

# BlueSky Mobile Training Manual

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## Table of Contents

Setting Up Login Credentials for Caregivers	3
Downloading and Logging into the App	5
Password Reset Tool	7
Viewing Scheduled Jobs	8
Shift Comments	9
Submitting Timesheets	. 11
Creating Timesheets	12
Viewing and Applying to Open Jobs	15
Viewing Cancelled Shifts	. 18
Cancelling by Caregiver	.20
Required Documents	.23
Submitting Payment & Expense Documentation	. 24
Push Notifications	. 26
Geofencing	. 28



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Mobile App Permissions	29
Controlling Access to Open Jobs	29
Controlling Visibility of Pay Rates for Open Jobs	30
Allowing Caregivers to Confirm Shift Assignments	33
Allowing Caregivers to Create New Shifts (Ad-Hoc Timesheets)	34
Requiring a Manager's Signature on Timesheets	38
Controlling Access to Required Documents	39
Controlling Access to Caregiver Profile Information	42
Troubleshooting Common Issues	47
General Troubleshooting	47
Assigned Jobs are not Visible	48
Unable to Login	49



## **Setting Up Login Credentials for Caregivers**

### Overview

Before caregivers can log in to the app, admin users must set up their login credentials in BlueSky. Alternatively, new applicants using the BlueSky employment application process (Full Apply and Short Apply) can create their own credentials.

### **Admin-Generated Credentials**

- 1. Navigate to Caregivers:
  - Go to Entries, then click on Caregivers.
  - Select the caregiver for whom you want to set the credentials.
- 2. Access User ID / Password Menu:
  - On the general page, click the "User ID / Password" button.
- 3. Set Username and Password:
  - Enter the desired login username and password.
- 4. Enable Login:
  - Check the "Login Allowed" checkbox.
  - Caregiver status must be "Active" or "Pre-Active"
- 5. Save the Changes:
  - Click "OK" in the User ID / Password menu.
  - Click "Save" in the top right corner.

A	dmin + Workspace <u>Entries +</u> Scheduling	g	👻 Reports Bulletin Board Reminders D	Dashboard Help
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Employment / Notes Calendar Placement Oriented Available Needs Available Shifts	Phones Fax	Edi	Communication Method e-mail v	

Figure 1: How to manually set caregiver login credentials.

*Hint:* Be sure to click "save" in the top right corner to store the login credentials. A prompt to save will appear before navigating away from the page.



### **Applicant-Generated Credentials**

For new applicants using BlueSky's Full Apply or Short Apply, login credentials can be automatically generated and sent to the caregiver if the appropriate company setup setting is enabled for the selected region. This setting can be found in Admin > Setup > Company Setup:

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		HR	email@email.com	* Confirm E-Mail	email@email.com		
Referral Bonuses		Print on Invoice	email@email.com	* Confirm E-Mail	email@email.com		
Worked Hours Bonus		Send to Upon Apply for Shift	email@email.com	* Confirm E-Mail	email@email.com		
State Taxes		Finance Group	email@email.com	* Confirm E-Mail	email@email.com		
GSA Limits		Patient Palationship	amail@amail.com	* Confirm E-Mail	email@email.com		
Facility Rate Groups		Patient Relationship	emangeman.com	Comme-mail	emangeman.com		
System Lists		Required Documents	email@email.com	Confirm E-Mail	email@email.com		
Caregiver Profile Te			Send Login info to Ap Notity Send to Appl	File Shift' Email II Categover			
Dashboards			change	s their availability calendar			
Email Template Editor Invoice Setup		Shifts/Needs Notification					

Figure 2: How to enable auto-generated credentials for applicants.

### Long Application (Full Apply):

- 1. Applicants enter their information and create a username and password.
- 2. Upon submission, a welcome email is sent with their login credentials.

#### Short Application (Short Apply):

- 1. Applicants only need to enter their name and email address.
- 2. Upon submission, a welcome email is sent with a generated user ID and password.

*Hint: While applicants can log in to the mobile app, functionality is extremely limited for this user group. The BlueSky Mobile app is intended for pre-active and active caregivers.* 



## Downloading and Logging into the App

### Overview

Learn to download, setup, and login to the BlueSky Mobile App.

### Step-by-Step Guide

- 1. Download the "BlueSky Mobile Caregiver App" from the Apple App Store (for iPhones) or the Google Play Store (for Android phones).
- 2. Open the app and tap 'Edit Your Companies.'
- 3. Click on the '+' in the upper right corner.
- 4. Enter the company name and code.
- 5. Click 'Add.'
- 6. Enter the username and password.
- 7. Select a company (created in step 2)
- 8. Click 'Sign In.'

*Hint: Ensure all caregivers have your company code prior to downloading and using the app. Your company code is the alias used in your BlueSky URL. This is the portion of the URL that comes before the .blueskymss.com part:* 

myfavagency.blueskymss.com

3:29 ,all <b>२ छि</b>	3:29 <b>,</b> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	3:29 .ul ≎ Œ	3:29 .ul ବ 🚳	3:29 .ul ╤ Œ
	Close Select a Company +	Close Select a Company +	Close Select a Company +	
<b>_</b>	No companies yet. Click the + above.	No companies yet. Click the + above.	No companies yet. Click the + above.	<b>_</b>
BlueSky				BlueSky
Welcome! Sign in to continue to BlueSky			Both fields are required.	Welcome! Sign in to continue to BlueSky
Username			My Favorite Agency	Username
			myfavagency	
Password 🎕			Add	Password 🔌
No Companies Available			my favorite my fave my favorites	Choose a Company
Edit Your Companies		Both fields are required.	qwertyuiop	Edit Your Companies
Sign In		Name	asdfghjkl	
How do I sign in?			☆ z x c v b n m ⊗	
Version: 2.17.7-480021707 Powered by BlueSky Medical Staffing		Code	123 space return	Choose a Company
Softwille © 2023 BlueSky Medical Staffins		Add	<u>ب</u>	My Favorite Agency

Figure 3: How to add a company code on the login page.



### Quick Login: Enabling FaceID, TouchID or Passcode Login

- 1. Follow first-time login instructions (complete the steps mentioned in the previous section).
- 2. Upon launching the app after initial login, users will be prompted by their device to enable FaceID, TouchID, or Passcode login.
- 3. When enabled, the app will use the selected login method, eliminating the need for a username and password entry.

*Hint: This feature is device specific. The selected quick login method (FaceID, TouchID, or Passcode) must be available and configured in the phone settings before it can be used with the BlueSky Mobile App.* 

BlueSky BlueSky Welcome! Sign in to continue to BlueSky		
myfavoriteagency	Do you want to allow "BlueSkyMSS" to use Face ID? We allow you to securely sign into the app. Don't Allow OK	Face ID
Edit Your Companies Sign In How do T sign in?		
Version: 2.17.9-480021709 Powered by BlueSky Medical Staffing Software © 2023 BlueSky Medical Staffing		

Figure 4: Enabling FaceID for Quick Sign-In.



## **Password Reset Tool**

#### Overview

Caregivers can easily reset their passwords in the mobile app by providing their username, email address, and company code.

### Step-by-Step Instructions

- 1. **Open the Mobile App**: Launch the mobile app on your device.
- 2. **Tap the "Reset Password" Button**: On the login screen, locate and tap the "Reset Password" button.
- 3. Enter Your Email and Login Username: Provide the email address and login username associated with your account.
- 4. Enter Your Company Code: Input your agency's provided company code. If you've previously logged in, your company code will already be selected.
- 5. **Tap "Reset Password"**: Confirm your request by tapping the "Reset Password" button.
- 6. **Confirmation Message**: If your email, username, and company code are correctly matched, a confirmation message will appear on the screen.
- 7. Check Your Email: A password reset email will be sent to the associated email address. Open your email inbox to find it.
- 8. **Open the Reset Link**: In the email, tap the provided link to proceed with resetting your password. This link will take you back to the mobile app.
- 9. Enter and Confirm New Password: In the app, enter your new password and confirm it by tapping "Reset."
- 10. **Final Confirmation**: A message will confirm that your password has been successfully reset.
- 11. Log In with New Credentials: Return to the login page and enter your new password along with your username to access your account.





## **Viewing Scheduled Jobs**

#### **Overview**

The Home and Schedule Tabs in the app provide a comprehensive overview of caregivers' upcoming and past jobs.

#### Home Tab

The Home tab is immediately visible upon login and displays a comprehensive list of upcoming jobs for easy and guick viewing. Caregivers can tap on any listed job to access additional details including shift timings and facility information.

#### Schedule Tab

The Schedule tab provides a split-screen view, offering a monthly calendar at the top and a corresponding list of jobs for the selected month below.

- Red dots on the calendar denote shifts with unsubmitted timesheets, and blue dots indicate scheduled shifts.
- As caregivers alter the calendar month, the job list below automatically updates, showing the relevant shifts for the chosen month.
- Similar to the calendar indicators, jobs listed in red represent shifts with missing timesheet submissions.





Home Tab View

Schedule Tab View



## **Shift Comments**

#### **Overview**

Caregivers can view custom shift comments directly in the app. Whether it's incentives, arrival instructions, or any other notes, the text added in the "Comment" field during shift creation will be visible for both open and assigned shifts. Company users have full control over the visibility of this field through Permissions settings.

*Note: For instructions on enabling or disabling these buttons, please see the permissions section of this guide.* 

#### How to Add Comments to Shifts (for Admins)

- 1. As a company user, start by logging into the BlueSky web portal.
- 2. Navigate to the Shifts grid by clicking Scheduling > Shifts.
- 3. In the Shifts grid, choose an existing shift or create a new one.
- 4. In the Shift Detail Form, locate the "Comment" field.
- 5. Add any desired comments or notes.
- 6. Click "Save" to save the shift details and newly added comments.

	Admin - Workspa	ace Entries <del>-</del> Scheduling - Pa	ayroll - Invoicing -	Reports Bulletin I	Board Reminders	Help
BlueSky			Test Region		•	Q Quick Search for Resources
9	•					
Shifts	D	2426 Shift #				
<< Back to List	Facility	BlueSky Clinic		Caregiver	[	• (8)
<ul> <li>Refresh Statuses</li> <li>Shift Request</li> </ul>	Facility Info	ateague@blueskymss.com (214) 587-8245 438 Davidson Dr, Nashville, TN, 37205		Caregiver Info		
Candidate Search	Unit	CU ~ 212		Category	Per Diem	~
<ul> <li>Vendor's Candid</li> <li>Notes</li> </ul>	Unit Contact	Teague, Anna 🗸		Assigned Degree	RN - Registered Nurse	~
- Holeo	Contact Info	ateague@blueskymss.com (541) 454-7878 (Cell)		Assigned Specialty	RN-Emergency (Bluesky)	~
				Preferred Degree	RN - Registered Nurse	~
	Start Date	09/01/2024		Preferred Specialty	RN-Emergency (Bluesky)	~
	Duration	1 day 🗸	Include in OT calc 📝	Alternate Degree		•
	Shift Type	1st (8 hour) V Shift Request Type	~	Alternate Specialty		•
	Start Time	06:00 ✓ End Time	14:00 🗸	Age Specific		~
	Lunch	1 Time Zone	CST 🗸	Requester Type	Project Lead	~
	Worker's Comp Code:	On Call 🔲	Charge	Requester	Support, BSS	•
	Workdays:	1 CallBack	Pool			
	Non-working:					
	Comment	\$50 Completion bonus. Scrubs must be royal blue				
				Entered By:	Support, BSS	
				Shift Location	Test Region	~
				Scheduler	Support, BSS	×%



## Viewing Comments in the App (for Caregivers)

When a caregiver views the shift in the mobile app, the comment field will be displayed. This field is visible in all shift pages, including:

- Open, unassigned shifts
- Assigned shifts
- Past shifts





## **Submitting Timesheets**

### Overview

This section describes the process caregivers will follow to submit timesheets for both scheduled and ad-hoc shifts using the app.

#### Submitting Timesheets for Scheduled Shifts

- 1. Accessing Scheduled Jobs: Upon login, caregivers will see their upcoming jobs on the home screen.
- 2. Starting the Shift Timer: Caregivers will tap on the scheduled shift and then tap "Start Timer." The timer begins and continues running in the background.
- 3. Taking and Ending Breaks: During a scheduled break, caregivers should return to the app and tap "Break" and tap "Resume" to end the break.
- 4. Clocking Out: To clock out, caregivers will tap "Finish". A prompt appears to confirm the end of the shift.



Figure 5: How to use the in-app timeclock.

- 5. Attaching a Signature (Optional)
- Caregivers can attach a timesheet image by tapping Take Picture or Choose Picture.
- Alternatively, caregivers can have a manager physically sign the timesheet by tapping Manager Signature.
  - The approving manager can review the timesheet and sign the digital signature pad.
  - The signature pad is stamped with the shift details and uploaded as a timesheet image attachment.



1:34 all 🕈 😰			
Job Form	× Close	<	Job Form
Unit	Job Summary	Shift	Not recorded
Emergency Dept	Time 09/27/23	On Call	×
	Start Time 07:00	Charge	×
Shirt type	End Time 15:00	Callback	×
Select	Break Duration Oh 0m	Pool	×
On Call     Callback       Charge     Pool	unit Emergency Dept	Use a photo of shif the	it manager's signature or have em sign below.
Use a photo of shift manager's signature or have them sign below.	Cancel View Job Details	North Starts J Martin (1997) Starts J Martin (1997) Starts Dep Titter Unit Research Date Signed: 9/82/8023.	Constant of the second of the
Cancel Save and Review Submit Timesheet	Jane Doe Unit Manager Clear Save Have your manager sign their name in the area above, then click save.	Cancel	Save and Review

Figure 6: How to attach a manager's physical signature.

6. Submitting the Timesheet: After confirming the end of the shift, caregivers review the time tracked. If correct, they tap "Submit," or "Save and Review" to submit at a later time.

## **Creating Timesheets**

#### **Overview**

This section describes two important features that caregivers can use to create timesheets for shifts that were not scheduled in advance.

- 1. Create New Shift Button: Allows caregivers to manually create timesheets for unscheduled shifts.
- 2. Create New Timesheet Button: Allows caregivers to manually create timesheets for unscheduled shifts by duplicating an existing timesheet or shift.

*Note: For instructions on enabling or disabling these buttons, please see the permissions section of this guide.* 



#### Create New Shift Button:

Caregivers can create timesheets for unscheduled (ad-hoc) shifts by using the "Create New Shift" button. For new shifts, caregivers must select the date, clock-in times, facility, and unit. This option is particularly useful in scenarios where an agency may not know in advance the specific dates and/or locations a caregiver is directed to work by the facility. Upon inputting these details, the timesheet system automatically creates a corresponding shift and searches for applicable rates

- 1. Tap the Create New Shift button on the home tab.
- 2. Enter the appropriate shift information, including facility, unit, and shift type.
- 3. Attach an optional photo or attachment.
- 4. Tap Submit to submit the timesheet.

1	2:26	all 🗢 📧	12:27	ul Ş	76	12:27	.ul 🗢 🖬	12:2	9 .ul 🗢 📧
3	Home		<	Job Form		ل	lob Form	<	Job Form
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Upo	coming Jobs								
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	10/24/23 Grandview Medical Center General Floor		Time	THE OUT		Shift Type		Shift Typ	e
	10/24/23 BlueSky Clinic Burn Unit		03:02 AM	- 11:26	АМ	3rd 8h		3rd	Submit Ad Hoc Time Data Are you sure you want to submit this time data? You will not be able to
	10/25/23 BlueSky Clinic Burn Unit		Break Duration			On Call Charge	Callback		change it through the app once it is submitted.
	10/25/23 BlueSky Hospital Emergency Dept		01:00						Cancel Confirm
	10/26/23 BlueSky Hospital Emergency Dept		Cha	nge Shift as Needed		Use a photo of shift i them	manager's signature or have n sign below.	Use a ph	oto of shift manager's signature or have them sign below.
	10/26/23 BlueSky Clinic Burn Unit	2:00 PM - 10:00 PM	Facility BlueSky Hospita	al		Take Picture	Choose Photo	<b>O</b> Ta	ake Picture Choose Photo
	Create New Shif		Unit			l v	lanager Signature		🖉 Manager Signature
Sched	ule Jobs Home	Time Files	Cancel	Sut	omit	Cancel	Submit	Canc	el

Figure 7: How to Submit an Ad-Hoc Timesheet.



### Create New Timesheet Button

When enabled, the "Create New Timesheet" button appears in the detail view of an assigned shift. It's also visible at the bottom of both unsubmitted and completed timesheets. This feature allows caregivers to generate a duplicate timesheet to edit. The duplicated timesheet inherits the base shift's contract ID (if applicable) from the initial shift it was generated from. Unlike the "Create New Shift" button, the "Create New Timesheet" feature allows for the creation of timesheets that are directly linked to an existing contract with appropriate contract rates.

- 1. Tap on the Time tab at the bottom of the screen
- 2. Tap on the History tab at the top of the page to view submitted timesheets.
- 3. Select a timesheet to duplicate from the list.
- 4. Scroll to the bottom of the timesheet detail page.
- 5. Tap the Create New Timesheet button.
- 6. Enter the appropriate shift information, including clock times, unit, and shift type.
- 7. Attach an optional photo or attachment
- 8. Tap Submit to submit the timesheet.

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Upc	oming Jobs		Upcoming Job		Previous Time Shee	ts			Date	
	03/06/24 BlueSky Hospital Emergency Dept	7:00 AM - 3:00 PM	BlueSky Hos Emergency D	<b>pital</b> ept	BlueSky Clinic Emergency Dept	08:00	)	Start Timer Cancel Shift	02/29/24	
	03/07/24 BlueSky Hospital Emergency Dept	7:00 AM - 3:00 PM	SCHEDULED START TIME 7:00 AM	SCHEDULED END TIME	C2/18/24 BlueSky Clinic Emergency Dept	07:45	Job Details	5	Time TIME IN	TIME OUT
	03,09/24 BlueSky Hospital	7:00 AM - 3:00 PM	Start Time	er	C2/10/24 BlueSky Clinic Emergency Dept	08:00	ID: Facility:		06:00 AM	- 02:00 PM
	See	All Upcoming Jobs 🕥	Cancel Sh	ift	C2/09/24 BlueSky Clinic Emergency Dept	08:00	Unit: Address:	Emergency Dept 311 White Bridge Pike	Break Duration	
			Unsubmitted Time Sheets		61/09/24 BlueSky Hospita Emergency Dept	ıl 08:00	Attributes:		00:00	
			Please submit time sheets for these job 02/08/24 BlueSky Clinic Energence Dard	6:00 AM - 2:00 PM	Children Chi	08:00	Scheduler		Unit	Shift as Needed
			OU24/24     BlueSky Clinic     Emergency Dept	6:00 AM - 2:00 PM	energency Dept	ıl 08:00	Name: Phone Number		Burn Unit	
	Create New Shi	íft	Oly24/24     BlueSky Hospital     Emergency Dept	7:00 AM - 3:00 PM			Emailt	youremailhere@email.com	Shift Type	
Schedu	e Jobs Home	U Fies	Schedule Jobs Home	Time Files	Schedule Jobs	Home Time Files			Cancel	Submit

Figure 7: How to use the Create New Timesheet Button



## Viewing and Applying to Open Jobs

#### Overview

Learn how to view and apply for open jobs within the app.

*Note: For instructions on enabling or disabling access to open jobs, please see the permissions section of this guide.* 

#### Submitting an Application

- 1. Tap on the Jobs tab in the bottom menu to navigate to the list of available jobs.
- 2. Browse through the job listings and select the desired shift.
- 3. Tap Apply at the bottom of the screen to submit the application.



Figure 8: How to apply to an open job.

*Hint: By adjusting the "Job Status" filter on the Jobs tab to "Applied," caregivers can easily view and keep track of their own job applications within the app.* 

### Filtering the Open Jobs List

To make your job search more efficient, the BlueSky Mobile App allows you to apply filters to your job search, helping you find jobs that specifically match your criteria. Here's how to use the filter feature:

- 1. Navigate to the 'Jobs' tab.
- 2. Tap on the filter icon in the top right.
- 3. Adjust the following parameters to hone your job search:
  - Job Status: Select from Available, Applied, or Assigned (Unconfirmed) jobs.



- **Job Location**: Enter a desired city, state, or zip code.
- **Distance**: Use the slider to set the preferred search radius from the chosen location.
- **Facilities**: Select from facilities with current job openings.
- **Unit**: Choose a particular unit within a facility with open positions.
- **Degree**: Filter jobs based on your qualifications (e.g., RN, LPN).
- **Specialties**: Filter based on your professional specialties.
- Ignore Alternate Degree and Specialty Matches: Enable this setting to hide jobs that accept alternate qualifications with non-applicable pay rates.
- **Days**: Filter by specific days of the week.
- **Job Type**: Differentiate by single or contract positions.
- **Time**: Specify a start and/or end time for job availability.
- 4. Tap 'Save' to activate the filters.

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3	Home	≡	3	Jobs	$\equiv$	Filters	
(	) You have an unsubmitted to Tap here to view.	imesheet	Search			Job Status Applied	
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			📋 🌔 Thu, Sep 28	<b>th</b> 7:0	0 AM - 3:00 PM	Nashville, TN, USA	×
			BlueSky Hos - Emergency RN - Registerer Emergency (Blu	spital xy Dept d Nurse, RN- uesky) <b>\$ 70</b>	Available	Distance 50 miles 0	100
			Fri, Sep 29th BlueSky Hos - Emergence	n 770 s <b>pital</b> sy Dept	0 AM - 3:00 PM	Facilities BlueSky Hospital	×
			RN - Registered Emergency (Blu	d Nurse, RN- uesky) <b>\$ 70</b>		Units	
			BlueSky Hos	nh 7:0 Spital	0 AM - 3:00 PM	Emergency Dept	×
			- Emergenc RN - Registered Emergency (Blu	by Dept d Nurse, RN- uesky)	Avanable	Degree	
				\$ 70		2 Selected	
			Mon, Oct 2n     BlueSky Hos     - Emergence     RN - Registered	d 70 spital sy Dept d Nurse, RN-	Available	RN - Registered Nurse X (LPN - Licensed Practical Nurse X)	
	Create New Shift		Emergency (Blu	uesky) \$ 70		Specialties	
Schedule		me Files	Chedule Tue, Oct 3rd	7:0 Home Time	0 AM - 3:00 PM	Reset	ncel Save

Figure 9: How to open the "Jobs" filter.



## **Confirming Shifts by Caregiver**

Overview

This feature allows caregivers to acknowledge and confirm their assigned shifts. Once confirmed, the shift status will update to "Confirmed by Caregiver" in the web portal.

*Note: For instructions on enabling or disabling this button, please see the permissions section of this guide.* 

### Step-by-Step Guide

- 1. Tap on the Jobs tab at the bottom of the screen.
- 2. Click on the filter icon in the top right corner.
- 3. In the job status filter, choose Assigned (Unconfirmed).
- 4. Tap Save to activate the selected filter.
- 5. You will now see a list of shifts that need your confirmation.
- 6. Tap on a specific shift to view more details.
- 7. Once ready, tap "Confirm Job" to confirm the shift.

*Hint: The caregiver web permission for "Confirm Shifts by Caregiver" must be enabled to confirm shifts in the mobile app. When this permission is turned off, caregivers will not see the "confirm shift" button.* 



Figure 10: How to Confirm a Shift.



## **Viewing Cancelled Shifts**

#### Overview

Cancelled shifts can be found under the Schedule section of the BlueSky mobile app. This area lists all shifts, including those that have been cancelled. For each cancelled shift, the following information will be displayed:

- **Cancellation Type**: Specifies the origin of the cancellation-identifying whether it was initiated by a caregiver, the facility, or the agency itself.
- Cancelled On: Indicates the exact date and time when the cancellation was processed.
- **Cancel Reason**: Displays the reason for cancellation as chosen from a predefined list in the cancellation menu.
- **Comments**: Provides space for any additional details or explanations regarding the cancellation.

When a cancellation is initiated by a company user through the web portal, the information is relayed to the caregiver in the mobile app, including the cancellation type, date, reason, and any comments.

Shift: Cancel By Facili	ty	×
Cancelled Date/Time	02/22/2024 📰 03:37 PM 😴	
Cancelled Dates	<b>2</b>	
	3/1/2024	
Cancelled by	Teague, Anna 🗸	
Phone #	(321) 547-8744 Home-Phone	
# of hours before Shift	72	
Cancellation Reason Type	Low Census 🗸	
Comment	Sorry Rick! The hospital has reported low census. We'll be in touch regarding a replacement shift shortly. Feel free to contact your recruiter with any questions.	
	OK Cancel	

1. A company user initiates a cancellation in the web portal.



The cancellation triggers a push notification alert to the caregiver. The shift is marked as cancelled, indicated by the strikethrough formatting. Tapping a cancelled shift will open the detail view with additional information.

T-Mobile	at 🗢 💷	3:	45				.al S	P 🖽	3:40 • Messages		al 🗢 🖾
		2		s	chedu	le		≡	<	Job Detai	s
Thursday, Febru	uary 22	<		M	arch 20	24		>		Details	Notes
2.1	$\mathbf{O}$	Sun	Mon	Tue	Wed	Thu	Fri	Sat	0	This shift has been	en canceled
J-3-4	U			27	28	29	1	2			
		3	4	5	6	7	8	9		BlueSky Hos Emergency De	pital pt
		10	11	12	13	14	15	16		03/01/24	
		17	18	19	20	21	22	23	START T	ME	END TIME
			25	20	0.3	20	20	20	07:0	0	15:00
		24	25	26	27	28	29	30	Cancellation	Details	
		31							Cancellation Type		Facility
			① You	have ar	n unsubr	nitted t	imeshee	t	Canceled On:	Thursday, Fe	bruary 22nd 2024, 3-37 pm
			Тар	here to vi	ew.			_	Cancel Reason:		Low Census
		Sched	uled Joł	os.					Comments: Sorry Rick! The h	spital has reported l	ow census. We'll be in
Notification Cente	ar 🙁	<b></b>	03/01/24 BlueSky	Hospite -Dept	h		7:00 AM Cance	soo PM	touch regarding a your recruiter with	replacement shift st any questions.	ortly. Feel free to contact
Shift Cancelation	im ago	8	3/02/24				7:00 AM	3:00 PM			
03/01/2024 07:00 AM h on 02/22/2024.	as been canceled		BlueSky	/Dept	al				Job Details		
on other room.									ID:		1983
		Ĥ	ſf	'n	6	(	D)	<i>Di</i>	Facility:		BlueSky Hospital
Swipe up to op	en	Schedule						Files	Unit:		Emergency Dept
and the second second second				_		_			Address:		Machaille, TM 2730E

- A push notification alerting the caregiver of the cancellation is sent.
- The cancelled shift can be seen in the Schedule tab.
- Tapping the shift will display the cancellation details from step 1.



## **Cancelling by Caregiver**

#### Overview

Caregivers have the ability to cancel shifts directly through the mobile app, facilitated by a Cancel Shift button on the job details page. Once a shift is marked as cancelled, actions such as Start Timer and Edit Timesheet are disabled, with the shift details provided for informational purposes only.

*Note: For instructions on enabling or disabling this button, please see the permissions section of this guide.* 

#### **Initial Setup**

Company Admins have the option to customize the list of reasons a caregiver can select when cancelling a shift.

- 1. Navigate to Admin > Setup > System Lists.
- 2. Select "Cancel Reason by Caregiver" in the "System List" drop-down menu.
- 3. Customize the list of reasons as needed.

<b>)</b>	Admin - Workspace Entries - Scheduling - Payroll -	Invoicing - Reports Bulletin Board	Reminders Dashboard Help		Support, BSS · Log Out Powered By PowereSky
BlueSky	Setup	Test Region	- Q Quick Search for Resources		0
Setup	Edit Mode All Modes  System List  Cancel Reason by Caregiver  SeqNum				
Degrees Specialties Required Docs Facility Types	The system allows viewing/editing or adding new data for this list.           Image: Control of the system o				(
Vendor Types	Current Filter: Status: Active				
Payment Types States		Value		Status	SeqNum
Counties	Sick/Unwell			Active	
Evaluations Schedule	I can no longer work this shift			Active	1
Evaluations	Facility has cancelled this shift			Active	2
Holidays	Not scheduled to work this day			Active	3
Company Setup	Example Reason			Active	4
File Import Groups	Another example reason			Active	5
Worked Hours Bonus	New Value				
State Taxes					
GSA Limits					
Facility Rate Groups					
System Lists					
Government Contra					
Caregiver Profile Te					
Dashboards					

Figure 11: How to customize the caregiver cancellation reason list.

#### Step-by-Step Guide

- 1. Log In: Open the mobile app and sign in.
- 2. Select a Shift: Choose an upcoming or past shift (no more than 30 days old).
- 3. Cancel the Shift: Tap the "Cancel Shift" button.
- 4. Choose a Reason: From the dropdown, select a reason for the cancellation.
- 5. Add Comments: Optionally, enter any notes or comments in the "Comments" field.
- 6. **Confirm**: Tap "Confirm" to complete the cancellation process.



7. **Review**: To see your cancelled shifts, go to the Schedule tab.

4:22		al 🗢 🗹	4:22	.ul 🗢 🚱	4:24	al 🕈 🚯	4:24 🕇	.ul 🗢 🚱
3	Home	≡	loL >	Details	Cancel Shift		<	Job Details
() You	have an unsubm	itted timesheet	Details	Notes	Canceled Date/Time		D	etails Notes
1001	nere to view.				2024-02-22 16:23		() Thi	s shift has been canceled
Upcoming Jo	obs		BlueS	ky Hospital	Canceled Dates			
02/27/24		11:00 PM - 7:00 AM	Eme	gency Dept	2024-03-02			lueSky Hospital
Emergency	Hospital / Dept	$(\Rightarrow)$	o	3/02/24	Canceled Reason			Emergency Dept
02/28/24 BlueSky	Hospital	7:00 AM - 3:00 PM	START TIME 7:00 AM	END TIME 3:00 PM	Sick/Unwell			03/02/24
Emergency		$\bigcirc$	_				START TIME	END TIME
02/29/24 BlueSky	Hospital	3:00 PM - 11:00 PM	Sta	irt Timer	Comments		07.00	13.00
Emergency	y Dept		Car	ncel Shift	I've just received a positive flu te	st.		
03/02/24 BlueSky	Hospital	7:00 AM - 3:00 PM					Cancellation De	talls
Emergency	y Dept	$( \exists )$	Job Details				Cancellation Type:	Caregiver
	5	See All Upcoming Jobs 🕥	ID:	1984			Canceled On:	Thursday, February 22nd 2024, 4:23 pm
			Facility:	BlueSky Hospital			Cancel Reason:	Sick/Unwell
			Unit:	Emergency Dept			Comments:	I've just received a positive flu test.
			Addresses.	311 White Bridge Pike				
			Address.	Nashville, TN 37205			Job Details	
			Attributes:	None			10:	1004
							1D:	1984
		ime	Scheduler				Facility:	Biuesky Hospitai
etta etta			Name	Support BSS	Reset	tk Confirm	Unit:	Emergency Dept
Schedule Jol	bs Home	Time Files	Diseas Number	Not Dravided			Address:	311 White Bridge Pike Nashville, TN 37205
		_	Phone Number:			<u> </u>	Attributes:	None
	1. Select a	shift	2. Tap the "Ca	ncel Shift" button.	3. Select a reason and comments.	enter any	4. Review	the cancellation in the schedule tab.

*Hint:* Caregivers can cancel shifts up to 30 days after the scheduled start date, as long as they haven't submitted a timesheet for them.



## **Caregiver Profile Information**

#### Overview

In the BlueSky Mobile app, caregivers can view and edit their general profile information when the appropriate permissions are enabled.

*Note: For instructions on enabling or disabling these buttons, please see the permissions section of this guide.* 

#### Step-by-Step Guide

- 1. Tap the three-line icon located in the top-right corner of the app to open the side menu.
- 2. Select "My Profile" from the menu to view your personal profile.
  - 1. Various categories of your profile (like Personal Info, Education, Work History, etc.) are available.
- 3. Tap on the category you wish to view or edit.
- 4. In the selected category, you can either update existing information or add new details.
- 5. Simply tap on the field you want to modify and enter the new information.

*Hint:* Each sub-section of the profile is governed by specific web permissions. These can be individually toggled to allow full access (view and edit), read-only (view only), or no access.

Home	🗧 🍃 BlueSky	Profile	Back Personal Info
Tap here to view.	iesneet	Personal Info >	First Name
12/01/23 7:00 AM - 3:00 PM	Mobile App FAQ	Education >	Rick
Emergency Dept	My Profile	Work History	Middle Name
See All Upcoming Jobs 🧿	coming Jobs 🕥 Credentials	References >	j
	Sign Out	Notification Settings	Last Name
			Ault
			Email
			myemail@email.com
			Birthday
	Clear Cache		02/12/81
	User: Ault, Rick j (13) Code: demobss15		Social Security Number
Track Your Time	Version: 2.17.9-480021709 Powered by BlueSky Medical Staffing Software		Save
Schedule Jobs Home Time Files	O 2023 BlueSky Medical Staffing Software     All rights reserved.     Price	Profile Home Credentials	Profile Home Credentials

Figure 12: How to Edit Profile Information.



## **Required Documents**

#### Overview

Caregivers can view, edit, and upload new required documents in the BlueSky Mobile App.

*Note: For instructions on enabling or disabling these buttons, please see the permissions section of this guide.* 

### Step-by-Step Guide

- 1. Tap on the three-line menu in the top right corner of the screen.
- 2. Tap Credentials in the slide-out menu.
- 3. Tap State Licenses to view and edit license information or tap Other Required Documents to view all other documents.
- 4. Tap on a document to open the detail page.
- 5. When the appropriate permissions are set, caregivers can modify the following fields of a required document:
  - 1. Note
  - 2. Date Issued
  - 3. Expiration Date
  - 4. Attachment Upload

11:53	al 🗢 🖾			11:53	.ai * 🖽	11:63	.al 🗢 💷	11:56I 🗢 🖾	11:56 all 🗢 🖾	11:56 🐭	al † 🖽
Home		=	BlueSky	Crede	entials	< Back Required Docume	nts	< Note	< Note	Back Required Documents	
You have an unsubmit Top here to view.	tted timesheet	reshert		State Licenses	>	Search	Q <b>V</b>	Please see the attached file and let	Please see the attached file and let	Search	Q <b>Y</b>
Upcoming Jobs				Other Required Docu	ments >			Date Issued	Date Issued		
BlueSky Hospital		00 AM - 3 00 PM	My Profile			07/08/2023	>	10/24/23	10/24/23	07/08/2023	,
11,04/23		58 AM - 5 53 PM	Credentials			Drug Screen	2	Expiration Date	Expiration Date	Drug Screen	2
General Roor		(3)	Sign Out				_	10/24/24	10/24/24	04/10/2024	
BlueSky Clinic		00 FM - 10 00 FM				Physical Exam not recorded	>	Days Valid 366	Day Confirm	Physical Exam 04/10/ Success	~3 >
BlueSky Clinic		00 PM - 10 00 PM				Tetanus Vaccination not recorded	>		the document?	Tetan not res	<i></i>
BlueSky Hospital		00 PM - 15 00 PM				Direct Deposit Authorization not recorded	>	22-23 Handbook.docx	22-23 Handbook.docx	Direct Deposit Authorization not recorded	>
BlueSky Hospital Drengancy Dest		00 AM - 3 00 PM				Form 19 not recorded	>	Upload a document	Upload a document	Form 19 not recorded	,
BlueSky Clinic		00 FM - 10 60 FM (())				Form W-4 not recorded	>	Direct Director Add a Director		Form W-4 not recorded	>
Track Your Ti	me					Health Insurance Authorization not recorded	>		Course Support	Health Insurance Authorization not recorded	,
	S Ø Time Files		© 2028 BlueSky Medical Stating Software All rights reserved.		0100000000	Profile Prove	Dreservies	Lancel Stre Doctrion			Creckerstons

Figure 13: How to Edit a Required Document.



## **Submitting Payment & Expense Documentation**

#### Overview

Caregivers can easily submit documentation for "Other Payments" through the mobile app. This section will cover the process of configuring payment types and guiding caregivers on submitting their documents properly.

*Note: For instructions on enabling or disabling these buttons, please see the permissions section of this guide.* 

### Step-by-Step Guide

#### 1. Verify Payment Type Configuration

- 1. Navigate to: Admin > Setup > Payment Types.
- 2. Select the desired payment type to open the detail menu.
- 3. Ensure the "Show to Caregiver" checkbox is selected. This checkbox controls which payment types are displayed in the mobile app.

							Support, BSS + Log Out
, <i>, , , , , , , , , , , , , , , , , , </i>		Payment Type: Add. Edit			×		
BlueSky							
м.		Payment Type Info					
		Type Name	License Reimbursement	Taxable			
	Current Filter: Status: Active	Charge / Payment	O Charge   Payment	Stipend (Pro-rated payment)			
		Payment by	Amount	Status	Active		
		Default Catagory	Der Diem	Include in Scheduled kloure			
	Bonus						
	Completion Bonus	Margin Calc Info		Default Values			
	Early Pay	Pay/Bill 53	Per Day 🗸	For All States Pay/Bill	.00 / .00		
	Employee Chargeback	Summary Group	Taxable Wages 🗸	Per State			
	Guaranteed Hours	Bill Facility		Use Default Values			
	License Reimbursement	Include in Take Home					
	Lodging						
	Master Vendor (% of Bill)	Auto-Payment Info					
	Master Vendor (Amount)	Create Auto-payment		Include Other payments			
	Meals and Entertainment	Collect / Pay by	Pay Period 🗸	TS/OP Category	All		
	Misc Charge	Pay Period	Weekly	TS/OP linked to Contract	Both		
	Misc Reimbursement	Use 7-days week		Limit by Number of Hours Per Week			
	Orientation	Use Des DeutShift Celevieties					
	New Payment Type	Use Per Day/shint Calculation					
		Additional Info				< Page 1 of 2 >	>> Page length 15 ~
		Payment Code		Service Item	×		
		Pay # 💬	1	Class	V		
		Bill Code		Exclude From Margin			
		Show to Caregiver					
		Use for linking with TO					
		Use for linking with TS					
					OK Canad		
					Cancel		

Figure 14: How to Show Other Payments in the Mobile App

#### 2. Accessing the Submission Form on Mobile

- 1. Open the mobile app and navigate to the "Files" tab.
- 2. Select "Send File" to initiate the document submission process.

#### 3. Entering the Reimbursement Information

- 1. Select the appropriate payment type.
- 2. Attach an image or file.



- 3. Write a description or message in the textbox.
- 4. Confirm that the "To" email address and subject are accurate, or edit them if needed.
- 4. Tap "Compose" to launch your default email application.
  - 1. Review your email and hit "Send."

*Hint: The recipient email address is automatically retrieved from the "HR" email field specified in the "Company Setup" section. The email subject is automatically populated to include the payment type and date of submission.* 

8:49 ∢ Search	.ul † 🏧	8:53	al © 🔟	8:50 ∢ Search	.ul 🗢 🔟	8:51 ∢ Search	al 🗢 🔟
<b>Files</b>	≡	J Files	=	🤰 File	es 🔳	Cancel	
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Email files associated with your jobs t receipts and other important docume	o help keep track of nts.	Email files associated with your jol receipts and other important docu	os to help keep track of ments.	Email files associated with your receipts and other important do	r jobs to help keep track of ocuments.	To: hr@blueskymss.com	
Send File		Send F	ile	Send	d File	Cc/Bcc, From: example_email@e	email.com
		Add File		Add File		Subject: License Reimburseme	nt - 11/07/2023
		То		То		Please see the attached rec	eipt.
		hr@blueskymss.com		hr@blueskymss.com		Thanks!	
		Payment Type		Payment Type			
		Select ↓		License Reimbursement		Asana 🥔 85M Permissions 💿 Wireframes	Custom Dev Form
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	$\bigcirc$	Select	<b>1</b>			PRO OP VAIL	2016
Schedule Jobs Home	Time Files	Completion General File	or Note	C	Cancel	Announce of the second se	Vieit >

Figure 15: How to Submit Other Payments



## **Push Notifications**

## Overview

BlueSky Mobile's push notifications are tailored to assist caregivers in managing their notifications efficiently. The app offers several types of notifications for caregivers:

Wed 28 ▲ 47° <b>2:39</b>	Wed 28 ▲ 47° <b>2:39</b>	Wed 28 ▲ 47° <b>2:39</b>	Wed 28 • 47° <b>2:39</b>
Vou have 3 unsubmitted timesheet(s) Re 3h ago You have 3 unsubmitted timesheet(s). Please log in and submit your time.	Unsubmitted Timesheet Remin 977 800 You have an unsubmitted timesheet for 07/10/23. Please log in and submit your time.	Mew Jobs Available Im ago 12 new jobs were recently posted.	Shift Cancelation 15m ago Your shift at BlueSky Hospital on 02/29/2024 03:00 PM has been canceled on 02/28/2024.

Figure 16: Push Notification Examples

## **Unsubmitted Timesheet Reminders**

These reminders are important for caregivers to stay updated on their timesheet submissions and come in two forms:

- 1. Individual Timesheet Reminders:
  - 1. These are sent if a caregiver's timesheet remains unsubmitted one hour past the scheduled shift duration.
  - 2. Example: If a caregiver's shift is from 8 AM to 4 PM, and the timesheet is not submitted, a reminder will be sent at 5 PM.
- 2. Summary Timesheet Reminders:
  - 1. Every morning, caregivers receive a summary of all unsubmitted timesheets.
- 3. *Hint: Notifications for an unsubmitted timesheet will stop once the pay period is rolled forward by a BlueSky admin.*

#### New Jobs Available Notifications

These notifications keep caregivers informed about new, matching job opportunities:



- Updates are sent twice daily, at 9 AM and 5 PM.
- Each notification includes a recap of new job postings since the last update.

#### **Cancelled Shift Notifications**

These notifications alert caregivers to any type of shift cancellation, ensuring they are immediately aware of changes to their schedules. Each notification includes the facility name, date, and start time of the cancelled shift, providing essential information at a glance.

When a caregiver receives a cancellation notification, tapping on it redirects them to a detail page within the app. This page offers further information about the cancellation, including the specific reason and any comments

#### **Managing Notifications**

Caregivers have the ability to personalize their notification experience by choosing which types of notifications they wish to receive. This customization can be achieved by turning specific notification types on or off according to their preferences. To adjust these settings, caregivers can follow the steps outlined below:

- 1. Tap the three-line menu in the top right corner.
- 2. Select "My Profile."
- 3. Select "Notification Settings."
- 4. Toggle on or off the desired types of notifications.



How to Toggle Push Notifications On or Off



## Geofencing

### Overview

The geofencing feature in the BlueSky Mobile app provides a simple yet effective way to ensure that caregivers are at the right place for their work. Using GPS technology, it creates a virtual boundary around each facility. When caregivers clock in, take breaks, or submit timesheets, the app checks if caregivers are within this boundary. If they're not, it alerts them and can automatically clock them out if they're away for too long.

### Step-By-Step Guide:

#### Initial Setup:

- 1. **Contact BSS Support:** To enable geofencing, clients must first contact BSS Support (*support@blueskymss.com*) to activate this feature within the BlueSky Mobile app.
- Facility Setup: Geofencing can be enabled for individual facilities. Each requested facility
  will undergo a verification process to confirm that the geo-coordinates match the physical
  address.
- 3. **Geofence Radius:** A geofence radius will be assigned for each facility, with a default setting of 500 feet.

#### For Caregivers:

- 1. Caregivers must ensure their BlueSky Mobile app is updated to the latest version.
- 2. The app performs a location check when a Caregiver attempts to clock in, confirming they are within the geofence.
  - If outside the geofence, the Caregiver receives an error message indicating they are not inside the geofence.
- 3. When a Caregiver clocks in following a break, the app checks if they are within the geofence.
  - An error message is displayed if the Caregiver is found outside the geofence.
- 4. The app verifies the Caregiver's location when submitting timesheets.
  - Caregivers outside the geofence at this time will see an error message.
- Caregivers remaining outside of the geofence for over ten minutes will be automatically clocked out.

Hint: Caregivers must have adequate cellular reception to reliably send location data.



## **Mobile App Permissions**

#### Overview

This section covers the permissions that correspond to optional features in BlueSky Mobile. Follow the steps below to toggle access to specific features in the mobile app.

#### Step-by-Step Guide

Before diving into specific permission settings, it's important to ensure that the correct region and user group are selected. Only permissions set for the "Caregiver" user group will influence the mobile app. In cases where there's a discrepancy between permissions set at the region-level and those at the company-level, the region-level permissions will take precedence. To select a region and user group, click on the filter icon located at the top of the page.

2	Admin - Workspace Entries - Scheduling - Payroll - Invoicing - Reports Bulletin Board
BlueSky	Permissions Change Region
Permissions	Elemente de la companya de la c
	If you want to find a node an e Permission tree, click "Expand tree" button and after that press "Ctrl + F"
	Permission Search Criteria
	Image: Control operation     Region     Test Region       Image: Control operation     Region     Test Region       Image: Control operation     User Group     Caregiver
	Caregivers Categiver Tabaets  Cancel  Cancel C
	Efficient Card

How to Set the Region and User Group

## Controlling Access to Open Jobs

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the "Caregiver" user group.
- 4. Expand Scheduling > External Shifts.
  - 1. Click the Shifts permission.
  - 2. Choose "Full Rights" or "Not Accessible"



- 5. Again, in Permissions Tree, expand Scheduling > External Shifts
  - 1. Click the Needs permission.
  - 2. Choose "Full Rights" or "Not Accessible"
- 6. Click Save.

*Hint:* Both "Shifts" & "Needs" must be "accessible" to view jobs on the mobile app. An error page will show up otherwise.

<b>o</b> <sup>‡</sup>	Current Filter: Region: BlueSky Healthcare System: User Group: Caregiver:
TT.	
Permissions	
User Groups	If you want to find a node in the Permission tree, click "Expand tree" button and after that press "Ctrl + F"
User List	Permission tree
Permissions	e 🗅 Admin
Portal, User Type an	
	- C Dashboard
	C Scheduling
	E- D. External Shifts
	the Da Shifts
	E h Jobs
	B Contracts
	- C BSN Jobs
	B C Permanent Placement
	B C Margin Calculator
	B: C Scheduled Other Payments
	P Capture Old
	B C Proposals
	- Ca Bulletin Board
	L⊖ P⊢C Reminders
	T L⊗ B C2 Dashboard old
	Save Heset

Permission settings to display open jobs.

## Controlling Visibility of Pay Rates for Open Jobs

#### For Employees:

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left side menu and click on it to access the permission tree.
- 3. Select the desired region and select the "Caregiver" user group.
- 4. Expand Entries > Caregivers > Caregiver > Tabsets > Available Needs.
  - 1. Click the Show Rates in Available Needs Mobile permission.
  - 2. Choose "Full Rights" or "Not Accessible."



- 5. Expand Entries > Caregivers > Caregiver > Tabsets > Available Shifts.
  - 1. Click the Show Rates in Available Shifts Mobile permission.
  - 2. Choose "Full Rights" or "Not Accessible."
- 6. Click Save.

. 🛱	
10 <sup>-</sup>	Current Eilter: Region: BlueSky Healthcare System: Liser Group: Careniver
T	
Permissions	
User Groups	If you want to find a node in the Permission tree, click "Expand tree" button and after that press "Ctrl + F"
User List	Permission tree
Permissions	e 🗅 Admin
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	- Co Dashboard
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	⊕ Construction Co
	e D Caregivers
	B-D Caregiver
	⇒ Tabets (a) D General
	e. D. Englowent
	P-D Education
	B D. Dank Card
	B-D Work History
	e G Benefits
	(+ D) References
	(a) Degree/Specialty
	- Ca Treating
	Required Docs
	⊢ L⊚ ⊖ ∑, Available Needs
	⊖ Sections
	- D. Allow to assign a caregiver if req docs are incomplete
	- D PL Bill Rate
	5 Show Rates in Available Needs Mobile
	0 Available Shifts
	⊖ Sections
	- D Main Section
	- Committee Constitution
	- D Griented
	- D. Last Email To Facility
	- The Allow to assign a caregiver if req docs are incomplete
	Show Rates in Available Shifts Mobile
	+ D. Contracts
	B C Evaluators

Permission settings for displaying rates for open shifts and/or needs to W2 employees.

#### For Subcontractors:

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the "Caregiver" user group.
- 4. Expand Entries > Subcontracting Companies > Tabsets > Caregivers > Available Needs
  - 1. Click the Show Rates in Available Needs Mobile permission.
  - 2. Choose "Full Rights" or "Not Accessible."
- 5. Expand Entries > Subcontracting Companies > Tabsets > Caregivers > Available Shifts.
  - 1. Click the Show Rates in Available Shifts Mobile permission.
    - 2. Choose "Full Rights" or "Not Accessible."



6. Click Save.



Permission settings for displaying rates for open shifts and/or needs to subcontractors.

*Hint:* Only base pay rates for the preferred degree and specialty are displayed; specialty rates for overtime, holidays, and weekends are not reflected in the app. The base rate is determined based on the rate heirarchy below:

- 1. Shift level rate (if entered)
- 2. Unit level rate (if found)
- 3. Facility level rate (if found)
- 4. Caregiver level rate (if none of the above were found)





Displaying or Hiding Rates for Open Jobs.

## Allowing Caregivers to Confirm Shift Assignments

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the "Caregiver" user group.



- 4. Expand Scheduling > External Shifts > Shifts > Tabsets > Shift Request > Sections.
  - Click the Confirm by Caregiver permission.
  - Choose "Full Rights" or "Not Accessible."
- 5. Click Save.

*Hint: Within the mobile app's "Jobs" tab, caregivers can modify the job filter to see their "Assigned (Unconfirmed)" jobs. Selecting a job from this list will show its details along with a "Confirm" button. Once pressed, these jobs will be marked as "Confirmed by Caregiver."* 

¢*	Q 💥 🚼 🛅 Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;
Permissions User Groups	If you want to find a node in the Permission tree, click "Expand tree" button and after that press "Ctrl + F"
User List	Permission tree
Permissions	the Ta Admin
Portal, User Type an	Workspace
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	e D Entries
	Scheduling
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	🗄 🗅 Shifts
	🖻 Tabsets
	🖕 🐑 Shift Request
	🖹 Sections
	Construction
	C Show Rates
	- C Call Employee button
	- C Add Contact button
	- C Notify Staffer button
	- C Copy button
	- D New Shift button
	- Construction Combobox
	- Continuity Facility
	- Creation by security
	Card a sinit introduction agency
	Scancer by caregorer
	C Poppino a sinte
	Lo Create as separate shifts checkhox
	Lo Filed By Facility
	- D Caregiver Shift status
	- D Account Manager
	- C Account Manager

Permission settings for the "Confirm by Caregiver" button.

### Allowing Caregivers to Create New Shifts (Ad-Hoc Timesheets)

#### Create New Shift Button:

1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.



- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the "Caregiver" user group.
- 4. Expand Scheduling > External Shifts > Shifts > Tabsets > Shift Request > Sections.
  - 1. Click the New Shift Button permission.
  - 2. Choose "Full Rights" or "Not Accessible."
- 5. Click Save to apply your changes.

<b>*</b>	Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;	
Permissions		
User Groups	If you want to find a node in the Permission tree, click "Expand tree" button and after that press "Ctrl + F"	
User List	Permission tree	
Permissions	the To Admin	
Portal, User Type an	B) & Workspace	
	- C Dashboard	
	e- D. Entries	
	D Scheduling	
	External Shifts	
	□· D. Shirts	
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	E Sections	
	- Descarch button	
	- Send Email to Subcontractors button	
	- Co Show Rates	
	- Co Call Employee button	
	- C Add Contact button	
	- Convertige Staffer button	
	Leg Scheduler combobox	

Permission settings for the "Create New Shift" button.

#### Create New Timesheet Button:

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the Caregiver user group.
- 4. For W2 Caregivers:
  - Expand Payroll > Employees Timesheets > Sections > Next Button.





Permission Settings for the "Create New Timesheet" button for W2 employees.

- 5. For Subcontracting Caregivers:
  - Expand Payroll > SC Timesheets > Sections > Next Button.





Permission settings for the "Create New Timesheet" button for subcontractors.

- 6. Choose "Full Rights" or "Not Accessible."
- 7. Click "Save" to apply your changes.

*Hint: The "Create New Shift" and "Create New Timesheet" buttons permit caregivers to enter timesheets and shifts not scheduled by a BlueSky admin. Enable this permission to allow caregivers to self-report their work hours rather than submitting time for pre-scheduled shifts.* 



## Requiring a Manager's Signature on Timesheets

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the Caregiver user group.
- 4. For W2 Employees:
  - Expand Payroll > Employee Timesheets > Sections.
  - Click Signature Required Mobile

¢ <sup>¢</sup>	Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;
Permissions	
	If you want to find a node in the Permission tree. Click "Expand tree" button and after that press "Ctrl + F"
User Groups	
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	- Sections
	⊢ □ Ledit Overtime hours
	Leo La contra co
	- Covernment Invoice Info
	Imported TimeSheet
	Approve By Facility
	Approve By Agency
	- Rollback Payroll/Invoice
	Getit TS after Early Payroll
	Edit TS after Weekly Payroll
	Delete TS after Early Payroll
	- Delete TS after Weekly Payroll
	- D Pay Week
	- D Next button
	- Conclude in Adjusted Invoice
	- [ Include in Early Pay
	- C Shifts to be Paid by Caregiver report
	- C Billing 'SnapShot' report
	- C Edit approved TS
	- D Signature Required Mobile
	Show Detail

Permission settings to require a signature or attachment on timesheets for W2 employees.

- 5. For Subcontractors:
  - Expand Payroll > SC Timesheets > Sections.
  - Click Signature Required Mobile





Permission settings to require a signature or attachment on timesheets for subcontractors.

- 6. Choose "Full Rights" or "Not Accessible"
- 7. Click Save.

Hint: Caregivers always have the option to add a manager's signature or an image (either of the actual timesheet or another pertinent visual) when they submit timesheets. However, by adjusting this permission, a signature attachment can be made mandatory.

### **Controlling Access to Required Documents**

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the Caregiver user group.
- 4. For W2 Employees:
  - Expand Entries > Caregivers > Caregiver > Tabsets > Required Docs.



***	
÷, Ac	Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;
Permissions	
Llear Croune	If you want to find a node in the Permission tree, click 'Expand tree' button and after that press "Ctrl + F"
User List	Parenting to a
Dermissione	Permission tree
Permissions Portal Liser Type an	B- Lo Admin
Portal, oser Type an	B-L_ Workspace
	b D Entries
	a. D. General
	B-D Employment
	B _ Education
	B- Cash Card
	B- D Work History
	B- A Benefits
	B-D References
	B- D Degree/Specialty
	e D Required Docs
	D. All Types of Required Docs
	B D Medical Records
	🕆 D Professional Credentials
	🖶 🗋 Background Checks 🧲
	the D State Licenses
	🗄 D Employment / Financial

Permission settings for required document categories for W2 employees.

- 5. For Subcontracting Employees:
  - Expand Entries > Subcontracting Companies > Tabsets > Caregivers > Required Docs.



¢ <sup>‡</sup>	Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;	
Permissions		
User Groups	If you want to find a node in the Permission tree, click "Expand tree" button and after that press "Ctrl + F"	
User List	Permission tree	
Permissions Portal, User Type an <sub>ina</sub>	Professional Credentials     Professiona	

Permission settings for required document categories for subcontractors.

- 6. The following document categories can be individually adjusted:
  - Medical Records
  - Professional Credentials
  - Background Checks
  - State Licenses
  - Employment / Financial
- 7. For each category, one of the following access levels can be designated:
  - **Not Accessible**: Caregivers will be unable to see these documents.
  - **Read Only**: Caregivers can view, but not modify or upload attachments.
  - **Full Access**: Caregivers can view, edit, and upload new and existing documents.

*Hint:* The document category for "All Types of Required Docs" is a web-specific permission and does <u>not</u> impact the mobile app. To disable access to all required docs in the mobile app, adjust the top-level permission titled "Required Docs."



## Controlling Access to Caregiver Profile Information

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the Caregiver user group.
- 4. For W2 Employees:
  - 1. Expand Entries > Caregivers > Caregiver > Tabsets.



Figure 31: Permission settings for caregiver profile categories for W2 employees.

- 5. For Subcontractors:
  - 1. Expand Entries > Subcontracting Companies > Tabsets > Caregivers.





Permission settings for caregiver profile categories for subcontractors.

- 6. The following profile areas can be individually adjusted:
  - 1. General
  - 2. Education
  - 3. Work History
  - 4. References
- 7. For each category, one of the following access levels can be designated:
  - 1. Not Accessible: Caregivers cannot view this section.
  - 2. Read Only: Caregivers can view, but not modify or upload attachments.
  - 3. Full Access: Caregivers can view, edit, and upload new and existing records.

*Hint: If a profile section is set to "Not Accessible," caregivers will receive an error message when attempting to access it in the app.* 



## Configuring Payment Type Access for Caregivers

- 1. Navigate to "Admin" in the top menu bar, and select "Setup" from the drop-down menu.
- 2. Once in the Setup section, locate "Payment Types" in the left-side menu and click on it to access the payment type list.
- 3. Choose a Payment Type in the grid.
- 4. Enable the Show to Caregiver checkbox to make it visible in the mobile app.
- 5. Click Save.

*Hint:* Caregivers can submit expense documents through the mobile app for company users to upload into BlueSky. To do this, navigate to the "Files" tab in the app, where you'll find the available Payment Types for document submission.

Admin - Workspace Entries - BlueSky	Payment Type: Add, Edit			×		Po	Support, BSS · Log Our By BlueSky
Setup Degras Specializa Required Oces Facility Types Vendor Types	Payment Type Info Type Name Charge / Payment Payment by Default Category Margin Calc Info Payrati	License Reinbursement Charge Payment Arnount V Per Diem V Per Day V	Taxabo Stipend (Pro-rated payment) Status Include in Schedulel Hours Default Values For All States Paylial	Active ~	Payment Code BONUS CBOS	Payment Edit Amount Hours Amount	Auto-Payment No No
Nota Types Employer Chargesex. Engraned. Types Caracterist For Note Caracterist For Note Caracterist For Note Caracterist For Note Caracterist For Note Caracterist For Note Parlautions Schedule Evaluations Schedule Evaluations Schedule Evaluations Schedule File Import Groups File Import Groups Mais and Enternament Mais Rencharament Mais Rencharament Mais Rencharament Mais Rencharament Mais Rencharament Mais Carage	Summary Group Bill Facility Include in Take Home Auto-Payment Info Create Auto payment Collect / Pay by Pay Period	Tanable Wages	Per State Use Default Values Include Other payments TS/OP Category TS/OP linked to Contract	Al v			
Worked Hours Borus Mark Render Amerika Balan Taxos Dentario G&L Units Compa Bystern Lats Government Contra, Caregiove Profile Te, Dashboards Email Template Editor Invice Setup Commissions MC Templates BysternData SO Required Ocos	Use 7-days week Use Per DayrBHT Calculation Additional Infe Payment Calculation By Mill Calculation By Mill Calculation Use for Isosang with TS		Limit by Number of Hours Per Week	OK Excel		Hours	No No Pege length 15 v

How to Display an Other Payment in the Mobile App.



## Controlling Access to Cancel By Caregiver Functionalities

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Select the desired region and select the Caregiver user group.
- 4. Enable each of the following permissions:
  - Scheduling > External Shifts > Shifts must be configured to either "Read Only" or "Full Rights".
  - 2. Scheduling > External Shifts > Shifts > Tabsets >Shift Request must be set to at least "Partial Access," though "Full Rights" is also acceptable.
  - 3. Scheduling > External Shifts > Shifts > Tabsets > Shift Request > Sections > Cancel by Caregiver must be set to "Full Rights" to display the "Cancel Shift" button.

BlueSky	Admin - Workspace Entries - Scheduling - Payroll - Invo	bicing -	Reports	Bulletin
Permissions	Current Filter: Region: BlueSky Healthcare System; User Group: Caregiver;	unueuny	Ľ	<u> </u>
User Groups User List Permissions Portal, User Type an	If you want to find a node in the Permission tree, click "Expand tree" button and after that press Permission tree	s 'Ctrl + F'		
	Constant and the set of the	- А - В		
	Sanch Button     Sanch Email to Subcontractors button     Show Rates     Call Employee button     Call Employee button     Call Contact button     Call Notify Staffer button			
	Copy button     New Shift button     Main data     Caregiver combobox     Caregiver combobox     Construction of Cale			
	Le Confirm by Facility Cancel by Facility Cancel by Facility Cancel by Caregiver Cancel by Caregiver No Call No Show Completion Borus section Completion Borus section Completion Borus section Completion Borus Section	- C		

Cancel by Caregiver Permission Settings



## Controlling Visibility of Shift "Comment" Field

- 1. Navigate to "Admin" in the top menu bar, and select "Permissions" from the drop-down menu.
- 2. Once in the Permissions section, locate "Permissions" in the left-side menu and click on it to access the permission tree.
- 3. Expand the following sections: Scheduling > External Shifts > Shifts > Tabsets > Shift Request > Sections.
- 4. Locate the "Comment" permission in this section and click on it.
- 5. Choose "Full Rights" to make the Shift Comments visible in the app, or select "Not Accessible" to hide them.
- 6. Click "Save" to update the permission settings.



## **Troubleshooting Common Issues**

## **General Troubleshooting**

#### Overview

To address common issues within the BlueSky Mobile App, a series of straightforward troubleshooting steps are recommended. These actions can quickly remedy many of the typical challenges encountered by users.

#### **Troubleshooting Steps**

- 1. Log Out of the App:
  - 1. Tap the three-line menu icon in the top right corner.
  - 2. Select "Sign Out" from the menu options.
- 2. Update the App:
  - 1. Check for updates by visiting the app store.
  - 2. Confirm the app version number at the bottom of the login screen or in the app's slide-out menu if already logged in.



Figure 35: Locating the App's Version Number.



#### 3. Reinstall the App:

- 1. Remove the app from your device.
- 2. Re-download the latest version from the app store.

#### 4. Confirm Device Compatibility:

- 1. BlueSky Mobile requires Android 11 or newer for Android devices.
- 2. For Apple devices, BlueSky Mobile requires iOS 13 or newer.

### Assigned Jobs are not Visible

#### **Overview**

When a shift has a duration of more than one day, each day is consolidated into a single timesheet entry. This aggregation can result in errors when loading the caregiver's schedule within the app. To prevent scheduling issues, it is important to split any <u>assigned</u> shift that exceeds a single day's duration.

#### **Troubleshooting Steps**

- 1. Navigate to the Shifts Grid:
- 2. Identify Multi-Day Shifts:
  - 1. Sort the shifts by duration by clicking the "Duration" column.
  - 2. Verify there are no shifts assigned with a duration exceeding one day.

		Admin 🗸 Wo	orkspace	Entri	es - Scheduling	- Payroll - Inv	oicing <del>-</del> Repoi	rts Bulletin	Board Reminders Dashboard	Help
Blue	Sky 🚦	Shifts					Change Region		Ŧ	Q, Quick Search for Resou
Q Filter	X View	E+ Export	+ New	— De	elete 🛃 Email SC	Facility Calendar	$\equiv$ Actions $\bullet$	Legend		
Region = Bl	lueSky Healthcar	e System								
	Clear <b>T</b>	• 2	«	1	of 85 > >>	20 - Shifts red	cords: 1693			
Select	Start Date	Duration	City	<u>State</u>	Address	Facility	Unit	Shift	Specialty	Caregiver
		· ` \							I	
	08/01/2023	28 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-Emergency (Bluesky)	Blue, Mark
	06/05/2023	7 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	Pref: RN-Emergency (Bluesky)	
	06/22/2023	5 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-Emergency (Bluesky)	Doe, Jane
	09/07/2022	3 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-ED - Emergency Department (Bluesky)	<u>Sky, Debra</u>
	12/01/2022	3 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-ED - Emergency Department (Bluesky)	Sky, Debra
	12/05/2022	3 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-ED - Emergency Department (Bluesky)	Doe, Jane
	12/11/2022	3 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-ICU (Bluesky)	Blue, Mark
	08/27/2023	2 day	Nashville	TN	311 White Bridge Pike	BlueSky Hospital	Emergency Dept	1st (8 hour)	RN-Emergency (Bluesky)	Ault, Rick j

Figure 36: Locating Multi-Day Shifts.

- 3. Adjust Long-Duration Shifts:
  - 1. For shifts longer than one day, access the shift details by clicking on the shift.
  - 2. Select the "Create as Separate Shifts" option to divide the shift into single days.
  - 3. Confirm the changes by clicking "Save."



<b>_</b>	Admin + Workspace	e Entries <del>-</del> Scheduling - Payrol	I - Invoicing - Reports	Bulletin Board Rem	inders Dashboard Help
BlueSky			Change Re	gion	
Shifts	Overtime!				
<< Back to List	D	1390 Shift #			
• Refresh Statuses	Facility	BlueSky Hospital		Caregiver	Doe, Jane
<ul> <li>Shift Request</li> <li>Candidate Search</li> </ul>	Facility Info	ateague@blueskymss.com (123) 456-7890 311 White Bridge Pike, Suite C, Nashville, TN, 37205.Davidson		Caregiver Info	ateague@blueskymss.com (555) 555-9999 (Cell)
Vendor's Candid	Unit	Emergency Dept		Category	Per Diem 🗸
Notes	Unit Contact	Teague, Anna 🗸		Assigned Degree	RN - Registered Nurse 🗸
	Contact Info	ateague@blueskymss.com (321) 547-8744 (Home-Phone)		Assigned Specialty	RN-Emergency (Bluesky)
				Preferred Degree	RN - Registered Nurse 🗸
	Start Date	06/22/2023		Preferred Specialty	RN-Emergency (Bluesky)
	Duration	5 day 🗸	Include in OT calc 🗾	Alternate Degree	•
	Shift Type	1st (8 hour) V Shift Request Type	~	Alternate Specialty	*
	Start Time	07:00 V End Time	15:00 🗸	Age Specific	
	Lunch	0.5 Time Zone	EST 🗸	Requester Type	Project Lead 🗸
	Worker's Comp Code:	On Call	Charge	Requester	Support, BSS
	Workdays:	5 CallBack	Pool 🗌		
	Non-working:				
	Event Address				
	Address2				
	City				
	State/County				
	Zip				
	Country	<b></b>			
	Comment	Create as separate shifts		Entered Day	Support BSS
				Shift Location	Test Region
				Scheduler	Support BSS

Figure 37: How to Split a Multi-Day Shift.

- 4. Sign out and then sign back into the mobile app.
- 5. The scheduled jobs should now be visible within the app as expected.

## Unable to Login

#### **Overview**

When caregivers face login challenges, error messages will indicate if the issue is related to (1) incorrect login credentials or (2) an invalid company code. Should the error not be specified, it's likely due to either (3) excessive incorrect login attempts resulting in a temporary lockout, or (4) correct login permissions not being enabled. Understanding these errors is important for troubleshooting and ensuring successful access to the app.

#### Troubleshooting Steps: Incorrect Login Credentials

#### 1. Admin Reset for Caregiver Credentials:

1. In the BlueSky web portal, locate and select the caregiver's profile.



- 2. Click the "User ID / Password" button found on the "General" tab within the caregiver's profile.
- 3. Enter a new username and/or password as required.
- 4. Press OK to confirm the changes, then select 'Save' at the top right to apply the new credentials.

	dmin + Workspace <u>Entries +</u> Scheduling + Payroll + Invoicin	g → Reports Bulletin Board Reminders Dashboard Help
BlueSky	Charegivers	nge Region 👻 Q Quick Search for Resources
Caregivers	▼ Show More Doe, John (ID: 6) Current Region: Test Region Home Region: BlueSky Healthcare System	
Sack to List Refresh Statuses	Disclaimer is not accepted Not completed Required Docs!	Caregiver: User Id/Password ×
	General Info Caregiver ID 6 User Id / Password First Name John Mid Name Doe Birth Date (17/01/1976) SNN 000-00-1234 Profile verified P Communication Info (55) 555-5555 (Primary Cell) Phones Fax International	User Id joindoe Make sure that the Password is not longer than 20 characters. Password is case service. Password Password Confirm password Confirm pa

Figure 38: How to Reset Caregiver Username and Password.

 Self-Service Password Reset for Caregivers: Caregivers can reset their own passwords from the BlueSky Mobile login page. Please refer to the "Reset Password Tool" section of this manual for step-by-step instructions.

### Troubleshooting Steps: Incorrect Company Code

- 1. Confirm the caregiver is entering your company code exactly as it appears in your BlueSky URL.
  - 1. The code is the portion of the URL that comes before the .blueskymss.com.
  - 2. When inputting the company code in the mobile app, remember that the "Name" field is for the company's common name or nickname, while the "Code" field must match the exact code from your BlueSky URL.
- 2. To add or delete a code, the caregiver can tap the "Edit Your Companies" link on the login page.
  - 1. Codes can be deleted by tapping the red trashcan next to a code. Codes can be added by tapping the blue + in the top right corner.



## Troubleshooting Steps: Login Not Allowed

- 1. If a caregiver's credentials and company code have been verified to be correct, the profile may not have the "login allowed" checkbox selected.
- 2. Navigate to the caregiver's profile in the web portal.
- 3. On the "General" tab, click the "User ID / Password" button.
- 4. Ensure the "Login Allowed" checkbox is selected.
- 5. Click OK to close the window.
- 6. Click Save in the top right corner to update the login setting.

<i>)</i> A	dmin → Workspace <u>Entries →</u> Scheduling → Payroll → Invoic	ng <del>-</del> Reports Bulletin Board Reminders Dashboar	d Help
BlueSky 🔽	aregivers	hange Region 👻	Q Quick Search for Resources
Caregivers	Show More. Doe, John (ID: 6) Current Region: Test Region Home Region: BlueSky Healthcare System		
Sack to List Refresh Statuses	Disclaimer is not accepted Not completed Required Docsl	Caregiver: User Id/Password	
General     Employment     Education     Cash Card     Work History     Benefits     References     Degree/Specialty     Required Docs     All Types of R <sub>m</sub> Medical Records     Professional C <sub>ss</sub> Background C <sub>ss</sub> State Licenses     Employment / <sub>ss</sub> Notes     Calendar     Piacement     Oriented     Available Shifts	Ceneral Info Caregiver ID 6 User Id / Password First Name John Mid Name Last Name Doe Birth Date 01/01/1976 @ SSN 000-00-1234 Profile verified 0 Communication Info First S55 55555 (Primary Cel)	User Id       johndoe         Make sure that the Password is not longer sanstuke.         Password	

Figure 41: Login Allowed Checkbox.



## Troubleshooting Steps: Too Many Login Attempts

- 1. In cases where a caregiver's login credentials and company code have been verified but access is still denied, it may be due to exceeding the maximum number of login attempts.
  - Three unsuccessful login attempts will trigger a temporary lockout of five minutes.
- 2. An account lockout can be verified by an admin by attempting to log in with the caregiver's credentials in the web portal.
  - If the account is locked, a clear error message will be displayed stating, "The number of unsuccessful login attempts has been exceeded. Your account is locked out for 5 minutes. Please contact your Admin for assistance."
- 3. Admins should advise caregivers to wait for the lockout period to expire before trying to log in again or to seek password reset assistance if the issue persists.

Number of unsuccessful login attempts has been exceeded. Your account is locked out for 5 minutes. Please contact your Admin for assistance
Login This login is for existing users
rickault
Password
Login
Forgot Password?

Example of the account lockout message in the web portal.