
From: Credible Behavioral Health Software <marketing@credibleinc.com>
Sent: Friday, August 31, 2018 1:04 PM
To: Credible Documentation
Subject: CORRECTION: Credible Update: User Management Best Practices



DEAR CREDIBLE,

Yesterday's email, also shown below, contained a typographic error. **The next Test Domain refresh will be on September 27, not September 2, as previously indicated.** At that time, all Test Domains will be replaced with copies of the Partners' current Live Domains.

In this update, Credible would like to remind you of two important but sometimes overlooked processes: **User Management** and **Test Domain Refreshes**.

User Management Best Practices

Maintaining an accurate user list is a critical responsibility of your Agency. Removing access rights to modules and functions which are no longer required by an employee in their role helps keep your Domain security tight. Also, as your user count is invoiced monthly, it is imperative that Agencies incorporate user management best practices into their regular workflows and processes. Credible has provided Partners with the tools needed to make the process as simple as possible.

Details on how to remove access to features and modules — as well as deactivate employees entirely — can be found in Credible Help.

- Go to **Help By Tab > Admin > User Management Best Practice** for an overview.
- At **Help By Tab > Admin > User Management Best Practice > Transitioning Employees** you will find links to user management instructions for the various modules.

Test Domain Refresh

Your Test Domain (sometimes called a Stage Domain) is a snapshot of your Live Domain, created by Credible to enable accurate troubleshooting and testing of new features. This is overwritten by a fresh snapshot on a regular basis, to ensure testing is done in an environment that mirrors your Live Domain as closely as possible.

As these Domains exist solely to facilitate testing and troubleshooting, it is not feasible to allow Partners to “opt out” of the refresh process. Should your Agency need a copy of your Domain for training purposes, one can be created for you as a Credible Premium item. Contact your Partner Relationship Manager for more information.

The next Test Domain refresh will be on September 27, 2018. At that time, all Test Domains will be replaced with copies of the Partners' current Live Domains.

We apologize for any confusion and thank you for your continued Partnership,

Jaclyn O'Donnell

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for clients, families, providers and management.

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