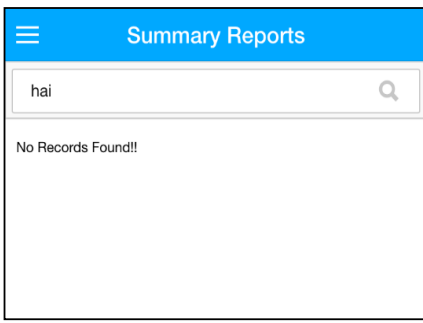
Errors/Warning Reason	Error/Warning Message
If you leave blank a box requiring information to be entered, the following error message is displayed:	 <p>The error message dialog box has a red header with 'X Error'. The text inside says 'Please complete the mandatory field before continuing.' and there is a blue 'OK' button at the bottom.</p>
if you tap the Cancel button on the License screen, the My Contact screen, or the MDHHS Agreement screen the following Warning message is displayed:	 <p>The warning message dialog box has a yellow header with 'Warning'. The text inside says 'Are you sure you want to cancel the process? If you cancel, you will be redirected to the Sign In screen.' and there are two buttons at the bottom: a grey 'Cancel' button and a blue 'OK' button.</p>

Errors/Warning Reason	Error/Warning Message
If the system is down due to a maintenance or communication failure (e.g., loss of network), the following error message is displayed:	
On the Calendar screen, if you tap a future date, the following error message is displayed:	

Errors/Warning Reason	Error/Warning Message
On the Calendar screen, if you tap a date older than one year, the following error message is displayed:	
The following error message maybe displayed if you tap the Daily Comments icon () without selecting Tasks or Member Unavailable.	

Errors/Warning Reason	Error/Warning Message
If you tap the OK button without selecting the reason from the drop-down list in the Member Unavailable pop-up window, the following error message is displayed:	
If you mark the Member Tasks and also select the reason from the drop-down list in the Member Unavailable pop-up window after enabling the Member Unavailable option and tap the OK button, the following error message is displayed:	

Errors/Warning Reason	Error/Warning Message
<p>If you tap any other button without saving the changes made in the screen, the following warning message is displayed:</p> <ul style="list-style-type: none"> Tap the Cancel button to close the pop-up window and go back to the Task List. Tap the OK button to continue without saving. 	
<p>If you tap the Reset button, the following warning message is displayed:</p>	
<p>If the Member is not eligible under MA, MA-HMP, or HK-EXP plans, the following error message is displayed:</p>	

Errors/Warning Reason	Error/Warning Message
If the Provider is not active to render the services on the service date, the following error message is displayed:	
If no matching records are found (e.g., no payment authorization added for the provider), the following error message is displayed:	<div> <div>  </div> <div>  </div> </div>