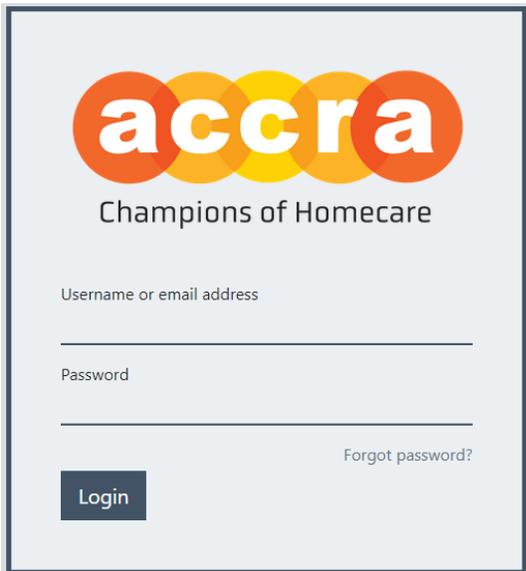


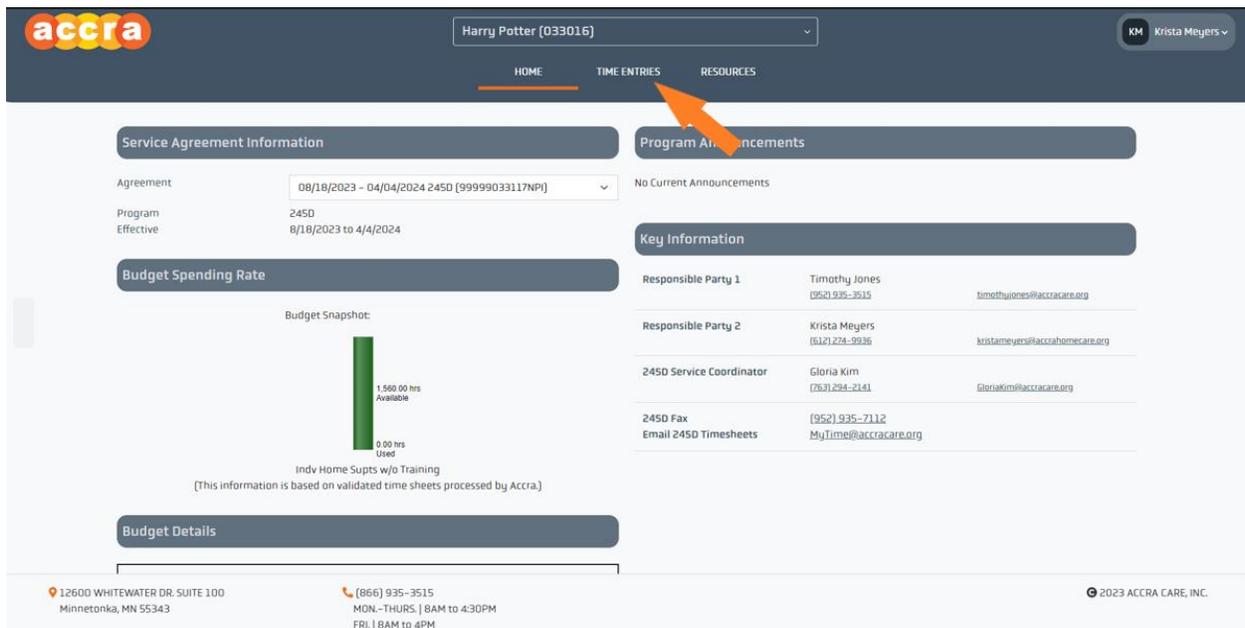
RP Shift Reject in Accra Access

1. Log into Accra Access (<https://access.accrahomework.org/>)



The login page features the Accra logo at the top, which consists of the word "accra" in white lowercase letters inside four overlapping circles of orange, yellow, and red. Below the logo is the tagline "Champions of Homecare". The login form includes a text input field for "Username or email address", a text input field for "Password", and a "Forgot password?" link. A dark blue "Login" button is positioned at the bottom left of the form area.

2. Click **"Time Entries"** in the top right corner of the screen.



The screenshot shows the Accra dashboard interface. At the top, there is a dark blue navigation bar with the Accra logo on the left, a user profile dropdown for "Harry Potter [033016]" in the center, and a user menu for "KM Krista Meyers" on the right. The navigation bar contains three tabs: "HOME", "TIME ENTRIES" (which is highlighted with an orange underline and an orange arrow pointing to it), and "RESOURCES".

Below the navigation bar, the dashboard is divided into several sections:

- Service Agreement Information:** Shows Agreement as "08/18/2023 - 04/04/2024 245D [99999033117NPI]", Program as "245D", and Effective date as "8/18/2023 to 4/4/2024".
- Program Announcements:** Displays "No Current Announcements".
- Budget Spending Rate:** Includes a "Budget Snapshot" bar chart showing "1,560.00 hrs Available" and "0.00 hrs Used". Below the chart, it notes "Indv Home Supts w/o Training" and "(This information is based on validated time sheets processed by Accra.)".
- Key Information:** A table listing contact details for various roles:

Responsible Party 1	Timothy Jones (952) 935-3515	timothyjones@accracare.org
Responsible Party 2	Krista Meyers (612) 278-9936	kristameyers@accrahomework.org
245D Service Coordinator	Gloria Kim (763) 294-2141	GloriaKim@accracare.org
245D Fax	(952) 935-7112	
Email 245D Timesheets	MjTime@accracare.org	
- Budget Details:** A section header at the bottom of the main content area.

The footer contains contact information: "12600 WHITEWATER DR. SUITE 100, Minnetonka, MN 55343", phone "(866) 935-3515" with hours "MON.-THURS. | 8AM to 4:30PM" and "FRI. | 8AM to 4PM", and the copyright notice "© 2023 ACCRA CARE, INC.".

3. Select the shift(s) you would like to **reject**.

The screenshot shows the ACCRA system interface for user Harry Potter (033016). The 'Shifts Needing Approval' table contains three rows. The first two rows are selected with blue checkmarks. The 'Reject' button is highlighted in red.

Caregiver	Service	Date	Time In	Time Out	Total Hours	
<input checked="" type="checkbox"/> Krista Meyers	Indv Home Supts w/o Training	9/23/2023	10:52 AM	4:52 PM	6	
<input checked="" type="checkbox"/> Krista Meyers	Indv Home Supts w/o Training	8/29/2023	7:01 AM	8:00 AM	1	
<input type="checkbox"/> Krista Meyers	PCA TODAY	8/15/2023	12:00 AM	11:59 PM	0	

[Approve](#) [Reject](#)

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FRI. | 8AM to 4PM

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4. Click "Reject."

This screenshot is identical to the one above, showing the ACCRA system interface. The 'Reject' button is highlighted in red.

Caregiver	Service	Date	Time In	Time Out	Total Hours	
<input checked="" type="checkbox"/> Krista Meyers	Indv Home Supts w/o Training	9/23/2023	10:52 AM	4:52 PM	6	
<input checked="" type="checkbox"/> Krista Meyers	Indv Home Supts w/o Training	8/29/2023	7:01 AM	8:00 AM	1	
<input type="checkbox"/> Krista Meyers	PCA TODAY	8/15/2023	12:00 AM	11:59 PM	0	

[Approve](#) [Reject](#)

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5. Add a comment if you would like. Click **“Continue.”**

The screenshot shows the ACCRA web portal interface. At the top, there is a user profile for 'Harry Potter (033016)' and navigation tabs for 'HOME', 'TIME ENTRIES', and 'RESOURCES'. Below the navigation, there are two main sections: 'Shifts Needing Approval' and 'Recent Shifts (Last 21 Days)'. A modal dialog box titled 'Reject Time Shifts' is open in the foreground, featuring a 'Comments' field with the placeholder text 'Enter comments:' and two buttons: 'Cancel' and 'Continue'. The background table lists shifts with columns for Caregiver, Service, Date, Time In, Time Out, Total Hours, and Status. The footer contains contact information for ACCRA Care, Inc. in Minnetonka, MN.

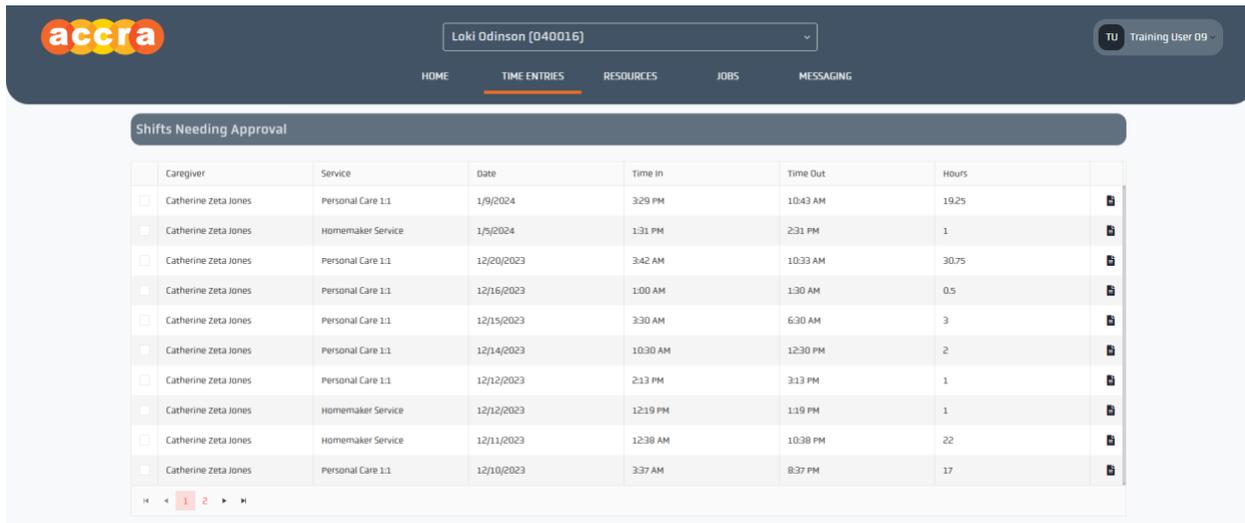
6. Click **“Continue”**.

RP: Request Time Shift Correction

1. Click **“Time Entries”** in the top right corner of the screen.

The screenshot displays the ACCRA web portal with the 'TIME ENTRIES' tab selected in the top navigation bar. The user profile is 'Loki Odinson (040016)'. Below the navigation, there are two green notification banners. The main content area is divided into several sections: 'Service Agreement information' showing an agreement for 06/01/2023 - 05/31/2024; 'Program Announcements' with 'No Current Announcements'; 'Budget Spending Rate' featuring a bar chart with goals of 12.75 hrs/day and 89.25 hrs/week, and a note that employees are authorized for 40 hrs/week maximum; and 'Key Information' listing the Responsible Party (Training User 09), Qualified Professional PCA (Deb Adams), and 2450 Service Coordinator (Gloria Kim). The footer includes contact details for ACCRA Care, Inc.

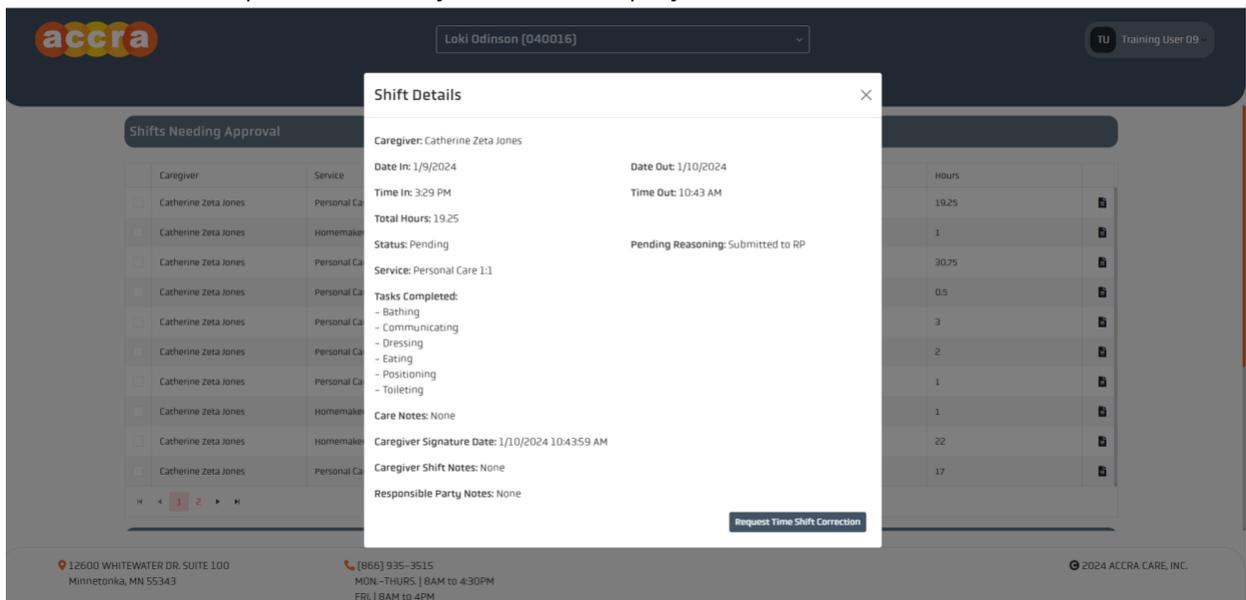
2. Click the paper icon () next to the shift you wish to request a correction for.



The screenshot shows the ACCRA web application interface. At the top, there is a navigation bar with the ACCRA logo, a user dropdown menu showing 'Loki Odinson [040016]', and a user profile button for 'TU Training User 09'. Below the navigation bar are tabs for 'HOME', 'TIME ENTRIES', 'RESOURCES', 'JOBS', and 'MESSAGING'. The main content area is titled 'Shifts Needing Approval' and contains a table with the following data:

Caregiver	Service	Date	Time In	Time Out	Hours	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	1/9/2024	3:29 PM	10:43 AM	19.25	
<input type="checkbox"/> Catherine Zeta Jones	Homemaker Service	1/5/2024	1:31 PM	2:31 PM	1	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/20/2023	3:42 AM	10:33 AM	30.75	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/16/2023	1:00 AM	1:30 AM	0.5	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/15/2023	3:30 AM	6:30 AM	3	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/14/2023	10:30 AM	12:30 PM	2	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/12/2023	2:13 PM	3:13 PM	1	
<input type="checkbox"/> Catherine Zeta Jones	Homemaker Service	12/12/2023	12:19 PM	1:19 PM	1	
<input type="checkbox"/> Catherine Zeta Jones	Homemaker Service	12/11/2023	12:38 AM	10:38 PM	22	
<input type="checkbox"/> Catherine Zeta Jones	Personal Care 1:1	12/10/2023	3:37 AM	8:37 PM	17	

3. Next, the shift details screen will pop-up outlining the date, time in/out, total hours, service, tasks completed, and any notes will display.

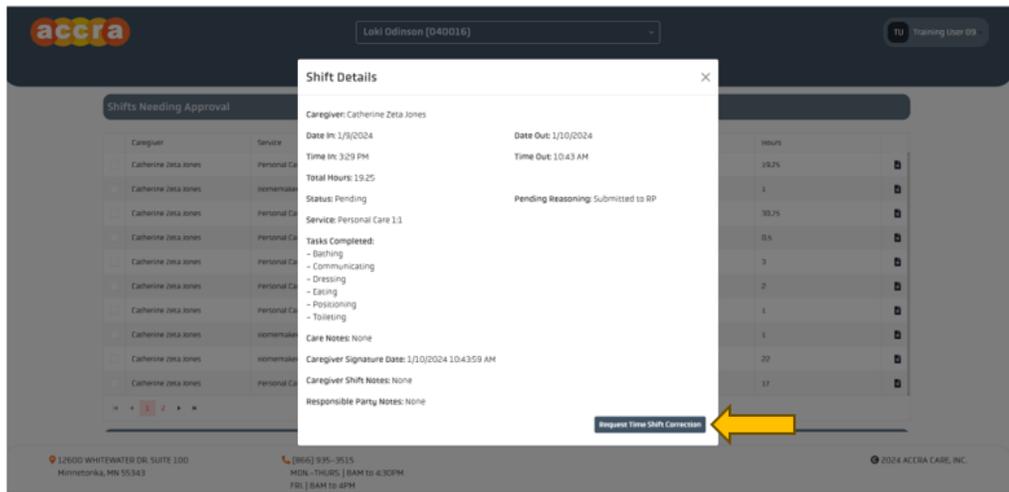


The screenshot shows the ACCRA web application interface with a 'Shift Details' modal window open. The modal displays the following information:

- Caregiver:** Catherine Zeta Jones
- Date In:** 1/9/2024
- Date Out:** 1/10/2024
- Time In:** 3:29 PM
- Time Out:** 10:43 AM
- Total Hours:** 19.25
- Status:** Pending
- Pending Reasoning:** Submitted to RP
- Service:** Personal Care 1:1
- Tasks Completed:**
 - Bathing
 - Communicating
 - Dressing
 - Eating
 - Positioning
 - Toileting
- Care Notes:** None
- Caregiver Signature Date:** 1/10/2024 10:43:59 AM
- Caregiver Shift Notes:** None
- Responsible Party Notes:** None

At the bottom right of the modal, there is a button labeled 'Request Time Shift Correction'. The background shows the 'Shifts Needing Approval' table from the previous screenshot, with the first row highlighted.

4. Click **“Request Time Shift Correction”**

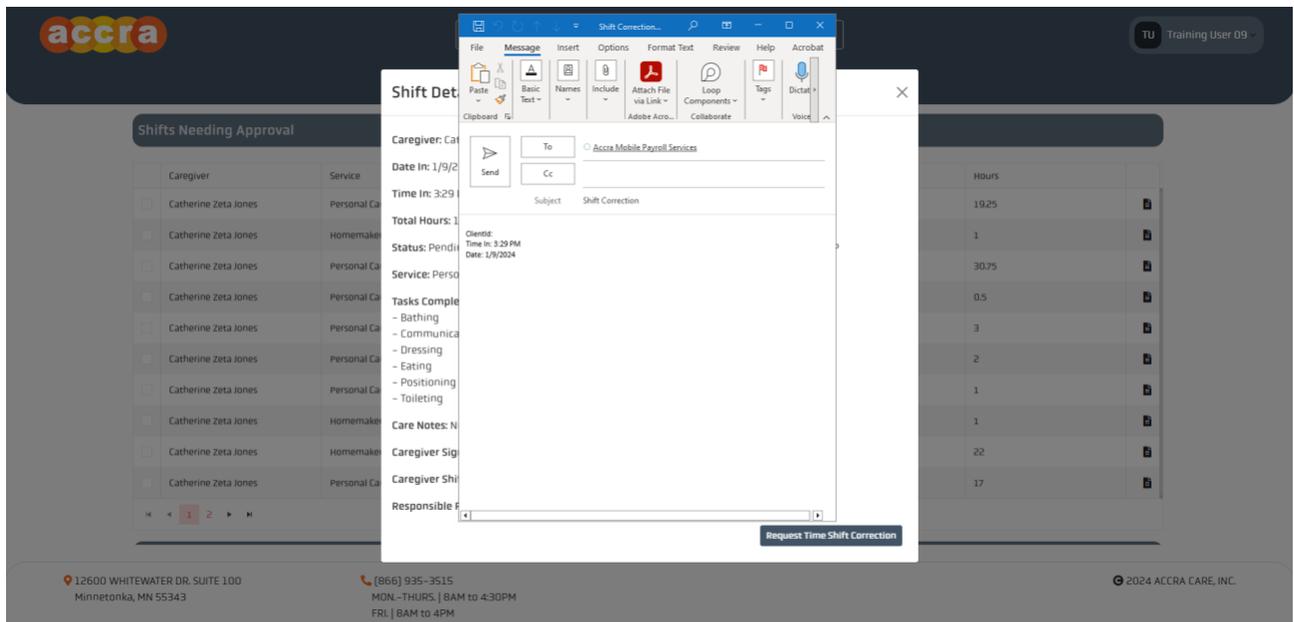


5. Your device's default email application will open a new window allowing you to compose an email message that will be sent to the Payroll department for review.

The template will include the following:

- Client ID
- Time In
- Date

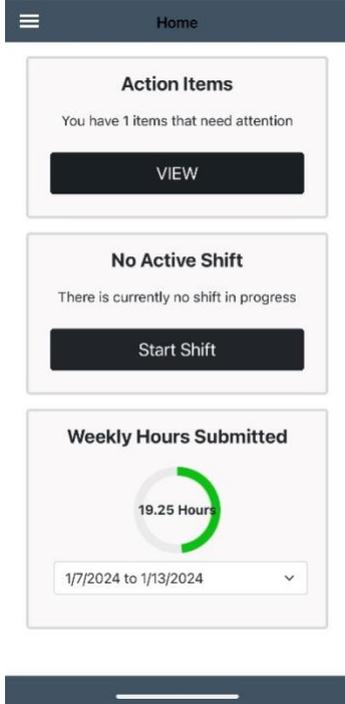
Add your client ID to the email along with the correct end time for the shift and any notes you would like to include.



Caregiver Shift Rejected

The next time the caregiver logs into the Accra Mobile app, they will be greeted by the home page and a banner that reads "**Action Items**".

1. Click "**View**".



2. Select the shift that needs to be edited.



3. The shift details screen will pop-up outlining the shift. Select the "In" or "Out" time and adjust to accurately reflect the shift.

Shift Details

Status **Edits Required**

Client: Loki Odinson

Service: Personal Care 1:1

Date: 1/8/2024

In: 8:00 AM

Out: 2:30 PM

Length: 6 hours, 30 minutes

View Tasks Completed

Care Notes:
Add Notes

Shift Notes:
Add Notes

Responsible Party Notes
Did not work shift.

Submit Now

Delete Shift

4. Add any care notes or shift notes you would like.

Shift Details

Status **Edits Required**

Client: Loki Odinson

Service: Personal Care 1:1

Date: 1/8/2024

In: 8:00 AM

Out: 2:30 PM

Length: 6 hours, 30 minutes

View Tasks Completed

Care Notes:
Add Notes

Shift Notes:
Add Notes

Responsible Party Notes
Did not work shift.

Submit Now

Delete Shift

5. After editing the shift, select "**Submit Now**".

The screenshot shows a mobile application interface for 'Shift Details'. At the top, there is a back arrow and the title 'Shift Details'. Below this, there are two columns: 'Status' and 'Edits Required'. The form contains the following fields: 'Client: Loki Odinson', 'Service: Personal Care 1:1', 'Date: 1/8/2024', 'In: 8:00 AM', 'Out: 2:30 PM', and 'Length: 6 hours, 30 minutes'. Below these fields is a section titled 'View Tasks Completed' which includes three note sections: 'Care Notes: Add Notes', 'Shift Notes: Add Notes', and 'Responsible Party Notes: Did not work shift.'. At the bottom of the form are two buttons: a dark grey 'Submit Now' button and a red 'Delete Shift' button. A yellow arrow points to the 'Submit Now' button.

6. If you would like to delete the entry instead, select "**Delete Shift**".

This screenshot is identical to the one above, showing the 'Shift Details' form. However, the yellow arrow now points to the red 'Delete Shift' button at the bottom of the form.