

Netsmart Mobile Caregiver+ User Upload Process Document and Instruction Access

1. Download the Netsmart EVV User Upload template at <https://bit.ly/mcgevvuseruploadtemplate> and the Netsmart EVV User Upload template instructions at <https://bit.ly/mcguseruploadtemplateinstructions>.
2. When staff is loaded, Mobile Caregiver+ automatically sends an email to employees with instructions to log into either the Mobile Caregiver+ provider portal (for assigned admins) or Mobile Caregiver+ app (paid caregivers) and change their temporary password. The user must do this within 36 hours or the temporary password will expire and they will need a new one sent.
3. Notify provider agency staff and paid caregivers that they have been registered and review the email and login process with them.
4. Provide them with the “Receiving Your Mobile Caregiver+ Username and Password – Participant Directed Services Employee” or “Receiving Your Mobile Caregiver+ Username and Password – Traditional Agency Direct Service Provider”