

# CareFree RoadRunner Training Guide



# Page Contents

<b>Introduction .....</b>	<b>4</b>
Overview of RoadRunner Functions .....	4
<b>Installing RoadRunner .....</b>	<b>5</b>
Unknown Sources .....	5
Installation .....	5
Company Setup .....	7
Logging into RoadRunner .....	8
<b>Viewing the Rota, Calls and Client Details .....</b>	<b>10</b>
Switching Days on the Rota .....	11
Call Statuses and Icons on the Rota .....	13
Accessing Further Details about a Call .....	15
Stored Rota .....	16
<b>Signing In/Out of a Call .....</b>	<b>17</b>
Signing into a Call Using NFC Tags .....	17
Correct Method for Using NFC Tags with NFC Phones .....	18
Incorrect Use of NFC Tags .....	19
Logging into a Call Using QR Codes .....	19
Call Timer .....	21
Logging In/Out Manually .....	22
Unexpected Calls .....	23
Signing into an Unexpected Call .....	23
Signing out of an Unexpected Call .....	24
Viewing Transactions .....	25
System Time Checker Service .....	25
Questions When Logging In/Out of a Call .....	26
Are You the Driver? .....	26
Sending Logs on Log Out .....	27
Call Logs .....	28
Viewing Call Logs .....	29
Deleting Call Logs .....	29
Call Notes .....	30

Creating a Call Note .....	30
Viewing Call Notes .....	31
Task Management.....	32
Completing a Task.....	32
Completing Medication.....	34
Task Management View Only .....	36
<b>Other Functions with RoadRunner.....</b>	<b>37</b>
Client Assessments .....	37
Entering a Client Assessment.....	37
Setting Up Client Assessments in CareFree .....	39
Viewing Client Assessments in CareFree .....	40
Login to PASS.....	41
Voice Recognition .....	42
Phone Numbers .....	43
Get Client Directions.....	44
RoadRunner Messages.....	45
Sending a New RoadRunner Message .....	46
Replying to a RoadRunner Message .....	47
Deleting RoadRunner Messages .....	47
Show Unallocated Calls.....	48
Request Leave.....	50
<b>Updating RoadRunner.....</b>	<b>51</b>
<b>Common Issues.....</b>	<b>52</b>
Forgetting to Log Out.....	52
Early Log Out.....	53
Logging into the Same Call.....	53
<b>Glossary.....</b>	<b>54</b>
Transaction Portal.....	54
CareFree Notifications .....	54
Writing an NFC tag.....	56

Creation Date	Author	Product & Version	Document Version
03/08/2019	Kayleigh Bainbridge	RoadRunner 4.3.5	V1

# Introduction

RoadRunner is a mobile phone application which is designed to work on Android smartphones. It allows carers to sign in and out of calls at client homes, view up to date rotas and see the total number of hours which have been scheduled.

Carers can also gain access to further details about clients and their calls, including additional contact names and telephone numbers. Finally, RoadRunner enables office-based staff to send messages out to care worker mobiles and care workers can reply to the messages they receive.

## Overview of RoadRunner Functions

- Sign in and out at a client's home by scanning an NFC tag or QR code
- Manually sign in and out of a call
- View a rota that incorporates detailed information about the call
- Rota displays total hours for the week, 3-day rota view and weekly summary
- Last rota view is stored on the phone
- Clients next of kin information
- Company stored phone numbers can be called
- Call history can be viewed
- Carers can send, receive and reply to messages

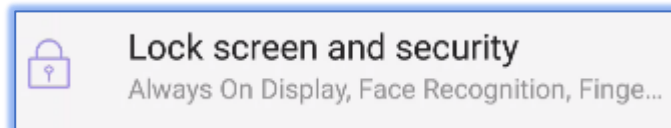
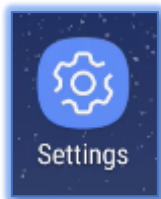
# Installing RoadRunner

## Unknown Sources

Before installing RoadRunner, **Unknown Sources** must be checked as enabled in the mobile phone settings.

This is usually found in the **Settings** of the handset, then into the **Security** options then into **Unknown Sources**. This setting enables the RoadRunner application to be downloaded from CareFree's private server.

The named settings that are required to change may vary depend on the handset.



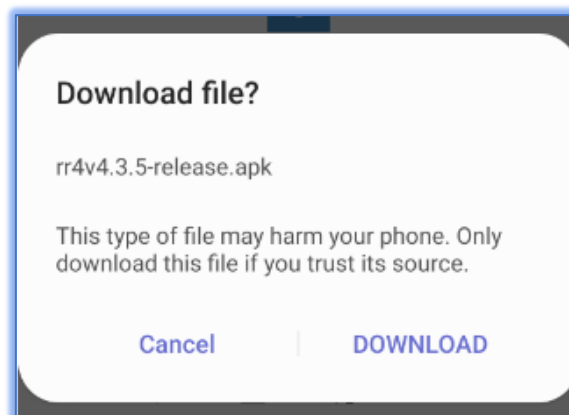
## Installation

The installation file for RoadRunner is downloaded by opening a web browser on the mobile phone and going to a link provided by CareFree. The link will look something like the following:

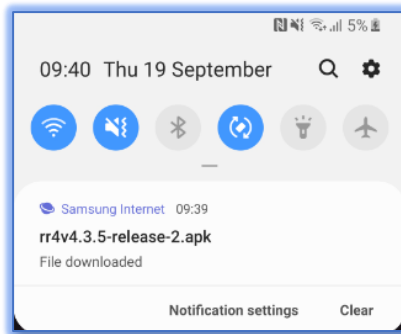
<https://RRDL.carefreeapp.co.uk/RR4vXXX-release.apk>

The version of RoadRunner will determine what is entered in **XXX**.

1. Enter the installation link into the handset's browser. A prompt will appear asking to download a file, press **Download**



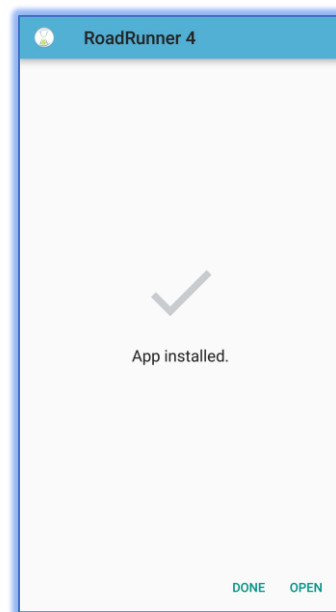
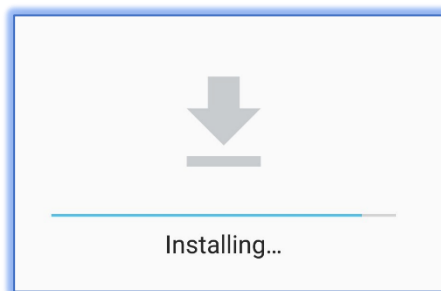
2. Drag down to reveal the notifications area to view the progress of the installation. Once downloaded press the file



3. Press **Install** to begin

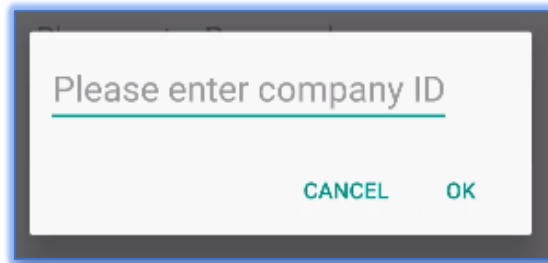


4. The installation may take several minutes, once installed click **Open** to log into RoadRunner



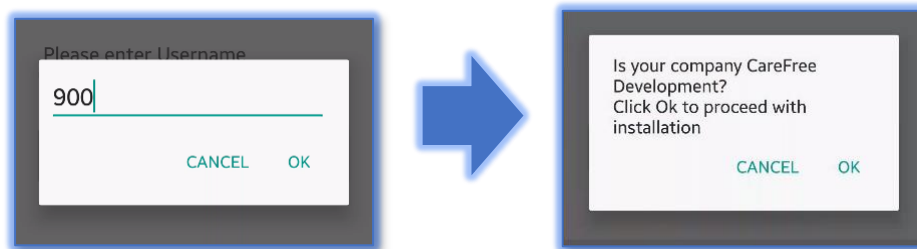
## Company Setup

Once RoadRunner has been successfully installed on the handset, select it from the app menu on the phone. A **Company ID** must be entered.



The **Company ID** will be provided by CareFree.

Ensure the company named is correct before pressing **OK**.



## Logging into RoadRunner

After RoadRunner has been installed the carer can enter their credentials to login.

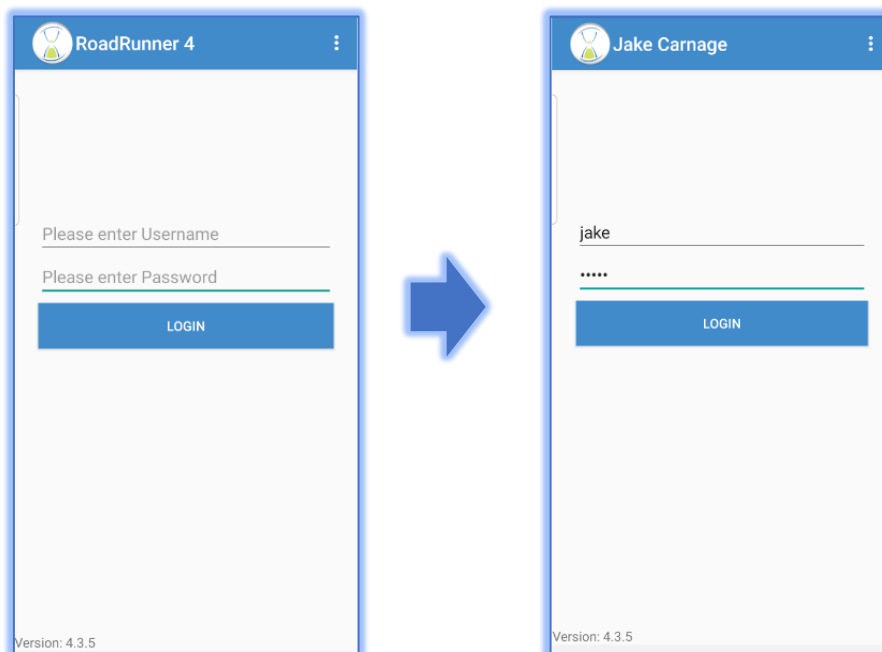
1. In the first field named **Please enter Username** the carer must enter their username

The carer's username is the data entered within the Forename field in the carer's record (under the General tab within CareFree)

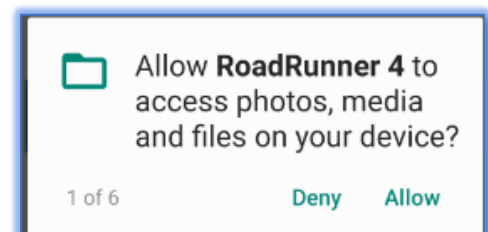
2. In the second field named **Please enter Password** the carer must enter their PIN

The carer's password is the PIN number provided in the carer's record (under the General tab within CareFree)

3. Press **Login**



After logging in you will be asked to allow RoadRunner to access photos, media and files, make and manage phone calls, access contacts, send and view SMS messages, device location and record audio. Press **Allow** to all prompts.



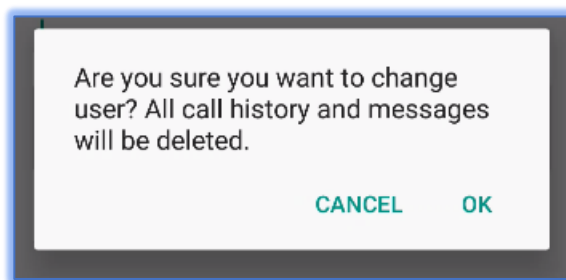


If the handset has been previously used by a different carer the user must be changed. To change the RoadRunner user:

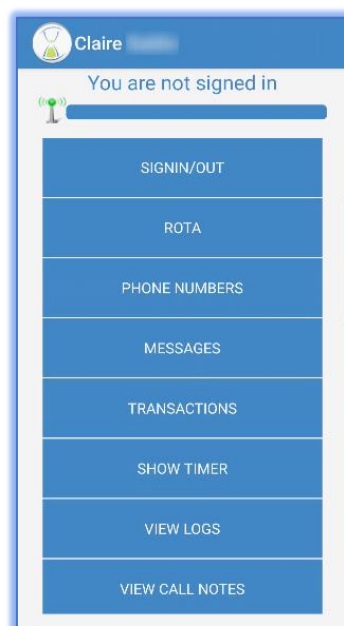
1. Click the **Options** button
2. Click **Change User**



3. By changing the RoadRunner user all call history and messages are deleted the change is complete



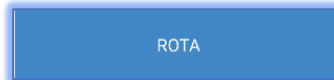
Once the carer has successfully logged in, the main RoadRunner menu screen will be displayed.



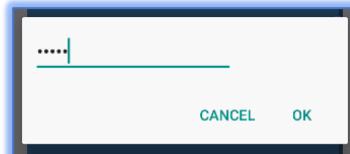
# Viewing the Rota, Calls and Client Details

To access the Rota the carer must be logged into RoadRunner.

1. Click the **Rota** button

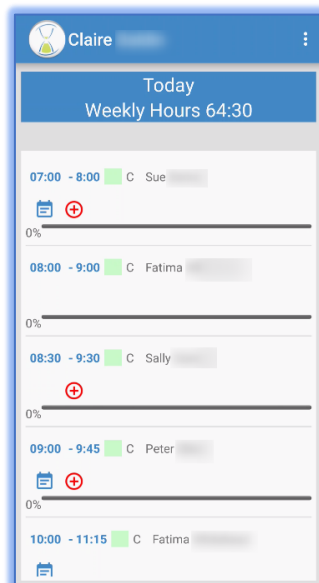


2. Enter the **Password**



3. The rota for the current day will be displayed by default

This is the same password when the carer logs into RoadRunner

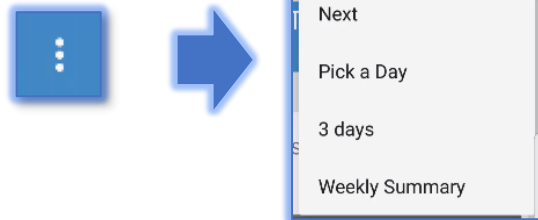


Rotas for different days can be selected via the **Options** button. This is explained in more detail on [page 11](#).

## Switching Days on the Rota

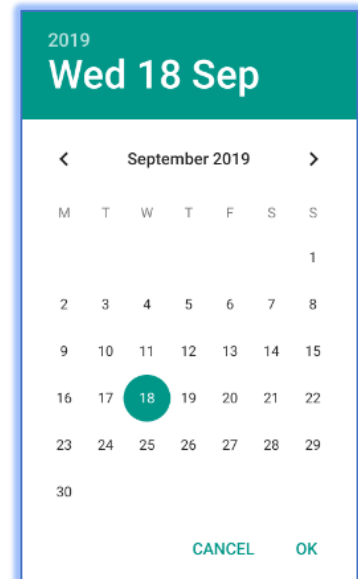
The rota screen shows the carer's rota for that day but the day can be changed.

1. Click the **Options** button



2. Carers have the choice of:

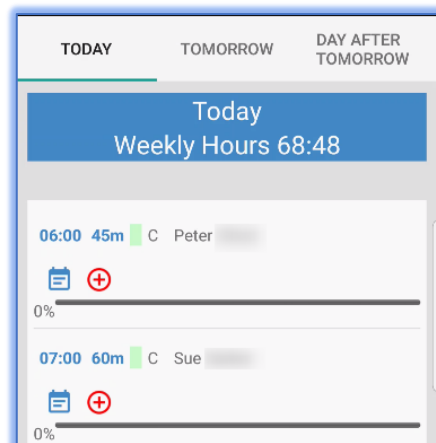
- a. **Previous** – to view yesterday's rota
- b. **Next** – to view tomorrow's rota
- c. **Pick a Day** – to specify which day's rota to view



A limit to how many days ahead the carer can see on RoadRunner can be set up in CareFree. This is in Tools > Options & Settings > Shared Options > External Links. Under the section named Rotas to Mobiles & Portals there is an option named Days rotas are visible – change this to the number of days the carers need to see ahead

- d. **3 days** – to view the next 3 day's of rota. Carers can specify between **Today**, **Tomorrow** and **Day After Tomorrow**

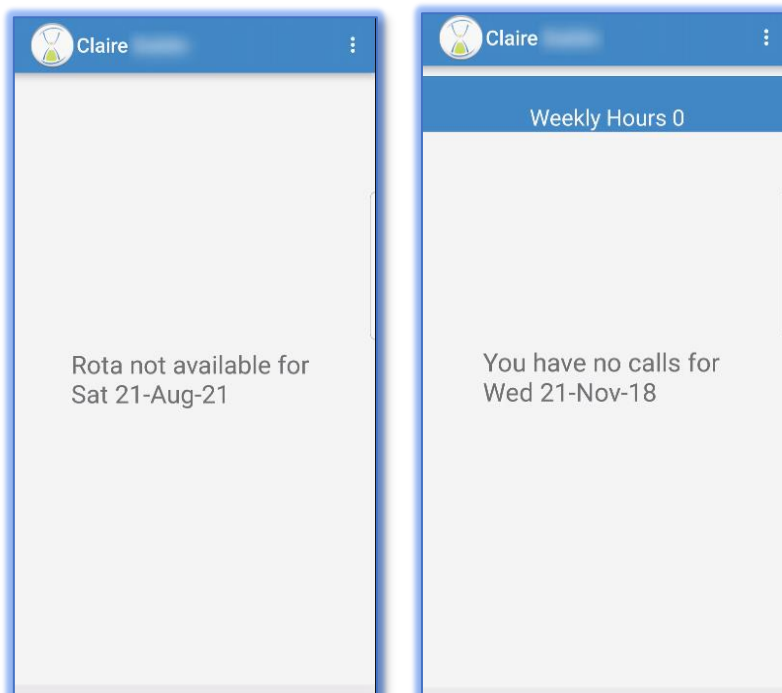
There are important benefits to opening the 3 day rota view at the beginning of the day – see [page 16](#) for more information



- e. **Weekly summary** – can be used to view a weekly summary of planned and actual calls. This will also give a total number of planned and actual calls along with duration completed within the week

Weekly Summary						
W/C Mon 13th Aug						
	Planned			Actual		
	Calls	NCR	QA	Hrs	Calls	Hrs
Mon 13th	8	2	1	8:45	10	11:00
Tue 14th	8	3	0	8:45	11	12:00
Wed 15th	7	3	0	7:45	10	11:00
Thu 16th	7	3	0	7:45	10	11:00
Fri 17th	7	3	0	7:45	10	11:00
Sat 18th	4	2	0	3:45	6	6:00
Sun 19th	5	2	0	4:15	7	6:30
<b>Total</b>	<b>46</b>	<b>18</b>	<b>1</b>	<b>48:45</b>	<b>64</b>	<b>68:30</b>

If there is no rota available or a day has no calls the screens will display with **Rota not available** or **You have no calls**.

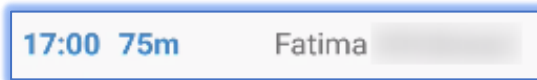


The carer must then pick another day or click back to go to the main menu.

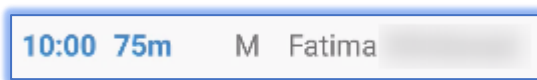
## Call Statuses and Icons on the Rota

Individual calls will have a status and colour indicator on the rota. The marker colours indicate different call statuses:

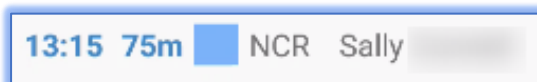
- If there is no marker and no status then the call is waiting



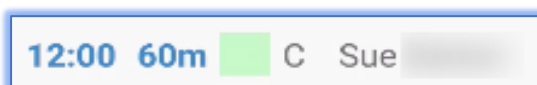
- If there is no marker and the status is **M** the call has been missed



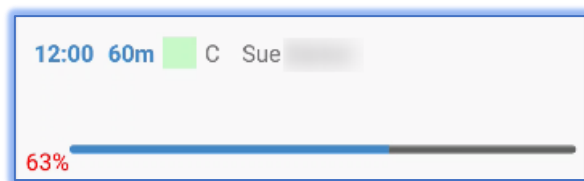
- If the marker is blue and the status is **NCR** the call is no longer required



- If the marker is green and the status is **C** the call is completed

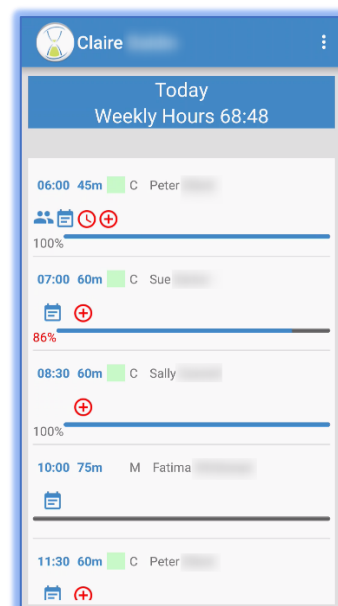



There is a progress bar and percentage under each call which indicates how much of the call has been completed. If the percentage of the call completed is under 90% the percentage will appear in red.




The screen to the right has examples of the different call statuses, markers and percentages.

Icons are placed on the rota to indicate information about the call. By pressing the call more information will be displayed.




- The  indicates the call is **Time Critical** – when viewing the call details, the call will state that the call is time critical


**Time Critical:** This call is time critical

- The  indicates the call has **Notes** – when viewing the call details, there is a section named **Notes** which will state what notes has been added to the call

**Notes:** Call daughter after call is complete

- The  indicates the call is a **Double Up** call – when viewing the call details, it shows who the double up carer is along with their mobile number

**This call is a double up with:** Jim -

- The  indicates that the call has **Medications** – when viewing the call details, there is a section named **Meds** which shows what medication needs to be taken on the call

**Meds:** Aspirin

## Accessing Further Details about a Call

The carer can touch an individual call on the rota to retrieve further call details as shown in the examples below:

**Call Details**

**Client:** Peter 06:00 45mins

**Address:** [Redacted]

**Postcode:** [Redacted]

**Time Critical:** This call is time critical

**Call Status:** This call was completed at 06:00 - 06:45

**Purpose of Call:** Morning Call - Get Up And Breakfast

**Notes:** Call daughter after call is complete

**This call is a double up with:** Jim [Redacted]

**Meds:** Aspirin

**Call Details**

**Client:** Fatima 17:00 75mins

**Address:** [Redacted]

**Postcode:** [Redacted]

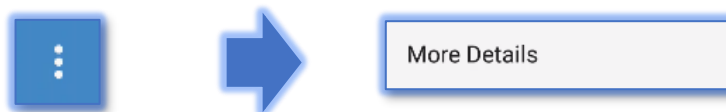
**Call Status:** This call has not yet started

**Purpose of Call:** Bath  
Personal Care  
Tea Time Call

**Notes:** Remove all pointed objects

**Meds:** Barrier Cream

The carer can view further details about a client by clicking the **Options** button and selecting **More Details**.



If the carer presses a contact, the phone number will be copied into the mobile phone's dial screen ready to be called.

**More Details**

**CLIENT**

**Name:** Peter

**Address:** [Redacted]

**Postcode:** [Redacted]

**TelNo:** [Redacted]

**Meds:** Aspirin

**DOB:** 30-Dec-1899 ( 118 years old )

**This call is a double-up**

**Name:** Jim [Redacted]

**TelNo:** [Redacted]

**Doctor**

**Name:** [Redacted]

**Address:** [Redacted]

**Postcode:** Ossett

**TelNo:** [Redacted]

**Main Carer**

**Name:** Marg

**Relationship:** Mum

**Address:** [Redacted]

**Postcode:** [Redacted]

**TelNo:** [Redacted]

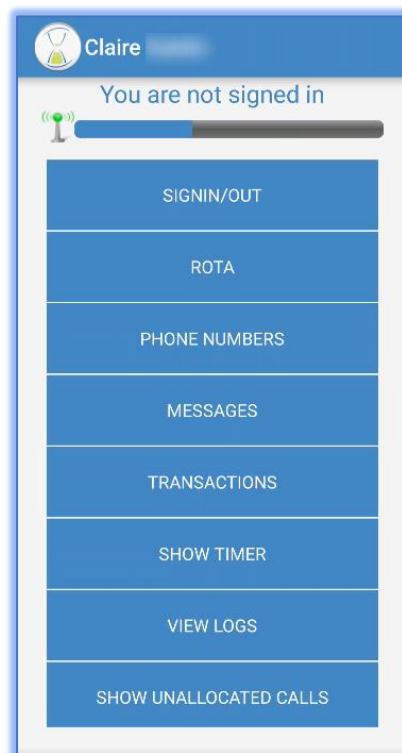
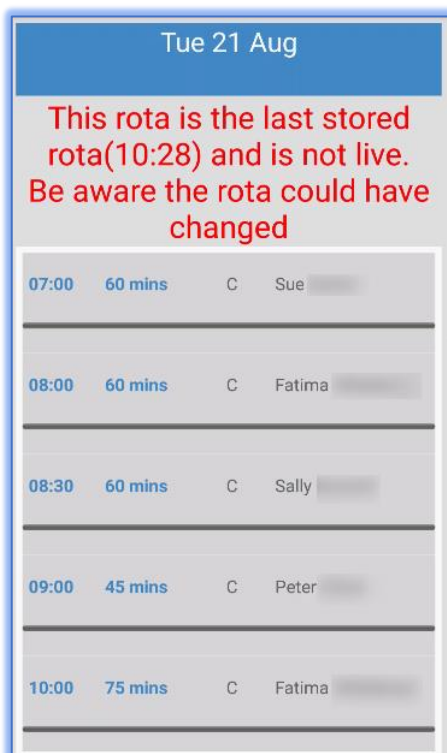
## Stored Rota

If phone reception is lost or the server isn't responding RoadRunner stores the last rota viewed for the current day. If the carer views the rota for tomorrow or yesterday, they will not be stored.

Similarly, if the carer views today's rota and does not view another rota until the next day then no stored rota can be viewed. We recommend that a carer opens the 3-day rota view each morning to load the next 3 days of rotas (see [page 11](#) on opening a 3-day rota).

The stored rota looks different to a typical rota as the calls are highlighted grey and a message stating the time at which the rota was stored is highlighted in red.

The screen on the right shows the signal strength bar. A rota can be received when the bar is midway to full. When the bar is low the carer may experience difficulties retrieving a rota. When there is no signal showing at all then RoadRunner will display the stored rota.





# Signing In/Out of a Call

Carers can sign into a call using either NFC tags or QR codes.

## Signing into a Call Using NFC Tags

NFC tags are white stickers with a small metal circuit inside.

The NFC tags are placed within the client's home ready for the carer to scan when they come to log into the call. It is the company's decision on where best to place these tags within the client's home. Please be aware the NFC tag should not be placed onto a metal surface otherwise the tag will not scan. Also, be aware the NFC tags are reusable and can be rewritten to another client if required, so do not discard them when a client comes off service.

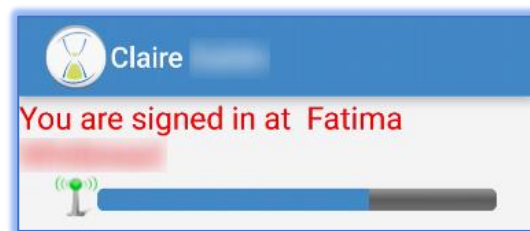


NFC usually works within a few centimetres and the NFC reader is often found at the middle or the back of the mobile phone. It is advised to touch the NFC tag with the phone for about a second or until the beep/buzz is noticed.

For more information on how to write an NFC tag see [page 56](#).

To log into a call using NFC tag:

1. Log into RoadRunner
2. Place the handset onto the NFC tag until a beep/buzz is heard
3. You will be taken back to the RoadRunner main menu and RoadRunner will display **You are signed in at [clients name]** at the top of the screen



If you have Task Management enabled, you will need to touch the call on the rota before you scan the NFC tag.

## Correct Method for Using NFC Tags with NFC Phones

NFC stands for Near Field Communication and therefore by nature it is only effective when the phone is near the tag, usually within a few centimeters.

Creating a successful transaction whilst logging into a client is relatively straightforward, but a little practice may be required for carers to understand the correct technique.

- The carer should touch the tag with the back and center of the mobile phone
- The carer should keep the phone touching the tag for around two seconds. If the phone has broken contact with the tag within this time the chances of a successful transaction decreases and another attempt will be required
- The tag must be on a flat surface when attempting to scan the tag. Wait for the beep/buzz, and follow any on screen instructions left to do
- It is advised to have the mobile phone's volume turned up and/or on vibrate as this gives more feedback to the carer when a successful transaction has been made. Again, a successful transaction has been made only when the **Connecting to Server** dialog box has appeared
- A successful transaction can be verified when a sound or vibration is noticed, usually within a second or two and when the dialog box has disappeared. The transaction can be verified in the **View Transactions** screen

## Incorrect Use of NFC Tags

Invalid transaction due to mistakes with NFC technology can happen. Common mistakes which carers should try to avoid include:

- Using a swiping motion across the NFC tag
- Pulling the phone away from the NFC tag too early
- Moving the phone too quickly for a transaction to take place
- Using the edge of the phone instead of the back/center of the mobile phone
- Having the phone placed too far away from the NFC tag when trying to scan

## Logging into a Call Using QR Codes

QR Codes are printed from CareFree within the clients **Other Details** tab.

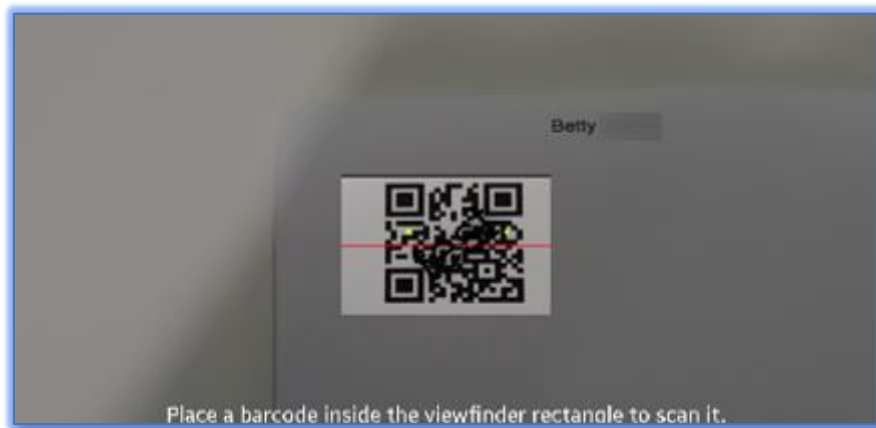


The QR codes are placed within the client's home ready for the carer to scan when they come to log into the call.

1. Log into RoadRunner
2. Open the Rota
3. Press the call you are signing into
4. Go back to the main menu choose the option named **SignIn/Out**



5. Hold the handset horizontally and scan the QR code until it is recognised by RoadRunner

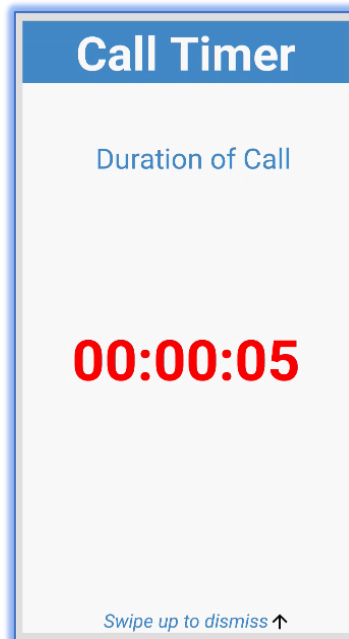


RoadRunner will show if the carer is logged in/logged out the same way if logging in via an NFC tag on [page 17](#).

## Call Timer

When logged into a call a call timer can automatically appear straight after scanning an NFC tag/QR code.

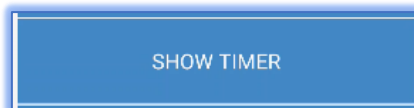
This timer is viewed as soon as a carer has logged into a call and can also be viewed during a call. This is particularly useful for the carer to see how long they have been logged into a call for.



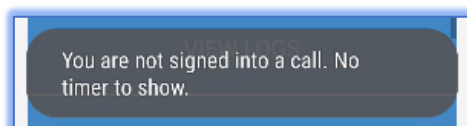
The carer can swipe up to go back to the RoadRunner main menu and use any other part of the RoadRunner app while logged into a call.

The carer can view the call timer at any point while logged into a call.

1. From the RoadRunner main menu, press **Show Timer**



2. The same screen as above will show, the carer can always swipe up again to go back to the RoadRunner main menu
3. As soon as the carer logs out of a call the timer will stop. The carer cannot view a timer if they are not logged into a call



## Logging In/Out Manually

There might be times when the carer will visit a client and forget to sign in/out of their call. RoadRunner can handle situations like this by allowing the carer to sign in/out manually.

This option can be turned on/off within the Company Options in the Transaction Portal. For more information on the Transaction Portal see [page 54](#).

1. Open the rota
2. Press the call to log in/out of
3. Press the **Options** button
4. Press **Sign In/Out Manually**



The usual logging in/out process will then begin.

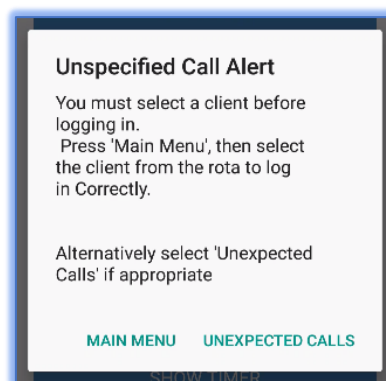
## Unexpected Calls

If a carer has to attend a call that is unexpected there are a few factors to consider when signing in and signing out of the call using RoadRunner.

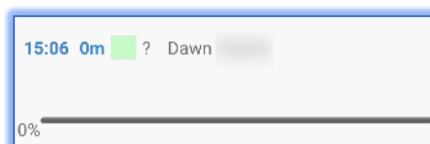
There may be various reasons as to why a call may be unexpected such as carers' have swapped calls and not informed the office. The carer who goes to call will not have the call on their rota so it will be treated as an unexpected call. There also may be emergencies where a carer has to visit a client at the last minute and there is not enough time to enter the call onto CareFree – this would also be treated as an unexpected call.

### Signing into an Unexpected Call

1. Log into RoadRunner
2. Because there is no call on the rota, we must sign in from the RoadRunner main menu
3. A prompt will appear stating that you must select a client before signing in. Bypass this by pressing **Unexpected Calls**

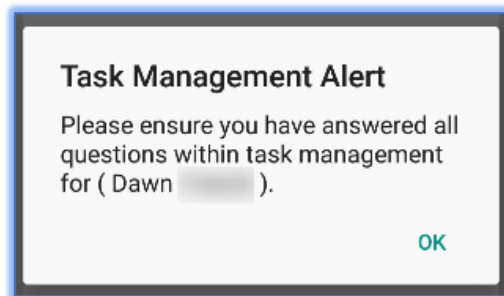


4. The sign in process will continue as normal. The call will appear on the rota approximately 5 minutes after the sign in transaction with a question mark status i.e. unexpected call status

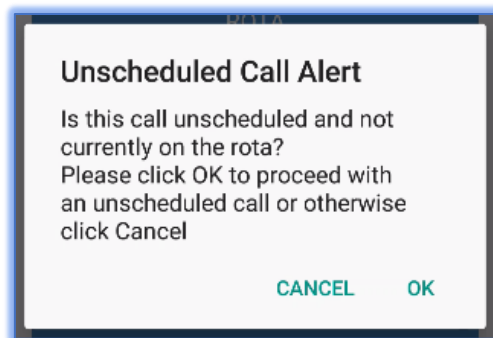


## Signing out of an Unexpected Call

1. Log into RoadRunner
2. Sign out from the RoadRunner main menu
3. RoadRunner will give the Task Management Alert prompt – as this is an unexpected call there is no task management to complete, so press **OK**

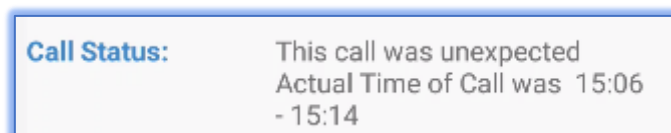


4. RoadRunner will display the Unscheduled Call Alert prompt – click OK to continue with the signing out process



5. The signing out process will continue as normal

When viewing the call details after signing out the status of the call will show it was an unexpected call.





## Viewing Transactions

To view any transactions that have been made, press the **Transactions** button from the RoadRunner main menu.



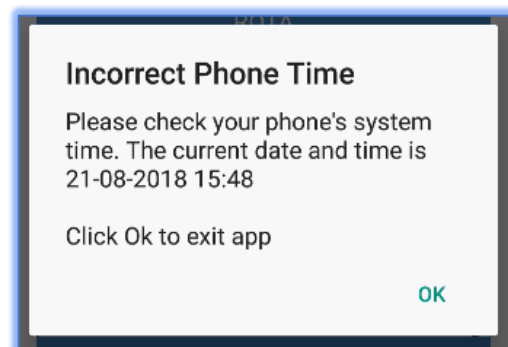
This screen will show every time the carer has logged into a call and logged out of a call. The date and time of the scan is recorded along with the date and time that the transaction was sent to the server.



If the sent to server date and time is blank, this means there is no signal at the time of signing in. RoadRunner will automatically send this transaction once a signal is acquired again

## System Time Checker Service

RoadRunner regularly checks the mobile phone's system time against the server time. This is to ensure that the data sent to the server is accurate and lessens that chance of an unexpected call being created. If the carer has changed their mobile phone date/time a message is displayed when trying to access RoadRunner.



## Questions When Logging In/Out of a Call

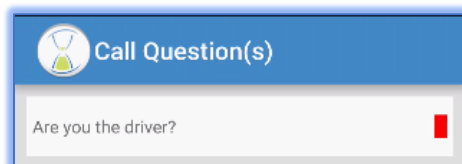
Questions can be asked to the carer when logging in and out of a call. These options can be turned on/off within the Company Options in the Transaction Portal. For more information on the Transaction Portal see [page 54](#).

### Are You the Driver?

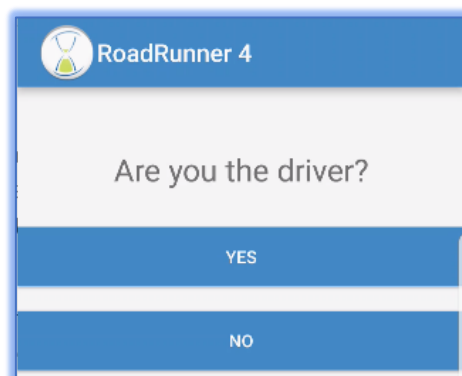
A question can be asked to the carer to determine whether they drove to the call. This is particularly useful to identify who to pay the mileage to.

In the event of a double up call where both carers have arrived in one vehicle. One carer will answer yes and the second answers no.

1. When the setting is switched on the carer will be asked if they are the driver when logging into a call.



2. Press the question to provide an answer

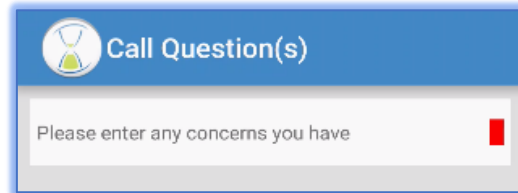


3. Once **Yes/No** is selected the usual RoadRunner main menu will appear letting the carer know which client they are signed in at

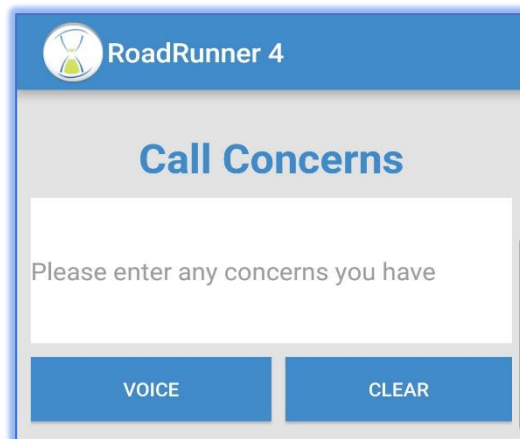


## Sending Logs on Log Out

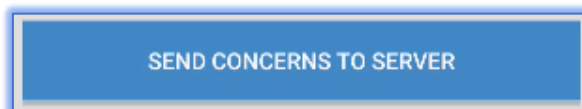
A question can be asked to the carer asking whether they had any concerns regarding the call. If this is filled in then it is sent as a log into CareFree. This question is asked when the carer is logging out of a call.



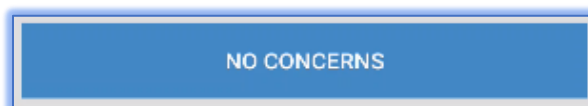
1. Press the question to provide an answer
2. Press **Please enter any concerns you have**
3. Enter any concerns into the comments section either by using the handsets keyboard or using the **Voice** button to use voice recognition (see [page 42](#) for more information on how to use voice recognition)



4. Press **Send Concerns to Server** once completed. The log will then appear in the **Daily Log** in CareFree



If no log is required for the call the carer can press **No Concerns** at the bottom of the screen.



## Call Logs

A log can be sent from RoadRunner to CareFree during and after a call is complete.

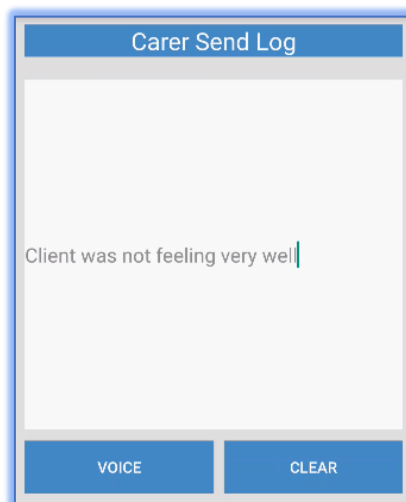
Carers can complete a log at the end or beginning of every call if required. See [page 27](#) for more information.

A log can also be sent during a call.

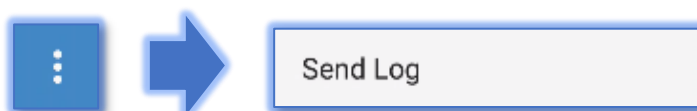
1. Open the rota
2. Press the call the log needs creating against
3. Press the **Options** button at the top right-hand side of the screen
4. Press **Send Log**



5. Enter the log into the comments section either by using the handsets keyboard or using the **Voice** button to use voice recognition (see [page 42](#) for more information on how to use voice recognition)



6. Press the **Clear** button to clear all comments in the box
7. Press the **Options** button
8. Press **Send Log**



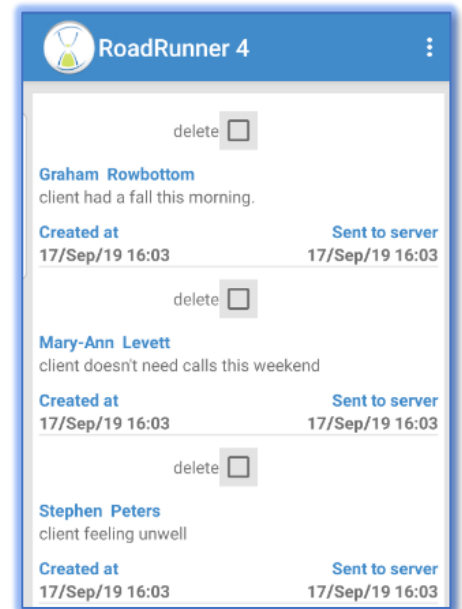
## Viewing Call Logs

A carer can always look back on logs that have been sent from their handset.

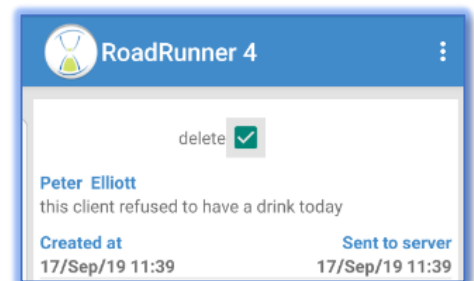
1. From the RoadRunner main menu, press **View Logs**



2. A list of logs will appear
3. To the left of the log shows the date and time when the log was **Created by the Carer**
4. To the right of the log shows the date and time when the log was **Sent to the Server**

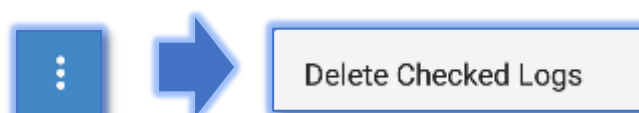


5. If there is no date and time in the **Sent to Server** column it may be that the handset did not have any signal when the log was created
6. Check the logs that have not been sent
7. With the logs checked, press the **Options** button then press **Send Outstanding Logs**



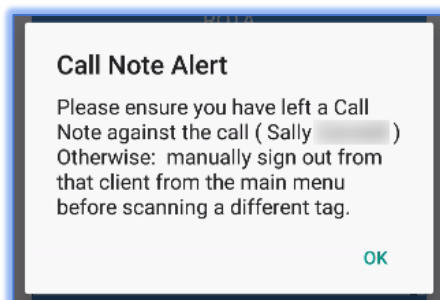
## Deleting Call Logs

1. From the RoadRunner main menu, press **View Logs**
2. Check the logs that need to be deleted
3. Press the **Options** button then press **Delete Checked Logs**



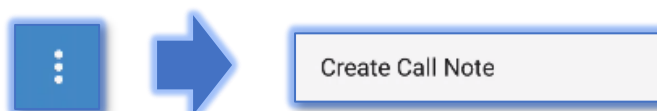
## Call Notes

A call note must be added to a call before logging out. If a call note has not been added to a call before logging out, the carer will receive a prompt reminding them to add a call note.

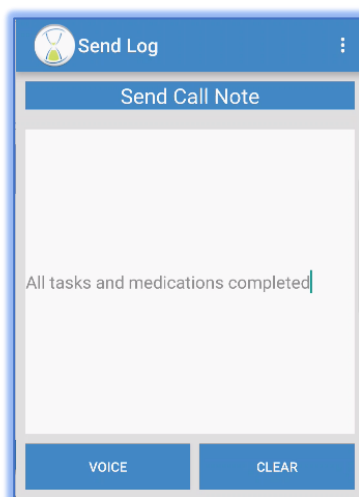


## Creating a Call Note

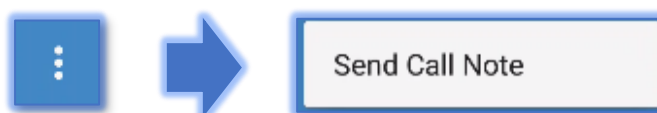
1. Open the Rota
2. Press the call the call note needs creating against
3. Press the **Options** button
4. Press **Create Call Note**



5. Enter the call note into the comments section either by using the handsets keyboard or using the **Voice** button to use voice recognition (see [page 42](#) for more information on how to use voice recognition)



6. Press the **Clear** button to clear all comments in the box
7. Press the **Options** button
8. Press **Send Call Note**

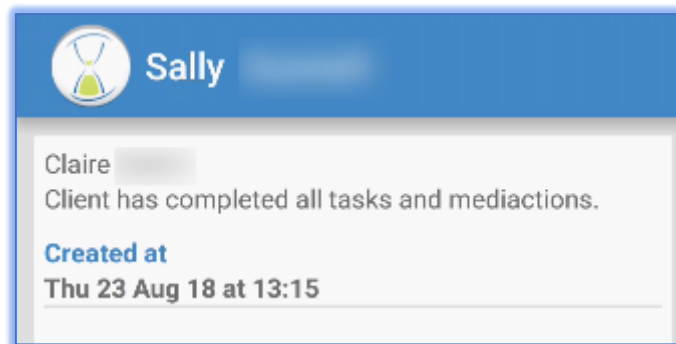


## Viewing Call Notes

1. Open the Rota
2. Press the call you wish to to view the call notes against
3. Press the **Options** button
4. Press **View All Call Notes**



5. All call notes that have been entered onto the call will be displayed

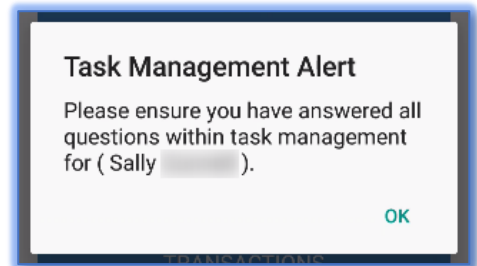


6. The date and time of when the call note was created is recorded on this screen along with the carer who has completed the call note

# Task Management

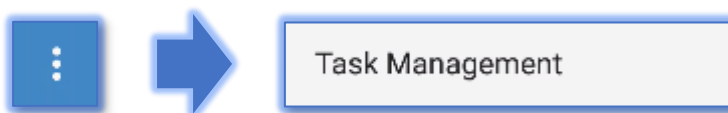
Tasks and medication can be marked as completed, partially complete or not completed via RoadRunner. Comments need to be entered when a task/medication is marked as partially or not completed.

If task management is not completed before signing out the carer will receive a prompt reminding them to complete all task management.

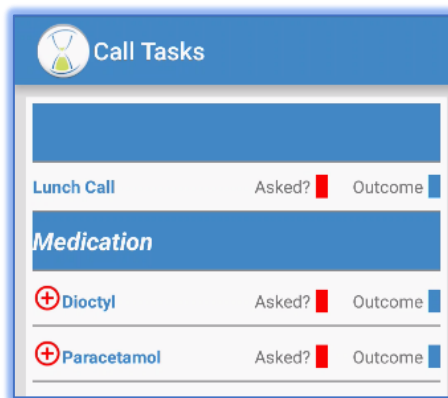


## Completing a Task

1. Open the Rota
2. Press the call to complete task management against
3. Press the **Options** button
4. Press **Task Management**



5. The tasks and medications for the call will appear

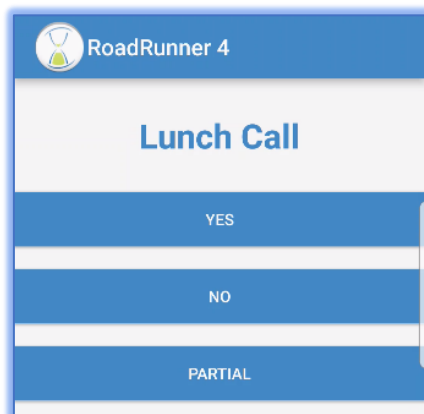


6. A coloured marker will appear next to each task and medication with an **Asked?** and an **Outcome**
  - a. The red marker indicates that something is not completed
  - b. The yellow marker indicates that something is partially completed
  - c. The green marker indicates that something is completed

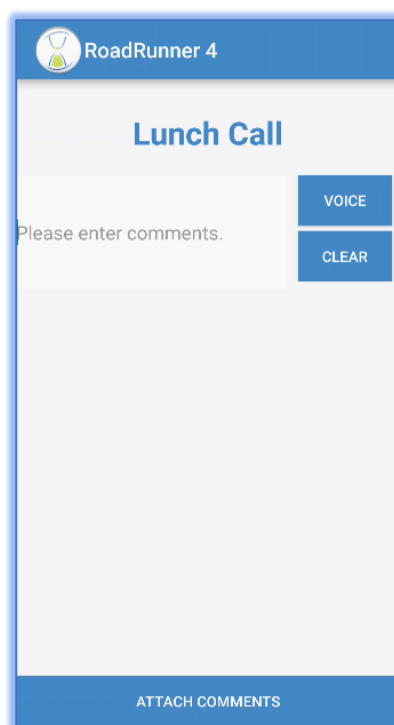




7. Press a task to complete
8. **Yes**, will mark the task as completed. **No**, will mark the task as not completed and **Partial** will mark the task as partially completed



9. If **No** or **Partial** is selected the carer will be asked to enter in comments about why the task is not fully completed
10. Voice recognition can be used on this screen (see [page 42](#) for more information on how to use voice recognition)



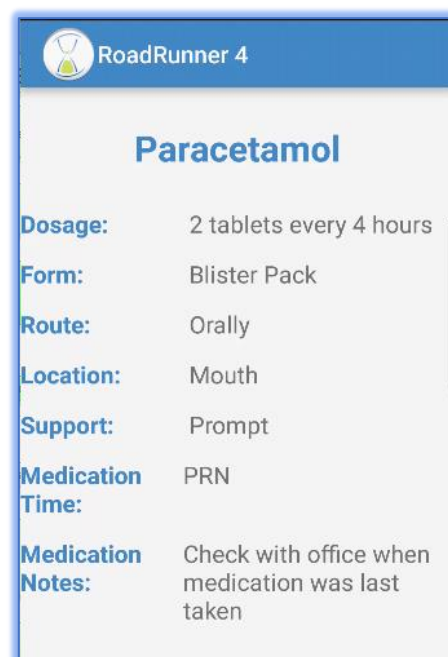
11. Press **Attach Comments** to save the task answer
12. The markers next to the task will then change accordingly



## Completing Medication

1. To start, follow the instructions for completing a task (see [page 32](#))
2. Instead of pressing a task to complete, press a medication to complete
3. The medication details for the client come from CareFree and is displayed to the carer on this screen. This information includes:

- a. The name of the medication
- b. What dosage to take
- c. What form the medication comes in
- d. The route the medication is taken
- e. The location of the body the medication goes to **or** the location of where the medication is stored
- f. The support given by the carer
- g. The time of when the medication is taken
- h. Any notes attached onto the medication by office staff



The screenshot shows a mobile application interface for a medication. At the top, there is a blue header with a clock icon and the text 'RoadRunner 4'. Below the header, the medication name 'Paracetamol' is displayed in a large, bold, blue font. The details are listed in a table-like format with blue labels on the left and corresponding text on the right:

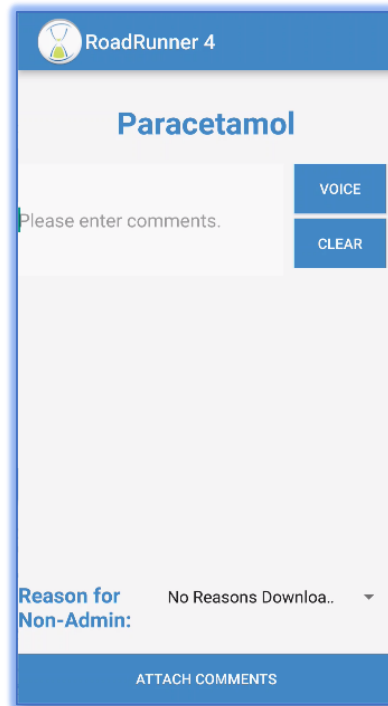
<b>Dosage:</b>	2 tablets every 4 hours
<b>Form:</b>	Blister Pack
<b>Route:</b>	Orally
<b>Location:</b>	Mouth
<b>Support:</b>	Prompt
<b>Medication Time:</b>	PRN
<b>Medication Notes:</b>	Check with office when medication was last taken

4. At the bottom of this screen is the same options listed when completing a task. These options have the same meaning as described on [page 33](#).



The screenshot shows a vertical stack of three blue rectangular buttons with white text. The buttons are labeled 'YES', 'NO', and 'PARTIAL' from top to bottom. Each button is separated from the others by a thin white horizontal line.

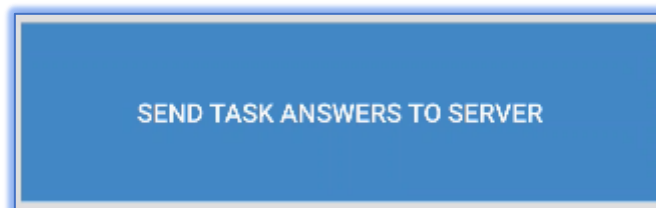
5. If **No** or **Partial** is selected the carer will be asked to enter in comments about why the task is not fully completed
6. Voice recognition can be used on this screen (see [page 42](#) for more information on how to use voice recognition)



7. There is an additional drop-down box at the bottom of this screen named **Reason for Non-Admin** where the carer can choose from a pre-set list of reasons to why the client did not take their medication

The Reason for Non-Admin list can be amended in Items screen in CareFree. The list in question is called Medication not taken reasons

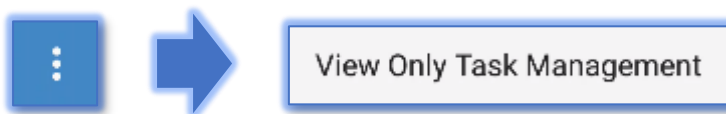
When all tasks and medications have been answered press **Send Task Answers to Server** to complete task management.



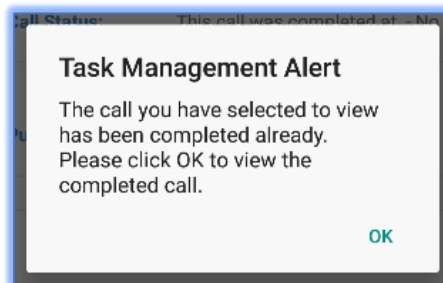
## Task Management View Only

Tasks and medication can be viewed in a view only state. The carer cannot complete tasks and medication from this section, but they can view what tasks and medications which need to be completed prior to logging into the call.

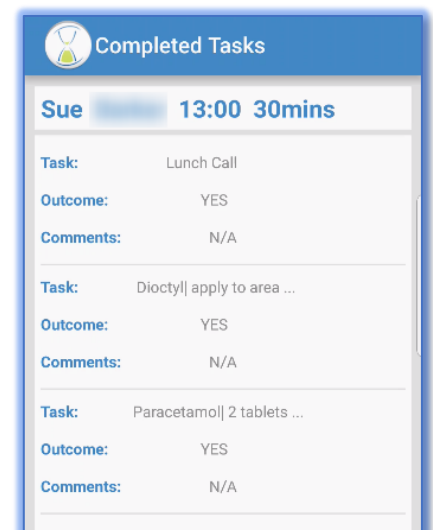
1. Open the Rota
2. Press the call to view task management against
3. Press the **Options** button
4. Press **View Only Task Management**



5. Tasks and medication are viewed very similar to that when task management is completed except no answers can be given in a view only state
6. When **View Only Task Management** is chosen on a call where task management has been completed the carer receives an alert



7. Click **OK** then the carer can see the completed task management answers



# Other Functions with RoadRunner

RoadRunner provides carers with access to additional features which are designed to help them stay in touch with the latest information from the office.

## Client Assessments

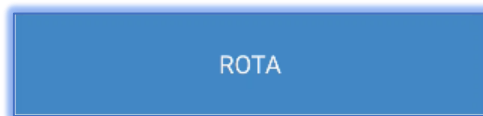
Carers have the ability to complete an assessment when visiting a client.

This is a great feature for quickly logging key metrics about the client. Assessments may be on how much water has been consumed on that day or how well their mobility is by using a score of 1-10.

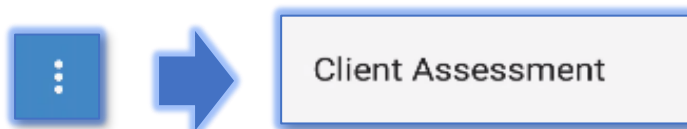
Assessments are not hard coded into the system; this means that any assessment can be created for any individual client. It is also possible to have different assessments set for each individual client.

## Entering a Client Assessment

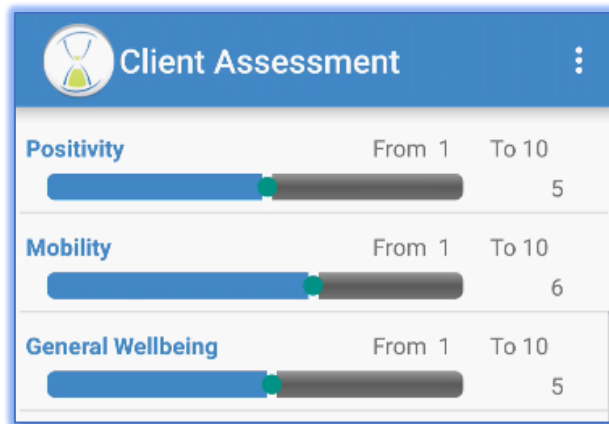
1. Go to the **Rota** from the RoadRunner main menu



2. Press the call where the assessment is required
3. Press the **Options** button
4. Press **Client Assessment**



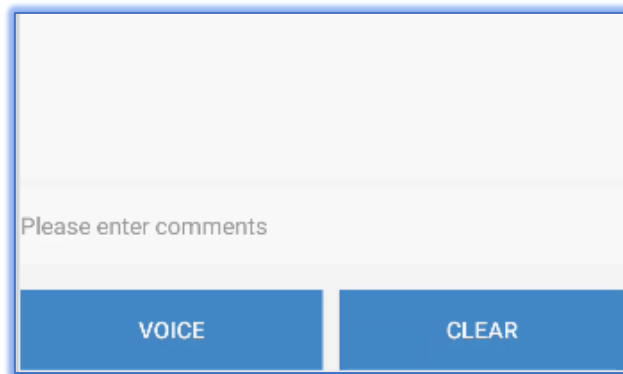
1. In the Client Assessment screen each assessment is listed along with a slider bar. Use the green marker on the slider bar and drag to the correct score



The screenshot shows the 'Client Assessment' interface. At the top, there is a blue header with a clock icon and the text 'Client Assessment'. Below the header, there are three assessment categories, each with a slider bar and a score:

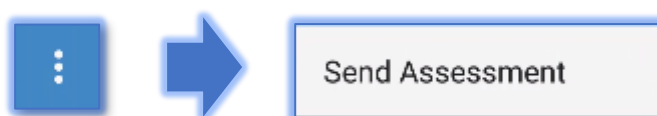
Category	From	To	Score
Positivity	1	10	5
Mobility	1	10	6
General Wellbeing	1	10	5

2. Use the section below to enter any comments about the assessment



The screenshot shows a text input field for comments. The placeholder text reads 'Please enter comments'. Below the input field are two blue buttons: 'VOICE' and 'CLEAR'.

3. Press **Please enter comments** to enter any additional information for the assessment. The mobile phone's keyboard will appear to type in comments
  - a. Voice recognition can be used on this screen (see [page 42](#) for more information on how to use voice recognition)
  - b. Use the **Clear** button to remove any comments that have been made if incorrect
4. Once the assessment is finished press the **Options** button and press **Send Assessment**



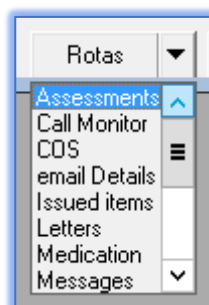
## Setting Up Client Assessments in CareFree

The assessments will only show if the client assessments have been entered into CareFree. CareFree is also the repository for all this information sent back from the carers where it can be viewed and reported on.

1. In CareFree, go to the **Clients** screen



2. Using the Rota drop-down box, go to **Assessments**



3. Go to the **Monitoring** tab



4. Use each row as a new assessment, use the **Description** column to type in name of the assessment
5. Using the **From** and **To** columns enter what range the assessments needs to be measured to and from. Alternatively tick the **Yes/No** tick box if the assessment is a yes or no answer

No	Description	From	To	Yes/No
▶ 1	General Wellbeing	1	10	<input type="checkbox"/>
2	Hydration	1	10	<input type="checkbox"/>
3	Mobility	1	10	<input type="checkbox"/>
4	Independance	1	10	<input type="checkbox"/>
5				<input type="checkbox"/>
6				<input type="checkbox"/>
7				<input type="checkbox"/>
8				<input type="checkbox"/>

## Viewing Client Assessments in CareFree

Whenever an assessment has been entered in by a carer the scores will relay through into CareFree. The scores are held in the same place where the assessment is created (see [page 39](#)).

Underneath where the assessments are created the date and time when the score was taken, assessment name, which carer and the entered score is recorded.

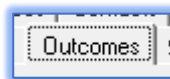
Date/time	No	Description	Scored by	Score	Yes/No	Notes
05/07/2018 12:58	1	General W...	Claire (Carer)	7		
05/07/2018 12:58	2	Hydration	Claire (Carer)	6		
05/07/2018 12:58	3	Mobility	Claire (Carer)	6		
05/07/2018 12:58	4	Independa...	Claire (Carer)	8		
28/06/2018 13:35	1	General W...	Claire (Carer)	2		
28/06/2018 13:35	1	General W...	Claire (Carer)	2		
28/06/2018 13:35	2	Hydration	Claire (Carer)	6		
28/06/2018 13:35	2	Hydration	Claire (Carer)	6		
28/06/2018 13:35	3	Mobility	Claire (Carer)	6		
28/06/2018 13:35	3	Mobility	Claire (Carer)	6		

Assessment scores can also be viewed in a graph in CareFree.

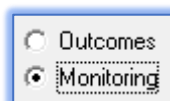
1. In CareFree, go to the **Clients** screen



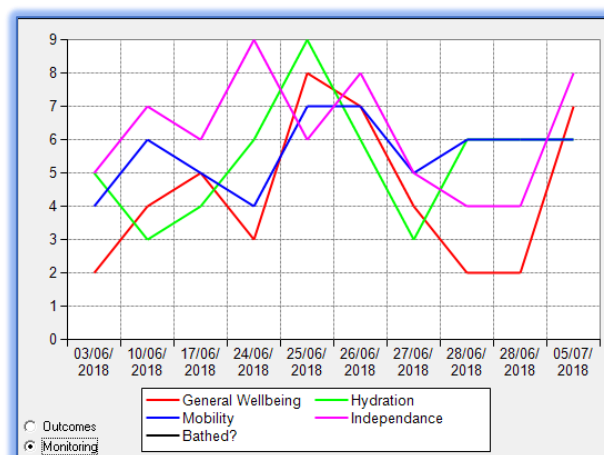
2. Go to the **Outcomes** tab



3. Using the radio buttons at the bottom left of the screen click **Monitoring**



4. A graph is displayed with all the clients assessments





## Login to PASS

When on a call in RoadRunner by clicking the **Options** button, there is an option called **Login To PASS**.



This option takes the carer directly to the PASS app where the carer can enter medications etc.

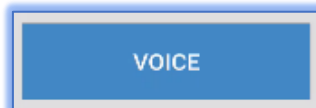
**PASS is not a CareFree product and only works with a valid subscription to that system**

## Voice Recognition

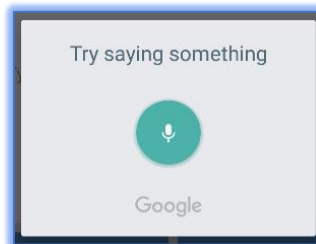
Instead of physically typing on the handsets keyboard voice recognition can be used to enter certain comments throughout the RoadRunner system.

Please be aware strong accents or dialects may not be recognised by this function

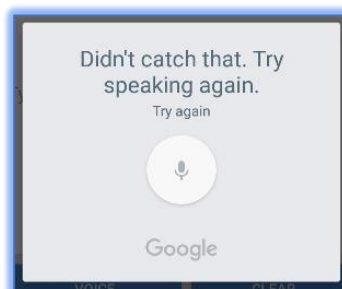
Wherever the **Voice** button is seen voice recognition can be used.



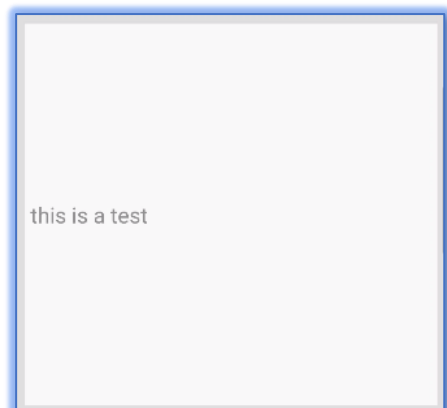
1. Press the **Voice** button to start voice recognition
2. Start speaking when **Try saying something** screen by Google appears



3. If voice recognition did not understand what was said, try speaking again



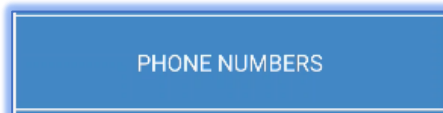
4. When words are detected through voice recognition text will appear in the comments section voice recognition was used on.



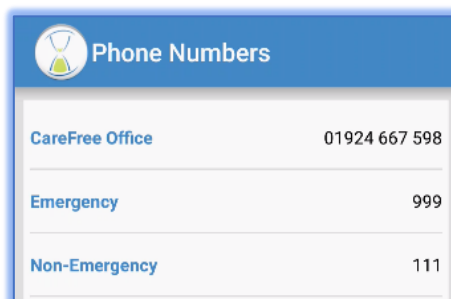
## Phone Numbers

Depending on how the company configures RoadRunner, carers can have access to important phone numbers.

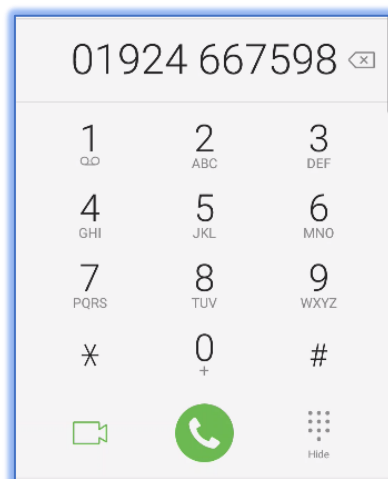
1. To access phone numbers, press **Phone Numbers** from the RoadRunner main menu



2. All company phone numbers will be displayed for the carer



3. By pressing a phone number this will display the mobile phone's dialling screen with the phone number already entered



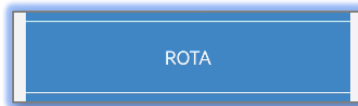
4. Press the call button to start calling

More phone numbers can be added through the Transaction Portal. For more information on the Transaction Portal see [page 54](#).

## Get Client Directions

RoadRunner provides help with client/carer locations' so that decisions can be made on the best route to take.

1. Open the **Rota** from the RoadRunner main menu



2. Press the call where directions are required
3. Press the **Options** button and press **More Details**



4. Press the **Options** button again and select **Get Client Directions**



A satellite view will display a photographic view of the route.

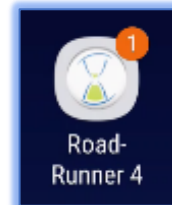
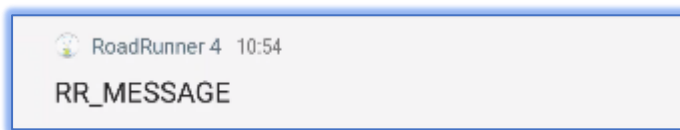
Please be aware this screen does not provide step by step driving instructions like that of a navigation system/app (i.e. TomTom SatNav, Google maps, Apple maps etc.).



## RoadRunner Messages

RoadRunner provides a method of sending messages out to carers phones. A CareFree user can send a message to an individual carer, a group of carers or the entire workforce. A carer can send new messages and reply to messages from CareFree users.

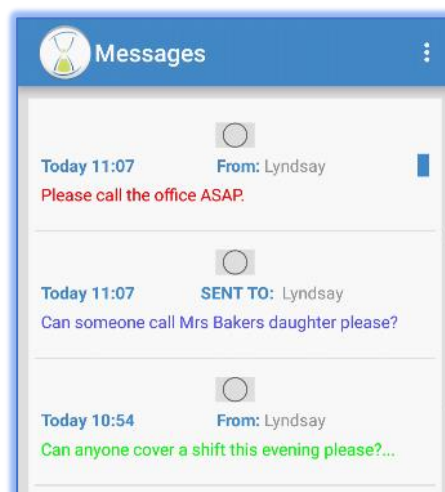
When a message has been received the carer will receive a notification like they would a normal SMS message.



1. Go to the **Messages** button in RoadRunner. The number next to the messages button is the numbers of unread messages



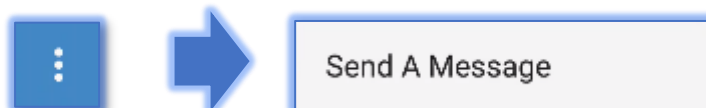
2. A list of the carer's messages will be displayed
  - a. Unread messages have a blue block to the right of them
  - b. Red messages are messages that have not been replied to
  - c. Green messages are messages that have been replied to
  - d. Blue messages are new messages that the carer has sent



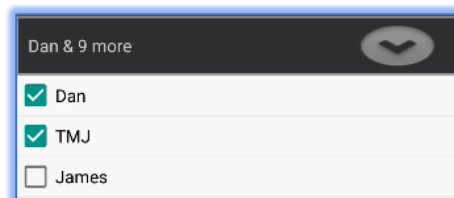
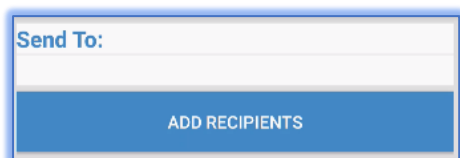
3. Press a message to read the full message and mark the message as read

## Sending a New RoadRunner Message

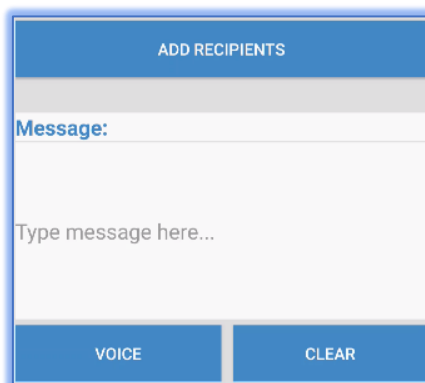
1. Go to the **Messages** button in RoadRunner
2. Press the **Options** button, then press **Send A Message**



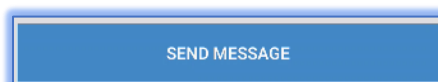
3. Press **Add Recipients** to choose which CareFree user(s) to send the message to. Use the drop-down to tick a user from the users list



4. Use the drop-down arrow to collapse the users list to go back to the messaging screen
5. Press **Type message here...** to start typing the message

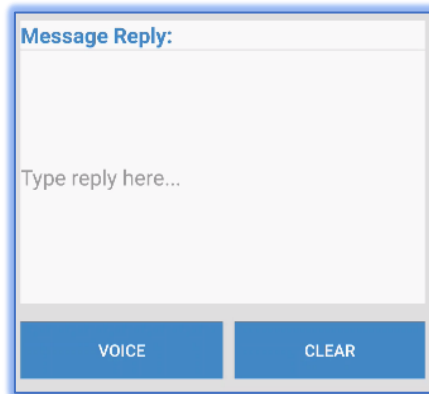


6. Voice recognition can be used on this screen (see [page 42](#) for more information on how to use voice recognition)
7. Use the **Clear** button to remove the message if entered incorrectly
8. Press **Send Message** to send the message

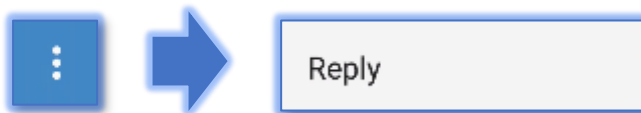


## Replying to a RoadRunner Message

1. Open the message
2. Press **Type message here...** to type in the reply

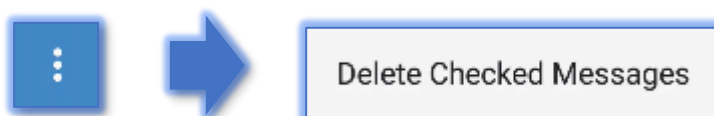
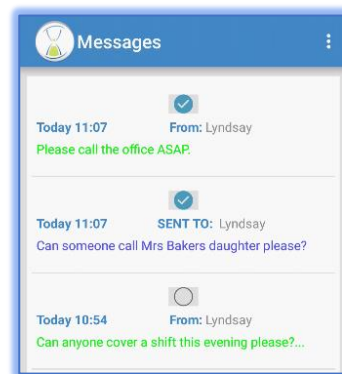


3. Voice recognition can be used on this screen (see [page 42](#) for more information on how to use voice recognition)
4. Use the **Clear** button to clear the message if entered incorrectly
5. Press the **Options** button
6. Press **Reply**



## Deleting RoadRunner Messages

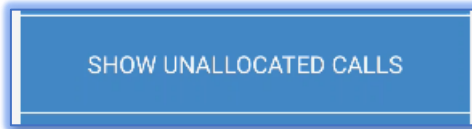
1. From the RoadRunner message screen, tick the message(s) that require deletion
2. Press the **Options** button
3. Press **Delete Checked Messages**



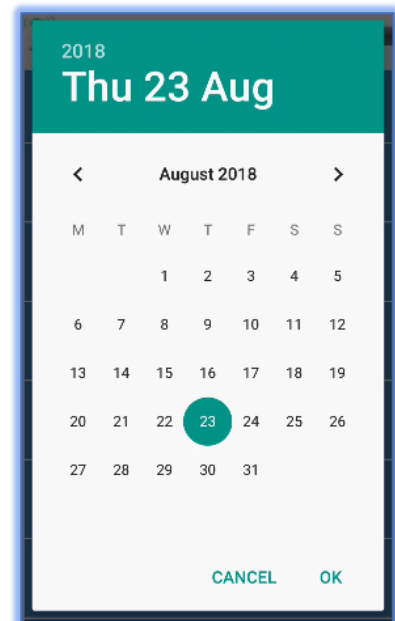
## Show Unallocated Calls

Carers can have the ability to view unallocated calls and send a request to the office staff who use CareFree if they wish to cover one of the unallocated calls.

1. From the RoadRunner main menu, press **Show Unallocated Calls**



2. A monthly date selection will appear where the carer can view the unallocated calls on a particular day
3. Choose the correct date then press **OK**



4. A list of unallocated calls on the selected date will be displayed





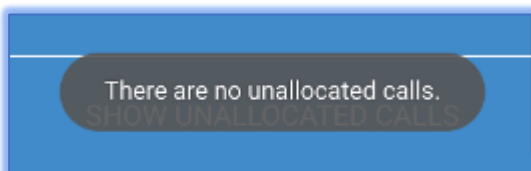
5. Press a call to view more details

Unallocated Call Details	
Start Date:	Thu 23-08-2018 7:30 - 8:00
Duration:	30
Client:	Steve [REDACTED]
Carer:	
Needs:	Bath, Morning Call - Get Up And Breakfast, Personal Care
Run:	
Carer Away Reason:	
Notes:	
Keysafe:	9900
Entry Method:	

**REQUEST TO DO CALL**

6. Press **Request To Do Call** to send a request to CareFree

7. If there are no unallocated calls on the date you selected. RoadRunner will take you back to the main menu and display the following message

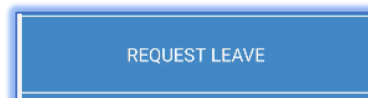


The request will appear in the notifications screen in CareFree – see [page 54](#) for more information on CareFree Notifications.

## Request Leave

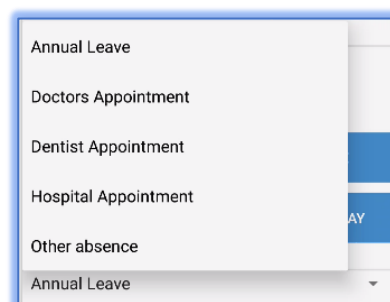
A carer can request leave from the RoadRunner app. This is useful if they need to request holidays, hospital appointments etc.

1. From the RoadRunner main menu, press **Request Leave**



2. The screen that appears is split into 2 sections:
  - a. The top section is the date and time that the leave starts from
  - b. The bottom section is the date and time that the leave ends

3. Use the **Pick From Date** and **Pick to Date** buttons to choose the date range of the leave
4. Use the **Pick From Time** and **Pick to Time** buttons to choose the start time and end time of the leave
  - a. Alternatively, use **AM**, **PM** or **Full Day** to quickly choose what time of date leave needs requesting
5. Use the drop-down box to choose the reason for requesting leave



6. Press **Request Leave** to send the request to CareFree



The request will appear in the notifications screen in CareFree – see [page 54](#) for more information on CareFree Notifications.

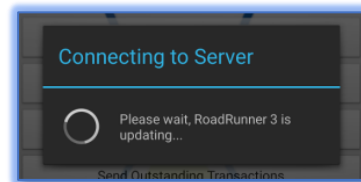
# Updating RoadRunner

RoadRunner can auto update itself. Each time a carer logs into RoadRunner a background service runs which checks the CareFree server for an update.

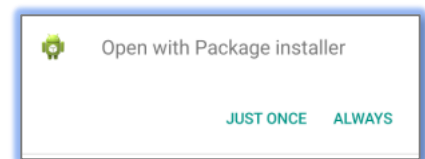
Carefree will contact the company when an update is available and will arrange a suitable day to schedule the update. This allows the company to manage the update process at a time which is convenient and provides the opportunity to alert carer.

Once the update has been applied on the server for the company and the carer logs into RoadRunner the following screens will appear:

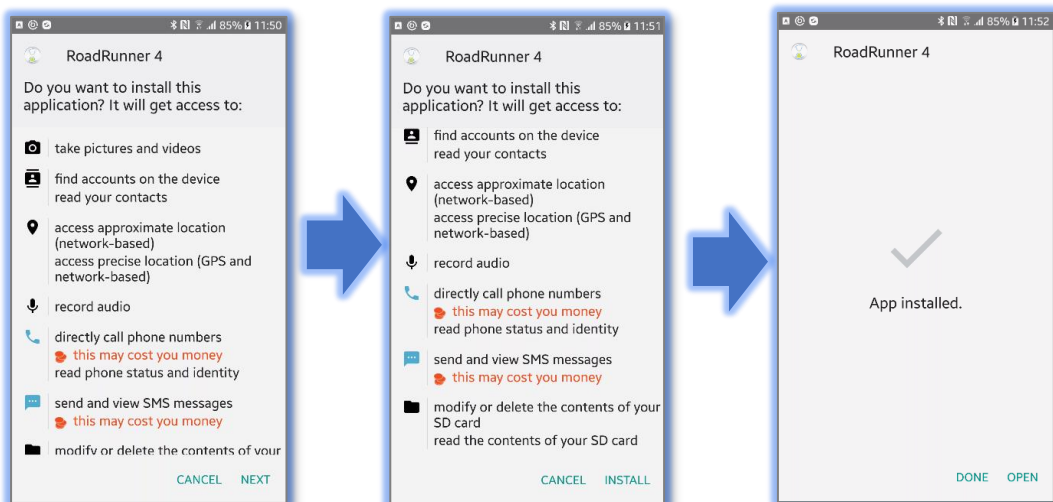
1. Once the update has been applied on the server RoadRunner will connect to the server and ask the carer to wait while RoadRunner is updating



2. The carer will be asked to open the update with the Package Installer, they must press **Just Once**



3. Press **Next**, then **Install** and **Open**



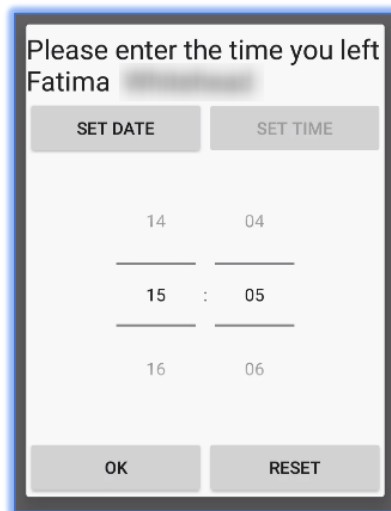
Once the app is opened carers are able to log into RoadRunner as shown on [page 8](#) of this user guide.

# Common Issues

## Forgetting to Log Out

If the carer forgets to log out when completing a call RoadRunner will prompt the carer for a manual logout time when they try to log into the next call.

A screen will appear where the carer can say when they left the call they forgot to log out of.



Please enter the time you left  
Fatima [REDACTED]

SET DATE      SET TIME

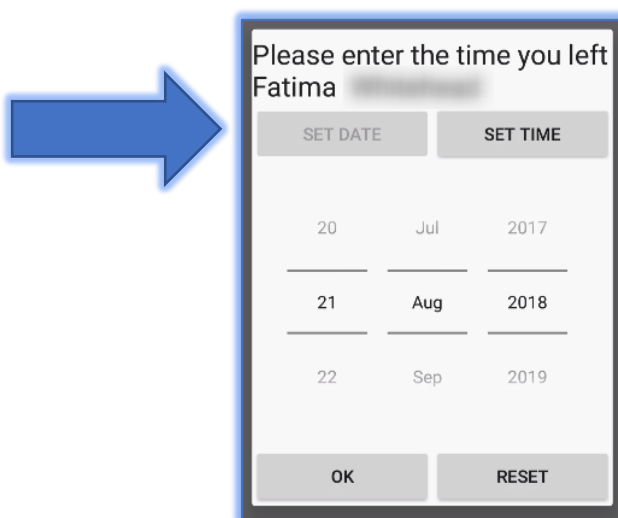
14      04

15 : 05

16      06

OK      RESET

If the call is from a different date i.e. a call from yesterday, press **Set Date** to change the date they left the call then click **Set Time** to set the time they left the call.



Please enter the time you left  
Fatima [REDACTED]

SET DATE      SET TIME

20      Jul      2017

21      Aug      2018

22      Sep      2019

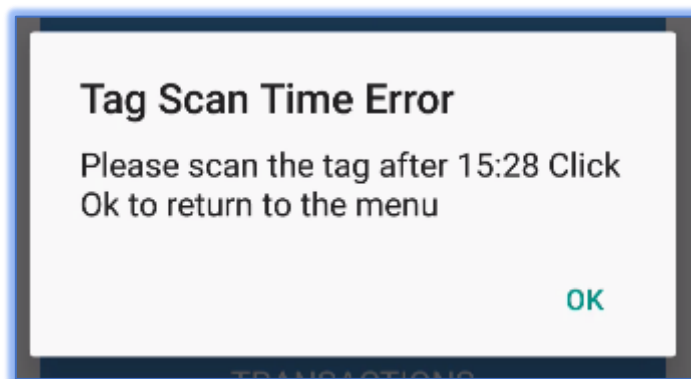
OK      RESET

Press **OK** once a date and time have been selected.

If the Carer forgets to set the date the call from yesterday will come through as a 12+ hour call in the Verify screen in CareFree. Any drastic differences between planned and actual call times will come through as bold in the Verify screen in CareFree

## Early Log Out

If a carer tries to log out within **X** minutes after logging into a call, the following screen is displayed:

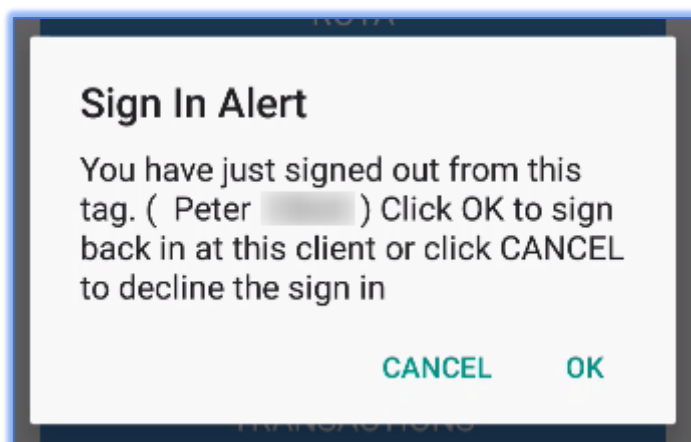


This stops the carer signing out of a call within **X** minutes of signing in.

**X** minutes is the number of minutes the company has decided is the minimum amount of time a carer should stay. This option can be changed within the Company Options in the Transaction Portal. For more information on the Transaction Portal see [page 54](#).

## Logging into the Same Call

If the carer logs back into the same client within two minutes of logging out, the following screen is displayed:



The carer can proceed with the transaction by selecting **OK** or cancel the transaction by pressing **CANCEL**.

# Glossary

## Transaction Portal

Throughout this training guide the Transaction Portal has been mentioned. This is a separate piece of software that works alongside RoadRunner.

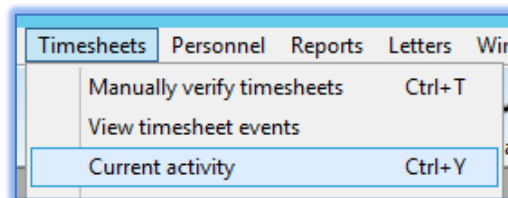
It is important to know what the Transaction Portal does if the company uses RoadRunner.

For more information on the Transaction Portal [CLICK HERE](#) to download the Transaction Portal User Guide from our CareFree Knowledge Base.

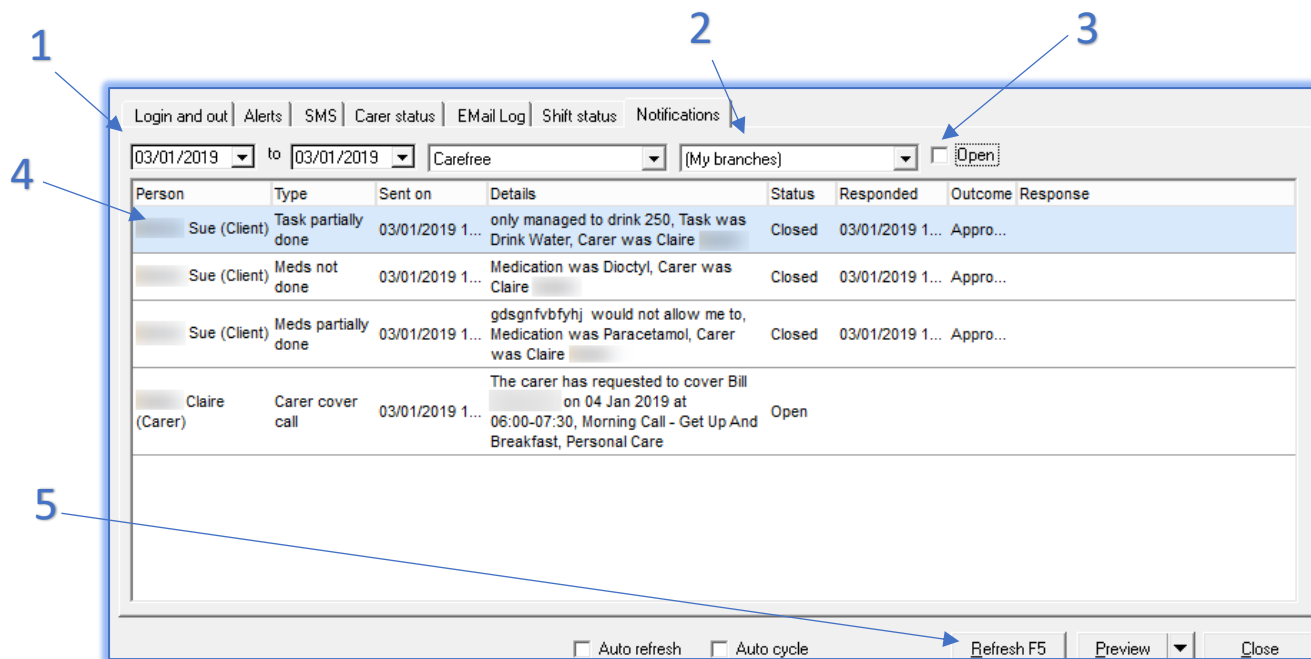
## CareFree Notifications

Requests can be sent from certain areas of the RoadRunner system to CareFree. These requests will appear as Notifications in CareFree.

1. From the CareFree main menu, click **Timesheets**
2. Click **Current Activity**

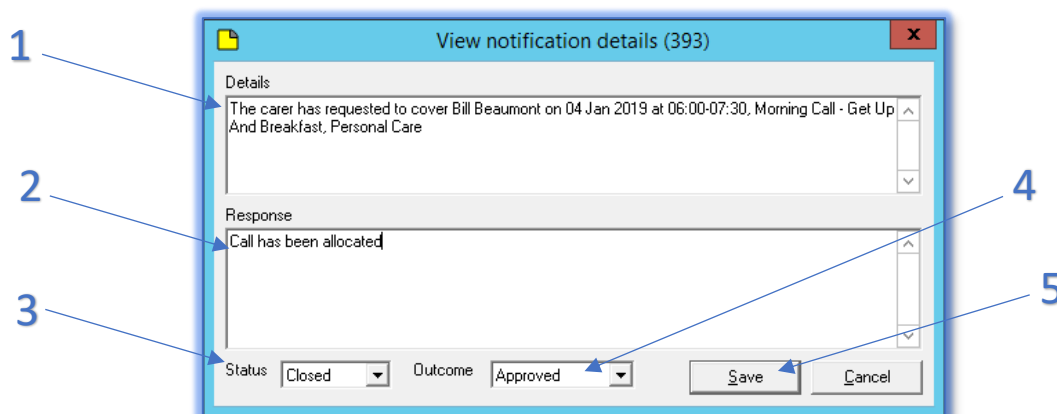


3. When the notifications screen appears, click the **Notifications** tab



1	Use the <b>Date</b> drop-down boxes to view notifications within a date range
2	Use the <b>Branch</b> drop-down box to view notifications within a certain branch
3	Tick <b>Open</b> to view notification with an Open status
4	Double-click a notification to view the full details and enter a status and outcome
5	Click <b>Refresh</b> if any filters have been used

#### 4. Double-click a notification to respond to the notification



1	Details of the notification are displayed in the <b>Details</b> field
2	Enter your response to the notification in the <b>Response</b> field
3	Change the <b>Status</b> of the notification to Open, Read or Closed
4	Change the <b>Outcome</b> of the notification to Approved, Declined or Pending
5	Click <b>Save</b> to save any changes

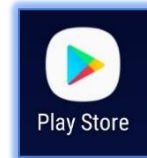
Please note you will still need to manually action the notification. For example, if the notification was a request to cover a client's call you have to manually allocate the call in question to the carer on the CareFree rota.

## Writing an NFC tag

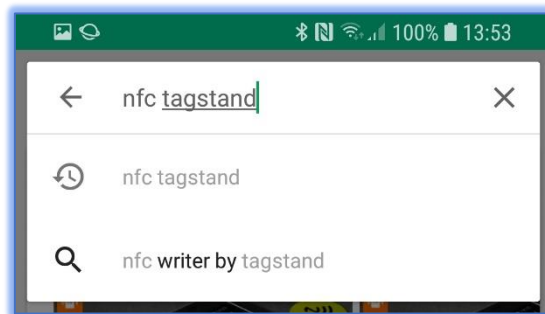
It is vitally important to ensure NFC tags are written properly to ensure a smooth and successful sign in/out process.

In order to successfully write an NFC tag, you must download the correct tag writing app on an android handset.

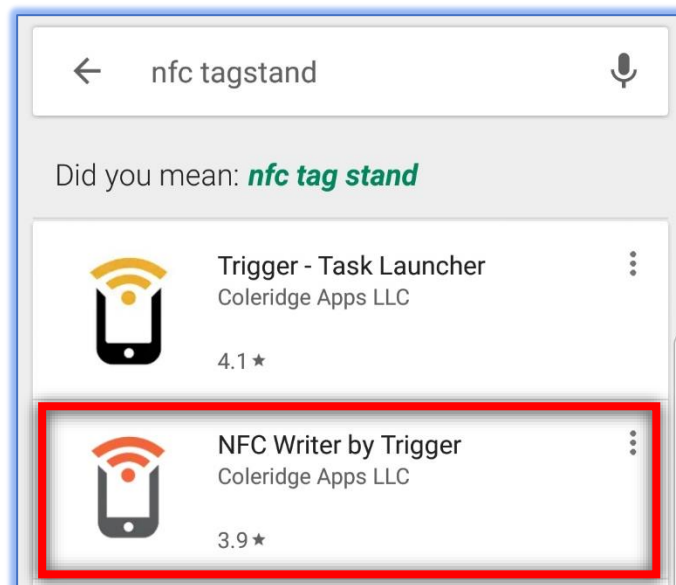
1. Go to the **Play Store** app on your android handset



2. Search for **NFC TAGSTAND**

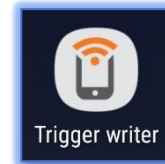


3. There may be numerous apps that appear using this search text but it is very important to download the app named **NFC Writer by Trigger**. See below the app that is circled

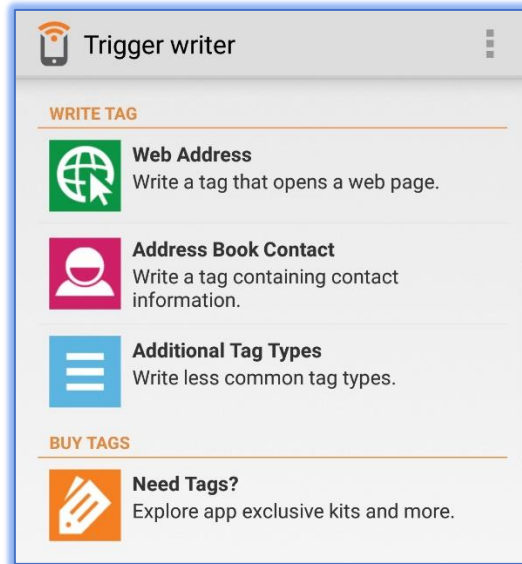




4. Download **NFC Writer by Trigger** then open the application

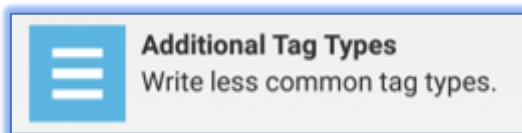


5. The following screen will appear

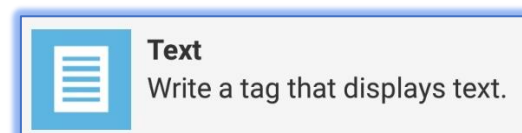


If this screen does not appear you may have downloaded the incorrect application. Repeat the beginning of these instructions to download the correct application.

6. Press **Additional Tag Types**



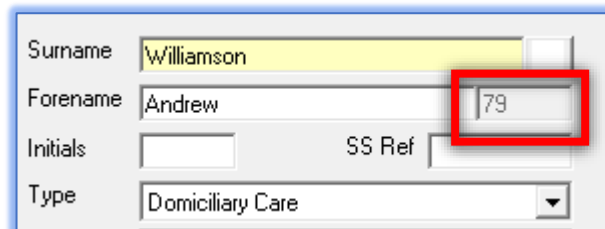
7. Press **Text**



8. The entered must be as follows (please see below for information on each piece of data):

## 1,CompanyID,ClientID,Client Name

- **1** = indicates that this is for a client
- **Company ID** = this is a 4-digit number that is provided from CareFree
- **Client ID** = this is taken from the client's record in CareFree  
*The client's ID is stated next to the client's Forename field as shown below:*



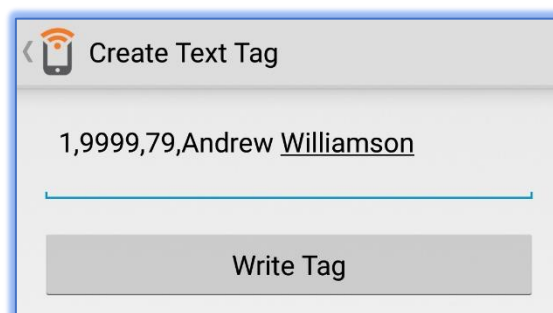
Surname	Williamson
Forename	Andrew
Initials	
SS Ref	79
Type	Domiciliary Care

- **Client Name** = this is the client's Surname and Forename

For example: **1,9999,79,Andrew Williamson**

There must only be 3 commas in the data in those exact positions. If too many or few are written the tag will not be processed by the RoadRunner application. The name cannot have any commas in either. The sequence in which the data is written must be in that format above. For example, the client ID cannot come before the Company ID etc.

9. Click **Write Tag**

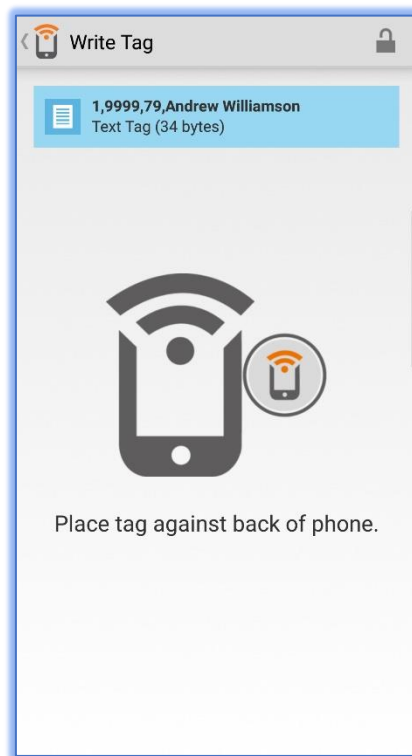


Create Text Tag

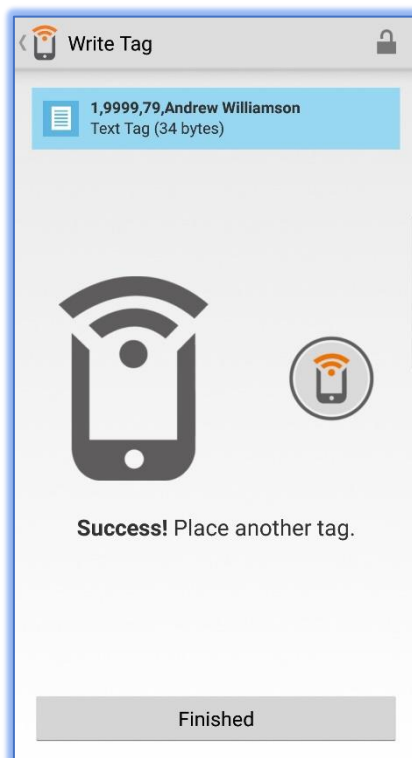
1,9999,79,Andrew Williamson

Write Tag

10. Once you see this screen place the phone on the NFC tag



11. You will hear a beep then a notification letting you know the tag has been written successfully



12. Click **Finished**