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**From:** Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>  
**Sent:** Wednesday, June 07, 2017 4:24 PM  
**To:** Credible Documentation  
**Subject:** Credible Care App - New Versions Available June 12



## CREDIBLE CARE APP

### New Versions Available June 12!

DEAR CREDIBLE,

**New versions of Credible Care for iOS and Android will be available Monday, June 12!**

Credible Care for iOS v1.10 and Credible Care for Android v1.3 will be released Monday, June 12. These upgrades add several new features, as shown below.

**Important Information for Android Users:**

Credible Care for Android v1.3 is a significant upgrade, and requires additional steps. Please see the notes at the end of this message for full details.

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## What's New in Credible Care 1.10 for iOS

**Allergies:** Users can now add, edit, delete, and discontinue allergies directly from Credible Care. Support has also been added for the *No Known Allergies* checkbox used for MU reporting.

**To Do List:** Users can now view and update their *To Do List* from the employee menu.

**Login:** A number of enhancements have been made to the Credible Care login page, including:

- **Disconnected Mode Switch:** Users can now enable disconnected mode without disabling their internet connection.
- **Detecting Inactive Employees:** If an inactive employee attempts to login with a connection, Credible Care will prevent them from logging in and will now also automatically delete any data on the device associated with that employee.

Additional enhancements and minor updates are also included in this upgrade.

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## What's New in Credible Care 1.3 for Android

**Discard Visit:** Users can now discard visits that were started in Credible Care by tapping and holding the visit row in *Recent Visits*.

**View Full Client Profile:** The Client Info page has been updated to show the client's full profile as configured in the Domain's Data Dictionary. Users are no longer limited to the pre-defined fields displayed in previous versions of Credible Care, as well as earlier Credible Mobile solutions.

**Employee Menu:** A new Employee page has been added, hosting several features. This page is accessed by tapping the username displayed in the header.

- **Employee Photos and Signatures:** Users have the ability to view and upload employee photos and saved signatures.
- **Immediate Logout:** This page also includes a logout button which will immediately end the current session.
- **Database Management:** Users can now view database summary information that may be requested by Credible when troubleshooting issues. In addition, individual users can also securely remove all of their PHI information from the device without having to uninstall the application.

**Employee Messaging Enhancements:** Multiple enhancements have been made to the employee messaging feature, such as adding the ability to refresh the message list without

having to first leave the application. To do so, open your messages window, and then pull down to refresh the list.

**Password Changes:** Version 1.3 includes changes to support the recent security upgrades to the Credible software, and will require a new password. Old passwords will no longer be valid.

To support this, certain steps will be required of all Credible Care users.

- You must update to version 1.3.
- Before logging in using disconnected mode, you must first log in while connected. Remember: your previously saved password will not be valid.
- Any visits not uploaded prior to the 1.3 update will fail due to a bad password. However, this is not an issue. To correct the upload, just tap on the row in recent visits, and then resubmit using the correct password. Again, old passwords are no longer valid.

Additional interface enhancements and minor updates are also included in this upgrade.

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## Important Android Update Notes

- **Android Update:** Prior to installing Credible Care version 1.3, users must have updated their devices to Android version 4.4 or later. Users with devices running earlier versions of Android will not be able to upgrade the Credible Care app to version 1.3; in fact, the upgraded version will not even appear in the app store.
- **Credible Care Upgrade:** On Monday, June 26, **support for Credible Care for Android version 1.2 will end.** At that time, users still on 1.2 will be prevented from entering connected mode until they update to the latest version of Credible Care. Users will still be able to operate in disconnected mode and save visits, but they will not be able to upload those visits until they have upgraded. **We strongly recommend that all users sign and submit all saved visits before the upgrade becomes available, perhaps before the close of business on Friday, June 9.**

Thank you for your continued Partnership. We are excited to share these updated applications with your Agency.

**Jaclyn O'Donnell**

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**Mission:** Improve the quality of care and lives in Behavioral Health  
for clients, families, providers and management.

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