# Chapter 1. LOGGING IN TO MINDSHARE

This chapter provides an overview of how to log into Mindshare and access the new Case Workspace.

- Log in screen
- Technical Support Email
- Helpdesk Phone Number
- Case manager MyDash
- Chile Face Sheet
- Case Workspace

## *Login Screen*

The login screen is the first page visible when clicking on the Mindshare Application link or the URL as provided by your agency. Simply enter your userid and password. If you do not know your user id or password please contact support at Mindshare or within your own agency.

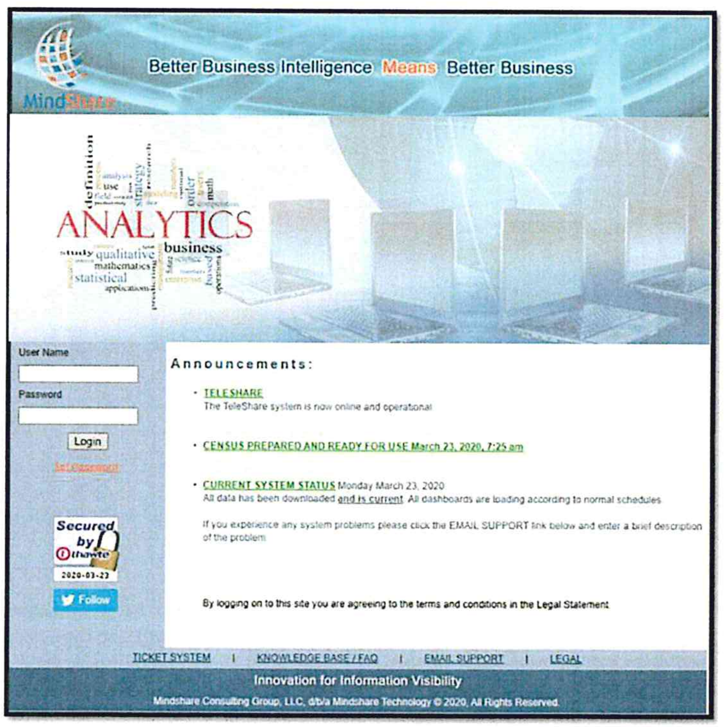


**Figure 1, Mindshare Login Screen**

## Technical Support Email

To Email Technical Support either click the link on the login page (or at the Mindshare main menu). This will pop an email box with the Mindshare email address already filled in. Enter your question or issue and click send. Or, email to the following:

support@mindshare-technology.com

## Help Desk Phone Number

The call the Help Desk, please use the following phone number and extension:

813-949-3293 x222

This will connect you with a member of the help desk who can answer any questions that you may have included userid and password issues, navigating the Mindshare system or access the new TeleShare™ features.

## Case Manager MyDash

The Case Manager MyDash is the first page that case managers should see when they log into the Mindshare system. Is presents the caseload of the user who has logged in. While there are many features on the MyDash, there are only two features being covered in this user guide.

1. Clicking on the Case ID
2. P.E which is Potential Exposure

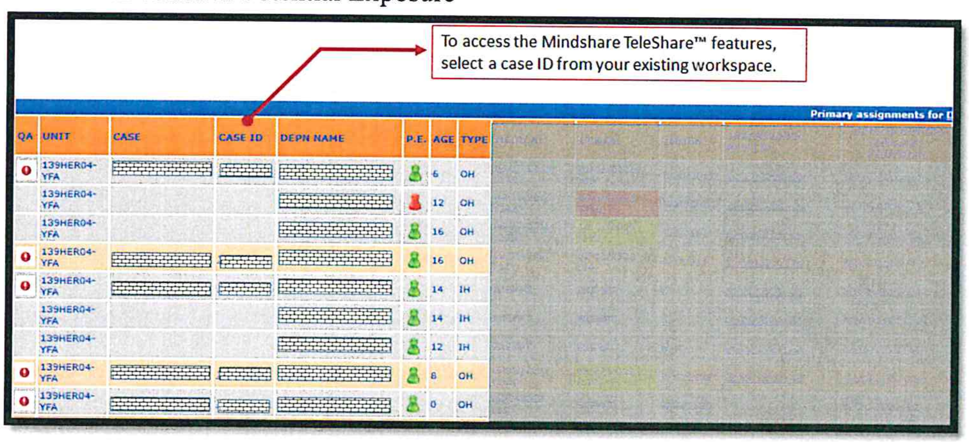


**Figure 2, Case Manager MyDash**

Clicking on the case ID will present the user with the Case Workspace (see below).

Clicking on the "child" icon in the P.E. column indicates that the child has been exposed or potentially exposed to COVID-19. Once clicked, the icon will turn red. If clicked again, the icon will revert back to green.

NOTE: some environments have two buttons for COVID-19. For example, both a PE button as well as a CC whereas the CC button indicates Confirmed COVID-19. In this configuration the PE would turn yellow (not green) and the CC would turn red.

# Chapter 4. Creating a Case Note

This chapter provides an overview of how to create and upload a FSFN case note from within Mindshare (the feature is accessible at the Case Workspace). This chapter covers the following specifics:

- Selecting participants
- Creating the Case Note
- Saving or Submitting to FSFN

## *Selecting Participants*

In order to create a case note, the user must first select one or more children; and/or one or more members who participated in your meeting. These participants will be included in your case note when it is submitted to FSFN.

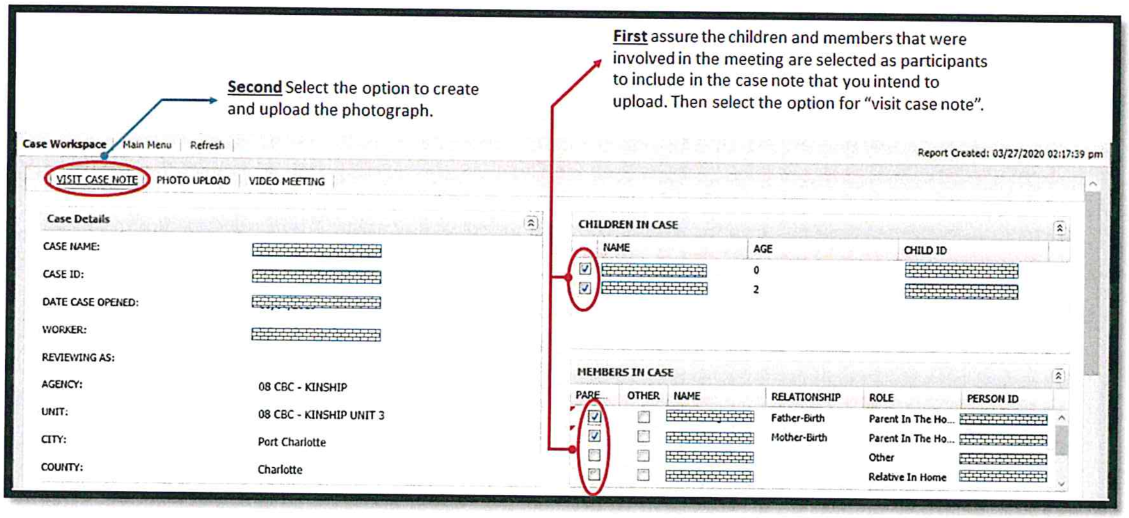


**Figure 9, Selecting Participants**

Once the participants are selected. Choose the "Visit Case Note". You will be prompted with the form as shown below.

## *Create Case Note*

Once the participants are selected and you click on the button "Visit Case Note", you will be prompted with the following form. Fill in all required fields. If you attempt to submit the note to without filling in all required fields, the required fields will be highlighted in red.

Note: that the questions presented on your form may vary from Agency to Agency. For example, during the COVID-19 outbreak, there are 3 mandatory questions that must be answered regarding the participants selected.

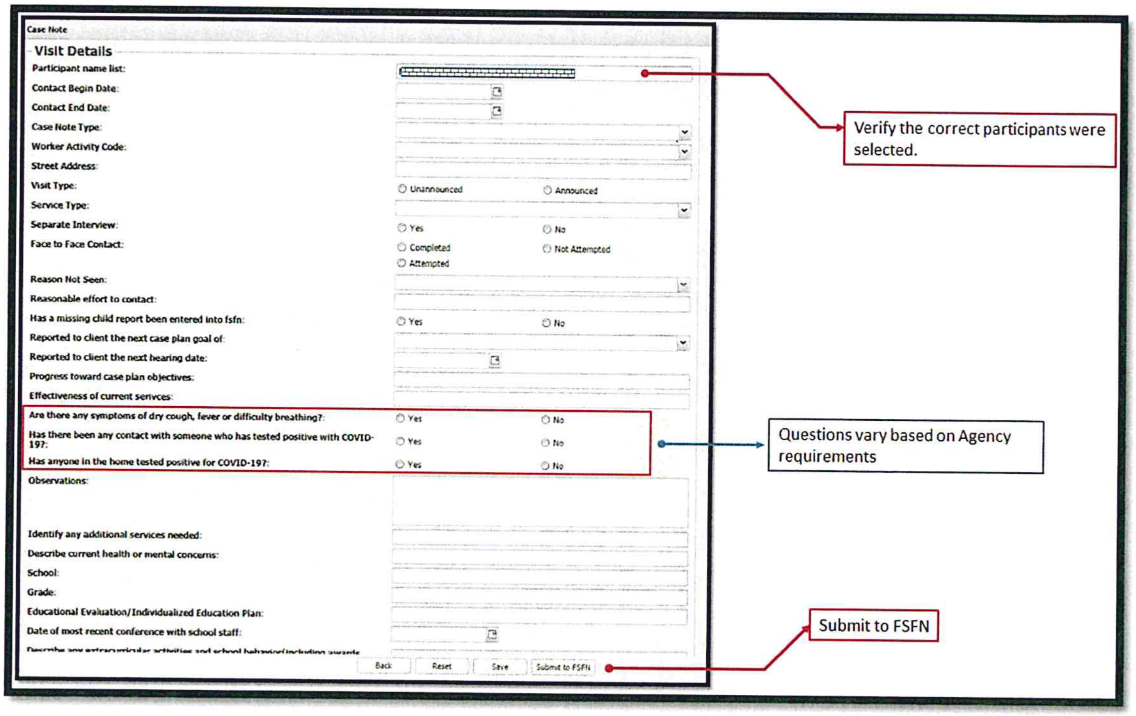


**Figure 10, Create Case Note**

## *Submit/Save the Case Note*

Once the case note is filled in, click the button, "Submit to FSFN". NOTE: if you begin to complete the form but are not yet finished and not ready to submit the form, you can click the "Save" button. This will save the note on the Case Workspace. You can go back to the note at any time, select it, complete the note as desired, and then Submit the note when ready. Only when you received the message that the note was successfully submitted, is the note entered and available from FSFN.