



Landline Instructions

To Clock In:

1. Dial **(833) 925-7864** from the Client's home phone.
2. Press **1** to Clock In.
3. Enter your **Assignment ID:** _____
4. Press **1** to Confirm the entry. Press 0 if incorrect.

If call is successful, the following automated message will play: "Call registered, Good-Bye."

To Clock Out:

1. Dial **(833) 925-7864** from the Client's home phone.
2. Press **2** to Clock Out.
3. Enter the **Assignment ID:** _____
4. Press **1** to Confirm the entry.
5. Enter duty ID Press **000#**.

If call is successful, the following automated message will play: "Call registered, Good-Bye."

Things to know:

- Call **MUST** be made from the client's landline home phone. It cannot be internet based and it cannot be a cell phone. If this is the case notify your supervisor.
- If client does not have a valid landline, you will be required to use the HHAX Mobile App.
- Calling (833) from cellphone is not EVV compliant and can result in shortage in pay.
- If you receive an error, write it down and notify your supervisor.

Care Manager Name

Office Number