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.
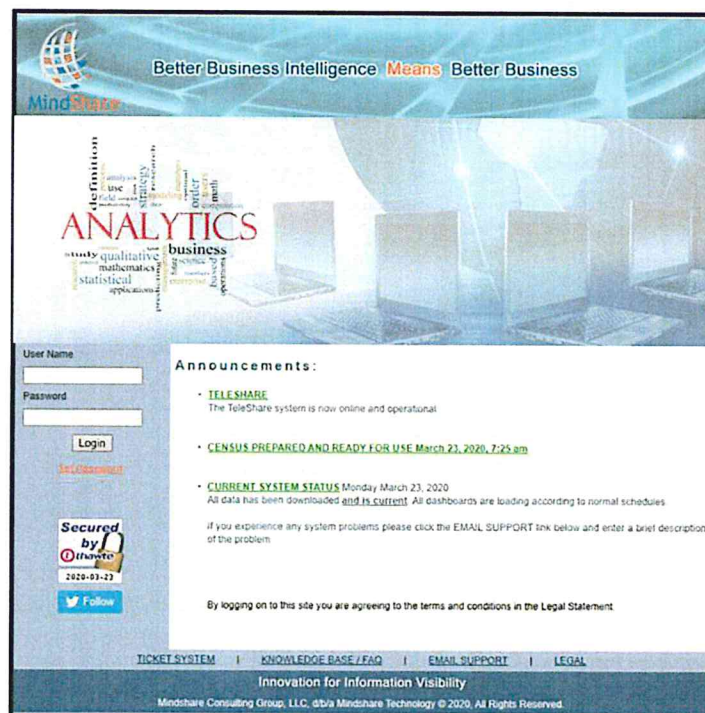

Figure 1, Mindshare Login Screen

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.

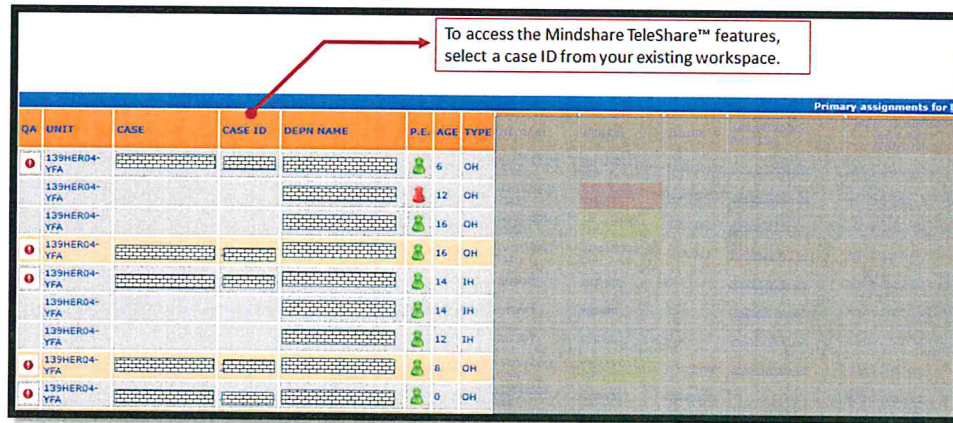1. Clicking on the Case ID
2. P.E which is Potential Exposure

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.

Child Face Sheet

This user guide does not cover the features of the Child Face Sheet and is only mentioned here because the Case Work Space is accessible by clicking on the Case Work Space button just under the case notes. See Below.
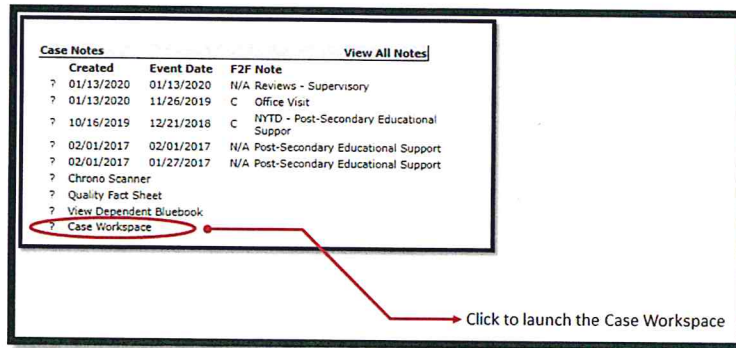

Figure 3, Child Face Sheet

Case Workspace

The Case Work Space has many uses, however, it is also the access point for the new Mindshare TeleShare™ features. Notice on the top left of the screen, there are three new features, Visit Case Note, Photo Upload and Video Meeting. On the bottom left of the screen, you can also see the Secure Document sharing feature.
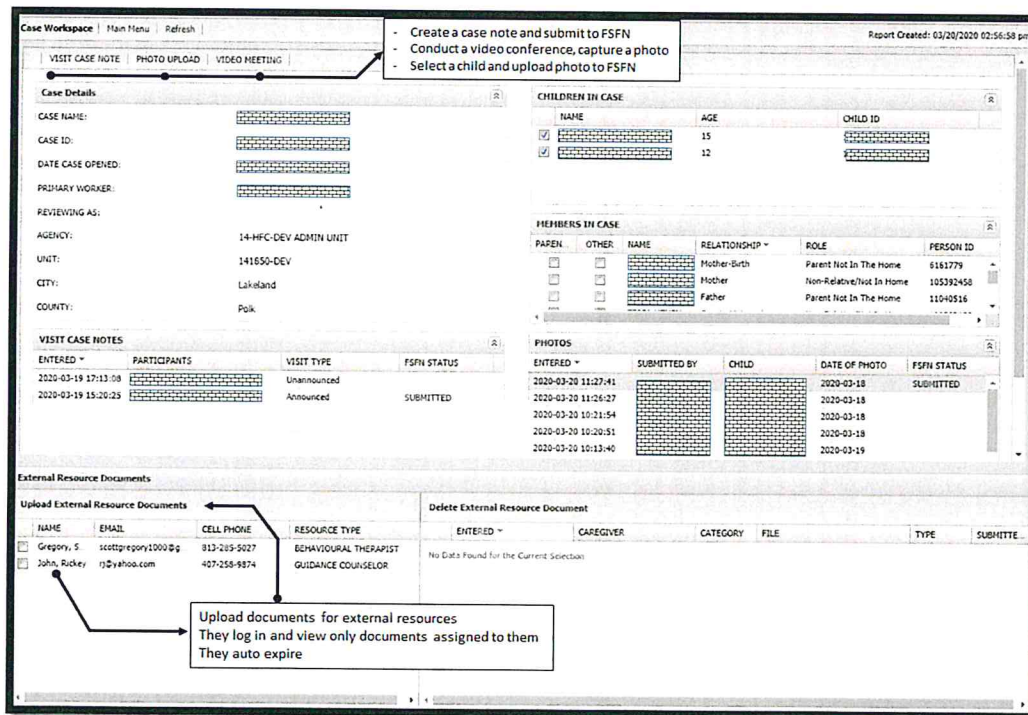

Figure 4, Case Workspace

Chapter 2. Video Meeting

This chapter provides an overview of how to use the video meeting from within Mindshare (and accessible at the Case Workspace). This chapter covers the following specifics:

- Making sure you have the correct environment (Chrome)
- Starting the meeting
- Sharing the link to the video conference
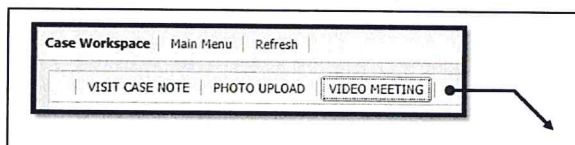- Grabbing a photograph from the video conference

Video Meeting Requirements

In order to use the video conference feature, the user MUST use a Chrome browser. If you do not have Chrome installed on your desktop or Laptop, please consult your IT group or download chrome at the URL below. NOTE: your caregiver, foster parent or remote party will also need to use Chrome to participate in a video meeting.

Download and install Chrome:
https://www.google.com/chrome/

For the CBC staff or Case Manager who is hosting the video conference, and desires to take a photo grab of the video conference, the Chrome plugin is one option and can be installed by clicking the following link. NOTE: this is not required unless a photo grab is required.

https://chrome.google.com/webstore/detail/nimbus-screenshot-screen/bpconcjcammlapcogcnnelfmaeghhagj?hl=en-US

Starting the Meeting

In order to use the video conference feature, the user MUST use a Chrome browser. From the Case Workspace (as shown to the left), simply click the VIDEO MEETING button and the video session will launch. Once the video session launches, it will prompt the user to permit access to the microphone and camera. While the microphone is optional if a telephone will be used, the camera is mandatory. If you desire to use your computer microphone, access to the microphone must also be permitted. At this point the session is waiting for a remote party to join. Please take note of the URL (or video link) in the upper left-hand side of your Chrome browser.
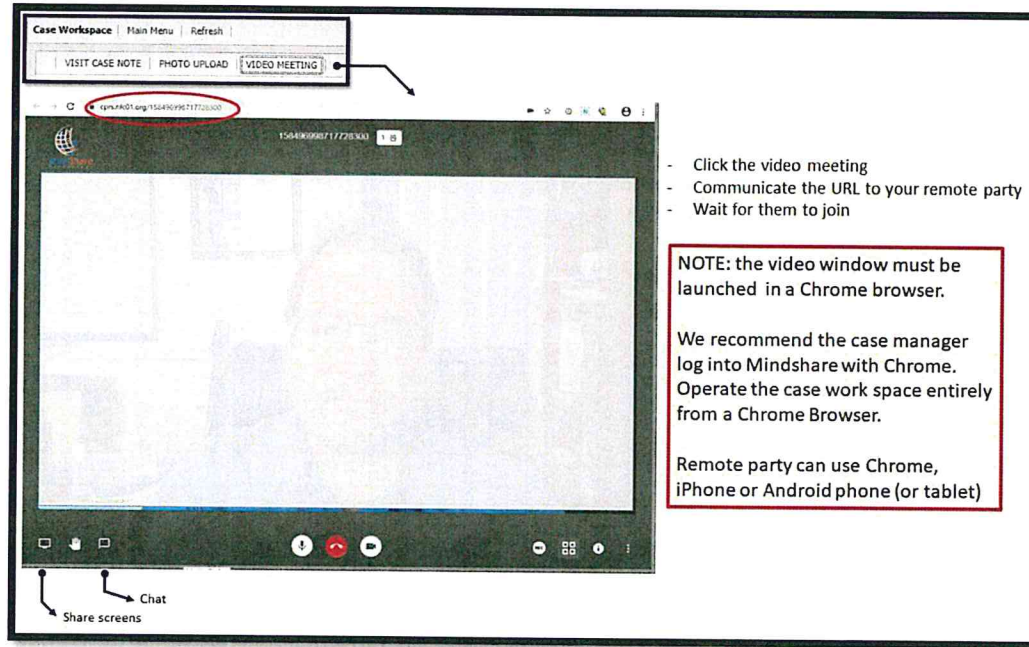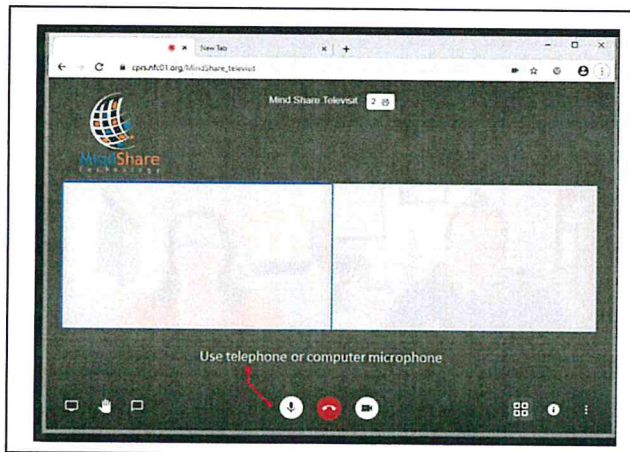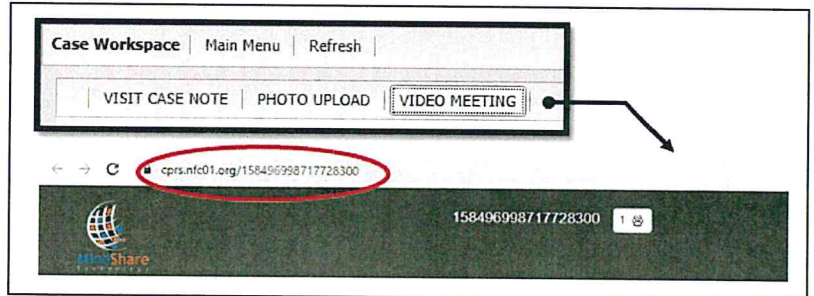
Sharing the Video Link (or URL)

Figure 5, Starting the Video Meeting

The above figure shows the video session prior to a remote party joining. At this point you can test your microphone and video camera settings (through the settings icon). Once you are ready to have a remote party join, simply copy the video link (or URL) and convey it to your remote party. You can email it, text it or convey it verbally if you are speaking with them via telephone or cell phone. The remote party will take the video link (or URL) and paste or type it into their Chrome browser. Once they click the enter key, the video meeting will start.

At this point both parties can communicate either by telephone or by using the computer microphone, can see each other and can conduct a face to face meeting.

NOTE: if additional parties are desired, the video link (or URL) can be shared to the other parties. Using their Chrome browser, the remote parties can join the video conference.

Grabbing A Photograph

During the video conference and at any time, as many times as required, we recommend you announce to your remote party that you are preparing to take a photograph. Click the Nimbus icon on the top right of the Chrome browser as shown below.
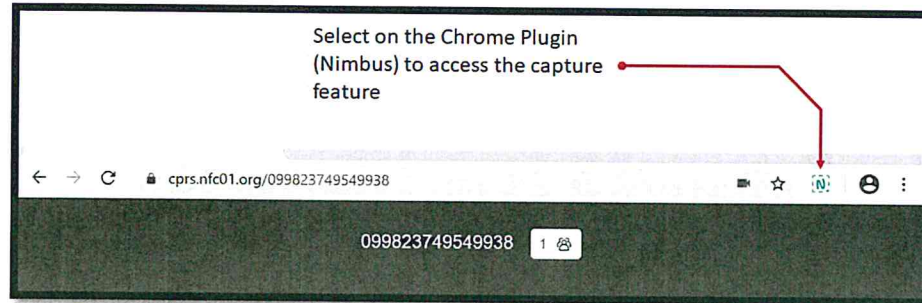

Figure 6, Activate Capture Feature

Once the Nimbus icon is clicked a menu will appear. We recommend that the "capture fragment" option is used. This will allow you to hover over your remote party's video box. Once positioned, click your mouse and you will see a set of options below the frame you chose.
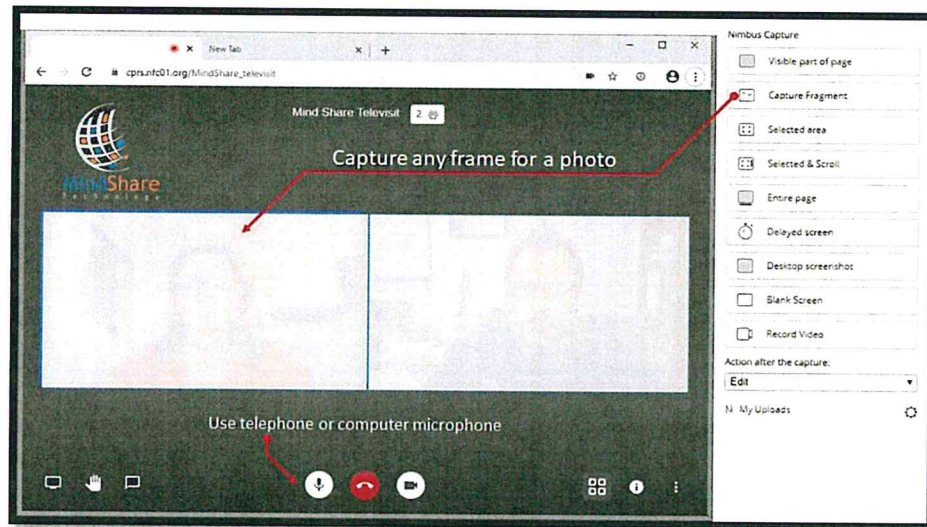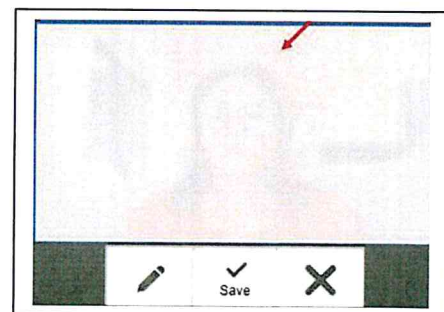

Figure 7, Grab Photo from Video

As shown to the right, the menu will allow you to cancel, draw on the picture or save. Saving the image will allow you to use it later, for example, upload to FSFN.

Chapter 3. Uploading a Photograph

This chapter provides an overview of how to use the photograph or photographs that were taking during a video meeting. This option is accessible within Mindshare (this feature is accessible at the Case Workspace). This chapter covers the following specifics:

- Selecting a single child
- Uploading the photograph to FSFN

Selecting a single Child

In order upload a photograph, you MUST select one and only one child. If you have no children selected or you have more than one, you will be prompted with an error. Once a single child is selected, you can select the "photo upload" in order to submit the photograph to FSFN.
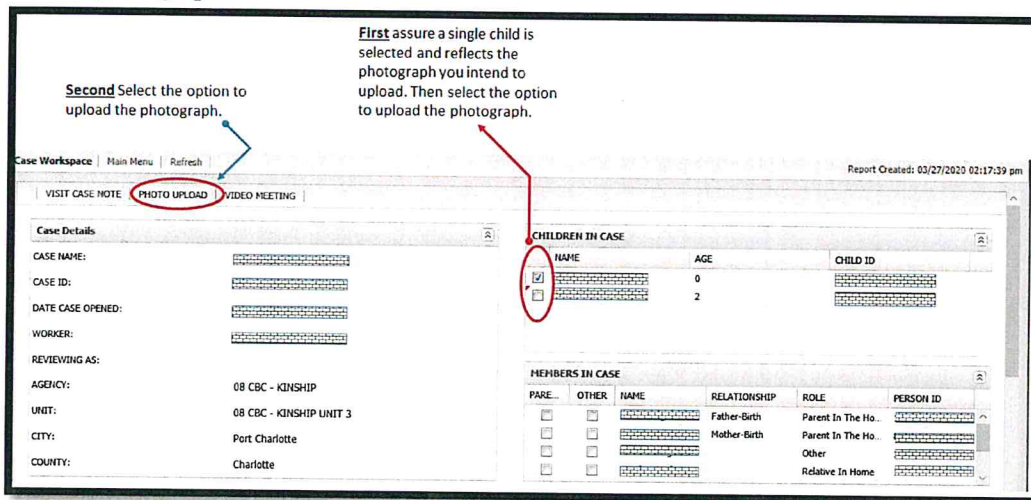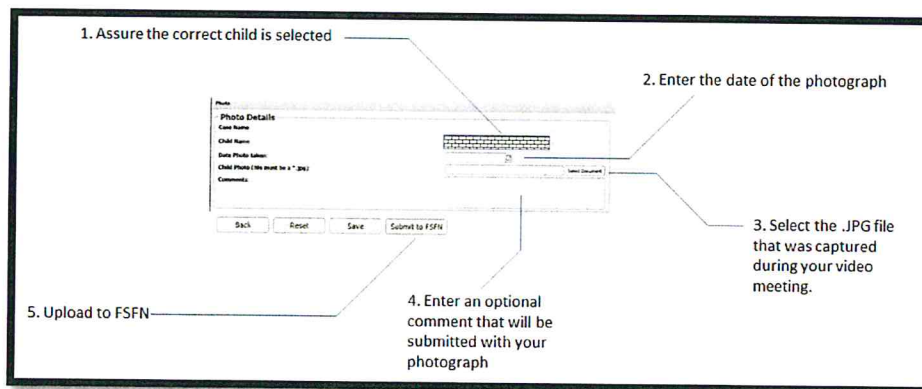

Figure 8, Uploading A photograph

Submit to FSFN

Once the Photo Upload feature has been selected, you will be prompted with a dialog box as shown below.

Assure the correct child is selected, enter the date, **select the .JPG file that is associated with the child,** enter an optional narrative and select the Submit to FSFN option.