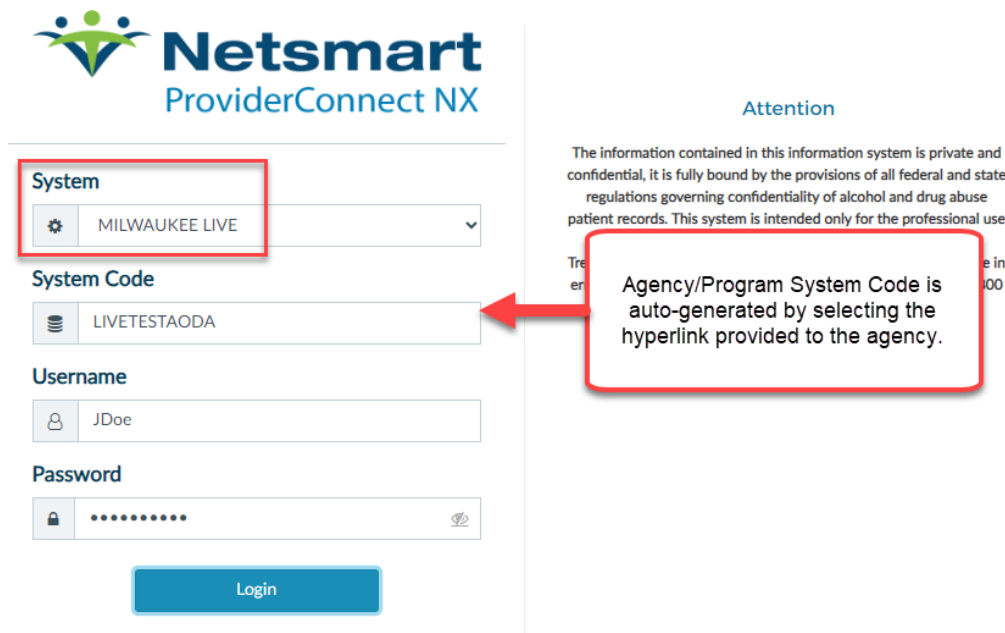



## ProviderConnect NX (PCNX) go-live Tips

- Log into the PCNX LIVE environment using the unique hyperlink (URL) provided by BHS CARS Service Program managers.
- Verify that you are in the Milwaukee LIVE System.
  - The unique System Code for your agency/program automatically generates when selecting the hyperlink.
  - If you had *only* a Provider Connect legacy account (never had an Avatar account) the temporary password is your user name. If you had/have an Avatar account, the password will be the same password you use/d for Avatar. If you need assistance logging-in, including password resets, call the Helpdesk for support at: **855-400-0797**.



 **Netsmart**  
ProviderConnect NX

**System**

MILWAUKEE LIVE

**System Code**

LIVETESTAODA

**Username**

JDoe

**Password**


.....

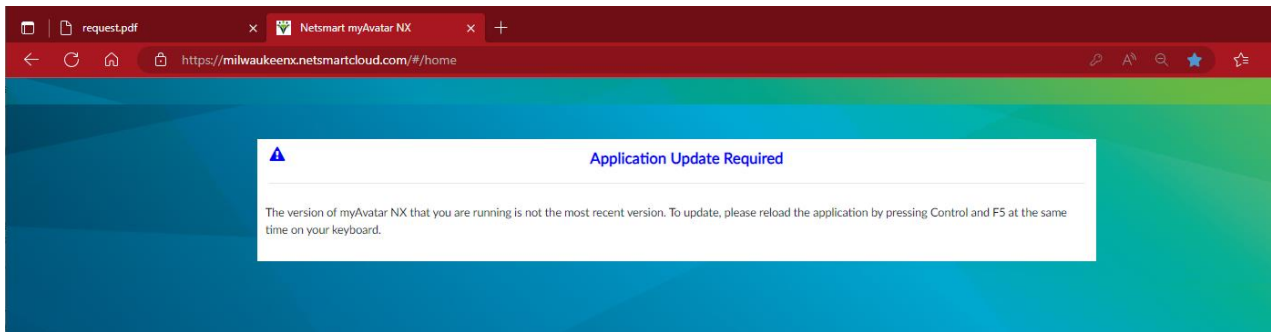
Login

**Attention**

The information contained in this information system is private and confidential, it is fully bound by the provisions of all federal and state regulations governing confidentiality of alcohol and drug abuse patient records. This system is intended only for the professional use

Agency/Program System Code is auto-generated by selecting the hyperlink provided to the agency.

- It's best practice to restart your computer nightly to take advantage of Netsmart updates to the system. Clearing your browser data (cache) before restarting often results in better system performance. Clearing browser data is done in system 'Settings' for most internet browsers. In your browser settings, search for 'Clear Browsing Data' and delete Temporary Internet Files and/or Cached images and files. Other browsing data can be cleared at your discretion.
- It's expected to see the message below (on an ongoing basis) when you launch the NX application. Follow the prompt (press Control and F5) to update the application. Laptop users may need to press CTRL FN and F5 to reload the application. Or, click the refresh icon  at the top of the screen.



- Use these additional resources for help during and after go-live.

