

Netsmart Mobile tablet app 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.

Update Process

➤ Prior to the update:

- Complete all documentation (no open charts).
- Log out of Netsmart:
 - To view open windows, swipe up from bottom of screen to halfway up the screen.
 - Tap the blue box representing Netsmart and hold. Swipe it up and off the screen.
- Turn off the iPad.

IMPORTANT: Ensure all documentation is fully completed and submitted (*no Open Charts*) prior to the update. If unable to complete documentation and submit before the downtime, wait until after the update is complete to document.

➤ Installing Update

STEP 1: Navigate to Company Portal.

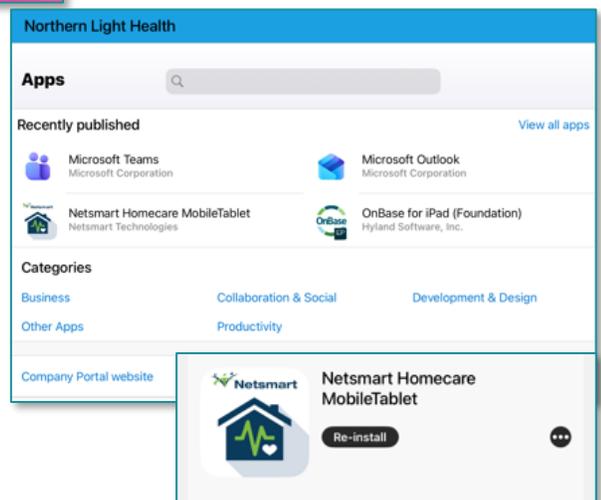
STEP 2: Locate Netsmart Homecare MobileTablet.

- If needed, Tap View all apps to locate.

STEP 3: Tap on the app, then tap Reinstall.

STEP 4: If the version on the iPad has changed, review the Netsmart login screen for the correct version sent in the 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.



For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.