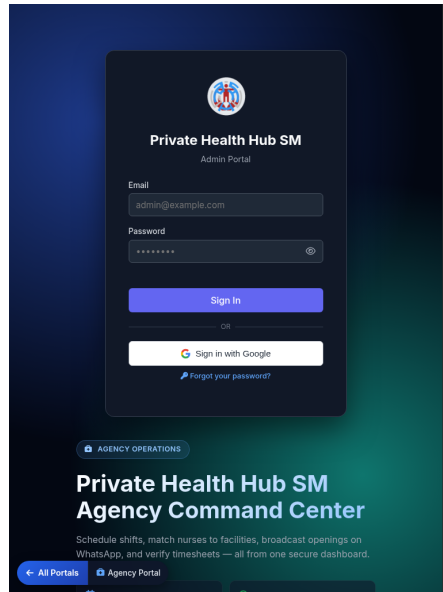


PHH CareSchedules

Admin Guide

For PHH schedulers and administrators



Install & Usage Guide

Install the App

PHH CareSchedules is a web app — no app store needed. Install it on your phone or computer's home screen for quick access.

iPhone / iPad (Safari)

1. Open **Safari** and go to **phh-careschedules.umunthu.io**.
2. Tap the **Share** button (square with arrow up).
3. Scroll and tap **Add to Home Screen**.
4. Tap **Add**. The PHH icon appears on your home screen.

Android (Chrome)

1. Open **Chrome** and go to **phh-careschedules.umunthu.io**.
2. Tap the **three-dot menu** in the top right.
3. Tap **Install app** or **Add to Home screen**.
4. Tap **Install**.

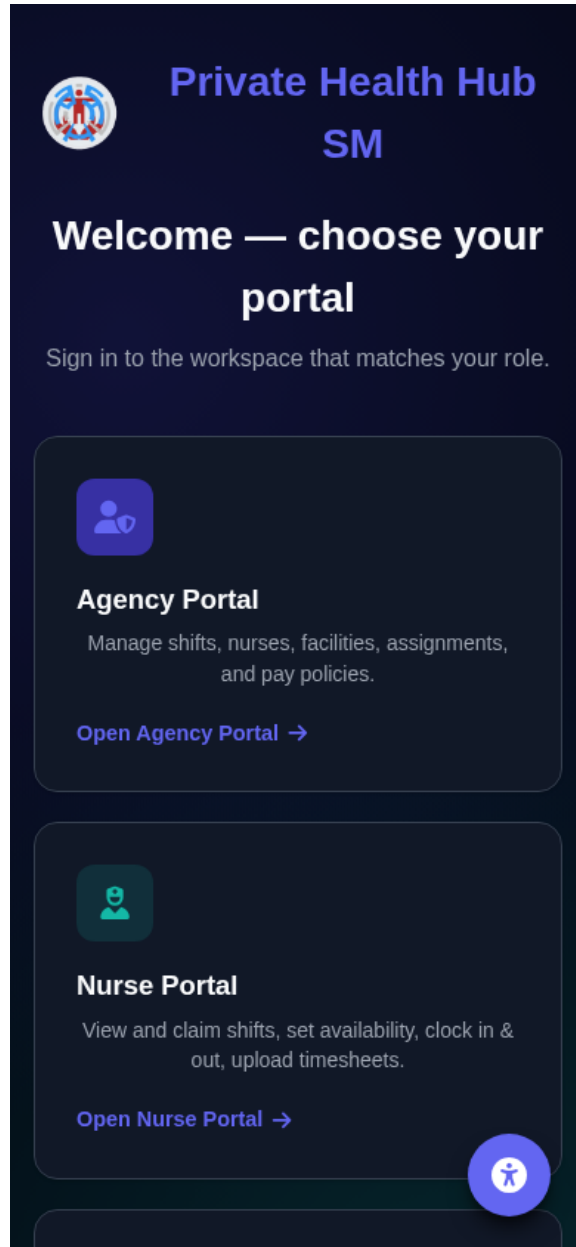
PC / Mac (Chrome or Edge)

1. Open the browser and go to **phh-careschedules.umunthu.io**.
2. Click the **install** icon in the address bar (monitor with arrow).
3. Click **Install**. A desktop shortcut is created.

Tip: Once installed, the app opens in its own window without browser tabs.

Choose Your Portal

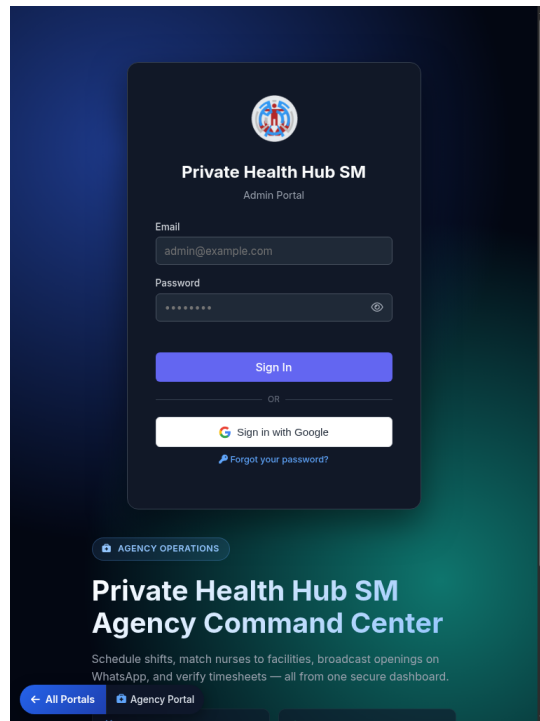
When you open the app, you'll see the portal selector. Pick the portal that matches your role.



Welcome screen — portal selector

Tap **Open Admin Portal**.

Sign In



Admin sign-in screen

Admin access is restricted. Use your assigned admin credentials.

Using the Admin Portal

Shift Management

Create, edit, assign, and cancel shifts. Bulk-create from CSV or paste schedules in plain text — the AI parser handles the rest.

Assigning vs. Claiming

An admin-assigned shift is **Confirmed** automatically. A nurse-claimed shift is **Pending** until you approve it.

Approve Claims

Review pending claims from nurses and confirm or decline. RN and LPN can cover each other; CNA is restricted to CNA-only shifts.

Nurse & Facility Management

Add new nurses and facilities, edit profiles, deactivate accounts, and manage roles.

Timesheet Verification

Cross-check nurse uploads against facility approvals. Approved timesheets are locked for payroll.

WhatsApp Broadcasts

Send open-shift broadcasts to nurses via WhatsApp directly from the admin tools.

Reports & Exports

Export shifts, timesheets, and activity to CSV for payroll and reporting.

Troubleshooting

Problem	Solution
Nurse can't decline a shift	Shift is within 6 hours — they must call the scheduler.
Claim not approved	Approve from the pending list in Shift Management.
Timesheet photo missing	Ask nurse to re-open the shift and re-upload.
Facility can't sign in	Reset password from the Facility Management screen.
WhatsApp not sending	Verify the broadcast secret is configured.
Nurse not appearing for a shift	Check role match — CNA can only take CNA shifts.

Light & Dark Mode

Every portal has a sun/moon toggle in the header. Your choice is saved on your device.

Need Help?

Contact your scheduler or PHH administrator. They can reset passwords, fix shift errors, and answer policy questions.