

## Part 1: Locate AuthentiCare® New Mexico Turquoise Care User Manual

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The AuthentiCare® New Mexico Turquoise Care User Manual Version 2.0 can be found in the AuthentiCare® Web Portal under “Custom Links” titled **AuthentiCare NMTC User Manual**.

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## Part 2: Purpose of the AuthentiCare® New Mexico Turquoise Care User Manual

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The purpose of the AuthentiCare® New Mexico Turquoise Care User Manual is for anyone who needs to know how to use the AuthentiCare® system, especially Providers who need to administer and research Worker, Client, and Visit information. Since it is a “How To” document, there is sufficient detail to provide a solid understanding of what the EVV solution is designed to do, how it works, and how to use it effectively.

By design, the AuthentiCare® New Mexico Turquoise Care User Manual can help you research any system issues that you encounter because it fully explains all the functions you use in AuthentiCare®. As with most documents of this type, searching by topic is often the first step.

**Fiserv AuthentiCare® Support Center is available:**

If you are unable to solve your problem by using this instruction, you can contact Fiserv AuthentiCare® Client Support Services by phone at 1-800-441-4667, option 6, or by email to [authenticare.support@fiserv.com](mailto:authenticare.support@fiserv.com) for assistance.

## Part 3: How to use the AuthentiCare® New Mexico Turquoise Care User Manual

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The AuthentiCare® New Mexico Turquoise Care User Manual is an interactive document that allows Users to quickly find information through the use of the interlinked Table of Contents. Hover over a specific section and hold the “Ctrl” key down and click. The action will send you to the section of the document you are wishing to view.