What is Narrative Recovery?

Narrative fields in CONNECTIONS, which typically contain detailed worker entries, feature a Text Control tool that provides formatting functions similar to those available in Microsoft Word.

Note: Any narrative with the Text Control tool shown below, including a Microsoft® Word document, has the narrative recovery features outlined in this Tip Sheet.

Narratives with the Text Control tool contain a feature that allows for recovering an entry that was not saved or that was lost due to one of the following:

✓ Power was lost to the computer

✓ The system connection was lost

✓ The system automatically timed out after 30 minutes of inactivity

✓ Multiple workers were trying to modify the same narrative simultaneously (refer to the "Narrative Locking Feature" section for more information)

AutoSave/AutoRecovery Features

As a worker enters or modifies a narrative, CONNECTIONS automatically saves it as a Microsoft Word document on the worker's local drive every three (3) minutes; this is referred to as the *AutoSave* feature.

> **Each worker is granted space (memory) on the statewide Citrix server; this is referred to as the worker's "local" drive.**

The *AutoRecovery* process is used to recover the autosaved version of a narrative if it is lost due to one of the reasons outlined above, and the document has not been saved and closed properly. Refer to the "Recovering an Autosaved Narrative" procedure for instructions on recovering these narratives.

Note: Autosaved documents are retained for 30 calendar days from the date of recovery.

Recovering an Autosaved Narrative

It is possible that another worker may modify the same narrative before you recover your local (autosaved) copy. Once your system connection is re-established, CONNECTIONS will determine which version is the most recent. This ensures that you are working with the current narrative, and that you do not inadvertently overwrite more recent changes.

When you access the narrative for the first time after a system disconnect or timeout, a message displays stating which version of the narrative is being recovered (the database version or the one stored on your local drive), based on which is more recent. If no local version exists, the database version is retrieved and no message displays. Refer to the table below for specific messages.

> **For new Progress Notes and addendums to existing Progress Notes, no message displays when the worker re-enters that narrative for the first time; however, the auto-recovered narrative displays in CONNECTIONS and can be saved or discarded.**

	If the local version is more recent…	If the database version is more recent…
The following message displays:	*"Most recent narrative retrieved from local drive. Click OK to view."*	*"Most recent narr (narrative) retrieved from DB (Database); locally saved version exists."*
Actions and results:	Click on the **OK** button to display the locally saved version of the narrative. Saving the local version saves the information to the database. **Note:** In any of the *Case Planner Summary* narratives, you must make a modification before the **Save** button will enable.	Click on the **OK** button to display the database version of the narrative. To recover the locally saved narrative, refer to "Accessing a Locally Saved Narrative" procedure.

If you cancel out of the recovered narrative without saving, the following message displays: *"Do you want to cancel? Unsaved data and/or narrative(s) will be lost."*

- Clicking on the **No** button closes the message. The window remains open and unsaved changes remain pending.

- Clicking on the **Yes** button discards the narrative.

If you cancel out of one of the narratives that displays in Microsoft® Word (e.g., the FAD Home Study Narrative) without saving, the following message displays: *"Save Changes?"*

- Clicking on the **No** button discards the narrative.
- Clicking on the **Yes** button saves the narrative to the database.

Note: If you discard a recovered narrative, you cannot retrieve it. (The file in the Local Save directory is also discarded.)

	Tips for Accessing Auto-Recovered Progress Notes
New Progress Note	Open the *Progress Notes* window for the stage and click on the **New Note** button. *The recovered narrative displays on the Progress Notes Detail window, but the fields in this window are blank. Enter information for these fields and save the note.*
Addendum to a Progress Note	Select the note in the *Progress Notes* window, then select **Add Addendum** from the **Options** menu. A pop-up displays, click on the **OK** button to view the narrative. *The recovered narrative displays on the Progress Notes Detail window. Save the note and the addendum is retained.*

Narrative Locking Feature

Another feature of CONNECTIONS, *Narrative Locking*, ensures that workers entering information at the same time do not overwrite each other's changes to a narrative.

If a worker attempts to save changes to one of these narratives after another worker's modifications have been saved, the following message displays: *"Save Failed: Data has been modified by another user."*

Once you click on the **OK** button, the following message displays: *"Unable to Save <NarrativeName>. Press Yes to Save a Local Copy or No to Discard."*

- Clicking on the **No** button closes the message and discards the narrative.
- Clicking on the **Yes** button saves a local copy of the narrative and the following message displays: *"Narrative <NarrativeName_timesaved>.doc saved in Start-Local Save."*

Click on the **OK** button to close the message. Refer to the "Accessing a Locally Saved Narrative" procedure for instructions on recovering this narrative.

Note the name of the file displayed in this message, so you can locate the locally saved version of the narrative.

Accessing a Locally Saved Narrative

As a result of Narrative Locking, you have the option of using the saved local copy instead of the version in CONNECTIONS. To access a locally saved narrative:

1   Click on the **Start** button in the lower left corner of the Citrix desktop. *Make sure you are clicking the Citrix **Start** button, not on your Windows **Start** button. The **Start** menu displays.*
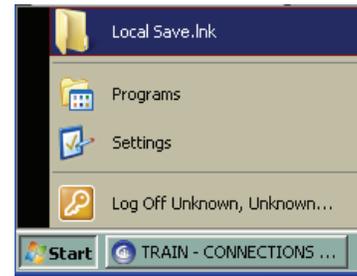
2   Select the **Local Save.lnk** option on the **Start** menu. *The Local Save sub-menu displays with a list of all locally saved narratives.*

3   Select the appropriate narrative from the list. *The narrative opens in Microsoft Word.*

4   Select the narrative text and press **Ctrl** + **C** to copy.

5   In CONNECTIONS, find the narrative where you want to copy the local version. *A message displays stating that the database version of the narrative was retrieved.*

6   Click on the **OK** button. *The database version of the narrative displays in the narrative field.*

7   Place your cursor in the narrative field and press **Ctrl** + **V** to paste the text you copied from the local version into the narrative field.

8   Click on the **Save** button to save your local narrative in CONNECTIONS.

CONNECTIONS Resources

OCFS CONNECTIONS Internet site:
http://www.ocfs.state.ny.us/connect/

CONNECTIONS Regional Implementation Staff:
http://ocfs.state.ny.us/connect/contact.asp

E-mail your CONNECTIONS application questions to:
ocfs.sm.conn_app@ocfs.state.ny.us *(NOTE: address contains an underscore)*

E-mail your other CONNECTIONS Communications to:
CONNECTIONSCommunications@dfa.state.ny.us

OFT Customer Care Center: **1-800-697-1323**