



General Menu- Click The Three Lines in Upper Right Corner

- **My Schedules-** Will display the current schedule; scroll to review all upcoming shifts, click a shift to review shift details. This is also the default view upon login.
- **My Past Work-** If enabled, displays the current and prior period completed or processed shifts to a caregiver in the app. Allow a caregiver to review completed/total hours.
- **Open Shifts-** Displays open shifts available needing a caregiver; click on an open shift to request to work the shift.
- **New Shift-** Allows the caregiver to create their own shift(s).
- **Shift Adjustments-** Allows the caregiver to adjust current and past shifts.
- **New Incident-** Allows the caregiver to create incidents outside a shift.
- **New Medications-** Ability to add new medications for a client.
 - NDC codes can be found online or next to the barcode on the medication.
- **Notifications-** Overall alerts from SwyftOps admin portal will flow through to this area, examples: upcoming shift alerts, expired documents.
- **Messages-** Access to the two-way built-in messaging system.
- **Complaints & Grievances-** Add new complaints or grievances or review the progress for any ongoing entries that have been already submitted.
 - Click on any submitted entry to review any progress on the submission.



- **Client Documents-** Upload documents to the client's profile.
- **My Profile-** Click the avatar to upload a photo, add or edit name, address, contact information, and enter any personal characteristics or client preferences.
- **My availability-** Allows caregivers to change their availability.
- **My Unavailability-** Excluded dates a caregiver cannot be scheduled (time off for example).
- **My Vaccinations-** Allows caregiver to upload their vaccinations.
- **My Licenses/Reqs-** Allows caregivers to update/add new licenses.
- **Upload Document-** Uploads a document to the caregiver's profile.
- **Misc. Charges-** The ability for caregivers to add Misc. Charges to a shift.
- **About-** Displays app information.
 - SwyftOps support will commonly ask caregivers to check this for information when troubleshooting.
- **Reset Device Data-** Tool to clear app cache, helpful if data is not populating to the app. Do not “Reset Device Data” if you are clocked into a shift.
- **Logout-** Click this to log out of the SwyftCG App.
- **Location toggle-** If there are multiple offices being worked, select the correct office by:
 - Clicking the arrows box at the top of the General Menu Screen.
 - Choose the correct office from the “Select Your Office” screen