

Credible Mobile Release 2.9 Configuration

This document describes the new features and patches in Credible Mobile Release 2.9.

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NEW FEATURES

Credible Mobile Support for iPhone

With Credible Mobile Release 2.9, you can now access and use Credible’s mobile application on your iPhone®. While the user interface on the iPhone is the same one used on the other supported mobile devices, you may find that the Admin Time screen does not resize as expected on the iPhone.

Refer to the Credible Mobile guide for installation prerequisites and the steps to install the app on your iPhone (it is available in the help and in Library reference 37168).

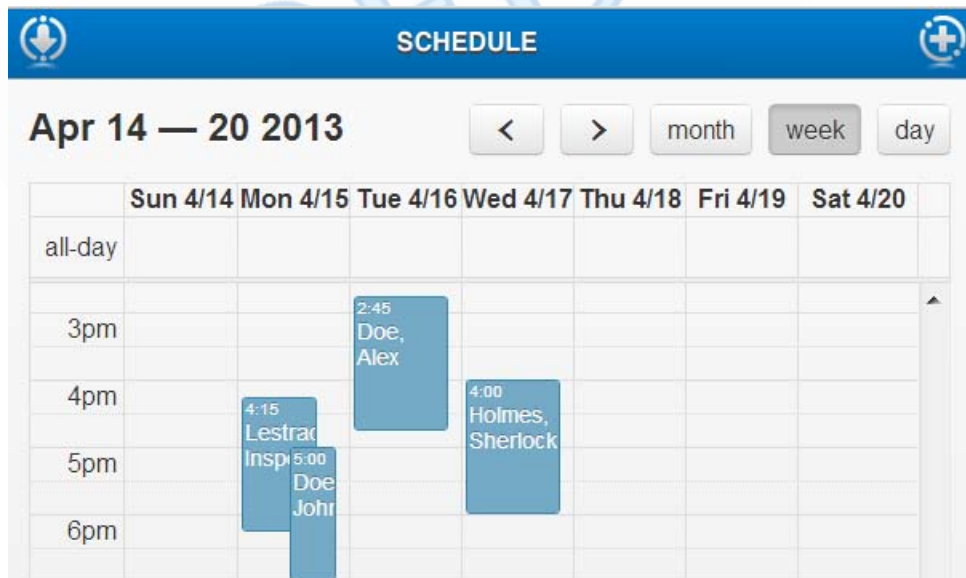
Support for Windows 8 Pro Touchscreen

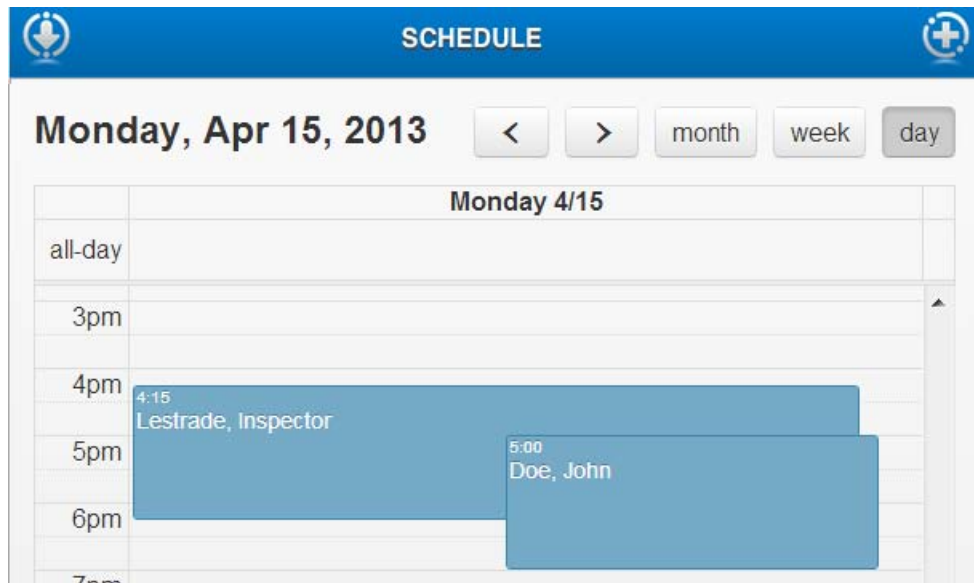
If you are using Windows® 8 Pro on your laptop or desktop, the touchscreen functionality will be enabled in Credible Mobile after Release 2.9 of the Credible Mobile Chrome extension is installed on your device. As a reminder, this will happen automatically within 24 hours of the new release being added to the Chrome web store.

Note that touchscreen functionality in Credible Mobile is not supported in Windows 8 RT.

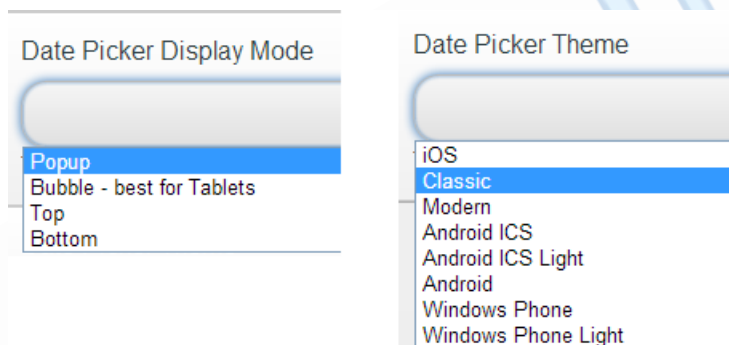
Enhanced Calendar and New Date Picker Options

You can now configure Credible Mobile to use an enhanced calendar with week and day views.





With new display mode and theme settings, you can control where the date picker displays on the screen and what it looks like. See the Credible Mobile guide for more information.



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PATCH LIST

iPad: Form Data Not Being Saved and Form Data Loss During Visit Upload

Task # 35753, 36077, 33020, 36977

What was the issue? When using an iPad as the Credible Mobile device, data that was entered into a web form in Credible Mobile was not fully saved to the underlying database. In addition, form data was lost when a visit was uploaded from an iPad to the web.

The patch The app has been updated so the field highlighting that occurs when data has not been saved will remain until the save has taken place.

Regarding form data loss during visit upload:

- If a plus symbol was entered in the answer for a form field, the app removed it and any text that followed. The app has been updated so the plus symbol and the text that follows it will now be retained.
- Code for checkbox and radio button answer formats has been updated as one scenario of data loss was tied to these answer types.

A general rewrite of the data saving code was done so the process will be more streamlined. For example, separate routines and queries are now used to save answers and notes.

iPad: Unable to Upload Queued Visits to Web

Task # 37203

What was the issue? When two users tried to upload queued visits to the web, the following error occurred: VISIT SAVE UNSUCCESSFUL.

The patch The inability to upload was due to the fact that the related Billing Matrix entry had been deleted on the web. The software has been updated so you can upload visits even if the related Billing Matrix entry has been deleted on the web.

iPad: Unable to Complete Visits on Sign & Submit Screen

Task # 37681

What was the issue? Two users were unable to complete visits on their iPads. The message “No billing info retrieved...Update All Lookup Tables” displayed. After updating all lookup tables, same error occurred.

The patch A fix was made to the configuration of the Location and Recipient Type tables.

Duplication of Visit Information After Upload to Web

Task # 33059, 36536, 35712

What was the issue? Visits were being replicated upon upload from Credible Mobile.

The patch The queue timer for Automatic Queue Processing has been updated so it can no longer be set to zero. The zero value resulted in an upload every millisecond causing a visit was sent multiple times. A fix was also made to the Upload icon in the Visit Queue screen – it is now disabled when a queued visit is highlighted because that visit is currently being uploaded.

Issues with Form Groups in Credible Mobile

Task # 38527, 38372, 39188

What was the issue?

- More forms showed in the form group than were expected.
- Unable to start additional forms in a form group and form data being saved to the wrong visit. Detail: When a user started any form in a form group and then returned to the Schedule, the visit button was always for the first form in the form group. When any of the other forms were started, the documentation was incorrectly added to the visit for the first form in the group.
- Unable to correctly resume a form within a group.
- Forms in a form group crossed at sign & submit.

The patch The app has been updated with fixes for the above issues.

Period/Decimal Point in Numeric Text Box Field Not Being Saved

Task # 36567

What was the issue? A period/decimal point entered in a rent amount field was not retained when the web form was saved. For example, 914.60 became 91460.

The patch The app has been updated to allow periods in numeric text box fields.

Required Fields Are Not Flagged or Required in Web Forms

Task # 28321

What was the issue? When filling out a web form in Credible Mobile, required fields did not have red asterisks and were not required for form completion.

The patch Form validation has been added to Credible Mobile as an optional configuration setting. When enabled, required fields are indicated by a red flag and highlighted in pink until data is entered and saved. Each time you click COMPLETE for a category, the app checks all categories for incomplete required fields, even if the required fields in the category you are in have been completed or if the category does not have any. The app also checks for incomplete required fields when you click COMPLETE for the form. If there are required fields in the form that need to be completed, a popup displays listing them.

1. Assuming you have completed all required fields in the category you are in (or if the category does not have any required fields), click OK to dismiss the popup and click the BACK button. *The data you entered in the category is saved despite the fact you had to click the BACK button.*
2. Complete the other categories in the form, using the method above if the “flagged items must be completed” popup displays.
3. If you are trying to complete the form and the “flagged items must be completed” popup displays, click OK to dismiss the popup and then go into the appropriate categories to complete the required fields.

To turn on form validation, use the new Form Rules function on the Options screen.

Web-Based Settings for Sign & Submit Fields Not Retained in Credible Mobile

Task # 35451

What was the issue? Credible Mobile requires staff to select diagnosis, billing group, location, and recipient to complete a visit when these fields are not required in the web-based version of Credible.

The patch The app has been updated so it will now use system-wide, visit type, and employee-based configuration settings related to diagnosis, billing group, location, and recipient that are set in the web. For example, if you do not have the Diagnosis dropdown enabled via Partner Config, it will not be available on the Sign & Submit page in Credible Mobile. The exceptions to this are default billing group from Employee Profile and default recipient from Employee Config and Partner Config; these will be addressed in the next Credible Mobile release.

Note that if you make a change in Partner Config and want it to extend to Credible Mobile, users will need to use the Update Partner Configuration function on the Options screen.

Unable to Cancel Out of Change Status Screen

Task # 36919

What was the issue? After accessing the Change Status screen for a scheduled visit and deciding not to change the status, there was no way to cancel out of the screen.

The patch A Cancel button has been added to the Change Status screen. When clicked, you are returned to the Manage Client screen.

