



## Accra Access Portal: Live in Caregivers Entering Time in the Accra Access Portal

When you log into the Accra Access Portal, you will be greeted by the Home Page, select the "Time Entries" tab from the menu found at the top.

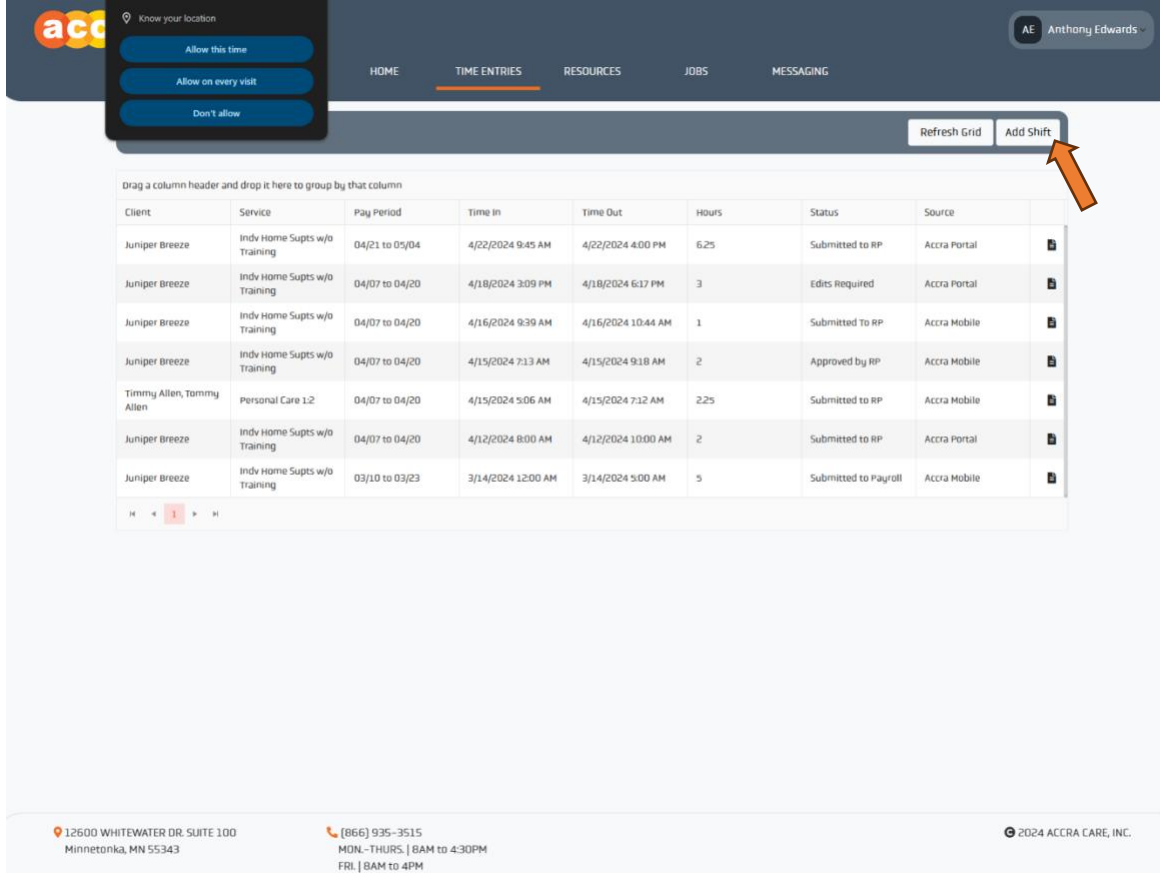
Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source	
Juniper Breeze	Indv Home Supts w/o Training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal	
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/18/2024 3:09 PM	4/18/2024 6:17 PM	3	Edits Required	Accra Portal	
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/16/2024 9:39 AM	4/16/2024 10:44 AM	1	Submitted to RP	Accra Mobile	
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/15/2024 7:13 AM	4/15/2024 9:18 AM	2	Approved by RP	Accra Mobile	
Timmy Allen, Tammy Allen	Personal Care 12	04/07 to 04/20	4/15/2024 5:06 AM	4/15/2024 7:12 AM	2.25	Submitted to RP	Accra Mobile	
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/12/2024 8:00 AM	4/12/2024 10:00 AM	2	Submitted to RP	Accra Portal	
Juniper Breeze	Indv Home Supts w/o Training	03/10 to 03/23	3/14/2024 12:00 AM	3/14/2024 5:00 AM	5	Submitted to Payroll	Accra Mobile	

Once you are on the Time Entries screen, you will see a table that lists all the shifts you have submitted along with information about the shift (client, service, pay period, time in/time out, length of the shift, status of that shift, source the shift was submitted through, and the edit shift function).

When you select the function, a pop-up will show up asking if you allow/deny the site to use the device's location services. You **must** allow the site to use your location services to log time through the Accra Access Portal.

## How to Add a Shift -

To add a shift, click on the "Add Shift" button highlighted below.



The screenshot shows the Accra portal interface. At the top, there is a navigation bar with the Accra logo, a location prompt, and a user profile for Anthony Edwards. Below the navigation bar, there are several tabs: HOME, TIME ENTRIES (which is highlighted), RESOURCES, JOBS, and MESSAGING. A modal window is open on the left side, with three buttons: "Allow this time", "Allow on every visit", and "Don't allow". In the top right corner of the main content area, there are two buttons: "Refresh Grid" and "Add Shift". An orange arrow points to the "Add Shift" button. Below the buttons is a table with the following columns: Client, Service, Pay Period, Time In, Time Out, Hours, Status, and Source. The table contains several rows of data. At the bottom of the page, there is a footer with contact information and the year 2024.

Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source
Juniper Breeze	Indv Home Supts w/o Training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/18/2024 3:09 PM	4/18/2024 6:17 PM	3	Edits Required	Accra Portal
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/16/2024 9:39 AM	4/16/2024 10:44 AM	1	Submitted To RP	Accra Mobile
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/15/2024 7:13 AM	4/15/2024 9:18 AM	2	Approved by RP	Accra Mobile
Timmy Allen, Tommy Allen	Personal Care 1:2	04/07 to 04/20	4/15/2024 5:06 AM	4/15/2024 7:12 AM	2.25	Submitted to RP	Accra Mobile
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/12/2024 8:00 AM	4/12/2024 10:00 AM	2	Submitted to RP	Accra Portal
Juniper Breeze	Indv Home Supts w/o Training	03/10 to 03/23	3/14/2024 12:00 AM	3/14/2024 5:00 AM	5	Submitted to Payroll	Accra Mobile

After clicking add shift, the shift details page will pop up.



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*Add Shift - Shift Details:* On this screen, you will enter the date, time in/time out. On this page, the length of the shift will populate based on the time in/out entries along with the Weeks Total Hours.

The screenshot displays the Accra web application interface. At the top, the Accra logo and navigation menu (HOME, TIME ENTRIES, RESOURCES, JOBS, MESSAGING) are visible. The user's name, Anthony Edwards, is shown in the top right. The main content area features a 'Recent Shifts [Last 60 days]' section with a table and a modal form titled 'Add Shift - Shift Details'.

Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source
Juniper Breeze	Indv Home Supts w/o Training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal
Juniper Breeze	Indv Home Supts w/o Training	04/07 to 04/20	4/18/2024 3:09 PM	4/18/2024 6:17 PM	3	Edits Required	Accra Portal
Juniper Breeze	Indv Home Supts Training					RP	Accra Mobile
Juniper Breeze	Indv Home Supts Training					RP	Accra Mobile
Timmy Allen, Tommy Allen	Personal Care 1:2					RP	Accra Mobile
Juniper Breeze	Indv Home Supts Training					RP	Accra Portal
Juniper Breeze	Indv Home Supts Training					Payroll	Accra Mobile

The 'Add Shift - Shift Details' modal form contains the following fields:

- Date: 05/01/2024
- Time In: Enter Time In
- Time Out: Enter Time Out
- Length: (empty field)
- Week Total Hours: 0.00

A 'Next' button is located at the bottom of the modal.

Footer information includes: 12600 WHITEWATER DR. SUITE 100, Minnetonka, MN 55343; (866) 935-3515; MON.-THURS. | 8AM to 4:30PM; FRI. | 8AM to 4PM; © 2024 ACCRA CARE, INC.

If a user only works with one client and only provides one service, after hitting next, you will be redirected to the shift confirmation page (skip past User's with Multiple Clients/Services section). If you have more than one client/service you provide, you will be redirected to the client/service selection screen.



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*Users with Multiple Clients/Services:* If a user has more than one client or offers more than one line of service, after adding shift details, the Add Shift - Client Selection screen will pop-up. Select the client, and type of service being provided as you log the shift. Hit next to move onto the next screen.

The screenshot shows the Accra mobile application interface. At the top, there is a navigation bar with the Accra logo on the left and a user profile 'AE Anthony Edwards' on the right. Below the navigation bar are tabs for 'HOME', 'TIME ENTRIES', 'RESOURCES', 'JOBS', and 'MESSAGING'. The main content area is titled 'Recent Shifts (Last 60 days)' and contains a table of shift data. A modal window titled 'Add Shift - Client Selection' is overlaid on the table. The modal asks 'Who are you providing care for today?' and lists 'Shared Care Ratios Available: 1:1 (selected) and 1:2'. Below this, it says 'Select 1 client to continue' and lists three options: 'Juniper Breeze', 'Timmy Allen (No services with selected care ratio)', and 'Tommy Allen (No Active Services)'. The modal has 'Back' and 'Next' buttons at the bottom.

Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source
Juniper Breeze	Indv Home Supts w/o Training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal
Juniper Breeze	Indv Home Supts Training						Accra Portal
Juniper Breeze	Indv Home Supts Training						Accra Mobile
Juniper Breeze	Indv Home Supts Training						Accra Mobile
Timmy Allen, Tommy Allen	Personal Care 1:2						Accra Mobile
Juniper Breeze	Indv Home Supts Training						Accra Portal
Juniper Breeze	Indv Home Supts Training						Accra Mobile



*Add Shift - Shift Confirmation:* After all the data needed has been entered and selecting next, you will be redirected to the Shift Confirmation page. Review the data listed on the page to ensure that it is accurate, add any care/shift notes that apply to the shift (if applicable), review the attestation statement before selecting the electronically sign radio button, and then select the "Sent for RP Approval" button to submit the shift for RP approval.

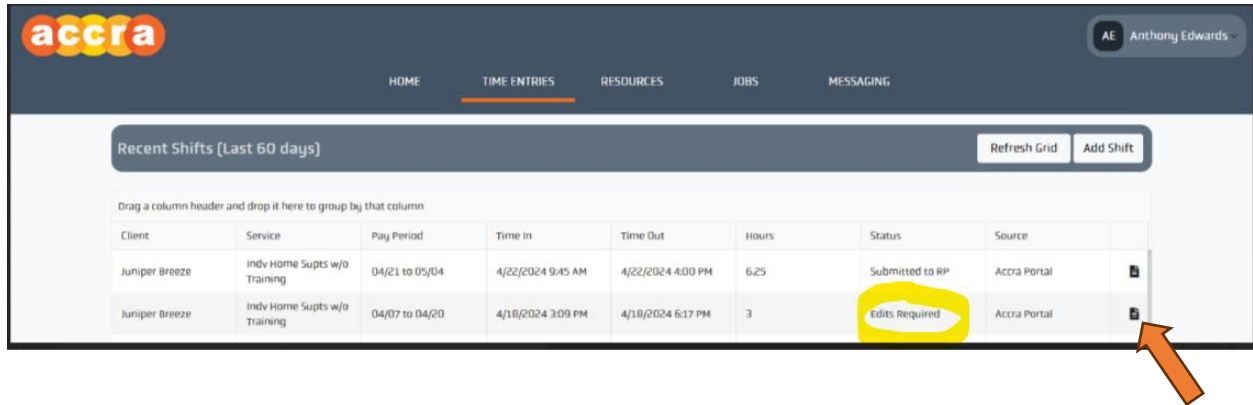
The screenshot displays the Accra web application interface. At the top, the Accra logo and navigation tabs (HOME, TIME ENTRIES, RESOURCES, JOBS, MESSAGING) are visible. The user's name, Anthony Edwards, is shown in the top right. The main content area features a 'Recent Shifts (Last 60 days)' table with columns for Client, Service, and Source. A modal window titled 'Add Shift - Shift Confirmation' is open, containing the following information:

- Client:** Juniper Breeze
- Service:** Indv Home Supts w/o Training
- Date:** 04/03/2024
- Time In:** 12:00 AM
- Time Out:** 11:30 PM
- Length:** 23 hours, 30 minutes
- Care Notes (optional):** Add Notes
- Shift Notes (optional):** Add Notes
- Attestation:** I, Anthony Edwards, certify that the Client was not in a hospital, care facility, or incarcerated during this shift. This shift represents actual hours and specific times I provided services as specified in the Client's Care Plan. I understand that falsifying information is Medicaid fraud.
- Click to electronically sign

Buttons for 'Back' and 'Send for RP Approval' are located at the bottom of the modal. The footer of the application includes the address (12600 WHITEWATER DR. SUITE 100, Minnetonka, MN 55343), phone number ((866) 935-3515), and operating hours (MON.-THURS. | 8AM to 4:30PM, FRI. | 8AM to 4PM). The copyright notice is © 2024 ACCRA CARE, INC.

### How to Edit a Shift -

If you see on the time entries, recent shifts log sheet that the status of a shift reads, "Edits Required", you will have to edit the shift before resubmitting it for RP approval again. Select the paper icon found in the last column that corresponds to the shift line that needs to be edited.





accra

AE Anthony Edwards

HOME TIME ENTRIES RESOURCES JOBS MESSAGING

Recent Shifts (Last 60 days) Refresh Grid Add Shift

Drag a column header and drop it here to group by that column

Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source	
Juniper Breeze	Indy Home Supts w/o Training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal	
Juniper Breeze	Indy Home Supts w/o Training	04/07 to 04/20	4/18/2024 3:09 PM	4/18/2024 6:17 PM	3	Edits Required	Accra Portal	



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After you have selected the edit shift function, the Shift Details screen will pop-up and review the initial shift data that was entered. If you selected the wrong client/service when you entered the shift, you will have to delete the shift and re-add the shift to correct this issue. If you need to edit the time in/out or any notes, select the "Edit Shift" button found on the bottom right of the shift details page to edit the shift details.

The screenshot shows the Accra web application interface. At the top, there is a navigation bar with the Accra logo on the left and a user profile 'AE Anthony Edwards' on the right. The main navigation menu includes 'HOME', 'TIME ENTRIES', 'RESOURCES', 'JOBS', and 'MESSAGING'. Below the navigation is a section titled 'Recent Shifts (Last 60 days)' with 'Refresh Grid' and 'Add Shift' buttons. A table of shifts is visible, with columns for Client, Service, Pay Period, Time In, Time Out, Hours, Status, and Source. A 'Shift Details' modal window is open, displaying the following information:

- Client: Juniper Breeze
- Time In: 3:09 PM
- Time Out: 6:17 PM
- Total Hours: 3
- Status: Edits Required
- Service: Indv Home Supts w/o Training
- Tasks Completed: None
- Care Notes: RF
- Caregiver Signature Date: 4/18/2024 6:20:49 PM
- Caregiver Shift Notes: None
- Responsible Party Notes: RF

At the bottom of the modal are two buttons: 'Delete Shift' (red) and 'Edit Shift' (dark blue). The footer of the application contains contact information: '12600 WHITEWATER DR. SUITE 100, Minnetonka, MN 55343', phone '(866) 935-3515', and hours 'MON.-THURS. | 8AM to 4:30PM, FRI. | 8AM to 4PM'. The copyright notice is '© 2024 ACCRA CARE, INC.'.



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If payroll rejected the shift, payroll notes will appear at the top indicating the issue that prevented the payroll representative from processing the shift. If the Responsible Party rejected the shift, the Responsible Parties notes will appear below the payroll notes section. Correct the issue, add any notes, click on the attestation box, and then select the, "Send for RP Approval" to send the corrected shift to the Responsible Party to review and approve.

**accra** Anthony Edwards

Recent Shifts (Last 60 days)

Drag a column header and drop it here to get

Client	Service	Source
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	RP Accra Mobile
Juniper Breeze	Indv Home Supts Training	RP Accra Mobile
Timmy Allen, Tommy Allen	Personal Care 12	RP Accra Mobile
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	RP Accra Portal
Juniper Breeze	Indv Home Supts Training	Payroll Accra Mobile

**Edit Shift**

Please review the notes below and correct your shift. You cannot change the date, client, or service of your shift. To change those items you must delete your shift and enter in a new shift.

**Payroll Note:**  
Please review the shift length

**Client:** Juniper Breeze  
**Service:** Indv Home Supts w/o Training  
**Date:** 04/03/2024

**Time In:** 12:00 AM **Time Out:** 06:30 PM  
**Length:** 18 hours, 30 minutes

**Care Notes (optional):**  
Add Notes

**Shift Notes (optional):**  
Add Notes

**Attestation:**  
I, **Anthony Edwards**, certify that the Client was not in a hospital, care facility, or incarcerated during this shift. This shift represents actual hours and specific times I provided services as specified in the Client's Care Plan. I understand that falsifying information is Medicaid fraud.

Click to electronically sign

**Delete Shift** **Send for RP Approval**

12600 WHITEWATER DR, SUITE 100  
Minnetonka, MN 55343

(866) 935-3515  
MON - THURS. | 8AM to 4:30PM  
FRI. | 8AM to 4PM

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## Location Permission -

When logging into the Accra Access Portal for the first time through the web browser, the site will request permission to access your location. You will need to allow the site permission to access your location before you will be able to log time through the Accra Access Portal.

**\*\*Please note, the site will only tag the user's location when clocking in/out of shifts. The site will not continuously track the user's location.**

If a user declines permission for the site to access the user's location, they will be greeted by a pop-up with instructions for each different browser on how to approve location access for the website. Click the link that corresponds to the web browser you are using and follow the instructions which will guide you through enabling your location service for the site.

The screenshot shows the Accra Access Portal interface. At the top, there is a navigation bar with the Accra logo and user information 'AE Anthony Edwards'. Below the navigation bar, there are tabs for 'HOME', 'TIME ENTRIES', 'RESOURCES', 'JOBS', and 'MESSAGING'. The main content area is titled 'Recent Shifts (Last 60 days)' and includes a 'Refresh Grid' and 'Add Shift' button. A table of shifts is displayed with columns for Client, Service, Pay Period, Time In, Time Out, Hours, Status, and Source. A pop-up dialog box titled 'Location Access Needed' is overlaid on the table, containing the following text: 'You do not have geolocation services enabled. Please enable location services and try again. For more information on how to enable location services, please visit the following link depending on your common browser type.' Below this text are four links: 'Google Chrome', 'Mozilla Firefox', 'Microsoft Edge', and 'Safari'. A 'Close' button is located at the bottom right of the dialog box. At the bottom of the page, there is contact information: '12600 WHITEWATER DR. SUITE 100, Minnetonka, MN 55343', a phone number '(866) 935-3515', and operating hours 'MON - THURS | 8AM to 4:30PM, FRI | 8AM to 4PM'. A copyright notice '© 2024 ACCRA CARE, INC.' is also present.

Client	Service	Pay Period	Time In	Time Out	Hours	Status	Source
Juniper Breeze	Indy Home Suprs w/o training	04/21 to 05/04	4/22/2024 9:45 AM	4/22/2024 4:00 PM	6.25	Submitted to RP	Accra Portal
Juniper Breeze	Indy Home Suprs w/o training	04/07 to 04/20	4/18/2024 3:09 PM	4/18/2024 6:17 PM	3	Edits Required	Accra Portal
Juniper Breeze	Indy Home Suprs w/o training	04/07 to 04/20				Submitted to RP	Accra Mobile
Juniper Breeze	Indy Home Suprs w/o training	04/07 to 04/20				Approved by RP	Accra Mobile
Timmy Allen, Tommy Allen	Personal Care 1:2	04/07 to 04/20				Submitted to RP	Accra Mobile
Juniper Breeze	Indy Home Suprs w/o training	04/07 to 04/20				Submitted to RP	Accra Portal
Juniper Breeze	Indy Home Suprs w/o training	03/10 to 03/23				Submitted to Payroll	Accra Mobile

Google Chrome: [Google Chrome: Enabling Location Access](#)



Mozilla Firefox: [Mozilla Firefox: Enabling Location Access](#)

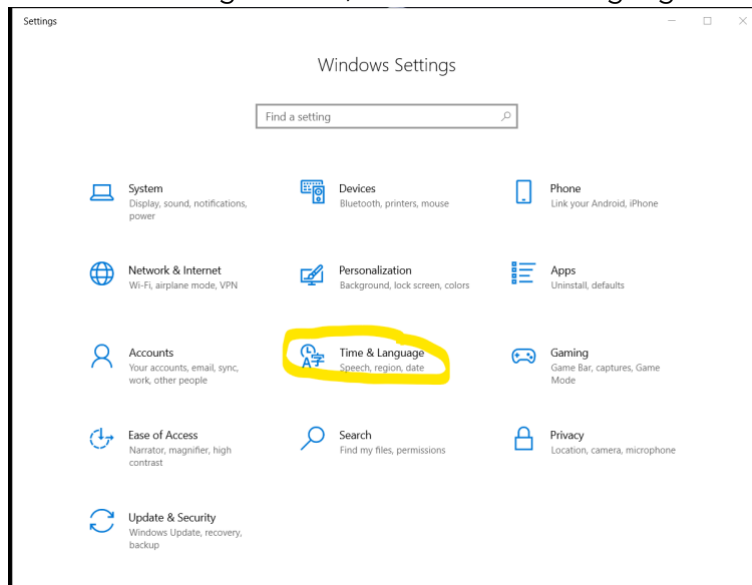
Microsoft Edge: [Microsoft Edge: Enabling Location Access](#)

Safari: [Safari: Enabling Location Access](#)

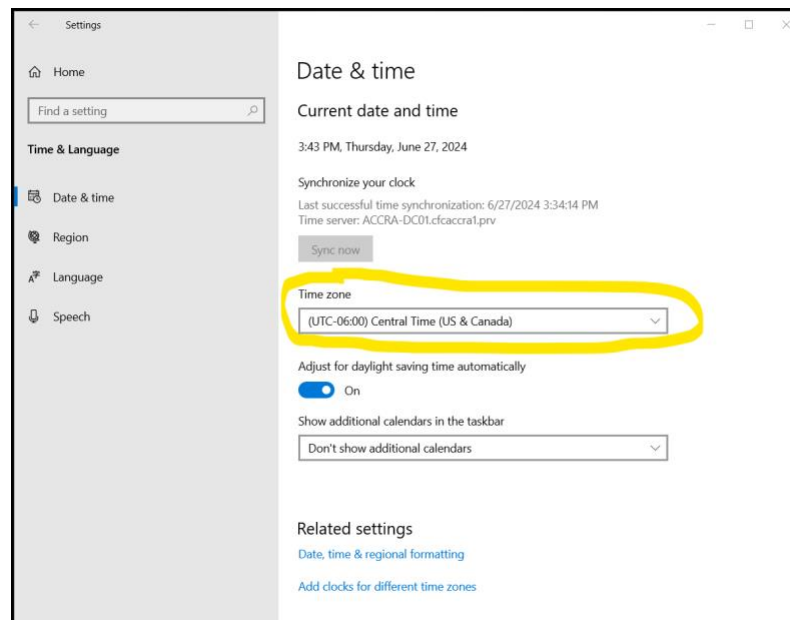
**How to set the time zone on your device -**

**Microsoft Windows:**

- Select the Start icon located in the lower left corner on the Taskbar (  ).
- Select "Settings", or the gear icon (  ).
- From the Windows Settings screen, select "Time & Language"



- Select the drop-down option under the Time zone field and the correct time zone that corresponds to the user's location.



**Apple Mac: [Change Date & Time Settings on Mac](#)**