



# Netsmart

## Mobile Caregiver+ Using Offline Mode

---

### Overview

The Mobile Caregiver+ App allows you to complete visits in remote areas and "dead-zones," where neither Wi-Fi nor cellular services are available. If you anticipate that you will be in an area with poor cellular service, we recommend the following guidance to improve your experience with the Mobile Caregiver+ app.

### Important

Mobile Caregiver+ App requires you to sync the device every 12 hours. To sync the device, you must log into the Mobile Caregiver+ application while connected to either a Wi-Fi network or a cellular network with a good signal. This will allow your schedule to be downloaded from the server as well as allow completed visit data to flow back up to the Netsmart servers.

Your visit data will be encrypted and stored on your device until you return to a location with internet connectivity. When you log in again, the Mobile Caregiver+ App transmits the encrypted visit data. Your Administrator cannot view visit data from your mobile device until you reconnect, and the information is synced with the server.

### Process

#### **To prepare your Mobile Caregiver+ App beforehand to use Offline Mode:**

1. Ensure the visit is already scheduled, either in provider dashboard or in the mobile app.
2. Log into the Mobile Caregiver+ App in a zone that has Wi-Fi or cellular service available for your device. This must be done within 12 hours prior to using the device in Offline Mode.

**To engage Offline Mode:** Put your device in Airplane Mode.

#### **Android devices:**

1. Go to Device Settings.
2. Go to Network & Internet Settings.
3. Turn on "Airplane Mode"

#### **Apple devices:**

1. Go to Settings
2. Select "Airplane Mode" to turn it on

---

**www.ntst.com**

11100 Nall Avenue

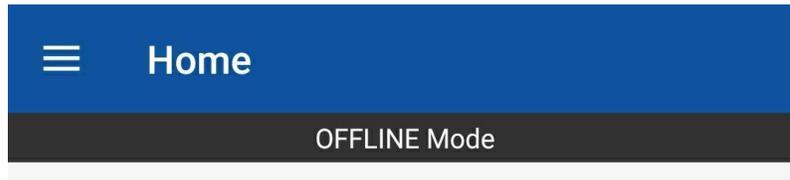
Overland Park, KS 66211

800.842.1973

OR

1. Swipe up and select the "Airplane" Icon
2. Log into your Mobile Caregiver+ App using your pin or biometric credentials, if supported by your device
3. Offline Mode should turn on automatically.

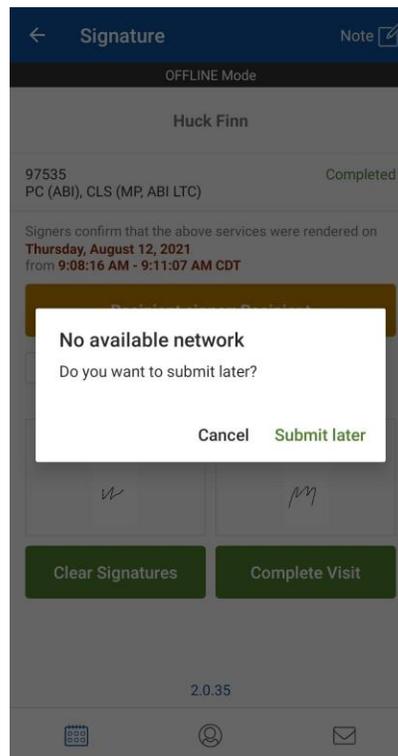
The following banner will display when the device is operating in OFFLINE Mode:



*Note: Clicking "Login as new user" will disable Offline Mode.*

**To complete visits in Offline Mode:**

1. Complete the visit as you would normally.
2. After you complete the visit, a dialog box opens, reminding you that you are offline:



3. Tap **Submit Later**.

*Note: Your administrator will not see visit data until you log into the Mobile Caregiver+ App in a location that has internet connectivity.*

**To Submit Visits Later:** Log into the Mobile Caregiver+ App within a zone that has Wi-Fi or cellular service. The app will immediately submit the visit information to Netsmart EVV.