

Your way.



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).

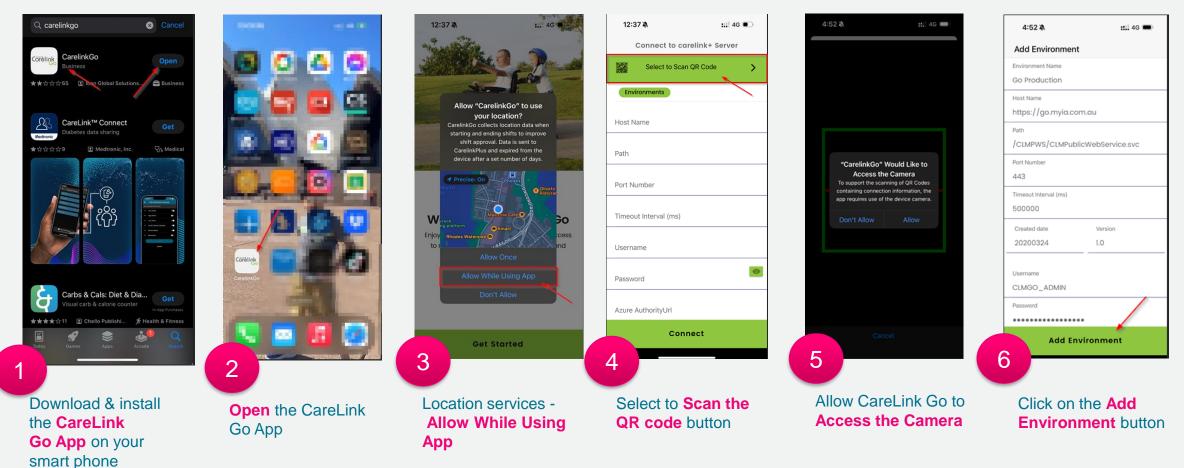
- 2. Open the CareLink Go App
- **3.** Location services Allow while Using App You'll get a pop-up as soon as you open the app after installation.
- 4. Scan the QR code Zest Care should have been provided the QR code to you
- 5. Click the Add Environment button.
- 6. Select 'Go Production' Environment
- 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..









Installing CareLink Go cont..

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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

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

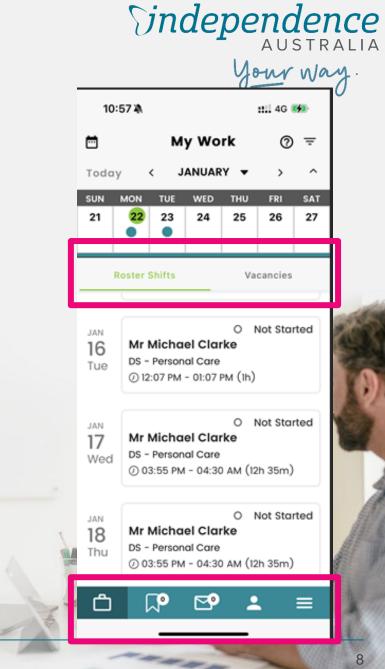


Navigation of CareLink Go

CareLink Go Menu System



- **1.** Shifts Information Rostered Shifts & Shift Vacancies
- 2. Reminders Currently Disabled
- **In-App Messaging -** Messaging from the Rostering Team 3.
- 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.

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Shifts!



Shifts

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



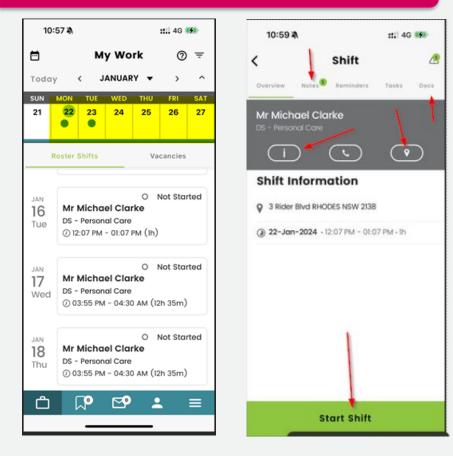
Viewing Your Shifts

- 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.

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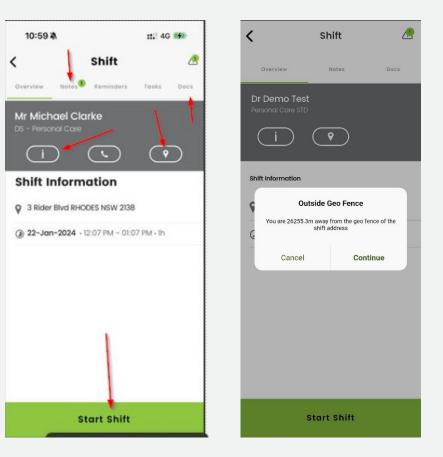
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Start Shifts

- 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.

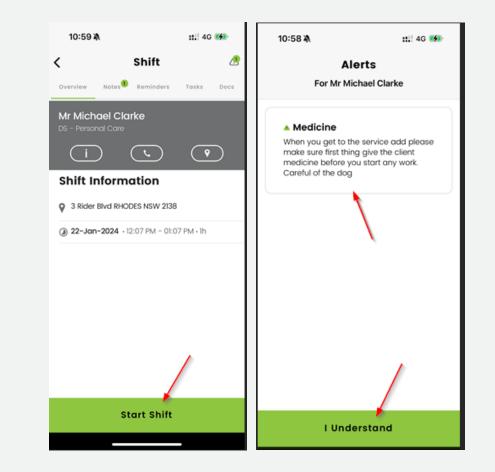






View Alerts

- 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..

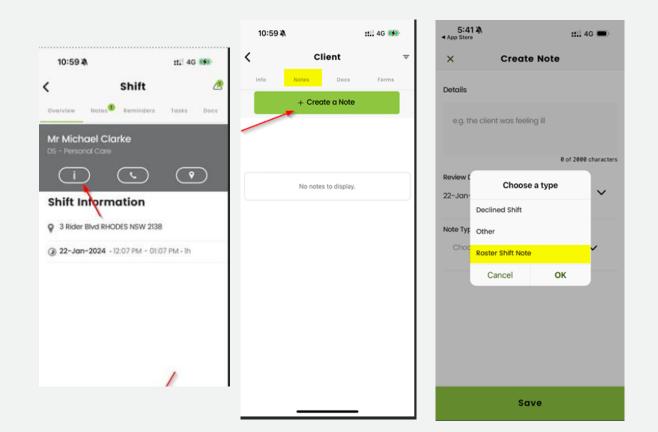


Client reviews Support Worker To Enter Information information 1:14 -:ttil 4G 🚥 1:14 🔌 ::!! 4G 🔳 1:14 4 ::... 4G 🚥 1:14 🔉 ::... 4G 🗩 1:15 🛝 ::... 4G 🔳 Shift 2 Shift Completion < Shift 1 Cancel Review Notes Reminders Tasks Docs Notes¹ Reminders Tasks Overview Overview Docs Mr Michael Clarke | DS - Personal Care SHIFT INFORMATION \wedge Mr Michael Clarke Your shift has been completed. Mr Michael Clarke Client 12:07 PM - 01:07 10:59 AM - 01:14 DS - Personal Care Mr Michael Clarke PM PM Service () Shift Time Actual Shift Time 3 Rider Blvd RHODES NSW 2138 (P) Location Confirm Complete 0 km \$0 Shift Information 22-Jan-2024 10:59 AM - 01:14 PM Distance Travelled Expenses Shift Actual Shift Time Shift Date Shift Information 3 Rider Blvd RHODES NSW 2138 During inish your DS - Personal Care shift from 3 Rider Blvd RHODES NSW 2138 (2) 22-Jan-2024 - 12:07 PM - 01:07 PM - 1h 12:07 PM to 01:07 today for The following information is required: Mr Michael Clarke Commencement: 10:59 AM - current . 2h 15m (a) 22-Jan-2024 · 10:59 AM - 01:14 PM · 2h 15m Travel Time **Complete Shift** 0 Time in minutes. See More Distance Travelled To km 0 Distance in kilometres. See More km Distance Travelled During **Complete Shift** I Disagree I Agree Next



Add Shift Notes

- To add Shift notes
 - You to navigate to Shift information screen
 - o Click on the (i) icon
 - o 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.



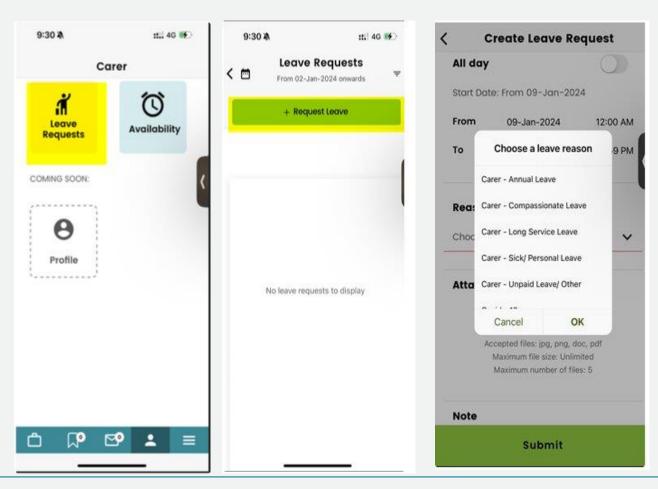


Leave

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Apply for leave

- If you want to apply for leave.
- Click on the profile icon on the bottom navigation.
- Create a new leave request:
 - 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.

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Getting Help

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Getting Help

Teams Resource Page

• User Guide

Email

• operations@zestcare.com.au

Call

• 1300 844 127

Training System

• Litmos



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

Monday 29 January 2024

Good Human will be deactivated for all

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