Credible Mobile Release 2.8
Configuration Notes

This document describes the new features and patches in Credible Mobile Release 2.8.

Important note for iPad users: you need to install this latest release to get the new Provision file. As of November 23rd, the Provision file in the current version of Credible Mobile will have expired.

CREDIBLE

INSTALLATION AND USE NOTES

1. Minimum operating system requirements: for iPad, supported iOS versions are 5.1, 6.0, and 6.0.1; for laptop/desktop, Chrome 23 is the minimum supported version; for Android tablets, please see the next section.

2. In-place upgrade: you do not need to remove the current version of Credible Mobile before installing Release 2.8. Your mobile database will be retained during the installation.

3. To install Credible Mobile Release 2.8, go to www.crediblebh.com/secure/download_mobile.aspx.

4. Post-installation step: as a best practice, update all lookup tables after installing the new Credible Mobile release (Options > Update All Lookup Tables).

NEW FEATURES

Android Support Added to Credible Mobile

You can now use Credible Mobile on the ASUS®-made Nexus™ 7 (Android version 4.2 or higher) and the Samsung Galaxy Tab™ (Android version 3.2 or higher). If you have not purchased your tablets yet, Credible recommends the Nexus 7 based on observed performance and good value.

Known issues with Android tablets:

- Missing Login button – If you close Credible Mobile and the Login button is missing when you reaccess the Login screen, press the double-window icon at the bottom of the screen and then reselect the application to refresh the login screen.

- Schedule screen display issue – If multiple users share the same device or the same user accesses Credible Mobile on different domains on the same device (for example, production vs test), the schedule displayed after logging in may be for the previous user. The Schedule screen only reflects the number of visits scheduled on each day and you cannot access personal health information for clients assigned to the other user. To resolve, navigate away from the Schedule screen and then reaccess it to view your schedule.

- Auto-lock does not result in log out – On resume, you can browse through Credible Mobile and use the different functions. When timed out due to auto-lock, you are not sent back to the Login screen to reenter your username and password.

Known issues with the Galaxy Tab:

- When Click Picker is selected as the Date Picker Mode, the plus and minus buttons are overlaid with date and time values. For this reason, you should use the default Scroller mode instead (Options > Calendar Settings).

- When selecting an option from a dropdown (for example, client, visit type, program, or location), the dropdown does not clear until you click somewhere else on the screen.

Configuration

1. Make sure your tablet meets the Android version requirements specified above.

2. Enable Unknown sources on your tablet:

   - Nexus 7: Settings > Security > select Unknown sources checkbox

   - Galaxy Tab: Home key > Settings > Applications > select Unknown sources checkbox

3. Go to www.crediblebh.com/secure/download_mobile.aspx and click the Android download link.

4. Click Install when prompted. The Credible Mobile icon is added to the Apps screen.

Use

The user interface for Credible Mobile on an Android tablet is the same as it is on an iPad or laptop/desktop with Chrome. Refer to the *Credible Mobile User Guide* for the steps to use the application.

Performance Improvement for Loading Lookup Tables

Credible Mobile Release 2.8 includes a performance improvement for loading lookup tables. The updates made to the File Version have led to a 10% to 25% increase in performance when lookup tables are loaded on initial login. The performance improvements also apply to manual updates done via the Options screen.

Viewing Tx Plus Plans in Credible Mobile

If a client has a Tx Plus treatment plan, it will be downloaded to Credible Mobile and viewable as Additional Info in the Manage Client screen. If you begin a form that has a Tx Plus category in it, you will be able to view the plan but not document against it. If an axis has been associated with a problem, it will not be viewable in Credible Mobile.

If changes are made to a treatment plan and you update the client's information in Credible Mobile, a new version of the plan will be downloaded and the old version will be retained. Both are viewable via Additional Info.

Use

All Clients icon > Client name > TXPLUS button under ADDITIONAL INFO > Appropriate treatment plan

From within a form, click the TX PLUS category.

Auto Logout Supported in Credible Mobile Chrome Extension

If your laptop or desktop is not used for the amount of time specified in Login Timeout, Credible Mobile will automatically log you out of the application. Because the auto logout is based on lack of use of your computer, not using Credible Mobile in and of itself will not result in an auto logout. The default Login Timeout is 5 minutes and is recommended as the minimum timeout setting to ensure enough time for lookup tables to load.

Note that the Login Timeout setting does not apply to an Android tablet or iPad. For the iPad, the auto logout is controlled by the auto-lock setting on the device. Similar to Chrome, a minimum of 5 minutes is recommended for the auto-lock setting.

Use   Options > Timeout Settings > Login Timeout

KNOWN ISSUES

Unscheduled Visit/Next Visit Screen Slow to Populate

After you select the client you want to schedule a visit for, the Unscheduled Visit/Next Visit screen updates with dropdowns for Program, Visit, Location, and Duration. If you click Back or Complete while the application is still populating the dropdowns, your "navigation request" will not be carried out until all the dropdowns are loaded. As a result, you should not click Back or Complete until the Success message displays.

Form Performance Impacted by More Reliable Data Saving

The application has been updated to improve the reliability of form data being saved. Form performance may be slower as a result of the improved data saving. The performance issue should not be as noticeable on a laptop/desktop using Chrome.

Automatic Uploading of Visits – One at a Time

If you are using automatic queue processing (Options > Timeout Settings), be aware that each visit is sent one at a time and the "send refresh queue timer" resets after each send. This means if using the default Send Queue Refresh Timeout setting of 5 minutes and there are 2 visits in the queue, it will take 10 minutes total to send them. For this reason, you might want to change the setting to 2 minutes when in the office or near a dedicated WIFI signal so it will only take 4 minutes to send the 2 visits.

PATCH LIST

"Lost" Visits when Sharing Devices or Refreshing Database Schema

Task #   N/A

What was the issue?   If visits were started and/or completed by an employee and then the mobile device was shared with another employee, the visits created by the first employee disappeared from the Schedule or Visit Queue. The issue also occurred when using the Refresh Database Schema function (Options screen).

The patch   The application has been updated so the "lost" visit issue will no longer occur going forward. If you have experienced this problem, the visits are still in your database but are not visible due to mismatched data in the database. Please update your application to the latest release and contact your Account Manager for help in restoring any hidden visits.

Oldest Version of Tx Plan Category Displayed in Form Instead of Latest One

Task #   30921

What was the issue?   Client has multiple versions of a category in a treatment plan. In Credible Mobile, the oldest (first) version of the category displayed the form instead of the latest one.

The patch   Sorting functionality was added for treatment plan categories so the most recent category will be displayed in the form.

Download Function on All Clients Screen Not Downloading Updated Client Data

Task #   27016

What was the issue?   Client data was updated on the web-based version of Credible. Clicking the Download function on All Clients screen did not download that updated data. The function only downloaded data for clients not already on the device.

The patch   The Download function on All Clients screen has been updated and will now download updated data for existing clients (like the Sync function on the Manage Client screen) and download data for new clients.

Employee ID Not Included in Upload for Visit Created in Credible Mobile

Task #	29264
What was the issue?	Visit was created/completed on Credible Mobile and uploaded to web-based version of Credible. Employee ID was not reflected in HIPAA log.
The patch	The application has been updated to send Employee ID when uploading a visit created on Credible Mobile.

Unable to Schedule New Visit

Task #	26889
What was the issue?	When trying to schedule a new visit, the Next Visit screen displayed but did not have any fields on it.
The patch	The application has been updated to store data needed for Next Visit (and Unscheduled Visit) locally and sync the data later when connected. The screen for Next Visit and Unscheduled Visit are now the same.

Application Does Not Check for Required Fields

Task #	32420
What was the issue?	When entering an Admin Time entry, a Type was not required. Lack of validation occurred when saving data on other screens as well.
The patch	The application now checks for required fields when you try to save the data on any given screen. If one or more required fields have not been filled out, a message displays listing the field names. The application prevents you from saving the data until all required fields are filled out.

Chrome: Answers for Calculated Fields Not Displaying

Task #	34516
What was the issue?	When filling out a form with calculated fields, the answers for two calculated fields were not displayed but their totals were reflected at bottom of form.
The patch	Fixes have been made so all calculated field answers display. As part of the fix, there is support now for calculated fields with more complex calculations.

Address 2 Value Added to Address 1 Value in Manage Client Screen

Task #   28173

What was the issue?   On the Manage Client screen, the Address 2 value appeared at the end of the Address 1 value.

The patch   A fix was made so the Address 2 value now appears in its own field as expected.

No Maximum on Calendar Days Forward Count Field

Task #   31659

What was the issue?   Users could enter or select a value that was not practical for the Calendar Days Forward Count field (Options > Calendar settings).

The patch   The Calendar Days Forward Count field has been updated to only allow a value from 2 to 90. If you enter a number outside of this range, the application will change it to either 2 or 90, whichever is closer to the number entered.

Changing the Calendar Days Forward Count does not change the visits already downloaded to the schedule. For example, if you have a recurring appointment for 6 months and Calendar Days Forward Count = 90, 3 months worth will be downloaded. If you change the count to 14 and add another recurring appointment for 6 months, only 2 weeks worth of the new recurrence will download. However, the 3 months worth of the first appointment will still show on your schedule.

All Functions on Options Screen Display Regardless of Internet Connection

Task #   31932

What was the issue?   It was difficult to tell which functions on the Options screen could be performed when not connected since all the functions displayed regardless of the connectivity requirement.

The patch   Functions that require an Internet connection, such as the ones that update lookup tables, will no longer display on the Options screen when you are in disconnected mode.

Refresh Database Schema Bar on Options Screen Not Fully Visible

Task #   33058

What was the issue?   The Refresh Database Schema bar on Options screen was not fully visible even after scrolling to bottom of screen.

The patch   Additional space has been added to bottom of screen so Refresh Database Schema bar will now be fully visible.

iPad: Error Received when Resuming Incomplete Visit in Disconnected State

Task #   32511

What was the issue?   Started a visit while in connected mode and then resumed it in disconnected mode. After the expected Building Activity form message, the error message "Cannot Start Visit without Planner Record" displayed.

The patch   The "perform visit" functionality has been updated so the error no longer displays and you are able to resume an incomplete visit in disconnected mode.