

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.

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

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

Field Users: Installation of the Update

- **Prior to the update:**
 - **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.**

➤ **Installing Update**

STEP 1: Navigate to **Self -Service**.

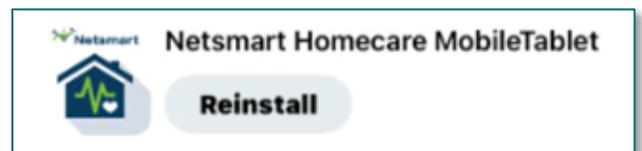


STEP 2: Tap **All** (if required).

STEP 3: Locate **Netsmart Homecare MobileTablet**.

STEP 4: Tap **Reinstall**.

STEP 5: If the version on the iPad has changed, view the Netsmart login screen for the version 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.