# Maximizing Your User Experience with NetsmartCONNECT

**Madeline LeVota**
Senior Client Experience Coordinator

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## What Is NetsmartCONNECT?

- A free online space for clients to **connect**, **learn**, **share**, and **collaborate**
- **Front-door access** to all Netsmart client resources:
  - Support
  - Discussions
  - Innovations
  - Events
  - And more!

Netsmart CONNECT

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## NetsmartCONNECT Lets You …

### Find answers faster!

- **Personalized experience:** NetsmartCONNECT curates content based on the Netsmart® products your organization uses
- **Get notified:** Subscribe and receive notifications for the product news you care about

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## NetsmartCONNECT Lets You …

### Collaborate with other Netsmart users

- **Community discussions:** Ask questions, find answers, and share best practices
- **User groups:** Engage in various interests and user community groups

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## NetsmartCONNECT Lets You …

### Stay informed

- **Netsmart updates:** Join discussions and groups to stay updated on community happenings and the latest news and information from Netsmart
- **Events:** Register for training webinars, user groups, product management syncs, and more

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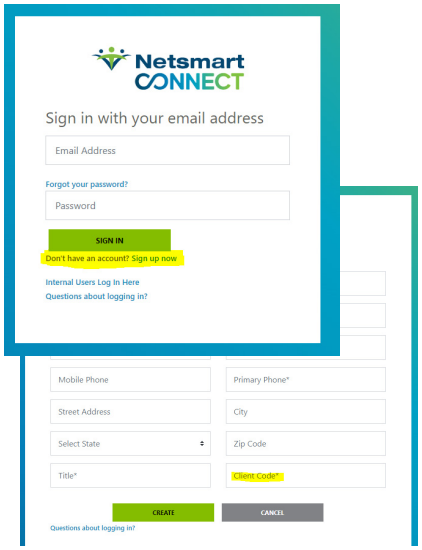
## Logging In

- Visit **netsmartconnect.com**
- Select **Don't have an account? Sign up now**
- You will be directed to a registration page but will need your client code to complete it
  - Need to find your client code?
    - Contact your agency's Client Admin(s) within your organization
    - Contact your Netsmart Client Alignment Executive
    - Refer to your NetsmartCONNECT welcome email
    - Call the Netsmart Client Support line

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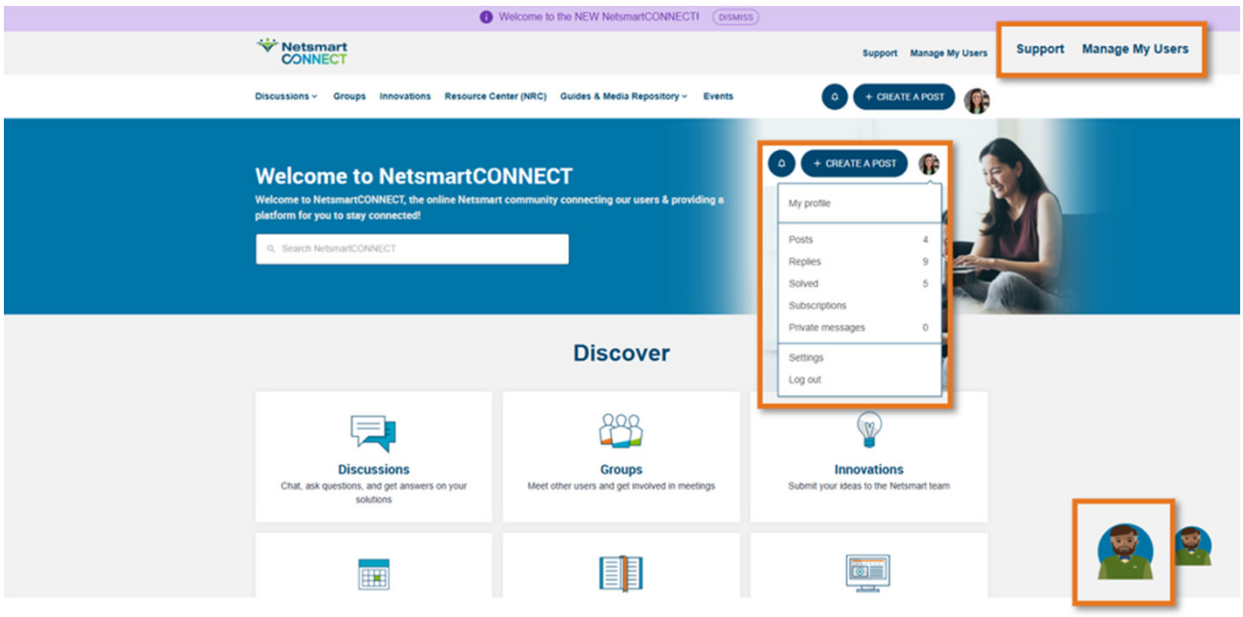


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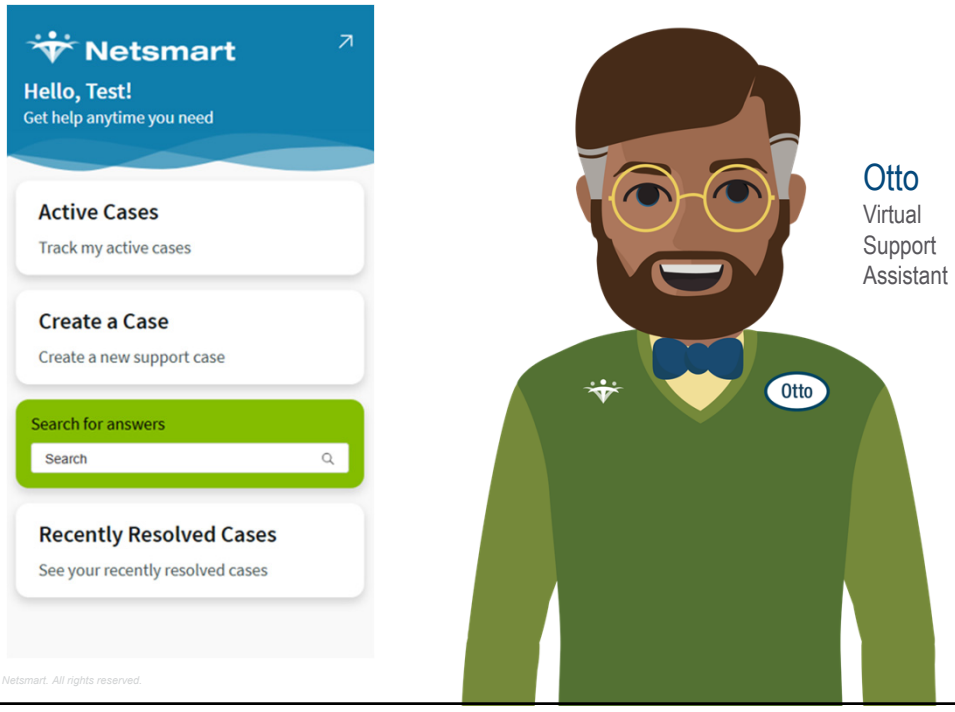


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## Managing User Roles in NetsmartCONNECT

*Empower your organization with role-based access*

- Ensure team members have access to the tools they need
  - Support case management, product update portal, etc.
- Each organization has a Community Client Admin who can:
  - Access the user management portal
  - Manage users, roles, and permissions
  - Assign or remove roles
  - Deactivate accounts
  - View organization account info

*Need a role added to your account?*
**Start with your organization's Client Admin**

*Not sure who that is?*
**Call Netsmart Client Support** to identify or align one

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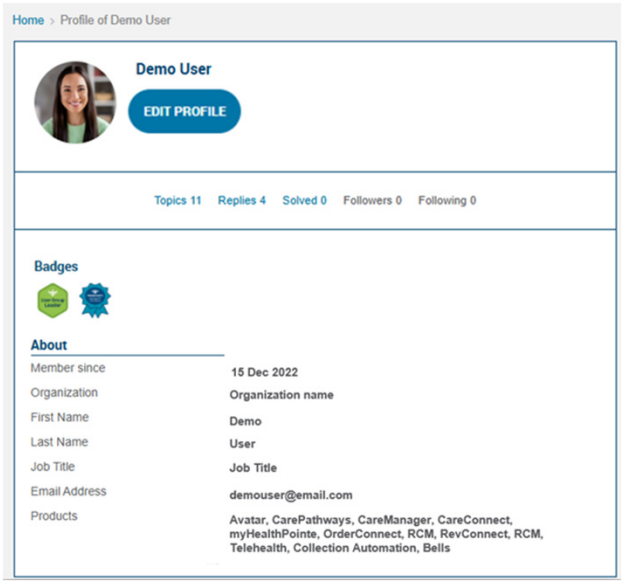
## NetsmartCONNECT Features

*Update your profile*

- Personalize your experience on NetsmartCONNECT
- View your earned badges
- Modify your profile picture, pronouns, notification settings, and other general preferences
- Follow and private message other users

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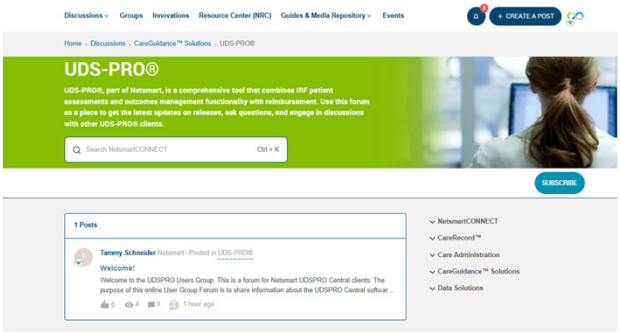
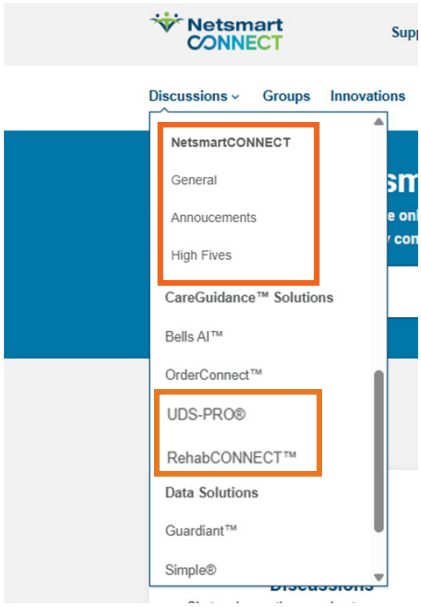
# NetsmartCONNECT Features

*Find communities & conversations*

- Engage in discussions, initiate conversations, ask questions, and seek answers regarding Netsmart® solutions
- Connect virtually with like-minded users through diverse User Groups

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# NetsmartCONNECT Features

*Share your innovations*

- You can submit enhancement requests for your solutions for evaluation by Netsmart Product Management for potential inclusion in future roadmaps!
  1. Select **Innovations** on the main page navigation bar
  2. Click **Submit an Innovation** and fill out the form based on the predefined question template
  3. Select your **Product Area** (**UDSPRO Central** or **RehabConnect**) and then click **Post**

*Have an idea to improve NetsmartCONNECT?*
*Submit an innovation under the product **NetsmartCONNECT***

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# Questions?

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