FOOTHOLD TECHNOLOGY

MedSupport Emergency Access

AWARDS Instruction Sheet

For agencies utilizing the optional MedSupport functionality in AWARDS, everyday access to the MedSupport interface is integrated into AWARDS using a single sign-on. In the event that AWARDS is offline for any reason (for example, during planned downtimes scheduled for the release of new AWARDS features), MedSupport can be accessed directly using an **Emergency Access** feature. This document walks you through the emergency access process.

★ *Important! For best results we recommend logging in through AWARDS whenever possible. Logging into MedSupport from outside of AWARDS as detailed in this document results in a delayed sync of new medical info between the two systems.*

☀ *Tip: In order to take advantage of the MedSupport Emergency Access feature you must:*
   a) Have an accurate work email address in MedSupport. If you have one in AWARDS you're all set - it will be synced for you.
   b) Have an active AWARDS login as of today. (MedSupport access is automatically removed for terminated employees.)
   *b) Know your **MedSupport login**, which is your AWARDS username "@" your AWARDS URL. For example:*
      meghan@demodb.footholdtechnology.com.
      *This info is also available in MedSupport under **Back Office > Company > Users**.*

To access MedSupport from outside of AWARDS using the Emergency Access feature, complete the following steps:

1. In your web browser, navigate to the MedSupport login page in one of the following ways:

    ● Enter the URL **https://www.carasolva.net/CMS/masters/userlogin.aspx**

    ● Go to **carasolva.com** and from the upper-right corner of the page select **Customers > MedSupport Login**
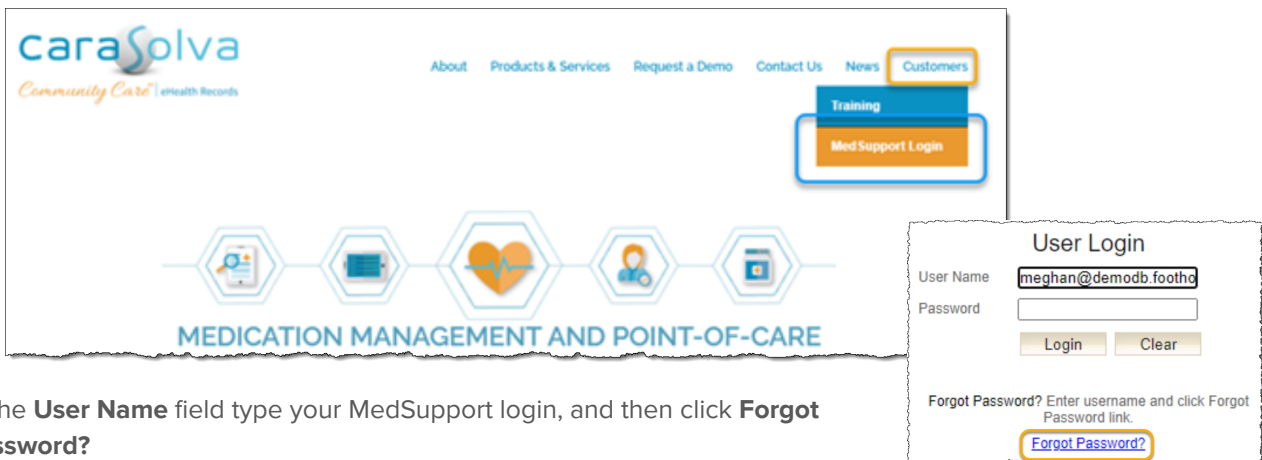

2. In the **User Name** field type your MedSupport login, and then click **Forgot Password?**

   ☀ *Tip: Your login is your AWARDS username "@" your AWARDS URL; for ex: meghan@demodb.footholdtechnology.com.*

3. A "temporary password" email is sent to the work email address on file for you in AWARDS and MedSupport. Open your email and look for the message **CaraSolva, MedSupport Password Reset Request**.

   ☀ *Tip: Don't see the email? Be sure to check your junk mail or spam folder.*

4. From the password reset request email, copy the temporary password found in red:
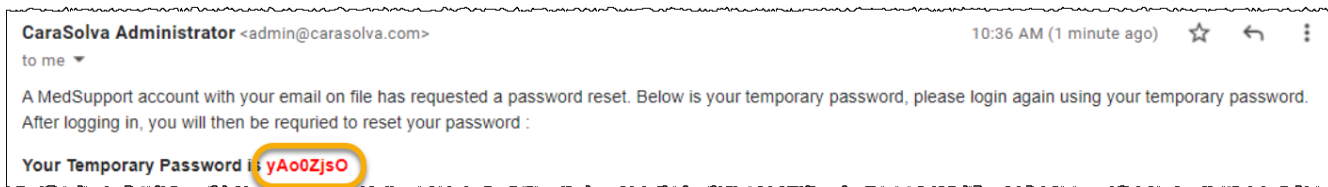
5. Return to the MedSupport login page. Paste the temporary password into the login box, and then click **Login**.

6. You are now prompted to change your password. In the **Old Password** field, re-enter the temporary password. Next, enter a new password in both the **New** and **Confirm Password** fields using the rules detailed in red.

7. Click **Save** to continue into the MedSupport system and complete your work as usual. Any information you enter directly into MedSupport will be saved and will be synced the next time you login to AWARDS.

The emergency access process is now complete!

★ *Important!* *The "new password" you created is your password into MedSupport for TODAY only. It does not affect your AWARDS login and cannot be used to directly access MedSupport after today. In the event that you need emergency access again in the future, please repeat the above process.*