



## Caregiver Mobile App FAQs

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## Logging into the app:

1. Caregivers **must have** a username and password in their profile!
2. If username and password do not work, check with your Recruiter to verify credentials and that the **Login Allowed** checkbox **is** checked in the system. Also, Inactive status caregivers **cannot** login the app.
3. Confirm you 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.

When talking to your Recruiter send a screenshot of the company name and code fields to confirm this is entered correctly. If you provide your caregiver user ID and password, your recruiter or account manager can test logging into the app on their phone. If your recruiter can login, but you cannot, you are entering something incorrectly.

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



## Scheduling and Applying for Jobs:

If you don't see any jobs check the following:

1. Click the Jobs icon and then **pull down** to refresh the screen.
2. If #1 doesn't work, 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 you're actually scheduled to work any shifts in the upcoming week, there won't be any open jobs for you to apply for. BlueSky doesn't allow double-booking.
4. If you know you should see a potential job, have your recruiter check the **Degree and Specialty** in your 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.

If you're on a Contract:

If you are on a contract in BlueSky and your recruiter or account manager haven't pulled out the shifts from the contract, you will not see these in the Schedule screen. Shifts **must be** pulled from contracts in BlueSky *before* you can clock in/out of them.



## 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.