

SCRAM Systems® – New “Add Client” Process in SCRAMNET® GPS

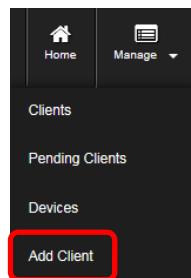
At 6:00 PM MDT on Thursday, March 28, 2019, SCRAM Systems is introducing a new process for adding a client in SCRAMNET GPS. With this new process, the system will search for existing SCRAMNET GPS clients so that client information can be leveraged, or the creation of a duplicate client can be avoided. During the 15-minute deployment, you may not be able to access SCRAMNET GPS but messages from the SCRAM GPS Bracelet will continue to be processed uninterrupted. All features described include:

- ☒ Add New Client Process
- ☒ Potential Duplicate Client Found
- ☒ Pending Clients Menu Option

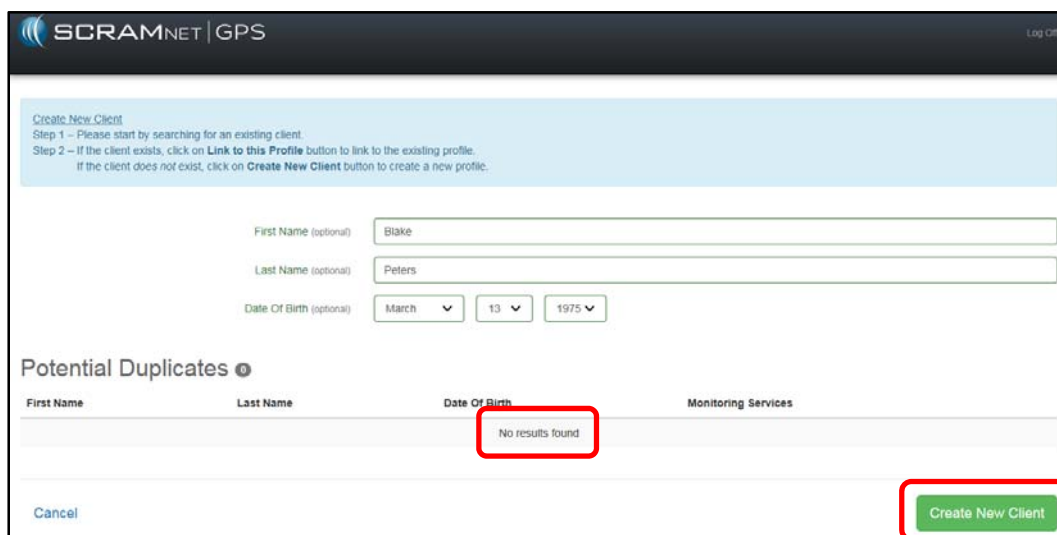
Add New Client Process

To add a client:

1. Select the “Manage/Add Client” option in the top menu.



2. Enter the client’s first and last name and date of birth.
3. If the client is not in the system, as illustrated below, click the **Create New Client** button to begin entering the client’s profile information.



Create New Client
 Step 1 – Please start by searching for an existing client.
 Step 2 – If the client exists, click on [Link to this Profile](#) button to link to the existing profile.
 If the client does not exist, click on [Create New Client](#) button to create a new profile.

First Name (optional):
 Last Name (optional):
 Date Of Birth (optional):

Potential Duplicates

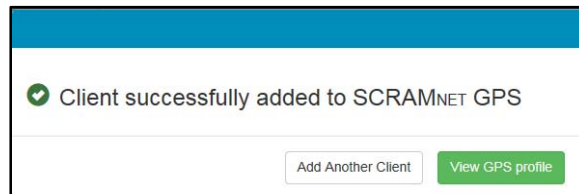
First Name	Last Name	Date Of Birth	Monitoring Services
No results found			

[Cancel](#) [Create New Client](#)

Refer to the Potential Duplicate Client Found section for more information on your options when the system locates one or more potential duplicate clients.

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4. Select the account.
 5. If the system requires:
 - a. Select the primary agent.
 - b. Select the primary call center recipient.
 6. Enter/select optional information in the following sections:
 - Personal Information
 - Account Information
 - Other Information
 - Emergency Contact
 - Employment
 7. Click the **Create New Client** button at the bottom of the page.

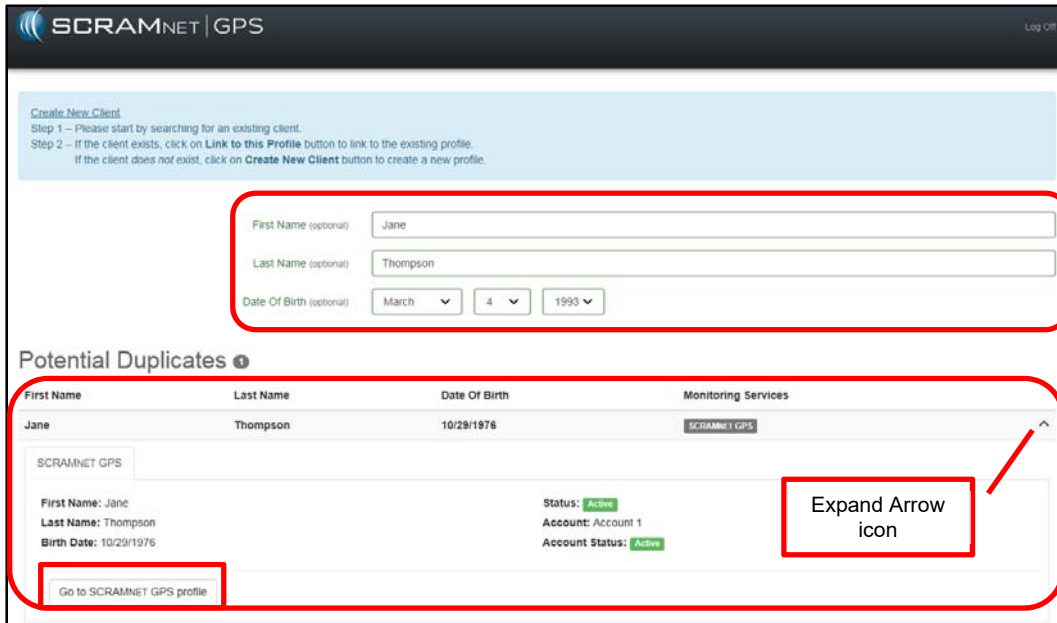
A dialog box appears.
 8. When the dialog box appears, click the **View GPS Profile** button to complete the client's enrollment (assign equipment, create/add zones, establish notifications, etc.) in the same way that you have in the past.



Note: Click the **Add Another Client** button if you wish to suspend this client's enrollment and begin the process of adding another client.

Potential Duplicate Client Found

If one or more potential duplicate clients are located during the initial client search, the system will provide a listing of those clients, as shown below. You have the option to click the **Expand Arrow** icon then click the **Go to SCRAMNET GPS Profile** link to view more-detailed information on any possible duplicate client.



Pending Clients Menu Option

A new “Manage/Pending Clients” option now appears in SCRAMNET GPS. The functionality surrounding this option will only be used if you are adding client information in one of the SCRAM Systems Evidence- or Criteria-Based software systems that are able to transfer that data to SCRAMNET GPS.

Feedback

As always, please feel free to contact SCRAM Systems Customer Services at 1-303-785-7879 with any recommendations for system improvements.