

# PatientCare 360: Quick Start Guide

## Table of Contents

Table of Contents .....	1
Getting Help .....	2
Multifactor Authentication .....	2
Logging In.....	3
Searching for a Patient.....	4

## Getting Help

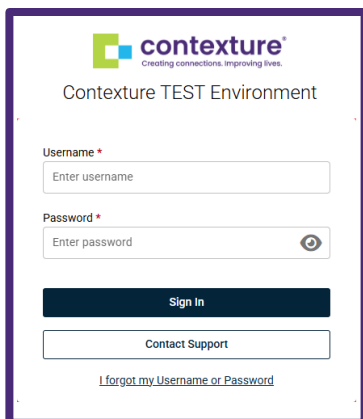
If you need assistance getting started at any time in PatientCare 360 or have any questions, contact:

- Submit a Ticket: [Contexture.org/customer-support](https://contexture.org/customer-support)
- Call: 844-279-7120
- Email: [helpdesk@contexture.org](mailto:helpdesk@contexture.org)

## Multifactor Authentication

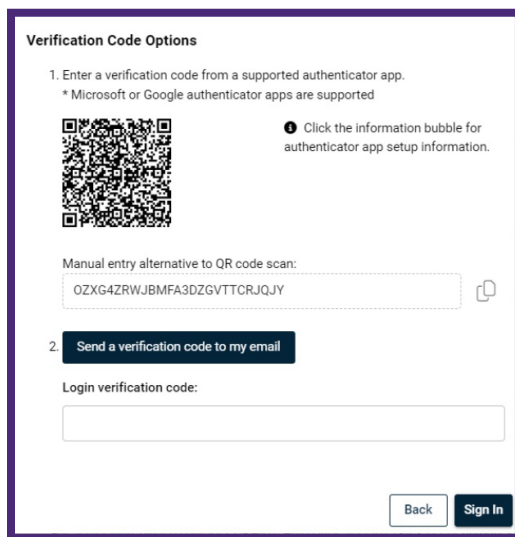
### First-Time Setup

- Access the PatientCare 360 Portal and enter your credentials.



The screenshot shows the login page for the Contexture TEST Environment. At the top is the Contexture logo with the tagline "Creating connections. Improving lives." Below the logo, it says "Contexture TEST Environment". There are two input fields: "Username \*" with a placeholder "Enter username" and "Password \*" with a placeholder "Enter password" and an eye icon to toggle visibility. Below the fields are two buttons: "Sign In" and "Contact Support". At the bottom, there is a link: "I forgot my Username or Password".

- You will receive a **Verification Code Option** pop-up:
  - Scan QR code with Authenticator app
  - Or receive an authentication code by email



The screenshot shows a "Verification Code Options" pop-up. It has two main sections. Section 1: "1. Enter a verification code from a supported authenticator app." with a sub-note "\* Microsoft or Google authenticator apps are supported". It features a QR code and an information bubble icon with the text "Click the information bubble for authenticator app setup information." Below the QR code is a text input field for "Manual entry alternative to QR code scan:" containing the code "OZXG4ZRWJBMFA3DZGVTTCTRJQJY" and a copy icon. Section 2: "2. Send a verification code to my email" with a button "Send a verification code to my email". Below this is a text input field for "Login verification code:". At the bottom right are "Back" and "Sign In" buttons.

- Enter the verification code.

## Logging In

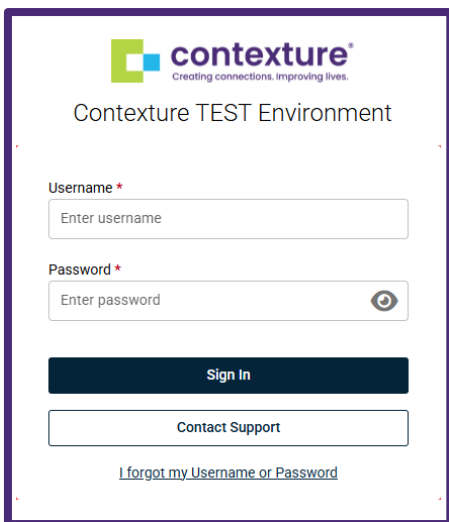
### First-Time Setup

You will receive an email providing you with your username and a link to set a new password.

- Click the link, enter your credentials, and set a new password.
- Follow the appropriate steps to set up your preferred multifactor authentication method.

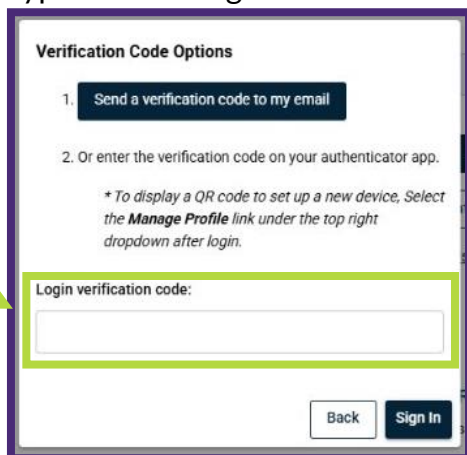
### Regular Login

- Enter in your credentials



The screenshot shows the login page for the Contexture TEST Environment. At the top is the Contexture logo with the tagline "Creating connections. Improving lives." Below the logo is the text "Contexture TEST Environment". There are two input fields: "Username \*" with a placeholder "Enter username" and "Password \*" with a placeholder "Enter password" and a toggle icon. Below the password field is a dark blue "Sign In" button and a white "Contact Support" button. At the bottom, there is a link: "I forgot my Username or Password".

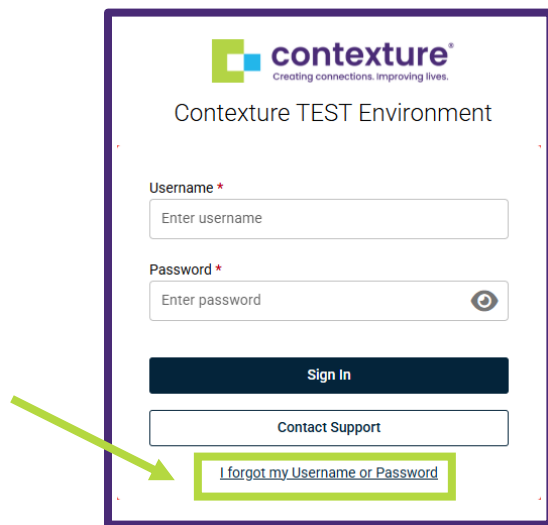
- Open the authenticator app or have code sent to your email.
- Type in the 6-digit authentication code.



The screenshot shows the "Verification Code Options" page. It has two numbered options: "1. Send a verification code to my email" (with a dark blue button) and "2. Or enter the verification code on your authenticator app." Below the options is a note: "\* To display a QR code to set up a new device, Select the **Manage Profile** link under the top right dropdown after login." At the bottom, there is a "Login verification code:" label above a text input field. A green arrow points to this input field. Below the input field are "Back" and "Sign In" buttons.

## Forgot Credentials

- Click **I forgot my Username or Password**.

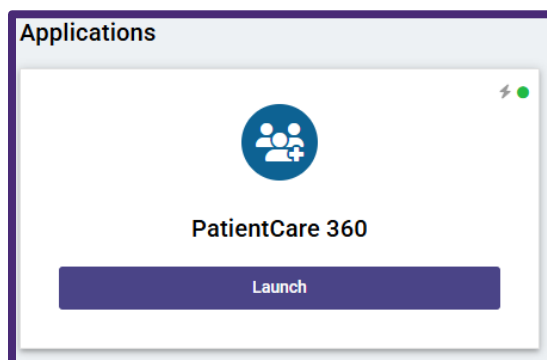


- Follow prompts to retrieve your username or reset your password.

## Searching for a Patient

### Accessing PatientCare 360

- From the Applications dashboard, launch the **PatientCare 360** app.



## Search Criteria

- Required: **MRN**, or **Last Name + First Name**
- Optional: **DOB**, **SSN**, **Phone**, **Gender**, **Address**

Q Patient Search

By Patient

**Required**

MRN OR Last Name + First Name

Include merged patient MRNs in results

**Optional**

Date of Birth (MM-DD-YYYY) SSN (Last 4 or all 9 digits are valid)

**Expanded Search**

Phone Number Gender Street Address Street Address 2 (Apt./Unit/Suite) City State Zip Code

Emergency exception to view sensitive data protected by federal confidentiality

Clear SEARCH

## Viewing Patient Details

- Click the **Patient Name** link.
- If the patient is **opted in**, select a **Purpose** from the dropdown.

Patient data access purpose: X

Treatment

Payment

Administration

Public Health

System Administration

Click to continue

- If **opted out**, access depends on your role