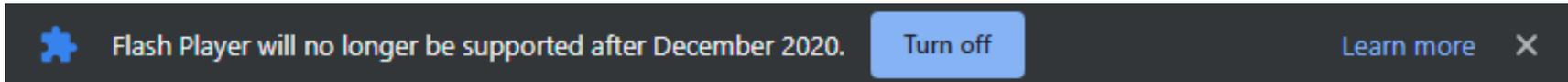


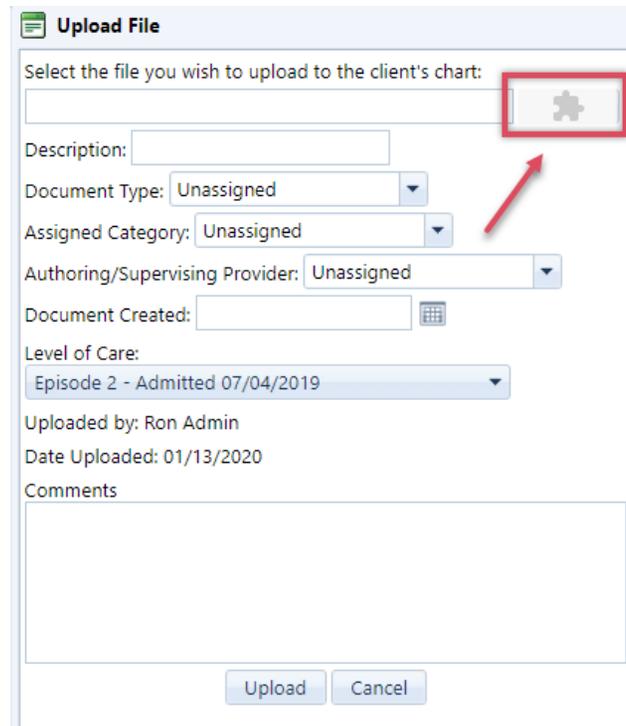
Unable to Upload Documents In Chart Management

If you have seen this notice at the top of your Chrome Browser



OR

You are unable to upload a document into Chart Management due to the Browse button showing up like a puzzle piece

A screenshot of a web application dialog box titled "Upload File". The dialog has a light blue header with a menu icon and the title. Below the title is a text prompt: "Select the file you wish to upload to the client's chart:". Underneath is a file selection input field. To the right of this field is a button with a grey puzzle piece icon, which is highlighted with a red rectangular box. A red arrow points from the bottom of this box towards the "Browse" button. Below the file selection field are several form fields: "Description:" with a text input; "Document Type:" with a dropdown menu showing "Unassigned"; "Assigned Category:" with a dropdown menu showing "Unassigned"; "Authoring/Supervising Provider:" with a dropdown menu showing "Unassigned"; "Document Created:" with a text input and a calendar icon; "Level of Care:" with a dropdown menu showing "Episode 2 - Admitted 07/04/2019"; "Uploaded by: Ron Admin"; and "Date Uploaded: 01/13/2020". At the bottom of the dialog is a "Comments" section with a large text area. At the very bottom are two buttons: "Upload" and "Cancel".

Unable to Upload Documents In Chart Management

The following instructions will guide through the proper steps to allow for Flash to work in Chrome until we push out a fix in the near future. Please pass this on to other users of AccuCare who are also experiencing this notice. If you have any questions or need guidance with these instructions please do not hesitate to call our support staff at 1-800-324-7966.

How to tell if your Chrome Browser is experiencing problem showing the [Browse] button

The user opens Chart management

1. Selects Client
2. Apply Filters
3. Click [Upload File] button

The screenshot shows the 'Chart Management' interface. At the top, there is a 'Client Name' field with 'Able, Alan A.' selected, marked with a red circle '1'. To the right, there are filter options: 'Choose Filter(s): Select a filter', 'Select By: Service Date', and 'All Dates' selected. An 'Apply Filters' button is marked with a red circle '2'. Below the filters is a table with columns: Select, Client Name, Episode, Description, Level of Care, Location, Service Date, File Date, Document Type, Chart Category, Created By, Initial Signature, and Date. The table contains several rows of data for 'Able, Alan A.'. At the bottom, there is a toolbar with buttons: 'Upload File' (marked with a red circle '3'), 'Add From Library', 'Manage Chart Documents', 'Batch Sign Off', 'View/Sign Off', 'Setup', 'Print', 'Delete', and 'Close'. The total space remaining is 49.99GB.

Select	Client Name	Episode	Description	Level of Care	Location	Service Date	File Date	Document Type	Chart Category	Created By	Initial Signature	Date
<input type="checkbox"/>	Able, Alan A.	2	ADULT SUBSTANCE ABUSE	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	08/12/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	05/30/2019	Unassigned	Unassigned	Roy Able, BS,	Roy Able, BS, CAT	05/30/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	05/23/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	05/23/2019
<input type="checkbox"/>	Able, Alan A.	1	test upload By Ron	--	--	--	03/14/2019	ASI Assessment	Inpatient Rehab	Ron Admin	--	03/14/2019
<input type="checkbox"/>	Able, Alan A.	1	Treatment Plans	Level II.1 - Intensive outpatient	(HP - SA) Nicasa Highland Park -	01/03/2019	01/03/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	01/03/2019
<input type="checkbox"/>	Able, Alan A.	1	Youth Individual	Level II.1 - Intensive outpatient	(HP - SA) Nicasa Highland Park -	12/12/2018	12/17/2018	Unassigned	Unassigned	Roy Able, BS,	Roy Able	12/17/2018
<input type="checkbox"/>	Able, Alan A.	N	Peer Recovery Group	--	--	09/12/2018	12/05/2018	Unassigned	Unassigned	Ron Admin	--	12/05/2018
<input type="checkbox"/>	Able, Alan A.	N	Group -IOP	--	--	09/14/2018	09/20/2018	Progress Note	IOP Inpatient Ref	Ron Admin	Ron Alai	09/20/2018
<input type="checkbox"/>	Able, Alan A.	N	Gambling Outpatient Group	--	--	09/11/2018	09/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	09/14/2018
<input type="checkbox"/>	Able, Alan A.	2	Group -Basic Outpatient	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/20/2018	08/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Jail Evaluation	--	--	08/06/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Youth Individual	--	--	08/15/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018

Unable to Upload Documents In Chart Management

4. You will see this puzzle piece



Episode	Description	Level of Care	Location	Service Date	File Date	Document Type	Chart Category	Created
2	ADULT SUBSTANCE ABUSE	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019			
1	Referral Record	--	--	--	05/30/2019			
1	Referral Record	--	--	--	05/23/2019			
1	test upload By Ron	--	--	--				
1	Treatment Plans	Level II.1 - Inte				Unassigned	Unassigned	Ron Adm
1	Youth Individual	Level II.1 - Inte				Unassigned	Unassigned	Roy Able
N	Peer Recovery Group	--				Unassigned	Unassigned	Ron Adm
N	Group -IOP	--				Unassigned	Unassigned	Ron Adm
N	Gambling Outpatient Group	--				Progress Note	IOP Inpatient Rel	Ron Adm
2	Group -Basic Outpatient	Level II.1 - Inte				Progress Note	Group Note	Ron Adm
N	Jail Evaluation	--				Progress Note	Individual Note	Ron Adm
N	Youth Individual	--				Progress Note	Individual Note	Ron Adm

Upload File

Select the file you wish to upload to the client's chart:

Description:

Document Type:

Assigned Category:

Authoring/Supervising Provider:

Document Created:

Level of Care:

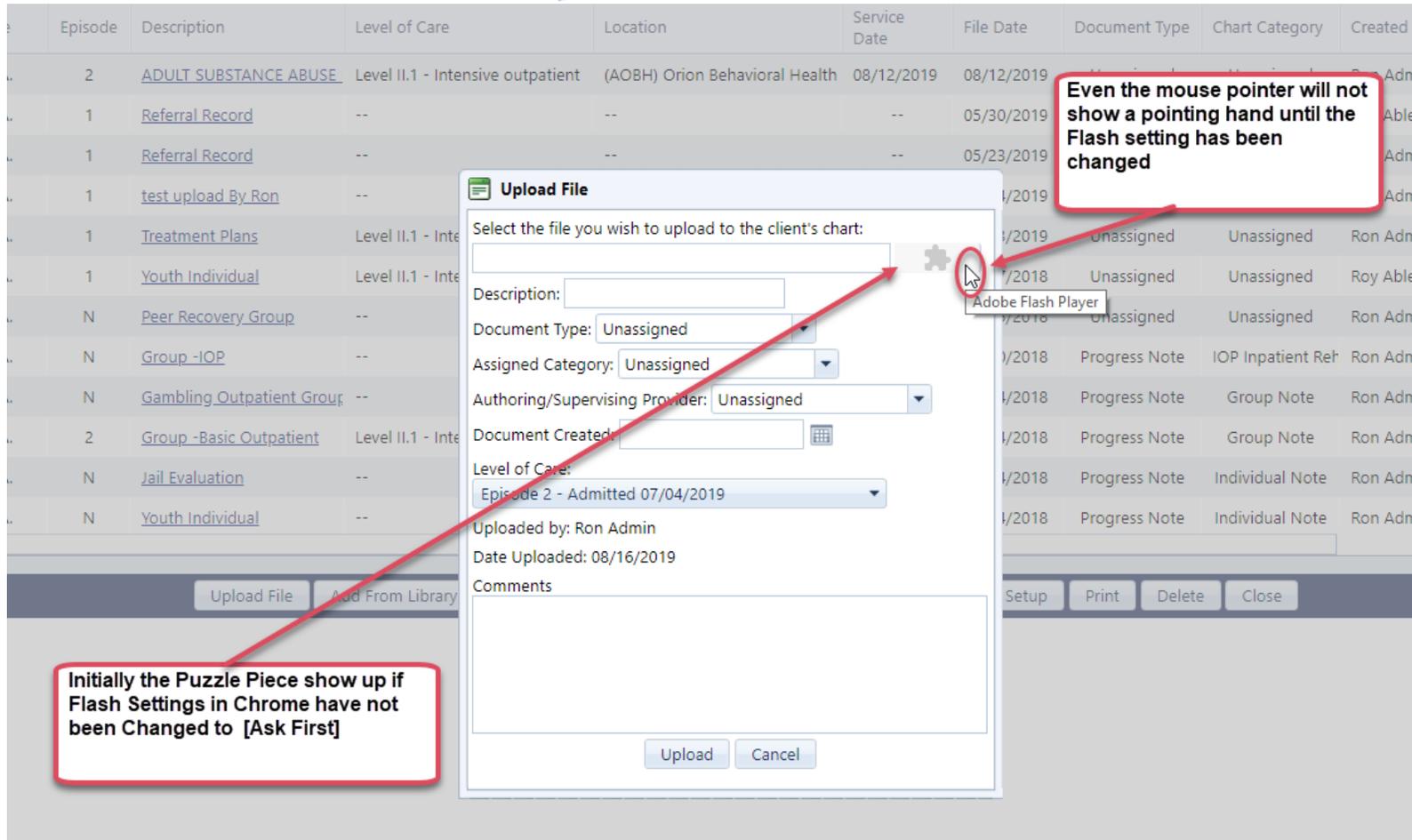
Uploaded by: Ron Admin

Date Uploaded: 08/16/2019

Comments

Even the mouse pointer will not show a pointing hand until the Flash setting has been changed

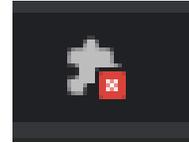
Initially the Puzzle Piece show up if Flash Settings in Chrome have not been Changed to [Ask First]



Unable to Upload Documents In Chart Management

Steps to fix Chrome Flash Settings

If you see the puzzle piece look for this popup blocker in the upper right-hand corner.

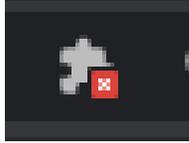


The screenshot shows the AccuCare web application interface. The top navigation bar includes the AccuCare logo and various menu items: Profile, Intake, Adm/Dis, ASI, Notes, Screening, TxPlans, Chart, Forms, Scheduler, Diagnosis, Setup, and Log Out. The main content area displays a table of chart entries with columns for Episode, Description, Level of Care, Date, Document Type, Chart Category, Created By, Initial Signature, and Date. A dialog box titled "Upload File" is open in the foreground, prompting the user to select a file to upload. The dialog box contains several input fields and dropdown menus. A red box highlights a puzzle piece icon in the dialog box, and a red arrow points from it to a question mark icon in the browser's toolbar. A callout box says "Click on Pop up Blocker".

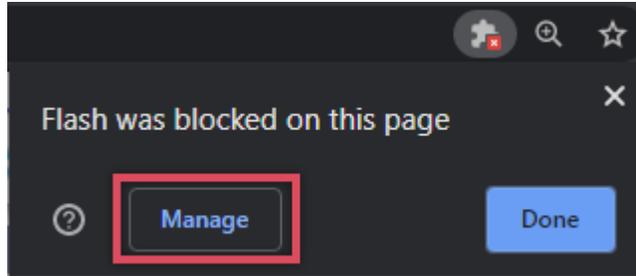
Episode	Description	Level of Care	Date	Document Type	Chart Category	Created By	Initial Signature	Date
1	Narrative Report	Level II.1 - Inte	/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	10
2	ADULT SUBSTANCE ABUSE	Level II.1 - Inte	/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	08
1	Referral Record	--	/2019	Unassigned	Unassigned	Roy Able, BS,	Roy Able, BS, CAI	05
1	Referral Record	--	/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	05
1	test upload By Ron	--	/2019	ASI Assessment	Inpatient Rehab	Ron Admin	--	
1	Treatment Plans	Level II.1 - Inte	/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	01

Unable to Upload Documents In Chart Management

Step #1 – Click the popup blocker icon

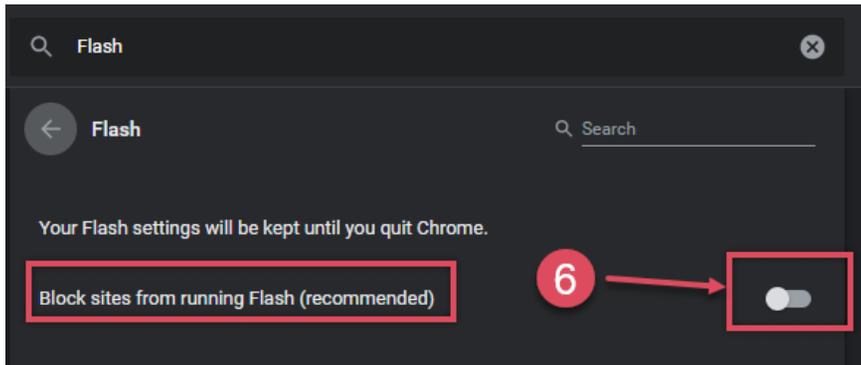


Step #2 – Click the [Manage] button



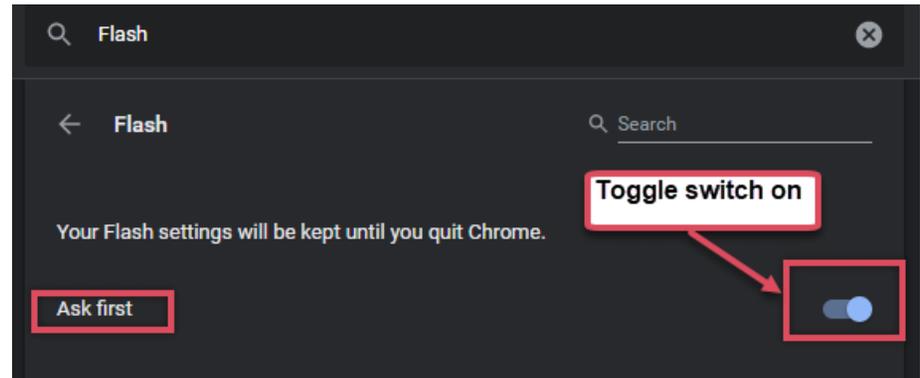
Step #3 – This will take you directly to the Flash Setting.

(Fig. 1)



Step #4 – Move the toggle switch to on to say "Ask First"

(Fig. 2)



Unable to Upload Documents In Chart Management

Step #5 - Now to go back to AccuCare to reopen Chart Management

1. Selects Client
2. Apply Filters
3. Click Upload File

The screenshot shows the 'Chart Management' interface. At the top, there are search and filter options. The 'Client Name' field contains 'Able, Alan A.' and is highlighted with a red box and a red circle with the number '1'. To the right, the 'Apply Filters' button is highlighted with a red box and a red circle with the number '2'. Below the search area is a table with columns: Select, Client Name, Episode, Description, Level of Care, Location, Service Date, File Date, Document Type, Chart Category, Created By, Initial Signature, and Date. The table contains 13 rows of document entries for 'Able, Alan A.'. At the bottom of the interface, the 'Upload File' button is highlighted with a red box and a red circle with the number '3'. Other buttons include 'Add From Library', 'Manage Chart Documents', 'Batch Sign Off', 'View/Sign Off', 'Setup', 'Print', 'Delete', and 'Close'. The total space remaining is 49.99GB.

Select	Client Name	Episode	Description	Level of Care	Location	Service Date	File Date	Document Type	Chart Category	Created By	Initial Signature	Date
<input type="checkbox"/>	Able, Alan A.	2	ADULT SUBSTANCE ABUSE	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	08/12/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	05/30/2019	Unassigned	Unassigned	Roy Able, BS,	Roy Able, BS, CAI	05/30/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	05/23/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	05/23/2019
<input type="checkbox"/>	Able, Alan A.	1	test upload By Ron	--	--	--	03/14/2019	ASI Assessment	Inpatient Rehab	Ron Admin	--	03/14/2019
<input type="checkbox"/>	Able, Alan A.	1	Treatment Plans	Level II.1 - Intensive outpatient	(HP - SA) Nicasa Highland Park -	01/03/2019	01/03/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	01/03/2019
<input type="checkbox"/>	Able, Alan A.	1	Youth Individual	Level II.1 - Intensive outpatient	(HP - SA) Nicasa Highland Park -	12/12/2018	12/17/2018	Unassigned	Unassigned	Roy Able, BS,	Roy Able	12/17/2018
<input type="checkbox"/>	Able, Alan A.	N	Peer Recovery Group	--	--	09/12/2018	12/05/2018	Unassigned	Unassigned	Ron Admin	--	09/12/2018
<input type="checkbox"/>	Able, Alan A.	N	Group -IOP	--	--	09/14/2018	09/20/2018	Progress Note	IOP Inpatient Ref	Ron Admin	Ron Alai	09/20/2018
<input type="checkbox"/>	Able, Alan A.	N	Gambling Outpatient Group	--	--	09/11/2018	09/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	09/14/2018
<input type="checkbox"/>	Able, Alan A.	2	Group -Basic Outpatient	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/20/2018	08/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Jail Evaluation	--	--	08/06/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Youth Individual	--	--	08/15/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018

Unable to Upload Documents In Chart Management

- 4. Click the Puzzle piece again.
- 5. Click to Allow to change to [Browse] button

The screenshot shows the AccuCare software interface. At the top, a security warning from 'secure6.myaccucare.com' is displayed, asking to 'Run Flash' and offering 'Allow' and 'Block' buttons. A red circle with the number '5' is next to the 'Allow' button, which is highlighted with a red box. A red arrow points from this box to a text box that says 'Click Allow to change button from Puzzle piece to a [Browse] button'. Below the warning, the main interface shows a search area for 'Client Name' (Able, Alan A.) and a table of chart items. The table has columns for Select, Client Name, Episode, Description, Level of Care, Location, Service Date, File Date, and Document Type. An 'Upload File' dialog box is open in the foreground, with a red circle with the number '4' next to a puzzle piece icon in the top right corner. A red arrow points from this icon to a text box that says 'This time the point turns to a point hand and should allow you to click on it'. The dialog box contains fields for Description, Document Type, Assigned Category, Authoring/Supervising Provider, and Document Created.

Select	Client Name	Episode	Description	Level of Care	Location	Service Date	File Date	Document Type
	Able, Alan A.	2	ADULT SUBSTANCE ABUSE	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned
	Able, Alan A.	1	Referral Record	--	--	--	05/30/2019	Unassigned
	Able, Alan A.	1	Referral Record	--	--	--	05/23/2019	Unassigned
	Able, Alan A.	1	test upload By Ron	--	--	--	--	ASI Assessment
	Able, Alan A.	1	Treatment Plans	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned
	Able, Alan A.	1	Treatment Plans	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned
	Able, Alan A.	N	Group -IOP	--	--	--	08/12/2018	Unassigned
	Able, Alan A.	N	Gambling Outpatient Group	--	--	--	08/12/2018	Unassigned
	Able, Alan A.	2	Group -Basic Outpatient	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2018	08/12/2018	Progress Note
	Able, Alan A.	2	Group -Basic Outpatient	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2018	08/12/2018	Progress Note

Unable to Upload Documents In Chart Management

- 6. Click Apply File again
- 7. Click Upload File

Chart Management

Select

Client Name: Alan A Able x

Choose Filter(s): Select a filter

Show Columns: All items checked

Select By: Service Date

- All Dates
- Date Range: Enter a Start Date to Enter an End Date

6

Apply Filters

Clear Filters

Total Space Remaining: 49.99GB

Episode(s): Select Episode(s)

	Client Name	Episode	Description	Level of Care	Location	Service Date	File Date	Document Type	Chart Category	Created By	Initial Signature	Date
<input type="checkbox"/>	Able, Alan A.	2	ADULT SUBSTANCE ABUSE	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/12/2019	08/12/2019	Unassigned	Unassigned	Ron Admin	Ron Admin	08/12/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	05/30/2019	Unassigned	Unassigned	Roy Able, BS,	Roy Able, BS, CAI	05/30/2019
<input type="checkbox"/>	Able, Alan A.	1	Referral Record	--	--	--	--	Unassigned	Unassigned	Ron Admin	Ron Admin	05/30/2019
<input type="checkbox"/>	Able, Alan A.	1	test upload By Ron	--	--	--	--	Unassigned	Inpatient Rehab	Ron Admin	--	05/30/2019
<input type="checkbox"/>	Able, Alan A.	1	Treatment Plans	--	--	--	--	Unassigned	Unassigned	Ron Admin	Ron Admin	01/22/2019
<input type="checkbox"/>	Able, Alan A.	1	Youth Individual	--	--	--	--	Unassigned	Unassigned	Roy Able, BS,	Roy Able	12/11/2018
<input type="checkbox"/>	Able, Alan A.	N	Peer Recovery Group	--	--	--	--	Unassigned	Unassigned	Ron Admin	--	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Group -IOP	--	--	09/14/2018	09/20/2018	Progress Note	IOP Inpatient Rel	Ron Admin	Ron Alai	09/20/2018
<input type="checkbox"/>	Able, Alan A.	N	Gambling Outpatient Group	--	--	09/11/2018	09/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	09/14/2018
<input type="checkbox"/>	Able, Alan A.	2	Group -Basic Outpatient	Level II.1 - Intensive outpatient	(AOBH) Orion Behavioral Health	08/20/2018	08/14/2018	Progress Note	Group Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Jail Evaluation	--	--	08/06/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018
<input type="checkbox"/>	Able, Alan A.	N	Youth Individual	--	--	08/15/2018	08/14/2018	Progress Note	Individual Note	Ron Admin	Ron Alai	08/14/2018

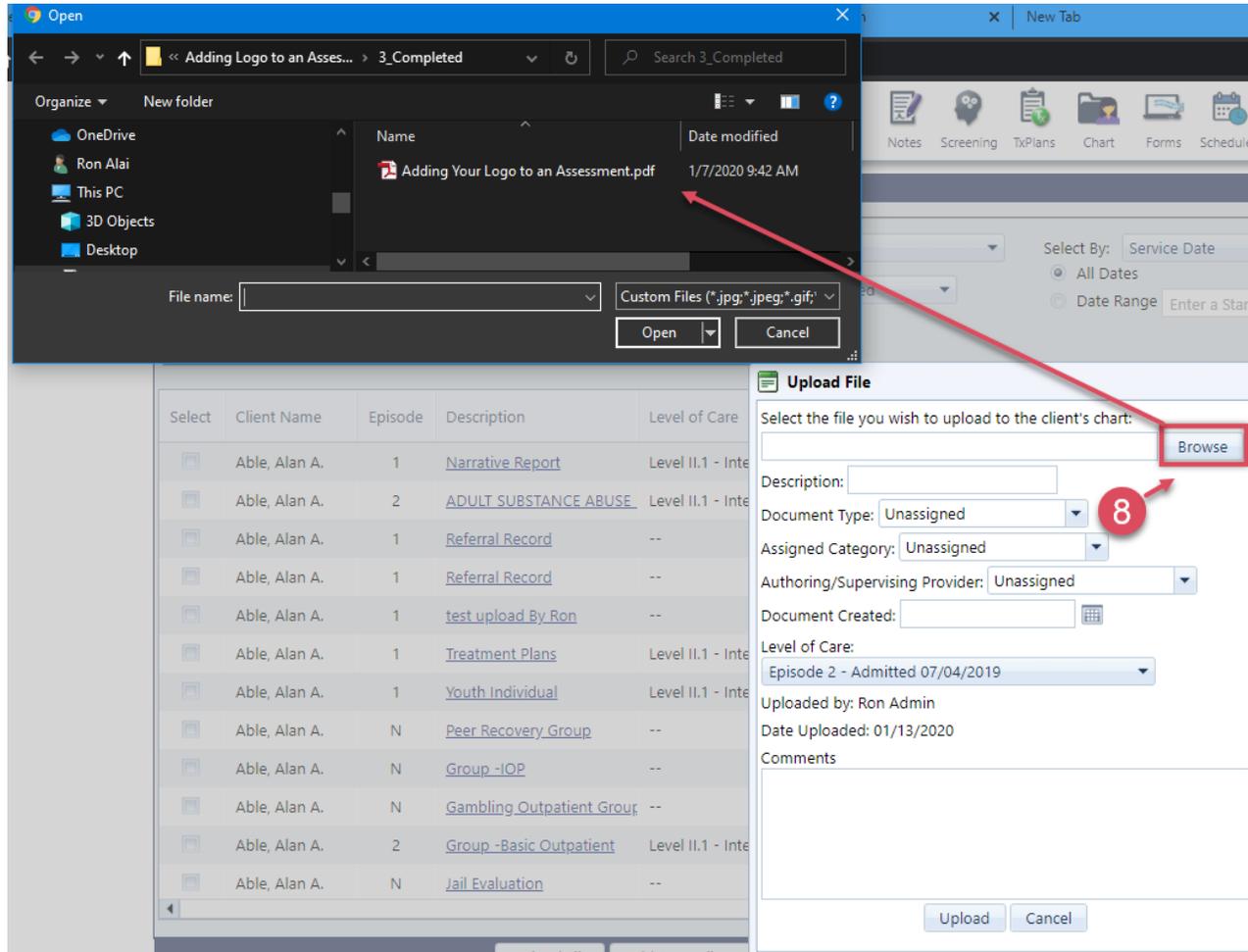
IMPORTANT STEP
Click [Apply Filter] button again
next
Click the [Upload File] button

7

Upload File Add From Library Manage Chart Documents Batch Sign Off View/Sign Off Setup Print Delete Close

Unable to Upload Documents In Chart Management

8. Browse button returns allowing you browse for the file on your computer to upload



If you have any questions or need guidance with these instructions please do not hesitate to call our support staff at 1-800-324-7966.