Netsmart EVV Mobile Caregiver+ Password Reset Due to Expired Password

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Netsmart

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Introduction

Security Password

EVV Mobile Caregiver+ App

Netsmart has implemented a security password process that will prompt the user to change their password when it has expired. This maximum security is to ensure that the client's information within the Netsmart EVV Mobile application is protected and secured.

Users also have the option to avoid passwords from being expired; users can proactively reset their passwords before being expired.

This guide will outline the process and steps needed for all users to follow when the password on the mobile application has expired and resetting passwords before they are expired.

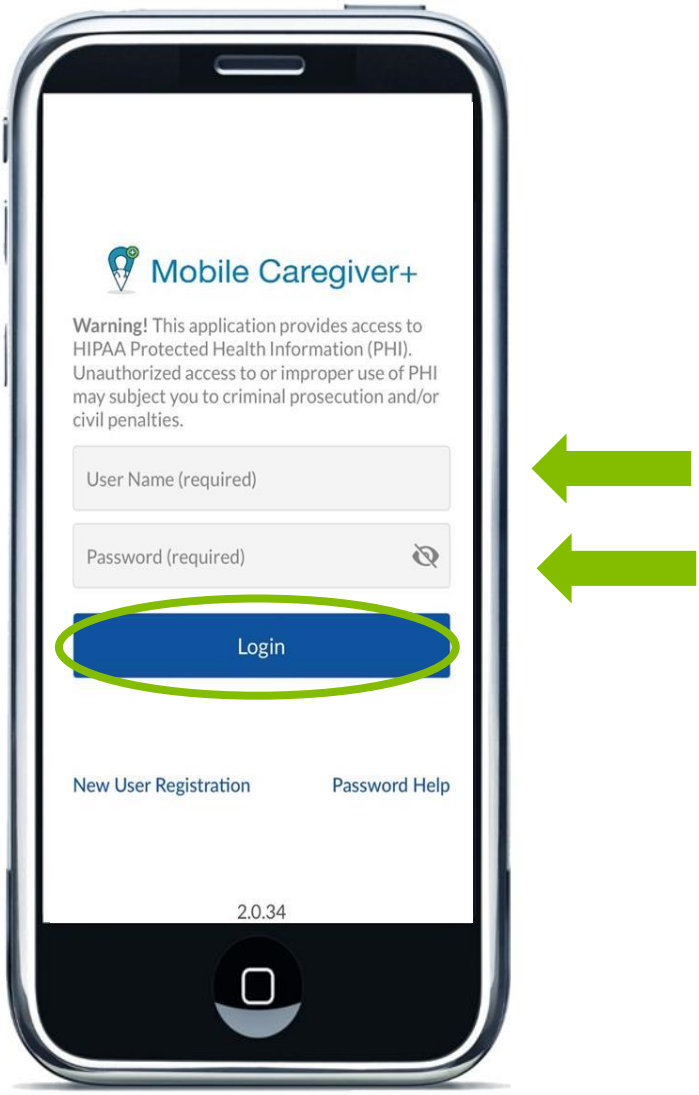
The mobile application will prompt the user to change the current password every 45 days. The new password must be a minimum length of eight characters, contain at least one number, one upper-case letter, one lower-case letter and one special character i.e. $@!%*?& and cannot be reused. Do not use "dictionary" words or change over insecure Wi-Fi connection.

Expired Password Prompting

Step 1

The user accesses the EVV Mobile application sign-in screen

- Enter Username and Password
- Tap Login

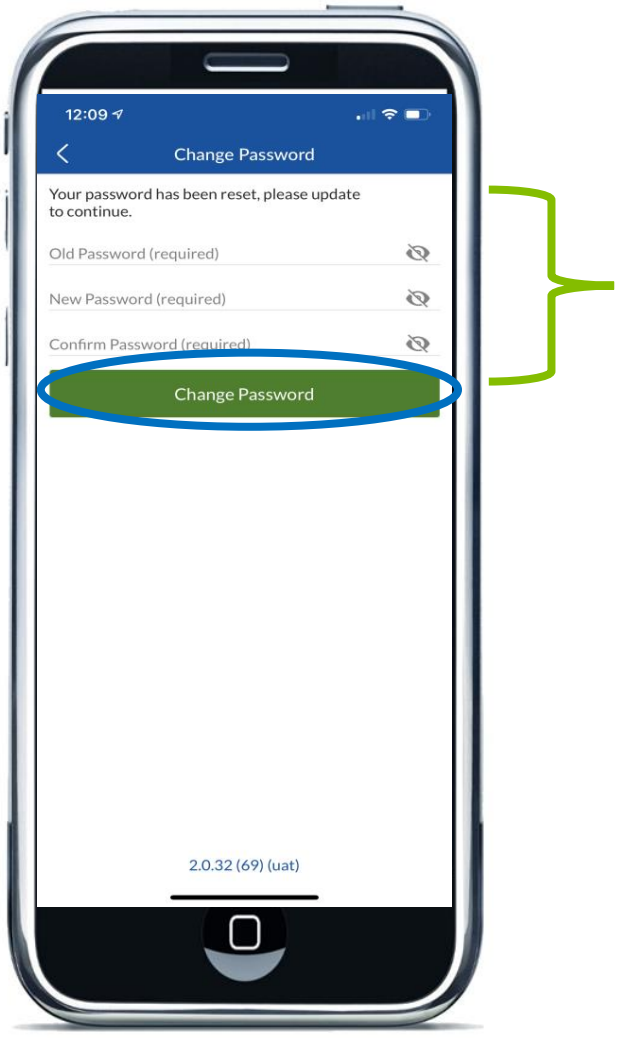


Step 2

When the password has expired, the mobile application will display a Change Password screen which will prompt the user to change the old password to a new password meeting the requirements as listed in the Introduction page of this guide.

- Enter Old Password
- Enter New Password
- Confirm and Re-Enter New Password
- Tap Change Password

All entries are hidden by default. Tap the “eye” icon on any of these fields, to see your entry



NOTE: If the user does not change the password, the user will not be able to login and will require to log out or continue the process.

Step 3

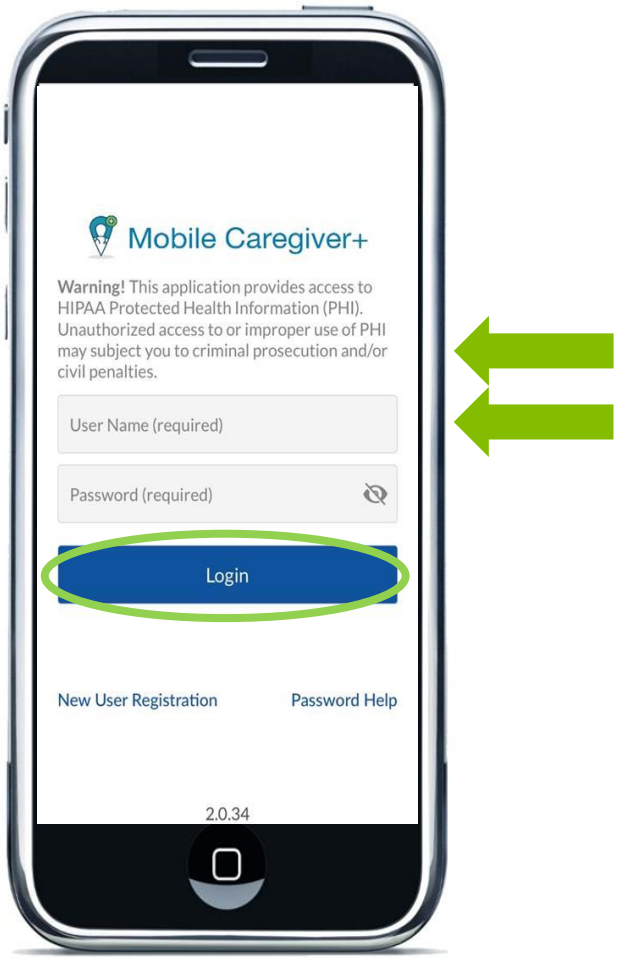
The user will receive a confirmation that the password was changed

Tap OK

TIP: Please do not write your password down where it can be accessible, rather memorize your password to keep it private.

Step 4

The application will take the user back to the sign-in screen and may login with the newly, created password.



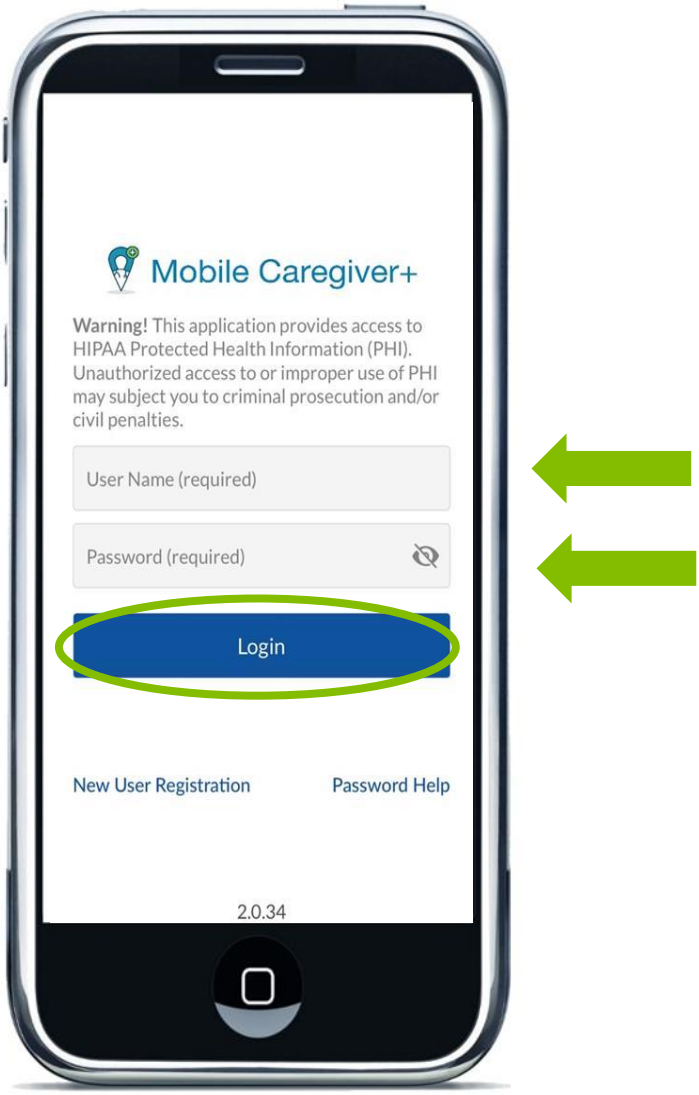
NOTE: The user will have 5 attempts before the mobile application locks them out. However, the user may revisit and attempt to login within 30 minutes. If the user forgets the new password, they can reset and get password help.

Avoiding Password Expiration

Step 1

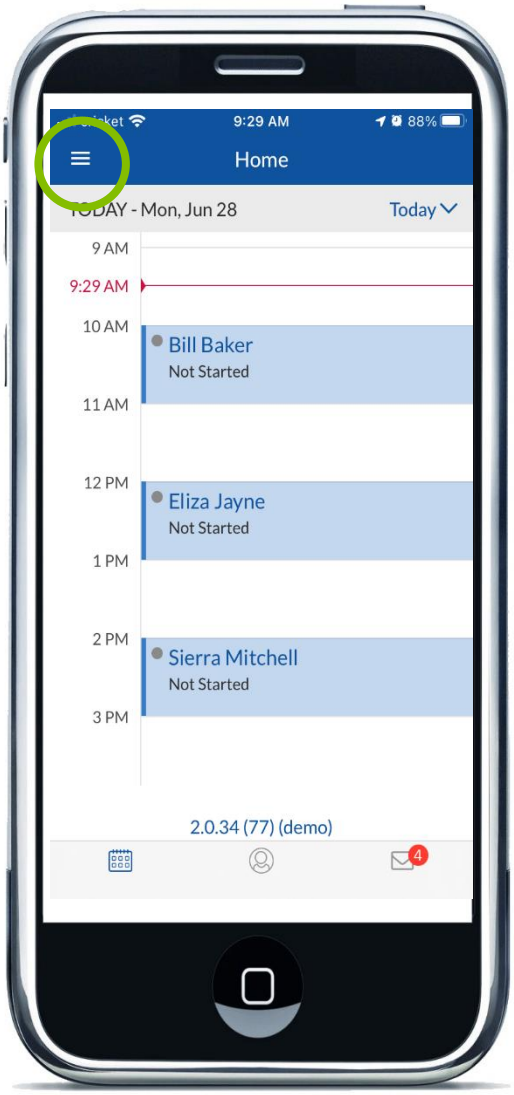
The user accesses the EVV Mobile application sign-in screen

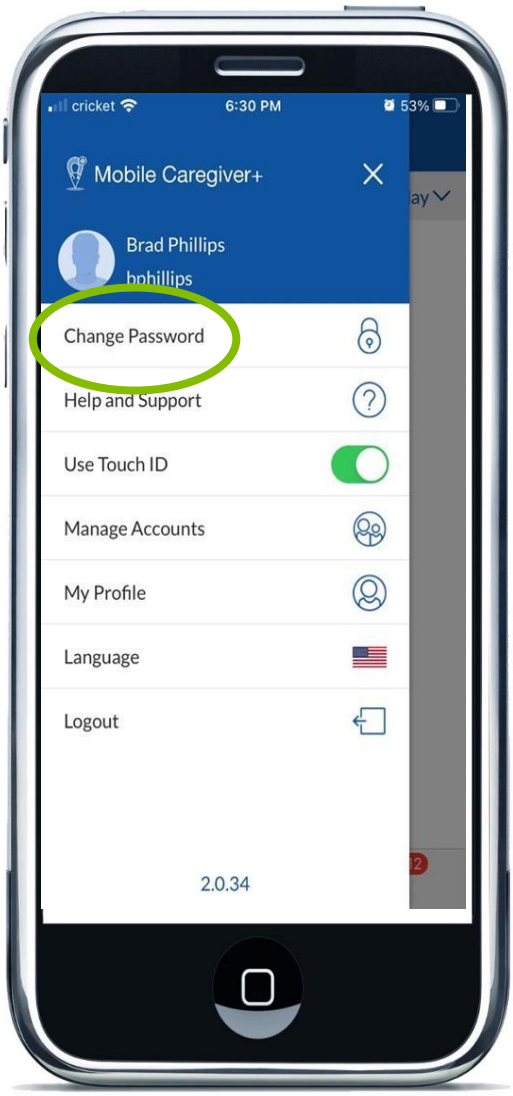
- Enter Username and Password
- Tap Login



Step 2

Tap **Change Password** from the Main Menu.





Step 3

- Enter Old Password
- Enter New Password
- Confirm and Re-Enter New Password
- Tap Change Password

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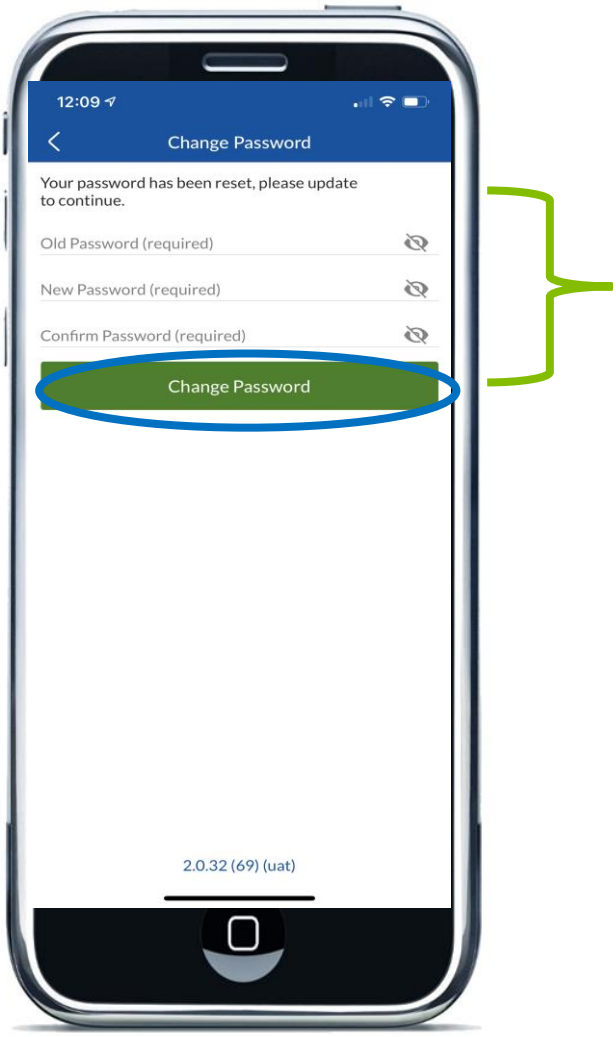
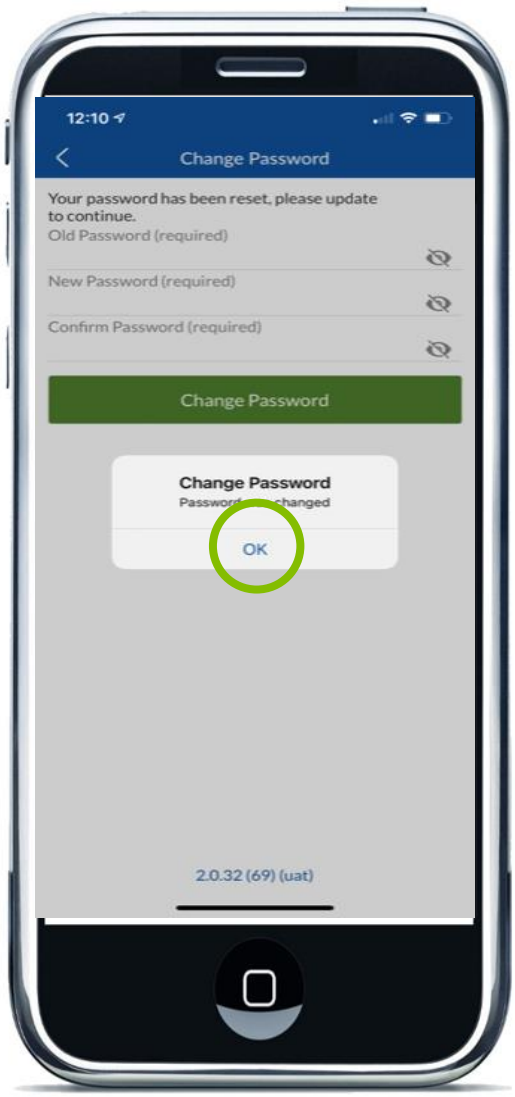


Step 4

The user will receive a confirmation that the password was changed

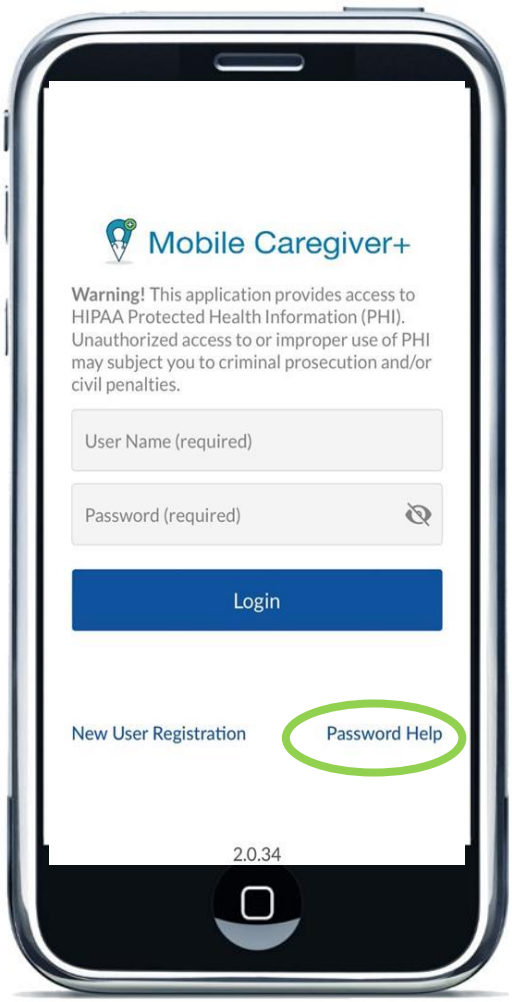
Tap OK

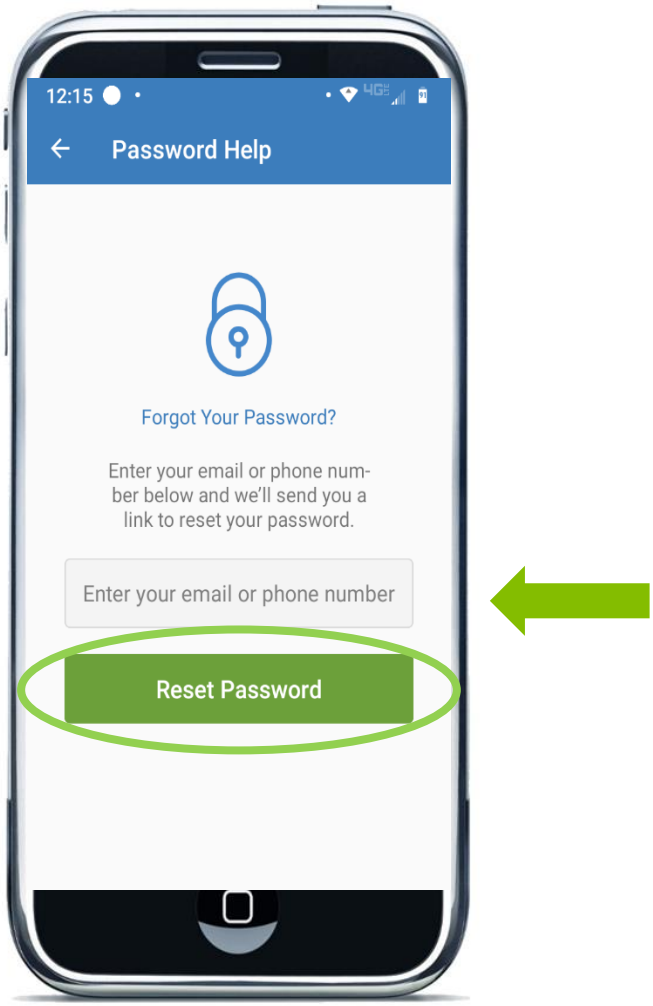
TIP: Please do not write your password down where it can be accessible, rather memorize your password to keep it private.



Password Help (Forgetting Password)

On the sign-in screen, tap Password Help





- Enter user email or cell phone number on file with Netsmart EVV
- Tap Reset Password
- User will receive a temporary, system generated, password via email or text.
- Enter temporary password
- Follow Steps 2 through 4 outlined under Expired Password in this guide