Northern Light Health | Optum

**Resetting the cache deletes Netsmart documentation stored on the iPad. After submitting documentation, the cache should be deleted at least once a week to improve efficiency of the iPad. Recommendation is to reset it at the beginning 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 6 squares (above the #4) to view all open applications.

  o Place finger on the blue box for HomeCare then swipe it off the screen.

- Press and hold the **cmd** key, to the left of the space bar, until the process is complete.

  o Tap **tab** key until Netsmart Homecare app is highlighted.

  o Tap **Q** key to close Netsmart.
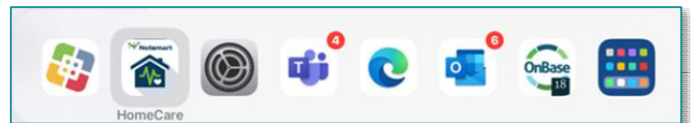
**STEP 3:**   Tap the **Settings** icon on the home screen of the iPad.

**STEP 4:**   Scroll down in the **Settings** column (left side of screen) then select **HomeCare**.
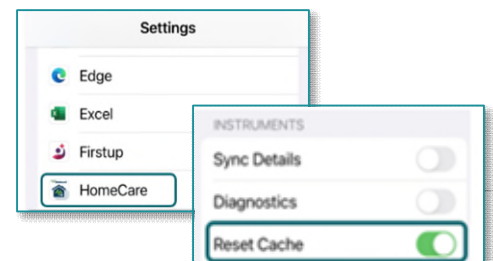
**STEP 5:**   Under **Instruments**, locate **Reset Cache**. Slide the button to the right to activate the cache reset.

**STEP 6:**   When the Netsmart app is opened the **Cache Reset** notification displays. Click **OK**.

- When logging into Netsmart, the cache is cleared and the system will automatically return **Reset Cache** to **off** under Setings.

- If the **Cache Reset** notification does not appear, log out of Netsmart again then start the process over.