



How to log into Netsmart Connect

Link to the EVV website <https://mobilecaregiverplus.com/resources/>

Link to the case portal <https://www.netsmartconnect.com/>

To open a support case navigate to <https://mobilecaregiverplus.com/resources/>

Click 'Open Support Case' this will lead the provider to Netsmart Connect

OPEN SUPPORT TICKET



Mobile Caregiver+™

Enter credentials and hit 'Sign In'

If the provider is a new user please contact Netsmart support (833) 483 – 5587 to retrieve the client code. Please note if Netsmart has not received the provider file the client code has not been generated yet.

www.ntst.com

11100 Nall Avenue
Overland Park, KS 66211
800.842.1973



Sign in with your email address

[Forgot your password?](#)

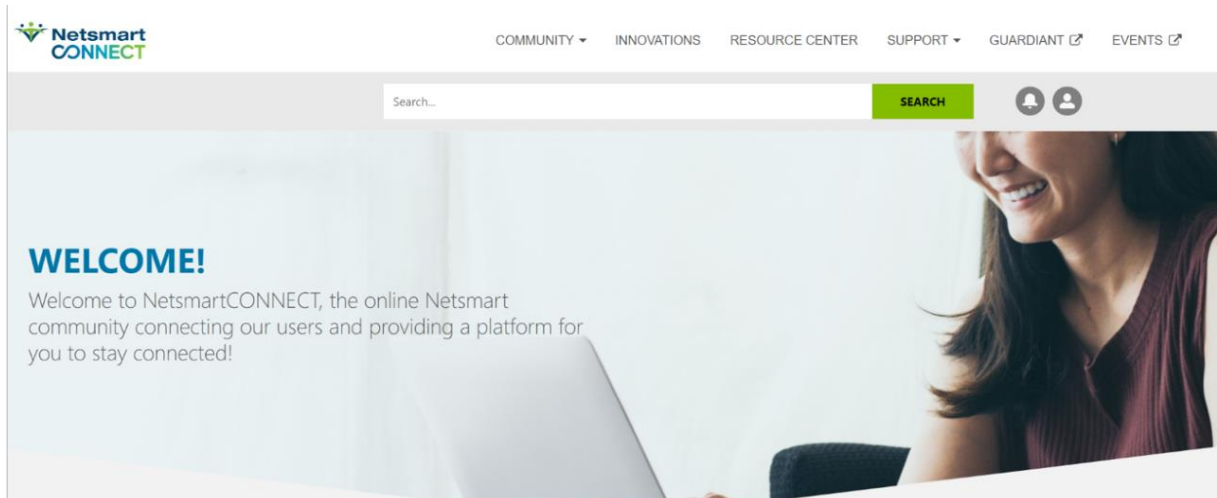
SIGN IN

Don't have an account? [Sign up now](#)

[Internal Users Log In Here](#)

[Questions about logging in?](#)

Navigate to 'Support'



Select 'Create Case/Catalog'

SUPPORT ▾ GUARDIAN [↗](#) EVENTS [↗](#)

DASHBOARD [↗](#)

MY ITEMS [↗](#)

CREATE CASE / CATALOG [↗](#)

KNOWN ISSUES [↗](#)

KNOWLEDGE [↗](#)

OPEN CASES [↗](#)

CASES CLOSED WITHIN LAST 180 DAYS [↗](#)

SEARCH SUPPORT CASES [↗](#)

This will lead to another login portal

Select 'Sign in with Netsmart Connect'

Welcome to NetsmartCONNECT

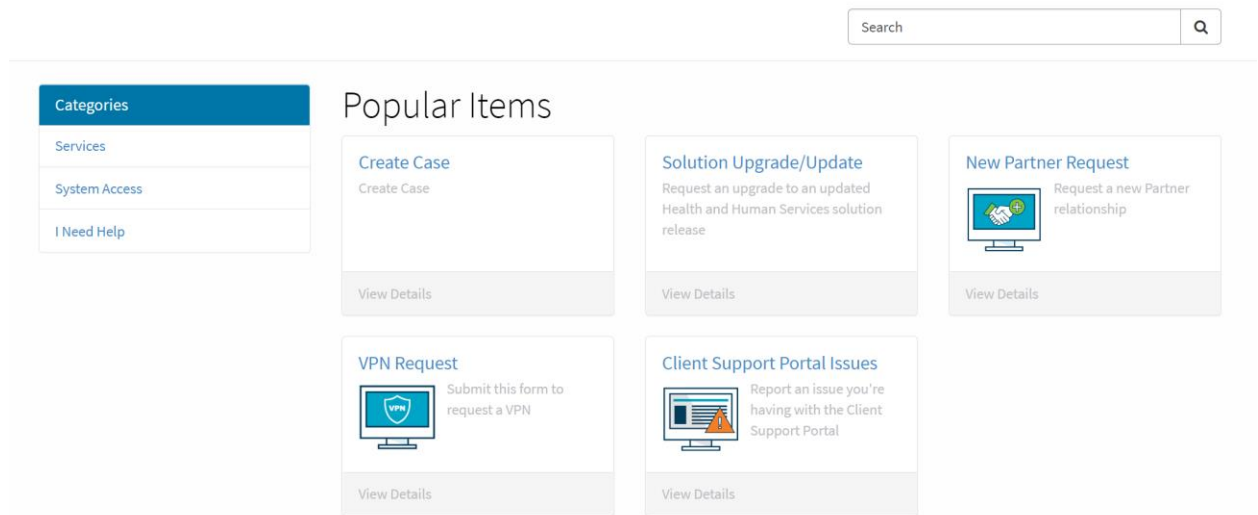
Log in to order things, get help or report an issue

Login instructions

Clients : Use the button below to sign in via NetsmartCONNECT.

[Sign in with NetsmartCONNECT](#)

This screen is where the provider can open cases and view cases they have already made.



My Items – Allows provider to view all their cases

Known Issues – If a PRB is public the provider can follow the progression

Knowledge – Leads provider to the knowledge base page

Notifications – Any updates on a case will notify the provider

Surveys – When a case is closed the provider is sent a survey

Reporting – Allows provider to view how quickly cases were resolved/updated