

This document will show you how to utilize offline mode in CrescendoConnect.

Offline Mode is to be used when you are in an area with spotty Mobile Data or Wi-Fi.

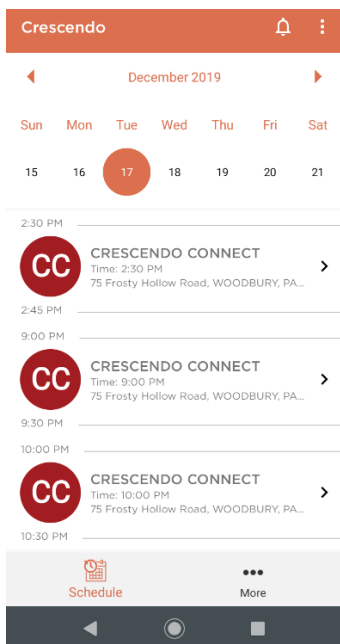
Please follow these directions to maximize offline mode success.

## Using Offline Mode

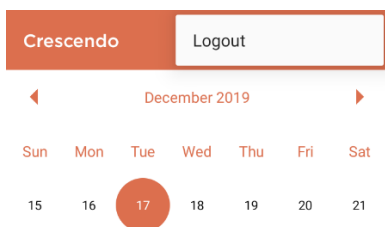
1. Make sure you are in an area with good Data or Wi-Fi connection.
2. Log into CrescendoConnect while you are in an area with strong Data or Wi-Fi

On a successful login you will see your schedule for the day.

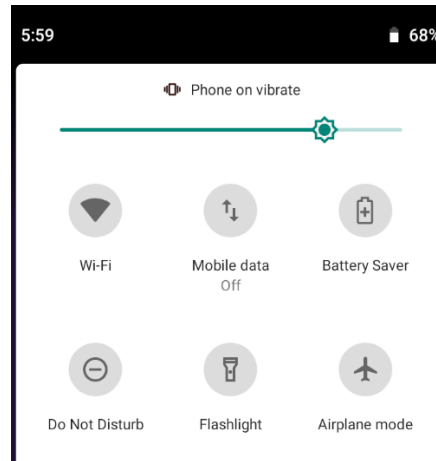
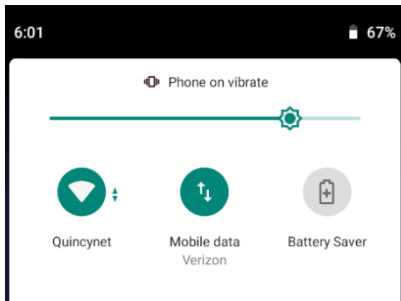
**Note:** If you do not see your schedule and you are sure you are in an area with strong Data and/or Wi-Fi, then please call the office to report this issue.



3. If you see your schedule for the day, then please log out of CrescendoConnect.



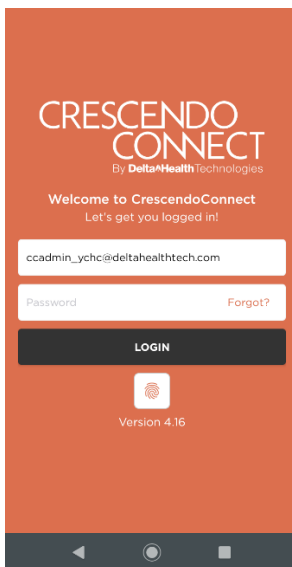
- Once you have logged out of CrescendoConnect locate your settings on your cellular device and locate Wi-Fi and Mobile Data.



- Turn off Wi-Fi and Mobile Data

**Note:** Do **NOT** turn on Airplane Mode. Airplane mode turns off location services on some devices and this can cause issues.

- Log back into CrescendoConnect

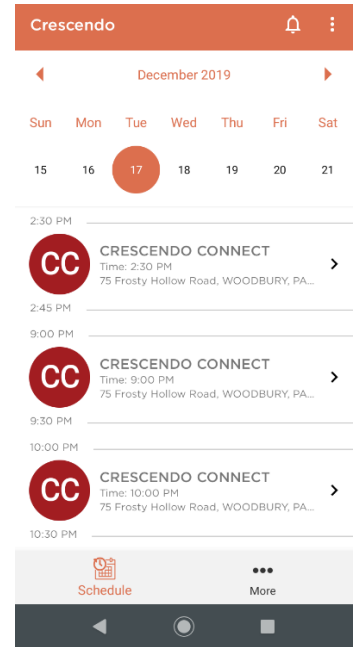
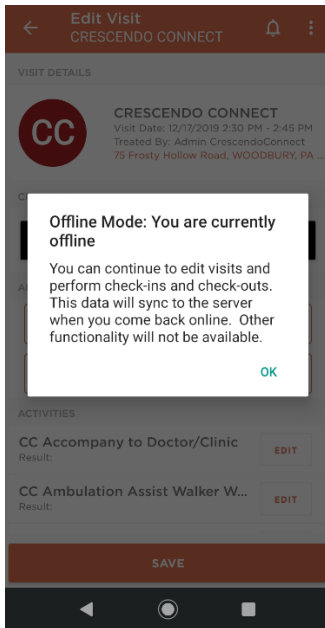


**Note:** Keep your Wi-Fi and Mobile Data **OFF** until you see in the instructions to turn them back on.

7. On another successful login your schedule will appear and will look the same as before.

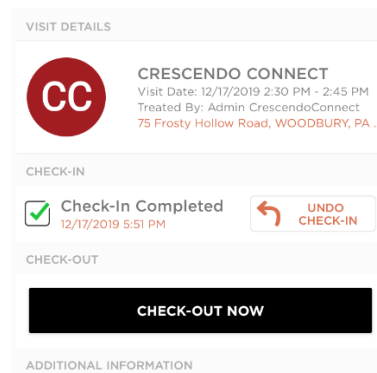
**Note:** You are now ready to start your visits for the day. Please log out of the app and drive to your first location.

8. You should be at your first appointment for the day. Log in to CrescendoConnect again and you should see your schedule.
9. Click on the visit you need to work with. This will open the visit.




10. Check in to the visit. Once you Check in, you will see a notification that you are currently in Offline Mode.

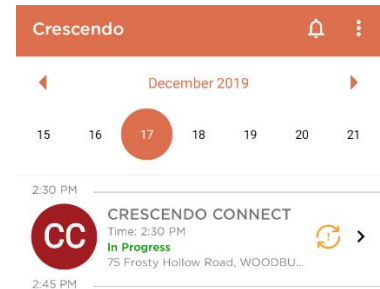
11. Click Ok. You are now checked in to the visit.



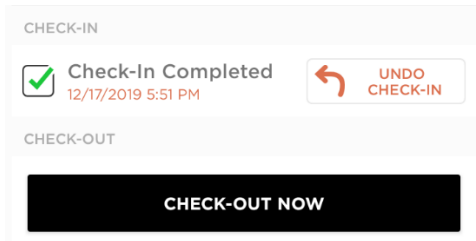
12. Complete your Tasks / Activities, and enter in notes if you have them.  
(See *CrescendoConnect Role Based User Guide*)

**Note:** After checking in you can save the visit and come back to it whenever you are ready to finish the visit. Just remember to stay in Offline Mode.

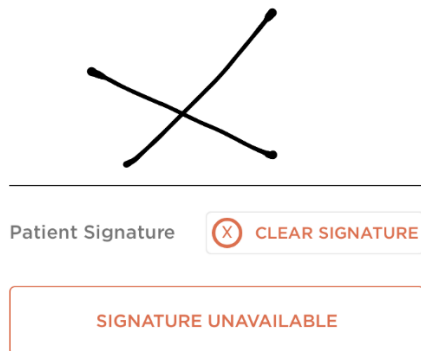
13. If you have closed the visit to finish later, you will see that your visit is in Progress and has the pending sync circle  .

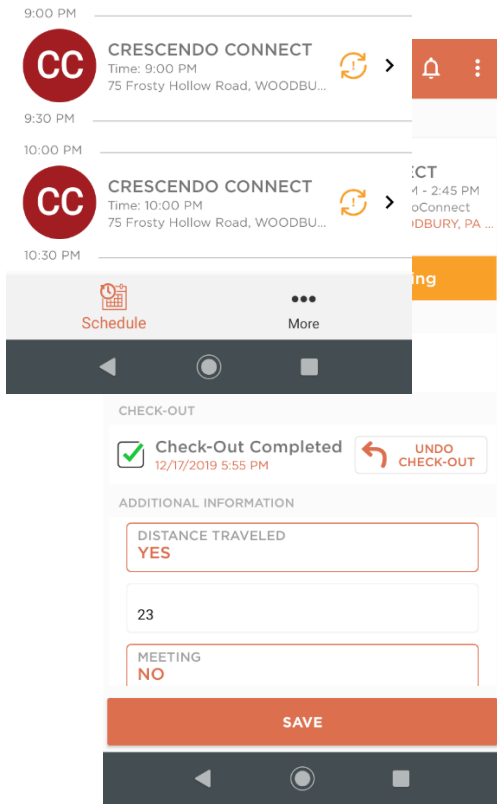


14. When ready, open the appointment and click Check-Out Now.



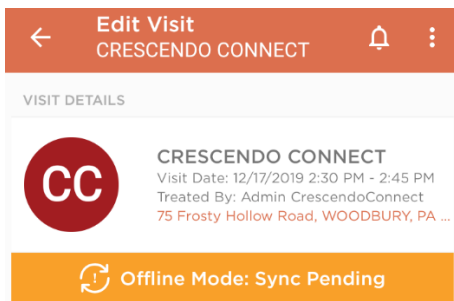
15. Have the patient sign and save the visit.






16. Once you have checked out of the visit in Offline Mode your screen should look like this.

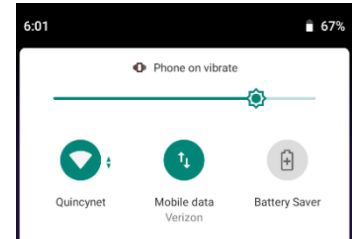
**Note:** You will see an **Offline Mode: Sync Pending** section




17. To get back to the schedule screen, click the back arrow

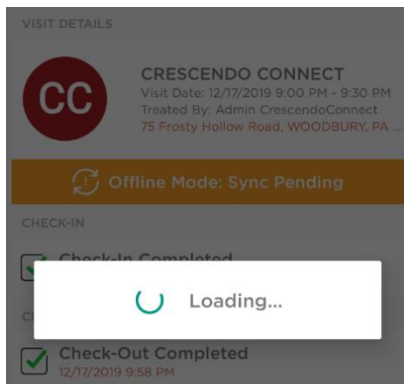


18. You will now see a pending sync circle  next to the visit information. This means that the visit has not been synced to Procura yet.
19. Please repeat these steps until all your visits have been completed for the day.
20. Once you have made it back into an area that has strong Wi-Fi and or Mobile Data you can turn your Wi-Fi and Mobile Data back on.
21. Once your Mobile Data and Wi-Fi have been turned back on your visits will sync up. If it has been more than an hour and the visits still have the pending sync circle next to them, then you will need to try a manual sync.

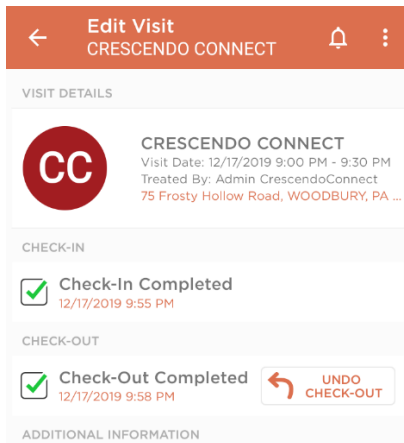


## Manual Sync Process


1. Make sure that you are still in an area with strong Wi-Fi or Mobile Data.
2. Click on the  button:
3. You will see the Loading message appear.

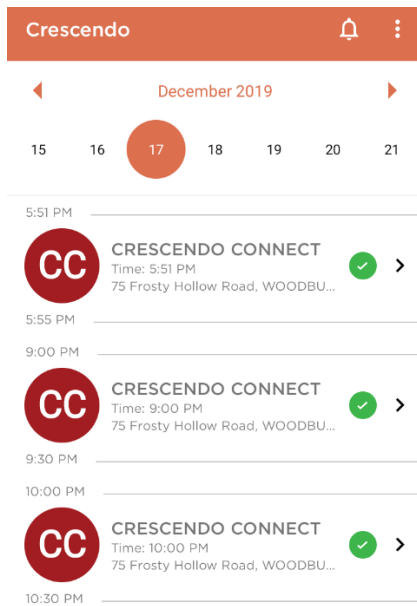



- Once the loading message goes away your screen should look like this:



- Click the back arrow  to get back to your schedule

- If the manual sync was successful you should now see the green check circle  telling you that your visit has synced to Procura.



**Note:** If you do not see the  green check circle, then there is a problem with the sync service and this will need to be reported.

When you must perform a manual sync, you should only need to do it on one visit, then the rest of the visits will sync automatically. If for any reason the other visits do not sync, please try another manual sync. If the manual sync does not work on any of the visits, please report this.