

Trouble Shooting CISWINplus

Cannot connect to CISWINplus.

Check your Internet Connection first. If that is working, call support.

My desktop Icon for CISWINplus is gone.

Go to the Carelife Folder on your C Drive C:\Carelife. Find a zip folder that contains your connection Icon. Right click on it, select Extract All, browse to Desktop, click Extract. You have restored your desktop icon.

Many Anti-virus programs will remove the desktop icon. These programs need to be instructed to ignore this icon when scanning. Call Support if you need some help with this.

Don't see the records you're looking for.

Check the filters at the top of the tab you are on, Home, Client, Case, or Visit Tabs, and throughout the program where filtering is an option using drop down menus.

Be sure you have included the group of data that contains the record you are looking for. You can filter on Center, Counselor, and Open/Closed Status, date range, or include ALL records.

Missing some items of data on the live statistical report.

If the missing item has a zero value and you have selected to not show zero values, CISWINplus will not display the items. Go to: Settings/Preferences/General, check the box Show zero values on Analytics Tab.

Cannot enter ultrasound information in the visit record.

Go to: Settings/Preferences/General and check the box We offer ultrasound services. This will activate the ultrasound services feature.

Cannot add supplies in the visit record.

Go to: Settings/Preferences/General and check the box We offer Supplies. This will activate the Supplies feature.

Cannot check the box Post Abortion Support in the visit record.

Go to Settings/Preferences/General and check the box We offer Post Abortion Support. This will activate the post abortion support feature.

Cannot check the box One-on-one Abstinence Counseling box in the visit record.

Go to Settings/Preferences/General and check the box We offer One-on-one Abstinence Counseling. This will activate the One-on-one Abstinence Counseling feature.

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When I click the Print Icon nothing happens.

Adobe Reader is required for this feature. This is a free download at www.adobe.com/products/reader.

Clicking the Print Icon produces a Adobe PDF document that you can then send to your printer. If you see the PDF and cannot send to your printer, check your printer connection.

Still nothing? Contact Support

How do I change the initial visit date?

The initial visit date corresponds to the Date Opened date. You can change the Date Opened date on the Case Record where is say Opened. The date you enter must be prior to the date of the second visit.