



# How To Clock in/out

## STEP 1

Download the mobile app, Generations.  
You can find the app on Google Play or the App Store  
by searching “**Generations Homecare System**” or  
by following the links below:



[Google Play](#)

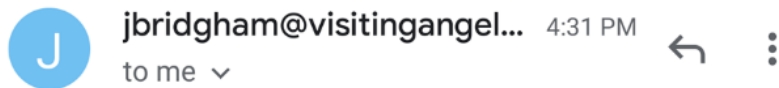
[App Store](#)

## STEP 2

Once the app is downloaded, please call the office  
so we can send you a login link. This link will allow you to  
reset your password and log in to the app.



Reset Password For Visiting Angels  
of Connecticut 



Hi Test Cargiver,  
You can click the link to choose your own password.

[https://generations.idb-sys.com/  
ForgotPasswordRecoveryForm.aspx?  
uid=TahdcSVRAavNhRAR+/  
NjXRNoRd61yycN3ZupbnBFTTrGdFvcC8jELXQA4OrY8hslmTt+  
rqlpkWgaC3VyP7xzp9w==](https://generations.idb-sys.com/ForgotPasswordRecoveryForm.aspx?uid=TahdcSVRAavNhRAR+/NjXRNoRd61yycN3ZupbnBFTTrGdFvcC8jELXQA4OrY8hslmTt+rqlpkWgaC3VyP7xzp9w==)

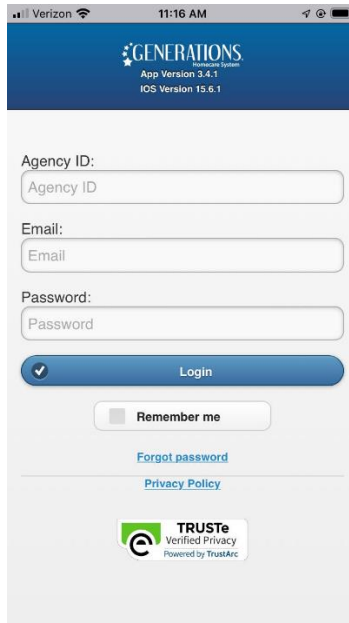
## STEP 3

### LOG IN INFORMATION

**Agency ID:** Visi1679

**Username:** Your Email Address

**Password:** The password that you set up in Step 2



The screenshot shows the login interface of the GENERATIONS app. At the top, the app name 'GENERATIONS' is displayed with 'App Version 3.4.1' and 'iOS Version 15.6.1'. Below this are three input fields: 'Agency ID' (containing 'Agency ID'), 'Email' (containing 'Email'), and 'Password' (containing 'Password'). A blue 'Login' button is positioned below the password field, accompanied by a 'Remember me' checkbox. Links for 'Forgot password' and 'Privacy Policy' are located at the bottom of the form. A TRUSTe logo is visible at the very bottom of the screen.

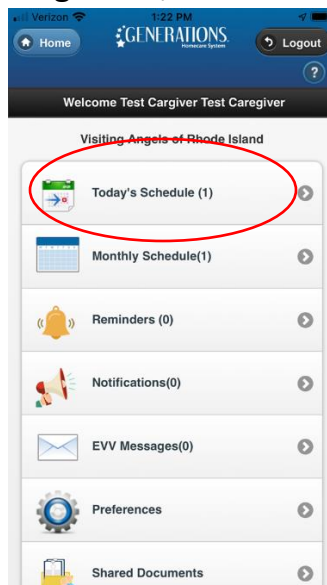
## STEP 4

After logging in, you should see the home page.

Here you have access to your schedule, Reminders, Notifications, Messages, Preferences, and Documents.

To begin your shift, click on ***“Today’s Schedule”***

To view any upcoming shifts, click on ***“Monthly Schedule”***

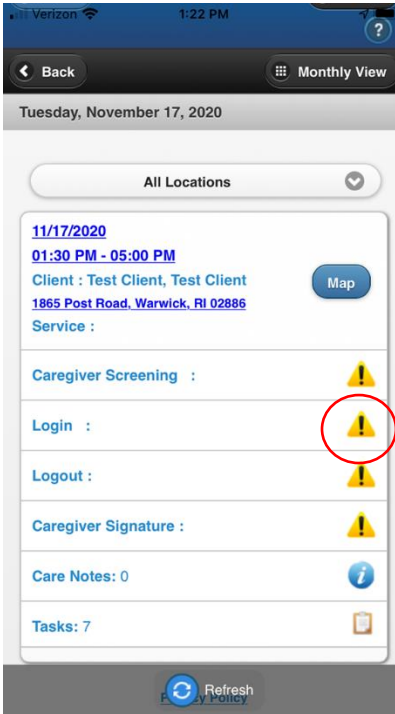


## STEP 5

To log-in, simply click on the yellow alert sign and it will verify your location via GPS.

This takes between 12-50 seconds.

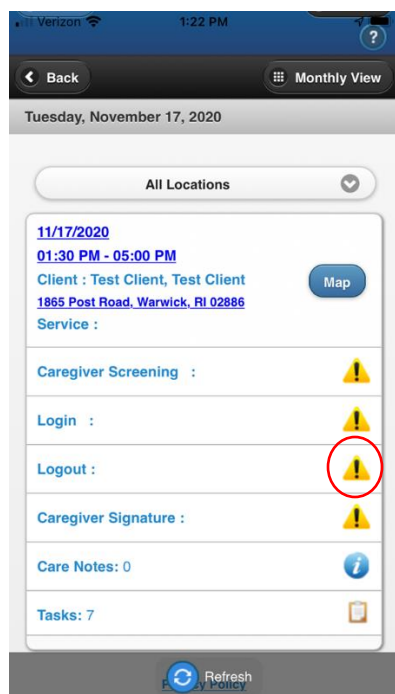
Once verified, a green checkmark will appear next to the log-in section.



## STEP 6

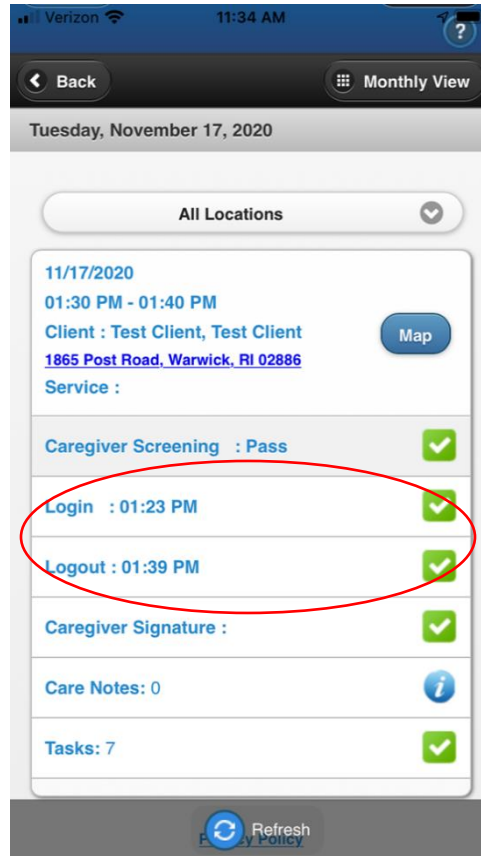
When your shift is complete select the logout button and GPS will verify your location.

This will take between 12 -50 seconds.



## STEP 7

Once all items are completed a green check mark will be placed beside it.



## Things To Remember

- ✓ Visiting Angels log-in/log-out system is how we keep track of your hours. If you do not log-in your pay may not be accurate.
- ✓ You and all office employees are notified when you do not log-in. An alert is sent every 15 minutes until you log-in.
  - ✓ Calling the office is not a substitute for logging in.
- ✓ If you are having trouble with the Generations App please call or send an email so the issue can be fixed immediately.

## **Alternatives**

If the application isn't working you have the ability  
to call in through our log-in phone system.

*This option should ONLY be used if all others avenues haven't worked.*

Call 833-329-1066

Enter your Caregiver ID (Typically the last 4 of your phone number)

Press 2 to log-in or Press 3 to log-out

Enter the Client's ID (This will be given to you prior to the start of your case)

To log-out repeat those steps

***If you have any questions or concerns, please call  
the office and we will help you get everything set up.***

***Woodbridge: 203-298-9700***

***Newington: 860-372-4429***

***Groton: 860-446-2273***