



Agency FAQs for Caregiver Mobile App

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Logging into the app:

1. Your caregivers **must have** a username and password in their profile, and the **Login Allowed** checkbox **must be** checked!
2. Inactive status caregivers **cannot** login the app.
3. Confirm that your caregivers have downloaded the correct/most recent version of the mobile app.
4. If they see the **Credentials are Incorrect** popup, it can mean one or more of the things below:
 - The **company code** has been entered incorrectly.
 - Their **user ID** has been entered incorrectly.
 - Their **password** has been entered incorrectly.

Ask for a screenshot of the company name and code fields to confirm this is entered correctly. If you know the caregiver's user ID and password, you can test logging into the app on your phone. If you can login, but the caregiver cannot, the caregiver is entering something incorrectly.

5. BlueSky Support will not provide support to your caregivers. We cannot reset usernames, passwords, or check the Login Allowed checkbox in your caregiver profiles.

Scheduling:

If a caregiver says “I don’t see any jobs,” check:

1. Ask the caregiver to click the Jobs icon and then **pull down** to refresh the screen.
2. If #1 doesn’t work, ask the caregiver to click the **three blue lines in the top right corner of the app**, and then click the words **Clear Cache**. This will refresh the shift/job call out.
3. If they’re actually scheduled to work any shifts in the upcoming week. If they are, there won’t be any open jobs for them to apply for. BlueSky doesn’t allow double-booking.
4. Check the **Degree and Specialty** in that caregiver’s profile against the degree and specialty of shifts entered in BlueSky. If the degree and/or specialty do not match, there won’t be any open jobs for them to apply for.
5. If they’re on a **Contract** in BlueSky and that shifts have been pulled from this contract. Shifts **must be** pulled from contracts in BlueSky *before* your caregivers can clock in/out of them. How do you pull shifts from a contract?

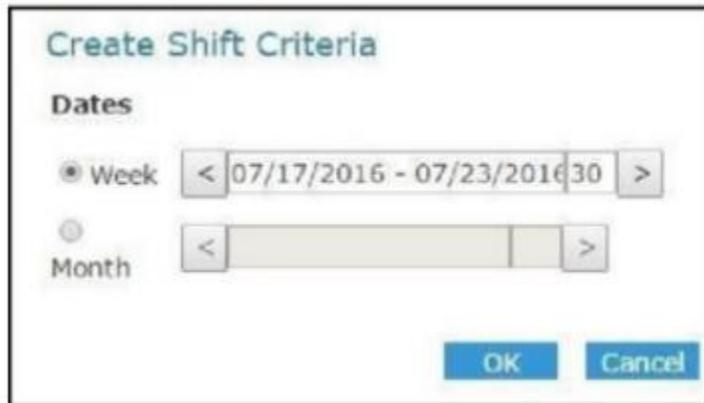
Follow the steps below:

- a. Login to BlueSky.
- b. Click **Scheduling > Contracts**.
- c. Filter to the appropriate region, if you have more than one. You can also filter for the caregiver’s name.



- d. Click the **Pull Shifts** icon:

e. Confirm the **Dates** are correct:



Create Shift Criteria

Dates

Week

Month

f. If they are, click **OK**. You'll see this popup:



Create Shifts

To select/deselect all shifts on current page click on column 'Del' header

Del	DOW	Start Date	Caregiver	Facility	Unit	Shift	Start Time	End Time	Specialty	Category	Discount
<input type="checkbox"/>	Mon	07/18/2016	Bennett, Kate	BlueSky Hospital	Operating Room	2nd 8h	15:00	23:00	RN-OR - Operating Room	Traveler	.00
<input type="checkbox"/>	Tue	07/19/2016	Bennett, Kate	BlueSky Hospital	Operating Room	2nd 8h	15:00	23:00	RN-OR - Operating Room	Traveler	.00
<input type="checkbox"/>	Wed	07/20/2016	Bennett, Kate	BlueSky Hospital	Operating Room	2nd 8h	15:00	23:00	RN-OR - Operating Room	Traveler	.00
<input type="checkbox"/>	Thu	07/21/2016	Bennett, Kate	BlueSky Hospital	Operating Room	2nd 8h	15:00	23:00	RN-OR - Operating Room	Traveler	.00
<input type="checkbox"/>	Fri	07/22/2016	Bennett, Kate	BlueSky Hospital	Operating Room	2nd 8h	15:00	23:00	RN-OR - Operating Room	Traveler	.00
<input type="checkbox"/>	Mon	07/18/2016	Rhonda, RN	California King Hospital	Making the bed	Other	00:00	00:00	RN-Med/Surg	Traveler	.00
<input type="checkbox"/>	Tue	07/19/2016	Rhonda, RN	California King Hospital	Making the bed	Other	00:00	00:00	RN-Med/Surg	Traveler	.00

g. To remove dates that were not worked, check the box in the **Del** column to the left of those dates. Then click the red X in the bottom left corner of this popup.

- i. If there is no unit, shift, start time, or end time, you must enter it before you can create shifts.
- ii. Make your changes, then click **Create Shifts**. Your screen will refresh itself and you'll see the contracts grid.



6. Check for **DNR/WNG** flags in the caregiver's profile.

- In BlueSky, click **Entries > Caregivers**.
- Click on your filter, select the region if you have more than one, and the caregiver's name.
- **Right-click** on the caregiver's name and click the word **Employment**.
- Scroll down to **DNR/WNG** to look for a flag at a particular facility and /or a particular unit in a facility.

7. Check Placement settings in your BlueSky system. You can do this in the order below:

- a. Click **Admin > Setup > Company Setup**.
- b. Click on the name of the region, then click **Edit**.
- c. Scroll down to **Entries Flags**.
- d. If the box is checked, go to the caregiver's profile and click the **Placement** tab. Look for a placement in a specific facility and/or unit in that facility.
- e. If the box is unchecked, go to the facility profile and look for the **Placement** heading:

If the Use Region Settings box is unchecked and the **Show open Shifts/Needs only to placed Caregivers** box is checked, go to the caregiver's profile and look for a placement in that facility and/or unit in that facility.

If you don't want your caregivers to be able to apply for open jobs:

Follow the steps below:

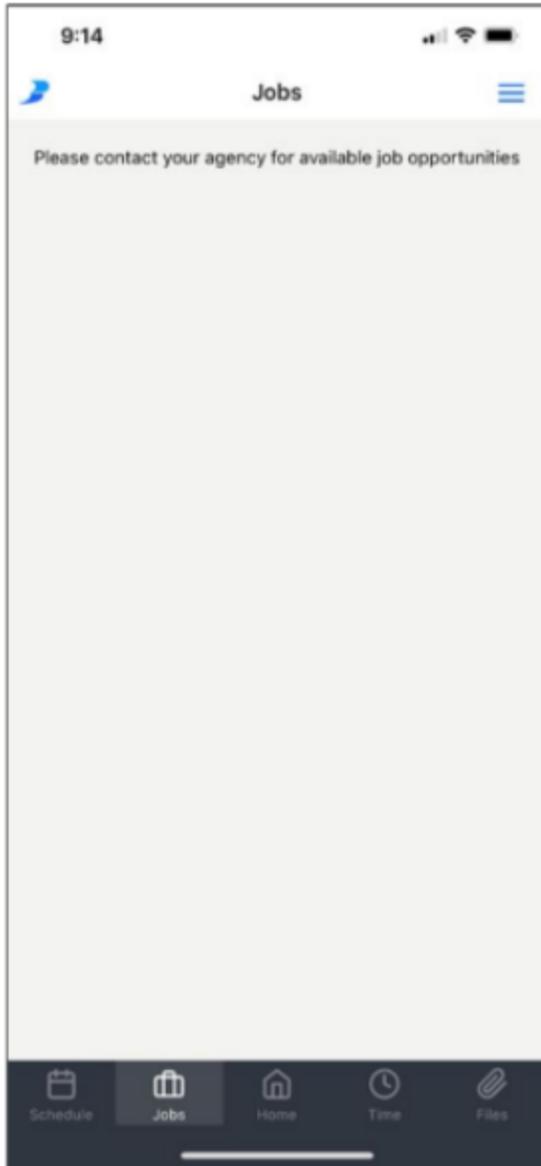
1. Login to BlueSky.
2. Click **Admin > Permissions > Permissions**.
3. Select your company level, and select the **Caregiver** User Group:



The screenshot shows a dialog box titled "Permission Search Criteria" with a close button (X) in the top right corner. It contains two dropdown menus: "Region" with the value "Angel Staffing Inc" and "User Group" with the value "Caregiver". At the bottom right, there are two buttons: "OK" and "Cancel".

4. Click **OK**.
5. Click the + next to **Scheduling**.
6. Click the + next to **External Shifts**.
7. Click on the word **Shifts**.
8. Change the permission to **Not Accessible**.
9. Click **OK**.
10. Click **Save**.
11. If necessary, click on the word **Needs** in this same list.
12. Change the permission to **Not Accessible**.
13. Click **OK**.
14. Click **Save**. Instruct your caregivers to log out of the app and log back in to apply the change.

15. If your caregiver clicks on an open job in the app, they'll see this screen:





If you don't want your caregivers to be able to confirm a shift assignment:

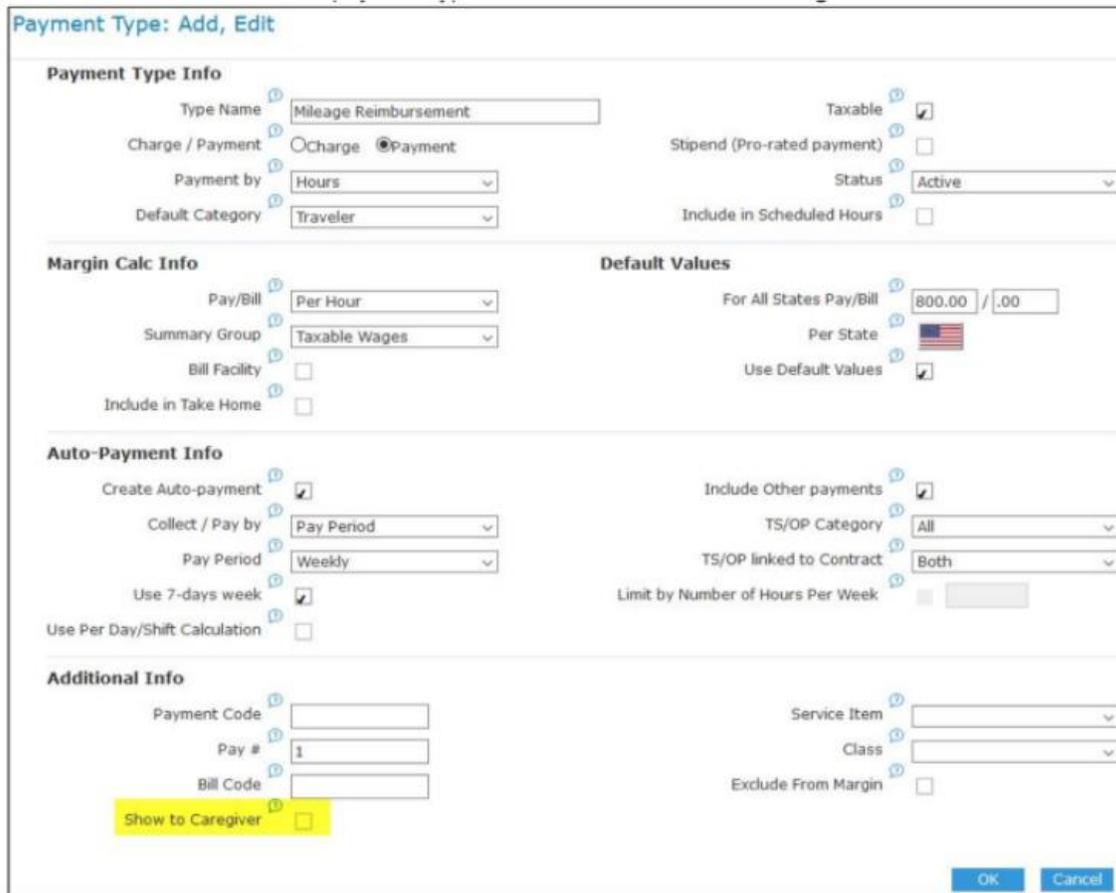
Follow the steps below:

1. Login to BlueSky.
2. Click **Admin > Permissions > Permissions**.
3. Select your **Company Level** and the **Caregiver** User Group.
4. Click the + next to **Scheduling**.
5. Click the + next to **External Shifts**.
6. Click the + next to **Shifts**.
7. Click the + next to **Tabsets**.
8. Click the + next to **Shift Request**.
9. Click the + next to **Sections**.
10. Click on the words **Confirm by Caregiver**.
11. Change the permission to **Not Accessible**.
12. Click **OK**.
13. Click **Save**. Instruct your caregivers to log out of the app and log back in to apply the change.

Expenses:

You'll define the list of expenses your caregivers can submit in your BlueSky system.

1. Click **Admin > Setup > Payment Types:**
2. Click on the name of a payment type and look for the **Show to Caregiver** checkbox:



Payment Type: Add, Edit

Payment Type Info

Type Name: Mileage Reimbursement

Charge / Payment: Charge Payment

Payment by: Hours

Default Category: Traveler

Taxable:

Stipend (Pro-rated payment):

Status: Active

Include in Scheduled Hours:

Margin Calc Info

Pay/Bill: Per Hour

Summary Group: Taxable Wages

Bill Facility:

Include in Take Home:

Default Values

For All States Pay/Bill: 800.00 / .00

Per State: 

Use Default Values:

Auto-Payment Info

Create Auto-payment:

Collect / Pay by: Pay Period

Pay Period: Weekly

Use 7-days week:

Use Per Day/Shift Calculation:

Include Other payments:

TS/OP Category: All

TS/OP linked to Contract: Both

Limit by Number of Hours Per Week:

Additional Info

Payment Code:

Pay #: 1

Bill Code:

Service Item:

Class:

Exclude From Margin:

Show to Caregiver:

OK Cancel

3. Check this box to make this “expense” visible to caregivers in the mobile app.

4. Click **OK**.



App Performance

Caregivers do not have to delete and reinstall the app for issues such as logging in or seeing their scheduled shifts. **Closing** the app will refresh it. Instructions for different types of phones are below:

iPhone with home button:

1. Double-press the Home button.
2. Swipe side-to-side through your **apps** until you find BlueSkyMSS.
3. Swipe up on BlueSkyMSS to close it.

iPhone X, XS, and 11 with no home button:

1. On the Home screen of your phone or while in the BlueSkyMSS app, swipe up from the bottom of the screen and pause while still pressing the screen.
2. When the App Switcher comes up, swipe left and right through the different app cards to find BlueSkyMSS.
3. Use a quick swipe upwards to **close** the app.

Android

1. View the running **apps** on your device.
2. Swipe up and down or left and right (depending on your phone) to find BlueSkyMSS.
3. Swipe up on the app you want to close.