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.
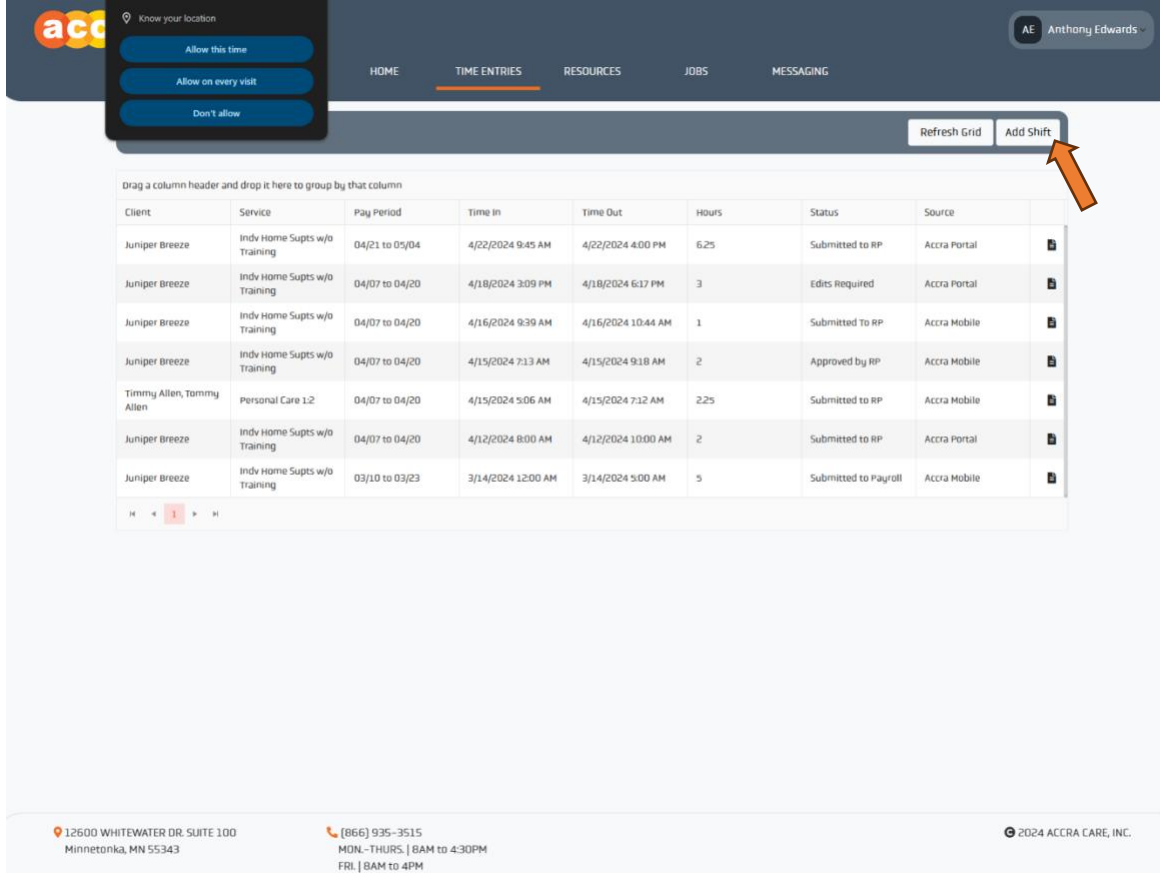

Once you are on the Time Entries screen, you will see a table that lists all the shifts you have submitted along with information about the shift (client, service, pay period, time in/time out, length of the shift, status of that shift, source the shift was submitted through, and the edit shift function).

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.

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

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.

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.

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.

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.
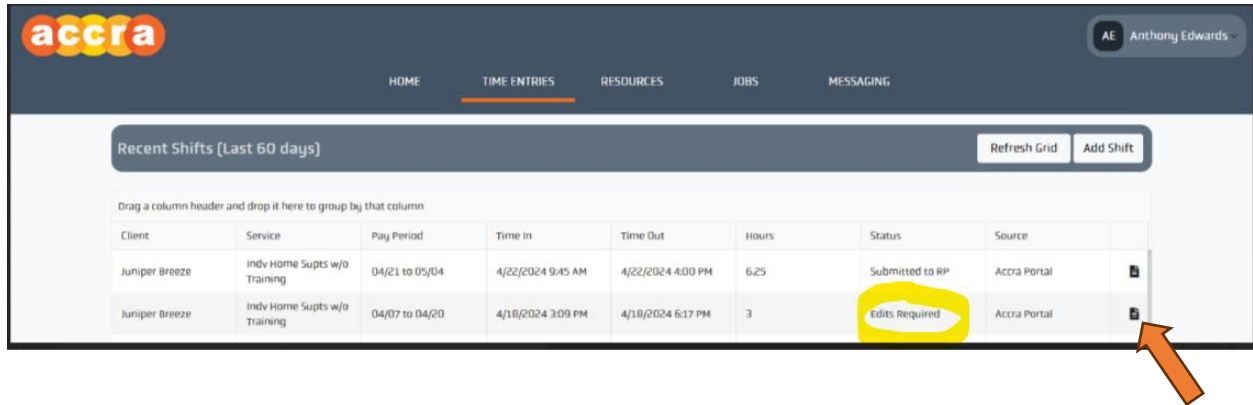
How to Edit a Shift –

      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.

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.

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.

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.

Google Chrome: Google Chrome: Enabling Location Access

Mozilla Firefox: Mozilla Firefox: Enabling Location Access

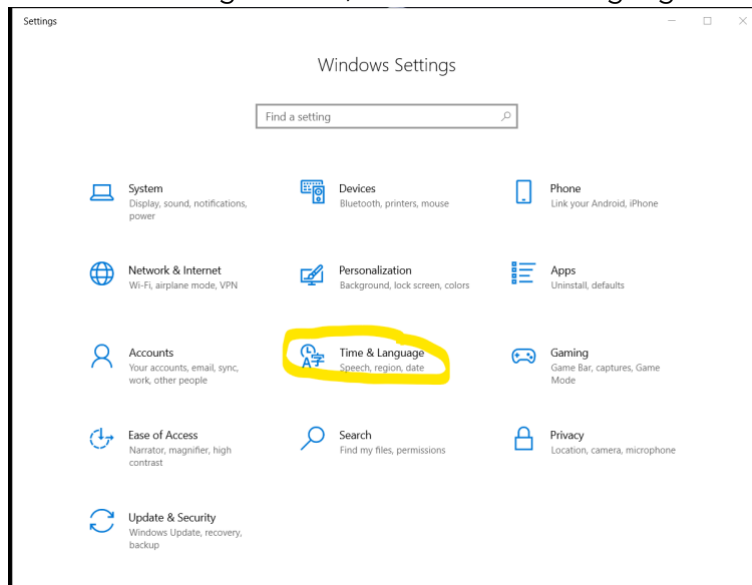Microsoft Edge: Microsoft Edge: Enabling Location Access

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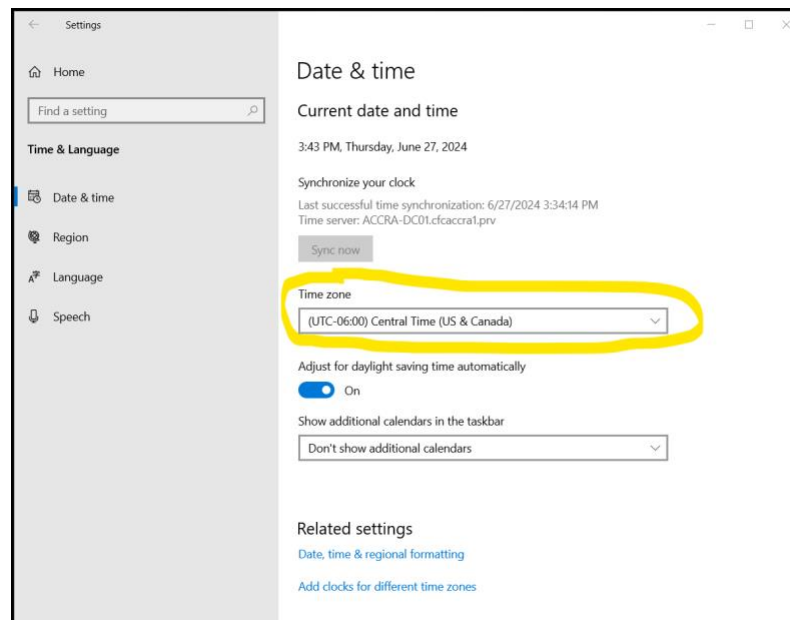
Apple Mac: [***Change Date & Time Settings on Mac***](#)