

Scheduling System – HCP Functions

Troubleshooting

This document describes how to deal with common problems with the HCP app.

Please note that the HCP application is developed for Android and Apple phones only.

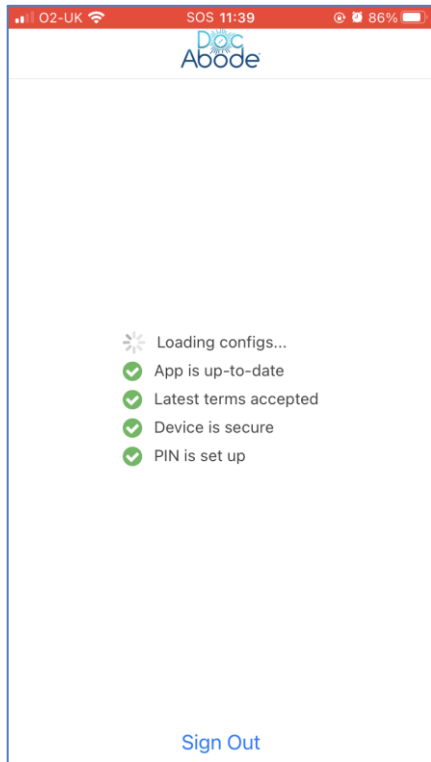
The common issues covered here are

- Failed login / forgotten password
- Correcting visit details

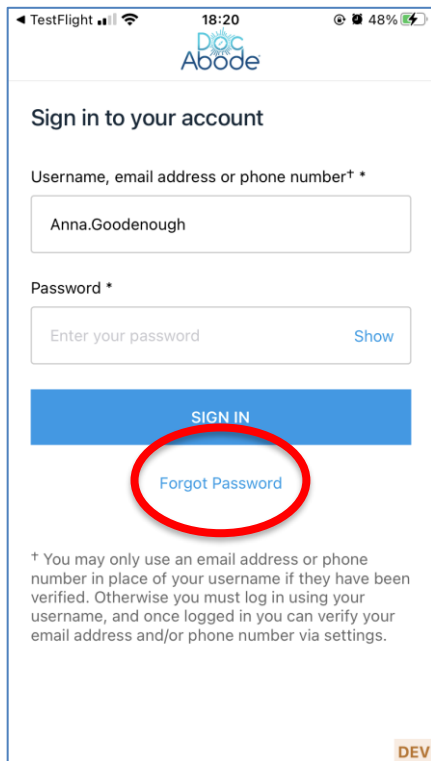
Failed login / Forgotten password

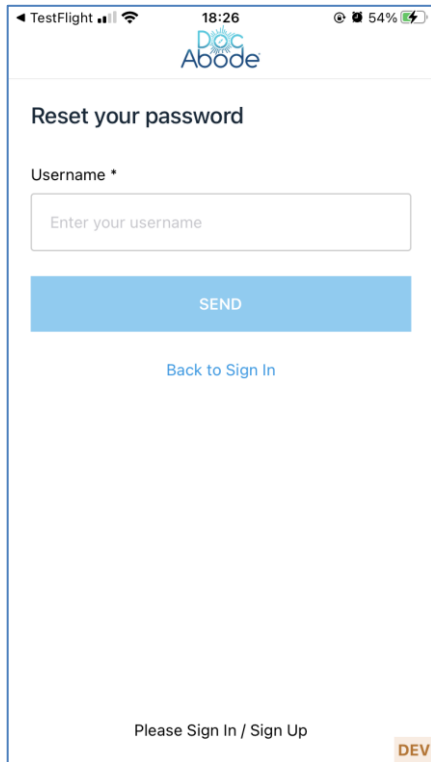


Normally when the app is started the following screen is briefly displayed until the user is presented with the default visits presentation.



If the HCP has forgotten their password, there is an option in the login page to request a password reset. This should be used whenever possible, as the self-service option is quicker way of getting a new password than raising a support ticket.





The password reset functionality follows industry norms.

Correcting visit details

We have described in the other guides how to change visit statuses, revert statuses and add visit notes. On occasion, however, some details may need to be changed (for example visit timings) and the app may not provide the options needed.

When this is the case, the controller desktop system can be used to make changes. Some customers of Doc Abode enable HCPs to have both the phone app and controller access for this reason, as this enables total flexibility and visibility of the whole team's workload.