**Browser Extension FAQs**

**Q:** *Is it truly necessary to have two-factor authentication to use the browser extension? Why is this mandatory?*

**A:** For security reason, yes. When dealing with PHI, we take HIPAA very seriously. This is to protect the patient’s PHI and those individuals that work so diligently with these patients.

**Q:** *I don’t see a blue button with a white “S” in it anywhere on my Chrome browser. Where can I find that button?*

**A:** If it isn’t already pinned, you’ll navigate to the top of the Chrome browser, click on the jigsaw puzzle piece, and you can find it under there. To make it easier, you can hit the little pushpin icon next to the button, and it will pin it so you can directly click the button, whenever necessary.

**Q:** *I was previously able to scrub assessments using the Simple Browser Extension. Now, when I click on the scrubbing button again, it just spins endlessly, and doesn’t seem to work. Why is that happening?*

**A:** Most likely, your session has expired, and you’ll need to sign back into the browser extension. Sessions last for 30 days before needing to sign in again. You can confirm this by navigating to PCC, clicking on the blue circle with the white “S”, and seeing if it gives you the option to sign in or not. If the browser extension does not have an authenticated session, you will see a message of, 'You are not logged into simple.'. When you have an authenticated session you will see the message, 'You are logged in and ready to go!' when you click the extension icon. After confirming that you are logged into the extension, attempt to reanalyze the assessment. If the spinning issue persists, please reach out SimpleLTC's support team.

**Q:** *I scrubbed an assessment, got a few red flags, and changed the information on that patient’s assessment. When I click on the Simple button again, or on the “Rescrub” button, is it going to generate a new report?*

**A:** After you have scrubbed an assessment, you’ll need to hit the "rescrub" button in the popup window to get a fresh analysis report. When you click the rescrub button it removes the old analysis report and generates a new report. You will need to make changes to the assessment to get a different analysis result from our scrubber process.

**Q:** *I don’t have the Browser Extension installed. I’m on Chrome, and I see the jigsaw puzzle piece, but I don’t see any blue buttons, or the word Simple anywhere on that jigsaw puzzle piece. Can you help me find what’s wrong?*

**A:** First, try a reboot. The way the Browser Extension is often deployed is using something called Registry Keys, which affect the computer on the back end. For these Registry Keys to take effect, your computer may need a reboot. This is to ensure that any policies that are put into place by your IT team are pulled into your computer at start-up. If you’ve rebooted, and you still don’t have any luck, reach out to your IT team directly. Let them know you’ve tried a reboot, and that didn’t seem to fix the issue. Lastly, if the issue persists, reach out to SimpleLTC’s Support Team for further assistance. Be as detailed as possible about what you and your IT team have already done for troubleshooting steps.

**Q:** *How will I know if my version is outdated? Will there be an email or something alerting me of changes when they happen?*

**A:** Typically speaking, if you are behind by simply a version or two, your Browser Extension should still function as intended, if you are signed in, and able to utilize SimpleLTC. With that in mind, most changes occur towards the weekend, which means that when you come back into work on Monday and boot up your computer, it should check for any updates to the Browser Extension and apply them on startup. If you don’t regularly restart your computer and are unsure if you should be at a different version or not, go ahead and restart your PC. You should also consider shutting down your computer over the weekend, so both you and your computer can have a much-needed break on Saturday and Sunday.