

PPL Time4Care™ Guide



Time4Care offers the most efficient, convenient, and accurate way to log time with PPL. This guidebook covers relevant processes and answers common questions about the app, ensuring you have a smooth and enjoyable experience using Time4Care.

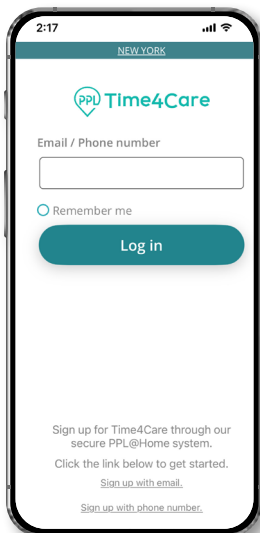
How to Download Time4Care™

Quick Guide

Download the Time4Care™ App

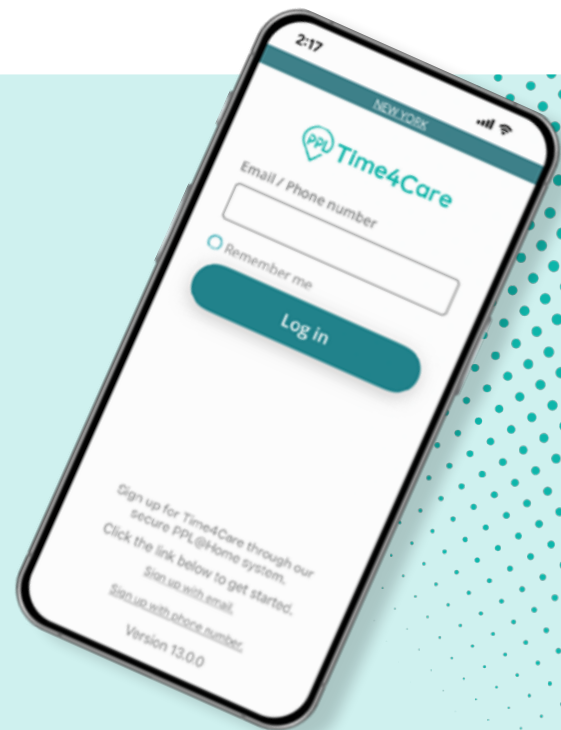
- 1 Go to Google Play or the App Store on your Android or iOS device.
- 2 Tap on Search.
- 3 In the search bar, type in: Time4Care.
- 4 Download the Time4Care app.
- 5 Once the application has downloaded, tap to open.

How to Log in/Set Up



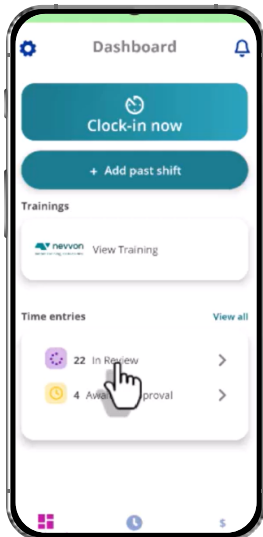
If you already have a user account for MyAccount, log in to the app with the same username and password.

If you have not completed your enrollment in MyAccount, you will need to complete this first to create your username and password.



- ✓ Clock-in and -out in real-time to record time worked.
- ✓ For EVV users, location is captured at clock in and clock out.

Dashboard



Dashboard — access frequent actions and important info

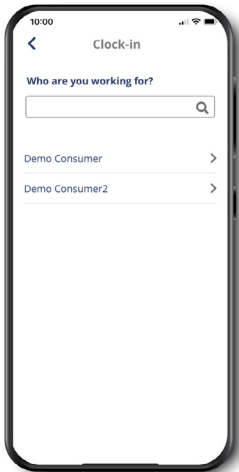
- Clock-in now — record your shift in real-time
- Add past shift — enter a shift you already worked
- Time entries — tap to see entries that require action by you or your employer

Time — view a collection of all your time entries

Payroll — access all payments issued, including pay stubs

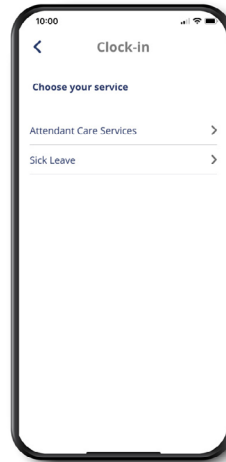
Settings — access support materials, manage your Favorites, and more

Clocking In and Out



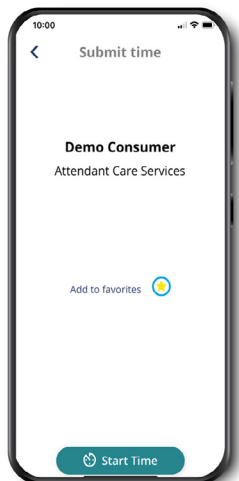
01

Tap Clock-in now from Dashboard
Select who you are working for



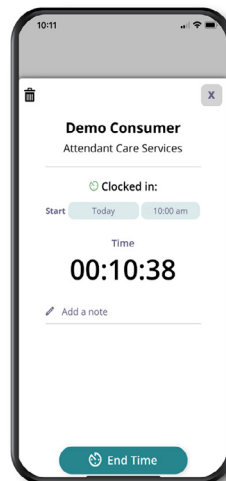
02

Select the service you will be providing



03

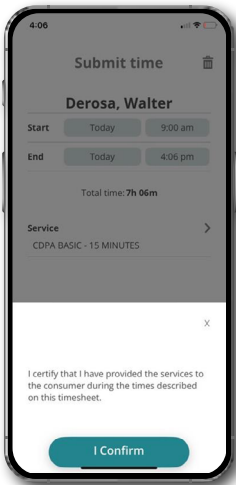
Save your selection as a Favorite for easier clock in next time
Start your clock



04

Tap running clock from Dashboard to see your active shift

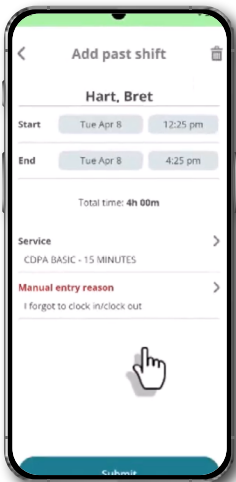
At the end of your shift, tap End Time to clock out



05

Tap "I Confirm" to certify that you provided the services to the consumer during the times described on the timesheet, then "OK" to acknowledge the submission.

How to Add Past Shifts



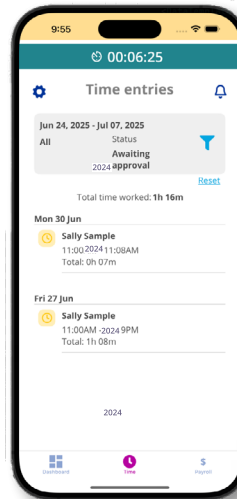
Forget to clock in or out? Add a past shift if you've already worked.

For EVV users, remember that this does not meet EVV requirements and will be recorded as a manual time entry.

Follow these steps:

- Tap Add past shift from your dashboard
- Select who you worked for
- Select the service you provided
- Enter your start time and end time
- For EVV users, please select a manual entry reason
- Tap Submit

Time Entries

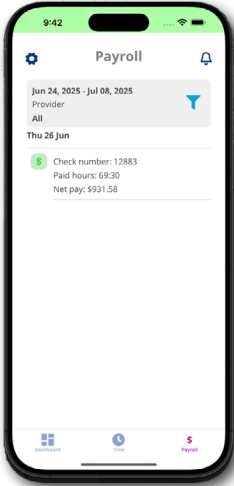


View all created time entries

Tap on the filter to change your view

Total hours worked is displayed based on applied filters

Payroll



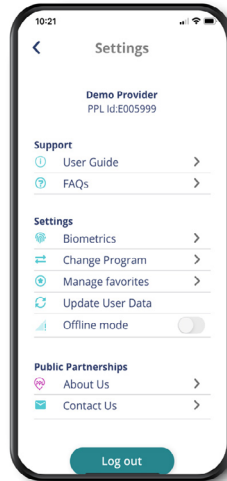
View all payments issued

Defaults to the past two weeks

Tap on the filter to change your view

Tap on a payment to see details, including a copy of your pay stub

Settings & Other Features



Support — Access User Guide and FAQs

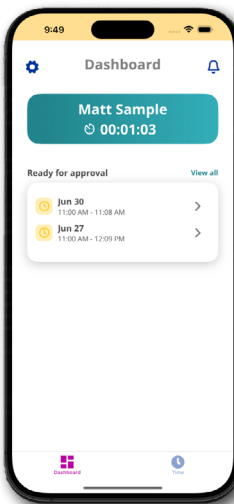
Favorites — Update or remove saved participant/service pairs for quicker time entry

Update User Data — If new info like a consumer or PA was added to the system and the app isn't syncing, refresh the user data in the app to fix it.

Offline Mode — Turn on to avoid disruption if you're in an area with limited/poor connectivity

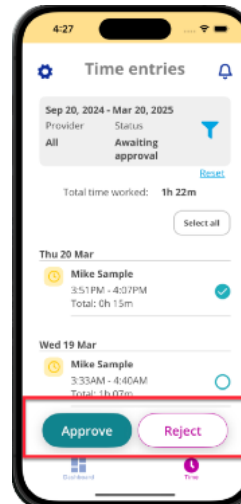
Contact Us — Get in touch with us — call, email, or send a message

Employer Dashboard and Time Entry Approval



Tap on an entry to view details and approve/reject time

Tap View all to see all time entries ready for approval



Select All allows you to select all time entries that are ready for approval — you can approve or reject all

Tap a single time entry to view details, and approve or reject just that time entry

Use the check boxes to select multiple time entries to approve or reject

Troubleshooting

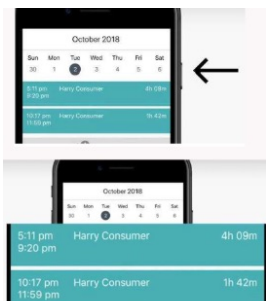
How do I fix my time entry?

If you haven't submitted it, you can edit your time through Time4Care. See instructions below.

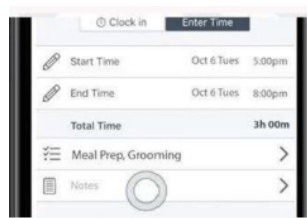
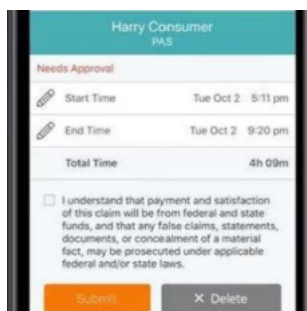
If you have submitted it, ask the Participant to reject it, so you can submit an updated time entry.

If the Participant has approved it, they can call PPL Customer Service to get the time entry denied.
1-833-202-6174

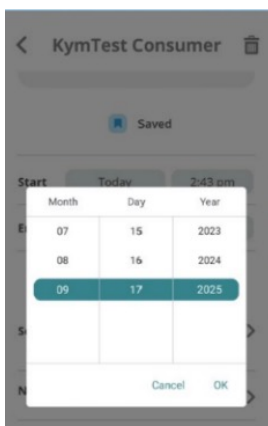
How to edit a shift in Time4Care



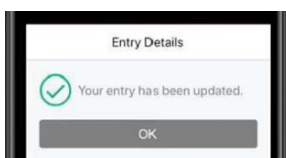
1. Tap on the clock icon to view or edit a past entry on the hours screen.
2. Completed shifts will be shown on your calendar.
3. Each shift shows time started, ended, who worked the shift, and total time of the shift.
4. Tap on the day to view shifts for that date.
5. You can scroll left or right to view other weeks.
6. Shifts worked on the day selected will be shown



7. If you work for multiple Participants, you will see different colors for each.
8. Tap on the appropriate shift to view details.
9. The Details page shows who worked, what service was provided, the status of the entry, start and end times, and total time for the shift.
10. Tap on the pencil to edit start or end times.
11. To edit or add activities, tasks, or notes, tap on the right arrow and make changes.



12. Choose the date that needs to be edited.
13. Edit the time, note, and/or service location if necessary.
14. Submit the entry if changes were made.
15. Changes will need to be reviewed and approved or rejected by the Participant.



What is the timeframe to edit a shift?

- Providers can edit a shift until it has been submitted to the Participant for approval. Once it has been submitted, the Provider can no longer edit the shift.
- We recommend editing the shift by the payroll submission deadline listed in the appropriate payroll schedule to ensure timely payment.

Can a shift be edited on the same day the time is entered?

Yes, Providers can edit the shift on the same day it is entered.

Can a shift be edited after the Participant has approved it?

No, once the Participant approves the shift, the Provider can no longer edit the shift.

Will the Provider receive an alert if the Participant rejects the time entry?

Yes, an email notification is sent when the Participant rejects the time entry. The email will come from noreply@pplfirst.com.

What action should the Provider take if they are unable to make the needed edits?

If the Provider cannot make edits in Time4Care, they should make the edits in the PPL portal.

Why weren't my entries paid on time or in full?

- A time entry may not be paid (pending) for a few reasons:
- The time entry was not approved before the deadline listed on the payroll schedule.
- The time entry is pending because additional information or corrections are needed.
- The hours submitted do not match the approved authorization.
- Required enrollment information is missing.

If your time entry is pending, you can review the reason in the Time4Care app. When contacting PPL Customer Service regarding time entry concerns, please take screenshots or write down the error message you are receiving. This will help the PPL team resolve the issue faster.

Customer Service / General Questions:
1-833-202-6174 TTY: 1-800-360-5899