

Staff: How to Use QuickSolveCLOCK

1 To use **QSClock**, you must have an internet connection. **To install on an iOS device** (iPhone, iPad, etc), follow the steps below:

a.  **Select the App Store** application from the device.



b. Select the Search bar near the top and type in "qsp" or "qsclock" or "quicksolveplus". Then select "Get" to install. **An Apple ID** is required to install applications from the App Store.

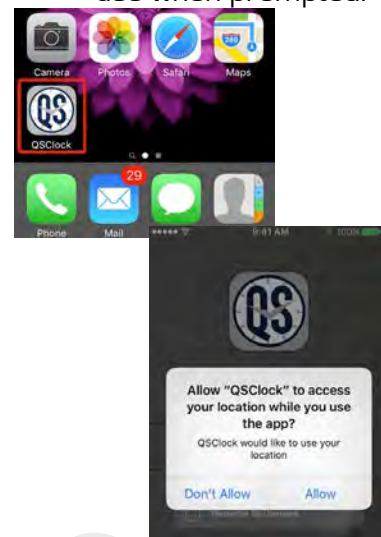
2 To install on an **Android device**, follow these steps:

a.  Select the **Play Store** application from the device.

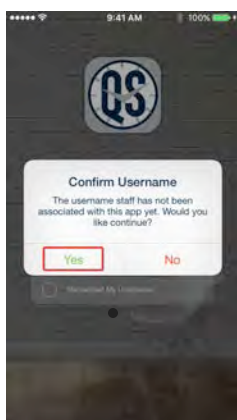


b. Select Search and type in "qsp". Then select "Install" to download. **A Google account** is required to install applications from the Play Store.

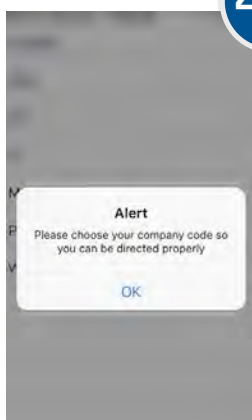
3 Locate **QSClock** on device and tap to open. "Allow" use of location while app is in use when prompted.



4 The first time logging in after installing, a **one-time configuration** is required. A prompt will ask you to confirm that your username is correct. Select "yes".

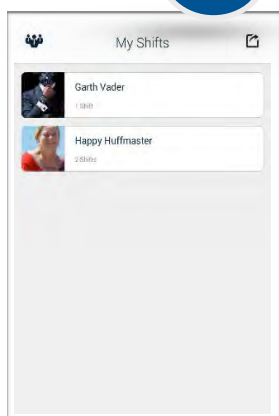


4.5 Next, you will be asked to choose your company code from the list. See your manager for your agency-specific company code. Once selected you'll be signed in.

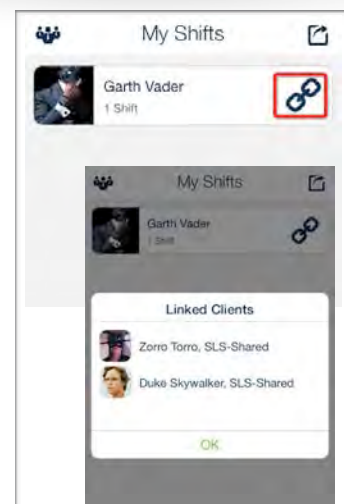
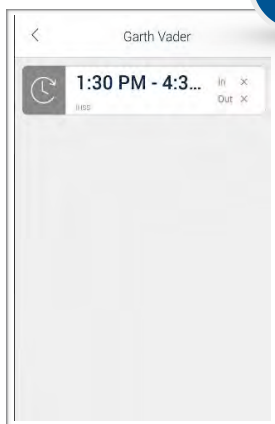


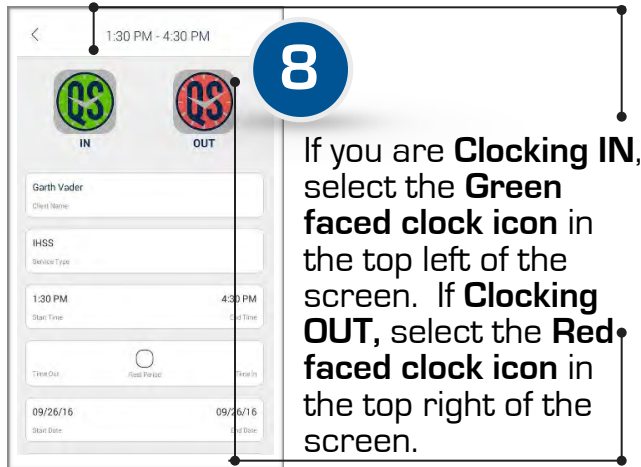
5 If you see your client's picture or name for the shift you are clocking in or out of, **continue to step 6**. If you **DO NOT** see your client's picture this could mean that you have not been previously scheduled for a shift and will need to create one. **Skip to step 11**.

6 Tap the appropriate **client's picture**, (or name) which will reveal your scheduled shift times(s) for the day



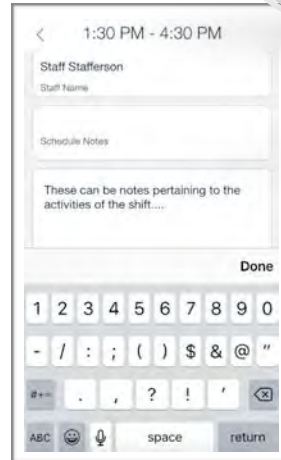
7 Tap the appropriate shift. Note that the font will appear larger when shift start or end time is near the actual time. If a shift is linked to other clients, selecting the link icon will display those details.





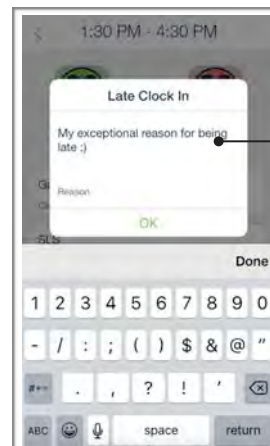
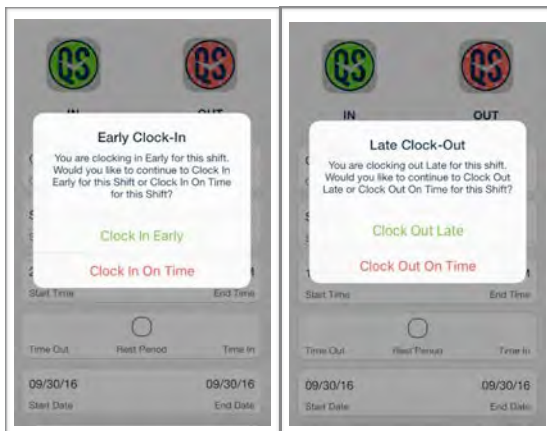
If you are **Clocking IN**, select the **Green faced clock icon** in the top left of the screen. If **Clocking OUT**, select the **Red faced clock icon** in the top right of the screen.

Note: If multiple service types exist in a consecutive shift (ie SLS 8a-10a, 10a-12p IHSS), you **DO NOT** need to Clock in/out of each service type. Same goes for an Overnight shift; you do not need to clock in and out if shift splits at 12 A.M.



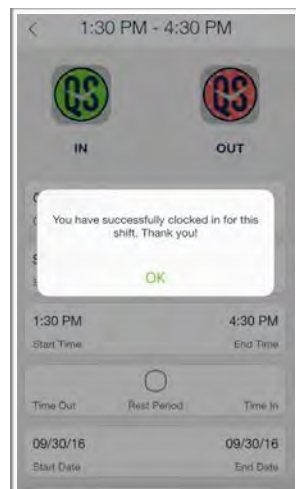
If applicable, during the Clock in or Clock out process, the **Mileage and Service Notes fields are active** and can save details upon Clock in/out.

9 The time limit for **Clocking IN or OUT Early or Late** is based upon what your agency has setup and determined is right for them.

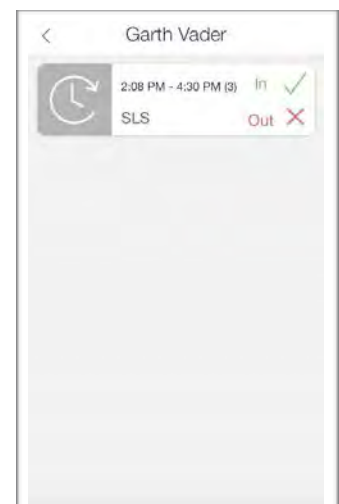


If you do get an Early or Late Clock prompt, you will need to give a **Reason**. Once typed out, **press OK**. You're done! Go to Step 11 for creating **unscheduled QSP shifts using QSClock**.

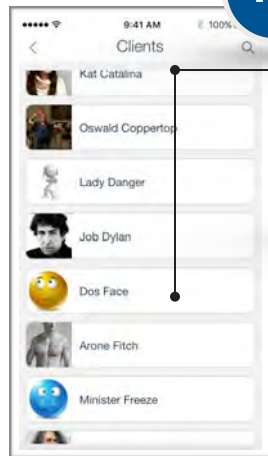
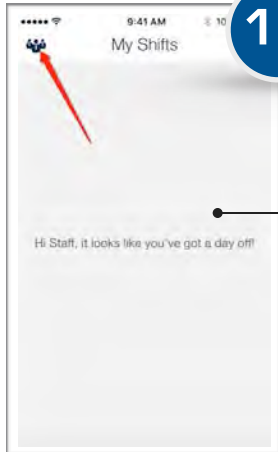
a. If you **Clocking IN EARLY or OUT LATE**, you have the option to choose if you want to be Clocked "On Time", based on your scheduled shift. If "On Time" is chosen, no reason is required and you will be successfully clocked in/out. Otherwise, follow step 10, as you'll be prompted to give a reason.



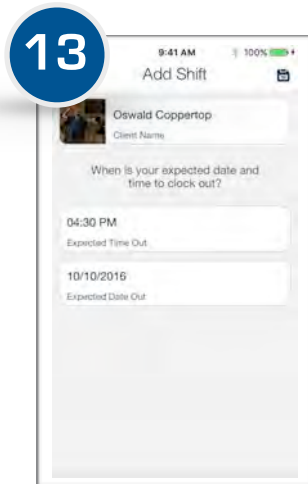
a. In and Out **indicators** will be green when clock in/out is complete



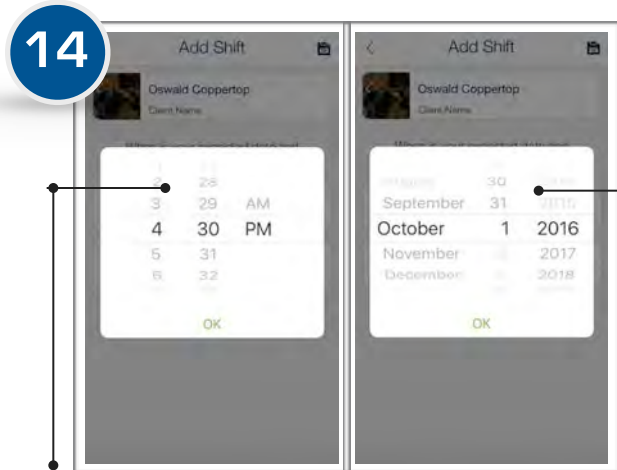
When you have not been previously scheduled in QuickSolvePlus (QSP), you may want to create a shift to Clock in to and later Clock out of. To do this, follow steps 11-15. If you are covering a shift for someone who has an existing shift, follow additional steps 16-17 in order to add your shift and replace the existing staff (if applicable). Now begin by clicking the clients icon in the top left corner.



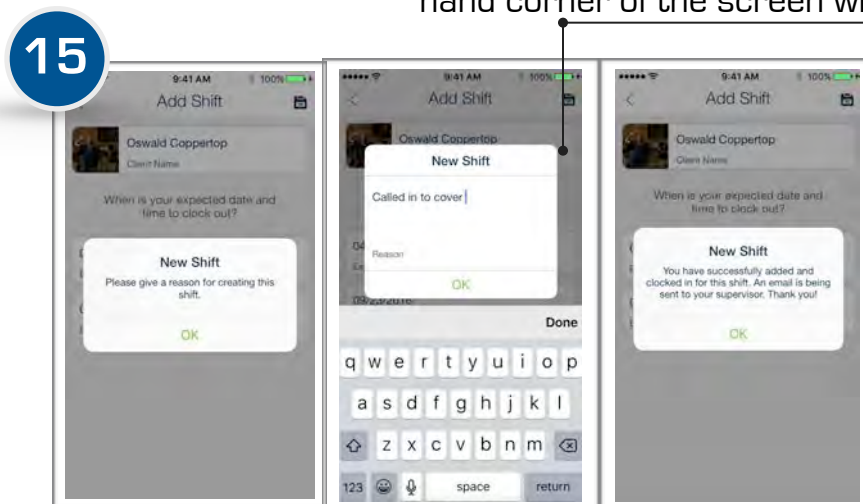
You'll see a list of all Clients' faces or first names for the office(s) you are associated with. Select the one that applies to the shift you are creating/clocking in for.



Once a client is selected chose the time and date you expect to clock out



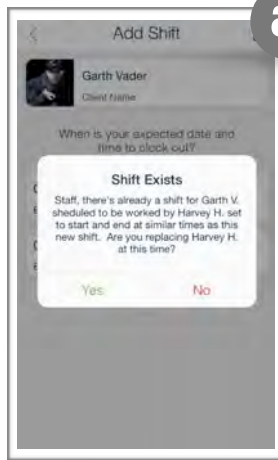
When the Expected Time Out field is selected, use the time picker to select your expected clock out time. The Expected Date Out field will default to today's date. If creating an overnight shift, for example, selecting this field will bring up a date picker. Use it to select your expected out date. Select the Save icon in the top right hand corner of the screen when continue.



Next, give a clear reason for creating this shift and then press **OK** You're done! When you're expected Clock OUT time arrives, Clock out using Steps 6-8.

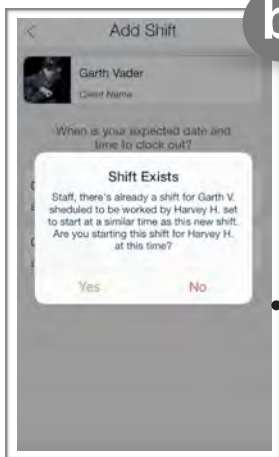
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Here are some scenarios to reference if the “Shift Exists” prompt is triggered after you’ve completed step 14.



a.

If you have not been previously scheduled in QuickSolvePlus and you create a shift that has the same client and **start and end time** of an existing scheduled shift, select “Yes” if you are **replacing** the scheduled staff and continue to step 17. If “No” follow Step 15.



b.

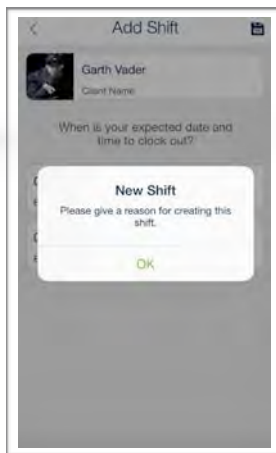
If you have not been previously scheduled in QuickSolvePlus and you create a shift that has the same client and **start time only** of an existing scheduled shift, select “Yes” if you are **starting** this shift for the scheduled staff and continue to Step 17. If “No” follow Step 15.



c.

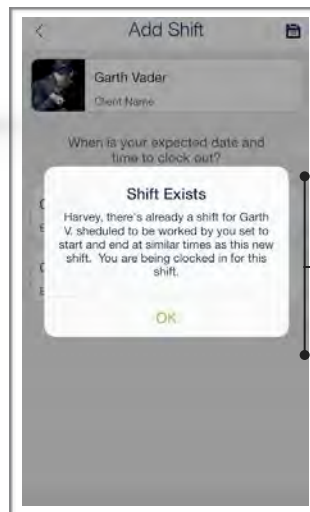
If you have not been previously scheduled in QuickSolvePlus and you create a shift that has the same client and **end time only** of an existing scheduled shift, select “Yes” if you are **finishing** this shift for the scheduled staff and continue to Step 17. If “No” follow Step 15.

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If you’ve pressed “Yes” to the Shift Exists prompt, please then give a reason.

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If you try and create a shift over what you are already scheduled for a “Shift Exists” prompt will be triggered. Select **OK** and it will clock you in appropriately.

Rules to Remember

1. Overnight shifts that are created as splits (ex 10p-12a/12a-8a) do NOT require a Clock in/out at midnight.
2. Staff that have consecutive shifts with the same client, even if it is with multiple service types, do NOT need to Clock in/out between shifts (ex 8a-2p IHSS, 2p-8p IHDP, 8p-10p SLS). If there are no gaps in service with the client, QSClock will automatically clock in/out leaving the ending shift time available to Clock out of.