

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).

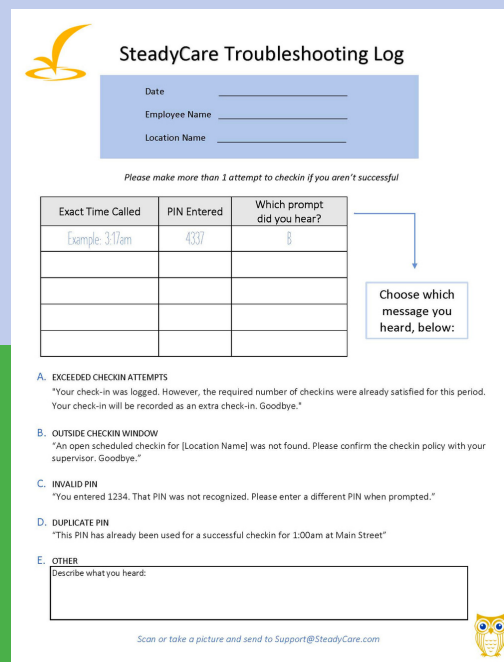
- **Identify yourself & the issue in the subject line**

- 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

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



The image shows a 'SteadyCare Troubleshooting Log' form. At the top left is the SteadyCare logo. The form has a header section with fields for 'Date', 'Employee Name', and 'Location Name'. Below this is a note: 'Please make more than 1 attempt to checkin if you aren't successful'. The main part of the form is a table with three columns: 'Exact Time Called', 'PIN Entered', and 'Which prompt did you hear?'. The first row has an example: 'Example: 3:17am', '4337', and '8'. Below the table is a box labeled 'Choose which message you heard, below:'. Underneath are five options: A. EXCEEDED CHECKIN ATTEMPTS, B. OUTSIDE CHECKIN WINDOW, C. INVALID PIN, D. DUPLICATE PIN, and E. OTHER. Each option has a brief description of the error. At the bottom, there is a text box for 'Describe what you heard:' and a footer with the text 'Scan or take a picture and send to Support@SteadyCare.com' and a small owl icon.

Exact Time Called	PIN Entered	Which prompt did you hear?
Example: 3:17am	4337	8

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