Northern Light Health℠

From the Office of Clinical Informatics

Home Care and Hospice Field User Netsmart Login and VPN Connection

September 21, 2022

VPN connection establishes a secure connection between a user and the network. A Connection to VPN is required to synchronize patient data in Netsmart. Use your Netsmart Self-Service account to connect to the Netsmart F5 VPN.

Logging in and Synchronizing

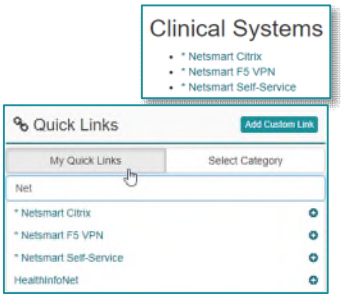
STEP 1: Open **Netsmart** from your desktop.

- Ensure that the server indicated **Netsmart Cloud**.

STEP 2: Enter your **Netsmart username** and **password** and select **OK**.

STEP 3: Complete the documentation as necessary and save your work.

STEP 4: When you are ready to sync, follow the steps under **connecting to VPN**.



Connecting to VPN

When documentation is complete, follow the directions for connecting to VPN to synchronize the patient data.

STEP 1: When you are ready to sync, **minimize your Netsmart window**.

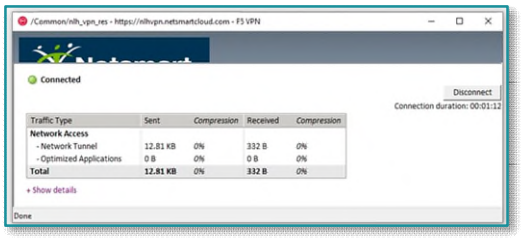
STEP 2: Navigate to **Netsmart F5 VPN** on the intranet page and log in.

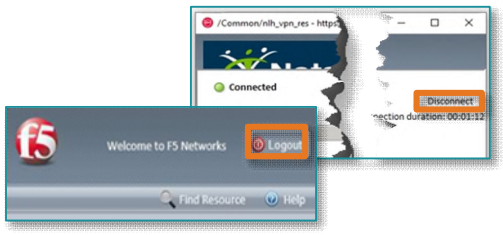
STEP 3: Select **Netsmart Homecare VPN**.

STEP 4: Once connected, the VPN window will automatically minimize. Navigate to the system tray and re**open the VPN window**.

STEP 5: Navigate back to your Netsmart session from your toolbar and **synchronize** your documentation.

STEP 6: When the synchronization is complete, select **Disconnec**t and then **Logout**.





For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.