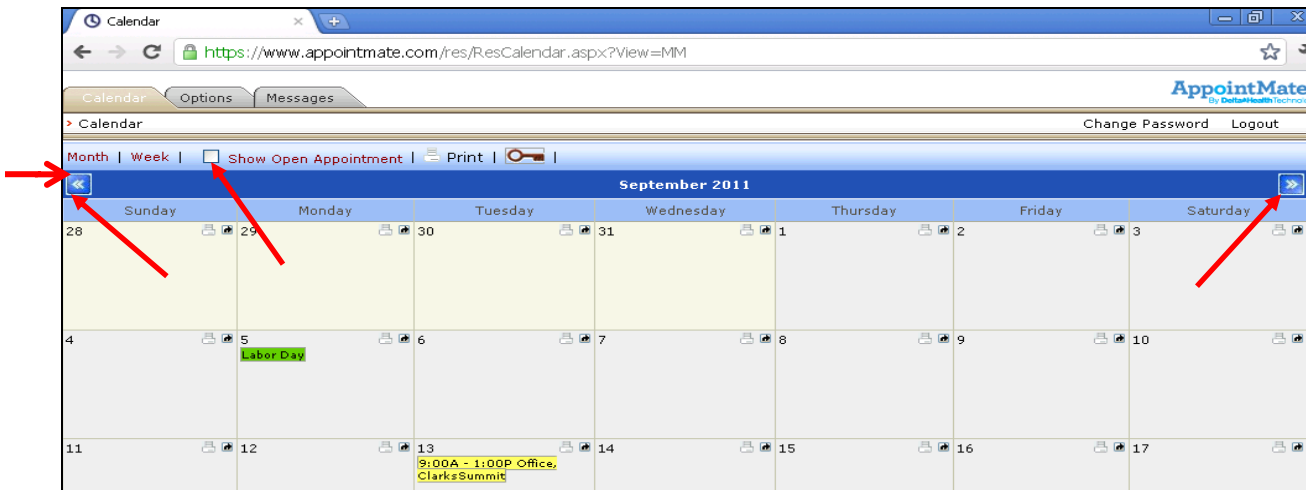
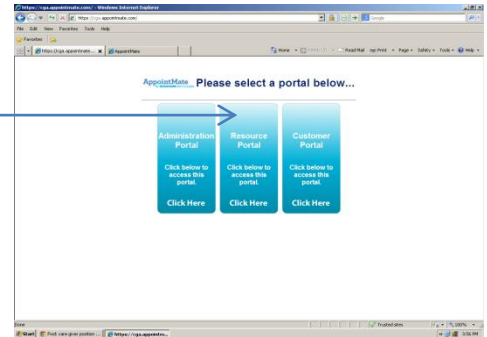


How to Use AppointMate Online

CareGivers America utilizes a web-based scheduling and timekeeping system called AppointMate. You will clock in and out of AppointMate using your customer's home phone. However, you can also view your schedule and see open shifts by visiting Appointmate's website and following the below steps:

1. Go to : <https://cga.appointmate.com>.
2. Choose "Resource Portal".
3. Enter your User ID and Password when prompted.
4. Once Logged in, the **Calendar Tab** displays your schedule.
 - a. Time frames to view:
 - i. Choose Month or Week from the top left.
 - ii. Navigate between weeks/months by using the blue arrows to the right and left of the month title.
 - b. Understanding the color of shifts:
 - i. **Green** = Confirmed appointments.
 - ii. **Yellow** = Pending appointments. Manager waiting to confirm with customer or employee.
 - iii. **Orange** = Open shifts needing staff
 - c. **To view available/open shifts needing staff:**
 - i. Select the check box for "show open appointment" at the top left of the screen.
 - ii. Contact a manager **BY PHONE** to pick up an available shift. Messages via Appointmate will not be received.



5. **Additional Features:** If you hover your mouse over a scheduled appointment, a drop down menu will appear with additional useful features:
 - a. **Appointment Notes:** Add typed notes regarding the care provided.
 - b. **Appointment Tasks:** Add or view tasks that have been entered.
 - c. **Customer Info:** View download of customer name, address, emergency contacts and care plan.

