## AccuCare 9.8S Release Notes

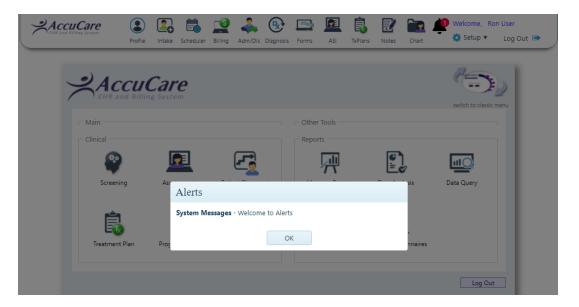
#### **Enhancements - Summary**

## System Alerts (Phase 1)

System Alerts is a feature we have added to AccuCare to help keep you notified of important events via the application. Our plan is to release additional functionality, such as individual and task alerts, over the next few releases. This allows users to get a feel for our initial release of the feature, and allow our users to provide us valuable feedback as to how we'll proceed with the next update of functionality. In the meantime, here's a summary of how our initial "Phase 1" release of System Alerts works.

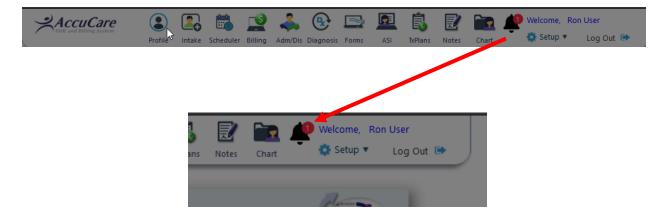
#### What are System Alerts?

System Alerts are alerts notices sent from the AccuCare Customer Care center to alert you of upcoming changes, notices and general information. These alert notices will be sent to all users setup in AccuCare and have the feature enabled. (See Alerts settings later in this document.)



#### How will I know I have an alert?

You will see a red circle with the number of alerts on the Bell Icon located in the top navigation ribbon.



#### Will I be able to control my System Alerts?

1. Yes, each user is given control over incoming alerts. Simply click on the bell icon to bring up the dialog box, then click on **[Settings**].

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Alerts					Mar	k All as Re	ead	Settings
System	n Message	<b>es</b> - Test A	ert 1					7h
System	n Message	<b>es</b> - Test A	lert 2					7h
System	n Messago	es - Welcoi	me to Ale	rts				
				See All				

2. The User Alert dialog box then presents itself for you to edit your settings.

Set	up > User Alerts				
A	lerts Enabled				
╎┌					
	Alert Type		Enabled	Show Pop-up	Email
	System Messages				
		Click the <b>[Edit]</b> butto	on to		
		make changes.			
		Edit Save Cancel Alerts Inbox	Close		

3. Upon clicking the [Edit] button you will able to turn on or off the following.

Setup > User Alerts			
Alerts Enabled			
Alert Type	Enabled	Show Pop-up	Email
System Messages			
System Messages is the first type/category of alerts in release 9.8S. Additional categories will be added in future releases.			
Edit Save Cancel Alerts Inbox	Close		

A) **Alerts Enabled Box** – Checking this box enables all Alert type/categories for the user. An unchecked box will hide all Alerts regardless of type. (Note: if the user checks the box, any alerts previously created, will appear in the users Alert Inbox. Unchecking Alerts only "hides" the alerts, it does not delete or disable)

If you see the Alert Bell with a line through it this means the Alert Enabled Box is unchecked



B) **Enabled Box** – Checking this box will enable you see the specific alert type, in this case System Messages. (*Future releases will allow your organization to add to the list of Alert Types*)

C) **Show Pop-up Box** – When checked this box allows the system to display pop-up notices when an alert is created/sent to users. It will appear as a layover in the middle of your screen.

D) **Email Box** – When checked, you will receive an email when an alert is created. NOTE: You will need to have your Super Admin add your email address to your profile in User Setup.

### How does the Super Admin add email addresses to Users?

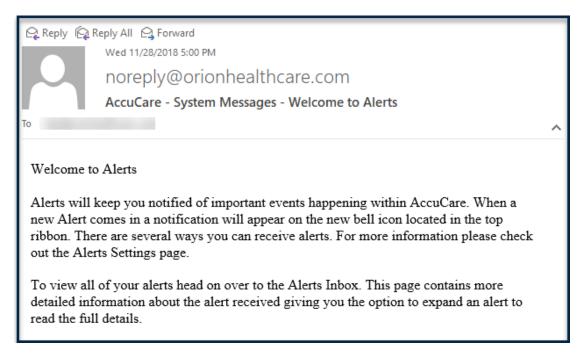
1. Go to [Setup] on the ribbon and select [Users]

💺 🚱 📝 📷 🎄	👱 💷 🌲	Welcome, Ron Admin
ı/Dis Diagnosis Notes Chart Usr Setup		<b>Main</b> Agency
sele ectronic Signature Attributes	ct a User: lama Tester	Users Provider Info Location of Service
Agency: Supervisor User ID:	DEFAULT	Manage Permissions Personalize Navigation Menu
Supervisor's Name: Supervisor's Title:		Alerts Settings System

2. Once in the User Administration module look for (a) the User then (b) enter their email address

Setup > User Administration			
Order By: Over Name User	ID	a Select a	User: lama Tester 👻
General Customized	IHS NDW Electronic Si	gnature Attributes Sch	nedule
User ID:	NEWUSER	Agency:	DEFAULT
Password:	•••••	Supervisor User ID:	
Confirm Password:		Supervisor's Name:	
Change Password at Next Login:	🔳 🔰 🕒	Supervisor's Title:	
Disabled:		Documents that Require Review:	
Email:	NewTester@hotmail.com	User Type:	Standard SuperAdmin
Full Name:	lama Tester	Clinical Program Access:	Administrator 🔻
Title:		Billing Program Access:	Administrator 💌
Initials:	IAT	Default Patient Access:	All patients 🔻
	Add Edit Save Ca	ancel Delete Print Clo	se

#### Here's an example of an email alert notice if enabled in the user's Alerts Settings



#### How do I read my alerts?

1) First click the Bell icon. You will see a list of the alerts, sorted by most recent and their title. If there are more than 6 alerts, you will see the 6 most recent alerts (regardless if they are marked as read or not). You can either select the alert you wish to review, or to view them all, click on [See All]

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æ	ASI	Adm/Dis	Diagnosis	Notes	Chart	Usr Setup	Billing	Query	÷	٥
	Alerts					Mark	All as Re	ead S	ttings	-
	System	Messag	<b>es</b> - Test A	lert 1				/	1d	C
	System	Messag	<b>es</b> - Test A	lert 2					1d	
	System	Messag	<b>es</b> - Test A	lert 3			/		1d	swit
	System	Messag	<b>es</b> - Test A	lert 4					1d	
arge		Messag	<b>es</b> - Test A	lert 5		/			1d	ollov
	System	Messag	<b>es</b> - Welco	me to Al	erts					
					See All					
								2		٠,

2) Either selecting an alert from the list drop down from the Bell icon, or selecting "See All", you will be taken to the Alert Inbox. The Alert Inbox will display all of your alerts by title and date. To open an alert, simply click on the alert you wish to read. It will expand for your review.

erts Inbox	
	Sort by Date
System Messages - Test Alert 1	••• 1d
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut sem erat, dignissim et mau elit velit. Aliquam accumsan hendrerit lorem, eu fringilla tellus iaculis sed. Nam lorem eu neque. Maecenas aliquet condimentum tincidunt. Proin sem lorem, pulvinar id ligu venenatis ex ac accumsan malesuada.	libero, pellentesque quis mattis sed, volutpat
System Messages - Test Alert 2	1d
System Messages - Test Alert 3	1d
System Messages - Test Alert 4	1d
System Messages - Test Alert 5	1d

3) To close the alert click simply clicking it again.

Alerts Inbox			
			Sort by Date 🖨
System Messages - Test Alert 1			••• 1d
System Messages - Test Alert 2			1d
System Messages - Test Alert 3			1d
System Messages - Test Alert 4			1d
System Messages - Test Alert 5			1d
System Messages - Welcome to Alerts			
	Alerts Settings	Close	

4) You can Sort by Date by clicking on the "Sort by Date" label. (For reference, the number of days the alert has been in your queue is displayed on the right hand side of the alert title)

A	lerts Inbox						
						Sort by Date	•
	System Messages - Test Alert 1					راس 10	
	System Messages - Test Alert 2					10	d
	System Messages - Test Alert 3	[			$\langle$	10	d
	System Messages - Test Alert 4	Number of	days in the	queue		10	d
	System Messages - Test Alert 5					10	Ы
	System Messages - Welcome to Alerts						
		Alerts Settings	Close				

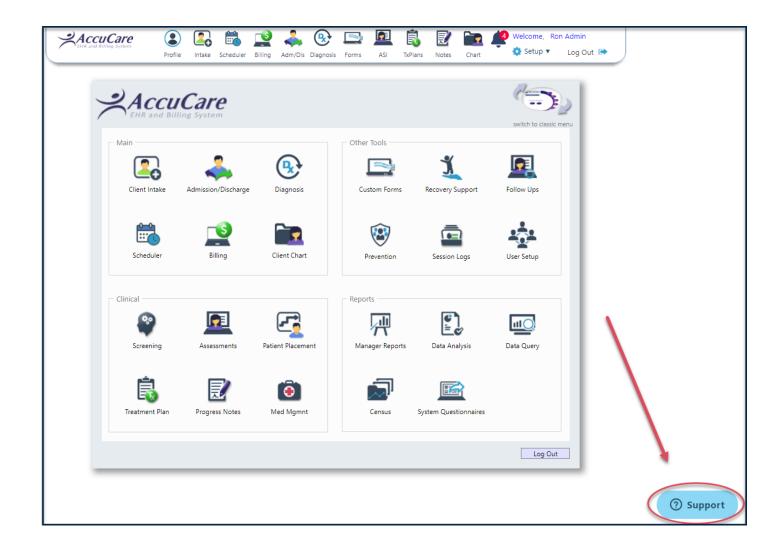
5) You can mark an alert at "Read" or "Delete" by selecting the options menu on the right hand side of the alert.

Alerts Inbox			
			Sort by Date 🖨
System Messages - Test Alert 1			 Imd
System Messages - Test Alert 2			1d
System Messages - Test Alert 7			Mark as Read
System Messages - Test Alert 8			Delete this Alert 10h
System Messages - New Alerts Feature Released	d: Phase 1		
	Alerts Settings	Close	

# **New Support Button**

AccuCare has a new "Support" button to help you access helpful information when you are logged into your AccuCare system.

Whether it's frequently asked questions, how-to user guides, or a quick video tutorial, just click on the **[Support]** button on the **lower right part of the screen** and you'll be provided with a gateway to our AccuCare support site containing loads of information to help your user experience.



# How to Use the Support Button

# 1) Search our library of resources by key words

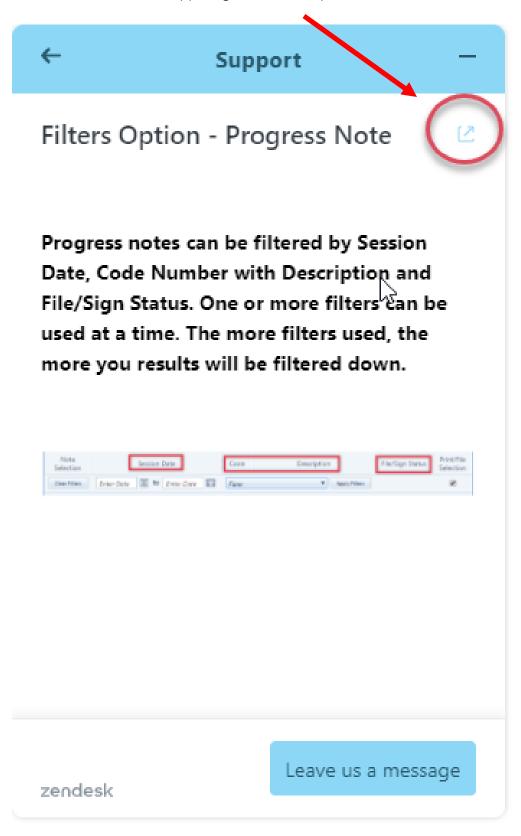
After clicking on the "Support" button, you can enter key words and search from a variety of topics, guides and videos to help with what you're looking for

Support -	
we help?	
erm in the search bar above to find articles.	
	Progress note
	Top results 1. Filters Option 2. Print Function 3. Create an Ind 4. Create a Create
Leave us a message	<ol> <li>Create a Grou</li> <li>Group Note F</li> <li>Workflow Gui Notes</li> </ol>
	7. Signing a Sing
o see a preview click	8. Batch Signing (Video)

zendesk

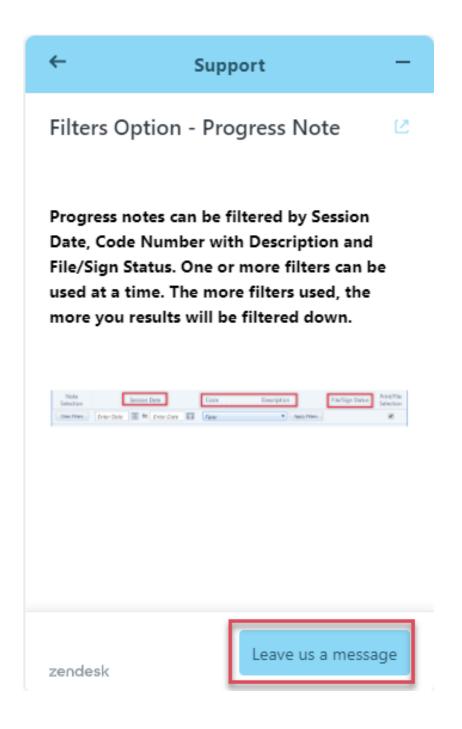
## Viewing more information

2) Clicking on one of the articles will provide you with a preview of the content, then you can click on the small icon in the upper right corner to open the entire document



## Didn't find what you were looking for?

3) You can also send our support team a direct message by clicking on the [**Leave us a Message**] button



Use this to offer feedback on features, support questions or other requests

←	Leave us a m	essage —
Your name	e (optional)	
Email add	ress	
How can v	ve help you?	
zendesk	Cancel	Send

# This will create a "ticket" so we can respond directly to you more efficiently

Our plan is to continue to add training resources, question and answers, tutorials and user guides, to help with your AccuCare experience. Feel free to try it out and let us know what you think!