Getting and Signing into the Mobile App

1. Search for **eRSP** in your mobile app store
2. Select **eRSP mobile connect** and download it
3. Open your eRSP app and fill in the blank space before ".ersp.biz" by typing "**JayNolan**"
4. Make sure that tab "**DSP**" is clicked
5. Enter Username and Password (if you do not remember your Username or Password, contact the eRSP Team at **ersp@jaynolan.org**)
6. Keep the "stay logged in" field switched on and hit "next"

You now have arrived at your home page.

****

Your Home Page

1. On your home page you will see the **Daily Calendar-Scheduled Assignments**, which tells you if you have any active assignments that day

2. Additionally, four main buttons at the bottom of your app:

- ▪ "home"
- ▪ "messages"
- ▪ "broadcasts"
- ▪ "late alerts"

See "How to Navigate Your Homepage" for more information on these four navigation buttons.

****

Looking Up Your Schedule

1. Go to your eRSP homepage and scroll down to the center of your screen to look at your daily calendar assignments
2. This will tell you the status of any assignments you may have on your schedule, which you can navigate by scrolling either backwards (*left*) to see past days' assignments, or forward (*right*)to see any future assignments
3. If a supported individual's name shows in dark teal, it means you are assigned to support them at the time also listed on the date you have

scrolled to. Shifts highlighted in light teal are shifts you are currently clocked in for. Shifts highlighted in bright green are shifts you successfully clocked in and out for. If you see "no assignments" then you have no assignments on that date.

****

Clocking In for Your Shift

1. When you wish to clock into a particular shift, simply click on the name of the supported individual whose assignment you wish to clock into (*these assigned shifts will be in a dark teal color*)
2. The next screen will have your supported individual's basic information and several action tabs
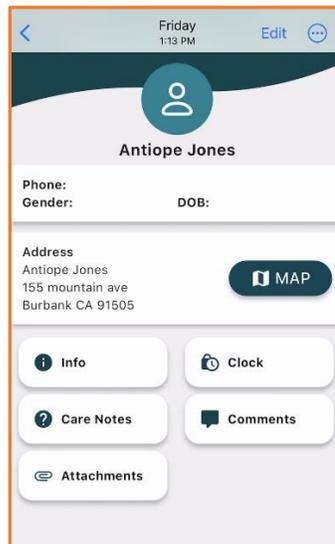
- **"info"**- which gives you basic information you might need regarding the individual you serve
- **"clock"**- where you will clock in and out for the shift
- **"care notes"** - which is where any specific support needs would be listed for the DSP to reference
- **"comments"**- which lets you leave a brief note about a particular shift

- "attachments"- which houses any important documents that the individual you work with may need to access (*such as a vaccine card, etc.*)

3. Click on the "clock" action tab which will take you to your clock-in map
4. Look at the location listed under the map; if this address is different from the location you are clocking in from, simply click on the address listed to pull up any other locations pre-approved by your Supervisor to select the address you wish to clock in from. If you are at a new location your Supervisor hasn't approved yet, clock in anyway and make a note of it in the "comments" section of your shift page
5. Hit "Clock In"

You have now clocked in.*

*IMPORTANT CLOCK-IN NOTES:
- Location Alert- Clocking in is based on authorized locations; if you are clocking in at a location your Supervisor has not entered into the eRSP system as an authorized clock-in location, the app will say "your time has been recorded but it is not successful." Your Supervisor will be able to approve this on their end and use your original clock in time since it was recorded. *Be sure to communicate with your Supervisor if you will be clocking in or out of a location you don't typically use.*
- Late Alert- There is a grace period of 10 minutes when clocking in and out for your shifts. If you are too early or too late in clocking in, the app will say "your time has been recorded but it is not successful." Your Supervisor will be able to approve this on their end and use your original clock in time since it was recorded. *If you are clocking in late because you arrived on time but forgot to clock in, be sure to communicate that with your Supervisor and they will be able to approve your correct time.*

****

Clocking Out for Your Shift

1. Use the same steps as the clock-in to get you to your assigned supported individual's page
6. Click the "**Clock**" action tab which will take you to your clock-in map
7. Look at the location listed under the map; if this address is different from the location you are clocking out from, simply click on the address listed to pull up any other locations pre-approved by your Supervisor to select the address you wish to clock out from. If you are at a new location your Supervisor hasn't approved yet, clock out anyway and make a note of it in the "**comments**" section of your shift page
8. Hit "**Clock Out**"

<p align="center">You have now clocked out.*</p>

*IMPORTANT CLOCK-OUT NOTES:

- <u>The same conditions for clocking in also apply to clocking out- if you know about it then so should your Supervisor</u>. Always communicate any changes to your shift to your Supervisor as soon as you know about them—your Supervisor should always know ahead of time if the individual you are supporting needs to change the time or day, or if there is a new location you'd be clocking in/out for.
- <u>Unsuccessful Clock-In</u>- If you had a location or late alert during clock-in and your Supervisor hasn't approved the clock-in before the end of your shift, the app will still say "**your time has been recorded but it is not successful.**" *This approval process replaces the need to turn in timesheets later.*

<p align="center">**********************************</p>

Navigating Your Homepage: Messages, Broadcasts, and Late Alerts

On your home page you will see four buttons at the bottom of your app:
- "**home**"

- **Home** is your way of always navigating back to your homepage (*this can also be accomplished by clicking on the 3 horizontal bars at the top of your app which open up the main menu bar*)

- "messages"

  - **Messages** in eRSP are like emails; you can send and receive work-related messages to your Supervisor or members of your circle and the app will give them an instant notification of the message

  a) Click on the **envelope icon** (*which will have a number beside it if you have any unread messages waiting in your inbox*) to view or send messages.

  b) To send a message, click on the **pencil icon** on the bottom righthand side of the screen

  c) Type in the name of the person you wish to message (*this will likely usually be your Supervisor, whose name will auto-populate as you type it*)

  d) Enter a short subject that gives a general idea of what the message will entail

  e) Type the message you wish to send (*this should be anything that pertains to work or your supported individual; for example, shift time changes, shift location changes, questions about your schedule, communications about your supported individual, etc*)

  f) After you are done with your message, click on the **paper airplane icon** at the bottom right of the messages page to send

- "broadcasts"

  - **Broadcasts** are sent out when a shift suddenly needs to be covered and the Supervisor is attempting to see if anyone else who is qualified to work with the supported individual is free and able to take it

  a) Click on the **megaphone icon** (*which will have a number beside it if you have any unread broadcasts*) to view Broadcasts

b) If the shift broadcasted is one you can pick up then hit **accept**; likewise, hit **decline** if you will not be picking up the shift

c) Everyone included in the Broadcast will be notified in real time once a shift has been picked up and the Supervisor can make the necessary changes to the schedule (*your shift will then show up in your Daily Schedule on your app as usual*)

- "late alerts"
    - **Late alerts** are reminders that you have a shift you are late in either clocking in or out for. Don't stress when you see a late alert-- these are meant to be helpful so that you don't miss out on getting paid accurately

****

Protocols, Workflows, and What to Expect

- Time Off requests will still be made via Paycom (*both Sick Time and Vacation*)
- Mileage will not change at this time and will still be calculated using the Mileage Form
- All work-related communications should be sent through the messages in your eRSP app; they should not be sent via text or phone call unless in the case of an **emergency** (*always use regular emergency protocol when a crisis situation arises*)
- Supervisors will regularly be checking your shifts and making any shift approvals that require authorization (*such as late alerts or location alerts*) and this will replace approving timesheets in Paycom at the end of the pay period
- Shifts can still be corrected any time before the pay period ends, but only Supervisors and Managers will be able to change your shift times so it isn't a bad idea to

check in with your Supervisor if there are changes that need to be made

- Always reach out to both your Supervisors <u>AND</u> your eRSP Support team for any eRSP questions. All shift-related questions are still just handled between you and your Supervisor