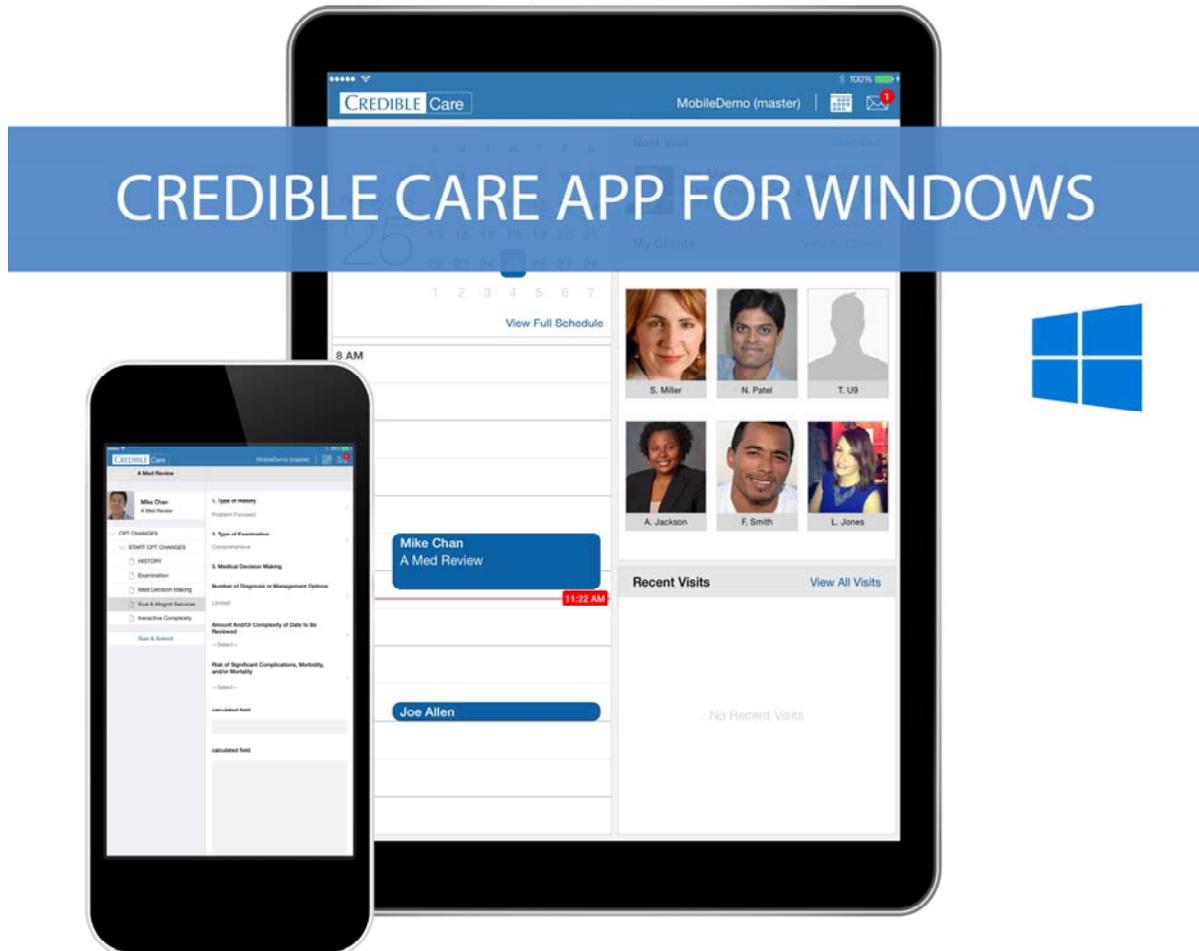


From: Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>
Sent: Wednesday, July 11, 2018 4:35 PM
To: Credible Documentation
Subject: Credible Care App for Windows - New Version Now Available!

CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

A new version of the Credible Care App for Windows is now available! A listing of the updates included in this release follows.

What's New in Credible Care for Windows

- **Login Screen:** This screen now displays the correct version number.

- **Login Error:** After performing a fresh installation of Care for Windows, users occasionally experienced difficulty when logging in. This is no longer the case.
- **Invalid Password Submission:** When a user submitted a visit and provided an invalid password, an error was generated on logging out and logging back in. This issue has been resolved.
- **Incomplete Visits:** Starting an incomplete visit from the **Recent** visit section no longer generates an error when clicking **Sign & Submit** in connected and disconnected modes.
- **Visit Submission:** Submitting a visit while in disconnected mode no longer prevents a user from logging into the app while in connected mode.
- **Visit Details:** A "Need Upload" status was displayed on the **Visit Details** page after a visit was submitted while in disconnected mode, and subsequently reconnected with Wi-Fi to upload the visit. This no longer occurs.
- **Calculated Fields:** Dropdown lists now function as expected when the list includes calculated fields. Additionally, the correct calculated value is now consistently displayed.
- **Category Selection:** An exception error was sometimes generated when selecting a category. This is no longer the case.
- **Sign & Submit Error:** When selecting a single client and single category visit's **Sign & Submit** button, an error was being generated. This no longer occurs.
- **Synchronization Error:** On occasion, **Text, Time, and Numeric** field values recorded on Core or Care were not syncing or saving. This has been resolved.
- **Connectivity Error:** An error is no longer generated when the application unexpectedly loses connectivity.

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

Please follow the below instructions to install the Credible Care App for Windows update.

1. Download the file by [clicking here](#) and saving it to your computer. Make note of where it is saved.
2. Locate the extracted files in File Explorer, and double-click **setup.exe**.
 - Please note: Depending on how your computer has been configured, you may need "administrator rights" to run the setup. If this is the case, you may need to involve your Agency IT staff to get the proper permissions, or ask them to install the program for you.
 - When prompted, click **Run**.
3. You will be warned that the publisher cannot be verified. Click the **install** button.
4. The setup process will run without further action needed.
5. When installation is complete, the **Credible Care for Windows** login screen will automatically launch.
6. Enter the **User ID** and **Password** for your Agency's Domain. As an alternative, you may use your Test or Stage Domain (if available).
7. Click the **Sign In** button.

Should you have any questions, please do not hesitate to contact a Partner Services Coordinator at 301-652-9500.

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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