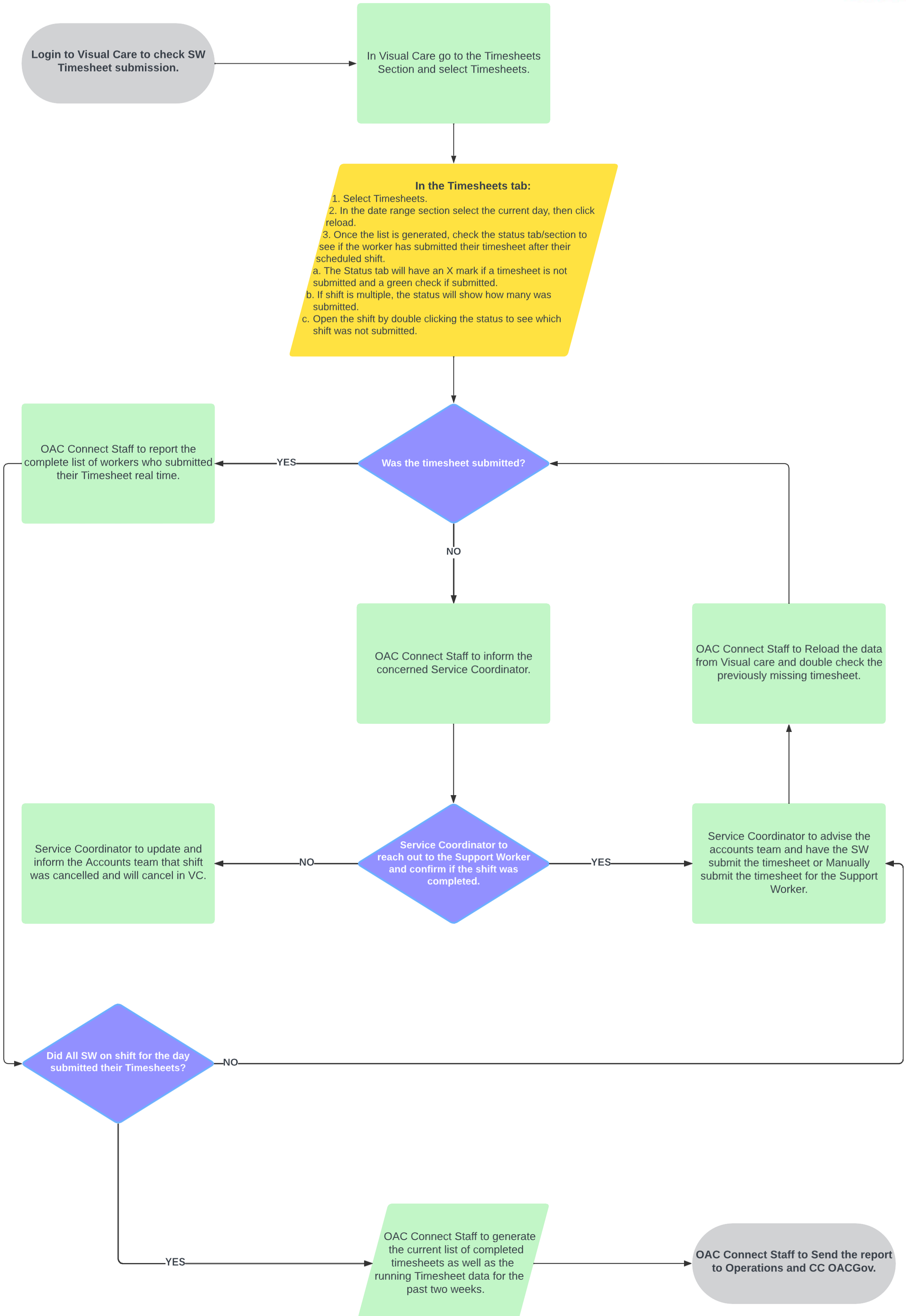
Login to Visual Care to check SW Timesheet submission.
In Visual Care go to the Timesheets Section and select Timesheets.
In the Timesheets tab:
1. Select Timesheets.
2. In the date range section select the current day, then click reload.
3. Once the list is generated, check the status tab/section to see if the worker has submitted their timesheet after their scheduled shift.
a. The Status tab will have an X mark if a timesheet is not submitted and a green check if submitted.
b. If shift is multiple, the status will show how many was submitted.
c. Open the shift by double clicking the status to see which shift was not submitted.
Was the timesheet submitted?
YES
OAC Connect Staff to report the complete list of workers who submitted their Timesheet real time.
NO
OAC Connect Staff to inform the concerned Service Coordinator.
OAC Connect Staff to Reload the data from Visual care and double check the previously missing timesheet.
Service Coordinator to reach out to the Support Worker and confirm if the shift was completed.
NO
Service Coordinator to update and inform the Accounts team that shift was cancelled and will cancel in VC.
YES
Service Coordinator to advise the accounts team and have the SW submit the timesheet or Manually submit the timesheet for the Support Worker.
Did All SW on shift for the day submitted their Timesheets?
NO
YES
OAC Connect Staff to generate the current list of completed timesheets as well as the running Timesheet data for the past two weeks.
OAC Connect Staff to Send the report to Operations and CC OACGov.