We regret the recent problems you have experienced with the app and/or clocking in. Remember that there are 2 approved clock-in methods.

1. ClearCareGo app with location services enabled
2. The client's home phone (or sometimes the client's cell phone)

Common reasons for problems with the app:

- Location Services are not "on" or ClearCareGo does not have permission to use location services (Pages 3-7)
- No data signal nor wi-fi Internet connection
- ClearCare App glitch (see page 2)
- You are not close enough to the client's residence. Remember, policy requires that we be at the client's door before clocking in.
- The client's location is not correct in our computer system. (possible but not common)

The next few pages are instructions for how to fix app glitches and make sure location services are on and that ClearCareGo has permission to access location services.

If you do not have data signal try to get access to a wi-fi network. If you cannot get data or Internet use the client's home phone to clock in via telephony; the number is 844-924-8267.

If you have made sure location services are on, that you have data or Internet, have followed the steps on page 2, and that you are in or very close to your client's residence but you still cannot clock in, then call 336-462-8472 for assistance or stop by the office during our business hours.

Lastly, ClearCare is a software vendor from whom we lease access to their platform. We are extremely limited in our ability to provide direct support since we only have user level access to their software.

Follow these instructions for problems with the app that are not related to location.

Android

1. Settings --> Apps
2. Find "CCGo" in the app list. Select it
3. Select Storage
4. Select "Clear App Data"
5. Select "Clear Cache"
6. Restart your phone
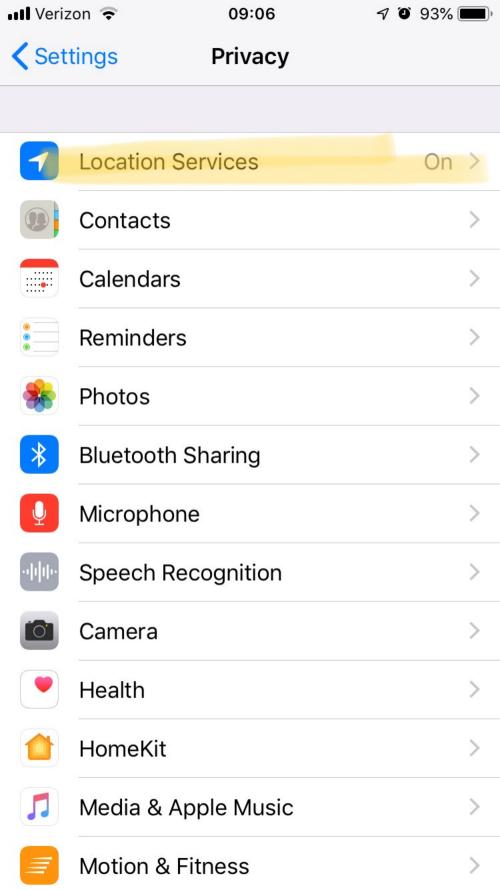
iPhone
1. Go to Settings
2. Tap General
3. Tap iPhone Storage
4. Scroll down to find CCGo
5. Tap CCGo
6. Tap Delete App
7. Restart your phone
8. Once restarted, re-download ClearCareGo from the App Store

The next 4 pages are iOS instructions for location services. Go to "Settings" and follow these steps.

Android locations services help is on the last page

Settings

Screen Time   >

General   >

Control Center   >

Display & Brightness   >

Wallpaper   >

Siri & Search   >

Touch ID & Passcode   >

Emergency SOS   >

Battery   >

Privacy   >

iTunes & App Store   >

Wallet & Apple Pay   >

Location Services	On	›
Contacts		›
Calendars		›
Reminders		›
Photos		›
Bluetooth Sharing		›
Microphone		›
Speech Recognition		›
Camera		›
Health		›
HomeKit		›
Media & Apple Music		›
Motion & Fitness		›

Location Services uses GPS, Bluetooth, and crowd-sourced Wi-Fi hotspot and cell tower locations to determine your approximate location. About Location Services & Privacy...

Share My Location ›

This iPhone is being used for location sharing.

Allegiant	Never	›
App Store	Never	›
Atom	While Using	›
Autotrader	While Using	›
Calendar	While Using	›
CamCard	While Using	›
Camera	While Using	›
Cars.com	Never	›
CCGo	While Using	›
Chase	While Using	›

ALLOW LOCATION ACCESS

Never

While Using the App ✓

App explanation: "CCGo verifies your location when you clock-in and clock-out of your shifts"

Android Location Services instructions:
Android systems tend to be more customized so it is hard to give good instructions but I will do my best.

- Open your Settings app
- Use the search function in the Settings app to search for "Location"
- If you cannot use the search function, Location settings are usually located in the "Privacy" category. On the Android phone I am using to write these instructions the path is: Settings > Biometrics and Security > (Privacy Heading) Location
- Once you find Location make sure it is turned on
- Under location you should see "App Permissions" select that option
- Select the "Location" option in "App permissions"
- Find "CC-GO" or ClearCareGo and make sure location permission is turned on.

Alternate Android Instructions:
- Open your phone's Settings app.
- Tap Location and then App permission.
- If you don't see "Location," tap Security & location and then Location.
- If you have a work profile, tap Advanced and then Location.
- Under "Allowed all the time" and "Allowed only while in use," view the apps that can use your phone's location.
- To change the app's permissions, tap it, then choose the location access for the app.

Click for more Android location services help on the internet