

**Q: Do I need to use 2 Apps for my home visits (shifts)?**

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A: Yes. Skedulo maintains your work schedule. It provides you information about you're your scheduled job, where to go, punching in/out for your scheduled job, and maintain a timesheet.

PointClickCare is the other App required for knowing and documenting your completed tasks and medication administration for your client.

**Q: What is my username for Skedulo?**

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A: Your username for Skedulo is your Lifesprk e-mail. Most caregiver's e-mail is your (firstinitial, last [name@lifesprk.us](mailto:name@lifesprk.us)). Example: (pjohnson@lifesprk.com)

**Q: What do I do when I have forgotten my Skedulo password?**

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A: At the bottom of the Skedulo log in page click "Forgot Your Password?" You will then need to enter your username. Skedulo will send you an e-mail to reset your password for Skedulo

**Q. How do I get my Lifesprk e-mails?**

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A: In your internet browser got to (office.com). Click Sign in. Enter your lifesprk e-mail. Enter password.

**Q. What do I do if I have forgotten my Lifesprk e-mail password?**

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A. Contact IT helpdesk at Lifesprk.

**Q. What is my org level (username) for PointClickCare?**

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A: All PointClickCare org levels for each caregiver will use lssl.firstintial, lastname. Example: (lssl.pjohnson)

**Q. What do I do if I have forgotten my PointClickCare password?**

A: You can contact your Staffing supervisor to reset your password or IT helpdesk at Lifesprk.

**Q: How do I find my client in PointClickCare?**

A:

- Edit your assignment -> Continue
- Building: Set to Community
- Assignment: Set to Letter to the Last name of the client -> Apply
- Click Clients -> Find Client in list of Clients -> click on the client name

