



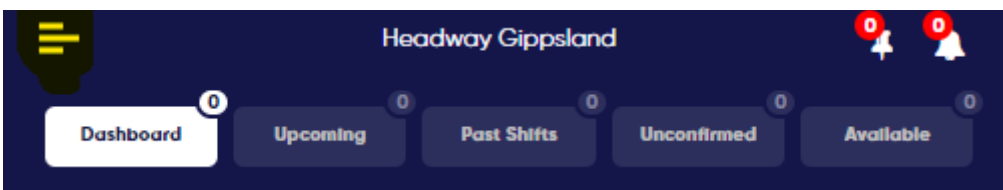
Brevity app

Frequently asked questions

Q. How do I see my shifts for the fortnight?

A. You can set the date range for the display of shifts within the app.

Select the settings menu via the three bars in the top left of the screen.



Select the “From” and “To” dates for the period you wish to see and click Apply.

A screenshot of the "Show Shifts Between" date selection screen. The title "Show Shifts Between" is centered at the top. Below it, there are two date input fields. The first field is labeled "From Date" and contains the date "24/09/2021". The second field is labeled "To Date" and contains the date "07/10/2021". Below the date fields is a large green button with the text "Apply" in white.

Q. What if I do not have mobile phone reception?

A. Log in and out of your shifts as normal and enter your shift notes. This information will be saved on your phone and transmitted back to the server as soon as you have a data connection, either mobile or wi-fi.

Q. What if I am not at the client's address when I need to log in? For example, if I am shopping on behalf of the client.

A. Your location is tracked at the time of login, but you are not prevented from logging in if you are not at the client's address. It is merely noted against the shift in the system and you can provide an explanation in the "rostering comments" field.

Q. What if I forget to log in or out of a shift?

A. There is a 15-minute tolerance built into the system, so you can log in or out within this period without a problem. Outside this timeframe you will need to call Amy at Morwell and have her resolve the shift for you.

Q. How do I manage the client sign off function?

A. It is recommended that you keep control of your phone and present it to the client to make their mark. Once signed, they will be presented with the ratings option. Ask the client to provide a rating and then click the submit button which will minimise any awkwardness, as you will not see the rating given.

Q. Can I access the app once I have downloaded and installed it?

A. No, you will need your login account and password before you can access the app.

You will receive an email with your login details from alert@brevitycaresoftware.com. You will need to open this email on your phone in order to use the links. Once you log in, it will prompt you to change your password.