



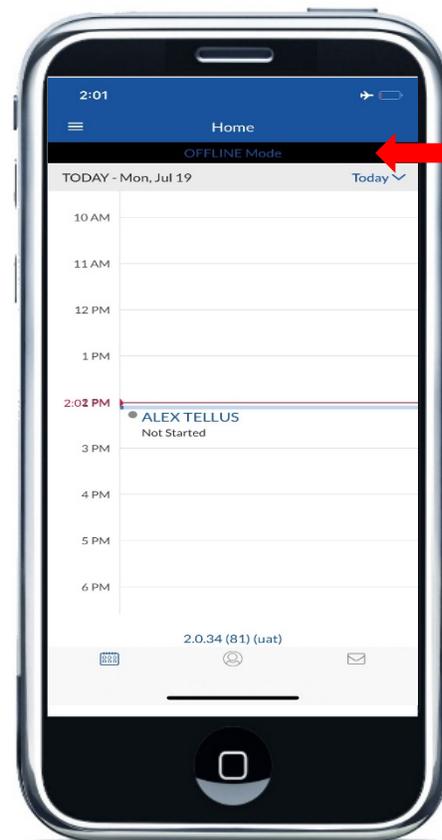
### Mobile Caregiver+ Quick Reference Guide Completing a Visit in the Mobile App while in Offline Mode

The Mobile Caregiver+ app allows users to complete visits when there is no Wi-Fi or cellular data service available. This is called **Offline Mode**. When you are in Offline Mode, a black bar that reads “Offline Mode” will appear at the top of the Mobile Caregiver+ app.

When you document a visit in Offline Mode, the Mobile Caregiver+ app encrypts visit data and temporarily stores it on the device you are using. When you reconnect to Wi-Fi or cellular data, the app transmits the encrypted visit data to Netsmart and removes it from your device. **Your provider agency or financial management agency cannot view visit data from your device until you reconnect and the information is uploaded.**

Here are some other important things to know before using the Mobile Caregiver+ app in **Offline Mode**:

- The app automatically goes into Offline Mode if it cannot find a Wi-Fi or cellular data connection. It will automatically switch back to online mode when the device finds a Wi-Fi or cellular data signal.
- You cannot schedule visits in Offline Mode. Make sure you schedule any visits you might complete in Offline Mode while connected to Wi-Fi or cellular data.
- If you think you might have to complete a visit in Offline Mode, make sure to log in to the app ahead of time while connected to Wi-Fi or cellular data. This will allow your schedule to download. Netsmart recommends logging into the app as close to the location where you will complete the service as possible.
- When you go into Offline Mode, you must reconnect with Wi-Fi or cellular data within 12-hours.
- **Do not log out of the app while in Offline Mode.**





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To complete visits in offline mode:

- 1) [Enter the visit information](#) as you would normally.
- 2) When you tap **Complete Visit**, a dialog box opens letting you know that you are offline. Tap **Submit Later**. You will then receive a confirmation message that your visit has been verified and can close the app.

### Additional Information



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

