Monthly Netsmart Update

DOWNTIME REQUIRED

A downtime will occur on Wednesday, May 8, as part of the Netsmart 24.1 version updates. The downtime will begin at 7pm and will last until an <u>all clear</u> is provided.

This downtime will allow Netsmart to update the server, there will be no Netsmart Mobile Tablet app update/reinstall needed; however, confirm you are on Mobile Tablet 24.1.14.

<u>IMPORTANT</u>: **Tablet users who need to update the app, resume resetting your cache the following day after the update.**

Host Users:

- Ensure all documentation is complete **before 7pm**.
- Host Users will be unable to log into Netsmart during the downtime.

Field Users - Please follow these revised instructions carefully:

- Ensure all documentation is complete and submitted *(no Open Charts)* **before 7pm**.
    - If you are **not able to complete the documentation and synchronize before** the downtime, **wait to document until after the update is complete**.
- Documenting after your last synchronization and before the update begins could result in **loss of documentation**.

This email has been sent to the following via blind copy:

#VNA-ALL STAFF-ALL LOCATIONS	#Clinical Informatics
#VNA-ALL CLINICAL-ALL LOCATIONS	#IS Core Clinical Solutions Continuum of Care
	#Customer Support Center
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