

Frequently Asked Questions

Is it free? Yes

Are there ads? No

Will this use a lot of battery? No, but it would be a good idea to start your day with a full charge
Do I have to sync every morning? Yes, otherwise your roster won't be up to date and there may be changes.

How does it know if I am at a client's house? It uses your phone's GPS, nearby WiFi and cellular towers to approximate your location.

Do I need data? Yes you will need to provide your own data but we are reimbursing data usage.

How much data does it use? Approximately 50MB a month - equivalent to just two minutes on Facebook!

Can I use it without internet? No, you must always have an internet connection.

What if I am visiting the client away from their home; they have moved house; or the GPS tracker is picking up an incorrect location? Select what applies and add notes so care coordinators know what happened. You can do this at either the start or end of a visit, or both.

What if I'm late to a visit? If you haven't attended a visit before the rostered end time, an exclamation point will appear beside it. Visit the client as soon as you can.

What if I can't record my visit? You may use Ezitracker to record your visit. Note that you must begin a particular visit through the same method as you end it, e.g. if you start a visit with AVA, you must end it with AVA. You can use both methods over the course of a day.

How can I be sure that my Visit is uploaded? You can log onto MyRoster to check.

How long does it take to be authorised?
Approximately 30 minutes



Access Virtual Assistant

Need further information?

- Check out <https://www.access.org.nz/Support-Worker/Knowledge-base>
- Email app_help@access.org.nz
- Call the AVA help desk on 0508 770 000

What is syncing and how do I do it?

Syncing updates your roster and sends your completed visits to the office. Your phone will automatically sync regularly.



A tick appears beside complete visits. It appears grey if the visit isn't synced and green if it is.



You can force your phone to sync in-between automatic syncing by clicking 'Refresh visit data'.



If all visits are synced and your roster is up to date, the cloud in the top right corner of the main menu will have a tick inside it.



Understanding AVA (Access Virtual Assistant)

What is AVA?

AVA is our tool: Access Virtual Assistant. It channels all the information you need at the press of a button including:



- your up to the minute roster information
- logging in and out of visits
- maps to client addresses
- reports on your visits (for you to know how much you'll be paid)
- receive messages from your coordinators

Essentially it means you don't need to phone through to get information, giving you more independence and control of your day. Your phone-based coordinators are still available but it means there should be more availability to handle only the crucial calls right when you need them

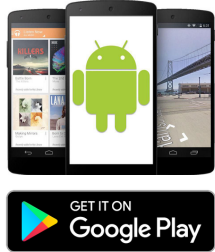


How do I get AVA?

- An Android-based smart phone using version 4.0+ or iOS-based smart phone using version 7.0+
- Mobile data (this is the ability to access the internet from your phone away from a WiFi box in your home)
- Access to the Play Store or App Store

Android

Find the 'Play Store'
Search 'AVA Access'
Download AVA
Login using Email/Payroll



iPhone

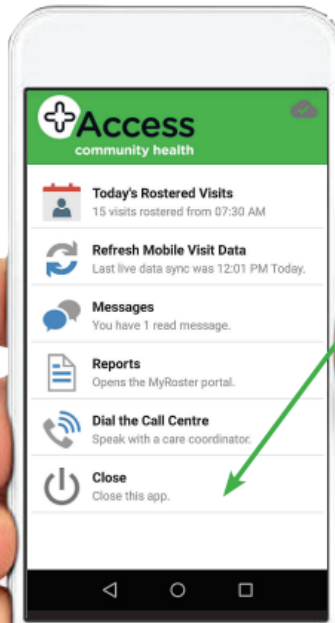
Find the 'App Store'
Search 'AVA Access'
Download AVA
Login using Email/Payroll



Using AVA

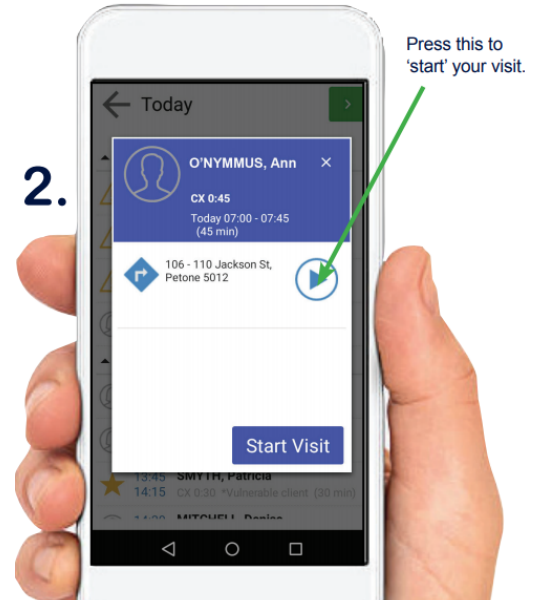
- Press '**Refresh mobile visit data**' to get the latest roster as there may be updates since you've last checked (AVA does this by 'syncing').
- After refreshing your visit data, you may start your day by looking at '**Today's Rostered Visits**'
- You can now start your visit by pressing on the **rostered visit**. Press on the 'play arrow' or the **start visit** button.
- It's also essential to **end your visit** when you finish as logging out of the app doesn't end your visit.
- You may also be left **messages** from coordination.
- Reports opens **My Roster** so you can check your completed client visits.
- This symbol will appear next to a client's name if you have not logged into your client visit on time.

1.

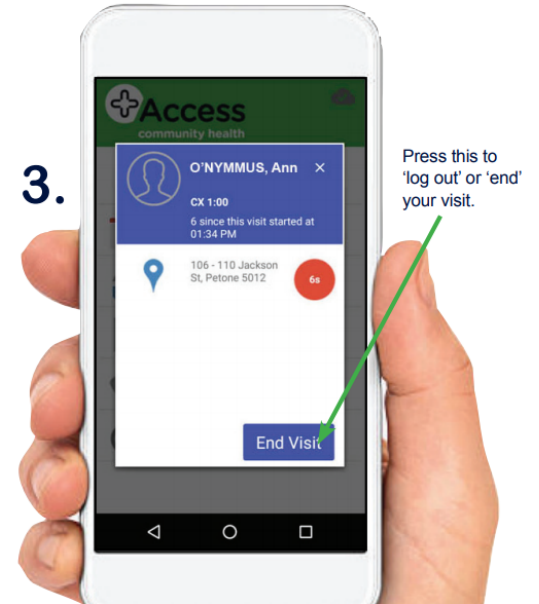


Note: Closing AVA does not 'End' a visit.

2.



3.



The first time you login into AVA we need authenticate and authorise your log in. This may take up to 30 minutes

