



# Setting Up MedSupport in AWARDS

Quick Start Guide for **AWARDS Administrators**

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## Overview

The MedSupport feature is used to enter and update consumer medical information, including medications, medication administration, vital signs, scheduled medical events/tasks, and more. Agencies using the MedSupport feature (provided and supported by CaraSolva) can link to the system using a single sign-on through AWARDS, sync data between the systems, and maintain which staff and programs should be available in MedSupport.

This document is designed to walk **AWARDS administrators** through the basic setup tasks required to integrate MedSupport and AWARDS.

[Step 1: Setting Up Permissions](#)

[Step 2: Authenticating Your MedSupport Login](#)

[Step 3: Adding Your Pilot Locations](#)

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## Step 1: Setting Up Permissions

Access to MedSupport within AWARDS can be assigned to individual staff members who already have AWARDS logins. To assign staff members access to MedSupport, complete the following steps from within AWARDS:

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★ **Important!** *Be sure to complete this process for yourself first! The remaining steps in the setup process cannot be completed until you have MedSupport access.*

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1. Click **System Setup > Permissions Maintenance**, and select the staff member to be given access to MedSupport.

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☀ **Tip:** For detailed info on using the permission maintenance feature, see [Maintaining User Permissions](#) in Online Help.

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2. Make changes or additions to the user's permissions as follows:

- **Program Chart Access** - Confirm that the user has chart access to any programs they will be working with in MedSupport. Programs assigned in AWARDS are honored in MedSupport unless explicitly removed there.
- **Data Entry/Access** - Assign the user the "MedSupport Data Entry" permission and confirm that they also have the "Display Chart Records Medical Button" permission.

3. Click **UPDATE PERMISSIONS** to save your changes.

The process of setting up a user's permission is complete. Upon the user's next login into AWARDS, the **MedSupport** feature will be available to them on the Medical fly-out menu. In addition, if the user has a work [email address entered in AWARDS](#) they will be able to access MedSupport outside of AWARDS in emergency situations.

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🔗 **Note:** To remove access at a later date, de-select "MedSupport Data Entry" in the user's permissions. Keep in mind that terminating a user also removes permission as of the end of the day of termination. Removing the permission is immediate.

## Step 2: Authenticating Your MedSupport Login

To authenticate your MedSupport login, as well as to access the system on an ongoing basis, complete the following steps from within AWARDS:

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★ **Important! Do not skip this step!** Initial authentication of your MedSupport login is required in order to complete step 3 of the setup process.

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1. Click **Medical > MedSupport**. (If this is your first time accessing the system unique sign-on credentials are created behind the scenes and are automatically sent to MedSupport.) The MedSupport system now opens in a new browser window and a dialog box is displayed within AWARDS containing a **Sync** button.
2. Begin working with consumer records in MedSupport.
3. When your work in MedSupport is complete, close the MedSupport browser window. Then within AWARDS, click the **Sync** button and the records entered in MedSupport will be pulled into AWARDS based on set syncing rules.

The process of authenticating your MedSupport login and accessing the MedSupport system is now complete.

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 **Note:** Accessing MedSupport is captured in the AWARDS Audit Trail ReportBuilder.

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## Step 3: Adding Your Pilot Locations

When working with MedSupport, individual programs can be added as needed. To add a program into the MedSupport system, complete the steps outlined under [Adding/Editing Programs](#) in AWARDS Online Help. That procedure details how to access the **System Setup > Agency Program Information > Add/Edit Entire Program** feature. There, complete the following updates:

- Click the **Address/Contact Information** tab and confirm the program has a valid address entered. Enter or update information on this page, as needed.
- Click on the **Optional Settings** tab, click the **List as a MedSupport Location** checkbox, and then **Save** to apply the change.

Once a program is designated as a MedSupport location, the program's current roster of consumers automatically syncs as well, and all consumers in the program are accessible to work with in MedSupport.

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 **Note:** Consumer information is also automatically synced/updated within MedSupport when new program admissions and discharges are processed for this program in AWARDS.

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And that's it! Your MedSupport setup is now complete :)

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 **Tip:** For additional information on MedSupport in AWARDS, please reference these additional resources:

- [Using MedSupport in AWARDS](#) - A quick start guide for agency staff that includes details on data syncing rules
  - [MedSupport Emergency Access Guide](#) - Instructions for how to access MedSupport if AWARDS is unavailable
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