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**From:** Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>  
**Sent:** Wednesday, January 18, 2017 12:28 PM  
**To:** Credible Education  
**Subject:** Credible Care App - New iOS Version 1.9 Available Soon!



## New Credible Care iOS Version 1.9 Available Soon!

DEAR PARTNER,

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

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**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.

To support this, 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 Again, old passwords are no longer valid.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.*

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## Updates Required Soon

- **iOS Update:** Prior to installing Credible Care version 1.9, users must have updated their devices to iOS version 9 or 10. Users with devices running iOS 8 or earlier will not be able to upgrade the Credible Care app to version 1.9; in fact, the upgraded version will not even appear in the app store.
- **Credible Care Upgrade:** On January 30, 2017, support for Credible Care iOS version 1.8 will end. At that time, users still on 1.8 will be prevented from entering connected mode until they update the app. They will still be able to operate in disconnected mode and save visits, but they will not be able to upload those visits until they have upgraded.

Thank you for your continued Partnership!

**Jaclyn O'Donnell**

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

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