

Encompass TIPS

1. To avoid losing data or getting dropped use BACK button in Encompass, not the browser's back or forward buttons.
2. Encompass automatically logs users off after 59 minutes of inactivity. To avoid losing data, save your work before you are logged off.
3. Click links only one time, if the flag in the far upper right is waving, wait. If not, click again.
4. If you enter a 2 digit day, month and year, for example 010108 for 1/1/08, Encompass will auto- enter slashes (/).
5. If you need to find a consumer's record but you're not sure how to spell the consumer's name, enter only the first few letters of the first and last name, for example, Ja Smi for Jane Smith. After entering the search criteria click the **SEARCH** button. All found records will be listed; select the consumer you were looking for from the list.
6. You can have multiple Internet Explorer windows open simultaneously; click the blue "e" to the right of the "Start" menu on the far lower left of your monitor/display.
7. To save a record, press both Alt and S (same as clicking the Save button)
8. F11 key will resize the screen
9. Use Tab key to move to next field
10. Press both Shift and Tab keys to go to previous field
11. Use Tab key to move to next menu option
12. In fields with a drop down value list, type the first letter of the value you want to enter (for example L for Livingston), keep pressing the first letter (letter L in this case) until the value you need appears, press tab to enter and move to next field
13. Use the **+ myPage** icon to create a menu that has the links you use most often, then make it your **Home** page. Click on the yellow **+ myPage** icon to the right of one or more links, then click the **My Preferences** button toward the bottom of the main menu. From the drop down list under My Home Menu, select "My Page", then click **Save**.
14. Fields with radio buttons (circles) allow only one selection, for example, Gender. Use space bar to select a button, use right or left arrow keys to change the button selected.
15. Fields with check boxes (squares) allow multiple selections, for example, Axis IV.
16. **lookup** Use the Lookup button to select and enter a value from a list (Staff, Consumers, etc.)
17. To select all text in a field, press both Ctrl and A.
18. To select current line of text after the cursor, press both SHIFT and End
19. To copy text, press both Ctrl and C
20. To cut text, press both Ctrl and X
21. To paste text, press both Ctrl and V
22. To undue last change(s) press both Ctrl and Z
23. To minimize all open applications simultaneously press the Windows button and M.
24. You don't have to use a colon in time fields, if the end time is 9:00 just enter 9 or 900.
25. Click **Spell Check** to spell check text fields. Words that are not recognized will be displayed under "Unknown Word". Suggested corrections are listed under "Suggestions". To ignore an unknown word, click on Ignore Word. To correct an unknown word, select the correct suggested word and click on Replace Word. If there is a word or approved abbreviation that is repeatedly labeled an unknown word, you can request that it be added to the dictionary by clicking on Learn Word. A staff member will review the words on the "Learn" list and determine whether or not each will be added.
26. When the "messages" link flashes, click this link to see your message(s).