

## SmartCare: How to find Incomplete Scans/Imports

Log-in to SmartCare

Click on the Magnifying Glass (upper left)



Type in “Scanning” in the Search box

Select “Scanning (My Office)”

Scanning screen: Select “Not Completed” in the dropdown menu

Created Between: 09/01/24 and \_\_/\_\_/\_\_ (put in the date you are running the list)

Scanning (91)

All Associations	<input type="text"/>	All Record Types	<input type="text"/>	Apply Filter
Show Scanned/Uploaded	Staff <input type="text"/>	Not Completed	<input type="text"/>	
Effective Dates Between	<input type="text"/> And <input type="text"/>	Created Between	09/01/2024 And 10/29/2024	

Associated With	ID	Name	Record Type	Created	Effective	Scanned By	Version	Status	BatchId	Provider	Insurer
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Click on the “Apply Filter” button

Then click on the “Scanned By” column header to sort by program staff

Scroll down to identify possible incomplete scans/imports by members of your program

Refer to the “SmartCare Scanning Documents Job Aid – Oct. 2024” to resolve “Not Completed” scans/imports.