
Netsmart Mobile tablet requires frequent updates to allow for regulatory updates, fixes for issues identified and other changes that may arise. The process for updating the application is the same, regardless of the updates being provided.

- Ensure all documentation is complete and submitted (*no Open Charts*) before 7pm.
 - If not able to complete documentation and synchronize before the downtime, wait to document until after the update is complete.

NOTE: Documenting after last synchronization and before the update begins could result in loss of documentation.

Field Users: Installation of the Update

- Day Prior to the update:
 - Log out of Netsmart and turn off your iPad:
 - To view all open windows, swipe from lower corner in an arch upward.
 - Tap Netsmart and swipe it up and off the screen.

➤ Installing Update

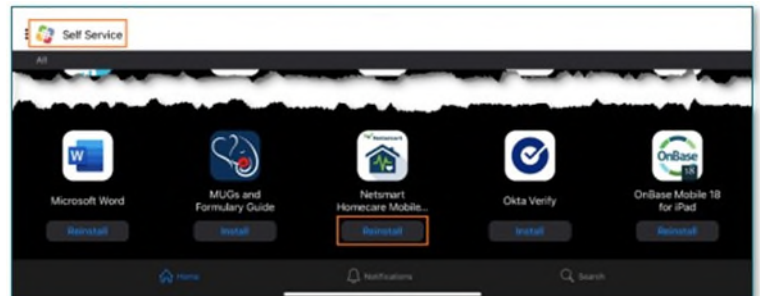
STEP 1: Navigate to Self -Service.



STEP 2: Locate the Netsmart Homecare Mobile app.

STEP 3: Tap Reinstall.

STEP 4: Confirm the version has been updated by checking the sign in screen for the most recent version update communication.



NOTE: Do not reset the cache immediately before or after updating the app unless otherwise instructed as this may cause issues with the update.

From the Office of Clinical Informatics

[Insert Title]

[Month Day, Year]

Page 2 of 2

**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.**
