

CarelinkGo

User Guide for Support Workers

Version Control

This document is subject to change. The latest version of this document is available on the CarelinkGo page via the Intranet.

| Version | Page(s) | Details of Amendment | Date Published | Date of Effect |
|---------|-----------|---|----------------|----------------|
| 1.2 | 43 | Vacancies instructions updated to align with CarelinkGo 3.2.0.1024 | 22/08/2023 | 04/09/2023 |
| 1.1 | 7, 9 & 10 | Updated QR code and installation information | 21/08/2023 | 04/09/2023 |
| 1.0 | | First release of the <i>CarelinkGo User Guide for Support Workers</i> | 09/08/2023 | 04/09/2023 |

Purpose

The purpose of this user guide is to give you the skills and knowledge to use the mobile application, CarelinkGo.

After reading this user guide, you will be able to do the following in your CarelinkGo app:

- Know how to install and set up your CarelinkGo app
- View your rosters and shift information
- Receive and apply for vacant shifts
- View and reply to shift messages
- View and create progress notes
- Understand your setting options
- Where to seek assistance if needed

Contents Page

| Section | Page No. |
|---------------------------------------|----------|
| Installing the CarelinkGo app | 5 |
| My Work Rosters – Calendar Navigation | 11 |
| My Work Rosters – Viewing Shifts | 19 |
| My Work Rosters – Shift Handling | 27 |
| Progress Notes | 32 |
| Vacancies | 39 |
| Messages | 46 |
| Settings Options | 53 |
| Settings Options - Troubleshooting | 59 |
| Top Tips | 64 |

CarelinkGo

Installing the CarelinkGo App

Installing the CarelinkGo App Summary

This section of your CarelinkGo User Guide will show you step by step:

- Where to go to enrol for Connect2Work
- How to install the CarelinkGo app on your device
- How to connect using the QR code
- How to successfully log in using your Endeavour Foundation credentials

Step by Step Instructions

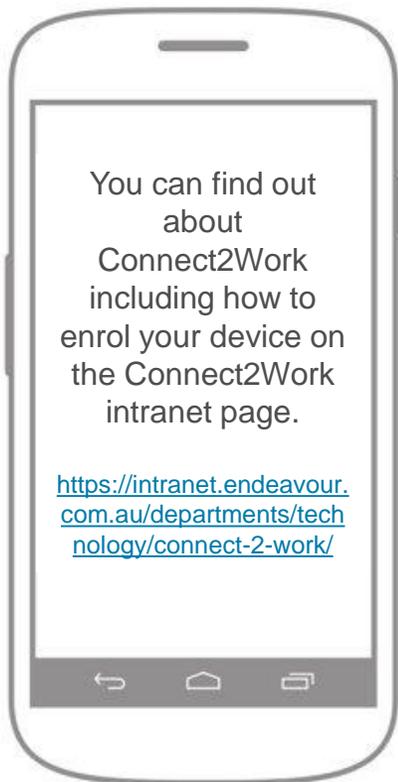
| Step | Instructions |
|------|--|
| 1 | Enrol for Connect2Work. You can find out about Connect2Work including how to enrol your device on the Connect2Work intranet page. https://intranet.endeavour.com.au/departments/technology/connect-2-work/ |
| 2 | Download CarelinkGo app from the Company Portal and open the CarelinkGo app. |
| 3 | Tap on 'While using the app' for Location permissions |
| 4 | Tap on 'Allow' for allowing Notifications |
| 5 | Tap on 'Get Started' |
| 6 | Tap on 'Select to Scan QR Code' |
| 7 | Tap on 'While using the app' for Camera permissions |
| 8 | Scan the QR Code pictured below. |
| 9 | Tap on 'Add Environment' |
| 10 | Tap on the Endeavour Foundation option |
| 11 | Tap on 'Connect' |
| 12 | You are now set up and ready to log in using your Endeavour Foundation username and password. |

Your CarelinkGo QR code to connect you Endeavour Foundation's environment



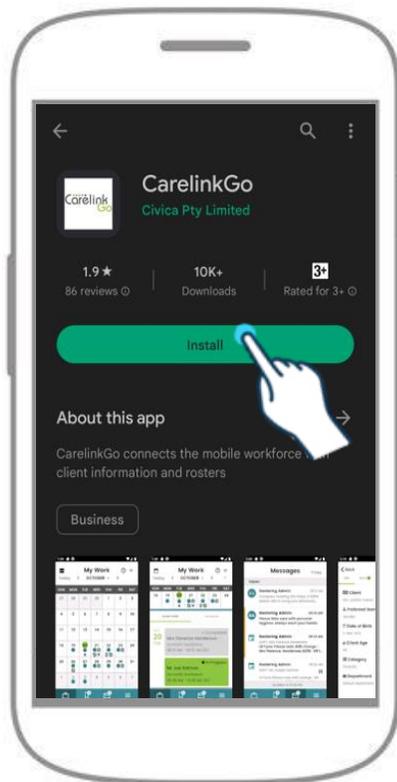
1

Enrol for Connect2Work.



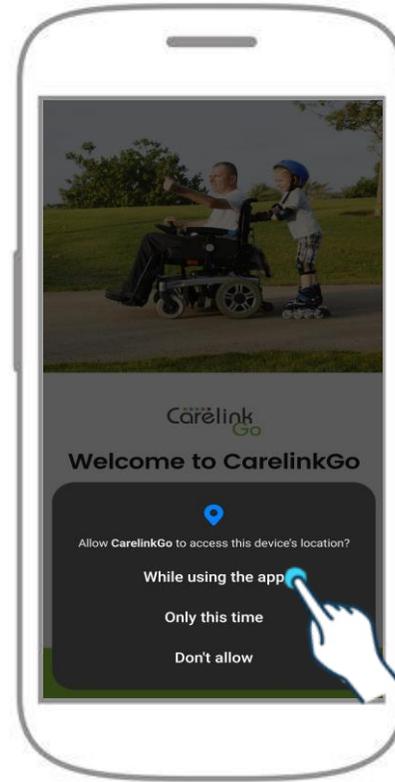
2

Install CarelinkGo app from the Company Portal and open the CarelinkGo app.



3

Tap on 'While using the app' for location permissions



4

Tap on 'Allow' for allowing notifications.



GO



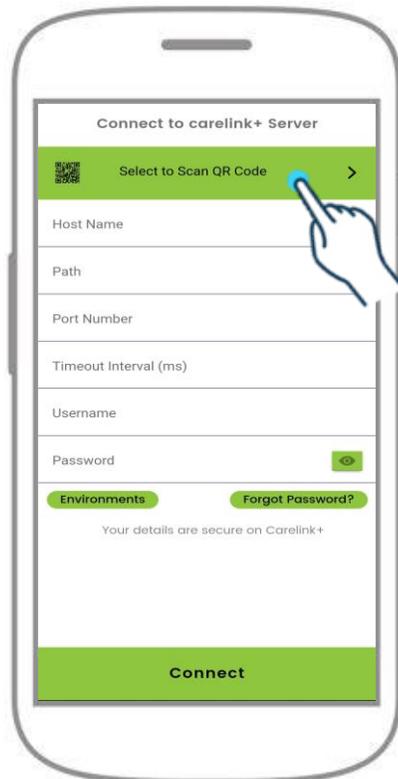
5

Tap on 'Get Started'



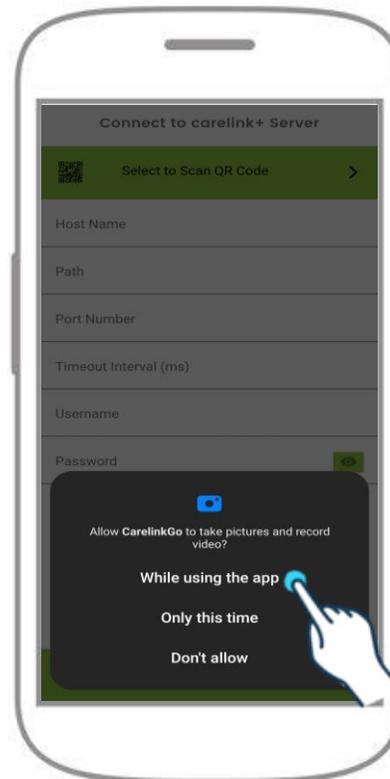
6

Tap on 'Select to Scan QR Code'



7

Tap on 'While using the app' for camera permissions.



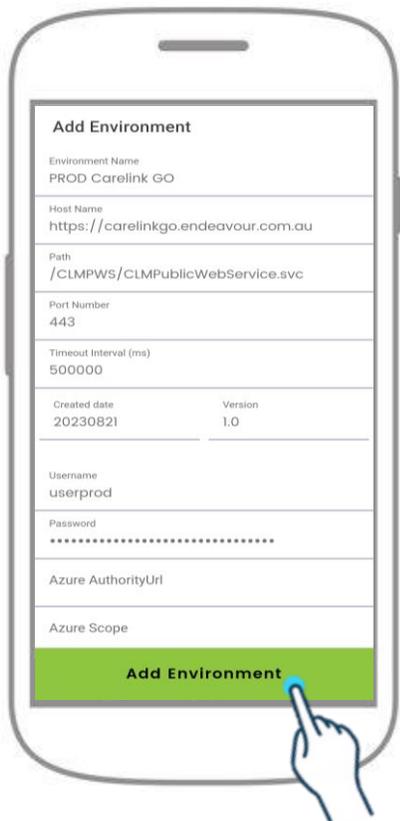
8

Scan the QR code pictured below.



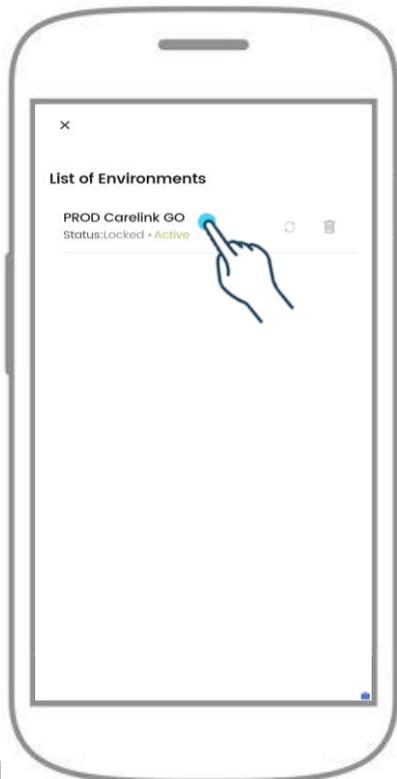
9

Tap on 'Add Environment'



10

Tap on the Endeavour Foundation option



11

Tap on 'Connect'



12

You are now set up and ready to log in using your Endeavour Foundation username and password.



CarelinkGo

My Work Rosters

Calendar Navigation

My Work Rosters Summary

This section of your CarelinkGo User Guide will show you step by step:

- How to navigate the My Work Roster screen
- How to view your shifts in a weekly or calendar view

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | Log in to CarelinkGo using your Endeavour Foundation username and password. |
| 2 | Your 'My Work' screen will appear once logged in. |
| 3 | The 'My Work' screen shows shifts in a week split view. |
| 4 | You can scroll down to view any shifts you will be working in the next 28 days. |
| 5 | You can scroll up to view any shifts you worked in the past 14 days |
| 6 | The calendar ribbon at the top of the screen will show a blue circle on dates you have rostered shifts. |
| 7 | The green circle around the date indicates today's date. |
| 8 | To change the dates displayed in the ribbon, tap on the arrows on either side of the month. |
| 9 | To return to today's date, tap on the word 'Today' . |
| 10 | To remove the calendar ribbon and only see your rostered shifts, tap on the up arrow. |
| 11 | To reinstate your calendar ribbon on the screen, tap on the down arrow. |
| 12 | To view a month calendar view, you can tap on the calendar icon. |
| 13 | To close this screen, tap on the 2 lines in the top left. |
| 14 | To view the Legend, tap on the  symbol. A screen will show you what the meaning is for each icon. |
| 15 | To view vacancies that you have applied for in your 'Roster Shifts' screen, tap on the  icon. |
| 16 | Click on 'Show Applied Vacancies in Roster Shift List' . Tap on 'Apply' to save the change. |
| 17 | Vacant shifts you have applied for will now appear in your 'Roster Shifts' screen. |

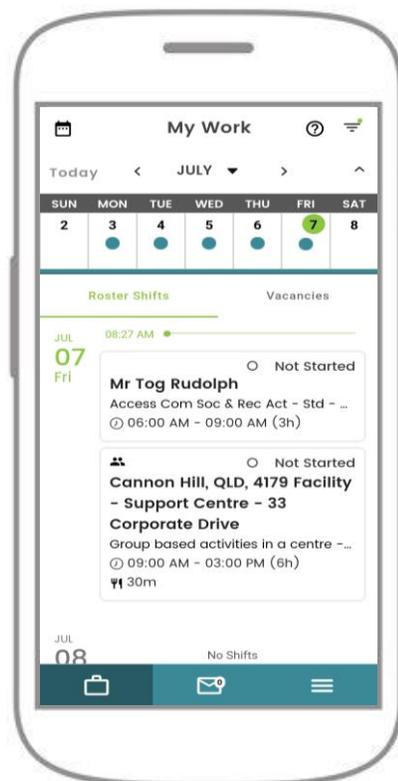
1

Log in to CarelinkGo using your Endeavour Foundation username and password.



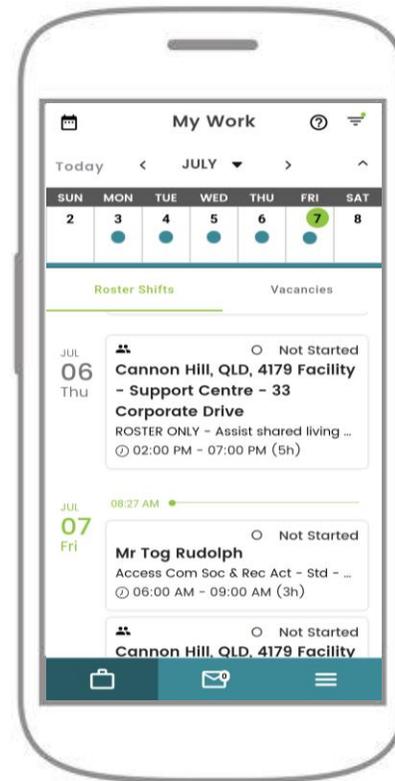
2

Your 'My Work' screen will appear once logged in.



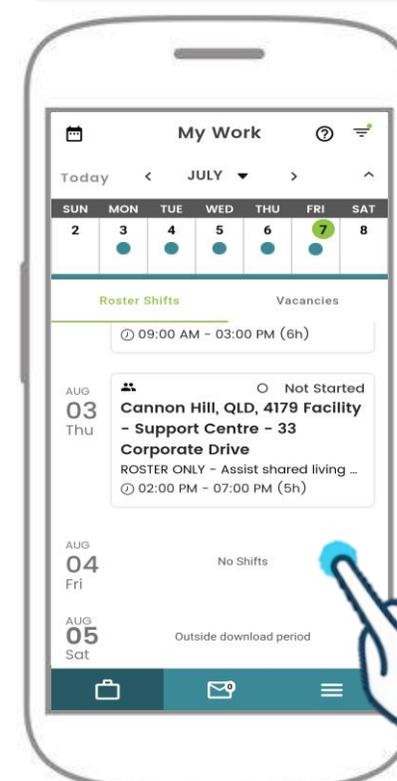
3

The 'My Work' screen shows shifts in a week split view.



4

You can scroll down to view any shifts you will be working in the next 28 days.

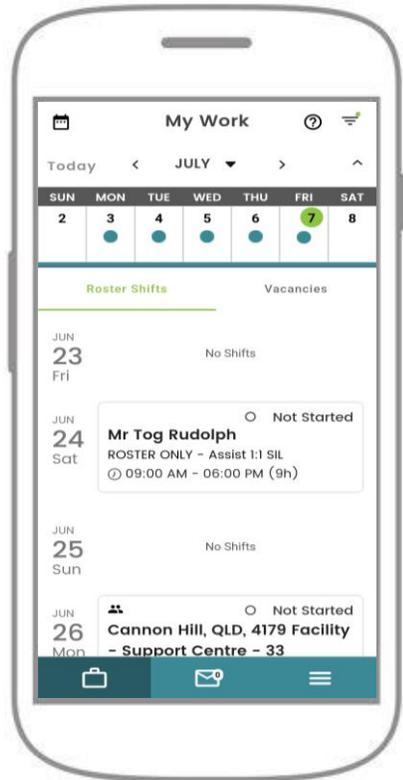


GO



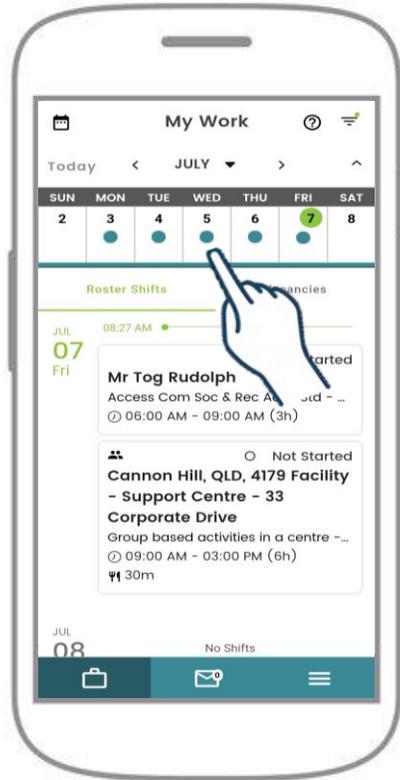
5

You can scroll up to view any shifts you worked in the past 14 days.



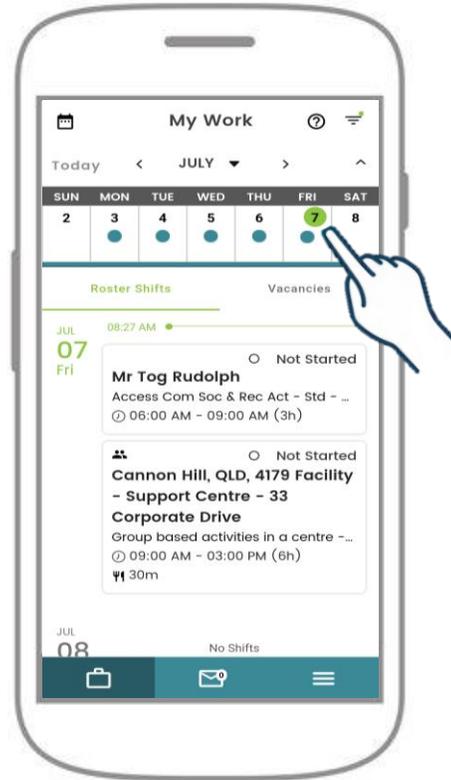
6

The calendar ribbon at the top of the screen will show a blue circle on dates you have rostered shifts.



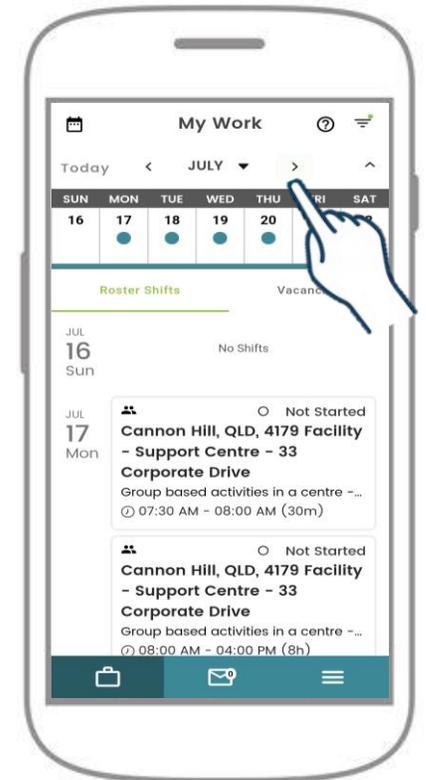
7

The green circle around the date indicates today's date.



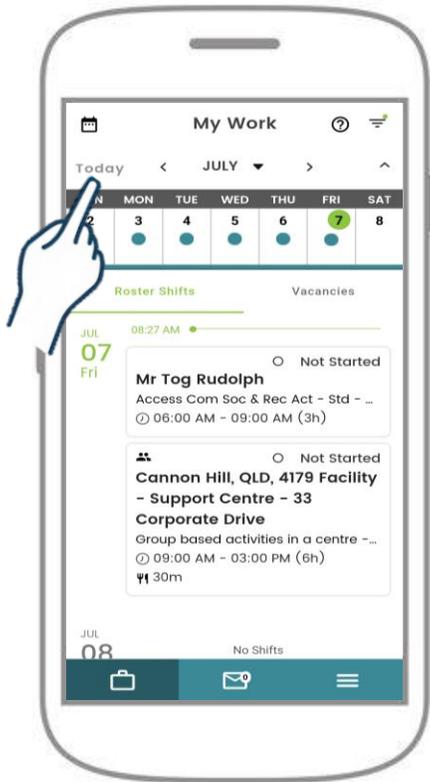
8

To change the dates displayed in the ribbon, tap on the arrows on either side of the month.



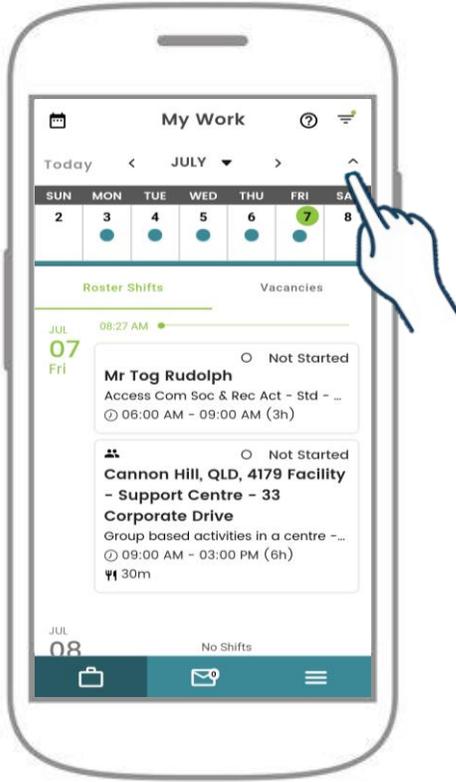
9

To return to today's date, tap on the word 'Today'.



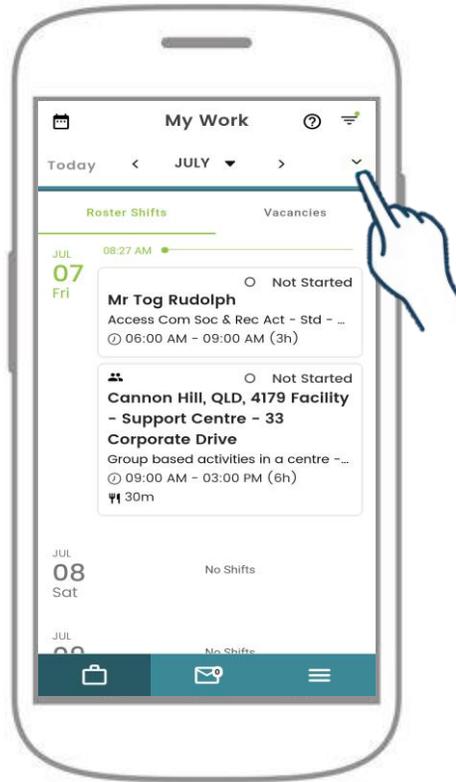
10

To remove the calendar ribbon and only see your rostered shifts, tap on the up arrow.



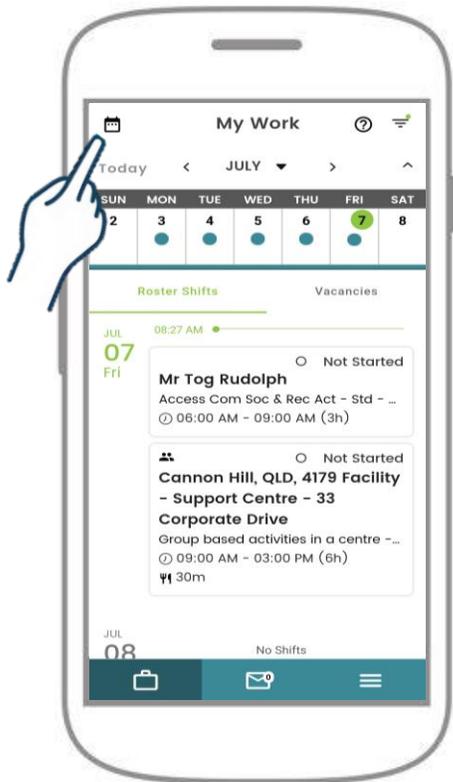
11

To reinstate your calendar ribbon on the screen, tap on the down arrow.



12

To view a month calendar view, you can tap on the calendar icon.



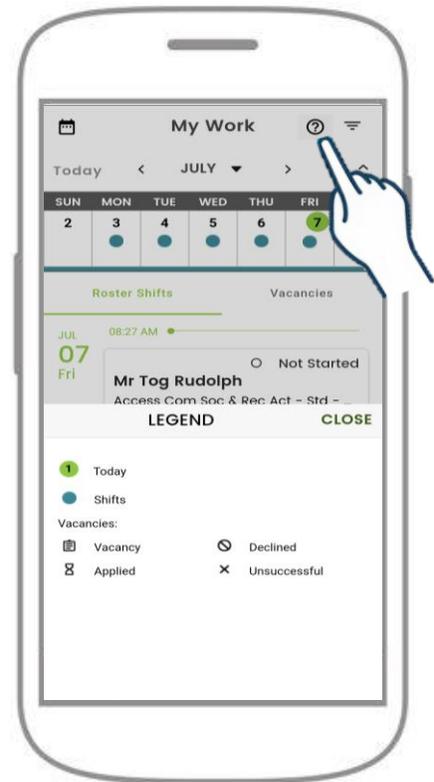
13

To close this screen, tap on the 2 lines in the top left.



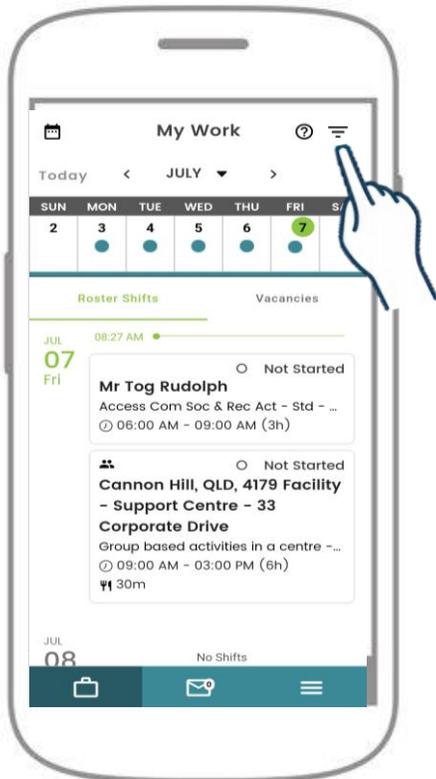
14

To view the Legend, tap on the ? symbol. A screen will show you what the meaning is for each icon.



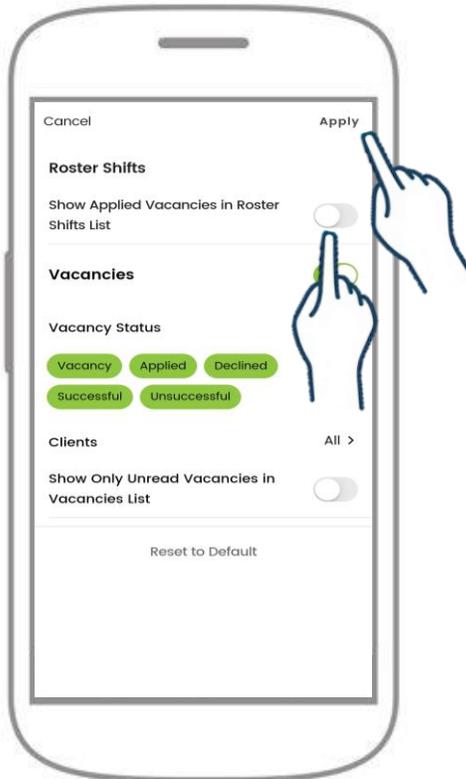
15

To view vacancies that you have applied for in your 'Roster Shifts' screen, tap on the  icon.



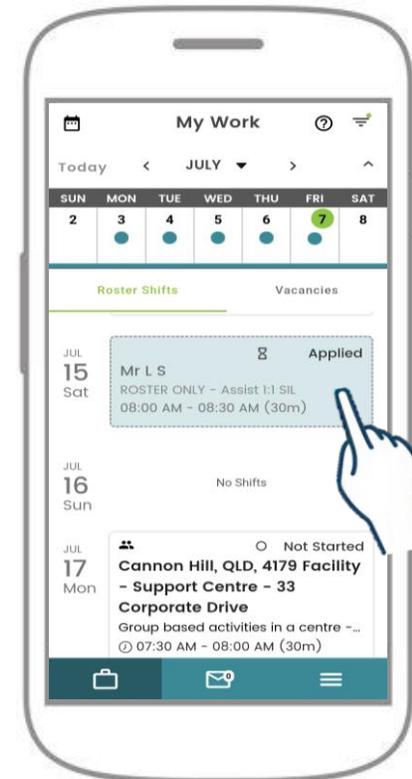
16

Click on 'Show Applied Vacancies in Roster Shift List'. Tap on 'Apply' to save the change.



17

Vacant shifts you have applied for will now appear in your 'Roster Shifts' screen.



CarelinkGo

My Work Rosters

Viewing Shifts

My Work Rosters Summary

This section of your CarelinkGo User Guide will show you step by step:

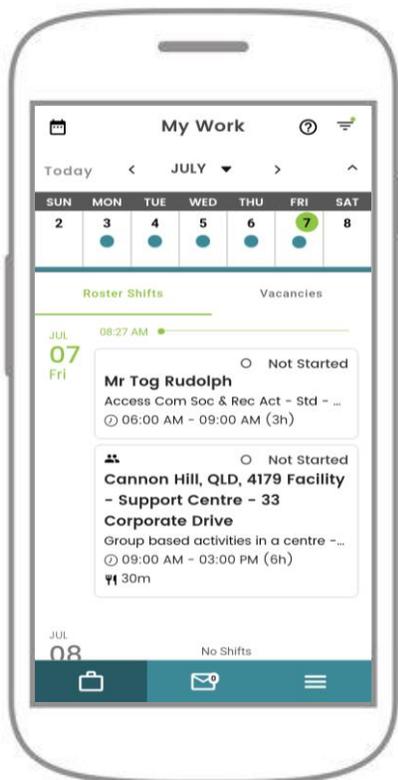
- How to view information about your shifts
- How to view information about the clients and facilities you are rostered to support

Step by Step Instructions

| Step | Instructions |
|------|--|
| 1 | An overview of shift information is displayed on a shift. This includes client/facility name, type of shift, start time, end time, and duration. |
| 2 | Tap on the shift to open the shift details screen and view more information about the shift and the client or facility. |
| 3 | If the client or facility has an alert, it will pop up when you open the shift. |
| 4 | Alerts can provide you essential information about the client or facility you are supporting. |
| 5 | You will need to tap on ' I understand ' to be able to proceed to the shift's information. |
| 6 | If you need to view the alert again, tap on the warning triangle to open the alerts. |
| 7 | The shift details screen will show you information about your shift, access details and facility details. |
| 8 | Do not press the ' Start Shift ' button as this feature is not required for Endeavour Foundation. |
| 9 | Tap on ' Notes ' to view notes from the Rostering team about the shift. Click on the note to read it in full. |
| 10 | Tap on ' Docs ' to view the attached documents for that client or facility. |
| 11 | In the ' Overview ' tab, tap on the  icon to view additional client or facility information. |
| 12 | If your shift is for 1:1 support, the additional client information you can view is the client's name, their preferred name, contact number, age, and department list. |
| 13 | If your shift is rostered to the facility, you can view is the facility's name, contact number, and department list. |
| 14 | The department information includes the location code and HR department for each site. This can help in inputting your timesheet. |
| 15 | In this view, tap on ' Notes ' to view existing progress notes. These can be viewed for all future shifts. |
| 16 | Tap on a note to read it in full. Tap on the X to exit the note. |
| 17 | To go back to the shift details, tap on the back arrow. |
| 18 | Tap on the phone icon to display your phone's dial page. It will have the client's default contact number ready to dial. |
| 19 | To return to CarelinkGo, use the phone's back button/gesture. |
| 20 | Tap on the icon to view the address in your Maps app. |

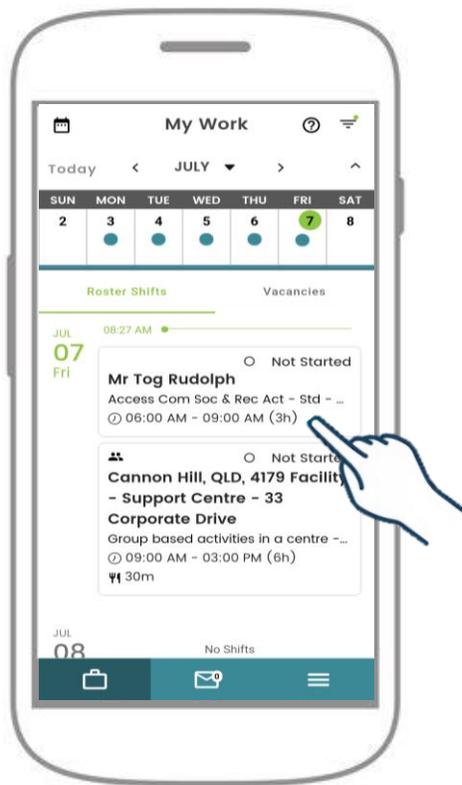
1

An overview of shift information is displayed on a shift. This includes client/facility name, type of shift, start time, end time, and duration.



2

Tap on the shift to open the shift details screen and view more information about the shift and the client or facility.



3

If the client or facility has an alert, it will pop up when you open the shift.



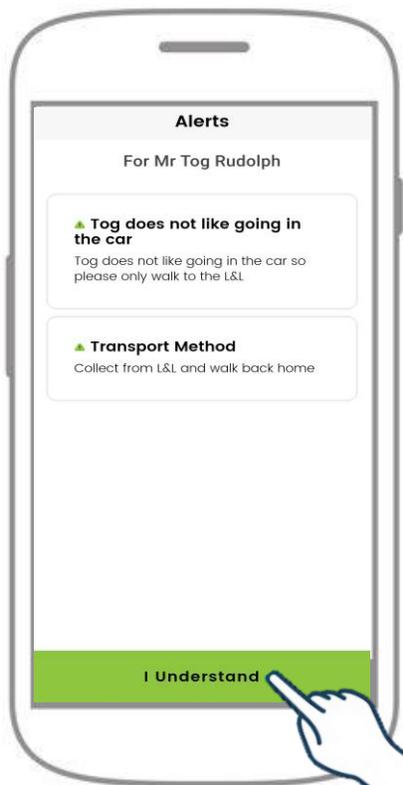
4

Alerts can provide you essential information about the client or facility you are supporting.



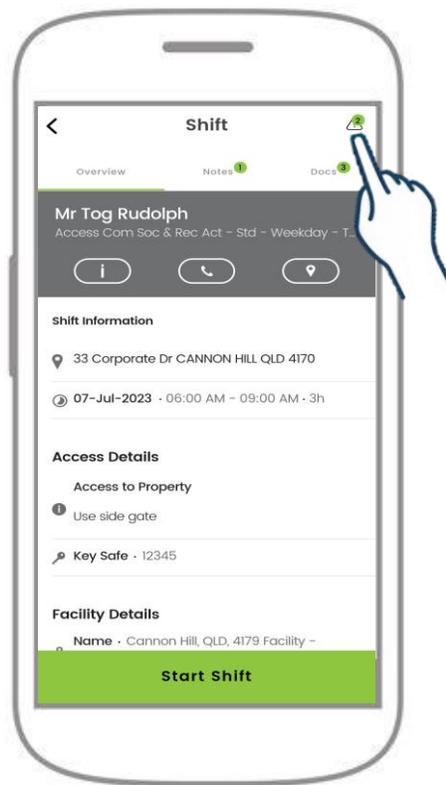
5

You will need to tap on 'I understand' to be able to proceed to the shift's information.



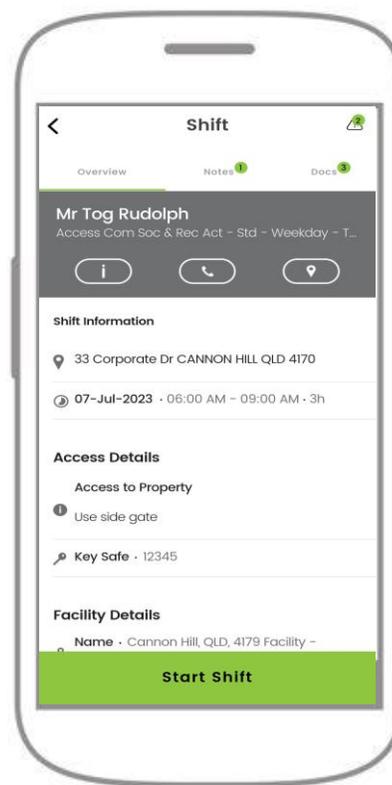
6

If you need to view the alert again, tap on the warning triangle to open the alerts.



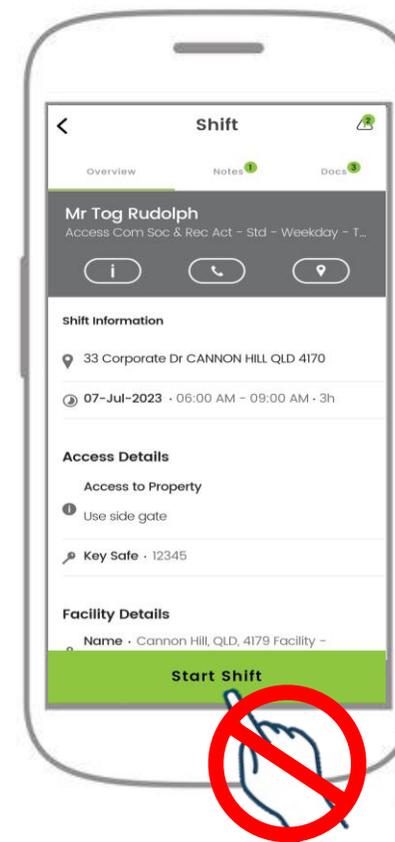
7

The shift details screen will show you information about your shift, access details and facility details.



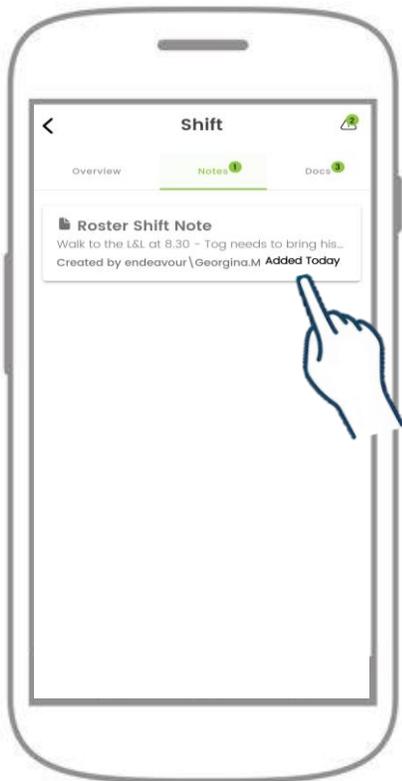
8

Do not press the 'Start Shift' button as this feature is not required for Endeavour Foundation



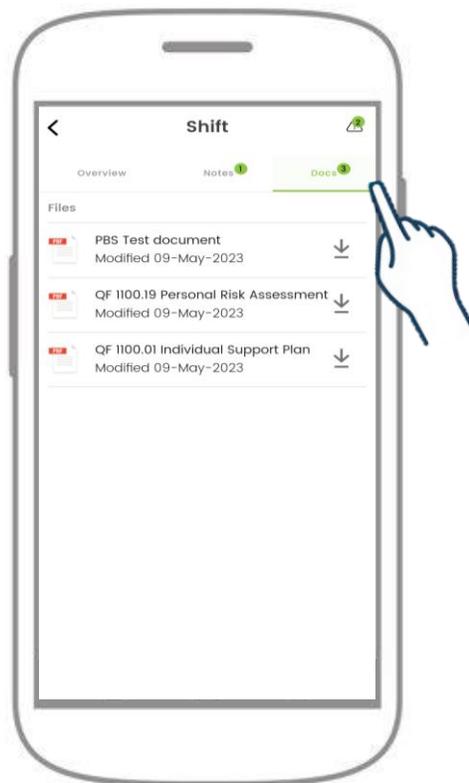
9

Tap on 'Notes' to view notes from the Rostering team about the shift. Click on the note to read it in full.



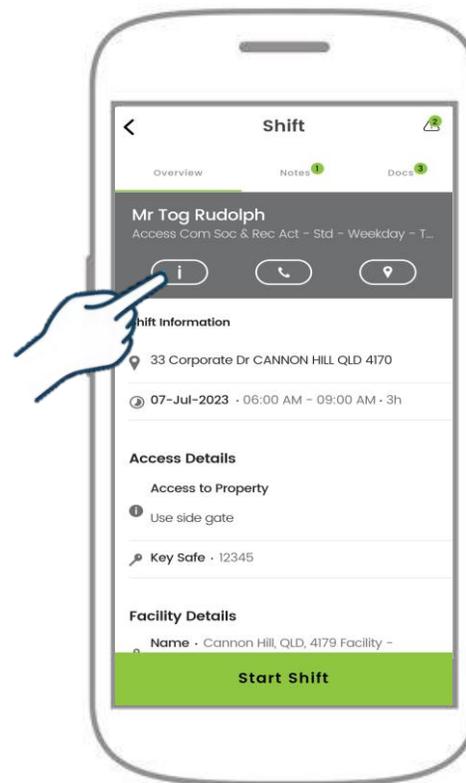
10

Tap on 'Docs' to view the attached documents for that client or facility.



11

In the 'Overview' tab, tap on the  icon to view additional client or facility information.



12

If your shift is for 1:1 supports, the additional client information you can view is the client's name, their preferred name, contact number, age, and department list.



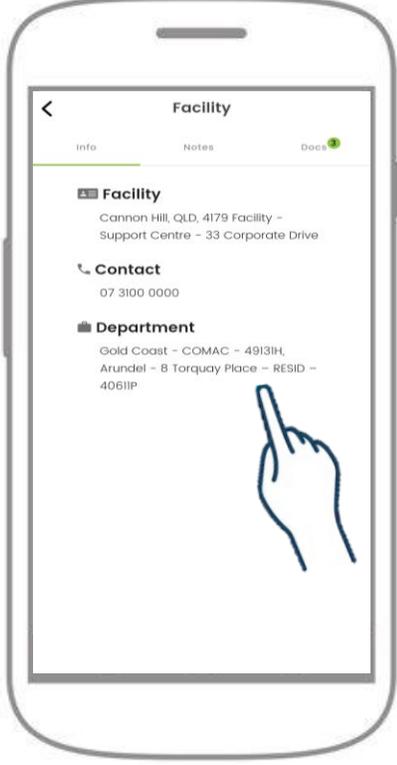
13

If your shift is rostered to the facility, the additional information you can view is the facility's name, contact number, and department list.



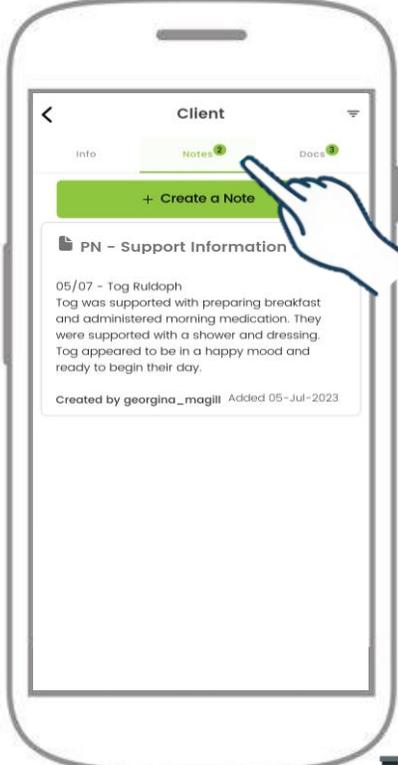
14

The department information includes the location code and business unit for each site. This can help in inputting your timesheet.



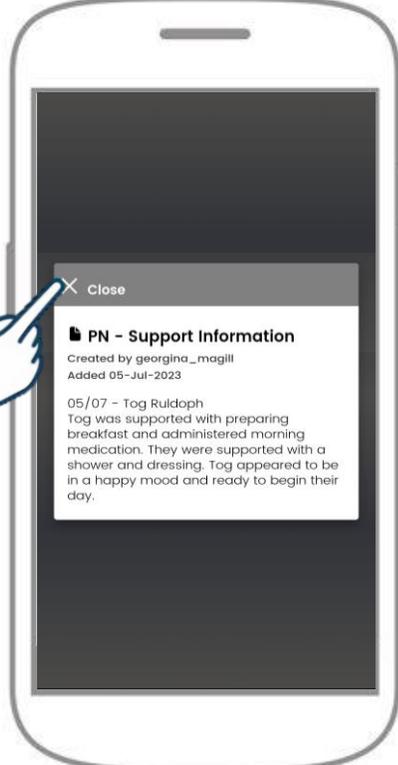
15

In this view, tap on 'Notes' to view existing progress notes. These can be viewed for all future shifts.



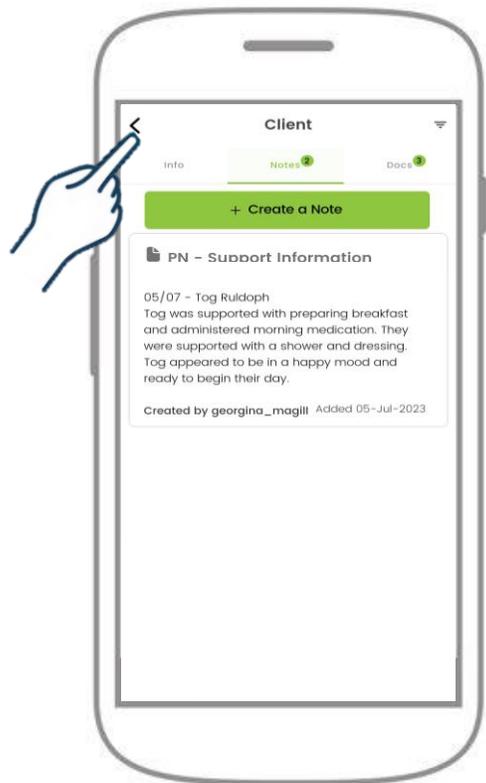
16

Tap on a note to read it in full. Tap on the X to exit the note.



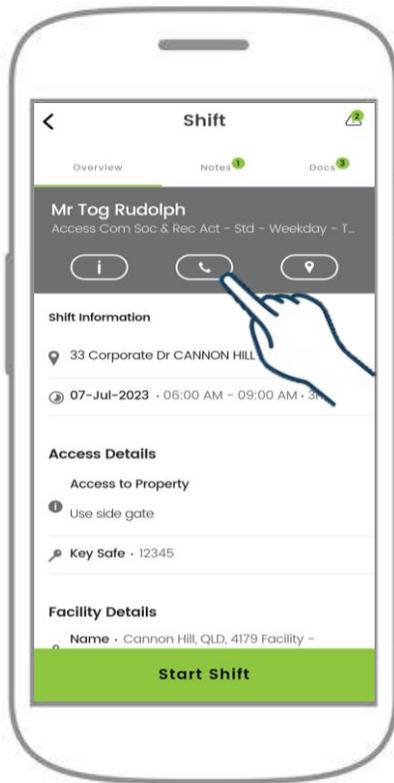
17

To go back to the shift details, tap on the back arrow.



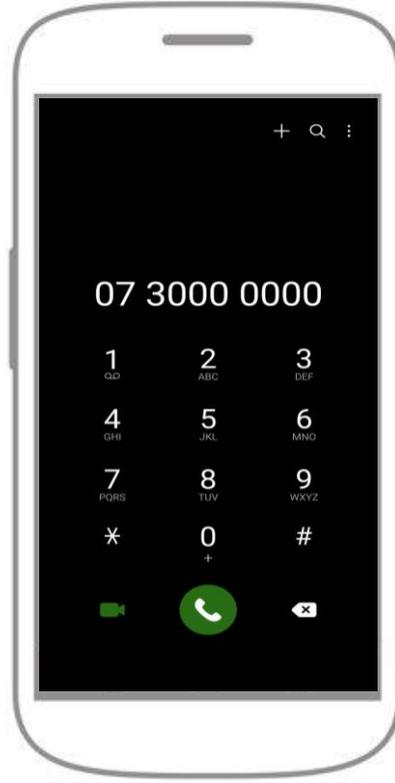
18

Tap on the phone icon to display your phone's dial page. It will have the client's default contact number ready to dial.



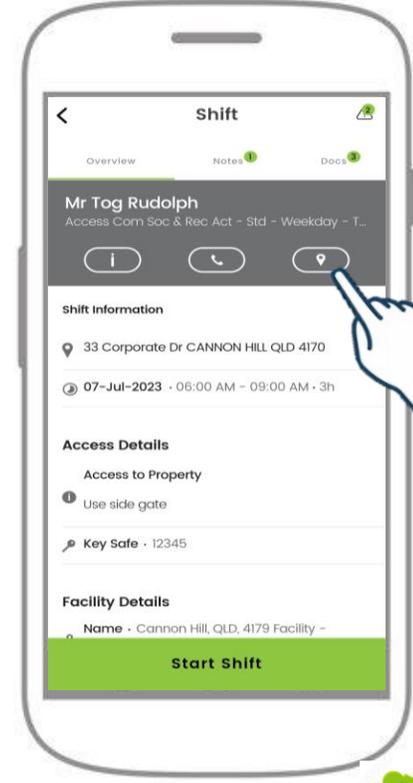
19

To return to CarelinkGo, use the phone's back button/gesture.



20

Tap on the icon to view the address in your Maps app.



CarelinkGo

My Work Rosters

Shift Handling

My Work Rosters Summary

This section of your CarelinkGo User Guide will show you step by step:

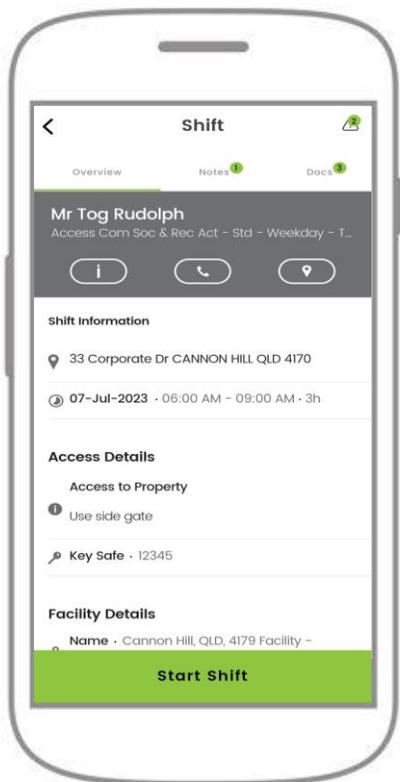
- What to do if you accidentally press 'Start Shift'

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | Located at the bottom of the 'shift details screen' you will find a green button named ' Start Shift '. |
| 2 | Do not press the ' Start Shift ' button as this feature is not required for Endeavour Foundation. |
| 3 | If you do accidentally tap on ' Start Shift ' a confirm screen will pop up. Tap on ' Cancel '. |
| 4 | If you accidentally tap on to ' Start Shift ' then immediately tap on ' Complete Shift '. |
| 5 | To confirm complete shift, a pop up will ask you to tap on ' Complete Shift '. |
| 6 | The shift completion screen will appear with the shift details will be displayed. Tap on ' Next '. |
| 7 | A message will appear asking you to rotate your screen. |
| 8 | The 'Review Screen' will appear with the shift details and tap on ' I Agree '. This will return you to the shift screen. |

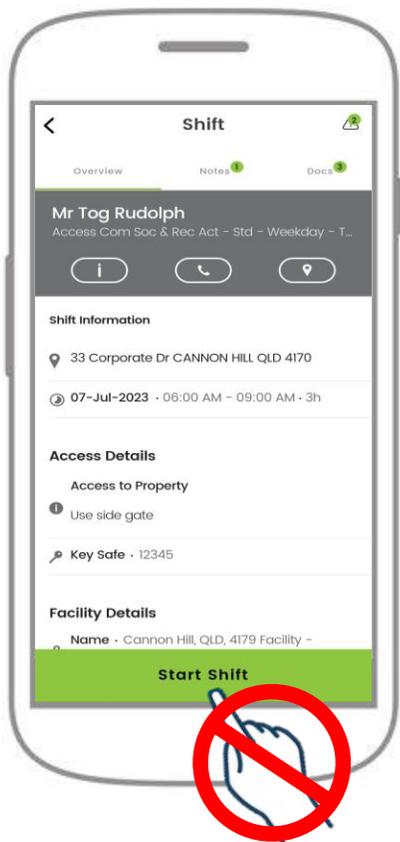
1

Located at the bottom of the shift details screen you will find a green button named 'Start Shift'.



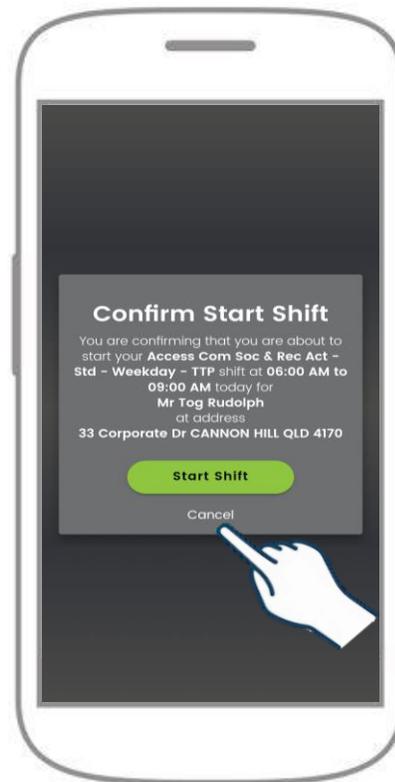
2

Do not press the 'Start Shift' button as this feature is not required for Endeavour Foundation



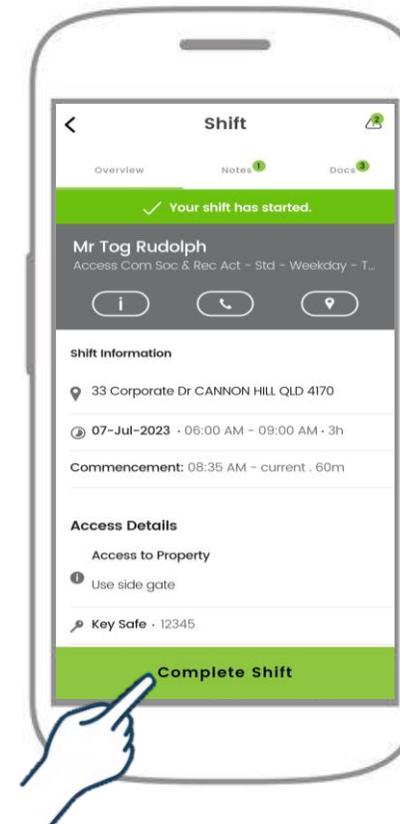
3

If you do accidentally tap on to 'Start Shift' a confirm screen will pop up. Tap on 'Cancel'.



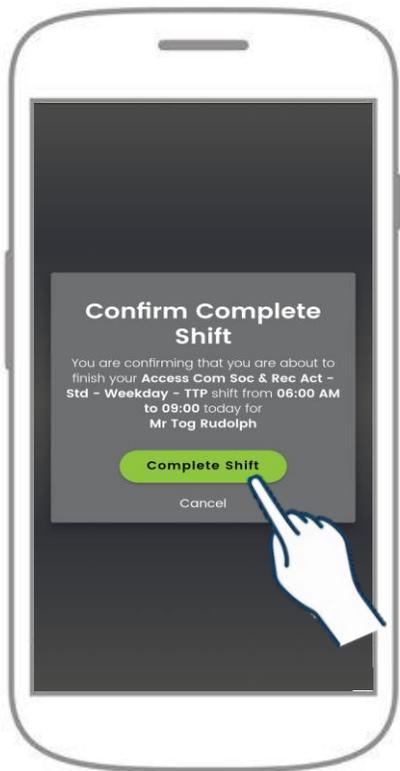
4

If you do again accidentally tap on to 'Start Shift' then immediately tap on 'Complete Shift'.



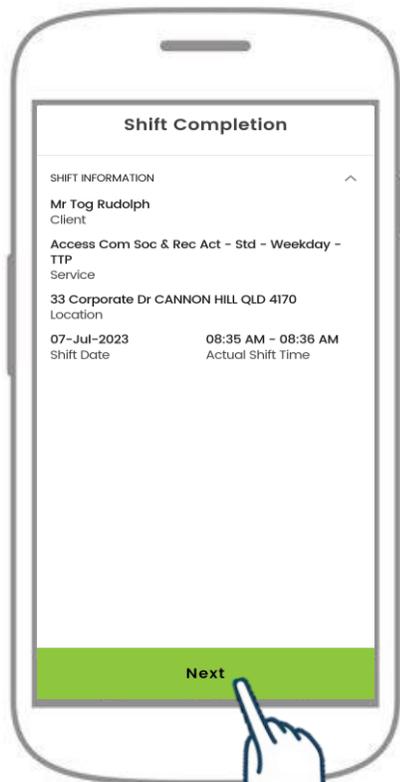
5

To confirm complete shift, a pop up will ask you to tap on 'Complete Shift'.



6

The shift completion screen will appear with the shift details will be displayed. Tap on 'Next'.



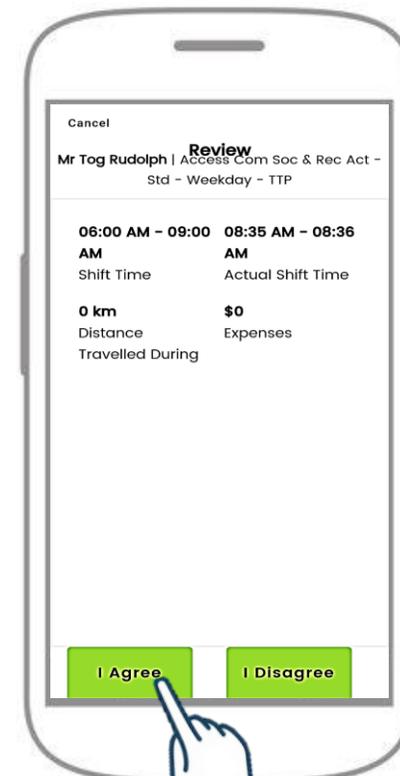
7

A message will appear asking you to rotate your screen.



8

The 'Review Screen' will appear with the shift details and tap on 'I Agree'. This will return you to the shift screen.



CarelinkGo

Creating Progress Notes

Creating Progress Notes Summary

This section of your CarelinkGo User Guide will show you step by step:

- How to create a progress note in the app
- How to ensure that the progress note can be viewed by other CarelinkGo users

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | Log in to CarelinkGo using your Endeavour Foundation username and password |
| 2 | Click on the shift related to your Progress Note |
| 3 | If there is an Alert, click on ' I Understand ' |
| 4 | Click on the information icon  |
| 5 | To view existing notes or create a new note click on ' Notes ' |
| 6 | To create a new note, click on ' + Create a Note ' |
| 7 | Click into the box under ' Details ' and type in your client's progress note |
| 8 | Click on ' Choose a type ' under ' Note Type ' |
| 9 | Choose the note type for the type of progress note you've written and click on ' OK ' |
| 10 | Read over the note entered as they can't be edited once saved |
| 11 | Click on ' Save ' |
| 12 | Click on the back arrow to go to the shift information screen |
| 13 | Click on the back arrow to go the ' My Work ' screen |
| 14 | Click on the settings icon |
| 15 | Click on ' Sync ' |
| 16 | The progress note will be saved in CarelinkPlus for other CarelinkGo users to view |

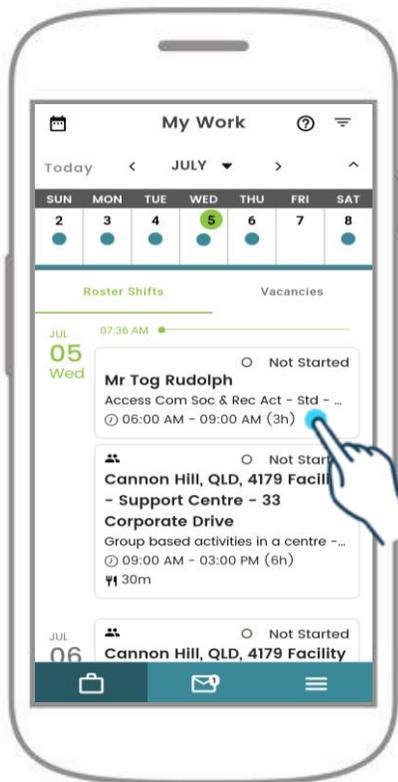
1

Log in to CarelinkGo using your Endeavour Foundation username and password.



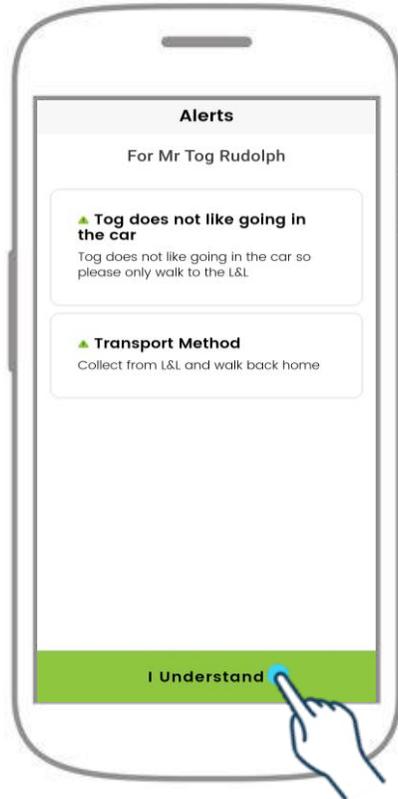
2

Click on the shift related to your Progress Note



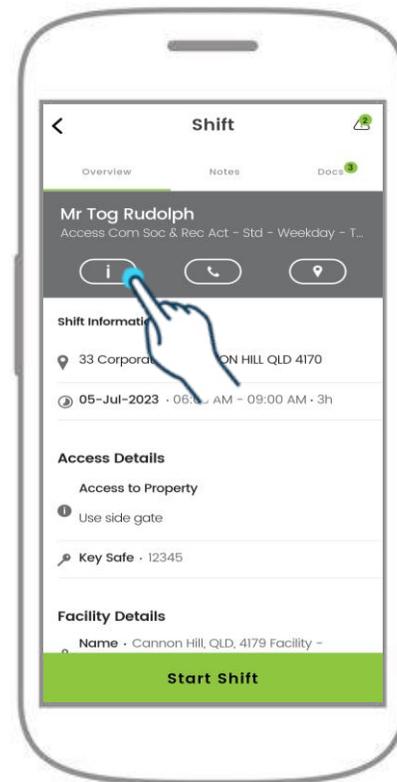
3

If there is an Alert, click on 'I Understand'



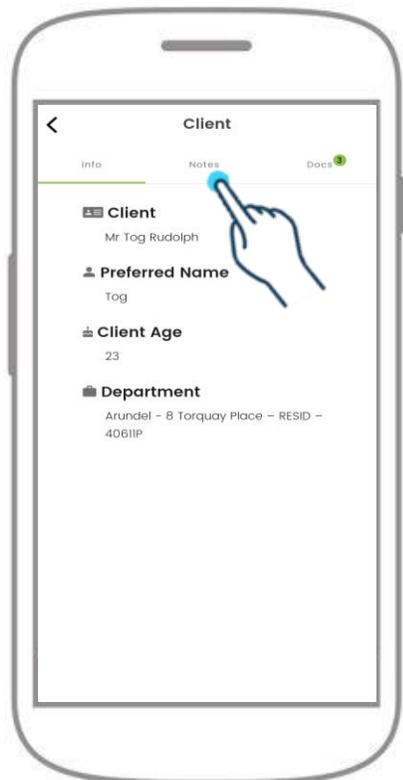
4

Click on the information icon



5

To view existing notes or create a new note click on 'Notes'



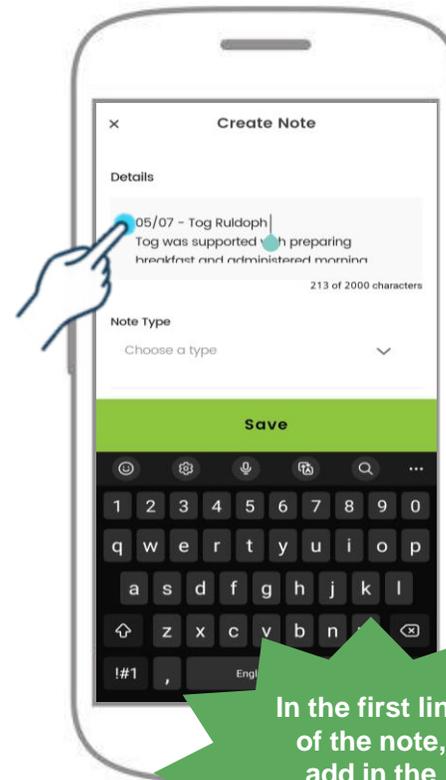
6

To create a new note, click on '+ Create a Note'



7

Click into the box under 'Details' and type in your client's progress note



In the first line of the note, add in the date and the client's name

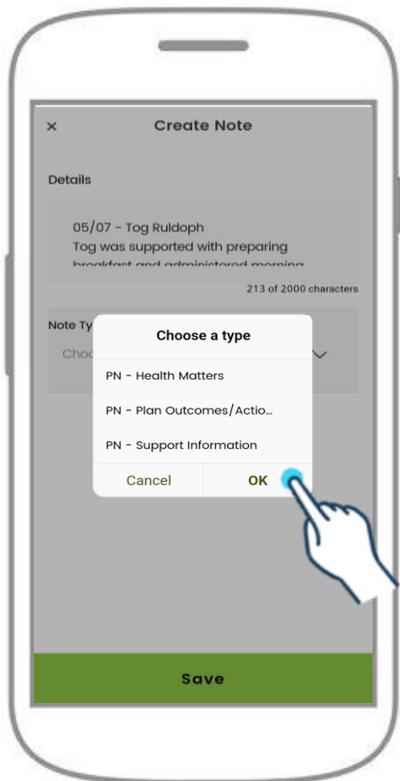
8

Click on 'Choose a type' under 'Note Type'



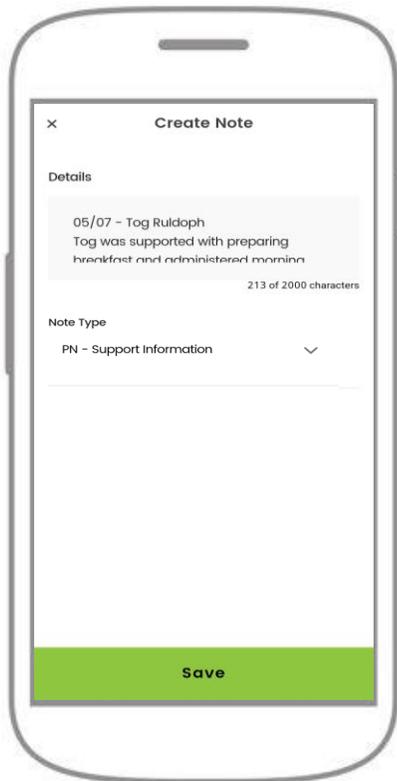
9

Choose the note type for the type of progress note you've written and click on 'OK'



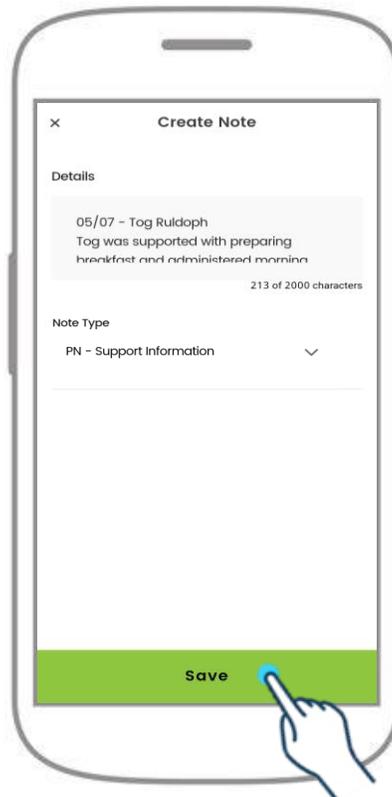
10

Read over the note entered as they can't be edited once saved



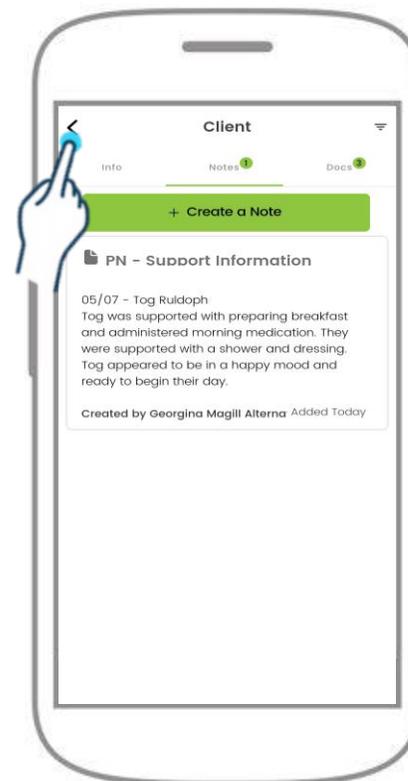
11

Click on 'Save'



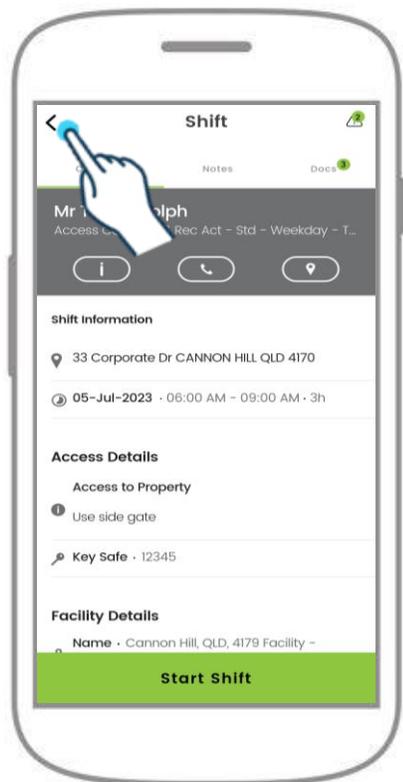
12

Click on the back arrow to go to the shift information screen.



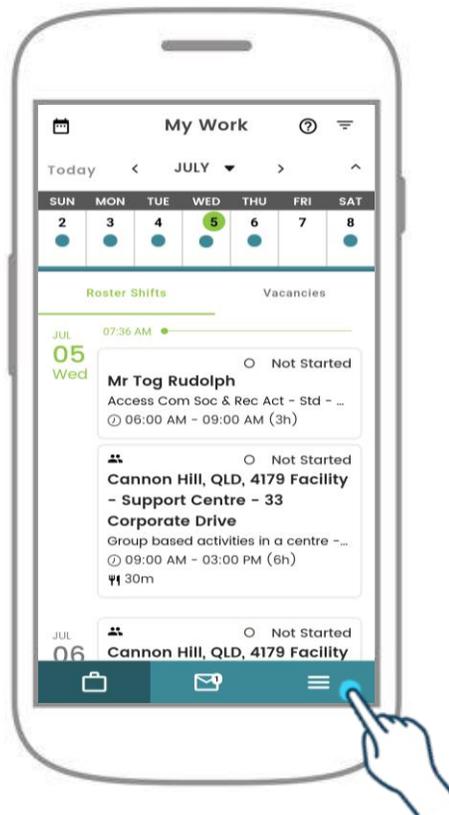
13

Click on the back arrow to go the 'My Work' screen



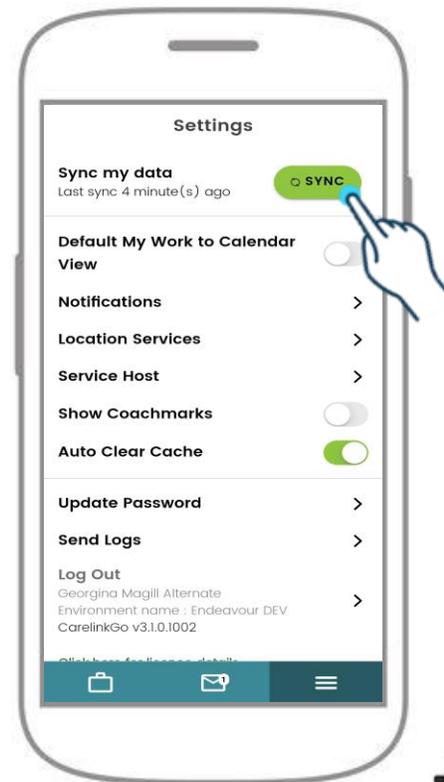
14

Click on the settings icon



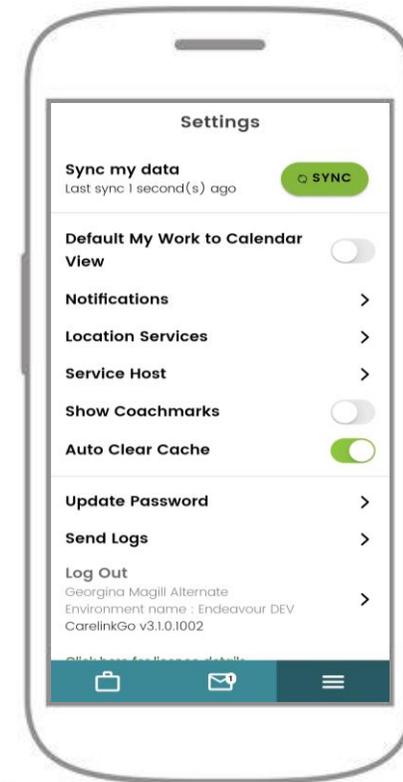
15

Click on 'Sync'



16

The progress note will be saved in CarelinkPlus for other CarelinkGo users to view



CarelinkGo

Vacancies

Vacancies Summary

This section of your CarelinkGo User Guide will show you step by step:

- How to view vacant shifts that have been sent to you
- How to view vacant shifts you have applied for
- How to apply for a vacant shift
- How to decline a vacant shift

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | Log in to CarelinkGo using your Endeavour Foundation username and password. |
| 2 | Vacancy icons can be seen in the calendar ribbon at the top of the 'My Work' screen. |
| 3 | The legend for these icons can be found by pressing the  icon. |
| 4 | Click on 'Vacancies' in the 'My Work' screen to view vacant shifts that have been sent. |
| 5 | New vacant shifts appear in orange with Vacant in the top right corner. |
| 6 | To apply for a vacant shift, click on the shift and select 'Apply' . Your response will be sent to the Rostering Team to process. |
| 7 | After applying for a vacant shift, the shift colour will turn blue, with an hourglass icon and 'Applied' in the top right corner. |
| 8 | To view vacancies that you have applied for in your 'Roster Shifts' screen, click on the  icon. |
| 9 | Click on 'Show Applied Vacancies in Roster Shift List' . Click on 'Apply' to save the change. |
| 10 | Vacant shifts you have applied for will now appear in your 'Roster Shifts' screen. |
| 11 | If successful with your application, the shift colour will turn light grey, with a tick icon and 'Successful' in the top right corner. The shift will be added to your Roster Shifts screen. |
| 12 | If unsuccessful with your application, the shift colour will turn dark grey, with a cross icon and 'Unsuccessful' in the top right corner. |
| 13 | To decline a vacant shift, select 'Decline' . Your response will be sent to the Rostering Team to process. |
| 14 | If you have declined the vacancy, the shift colour will turn to white with grey stripes, with a crossed-out circle icon and 'Declined' in the top right corner. |
| 15 | If you change your mind after declining a shift, you can click on the shift and select 'Apply' . Your response will be sent to the Rostering Team. |
| 16 | If you change your mind after applying for a shift, you haven't been successful and wish to cancel, click on the shift and select 'Cancel Application' . |

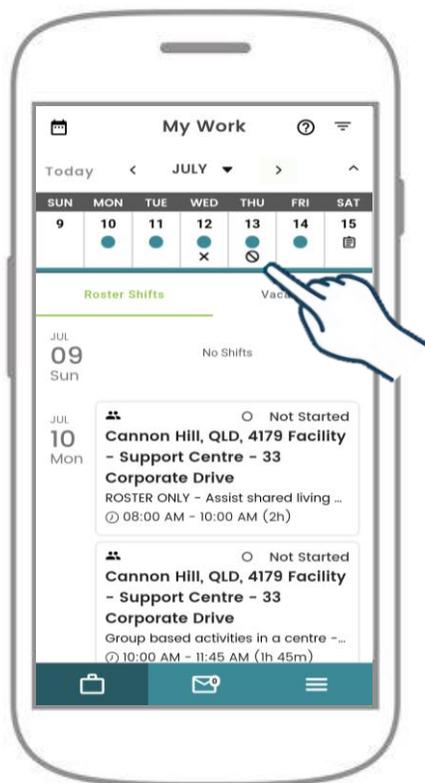
1

Log in to CarelinkGo using your Endeavour Foundation username and password.



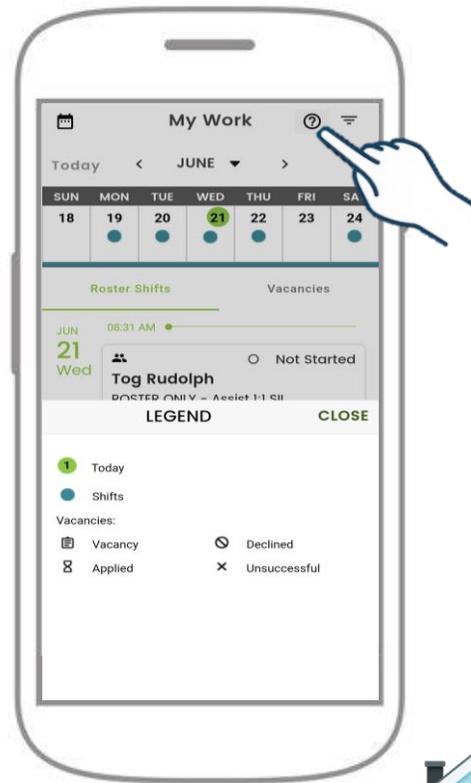
2

Vacancy icons can be seen in calendar ribbon at the top of the 'My Work' screen.



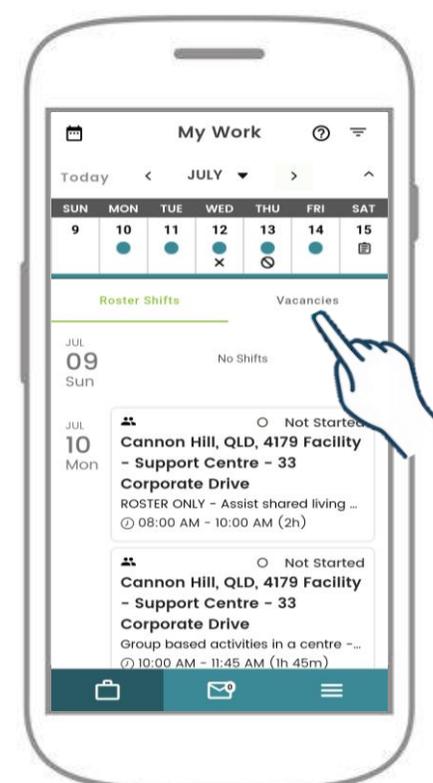
3

The legend for these icons can be found by pressing the ? icon.



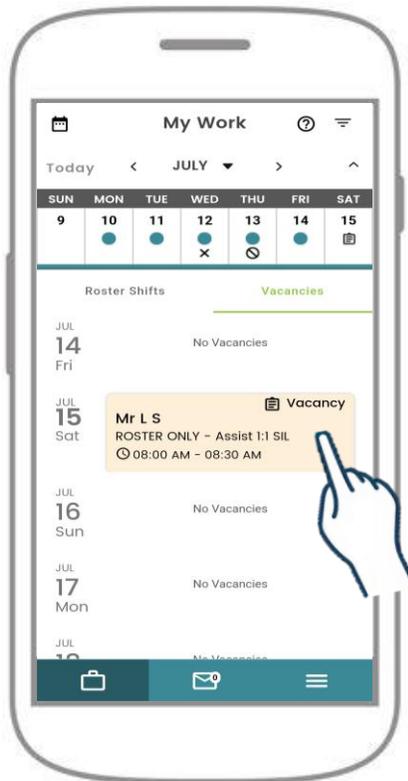
4

Click on 'Vacancies' in the 'My Work' screen to view vacant shifts that have been sent.



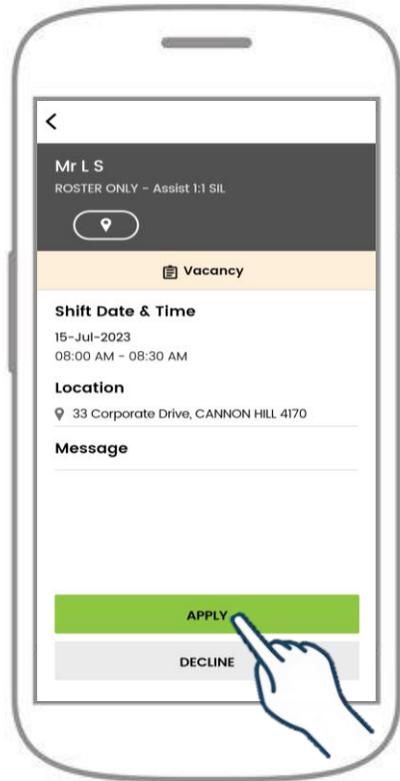
5

New vacant shifts appear in orange with Vacant in the top right corner.



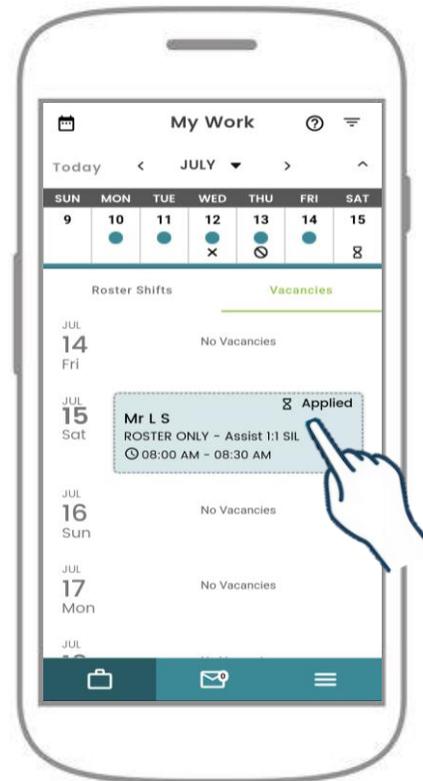
6

To apply for a vacant shift, click on the shift and select 'Apply'. Your response will be sent to the Rostering Team to process.



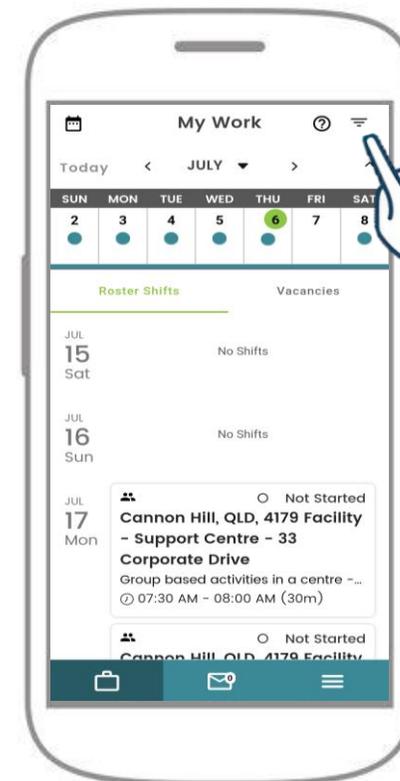
7

After applying for a vacant shift, the shift colour will turn blue, with an hourglass icon and 'Applied' in the top right corner.



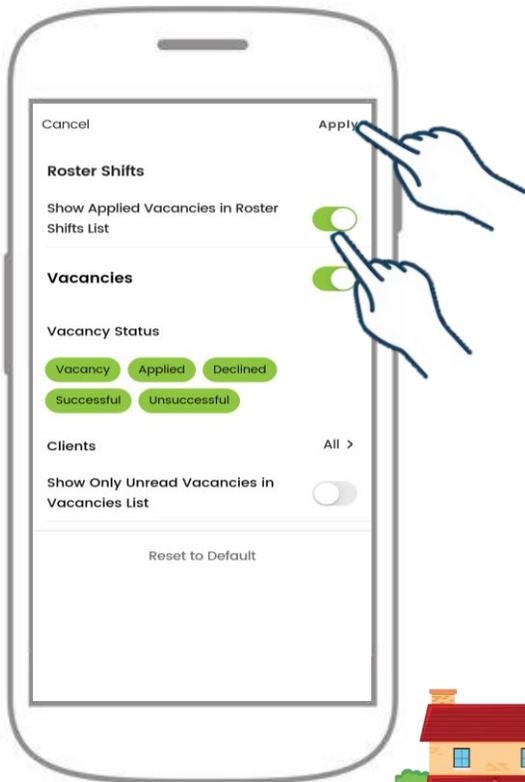
8

To view vacancies that you have applied for in your 'Roster Shifts' screen, click on the filter icon.



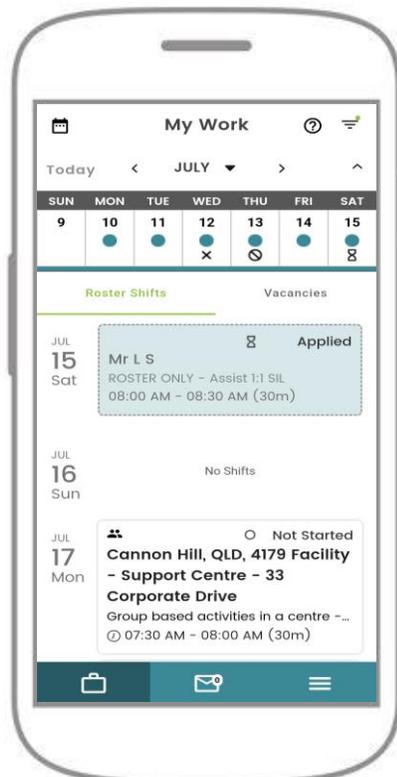
9

Click on 'Show Applied Vacancies in Roster Shift List'. Click on 'Apply' to save the change.



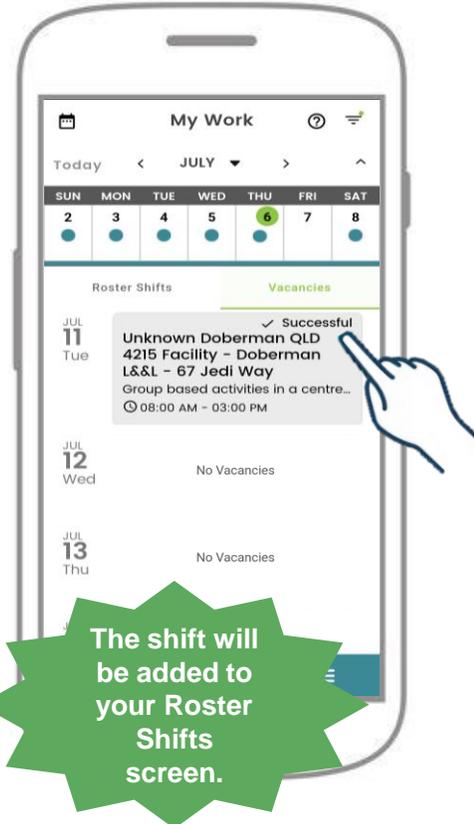
10

Vacant shifts you have applied for will now appear in your 'Roster Shifts' screen.



11

If successful with your application, the shift colour will turn light grey, with a tick icon and 'Successful' in the top right corner.



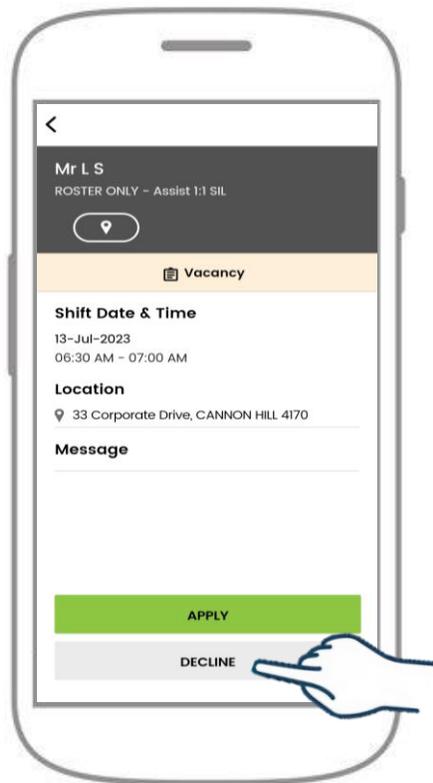
12

If unsuccessful with your application, the shift colour will turn dark grey, with a cross icon and 'Unsuccessful' in the top right corner.



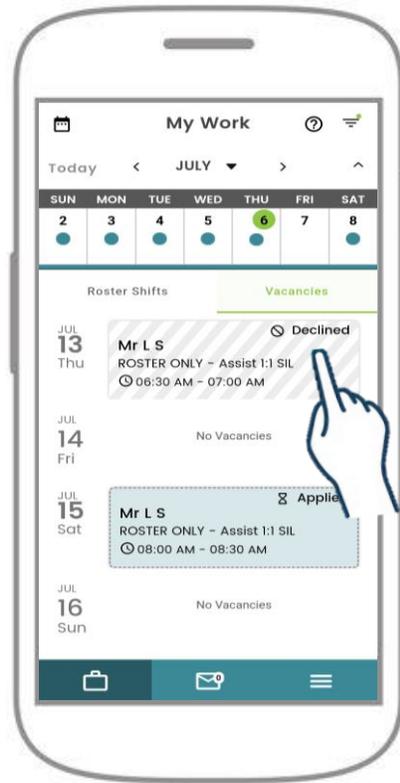
14

To decline a vacant shift, select **'Decline'**. Your response will be sent to the Rostering Team to process.



15

If you have declined the vacancy, the shift colour will turn to white with grey stripes, with a crossed-out circle icon and **'Declined'** in the top right corner.



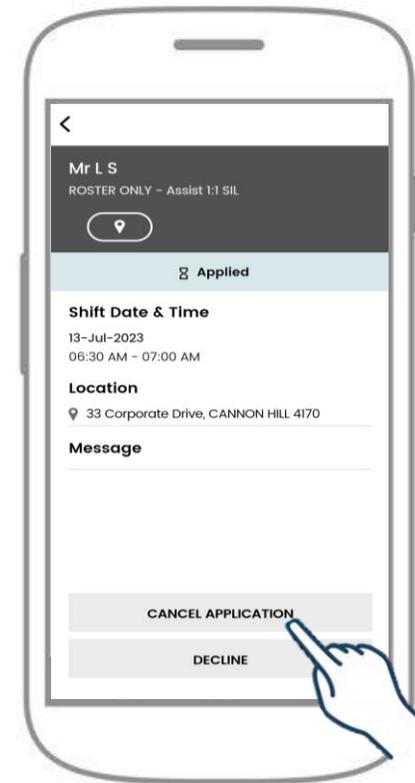
16

If you change your mind after declining a shift, you can click on the shift and select **'Apply'**. Your response will be sent to the Rostering Team.



17

If you change your mind after applying for a shift, you haven't been successful and wish to cancel, click on the shift and select **'Cancel Application'**.



CarelinkGo

Messages

Messages Summary

This section of your CarelinkGo User Guide will show you step by step:

- Where to view messages
- Understand the two types of messages
- How to reply to shift messages
- How to filter your messages

Step by Step Instructions

| Step | Instructions |
|------|--|
| 1 | Log in to CarelinkGo using your Endeavour Foundation username and password. |
| 2 | The Message section is found at the bottom of the screen with the envelope icon. |
| 3 | Messages will be displayed with the most recent at the top. |
| 4 | Messages with the calendar icon are messages about a shift that you can reply to. Messages with the initials icon are general messages that can't be replied to. |
| 5 | Click on a message to read the message in full. This is a general message. |
| 6 | Click on a message to read the message in full. This is a shift message. |
| 7 | For shift messages, tap on the  icon to open the shift related to the message sent. |
| 8 | To respond to a message, you can type in the bottom section of the screen and tap on 'Send' . |
| 9 | If there is a notification on top of the reply box stating 'You're currently in offline mode' this means you are not currently connected to the internet. |
| 10 | When you are in offline mode, your reply will not send to the Rostering team until you're online again and have refreshed the message screen. |
| 11 | To refresh the message screen, swipe down on the messages screen until the  icon appears. |
| 12 | Your response will appear underneath the original message. The Rostering Team will receive your response. |
| 13 | Message filter settings can be set for your device. Tap on the message settings icon  . |
| 14 | We recommend leaving the settings that are first displayed. These are known as the 'Default settings' . |
| 15 | If you choose to make a change to the settings, you will need to tap on 'Apply' to save your changes. |
| 16 | If you wish to return your saved settings to the default settings, tap on 'Reset to Default' at the bottom of the screen. |

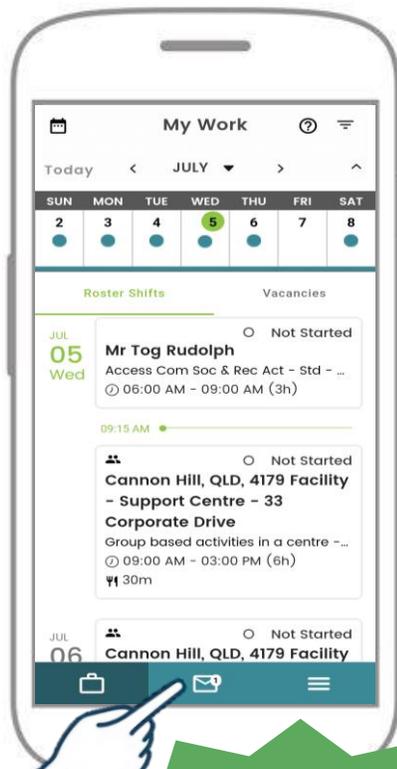
1

Log in to CarelinkGo using your Endeavour Foundation username and password.



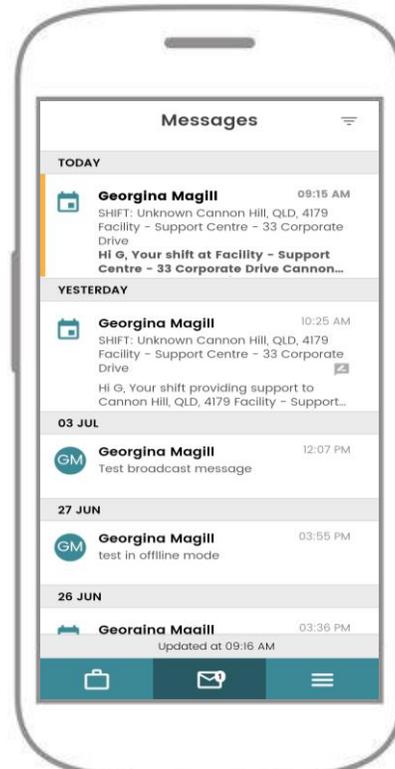
2

The Message section is found at the bottom of the screen with the envelope icon.



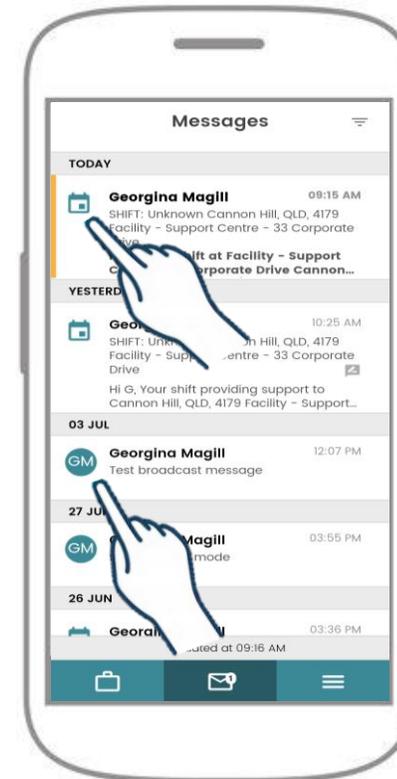
3

Messages will be displayed with the most recent at the top.



4

Messages with the calendar icon are messages about a shift that you can reply to. Messages with the initials icon are general messages that can't be replied to.



The number next to the envelope shows how many unread messages there are.



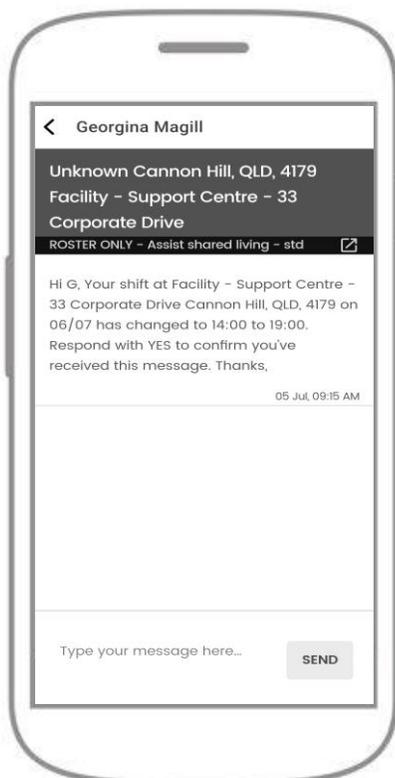
5

Click on a message to read the message in full. This is a general message.



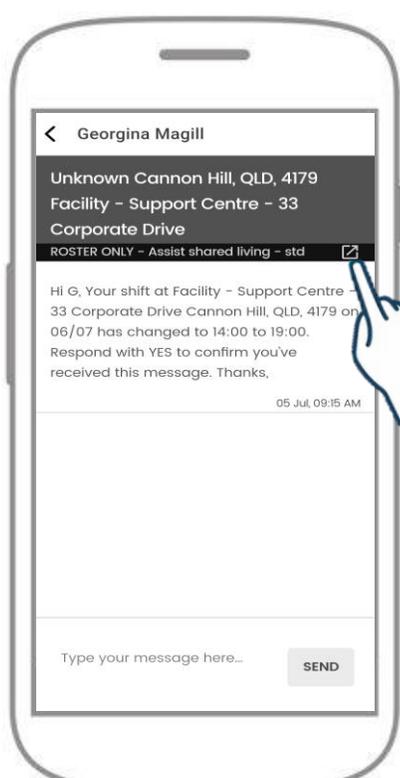
6

Click on a message to read the message in full. This is a shift message.



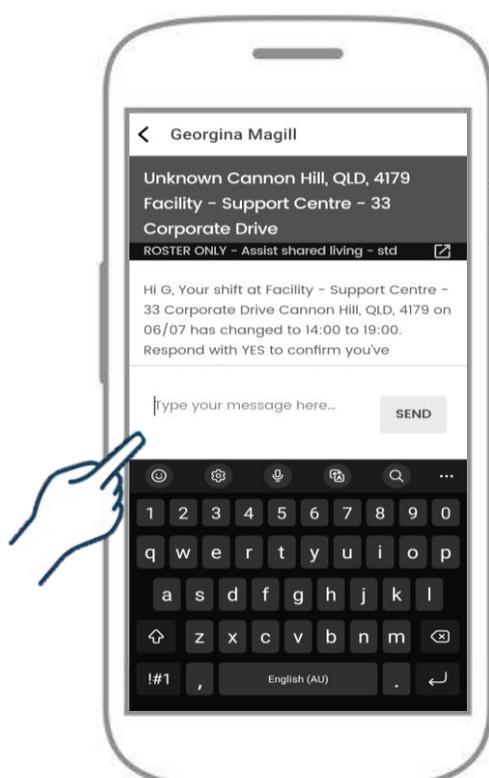
7

For shift messages, tap on the icon to open the shift related to the message sent.



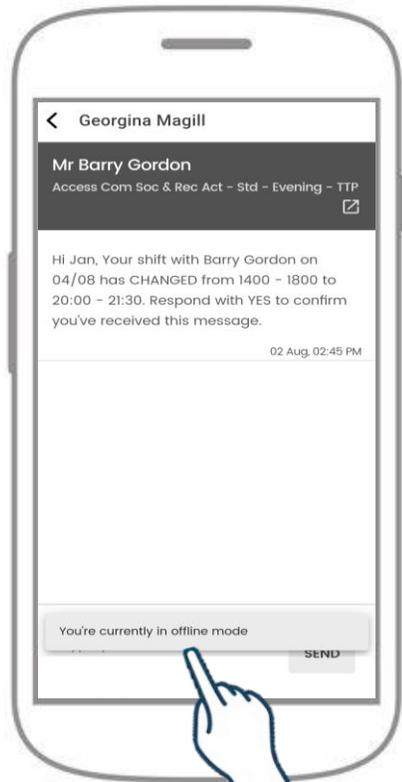
8

To respond to a message, you can type in the bottom section of the screen and tap on 'Send'.



9

If there is a notification on top of the reply box stating 'You're currently in offline mode' this means you are not currently connected to the internet.



10

When you are in offline mode, the reply will not be sent to the Rostering team until you're online again and have refreshed the message screen.



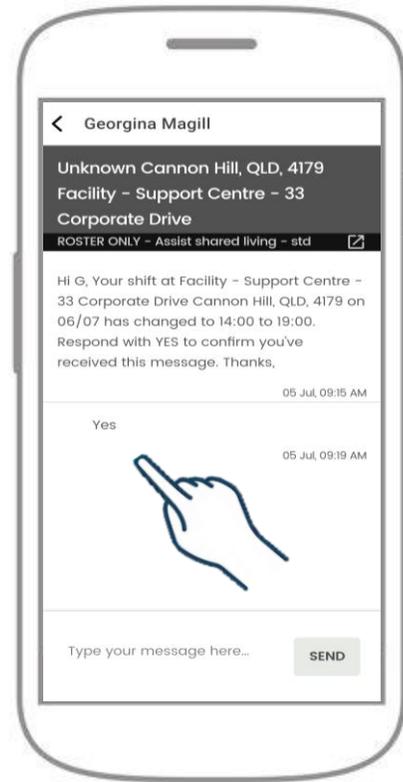
11

To refresh the message screen, swipe down on the messages screen until the refresh icon appears.



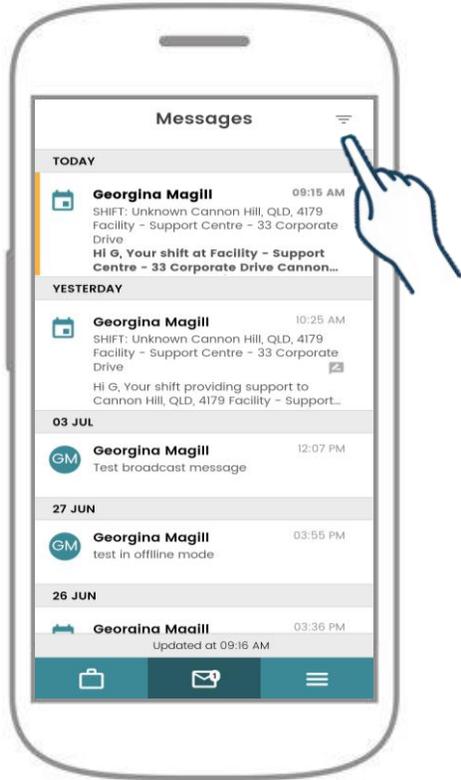
12

Your response will be saved underneath the original message. The Rostering Team will receive your response.



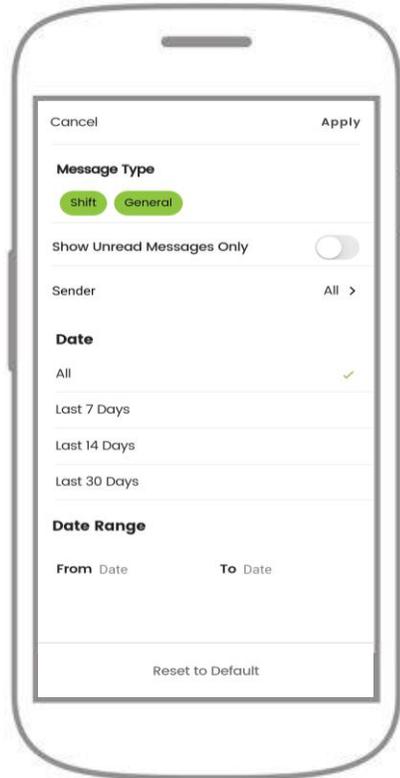
13

Message settings can be set for you device. Tap on the message settings icon 



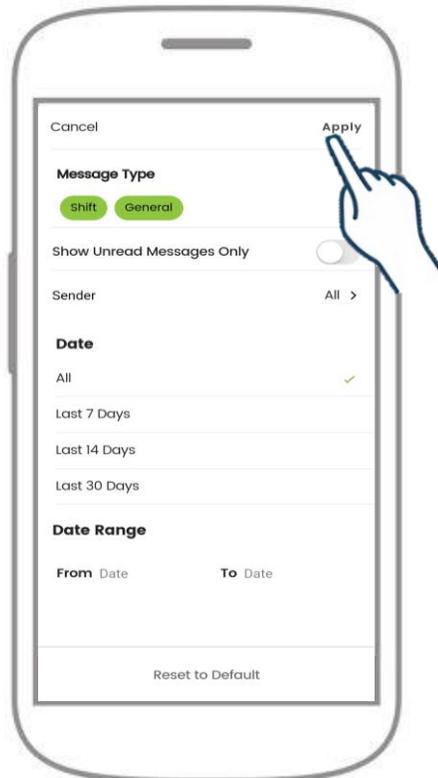
14

We recommend leaving the settings that are first displayed. These are known as the 'Default settings'.



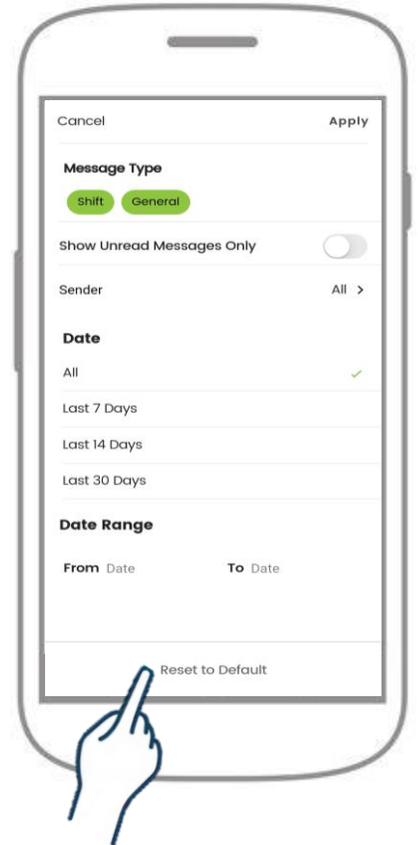
15

If you choose to make a change to the settings, you will need to tap on 'Apply' to save your changes.



16

If you wish to return your saved settings to the default settings, tap on 'Reset to Default' at the bottom of the screen.



CarelinkGo

Settings Options

Settings Options Summary

This section of your CarelinkGo User Guide will show you step by step:

- What each settings option means
- How to customise your notifications
- How to troubleshoot the app if you're experiencing issues

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | Log in to CarelinkGo using your Endeavour Foundation username and password. |
| 2 | Click on the 'Settings' tab down the bottom of the 'My Work' screen. |
| 3 | 'Sync my data' shows how long since the phone was last synced with CarelinkPlus. |
| 4 | It's recommended that 'Sync' is tapped on every time you open and close CarelinkGo to ensure all information in CarelinkGo is up to date. |
| 5 | 'Default My Work to Calendar View' will set your 'My Work' screen to always appear with the full calendar instead of the calendar ribbon. |
| 6 | Tap on 'Notifications' to select which type of CarelinkGo notifications you would like to appear in your phone. Tap save to save changes made. |
| 7 | 'Locations Services' will display what settings you have selected for mobile device while using CarelinkGo. |
| 8 | After selecting 'Location Services' you can manage these settings in the pop up or alternatively in the device settings of your mobile. |
| 9 | 'Coachmarks' are information guides that will guide you through using the CarelinkGo App. |
| 10 | 'Auto Clear Cache' checks the data between your CarelinkGo session and CarelinkPlus. Keep this setting on for CarelinkGo to resync correctly. |
| 11 | 'Update Password' will not work on CarelinkGo as all Endeavour Foundation uses Single Sign-On technology. Please do not use this option. |
| 12 | 'Log Out' will allow you to log out of your profile in the CarelinkGo app. |

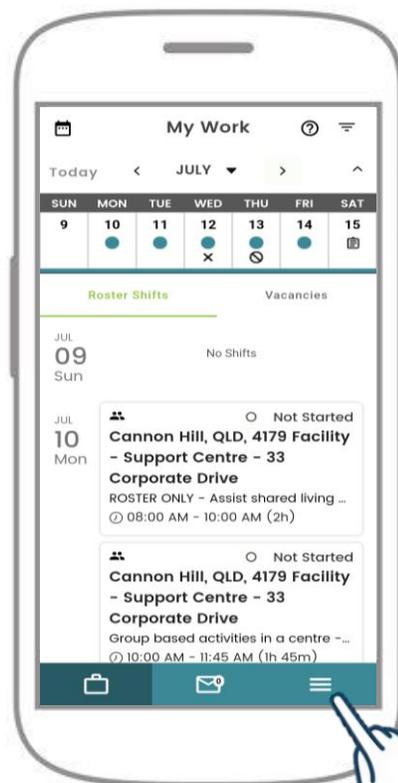
1

Log in to CarelinkGo using your Endeavour Foundation username and password.



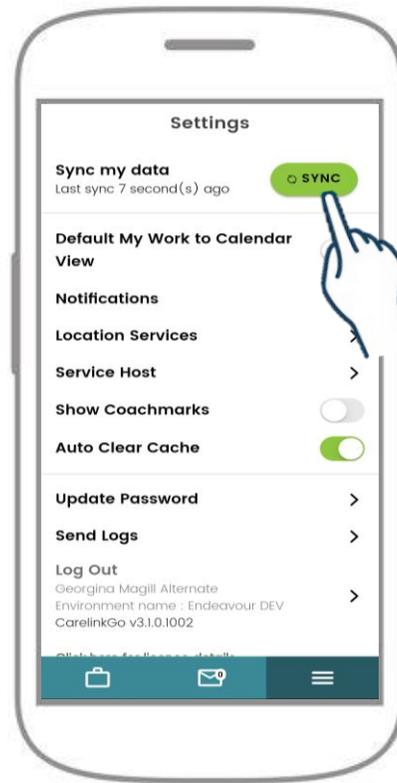
2

Click on the 'Settings' tab down the bottom of the 'My Work' screen



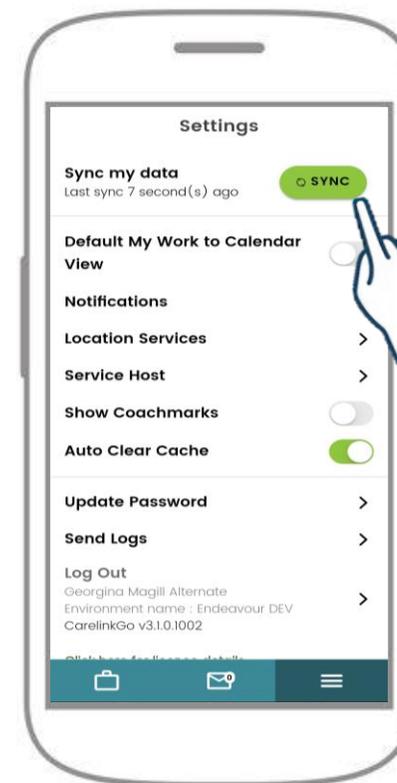
3

'Sync my data' shows how long since the phone was last synced with CarelinkPlus.



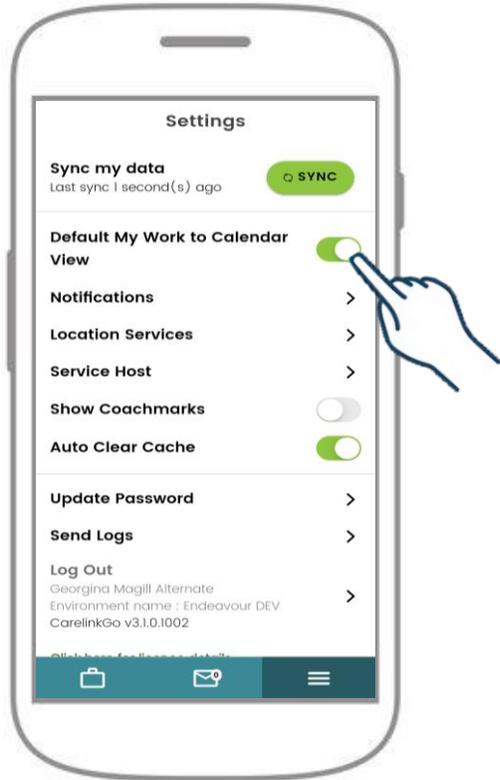
4

It's recommended that 'Sync' is tapped on every time you open and close CarelinkGo to ensure all information in CarelinkGo is up to date.



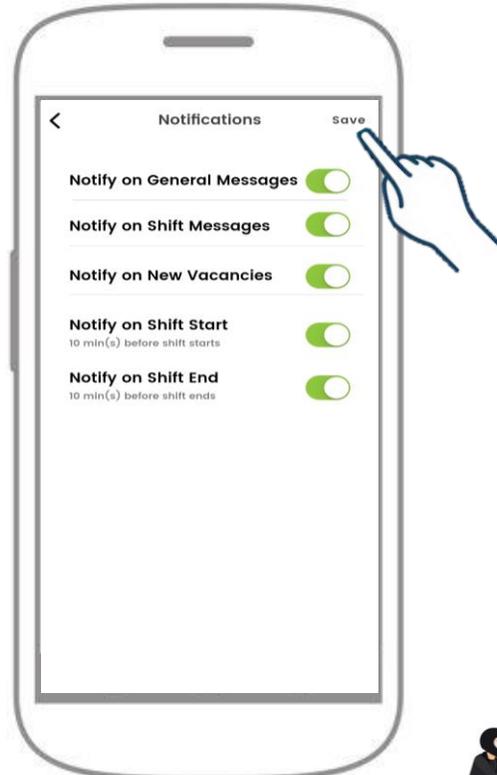
5

'Default My Work to Calendar View' will set your 'My Work' screen to appear with the full calendar instead of the calendar ribbon.



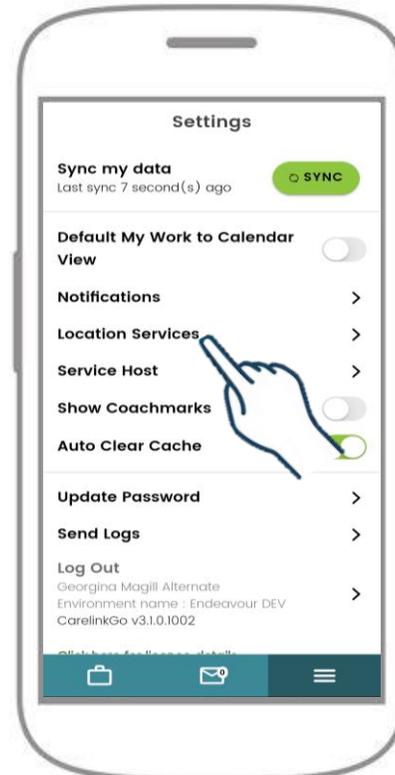
6

Tap on 'Notifications' to select which type of CarelinkGo notifications you would like to appear in your phone. Tap save to save changes made.



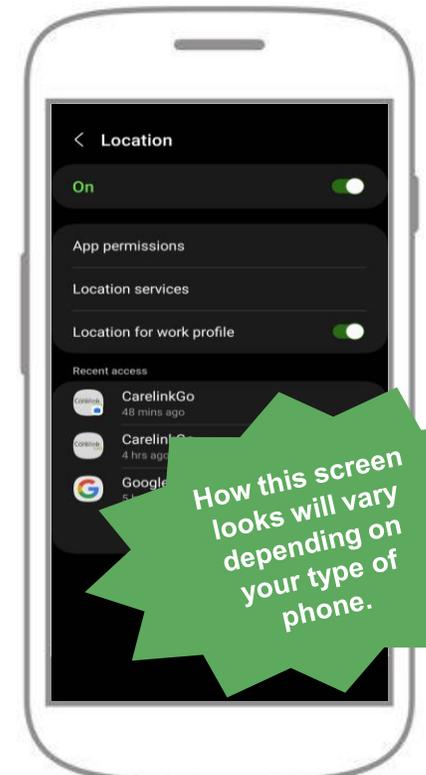
7

'Locations Services' will display what settings you have selected for mobile device while using CarelinkGo.



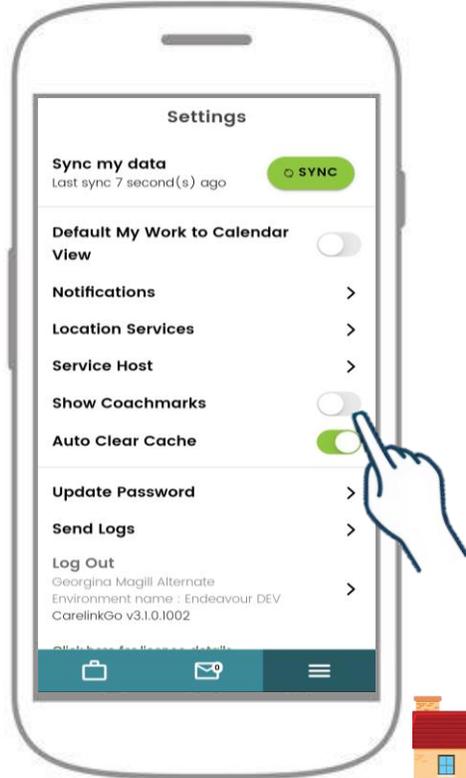
8

After selecting 'Location Services' you can manage these settings in the pop up or alternatively in the device settings of your mobile.



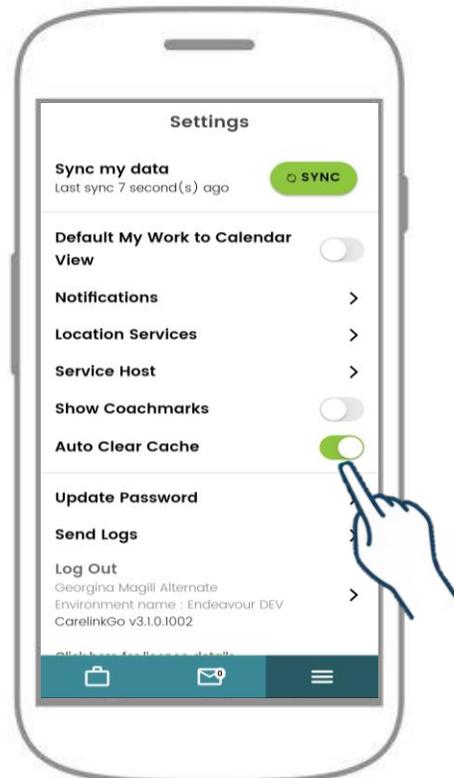
9

'Coachmarks' are information guides that will guide you through using the CarelinkGo App.



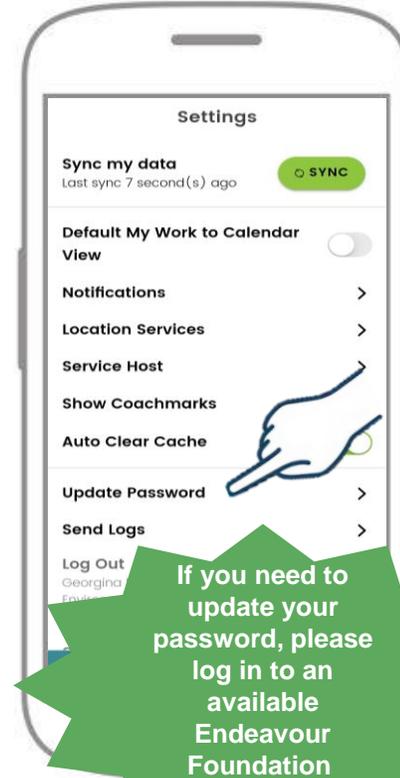
10

'Auto Clear Cache' checks the data between your CarelinkGo session and CarelinkPlus. Keep this setting on for CarelinkGo to resync correctly.



11

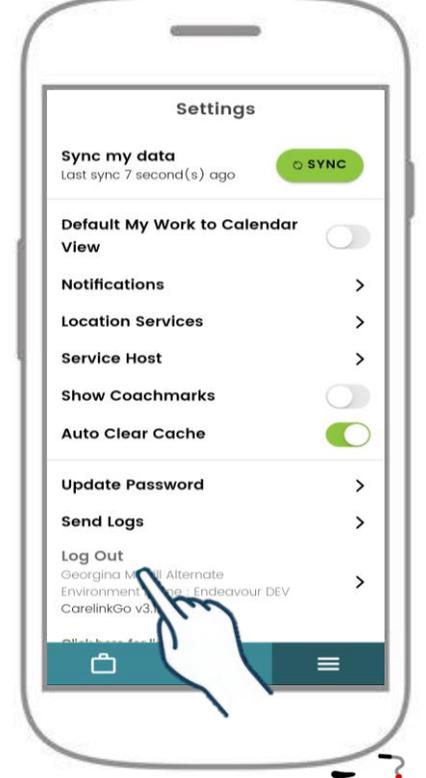
'Update Password' will not work on CarelinkGo as all Endeavour Foundation uses Single Sign-On technology. Please do not use this option.



If you need to update your password, please log in to an available Endeavour Foundation computer.

12

'Log Out' will allow you to log out of your profile in the CarelinkGo app.



CarelinkGo

Settings Options

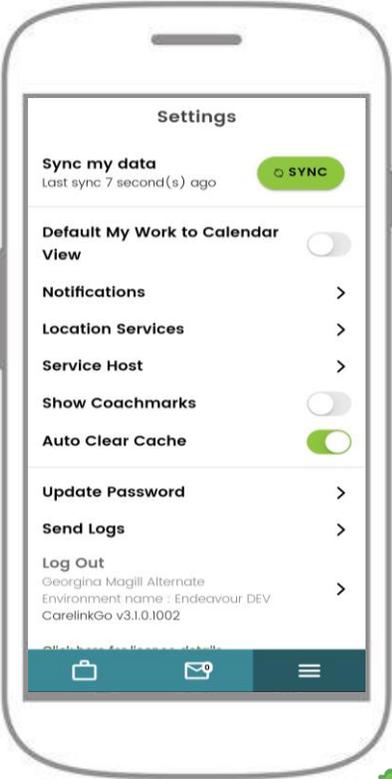
Troubleshooting

Step by Step Instructions

| Step | Instructions |
|------|---|
| 1 | If you are experiencing any issues with CarelinkGo, a member of the ICT may ask you to refresh your CarelinkGo environment. |
| 2 | To refresh your CarelinkGo environment, start by tapping on ' Service Host '. |
| 3 | Tap on ' Establish New Connection ', this will take you to a new environments screen. |
| 4 | Select ' Environments '. |
| 5 | Your Endeavour Foundation environment will be listed. |
| 6 | Select ' Refresh ' to refresh your environment. |
| 7 | Another troubleshooting step that you may be asked to do by a member of ICT is to send a log of your CarelinkGo session. |
| 8 | Tap on ' Send Logs '. |
| 9 | When sending logs, keep both options turned on. This provides more information to help diagnose the issue. |
| 10 | Click on the  button. This allows the logs to be emailed to the member of ICT assisting you. |
| 11 | Use the Outlook app to email the log file. |

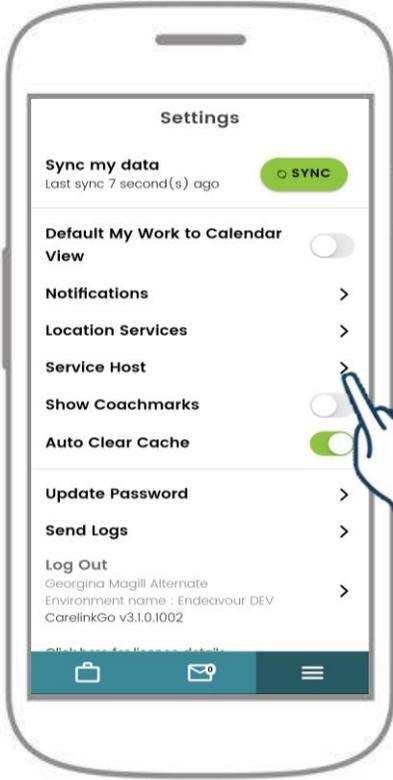
1

If you are experiencing any issues with CarelinkGo, a member of the ICT may ask you to refresh your CarelinkGo environment.



2

To refresh your CarelinkGo environment, start by tapping on 'Service Host'.



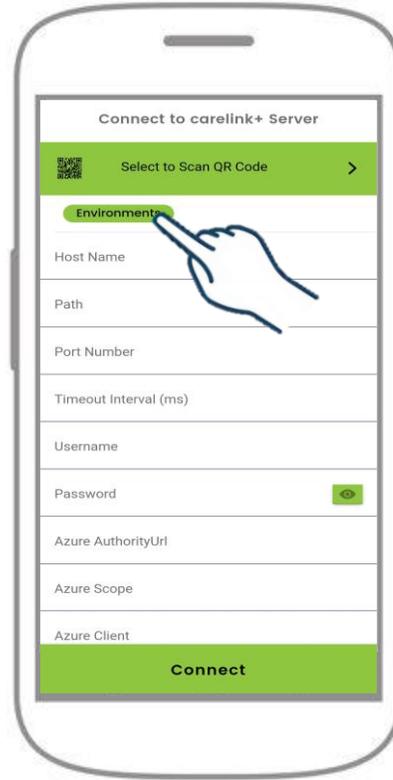
3

Tap on 'Establish New Connection' this will take you to a new environments screen.



4

Select 'Environments'



5

Your Endeavour Foundation environment will be listed. You can select the refresh icon  to refresh the environment.



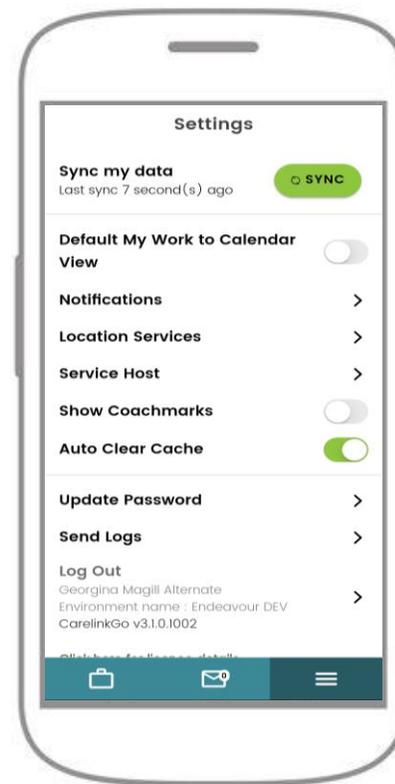
6

Select '**Refresh**' to refresh your environment.



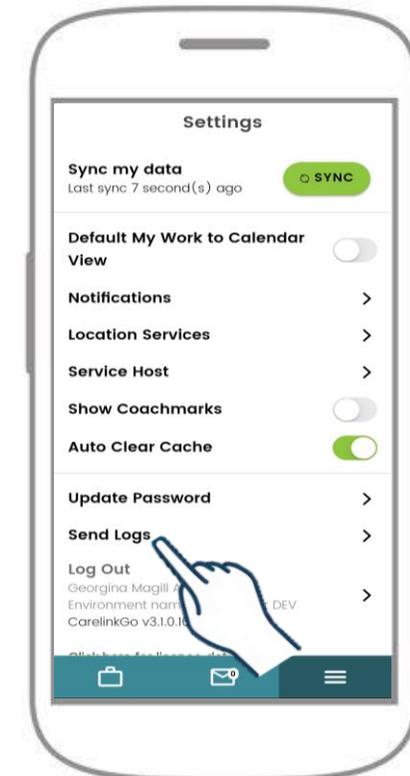
7

Another troubleshooting step that you may be asked to do by a member of ICT is to send a log of your CarelinkGo session.



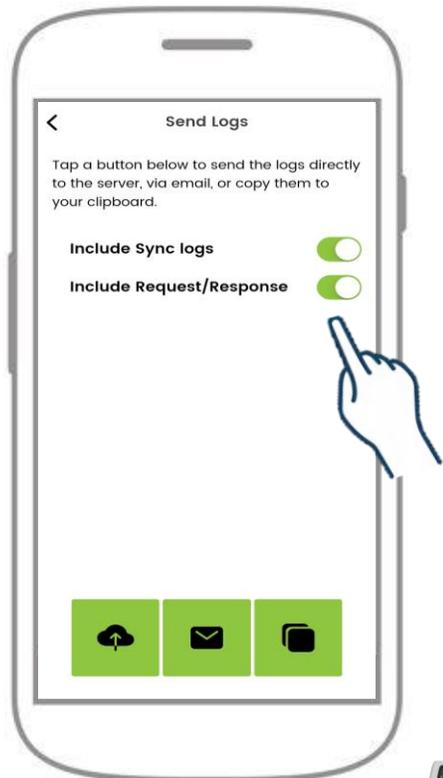
9

Tap on '**Send Logs**'.



9

When sending logs, keep both options turned on. This provides more information to help diagnose the issue.



10

Click on the  button. This allows the logs to be emailed to the member of ICT assisting you.



11

Use the Outlook app to email the log file.



How this screen looks will vary depending on your type of phone.



Top Tips

- Press the Sync button often – This makes sure you have the most up to date roster and shift information possible.
- When entering a new progress note, add the date and the name of the person you're supporting at the start. This allows other support workers to see who the progress note is about.
- Don't press the 'Start Shift' button on your shift but if you do, press on the 'Complete Shift' button straight after.

For Rostering Support



Speak to your leader

For IT Support



Contact the ICT Helpdesk on
1300 742 212