


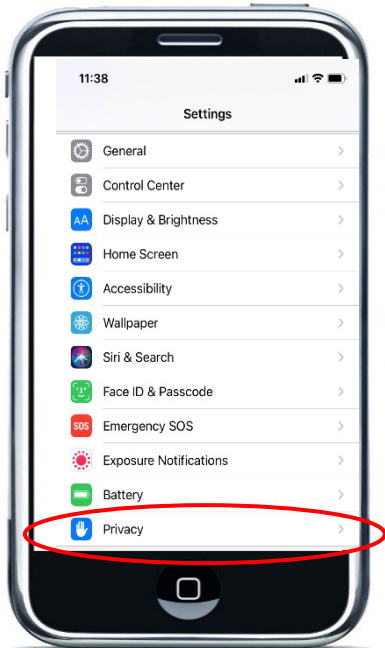
## Mobile Caregiver+ Quick Reference Guide Recalibrating GPS on Mobile Devices

Occasionally the GPS on a mobile device will cause the Mobile Caregiver+ app to have difficulty finding the service location or will show a larger variance from the service location than it should. In those cases, paid caregivers can try to recalibrate the GPS on their mobile device. Step-by-step instructions are provided below.

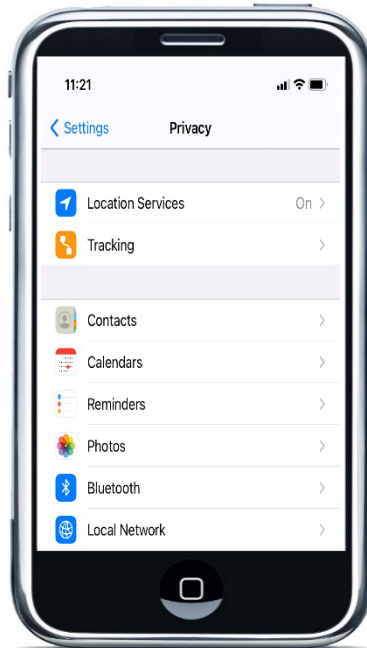
### For Apple Devices

- 1) Tap the **Settings** icon  on the device.
- 2) In the **Settings** menu, select **Privacy**.
- 3) In the Privacy menu, select **Location Services**.
- 4) Once you have opened **Location Services**, turn the toggle switch off. You may receive an alert asking you to confirm you want to turn off Location Services. Tap **Turn Off** to confirm. Wait a few moments, then turn the Location Services toggle switch back on. You have now recalibrated the GPS on your Apple device.

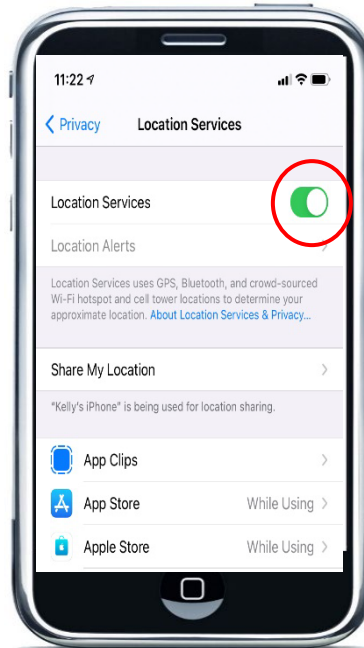
#### Step 1



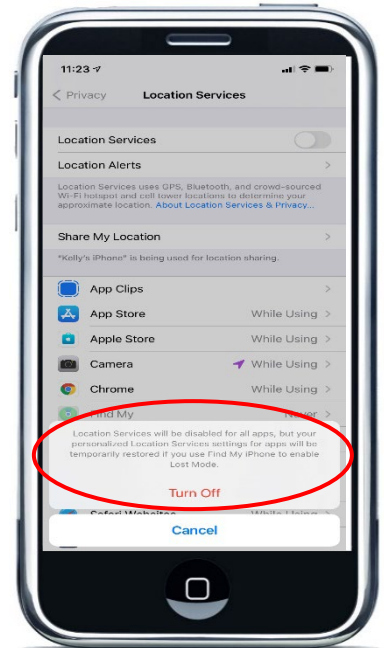
#### Step 2



#### Step 3




#### Step 4

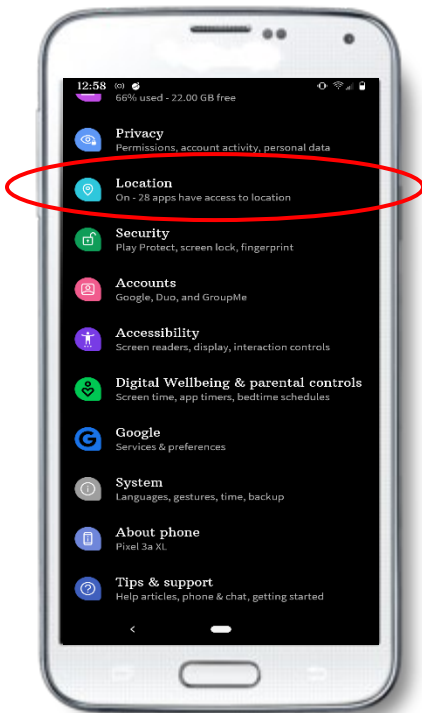


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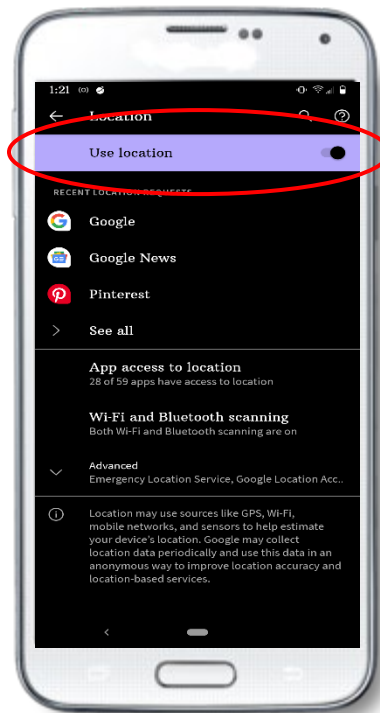
### For Android Devices

- 1) Tap the **Settings** icon  on the mobile device.
- 2) In the **Settings** menu, choose **Location**.
- 3) In the **Location** menu, switch off the **Use Location** toggle. Wait a few moments before switching the **Use Location** toggle back on. You have now recalibrated the GPS on your Android device.

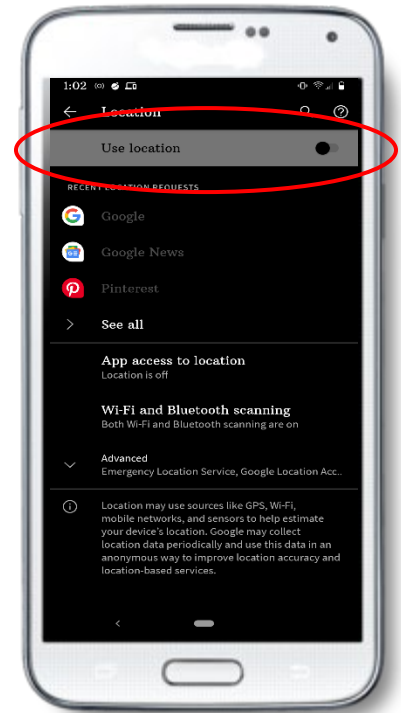
Step 1



Step 2



Step 3



### Additional Resources

A complete list of EVV resources can be found in the [EVV QRG: Who to Call](#) listing, on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>, or by scanning the QR code to the left using your mobile device.