



## Frequently Asked Questions

Q: What is the website?

<https://www.qscorpio.com:3066/Dashboard>

Q: The computer did not save my log in information. What is the agency key?

A: AECI

Q: I bought a new computer. How do I add Quantum?

A: Quantum is a web-based documentation system compatible with all devices. Open Google Chrome and insert the website address above. The last step would be to save it as a bookmark or shortcut to desktop.

Q: I don't know where to document my notes. Where do I go?

A: If it is your first documenting a new service it is most likely on a different dashboard. Click on your initials in the far-right corner of the header. The dropdown menu includes an option to change the dashboard name.

Q: The participant's goals are not in Quantum and I need to document them. What should I do?

A: First close out the note. It will not be able to be finished later. Contact your supervisor and they will follow up. Goals will be placed in Quantum within one business day.

Q: I need to document an incident report. What should I do?

A: The incident report software is still being developed and tested for the website. There is a link to the old website on the dashboard. Complete the incident report there until further notice. If you are assigned a revision on incident report, you must complete this revision on the website.



Q: My supervisor told me I have a revision on Quantum but I never received a message notification. What happened?

A: It is best practice to log into Quantum on a regular basis and check if there are revisions to be completed.

Message notifications are sent to the user's phone number and email address on file with The Arc of East Central Iowa.

The notifications are sent from an email address called [Do\\_Not\\_Reply@qscorpio.com](mailto:Do_Not_Reply@qscorpio.com). When they are sent to the cell phone, they show as an unfamiliar phone number like 1410100033. Both the email and text message will read: **A revision has been requested.** Check the Spam folder on email inboxes and scroll through text messages with unfamiliar numbers and the message will be there.

The System Administrator can send a test revision and message notification to the user account upon request.