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.)
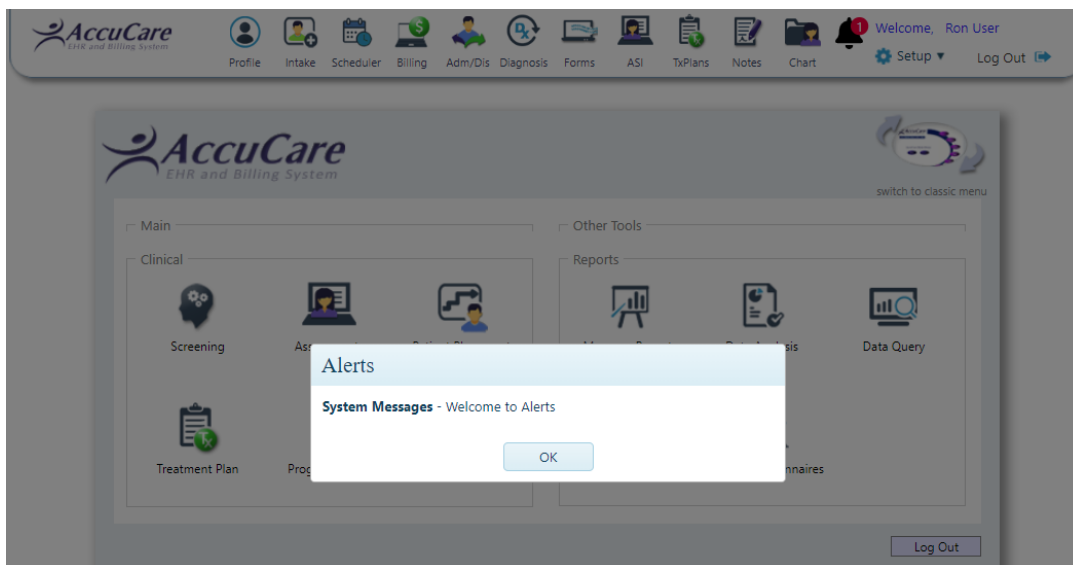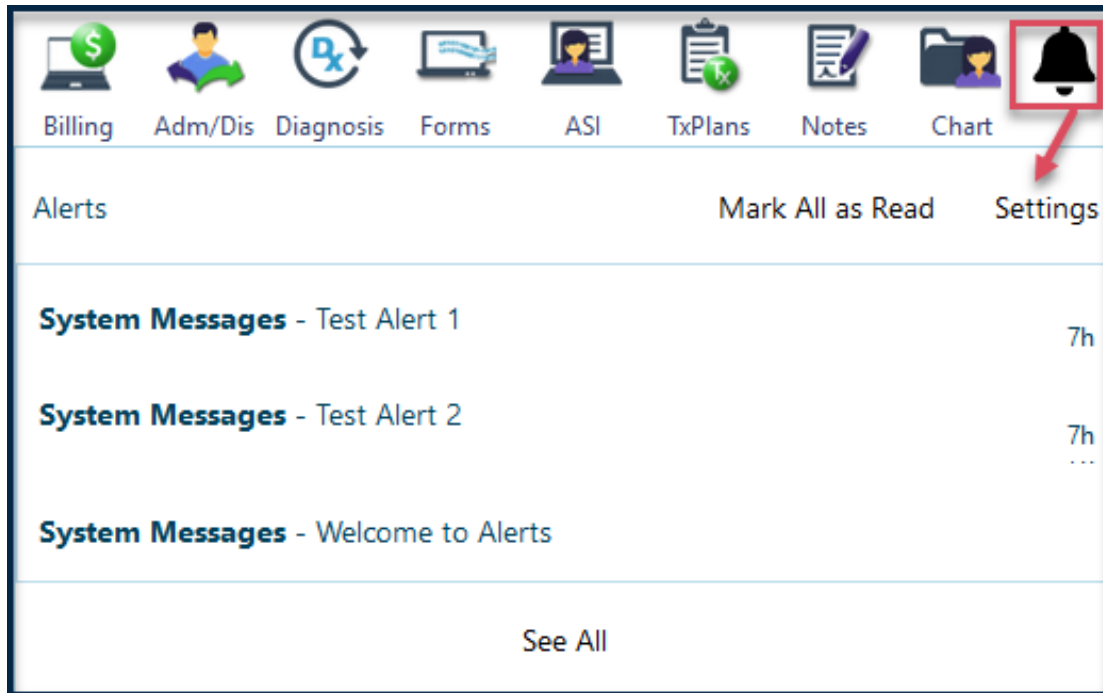

How will I know I have an alert?

You will see a red circle with the number of alerts on the Bell Icon located in the top navigation ribbon.
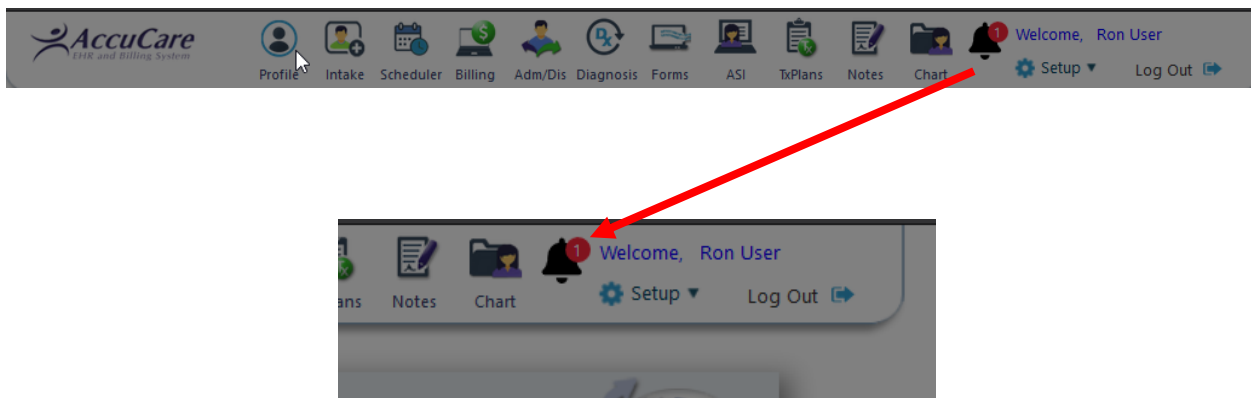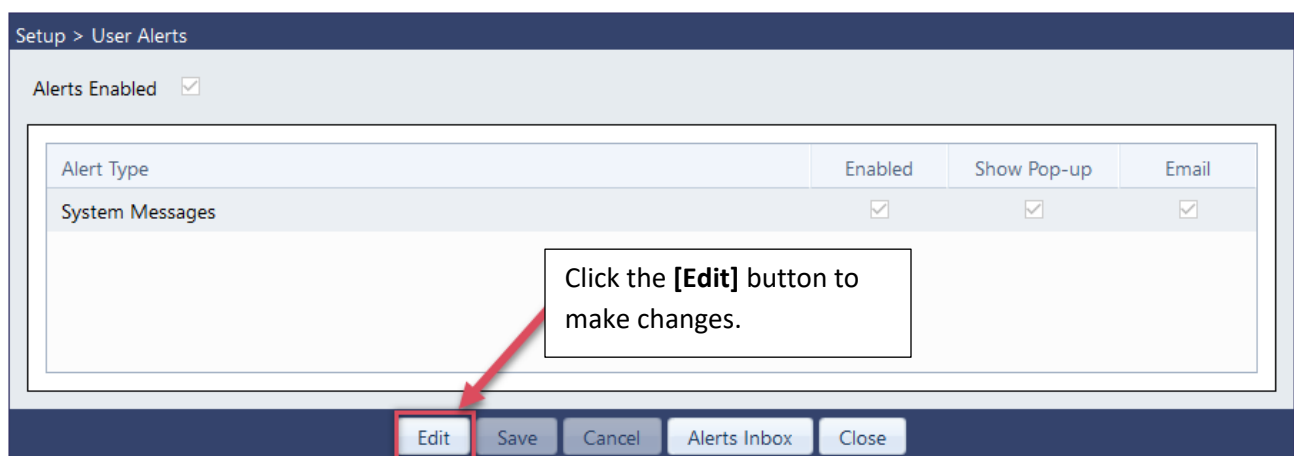
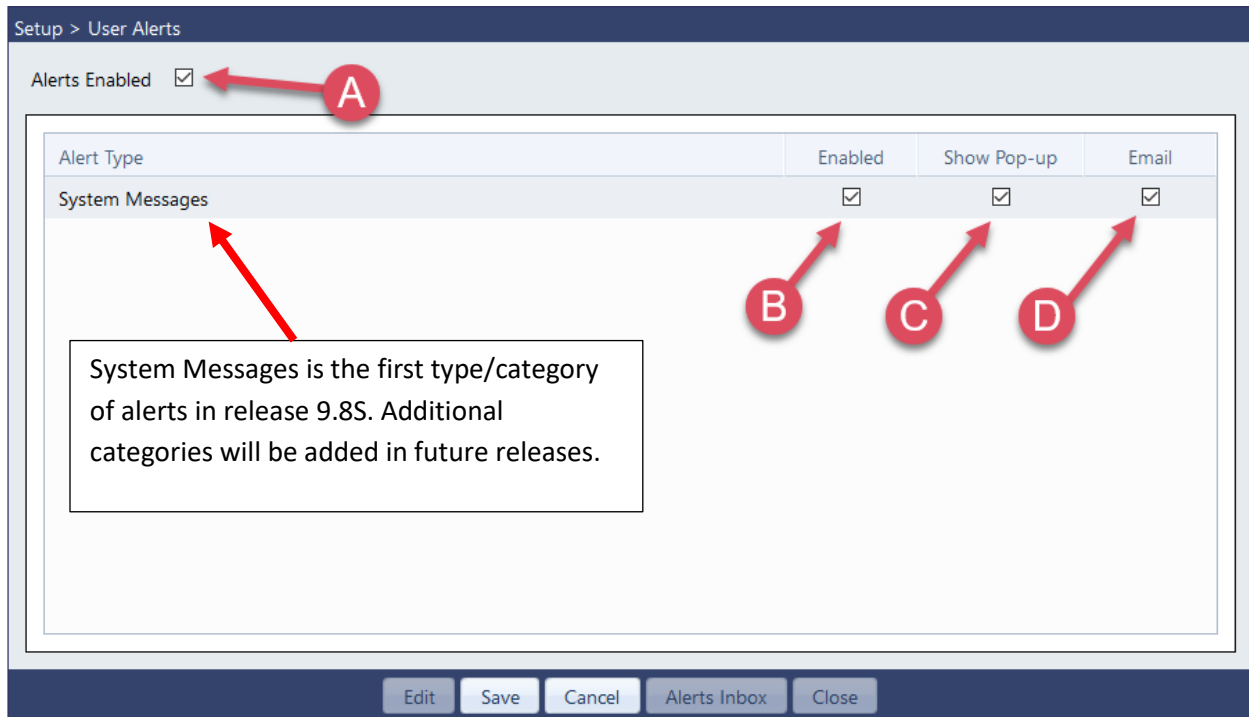**Will I be able to control my System Alerts?**

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]**.

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

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

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
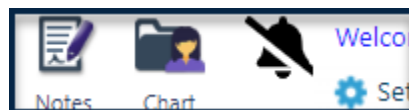

B) **Enabled Box** – Checking this box will enable you see the specific alert type, in this case System Messages. *(Future releases will allow your organization to add to the list of Alert Types)*

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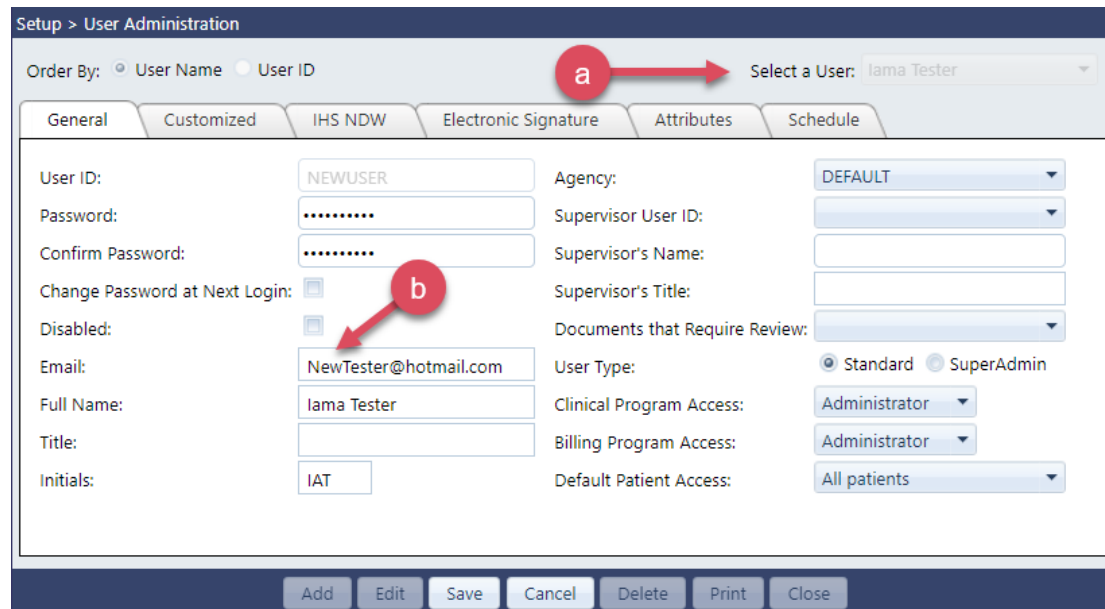
D) **Email Box** – When checked, you will receive an email when an alert is created. NOTE: You will need to have your Super Admin add your email address to your profile in User Setup.

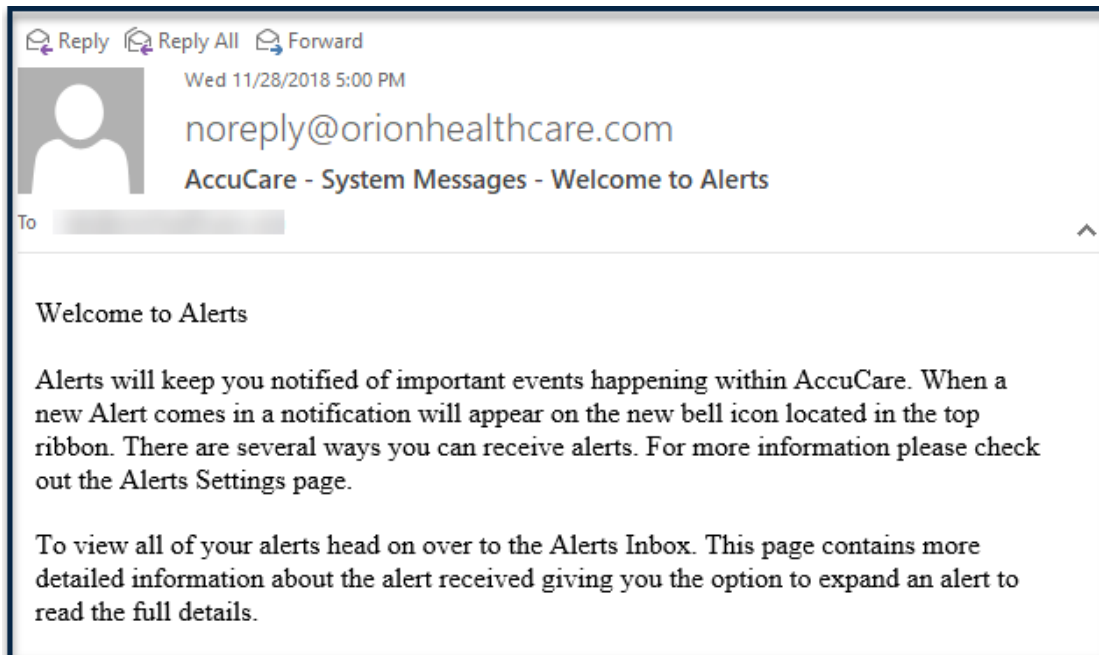**How does the Super Admin add email addresses to Users?**

1. Go to [**Setup**] on the ribbon and select [**Users**]
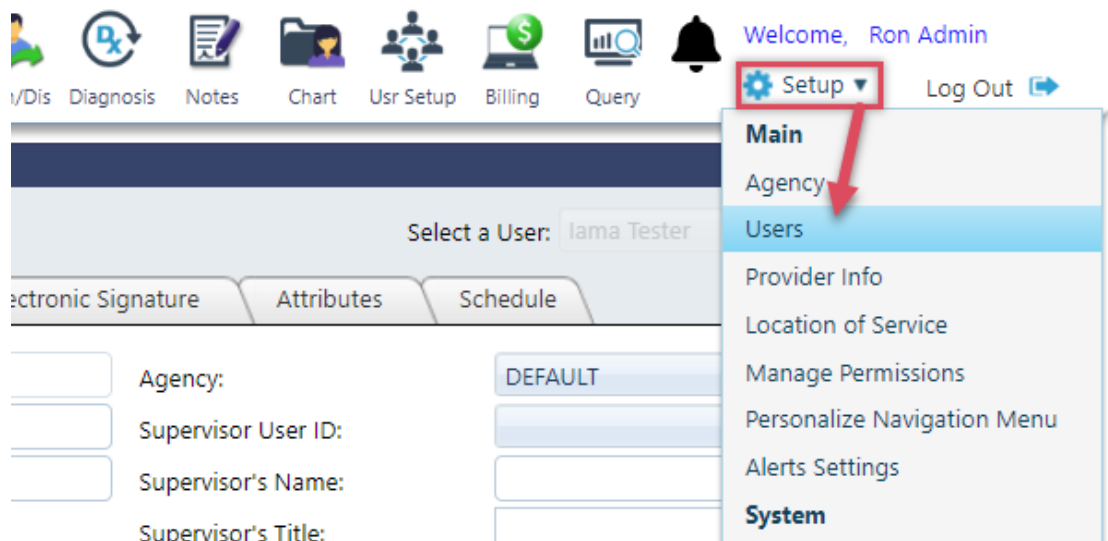
2. Once in the User Administration module look for (**a**) the User then (**b**) enter their email address

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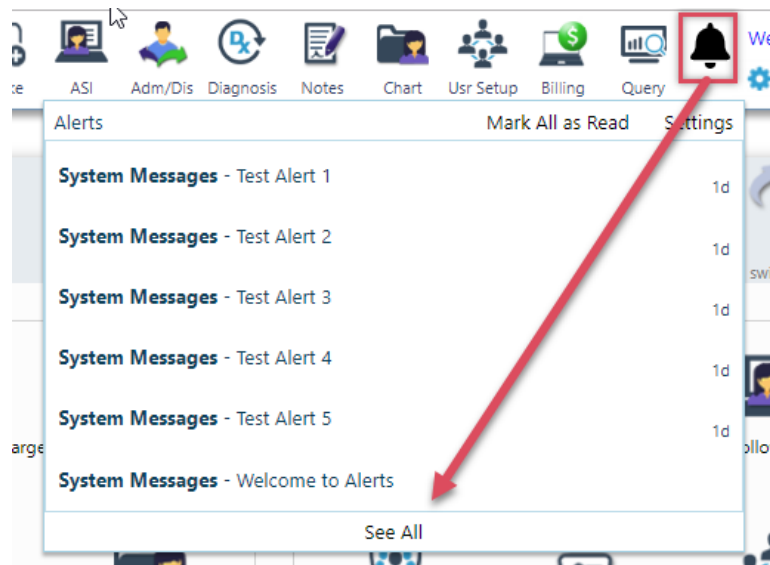
2) Either selecting an alert from the list drop down from the Bell icon, or selecting "See All", you will be taken to the Alert Inbox. The Alert Inbox will display all of your alerts by title and date. To open an alert, simply click on the alert you wish to read. It will expand for your review.

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

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)
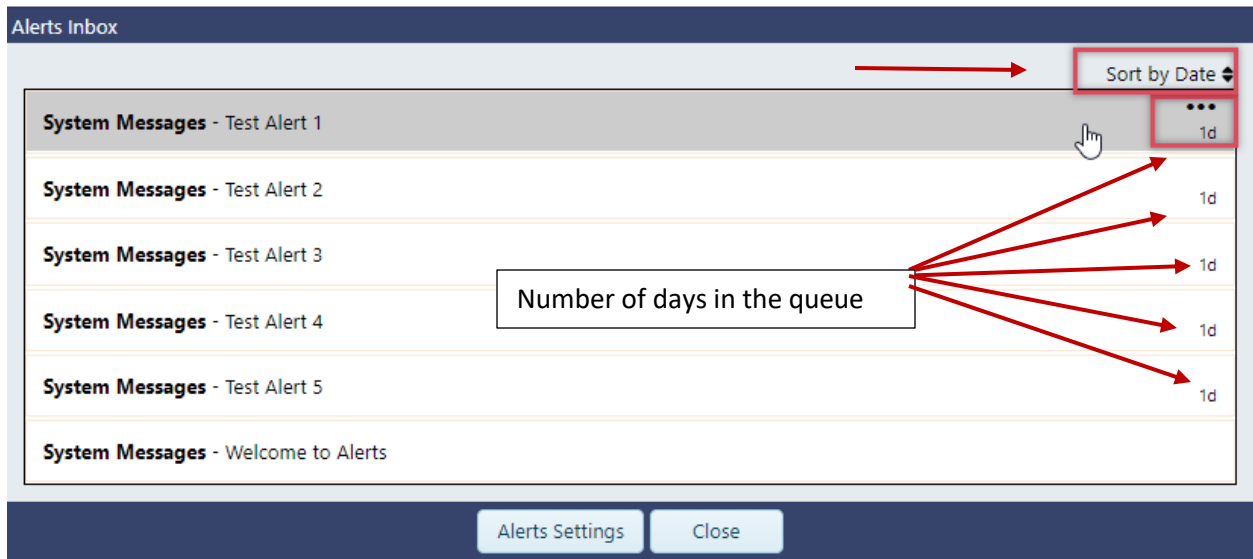

5) You can mark an alert at "Read" or "Delete" by selecting the options menu on the right hand side of the alert.
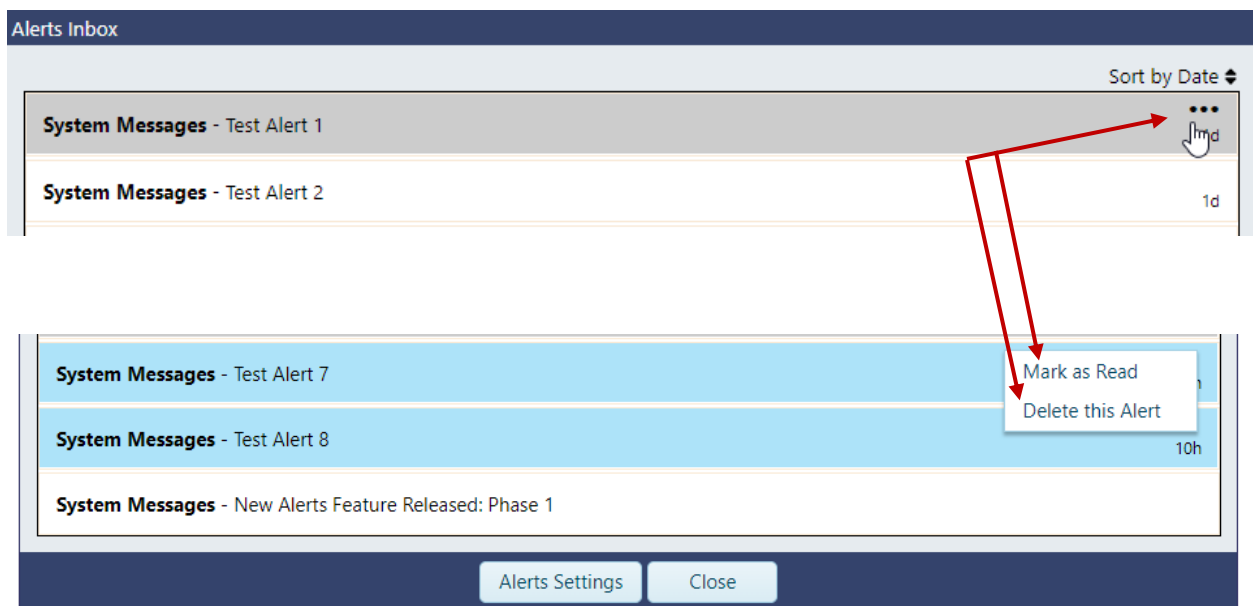
New Support Button

AccuCare has a new "Support" button to help you access helpful information when you are logged into your AccuCare system.
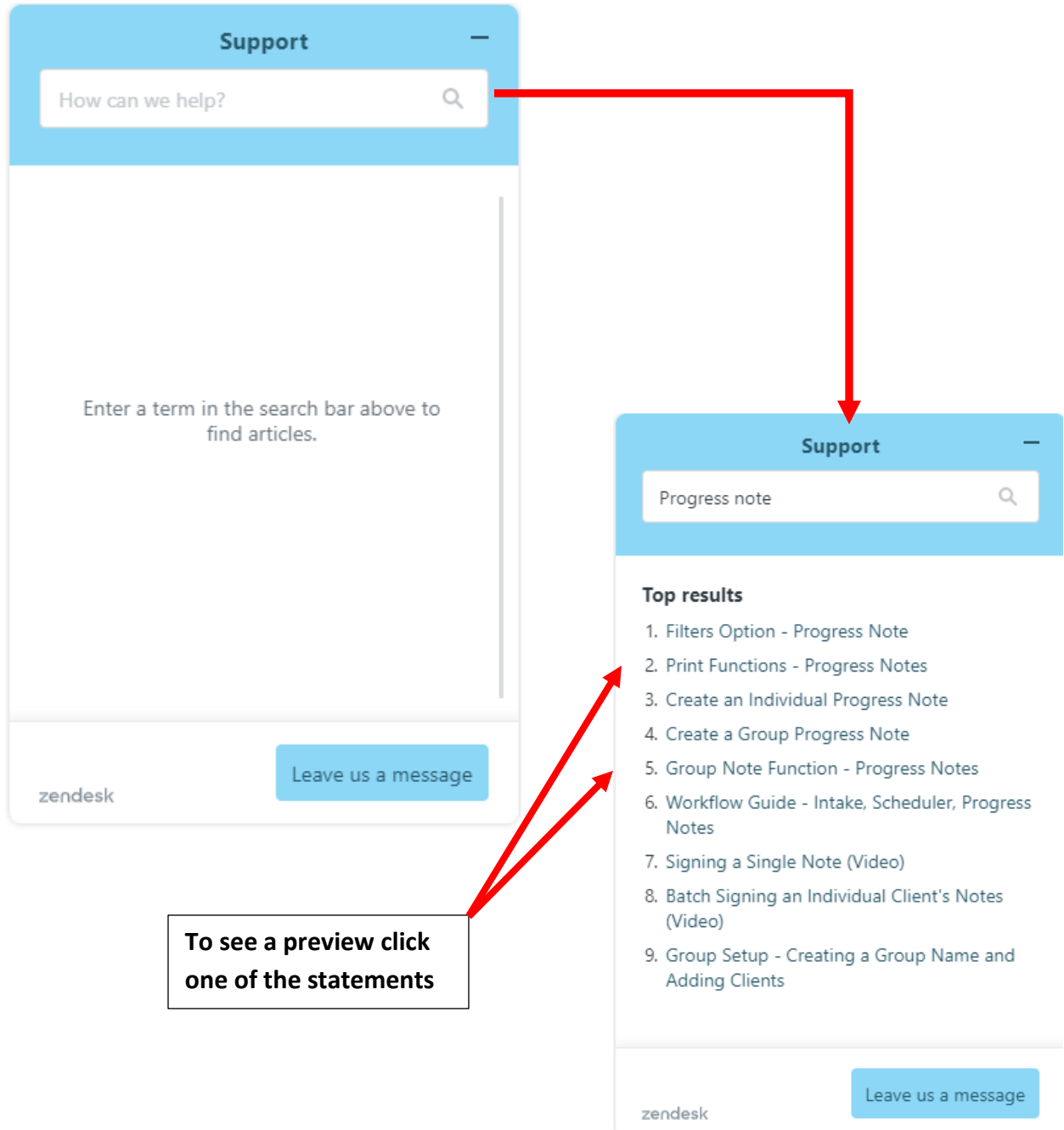
Whether it's frequently asked questions, how-to user guides, or a quick video tutorial, just click on the [**Support**] button on the **lower right part of the screen** and you'll be provided with a gateway to our AccuCare support site containing loads of information to help your user experience.
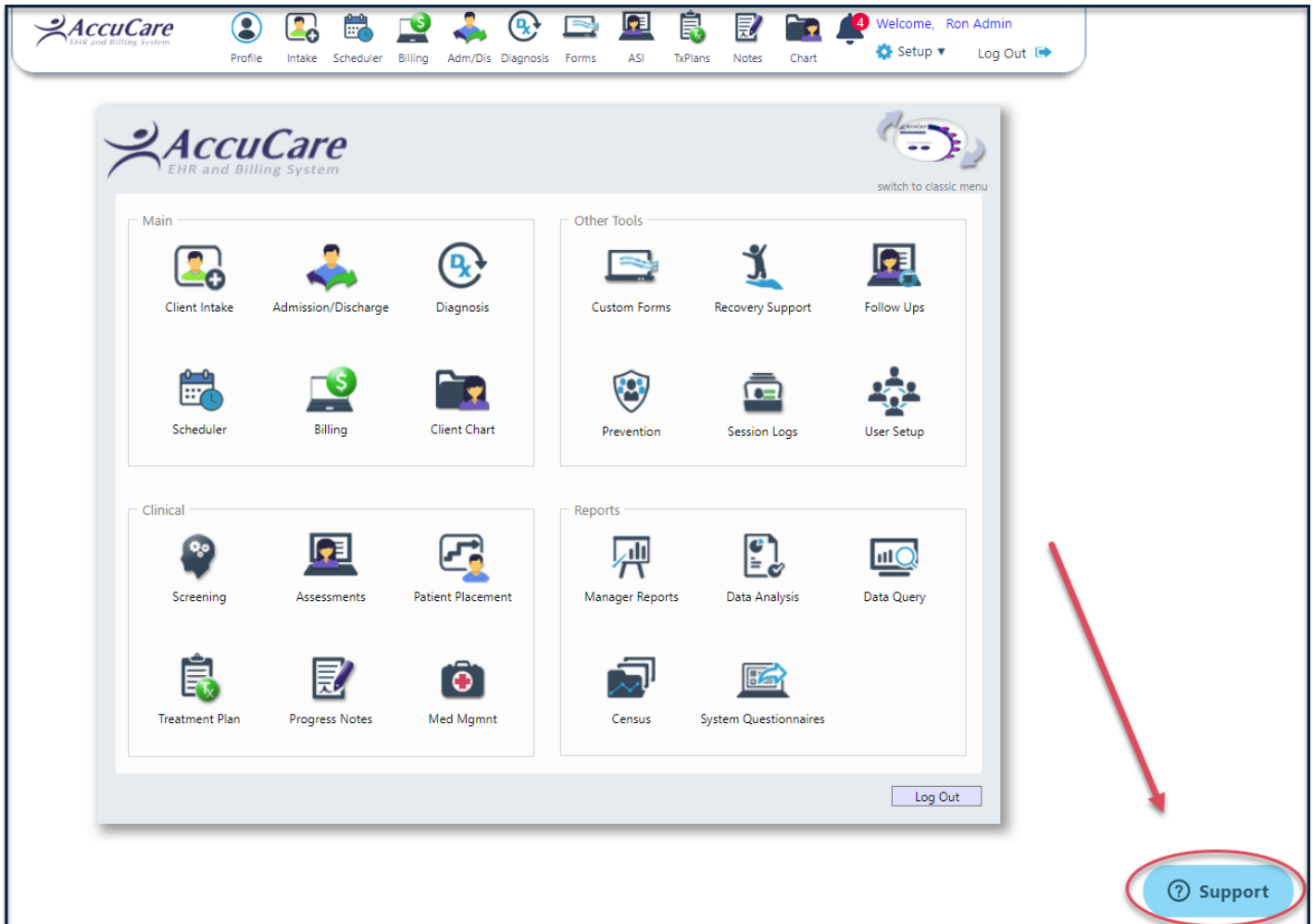
How to Use the Support Button

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 —

How can we help?

Enter a term in the search bar above to find articles.

Leave us a message

zendesk

Support —

Progress note

Top results

1. Filters Option - Progress Note
2. Print Functions - Progress Notes
3. Create an Individual Progress Note
4. Create a Group Progress Note
5. Group Note Function - Progress Notes
6. Workflow Guide - Intake, Scheduler, Progress Notes
7. Signing a Single Note (Video)
8. Batch Signing an Individual Client's Notes (Video)
9. Group Setup - Creating a Group Name and Adding Clients

Leave us a message

zendesk

To see a preview click one of the statements

Viewing more information

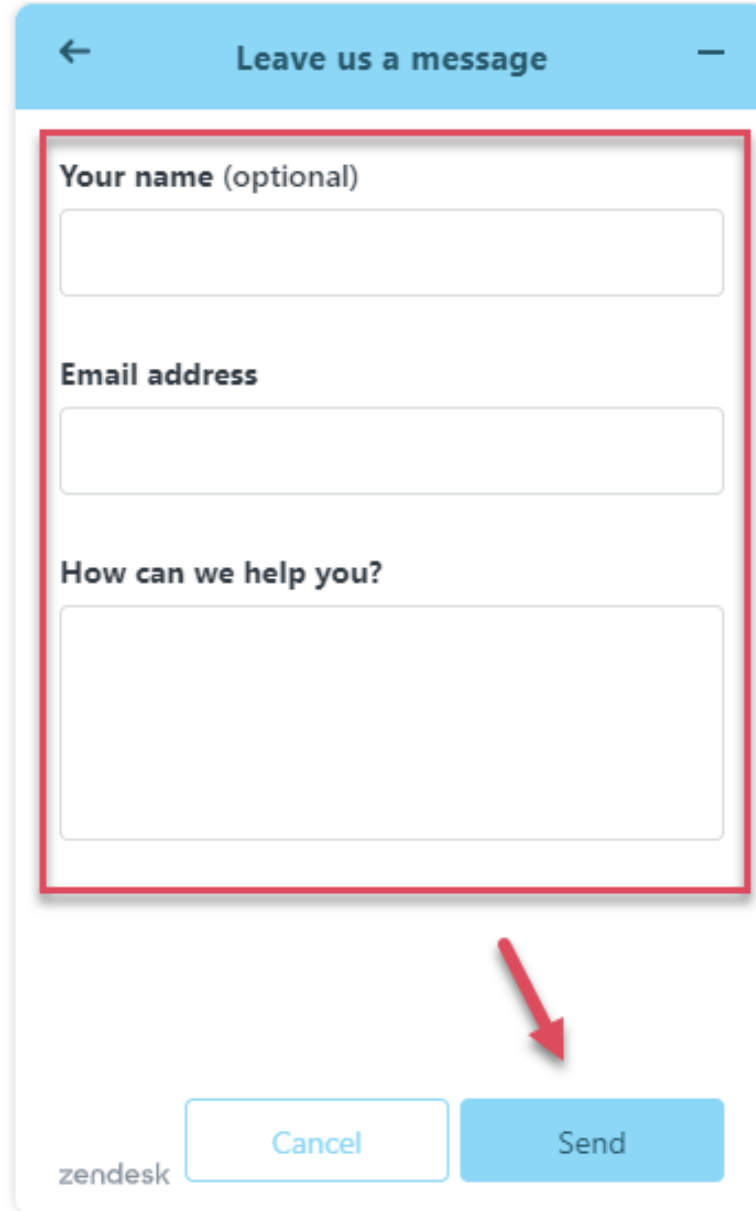2) Clicking on one of the articles will provide you with a preview of the content, then you can click on the small icon in the upper right corner to open the entire document

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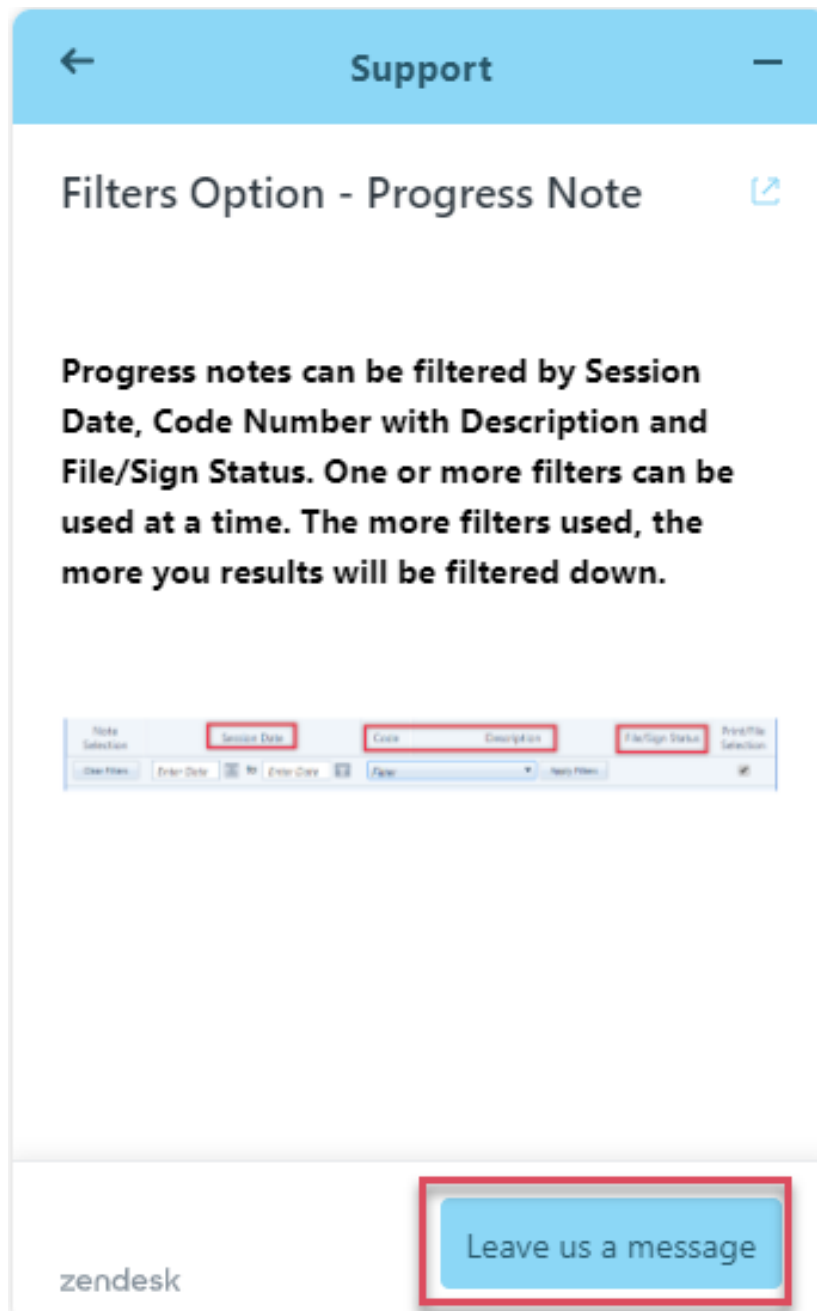
Use this to offer feedback on features, support questions or other requests

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!