

OVERVIEW

Congratulations! You have been granted access to view your own Shared Care Plan and Educational Resources through the secure Care Navigator Application. This must be completed with a Care Team member.

This instruction guide will walk you through how to:

- Download the Care Navigator Application
- How to set up your username and password for the first time
- How to navigate the application

STEP ONE: DOWNLOADING THE CARE NAVIGATOR APPLICATION

Device Requirements:

In order to download the Care Navigator Applications, you must have a connected smart device that is using an existing **Data Plan** or **Wi-Fi** service. Examples include:

- a. **Apple (iOS):** iPhone, iPad, Macintosh Computer
- b. **Android:** Android phone, Android Tablet (any phone or tablet running Android operating system)
- c. **Windows Device:** Any phone, tablet or computer with a Windows 10 operating system (*systems running Windows 7, 8 or 9 will not support the Care Navigator Application*)

To Download the Application: Application Download Steps:

1. Open the App Store on your designated device:



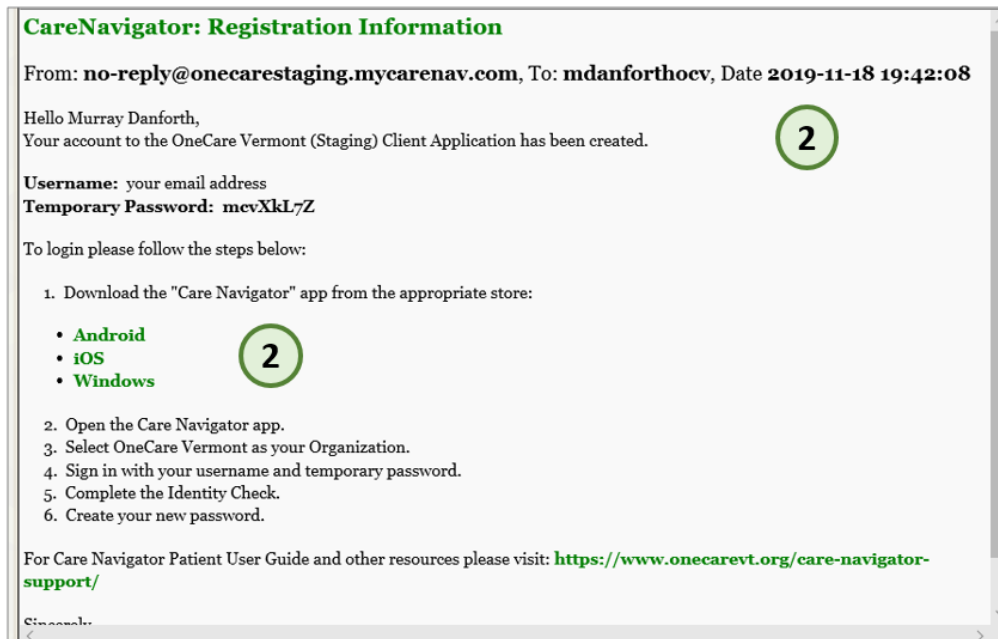
2. Search for the application using the term: **Care Navigator**




3. Select the Care Navigator Application icon and follow the steps for downloading an application to your device.

STEP TWO: INITIAL ACCOUNT SET UP (EMAIL INVITATION)

1. Check your email INBOX for the invitation to Care Navigator. The sender will be from no-reply@mycarenav.com. The email contains a temporary password and instructions on how to activate the **Client Application Account** for the first time. (*Note: If the email is not in your Inbox, check your spam or junk folders*).



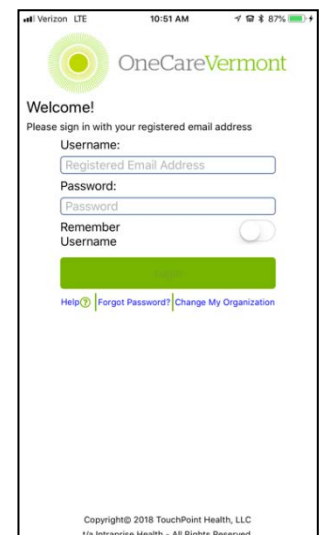
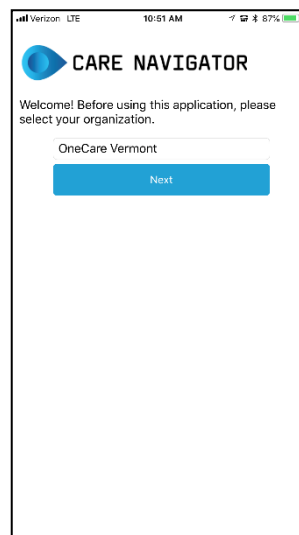
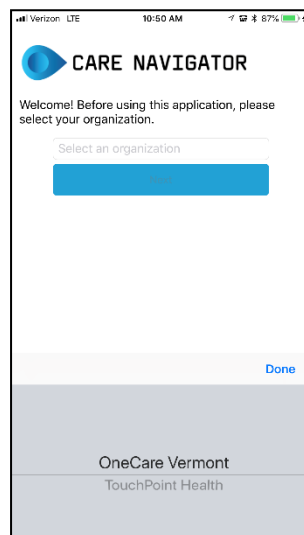
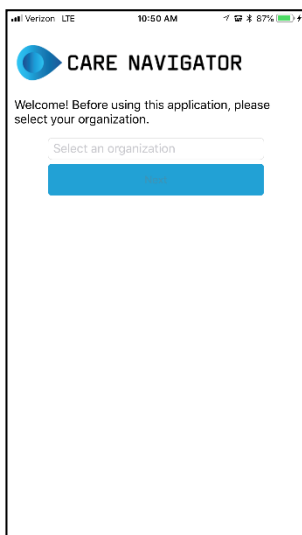
2. Tap the **Care Navigator** app icon  on your device to open the app to begin the **account activation** process described below.

Tap the **Select an organization** field

Select the appropriate organization
(OneCare Vermont)

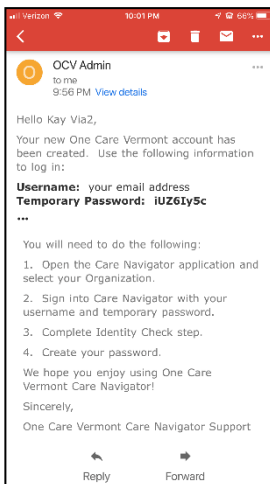
Tap the **Next** button

The **Welcome** page loads and is ready for account activation

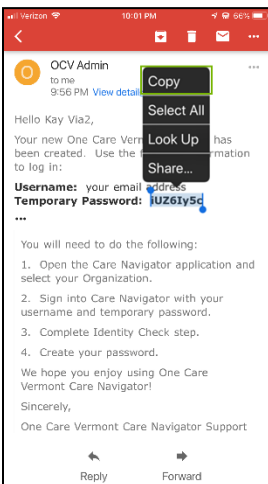


STEP THREE: FIRST TIME - ACCOUNT ACTIVATION (CREATE USERNAME / PASSWORD)

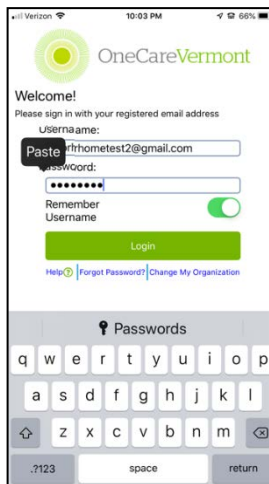
Open email received for your new **OneCare Vermont Client** Application access



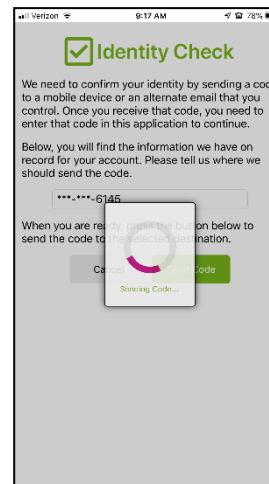
Press on the **Temporary Password** to select until options appear. Tap on **Copy**



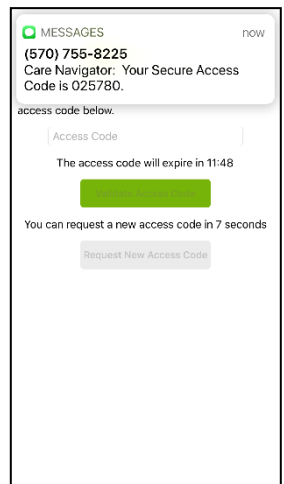
Enter the Email Address that you used to register in the **Username** field. **Paste** or **manually enter** the **case sensitive** password.



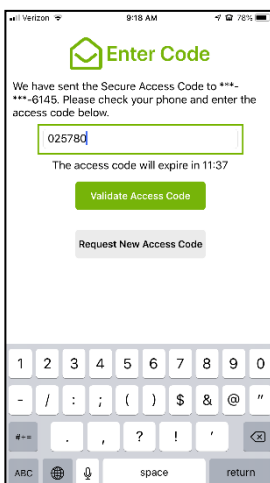
For security purposes, **Two-factor Authentication** requires a **code** be sent to an alternate email or mobile phone. Tap the **Send Code** button. The **Sending Request...** popup displays



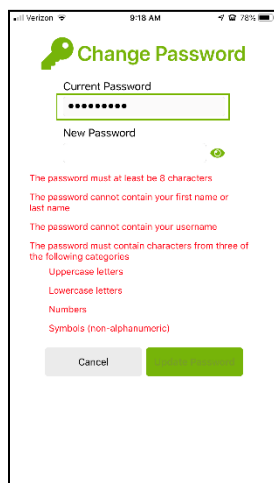
In this example, a **SMS** (text) message arrives with a **Secure Access Code**. You can also **provide an alternate email address** as an option to receive an **Access Code**



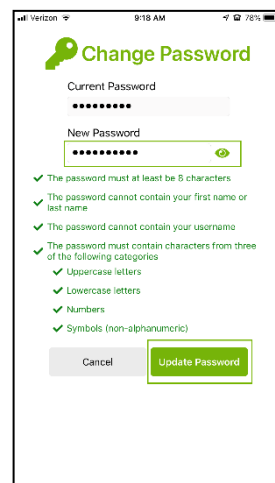
Enter the **Secure Access Code** received into the field *before it expires* to activate the **Validate Access Code** button.



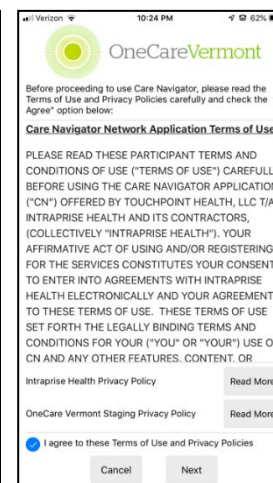
The **Change Password** form loads, and the temporary password entered previously prepopulates in the **Current Password** field



Following the password rules, enter a new password into the **New Password** field. Tap the **Update Password** button



Review and tap the "I agree to these Terms of Use and Privacy Policies" radio button. Tap the **Next** button to continue into the app.



Welcome to the **OneCare Vermont Care Navigator Home Page**



Once you have completed the initial **Account Activation** process, you will only need your username (primary email) and the password you created to login when you open the **Care Navigator App** on your device.

STEP FOUR: USING THE CARE NAVIGATOR APP

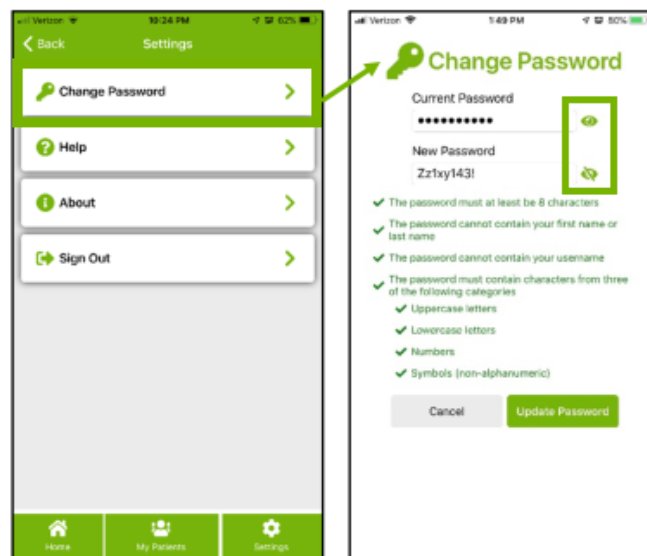
HOME PAGE

Once you Login to the Care Navigator application you will be on the **Home Screen**. There are two main sections:

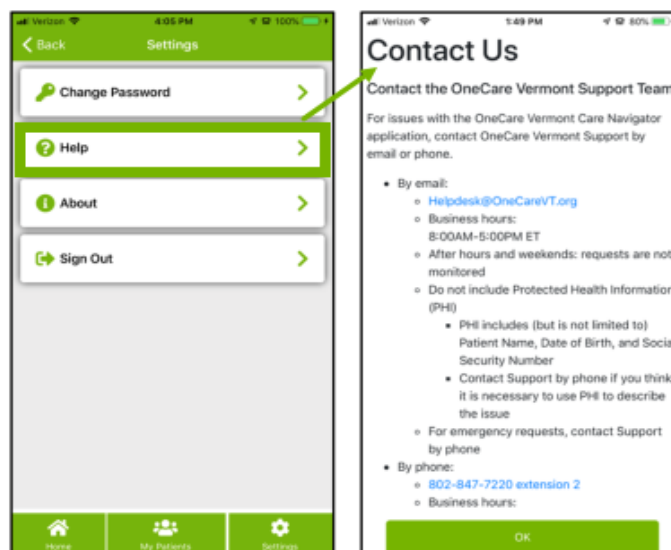
1. **Sign Out:** Selecting this icon in the upper right corner of the screen will log you out of the application.
2. **Application Options:**
 - a. **Care Plan:** Allows you to view all of the information created for you by your Care Team.
 - b. **Settings:** Provides access to the application preferences, settings and Terms of Use & Privacy Policy.

The **Settings** page of the **Care Navigator Application** contains the following components:

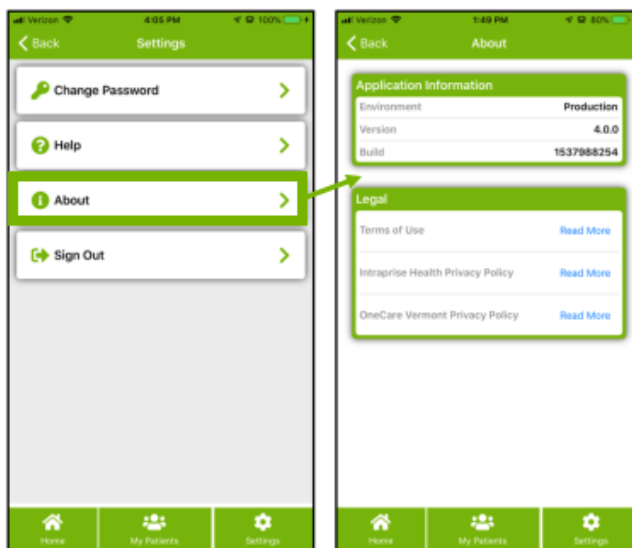
1. **Change Password:** You will be prompted to enter your **current password** and then create a new password.



2. **Help:** You will see a **Contact Us** page. This page contains support a contact email and phone number.



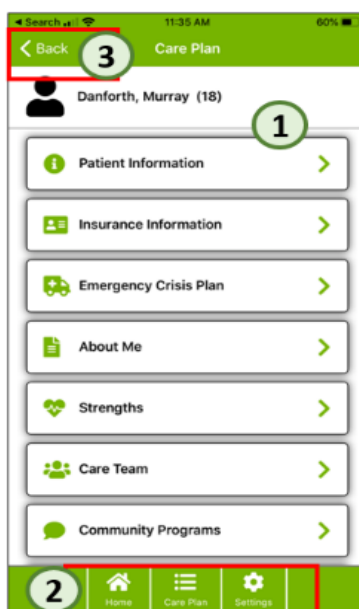
3. **About:** The **About** page contains Application Information such as the Version. You can also open the **Terms of Use** and **Privacy Policy** at any time from the **About** page.



The **Care Plan** section of the **Care Navigator Application** allows you to view your Shared Care Plan.

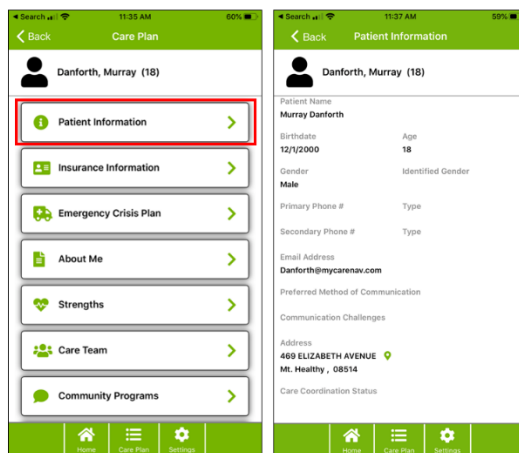
MAIN CARE PLAN VIEW

1. **Care Plan Landing Page:** This is the primary Care Plan screen. It allows you to scroll through each of the sections of the Care Plan. By clicking on a section will display the information entered there by your Care Team for you.
2. **Menu Options:** At the bottom of every screen you will always have options for navigating:
 - a. **Home:** Click the home button to take you back to the Home Page.
 - b. **Care Plan:** Click this button to return you to the Main Care Plan page.
 - c. **Settings:** Click this button to take you to the Application Settings page.
3. **Back:** The back button will be present on all pages (except the Home Page).



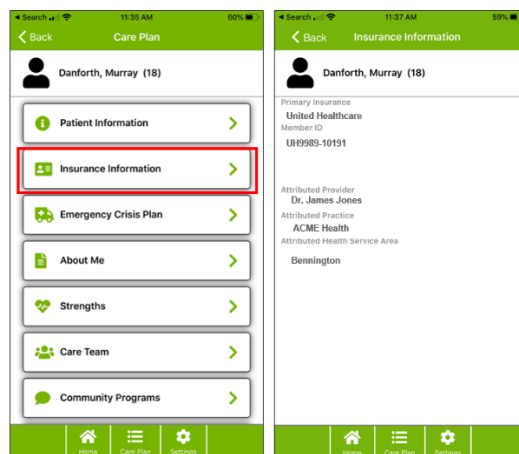
PATIENT INFORMATION

The **Patient Information Page** contains information such as your name, address, phone number. Use your finger to scroll up and down the page to view more information that may be below the immediate screen view.



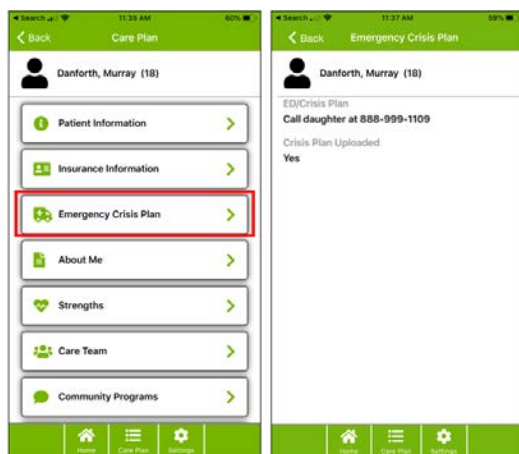
INSURANCE INFORMATION

The **Insurance Information Page** displays the current information your Care Team has for your primary insurance, ID number, designated provider, practice and Health Service Area.



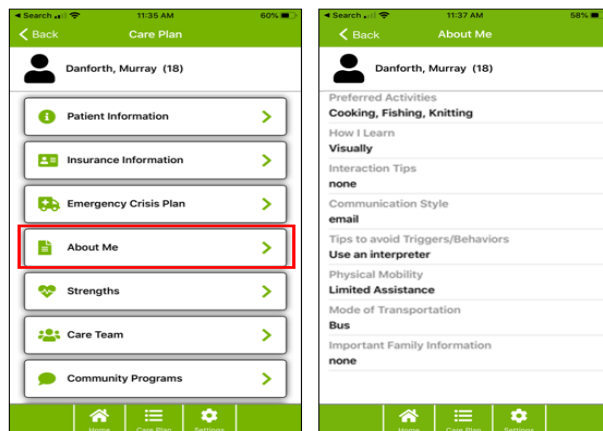
EMERGENCY CRISIS PLAN

The **Emergency Crisis Plan**: Displays your currently agreed upon Emergency Crisis plan that has been created with your Care Team member. If there is no information on file, no information will be displayed on this screen for you.



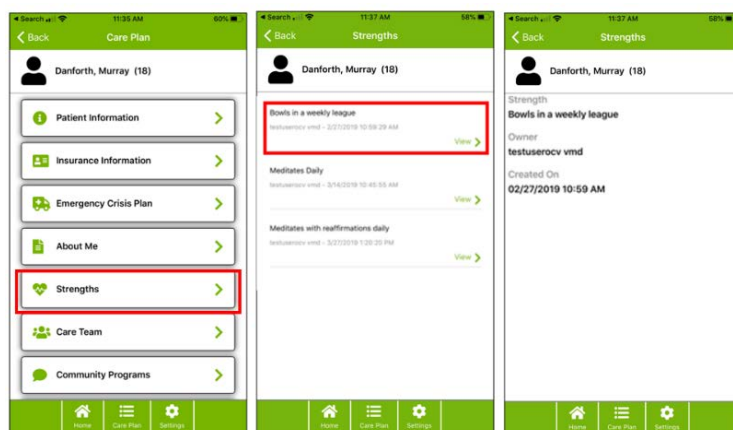
ABOUT ME

The **About Me** page: Displays information your Care Team has learned about you that may help ensure you are receiving education and information in a format that works best for you.



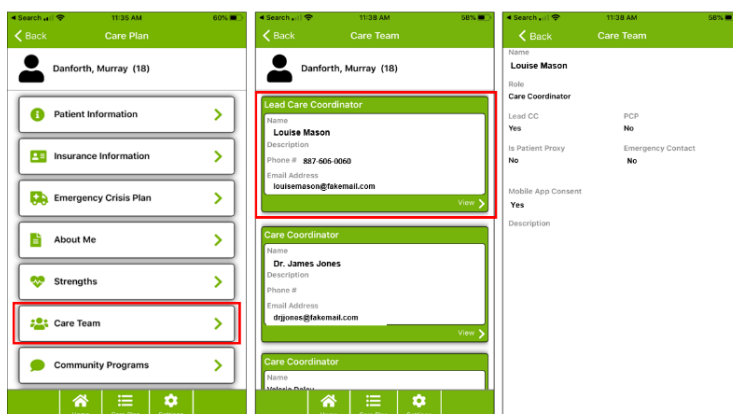
STRENGTHS

The **Strengths** Page: In this section, your Care Team Member will document any known strengths related to you. When you open this section, you will see a full list of the individual strengths. By clicking 'View' more detail will display for the selected strength. The additional information includes who created the information and when it was added.



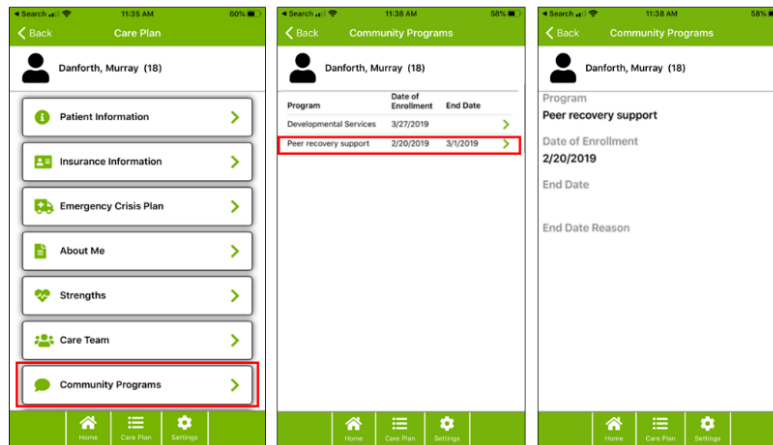
CARE TEAM

The **Care Team** Page: In this section, anyone who is on your Care Team will be displayed for you. When you open this section, you will see a full list of individual Care Team members. By clicking 'View' more detail will display for the individual member.



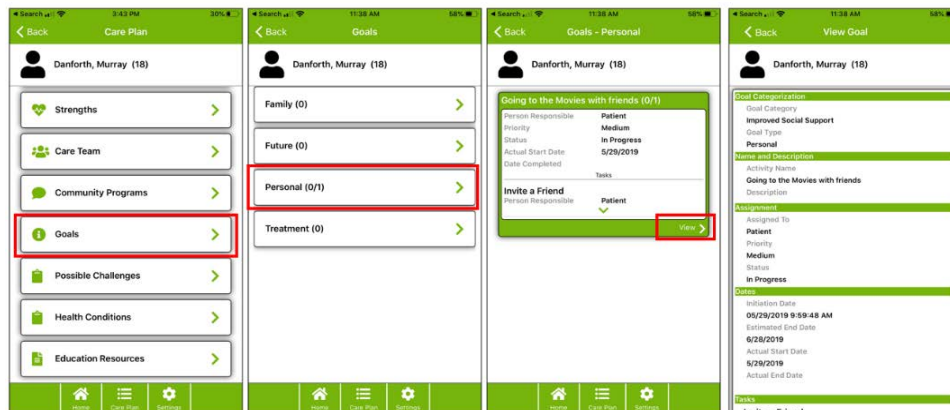
COMMUNITY PROGRAMS

The **Community Programs Page**: In this section, any Community Program Types that you are accessing are displayed. When you open this section, you will see a list of the Community Programs.



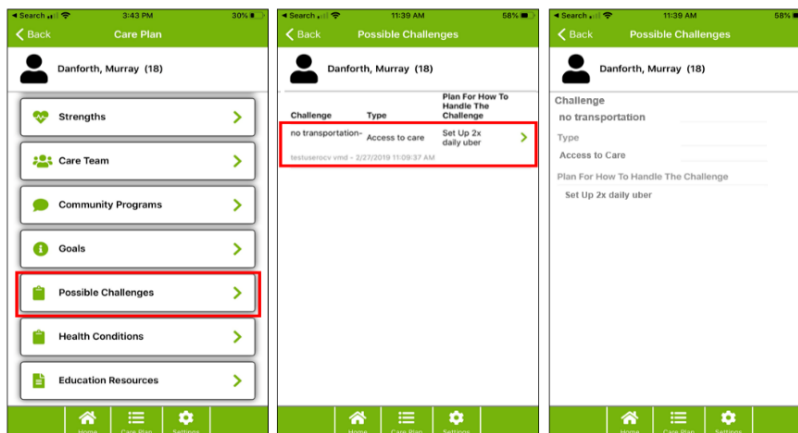
GOALS

The **Goals Page**: In this section, you will see the goals that your Care Team has identified goals and tasks. When you open this section, you will see 4 Goal Types to choose from (**Family, Future, Personal, and Treatment**).



POSSIBLE CHALLENGES

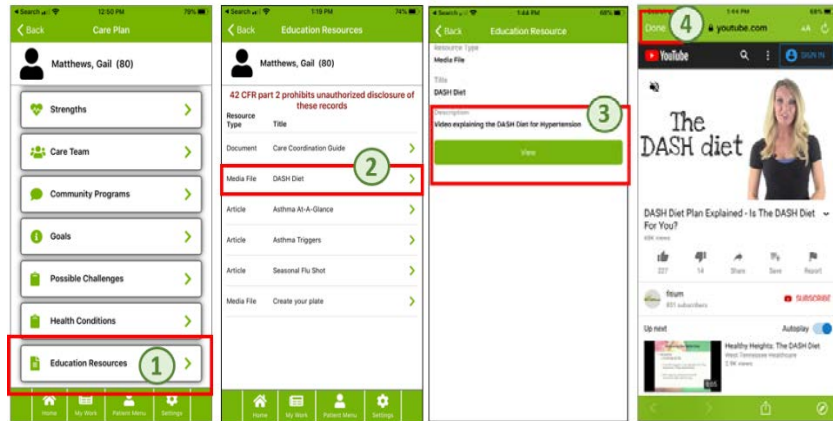
The **Possible Challenges Page**: In this section, your Care Team Member may document any challenges you are facing along with a plan for addressing them. When you open this section, you will see a full list of these challenges. Click 'View', to see detail for the selected challenge.




EDUCATION RESOURCES

The **Education Resources Page**: Care Team Members may assign document or videos related to one or more of your Health Conditions. When you open this section, you will see a full list of the assigned education resources.

1. Tap on the menu item 'Education Resource' to view the full list of education resources assigned.
2. Tap on the name of a file to open the material. This will bring you to a description page for the resource.
3. Tap 'View' to open the document or link.
 - a. Document File: Will open the document in a new window
 - b. Media File or Video Link: Will open a browser page and allow you to view the video or visit website.
4. Select 'Done' from the top navigation to return to the previous screen
5. Use the 'Back' button to return to the previous screen.

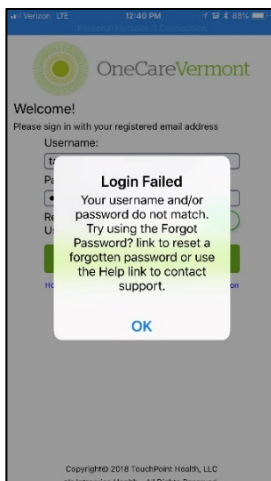


NOTE: You may not have information for all sections in your Care Plan. For any section where no information has been entered, you will see the following message

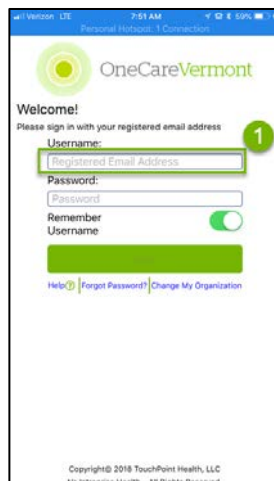
 Sorry, there is no data available for the Health Conditions section yet for this patient.

STEP FIVE: FORGOT PASSWORD?

If the **Login Failed** popup message appears, select **OK**



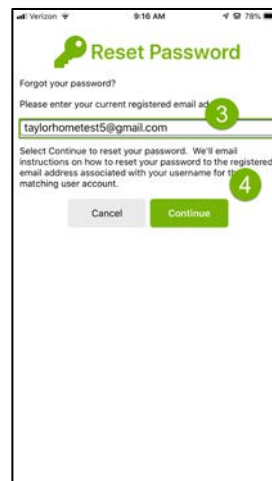
Step 1: Enter Email Address used during the account creation



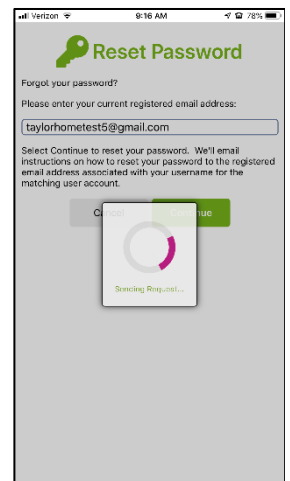
Step 2: Tap on the Forgot Password? link



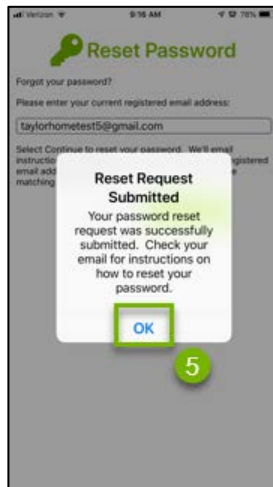
Step 3: Enter email address. Step 4: select Next.



The **Sending Request...** progress popup displays

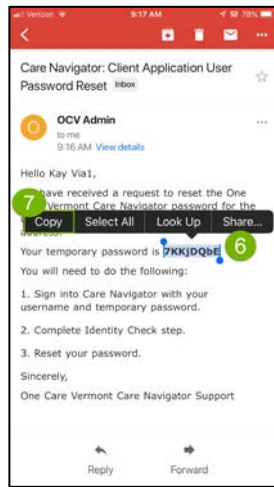


Step 5: Select **OK** on the **Reset Request Submitted** popup message.

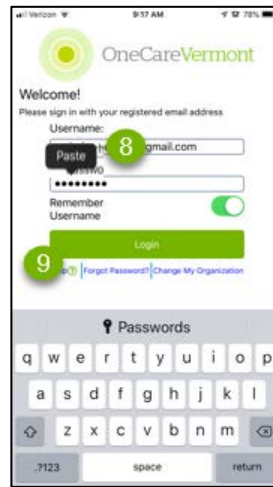


Step 6: In the body of the *most recent email received*, press on the **temporary password**

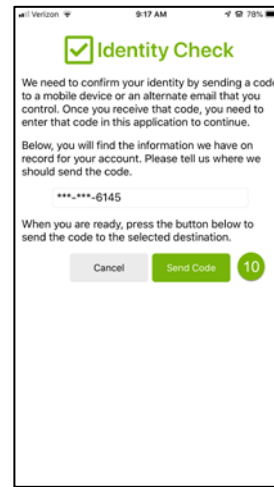
Step 7: Select **Copy**



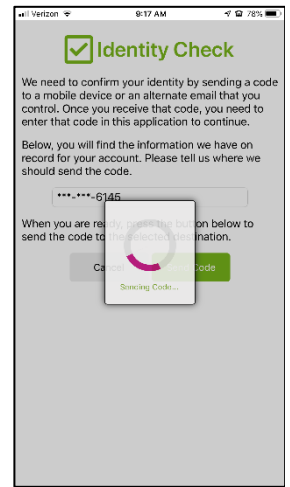
Step 8: Select **Password** field and enter **temporary password**. **Step 9:** select **Login**



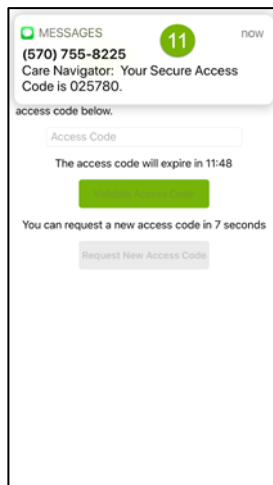
Step 10: **Two-factor Authentication** requires a **code** be sent to an alternate email or mobile phone. Select **Send Code**.



The **Sending Code...** progress popup displays

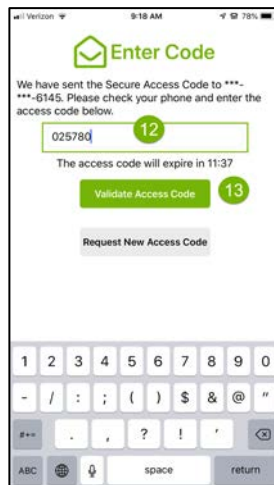


Step 11: SMS message arrives with a **Secure Access Code**.

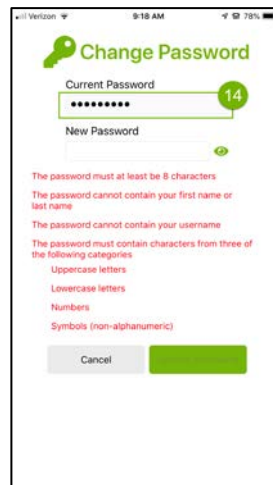


Step 12: Enter **Secure Access Code** *before it expires* to activate the **Validate Access Code**.

Step 13: Select **Validate Access Code**



Step 14: **Change Password** form loads, and the temporary password entered in



Step 15: Enter a new password into the **New Password** field.

Step 16: Select **Update Password**



Success!



STEP SIX: TECHNICAL SUPPORT

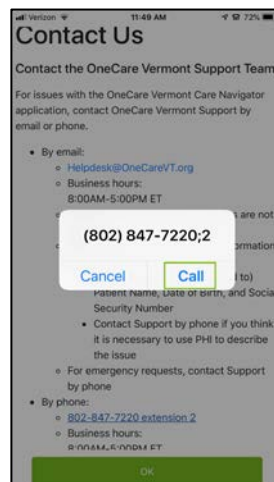
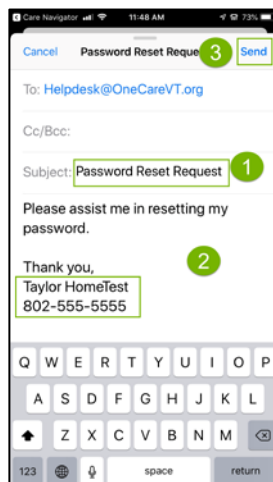
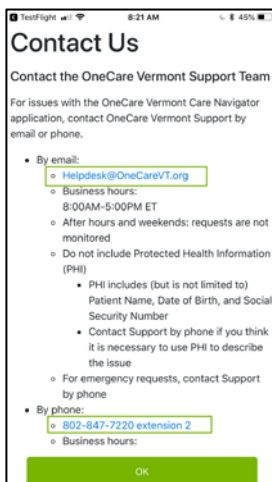
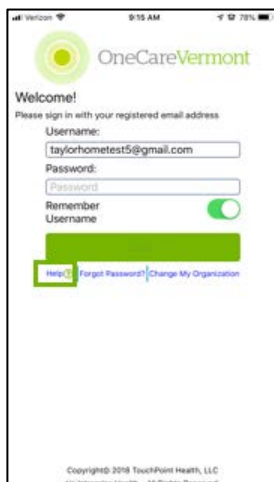
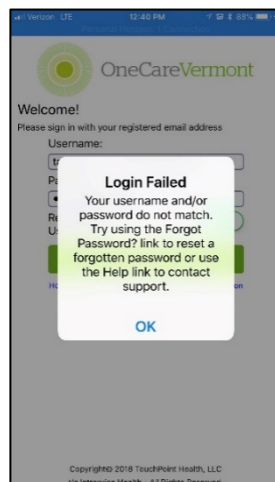
If **Option 1** does not work and further assistance is required, this section describes an alternative method to receive **Help**

Tap the **Help** button on the Client Application Home page

Contact the **OneCare Vermont Support Team** by tapping on either the **Email Address** or **Phone Number** hyperlinks

Step 1: Enter a **Subject**
Step 2: Enter a description of the issue and contact info
Step 3: Tap **Send** button

Tap the **Call** button to speak to a **OneCare Vermont Support Representative**.
Business hours: 8-5 PM EST



STEP SEVEN: FREQUENTLY ASKED QUESTIONS

1. **Can I change my password anytime I want to?** Yes, go to the Settings page in the Client Application and tap the Change Password button. The **Client Application** user will need to enter the current password, it will not prepopulate.
2. **Can I reuse a previous password?** The **Client Application** does not allow a user to change their password to the existing password.
3. **How often is a password reset required?** The current system configuration is set to 1 calendar year.
4. **What do I do if the secondary contact information on record is incorrect for Option 1, Step 10?** Please contact **OneCare Vermont Support** for assistance to update your contact information.
5. **What do I do if my Registered Logon Email is no longer valid?** Please contact **OneCare Vermont Support** for assistance to update your primary email on record.