

ACCESSING MatrixCare

This procedure covers installing the MatrixCare client on your local computer. This procedure can be used both on your work and privately owned computers. **This procedure should not be run from a browser launched via the Citrix application gateway.**

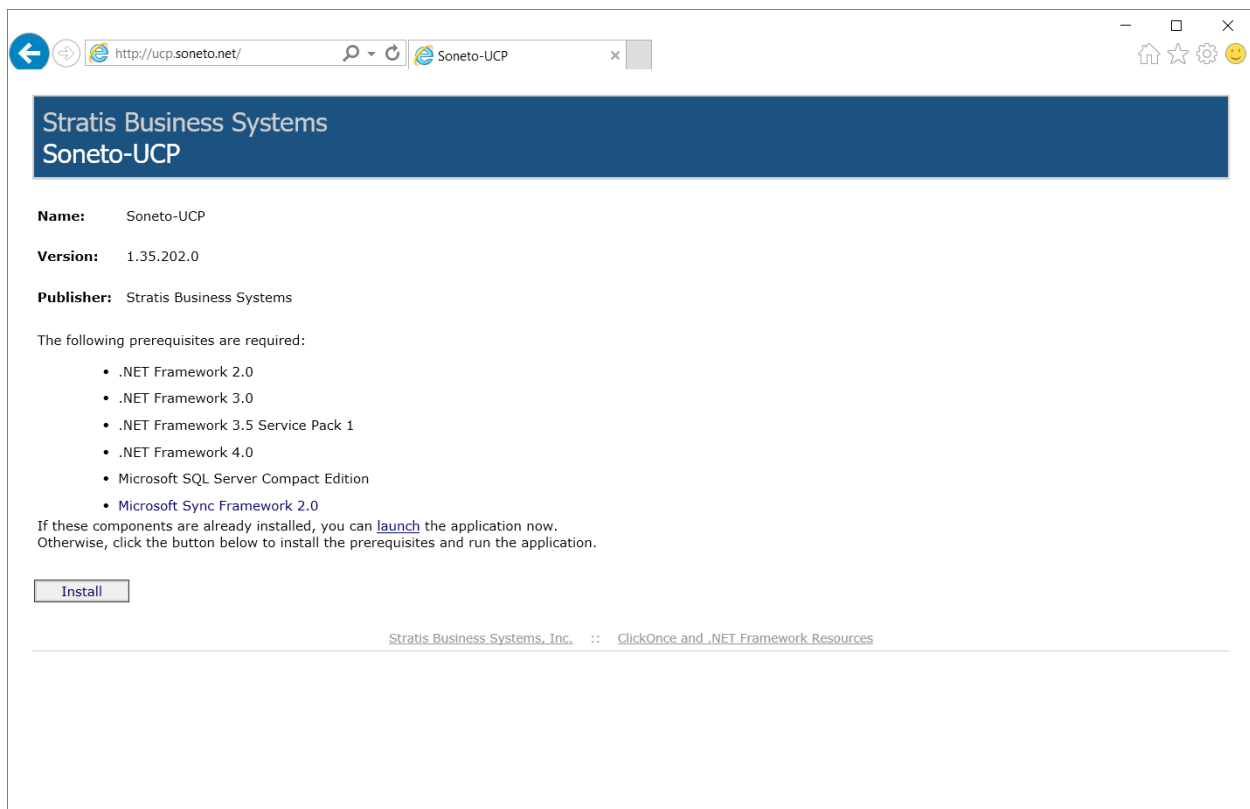
NOTE MatrixCare is only supported for PC installations. You cannot install MatrixCare on an Apple Mac computer.

Installing Matrixcare Client

Open your browser and navigate to Matrixcare installation page.

<http://ucp.soneto.net>

Click the Install button.



Depending on which browser you are using, the next step is to launch the installation.

On Internet Explorer

Click Run from the gold bar that appears at the bottom of the Internet Explorer window.



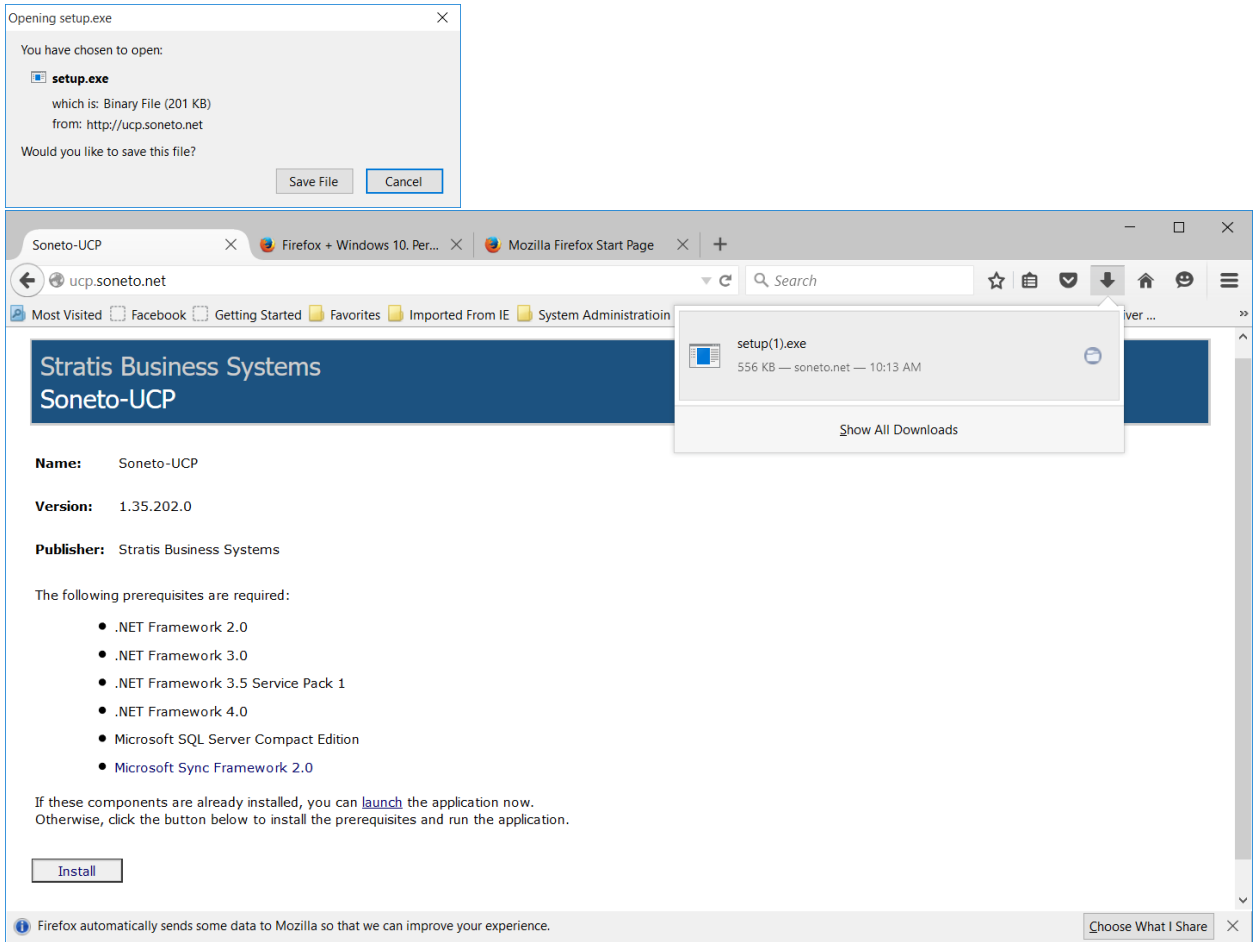
On Google Chrome

Click the setup button from the downloads bar



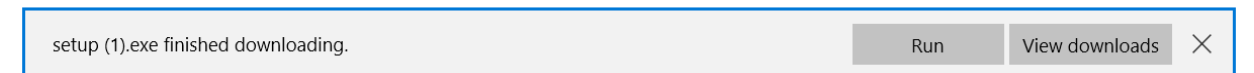
On Mozilla Firefox

Click the Save File button, then click the setup button from the downloads drop-down bar

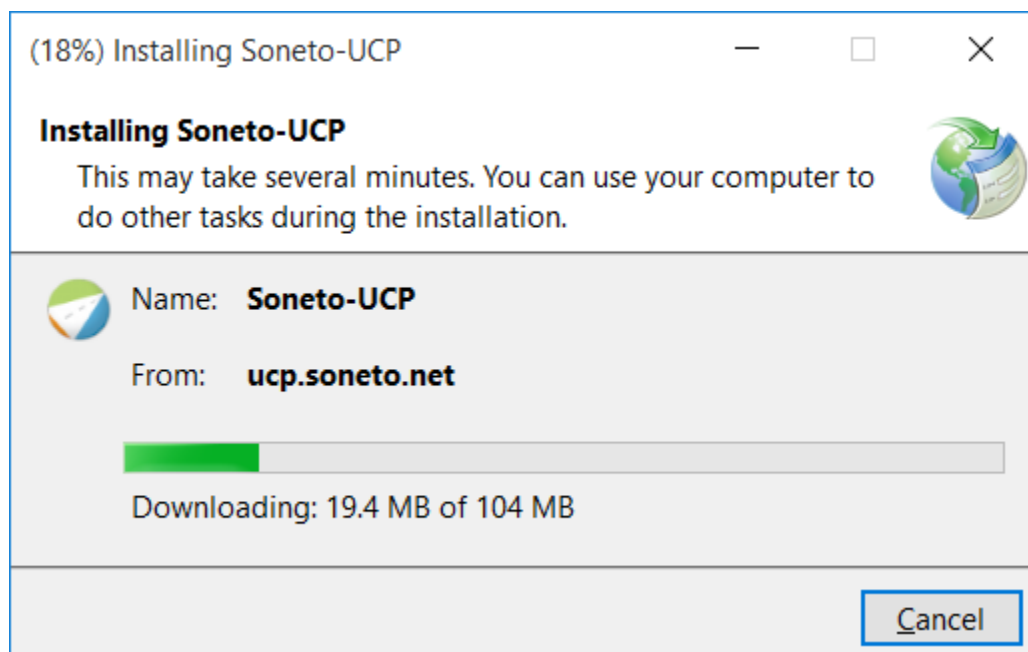
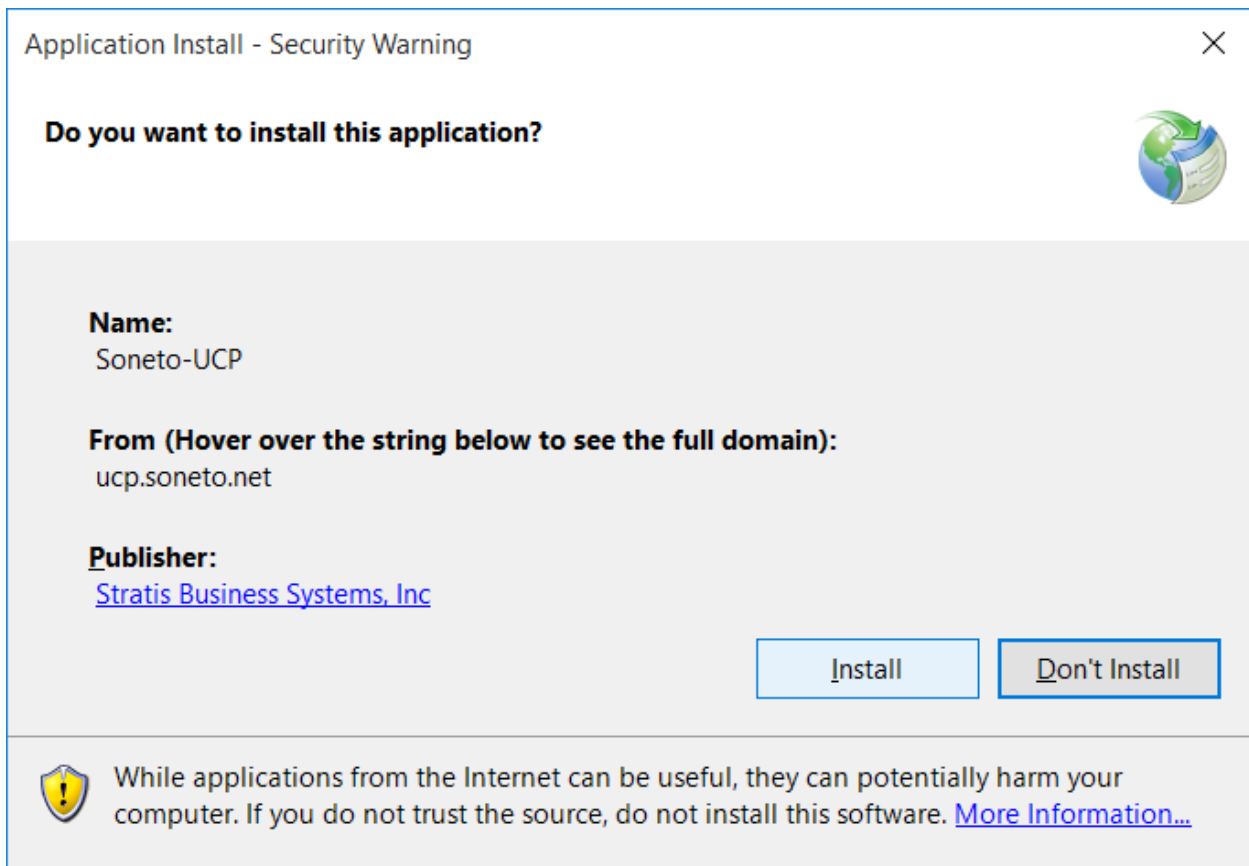


On Microsoft Edge

Click the Run button from the downloads bar

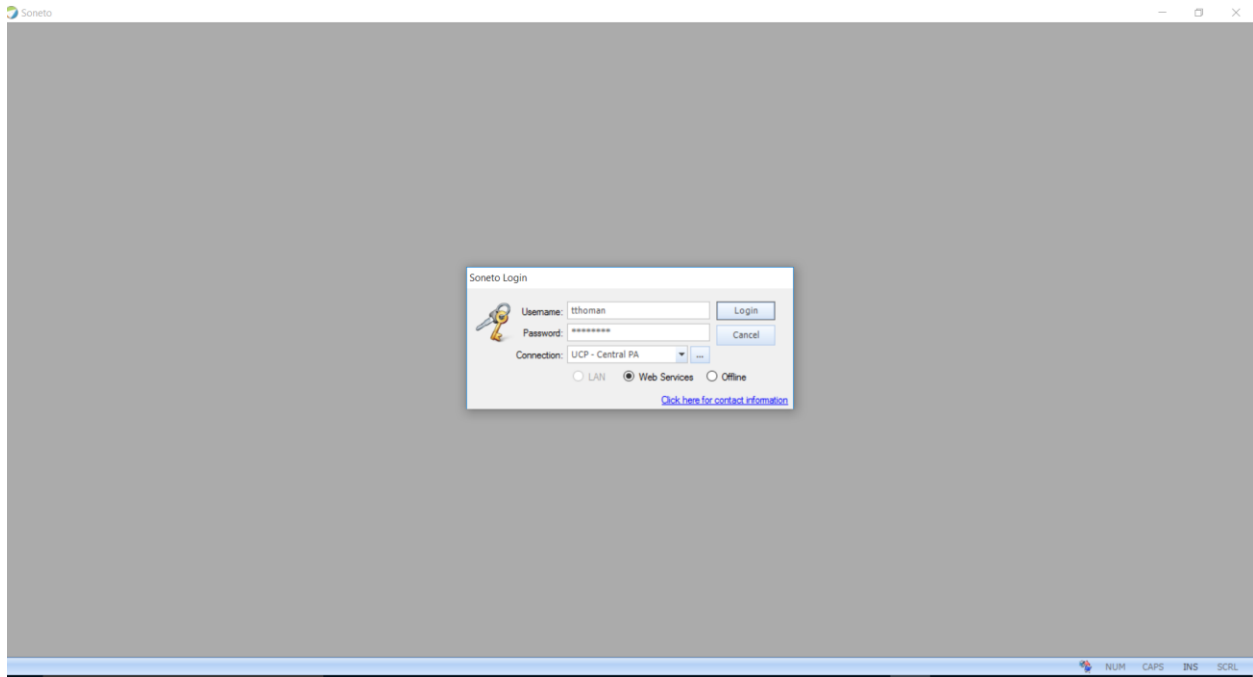


Install the MatrixCare client



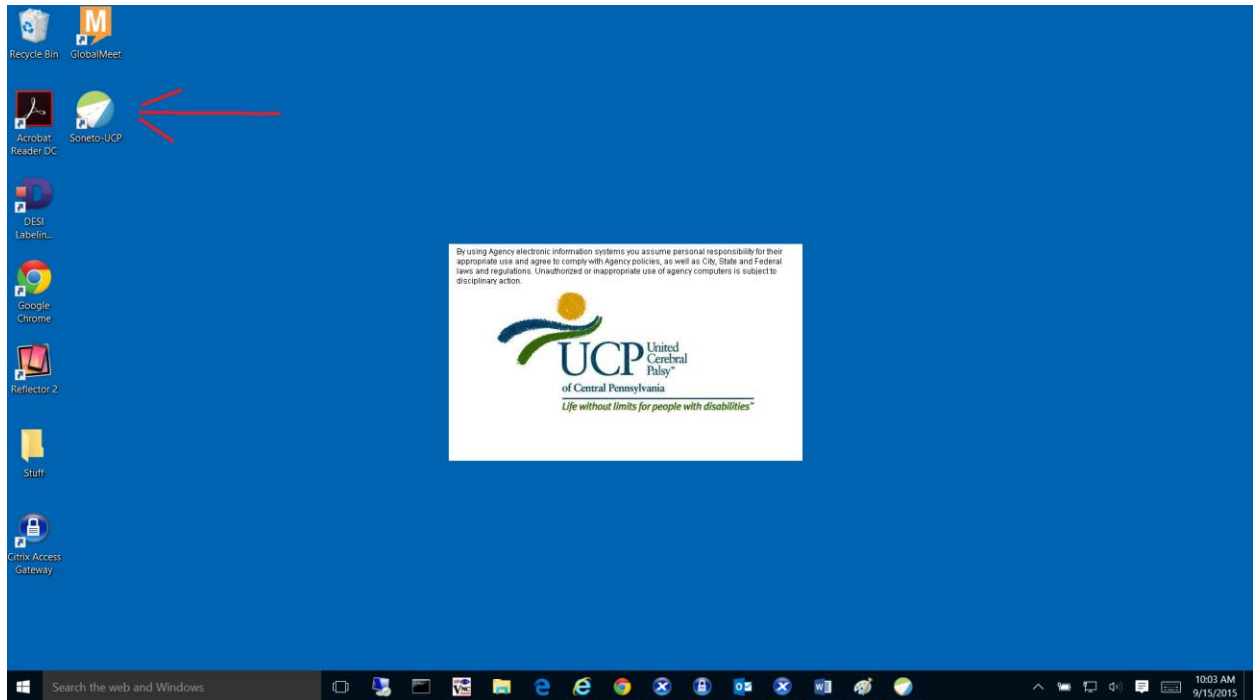
When the installation is complete, MatrixCare will open to the logon page.

Enter your user credentials and click the Login button. **Refer to the section below regarding password policy in MatrixCare.**



Launching MatrixCare Client

Once the Matrixcare client is installed on your computer, you can launch it from the desktop icon



MatrixCare Password Policy

MatrixCare Usernames and Passwords are separate from and must be managed independently of your UCP network logon account.

DO NOT SHARE YOUR MatrixCare USER ACCOUNT INFORMATION!!!! MatrixCare contains HIPAA protected consumer information. All staff who need access to MatrixCare must be issued their own username and password. Changes made in MatrixCare are tracked by user account. You are responsible for the safekeeping of protected consumer information. Use of MatrixCare is subject to all applicable agency policies.

Usernames and NOT case sensitive, but password are case sensitive

Passwords must adhere to the following complexity rules:

A minimum of 7 characters in length

Contain at least 3 of the 4 character types:

- lower case letters
- UPPER CASE LETTERS
- Numbers: (0,1,2,3,4,5,6,7,8,9)
- Special characters: (\$,%,&,@,!,?...

Passwords must be changed every 120 days

Your account will be locked after 5 unsuccessful login attempts. If your account is locked out, you will need assistance to get it unlocked by using one of the following methods:

- 1) Contact a UCP Matrixcare system administrator. Cindy Young, Ryan Moskalczak, or Terry Thoman.
- 2) Contact MatrixCare tech support. Mon-Fri 9:00am – 5:00pm
 - a. Phone: 561-447-7111
 - b. Email: support@stratisinc.com