From the Office of Health Informatics Home Care & Hospice **Optum** Netsmart How to Reset Cache

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Resetting the cache deletes Netsmart documentation stored on the iPad. After submitting documentation, the cache should be deleted a few times a week to improve efficiency of the iPad. Recommendation is to reset the cache at the start of each day.

How to reset the Cache

- **STEP 1:** Review and ensure that there are no Open Charts.
 - If there are **Open Charts**, documentation will be lost if a cache reset is performed before all documentation is submitted.
- **STEP 2:** Log out of **Netsmart** using either of the following ways:
 - Tap the button on the keyboard with the six squares (above the #4) to • view all open applications.

OR

- Place finger in the middle of the bottom edge of the screen, swiping up • to the middle of the screen then hold for a second.
 - Place finger on the blue box for HomeCare and swipe it off the screen. 0
- **STEP 3**: Tap **Settings** on the home screen of the iPad.
- STEP 4: Scroll down the column within settings (left side of screen), then select HomeCare.
- Under Instruments, locate Reset Cache and slide the button STEP 5: to activate the cache reset.
- **STEP 6**: When the Netsmart app is opened the **Cache Reset** notification displays. Tap OK.
 - When logging into Netsmart, the cache is cleared and the system will automatically return Reset Cache to off under Settings.
 - If the iPad is set up to use a fingerprint as the password, a message will • appear. Tap OK.
 - If the **Cache Reset** notification does not appear, log out of Netsmart then • start the process over.

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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.



