

KeyWare



Quick Reference Guide

Version 1.0 – April 29, 2008

TribWare



TVCCA Information Systems

Getting to KeyWare...

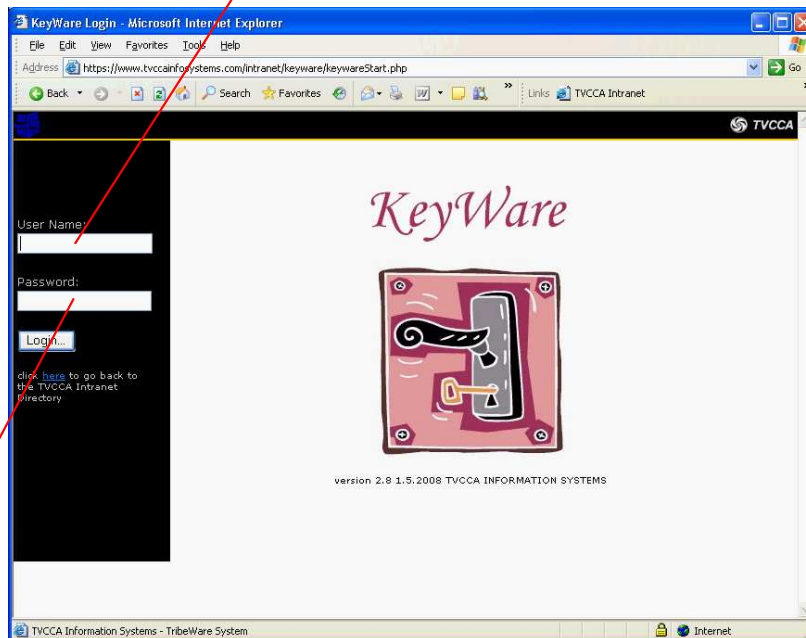
In Internet Explorer go to the following site: <http://www.tvccainfosystems.com>

Logging into KeyWare...

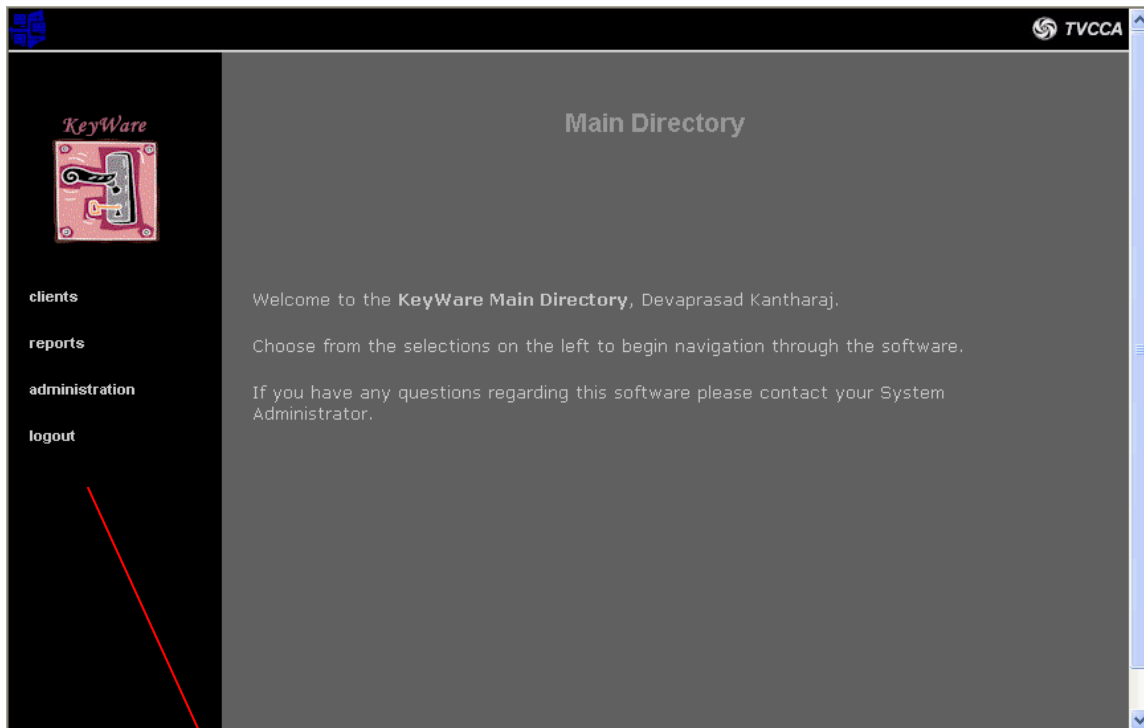
1. Enter your username in the field indicated.
2. Enter your password in the field indicated.
3. Click the **LOGIN** button.

Type your user name here

Enter your password here.



The Main Directory...



Click on these links to navigate through KeyWare

CLIENTS: opens a page to search for clients

REPORTS: opens the reports directory from where one can run reports

ADMINISTRATION: if you have security privileges as a KeyWare Administrator, use this link to setup various parts of the software for your agency

LOGOUT: use this to properly logout of KeyWare

The Client Directory

Click here to begin client intake

KeyWare

client directory

client intake

Client Directory

Click [here](#) if you would like to perform a Client Intake.

Use the form below to find a client.

find by social security number

find by last name

find by telephone number

find by case number

find by street address

FIND

Enter your search criteria in any one of the fields

Click here to begin the search

TO SEARCH FOR A CLIENT

1. Enter your search criteria in any one of the fields
2. Click the **FIND** button

TIPS for searching...

-If you are using the **social security** or **telephone number** fields, do not use any dashes, spaces, or other punctuation. For instance, if you are searching for Social Security number 012-34-5678, type in **0123425678**.

-Include the area code in the **telephone number** field. For instance, to search for (860) 999-1234, type in **8609991234**

-You can search for clients that begin with partial search criteria. For instance, to search for all clients' **last names** that begin with the letters 'Sa', type in **sa** in the last name field.

Viewing a Client...

The client's name and client ID (system identification number assigned by the software)

Universal note area – can be viewed by all staff in all TribWare modules

Click on these links to navigate through the client screens

General Data:			
First Name:	Devaprasad	Social Security:	899-99-1111
Last Name:	Kantharaj	Birthdate:	March 31, 1970
Address Line 1:	20 Blissville Road	Case Managed:	active
Address Line 2:	3rd Floor	Case Manager:	L. Carezza
Town:	Norwich	Intake Date:	September 5, 2001
Phone Number:	(860) 889-1364		

Assessment:			
Assessment Date:	April 23, 2008	Score:	7.00

Note:
Client cannot climb stairs, make appts. for first floor.

- client view
- client services
- client case notes
- client goals
- client documents
- household view
- client directory

LINKS...

CLIENT VIEW: the current page which you are viewing

CLIENT SERVICES: opens a screen where all services/interventions for the client are listed and new ones can be added

CLIENT CASE NOTES: opens a screen to view and enter case notes for the client

CLIENT GOALS: opens a screen to view and enter client goals including goal templates

CLIENT DOCUMENTS: add, view, and print various forms and documents for the client

HOUSEHOLD VIEW: view and edit the household and household members including client income and other demographic information

CLIENT DIRECTORY: return to the Client Directory

The Household Information Screen...

General household information

The screenshot shows the KeyWare software interface. The top navigation bar includes 'TribelWare', 'Universal', 'System', and 'client menu'. The client name is 'CLIENT: Devaprasad Kantharaj (#30)'. The main title is 'Household View (household #30)'. On the left is a sidebar with navigation links: 'household view' (highlighted), 'household services', 'assessments', 'eligibility', 'snapshots', and 'client view'. The main content area is divided into two sections: 'General Information:' and 'Household Members:'. The 'General Information:' section includes fields for Address Line 1, Address Line 2, Town, Phone Number, Family Type (CSBG), Housing Type, and Annual Income. The 'Household Members:' section is a table with columns for Name, SS, Birthdate, and Income.

Name	SS	Birthdate	Income
Kantharaj, Brianna	999111100	09/08/02	\$3663.18
Kantharaj, Devaprasad	899991111	03/31/70	\$9279.00
Kantharaj, Kimberly	899991112	01/13/71	\$1440.00

Click on a household member to edit their information like their income or demographics

Click on these links to navigate through the household screens

LINKS...

HOUSEHOLD VIEW: the current page which you are viewing

HOUSEHOLD SERVICES: opens a screen where all services/interventions for the household (all household members) are listed

ASSESSMENTS: opens a screen to add, view, and print pre-assessments and full-assessments

CLIENT GOALS: opens a screen to view and enter client goals including goal templates

ELIGIBILITY: if enabled for your agency, will list programs for which the household is eligible

SNAPSHOTS: add or view household snapshot information

CLIENT VIEW: return to view the main client screen

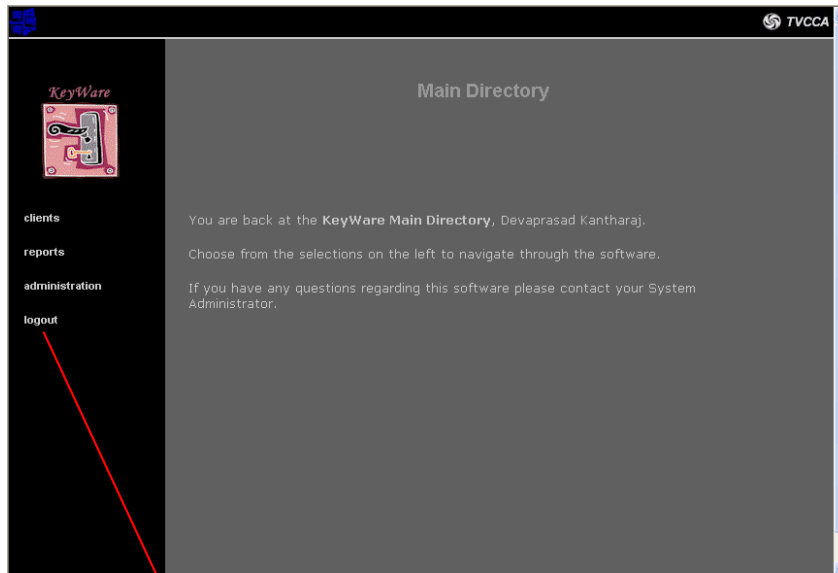
Logging Out...

1. From **anywhere** in the software except during client intake, find the KeyWare logo on the upper-left portion of your screen and click on it to bring you back to the Main Directory



Click on this logo to bring you back to the Main Directory

2. Click on **LOGOUT** to properly logout of KeyWare.



Click here to **properly** logout of KeyWare

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