

PointClickCare®



Home Care Getting Started with the Web Portal

Logging in to the Web Portal

Before you can use the web application, you must log in. **Google Chrome and Safari are the only supported browsers.**

Tips:

- User name and password are case sensitive
- No spaces between org code and user name
- Separate the org code and user name with a period. For example: ABC.katp
- Bookmark the PointClickCare login page in your browser

PointClickCare does not set or reset passwords. If you have a question about your password, contact your system administrator. If you cannot log in to Home Care from your personal device or from a computer outside your facility or community, also contact your system administrator.

Procedure

1. Open your Internet browser.
2. Enter **login.pointclickcare.com** in the browser address bar.



3. In the PointClickCare login screen, enter your organization code and user name in the following format:
organizationcode.username. For example, if your organization code is lbd and your user name is wdisn, your login would be: lbd.wdisn.
4. Enter your password.
5. Click **Login**.



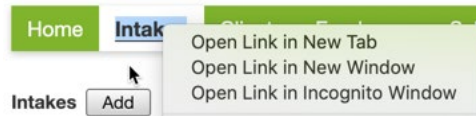
Tip: Cross Continuum users may open to another business line by default. Click the HCC tab to view Home Care.

Web Portal Tips and Tricks

From the Home Care web portal, you can easily create appointments, track staff schedules, manage intakes and new referrals, manage case details, and bill for services.

Helpful Tips

- URL: <https://login.pointclickcare.com>.
Use the same URL for all devices (laptop, computers, tablets).
- Google Chrome is the ONLY supported browser for the Home Care web portal. All devices should have this installed.
- Save often and frequently to prevent loss of data.
- The system will automatically log out after 2 hours of inactivity. When you log back in, you will be brought to the Dashboard/Home page.
- Items that are grayed out cannot be modified.
- Multiple tabs can be open concurrently within the same browser window. This is helpful when you need to view information in a patient's chart and view the patient's schedule simultaneously.
 - Right click on the Home Care tab you need to open and select **Open Link in New Tab**



- Tablet users – press and hold the tab you need to open and select Open in New Tab
- To refresh data in one page that was updated in another tab, press CTRL/SHIFT/R or press the reload current page symbol in the address bar.

