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Carelink Go

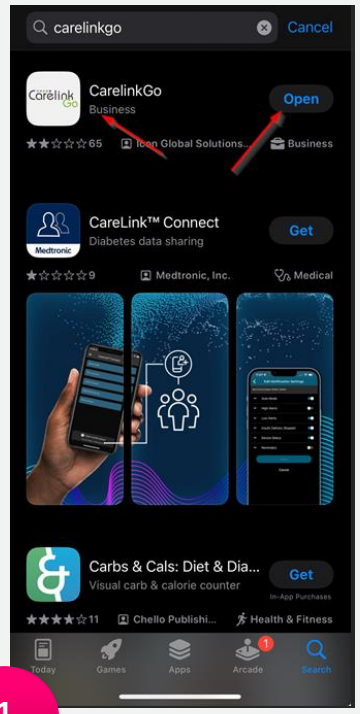
- Installing Carelink+ Go
- View your Shifts
- View Alerts
- Start and end Shifts
- View shifts details
- View Shift notes
- Add Shift Notes
- Apply for Leave
- Sync my data – If issue with data not syncing.

Installing CareLink+ Go

Installing CareLink Go

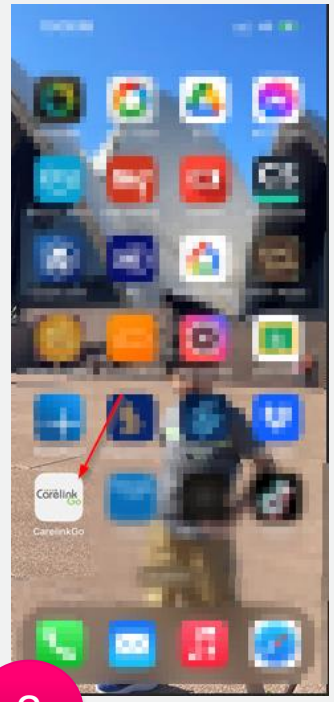
1. Download & install the **CareLink Go** App
   from the **App Store** (iPhone) or **Google Play Store** (Android).
2. Open the CareLink Go App
3. Location services - Allow while Using App
   You'll get a pop-up as soon as you open the app after installation.
4. Scan the QR code
   Zest Care should have been provided the QR code to you
5. Click the Add Environment button.
6. Select '**Go Production**' Environment
7. Once all the steps are completed click on Connect.
8. You'll be directed to the login screen where user will need to enter the Login credentials

Installing CareLink Go cont..



1

Download & install the **CareLink Go App** on your smart phone

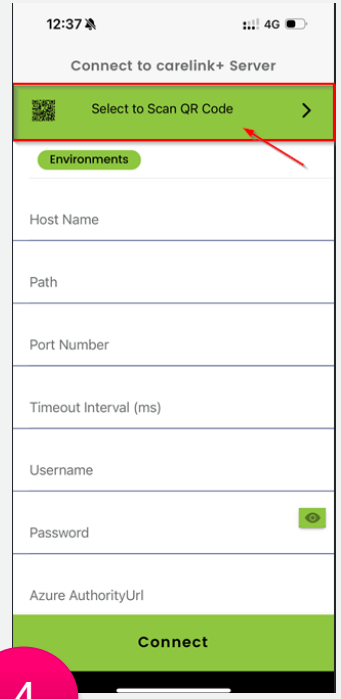


2

Open the CareLink Go App

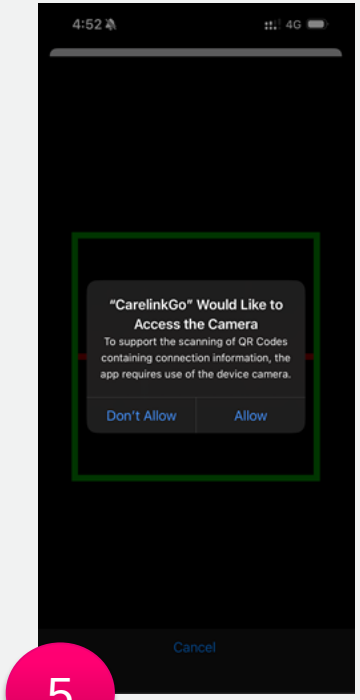
3

Location services - **Allow While Using App**



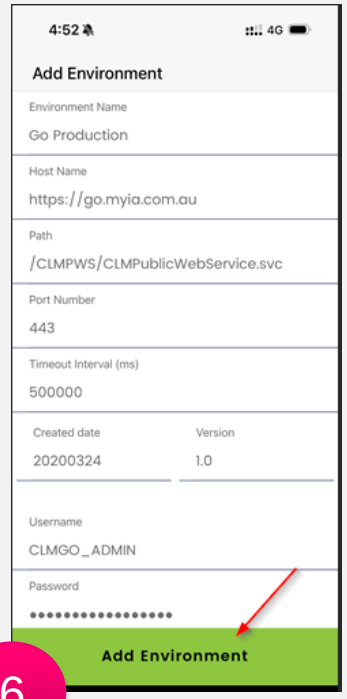
4

Select to **Scan the QR code** button



5

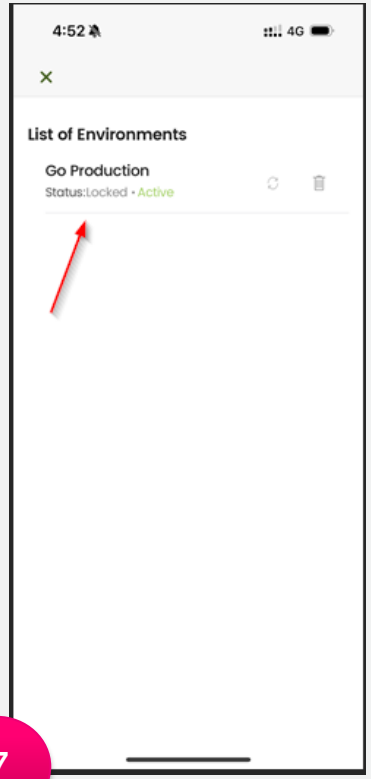
Allow CareLink Go to **Access the Camera**



6

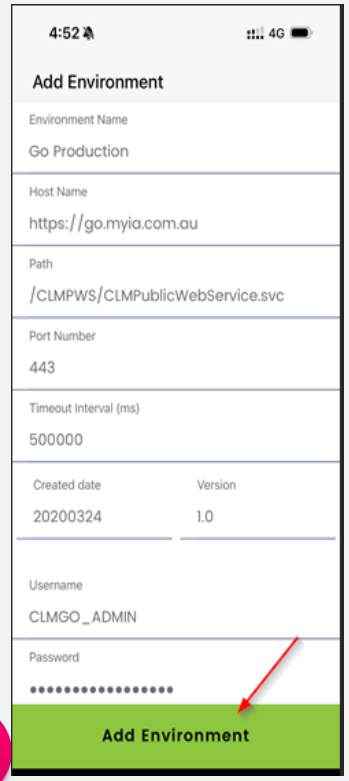
Click on the **Add Environment** button

Installing CareLink Go cont..



7

Select **Go Production** Environment



8

Click on the **Connect** button

9

Enter your **username** and **password**
Click on the **Log In** button

Your login details have already been sent to you.

Your username was sent to you via email and your password would have been send to you via SMS.

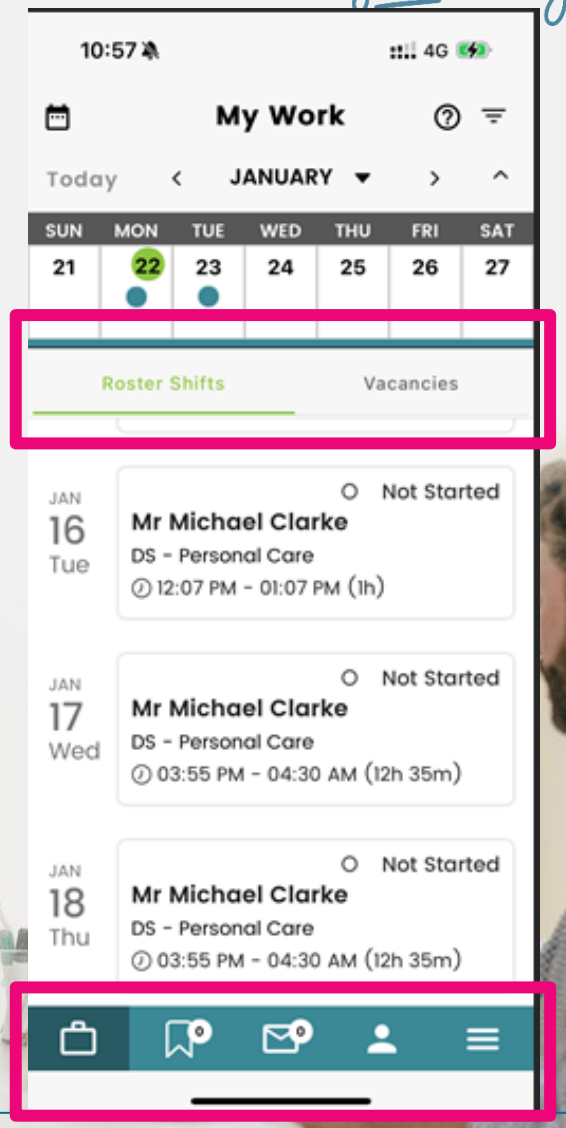
Username:
firstname.lastname

Password:
As per the SMS to you

Navigation of CareLink Go

CareLink Go Menu System

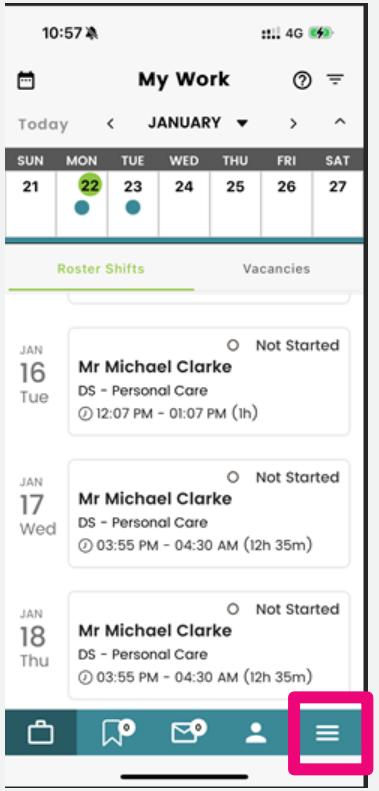
1. **Shifts Information** – Rostered Shifts & Shift Vacancies
2. **Reminders –** *Currently Disabled*
3. **In-App Messaging -** Messaging from the Rostering Team
4. **Profile** – Leave Request
5. **Settings** – Sync data, Update Password

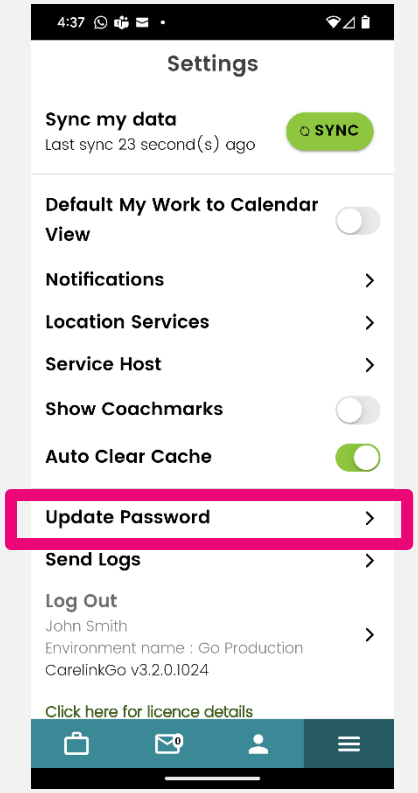


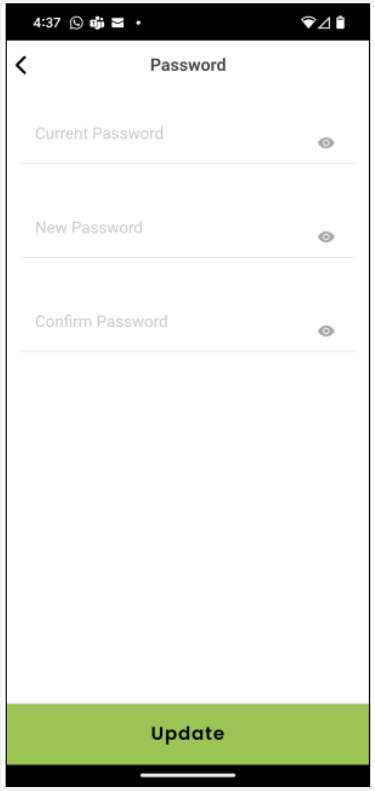
Password Change

First Thing:
Change password

- Click on the setting navigation (☰) Button
- Click on **Update Password** button
- Enter your current password
- Enter your new password
- Re-enter your new Password
- Click on the **Update** button.







Shifts!

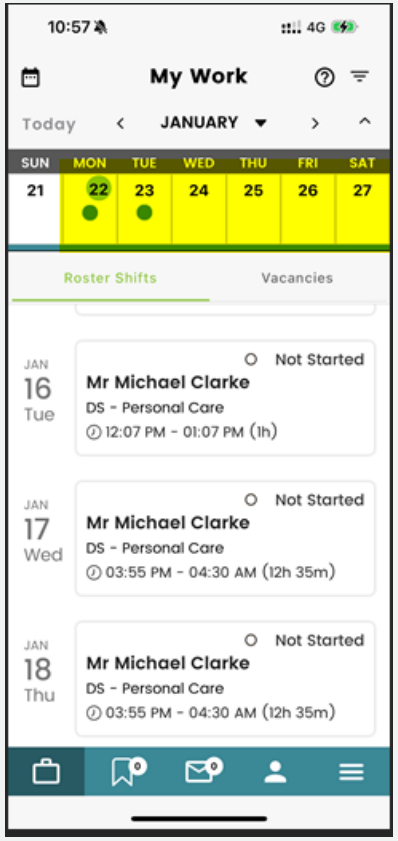
Shifts

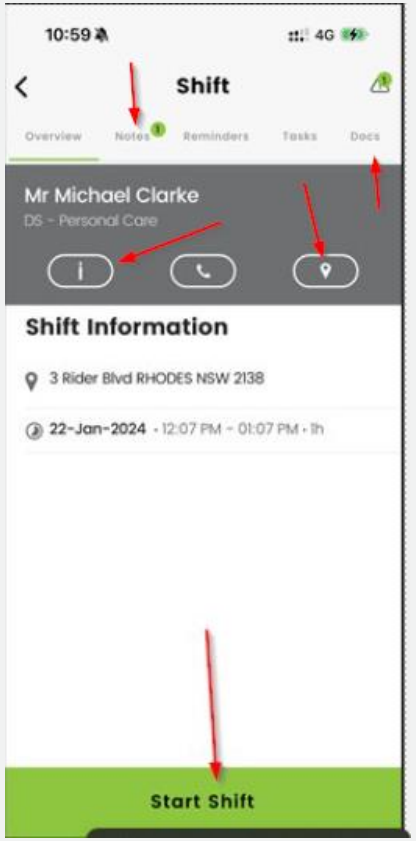
- Viewing Shifts
- Start Shift
- Shift Overview
- Shift Alerts
- Notes
- Documents
- View Roster Shift Notes

Viewing Your Shifts

- This screen will show you all the shifts you have for a particular dates.
- For shifts ahead of time (up to 14 days before and after): **Use the date navigation at the top** (highlighted in yellow) and click on the date.
- To review client, shift note information in advance, **click on the shift** and you will then be directed to the shift information screen.
- If there is a shift for today and you are the location, you will see a Start Shift button appear

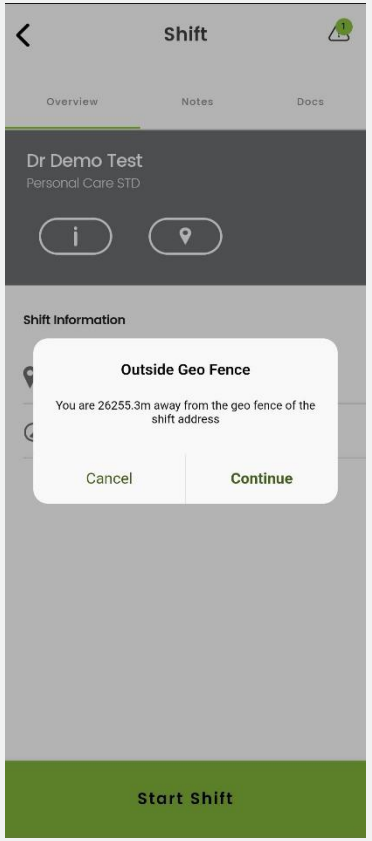
Hint: Dates with a dot indicate you have shift for that date.





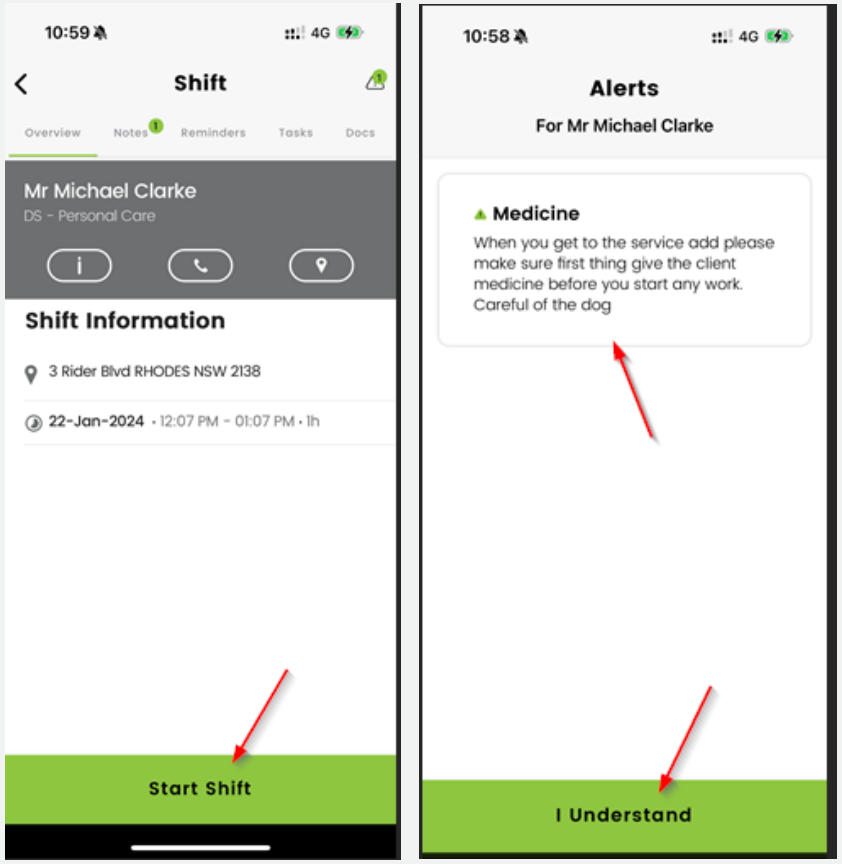
Start Shifts

- To start a shift, select the appropriate shift and hit the **Start Shift button**.
- You need to ensure you are at the **location and time specified for the allocated** shift. We allow up to a **10-minute variance** in start and end times so please sign in on time.
- You need to **ensure your location services is turned on**, this can be done from the settings menu on the app if you have not turned it on.
- If you are not at the location where you need to start your shift, a **warning will appear indicating you are not at the correct location** of the shift.
- You can still the shift at this point by **pressing continue button**; or
- Pressing the **cancel button** and getting closer to the shift location and then starting your shift.



View Alerts

- When you start a shift, you will be advised on pinned alert(s) for client.
- Click on the **I Understand button** to acknowledge the alert.
- This is to help you be aware of shift or client requirements during shift.



Complete Your Shift

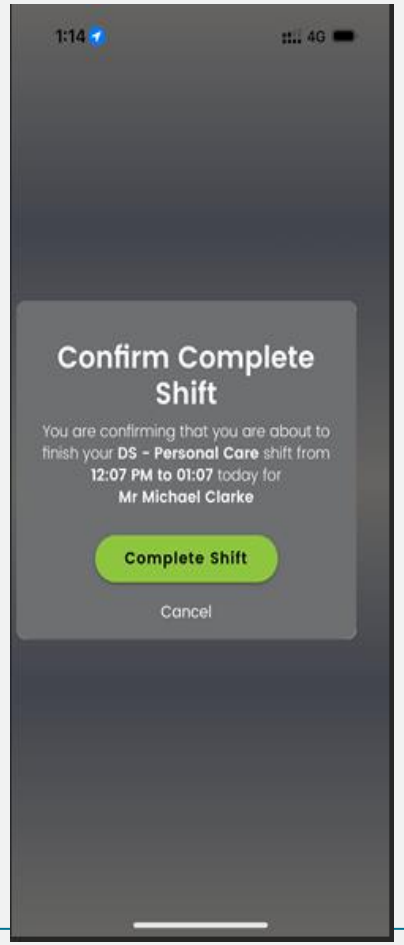
Important: Please make sure you end your shift at the appropriate time.

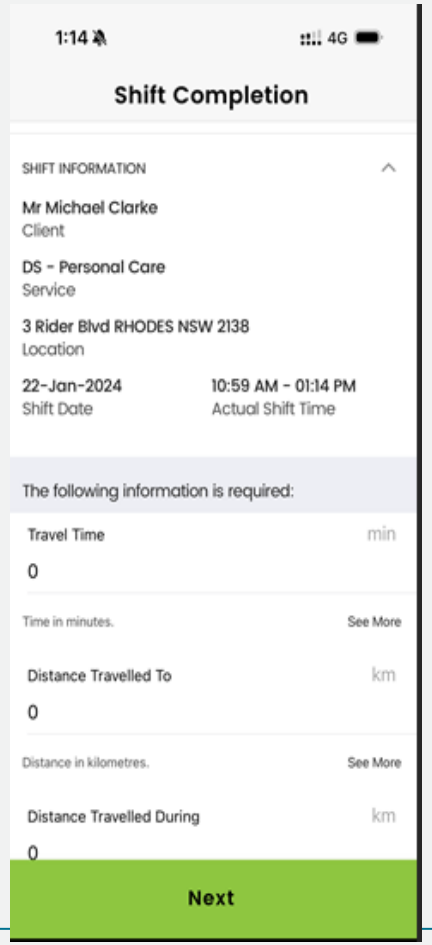
- After you have completed your shift, you will need to end the shift by clicking on **Complete Shift button**.
- After completing the shift, **you will need to enter information about the shift such as kilometres and expenses** that you carried on shift.
- **Client reviews** the information and you hit the **I Agree** button on behalf of the client if they agree.

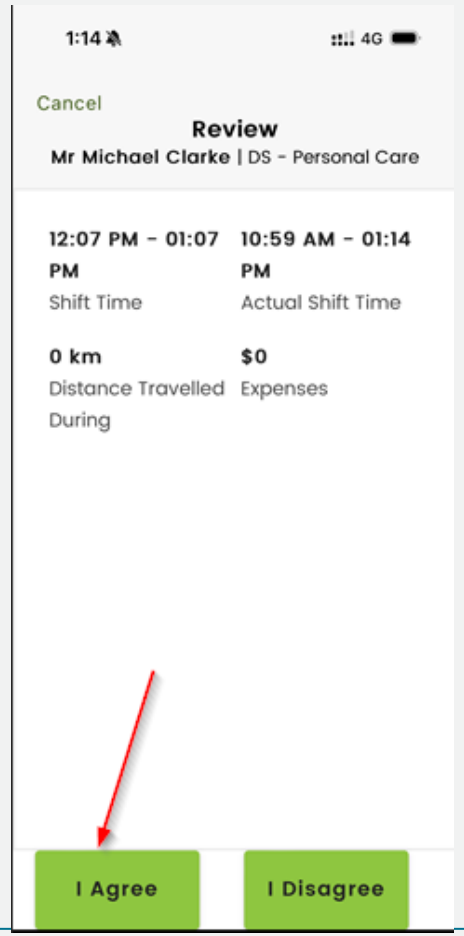
Complete Your Shift cont..

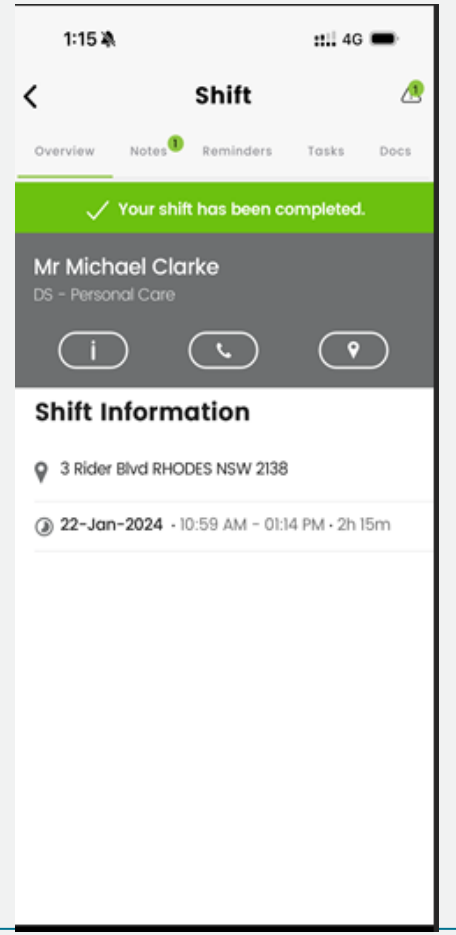
Support Worker To Enter Information

Client reviews information



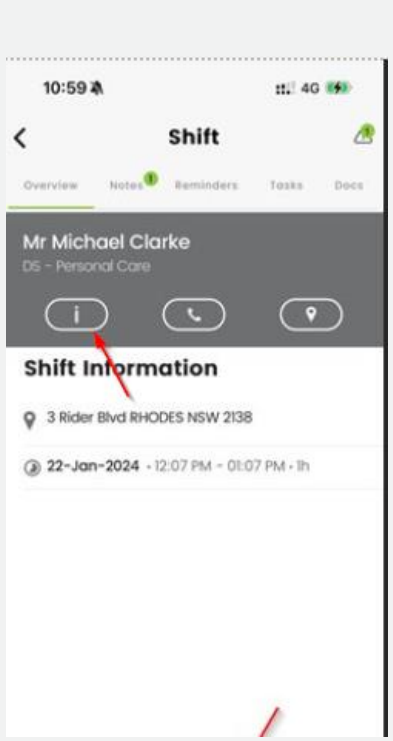


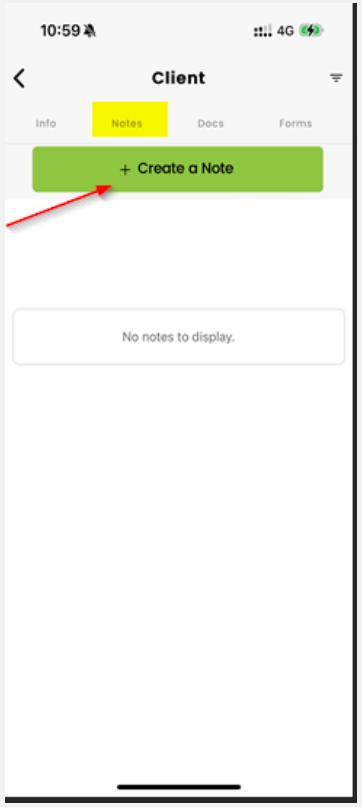


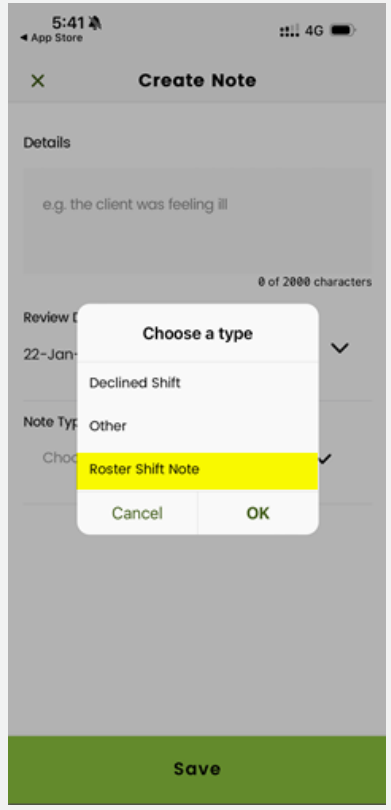


Add Shift Notes

- To add Shift notes –
  - You to navigate to Shift information screen
  - Click on the (i) icon
  - Click on the notes tab
  - Click on the Create a Note button.
  - Add details by entering quality notes for the shift.
  - Select Note Type - Roster Shift Notes
- Add notes and once done save the notes.



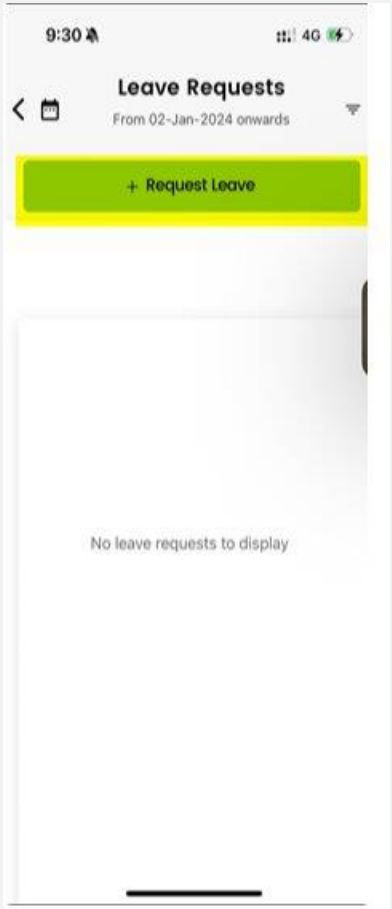


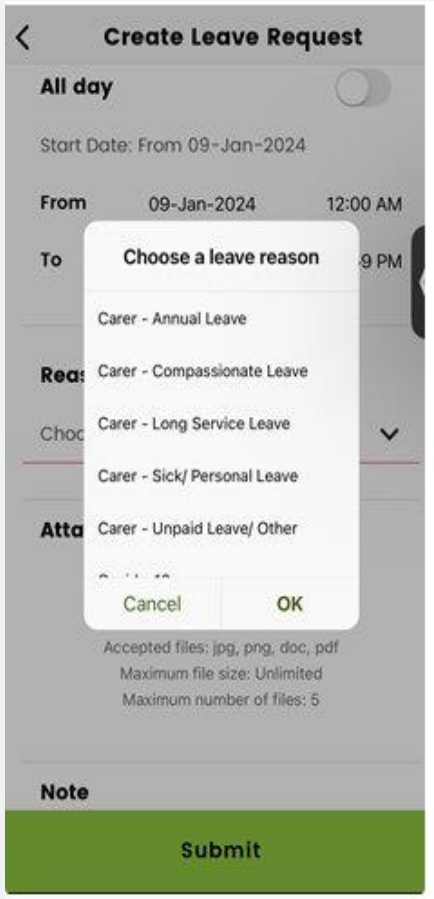


Leave

Apply for leave

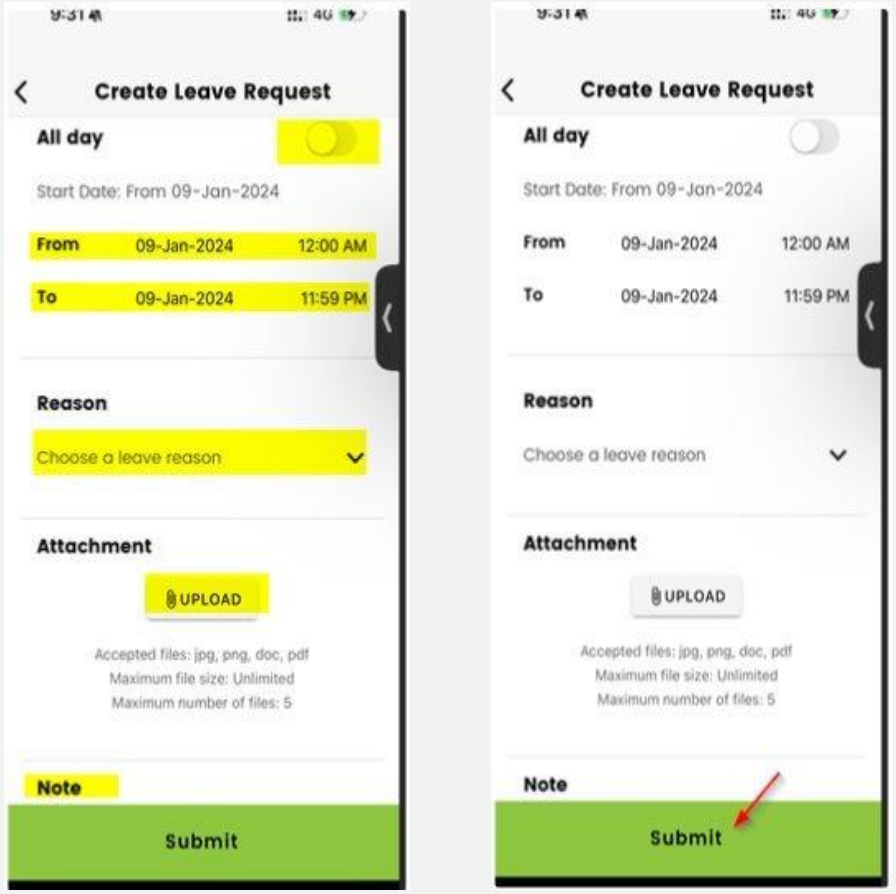
- If you want to apply for leave.
- Click on the profile icon on the bottom navigation.
- Create a new leave request:
    1. Select the toggle button to ON if the leave is for all day if not then leave it off.
    2. Select the from date and time
    3. Select End date and time.
    4. Chose the reason from the dropdown.
    5. Add any notes & documents (if required)
    6. Press on the submit button





Apply for leave Cont..

- Upload the attachment if needed.
- Notes – User can add details in this section if any, if not then leave blank.
- Once all the information is added – Click on Submit.



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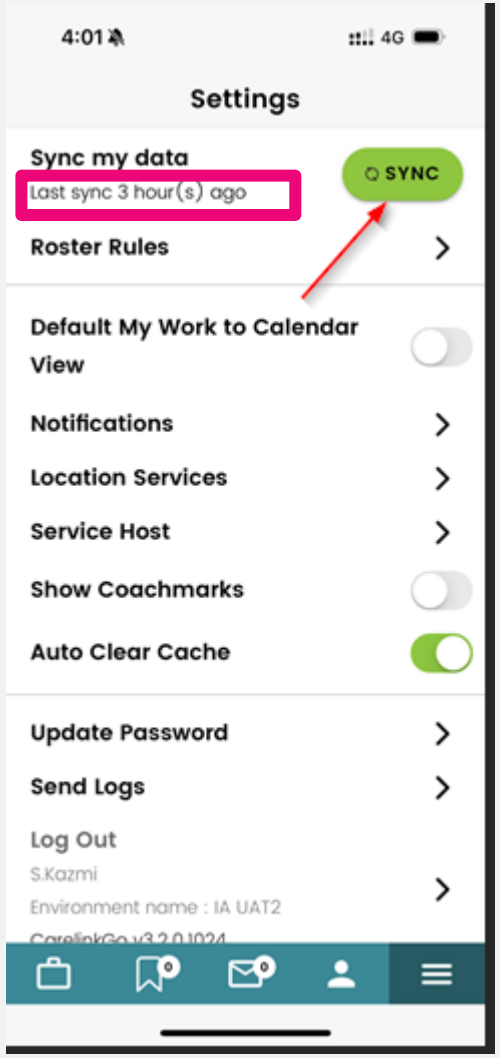
Synchronize Data

Syncing Data

- If you cannot see your shifts or updated shift information:
  - Click on the settings button which is on the bottom navigation
  - Click on Sync button

- If you are in a mobile black spot or where the telecommunication provider is down for a temporary period, you can continue to use the Carelink Go Application and syncronise the data at a later point.

- Note: This screen will also show you when you last syncronised your data. In this case data was done 3 hours ago.



Getting Help

Getting Help

Teams Resource Page

- User Guide

Email

- operations@zestcare.com.au

Call

- 1300 844 127

Training System

- Litmos

Don’t forget to start using Carelink+ Go from:

Monday 29 January 2024

Good Human will be deactivated for all

Thank you
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