



Netsmart Update Clarifications

Prior to Update:

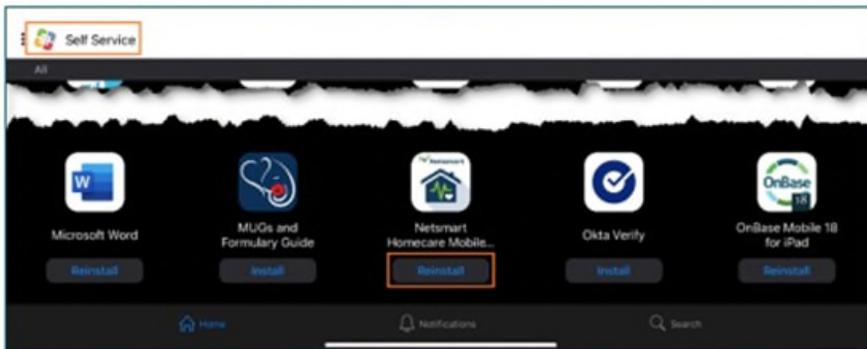
Prior to updating the app, navigate to the Today screen to sync, then to Time Entry to submit all documentation.

Updating the App:

IS has determined an issue when wifi is used onsite at an NLH facility. The recommendation is to turn cell signal on to update Self-Service or switch to EMHS Employee Access or Guest Access wifi.

• Installing the Update

- Navigate to **Self-Service**.
- Locate the **Netsmart Homecare Mobile** app.
- Tap **Reinstall**.



- Confirm the version has been updated by checking the sign-in screen for **v24.1**.

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



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

#VNA-ALL STAFF-ALL LOCATIONS

#VNA-ALL CLINICAL-ALL LOCATIONS

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#IS Core Clinical Solutions Continuum of Care

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