

June 23, 2021

### Critical Updates

**TOPIC: No critical updates this week**

### Major Issues and Resolutions

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### How-to Tips

#### Reminder: Updated Employer of Record (EOR) User Guide & Micro-Trainings

We're happy to announce that an updated version of the AuthentiCare Employer Record (EOR) User Guide is now available! This updated version provides more details on how EORs can easily navigate through the AuthentiCare portal and complete the EOR duties that happen in AuthentiCare. It also provides instructions on attendants/caregivers use AuthentiCare. This helpful tool uses screenshots from the AuthentiCare portal to provide visual step by step instructions for a variety of AuthentiCare EOR and attendant/caregiver functions. The guide is available on the Palco website at: [https://palcofirst.com/wp-content/uploads/2021/03/ACR\\_NMCC\\_SDCB\\_EOR\\_Guide.pdf](https://palcofirst.com/wp-content/uploads/2021/03/ACR_NMCC_SDCB_EOR_Guide.pdf)

Support Brokers (SBs) and EORs also have access to a library of AuthentiCare how-to videos that demonstrate AuthentiCare functionality. To access the videos in the library:

1. Launch the following link/URL in Google Chrome, Internet Explorer, Safari, or Mozilla Firefox web browsers: <https://www.gotostage.com/channel/authenticare-nmcc-sdcb>
2. Select the video you would like to see;
3. Once open, enter your first name, last name, and email address to register to view the video;
4. Press play!

#### Key Items to Note:

- You can pause, rewind, and fast forward as needed.
- There is no limit to the number of times you can watch any of the videos.
- You have access to the video library 24/7 – all you need is an internet connection!