

It is extremely important to allow your device to capture the location of **your visits**. This will keep you and the agency compliant with EVV Visit data.

Barnestorm would like to assure you that the **ONLY** time your location is tracked is when you select the **START VISIT** and **FINISH** button from your EVV Visit in CareChamp. We do not track the GPS coordinates at any other time.

**Q: I was told my GPS location is not being captured, but it shows up as enabled on my device.**

If you have disabled the location several times in a row, this may have permanently disabled the setting for the app until it is reset. The following article shows how to reset the location from iPhone and Android. [EVV - Visits Show No GPS for Completed Care Champ \(Care Champ, EVV, GPS\)](http://kb.barnestorm.biz/KnowledgebaseArticle51730.aspx)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51730.aspx>