SKANPOINT

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SkanPoint Overview

The *SkanPoint* module facilitates the creation of bar-coded client ID cards for any client receiving services from a *ServicePoint* provider. The ID card can then be scanned by other providers in the *ServicePoint* database to quickly and accurately document services rendered to the client. *SkanPoint* can also generate cards in bulk for clients who are grouped together in a client list or simply all the clients in the database. A couple of examples of use may be: 1) using *SkanPoint* to generate ID cards for bedlists in *ShelterPoint,* 2) using *SkanPoint* to create ID cards for lists of clients who receive a particular service, such as meals at a food bank, and 3) easily adding the services through an automated routine.

The workflow for the *SkanPoint* module of *ServicePoint* 5 is detailed in this section.

SkanPoint Administration

SkanPoint Users

The provider interested in using *SkanPoint* must authorize each of its users to access *SkanPoint*. User access is granted in **Administration – User Administration**.

1. In **User Administration** search for and select a user record. (See Figure 1-1)

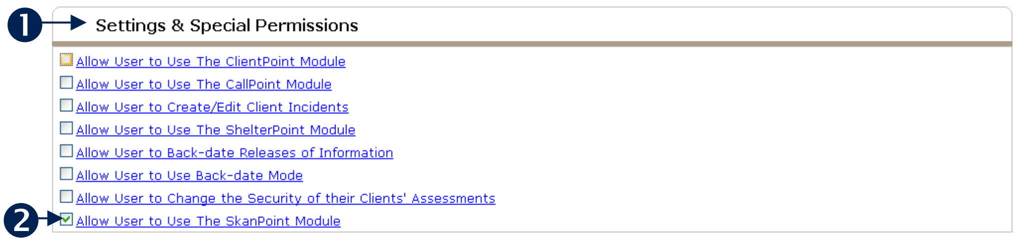

Figure 1-1

2. Scroll to **Settings & Special Permissions.** (1) Check the checkbox next to **Allow User to Use The *SkanPoint* Module**. (2)
3. Click **Save** or **Save & Exit** (not pictured) to retain the settings.

Using SkanPoint

SkanPoint – Getting Started

Access *SkanPoint* from the side menu. (See Figure 1-2)

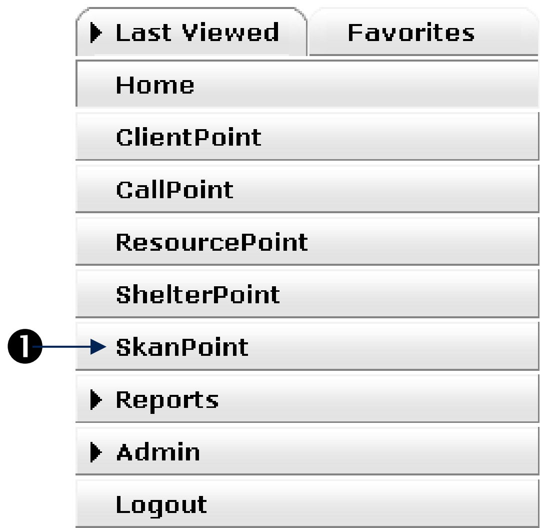

Figure 1-2

Note: *An important distinction in ServicePoint 5 is that the navigation system will only display tabs which the user has permission to access. Therefore if the user does not see the SkanPoint tab in the left side menu, the user may conclude that their User ID was not set up to access this area of ServicePoint.*

1. Click the *SkanPoint* tab in the left hand menu to move into *SkanPoint*. (1) (See Figure 1-3)

Figure 1-3

2. The primary *SkanPoint* screen will display. From this screen, the user may click any of the tab headings to move into the corresponding areas:

   Provide Service – The default area, used to add one service to a scanned client.

   Multiple Services – Add multiple services to each scanned client.

Add Shelter Stay – Add a shelter transaction to a scanned client.

Manage Client Lists – Used to add and maintain client lists.

Generate ID Cards – Print ID cards for clients or lists of clients.

SkanPoint – Provider Services

1. After entering *SkanPoint*, remain on the default tab (**Provider Services**) to enter a service for each client who will be scanned, or for each client included in a list. (See Figure 1-4)

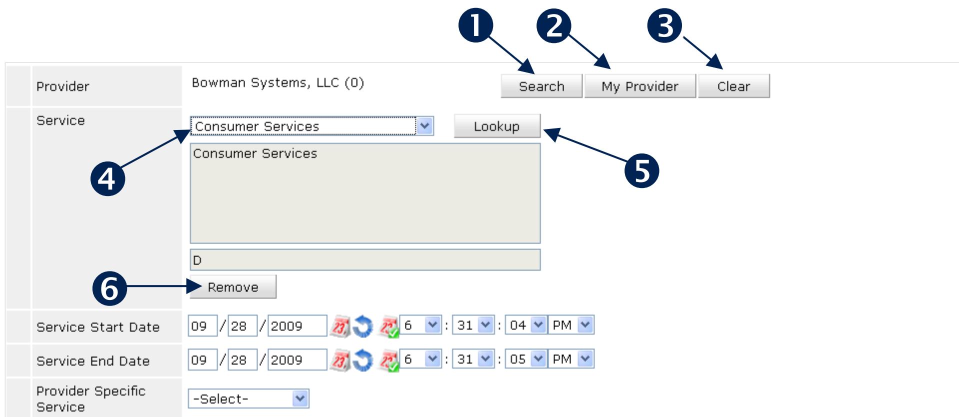

Figure 1-4

2. Complete the fields that make up the service transaction.

   a: **Provider** – The field defaults to the user's current provider. To change the provider click **Search** (1) to locate a provider using the standard *ServicePoint* provider lookup, or click **My Provider** (2) to reset the provider to the default. Click **Clear** to reset the field. (3)

   b: **Service** – Select the service that will be added to every client. Choose from the picklist (4) or click **Lookup** (5) to choose a service from the AIRS taxonomy. (The lookup functionality is explained in the Service Transactions area of the help file. Click **Remove** to reset the service field. (6)

   c: **Service Start Date** – Add a date and time.

   d: **Service End Date** – Add a date and time.

   e: **Provider Specific Service** – Select from the picklist to note a Provider Specific Service.

   (See Figure 1-5)

Figure 1-5

3. The bottom of the **Provider Services** screen includes the **Funding Source** area. (1) Complete the fields that make up the service transaction

   a: **Source** – If a source does not exist, click **Add Source** to add a funding source. (2)

   b: **Unit Type** – Select from the picklist.

   c: **Cost of Unit** – Enter the cost of the transaction.

   d: **Units** – Enter the number of units in the transaction.

   e: **Service Notes** – Add notes to capture additional information about the transaction.

4. If the user would like to save the current scanned list for future use, then add a name in the **Enter Client List Name** field. (3)

5. Click **Start Scan** to begin scanning user ID cards. (4) (See Figure 1-6)

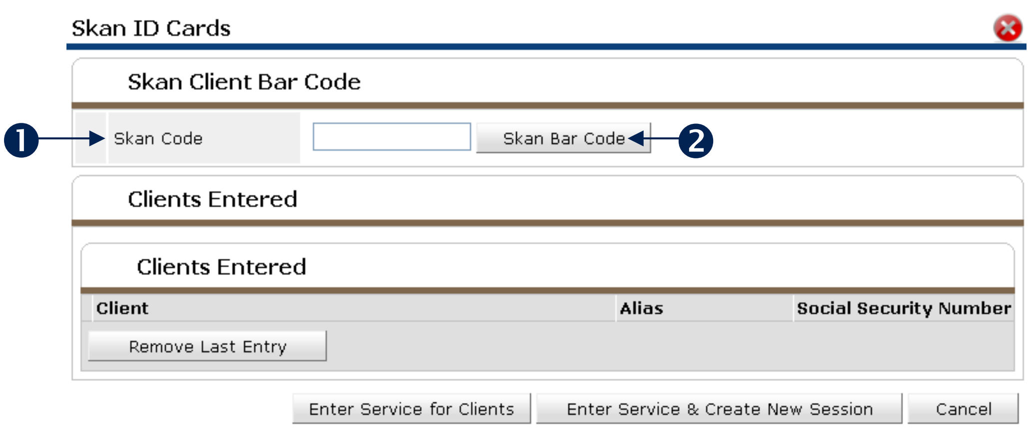

Figure 1-6

6. Place the cursor in the **Skan Code** field and begin scanning. (1) As each Client ID is entered, the client name and ID will display in the **Clients Entered** area. If a bar code reader is not available, Client IDs may

be typed from a key board. Click **Skan Bar Code** to enter the ID. (2) Repeat this step until all clients have been scanned. (See Figure 1-7)

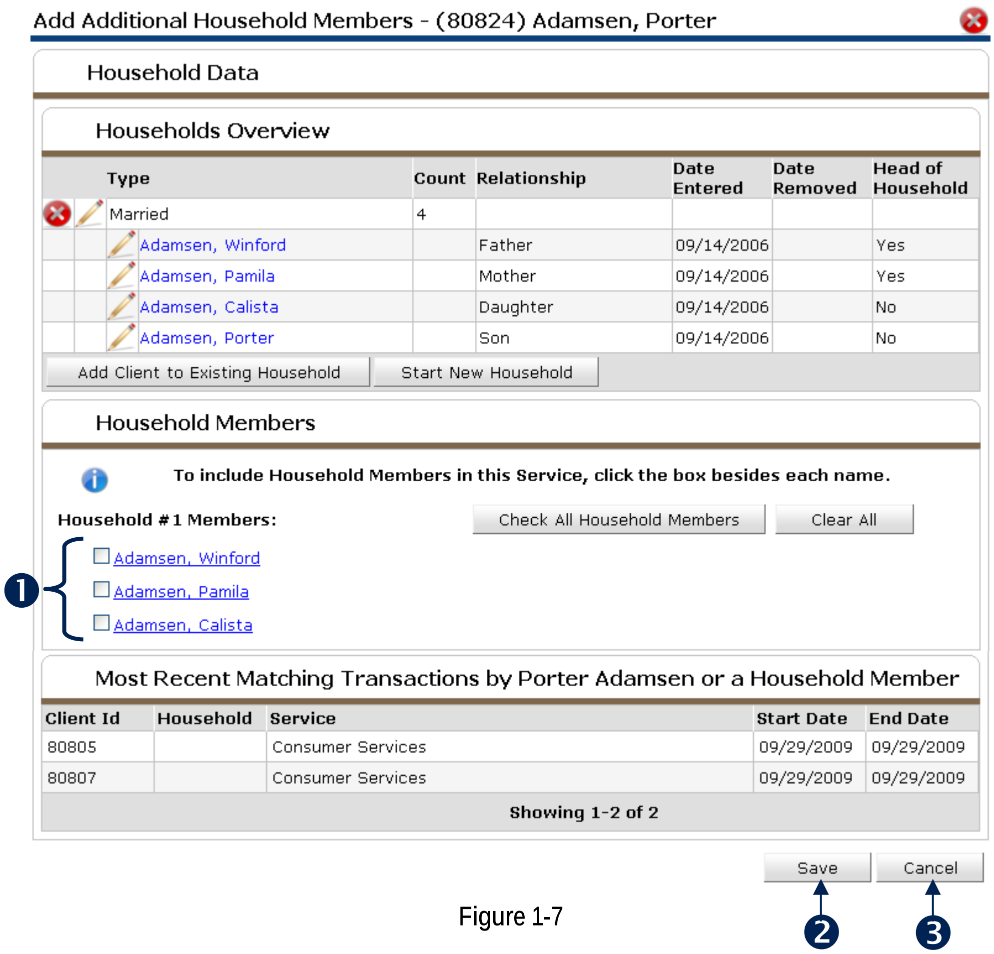

Figure 1-7

7. As each client is scanned, the household screen will display. From this screen adjust the household by editing household members, adding a client to the household, or starting a new household. These functions are explained in the Client Households section of the help file (under the *ClientPoint* section).

8. To add household members to the scanned list, check the appropriate check box (1) and click **Save.** (2) Click **Cancel** to close the household screen. (3) (See Figure 1-8)

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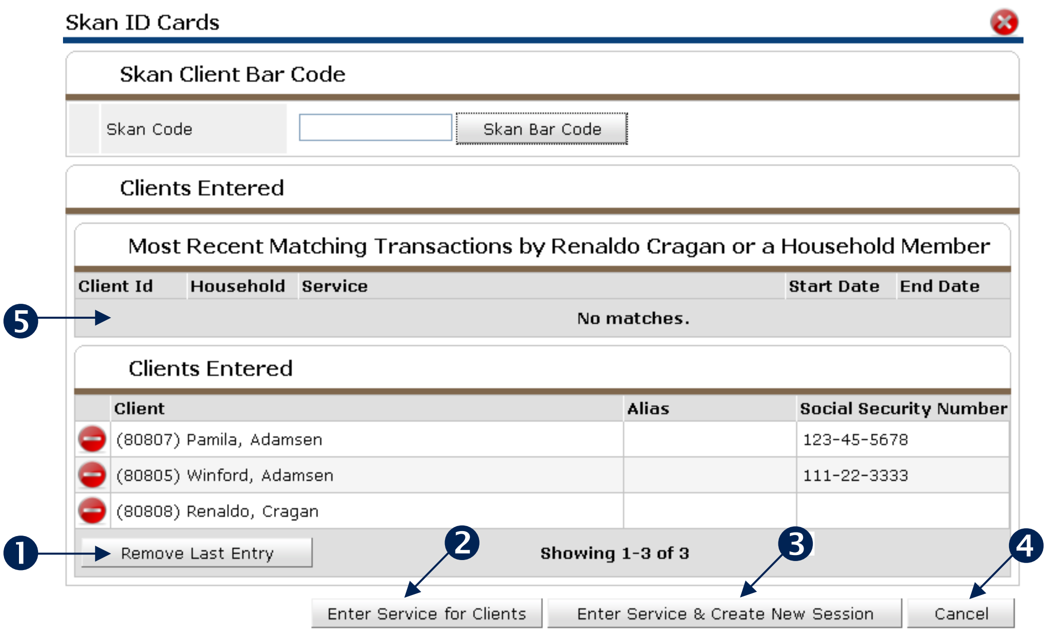

Figure 1-8

9. If the wrong client is scanned or entered, click **Remove Last Entry** to remove the client from the list. (1)

10. Notice that the last transaction for the most recently scanned client is displayed on the screen (in this example the client did not have a transaction). (5)

11. If scanning is complete for this service, click **Enter Services for Clients.** (2) This action will return the user to the **Provider Services** screen. The added service may be reviewed in the Service Transactions section of *ClientPoint* for the clients who received the service.

12. To save the list and start a new scanning session, click **Enter Service & Create New Session.** (3)

13. Click **Cancel** (4) to return to the **Provider Services** screen without adding the service.

Figure 1-9

14. When the service is set up on the **Provider Services** screen, click **Choose Clients from Client List** (1) to review and select a client list. (See Figure 1-10)

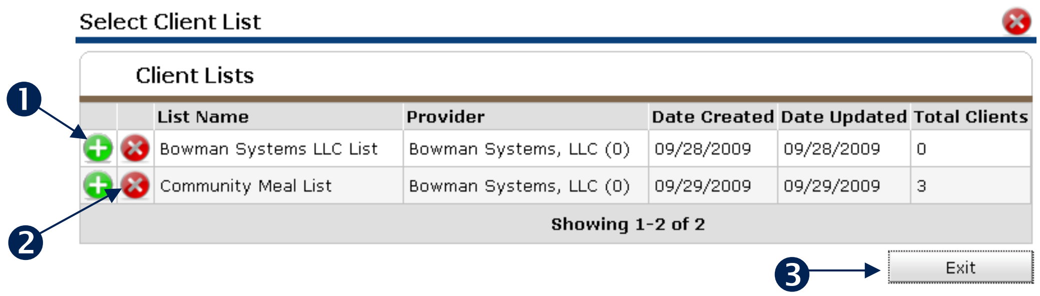

Figure 1-10

15. The **Select Client List** screen will display. Click the **Green Plus** icon to select a list. (1) Click the **Red X** icon to remove a list from the system. (2) Click **Exit** to return to the previous screen without selecting a list. (3) When a list is chosen, the **Select Clients** screen will display (See Figure 1-11)

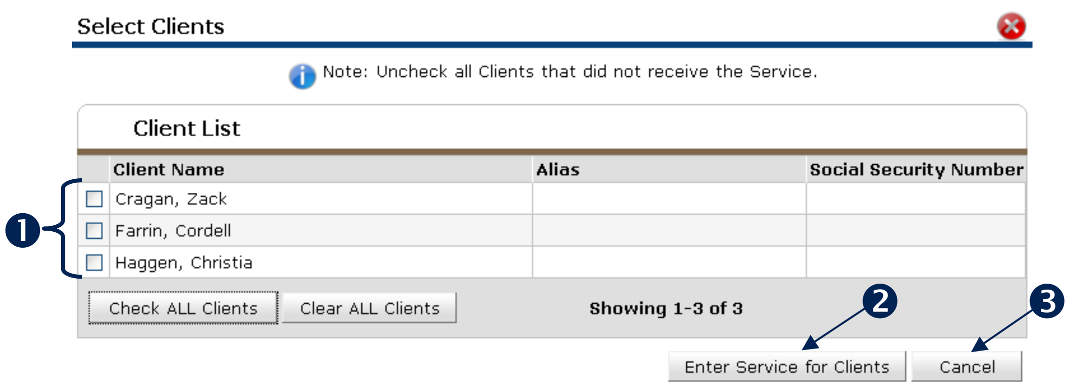

Figure 1-11

16. Check the check boxes next to the clients who will receive a transaction. (1) Use **Check ALL Clients** or **Clear ALL Clients** if appropriate. Click **Enter Services for Clients** to apply the service transactions. (2) Click **Cancel** to return to the previous screen without adding the service transactions. (3) (See Figure 1-12)

Figure 1-12

17. When the service is set up on the **Provider Service** screen, click **Choose Clients from Unit List** to review and select a unit (bed) list. (1) (See Figure 1-13)

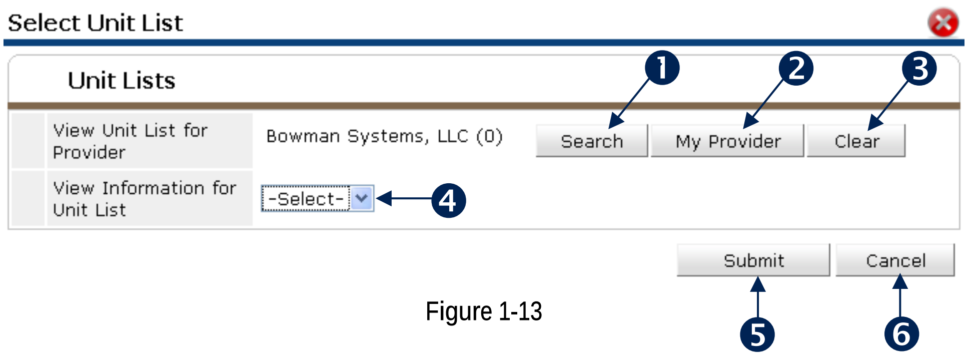

Figure 1-13

18. The **Select Unit List** screen will display. First, assign a provider using **Search**. (1) Click **My Provider** to reset the provider entry to the user's provider. (2) Click **Clear** to reset the provider field. (3) After the provider is in place, select a **Unit List** from the picklist. (4) Click **Submit** to affirm the selection and view the clients in the list. (5) Click **Cancel** to return to the previous screen without selecting a list. (6) When a list is chosen, the **Select Clients** screen will display (See Figure 1-14)

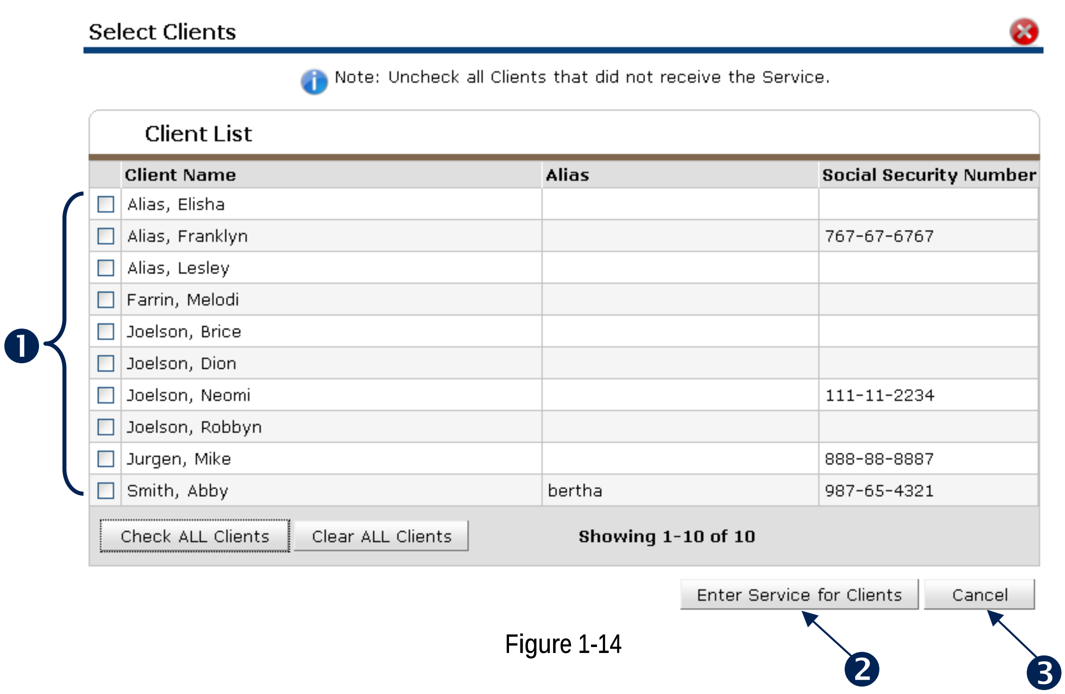

Figure 1-14

19. Click the checkboxes next to the clients who will receive a transaction. (1) Use **Check ALL Clients** or **Clear ALL Clients** if appropriate. Click **Enter Services for Clients** to apply the service transactions. (2) Click **Cancel** to return to the previous screen without adding the service transactions. (3)

SkanPoint – Multiple Services

1. Click the **Multiple Services** tab to move into this area. (See Figure 1-15)

Figure 1-15

2. Please read the on-screen warning. (See Figure 1-16)

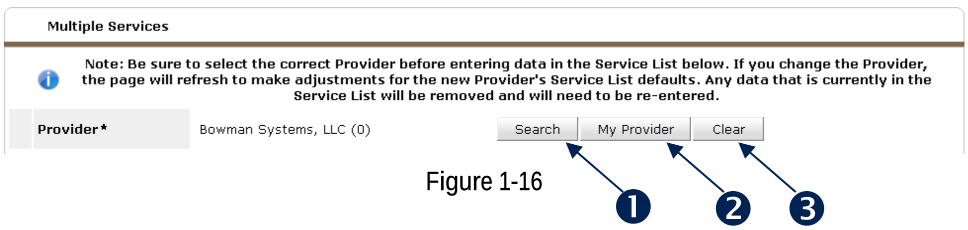

Figure 1-16

Note: *Be sure to select the correct provider before entering data in the Service List. If you change the Provider, the page will refresh to make adjustments for the new Provider's Service List defaults. Any data that is currently in the Service List will be removed and will need to be re-entered.*

3. As described in the note above (and on the *SkanPoint* Multiple Services screen), the **Service List** is generated based on the provider's **Multiple Services Settings** that are constructed in **Admin Providers Configuration**, which can be found in the **Admin Dashboard** under **Provider Preferences**.

4. The provider defaults to the user's current provider. To change the provider click **Search** to locate a provider using the standard *ServicePoint* provider lookup, (1),or click **My Provider** to reset the provider to the default. (2) Click **Clear** to reset the field. (3) (See Figure 1-17)

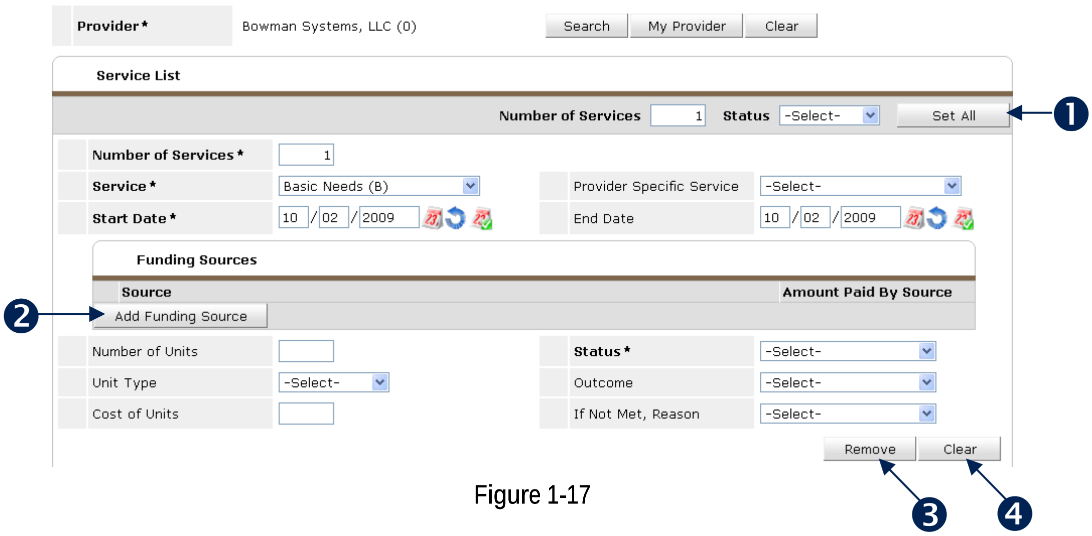

Figure 1-17

5. Use **Set All** to set **Number of Services** and **Status** for every service in the list. (1)

6. The **Service List** contains the following fields:

   a: **Number of Services** – Enter the number of service transactions to be added for this service.
   b: **Service** – Select a service from the picklist.
   c: **Start Date** – Add a date and time.
   d: **End Date** – Add a date and time.
   e: **Provider Specific Service** – Select from the picklist to note a **Provider Specific Service**.
   f: **Status** – Select from the picklist.
   g: **Outcome** – Select from the picklist.
   h: **If Not Met Reason -** Select from the picklist.

7. In the **Funding Source** area enter the following fields:

   a: **Source** – If a source does not exist, click **Add Funding Source** to add a funding source. (2)
   b: **Number of Units** – Enter the number of units in the transaction.
   c: **Unit Type** – Select from the picklist.
   d: **Cost of Unit** – Enter the cost of the transaction.

8. Click **Remove** to delete the transaction from the **Service List**. (3) Click **Clear** to reset all of the service transaction fields. (4)

9. Complete a service in the **Service List** for each service transaction to be added to every client.

10. At the bottom of the **Service List** the user has additional options: (See Figure 1-18)

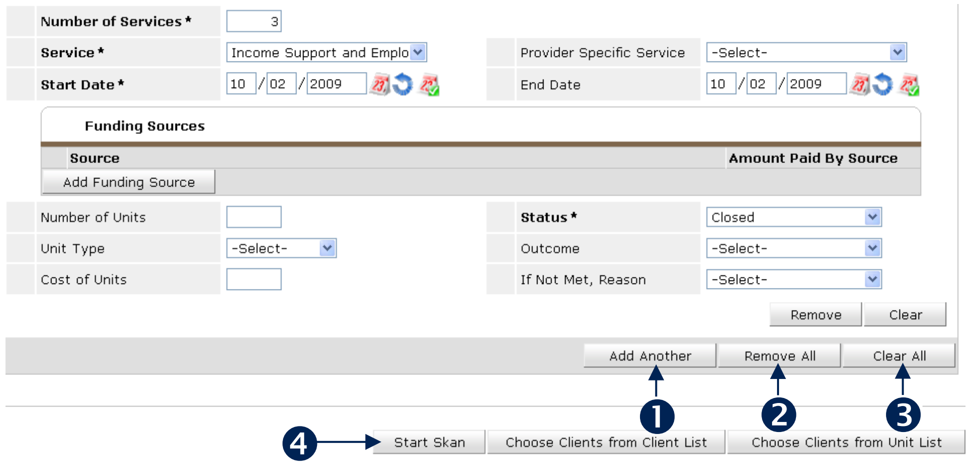

Figure 1-18

a: **Add Another** – Click **Add Another** to add another service transaction to the **Service List**. (1)

b: **Remove All** – Click **Remove All** to delete all transaction from the **Service List**. (2)

c: **Clear All** – Click **Clear All** to reset all fields in all transactions. (3)

11. Click **Start Scan** to begin scanning user ID cards. (4) (See Figure 1-19)

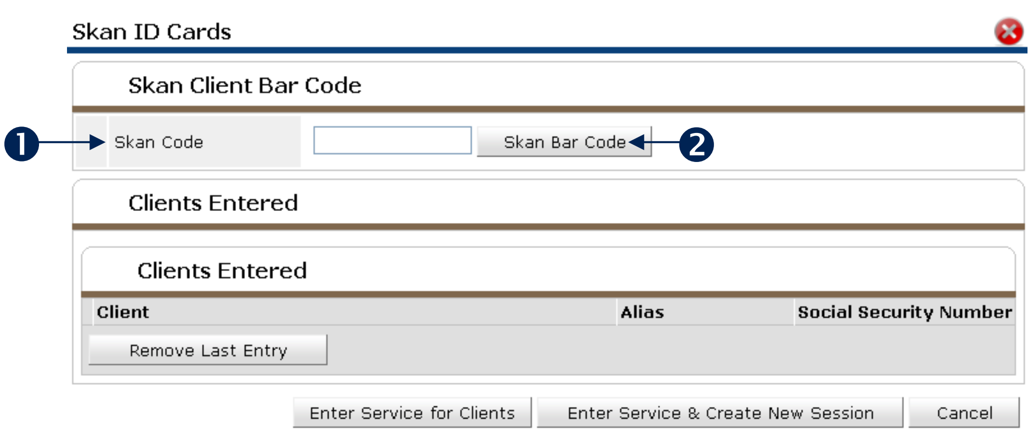

Figure 1-19

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12. Place the cursor in the **Skan Code** field and begin scanning. (1) As each **Client ID** is entered, the client name and ID will display in the **Clients Entered** area. If a bar code reader is not available, **Client IDs** may be typed from a key board. Click **Skan Bar Code** to enter the ID. (2) Repeat this step until all clients have been scanned. (See Figure 1-20)

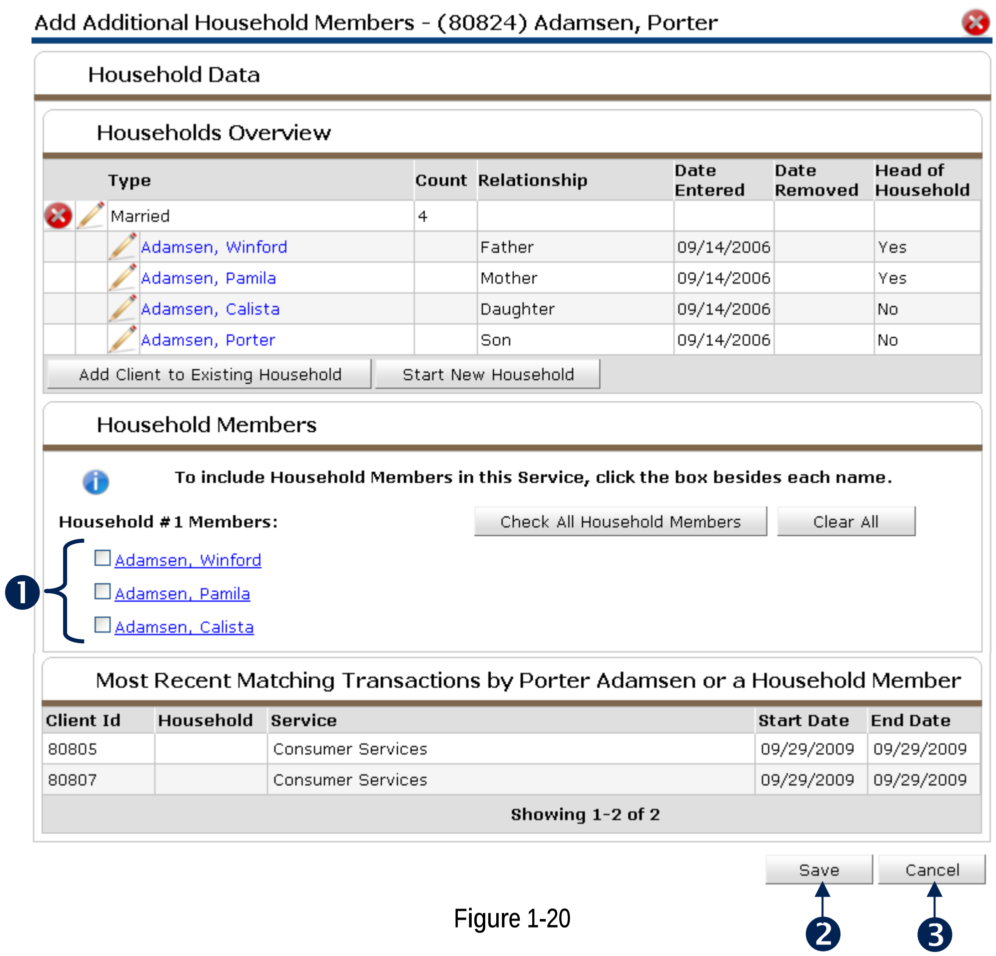

Figure 1-20

13. As each client is scanned, the household screen will display. From this screen adjust the household by editing household members, adding a client to the household, or starting a new household. These functions are explained in the Client Households section (under *ClientPoint*) of the help file.

14. To add household members to the scanned list, check the appropriate check box (1) and click **Save.** (2) Click **Cancel** to close the household screen. (3) (See Figure 1-21)

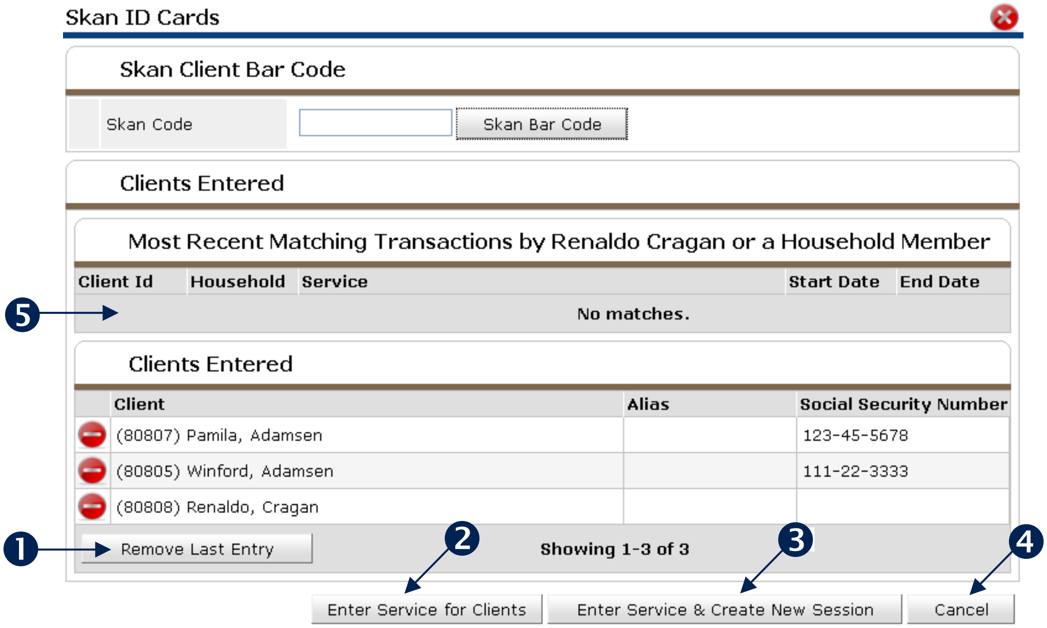

Figure 1-21

15. If the wrong client is scanned or entered, click **Remove Last Entry** to remove the client from the list. (1)

16. Notice that the last transaction for the most recently scanned client is displayed on the screen (in this example the client did not have a transaction). (5)

17. If scanning is complete for this service, click **Enter Services for Clients.** (2) This action will return the user to the **Multiple Services** screen. The added service may be reviewed in the **Service Transactions** section of *ClientPoint* for the clients who received the service.

18. To start a new scanning session for the same services, click **Enter Service & Create New Session.** (3)

19. Click **Cancel** to return to the **Multiple Services** screen without adding the service. (4) (See Figure 1-22)

Figure 1-22

20. When the multiple services are set up on the **Multiple Services** screen, click **Choose Clients from Client List** to review and select a client list. (1) The **Select Client List** screen will display (See Figure 1-23)

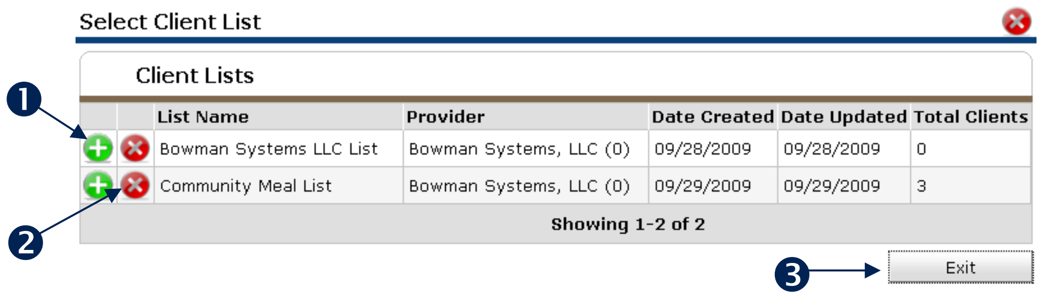

Figure 1-23

21. Click the **Green Plus** icon to select a list. (1) Click the **Red X** icon to remove a list from the system. (2) Click **Exit** to return to the previous screen without selecting a list. (3) When a list is chosen, the **Select Clients** screen will display. (See Figure 1-24)

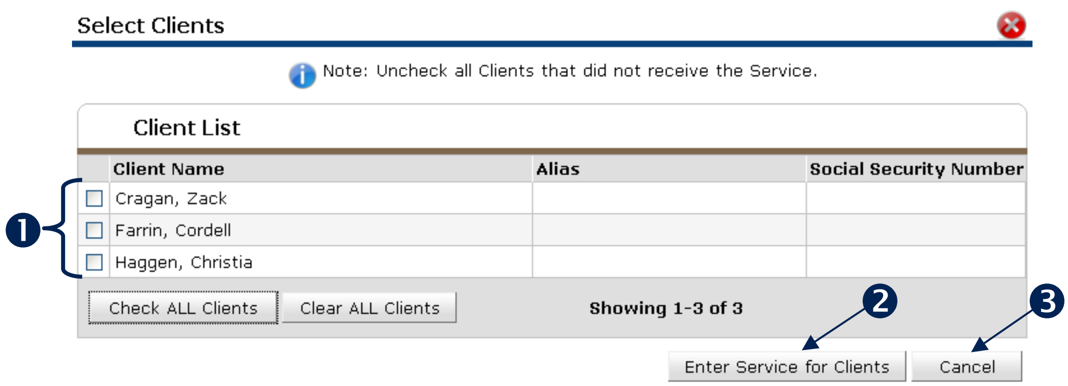

Figure 1-24

22. Check the checkboxes next to the clients who will receive a transaction. (1) Use **Check ALL Clients** or **Clear ALL Clients** if appropriate. Click **Enter Services for Clients** to apply the multiple transactions. (2) Click **Cancel** to return to the previous screen without adding the service transactions. (3) (See Figure 1-25)

Figure 1-25

23. When the multiple services are set up on the **Multiple Service** screen, click **Choose Clients from Unit List** (1) to review and select a unit (bed) list. The **Select Unit List** screen will display. (See Figure 1-26)

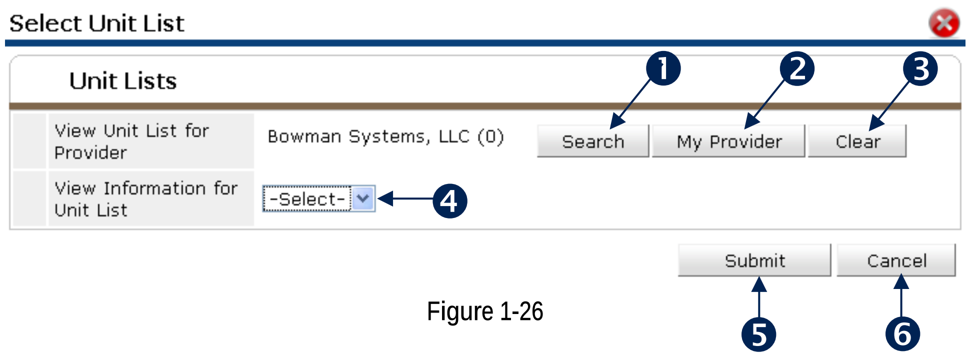

Figure 1-26

24. First, assign a provider using **Search.** (1) Click **My Provider** to reset the provider entry to the user's provider. (2) Click **Clear** to reset the provider field. (3) After the provider is in place, select a Unit List from the picklist. (4) Click **Submit** to affirm the selection and view the clients in the list. (5) Click **Cancel** to return to the previous screen without selecting a list. (6) When a list is chosen, the **Select Clients** screen will display. (See Figure 1-27)

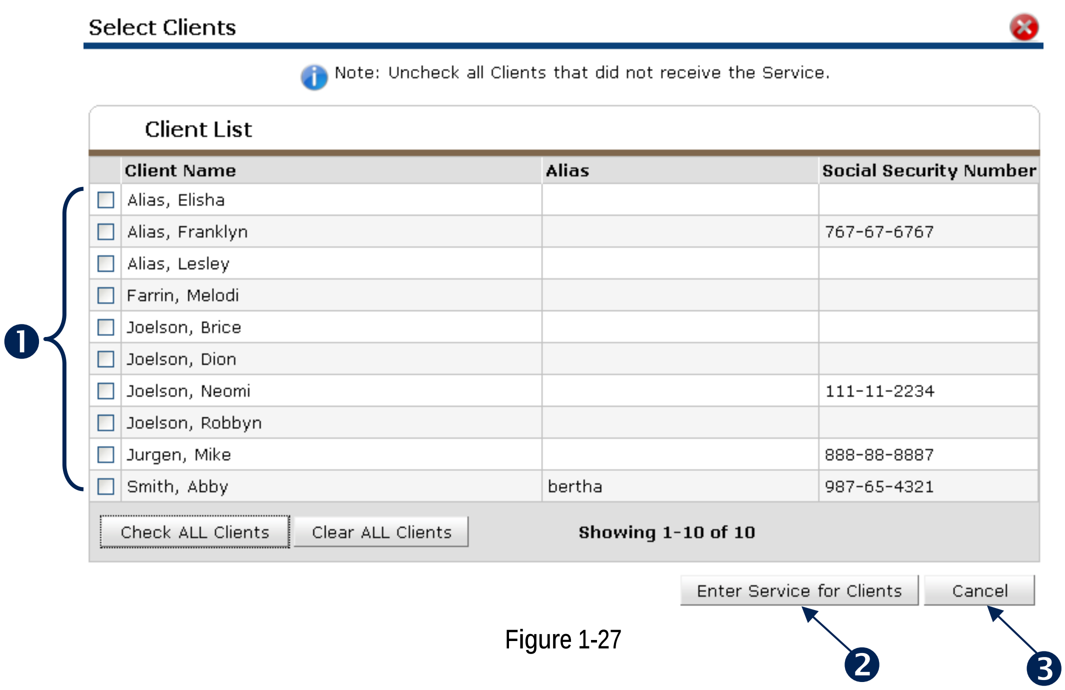

Figure 1-27

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25. Check the check boxes next to the clients who will receive the multiple transactions. (1) Use **Check ALL Clients** or **Clear ALL Clients** if appropriate. Click **Enter Services for Clients** to apply the service transactions. (2) Click **Cancel** to return to the previous screen without adding the multiple service transactions. (3)

SkanPoint – Add Shelter Stay

1. The next major tab in *SkanPoint* is Add Shelter Stay. (See Figure 1-28)

Figure 1-28

2. Click the **Add Shelter Stay** tab to move into this area. (See Figure 1-29)

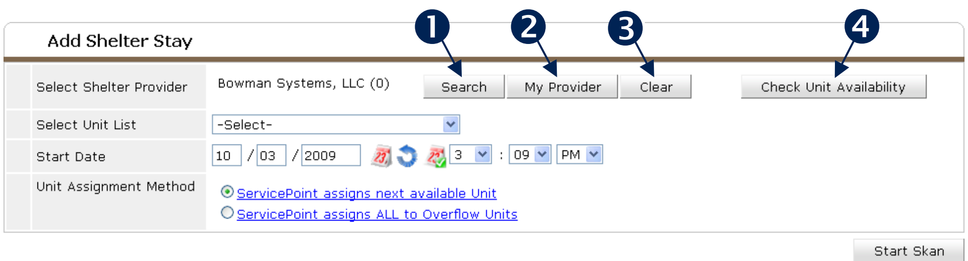

Figure 1-29

3. On the **Add Shelter Stay** screen assign a provider using **Search**. (1) Click **My Provider** to reset the provider entry to the user's provider. (2) Click **Clear** to reset the provider field. (3)

4. After a provider is selected, click **Check Unit Availability** to review the provider's unit lists. (4) (See Figure 1-30)

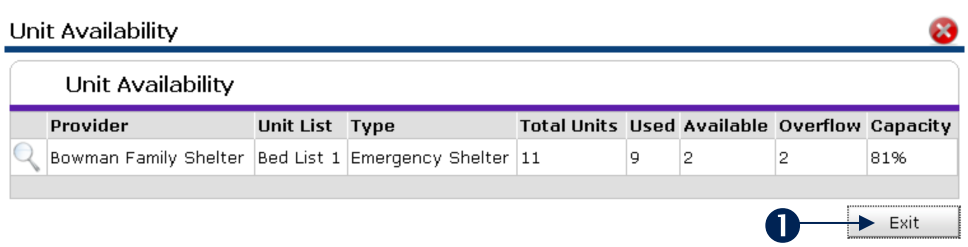

Figure 1-30

5. Click **Exit** to return to the **Add Shelter Stay** screen. (1) (See Figure 1-31)

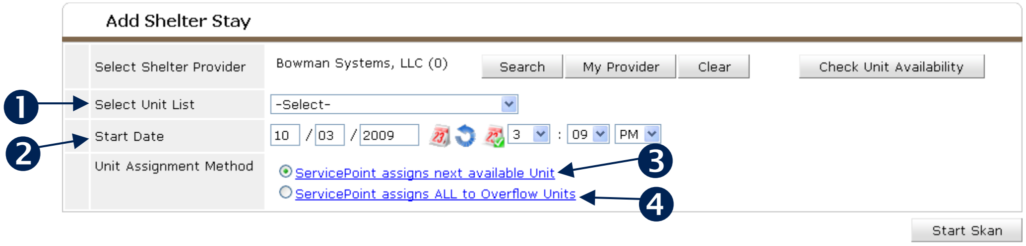

Figure 1-31

6. After reviewing unit availability, select the **Unit List** from the drop down menu. (1) Add a **Start Date** and time. (2) Then select either:

   a: **ServicePoint assigns next available Unit**, which will cause each scanned client to be placed into the next available bed; (3) or

   b: **ServicePoint assigns ALL to Overflow Units**, which will result in each client being assigned an Overflow bed. (4)

7. Click **Start Scan** to begin the scan process. (3) (See Figure 1-32)

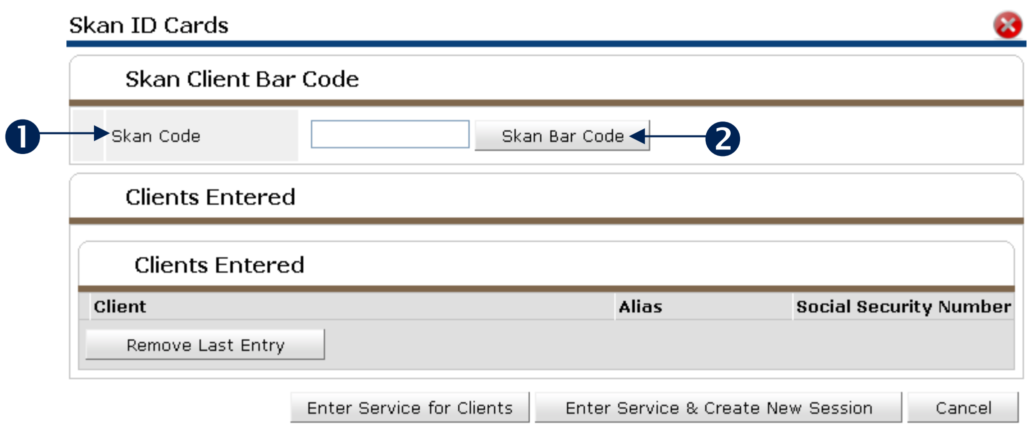

Figure 1-32

8. Place the cursor in the **Skan Code** field and begin scanning. (1) As each Client ID is entered, the client name and ID will display in the **Clients Entered** area. If a bar code reader is not available, Client IDs may be typed from a key board into the Skan Code field. Click **Skan Bar Code** to enter the ID. Repeat this step until all clients have been scanned or entered. (2) (See Figure 1-33)

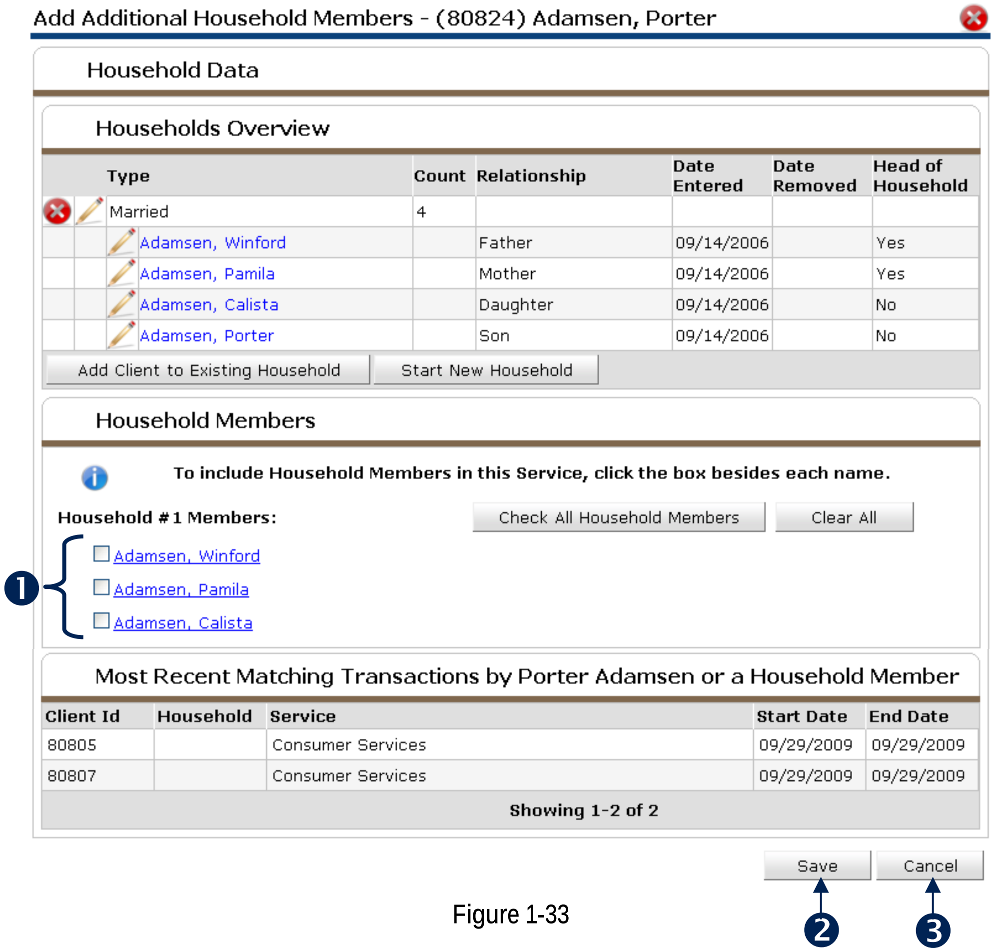

Figure 1-33

9. As each client is scanned, the household screen will display. From this screen adjust the household by editing household members, adding a client to the household, or starting a new household. These functions are explained in the Client Households section of the help file (under the *ClientPoint* section).

10. To add household members to the scanned list, click the appropriate checkbox (1) and click **Save.** (2) Click **Cancel** to close the household screen. (3) (See Figure 1-34)

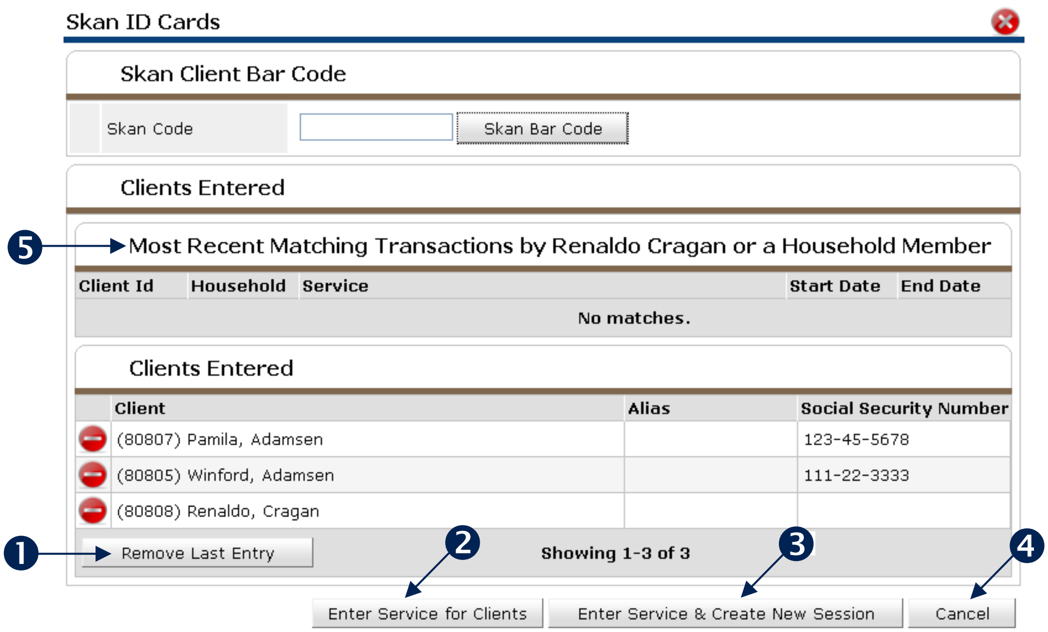

Figure 1-34

11. If the wrong client is scanned or entered, click **Remove Last Entry** (1) to remove the client from the list.

12. Notice that the last transaction for the most recently scanned client is displayed on the screen. (in this example the client did not have a transaction) (5)

13. If scanning is complete for this **Shelter Stay**, click **Enter Services for Clients**. (2) This action adds the shelter stays to the database and returns the user to the **Provider Services** screen (the **Provider Services** screen will remain populated with the previously entered data.) The added service may be reviewed in the Service Transactions section of *ClientPoint* for the clients who received the stay.

14. Click **Enter Service & Create New Session** to add the shelter stays in the database and returns the user to the **Provider Services** screen. (3) (the **Provider Services** screen will be cleared of the previously entered data)

15. Click **Cancel** to return to the **Provider Services** screen without adding the service. (4)

SkanPoint – Manage Client Lists

1. The next major tab in *SkanPoint* is **Add Shelter Stay**. (See Figure 1-35)

Figure 1-35

2. Click the **Manage Client Lists** tab to move into this area. The current provider's client lists will display. (See Figure 1-36)

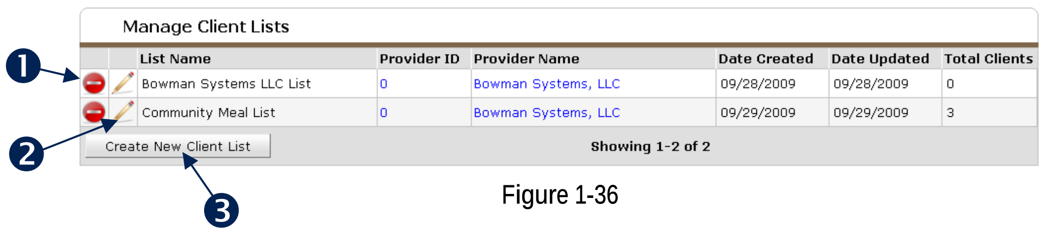

Figure 1-36

3. Click the **Red Minus** icon to delete a client list. (1) Click the **Edit** icon to modify the client list. (2) Click **Create New Client List** to build a list. (3)

SkanPoint – Modify a Client List

1. After clicking the **Edit** icon on the **Manage Client Lists** screen, the **Client List** screen will display. (See Figure 1-37)

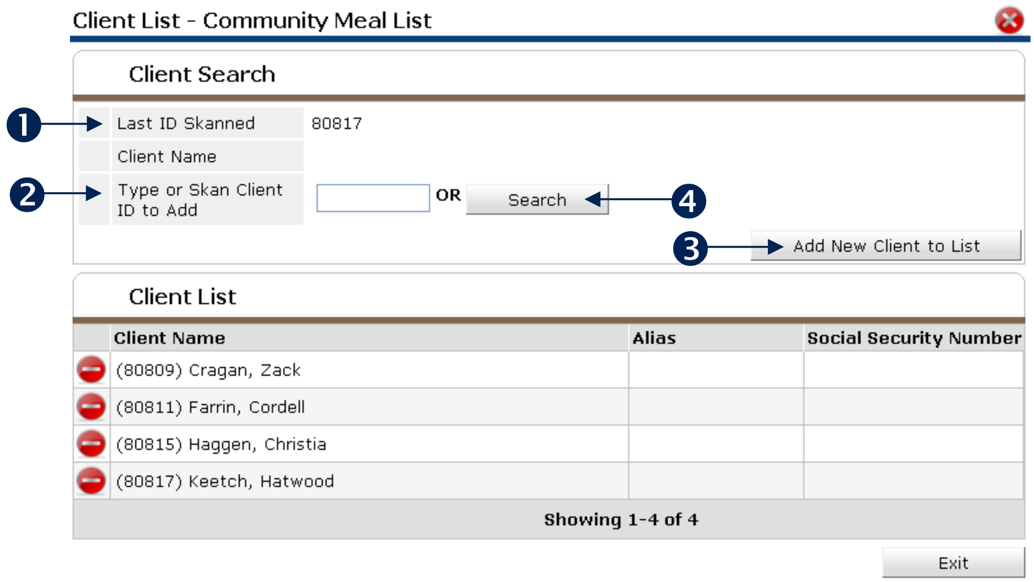

Figure 1-37

2. In the **Client Search** area the **Last ID Scanned** displays the last ID entered into the list. (1)

3. In **Type or Scan Client ID,** enter an ID to be added to the list. (2) Click **Add New Client to List** to add the cleint to the list. (3) This will cause the **Client Name** to display in the **Client List** area of the screen.

4. If a Client ID is not known, click **Search** to locate a client using the **Client Search**. (4) (See Figure 1-38)

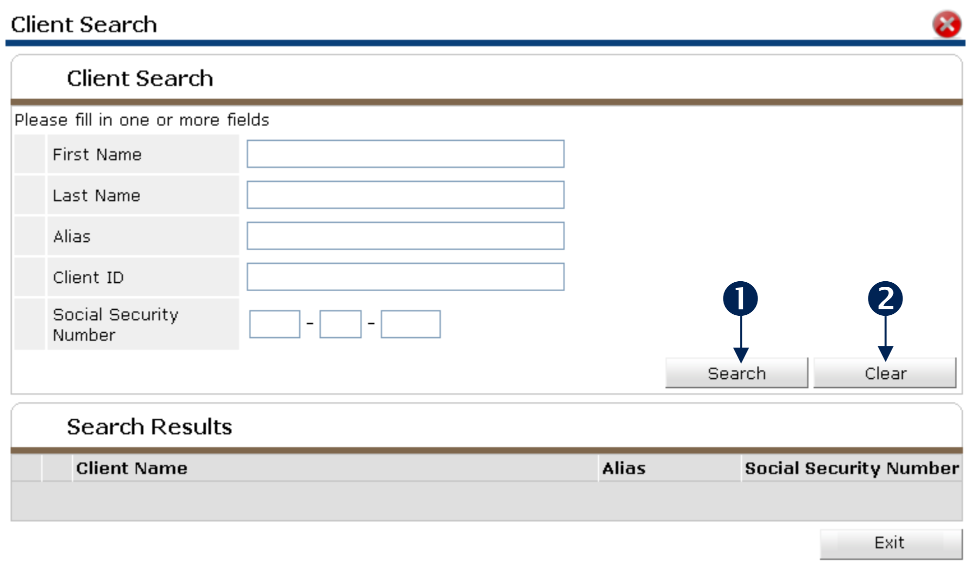

Figure 1-38

5. On the **Client Search** screen enter a **First Name**, **Last Name**, **Alias**, **Client ID**, and/or a **Social Security Number** and click **Search** to generate a list of clients who match the entered criteria. (1) Click **Clear** to reset the search fields. (2) (See Figure 1-39)

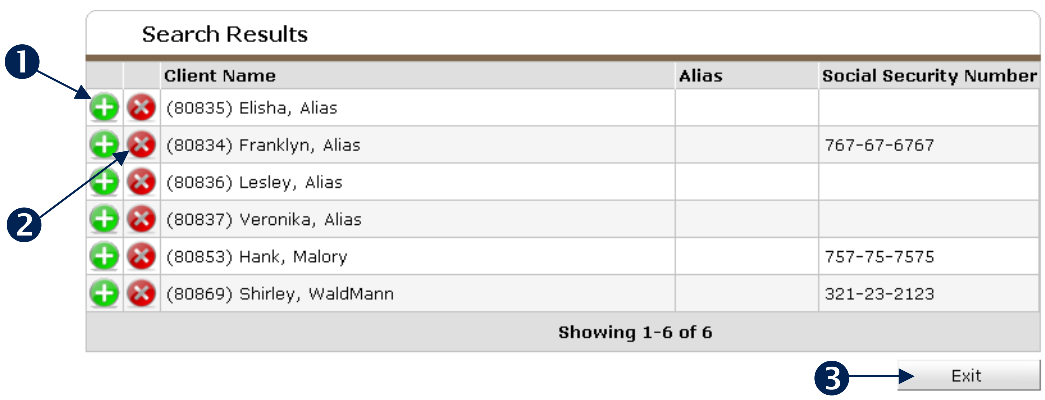

Figure 1-39

6. From the **Search Results** click the **Green Plus** icon to add the client to the list. (1) This action will return the user to the previous screen. Click the **Red X** icon to delete the client from the database. (2) Click **Exit** to return to the previous screen without selecting a client. (3) (See Figure 1-40)

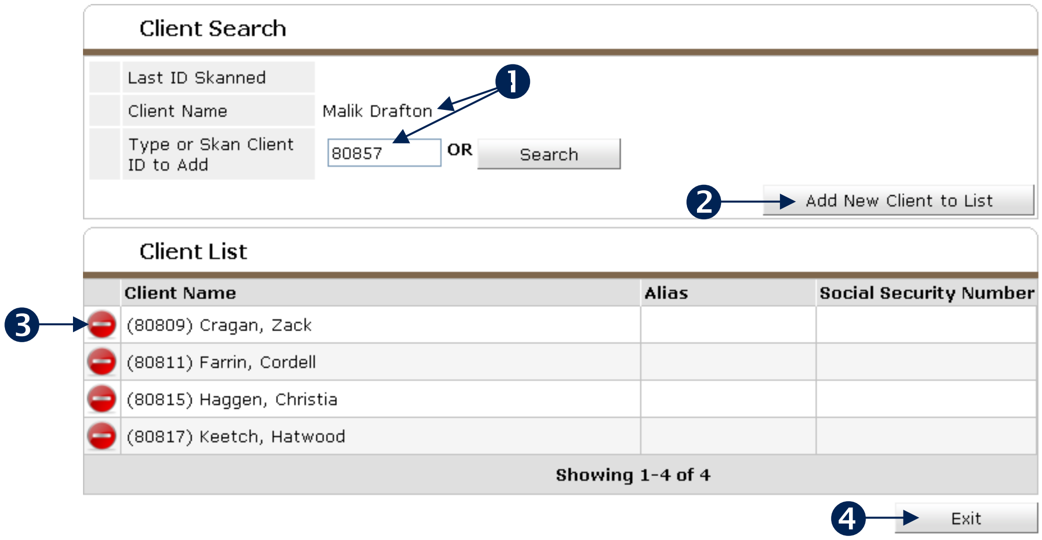

Figure 1-40

7. After a client is selected from the **Search Results**, the **Client Name** and **ID** will display. (1) Click **Add New Client to List** to enter the client in the list. (2)

8. To remove a client from the list, click the **Red Minus** icon. (3)

9. Click **Exit** to return to the **Manage List** screen. (4)

SkanPoint – Create a Client List

1. Create a client list from the **Manage Client Lists** screen. (See Figure 1-41)

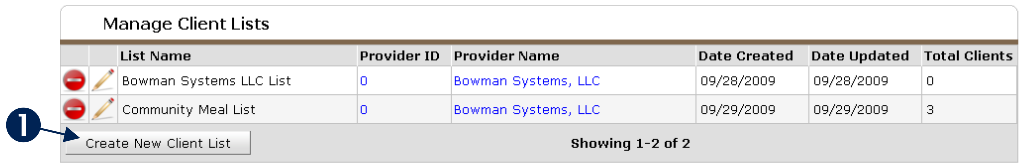

Figure 1-41

2. Click **Create New Client List** to start a new list. (1) (See Figure 1-42)

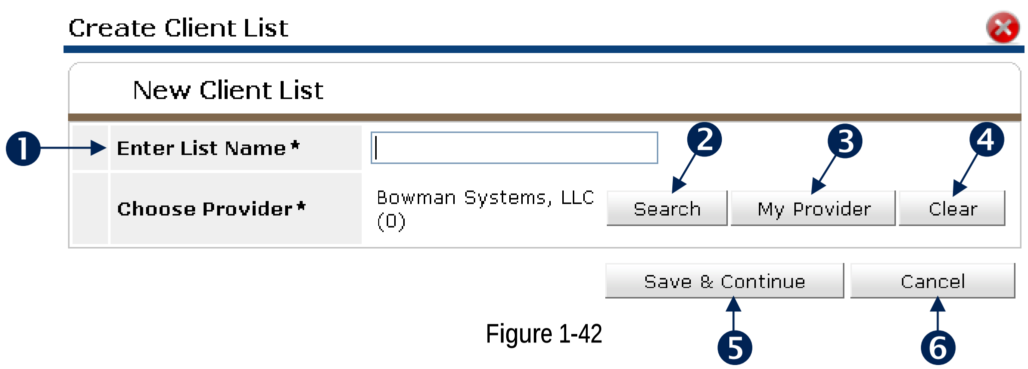

Figure 1-42

3. The **Create Client List** screen displays, name the new list by placing a name in **Enter List Name.** (1)

4. Select a provider to which the list will be assigned. The field defaults to the user's current provider. To change the provider click **Search** (2) to locate a provider using the standard *ServicePoint* provider lookup, or click **My Provider** (3) to reset the provider to the default. Click **Clear** to reset the field. (4)

5. Click **Save & Continue** to build the list. (5) Click **Cancel** to return to the previous screen without creating a list. (6)

6. An empty **Client List** screen will display. (See Figure 1-43)

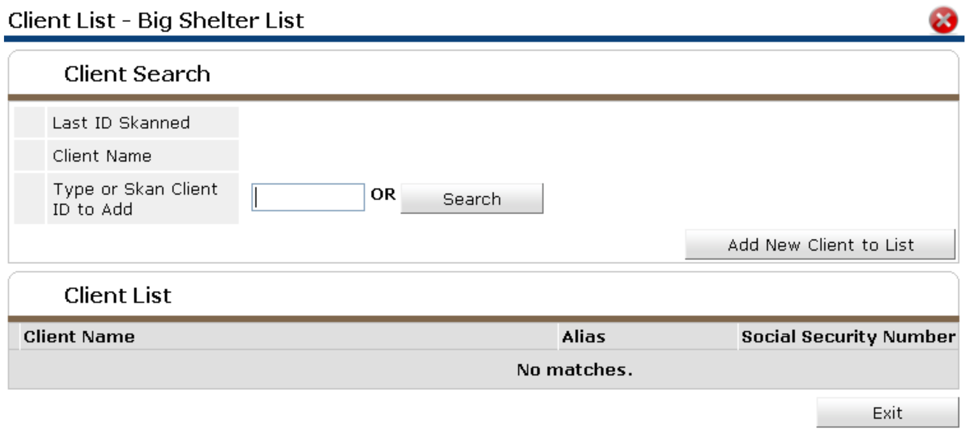

Figure 1-43

7. In the **Client Search** area the **Last ID Scanned** (1) will display the last ID entered into the list.
8. In **Type or Scan Client ID,** enter an ID to be added to the list. (2) Click **Add New Client to List** to add the cleint to the list. (3) This will cause the **Client Name** to display in the **Client List** area of the screen.
9. If a **Client ID** is not known, click **Search** to locate a client using the **Client Search**. (4) (See Figure 1-44)

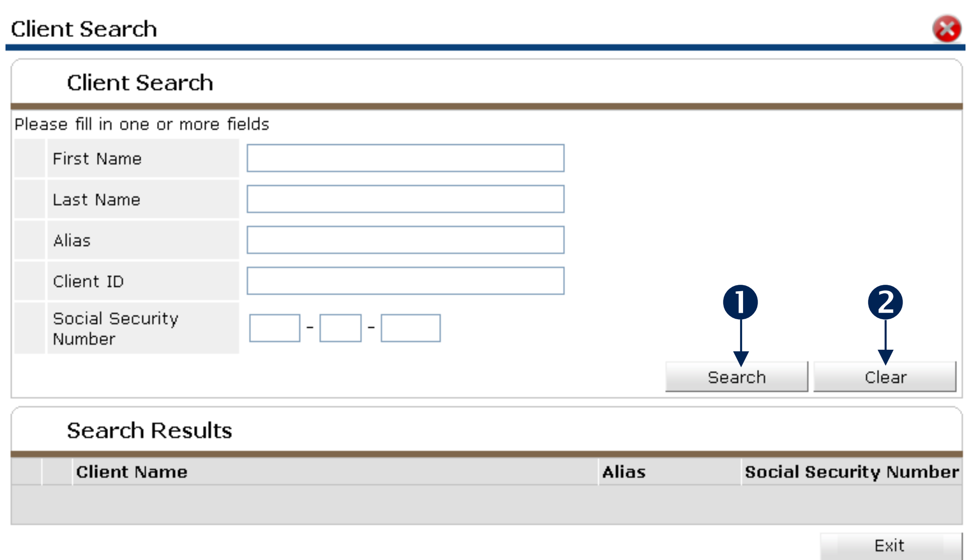

Figure 1-44

10. On the **Client Search** screen enter a First Name, Last Name, Alias, Client ID, and/or a Social Security Number and click **Search** to generate a list of clients who match the entered criteria. (1) Click **Clear** to reset the search fields. (2) (See Figure 1-45)

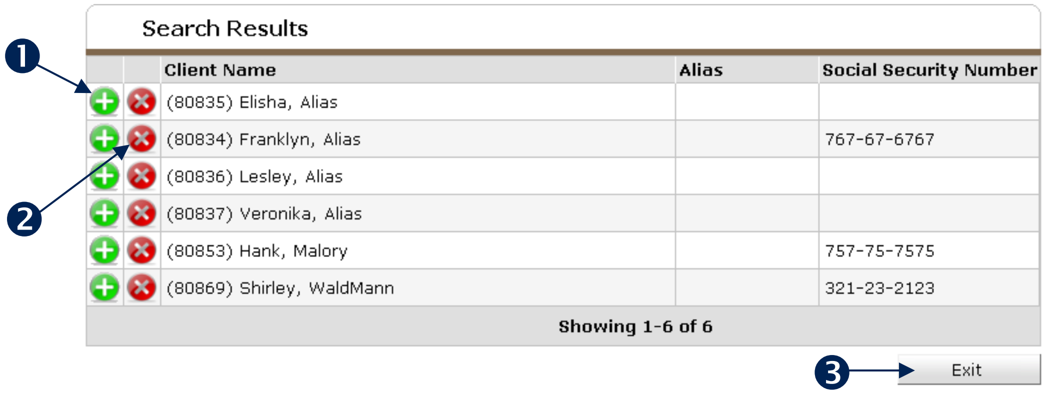

Figure 1-45

11. From the **Search Results** click the **Green Plus** icon to add the client to the list. (1) This action will return the user to the previous screen. Click the **Red X** icon to delete the client from the database. (2) Click **Exit** to return to the previous screen without selecting a client. (3) (See Figure 1-46)

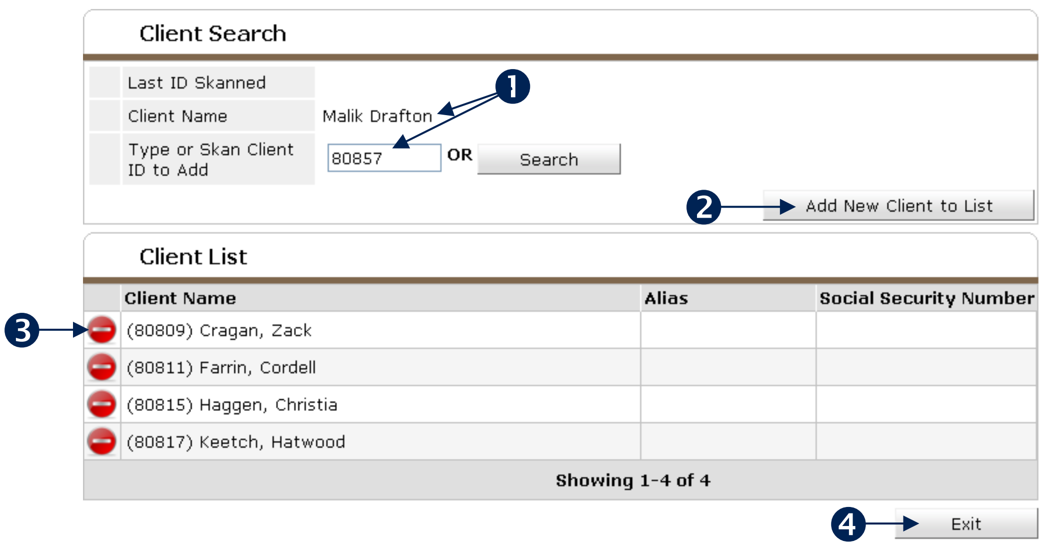

Figure 1-46

12. After a client is selected from the **Search Results**, the **Client Name** and **ID** will display. (1) Click **Add New Client to List** to enter the client in the list. (2)

13. To remove a client from the list, click the **Red Minus** icon. (3)

14. Click **Exit** to return to the **Manage List** screen. (4)

SkanPoint – Generate ID Cards

1. The next major tab in *SkanPoint* is **Add Shelter Stay**. (See Figure 1-47)

Figure 1-47

2. Click the **Generate ID Cards** tab to move into this area. The current provider's client lists will display. (See Figure 1-48)

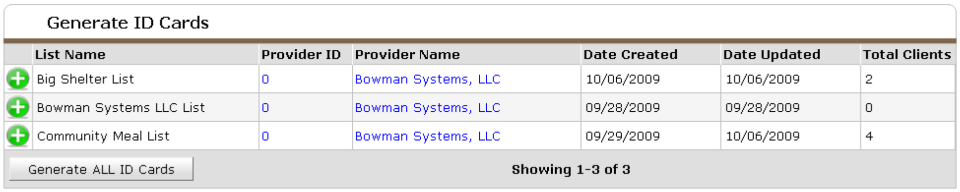

Figure 1-48

3. Click the **Green Plus** icon to print ID cards for clients in the selected list. (1)
4. Click **Generate ALL ID Cards** to print ID cards for all clinets in every list. (2)
5. When printing ID cards from a list, the **Client List** will display. (See Figure 1-49)

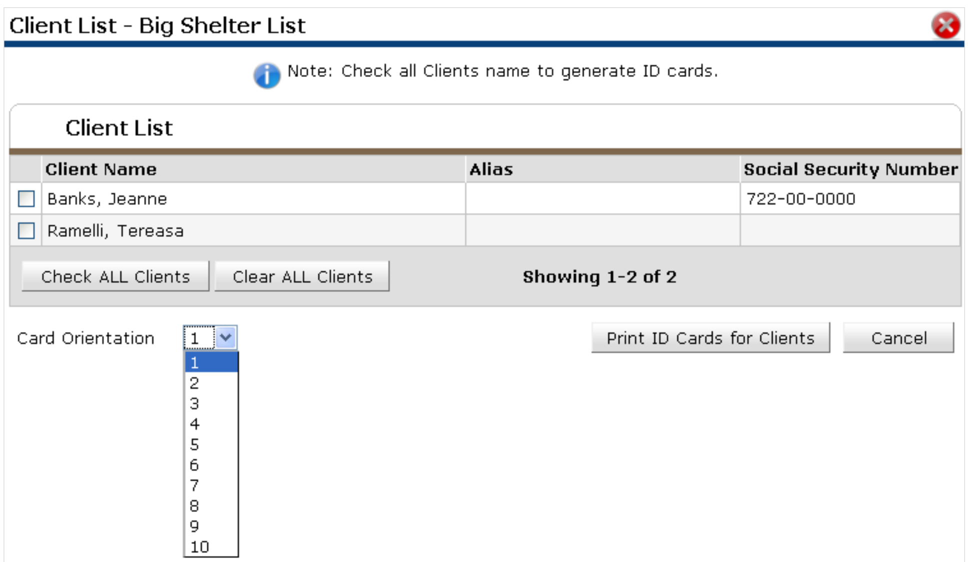

Figure 1-49

6. Check the **Check Boxes** of the clients that need an ID card. (1) Click **Check ALL Clients** to set all check boxes. (2) Click **Clear ALL Clients** to clear all check boxes. (3)
7. Click **Print ID Cards for Clients** to initiate the print. (4) Click **Cancel** to return to the previous screen without printing cards. (5)

ADDING A BARCODE SCANNER TO SERVICEPOINT

SkanPoint – Choosing the Right Barcode Scanner

- The Barcode Scanner must be able to read ITF-14 barcodes, also known as 1D or ITF-14-Interleaved 2 of 5. This is a fairly standard barcode and most barcode scanners are capable of reading multiple types of barcodes.
- Both laser and wand scanners work.
- The following are scanners that have been verified to work with SkanPoint:
  - Metrologic Voyager MS9520
  - Symbol LS1900T-1000
  - LaserChamp Mobile Barcode Scanner
  - Unitech MS 180-1UBG
  - Wasp brand scanners have been confirmed to work as well
- Many scanners are capable of “Plug and Play”, requiring no additional software. Others will require software to interact with your personal computer.
  - *ServicePoint* is not compatible with “Memory Scanners”. Additional software from the scanner vendor is necessary to facilitate data transfer in these cases.

SkanPoint – Barcode Recommendations

The following is Bowman Systems recommended combination for adding a barcode scanner to *ServicePoint*.

- Client OS
  - Any of the supported Microsoft operating systems for *ServicePoint*
- Client Browser
  - Recent versions of Chrome, Firefox, Safari or Internet Explorer
  - All supported browsers for *ServicePoint*
- Adobe Acrobat Reader version
  - 5.0 or higher
- Barcode reader
  - Symbol LS series
- Printer
  - Any Windows compatible 600 DPI or greater Laser Printer
- Paper
  - Cardstock

- Standard 10-up business-card stock
- 50 – 75 lb.
- 2-columns of 5 cards, shoulder to shoulder, centered on the sheet, (any brand)

♦ *ServicePoint's* .pdf layout fits just inside the cut-lines of "business card" size.

SkanPoint – Barcode Incompatibilities

The following is a list of substitutions *not* to make when adding a barcode scanner to *ServicePoint*.

- Client OS
  - Do not use Linux, UNIX versions or Mac OS.
- Browser
  - Do not use any browser not supported by *ServicePoint* (i.e. Netscape, Iron, Opera, SeaMonkey, etc.)
- Acrobat Reader
  - Do not use Version 4 or below.
  - Only use Adobe software.
- Barcode reader
  - No specific prohibitions
- Printer
  - Laser Printers only - other printer types lack sufficient clarity
- Paper
  - Only use smooth card stock.
  - Textured papers do not hold toner well.
  - Lightweight papers do not hold up.

SkanPoint – Printing Recommendations

- Printers must be able to print at 600 DPI or greater.
- Monochrome laser printers are recommended.
- Inkjet printers must be high quality and capable of printing at 600 DPI.
- Paper stock should be 50-75 lbs. Xerox quality paper may not produce readable cards.
- Label spacing varies based on the printer used.
- Run a test printout on the printer of choice.
  - If spacing requires adjustment, contact your customer support specialist for assistance.

Note: *Label spacing varies based on the printer used. Run a test printout on the printer of choice. If spacing requires adjustment, please contact your Customer Support Specialist for assistance.*

SkanPoint – Additional Info for Barcode Setup

- Bowman Systems has tested the Wasp Barcode Scanner with good results from setup.
  - Info on the Wasp Barcode Scanners can be found at www.waspbarcode.com/scanners.
- The barcode scanner must be wired to the computer and immediately submit scans.
- Do not use a barcode scanner designed for remote data gathering (Memory Scanners). These scanners are not compatible with *ServicePoint* at this time.
- Barcode scanners will require some setup before they can be used:
  - Set the scanner up to immediately transmit the scan as key presses followed by a carriage return.
  - The barcode scanner must be attached.
  - The OUTPUT of the barcode scanner must be set up to be sent as a string of key presses.
  - Most instruction manuals have a scan-line in the manual, so that when the barcode scanner reads it, the function is set in the barcode scanner.