

# Credible Mobile Release 2.7 for iPad

## Configuration Notes

This document describes the installation procedure for Credible Mobile Release 2.7 for iPad<sup>®</sup> and the release patches. It also includes an Auto Lockout recommendation when updating the Axis 3 lookup table.

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## Installing Credible Mobile Release 2.7 for iPad

If you are upgrading from Credible Mobile Release 2.6, there are two prerequisite steps: completing and sending all visits and admin time entries to the Credible website and removing your current version of Credible Mobile. The second step *deletes your Credible Mobile database* so you will be starting with a clean slate when you install Credible Mobile Release 2.7.

1. If you have not previously installed Credible Mobile on your iPad, go to Step 4.
2. If you have any incomplete visits in Credible Mobile, complete them and send (upload) them to the Credible website. Check the Visit Queue screen to make sure they have been sent. Any queued up admin time entries will automatically be sent when you send the visits.

**Important:** incomplete visits, queued up completed visits, and queued up admin time entries *will be deleted* when you remove the current version of Credible Mobile in the next step.

3. Remove the current version of Credible Mobile on your iPad:
  - a. Touch and hold the Credible icon on the Home page until it begins to jiggle and then tap the delete icon (black circle with an x). If you have sent all visit data to the Credible website, click Delete when the confirmation prompts displays.
  - b. Press the Home button to get out of "delete application" mode.
4. Go to [https://www.crediblebh.com/secure/download\\_mobile.aspx](https://www.crediblebh.com/secure/download_mobile.aspx)
5. Click the "download for iPad" link.
6. Click Install when prompted. A Credible Mobile icon is added to the Home screen.

## Axis 3 Lookup Table and Auto Lockout Recommendation

Unlike the Axis 1, Axis 2, and other lookup tables, the Axis 3 lookup table is not downloaded automatically on initial login due to its size and the length of time it can take. Credible Mobile prompts you to download the Axis 3 lookup table when you access a form that needs it.

If you have Auto Lockout enabled on your iPad and it is set to 2 minutes, your device may lock out during the download/update of the Axis 3 lookup table. To avoid this, we recommend the following:

1. Turn off Auto Lockout or extend the time it is set to.
2. Log into Credible Mobile and click the Options icon at the bottom of the screen.
3. On the Options screen, click UPDATE AXIS 3 LOOKUPS.
4. When the update is complete, turn Auto Lockout back on or change the time back to 2 minutes.

## Patch List

### Completing and Uploading a Visit Without Required Billing Fields

*Task #* 28217

*What was the issue?* You could complete a visit in Credible Mobile and send it to the Credible website without filling in the required fields on the Sign & Submit screen.

*The patch* If you have not filled out the required fields and try to save or send the visit, a message displays indicating which fields you need to complete. If you do not have the necessary information right then, you can reaccess the open visit at a later time via the Manage Client or Visit Queue screen (Open Visit List) and enter it (BILLING button to reaccess Sign & Submit screen). All form data will be saved.

### Form Questions with Diagnosis Field Mapping Not Displaying Properly

*Task #* 24299

*What was the issue?* Form questions that were set up to map diagnosis information were not displaying properly in Credible Mobile so there was no way to map diagnosis data back to the client's record. In addition, Axis III data was not available for mapping in Credible Mobile.

*The patch* Form questions that map diagnosis information display as expected in Credible Mobile. Diagnosis data selected/entered in the form is mapped to the client's record when the visit is uploaded to the Credible website.

### Client Added to Database via Credible Mobile

*Task #* 29183

*What was the issue?* When you used the Add New Client and Unscheduled Visit functions in Credible Mobile, a new client record was added to the database when the visit was uploaded to the web.

*The patch* Software now functions as expected -- the visit is uploaded as an orphan visit and manual intervention is necessary to add the new client record and then link the orphan visit to it.

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