Quick Guide Title Go Here

Important points to remember when using AccuCare Web

1. It is important to access AccuCare correctly. Open your Web Browser and type www.myaccucare.com in the address bar. Once at this location, copy the address to your bookmarks bar. Using **Chrome** as you browser of choice click on the three dots ⋮ in the upper right corner of the browser.
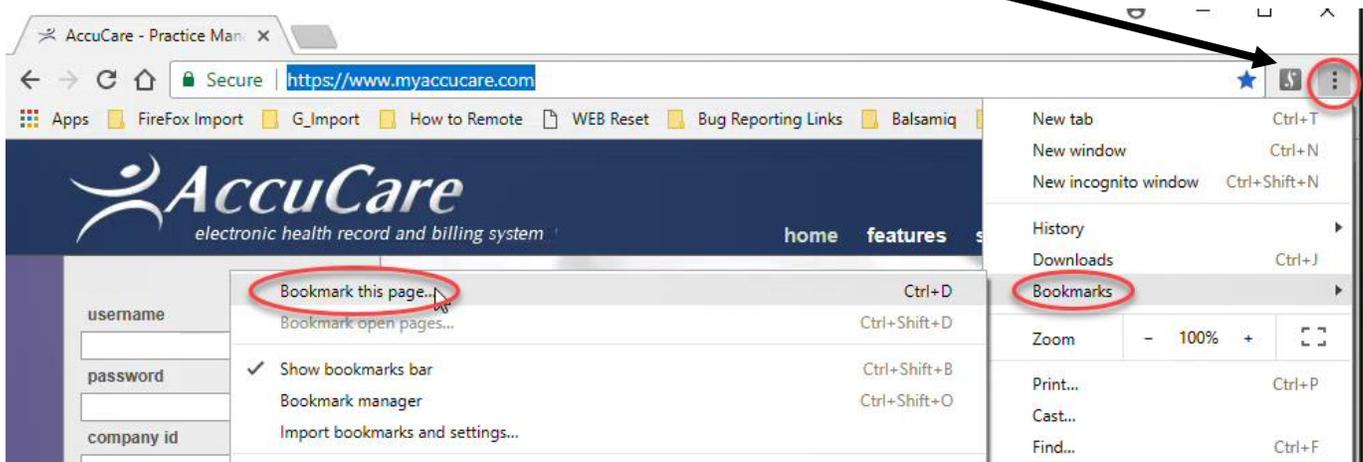
2. It is extremely important to exit out of AccuCare properly to ensure you license has been released for the next user. In other words, click Logout to properly exit AccuCare.
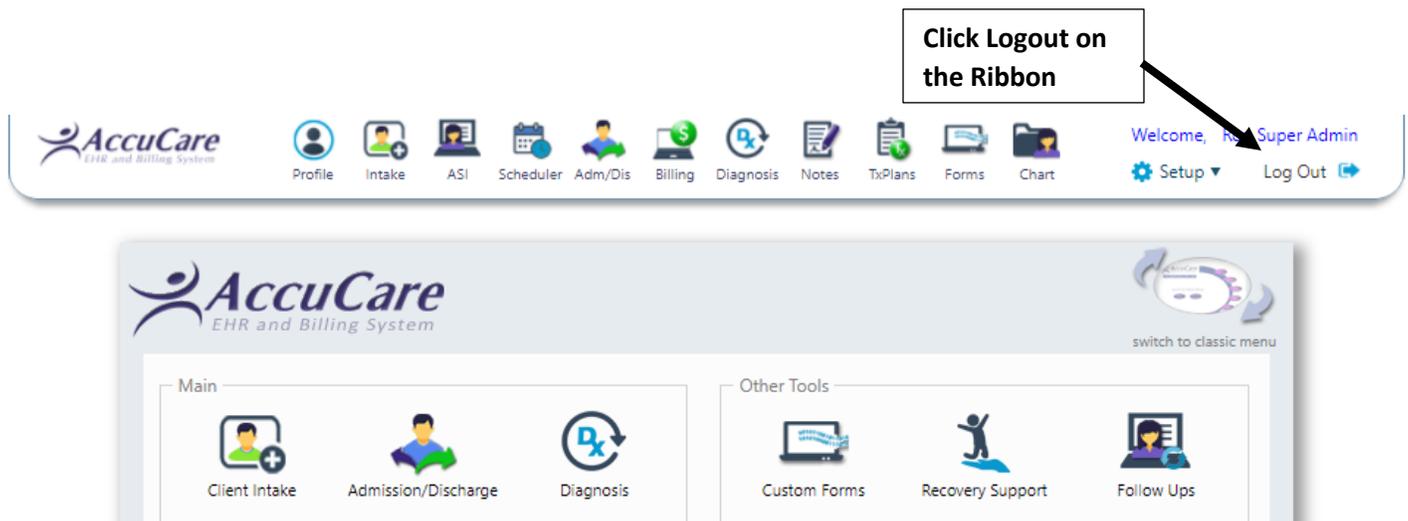
Also, extremely important is the 60-minute window to process assessments. Each window gets renew during the session when you press the Forward, Back or Stop buttons. When a clinician is filling a long comment in the comments box or just answering each of questions this is consider idle time. Once they have pressed one the provided buttons [Forward], [Backward] or [Stop] the ***clock starts over*** at 60 minutes. This process is in place to insure licenses are not held all day when they can be used by others. In addition, it insures the page does not stay up all night for others to read or access AccuCare. We have created reminder to popup when you are about to reach the 60-minute window (see screen shot below). **You will only have 2 minutes to respond this popup or be logged out automatically.**

** IMPORTANT NOTE: Your page will not be saved if you are automatically logged out)
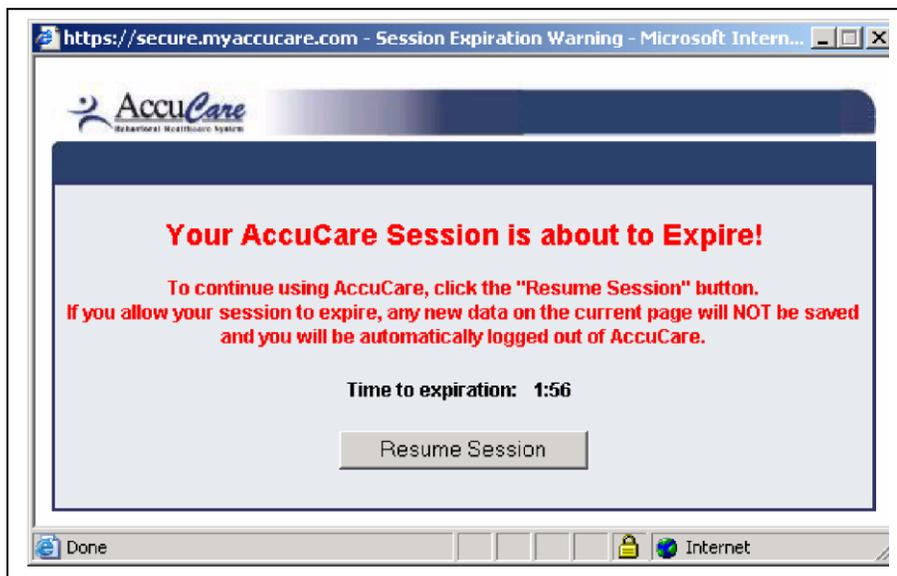
3. Do not use the browser toolbar to navigate through AccuCare. Always use the AccuCare buttons to move forward, backward or to print

4. Exit out of AccuCare after each client's assessment or session is completed. Although your AccuCare program will appear active, when you input data in the first screen and attempt to advance to the next screen (the action which saves the data) you will receive a 'session time out' message. This is due to a security measure that automatically closes the program if it has been idle for a certain length of time. Likewise, it is also best to save and quit if the clinician anticipates a long break during the session with the client. For instance, starting an assessment, then leaving the program up and idle for more than 30 minutes while discussing issues with the client. You may receive a time out message when attempting to resume the assessment, and will possibly lose data.

For additional questions, contact AccuCare Support at 800-324-7966 or email support@orionhealthcare.com and we will be happy to assist you!