GAIN ABS (Stand Alone)
User Manual

Chestnut Health Systems

Getting Started with GAIN ABS (Stand Alone)

GAIN ABS (Stand Alone) is a tool used to conduct interactive GAIN assessments on a laptop in situations where internet connectivity is not available at the time of the interview. GAIN ABS itself is the web-based service that supports the GAIN family of assessment instruments.

About this Guide

This *GAIN ABS (Stand Alone) User Manual* is intended to help users identify how to properly use GAIN ABS (Stand Alone).

Installation is covered by the *GAIN ABS (Stand Alone) Installation Manual.*

In this guide you will learn how to:

- Start and log into the software

- Download client and assessment information in preparation for an interactive GAIN assessment

- Upload completed assessments to the GAIN ABS website from the stand alone database

Feel free to print this guide and work through it at your own pace. Please refer any questions to their respective support areas. The lessons contained do not substitute GAIN administration training and certification.

Table of Contents

Introduction

One of your colleagues has been selected to be your local GAIN ABS contact. Your GAIN ABS contact will be your first source of information about GAIN ABS and will:

- Provide you with minimal onsite support.

- Make sure your internet access policies will permit you to reach GAIN ABS.

- Forward your questions regarding the GAIN ABS to the ABS Support team at ABSSupport@chestnut.org or 309.451.7777.

Other Considerations:

Once GAIN ABS (Stand Alone) has been installed, all needed functionality to conduct and upload assessment is available using a Windows standard user account. Applying updates through the user console can also be done with a standard user account. However, in order to use the GAIN ABS (Stand Alone) Management Tools you will need to contact your IT Dept because of the higher level Windows permissions (Administrator) required to execute the tools.
The tools will only be needed in the situation that at some point changes to the computer has altered GAIN ABS (Stand Alone)'s ability to function correctly.

Using Keyboard and Mouse

GAIN ABS (Stand Alone) is best utilized with a keyboard and mouse. The single most widely used method will be interaction with the mouse for common clicking functionality.

Security

Due to the sensitive level of information you will be interacting with using GAIN ABS (Stand Alone), we must remind you of professional ethics regulations to help protect from unauthorized disclosure (HIPAA and 42 CFR Part 2). Your GAIN ABS (Stand Alone) internet connection is encrypted to reduce the possibility of anyone intercepting it.

Quick-Start Overview

This section is an outline of the GAIN ABS (Stand Alone) user process from start to finish.

1. Open Stand Alone through the programs menu (or it may already be running in the system tray).

2. Right Click on the GAIN icon and go to Open User Console.

3. Login and synchronize system data if needed.

4. Go to the Client Search tab, search for the client, and then load the client locally.

5. Right Click the GAIN icon in the system tray and go to Start GAIN ABS.

6. Login to the local GAIN ABS and conduct your assessment as you normally would.

7. When finished, logout and close your browser.

8. Go to the Assessment Record(s) tab and click the Update Data button.

9. Select the row of the assessment to upload and click the Send Assessment button.

10. Exit User Console.

Starting GAIN ABS (Stand Alone)

Each time your computer is started or you use your Windows login, GAIN ABS (Stand Alone) will load and run in the background. The GAIN icon is found in the lower right hand corner of your screen, in the system tray, which looks like this.

If you do not see the icon in the system tray, manually open GAIN ABS (Stand Alone) by...
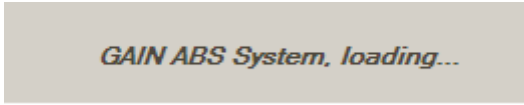
Clicking **start** , then navigate to...
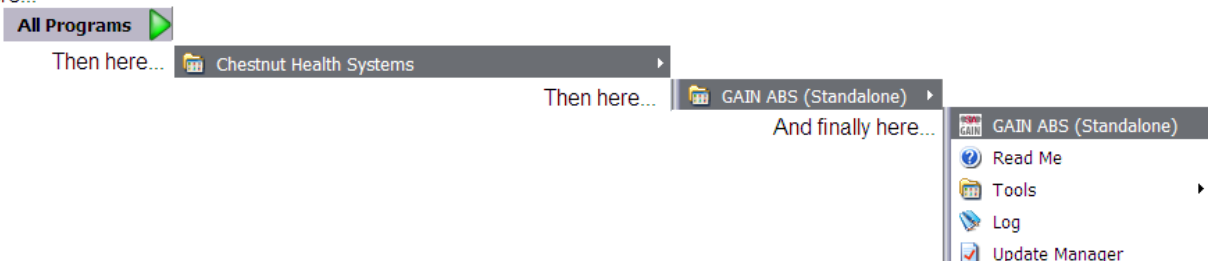
Note: *If you receive a message that GAIN ABS (Stand Alone) is already open, check your system tray in the bottom right of your screen for the GAIN icon.*

When you start GAIN ABS (Stand Alone), for a brief moment you will see...

GAIN ABS System, loading...

Once complete the ![icon] icon will load in the system tray (bottom right of screen). Right clicking on the ![icon] icon it will give you....

Start GAIN ABS

Open User Console

Component Status

Documentation

Log

About

Exit
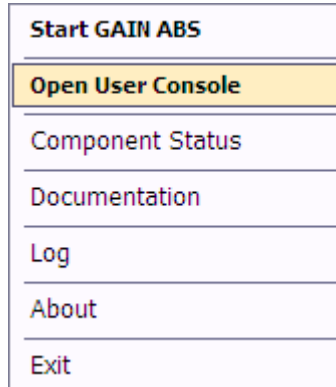
 From the menu select "Open User Console".

Logging In

Enter your GAIN ABS website login credentials log to begin the synchronization process.

Note: You must have a valid active GAIN ABS account as well as be connected to the internet to get past this login. If login fails, please visit the GAIN ABS website to verify that you username and password are being accepted.

Loading System Data

New to GAIN ABS (Stand Alone) is the option to download or skip system data.

System data will automatically load if...

- It has not already been done at least once that day
- A different user is logging in
- Windows user account has changed

Otherwise, you will have the option to skip this process by selecting Yes.

Note: *After you are synchronized, you may be prompted to check for updates. You will receive the updates prompt if updates have not been run in the last seven days. Please check for updates often as we do make updates as needed to improve the software and as closely as possible to mimic the GAIN ABS website.*

User Console

The User Console of GAIN ABS (Stand Alone) is an administrative menu for conducting various tasks the stand-alone software.
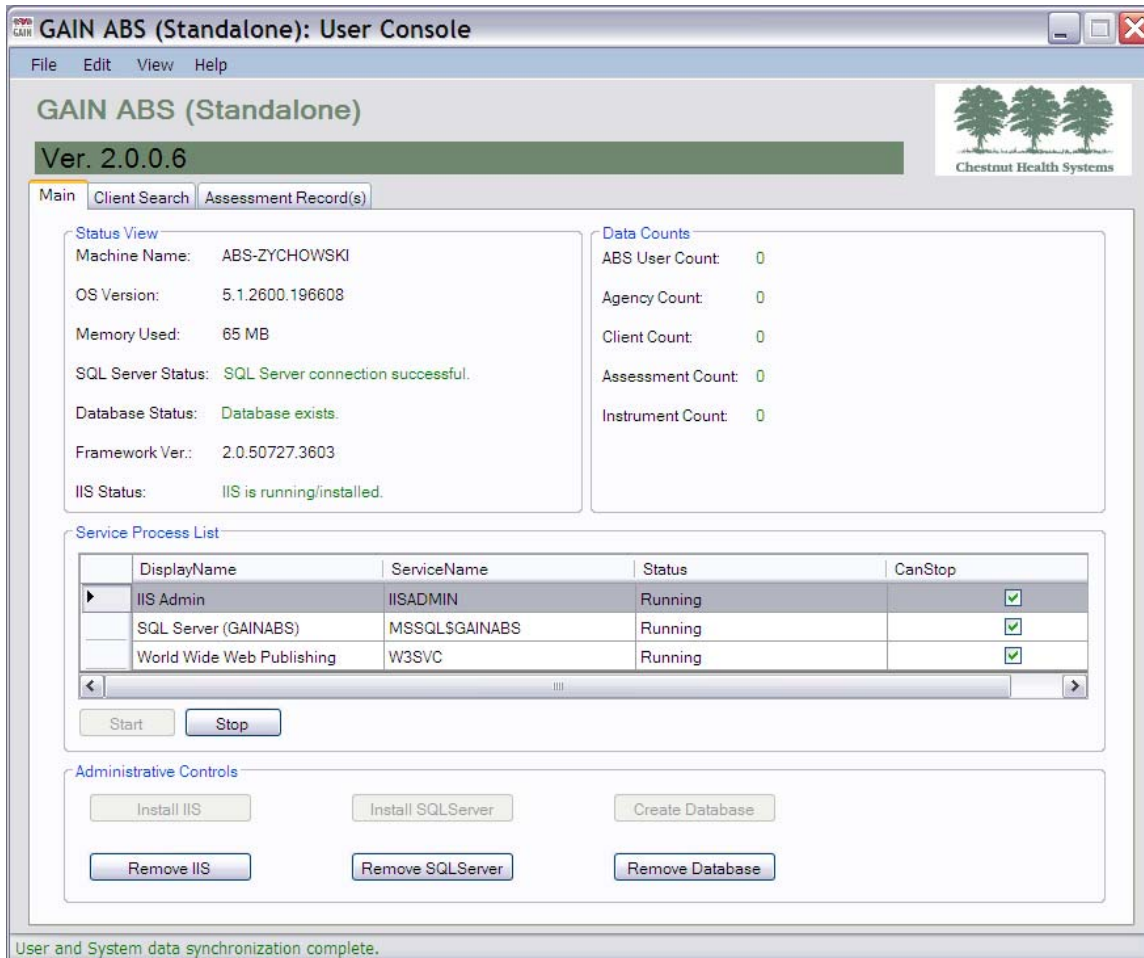
User Console File Menus

File – Contains the option to close, which closes the User Console interface.

Edit – Contains the option to change the user logged into GAIN ABS (Stand Alone). Check Local Web Install is used to check for installed assessments and requires a Windows admin.

View – Used to access logs for troubleshooting of any problems or GAIN ABS (Stand Alone) system notification. The View menu also contains access to the backup management interface which can be used to delete or view the list of existing backups created before an assessment upload to the GAIN ABS website.

Help – The Contents menu option opens this *GAIN ABS (Stand Alone) User Manual.* Check for Updates will open the Updates Manager. With it you will be able to verify if a new GAIN ABS (Stand Alone) update is available and attempt to download and install it. About will give you version information for GAIN ABS (Stand Alone) you have installed.

Main Tab

The Main Tab area collects and gives information about the current status of GAIN ABS (Stand Alone). Most information it gathers would be used in a troubleshooting scenario.
Note: From a daily user perspective this tab has minimal significance.

The first section of the main tab shows us the Status View and Data Count. Status View collects basic information regarding GAIN ABS (Stand Alone) and your system, for possible use in troubleshooting. The Data Count will show the total of Users, Agencies, Clients, Assessments and Instruments that have been downloaded and stored on the local GAIN ABS system.

Status View		Data Counts	
Machine Name:	ABS-ZYCHOWSKI	ABS User Count:	1
OS Version:	5.1.2600.196608	Agency Count:	1
Memory Used:	20 MB	Client Count:	0
SQL Server Status:	SQL Server connection successful.	Assessment Count:	0
Database Status:	Database exists.	Instrument Count:	12
Framework Ver.:	2.0.50727.3603		
IIS Status:	IIS is running/installed.		

The Service Process List displays what required GAIN ABS (Stand Alone) services are installed and running. If a service is not installed or running correctly, it is indicated here.

	DisplayName	ServiceName	Status	CanStop
▶	IIS Admin	IISADMIN	Running	☑
	SQL Server (GAINABS)	MSSQL$GAINABS	Running	☑
	World Wide Web Publishing	W3SVC	Running	☑

Start Stop

Administrative Controls can be used to add or remove Windows components that GAIN ABS (Stand Alone) depends on. Adding and removing components would only be used in a troubleshooting situation, if a problem occurs with GAIN ABS (Stand Alone) and the support team suggests it. Removing components of GAIN ABS (Stand Alone) when not required will impact use of the product. If your local Windows user account is not an admin account, none of the buttons will be available.

Administrative Controls

Install IIS	Install SQLServer	Create Database
Remove IIS	Remove SQLServer	Remove Database

Client Search Tab

The Client Search Tab allows the user to search for **existing clients** in the GAIN ABS website. After being found, the clients **existing treatment episode history** can be downloaded into the local version of GAIN ABS which is stored on your laptop.

To Use:

Step One - Searching criteria and methods work exactly the same as in the GAIN ABS website you typically use. Enter in the information you wish to search by, click search and the system will update the client list.

Step Two - After the desired client list comes up click on the far right box to select the row.

Step Three - After the row is selected, click on the "Load Client Locally" button. This will pull down the client demographic and treatment information to the local database on your laptop.

Assessment Record(s) Tab

The Assessment Record(s) Tab displays the list of existing client assessments waiting to be uploaded.

To Use:
Step One- Click the "Update Data" button to refresh the Client Assessment(s) list.

Step Two- Select the row of the desired assessment

Step Three- Click the "Send Assessment" button. This will upload assessments created in the stand-alone database, sending them to the central GAIN ABS website database.
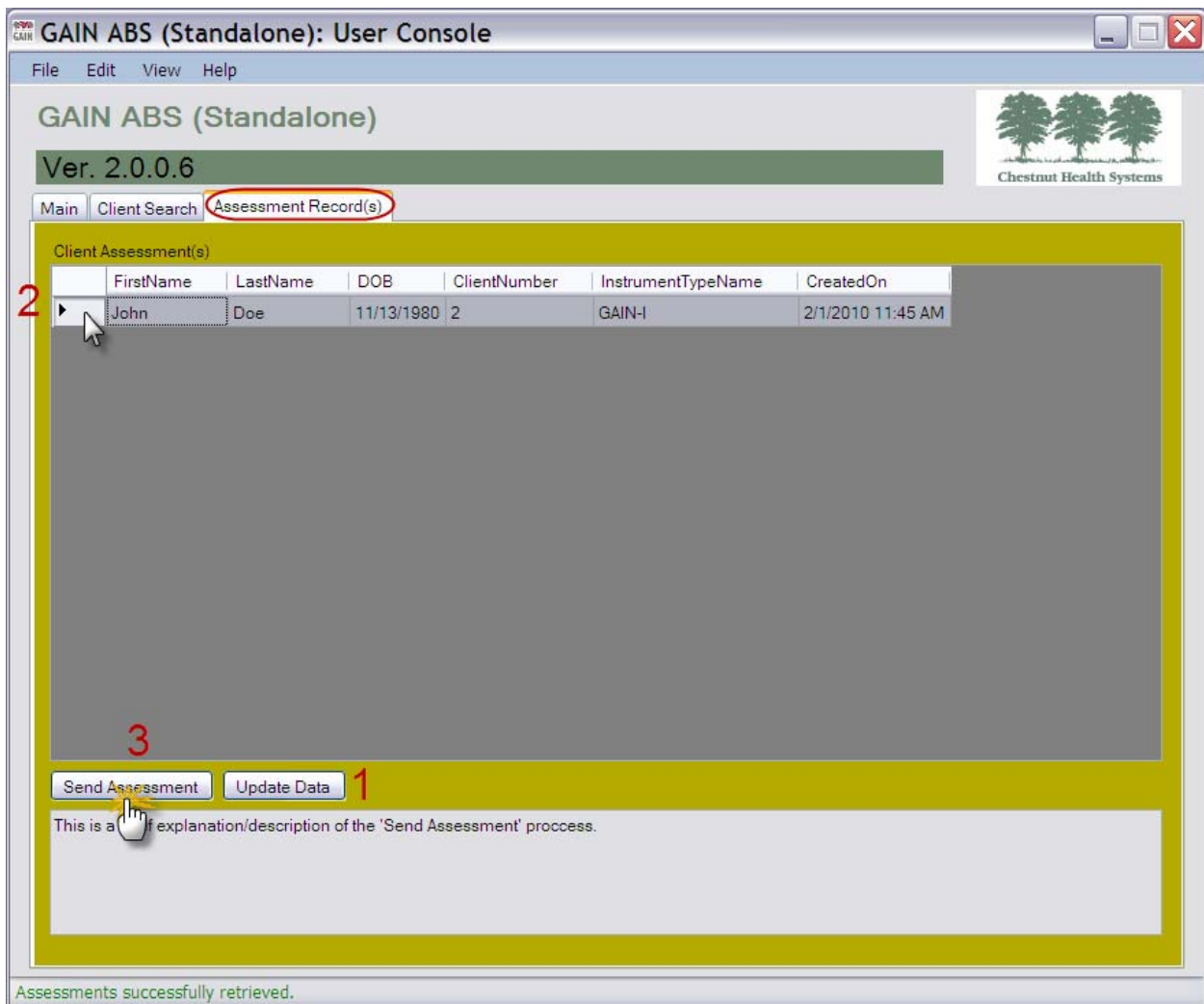
*Note: Assessments created only in the GAIN ABS (Stand Alone) environment will show in the list. Existing assessments downloaded are **not** editable, and will **not** need to be uploaded back to the main GAIN ABS website, so the stand alone database will not create a record on this tab to display. They will be removed though after the new assessments are uploaded to the GAIN ABS website.*

Conducting Assessments

You can begin creating assessments after you have installed GAIN ABS (Stand Alone) completely and are familiar with the User Console. Assessments in Stand Alone can be created from clients that have been downloaded from your agency's database of clients, or can also be created on the fly in the event that you do not have time to return back to the office to download the client treatment history for the patient you will visit.

In either situation, you can right click on the [icon] icon in your system tray and select "Start GAIN ABS". This will bring up GAIN ABS, stored locally on your PC.
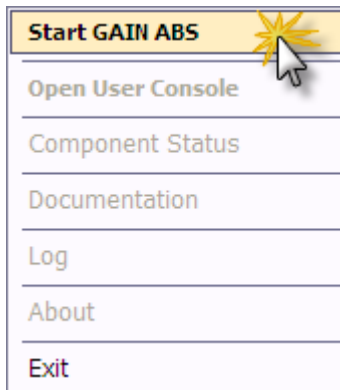
Your web browser will start up, presenting you with the same login screen you use for signing into your agency's main GAIN ABS account. Sign in and from there you can select to add a new client or search for the clients you downloaded in preparation for the interviews.

Note: The local version of GAIN ABS uses the same design and functionality as the web based GAIN ABS system you typically use. Please refer to the "Getting Started with GAIN ABS" manual for instructions on how to use the GAIN ABS system.

Uploading Assessments

GAIN ABS (Stand Alone) will notify you that assessments are ready for upload, after you complete an assessment, log out of the local GAIN ABS website, and have an internet connection. The system tray will continually notify you that you should upload your assessment as long as you have a network connection and new assessments to upload. The notification will end once all your assessments have been uploaded.
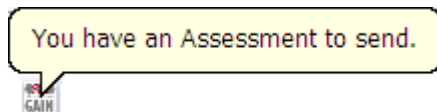

Note: We recommend uploading assessments off of your laptop as soon as possible. Storing client data on your laptop for longer than needed timeframes can be considered a security risk and should be avoided.

The assessment upload process, accessed from the User Console Assessment Records Tab, will remove the new assessments and delete the existing client history from the local database on your laptop.

For existing downloaded clients:
At the Assessment Records Tab, select the assessment you wish to upload, and then click the "Send Assessment" button. A new window will open, asking you which Treatment Episode you would like to place the assessment into as we cannot assume where it should be placed.

In the image below, I have selected to upload an M90 to Treatment Episode 2. I also have the option to create new treatment episodes, when appropriate, by selecting my client's name on the tree, but in the case of an M90 I cannot create a new Treatment Episode since a M90 requires a Treatment Episode with a GAIN-I in it already.
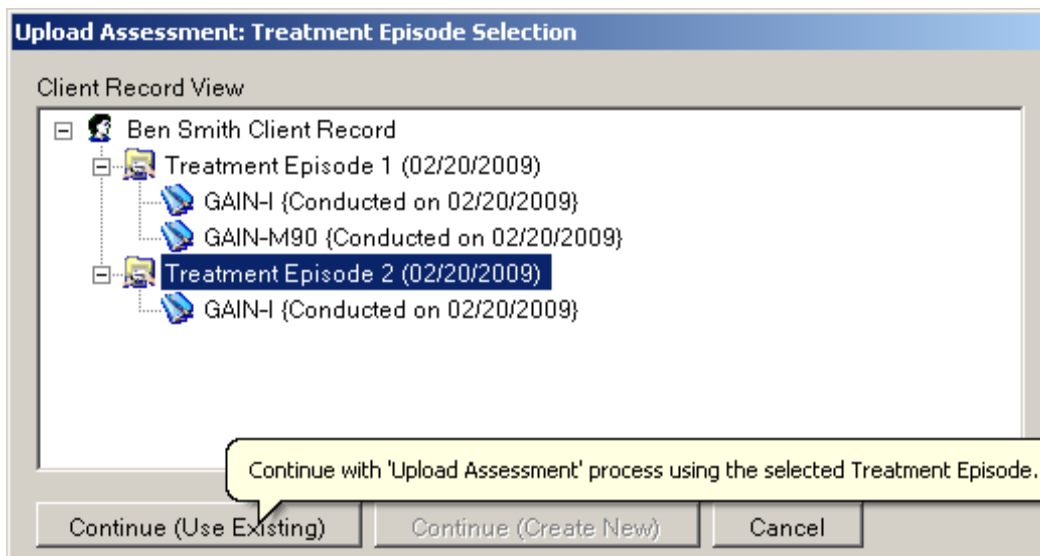
In the situation that you have completed a new GAIN-I or GAIN-Q, which must be entered in a new Treatment Episode, click on an existing episode and the "Continue (Create New)" button, will become selectable. After the upload, on the web you will see the new Treatment Episode has been created to satisfy the episode logic.

When the upload process completes, GAIN ABS (Stand Alone) will go back to your Assessment Records Tab, displaying any other assessments left to upload still. Repeat the upload process until all client assessments are removed from the laptop.

Clients created in GAIN ABS (Stand Alone):
You will need to complete a few extra steps if you created a client and assessment without downloading the client data from your agency ahead of time.

From the Assessment Records Tab, select your assessment to upload. GAIN ABS (Stand Alone) will check to see if your client was downloaded when you click the "Send Assessment" button. Since the client does not exist, you are prompted to search your existing client database in your agency. You may click search to get back all clients or attempt to narrow down the search results using search credentials.

After searching, you are presented with a list of matching client results, if any. In the next image I searched for all clients. You would then need to either select a client from the list and click the "Continue (Use Existing Client)" button or select the Continue (Create New Client)" button to created a new client on the main GAIN ABS website. After you select your client or create the client, you would then be prompted to select the proper treatment episode or create one.

Selecting a client from your existing database would come into play in the situation that the client was made in the local GAIN ABS (Stand Alone) in order to give an assessment but you had not had the chance to retrieve the client's history before meeting with them. This will make more sense if you ever come across this situation.

Upload Assessment: System Client Pre-Reconcilation

	FirstName	LastName	MiddleInitial	DOB	ClientNumber	ClientGender
▶	Adam	Pierson		9/6/1964	456978313	Male
	Alanis	Jones		1/23/1987	#12345	Female
	Amber	Dyansty		7/7/1991	999999	Female
	Angus	McGillicutty		1/2/1985	#1234599v	Male
	Ben	Smith		8/29/1983	987465	Male
	Bill	Williams	W	8/8/1988	1234	Male
	Bob	Vila			1245887	Male
	Britney	Smith		3/24/1979	000001	Female
	Bryce	M		2/4/1991	920	Male
	Charlie	Pace		9/17/1982	2342	Male

[Continue (Use Existing Client)] [Continue (Create New Client)] [Cancel]

If finished, exit the User Console when uploading is complete.

You can now log into the web based version of GAIN ABS you use regularly for your agency and see that your client assessment has been uploaded to your client's treatment episode. You may then create reports and review the client data as needed.

Troubleshooting Tips / Common User Issues

1. *I try to sign into the local GAIN ABS website but it says my account is invalid.*

First go to https://www.gainabs.org and verify that your account works there. If you cannot log into https://www.gainabs.org, please contact ABS Support. If your account does work, close GAIN ABS (Stand Alone), start it again and sign into the User Console. This may be the first time your account was used locally, and signing into the User Console will pull your account data down to the local database, allowing the local website to verify your credentials. If that does not work, please contact ABS Support.

2. *When I try to log into GAIN ABS (Stand Alone) I get a "Cannot authenticate credentials" error.*

Verify you are connected to the internet by opening your web browser and going to Google or something of that nature.

3. *Other issues logging into GAIN ABS (Stand Alone)*

Go to https://www.gainabs.org and verify that your login credentials are working there. If they are not working, contact ABS Support to reset your password.

4. *Each time I open "Start GAIN ABS" and then log in, it prompts me to reset my password, but then the next time I log in it won't take my new password.*

We do not update passwords via Stand Alone. To correct this issue visit https://www.gainabs.org and log in there. You will be prompted to set a new password. After this has been done you will have to log into GAIN ABS (Stand Alone) with the new credentials and download the system data. It will then quit prompting you each time you "Start GAIN ABS".

5. *I am at the local GAIN ABS login screen and I get "Undefined Error Occurred"*

With certain versions of Windows you will need an additional component to be able to log in. This component is called Microsoft WSE 3.0 Runtime. For more information visit the Stand Alone installer site and use the Support link on the left of the page.

6. *I get the error "This is a marker file generated by the pre-compilation tool, and should not be deleted!" when trying to open the User Console.*

Open the command prompt. Change to the following directory (or whatever version of the .NET Framework you are using) C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727. Run the command "aspnet_regiis.exe -i". This may take several minutes and will report the success/failure of the process. If that does not work, you may need to reinstall IIS. You can uninstall IIS by starting GAIN ABS (Stand Alone) and selecting the "Uninstall IIS" button when prompted. It will remove IIS, and then you can install it again when starting GAIN ABS (Stand Alone).