



Mobile Visit Verification Training

Overview of the MVV App

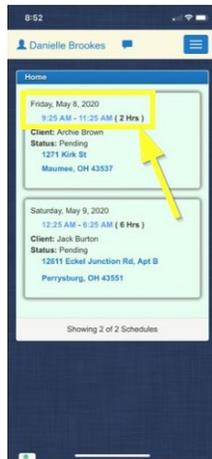
1. Default Home Screen



When logging into the **MVV App**, the default screen that displays is the **Home Screen**.

- The **Home Screen** shows **Today's Schedules**.
- Schedules are opened from the **Home Screen** to **Clock In**, **Clock Out** and document **Notes**.

2. Date & Time



The user can view the **Date** and **Time** for the **Scheduled Visit**.

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3. Client Name & Client Status



The user can view the **Client Name** and **Client Status** for the **Scheduled Visit**.

4. Click Client's Address



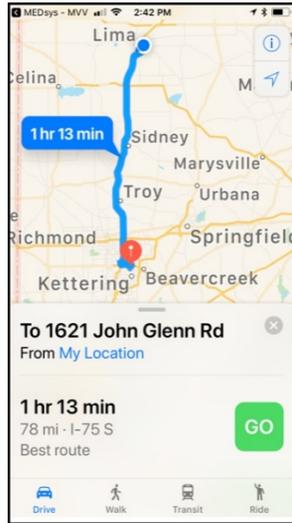
Click the **Client Address** from the **Home Screen** to view the address on the map.

- The location must be enabled on the **Mobile Device**.
- **Please Note:** The Client Address that shows matches the same Address on the Client Schedule.



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5. Map Opens



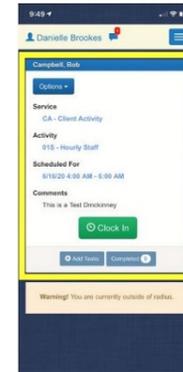
The **Map** opens to show the address on the **Map**.

6. Click Schedule



Click the **Client Schedule** to open it.
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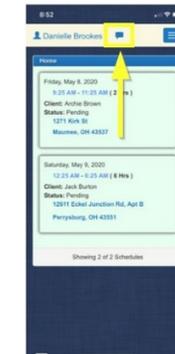
7. Schedule Opens



The **Schedule** opens.

- The **Service, Activity, Scheduled Times, and Comments** shows.
- The user can **Clock In, Clock Out** and document notes from the **Open Schedule**.
- **Please Note:** Any **Comments** enter when the **Schedule** is created shows **Automatically** in the **MVV** app once the **Schedule** is opened.

8. Chat Message Icon



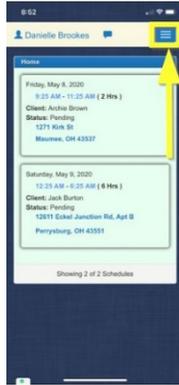
Click the **Message Icon** at the top of the **MVV** app to open the Chat Center. By clicking the **Message Icon**, the user will not be required to go to the **Menu Icon** to view the **Chat Center**.

- **Please Note:** Even if there are no new Chats in **Red** to read, the **Blue** Chat bubble remains on the screen so the user can click on it easily to open the Chat Center.



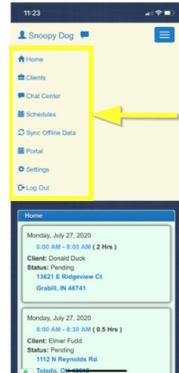
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9. Click Menu Icon



Click the **Menu Icon** located in the upper right-hand corner to display the **Menu Options**.

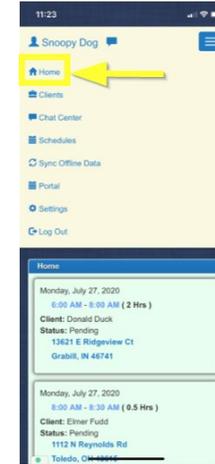
10. Menu Options Open



The **Menu Options** open. The **Menu Options** are:

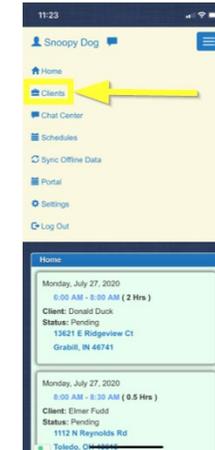
- Home
- Clients
- Chat Center
- Schedules
- Sync Offline Data
- Portal
- Settings
- Log Out

11. Home



Click **Home** to return to the default **Home Page** that shows **Today's Schedules**.

12. Clients



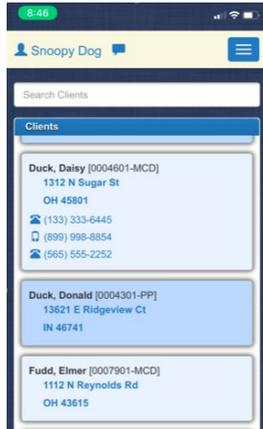
Click **Clients** to access **Client information**.

- **Please Note:** When **Client List by Service** is enabled on the account, the **MVV User** will see all **Clients** in the list that have services on their admission the **Staff** position can perform.



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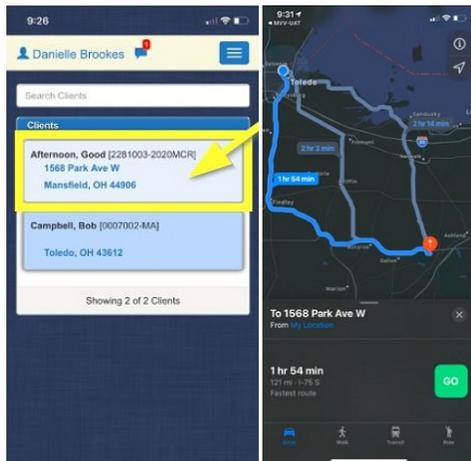
13. Client Screen Opens



The **Clients Screen** opens.

- All **Clients** the user has a **Schedule** for display.
- **Please Note:** The **Client** can have up to **Three (3) Contact Numbers** saved to show in **MVV**.

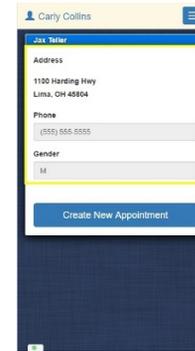
14. Select Client



Select the **Client** by clicking on the **Client** box to view the **Client Details**.

- **Please Note:** Click on the **Client Address** within the **Client Screen** to **Map** directions to the **Client's Home**.

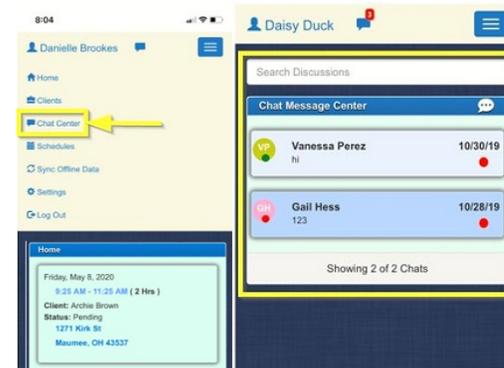
15. Client Details Display



The **Client Details** display. The following details are viewable:

- Address
- Phone
- Gender
- Create New Appointment
- **Please Note:** **Create New Appointment** is only viewable if the feature is enabled within the account settings. This feature can be turned on or off at the account level.

16. Chat Center

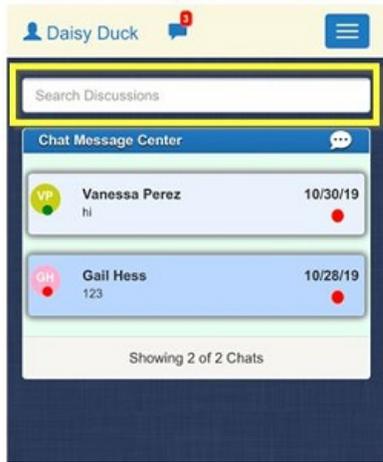


Click the **Chat Center Icon** to send a message to other users. The **Staff** can **Search Discussions** and **Create New** messages with user.

- **Please Note:** A **Green Dot** next to the user's name means the user is **Online**; **Red** is **Offline**.

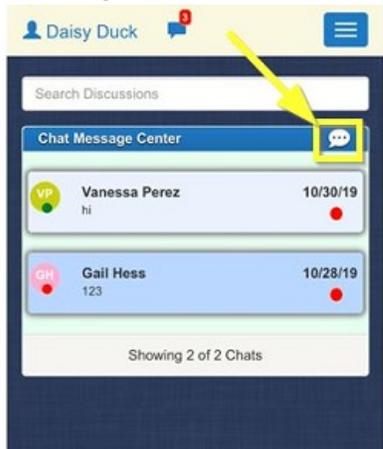
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17. Searching in the Chat Center



The user can **Search** previous **Chat Discussions** in the **Search Discussion** box.

18. Creating a New Message



Click on the **Message Icon** in the upper right-hand corner to **Create a New Message** to a user.

- **Please Note:** User needs to select allow push **Notification** through the **MVV** app to ensure important **Chat Messages** are not missed.

19. Adding Users to the New Message

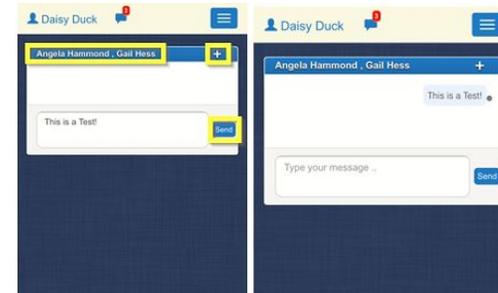


The **Add User** box opens, the **User** can **Search** for a specific **User** in the **Search Users** box.

- Check the **Box** next to the **Username** to select the **Name** of the **User** to **Chat**, then click on the **Blue Ok Icon**.

A **Green Dot** next to the user's name means the user is **Online**; **Red** is **Offline**. The **User** can send a **Chat** to multiple **Users**.

- **Please Note:** When adding multiple users to a Message, VinCENT will search for any chat history created that is an exact match to the users included on the **Message**. If there is an exact match, the chat history will be displayed. If there is no exact match, a new chat will be created.



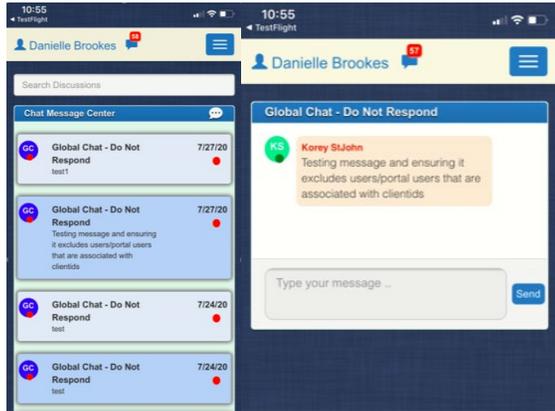
Name of Users receiving the **Chat** shows in the top left. **Plus (+) Sign** in the top right allows the **User** to select more recipients for that **Chat**.

- Enter the message in the **Chat** box at the bottom of the **Screen**, click the **Blue Send Icon** when the message is **Completed**. Above is an example of a sent message.

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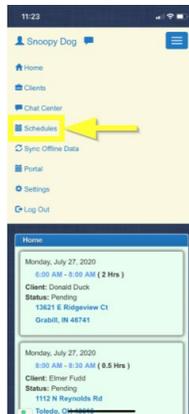
20. Global Chat Message



The user can also view the **Global Chat Message** sent from the **Chat Message Center**.

- Click on the **Global Chat Message** to view the **Global Chat**.
- **Please Note:** If a **Global Chat** is sent as **Do Not Respond** the **Message** box is Greyed out and the **Staff** will not be able to **Respond** to the **Global Chat**.
- If a **Global Chat** is sent as **Reply to Sender** the **Staff** can enter a **Response**.

21. Schedules



Click **Schedules** to view the **User Schedules**.

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22. Schedules Screen Displays



The **Schedules Screen** displays.

- **Two (2)** weeks of **Schedules** display. The user sees the previous week's **Schedules** and the **Current** week.
- Each **Schedule** box displays the following:
 - Date
 - Client
 - Scheduled Time In and Out
 - Schedule Duration
 - Schedule Status

23. Schedule Statuses



The **Schedule Status** displays within the **Schedule** box. The statuses are the following:

- Pending –**Schedule** does not have a **Clock In** or **Clock Out**.
- In Progress –**Schedule** has a **Clock In** but does not have a **Clock Out**.
- Completed- **Schedule** has both a **Clock In** and **Clock Out**.



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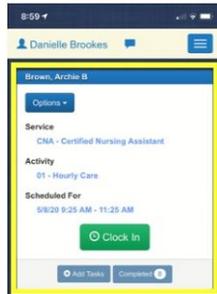
24. Select Schedule



Select a **Schedule** by clicking inside the **Schedule** box.

- **Please Note:** The user can view **Schedules** more than **7 Days** in the **Past** and **7 Days** in the **Future**; this is an account level setting.
- If the number of Days is increased on the Account, in MVV, you will see a **"Show More"** option. **Past Schedules** will also be separated out from **Future Schedules**.

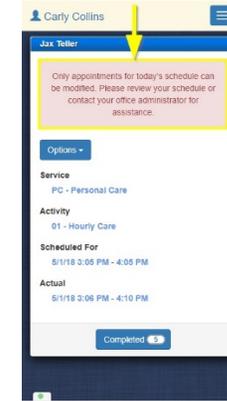
25. Schedule Opens



The selected **Schedule** opens, and the **Schedule Details** display. The following details are viewable:

- Options
- Service
- Activity
- Scheduled For
- Clock In/Clock Out
- Add Tasks
- Completed

26. Schedule Disclaimer



When opening a **Schedule** that is **Not** for the **Current Day**, the following disclaimer displays: "Only appointments for **Today's Schedule** can be modified. Please review your **Schedule** or contact your office administrator for assistance."

27. Sync

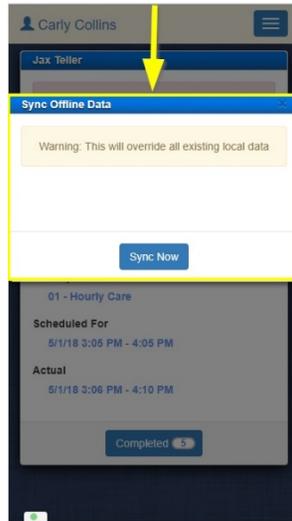


Click **Sync** to ensure the most up to date **Schedule** information displays.

- This step is needed if an update is made while within the application or if the user was offline.
- **For example:** The agency makes an adjustment to a **Schedule** while the user is already in the application.

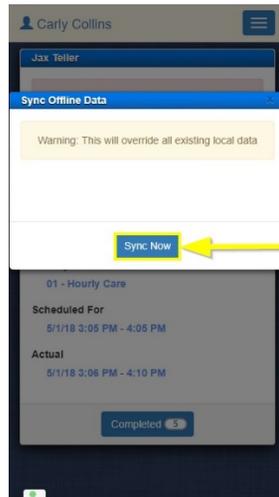
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28. Sync Popup Box Opens



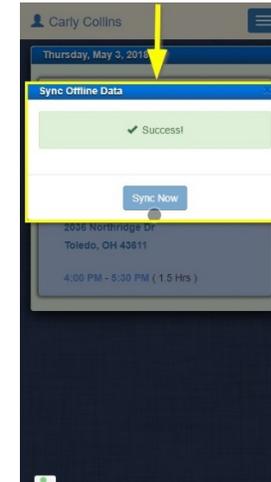
The **Sync Offline Data** box opens. The following warning displays: "Warning: This will override all existing local data."

29. Sync Now



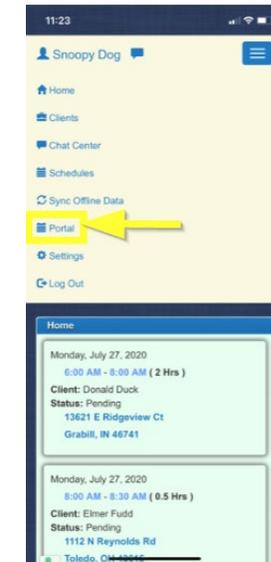
Click the **Blue Sync Now Icon** to complete the syncing process.
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30. Sync Successful



Success displays to show the **Sync** was completed.

31. Portal User



Click on the **Portal Icon** to view the **Portal Home Page**.
Quick Reference Guide

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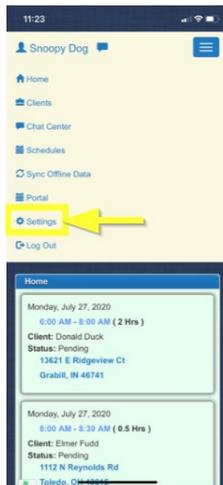
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32. Portal Home Page



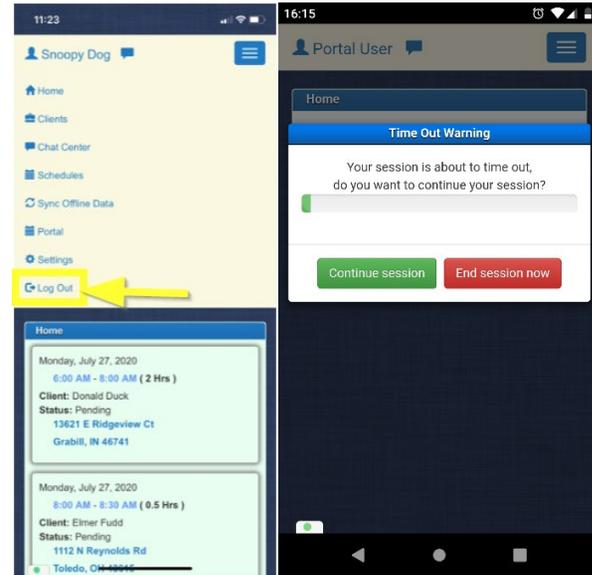
The **Portal Home Page** opens, the user can click on the widgets to **Navigate** to their **Forms** or see a **Message**.

33. Settings



Click on **Settings** to view the user **Setting Options** screen to **Enabled Login with Face ID**.

34. Log Out



Click **Log Out** to log out of the application.

- **Please Note:** The application automatically logs users out after 15 minutes. If using the app when this threshold is met, a dialog box appears allowing the option to **Continue Session** or **End Session Now**.