



**SELF-DIRECTED
SERVICES**

Training Guide

DIGNYFI

Fiscal Intermediary software specialized for New York self-direction

**Self Directed Services
Worker Training Guide**

July 2021

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Introduction

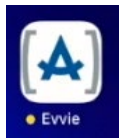
The Dignyfi Evvie Mobile application is a software application that allows for Self Directed Services (SDS) Worker to capture Electronic Visit Verification (EVV) data to ensure compliance with New York State. This application provides an easy, quick and secure way to capture information remotely using a variety of devices. Once an SDS Worker captures the information, participants (managing employers) can electronically manage EVV visits in the Evvie Portal application and submit the approved visits to the Fiscal Intermediary (FI) for payment.

Evvie Mobile Application

The Evvie Mobile application is an interface that SDS Worker will use while at a remote site that can be accessed using a mobile phone or other portable device.

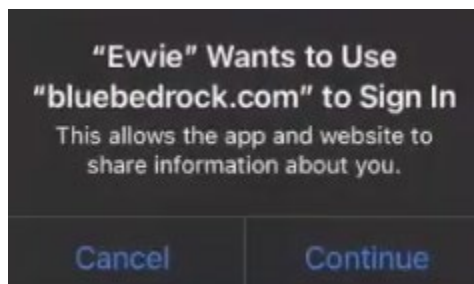
Log In

1. Click the **Annkissam** icon to open the Evvie Mobile application



! If this is the first time you are accessing the application, you will be asked to allow Evvie to access your devices location. Click **Allow**. This will only capture your location information while logging your shifts.

2. Click the FMS ONE button.
3. You will be prompted to allow to be redirected to a website. Click **Continue**.



4. The **FMS One Log in** window displays. Type your **email** and **password** that you created during set up.
5. Click **Log in**. The Evvie Mobile application opens.

Log a Visit

Log a visit either with or without an internet connection.

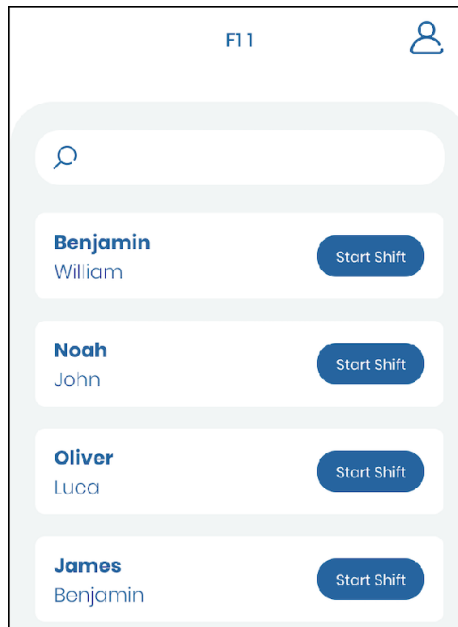
- ! Evvie supports offline visit capture, but the SDS Worker must log in while connected to the internet at least once before logging visit data. This will allow the system to populate the data relevant for the SDS Worker and their Participants.

6. Open the Evvie Mobile Application (app).
7. Click the FMS ONE button.
8. The **FMS One Log in** window displays. Type your **email** and **password** that you created during set up.
9. Click **Log in**. The Evvie Mobile application opens.
10. The Participant page displays.

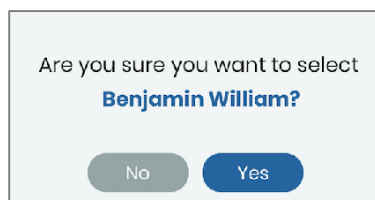


- 🚩 If the SDS Worker is already signed in from a previous session, they will be presented with the screen from step 3 as soon as they open the app.

11. Select the **Start Shift** button next to the Participant you want to log a visit for.



12. Click **Yes** to confirm that the selected Participant is accurate. The app is now tracking your shift time.



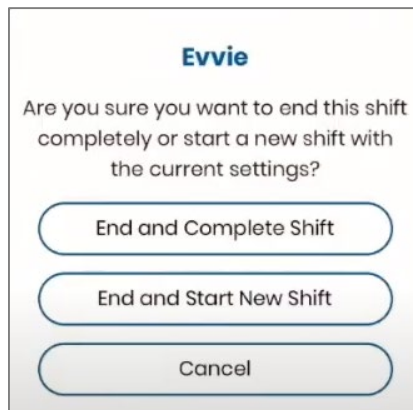
- When time permits, fill out the fields on the shift tracking page before completing the shift. For example: service type, location (home vs community), ADLs, progress notes, etc.

The SDS Worker can update these fields at any point in the visit but must do so before ending the visit.

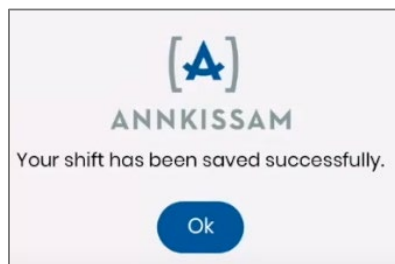
- To end the visit, click the **End Shift** button (top right corner).

Select End and Complete Shift or whichever action you would like to do from the pop-up window.

If the visit was started in error, the SDS Worker can click the **Cancel** button in the top left corner to cancel the visit. No EVV data will be tracked or saved.

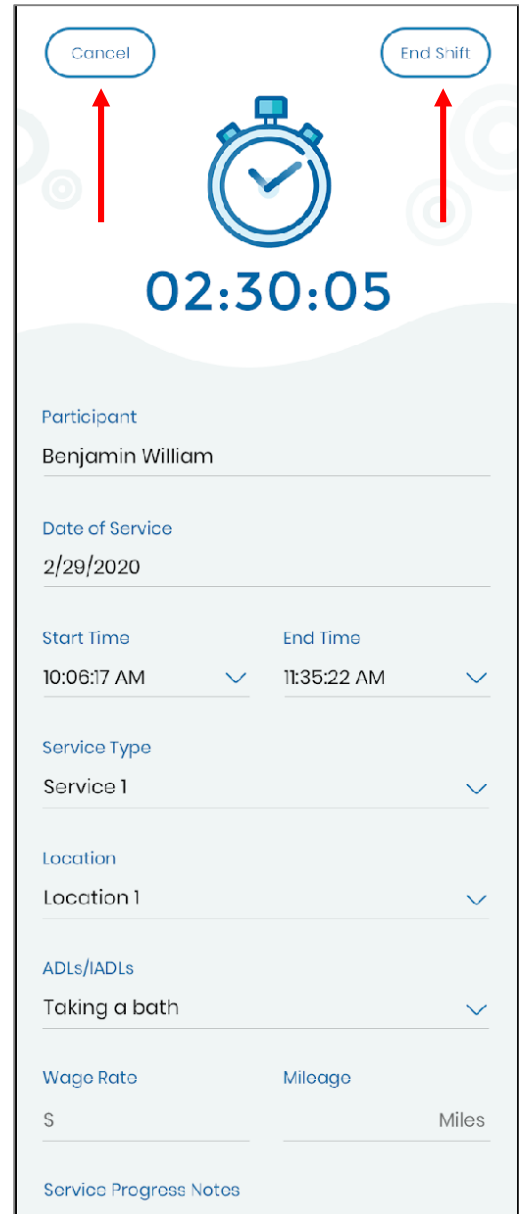


- Click **OK**. Your shift has been saved successfully.



If the SDS Worker **is connected to the internet** at the end of the visit, the visit will be automatically sent to the Evvie web app within the next 30 seconds.

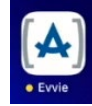
If the SDS Worker **is not connected to the internet**, the visit will be saved until an internet connection can be established.



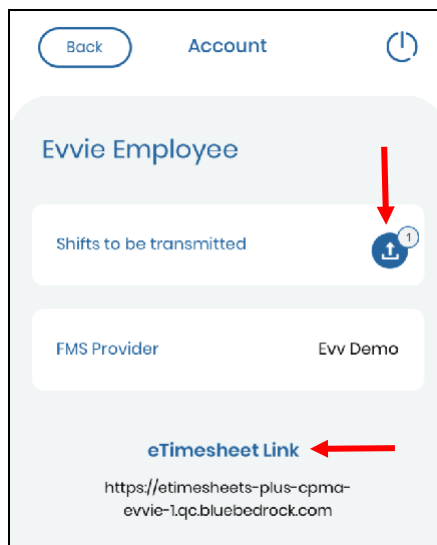
Offline Shift Submission

When an SDS Worker is not connected to the internet when they end a visit, the visit will not be sent automatically to the Evvie application. Instead, all of the visits are saved and as soon as an internet connection is established, saved shifts can be transmitted.

1. Open the **Evvie Mobile Application** (app).
2. Click the **FMS ONE** button.
3. The **FMS One Log in** window displays. Type your **email** and **password** that you created during set up.
4. Click **Log in**. The Evvie Mobile application opens.
5. Click the **Person** icon.

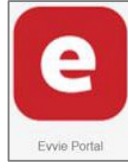


6. The Account screen displays. Below the Evvie Worker title will show the number of **Shifts to be transmitted**. If any visits are waiting to be transmitted, click the blue upload button. All queued visits will be submitted and both the SDS Worker and the managing employer will receive a notification email once the visit data is successfully transmitted to the Evvie Portal.



7. Next, select the **eTimesheet Link** to log in to **Evvie Portal** web application to approve, make adjustments or make a manual visit to submitted visit data.
8. This will redirect you to the **Time Sheets Log In**.
9. Type your user name and password that you created during Evvie set up.

Evvie Portal



Introduction

Evvie Portal is a web-based application for approving, denying, adjusting, and creating manual visits. Each user associated with the visit will need to approve it before it can be submitted for payment.

Log In

1. If you have just submitted shift data and selected the **eTimesheet Link (Evvie Portal)** from the Evvie Mobile application, click Sign in with FMS One.
2. The **FMS One Log in** window displays. Type your **email** and **password** that you created during set up.



If you have forgotten your password, click **Forgot your password?** and follow the instructions..

3. Click **Log in**. The **Evvie Portal** window displays; or
4. From the notification email, click the link to log in and view the details of the shift. This method is further explained below.

A new shift has been submitted for your review in ET+!

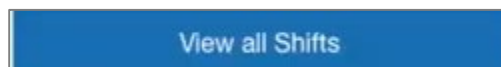
To log in and view the details for this shift, just follow this link: <https://etimesheets-plus-cpma-evvie-1.qc.bluebedrock.com/shifts/1>

Approve Visits

All visits submitted through the Evvie Mobile application will appear in the Evvie Portal for approval by all users associated with the visit. Both the SDS Worker and the managing employer will receive a notification email once a visit is successfully transmitted to the Evvie Portal and an email notification alerting them that there is a visit awaiting their approval. They can click the link in the email to be taken to the visit.

The visit will have a status of **Submitted**. The SDS Worker will review and approve the visit, and the Managing Employer will then lock the visit as approved. If any adjustments are made to the visit during the approval process, both parties will need to approve the visit again before it can be submitted to payroll for payment.

1. From the Evvie Portal homepage, click **View all Shifts**.



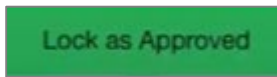
Although both the SDS Worker and the managing employer will receive the notification email, only the Managing Employer will be able to approve the visit and the SDS Worker will need to wait for the approval before being able to continue.

The Listing Shifts page will display all shifts the SDS Worker has completed.

The screenshot shows the 'Listing Shifts' interface. At the top, there is a blue bar with the text 'Listing Shifts' and a link 'Create a New Shift'. Below this is a 'Filter shifts...' section with several dropdown menus for 'Program', 'Participant', and 'PCA'. There are also input fields for 'Starting on or after' and 'Ending on or prior to'. A 'With Status' section contains several radio button options: 'Adjusted by Participant', 'Approval Locked', 'Approved', 'Challenged by Worker', 'Denial Locked', 'Denial', and 'Submitted'. There is also a 'PTO' section with 'Yes' and 'No' radio buttons. A blue 'Search' button is located below the filters. At the bottom, a table displays shift information:

ID	Participant	PCA	Start Date & Time	Status
25	Evvie Consumer (C01000)	Evvie Employee (E01010)	Thursday 10/29/20, 11:46am	Submitted

- Utilize filters to get to the shifts you would like view; i.e. participant, date range, status.
- To approve a shift, select the magnifying glass icon to the right of any shift that has an **Approved by Participant** status. If the shift displays a status of **Submitted**, you need to wait until the employer has updated the status.
- The Displaying Shift page will display with the details of the shift. Scroll down and select **Lock as Approved** bar.



- The Lock Shift page displays. If desired, add your phone number and comments. Check the box attesting to your signature, and click **Lock as Approved**. The visit is now locked and the status is updated to reflect this. The visit is submitted to the FI for payment at the end of the pay period.

The screenshot shows the 'Lock Shift' page. It includes a 'Phone Number' input field with a note: 'Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.' Below this is a 'Comments' text area. A declaration section contains a checkbox and the text: 'I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.' At the bottom, there are two buttons: 'Lock as Approved' (highlighted in red) and 'Cancel'. Below the form is a 'Shift History' section with a table:

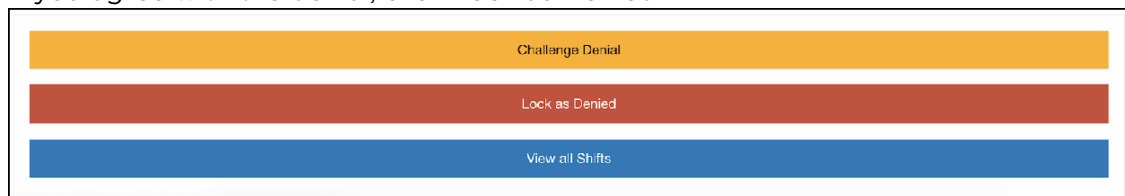
Date & Time	Transitioned From	Transitioned To	Notes
Friday 10/23/20, 9:18am	Submitted	Approved	
Friday 10/23/20, 9:16am		Submitted	

Denied Visits

Participants (Managing Employers) may need to deny a visit if the visit was created in error or disagrees with the shift details. For example, if the SDS Worker accidentally completes a visit for an incorrect participant, it needs to be denied. If the managing employer proposes a denial to the visit, the visit will have a status of **Denied by Participant** and the SDS Worker will receive an email that the Participant (Managing Employer) has proposed to deny one of the visits.

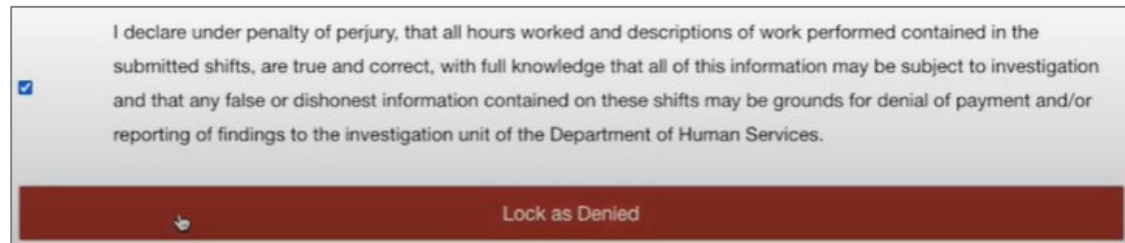
6. Log in to review the visit and view the denial code that the participant (managing employer) selected.
7. If you disagree with the denial, select **Challenge Denial**. If desired, add comments regarding why this shift is accurate and should be paid. The Participant (Managing Employer) and SDS Worker have the option to deny and challenge twice before they will need to determine whether the visit is denied.

If you agree with the denial, click **Lock as Denied**.



A screenshot of a user interface showing three horizontal buttons stacked vertically. The top button is orange and labeled "Challenge Denial". The middle button is red and labeled "Lock as Denied". The bottom button is blue and labeled "View all Shifts".

8. If you disagree with the denial, check the box attesting to your signature, and click **Lock as Denied**. The visit is now locked and cannot be adjusted again.



A screenshot of a declaration form. On the left, there is a checked checkbox. To its right is the text: "I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services." Below this text is a red button labeled "Lock as Denied".

Adjust Visits

SDS Workers may need to adjust a visit for a few reasons, such as if they arrive at their shift but cannot clock in because their phone battery is dead. They would then clock in late once the phone is charged and the start time would need to be adjusted.



Please minimize edits unless absolutely necessary. A high volume of edits in the EVV system means a high volume of emails will be sent to the other party alerting them each time visit is edited and awaiting approval.

1. From the Evvie Portal homepage, click **View all Shifts**.



2. The Listing Shifts page will display all shifts the SDS Worker has completed.

ID	Participant	PCA	Start Date & Time	Status
25	Evvie Consumer (C01000)	Evvie Employee (E01010)	Thursday 10/29/20, 11:46am	Submitted

3. Utilize filters to get to the shifts you would like view; i.e. participant, date range, status.
4. Click the view shift icon next to the visit you wish to adjust in order to go to the visit's show page
5. Scroll down and click **Propose Adjustments to Shift**.

Reason Code
Mobile device battery died

Exception Code
Missed clock in / clock out

Approve Shift

Propose Adjustments to Shift

6. The Propose Adjustments Shift page displays. Select an **Exception Code** and a **Reason Code**. The Exception indicates why an adjustment is being made. The Reason indicates why the Exception occurred. In this example, an SDS Worker clocked in late because their mobile phone had died and it needed to be charged:

- The Exception is a forgotten or missed clock in
- The Reason is the mobile device battery died

Please enter the correct information below:

* Exception Code
Forgotten clock in / clock out

* Reason Code
Mobile device battery died

* Start Date & Time: Tuesday 10/20/20, 10:00AM
* Starting Time Zone: (GMT-05:00) Eastern Time (US)
* End Date & Time: Tuesday 10/20/20, 3:32PM
* Ending Time Zone: (GMT-05:00) Eastern Time (US)

Phone Number

Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.

Comments
Phone was dead upon arrival for the shift, I needed to charge it before I could clock in. Adjusted the start time appropriately.

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.

Submit Adjustment Cancel

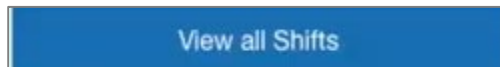
7. Adjust the start and end time information by clicking into the field and changing the data using the calendar and time tools within the field.
8. Type the required comment explaining the changes. Comments are visible when the Participant (Managing Employer) is prompted to approve the visit.
9. When the adjustments are complete, check the box attesting to your signature, and click **Submit Adjustment**. The Managing Employer will receive an email that adjustments were proposed to a shift and require their review. The SDS Worker and Participant (Managing Employer) are allowed to adjust and deny adjustments twice before they will be required to either approve or deny the visit.
10. Follow workflows outlined previously in this guide for Approving and Denying visits.

Enter Manual Visits

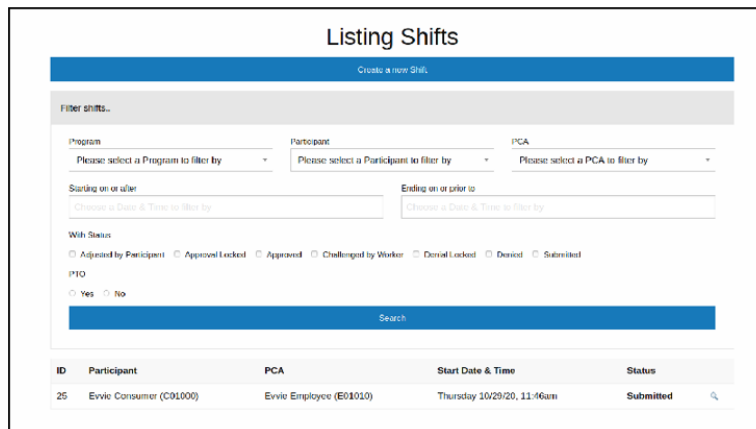
If there is no way to capture shift details for a visit electronically, a visit will need to be entered manually into the system.

- ! **Please avoid manual visit entry unless absolutely necessary.** Manually entered visits are not EVV compliant and will be reviewed.

1. From the Evvie Portal homepage, click **View all Shifts**.

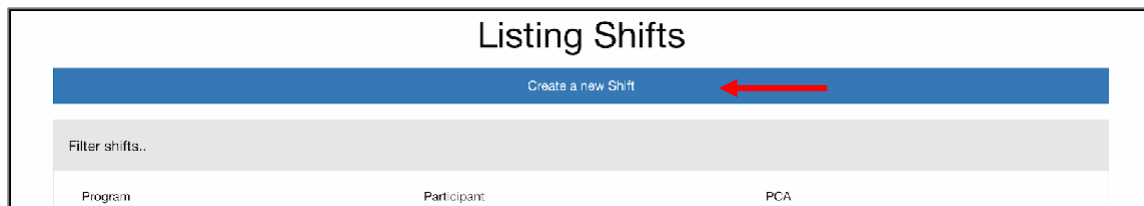


2. The Listing Shifts page will display all shifts the SDS Worker has completed.

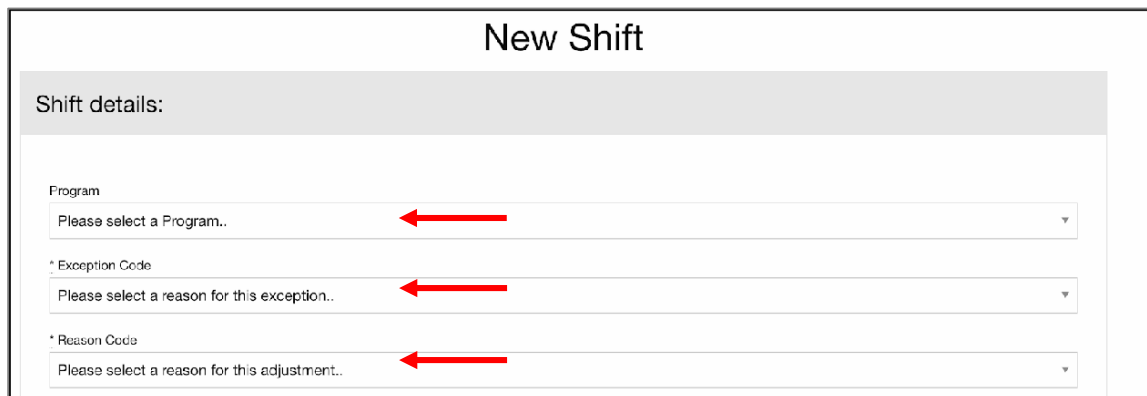


ID	Participant	PCA	Start Date & Time	Status
25	Evvie Consumer (C01000)	Evvie Employee (E01010)	Thursday 10/29/20, 11:46am	Submitted

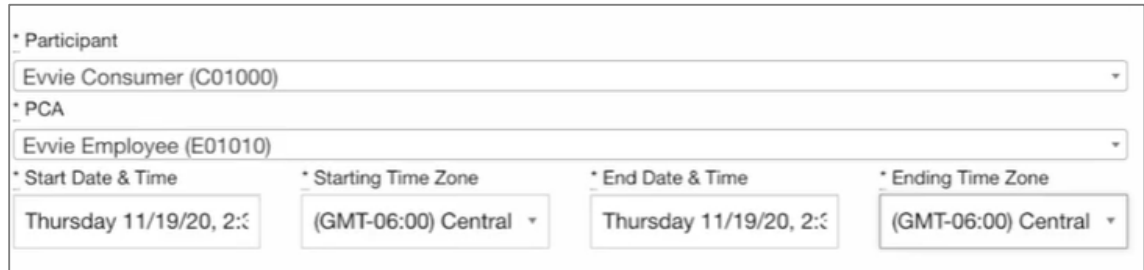
3. At the top of the screen, click the **Create a new Shift** bar.



4. Select the **PROGRAM** associated with the shift
5. Select an **Exception Code**. The Exception indicates why a visit is being manually entered.
6. Select a **Reason Code**. The Reason indicates why the Exception occurred.



7. Select the Participant associated from the shift in the **Participant** dropdown. This will prompt a worker field to display.
8. Select the **Worker** from the list.
9. Enter in the **Start Date & Time**.
10. Enter **Starting Time Zone**.
11. Enter the **End Date & Time**
12. Enter the **Ending Time Zone**.



* Participant
Evvie Consumer (C01000)

* PCA
Evvie Employee (E01010)

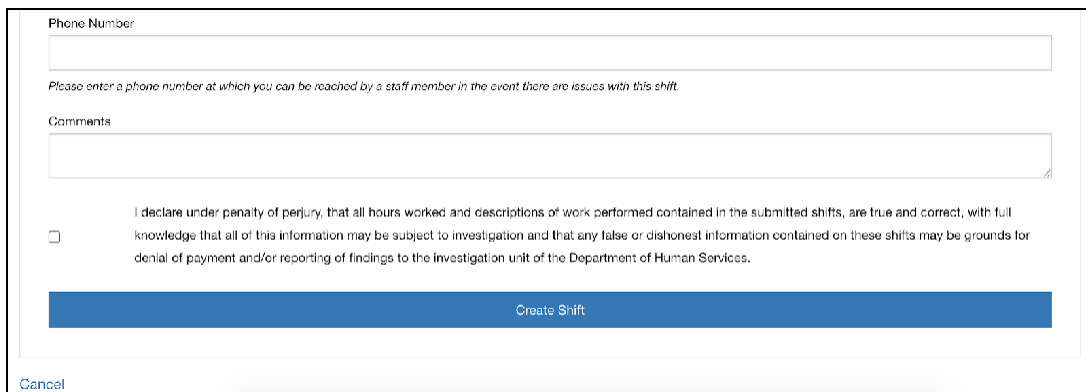
* Start Date & Time: Thursday 11/19/20, 2:00

* Starting Time Zone: (GMT-06:00) Central

* End Date & Time: Thursday 11/19/20, 2:00

* Ending Time Zone: (GMT-06:00) Central

13. Type in the **Comments** box an explanation of why the visit was captured manually rather than in an EVV compliant method.



Phone Number

Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.

Comments

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.

[Create Shift](#)

[Cancel](#)

14. When the details of the visit are entered completely, check the box attesting to your signature, and click **Create Shift**. An email will be sent to the Participant (Managing Employer) alerting them that a shift has been manually created.
15. The visit will display with a status of **Submitted**. Follow workflows outlined previously in this guide for Approving and Denying visits.

Using WrenPAY

The WrenPAY home page displays any pending reimbursement requests, the status, associated people records, and their data.

Click the **View** button in the request row to access more details of the request.

To view any reimbursements that have already been submitted for processing or denied, click the **View** tab on the top navigation bar.

The screenshot shows the WrenPAY home page. At the top, there is a navigation bar with tabs for HOME, CREATE, and VIEW. A red arrow points to the VIEW tab. Below the navigation bar, there is a 'Home' section. On the left, there is a 'Your participants' sidebar with details for two participants: Sally Smith and Peter Puffin. The main content area has a green notification bar stating 'You have been logged in via FMS Users.' Below this, there are two sections: 'Your pending reimbursement requests' and 'Your participants pending reimbursement requests'. Both sections have a 'View ALL reimbursement requests' button. The 'Your pending reimbursement requests' section contains a table with one row of data. The 'Your participants pending reimbursement requests' section contains a table with six rows of data. A red arrow points to the 'View' button in the first row of the 'Your pending reimbursement requests' table.

ID	TYPE	CREATED ON	CREATED BY	PARTICIPANT	REIMBURSEMENT TO BE PAID TO	TOTAL REQUEST FOR REIMBURSEMENT	REQUEST STATUS	View
200	Mileage reimbursement request record	01/06/2020	Adity Aandark	Sally Smith	Adity Aandark	\$1.40	New	View

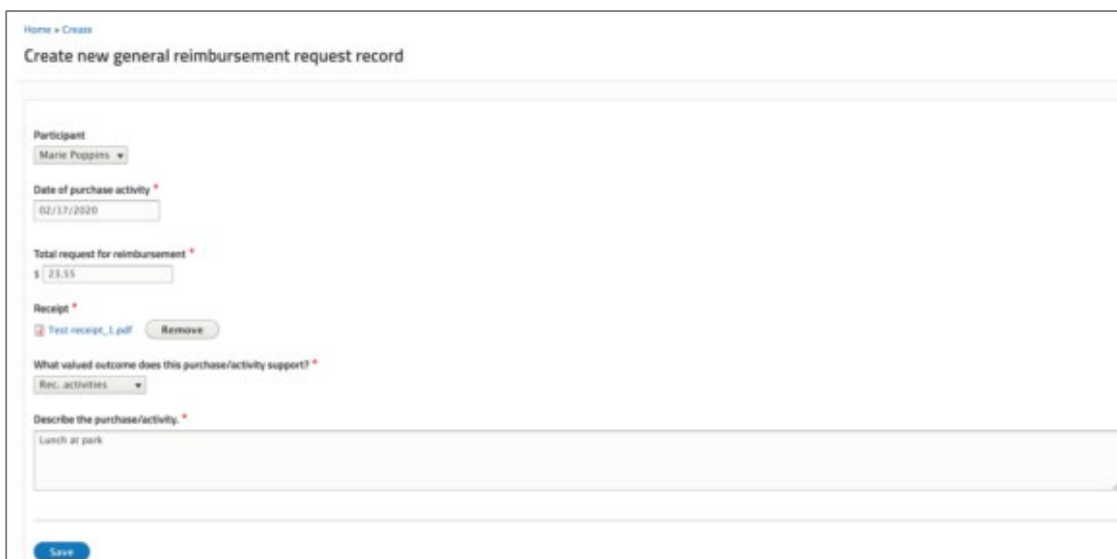
ID	TYPE	CREATED ON	CREATED BY	PARTICIPANT	REIMBURSEMENT TO BE PAID TO	TOTAL REQUEST FOR REIMBURSEMENT	REQUEST STATUS	View
205	Mileage reimbursement request record	01/21/2020	Peter Puffin	Peter Puffin	Peter Puffin	\$3.25	New	View
200	Mileage reimbursement request record	01/06/2020	Adity Aandark	Sally Smith	Adity Aandark	\$1.40	New	View
189	General reimbursement request record	01/06/2020	Adity Aandark	Peter Puffin	Peter Puffin	\$50.00	New	View
191	General reimbursement request record	04/27/2020	Adity Aandark	Peter Puffin	Peter Puffin	\$34.00	New	View
194	Mileage reimbursement request record	04/24/2020	Maria Monkey	Sally Smith	Maria Monkey	\$15.86	Waiting for Participant Approval	View
188	Mileage reimbursement request record	04/21/2020	Adity Aandark	Sally Smith	Sally Smith	\$24.60	New	View

Entering a General Reimbursement as SDS Worker

1. To submit a new general reimbursement as a SDS Worker, navigate to the **Create** tab on the top navigation bar and select **New General Reimbursement**.
2. On the general reimbursement form, you'll be prompted to indicate from the Participant dropdown whose budget this reimbursement request should be applied to.
3. Enter in the required information and attach a receipt to the request. a.

Note: Once you enter in the **Date of Purchase**, you'll be prompted to select the valued outcome that the reimbursement request supports. This dropdown is scoped only to active valued outcomes during the date of purchase.

4. Click **Save**

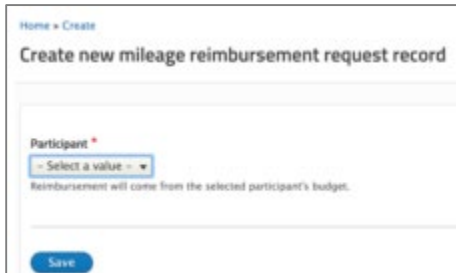


The screenshot shows a web form titled "Create new general reimbursement request record". The form contains the following fields and elements:

- Participant:** A dropdown menu with "Marie Poppins" selected.
- Date of purchase activity:** A date input field containing "02/17/2020".
- Total request for reimbursement:** A currency input field containing "\$ 23.55".
- Receipt:** A section with a red document icon, the text "Text receipt_1.pdf", and a "Remove" button.
- What valued outcome does this purchase/activity support?:** A dropdown menu with "Rec. activities" selected.
- Describe the purchase/activity:** A text area containing the text "Lunch at park".
- Save:** A blue button at the bottom left of the form.

Entering a Mileage Reimbursement as a SDS Worker

1. To submit a new mileage reimbursement as a SDS Worker, navigate to the **Create** tab on the top navigation bar and select **New Mileage Reimbursement**.
2. From the dropdown menu, select the **Participant** whose budget this reimbursement should be applied to.



Home » Create

Create new mileage reimbursement request record

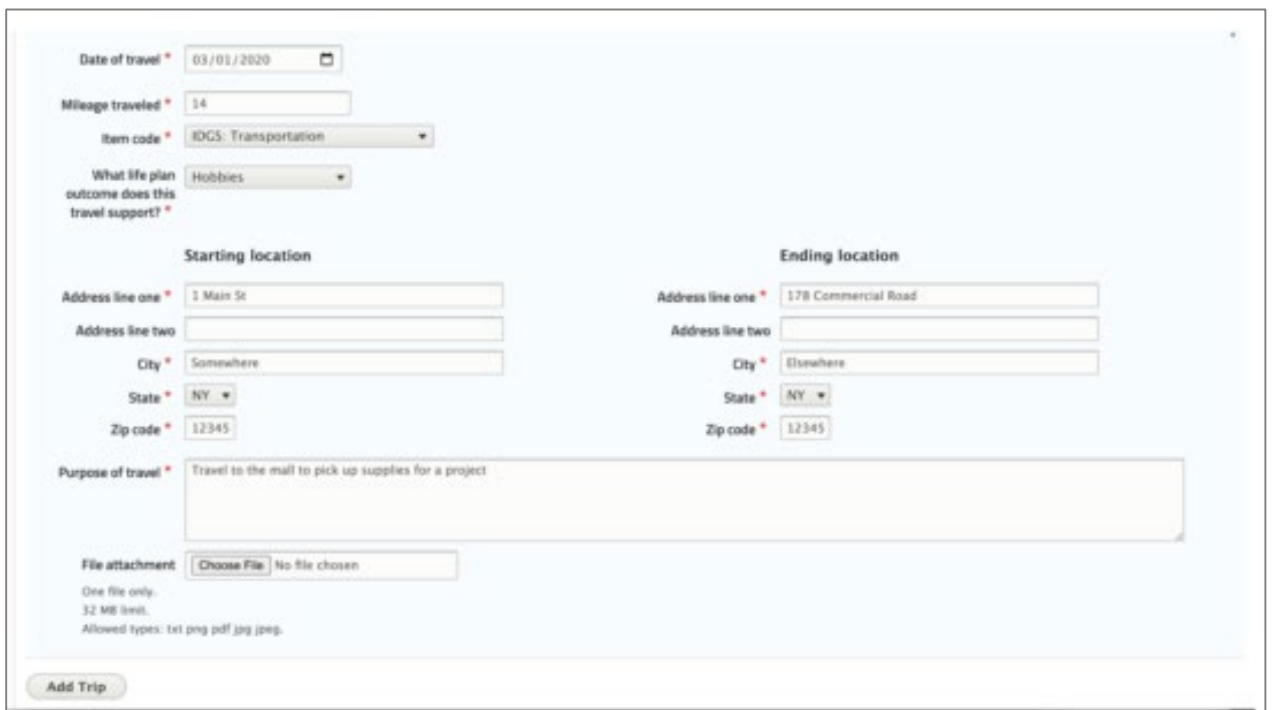
Participant *

- Select a value -

Reimbursement will come from the selected participant's budget.

Save

3. On the mileage reimbursement form, complete the required fields. a. Note: Once you enter in the **Date of Travel**, you'll be prompted to select the valued outcome that the trip supports. This dropdown is scoped only to active valued outcomes during the date of travel.
4. To add another trip, click the **Add Trip** button.
5. To remove or duplicate a trip, click the three dots in the top right corner.
6. Once you've entered all trips, click **Save**.



Date of travel * 03/01/2020

Mileage traveled * 14

Item code * IDGS: Transportation

What life plan outcome does this travel support? * Hobbies

Starting location

Address line one * 1 Main St

Address line two *

City * Somewhere

State * NY

Zip code * 12345

Ending location

Address line one * 178 Commercial Road

Address line two *

City * Elsewhere

State * NY

Zip code * 12345

Purpose of travel * Travel to the mall to pick up supplies for a project

File attachment Choose File No file chosen

One file only.
32 MB limit.
Allowed types: txt png pdf jpg jpeg.

Add Trip

Approving a reimbursement as a SDS Worker

1. Upon creating a new general and mileage reimbursement, click the Approve request and share updates with Participant for their approval button.
2. The participant will receive an email and review the request or delegate to a designated representative to review on their behalf.
3. If for any reason the request has been edited, you will receive an email that the request was edited and needs your review.
4. Upon reviewing the edits, you will have the option to make additional edits and send to the participant once more their review or approve the edited request and submit to the participant for their final review.

The approval process will continue until both parties agree upon a single version.

Mileage reimbursement request record created by Donna Dolphin on 05/22/2020 at 08:57AM

View Edit

Participant: Sally Smith
Vehicle owner: Donna Dolphin
Vehicle owner role: Employee
Total miles: 10.20
Total request for reimbursement: \$1.92

Request status

New Deny and cancel request Approve request and share updates with Participant for their approval

Trips

DATE OF TRAVEL	STARTING LOCATION	ENDING LOCATION	PURPOSE OF TRAVEL	WHAT VALUED OUTCOME DOES THIS TRAVEL SUPPORT?	MILES TRAVELED	RATE	AMOUNT
03/02/2020	33 Somewhere St. Albany NY 12245	63 Anywhere St. Albany NY 12245	Travel to hiking trail	Exercise	10.20	\$0.18	\$1.92

Editing a Reimbursement

1. To edit a reimbursement, navigate to the request view page and click **Edit**. The Reimbursement form will display.
2. Make any necessary adjustments. Click **Save**.
3. Depending on your role, once a reimbursement is edited, you'll be prompted to either submit those edits for participant approval, or if you have approval power, to approve and submit the request for processing

Mileage reimbursement request record created by Peter Puffin on 05/21/2020 at 05:12PM

[View](#) [Edit](#)

Participant: Peter Puffin
Vehicle owner: Peter Puffin
Vehicle owner role: Participant
Total miles: 5.60
Total request for reimbursement: \$3.25

Request status

New [Deny and cancel request](#) [Approve and submit for reimbursement](#)

Trips

DATE OF TRAVEL	STARTING LOCATION	ENDING LOCATION	PURPOSE OF TRAVEL	WHAT VALUED OUTCOME DOES THIS TRAVEL SUPPORT?	MILES TRAVELED	RATE	AMOUNT
02/11/2020	1 Test St. Albany NY 12345	11 Test St. Albany NY 12345	Travel to weekly painting club meeting	Join group	5.60	\$0.58	\$3.25

Denying a Reimbursement

To deny a reimbursement:

1. Navigate to the reimbursement view page.
2. Click the **Cancel and Deny request** button. The status of the reimbursement will change to Denied and indicate by whom (e.g. Denied by Participant) and no further action can be taken with that request. Once a request has been submitted for participant approval, you'll no longer be able to cancel that request

General reimbursement request record created by Peter Puffin on 05/21/2020 at 05:14PM

Participant: Peter Puffin
Reimbursement to be paid to: Peter Puffin
Date of purchase activity: 05/05/2020
Total request for reimbursement: 150.00

Receipt
|  Test receipt_8.pdf

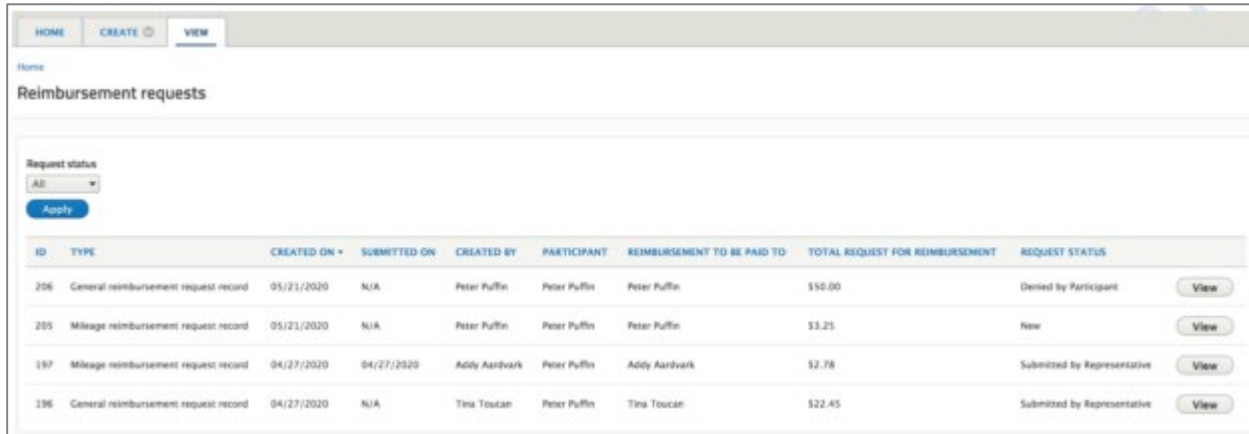
What valued outcome does this purchase/activity support?
| Exercise

Describe the purchase/activity.
| YMCA membership

Request status
| Denied by Participant

Viewing Your Historical Reimbursements

To view a list of all reimbursements, click **View** on the navigation bar. In addition to any pending requests, this index will list any reimbursements that have already been submitted for processing. You are able to filter requests by request status by using the top dropdown and clicking **Apply**.



ID	TYPE	CREATED ON	SUBMITTED ON	CREATED BY	PARTICIPANT	REIMBURSEMENT TO BE PAID TO	TOTAL REQUEST FOR REIMBURSEMENT	REQUEST STATUS	
206	General reimbursement request record	05/21/2020	N/A	Peter Puffin	Peter Puffin	Peter Puffin	\$50.00	Denied by Participant	View
205	Mileage reimbursement request record	05/21/2020	N/A	Peter Puffin	Peter Puffin	Peter Puffin	\$3.25	New	View
197	Mileage reimbursement request record	04/27/2020	04/27/2020	Adily Aardvark	Peter Puffin	Adily Aardvark	\$2.78	Submitted by Representative	View
196	General reimbursement request record	04/27/2020	N/A	Tina Toucan	Peter Puffin	Tina Toucan	\$22.45	Submitted by Representative	View

DIGNYFI Tutorial Videos

YouTube Links to Tutorial Videos

- [Getting Started: External User Account Set Up and First Time Log In](#)
- [Evvie Mobile App: Logging In, Logging a Visit, and Offline Submission](#)
- [Evvie Web App: Logging In, Denying a Visit, Adjusting a Visit, and Entering a Manual Visit](#)