



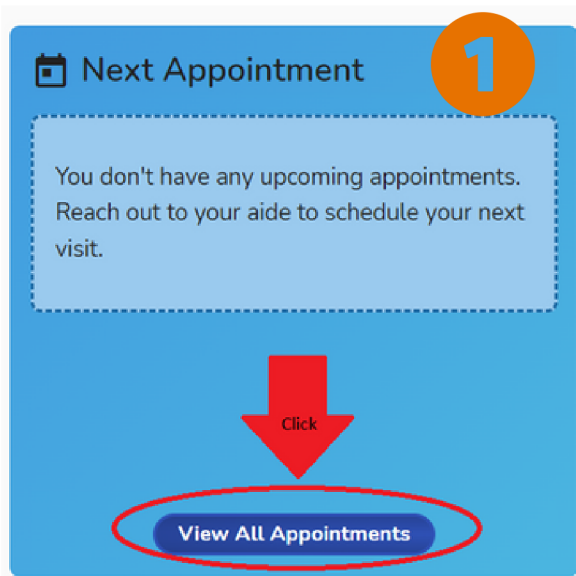
Developed by home52, a subsidiary of Council on Aging

Making Sure Your Aide Gets Paid!

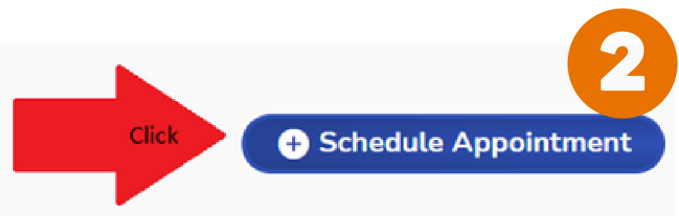
There are some important steps both you and your aide must take to ensure your aide gets paid for the care and help they provide.

1 Schedule each appointment in advance

Once you and your aide agree upon a regular care schedule, you (or your aide) must schedule each appointment in advance in the AddnAide app. If an appointment is not scheduled, your aide will not be able to "clock in" when they arrive, which means they can't get paid. Here's what you need to do to schedule an appointment:



From your AddnAide dashboard, find the **Next Appointment** box and click **View All Appointments**. If you have no appointments scheduled, you'll be prompted to schedule and appointment. Click the **Schedule Appointment** box.



Then, fill in the Appointment Details box and click Save Appointment.

Appointment Details 3

Aide
Select Aide

Start Date
mm/dd/yyyy

Start Time
--:--

Appointment Length
--:--

End Date
mm/dd/yyyy

End Time
--:--

Save Appointment

Click

2 Confirm the appointment

When YOU schedule the appointment: Your aide must confirm the appointment in order for the appointment to be added to your schedule.

When your AIDE schedules the appointment: You must confirm the appointment. Here's how you do that:

Once the aide has created an appointment, you'll see the appointment on your AddnAide dashboard. Click View Appointment.

The image shows two screenshots from the AddnAide dashboard. The first screenshot, labeled with a large orange '1', shows a 'What's New?' notification titled 'New Appointment Scheduled'. The notification text states: 'An appointment has been scheduled at 10:30 AM on 1/19/2023 with Alice Zemlak.' Below the text is a blue link 'View Appointment' which is circled in red. A red arrow points to this link. To the right of the notification is a 'Dismiss' link. At the bottom of the notification card is a 'View All Notifications' button. The second screenshot, labeled with a large orange '2', shows the appointment details for 'Thu (Tentative)' on 'January 19' from '10:30am - 10:45am'. It features two buttons: 'Confirm Appointment' (blue) and 'Decline' (white). The 'Confirm Appointment' button is circled in red, and a red arrow points to it. To the right of the 'Confirm Appointment' button is a red arrow pointing left, labeled 'Click'.

1

What's New?

New Appointment Scheduled

An appointment has been scheduled at 10:30 AM on 1/19/2023 with Alice Zemlak.

[View Appointment](#)

[Dismiss](#)

[View All Notifications](#)

2

Thu
(Tentative)

January 19
10:30am - 10:45am

[Confirm Appointment](#)

[Decline](#)

[Click](#)

3 Your aide must clock in and clock out at every appointment

If your aide does not clock in and clock out at every appointment, they cannot get paid for the appointment.

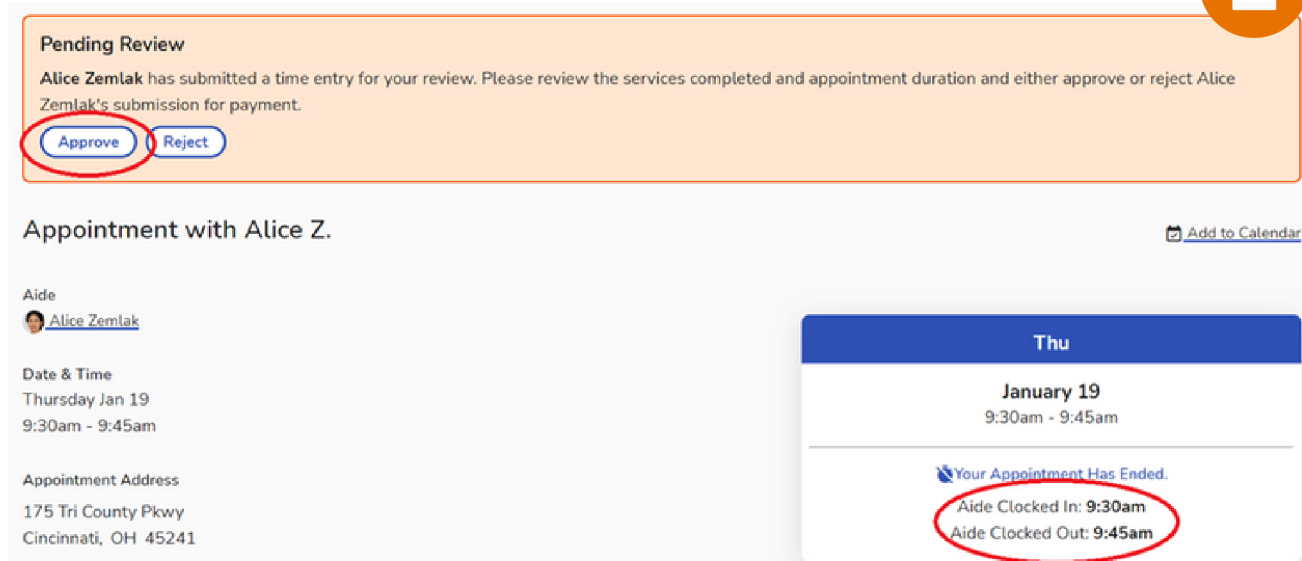
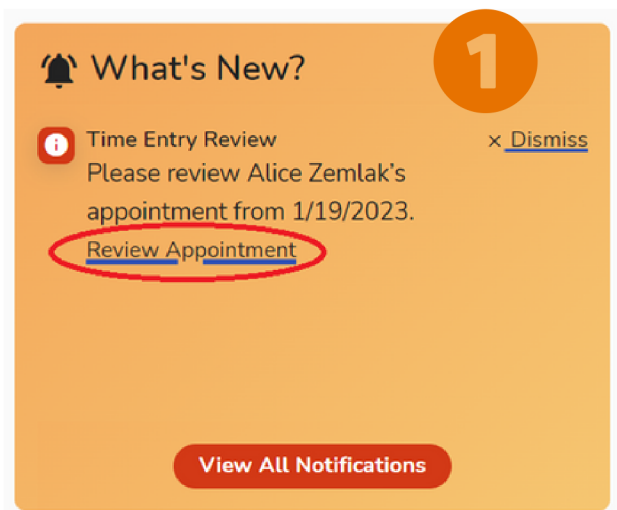
4 After every appointment, you must review and approve your aide's time

As your aide's employer, it's important to promptly review and approve each appointment after your aide clocks out so it is logged on their timesheet and they can be paid by Palco. Here's a quick look at what you need to do:

After your aide has clocked out, you will receive a notification from AddnAide to review and approve the appointment so your aide can get paid. Find the notification on your dashboard and click Review Appointment.

On the next screen, verify the date and hours worked are correct. If they are, click Approve.

If the clock in/out hours do not look correct, click Reject. Your aide will have an opportunity to update the time. You will be prompted to approve the time once it is corrected so your aide can still get paid.



Need extra help with AddnAide?

- Contact AddnAide customer support at 1-855-460-7268 or support.addnaide@home52.org.
- Click the blue question mark icon throughout AddnAide to submit a help request (a response may take up to 24 hours).
- Use your smartphone or tablet camera to scan this code to access additional resources on the AddnAide website.

