

HMIS USER NOTES

The new version of ServicePoint 5 is up and running. Many of you came to training classes to learn the new version. There was a lot to go over, so I thought we would send out some helpful hints from time to time to help clarify some things in the new ServicePoint 5.

Icons in ServicePoint 5



ServicePoint Logo—icon indicates that the provider uses ServicePoint.



Edit—icon to change data or see more data.



Red Minus—Remove icon



Trash Can—Delete icon



Green Plus—Add icon



Reactivate—icon means an item is inactive and is not entirely deleted. It can be reactivated.



Red or Green bar—to the left of a question shows the answer history for that question.



Program icon—client was entered by your program.



Add Service—icon adds services to the corresponding need.

Helpful hints when searching for a client.

In ServicePoint when searching for a name AND a SS#, the system performs an ‘or’ search—the client must have either the name or the SS#.

ServicePoint searches using a ‘soundex.’ This means results will be displayed that ‘sound’ like the name you entered. If you want to turn this feature off, select the checkbox to the right of **ExactMatch?** If you check the **Exact Match?** option, the system will produce results that contain the letters or numbers in the exact sequence you entered them. This does NOT mean that it will only include the letters or numbers you entered. For example, if you type in ‘Sam,’ the search may also include ‘Samual’ and ‘Basam.’