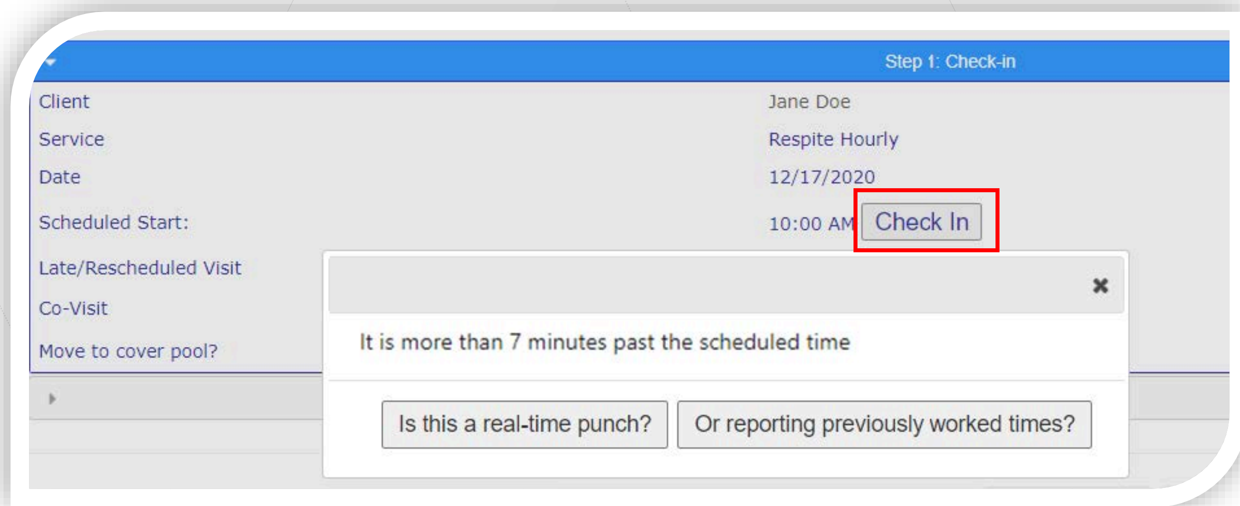
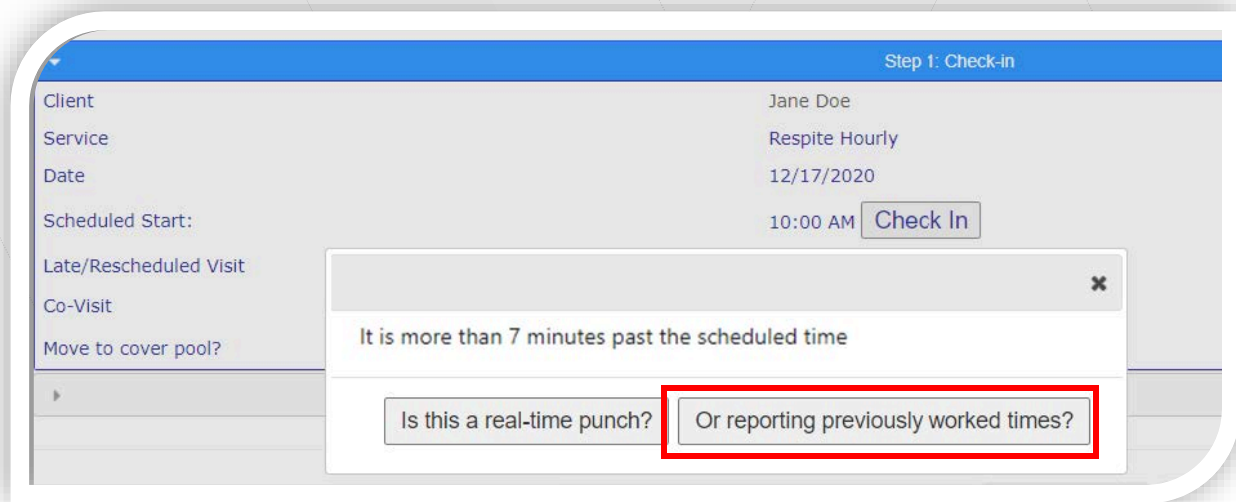
Missed EVV Check-In

If an appointment is checked into more than 7 min late the system will prompt to ask if previously worked hours are being reported:

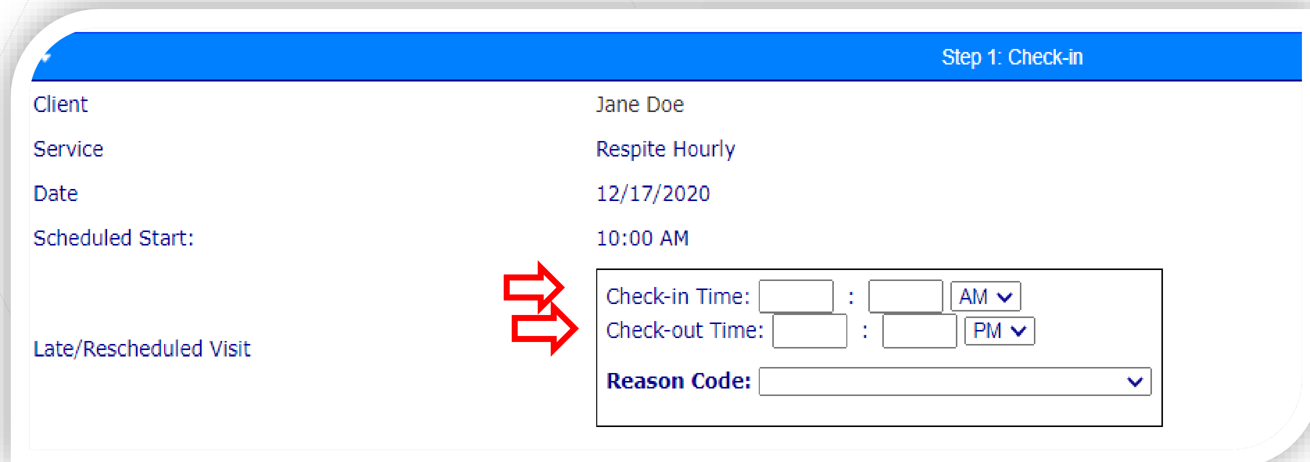


For reporting previously worked times:

- **Step 1:** Click-> "recording previous times worked"



- **Step 2:** Manually type start/end times



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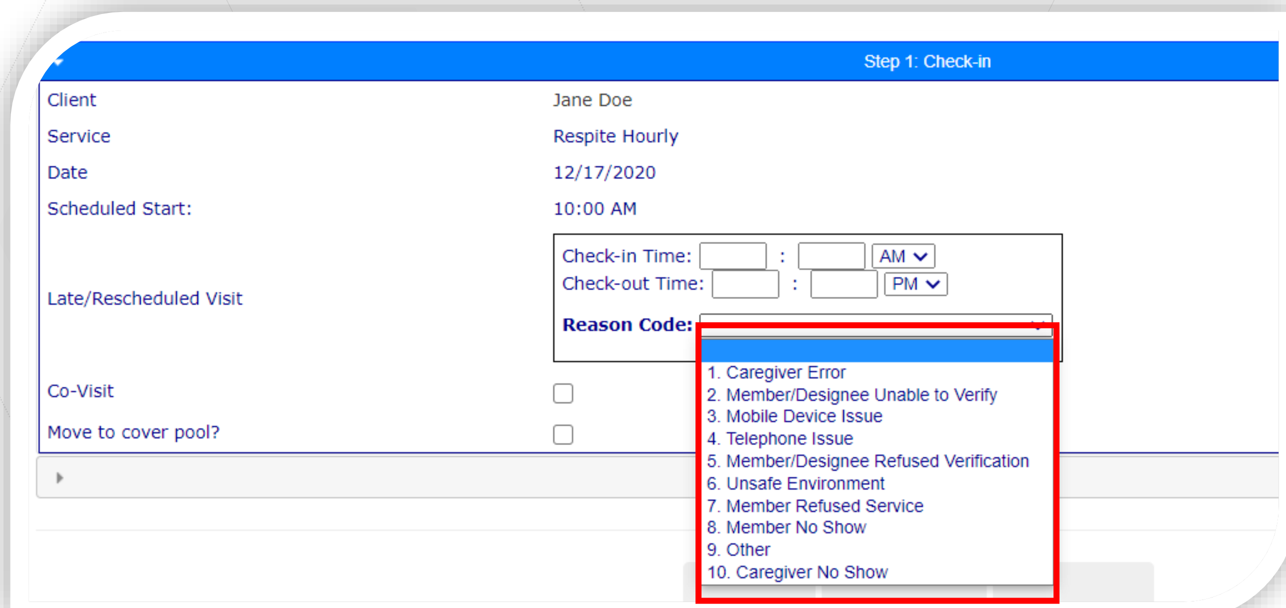
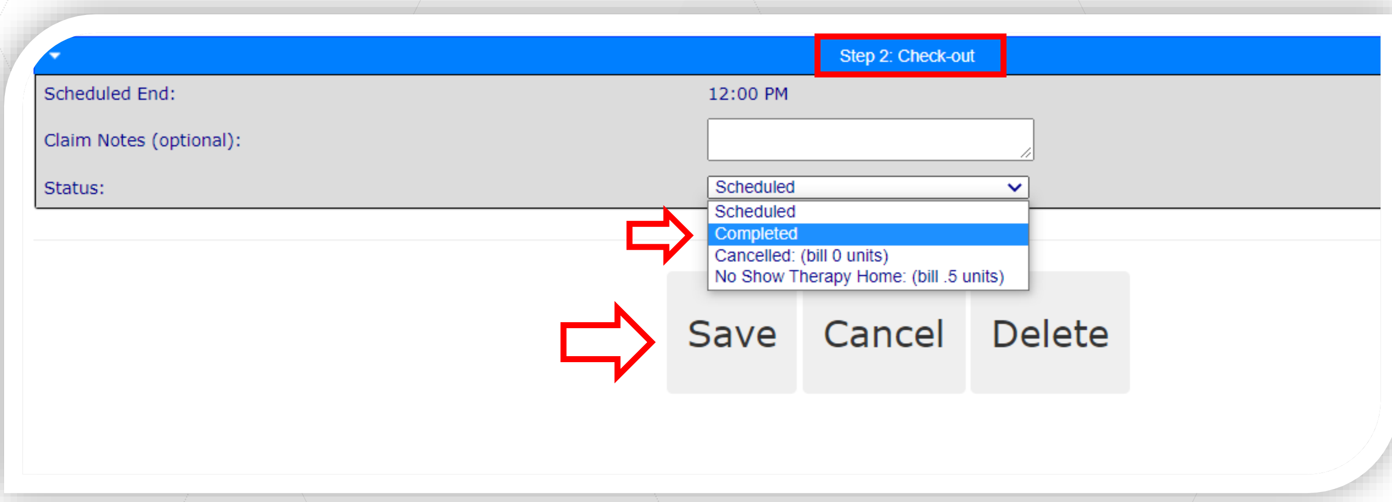
- **Step 3:** Select Reason Code (If you need more information about dropdown options contact your agency administrator)



vTrack@Vichra.com

Step 4: Complete the appointment

- Click → Step 2: Check out
- Add any claim notes (Optional)
- Select → Completed from the drop down menu
- Click → Save



For additional support, please contact us at vTrack@Vichra.com