

Time Entry Frequently Asked Questions

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Who uses DirectMyCare.com?

Caregivers can use DirectMyCare.com to clock in/out, delete/remove shifts, enter Mileage, if applicable, and link to pay data.

Participants/Designated Representatives can use DirectMyCare.com to Approve/Reject shifts or Mileage, if applicable, and review other information about their services.

Who uses the CareAttend app?

Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Participant/Designated Representative signs off on it at the end of the shift.

Do I need to download the CareAttend app?

Only the Caregiver needs to download the CareAttend app on their smart device.

What if I/my Caregiver doesn't have a smart device?

If neither the Caregiver or the Participant/Designated Representative have a smart device, shifts can be submitted and approved on DirectMyCare.com. If this is not possible, please contact Consumer Direct.

Why are my start/end times different when I view my Time Entry in DirectMyCare.com?

DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

Examples

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

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What if my Participant/Designated Representative rejects my shift?

If the shift was rejected due to incorrect in/out times, you will need to go to DirectMyCare.com and adjust the clock in/out times. After adjusting the time, you will need to click the “**Submit**” button to re-submit the shift to the Participant/Designated Representative for approval. If the shift was rejected for any other reason, such as incorrect service code or tasks, you will need to enter a new shift.

What if I forgot to clock out?/ What if I am unable to clock out?

If using the CareAttend app, a shift started late can be adjusted upon clocking out in the CareAttend app. If you need to enter a post shift, you can view the Late Shift instructions on your program’s training materials page.

What if I/my Caregiver forgot to clock in or needs to enter a past shift?

If a shift was started late, it can be adjusted upon clocking out in the CareAttend app or DirectMyCare.com. If you need to enter a past shift, you can view the **Late Shift** instructions on your program’s training materials page.

How do I fix my time after it’s been approved?

If your time is wrong, but has already been approved by your Participant/Designated Representative, you will need to log into DirectMyCare.com and remove the shift. Once it’s deleted, you can enter a new shift using the **Late Shift** instructions on your program’s training materials page.

Can either the Participant OR Designated Representative approve my shift?

Yes. However, if a Participant has a Designated Representative, it must be the Designated Representative who signs in the CareAttend app or approves the time in DirectMyCare.com.