

SwyftCG App Offline Mode

How caregivers enable and use the offline mode on the SwyftCG App



Offline Mode – Connect With Limited/No Connectivity

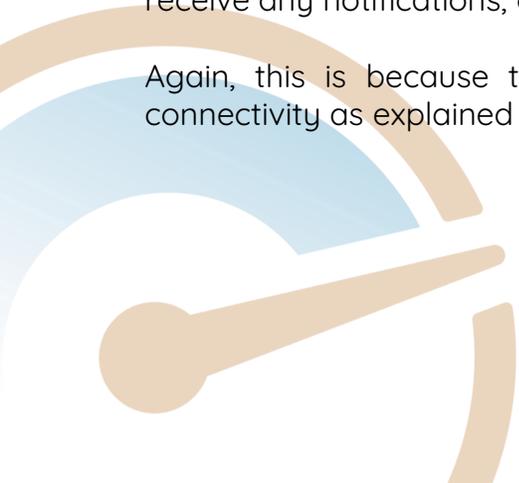
- ☉ When in an area of strong connectivity (home, office), open the SwyftCG App.
- ☉ Login to the SwyftCG app.
- ☉ Leave the SwyftCG app open on the device at the schedule screen.
- ☉ Go to the shift, do not close out or log out of the SwyftCG app, leave it up and running on your device.
- ☉ Offline Mode will automatically begin if there is low connectivity IF the app has not been closed out or logged out since being connected earlier.
- ☉ Proceed to use the SwyftCG app as usual to clock in, complete the shift, and clock out.
- ☉ Leave the SwyftCG app open and logged in (not clocked in) when leaving the shift.
- ☉ When an area of strong connectivity is reached, the SwyftCG app will automatically transmit the shift data to the SwyftOps admin portal.

NOTE – When in offline mode, GPS features will not work (if enabled in EVV Settings).

Due to this the office will receive a “Late Shift” alert stating the caregiver did not clock in. Please follow your standard Late Shift Alert office protocols to verify if the caregiver is at the location.

In Offline Mode, app users will also not be able to use the two-way messaging, will not receive any notifications, or be able to update their profile

Again, this is because the app is in offline mode and cannot transmit data without connectivity as explained above.



855-55-Swyft (855-557-9938)
Support@SwyftOps.com
© 2019 SwyftOps & Aegle Technologies