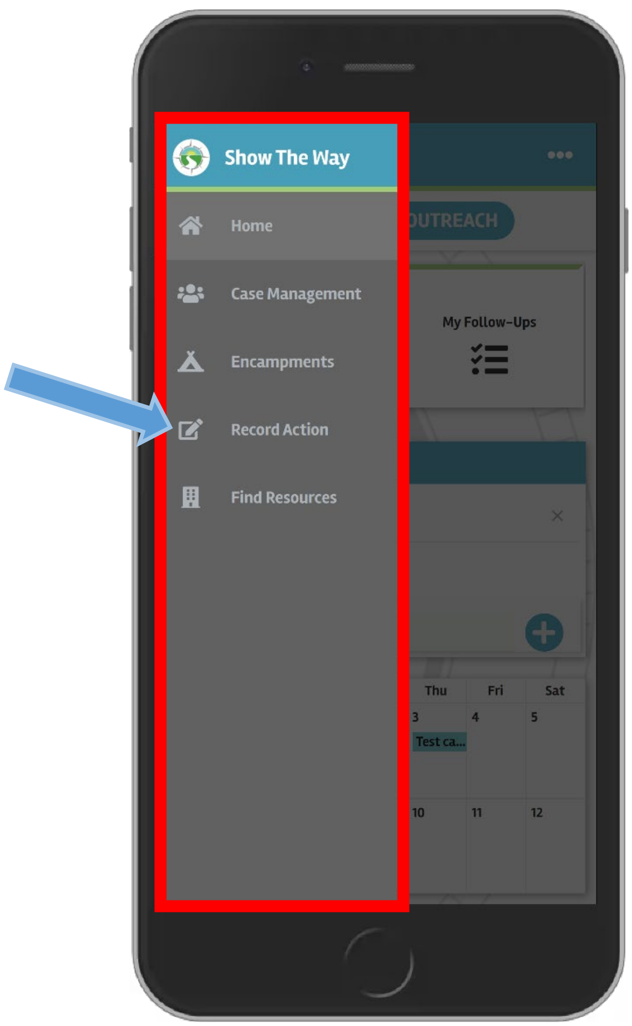
Show The Way Quick Start Guide

This guide is specifically tailored to the data collection strategy for the LDF Summer 2021 Survey.

For Support: helpdesk@simtechsolutions.com or 781-821-0359
Download the app from Google Play or the Apple App store.
To access online: https://showtheway.org/
For more information and support: https://showtheway.info/

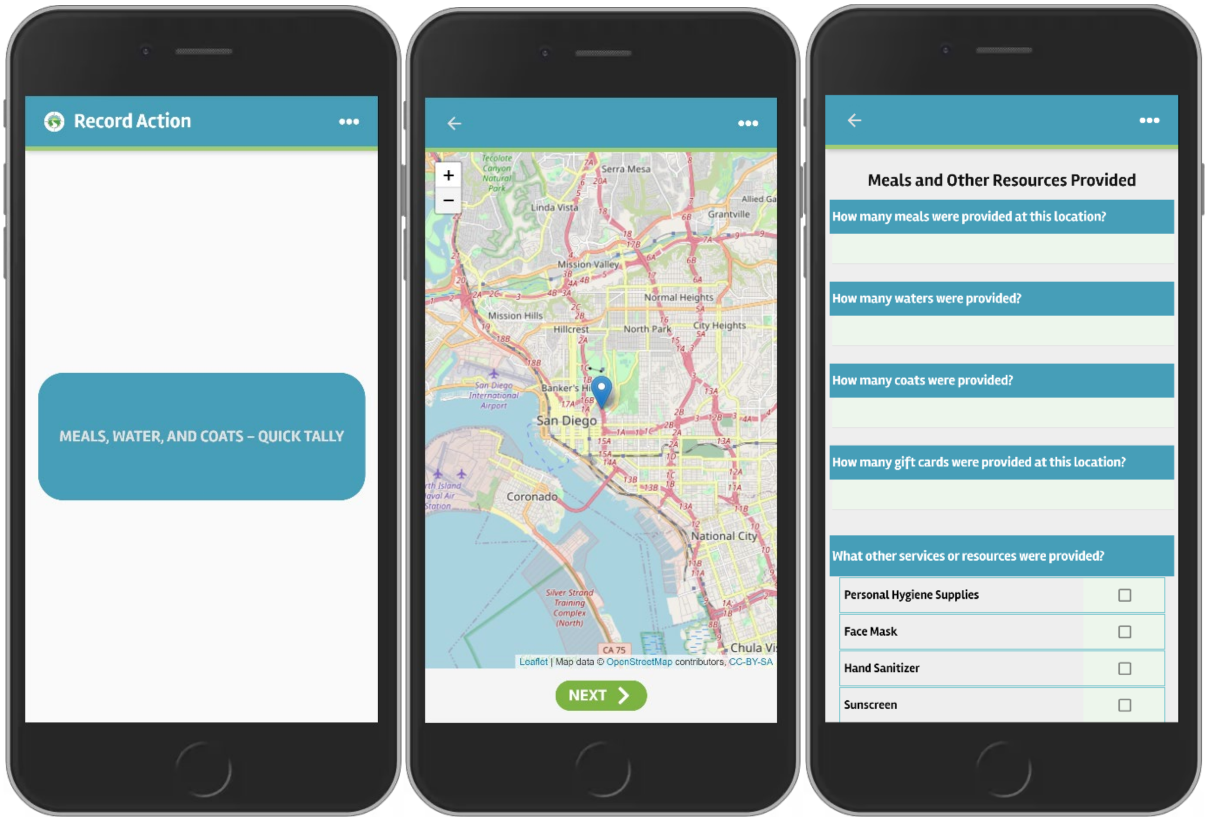
Login to *Show The Way* using your email address and password (use the **Forgot Password** link if this is your first time logging in to any Simtech products). Accounts must be authorized by your local Administrator.

After logging in and making sure you are connected with the **CA-San Diego-Outreach** Campaign, **swipe from the left** or click on the **Show The Way icon** in the top left to bring out the left navigation menu:



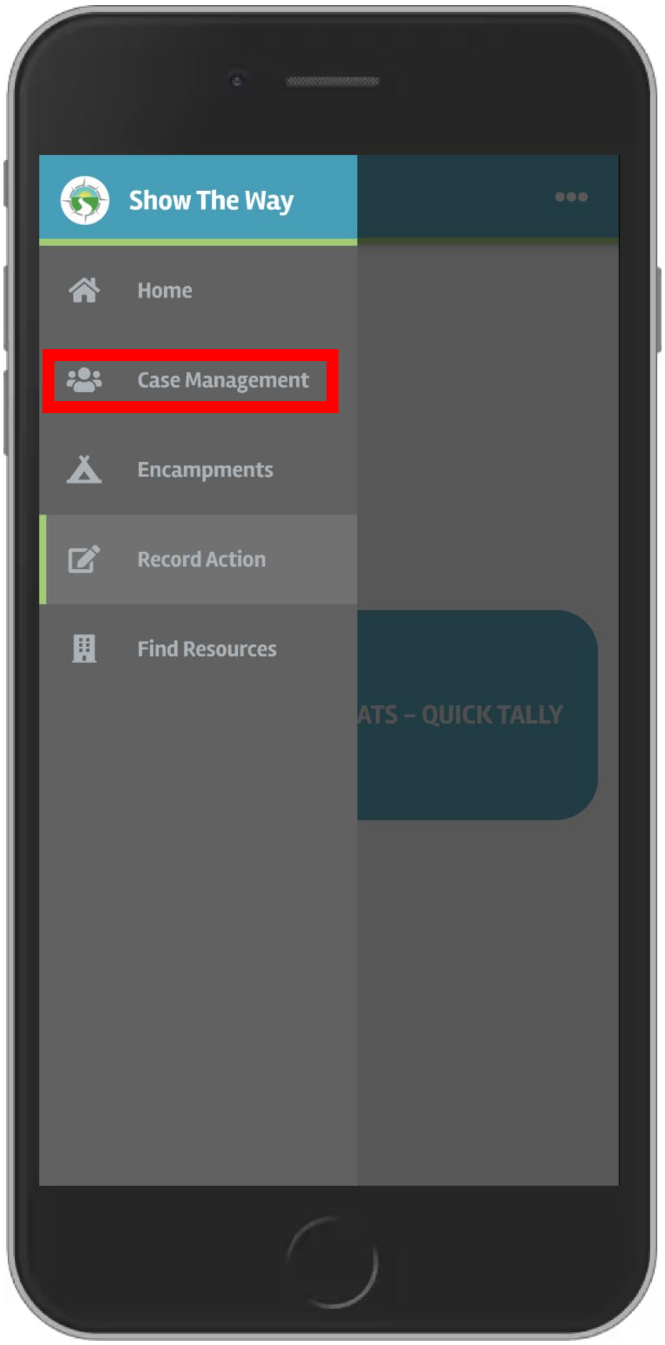
SimtechSolutions,inc.

Use the **Record Action** option to log the **Meals, Water, and Coats Quick Tally**:

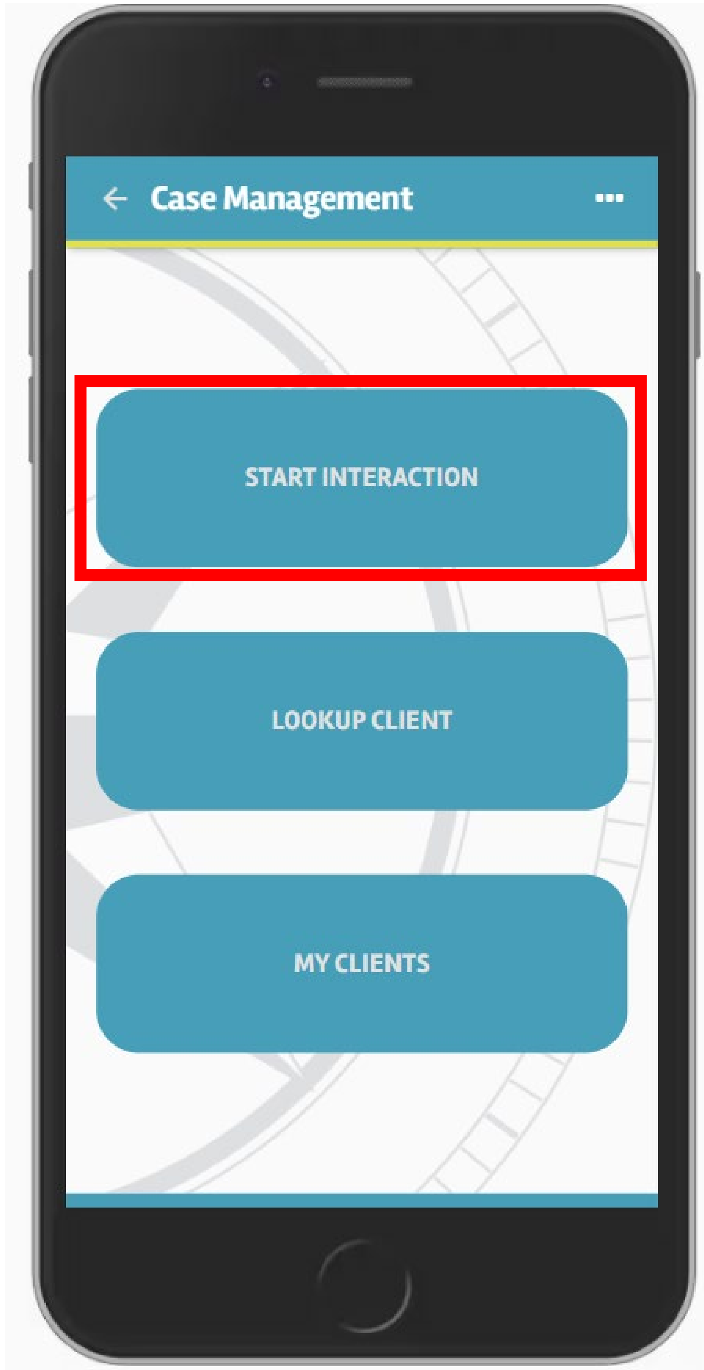


Click the survey button, confirm your location, and enter the information for submission.

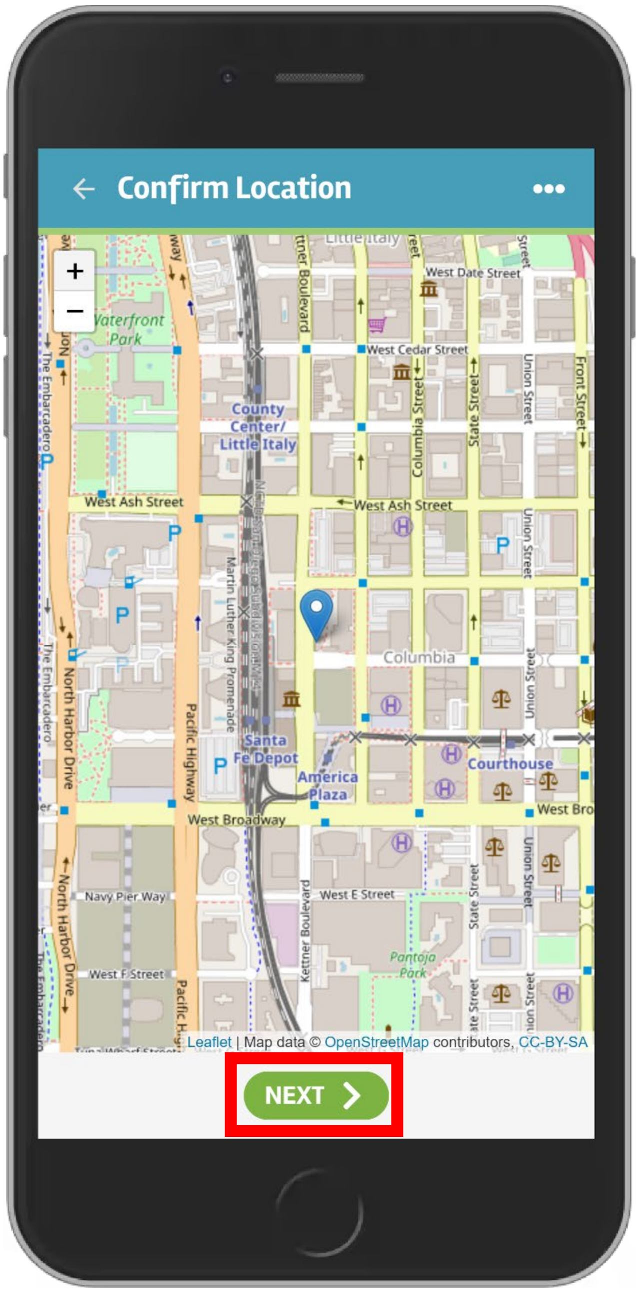
Then, **swipe from the left** to access the main menu again. This time, you'll choose the **Case Management** option.



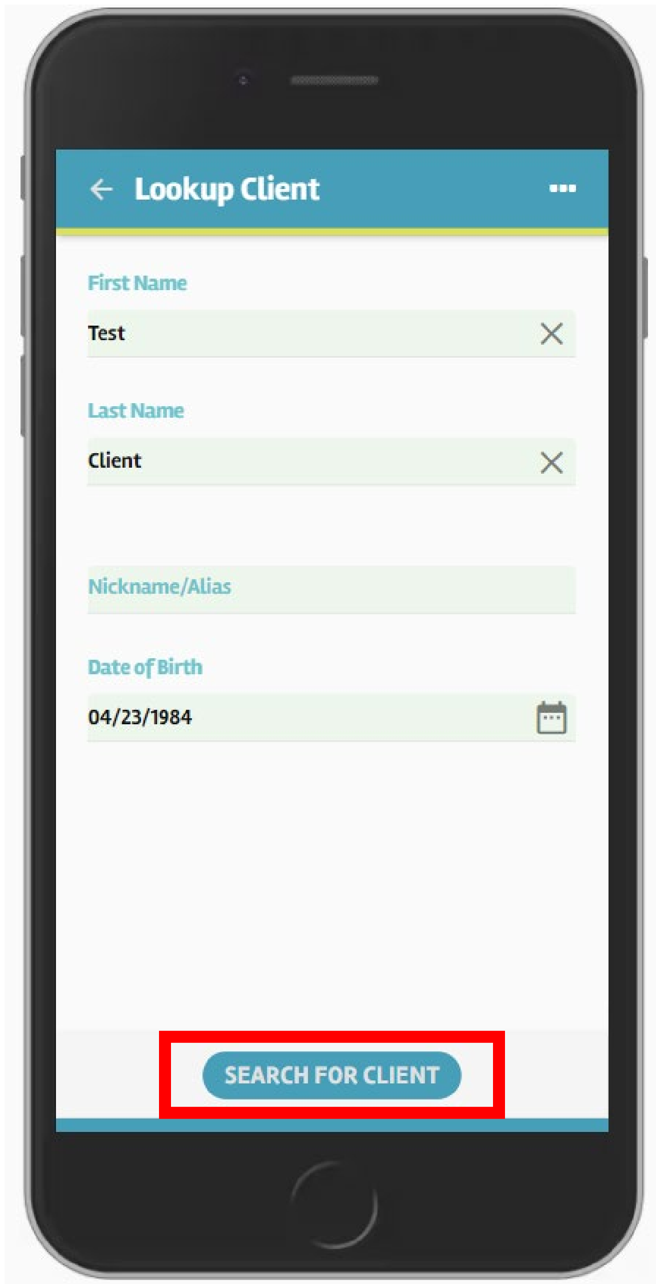
To access the **LDF Summer 2021** survey, we'll be using the **Start Interaction** button first:



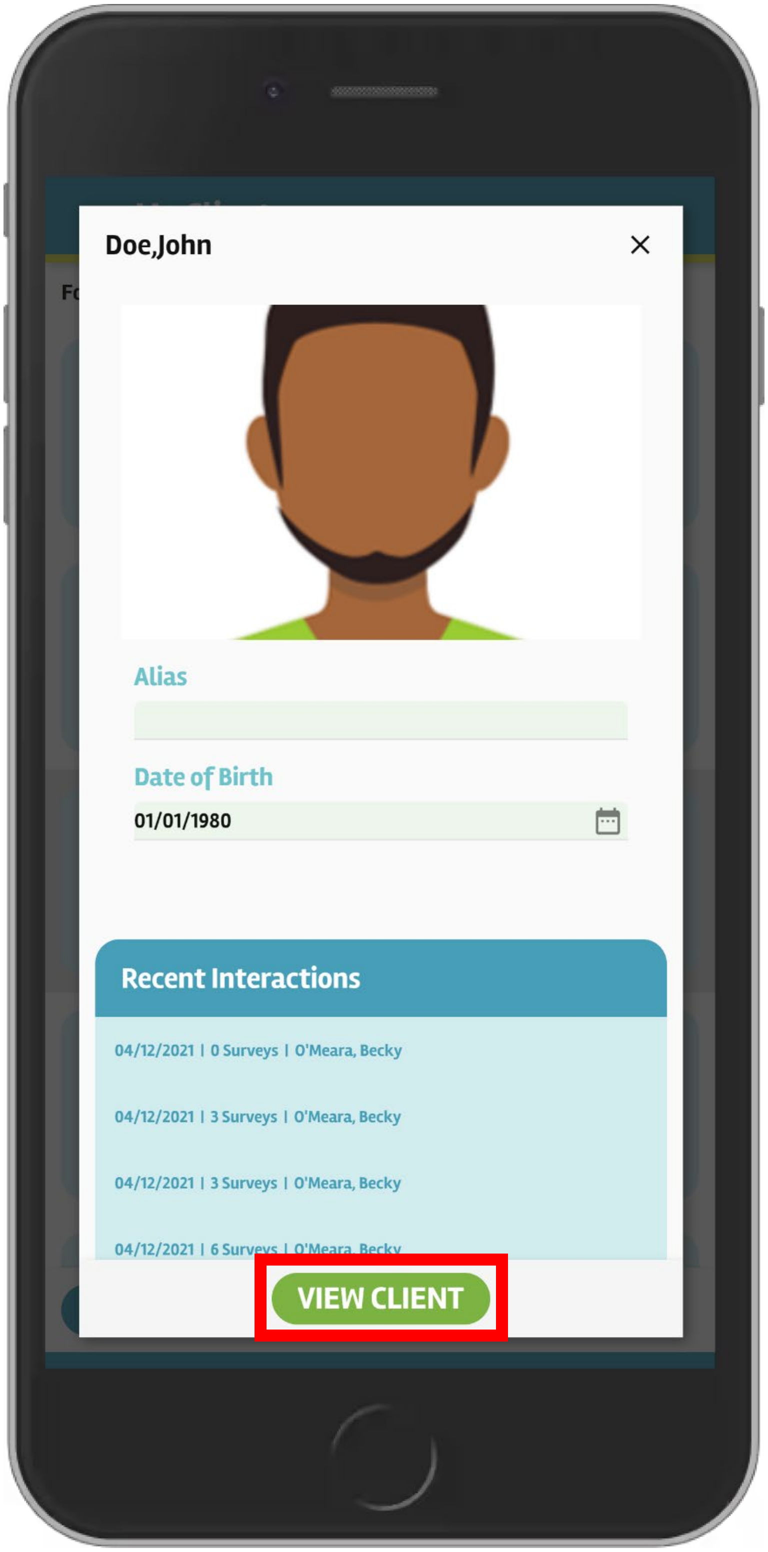
Confirm your current location, and then click the **Next** button.



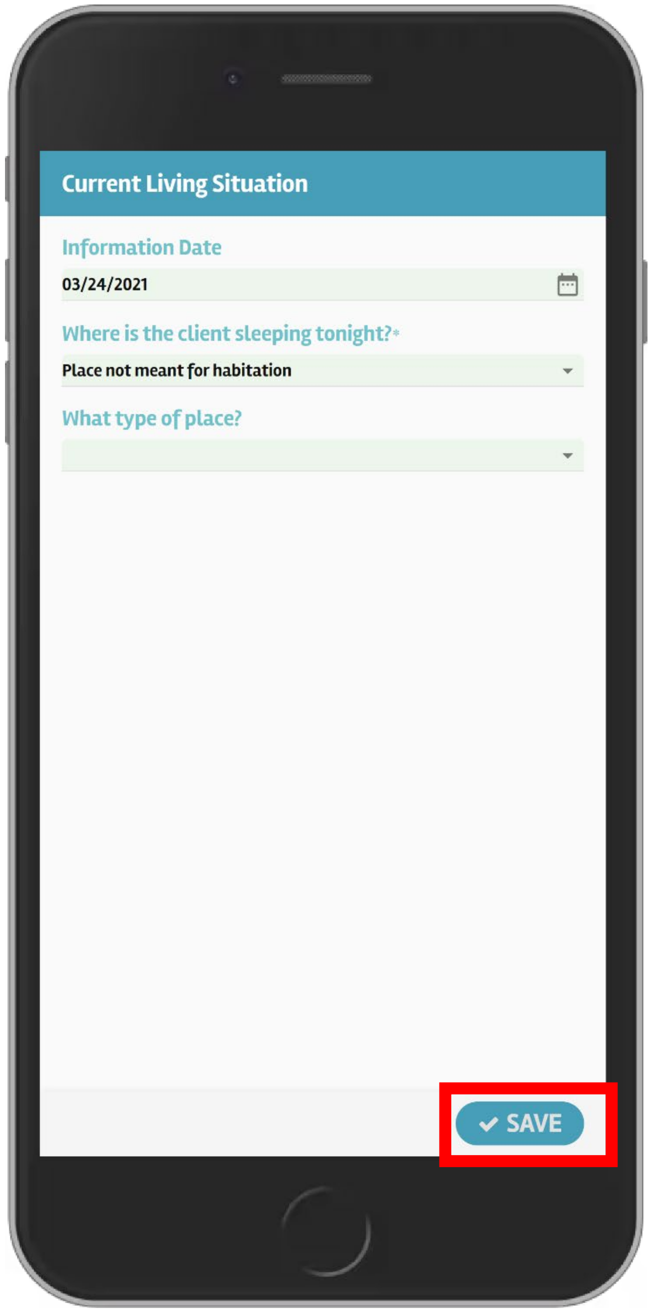
Next, you'll enter information into the Lookup Client screen. Enter the Client's First and Last Name. The other fields are optional but may help confirm the client's identity. Then, click the **Search for Client** button (this is intended to help prevent duplicate client records from being created):



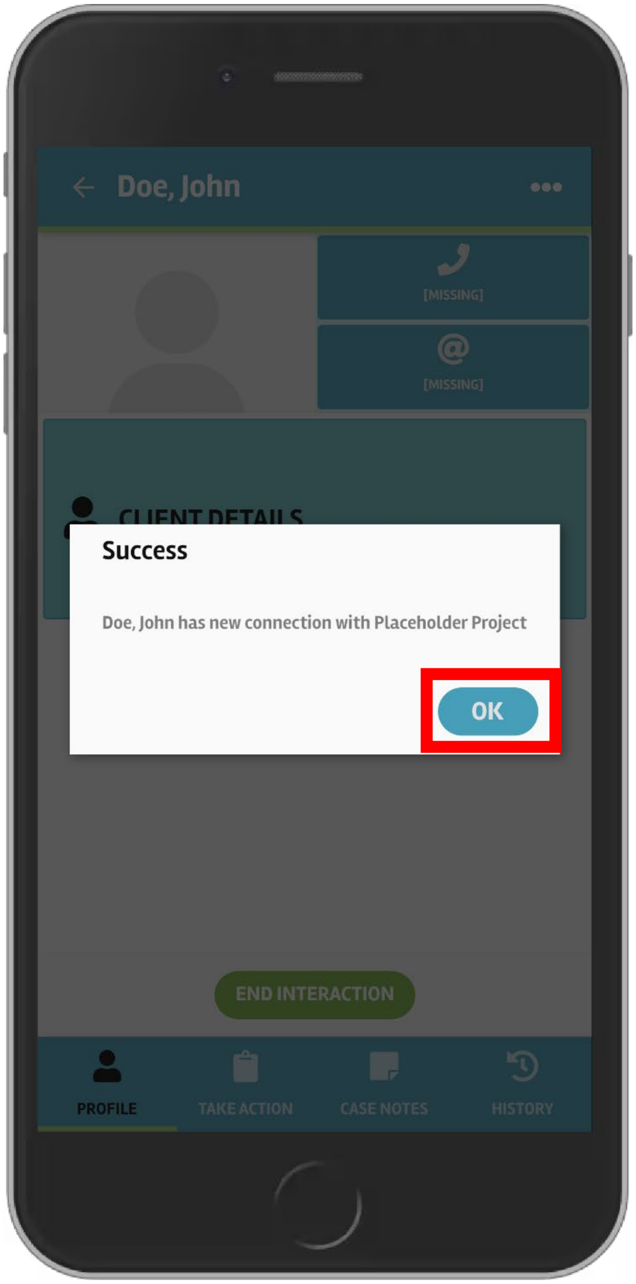
If the client is listed, select that client to use that record, and then click the **View Client** button.



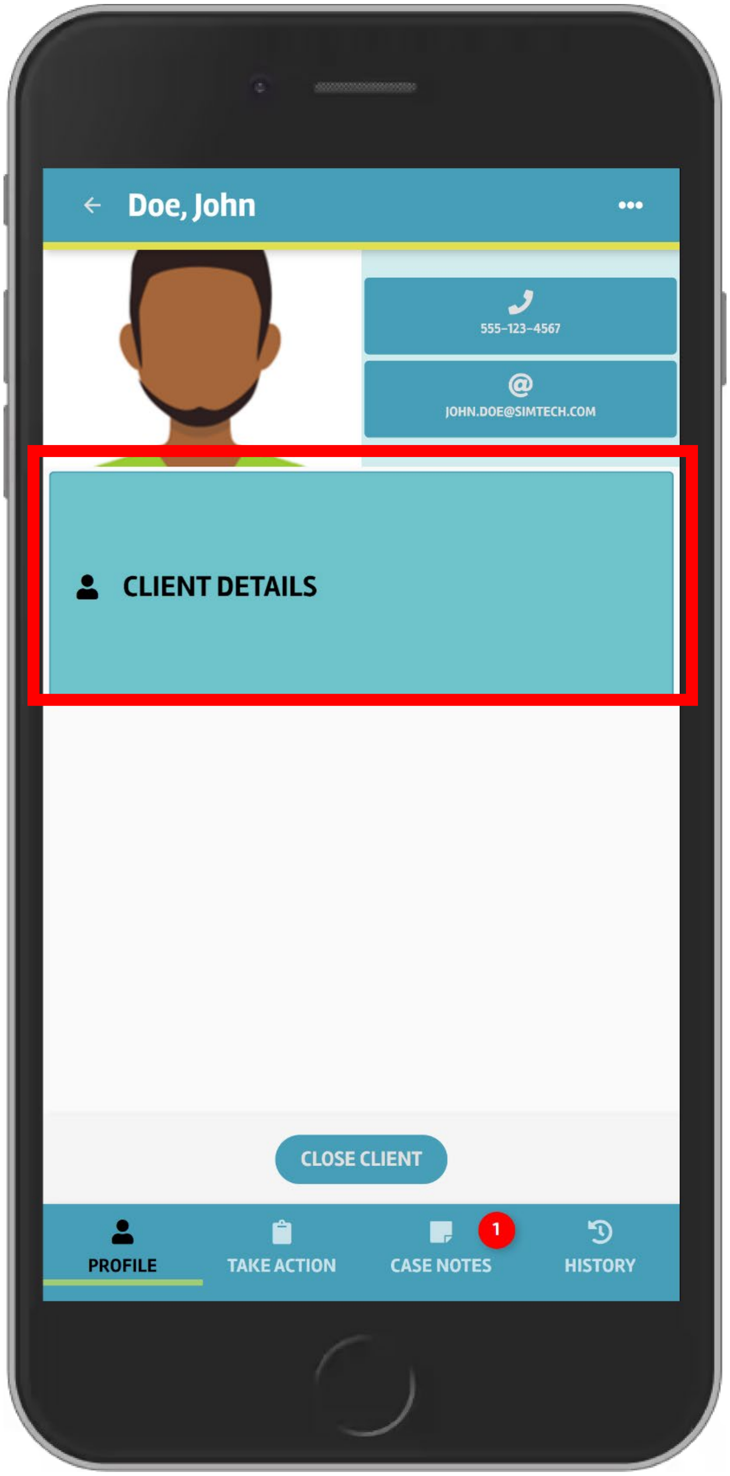
On the next screen, you'll be asked to log the Client's **Current Living Situation** (CLS). This data refers to the client's primary sleeping location, at present. The **Information Date** defaults to today's date, and the location to *Place not meant for habitation*. Additional options are available using the drop down arrow; you can also specify a particular type of unsheltered place (optional). Once the selection has been made, click **Save**.



If this is the first time you have entered information about this client, you'll see a confirmation that the client has a new connection with your sample project, and you can click **OK**:

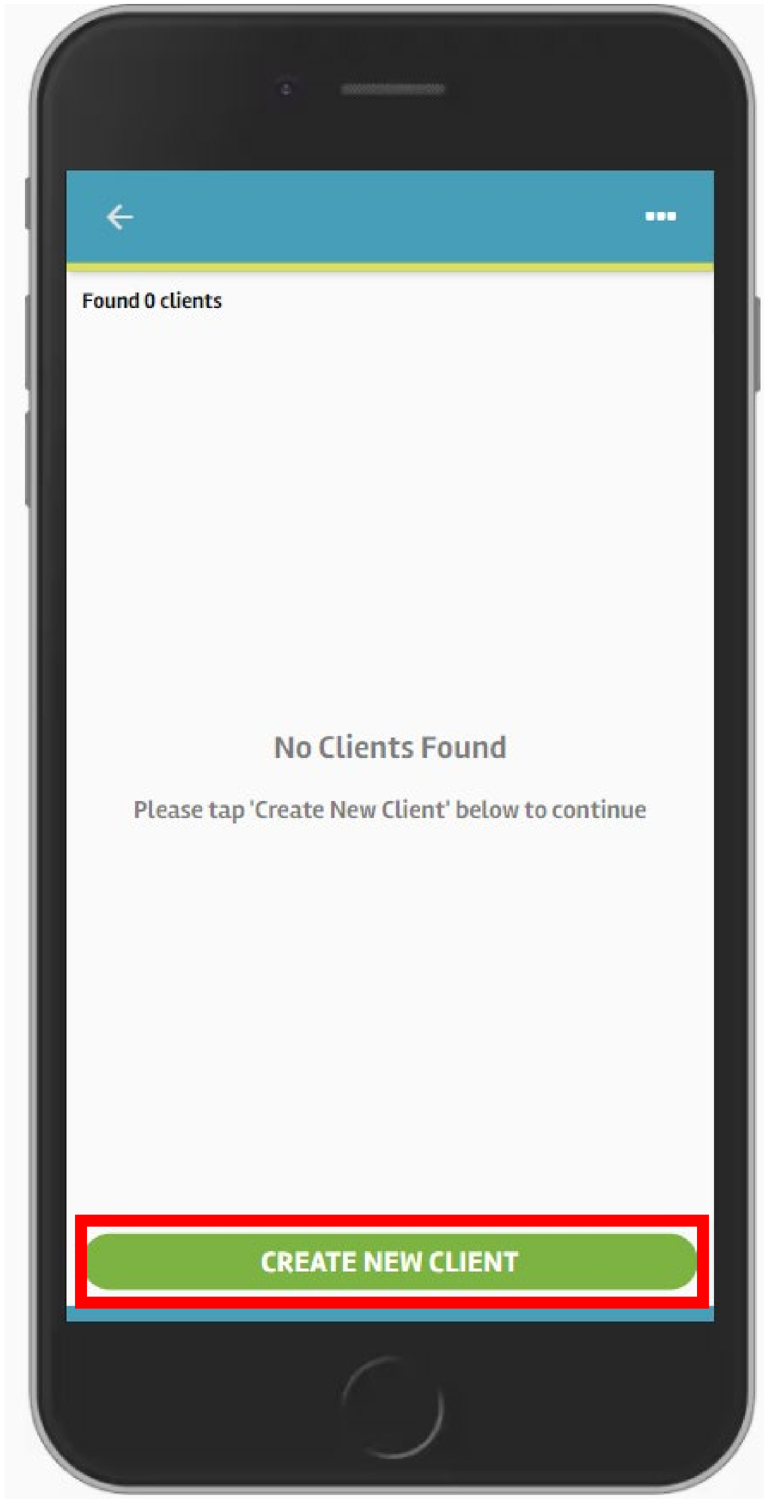


On the next screen, click the **Client Details** button:

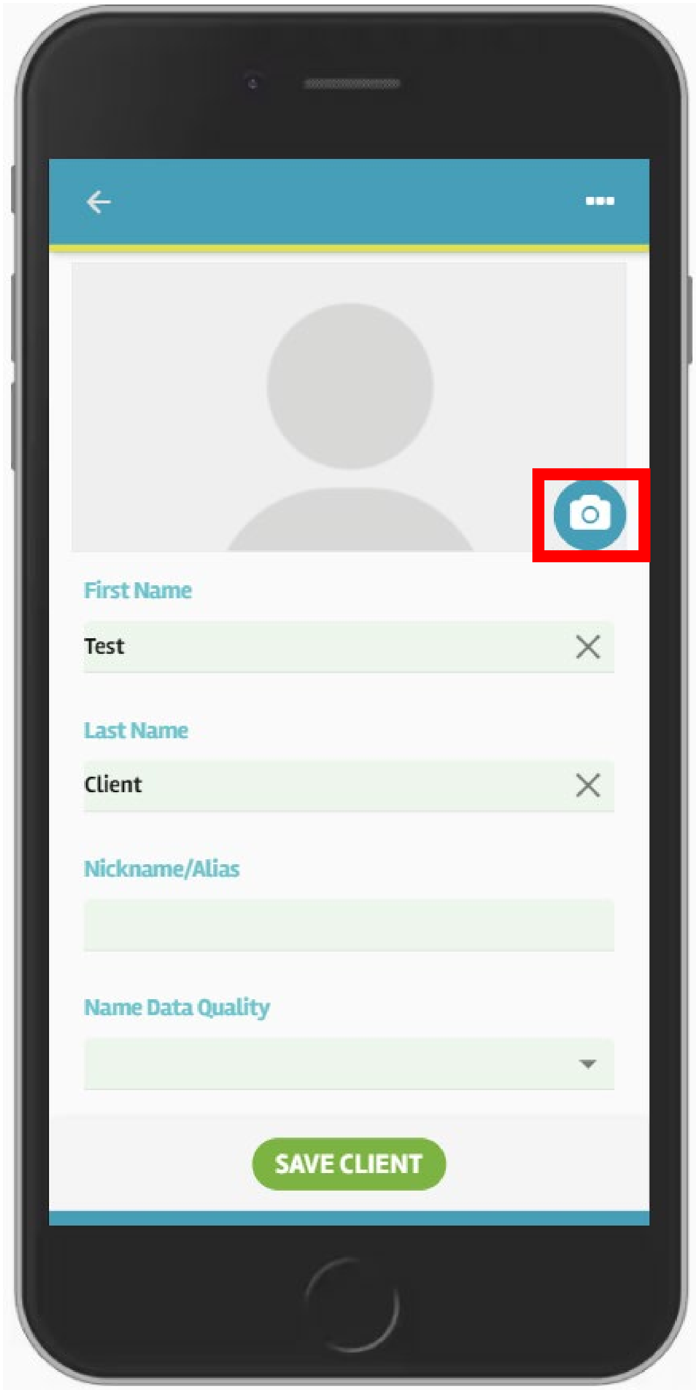


From there, you'll be able to access and edit information previously submitted on the Client Profile (if any). Please complete any blank fields that you can.

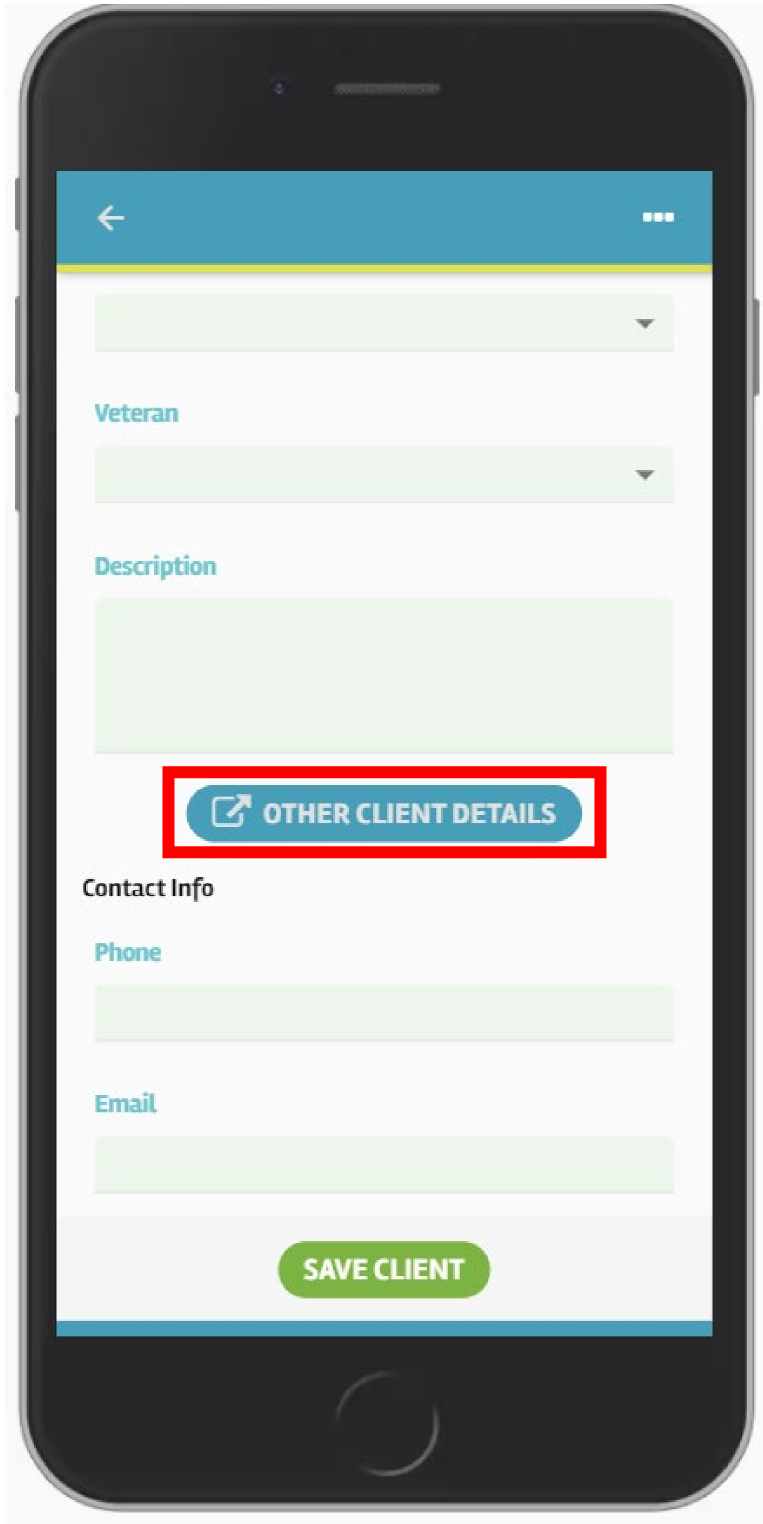
If no clients are found or you don't see a match for the person you're working with, click the **Create New Client** button:



On the next screen, you have the option to add a photo of the client, along with some additional Profile information. All of these fields are optional, but available for entry.

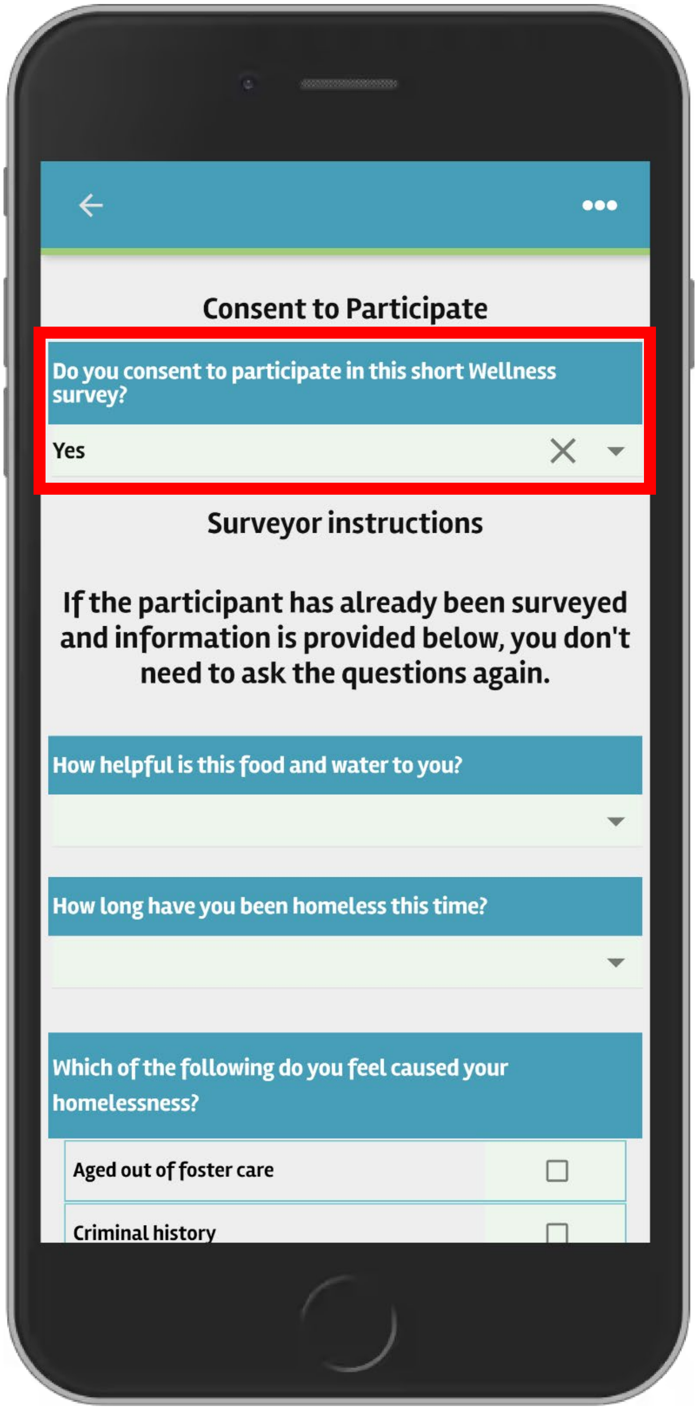


For **<u>both new and existing clients</u>**, after completing the client profile information, you'll need to click the **Other Client Details** button:



Select the **LDF Summer 2021** button:

Each person only needs to have the questions answered once. You'll need to start by obtaining consent to view the additional questions.

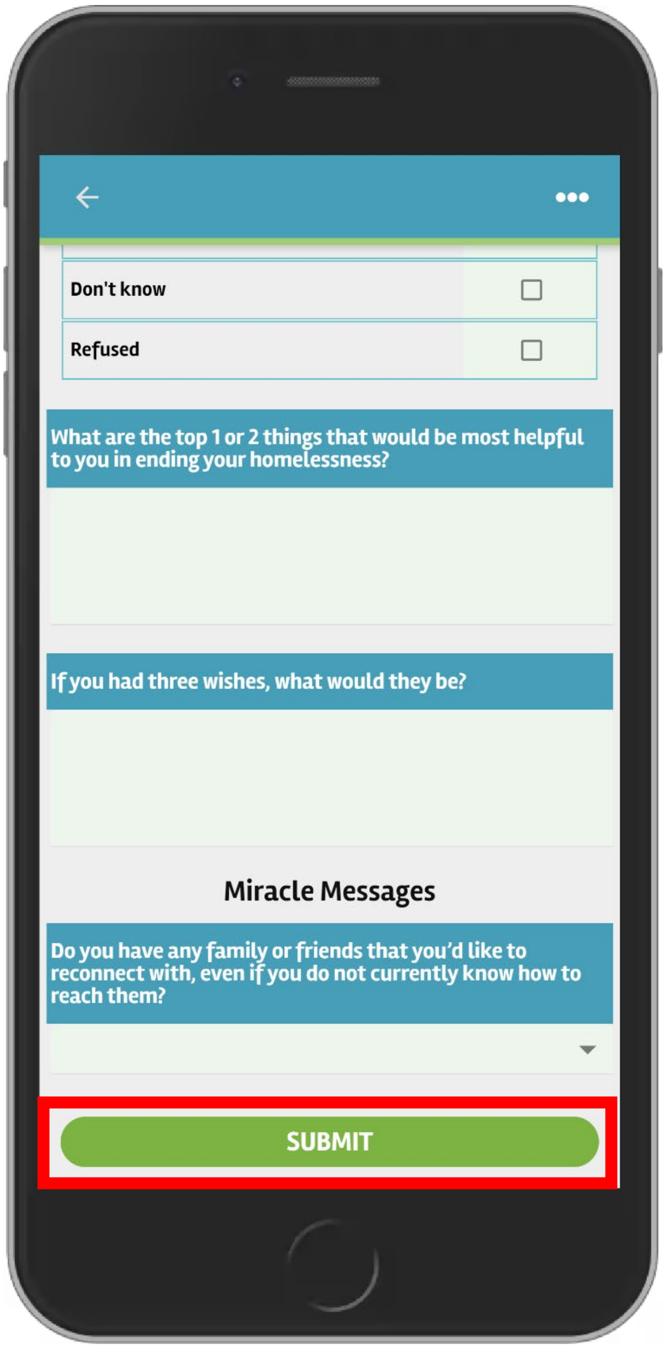


These questions have been compiled by the Lucky Duck Foundation to help them better understand the person's experience of homelessness. There is also the opportunity to ask if the person would like to participate with Miracle Messages (click here for more information).

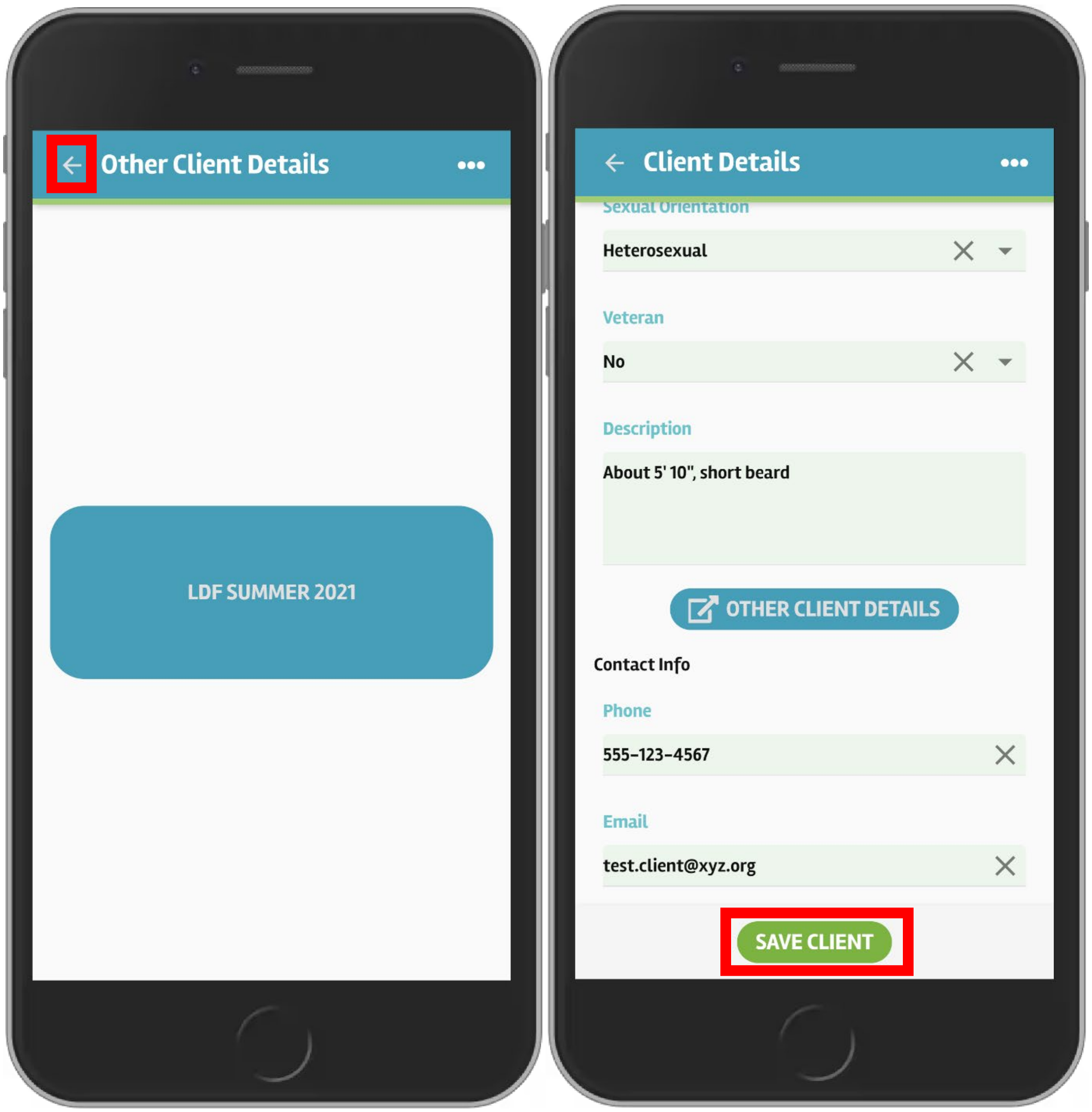
There are a few different question types. Some questions have drop-downs with response options; some questions have check boxes, where multiple responses can be selected. Others are long-form text responses where you can type in what the client's answer is.

The survey uses a responsive design, which means that certain answers will trigger additional questions in some cases.

Please complete the information, and then click **Submit**:



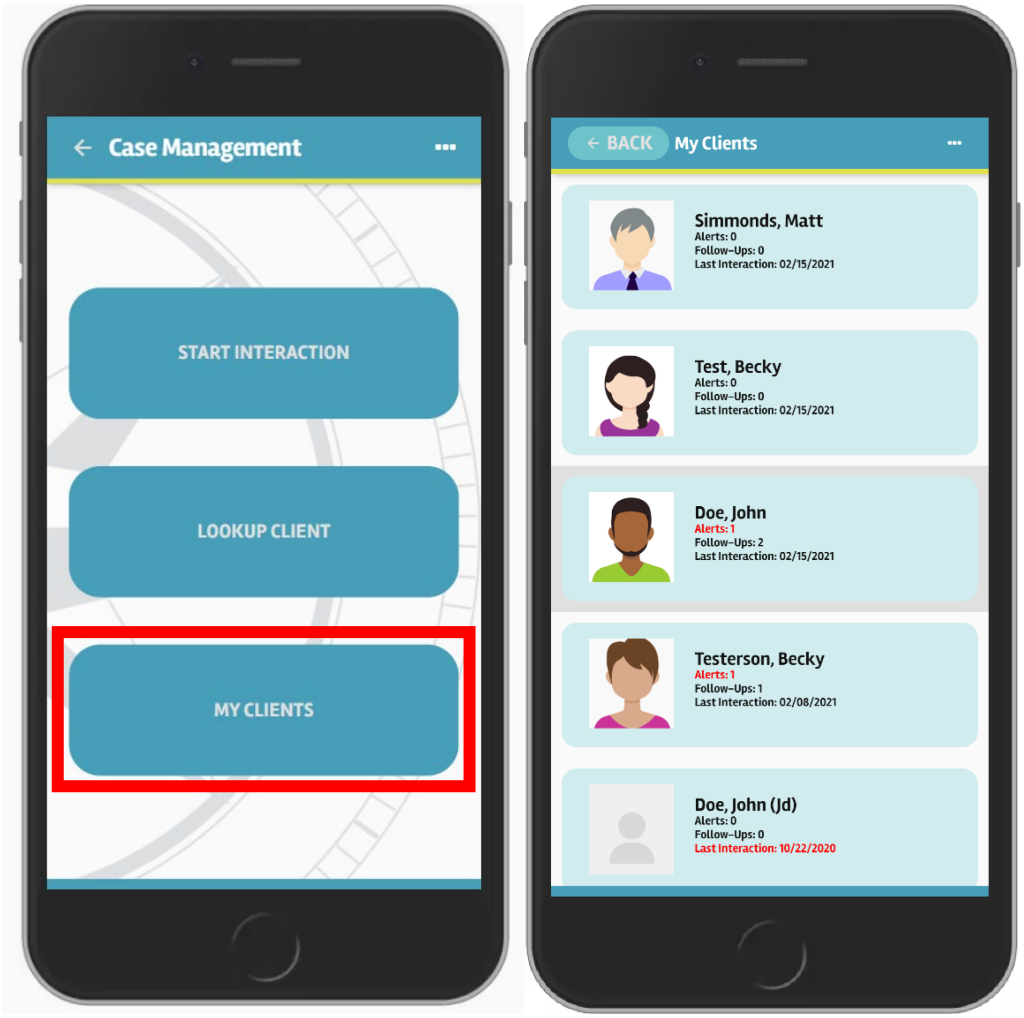
After clicking **Submit**, you'll be back on the *Other Client Details* screen. Please click the **back arrow**, and then scroll down to **Save** the client information.



The last step is to click the **End Interaction** button.

You'll be able to click **Start Interaction** to survey another client. Each time you save information about a client, that client will now appear in your **My Clients** List to quickly access the records for any updates (see screenshots below).

My Clients



Case Management
START INTERACTION
LOOKUP CLIENT
MY CLIENTS
BACK
My Clients
Simmonds, Matt
Alerts: 0
Follow-Ups: 0
Last Interaction: 02/15/2021
Test, Becky
Alerts: 0
Follow-Ups: 0
Last Interaction: 02/15/2021
Doe, John
Alerts: 1
Follow-Ups: 2
Last Interaction: 02/15/2021
Testerson, Becky
Alerts: 1
Follow-Ups: 1
Last Interaction: 02/08/2021
Doe, John (Jd)
Alerts: 0
Follow-Ups: 0
Last Interaction: 10/22/2020

Remember to **Sign out** after each session, to protect the Client Information stored in the app, using the three dots in the top right: