Getting Started

Login at

https://www.ltc-portal.com/Portal/ProviderLogin.aspx

Enter your email address as your username and enter the password that was sent to you.
Submitting a Reportable Incident

When you log in, you'll see the Reportable Incident tab. Clicking the **New** button starts a new reportable incident. This is the way to add a “new” Reportable Incident.
This is the screen for entering a reportable incident. Select the checkboxes and describe the details in the Incident Description box.

**Incident Type** – Select the appropriate **incident type**

**Incident Detail** – Enter the **date and time** of the incident as well as the **description** of the incident

**Click to add residents**

A new panel will open for entering the resident information. This is where staff names would also be entered.

If additional information is needed before posting to the portal select the **Save** button, this puts the incident in Draft status. Once the additional information is added, or at any time the incident is ready for posting to the portal the **Send** button must be chosen.

In order to post this new incident to the portal the Send button must be clicked.
NEW REPORTABLE INCIDENT

INCIDENT TYPE
- Accident involving facility-sponsored transportation resulting in resident injury
- Accidental death of a resident
- Family, visitor abuse, or misappropriation of property
- Misappropriation of resident property by staff (includes contractors)
- Neglect
- Power outage of more than one hour
- Resident abuse of any duration
- Resident suicide or attempted suicide
- Staff abuse or misappropriation of property

INCIDENT DETAIL
- Date/Time of Incident: 06/12/2018 02:20 PM
- Incident Description:
  Details of the incident
  go here...
- Resident(s) Involved
<table>
<thead>
<tr>
<th>Residents First Name</th>
<th>Residents Last Name</th>
<th>SSN (last 4)</th>
<th>Victim</th>
<th>Aggressor</th>
<th>Save</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane</td>
<td>Smith</td>
<td>444-88-0009</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Facility Plan for Prevention/Corrective Action
- Plan for corrective action
When you are finished updating the report, you must click Send in order to submit the report to the program.

Click **OK** to confirm that you wish to submit the report. **Once you submit the report, you will not be able to change it.**

In the screen shot above, you can see that the report has been submitted. Your due date for the investigation documentation shows in the **Due Date** column. **Due date is based on the date of the incident not on the date it is first reported.**
Upload Investigation Documents

To upload an investigation document to the facility, select the **File Upload** tab and click New.

Fill out the form and upload the file by clicking Choose File and browsing to the location on your computer. *Notice that you can only upload the types that are listed on the page.* Click the **send** button in the upper right hand corner.

---

The New button should be clicked to add a new document. This will allow the drop down box to show all open incidents. Make certain the correct incident, matching the investigation is selected.

File names need to be kept short and special characters (such as @, #, $, etc) should not be used in the title. If the application has an issue with the name of a file to be uploaded it will cause a SQL error and close the portal.
Managing User Logins

If you are the administrator, you can click on the Users tab and make changes to the facility logins. You must be the administrator to manage the logins. If the facility administrator changes, you must contact the program to set up the new administrator account.

To remove access rights to the portal, from the Users tab, click on the pencil icon at the far right of the person’s name and then uncheck the Active box and the Save icon.
Password Reset

Click the link to reset your password.
The system will generate a new password and send you an email.

**Message "New Password"

**From**: donotreply@flareslive.com

Click [here](mailto:donotreply@flareslive.com) if you trust the sender and want to see original message.

Your Temporary Password is:

Wy7*8Hd

Retriece the new password and use that to login.
You can change your password and information by clicking on your name.

Change any of your account details including password and click "Save". Remember that email addresses must be unique. This means that two different people cannot use the same email address for their login.