

CareFree Carer Portals Training Guide



Contents

Introduction to Carer Portals	3
Activating your Account.....	3
Logging into the Portal.....	4
Forgotten Password.....	5
Home Screen Overview.....	6
Navigation Menu.....	7
Viewing Your Profile Information	8
Rotas, Absences and Training	9
Rotas	9
Viewing Visit Details.....	10
Client Details	10
Second Carer Details	11
Visit Details.....	11
Submitting Actual Times	12
Requesting Expenses.....	13
Requesting Equipment.....	14
Notes.....	15
Task Management.....	16
Absences	17
Requesting Absence.....	18
Training	19
Wages	20
Documents	21
Contacts	22
Messages	23
Replying to a Message	24
Unallocated	25
Requesting to Cover a Call	26

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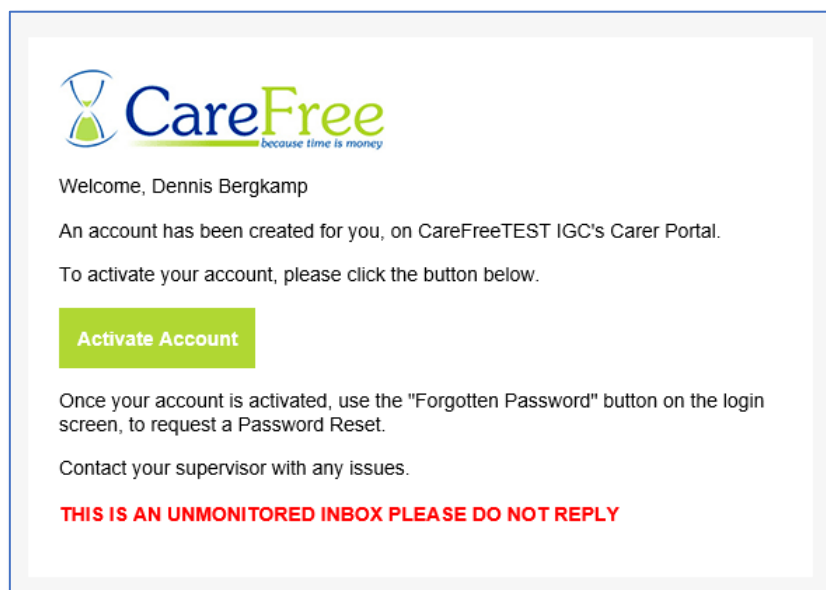
Introduction to Carer Portals

This guide will explain how use the CareFree Portals from a Carers user account.

The Portal can be used to view your planned calls on a particular date, view Wages, Contact Logs, Documents and Emergency Contacts. There is also the ability to contact your Care Company from the Portal itself.

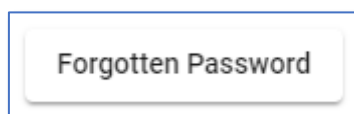
Activating your Account

Only administrators of the Portal can create user accounts for Carers and/or Clients. When your account has been created you will receive an email looking something like the following screen:



Click **Activate Account** on the email to be taken to the Portal URL where you can log in.

If your administrator has not given you a password to log in with click **Forgotten Password** to reset your password. See [page 5](#) for more details.

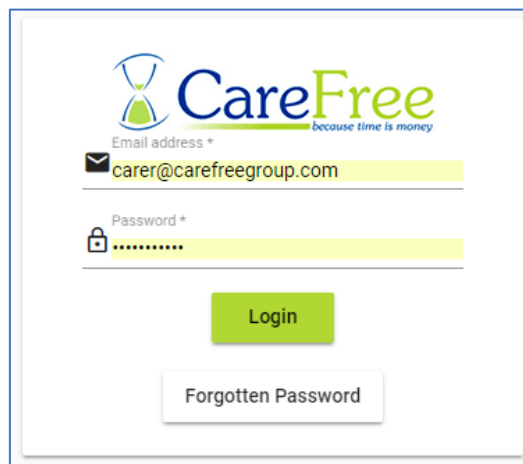


Logging into the Portal

1. Open the web link provided by your Care Company

The Portal can be accessed via a computer/laptop desktop, tablet or mobile phone. The screenshots in this guide are taken from a computer desktop. If viewing the Portals from a tablet or mobile phone the screens will differ slightly

2. Credentials will have been provided by your Care Company – enter these in the **Email Address** and **Password** fields



3. Click **Login**

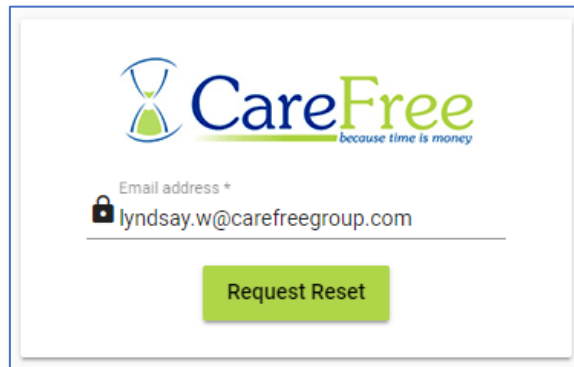
When logging in for the first time most browsers will ask if you want to save the credentials. Please ensure the device where the credentials are saved is not shared by other users

Forgotten Password

Passwords can be reset by the user from the Login screen by clicking **Forgotten Password**.

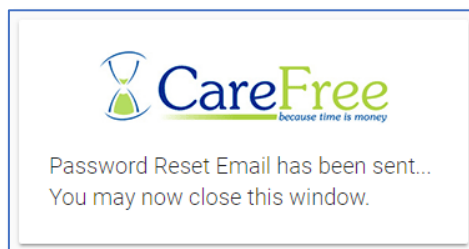
Forgotten Password

1. Enter the registered email address



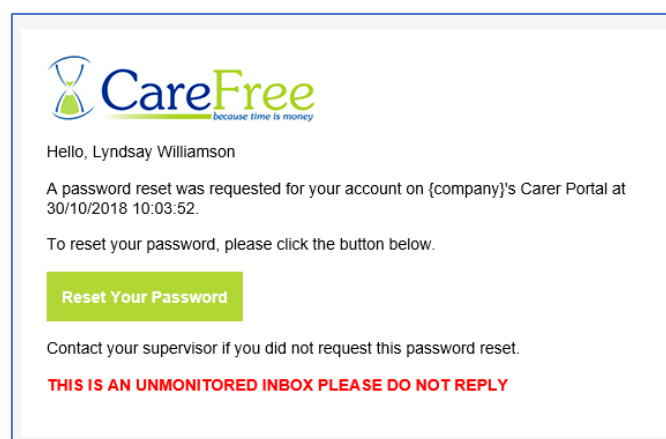
The screenshot shows the CareFree logo at the top, with the tagline "because time is money". Below the logo is a text input field labeled "Email address *" containing the email "lyndsay.w@carefreegroup.com". A green "Request Reset" button is positioned below the input field.

2. Click **Request Reset** – an email will be sent to the email address entered



The screenshot shows the CareFree logo at the top. Below the logo, the text reads: "Password Reset Email has been sent... You may now close this window."

3. The email that is sent will look something similar to the email below



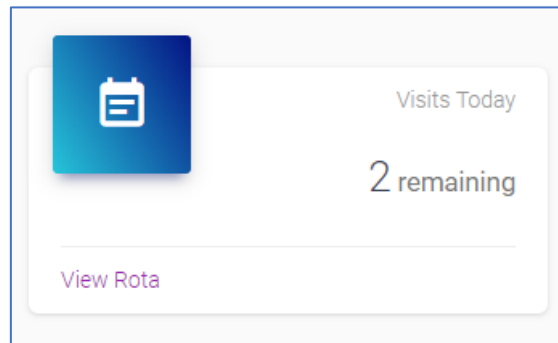
The screenshot shows the CareFree logo at the top. Below the logo, the text reads: "Hello, Lyndsay Williamson", "A password reset was requested for your account on {company}'s Carer Portal at 30/10/2018 10:03:52.", "To reset your password, please click the button below.", and a green "Reset Your Password" button. Below the button, the text reads: "Contact your supervisor if you did not request this password reset." and "THIS IS AN UNMONITORED INBOX PLEASE DO NOT REPLY" in red.

4. Click **Reset Your Password** to enter a new password

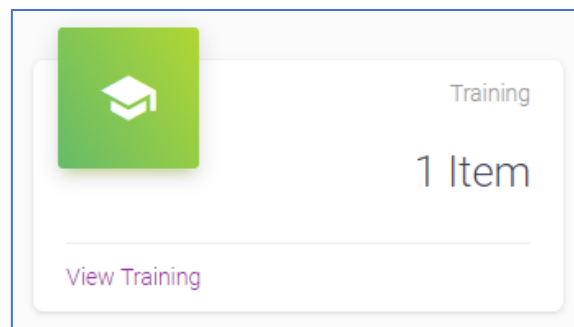
Home Screen Overview

The home screen will allow you to view what is outstanding on your Rota, if you have any upcoming training and if you have received any messages from the office.

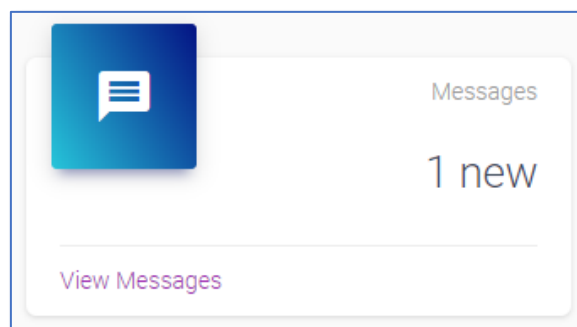
1. Click **View Rota** to view your Rota for today



2. Click **View Training** to view any scheduled Training

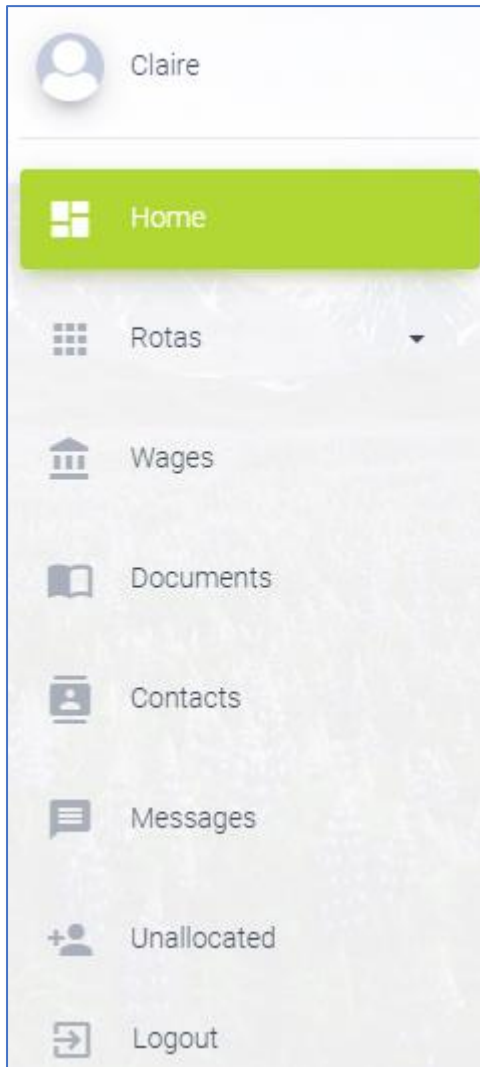


3. Click **View Messages** to view any messages that have been sent to you



Navigation Menu

The home screen will display a navigation bar. The points below explain what each option is used for.

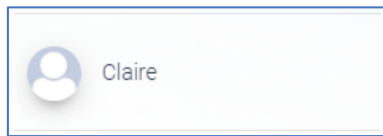


- **Carers Name** – to view your profile information (go to [page 8](#) for more information)
- **Home** – to go back to the home screen
- **Rotas** – to view your Rota (go to [page 9](#) for more information)
- **Wages** – to view your Wages (go to [page 20](#) for more information)
- **Documents** – to view documents uploaded by your Care Company (go to [page 21](#) for more information)
- **Contacts** – to view your emergency contacts (go to [page 22](#) for more information)
- **Messages** – to view any messages sent to you from the office (go to [page 23](#) for more information)
- **Unallocated** – to view any unallocated calls on a specific date (go to [page 25](#) for more information)
- **Logout** – to log out of the Portal

Viewing Your Profile Information






Your profile information can be viewed from the Portal. A request can also be sent to your Care Company to change any of your personal information.


1. From the navigation menu, click on your name



2. Your **Name**, **Address**, **Contact Numbers** and **Email Address** are displayed on this screen

Profile

First Name Claire	Last Name Surname
Address Address 	
Postcode Some Postcode 	
Tel No. 1 Tel 1 	Tel No. 2 Tel 2 
Email Claire@example-email.co.uk 	

 [Change Details](#)

3. To request any of this information to be changed. Type into the field where information needs updating then click **Change Details**

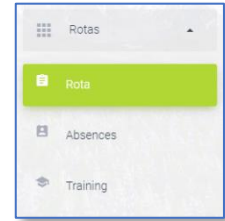
This request will be submitted into CareFree as a notification. To view the request in CareFree go to **Personnel > Current Activity > Notifications**

Rotas, Absences and Training

Within the Rota screen there are 3 options – **Rotas**, **Absences** and **Training**.

Rotas

1. To open your Rota, click **Rotas** from the navigation menu
2. Click **Rota**



1. Select a date: 06/12/2018

	Planned	Actual	Percentage
Duration	23.00	0.00	0.00
Calls	29	0	0.00

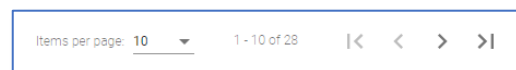
Date & Time	Actual Times	Client	Also Known As	Status	Needs	Double Up Carer	Location	Run	Has Notes	Driver	View Detail
Thu, Dec 6 10:00 - 11:00		Fred		✓	Morning Call - Get Up And Breakfast	Phillip		None	No	🚗	Visit Detail
Thu, Dec 6 12:00 - 13:00		Sue		✓	Housework, Lunch Call			None	No	🚗	Visit Detail
Thu, Dec 6 13:30 - 14:00		Peter		✓	Drink Water, Lunch Call			None	No	🚗	Visit Detail
Thu, Dec 6 15:00 - 15:30		Fred		✓	Tea Time Call			None	No	🚗	Visit Detail
Fri, Dec 7 10:00 - 11:00		Fred		✓	Morning Call - Get Up And Breakfast			None	No	🚗	Visit Detail
Fri, Dec 7 12:00 - 13:00		Sue		✓	Housework, Lunch Call			None	No	🚗	Visit Detail
Fri, Dec 7 13:30 - 14:00		Peter		✓	Drink Water, Lunch Call			None	No	🚗	Visit Detail

6. Status Key

Completed ✓ Waiting ⌚ Missed ✗ NCR Ⓞ Invoice Only 📄 Wage Only 💰 Aborted 🗑️ Penalty P Cancelled ✕ Unknown U Away 🚗

1	Use the Date Selection to view the Rota on a different date
2	The Planned column is the number of planned calls along with the planned duration that have been arranged prior to the call
3	The Actual column is the actual number of calls along with the actual duration of the call (this information is populated after a call is completed/verified)
4	A percentage will display once the planned and actual columns are populated – the percentage compares the actual calls/duration to the planned calls/duration
5	Details about each call are displayed here such as the date, time, Client etc.
6	The status of the call is listed under the Status column. A status key can be seen at the bottom of the Rota.
7	Click Visit Detail to view more details about the call

3. At the bottom of the Rota page more calls can be viewed by using the **Items per page** drop-down option or scroll through pages by using the arrows

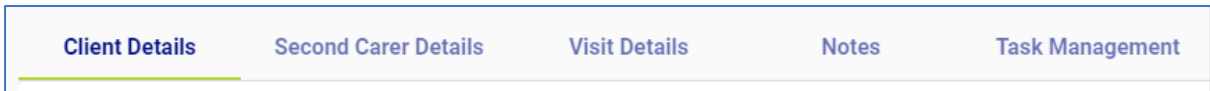


Viewing Visit Details

To open the details of a call, click **Visit Detail** next to a call from the Rota screen.



The headers at the top of the screen will display further details about the call:



At the bottom of every screen the Client's emergency contacts are displayed:

Contact Type	Name	Relationship	Address	Postcode	Tel No 1	Tel No 2
Doctor	v Kildare		1 Prospect Village Ossett	WF5 9tb	0192447123	

Client Details

The **Client Details** tab displays the Client Name, Address, Contact Number, Entry Method and Keysafe number.

Client Details

Client:
Fred Perry

Address:
1 Wimbledon Lane
Ossett

Postcode:
WF5 0NZ

Tel:
01924 667598

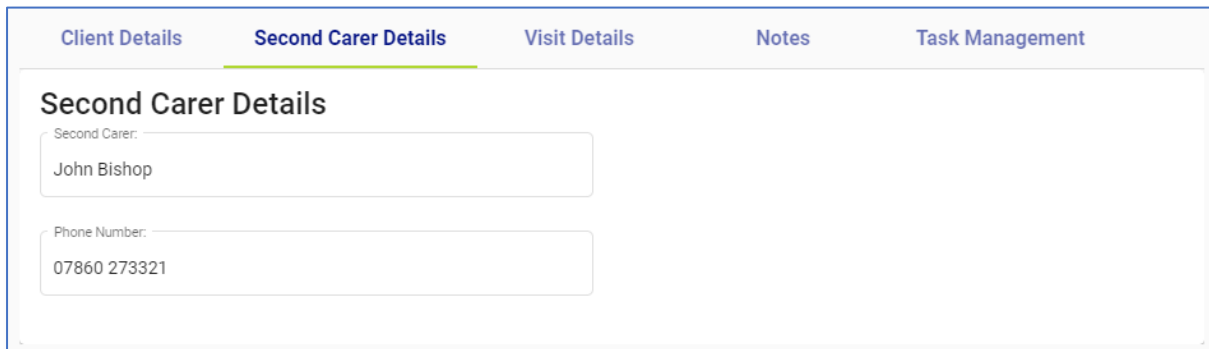
Entry Method:
Use the side door

Keysafe:
1234

Second Carer Details

If the call is a double-up call, a header named **Second Carer Details** will display.

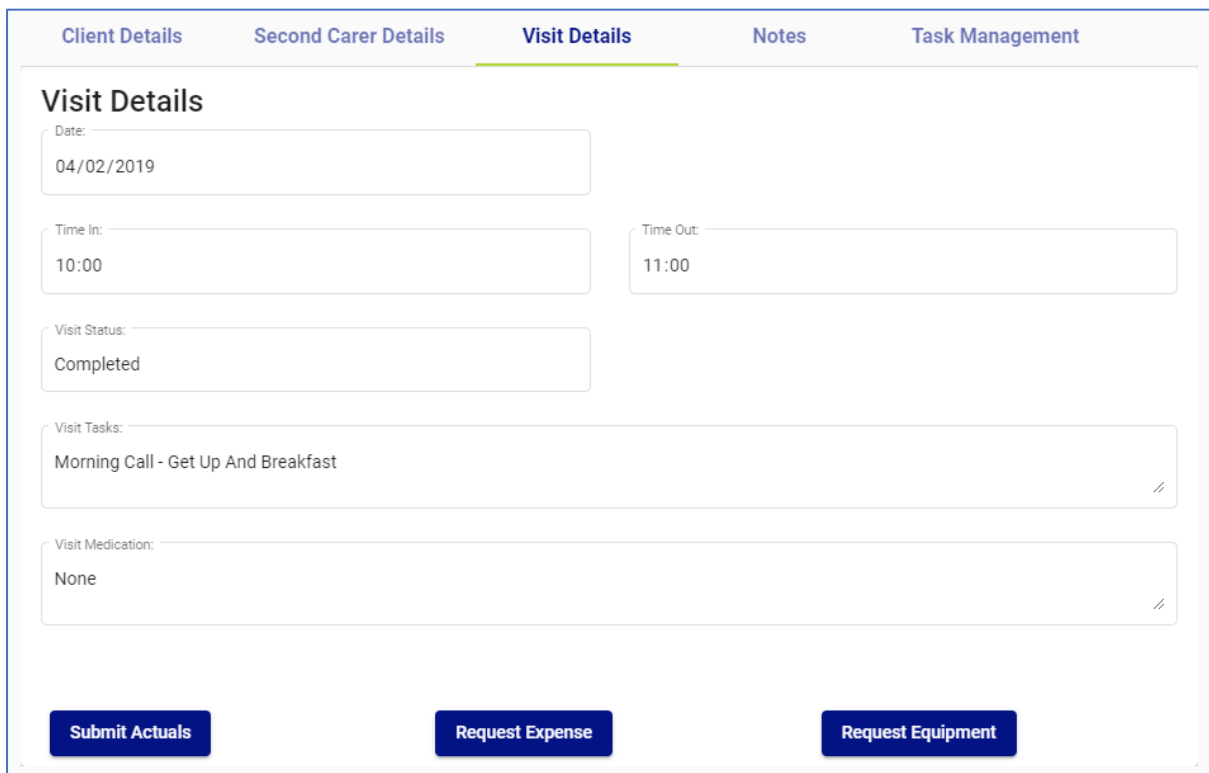
The double-up Carers name and phone number will be displayed on this screen.



The screenshot shows a software interface with five tabs: Client Details, Second Carer Details, Visit Details, Notes, and Task Management. The 'Second Carer Details' tab is selected and highlighted with a green underline. Below the tabs, the title 'Second Carer Details' is displayed. There are two input fields: 'Second Carer:' with the value 'John Bishop' and 'Phone Number:' with the value '07860 273321'.

Visit Details

The **Visit Details** tab displays the **Date**, **Start Time**, **End Time**, **Status**, **Tasks (Needs)** and **Medications**.



The screenshot shows the same software interface with the 'Visit Details' tab selected and highlighted with a green underline. Below the tabs, the title 'Visit Details' is displayed. There are several input fields: 'Date:' with the value '04/02/2019', 'Time In:' with the value '10:00', 'Time Out:' with the value '11:00', 'Visit Status:' with the value 'Completed', 'Visit Tasks:' with the value 'Morning Call - Get Up And Breakfast', and 'Visit Medication:' with the value 'None'. At the bottom of the form, there are three blue buttons: 'Submit Actuals', 'Request Expense', and 'Request Equipment'.

There is also the ability to submit actual times, request expenses and equipment from this page.

Submitting Actual Times

1. From the Rota screen, click **Visit Details**

A green rectangular button with the text "Visit Detail" in black.

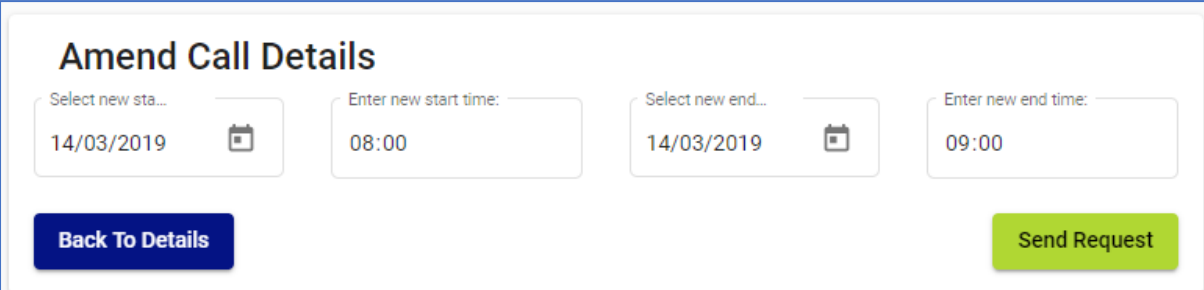
2. Go to the **Visit Details** tab

A blue rectangular button with the text "Visit Details" in white.

3. Click **Submit Actuals**

A dark blue rectangular button with the text "Submit Actuals" in white.

4. The visit details and original date and times are displayed

A screenshot of the "Amend Call Details" form. It features four input fields: "Select new sta..." with a date picker showing "14/03/2019", "Enter new start time:" with "08:00", "Select new end..." with a date picker showing "14/03/2019", and "Enter new end time:" with "09:00". At the bottom left is a dark blue "Back To Details" button, and at the bottom right is a green "Send Request" button.

Amend Call Details

Select new sta... 14/03/2019

Enter new start time: 08:00

Select new end... 14/03/2019

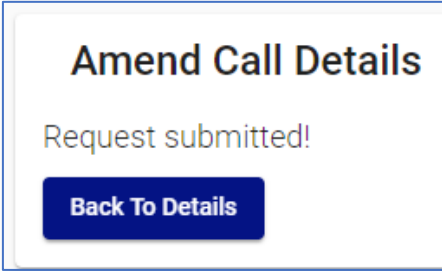
Enter new end time: 09:00

Back To Details Send Request

5. Enter the actual times in the **Enter New Start Time** and **Enter New End Time** fields

6. Click **Send Request** – this will send a notification through to CareFree

7. A notification will appear letting you know the request has been submitted. Click **Back to Details** to return to the call details screen

A screenshot of a notification box titled "Amend Call Details". It contains the text "Request submitted!" and a dark blue "Back To Details" button at the bottom.

Amend Call Details

Request submitted!

Back To Details

Requesting Expenses

1. From the Rota screen, click **Visit Detail**

A green rectangular button with the text "Visit Detail" in white.

2. Go to the **Visit Details** tab

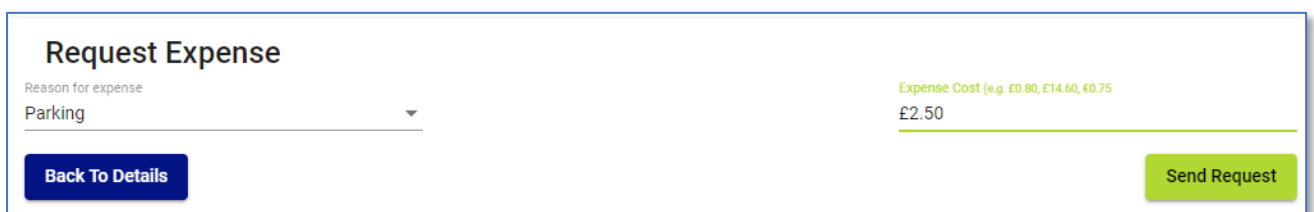
A light blue rectangular button with the text "Visit Details" in dark blue.

3. Click **Request Expense**

A dark blue rectangular button with the text "Request Expense" in white.

4. Use the **Reason for Expense** drop-down box to enter the expense reason i.e. Parking, Mileage, Shopping etc.

5. Use the **Expense Cost** field to enter the amount of the expense

A screenshot of the "Request Expense" form. The title "Request Expense" is at the top left. Below it is a dropdown menu labeled "Reason for expense" with "Parking" selected. To the right is a text input field labeled "Expense Cost (e.g. £0.80, £14.60, €0.75)" with "£2.50" entered. At the bottom left is a dark blue "Back To Details" button, and at the bottom right is a green "Send Request" button.

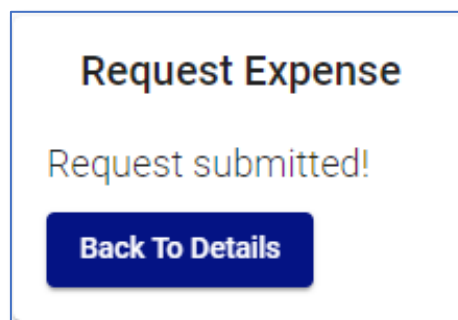
Request Expense

Reason for expense
Parking

Expense Cost (e.g. £0.80, £14.60, €0.75)
£2.50

Back To Details **Send Request**

6. Click **Send Request** – a prompt will appear letting you know the request has been submitted

A screenshot of a confirmation prompt. The title "Request Expense" is at the top. Below it is the text "Request submitted!". At the bottom is a dark blue "Back To Details" button.

Request Expense

Request submitted!

Back To Details

7. Click **Back to Details** to return to the call details screen

Requesting Equipment

1. From the Rota screen, click **Visit Details**

A rectangular button with a light green background and a dark green border, containing the text "Visit Detail" in dark green.


2. Go to the **Visit Details** tab

A rectangular button with a light blue background and a dark blue border, containing the text "Visit Details" in dark blue.

3. Click **Request Equipment**

A rectangular button with a dark blue background and a white border, containing the text "Request Equipment" in white.

4. Use the **Required Equipment** drop-down box to enter the equipment required i.e. Gloves, Uniform etc.

A screenshot of a web form titled "Request Equipment". Below the title is a label "Required Equipment" and a dropdown menu showing "Gloves". At the bottom left is a dark blue button labeled "Back To Details", and at the bottom right is a light green button labeled "Send Request".

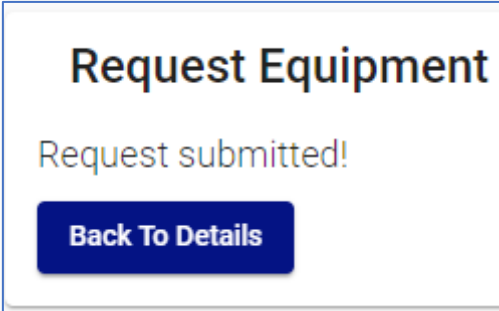
Request Equipment

Required Equipment
Gloves

Back To Details

Send Request

5. Click **Send Request** – a prompt will appear letting you know the request has been submitted

A screenshot of a confirmation prompt. It has a white background with a dark blue border. The text reads "Request Equipment" in large bold letters, followed by "Request submitted!" in a smaller font. At the bottom is a dark blue button labeled "Back To Details".

Request Equipment

Request submitted!

Back To Details

6. Click **Back to Details** to return to the call details screen

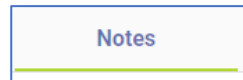
Notes

Call Notes can be entered by the Carer onto the call. These notes feed through into the call on CareFree under the **RoadRunner Notes** tab.

1. From the Rota screen, click **Visit Details**



2. Go to the **Notes** tab



3. Enter any notes into the **Call Notes** field and click **Submit**

Call Notes: _____
Client isn't feeling well.

Submit

Back To Rota

The call notes will reflect in the RoadRunner Notes tab on the call in CareFree as displayed below.

Call details | Needs | Alerts, Time Critical & Event | Notes | Expenses and Mileage | RoadRunner Notes

Client wasn't feeling very well

When changes are made - apply them to

This week 18/02/2019 Upto w/e 03/03/2019 This week & beyond 01/12/2019 11/02/2019

P1682 Save Cancel

Task Management

The **Task Management** tab displays the tasks and medication required for the call. Tasks and medication can be completed from this screen.

The screenshot shows the 'Task Management' tab in a software interface. It lists several items with their status and an 'Edit' button:

- Lunch Call**: Status **Complete** (green text), button **Edit Task Status**.
- General Hygiene**: Sub-item **Housework**, Notes: **N/A**, Status **Not Completed** (red text), button **Edit Task Status**.
- Medication**: Sub-item **Capsaicin**, Notes: **Medicine: Capsaicin - N/A**, Status **Partial** (orange text), button **Edit Medication Status**.
- Feldene Gell**: Instructions: **apply to area affected | Liquid| Orally Administer**, Status **Not Started**, button **Edit Medication Status**.
- Lisinopril**: Instructions: **apply to area affected | Cream| Transdermal Administer**, Status **Not Started**, button **Edit Medication Status**.
- Medihoney**: Instructions: **2 tablets every 4 hours | Blister Pack| Orally Prompt**, Status **Not Started**, button **Edit Medication Status**.

Click **Edit Task Status** or **Edit Medication Status** to enter a status on each task/medication.

This screenshot shows the status selection options for a task. The task is 'General Wellbeing' (Morning Call - Get Up And Breakfast) with a status of 'Not Started'. Below the task name are three buttons: 'Task Completed' (green), 'Task Partially Completed' (dark blue), and 'Task Not Completed' (red). An 'Edit Task Status' button is also visible.

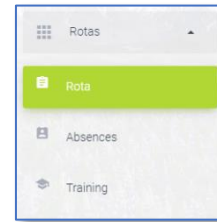
- **Task Completed** = will change the status of the task/medication to **Complete**
- **Task Partially Completed** = will prompt you to enter notes as to why the medication is partially complete. A Reason for Partial-Admin of Meds drop-down box is also required. This will change the status of the task/medication to **Partial**
- **Task Not Completed** = will also prompt you to enter notes. This will change the status of the task/medication to **Not Completed**

The 'Partially Completed Task Detail' dialog box prompts the user to enter notes and select a reason for partial administration. It includes a text input field for notes (containing 'feeling unwell'), a dropdown menu for 'Reason for partial-admin of meds' (set to 'Nausea Or Vomiting'), and 'Cancel' and 'Submit' buttons.

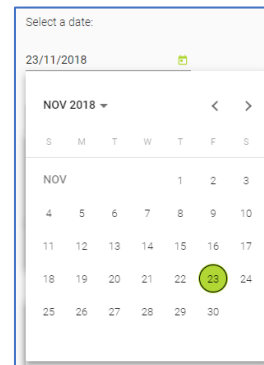
Absences

Absences can be viewed from the Rota section of the Portals.

1. Click **Rotas** from the navigation menu
2. Click **Absences**



Use the date filter to search through absences on a different date.



The absences screen is split into two sections – the top half will display the approved absences that have been entered into CareFree.

Start Date	Start Time	End Date	End Time	Reason
Tuesday, December 25	00:00	Tuesday, December 25 - 23:59	23:59	Holiday

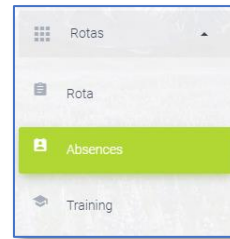
Items per page: 10 1 - 1 of 1 << < > >>

The bottom half will display the absences that you have requested.

Sent ↓	Details	Responded	Response	Response Status	Status
Nov 23	Carer has requested leave from 24th Nov at 00:00 to 24th Nov at 23:59 for reason: Hospital	Nov 23	Absence approved.	Approved	Closed
Nov 20	Carer has requested leave from 27th Nov at 00:00 to 27th Nov at 23:59 for reason: Training				Open
Nov 19	Carer has requested leave from 20th Nov at 12:00 to 20th Nov at 13:00 for reason: Hospital				Open
Nov 19	Carer has requested leave from 25th Dec at 00:00 to 25th Dec at 23:59 for reason: Holiday				Open

Requesting Absence

1. Click **Rotas** from the navigation menu
2. Click **Absences**



3. Click **Request Absence** from this screen

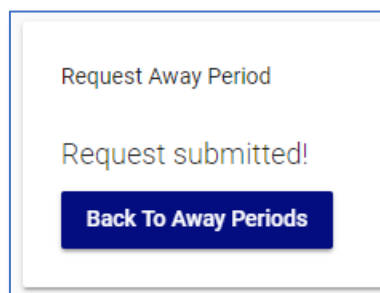


The form is titled 'Request Away Period' and contains the following elements:

- 1**: 'Select start date:' field with the value '26/11/2018' and a calendar icon.
- 2**: 'Enter start time:' field with the value '12:00'.
- 3**: 'Select end date:' field with the value '26/11/2018' and a calendar icon.
- 4**: 'Enter end time:' field with the value '13:00'.
- 5**: An 'All Day?' checkbox which is currently unchecked.
- 'Reason for absence' dropdown menu with 'Hospital' selected.
- 'Back To Away Periods' button (blue).
- 'Send Request' button (green).

1	Enter the Start Date and End Date of the absence here
2	Enter the Start Time and End Time of the absence here
3	If the absence is all day tick the All Day? tick box – this will change the start time to 00:00 and the end time to 23:59
4	Use the Reason for Absence drop-down box to select why the absence is required
5	Click Send Request to send the absence request through to CareFree

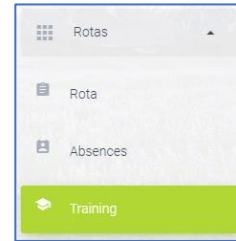
A prompt will appear after submitting the request. Click **Back to Away Periods** to return to the absences screen.



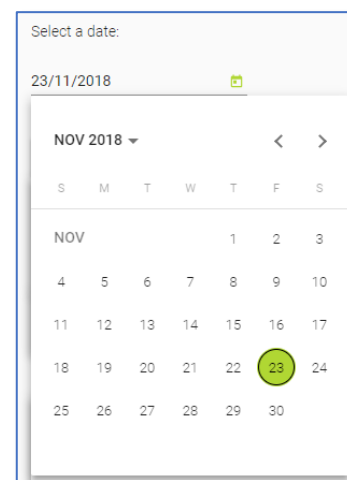
Training

The Carer's training schedule can be viewed from the Rota section of the Portals.

1. Click **Rotas** from the navigation menu
2. Click **Training**



Use the date filter to view training on a different date.



1	2	3	4	5
Date & Time	Name	Notes	Location	Date Completed
Monday, November 19 @ 09:00-17:00	Manual Handling		Wakefield Office	
Thursday, November 22 @ 09:00-17:00	Medication		Training Venue,	

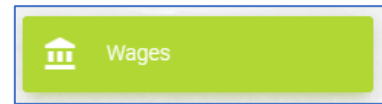
Items per page: 10 1 - 2 of 2 < >

1	The date and time of the training is displayed in the Date & Time column
2	The training which is scheduled is displayed in the Name column
3	Any notes that have been added to the training are displayed under the Notes column
4	The location where the training is held is displayed under the Location column
5	If looking at previous training schedules, the date the training was completed is displayed under the Date Completed column

Wages

Your wages can be previewed from the Portal as well as a breakdown of each wage sheet.

1. To open wages, click **Wages** from the navigation menu



The screenshot shows a search interface for wages. At the top, there are two date pickers labeled 'Select a date:' and 'End date:'. Below them is a table with columns: Wage Number, Date Produced, Dates Covered, Amount, Hours, Mileage, Expenses, and View Wage Detail. A single row of data is visible, with a 'View Detail' button to its right. At the bottom right of the table, there is a pagination control showing 'Items per page: 10' and '1 - 1 of 1'.

1	Use the Date Ranges to search for finalised wages on a different date
2	The wage number is displayed under Wage Number
3	The date the wage sheet was ran on is displayed under Date Produced
4	The date the wage sheet starts from and ends is displayed under Dates Covered
5	The amount of the wage sheet is displayed under Amount
6	The total number of hours for the wage sheet is displayed under Hours
7	The amount of mileage on the wage sheet is displayed under Mileage
8	The amount of expenses on the wage sheet is displayed under Expenses

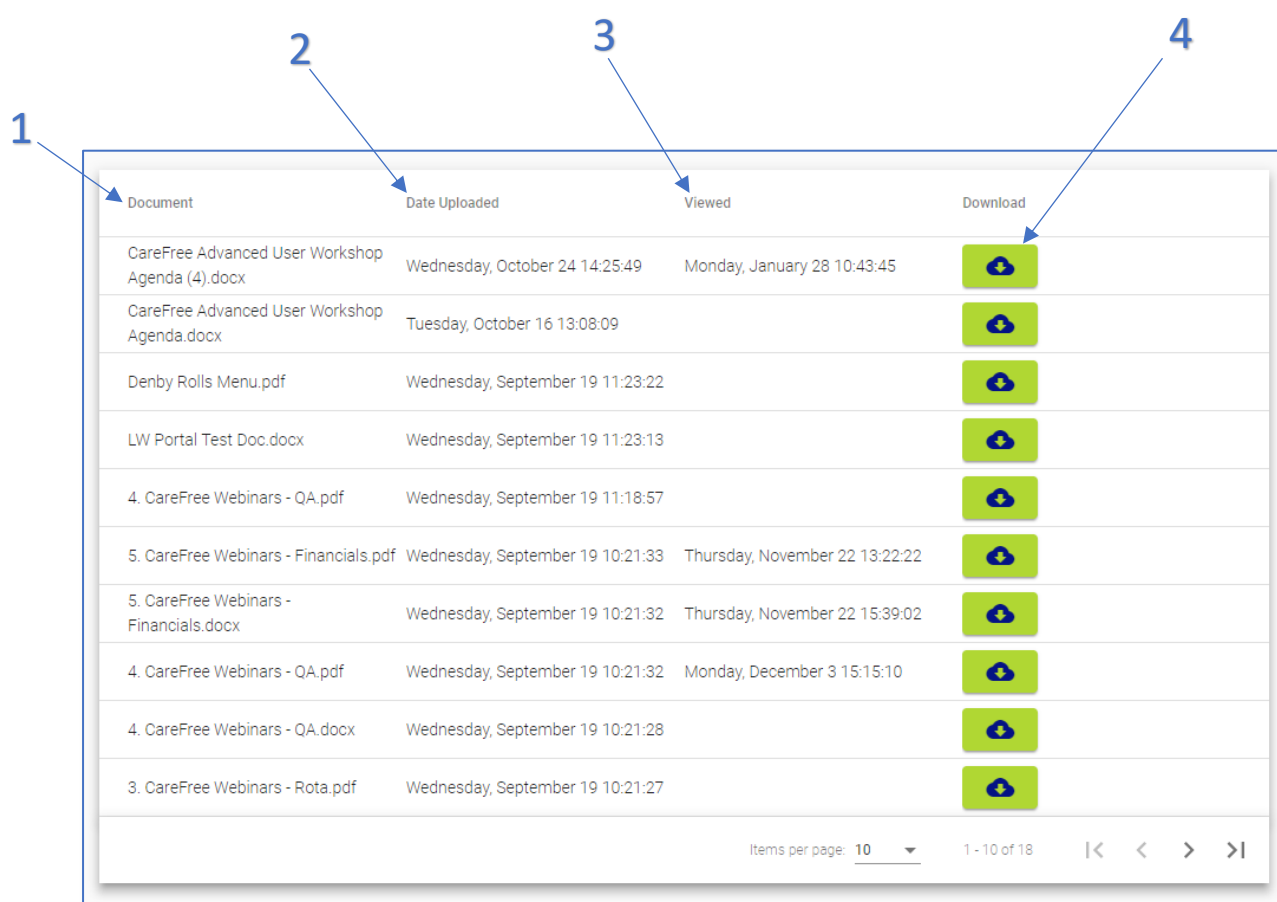
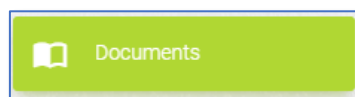
2. Click **View Detail** to see a breakdown of the wage sheet
3. Click **Back to Wages** to go back to the full list of wage sheets











Call Date	Times	Client	Hours	Pay	Details
Friday, August 17	Expenses		0.00	£500.00	for parking innt
Monday, November 19	10:00-11:00	Fred Perry	1.00	£7.80	Hourly Rate
Monday, November 19	13:00-14:30	Sue Barker	1.30	£11.70	Hourly Rate
Monday, November 19	15:00-15:30	Fred Perry	0.30	£3.90	Hourly Rate
Monday, November 19	18:00-18:30	Sue Barker	0.30	£3.90	Hourly Rate


Documents

Documents can be uploaded onto the Portal by your Care Company and made available for you to view.

Click **Documents** from the navigation menu.

A screenshot of a web application showing a list of documents. The list has four columns: Document, Date Uploaded, Viewed, and Download. There are 10 rows of document entries. A green box highlights the "Documents" button in the navigation menu. Four blue arrows with numbers 1, 2, 3, and 4 point to the "Document", "Date Uploaded", "Viewed", and "Download" headers respectively. The "Download" column contains green buttons with a white document icon and a plus sign.

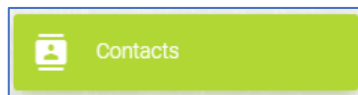
1	Document	Date Uploaded	Viewed	Download
	CareFree Advanced User Workshop Agenda (4).docx	Wednesday, October 24 14:25:49	Monday, January 28 10:43:45	
	CareFree Advanced User Workshop Agenda.docx	Tuesday, October 16 13:08:09		
	Denby Rolls Menu.pdf	Wednesday, September 19 11:23:22		
	LW Portal Test Doc.docx	Wednesday, September 19 11:23:13		
	4. CareFree Webinars - QA.pdf	Wednesday, September 19 11:18:57		
	5. CareFree Webinars - Financials.pdf	Wednesday, September 19 10:21:33	Thursday, November 22 13:22:22	
	5. CareFree Webinars - Financials.docx	Wednesday, September 19 10:21:32	Thursday, November 22 15:39:02	
	4. CareFree Webinars - QA.pdf	Wednesday, September 19 10:21:32	Monday, December 3 15:15:10	
	4. CareFree Webinars - QA.docx	Wednesday, September 19 10:21:28		
	3. CareFree Webinars - Rota.pdf	Wednesday, September 19 10:21:27		

1	The name of the document is listed under Document
2	The date the document was uploaded to the Portal is listed under Date Uploaded
3	The date the document was last viewed is listed under Viewed
4	To view the document, click the  button

Contacts

The main contacts for your Care Company are displayed on the Contacts screen.

Click **Contacts** from the navigation menu.

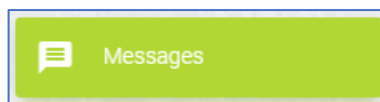


1	The Name of the contact is listed here
2	The Contact Type is listed here
3	If there is a Photograph of the contact this will be displayed here
4	Any Notes that have been entered for the contact will be displayed here
5	The Telephone Number of the contact is listed here
6	If there is an Email for the contact, this will be listed here

Messages

The Messages screen will allow the Carer to view any messages which have been sent to them by a CareFree user.

Click **Messages** from the navigation menu.



1 Select a date:
04/02/2019

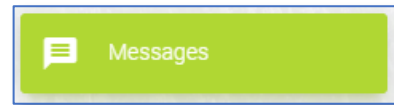
2 Send Message

Message	Date Sent	Sender	Reply	Replied On
Can you call the office ASAP	Feb 6, 2019, 08:54	TMJ		
Claire, this is a test you know	Feb 8, 2019, 14:38	TMJ		
Call the office ASAP please	Feb 13, 2019, 09:57	TMJ	thank you i will call after this call	Feb 13, 2019, 15:37

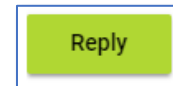
1	Use the Date Range to search for messages on a different date
2	The message content that has been sent is displayed under Message
3	The date the message was sent to the Carer is displayed under Date Sent
4	The person who has sent the message is displayed under Sender
5	If the Carer has replied to the message the message reply is displayed under Reply
6	The date and time the message was replied on is displayed under Replied On

Replying to a Message

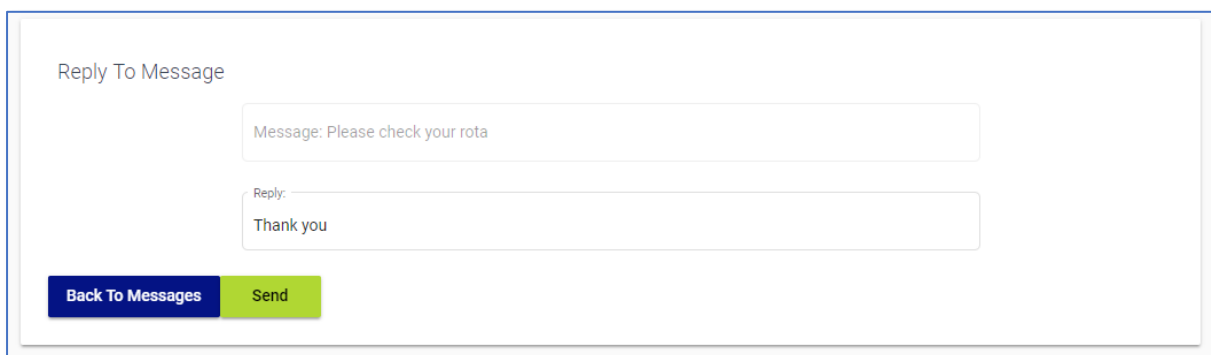
1. Click **Messages** from the navigation menu



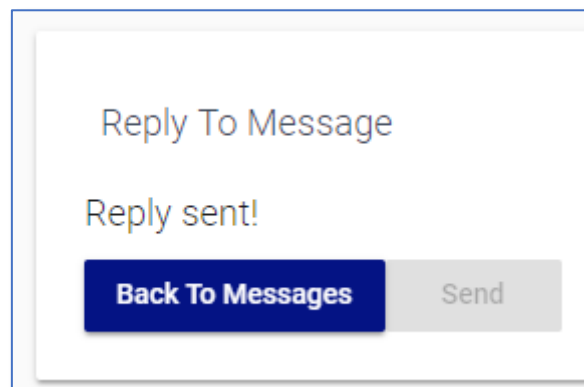
2. Click **Reply** next to the message in question



3. The original message which was sent will display on this screen as well as a **Reply** field for you to enter in your reply to the message

A screenshot of the "Reply To Message" screen. At the top, it says "Reply To Message". Below that is a text box containing the message: "Message: Please check your rota". Underneath is another text box labeled "Reply:" containing the text "Thank you". At the bottom, there are two buttons: a blue "Back To Messages" button and a green "Send" button.

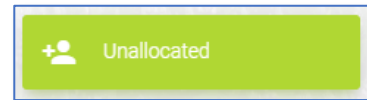
4. Click **Send** to send the message
5. A prompt will appear notifying the message has been sent – click **Back to Message** to return to the messages screen

A screenshot of the confirmation screen after sending a reply. It says "Reply To Message" at the top, followed by "Reply sent!". At the bottom, there are two buttons: a blue "Back To Messages" button and a grey "Send" button.

Unallocated

The Unallocated screen will allow you to view the unallocated calls on a specified week. A request can be sent if you wish to cover the call.

Click **Unallocated** from the navigation menu.

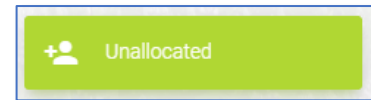


A screenshot of the Unallocated calls interface. At the top, there is a date selection field labeled "Select a date:" with the date "04/02/2019" and a calendar icon. Below this is a table with columns: "Date & Time", "Duration", "Client", "Tasks", and "COVER". The table contains seven rows of data for the week of Feb 04 to Feb 10, 2019. Each row shows a date and time range, a duration of 1:00, the client "Mabelx Ablex", and the task "Clean Ears". A green "COVER" button is present at the end of each row. At the bottom of the table, there is a pagination control showing "Items per page: 10" and "1 - 7 of 7" with navigation arrows. Numbered arrows (1-6) point to various elements: 1 points to the date selection field, 2 points to the first row of the table, 3 points to the "Duration" column header, 4 points to the "Client" column header, 5 points to the "Tasks" column header, and 6 points to a "COVER" button.

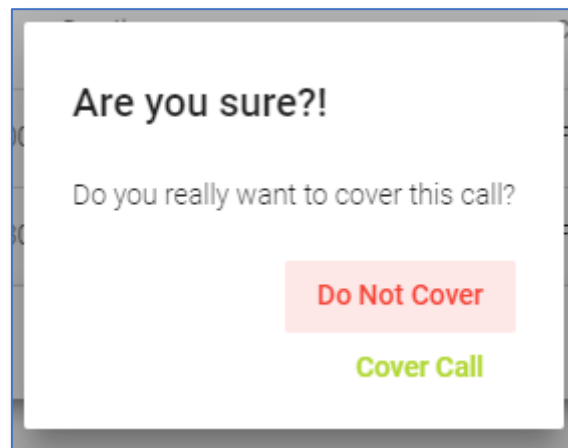
1	Use the Date Range to search for unallocated calls on a different date
2	The Date & Time column will display the date and time of the unallocated call
3	The duration of the unallocated call is displayed under Duration
4	The Client column will display the Client who the unallocated call is for
5	The Tasks column will display what needs have been selected for the call
6	Click Cover to request to cover the call

Requesting to Cover a Call

1. Click **Unallocated** from the navigation menu



2. Click **Cover** next to call in question



3. Click **Cover Call** to send the request to cover the call, which will then send it to CareFree as a notification – if this option is selected, the call will disappear from the unallocated list
4. Click **Do Not Cover** if you do not wish to cover the call