YouMeCare

How do I see my YouMeCare Schedule?

YouMeCare Caregivers use a scheduling app called Deputy. You will be invited to Deputy once a match has been made. Once you have created a Deputy account you can access your schedule via the app on your phone.

How do I create an account so that I can use the Deputy app?

There are 2 ways to create a Deputy account

1. Access Deputy through this link (Sign UP)
   a. Follow the prompt
   b. YouMeCare is alerted that you have requested access.
   c. Once we verify you and grant access, you can access your schedule via the app.

2. Access Deputy through a link that YouMeCare provided to you via email
   a. The email will come from deputy.com
   b. This message has an invite that indicates that YouMeCare will grant you access.
   c. Please check your Spam or Junk folder If you don't see this email in your email Inbox
   d. Once you accept this invite, you can access your schedule via the app.

Is Deputy an app for my phone or a website?

Both. Use your phone to use the Deputy app since this is the way in which you will clock in and out to your visits. You can access your account though via your browser on your computer at www.deputy.com

Download the Deputy App (free)
- Apple https://apps.apple.com/app/deputy-roster-shift-planner/id477070330

- Google Play https://play.google.com/store/apps/details?id=com.deputy.android

Does the Deputy app cost anything?

There is no cost to you as a YouMeCare Caregiver to use the Deputy app. The Deputy app is free to download. For each YouMeCare Caregiver who enrolls in Deputy, there is $4.99/per month per person charge which is covered by YouMeCare.
- Apple https://apps.apple.com/app/deputy-roster-shift-planner/id477070330

- Google Play https://play.google.com/store/apps/details?id=com.deputy.android

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What should I do if I need to reschedule a visit or will be late to a visit?
We advocate for client-first communication. This means that wherever possible you communicate directly with the account holder (client) and/or the care recipient to discuss a situation. Once you communicate with the client and/or care recipient, contact YouMeCare to relay any necessary details.

Once arrangements have been made, contact YouMeCare
via email: support@youmecare.com
via the Caregiver Hotline at (904) 800-9864 (phone call or text)

What should I do if I need to leave earlier than my scheduled visit time?
Clock out when you leave your visit. Be sure that you communicate with your client that you ended your visit at a time that was earlier than planned. Then contact YouMeCare
via email: support@youmecare.com
via the Caregiver Hotline at (904) 800-9864 (phone call or text)

What should I do if I forget to clock in or clock out for my visit?
Contact YouMeCare
via email: support@youmecare.com
via the Caregiver Hotline at (904) 800-9864 (phone call or text)

YouMeCare cannot guarantee payment for your services if you do not provide a clock in and clock out time for your visit. If no times are logged prior to a visit or if YouMeCare is not notified via the Caregiver Hotline or via email, **the day of a completed visit**, you will not be paid for that visit until visit times can be verified.

What should I do if the Deputy app is not working when I try to clock in or out?
Occasionally the app updates its software which may require you to log out and log back in for the app to function properly. If you are not able to see your clock in or clock out location, please text or email your clock in and/or clock out times.

What should I do if the 'Clock In' or 'Clock Out' button does not appear on my app?
There are settings in the app that may prevent you from clocking in or out if you are too far away from your client's location. It is best practice to clock in when you arrive to your visit and to clock out when you leave.

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Are there reminders I can set in the app so that I don't forget about my visits?
Yes, when you set up your profile in the app, be sure to allow notifications.

Am I responsible for inputting my schedule into the Deputy app?
No, you are not responsible for inputting your schedule into the Deputy app.
There are 2 ways for the schedule to appear in the app.

1. Let YouMeCare know the schedule you have worked out with your client by texting the Caregiver Hotline at (904) 800-9864 or sending an email to support@youmecare.com)
2. You can add your schedule by creating a timesheet in your app. If you do not see your client listed in the app, do not choose an existing name that is not your client. Please contact YouMeCare instead to let us know.

What should I do if my visit will extend past the scheduled visit time?
If you have discussed the extension with your client, then clock out when you leave the visit even if your clock out time is past your scheduled visit time. Be sure to communicate to YouMeCare that your visit time extended past the scheduled visit time so that you can be paid appropriately. If you log more time than is scheduled, and YouMeCare was not altered of this increase, then you will only be paid for the hours scheduled.

Getting started on Deputy mobile app

1. Did you Download the Deputy Mobile App for either iOS or Android as appropriate to your device?

Please note: If you are using a phone that uses ColorOS (Oppo), MIUI OS (Xiaomi), HarmonyOS (Huawei), or any other mobile operating system that is not the standard version of Android OS; your device may run into compatibility issues with the Deputy mobile app.

- Deputy app for iOS requires a device running iOS 15.0 or later
- Deputy app for Android requires a device running Android 7.0 and up
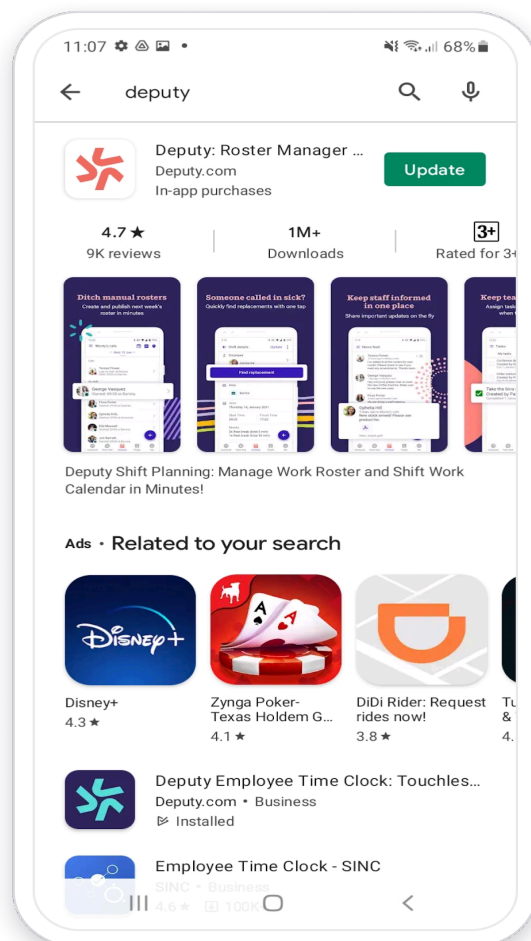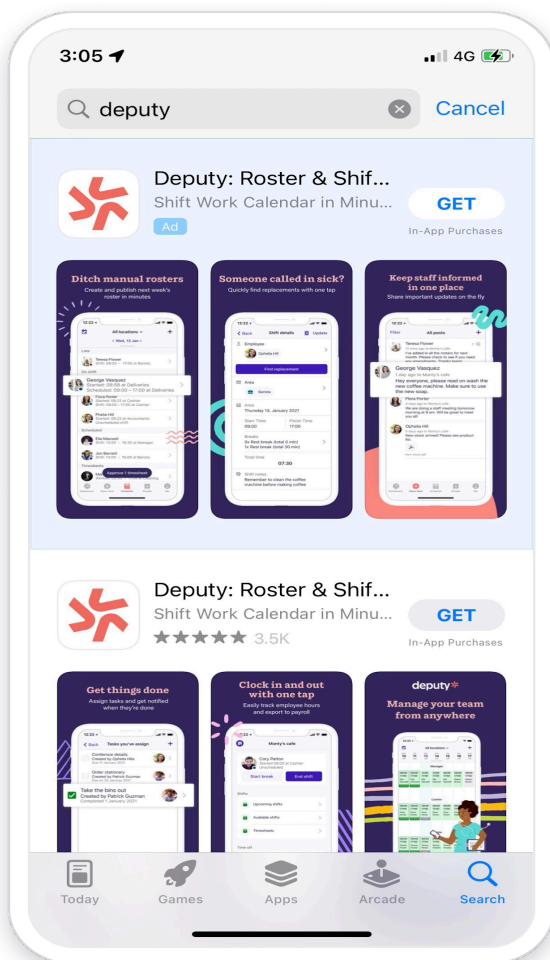
2. Did you receive an invitation to Deputy via email or a shared link?
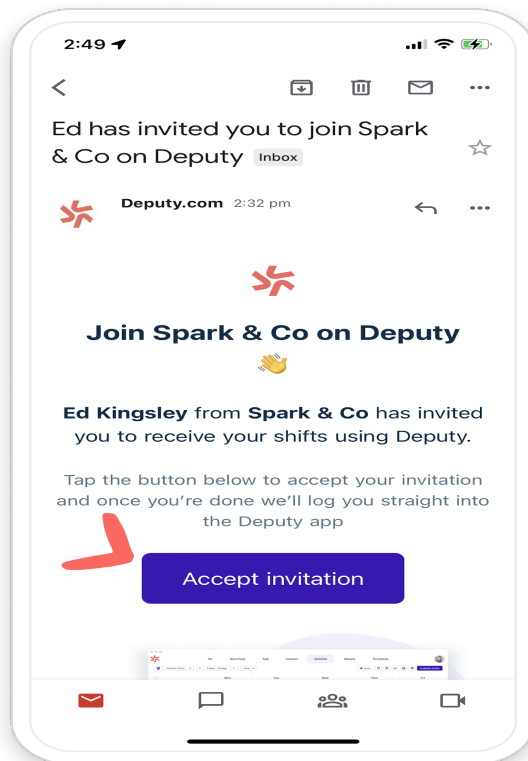
3. Did you follow the link in the email to set a password and activate your account?
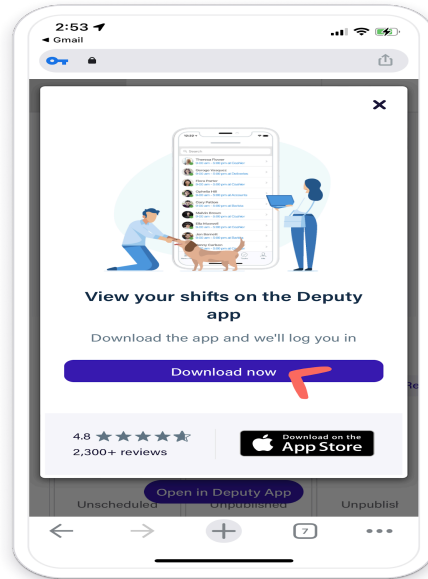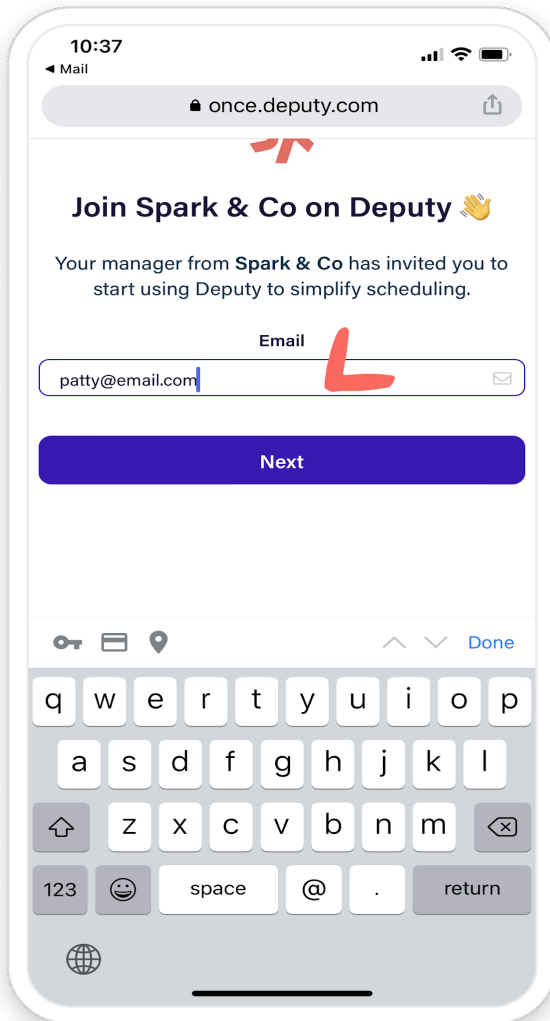
Note: If we invited you to join Deputy by sharing a URL link rather than an email, then your sign up screen will then look like this:
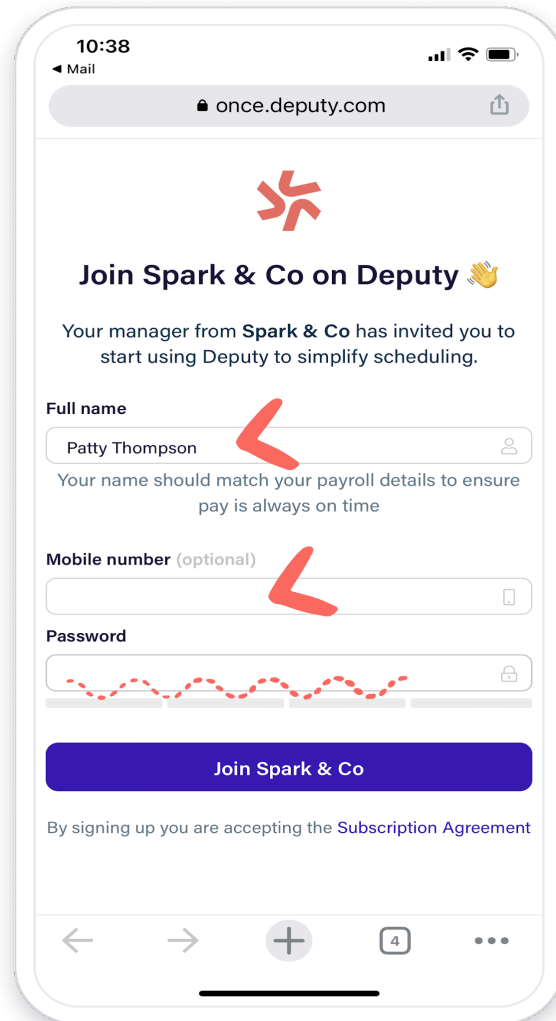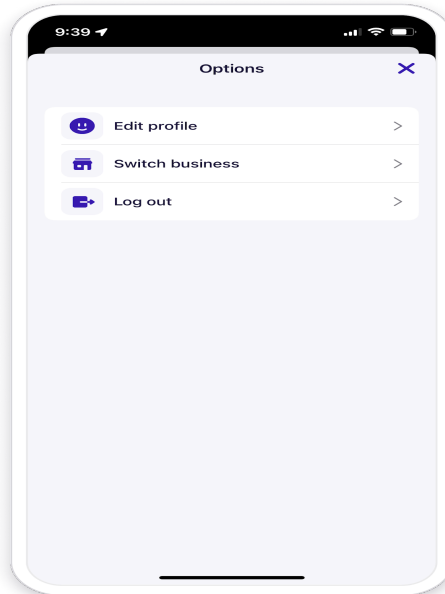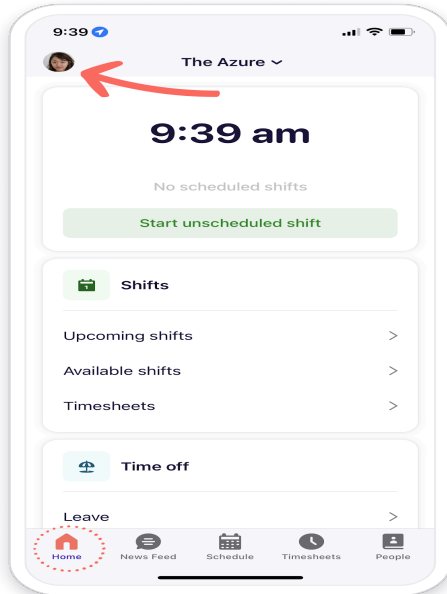
What you can do in the Deputy app? Go to Profile settings
If you tap on your photo on the top left of your Home screen (iOS) or the hamburger icon on the top left of any screen (Android) in the Deputy app you can:

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- update your personal details
- Log out from the App

iOS

Android