SteadyCare™ Check-In Plus

REPORTING CHECKIN ISSUES

ARE YOU HAVING PROBLEMS CHECKING IN? HERE'S WHAT TO DO.

- **Fill out a SteadyCare Troubleshooting Log**
  - Please be sure to fill it out entirely
- **Send an email to: support@steadycare.com**
  - Attach the completed Troubleshooting Log
    - Avoid sending it to a specific SteadyCare Rep. *(We want our entire support team to see your request so it will be responded to more quickly).*
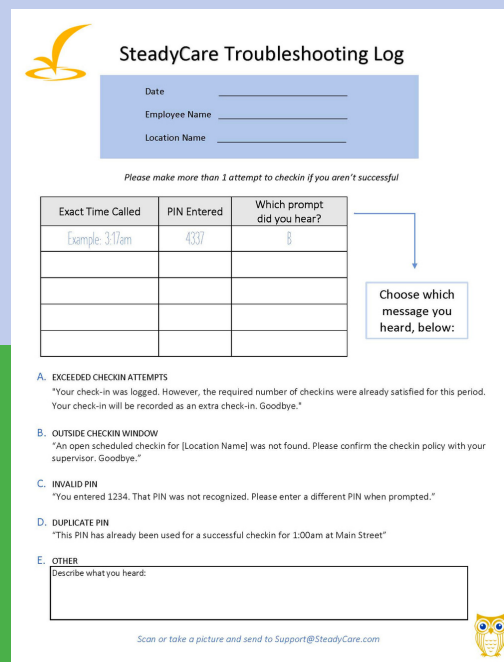
- **Identify yourself & the issue in the subject line**
    - Your Company Name
    - Location Name
    - Briefly describe the issue
      - *(Example: ABC Co., Main St., PIN not working)*

- **SteadyCare will respond to you**
    - Within 4 hours
    - During normal business hours
    - M-F, 9-5 EST

SteadyCare Troubleshooting Log

Date _____
Employee Name _____
Location Name _____

Please make more than 1 attempt to checkin if you aren't successful

Exact Time Called	PIN Entered	Which prompt did you hear?
Example: 3:17am	4337	B

Choose which message you heard, below:

A. EXCEEDED CHECKIN ATTEMPTS
"Your check-in was logged. However, the required number of checkins were already satisfied for this period. Your check-in will be recorded as an extra check-in. Goodbye."

B. OUTSIDE CHECKIN WINDOW
"An open scheduled checkin for [Location Name] was not found. Please confirm the checkin policy with your supervisor. Goodbye."

C. INVALID PIN
"You entered 1234. That PIN was not recognized. Please enter a different PIN when prompted."

D. DUPLICATE PIN
"This PIN has already been used for a successful checkin for 1:00am at Main Street"

E. OTHER
Describe what you heard:

Scan or take a picture and send to Support@SteadyCare.com

Email a completed Troubleshooting Log
To:
support@steadycare.com