

CareAdmin User Guide and FAQs (Version 1)

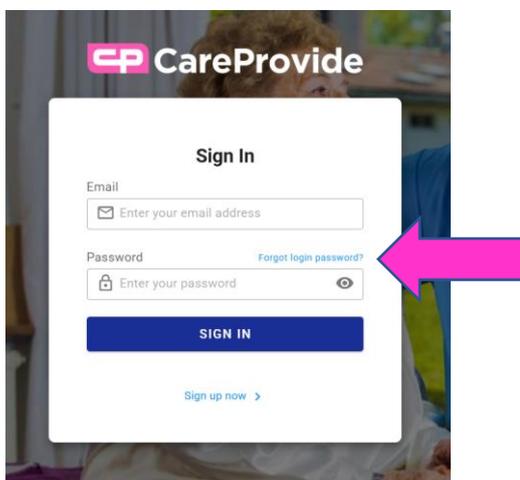
Welcome to the **CareAdmin Portal**! This guide will help you navigate the system efficiently.

How to Sign in to the CareAdmin Portal

Follow these steps to access your CareAdmin account:

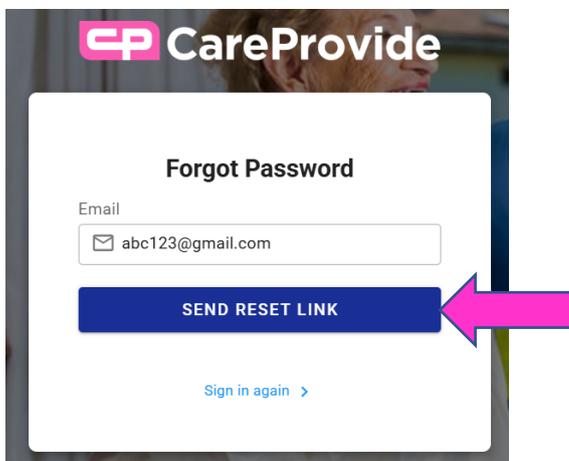
1. Go to the Sign-In Page

- Open your web browser and navigate to the CareAdmin Portal.
- Link - <https://careprovide.careadmin.ca/login>
- Click "Forgot login password".



2. Enter Your Email

- Type the same email address you currently use for the CareProvide Portal.
- Click "SEND RESET LINK".
- You will receive an email with instructions to reset your password.
- Follow the link in the email to set a new password.



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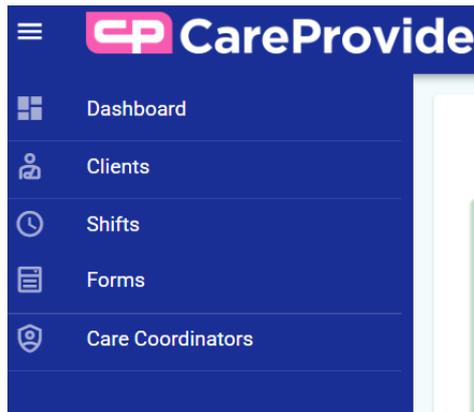
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Main Navigation Menu

Once you log in, you'll find the **main navigation menu** on the left side of the portal. This menu includes the following sections:

- **Dashboard** – View your upcoming shifts and available shifts.
- **Clients** – Access the client list and their details.
- **Shifts** – Manage assigned and available shifts.
- **Forms** – Submit leave requests and client progress reports.
- **Care Coordinators** – Find and contact Care Coordinators for support.



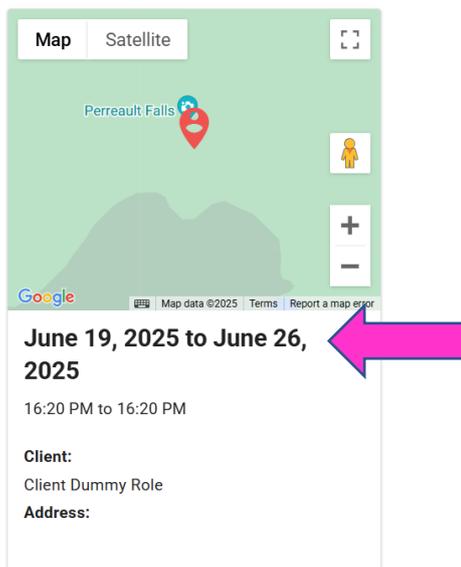
Dashboard

The **Dashboard** is your homepage where you can quickly access important shift updates.

1. My Upcoming Shifts

- View a list of your scheduled shifts.
- Click on a shift to see details such as client name, schedule and location.

My Upcoming Shifts



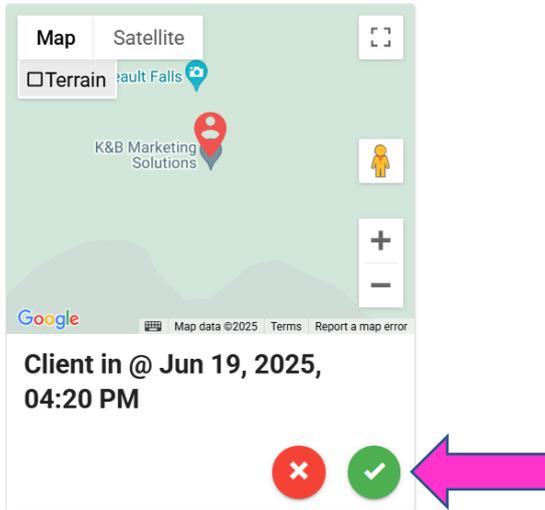
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2. Client Shifts: Do You Want These Shifts?

- See available shifts that are not yet assigned.
- Click “Interested” or “Not Interested” based on your availability.

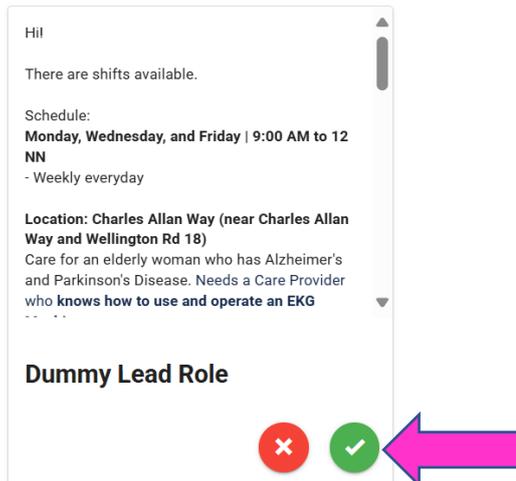
Client Shifts: Do you want these shifts?



3. Lead Shifts: Want These Potential Shifts?

- Browse potential shift opportunities that are not yet assigned.
- Express interest in these shifts if they fit your schedule.

Lead Shifts: Want these potential shifts?



Client

- View a list of clients that have been assigned to you.
- Click the eye icon (👁️) to see Client Details.

Client List

Search

Name	Age	Languages	Address	Client Type	Client Group	Status	Milestone	Date Added	Actions
Client Dummy Role				Community	Community Care	Deceased	Client Accounts Rep Has Not Yet Requested Google Review	2024-10-31 04:49 AM	👁️

Items per page: 15 1-2 of 2



- Filter by Client Type, Client Group, Status, etc.

Client List

Client Type

Community

Facility

Government

Client Group

Community Care

Facility Care

Healthcare Organizations

Government Health Networks

Status

Active

Deceased

Shift

- See all assigned shifts in one place.
- Click the eye icon (👁️) to see Shift Details.

Shift List

Search

Client	Schedule	Assigned Careprovider	Status	Actions
<input type="checkbox"/> Client Dummy Role	Thu, 19 Jun 2025 04:20 PM to 04:20 PM	Careprovider Dummy Role	Scheduled	👁️
<input type="checkbox"/> Client Dummy Role	Fri, 1 Nov 2024 10:17 AM to 11:17 AM	Careprovider Dummy Role	Scheduled	👁️

Items per page: 15 1-2 of 2



- Filter by date or status (scheduled, in-progress, completed etc.).

The filter dialog box is titled "Date Range" and "Status". It contains the following fields and options:

- Date Range:**
 - Start Date: 01/02/2025
 - End Date: 30/04/2025
- Status:**
 - Unassigned
 - Scheduled
 - In Progress
 - Completed
 - Cancelled

At the bottom of the dialog, there are three buttons: "SELECT ALL" (pink), "CLEAR" (white), and "FILTER" (blue).

Forms Section

Form List

Search

Name	Type	Last Modified	Actions
Leave Request Form	Leave request	03/02/2025, 9:21:20 am	▼
Client Progress Report	Client progress report	20/11/2024, 8:39:12 am	▼

Items per page: 15 1-2 of 2 < > >>

1. Leave Request Form

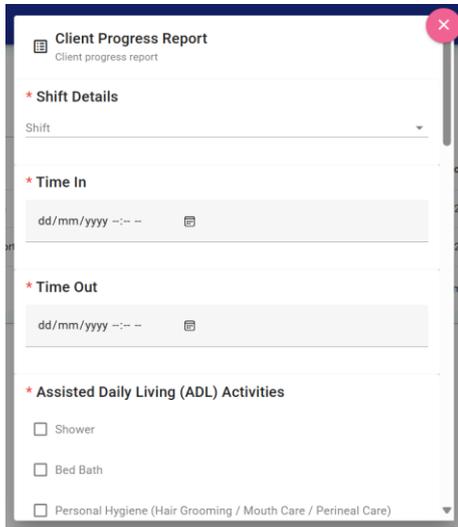
- Submit a request for time off.
- Select the leave type, date and provide reason.

The screenshot shows the "Leave Request Form" with the following fields:

- * Type of Leave Requested:** Radio buttons for Vacation, Medical / Sick, Bereavement, Maternity / Paternal, and Others.
- * First Shift Off:** Date field (dd/mm/yyyy).
- * Last Shift Off:** Date field (dd/mm/yyyy).
- * Return to Work Shift date:** Date field (dd/mm/yyyy).

2. Client Progress Report

- Submit updates on client well-being and care provided.
- Include notes on any changes in health or behaviour.



The screenshot shows a 'Client Progress Report' form with the following sections:

- * Shift Details**: A dropdown menu for 'Shift'.
- * Time In**: A date and time input field with a calendar icon.
- * Time Out**: A date and time input field with a calendar icon.
- * Assisted Daily Living (ADL) Activities**: A list of checkboxes for 'Shower', 'Bed Bath', and 'Personal Hygiene (Hair Grooming / Mouth Care / Perineal Care)'.

How to Clock In and Clock Out for a Shift

Follow these steps to track your shift time in the CareAdmin Portal:

Clocking In

1. Go to the **Shift Details** page.
2. Review your shift information, including **Client, Schedule, and Status**.
3. Click the eye icon (👁) of the client you are scheduled to work with, to open the shift details and clock in.

Shift List

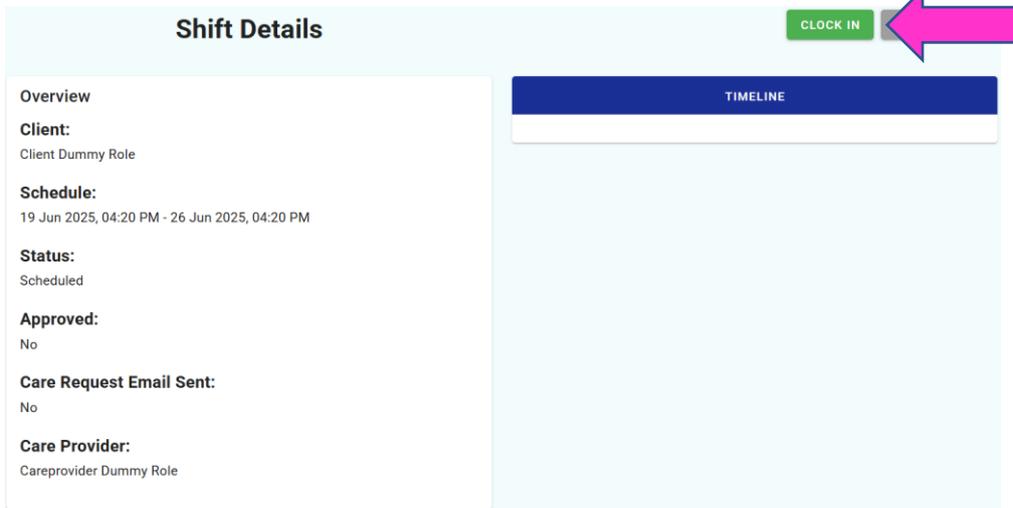
Search

<input type="checkbox"/>	Client	Schedule	Assigned Careprovider	Status	Actions
<input type="checkbox"/>	Client Dummy Role	Thu, 19 Jun 2025 04:20 PM to 04:20 PM	Careprovider Dummy Role	Scheduled	👁
<input type="checkbox"/>	Client Dummy Role	Fri, 1 Nov 2024 10:17 AM to 11:17 AM	Careprovider Dummy Role	Scheduled	👁

Items per page: 15 | 1-2 of 2 | < > >>



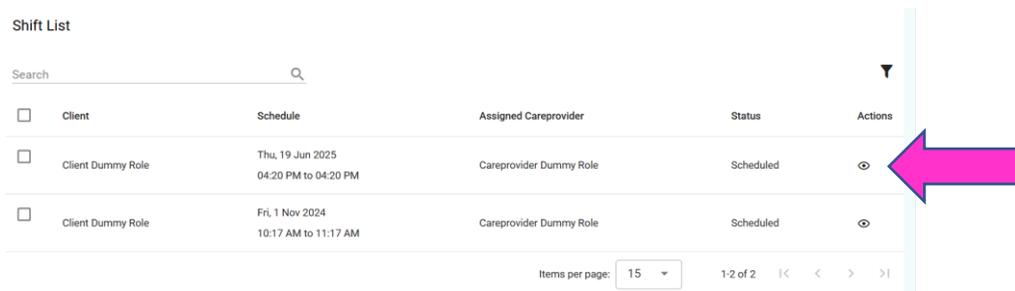
4. Click the **green "CLOCK IN" button** at the top right.
5. Your clock-in time will be recorded.



The screenshot shows the 'Shift Details' page. On the left is an 'Overview' section with the following information: Client: Client Dummy Role; Schedule: 19 Jun 2025, 04:20 PM - 26 Jun 2025, 04:20 PM; Status: Scheduled; Approved: No; Care Request Email Sent: No; Care Provider: Careprovider Dummy Role. On the right is a 'TIMELINE' section. At the top right of the page, there is a green 'CLOCK IN' button, which is pointed to by a pink arrow.

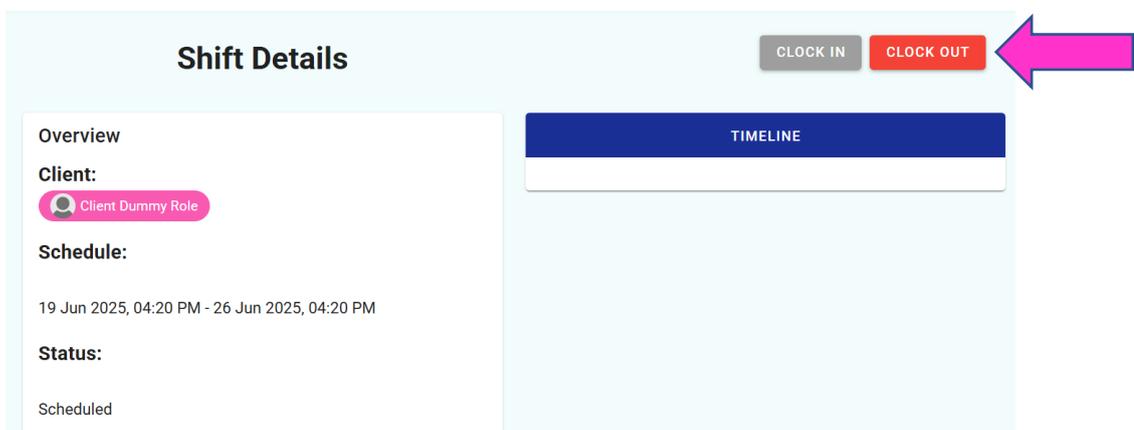
Clocking Out

1. Once your shift is complete, return to the **Shift Details** page.
2. Click the eye icon (👁) of the client whose shift you have completed, to open the shift details and clock out.



The screenshot shows a 'Shift List' table with a search bar and a dropdown menu. The table has columns for Client, Schedule, Assigned Careprovider, Status, and Actions. There are two rows of data. The first row has a checkbox, 'Client Dummy Role', 'Thu, 19 Jun 2025 04:20 PM to 04:20 PM', 'Careprovider Dummy Role', 'Scheduled', and an eye icon. The second row has a checkbox, 'Client Dummy Role', 'Fri, 1 Nov 2024 10:17 AM to 11:17 AM', 'Careprovider Dummy Role', 'Scheduled', and an eye icon. A pink arrow points to the eye icon in the first row. At the bottom, there is a pagination control showing 'Items per page: 15' and '1-2 of 2'.

3. Click the **red "CLOCK OUT" button** at the top right.
4. Your clock-out time will be recorded.



The screenshot shows the 'Shift Details' page. On the left is an 'Overview' section with the following information: Client: Client Dummy Role (with a profile icon); Schedule: 19 Jun 2025, 04:20 PM - 26 Jun 2025, 04:20 PM; Status: Scheduled. On the right is a 'TIMELINE' section. At the top right of the page, there are two buttons: a grey 'CLOCK IN' button and a red 'CLOCK OUT' button. A pink arrow points to the 'CLOCK OUT' button.

⚠ Important Notes:

- Ensure you **clock in at the start** and **clock out at the end** of your shift.
- Falsifying clock-in and clock-out times is strictly prohibited and will result in disciplinary action.
- This process helps ensure accurate timekeeping and payroll processing.

Frequently Asked Questions (FAQs)

General Clock In/Clock Out Questions

1. Can I clock in before my scheduled time?

- No, you can only clock in at your exact scheduled time or when you arrive at the client's location.

2. What happens if I forget to clock in or out?

- Notify Administrative Office through email at info@careprovide.ca, immediately to avoid any issues with your time records.

3. What if I accidentally clock in or out at the wrong time?

- Report the issue to Administrative Office via email at info@careprovide.ca as soon as possible for correction.

4. Can I edit my clock-in or clock-out time?

- No, CareProviders cannot manually adjust their own time logs. Email HR team at careers@careprovide.ca for corrections.

5. How do I confirm if my clock-in or clock-out was successful?

- After clocking in or out, check the Shift Details page to verify your recorded time.

Technical Issues & Troubleshooting

1. What if I have technical issues and cannot clock in or out?

- If you experience issues (e.g., system errors, internet problems), contact our IT team at techsupport@careprovide.ca, immediately.

2. Can I access the CareAdmin Portal from my mobile phone?

- Yes, the portal is mobile-friendly and can be accessed from any web browser on your phone.

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3. What if the portal crashes while I am trying to clock in or out?

- Restart your browser or device and try again. If the issue persists, report it to our IT team at techsupport@careprovide.ca.

4. What should I do if I don't see my assigned shifts?

- Ensure you are logged into the correct account. If shifts are still missing, contact Administrative Office via email at info@careprovide.ca for assistance.

Policy & Compliance

1. Can I ask someone else to clock in or out for me?

- No! This is considered time fraud and will result in disciplinary action.

2. What happens if I fake my clock-in or clock-out time?

- Falsifying time records is strictly prohibited and may lead to suspension or termination.

3. What if I need to work beyond my scheduled hours?

- You must inform Administrative Office via call (**647.771.2273**) or email (info@careprovide.ca) before working extra hours. Unapproved overtime may not be paid.

Support & Contact

1. Who do I contact if I have questions or concerns?

- Reach out to Administrative Office via email at info@careprovide.ca for any issues related to your shift schedule, clock-ins, or clock-outs.

2. What if my shift details are incorrect?

- Contact Administrative Office via email at info@careprovide.ca immediately to resolve any errors before your shift starts.

Common User Scenarios & Solutions

Below are common situations CareAdmin users may encounter and the best ways to handle them.

1. My shift location changed last minute—what should I do?

Solution:

- Check your updated shift details in the CareAdmin Portal.
- If you haven't been notified, contact Administrative Office via email at info@careprovide.ca immediately.
- Ensure you have the correct address before heading out.
- If the new location affects your travel time, inform Administrative Office for possible adjustments.

2. My shift was cancelled, but I already arrived at the location.

Solution:

- Check your notifications in the CareAdmin Portal.
- Contact Administrative Office via email at info@careprovide.ca immediately for clarification.
- Depending on the situation, you may be eligible for compensation for travel time.

3. The CareAdmin Portal isn't loading when I try to clock in/out.

Solution:

- Refresh your browser or try a different device.
- Check your internet connection.
- If the issue persists, **take a screenshot** of your attempted clock-in time and email techsupport@careprovide.ca for assistance.

3. My timesheet is incorrect, and my hours are missing.

Solution:

- Check your recorded clock-in and clock-out times in the CareAdmin Portal.
- If there's an error, email Administrative Office at info@careprovide.ca with details of the missing hours.
- Provide any supporting information (e.g., screenshots or a written log of your shift).

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