



Vesta®

# Mobile App Guide for CDS Employers

## Contents

Vesta Mobile Application.....	4
Introduction .....	4
Getting Started with Vesta Mobile .....	4
Verifying the Member's Address .....	4
CDS Employee Profile.....	6
Smart Phone Requirement .....	6
Downloading the App .....	6
Logging in to Vesta Mobile .....	7
Jailbreaking and Mock GPS Messages .....	8
Using Vesta Mobile .....	8
Vesta Mobile Menu.....	8
How to clock in from the member's home .....	9
Invalid Member EVV ID.....	10
Visit in Progress.....	10
Multiple Member Clock In and Clock Out Capability.....	11
How to clock out from the Member's home .....	11
Vesta Mobile Lock.....	12
Clear Login .....	12
Community Location Feature .....	12
How to clock in from a Community Location .....	12
How to clock out from a Community Location .....	13
Alternative Device Entry Feature.....	13
Invalid Member EVV ID.....	14
Invalid Token Data .....	15
Already Clocked In or Clocked Out .....	15
Overnight Shift .....	16
Steps to Clock Out for Overnight shift .....	16
Vesta Mobile Menu Options .....	17
Change in Condition (Optional) .....	17
CDS Employee Health Screening (Optional) .....	18

---

Schedule (Optional) .....	19
Offline Data.....	19
How to clock in and out when there is no cellular data or internet available .....	19
Viewing Offline Data .....	19
Update Members.....	20
Settings .....	20
Changing the Security PIN .....	20
Log Out.....	20
Community Location Information.....	21
Call View.....	21
Clock In/Out Locations .....	21
Learned Location (Employer).....	21
When to use Learned Location .....	22
Getting Started in Vesta.....	22
Logging in to Vesta Mobile .....	23
Learned Location Main Screen .....	23
Updating a Member's GPS Learned Location .....	23
Updating Member's GPS Location- At Member's home .....	24
Updating Member's GPS Location- Away from the Member's home .....	24
Troubleshooting.....	25
Vesta Mobile Application Messages .....	25

# Vesta Mobile Application

## Introduction

The Vesta® Mobile Application is an easy to use tool that documents Electronic Visit Verification (EVV) service delivery visit data, such as visit date and times, visit location, and identity of Consumer Directed Services (CDS) employee and member receiving services.

The Vesta Mobile Application provides benefits for both the financial management services agency (FMSA) and the CDS employer. It represents an easier, faster, and more reliable method of clocking in and clocking out and therefore reduces data entry errors. By reducing data entry errors, the Vesta Mobile Application may result in lower overall EVV visit maintenance and higher auto-verify and compliance rates.

The Vesta Mobile Application uses the United States Global Positioning Service (GPS) to identify the location of a visit only at the time the CDS employee clocks in and clocks out. The Vesta Mobile Application does not capture location at any other time.

The Vesta Mobile Application may be downloaded for free from the Apple® Store or Google® Play Store for use on Apple® iPhones® or Android® devices.


The Vesta Mobile Application guide is intended to provide an overview of the Vesta Mobile Application functionality and features.

## Getting Started with Vesta Mobile

### Verifying the Member's Address


The Vesta system uses the member's address that has been entered in the member's profile to obtain GPS coordinates used to match the home location when the CDS employee clocks in and clocks out for a visit.


To verify the member's address in Vesta CDV, use the following steps:


1. In Vesta CDV, click the menu button  and select **My Profile**.
  - a. If you are the CDS employer and the Medicaid member, the address is under the User Information.


### My Profile


**User Information**


 Username: shaustin@5503


 EVV ID: 105

 Email: shaustin@vesta.net

 Phone: 956-555-5555

 Address: 1605 W Tyler Ave, Harlingen, TX 78550



 Accessibility: Off


[Toggle Accessibility](#)


[Change Password](#)

[Update Profile](#)


- b. If you are the CDS employer or Designated Representative, click on the member name and the Member details will appear.


**CDS Members**  
To view Member details, click on the Member Name below.


 EMILY CARTER


 MICHELLE WARD


### EMILY CARTER's Provider Settings

 EVV ID: 101

 Address: 1605 W Tyler Ave, Harlingen, TX 78550




 EVV Landline 1: 956-555-4444

 Alternative Device Serial:

**Note:** This address will be used to retrieve the geolocation for the designated member. If the address needs to be updated, contact your FMSA who will update the address.

## CDS Employee Profile

FMSA staff must update the employee profile for active CDS employees that agree to use their smartphone by checking the box **Authorize Mobile Method** in the CDS employee Vesta Information box.

1. Once authorized, the CDS employer may provide the following items in Vesta CDV, so the employee can log in and begin using the app:
  - a. Provider Agency ID
  - b. Service CDS Employee Vesta EVV ID
  - c. Vesta Mobile PIN
2. From Vesta CDV, click the menu button  and select **My Profile**.
  - a. The Agency ID is located under the Provider Information.
  - b. The Employee EVV ID and Vesta Mobile Pin is located under the CDS employee section.

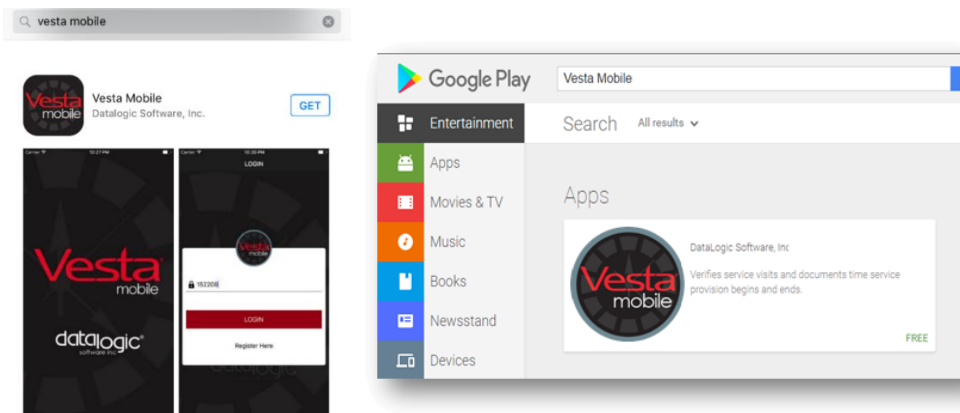
## Smart Phone Requirement

Smart Phone: A CDS employee may enter information into the EVV system by using a smart phone. To do so, the employee must download the Vesta Mobile Application onto the smartphone. Once the application is downloaded, the employee must clock in and clock out using the Vesta Mobile Application. A smart phone is the only device that may be used to clock in and clock out at the individual's home and at a location other than the individual's home. If your employee does not have a smart phone and you do, your employee may use your smart phone to clock in and out on the Vesta Mobile Application.

## Downloading the App

From the smartphone, the Vesta Mobile Application may be downloaded from the Apple® Store for iPhone devices or Google Play Store for Android® devices.

In the Apple App Store for iPhones or Google Play Store for Android devices, users will search for Vesta Mobile and follow instructions for application installation.



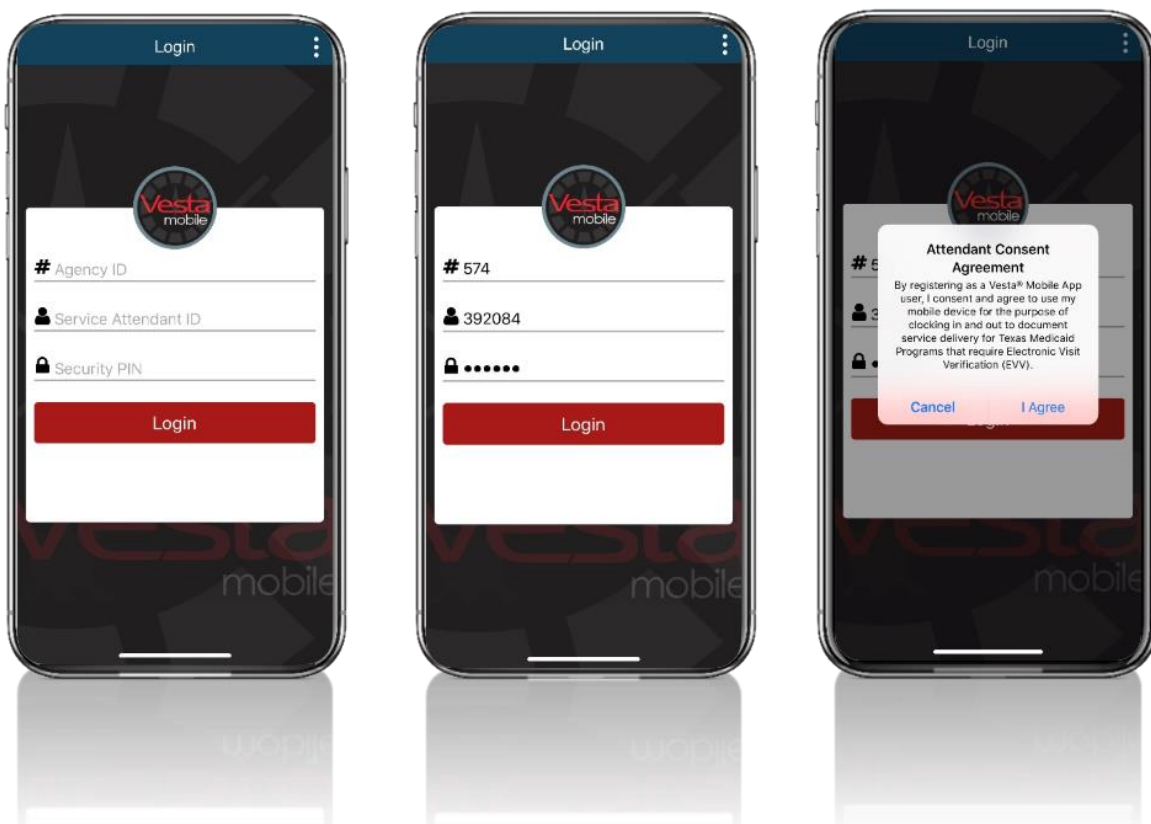
## Logging in to Vesta Mobile

Employees and supervisors that use the Vesta Mobile Application have the capability to use any qualified smartphone. Users must follow the steps below anytime they log in to the Vesta Mobile Application on a new device.

Note: Users will not have to repeat this process if they have already logged in to the Vesta Mobile Application on the same smartphone unless they completely log out of the application.

1. Enter the Agency ID, CDS employee EVV ID, and Security PIN. See [CDS Employee Profile](#).
2. Select **Login** to confirm.
3. The CDS employee must select **I AGREE** after reading the Consent Agreement (see below). The CDS Employee Consent Agreement only appears the first time they log into the Vesta Mobile Application on that device.
4. Review details and confirm by selecting **OK**.

***“CDS Employee Consent Agreement: By registering as a Vesta Mobile Application user, I consent and agree to use my mobile device for the purpose of clocking in and out to document service delivery for Texas Medicaid Programs that require Electronic Visit Verification (EVV).”***



## Jailbreaking and Mock GPS Messages

**Jailbreaking** is the process by which Apple users can remove software restrictions imposed on iOS and Apple products. Jailbreaking lets users install applications, extensions, and other software applications that are not authorized by Apple's App Store.

**Rooting** is the process of allowing users of smartphones, tablets and other devices running the Android mobile operating system to attain privileged control (known as root access) over various Android subsystems.

Jailbroken/Rooted phones can be use applications to generate fake GPS coordinates, therefore, if the Vesta EVV system discovers that a phone has been rooted or jailbroken, the following messages may display:

### **For Google® Android Phones:**

The Vesta Mobile Application does not restrict a rooted Android device from utilizing the application. If a mock location is detected, the following message appears:

**“Mock Location – Failed to Clock In/Out! GPS coordinates could not be validated. Error #302.”**

### **For Apple® iPhones:**


The Vesta Mobile Application is not supported on a jailbroken phone. If detected, the following message appears:

**“Vesta Mobile is only supported on unmodified versions of iOS”**

## Using Vesta Mobile

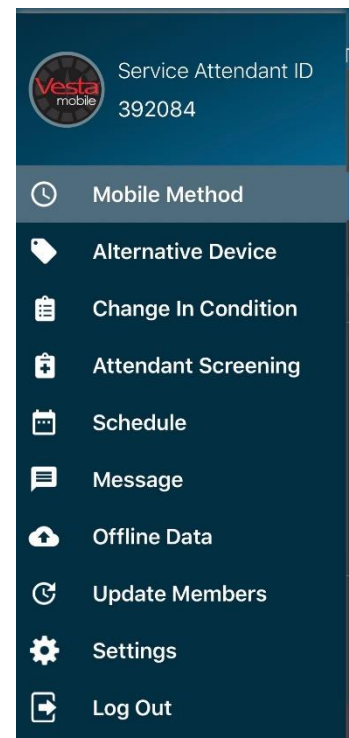
1. Launch the Vesta Mobile Application.
2. If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service CDS Employee ID and the Security PIN to login.

## Vesta Mobile Menu


Menu options may be accessed by pressing the menu icon. 

The menu options and descriptions are listed below:

- **Mobile Method** – Clock in and clock out using the Vesta Mobile Application.
- **Alternative Device** – Clock in and clock out using alternative device token numbers.
- **Change In Condition** - Allows users to report changes in their member's condition in real time to the agency.
- **Attendant Screening** - used by employees to answer COVID-19 screening questions (not required for CDS option).
- **Schedule** – View employee schedule for each assigned member (if applicable).
- **Message** – View messages sent from agency staff.
- **Offline Device** – Offline GPS and alternative device data to be sent when online.
- **Update Members** - Download/refresh users assigned members/schedules.
- **Settings** – Change application language to English or Spanish or reset PIN.
- **Log Out** – Log out of the Vesta Mobile Application.



## How to clock in from the member's home

1. Launch the Vesta Mobile Application.
2. Enter the Security PIN and click **LOGIN**.
3. Select the **New Visit** button.
4. Select the Member EVV ID using the drop down  or manually enter the EVV ID.
5. Use the drop-down to select the service that is being provided for the visit.
  - a. Services will not display for inactive authorizations or authorizations with start and end dates that fall outside of the current date.
6. Select **Clock In**.

**Note:** The CDS employee will not select a service upon clocking out. The service selected at clock in is associated with the clock in and clock out.

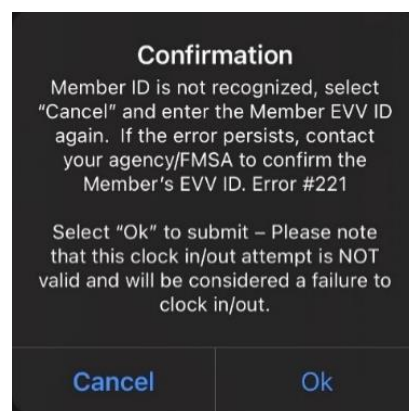
The location information is gathered, and the timer tracks the visit's duration.

**Note:** If the CDS employee's location is outside of the 100 ft radius of the member's home, a [Community Location](#) drop down menu will appear to indicate where the services are being performed.



#### Invalid Member EVV ID

When clocking in using the Vesta Mobile Application, the CDS employee is required to enter or select a valid member EVV ID. If an invalid EVV ID is entered, the CDS employee will receive the following message when attempting to clock in:



The CDS employee must select **Cancel** and correct the member EVV ID. If the CDS employee selects **Ok**, the clock in will be submitted with the invalid EVV ID and the clock in/out attempt will be invalid for visit verification.

#### Visit in Progress

Once a Visit has started, the Vesta Mobile Application may remain open or it may be closed. If Vesta Mobile is left open, the **VISIT IN PROGRESS** screen displays when accessing the application.

If the Vesta Mobile is closed or the smartphone shuts down due to power loss, once the phone is restarted and upon re-launching the Vesta Mobile Application, the **VISIT IN PROGRESS** screen displays.

**Note:** Closing the application does not stop the timer that displays the visit duration.

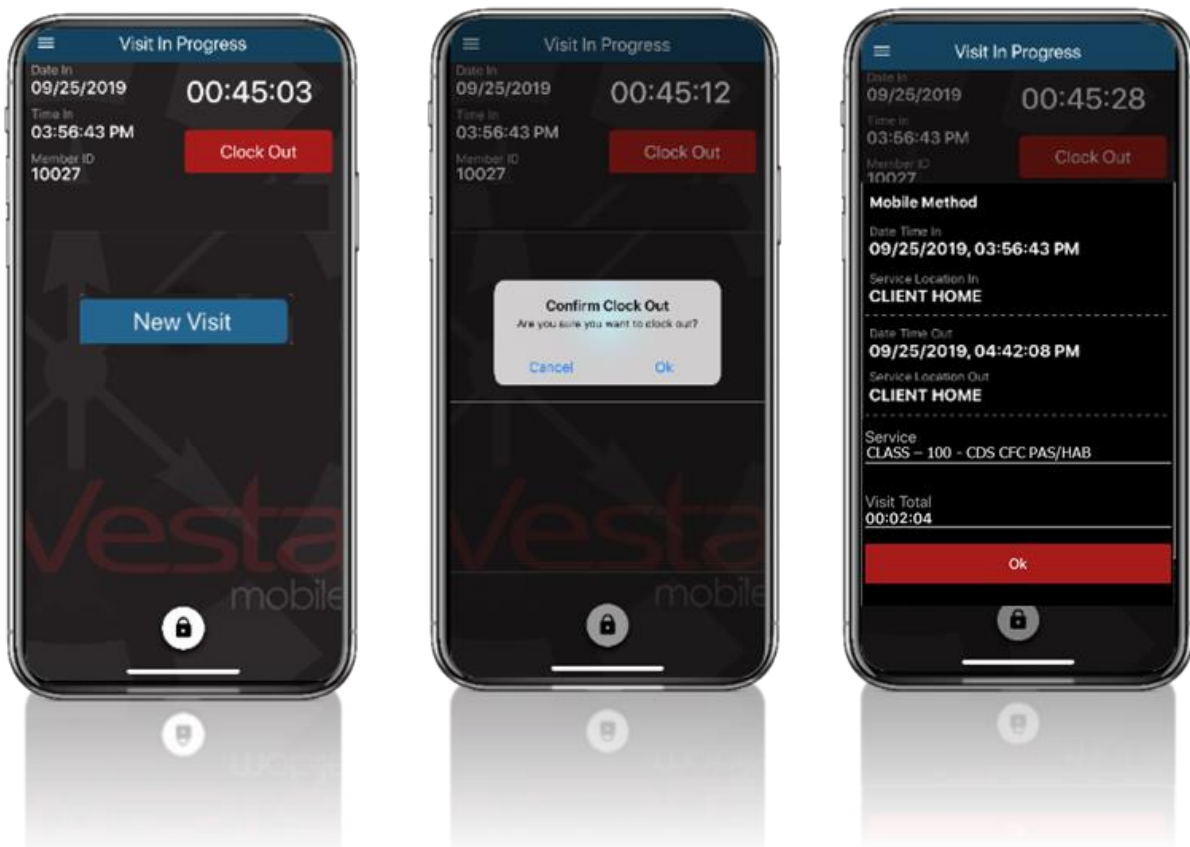
## Multiple Member Clock In and Clock Out Capability

The Vesta Mobile Application has the capability for a CDS employee to clock in and out for multiple members at the same time.

If needed, the employee may click on the **New Visit** button again to select another member to clock in and out when providing services at the same time.

### How to clock out from the Member's home

1. If the application has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open the application.
2. Click **CLOCK OUT** to end the visit. A **CONFIRM CLOCK OUT** prompt appears.
3. If ready to end visit, click **OK**. Visit details will appear.
4. Click **OK** to close Detail Information.



## Vesta Mobile Lock

Once a user successfully logs in to the Vesta Mobile Application, a lock button is presented to stop un-authorized access. If the lock button is pressed or the phone is locked, the Security PIN code must be entered to unlock the Vesta Mobile Application.



### Clear Login

A user may use the **Clear** option on the Login Screen to clear the Agency ID and the CDS Employee EVV ID required to log in. This option requires that the user must enter all the following on the next Log in attempt:

- Agency ID
- CDS Employee EVV ID
- Security PIN Code

## Community Location Feature

The Vesta Mobile Application community location feature allows visits to be verified by the CDS employee when services are delivered outside the member's home.

If the Vesta Mobile Application determines that the device is more than 100 feet outside the perimeter of the member's home, it will require the CDS employee to select a community location from a predefined drop-down list.

After the **Community Location** is selected, the CDS employee continues the clock in process. The community location feature will repeat during the clock out process if the CDS employee is still more than 100 feet outside the perimeter of the member's home.

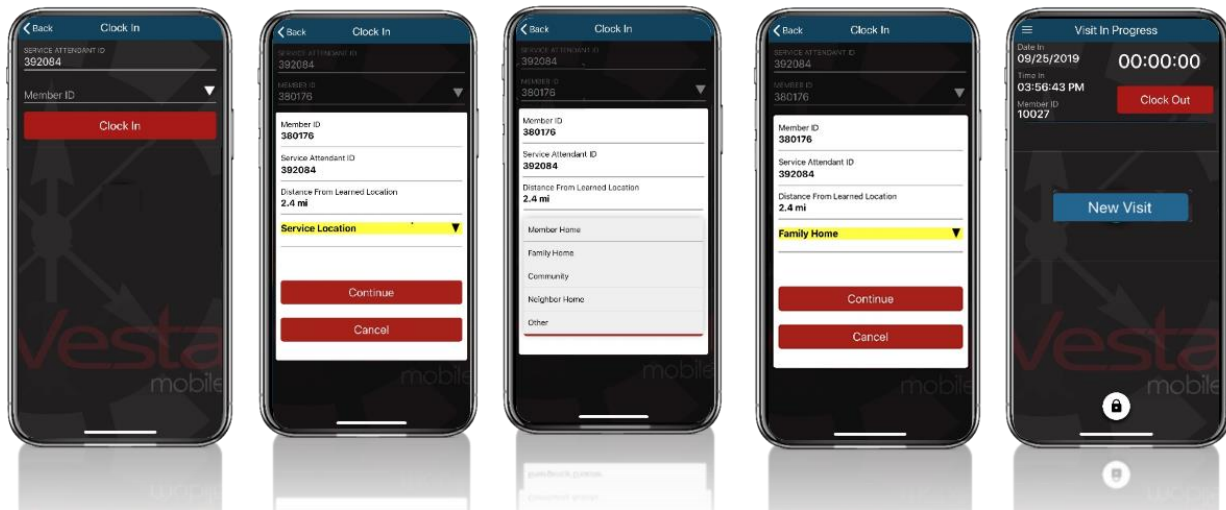
### Community Location Options

The pre-defined location options in the drop-down list include:

- **Member Home** – to be used when the mobile application detects a location outside of 100 feet from the member's learned location, but the service is still delivered within the member's home.
- **Family Home** – When a visit occurs at a family home away from the member's home.
- **Community** – When a visit occurs in the community away from the member's home.
- **Neighbor Home** – When a visit occurs at a neighbor home away from the member's home.
- **Other** – When the location does not apply to any of the other community location options.

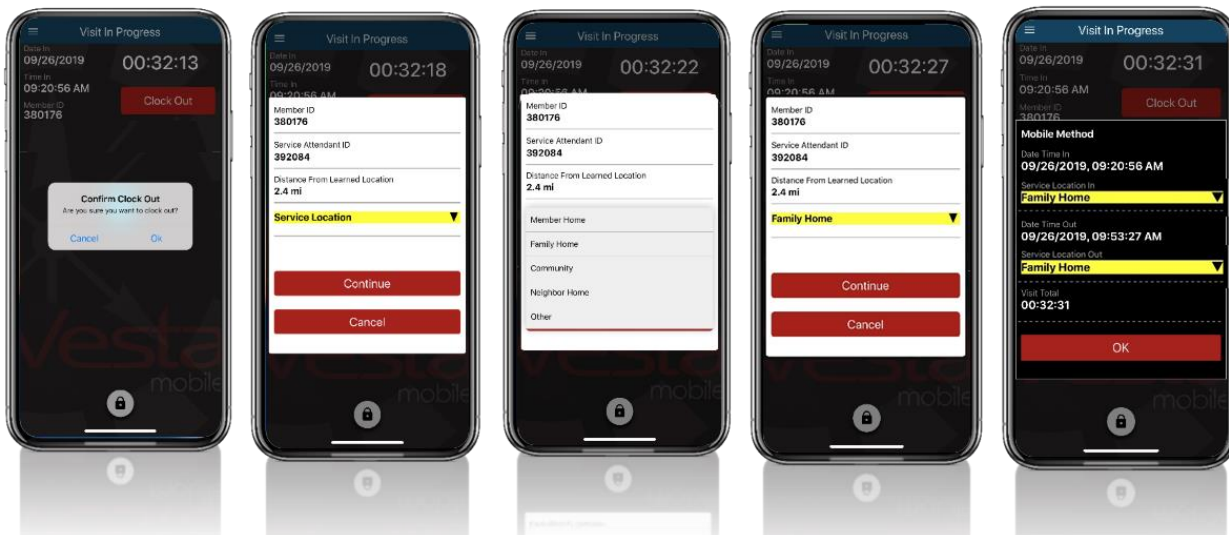
## How to clock in from a Community Location

1. Select the Member ID
2. Use the drop-down to select the service that is being provided for the visit and **CLOCK IN**.
3. If the screen shows the distance from the Learned Location is beyond 100 feet, a highlighted button labeled '**Service Location**' prompts the CDS employee to select a location before continuing.
4. Select the Service Location from the drop-down list.
5. The selected location is displayed on the screen. Press **CONTINUE** or **CANCEL** to cancel the Clock In.
6. The screen displays the **Visit In Progress** and displays the duration of the visit.



## How to clock out from a Community Location


1. When the visit is complete, select **Clock Out**.
2. If the screen shows distance from Learned Location is beyond 100 feet, a highlighted button labeled **'Service Location'** prompts the CDS employee to select a location before continuing.
3. Select the Service Location from the drop-down list.
4. The selected location is displayed on the screen. Press **CONTINUE** to proceed or **CANCEL** to cancel the Clock Out.
5. Upon clicking **Continue**, visit details are displayed. The CDS employee has the option of making corrections to service locations before clicking **OK**.

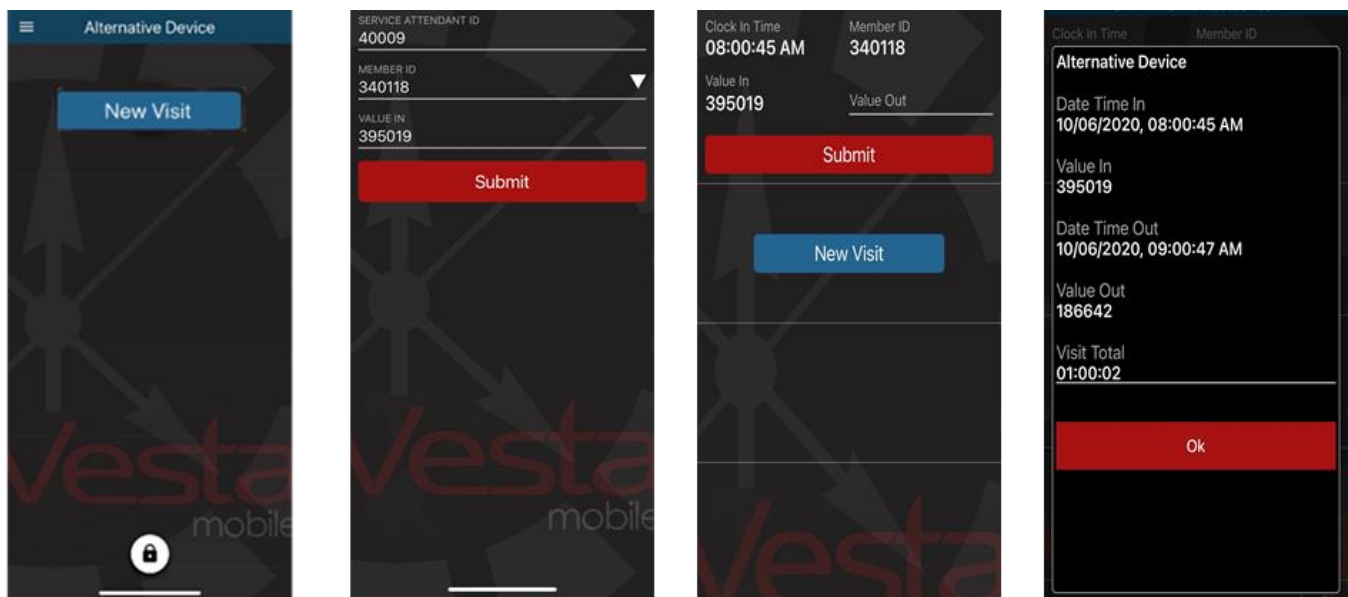


## Alternative Device Entry Feature

CDS employees may use the Vesta Mobile Application instead of calling the agency's toll-free number to enter the alternative device values.

Using the Vesta Mobile Application, CDS employees may clock in and out for members with an assigned alternative device by following the steps below:

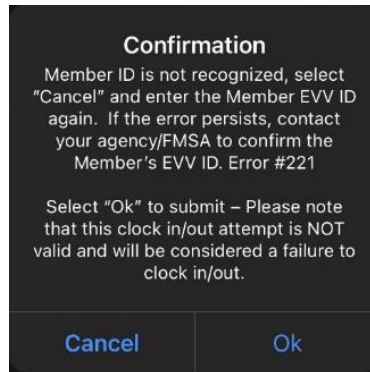
- 1) Launch the Vesta Mobile Application.
- 2) Enter the Security PIN and click **Login**.
- 3) Press the Menu Icon  and select **Alternative Device**.
- 4) Select the **New Visit** button.
- 5) Enter the Member EVV ID or use the drop-down to select the Member EVV ID.
- 6) Use the drop-down to select the service that is being provided for the visit. Services will not display for inactive authorizations or authorizations with start and end dates that fall outside of the current date.
- 7) Enter the Value IN and click **Submit**. The
- 8) If applicable, select New Visit again to select another member to clock in/out when providing services at the same time.
- 9) To clock out, enter the Value Out and select **Submit**.
- 10) The alternative device details display. Click **Ok** after reviewing.



When using the Alternative Device Method, the user will experience the following messages if they enter an invalid member EVV ID or an invalid Token Number In/Out.

#### Invalid Member EVV ID

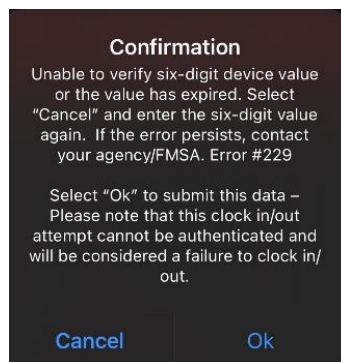
When clocking in using the Vesta Mobile Application with the alternative device, the CDS employee is required to enter or select a valid member EVV ID. If an invalid EVV ID is entered, the CDS employee will receive the following message when attempting to clock in:



The CDS employee must select **Cancel** and correct the member EVV ID. If the CDS employee selects **Ok**, the clock in will be submitted with the invalid EVV ID and the clock in/out attempt will be invalid for visit verification.

#### Invalid Token Data

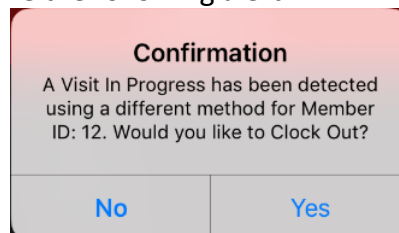
When a user enters invalid Token numbers for the clock in or clock out, they will receive the following message:



The CDS employee must select **Cancel** and correct the device values. If the CDS employee selects **Ok**, the clock in or clock out will be submitted with the invalid device values and the clock in/out attempt will be invalid for visit verification.

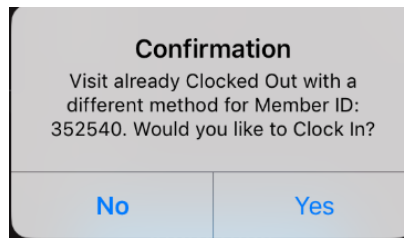
#### Already Clocked In or Clocked Out

If a Mobile application user has already Clocked In utilizing a different device method such as a Landline or an Alternative Device, and they try to clock in again with the Vesta Mobile Application using the mobile method or the alternative device, they will receive the following alert:



- Pressing **No** clears the message and the user will proceed to clock in normally.
- Pressing **Yes** will submit a clock out for that member.

If a user clocked in with the Vesta Mobile Application and then clocked out using another method such as the landline or alternative device, when the user attempts to then clock out through the mobile application, the user will receive the following alert:



- Pressing **No** will end the Visit In Progress without submitting a clock out and refresh the user back to the main screen.
- Pressing **Yes** will end the Visit In Progress without submitting a clock out and direct the user to clock in.

## Overnight Shift

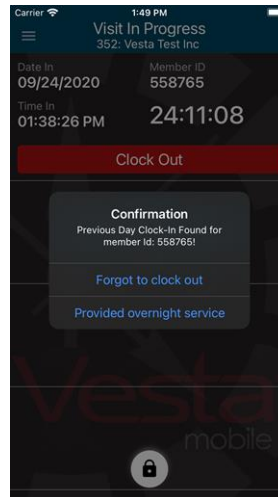
When completing for an overnight shift for respite services, CDS employees can use the Vesta Mobile Application to clock in at the beginning of the shift and clock out at the end of the shift the following day, without needing to clock out at 11:59 pm and clock back in at 12:00 pm.

When the CDS employee clocks in and out overnight for a respite service, those times will be automatically generated by the Vesta EVV system and linked to the visit after both the initial clock in and last clock out happens in the Vesta Mobile Application.

**Important:** Respite services must be entered for the member and selected by the CDS employee for this feature to be enabled. If the user clocks in and out overnight without respite services selected, they will not be prompted to clock out for the overnight shift.

### Steps to Clock Out for Overnight shift

1. At the beginning of the shift, ensure respite services are selected and clock in with the Vesta Mobile Application, but do not clock out on the same day.
2. At the end of the shift the following day, return the Vesta Mobile Application and the following message appears:



- a. If the user forgot to clock on the previous day shift, they should select **Forgot to clock out**. This will end the visit without created a clock in or out on that day and the user will be able to clock in.
- b. If the user is clocking out from the overnight shift, they must select **Provided Overnight Service**. This will create a clock out for that visit. Once the clock out is sent, the Vesta EVV system will automatically add the 11:59 pm clock out to the previous days visit and the 12:00 am clock to the current days visit.

## Vesta Mobile Menu Options

### Change in Condition (Optional)

**Note: The FMSA will only view have access to view Change in Condition submissions.**

The Vesta Mobile change in condition feature allows users to report changes in their member's condition in real time to the agency. Change in condition options include:

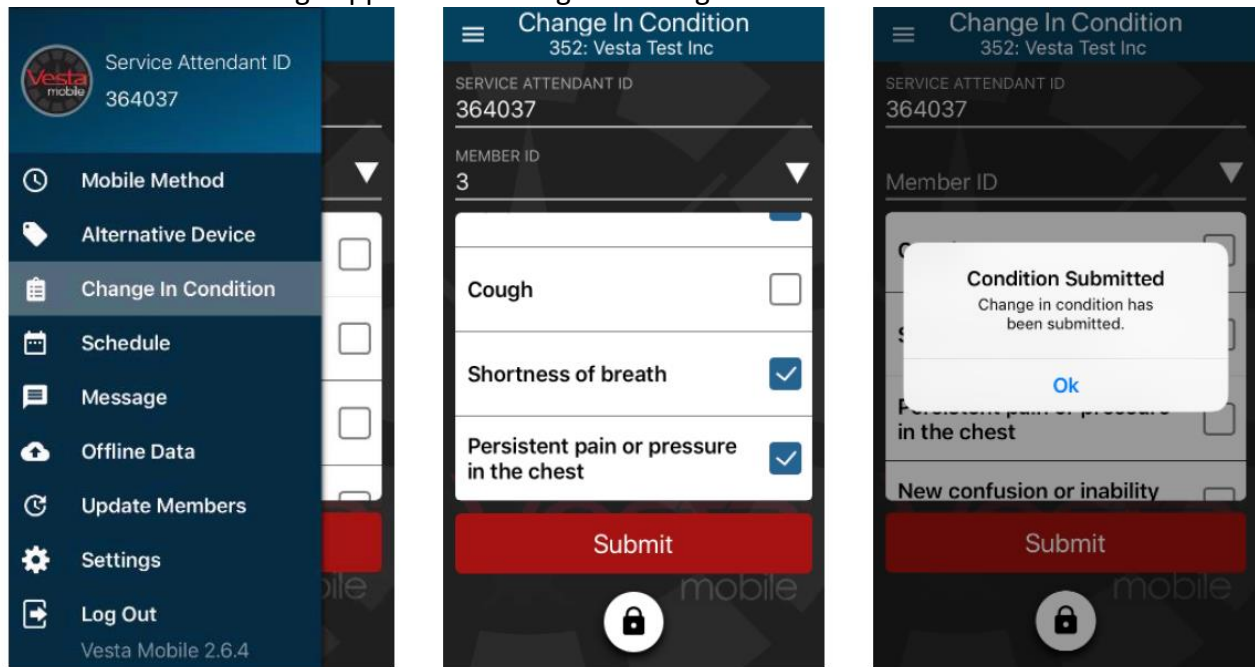
- No issues noted; member and household member(s) screened as per agency's infection control policy.
- Fever
- Cough
- Shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face
- Member hospitalized
- Member experienced fall/injury

### Reporting a Change in Condition

The following steps must be completed for a user to report a change in condition.

1. From Vesta Mobile Application, select the menu button and select **Change in Condition**.
2. Enter the member's EVV ID or select the member's EVV ID from the drop-down menu.
3. Select the condition(s) that apply and then select **Submit**.

4. A confirmation message appears indicating the Change in Condition has been submitted.



#### CDS Employee Health Screening (Optional)

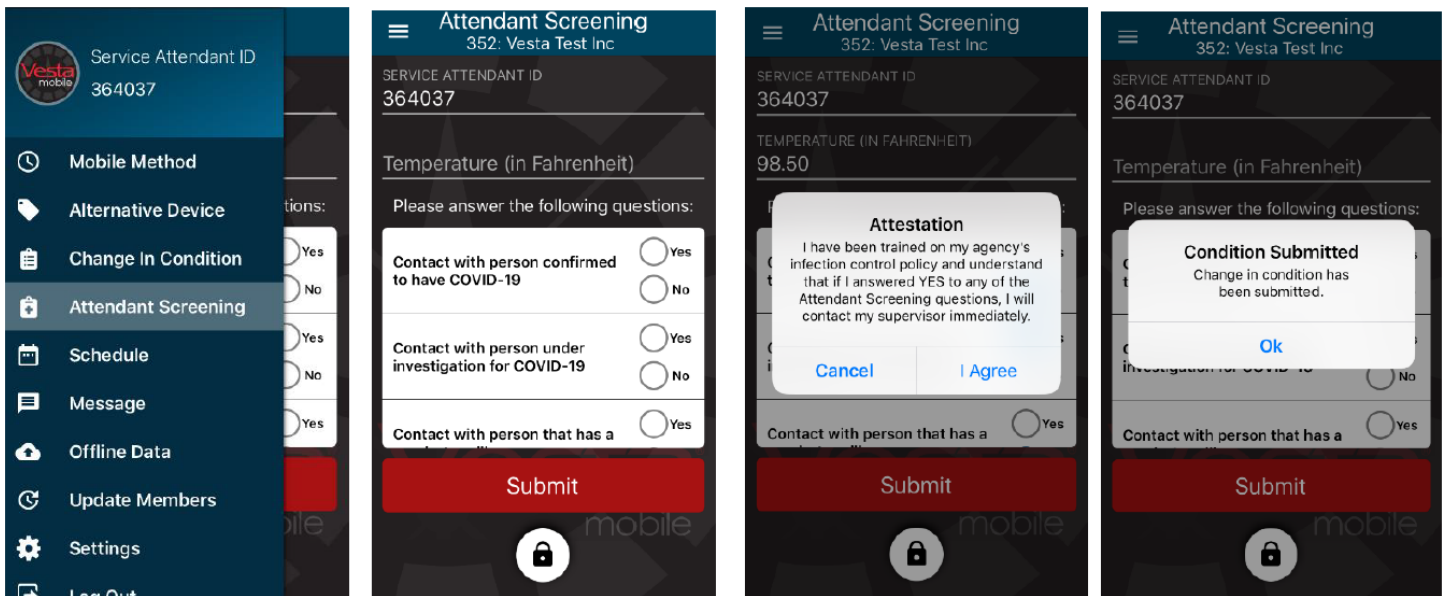
**Note: The FMSEA will only view have access to view Employee Health Screening submissions.**

The CDS employee health screening feature may be used by CDS employees to answer COVID-19 screening questions. CDS employee responses are sent to the Vesta Web in real time for FMSEA review.

#### *Accessing the CDS Employee Health Screening Tool in the Vesta Mobile Application*

Follow the steps below to access the CDS employee health screening:

1. From the Vesta Mobile Application menu, select **CDS Employee Screening**.
2. Document CDS employee's temperature in Fahrenheit (optional).
3. Complete the screening by answering **Yes** or **No** to each question the select **Submit**.
4. Complete the attestation.
5. The change in condition is submitted and responses are recorded in the Vesta Web Application.



### Schedule (Optional)

CDS employees may view schedule information which is uploaded daily from Vesta EVV.

1. Select **Schedule** from the Menu.
2. Enter the Member EVV ID and select **VIEW SCHEDULE**.
3. The schedule for the member and the CDS employee displays.

### Offline Data

The Vesta Mobile Application requires a data connection to download the application, report the GPS location, and use application functions. However, once Vesta Mobile is set up on the CDS employee's smart device, it can be used continuously even in locations where there is no cellular data or internet connection.

When an CDS employee clocks in and clocks out without a data connection, the data is stored in the Offline Data Menu. The clock in and clock out information cannot be sent to Vesta until a data connection has been restored.

### How to clock in and out when there is no cellular data or internet available

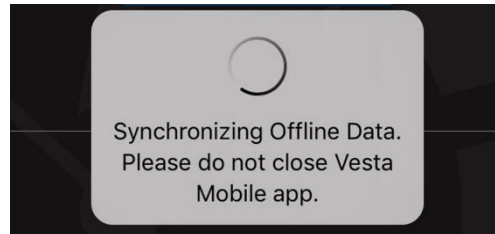
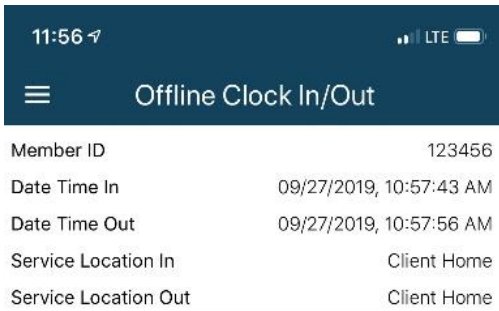
If the CDS employee is in an area that does not have a data connection at the location where the clock in or out is being performed, the data will be stored in the device and then transmitted once a connection is established.

The CDS employee clocks in and out by following the same steps outlined in this Guide. While the device is being used without a data connection, stored data can be viewed in the Offline Data Menu. The clock in and clock out information cannot be sent to Vesta until a data connection has been restored.

### Viewing Offline Data

1. Press the **Menu** button to view menu options and select **Offline Data**.

2. The offline data displays.
3. Press **Submit** to send the data. If there is still no internet connection, the message 'The internet connection appears to be offline' displays.
4. The moment the phone reconnects to the internet, the user will be prompted with an alert stating that the offline data will be synced to Vesta automatically.



### Update Members

The **Update Members** feature allows Vesta Mobile Application users to request a download/refresh of their assigned members. Information such as newly assigned clients and any changes to a schedule, made the previous day, will be downloaded and visible to the employees.

### Settings

The settings option allows users change the Vesta Mobile Application language and/or change their security pin.

### Changing the Security PIN

The Change Security PIN option allows users to change their security PIN to a unique 4 to 6-digit PIN.

1. Enter the Previous PIN.
2. Enter the New security PIN.
3. Confirm the New security PIN.
4. Select Change PIN.

The new PIN will appear in the CDS Employee Profile in Vesta.

### Log Out

Selecting **Log Out** will log users completely out of the Vesta Mobile Application and they will be required to enter the Agency ID, Service CDS Employee EVV ID, and PIN to re-enter the application.

## Community Location Information

### Call View

The FMSA has access to the call view and may review the details with the CDS employer if necessary.

The **Call View** tab displays the clock in and clock out community locations used by service CDS employees while utilizing the Vesta Mobile Application. When the service CDS employee selects a community location during the clock in or clock out, the location selected is displayed under Loc (Location) in the Call View tab.

Visit Verify

Call View

Visit Log

Options

Visit Sync

Total Calls: 10


FILTER UNLINKED CALLS TO CREATE VISIT

EXPORT 60-DAY CALL VIEW

	Date	Caller ID	Time In	Time Out	Member #	Member Name	Service Att...	Service Attendant Name	Value In	Loc In	V
<div>U</div>	11/20/2019		3:43PM		3	PEREZ, SAMUEL	2	HILL, ANNA	26.1892, -97.7128	<div></div> Mem	<div></div>

### Clock In/Out Locations

FMSA users can view the location where the service CDS employees are clocking in and out from.

1. The user must click the  icon in the **Value In**.
2. The icon will open and display the location in Google Maps.

Visit Verify

Call View

Visit Log

Options

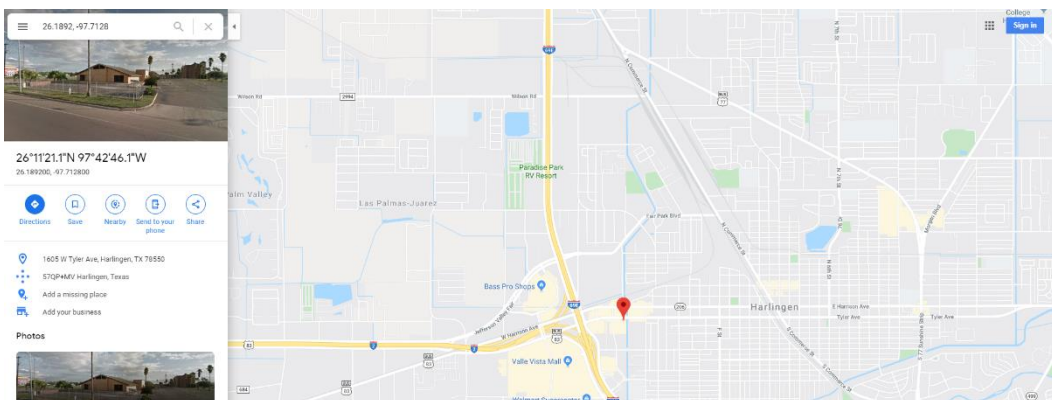
Visit Sync

Total Calls: 10

FILTER UNLINKED CALLS TO CREATE VISIT

EXPORT 60-DAY CALL VIEW

	Date	Caller ID	Time In	Time Out	Member #	Member Name	Service Att...	Service Attendant Name	Value In	Loc In	V
<div>U</div>	11/20/2019		3:43PM		3	PEREZ, SAMUEL	2	HILL, ANNA	26.1892, -97.7128	<div></div> Mem	<div></div>



### Learned Location (Employer)

Vesta Mobile Application uses GPS technology to compare the location where the service CDS employee is clocking in and clocking out to the member's home address.

At times, Google maps may pinpoint the member's address a long distance away from the actual domicile. For example, the address may be pinpointed on the sidewalk or street directly in front of the residence. This map pinpoint discrepancy may place the CDS employee's clock in and clock out outside the 100 ft. range.

DataLogic has developed a feature named **Learned Location** to resolve such discrepancies. Learned Location allows designated Agency Supervisors the ability to update the member's Google map pinpoint location to match the true location of the domicile.

## When to use Learned Location

In the example to the right, the grey pin indicates the "pinpoint" location of the member's address as it appears on Google maps, however, the physical home is over 100 feet away from those coordinates. When the service CDS employee clocks in/out with the Mobile Application, as indicated by the green pins, these coordinates fall outside the 100 ft. radius, although the service CDS employee is at the member's home.

With the Learned location feature, a CDS employer will have the ability to update the "pinpoint" location to the actual physical home location coordinates. Once updated, the service CDS employee's clock in and clock out, when at the member's home, should fall within the 100 ft. radius.



## Getting Started in Vesta

The employer must have a smartphone with a current operating system (Android or iPhone) and agree to the use of his or her phone for the purpose of EVV. (Data plan is required).

The employer or FMSA supervisor must already be entered in Vesta by the FMSA in the service CDS employee section.

1. FMSA staff must provide the CDS Employer with the following, so they can log in and begin using the app:
  - Vesta Mobile Pin
  - CDS Employer Vesta EVV ID
  - Agency ID

## Logging in to Vesta Mobile

Employers that use the Vesta Mobile for Learned Location will no longer need to register an individual smartphone for use. With the capability to use any qualified smartphone, users must follow the steps below anytime they log in to the Vesta Mobile App on a new device.

**Note:** User's will not have to repeat this process if they have already logged in to the Vesta Mobile Application on the same smartphone, unless they completely log out of the application.

1. Enter the Agency ID, EVV ID, and Security Pin. (Security Pin is provided by FMSA staff.)
2. Select **Login** to Confirm.

## Learned Location Main Screen

The Learned Location screen is displayed. This screen will only be displayed for registered Supervisor User(s).



- The blue dot indicates the current device's GPS position.



- The red pinpoint will be used to update member's Learned location.

**Note:** GPS satellites broadcast their signals in space with a certain accuracy, but what you receive depends on additional factors, including satellite geometry, signal blockage, atmospheric conditions, and receiver design features/quality.

The "Update" button is disabled until a member ID is entered.

## Updating a Member's GPS Learned Location

There are two ways an employer may choose to use the learned location to update a member's GPS Location.

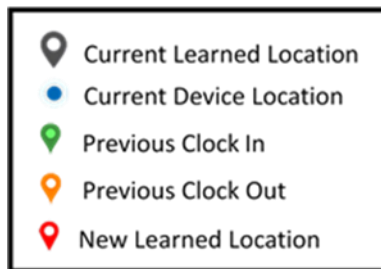
1. The employer may be at the member's home and update the location while physically at the address.

2. The employer may update the location while at the office or any other address and use the last clock in/out information for reference.

## Updating Member's GPS Location- At Member's home

Employers may update a member's GPS location by visiting the member's home and setting up a New Location using the Learned Location feature.

1. Log into the Vesta Mobile Application at the member's home.
2. Enter the member's EVV ID.
3. The map will display the member's location. Use the legend below to identify what each icon represents.

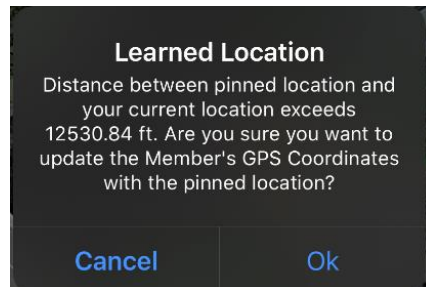


4. The employer must designate the new learned location by press the desired location on the map and holding for 3 seconds. By doing this, the red pin will move to the desired location.
5. Once the new location is set on the map, the employer may press the **UPDATE** button.
6. The new location is updated and used to determine if the service CDS Employee is clocking in/out within 100 ft.

## Updating Member's GPS Location- Away from the Member's home

1. Log into the Vesta Mobile Application at the member's home.
2. Enter the member's EVV ID.
3. The map displays the member's location. Use the legend below to identify what each icon represents. The map will **not** display the blue dot at the location, since the user is not physically be at the actual location.
4. The employer must designate the new learned location by pressing the desired location on the map and holding for 3 seconds. By doing this, the red pin will move to the desired location.

- Once the new location is set on the map, the Supervisor may press the **Update** button.
- An alert message displays when the Supervisor is updating the Learned location when not physically at the location.



- The new location is updated and used to determine if the service CDS employee is clocking in/out within 100 ft.

## Troubleshooting

### Vesta Mobile Application Messages

The guide below to identify any error messages users may encounter while using the Vesta Mobile App.

Error #	English and Spanish Description
500	<p>An error occurred, please try again. If the error persists, please contact your Agency to ensure that you are Authorized to use Mobile Device. Error #500</p> <p>Un error ha ocurrido, por favor trate de nuevo. Si el error persiste, por favor contacte a su agencia para asegurarse que esta autorizado para usar la aplicacion movil. Error #500</p>
501	<p>Unable to connect to Vesta. Please try again. Error #501</p> <p>Ha ocurrido un error en la conexión en Vesta. Por favor inténtalo de nuevo. Error #501</p>
502	<p>General error. Error #502</p> <p>Error general. Error #502</p>
301	<p>Vesta Mobile is only supported on unmodified versions of iOS. Error #301</p> <p>Vesta Mobile es compatible únicamente con versiones de iOS que no han sido modificadas. Error #301</p>

302	<p>Vesta Mobile cannot determine your location. Please try again later or notify your Provider Agency. Error #302</p> <p>Vesta Mobile no puede determinar su ubicación. Por favor trate de nuevo más tarde o notifique a su Agencia. Error #302</p>
303	<p>Vesta Mobile cannot determine your location. Please try again later or notify your Provider Agency. Error #303</p> <p>Vesta Mobile no puede determinar su ubicación. Por favor trate de nuevo más tarde o notifique a su Agencia. Error #303</p>
303	<p>Service CDS Employee ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #303</p> <p>El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #303</p>
304	<p>The Service CDS Employee Status must be Active in order to use the Mobile Device. Please contact your Agency. Error #304</p> <p>El estado del Asistente de Servicio debe estar Activo para poder user el la aplicacion Movil. Por favor contacte a su Agencia. Error 304</p>
304	<p>No Internet connection detected. Error #304</p> <p>No se pudo detectar una conexion de Internet. Error #304</p>
305	<p>Service CDS Employee is currently Clocked In. Select OK to clear message. Error #305</p> <p>El Asistente de Servicio actualmente ha Empezado su Turno. Seleccione OK para quitar el mensaje. Error #305</p>
305	<p>This Member has been already Clocked In. Error #305</p> <p>El Turno para este Miembro ya ha sido Iniciado. Error #305</p>
306	<p>Service CDS Employee has already Clocked Out. Select OK to clear message. Error #306</p> <p>El Asistente de Servicio actualmente ha Terminado su Turno. Seleccione OK para quitar el mensaje. Error #306</p>
306	<p>This Member has been already Clocked Out. Error #306</p> <p>El Turno para este Miembro ya ha sido Terminado. Error #306</p>
307	<p>Service CDS Employee ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #307</p>

	El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #307
308	<p>The Service CDS Employee Status must be Active in order to use the Mobile Device. Please contact your Agency. Error #308</p> <p>El estado del Asistente de Servicio debe estar Activo para poder user el la aplicacion Movil. Por favor contacte a su Agencia. Error #308</p>
308	<p>The Previous Security PIN is incorrect. Error #308</p> <p>El PIN de Seguridad Anterior es incorrecto. Error #308</p>
309	<p>Agency ID entered is not correct, please try again. Error #309</p> <p>El ID de la Agencia es incorrecto, por favor intente de nuevo. Error #309</p>
309	<p>The User credentials you have entered are invalid. Please try again, if the issue persists, notify your Provider Agency. Error #309</p> <p>Las credenciales de Usuario que ha ingresado no son válidas. Por favor intente de nuevo, si el problema persiste, notifique a su Agencia. Error #309</p>
310	<p>Vesta Mobile version is out of date and must be updated; DO NOT UNINSTALL Vesta Mobile if any Offline data is stored on this device, as this may result in loss of this data. Please submit any Offline data before uninstalling Vesta Mobile. Error #310</p> <p>La version de Vesta Mobile esta desactualizada y debe actualizarse; NO DESINSTALAR Vesta Mobile si tiene Datos Fuera de Linea almacenados en este telefono, dado que esto puede provocar la perdida de estos datos. Por favor envíe los datos antes de desinstalar Vesta Mobile. Error #310</p>
310	<p>A Clock In has already started for this Member. Error #310</p> <p>Un Turno ha sido Iniciado para este Miembro. Error #310</p>
311	<p>Device is already registered to this Agency ID. Please contact your Agency. Error #311</p> <p>Este dispositivo esta actualmente registrado con Agencia ID. Por favor contacte su Agencia. Error #311</p>
313	<p>A Clock In was detected for this member. Please use the Already Clocked In with different method button. Error #313</p> <p>Una entrada para este miembro fue detectada. Utilize el boton ya registrado con otro metodo. Error #313</p>

314	<p>The password entered is incorrect, please try again. Error #314</p> <p>La contraseña introducida es incorrecta, por favor inténtelo de nuevo. Error #314</p>
315	<p>Service CDS Employee ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #315</p> <p>El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #315</p>
321	<p>Member ID is not recognized, please try again. If the error persists, please contact your Agency. Error #321</p> <p>No se reconoce el ID del Miembro, por favor intente de nuevo. Si el error persiste, por favor contacte a su Agencia. Error #321</p>
322	<p>Member Status is not Active. If the error persists, please contact your Agency. Error #322</p> <p>El estado del Miembro no esta Activo. Si el error persiste, por favor contacte a su Agencia. Error #322</p>
323	<p>Member's GPS coordinates could not be authenticated. Clock In/Out attempt cannot be authenticated. Please contact your Agency immediately. Error #323</p> <p>No se puedes autenticar las coordenadas GPS del Miembro. Los intentos de Entrada/Salida no se pueden autenticar. Por favor contacte a su Agencia inmediatamente. Error #323</p>
327	<p>An error occurred that requires the Clock In Community Location to be reselected on the visit. Error #327</p> <p>Un error ha ocurrido y se requiere que seleccione la Ubicacion en la Comunidad cuando Marque Entrada para la visita. Error 327</p>
328	<p>An error occurred that requires the Clock Out Community Location to be reselected on the visit. Error #328</p> <p>Un error ha ocurrido y se requiere que seleccione la Ubicacion en la Comunidad cuando Marque SALIDA para la visita. Error 328</p>
329	<p>Unable to verify six-digit device value or the value has expired. Clock In/Out attempt cannot be authenticated. Please try again. If the error persists, please contact your Agency. Error #329</p>

	No es posible verificar el valor de los seis-digitos o el valor ha expirado. Los intentos de Entrada/Salida no se pueden autenticar. Por favor intente de nuevo. Si el error persiste, por favor contacte a su Agencia. Error #329
330	An error occurred that requires the visit data to be resubmitted. Error #330  Se produjo un error que requiere que se vuelvan a enviar los datos de la visita. Error #330
332	Current Member does not have an assigned Alternative Device. Error #332  El Miembro actual no tiene asignado un Dispositivo. Error 332
334	Service CDS Employee is not authorized to use Mobile Method. Error #334  El Asistente de Servicio no esta autorizado para usar el Metodo Movil. 334
335	User Consent not documented. If the error persists, please contact your Agency. Error #335  El Consentimiento de Usuario no se ha documentado. Si el error persiste, por favor contacte a su Agencia. Error #335
336	Incorrect Security PIN code entered, please try again. Error #336  Codigo de Seguridad PIN incorrecto, por favor intente de nuevo. Error 336
337	Offline data for a previous visit date exists that has not been uploaded/synchronized to Vesta EVV. Please upload Offline data prior to Clock In/Out attempt. Error #337  Los datos Fuera de Linea de una visita existente con fecha previa, no se han enviado/sincronizado con Vesta EVV. Por favor enviar los datos Fuera de Linea antes de un intentar marcar una Entrada/Salida. Error #337
338	Security PIN code must be between 4 to 6 digits, please try again. Error #338  El Codigo de Seguridad PIN debe contener entre 4 a 6 digitos, por favor intente de nuevo. Error #338
339	Offline Activity Date/ Time is greater than Current Activity's Date/ Time. Error #339

	La Fecha/ Hora de la Actividad Fuera de Linea es mayor que la Fecha/ Hora Actual de la Actividad. Error #339
--	---