

## **Helpers, Inc. Time Tracker**

### **Frequently Asked Questions**

Updated 11/6/17

**1. What is the website for the Helpers, Inc. Time Tracker system (HITT)?**

- [www.Helpersinc.org/hitt](http://www.Helpersinc.org/hitt)

**2. I am not getting the verification email. What is wrong?**

- Please make sure you chose SIGN-UP in the upper right-hand corner the first time you access the system. After your sign-up is complete, you will then always choose log-in.
- The email address that has been loaded in the HITT system is the email address that Helpers, Inc. has on file. Should you want to use another email address, please contact Helpers, Inc. to update it. You can also go to our website [www.helpersinc.org](http://www.helpersinc.org) and submit Change of Information form under the Forms tab under General Forms.
- If you have checked both these options, and you still do not get the notification, please contact our office and we will be happy to assist you.

**3. I forgot my password. What do I do?**

- Click on the “Don’t Remember Your Password?” link on the log in screen of the HITT system. An email will be sent to verify your account. You will then be directed to a screen to reset your password. Helpers, Inc. does not have record of your password.

**4. Do I still clock in and out using KS Authenticare?**

- **YES, THIS IS NOT A REPLACEMENT OF THE AUTHENTICARE SYSTEM. THIS IS SIMPLY A WAY FOR YOU TO VIEW TIME THAT HAS BEEN RECORDED IN THE AUTHENTICARE SYSTEM.**

**5. Today’s shifts are not showing up in the HITT system?**

- HITT is not a real-time system. Always take note of the “Updated” date and time that is listed in the upper right-hand corner of the HITT screen. The data within HITT is extracted from Ks Authenticare. The “Updated” date and time will show you the last time data was imported into the HITT system. Updates occur daily Monday-Friday. No updates will occur on weekends or major holidays. Please do not submit time changes for periods beyond the last upload date.

**6. I am in the system but I cannot see any data.**

- The HITT system does not recognize Safari, and possibly other older versions of internet browsers. The HITT system is only compatible with the Chrome browser.

**7. Can I use the HITT website from my cell phone?**

- Yes. The system can be viewed from a computer, tablet, or cell phone. Please make sure you are on the Chrome browser on your cell phone as well.

**8. I am in the “Current Week” or “Current Pay Period” or “Current Month” screen and it will not allow me to click on the claim to create a Change Request.**

- The HITT system only allows Change Requests to be generated from the Dashboard. It is highly recommended that shifts are corrected within 48 hours of the shift date.

**9. If I see an open shift, how do I correct it?**

- On the dashboard, click on the orange shift. A change request form will open. Enter the time that needs to be corrected. Click “Request Time Entry Change”.

**10. I see a claim that has an incorrect time. How do I correct it?**

- Clock in or clock out times can be adjusted by simply clicking on the “Start“ or “End” time listed on the HITT system dashboard. A Change Request will appear for you to correct the time.

**11. Can I enter a complete shift?**

- No. The state rules have not changed. A complete shift cannot be entered on the HITT system.

**12. I see a claim that needs to be deleted from Authenticare.**

- Click on the “Start” or “End” time listed on the HITT system dashboard. A Change Request will appear. Fill out the Change Request and choose “Other” as Reason For Time Entry Request and then type DELETE in “Other Reason”.

**13. I am a parent or guardian who is paid for services and have submitted a Change Request, but the information has not been updated.**

- You will see on the Client side that there are Alerts in the Pending Approval section. If you logged in as the worker and generated a Change Request from there, it will need to be Approved on the Client side. If you log in from the Client side and generate a Change Request, no approval will be needed. In the upper right-hand corner, you can click on the name and then toggle from the client side to the worker side. You should always be in the client side to approve or make time changes.

**14. I need to generate a Change Request for a clock in and an activity is required on the Change Request even though I entered them all when I clocked out.**

- One activity code is needed to submit the form. The codes that you used to clock out with the Authenticare system, will not be adjusted.

**15. I am on the Change Form and I do not want to submit it or need to return to the dashboard, how do I do that?**

- Click on the Blue circle with the X on the top of the form. If that does not work, refresh your screen and it will take you back to the dashboard.

**16. Why do I continue to get notices?**

- If the worker has submitted a time correction, you will continue to receive notices until the shift has been approved by the client.
- Workers should notify clients as soon as they submit a correction to ensure the client approves the correction before the deadline for approval.

**17. As a client, I am getting notices that I am almost out of hours. Why?**

- The HITT system will send clients a notice when you are within 12 hours of your total authorized units. Please use this to help you track your hours and not exceed your total authorized hours. Workers do not get this notice as it is just for clients.

**18. If I cannot access the HITT system, can I still submit a time entry change form?**

- Helpers, Inc. will still accept signed time entry change forms if you do not have access to a computer or cannot use the system. Remember those forms must be signed by the worker and the client and submitted by the deadline.

**IMPORTANT: The HITT system is not a real-time system. Please always look at the Upload Date and Time before making time changes. No updates will occur on weekends or major holidays. Please do not submit time changes for periods beyond the last upload date.**