

Caregiver FAQ on EverCheck Wallet

Why are we moving to EverCheck Wallet for license and certification monitoring?

EverCheck Wallet allows you to easily monitor all the licenses and certifications your role here may require and remind you they are up for renewal. You can also submit all these documents directly through EverCheck Wallet by using the smartphone app or online.

Is there a user guide?

Yes. [Download a How-to-Use Guide here.](#)

Why do I need to submit my license and certifications through EverCheck if it's already on file with my employer?

Because we're moving to EverCheck Wallet, we need to build our caregivers' licensure database from scratch. This also ensures everything is up-to-date and that you are on track with all your required license and certifications required for your role. Plus you can start getting to know EverCheck, which will be what you'll use going forward.

Which credentials can be updated through EverCheck Wallet?

All job-required certifications can be updated using EverCheck Wallet. This includes, AHA certifications, NRP, Food Handler Permits, auto insurance cards, driver's license, etc.

How do I access EverCheck?

If you have a job-required license or certification you will receive an email from EverCheck Wallet with a link to upload your documents. You can also use a Chrome browser to navigate to www.evercheck.com. In the upper right hand corner click "sign in." This will take you to the sign in page. Enter your username and password you received via email from EverCheck Wallet.

If you don't remember your username or password, or did not receive one from EverCheck, enter your work email address at <http://accounts.evercheck.com/forgotpassword> to reset it.

Will I receive email reminders?

Yes, EverCheck Wallet will email you 60, 30, and 5 days before any expirations. Your core leader will also be reminded 30, 10 and 5 days out from one of your expirations.

What if I miss the deadline to submit everything through EverCheck?

You are required to maintain current license and certifications as required by your position--you can monitor these through EverCheck Wallet. If your license and/or certification lapse, you are not allowed to work and may be subject to disciplinary action including fines and penalties from the licensing boards. Please make sure to renew your licenses/certifications at least 15 days before the expiration to ensure your work schedule and patient care aren't disrupted.

Where can I ask questions about EverCheck?

More information, including additional information for core leaders, is available by visiting the **Job requirement license & certifications** page on the **Work/Life** tab on the HR portal at Caregiver.eHR.com. To get help with EverCheck, you can email support@evercheck.com or call 888-404-7996 (M-F 8 a.m. to 8 p.m. ET).