
From: Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>
Sent: Friday, December 09, 2016 8:31 AM
To: Credible Education
Subject: Credible Care App - New iOS Beta Version 1.9 Available Soon!



New iOS Beta Version 1.9 Available Soon!

DEAR PARTNER,

Beta version 1.9 of Credible Care for iOS will be soon be available, and we are excited to share these new Credible developments with your Agency!

Partners participating in the beta test will soon receive email from TestFlight (iOS) with links for accessing the new version. If you need assistance in installing the beta version, [instructions are available in Credible Help](#).

What's New in Credible Care 1.9 for iOS

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.

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 1.9 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.

As testing the beta version requires a fresh install, this change will not be immediately noticeable. However, on release to production, certain steps will be required of all Credible Care users.

- You must update to version 1.9.
- 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 1.9 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 Again, old passwords are no longer valid.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 corrections are also included in this upgrade.

Important Note on iOS Support

- Credible Care version 1.9 ends support for iOS 8. All beta testers must update their devices to iOS 9 or later before installing the beta. When version 1.9 is released to production, all users must update to iOS 9 to continue using Credible Care.

What to Test

While testing, please focus on the real-world scenarios that are the most important and common for you and your Agency. For example, using a wide variety of clients and visits will help you more accurately recreate a normal day than just using a single client and visit type.

Reporting Issues and Providing Feedback

Apple provides an integrated feedback feature directly within the TestFlight app. As a Beta tester, you can use this feature to send issues via email directly to the development team for review.

Please, never include PHI when sending feedback. Should PHI be needed to recreate or troubleshoot your issue, Credible will reach out to you to collect that information through a secure, HIPAA-compliant channel.

Thank you for your continued Partnership!

Jaclyn O'Donnell

Executive Vice President

o. 301-652-9500 | f. 240-744-3086

e. jaclyn.o'donnell@credibleinc.com | w. www.credibleinc.com

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

301.652.9500 | info@credibleinc.com | www.credibleinc.com

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