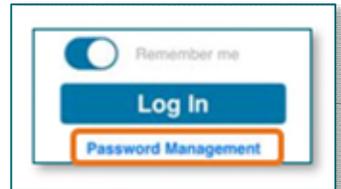**The first time a clinician logs into Netsmart, a password will need to be created. A clinician can also change their password.**

Netsmart password change

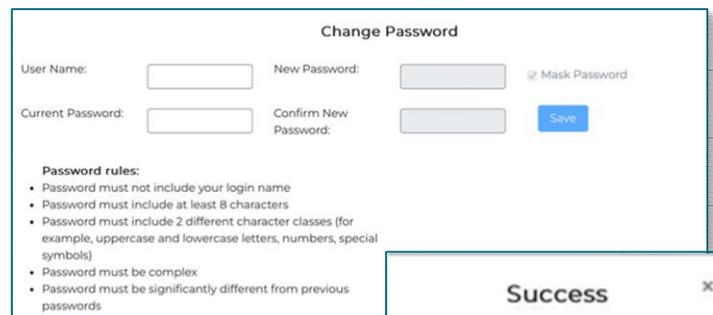**STEP 1:** Tap **HomeCare Netsmart** icon.

STEP 2: Tap **Password Management** on login screen.

STEP 3: Enter required information:

- **User Name**: First initial, last name (with no space, unless provided another).
  - o The system will capitalize the letters.
- **Current Password**: Temporary password provided.

STEP 4: Tap **Enter** on your keyboard.

- **New Password**: Create a new password based on password rules.
- **Confirm New Password**: Enter new password again.
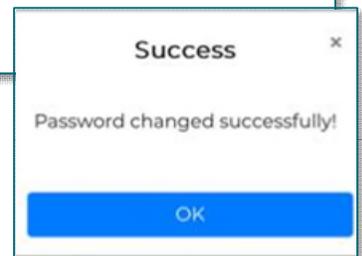
STEP 5: Tap **Save**.

- A message will appear stating the password has been changed.
- If an error message appears in red font, enter the information again, fixing the error noted.

STEP 6: To return to the login screen, tap the **arrow,** next to the time and date.

Netsmart login

STEP 1: Enter **Username**.

STEP 2: Enter **Password** and tap **Remember me** so the system auto populates Username.

- Use Touch ID to login using fingerprint if set up to use.

STEP 3: Tap **Log In**.

NOTE: **After logging in the first time, the system allows using fingerprint in place of the password if the iPad is set-up for Touch ID under Settings.**

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