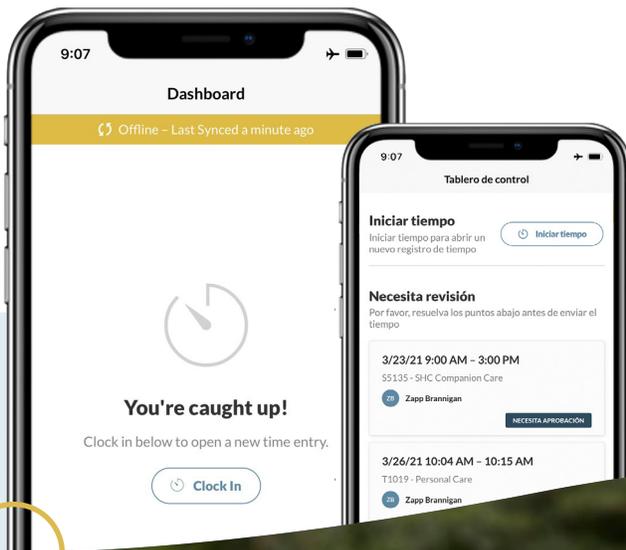




# The GT App User Guide

Everything you need to know  
to get set up and get paid



Visit us online at [gtsd.org/app](https://gtsd.org/app) for more information

# Table of Contents

Downloading the GT App	3
How to Set Up Your Account	5
How to Sign In	7
How to Reset a Password or Username	9
How to Create a Time Entry	10
How to Clock In to a Shift	12
How to Clock Out of a Shift	14
How to Edit a Time Entry	15
How to Create a Manual Time Entry	16
How to Create a Mileage Entry	17
How to Edit a Mileage Entry	19
How to Get Participant Approval	20
How to View Timesheets and Participant Info	23
How to View or Edit Account Settings	26
How to Fix Unexpected Issues	28
Request Support	32

## Watch the Videos

Scan or click to play



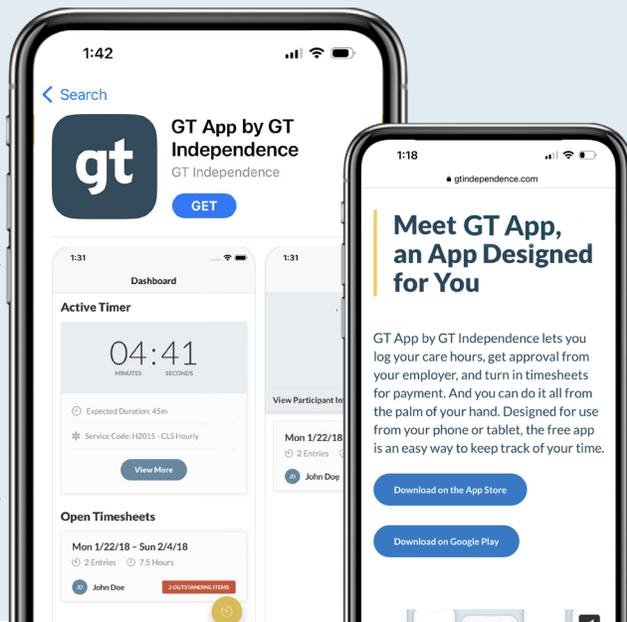
To watch a video about a topic, use the QR (quick response) code provided in that section.

**If you are reading this guide on a screen,** simply click or tap the QR code.

**If you have a paper copy,** use the camera on a smartphone or tablet to “scan” the code. Point the device’s camera at the QR code until a banner with a link appears. Tap the banner to go to the video.



# Downloading the GT App



# Downloading the GT App

## Download the app to your phone or tablet

To download the GT App, search “GT Independence” in the App Store or Google Play.

You can also visit [gtsd.org/app](https://gtsd.org/app). Select “Download on the App Store” if you have an Apple device. If you have an Android device, choose “Download on Google Play.” Then, install the GT App on your device.

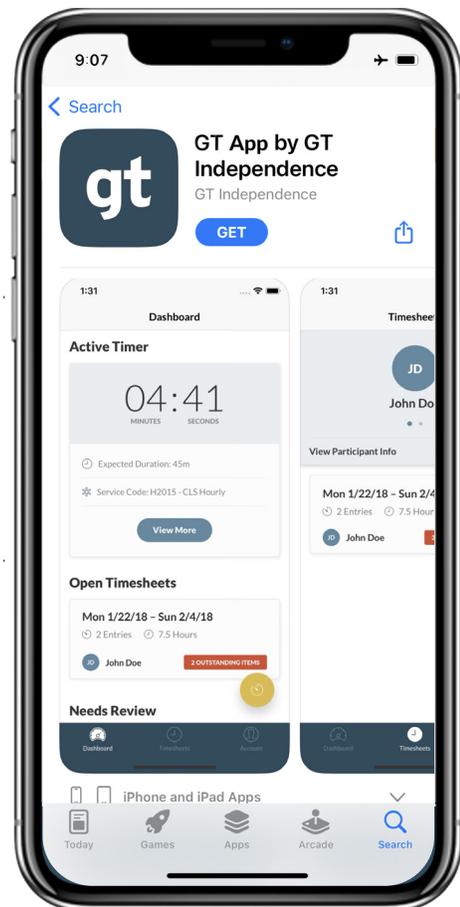
## System Requirements



Updating your device’s operating system (OS) can help keep the app working well.

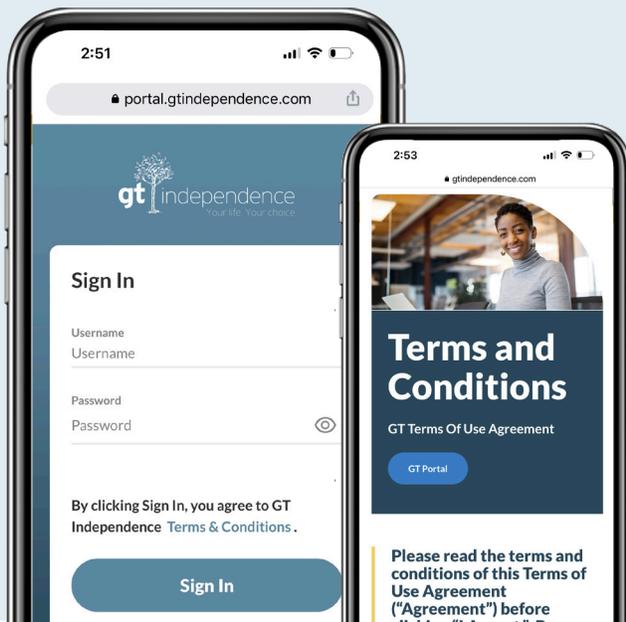
[How to check your iOS version](#)

[How to check your Android version](#)





# How to Set Up Your Account



# How to Set Up Your Account

## How to Get a Username and Password

Before starting the GT App, you need a GT Portal account. Your portal account syncs with the GT App. This lets you and your participant track your latest time entries. You can also find your pay schedule and other important resources on the portal.

### Watch the Video

Scan or click to play



#### Step 1

#### Visit [portal.gtindependence.com](https://portal.gtindependence.com)

You can use a phone, tablet, or computer. Type [portal.gtindependence.com](https://portal.gtindependence.com) in your internet browser (like Chrome, Safari, or Edge).

#### Step 2

#### Select *Create Account*.

#### Step 3

#### Choose your portal account type.

Since you are the person providing services, choose *Caregiver*.

#### Step 4

#### Fill out the required information to create your account.

To get started, fill out all the required fields. Double check to make sure everything is correct.

You should have been given your Account ID during enrollment. If you can't find your Account ID, call GT at 877.659.4500.

Create a username and password that you will remember. If you ever forget either one, you can use your email address to reset them.

#### Step 5

#### Verify your email to activate your account.

Check your email for a message called "GT Independence Portal Account Verification." Check your junk mail or spam folders if you do not find it.

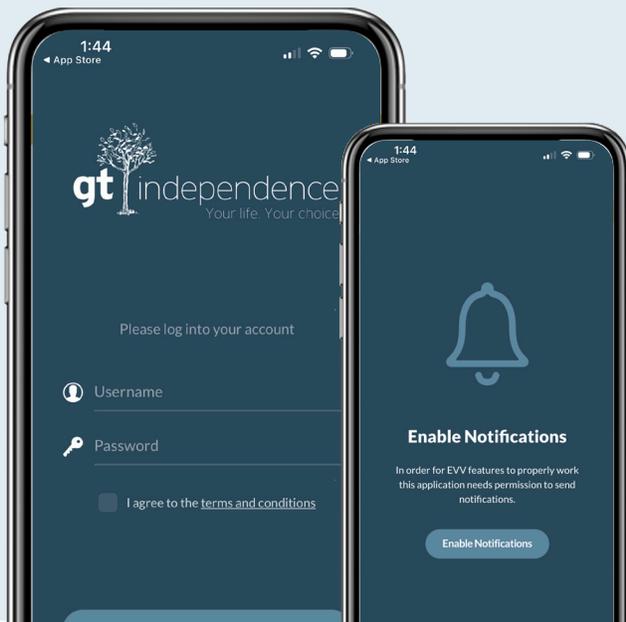
Open the email and select the *Verify Email Address* button.

Verifying your email activates your GT Portal account and takes you back to the portal. Your email address must be verified before you can sign in to the portal.

If you have trouble with the verification email, call customer service at 877.659.4500 to get your account activated.



# How to Sign In



# How to Sign In

- Step 1** Open the GT App on your phone or tablet.
- Step 2** Turn on Location Services and Notifications when asked.
- Step 3** Enter the same username and password you created for the GT Portal.
- Step 4** Check the box agreeing to the App Terms and Conditions.
- Step 5** Select the *Sign In* button.
- Step 6** Create a PIN (personal identification number) for the app. Make sure it is easy for you to remember. You may also be required to add a passcode or screen lock to your phone or tablet.

How to create a [screen lock on Android](#)

How to create a [passcode on iPhone](#)

## Watch the Video

Scan or click to play



## Enable Location



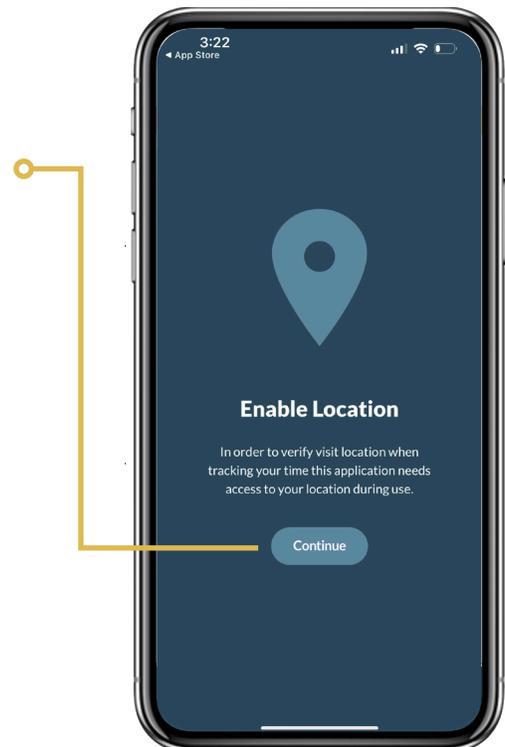
### Why are location services required?

The app needs location services to work.

The app only uses your location when clocking in, clocking out, and getting shift approval. The app does not track your location at any other time. **Your privacy is important to us.**

### What if I don't have a GT Portal account?

Go to page 6 of this guide and follow the steps to create a portal account.



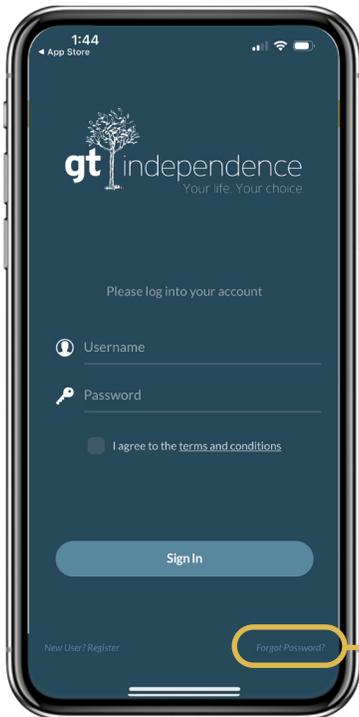
# How to Sign In

## How to Reset a Password

Watch the Video  
Scan or click to play



- Step 1** Click *Forgot Password*, and you will be taken to the GT Portal.
- Step 2** Fill in your username.
- Step 3** Select *Send Reset Link*.
- Step 4** Check your email for a message from GT on how to reset your password.
- Step 5** Select the link in the email and follow the instructions.

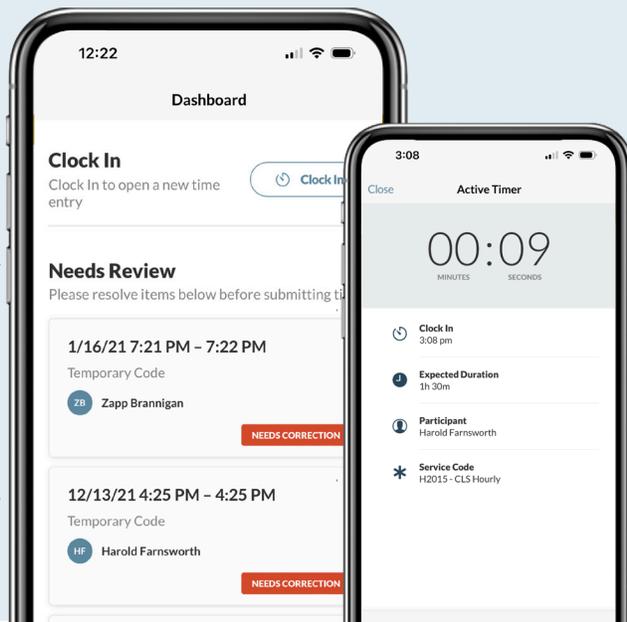


Locate the *Forgot Password* button on the lower right of the GT App login screen.

## How to Reset a Username

- Step 1** Click *Forgot Password*, and you will be taken to the GT Portal.
- Step 2** Select *Forgot Username?* in the bottom right.
- Step 3** Fill in your email.
- Step 4** Select *Email My Username*.
- Step 5** Check your email for instructions from GT on how to open your account.

# How to Create a Time Entry



# How to Create a Time Entry

## Welcome Tutorial

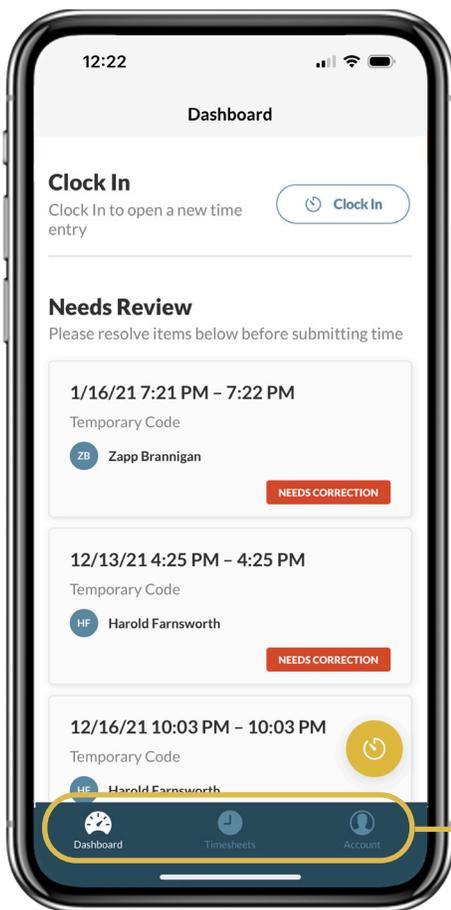
The first time you sign in, an app tutorial appears. This tutorial walks you through the app and explains how the app works. You can view the tutorial anytime from your Account settings (see page 27).

**Watch the Video**  
Scan or click to play



## Your Dashboard

Your dashboard is your main screen on the app. From the dashboard, you can start a new time entry. You can also access the navigation menu on the bottom of your screen.



Goes to your *Dashboard*



Goes to your *Timesheets*

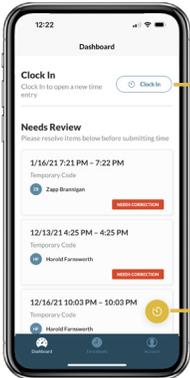


Goes to your *Account*

# How to Create a Time Entry

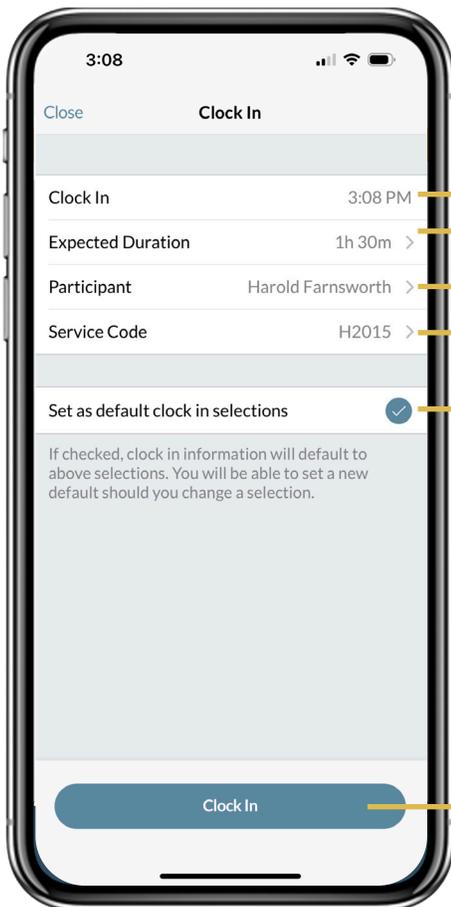
## How to Clock In to a Shift

**Watch the Video**  
Scan or click to play



You can clock in (and out) from anywhere. From your dashboard, start a new time entry by selecting the *Clock In* button. You can also start a time entry by tapping the round yellow circle.

The *Clock In* screen appears. This information may already be filled in. If you notice anything wrong, tap the field to change it.



### Clock In Time

This shows the exact time you selected the *Clock In* button. You can change this time at the end of your shift, if needed.

### Expected Duration (Optional)

This is how long you expect your shift to last. A notification will remind you to clock out when your shift is over.

### Name of Participant

This is the name of the person you are serving (your employer).

### Service Code

This is the official code for the service you provide. Choose the service code that matches the support you're providing during this shift.

### Toggle: Set as default clock in selections

If you work a typical shift (same service code and same hours), you can toggle this setting on. This saves your clock-in settings to just two clicks.

### Clock In Button

This gets your shift started. The Active Timer will appear on your dashboard.

# How to Create a Time Entry

## Temporary Code

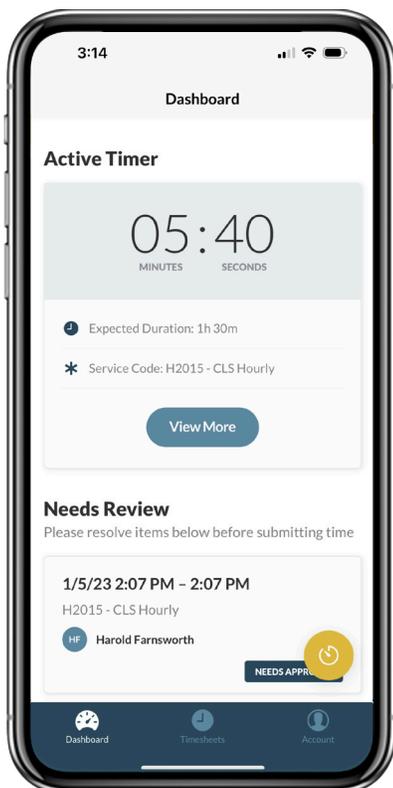
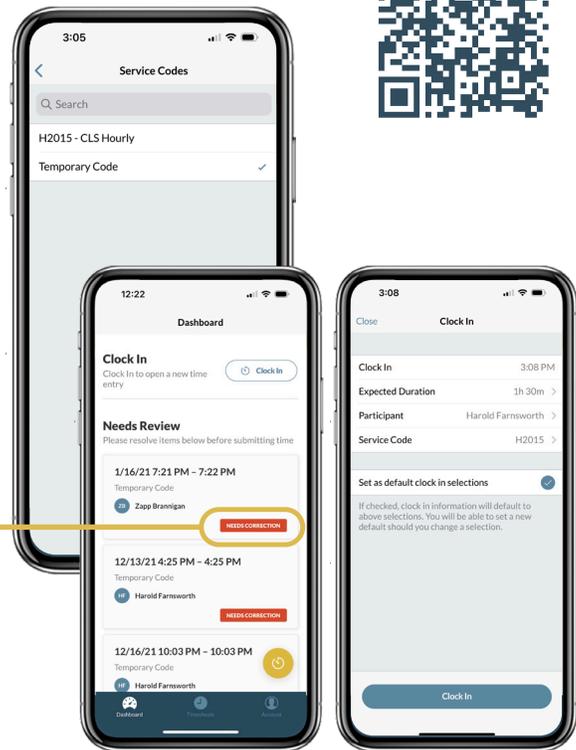


Wait until your official start date to begin work. But if you still haven't received your service codes by your start date, you may be assigned a temporary service code. Use the temporary code until your service codes are available in the app.

**Time entries with a temporary code can't be submitted to GT for payment.**

Time entries made with a temporary code will be marked as *Needs Correction* on the Dashboard. Make sure to update the temporary code to the service code before submitting the time entry to GT for payment. Learn how to edit time entries on page 15.

Watch the Video  
Scan or click to play



## Active Timer

After you clock in, the Active Timer appears on your dashboard. The timer will run for your entire shift, even if you close the app.

You can close the app and start your shift. The app will not use your phone battery when closed, even though your timer keeps running.

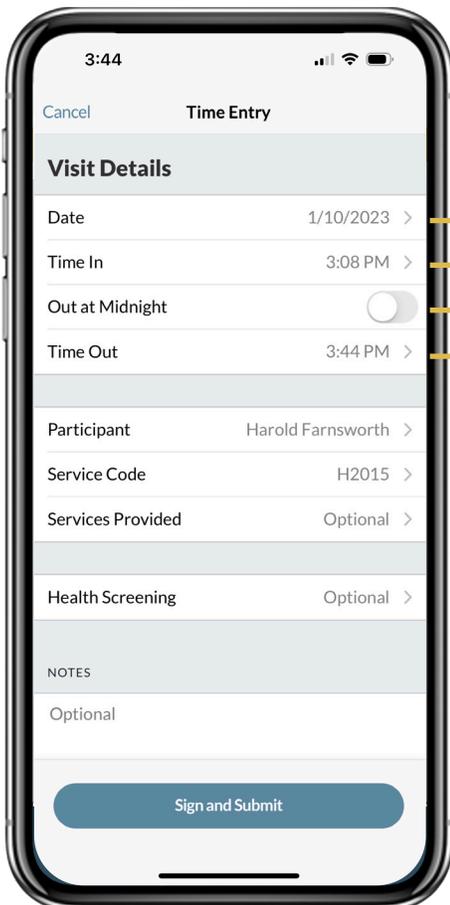
# How to Create a Time Entry

## How to Clock Out of a Shift

**Watch the Video**  
Scan or click to play



- Step 1** When your shift is over, open the app. The Active Timer will still be counting on your dashboard.
- Step 2** Tap the *View More* button. This opens the Active Timer.
- Step 3** Tap the *Clock Out* button. The app will ask you to confirm your clock out. If you're ready to clock out, select *Proceed*.
- Step 4** Review your shift details. If everything is correct, tap *Sign and Submit*.



**Date** | This will display the service date you clocked in. If it is incorrect, tap it to adjust. If you adjust the date, select *Done* to save it.

**Time In** | This is when you clocked in. If the time is incorrect, tap it to adjust. Select *Done* to save the new time.

**Out at Midnight** | This is used if you end your shift at midnight.

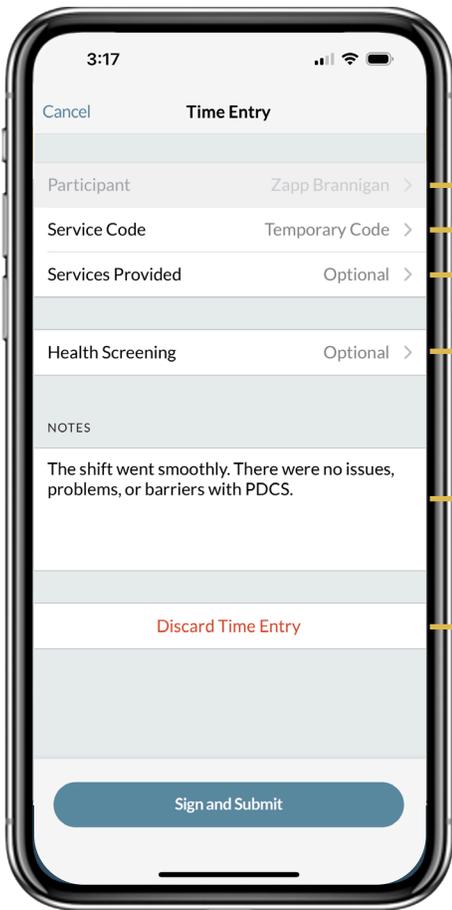
**Time Out** | This is the time you clock out. If the time is incorrect, tap it to adjust. Select *Done* to save the new time.

### Helpful Tip

When clocking in or out, be mindful of your AM and PM settings. This will help prevent unintentional overlaps in shifts.

# How to Create a Time Entry

## How to Clock Out of a Shift (continued)



**Name of Participant** | Check to make sure that the name you entered at the start of your shift is correct.

**Service Code** | Add the official code for the service you're providing. Make sure the number you entered at the start of your shift is correct. You may clock out with a temporary code, but you cannot receive payment for a time entry with a temporary code.

**Services Provided** | Select all the services you provided during your shift from the list. In some states, this is an optional field.

**Health Screening** | Use this feature to help agencies make sure the participant is staying safe and healthy. This field is optional.

**Notes** | Write any important notes about your shift here. (You can also use voice to text.) You, your participant, and your agency can read the notes on the portal. In some states, notes may be required.

**Discard Time Entry** | Select this button if you need to discard your time entry because of an error or other issue.

After tapping *Sign and Submit* the app will ask you to review with a participant. See page 20 for details.

## How to Edit a Time Entry



You can only edit your time entry if your participant has not approved it yet. Simply tap the time entry on your dashboard to make changes. Scroll to the bottom of the time entry screen to see this option.

### You can't edit your time entry if your participant has already approved it.

This is because approved time entries are automatically sent to GT. To make changes to submitted time entries, call GT at 877.659.4500.

# How to Create a Time Entry

## How to Create a Manual Time Entry

If you forgot to clock in for a shift, you can manually add a time entry.

**Watch the Video**  
Scan or click to play



### Step 1

On the *Timesheets* page, tap the **+ Add Entry** button in the top right corner. The app will ask you to confirm your new entry, then select *Proceed*.

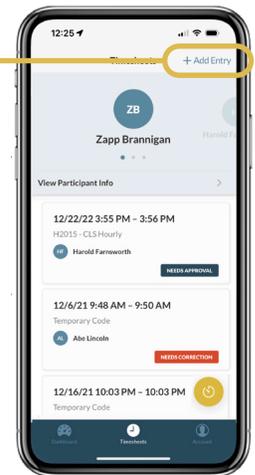
### Step 2

The *Time Entry* page opens. Fill out the Time Entry details, including:

- Date
- Time In
- Time Out
- Participant
- Service Code
- Services Provided (if applicable)
- Notes (if applicable)

### Step 3

Select *Sign and Submit*. Then choose to *Review with Participant* or *Review Later*. Go to page 21 of this guide to learn how to review a time entry.



## When to Use Data or Wi-Fi



### You need Wi-Fi or data to...

- Sign in to the GT App
- Get participant approval on the portal
- Sync approved time entries to GT for payment

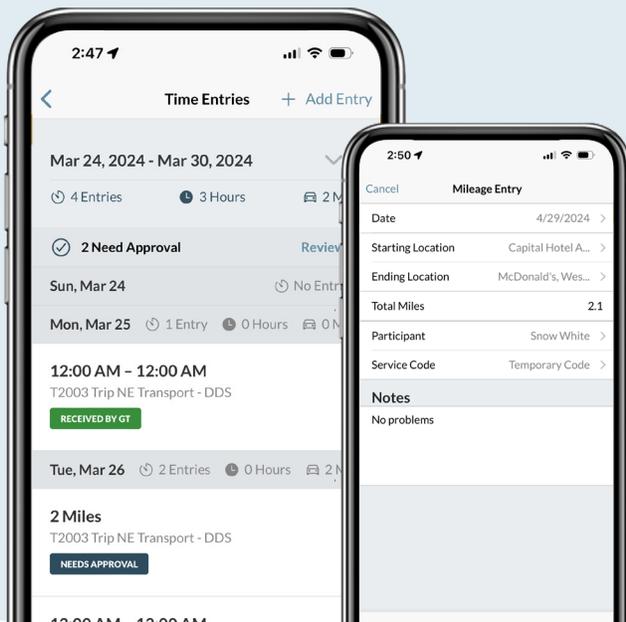
### You don't need Wi-Fi or data to...

- Open your app
- Save your location
- Clock in
- Clock out
- Get participant approval on your device

To sync with GT, tap the *Account* button on the navigation menu at the bottom of your screen. Scroll down and tap the *Sync with GT* button.



# How to Create a Mileage Entry



# How to Create a Mileage Entry

You can use the GT App to track mileage that you drive for participants you serve. Please note that this feature will only appear in your app if you have a mileage-related service code.

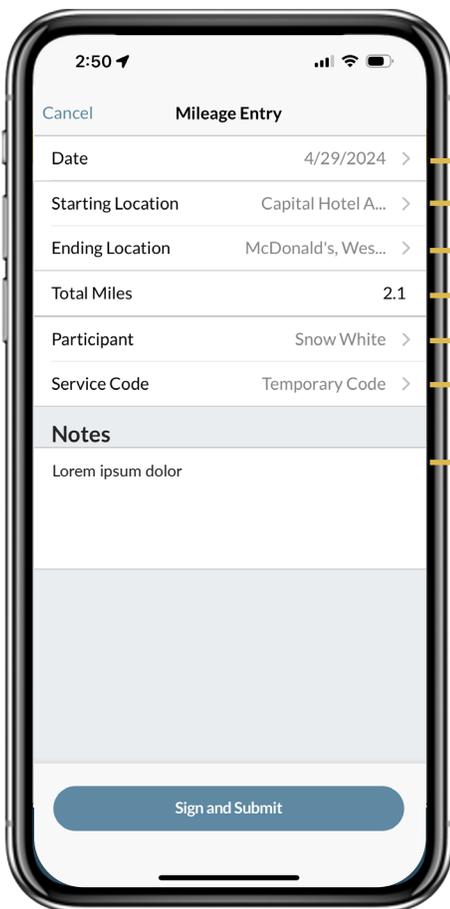
**Watch the Video**  
Scan or click to play



## How to Create a Mileage Entry

From your Dashboard, start a new mileage entry by selecting the *Add Mileage* button. You can also start a mileage entry from the Timesheets tab. Tap *Add Entry* in the upper right-hand corner, then select *Add Mileage*.

The mileage screen appears. From here, you can add in your trip.



The screenshot shows a mobile app interface for creating a mileage entry. At the top, there's a 'Cancel' button and the title 'Mileage Entry'. Below are several input fields: 'Date' (4/29/2024), 'Starting Location' (Capital Hotel A...), 'Ending Location' (McDonald's, Wes...), 'Total Miles' (2.1), 'Participant' (Snow White), and 'Service Code' (Temporary Code). Each field has a chevron icon to its right. Below these fields is a 'Notes' section with a text area containing 'Lorem ipsum dolor'. At the bottom, there is a blue 'Sign and Submit' button.

**Date** | This will always display the date you created the mileage entry. If the date is incorrect, tap it to adjust. Select *Done* to save the new date.

**Starting Location** | This is where you begin your trip. After selecting the field, fill out the description or address. The app syncs with Google Maps to offer autofill options as you type. Select *Done* to save the starting location.

**Ending Location** | This is where you end your trip. After selecting the field, you can fill out the description or address. The app syncs with Google Maps to offer autofill options as you type. Select *Done* to save the ending location.

**Total Miles** | This will autofill based on the most direct route between your starting and ending locations. If you need to adjust the total miles, tap the field.

**Participant** | This is the name of the person you are serving (your employer).

**Service Code** | This is the code for the service you provide. Choose a mileage service code.

**Notes** | This is a place to write any notes about your shift. (You can also use voice to text.) You, your participant, and your agency can read the notes on the portal. In some states, detailed notes may be required.

# How to Create a Mileage Entry

## How to Edit a Mileage Entry



You can edit your mileage entry only if your participant hasn't approved it yet. Simply tap the mileage entry on your dashboard to make changes.

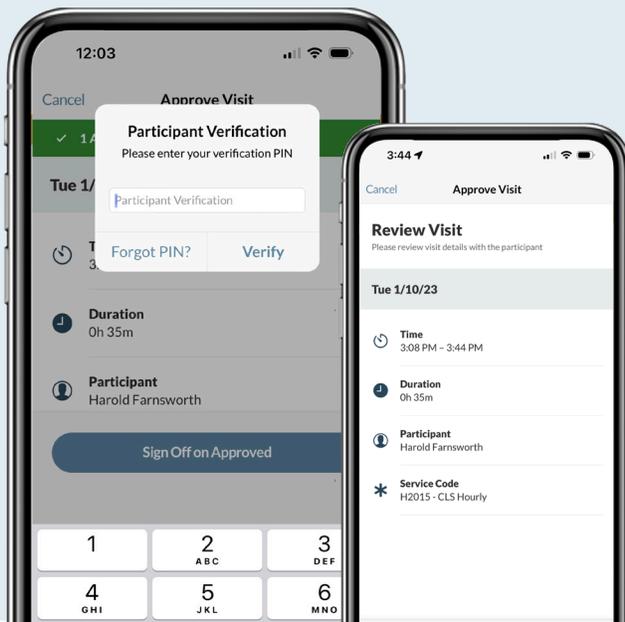
### **You can't edit your mileage entry if your participant has already approved it.**

This is because approved mileage entries are automatically sent to GT. To make changes to submitted mileage entries, call GT at 877.659.4500.

Learn how to get participant approval on pages 20-22.



# How to Get Participant Approval



# How to Get Participant Approval

## How to Get Participant Approval for Time and Mileage Entries

Watch the Video  
Scan or click to play

After submitting your time or mileage entry, your participant needs to approve it. You have **two** options for getting your entry approved.



### Option 1

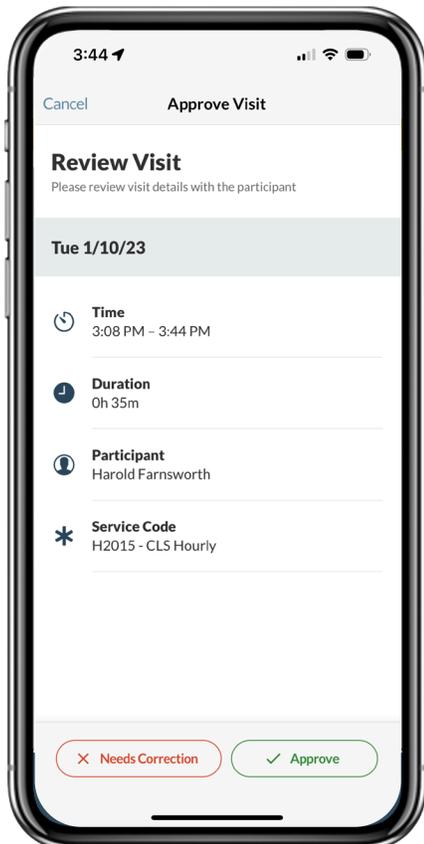
#### Review with Participant

If you have time and your participant is available, select *Review with Participant*.

### Option 2

#### Review Later

If your participant is not available, select review later. Next time you are with that participant, please have them approve



## Option 1: How to Review with Participant or Authorized Representative

### Step 1

Pass your phone or tablet to the participant. The participant reviews the visit details, then taps *Approve* or *Needs Correction*.

### Step 2

After tapping *Approve*, the participant taps *Sign off on Approved*. The participant may then need to enter their PIN.

### Step 3

The participant taps the attestation checkbox. This confirms that they received your support and approve your time or mileage.

### Step 4

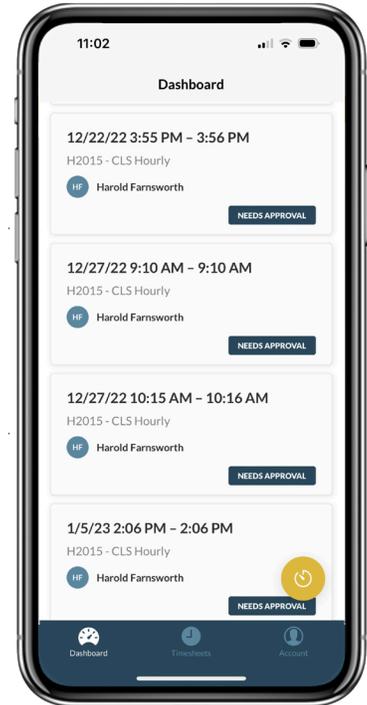
The participant signs their name or initials with a finger or stylus. After signing, they tap the *Done* button. (Only the participant should sign the screen.)

# How to Get Participant Approval

## Option 2: How to Review Later

If you select *Review Later*, your shift will end without needing the participant's signature. The shift will be marked as *Needs Approval* on your dashboard.

You can meet with your participant later to review these shifts. Or your participant can review and approve your shifts from their GT Portal account.



## Timesheet Submission



All time entries must be approved by your participant or authorized representative. Unapproved time entries and time entries made with a temporary code can't be submitted to GT for payment.

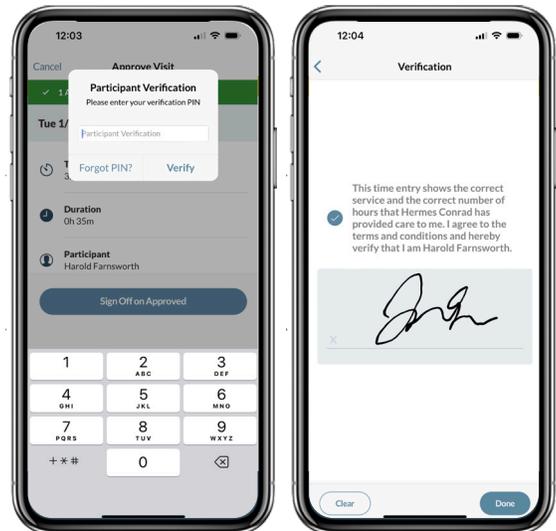
**You must connect to Wi-Fi or data for your time entries to appear on your participant's portal.**

## Approval PIN



For an extra level of security, the participant can create a PIN. The participant will need to enter this PIN before signing to approve the time entry.

**To create a PIN, the participant can call GT at 877.659.4500.**

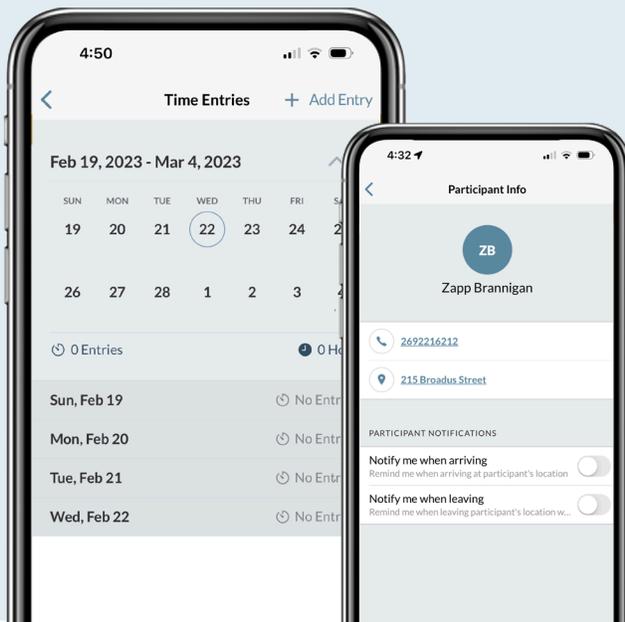


## Prevent Fraud



Your participant or authorized representative must approve and sign all time and mileage entries. You cannot sign for the participant. This could be considered fraud, which is a federal crime.

# How to View Timesheets and Participant Info



# How to View Timesheets and Participant Info

## Viewing Your Timesheets

To see your timesheets, tap the *Timesheets* button on the menu at the bottom of your screen.

### Timesheets

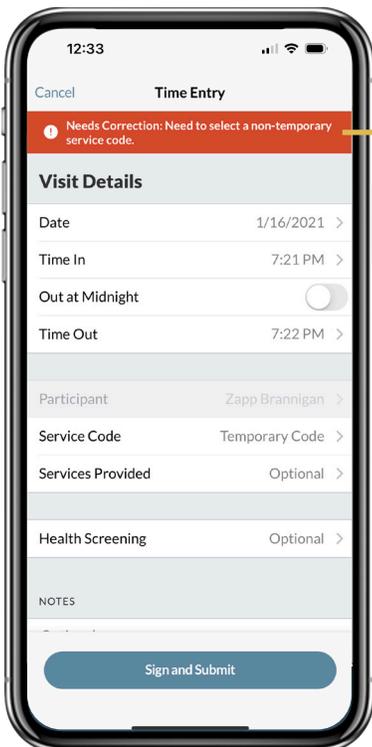
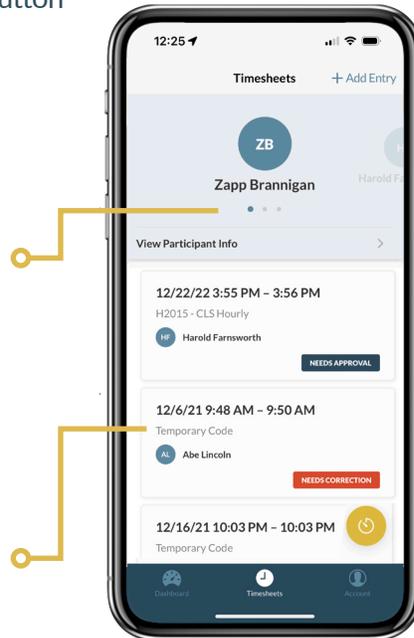
The page lists each participant you work for. Swipe left to view each participant. Under the participant, it lists your timesheets for each pay period.

If your participant has not approved a time entry on that timesheet, a red label appears. It says, *Outstanding Item*. You can tap any timesheet to see more details.

### Time Entries

The Time Entries page lists each day in the month and how many entries you made on each day. Scroll down to see each time entry.

Watch the Video  
Scan or click to play



## Status Labels

Each time entry is labeled with its current status. This lets you know where your entry is in the payment process.

### Needs Correction

An error preventing payment has been found on your timesheet. Make the correction and get updated approval from your participant.

### Needs Approval

Your participant needs to review and sign the time entry before you can submit it to GT.

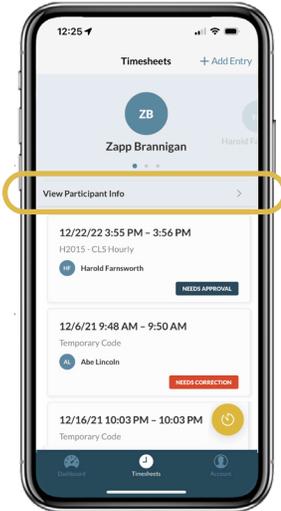
### Approved

Your participant has approved the time entry, but it hasn't synced with GT yet.

### Received by GT

Your time entry has been successfully submitted to GT. We're processing it for payment.

# How to View Timesheets and Participant Info



## Viewing Participant Info

To see your participant's info and set location alerts, select the *View Participant Info* button. This button is on the Timesheets screen below the participant's name.

### Contact Information

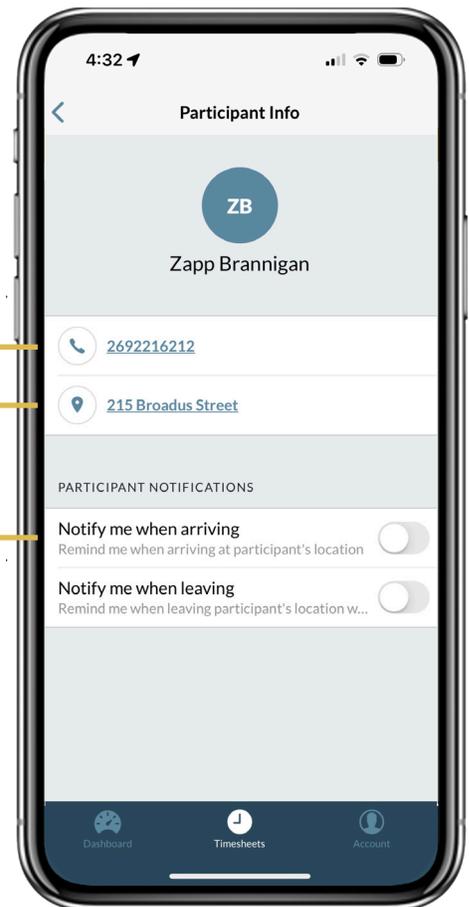
Select the phone or email to contact the participant immediately.

### Address

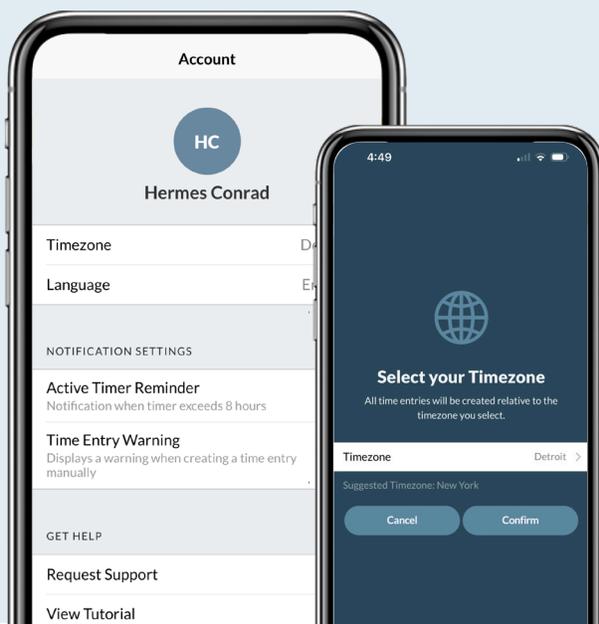
Tap the address to open the default maps app on your phone.

### Location Alerts (iOS only)

Get a notification alert to clock in or clock out when arriving at or leaving the participant's location.



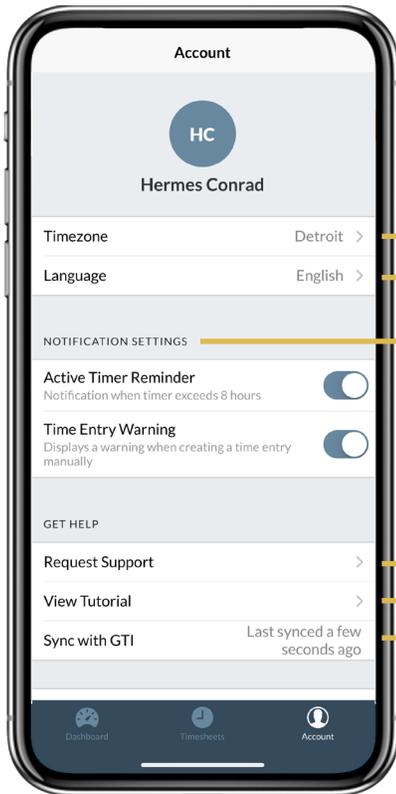
# How to View or Edit Account Settings



# How to View or Edit Account Settings

To see your account settings, tap the *Account* button on the navigation menu at the bottom of your screen. To edit a setting, tap the field you want to edit.

**Watch the Video**  
Scan or click to play



**Timezone** | Check that the correct timezone is set.

**Language** | Choose your language preference for the app.

**Notification Settings** | Use the toggle to choose notifications about your active timer and manual time entry.

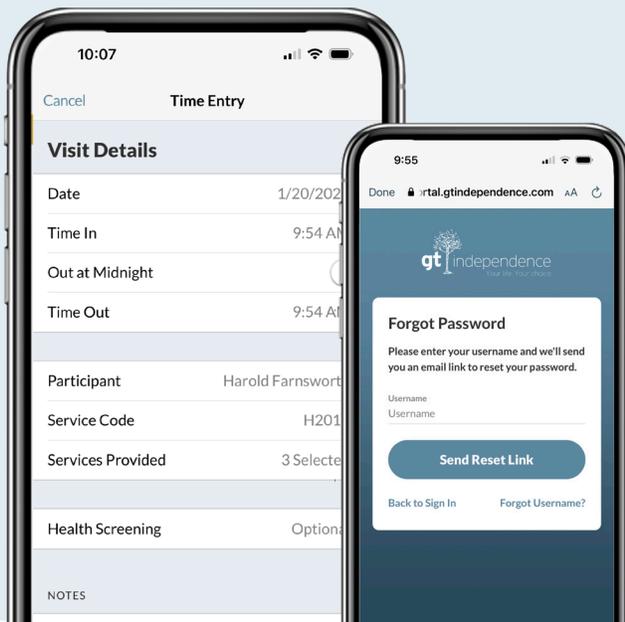
**Request Support** | Tap to fill out a form to send to customer service.

**View Tutorial** | Tap to view animated screens that show how the app works.

**Sync with GT** | Check the most recent time GT received information about your time or mileage entries.



# How to Fix Unexpected Issues



# How to Fix Unexpected Issues

## How to Select a Device

The GT App is built to work on Apple iOS and Android operating systems. This means that it should run on most mobile phones and tablets, even older ones that aren't connected to an active service plan. If you are an employee who does not have a device, your employer should contact their case manager. The case manager can check to see if getting a device is an option for them under their program.

## Forgot to Clock In: Realized During Shift

Go ahead and clock in as soon as you remember. When you end your shift and clock out, you can manually adjust the time to when you actually started the shift. You can also set up notifications to remind you to clock in when you arrive at the participant's home. **Note that adjusting your time manually could flag the shift as not being EVV-compliant. In some states, non-compliant shifts could cause disruption in your pay.**

## Forgot to Clock In: Realized After Leaving Participant's Home

Open the GT App and select *Timesheet* in the app's menu. Then, manually add an entry for participant approval later (page 16). **Note that adjusting your time manually could flag the shift as not being EVV-compliant. In some states, non-compliant shifts could cause disruption in your pay.**

## Forgot to Clock Out

Open the app and select the running time. Then clock out and adjust back to your actual clock-out time. **Note that adjusting your time manually could flag the shift as not being EVV-compliant.**

If it's hard to remember to clock out, the app has features that can help.

- When you clock in, add the expected duration of your shift (page 12). The GT App will remind you to clock out when your shift duration is over.
- In Participant Info, you can turn on notifications that will pop up to remind you to clock in when arriving and to clock out when leaving (page 25).

## Accidentally Clocked In

Open the GT App and select the Clock Out button. Scroll down to the bottom of the Visit Details page and select *Discard Time Entry* (page 15).

## Phone Ran Out of Battery During Shift

The GT App keeps track of your time even if your phone is shut down or out of battery. Charge your phone, then reopen the app. The timer will still be running.

# How to Fix Unexpected Issues

## No Cell Data or Wi-Fi at Participant's Home

The app does not need a network connection to open the app, clock in, clock out, or get participant approval on the app. The app does need data or Wi-Fi to:

- Sign in to the app
- Get participant approval on the GT Portal
- Sync approved time entries to GT for payment

To sync with GT after connecting to Wi-Fi or data, tap the *Account* button on the navigation menu at the bottom of your screen. Scroll down and tap the *Sync with GT* button (page 27).

## No Cellular Data Remaining

The app works without cellular data. You just need Wi-Fi to sign into the app, get participant approval on the GT Portal, and sync your time entry to GT Independence for payment.

## Participant Temporarily Unable to Approve Shift at Time of Clock Out

This could happen if the participant is sleeping, sick, or absent at clock out. If this happens during clock out, select the *Review Later* button. Once you sync with GT, the participant will be able to review your time on the GT Portal. You can also review the shift with the participant next time you see them (page 21).

## Forgot Password to Sign In to the App

You can reset your password at any time from the app sign-in screen (page 9).

## Verifying That the Participant Is Actually Approving the Shifts

Participants must sign off on every time entry. They can do this through the employee's device with a signature and a secure PIN or on their secure GT Portal account. EVV data, such as location and method of signature, are provided in shift reports.

## Serving Two Participants in the Same Home

All participants are listed in the GT App. You must select each participant and clock in for each one. In some cases, you may be able to use shared codes to allow you to select "additional participants" that you are serving.

# How to Fix Unexpected Issues

## Traveling During the Shift

It doesn't matter if you travel during your shift, since you don't need to start or end shifts at the participant's home. If you are approved for mileage, you will have a mileage-related service code to use. **If your state government mandates EVV, your location will be captured during clock in or clock out.** So you can start or end the shift anywhere (page 18).

## When to Record Services Provided or Add Notes

Each agency and/or state has different requirements for recording services provided or adding notes. Check in with GT or your agency about what you're required to do (page 33).

## Temporary Service Codes

If you still haven't received your service codes by your start date, you may be assigned a temporary service code. Use the temporary code until your service codes are available in the app. Time entries made with a temporary code will be marked as Needs Correction on the Dashboard.

Time entries with a temporary code can't be submitted to GT for payment. Make sure to update the temporary code to the real service code before submitting the time entry to GT for payment (page 13).

## Device Stolen or No Longer Usable After Clocking In

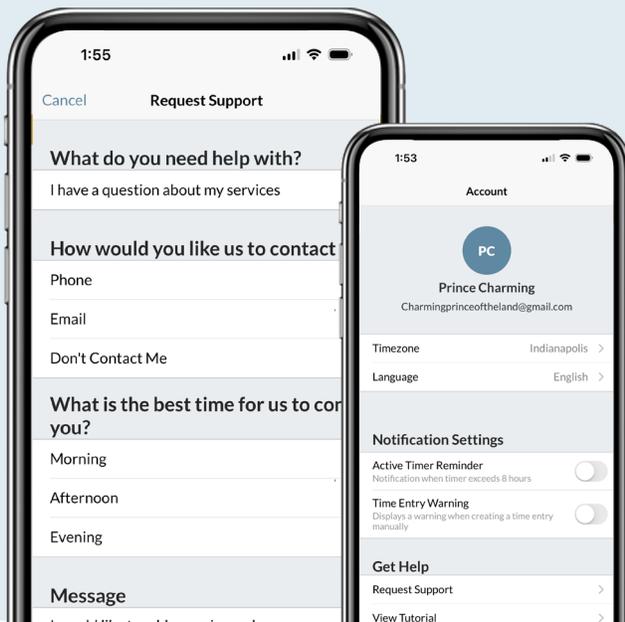
If you're an employee and your device is lost, stolen, or broken, you can sign in to the app on another smart device. Your data is always saved, and the active timer will run for your account even if your phone dies or is not available.

The app is also HIPAA compliant, so it keeps participant information secure. If you're an employee and signed in, then the app will time-out after one minute. Anyone who tries to reopen the app will need your secure PIN, biometric thumbprint scan, or facial recognition.

## Two Employees Sharing a Smartphone or Tablet

To share a device, you need data or Wi-Fi. The first employee signs in with their unique credentials, clocks in or out, then signs out of the app. Then the second employee can sign in to the app with their unique credentials to clock in or out.

# Request Support



# Request Support

## Contact Support

For more information or support, get in touch with us at GT Independence.

**Toll-free:** 1.877.659.4500

**Email:** [customerservice@gttd.org](mailto:customerservice@gttd.org)

**Visit online:** [gttd.org/app](https://gttd.org/app)

