CAIRS
Access to Recovery

PROVIDER USER MANUAL

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1-888-776-6004
cairssupport@kitsolutions.net

KIT Solutions®, LLC
5700 Corporate Drive
Suite 530
Pittsburgh, PA 15237

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TIPS FOR USING THE APPLICATION EFFECTIVELY

Recommended Computer Settings

Screen Resolutions

You will get the best screen layout if you set your PC monitor settings to 1024 X 768 or larger. If your screen resolution is smaller (e.g., 800 x 600 pixels), everything on the screen will appear larger. But, if you use 800 x 600 pixels you will have to scroll more both up and down and left and right to access all the data fields.

Pop-Up Blockers

Modern computer security technology and usability features development have led to pop-up blocking. Although this new feature of Internet browsers, toolbars and other 3rd party managing software blocks hazardous and annoying pop-ups, sites like the ATR application require pop-ups to be able to function. If your pop-up blocker is enabled, then there is a possibility that the ATR application may not function or appear properly. You should either disable the pop-up blocker while using the ATR application (while remembering to enable it, if desired, when not using the ATR application) or create exceptions for the pop-up blocker. Although enabling and disabling the pop-up blocker may be cumbersome, it may be easier than making exceptions to the pop-up blocker.

To create exceptions for the pop-up blocker, open your internet browser window. If using Internet Explorer, click the top toolbar option “Tools” and then go to “Internet Options”. After the Internet Options window is available, you will want to click on the “Privacy” tab at the top of the window. You will notice while on the “Privacy” tab at the bottom will be a section on Pop-Up Blockers. If you “Block pop-ups” checkbox is checked, click on the “Settings” button to allow for exceptions. If using Mozilla Firefox, click the top toolbar options “Tools” and then go to “Options”. After the “Options” window is available, you will want to click on the “Content” tab at the top of the window. If you “Block Popup Window” is checked, click the “Allowed Sites” button to the right to allow for exceptions.

You can now add the ATR application links to the “Allowed Sites” list which the pop-up blocker will ignore when trying to block pop-ups from the ATR application. You will want to add https://kitservices3.kithost.net/crihbatr/ for the Live system. Once this site is added to your “Allowed Sites” list, the pop-up blocker should no longer prevent pages from loading and appearing while you are using the ATR application.

Print Icon

The ATR Application has the print icon for easier access to viewing reports, you may need to have Active X installed on your computer to utilize the icon. Active X is a free download that should allow you to use the print icon, click on this link to access the Active X site: http://www.download.com/windows/activex/1921-2206_4-0.html   If you are unable to download Active X, contact your organization’s IT department. Firefox does **not** officially Support AciveX. http://support.mozilla.com/en-US/kb/ActiveX

*Note: These are instructions for Internet Explorer 7.0 and may be different for other Internet Explorer versions.

Application Navigating

The ATR Application is set up in such a fashion that moving from Left to Right on the menu is the best approach to using the application. Start at Assessment, filling in all the information for that area before moving on to the next section. Continuing in this manner will ensure that all of the sections of the application have enough information to function correctly. If all of the different portions are not completed, some modules will not work correctly.

Computer Keys

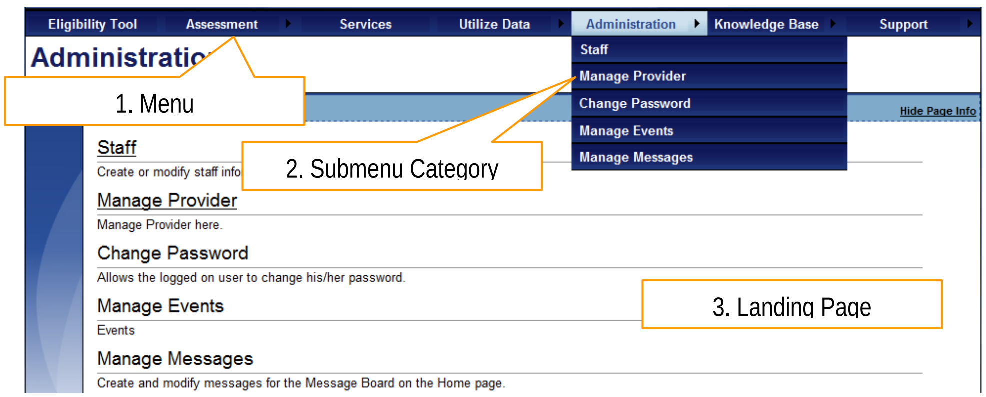
While entering information into a form, several keys are helpful for moving the cursor from one information box (called a data field) to another. The table below summarizes those keys:

Key	Description	Function
	The Cursor	Points to desired location
	The TAB key	Moves the cursor to the next data field
	Hold down the SHIFT key and then press the TAB key	Moves the cursor to the previous data field
	The Control (Ctrl) key	Enables blocked material to open (due to pop-up blocker)
	Use the MOUSE by pointing and clicking to move the cursor	Moves the cursor by pointing and clicking

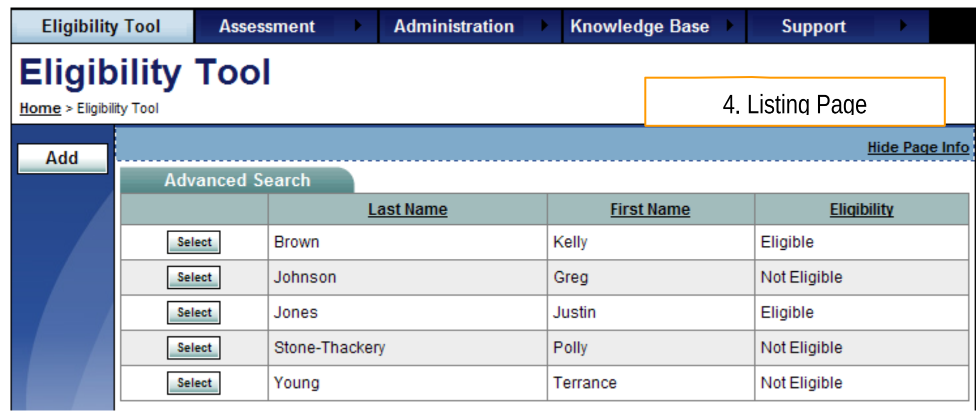
Menu Information

The Menu for the application is located across the top of the screen. Some Menu categories may be broken down into submenu categories to choose from. The Menu categories list the main modules that are within the application. When a Menu category is selected a list of submenu categories will be displayed on the Landing Page as links to access the modules. (For more information on Landing Pages, see the [Landing Page](#) section.)

1. Menu	Constant (unchanging). Available at all times.
2. Submenu Category	Varies depending on which Menu category is selected.
3. Landing Page	Varies depending on which Menu category is selected.
4. Listing Page	Varies depending on which submenu category is selected.



(This is a screenshot displaying the Menu (1), Submenu (2), and a Landing Page (3))



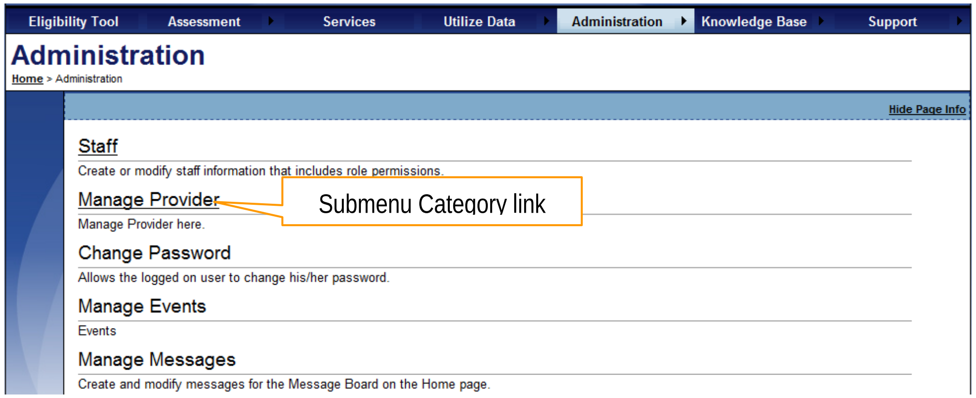
(This is a sample screenshot displaying a Listing Page (4))

Landing Page

When first entering a main module you will see a list of the entire submenu categories associated with that module. This is called a “Landing Page”. The Landing Page of each module provides a description of what can be done in that module as well as listing each submenu category as a link to the Listing Page and entry forms. (For more information on the Listing Pages, see the Listing Page section.) No data is entered on the Landing Page.

To open a category:

- Click on the Submenu Category Landing Page link.



(This is a partial screenshot displaying a Landing Page)

Tips

- Hide Page Info — Allows the module description to be hidden from view
- Show Page Info — Places the module description back in view

Listing Page

After selecting a category from the Landing Page you will see the “Listing Page”. When going into an area where a Listing Page is available, the service allows you to select previously entered data to edit or view its content. No data is entered on the Listing Page.

- When viewing a Listing Page, all of the data is available for Searching. (See the Advanced Search section for more details on searching.)

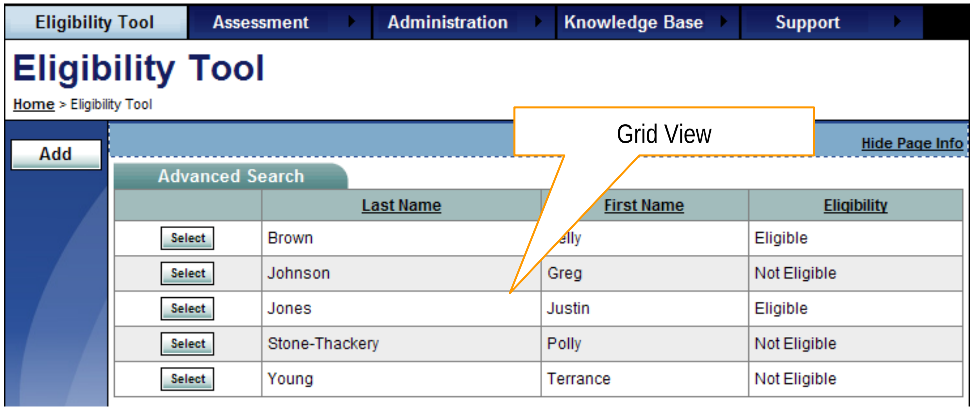
There are three types of Listing Pages:

1. Grid View
2. Hierarchy View
3. Single Form View

Grid View

The Grid View displays the data in tables. Specific pieces of data will be displayed within the Grid based on the fields within the entry/edit form.

1. When first viewing a Listing Page, all of the data is available for Searching. Click the Select (**Select**) button to the left of the data you would like to edit/view.
2. You will be taken to the entry/edit screen. This page will be in edit mode (all data fields will be open for data entry). Make any changes needed to the form. Click the Save (**Save**) button to save the changes.



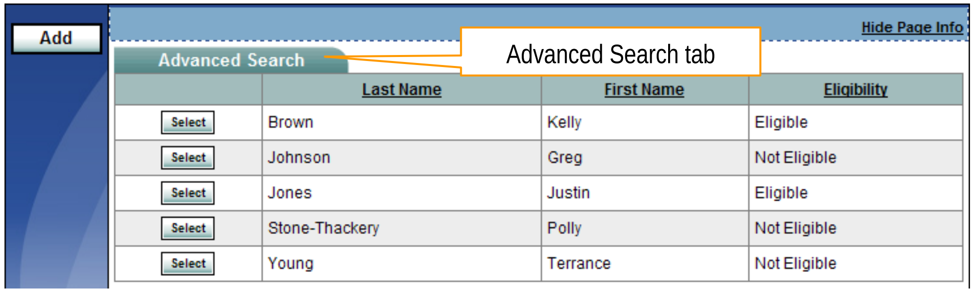
(This is a sample screenshot displaying a Listing Page)

Tips

- Clicking on the field name in a Category field (e.g., First Name) will allow you to sort through your files in ascending or descending order.
- The Page numbers (e.g. 1 2 3 4 5) beneath the grids allows to you move from page to page within the specific listing page. There is a maximum of 8 items in a grid, so once you exceed 8, the application automatically updates the grid to page 2. To get to a desired page click on the number and you will go to that specified page.

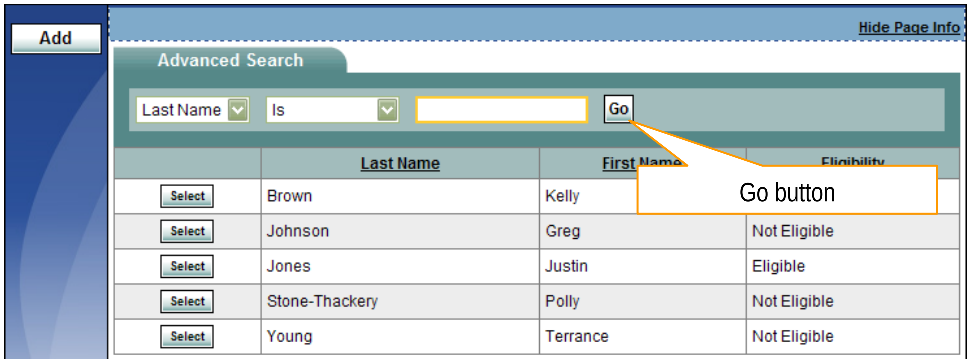
Advanced Search

- To filter a search, click the (**Advance Search**) tab located at the top of the Grid.



(This is a sample screenshot of a Data Grid displaying the Advanced Search tab.)

- The Advanced Search option allows you to limit search results. Select an option from the three search filter fields. Once the three search filter fields have been selected, click the (**Go**) button to see the search results.
- The three search filter fields are used in the following methods:
    1. The first search filter will display the search categories to choose from.
    2. The second search filter allows you to specify how you wish to search.
    3. The third search filter is the search criteria. This field will change based on the second search filter selected.

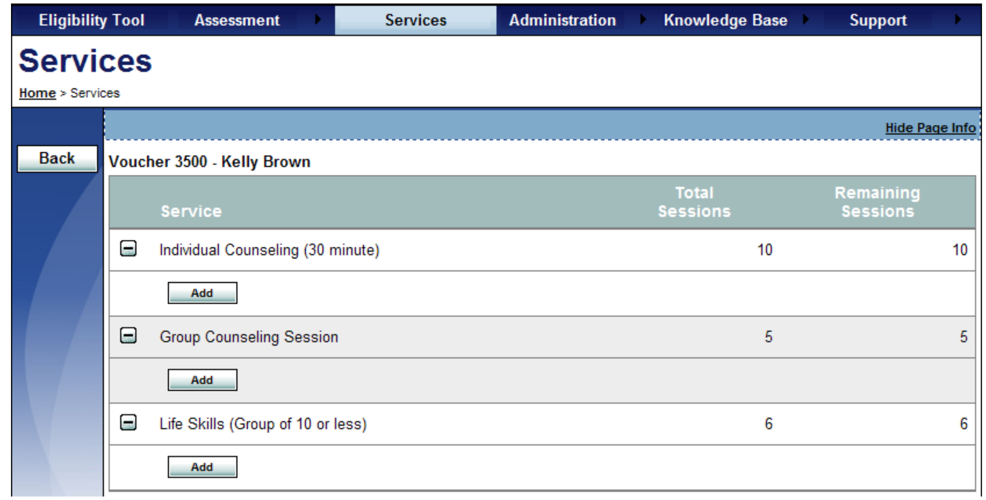


(This is a sample screenshot of Advanced Search displaying the **search filter fields.**)

Hierarchy View

A Hierarchical View is used when Adding/Editing within the Service Menu. Looking at the example, the service record is associated with the Treatment Service Type. The hierarchical view was designed to simplify these tasks.

- When first viewing the Listing Page, you will need to click the (**plus sign**) to activate the hierarchy view. The + will become a (**minus sign**)and all the data will display below the link
- To enter, edit or delete information within the link, click on the desired link.

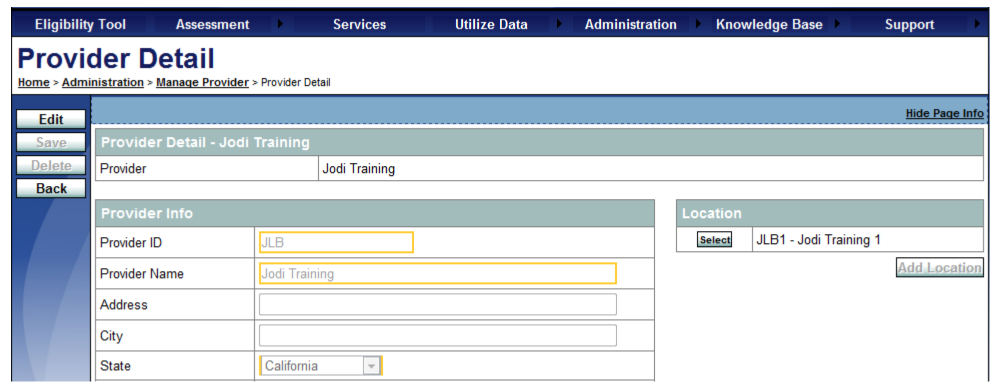


(This is a sample screenshot displaying a “Hierarchy View”.

Single Form View

The Single Form View is used when the data entered is updated periodically. Only one form is available and edited. The Single Form View displays the fields on the Edit Form.

- The form can be edited at any time, but you must click the Save (**Save**) button to update the data.

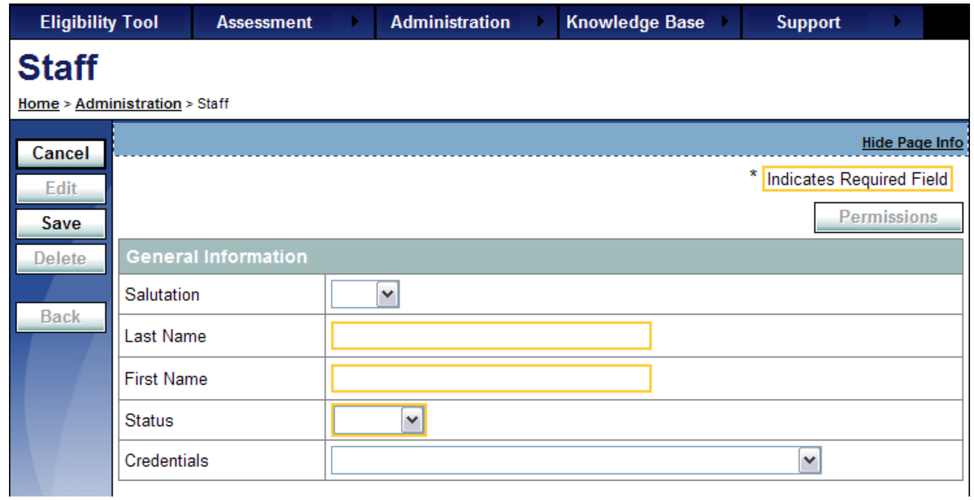


(This is a sample screenshot displaying a “Single Form View” Page.)

Edit Forms

The Edit Form contains the fields for entering and editing data. The buttons for saving, cancelling, deleting, printing, and in some cases, adding and editing, are available at the top right of the page. (See the Data Fields & Buttons section for additional details on the function of these buttons.)

- If you clicked the Add (**Add**) button to enter new information into a form, the Edit Form data fields will be blank.
- When selecting the Select (**Select**) button to view existing data, the Edit form data fields will display the data entered/selected previously. These fields may be modified, if needed.



(This is a sample screenshot displaying a blank Edit Form.)

Data Fields and Buttons

In the ATR application there are several fields, boxes and buttons that are used to collect and store data.

Type	Preview/Description
Text Field (aka Text Box)	(fill in the blank)
Dropdown List (aka Pull Down Menu)	Please Select (select one)
Radio Buttons	Selected Not Selected
Check Boxes	Selected Not Selected
First Name	A yellow field denotes a required field
Calendar	(See the Calendar section for additional details.)

It does not matter the order in which the above fields are filled in, but if a required field is not filled in and you try to save the form, you will receive a message informing you what field is missing data and you will not be able to save the form until that field has data.

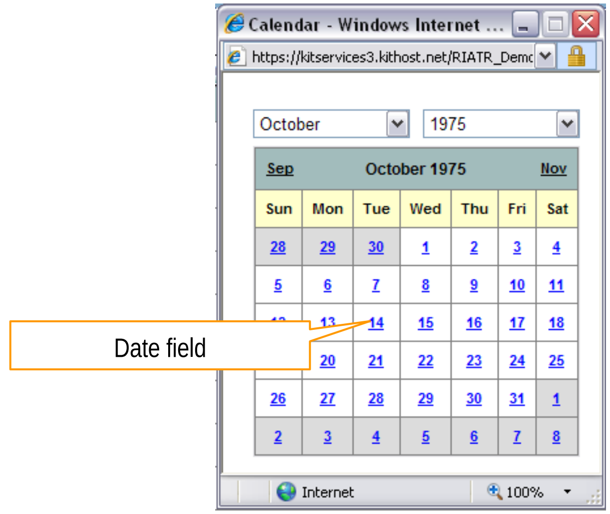
Tips

- All the fields within a yellow box are required fields. These must have a value entered before the record can be saved.
- You can type an identifying letter of an item in a dropdown list and the first selected beginning with that letter will appear in the box.

Calendar

Dates can be entered in two different ways: 1) typing the date directly into a date field as mmddyyyy or 2) using the (**Calendar**) icon. The (**Calendar**) icon can be used as an alternative option to entering a date directly into a date field.

1. Click the (**Calendar**) icon. A new window will open displaying a calendar.
2. To change the month, use the month links on the top corners of the calendar.
    a. Click the left month link to go to the previous month.
    b. Click the right month link to go to the upcoming month.
    c. If the date is not within the months displayed, you can select the Month and Year by using the dropdown lists.
3. Once the correct month is displayed, select the date by clicking on a number within the calendar.



(This is a screenshot displaying the calendar feature.)

Edit Form Buttons

Information is entered and edited on the computer screen through data entry/edit forms. The table below summarizes the buttons used to enter/edit information located to the left of each form. This is referred to as the “left toolbar”.

Add	Must be pressed first to add new information to a form
Edit	Must be pressed to modify existing information
Save	Adds the information on a form to the ATR database
Delete	Removes the information currently on a form from the ATR database
Cancel	Cancels the Add or Edit without saving any information entered

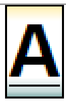
Additional Buttons

Below are some additional buttons that may appear within a form.

Back	Returns you to the Listing Page
Submit	Forwards the approved information to the appropriate parties for further consideration.
Export	Downloads the selected file into the desired format.
Select	Opens the information in the enter/edit form for viewing or modifications
AAAA	Changes the text size by clicking on one of the different sized As (For more information, see the Using the Text Resizer section)

Using the Text Resizer

You can alter the size of the text on a form by using the Text Resizer . Clicking on one of the s changes the text size from smallest to largest. Place the mouse pointer over one of the s and left click to change the size.

	Provides the smallest text size
	Provides the default text size
	Provides a medium text size
	Provides the largest text size

LOGIN PROCEDURE

Connect to the Internet using an Internet browser. In the Address field, type in the following address and press Enter on your keyboard:

Live Data: https://kitservices3.kithost.net/CRIHBATR/

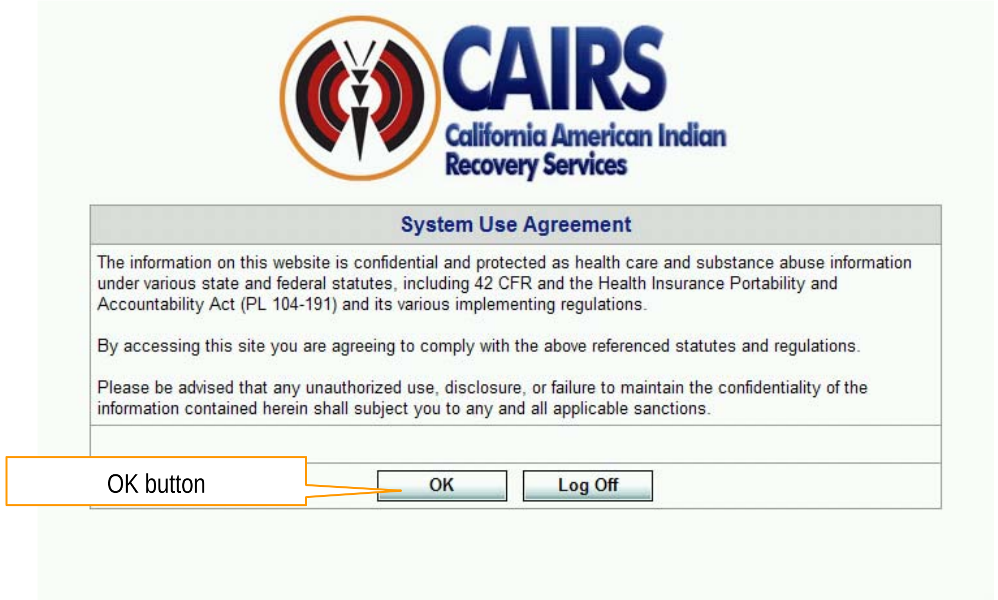
1. Type the login name provided by your acting administrator in the **User ID*** field.
2. Type the password in the **Password*** field.
3. Click the Log In (**Login**) button.

(This is a screenshot of the Login page)

Tips

- The **User ID*** IS NOT case sensitive.
- The **Password*** IS case sensitive.

4. To enter, you must read and agree to the System Use Agreement by clicking the OK (Ok) button.
*Note: If you do not wish to log in, click the Log Off (Log Off) button.



(This is a screenshot of the System Use Agreement Screen)

Service Announcements

The Service Announcements that are located on the Login Page are there to notify users that the Service is receiving any necessary server updates. The Service may be down for a short period of time which means you will not be able to log into the Service or save any data at that time.

Service Maintenance typically occurs once a month.

(This is a screenshot of the Login page)

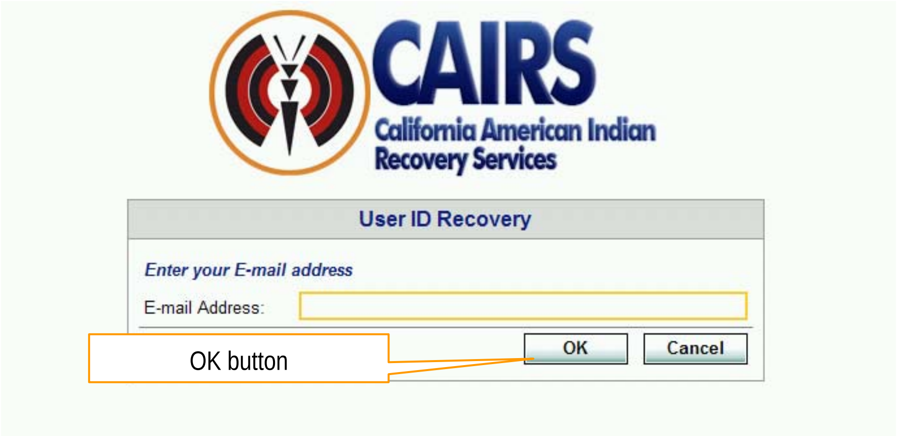
Forgot User ID?

If you are unable to log into the ATR application due to forgetting your User ID, you can retrieve this information by clicking the link (entitled <u>Click Here</u>) next to Forgot User ID?

(This is a screenshot of the Login page)

1. Enter the email address associated with your account in the **E-mail Address** field.
2. Click the OK (OK) button.

You will receive a message that User ID information was sent to the email address specified. An email will then be sent supplying you with the User IDs associated with the specified email address.

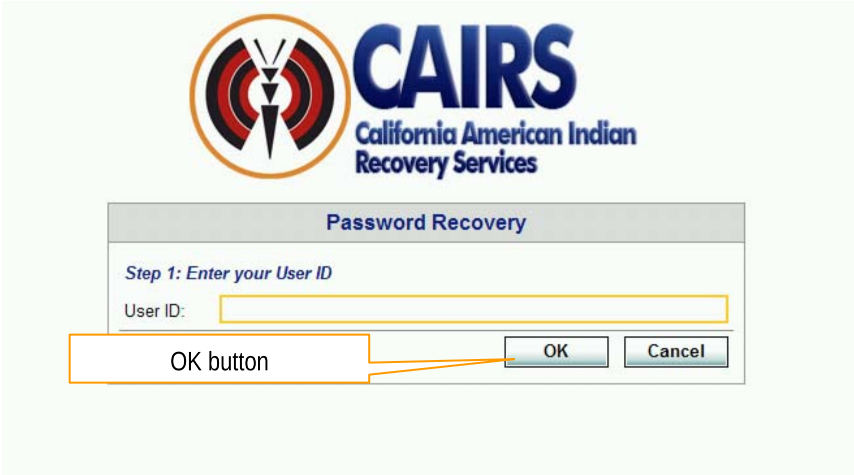


(This is a screenshot of the User ID Recovery screen)

Forgot Password?

If you are unable to log into the ATR application due to forgetting your Password, you can retrieve this information by clicking the link (entitled <u>Click Here</u>) next to Forgot Password?

(This is a screenshot of the Login page)

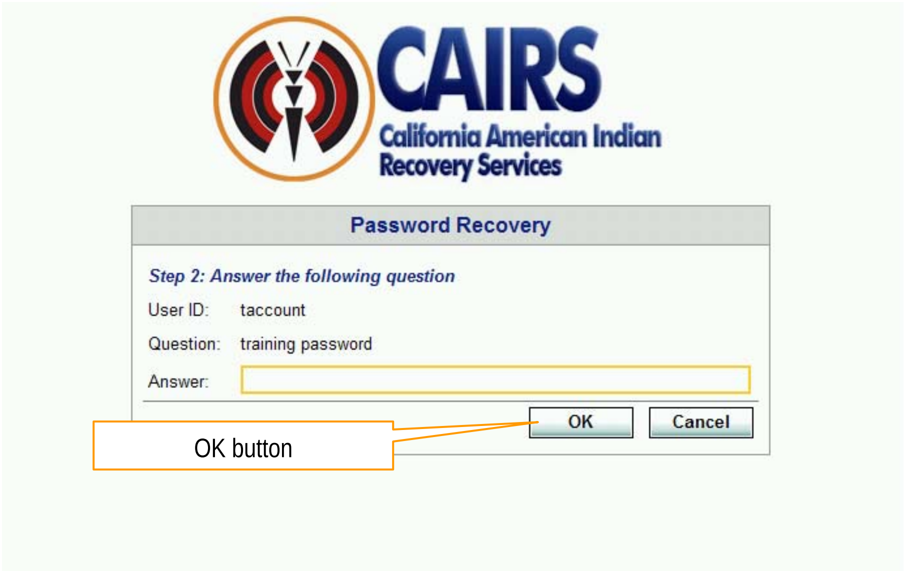


(This is a screenshot of the Password Recovery Screen)

1. Type the login name provided by your acting administrator in the User ID* field.
2. Click the OK (OK) button.

3. Enter the answer to the password question you specified when your account was activated in the **Answer:** field.
4. Click the OK (OK) button.

You will receive a message that your password has been reset. An email will be sent to the email associated with the User ID with a link to reset the password. See Account Activation for details on resetting your password.



(This is a screenshot of the Password Recovery Screen)

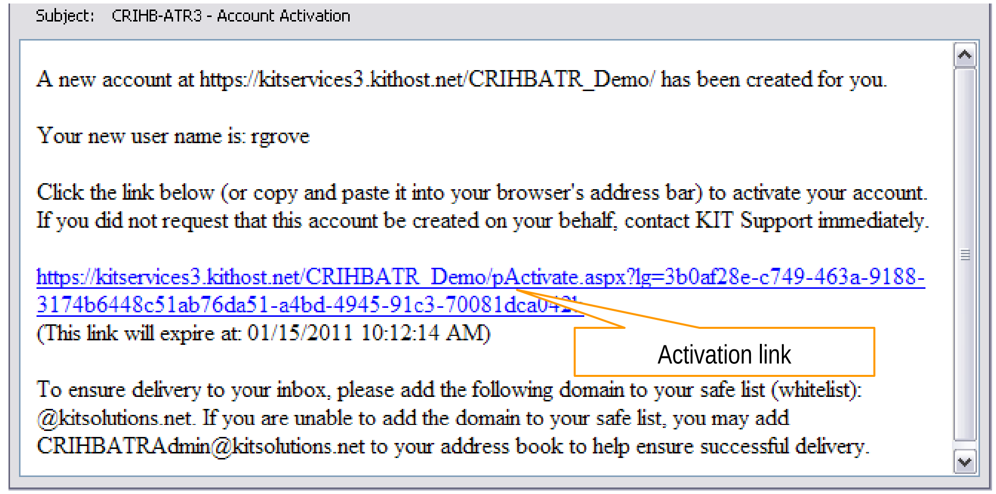
Tips

- If you have not activated your account, you will not be able to use the Forgot Password feature.
- Password Answers are case-sensitive.

Account Activation

Your login information is created for you by your system administrator (IT Manager). In order to log into ATR for the first time you will need to activate your account first.

1. Once you have been informed by your system administrator that an account was created for you, check your email's inbox. You should receive an email with instructions for activation.
2. Click the activation link within the email to activate your account.



(This is a sample screenshot of the activation email)

3. Enter your password into the **Password** field. It must contain the following:
   a. Minimum 8 characters in length
   b. Must have 1 upper case character
   c. Must have 1 number
   d. Cannot use User ID as part of password
4. Retype the password in the **Confirm Password** field.
5. Enter your password question into the **Password Question** field.
6. Enter your password answer into the **Password Answer** field.
7. Click the OK (OK) button. You will now be taken to the Login Page.
   *Note: You will receive a confirmation email that your account has been activated.

(This is a screenshot of the Account Activation Screen)

Tips

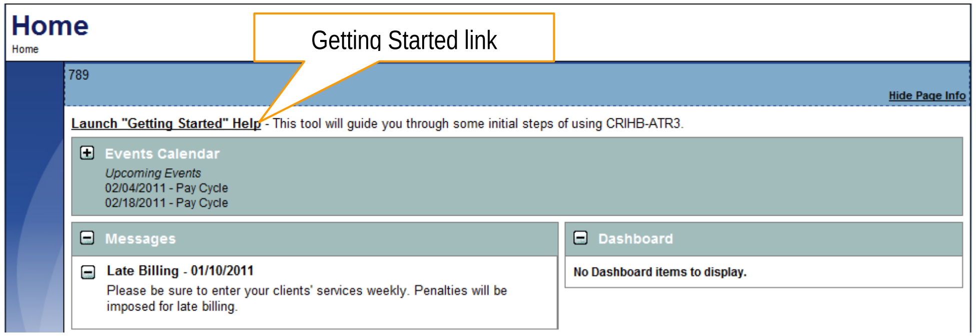
- The activation link is only available for 72 hours. If you did not click the link in time, contact your system administrator to reset your password.
- If you used the Forgot Password feature, the Password Question and Password Answer will already be filled in for you based on your activation. You may change this information if desired.

HOME

The Home Page provides the organization with important messages, upcoming events and links to News regarding treatment.

Getting Started

- The Launch "Getting Started" Help link will take you to the CRIHB Support Site.
- To close the window, click on the (X) in the upper right hand corner.

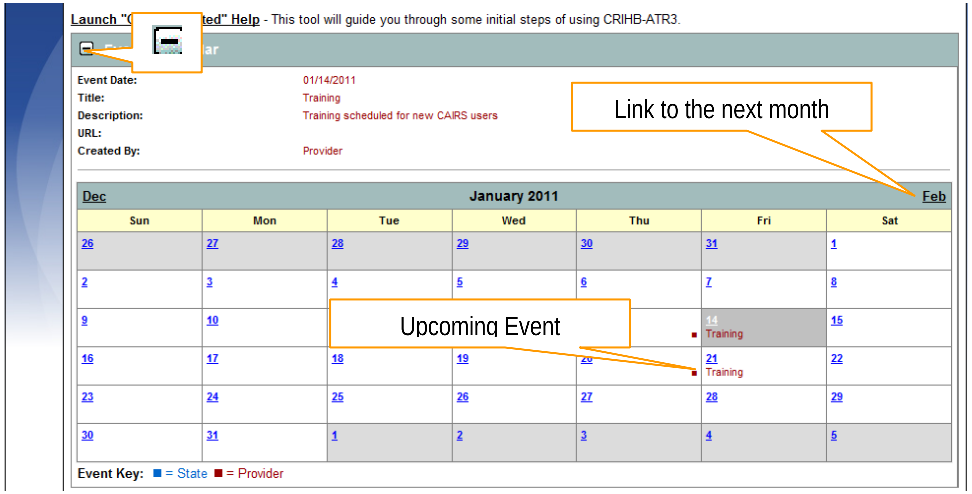


(This is a sample screenshot displaying the Home page)

Events Calendar

- To view the events calendar, click on the (**plus sign**) next to the Events Calendar.
- The Calendar will expand.
- To view Event details for a particular day, click on the calendar date (e.g., 25).
- Switch to the previous or next month by selecting the link located to the right or left of the current month's name.
- To close the calendar, click on the (**minus sign**).

  *Note: To add events to the calendar, see the Manage Events section.



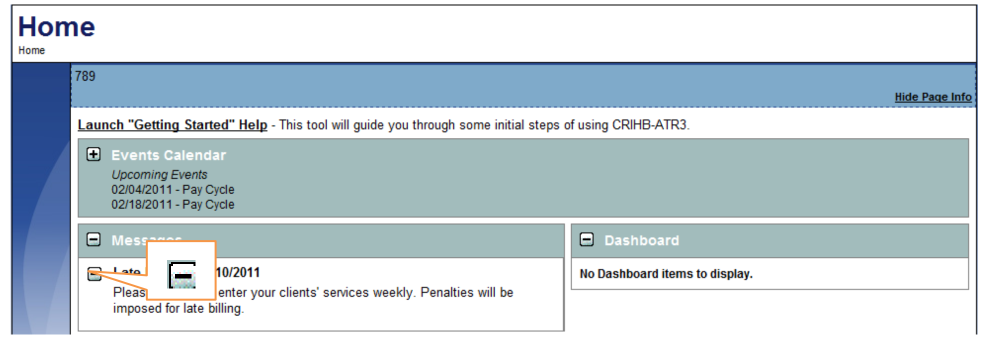
(This is a sample screenshot displaying the Events Calendar)

Tips

- If an event is added by the state, then the event will display for all providers, regardless of their permission level.

Messages

- To view a Message description, click on the (**plus sign**) next to the message title. The (**plus sign**) will become a (**minus sign**). To close the description, click on the (**minus sign**).
  *Note: To add messages to the Home page, see the Manage Messages section.

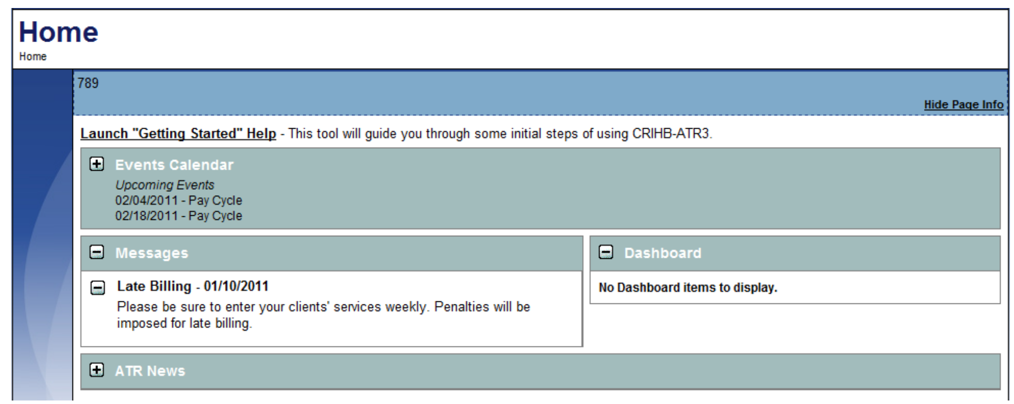


(This is a sample screenshot of the Home Page displaying an open message.)

Dashboard

The Dashboard feature on the home page is designed to provide status updates in regards to various timeliness, notifications and inactivity scenarios for reports and surveys within the ATR Application.

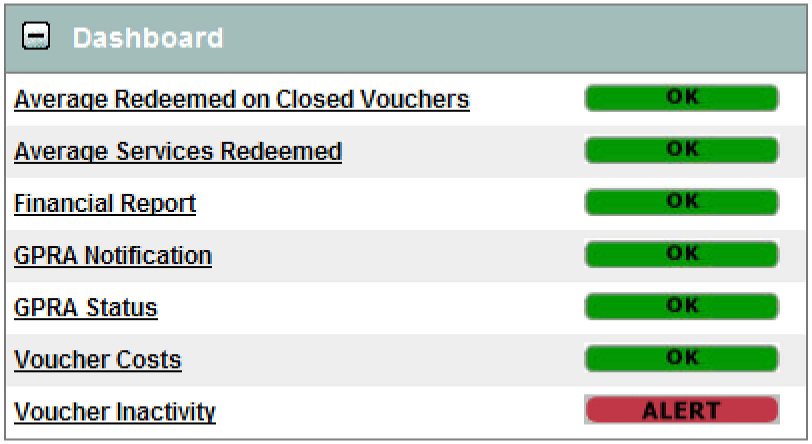
- To view a list of dashboard reports, click on the (**plus sign**) next to the Dashboard. The (**plus sign**) will become a (**minus sign**). To close the list of reports, click on the (**minus sign**).



(This is a sample screenshot of the Home page displaying the Dashboard.)

Dashboard Alerts

1. Alert = 160 Days
2. Action = 180 Days
3. After 8 Months = Never Complete



(This is a sample screenshot of the Dashboard notifications on the Home Page.)

Tips

- Green – No Action Needed. A link is available for the report or survey that falls within this status.
- Red – Alert. A link is available for the report or survey that falls within this status.

ATR News

- To view a list of News articles, click on the (**plus sign**) next to the ATR News. The (**plus sign**) will become a (**minus sign**). To close the list of articles, click on the (**minus sign**).
- To view a News article, click on the title of the article from the **ATR News** section. ATR News section is automatically updated in 'real-time' by JoinTogether.
- A new window will open when you click on the specified news article link.
- To close the window, click on the (X) in the upper right hand corner or click the Close (**Close**) link.

(This is a sample screenshot of the Home page displaying the ATR News links)

Tips

- If no news articles appear when click the (**plus sign**), click the link located at the bottom of the page to enable the news feed.

  You are NOT viewing the news feed which results in better page performance. Click **here** to re-enable the news feed.

ELIGIBILITY TOOL

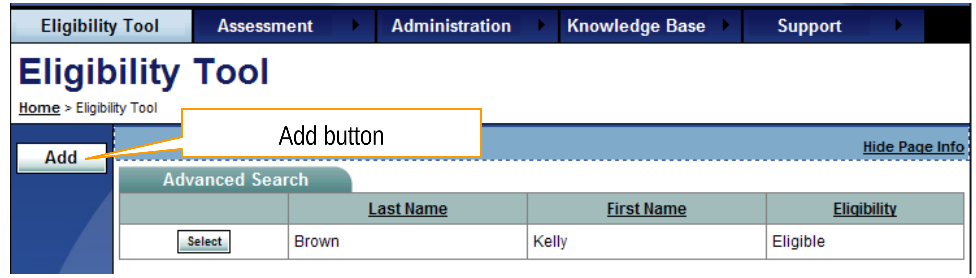
The Eligibility Tool module is designed to create a client profile and determine their eligibility for treatment. The client must meet the following eligibility criteria to receive CAIRS funded services.

- Resident of California, and
- History of substance use or abuse, and
- 12 years of age or older, and
- Enrolled member of a federally-recognized tribe or descendant of American Indian/Alaska Native (AIAN), or
- Spouse/Partner of an AIAN, or
- Non-AIAN minor living with an AIAN household
- For complete list of program eligibility criteria, see CAIRS website at http://crihb.org/cairs

Documentation that the client is eligible is required to be maintained in the client file. This includes copy of documentation that shows the client is a California resident and they are a member of a federally-recognized tribe or descendant.

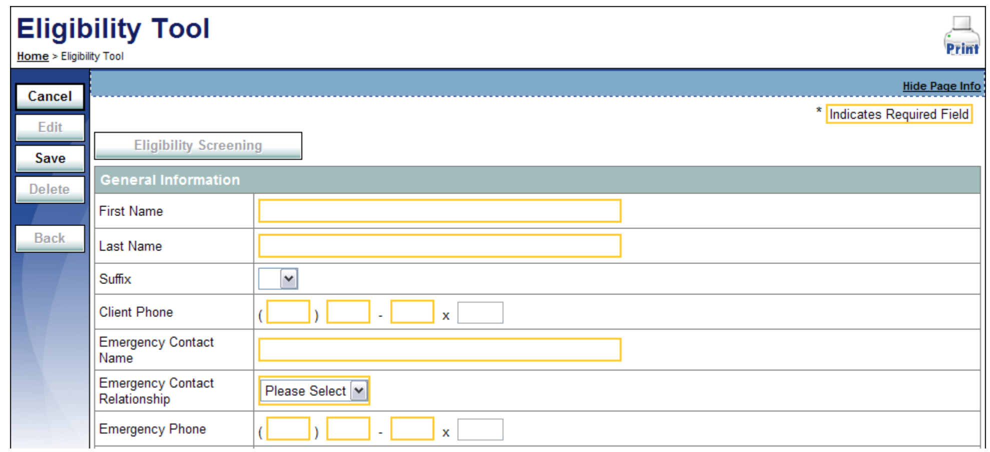
Adding a Client

1. Click **Eligibility Tool** from the Menu.
2. Click the Add (**Add**) button.



(This is a sample screenshot of the Eligibility Tool Listing Page.)

3. Enter the client's first name in the **First Name** field.
4. Enter the client's last name in the **Last Name** field.
5. Select the client's suffix, if applicable, from the **Suffix** dropdown list. This is an optional field.
6. Enter the client's telephone number in the **Client Phone** fields.
   *Note: The Phone must be filled out in three fields. The fourth field is optional for an extension number.
7. Enter the name of the client's emergency contact in the **Emergency Contact Name** field.
8. Select the client's emergency contact's relationship to the client from the **Emergency Contact Relationship** dropdown list.
   a. If *Other* is selected as the relationship, a new field will appear. Please enter the type of relationship for the emergency contact in the **Other Emergency Contact Relationship** field.
9. Enter the client's emergency telephone number in the **Emergency Phone** field.
   *Note: The Emergency Phone must be filled out in three fields. The fourth field is optional for an extension number.



(This is a screenshot of the Eligibility Tool edit form.)

10. Enter the client's email address in the **Client E-mail** field. This is an optional field.
11. Enter the client's address in the **Mailing Address** field.
12. Enter the client's city in the **City** field.
13. The **State** field is defaulted to CA.
14. Enter the client's 5 digit zip code in the **Zip Code** fields.
15. Enter the last 4 digits of the client's social security number in the **Social**

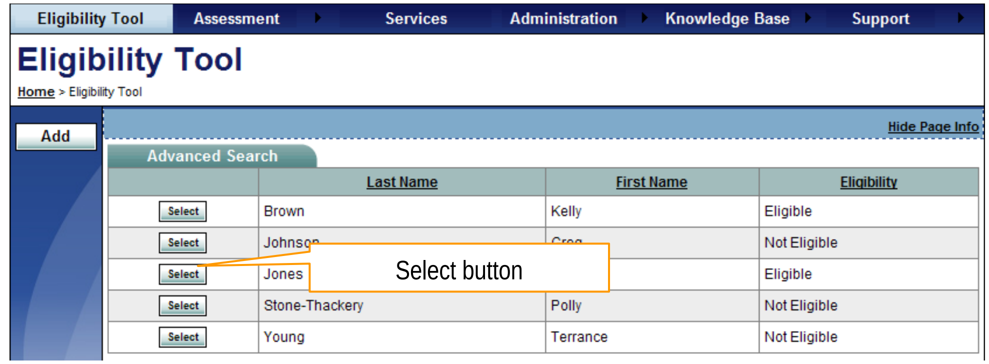
(This is a screenshot of the Eligibility Tool edit form.)

Security Number field.

16. Enter the client's date of birth in the **Birth Date*** field as mmddyyyy or select the date by clicking on the calendar. (See Calendar section for further details.)
17. Enter the maiden name of the client's mother in the **Mothers Maiden Name** field.
18. Click the Save (**Save**) button from the left toolbar.
*Note: To exit the screen without saving any details, click the Cancel (**Cancel**) button.
19. Click the Back (**Back**) button to return to the Listing page.

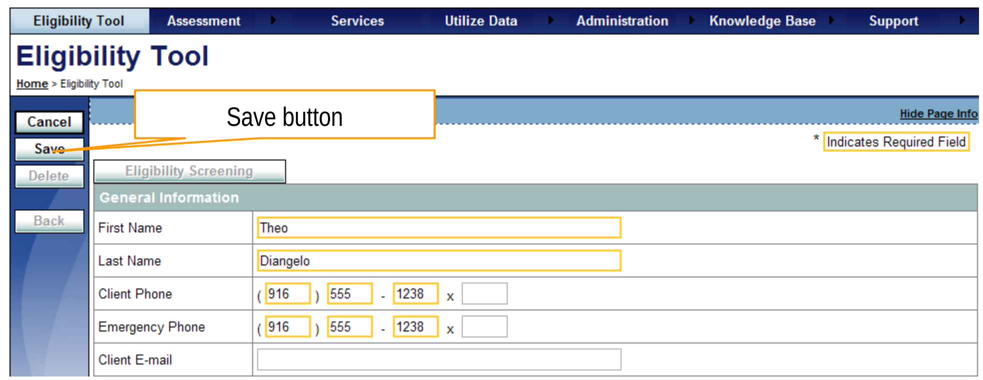
Editing a Client

1. Click **Eligibility Tool** from the Menu.
2. Select the client you wish to edit by clicking the (**Select**) button to the left of the client's name.



(This is a sample screenshot of the Eligibility Tool Listing Page.)

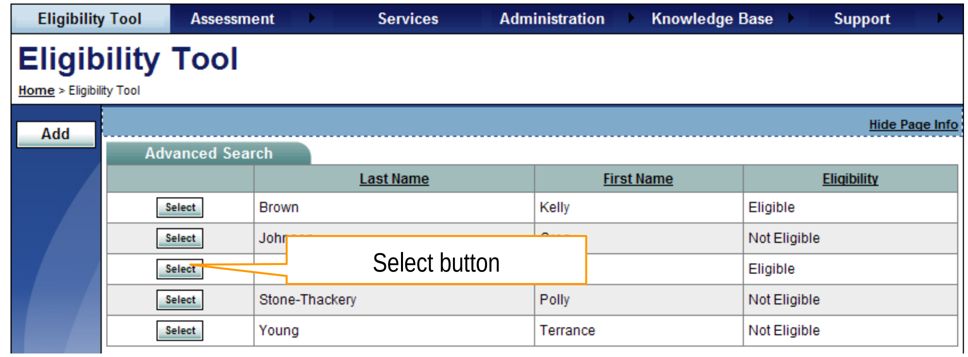
3. Click the (**Edit**) button from the left toolbar.
4. The client will appear in the edit mode.
5. Make any changes needed to the details.
6. Click the (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the (Cancel) button.
7. Click the (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Eligibility Tool edit form.)

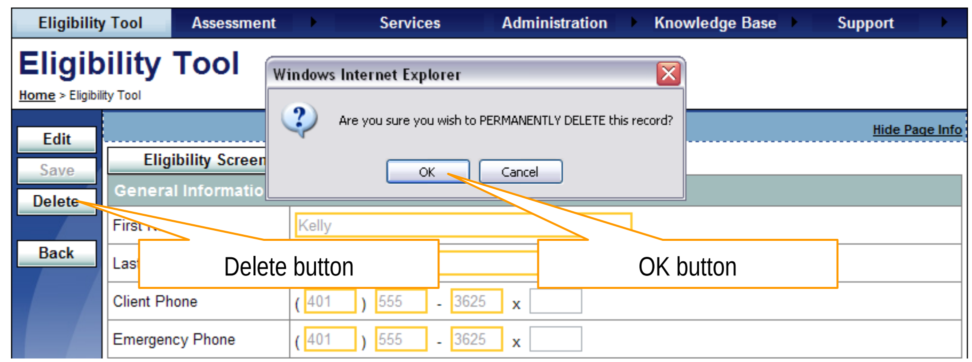
Deleting a Client

1. Click **Assessment** from the Menu.
2. Select the client you wish to delete by clicking the Select (**Select**) button to the left of the client's name.



(This is a sample screenshot of the Eligibility Tool Listing Page.)

3. Click the Delete (**Delete**) button from the left toolbar.
4. You will receive a message asking if you are sure. Click the OK (**OK**) button to continue deleting the client.
   *Note: To cancel the deletion, click the Cancel (Cancel) button.
5. Click the Back (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Eligibility Tool edit form.)

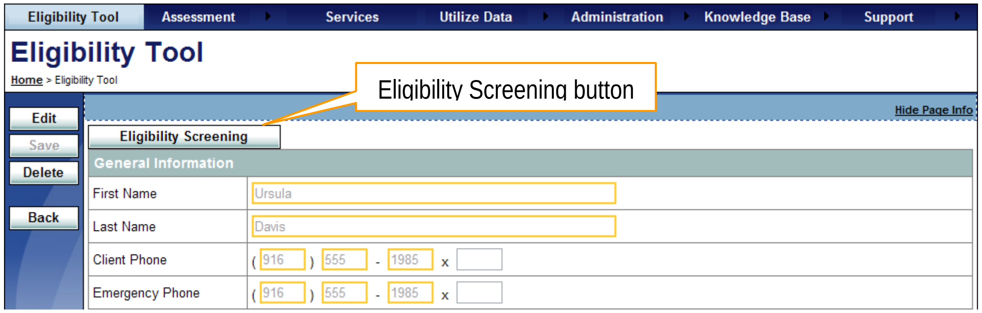
Tips

- Once the Eligibility Screening is completed on a client, you will not be able to delete that client. The Eligibility Status will read "*Not Eligible – General*" on the Listing page.

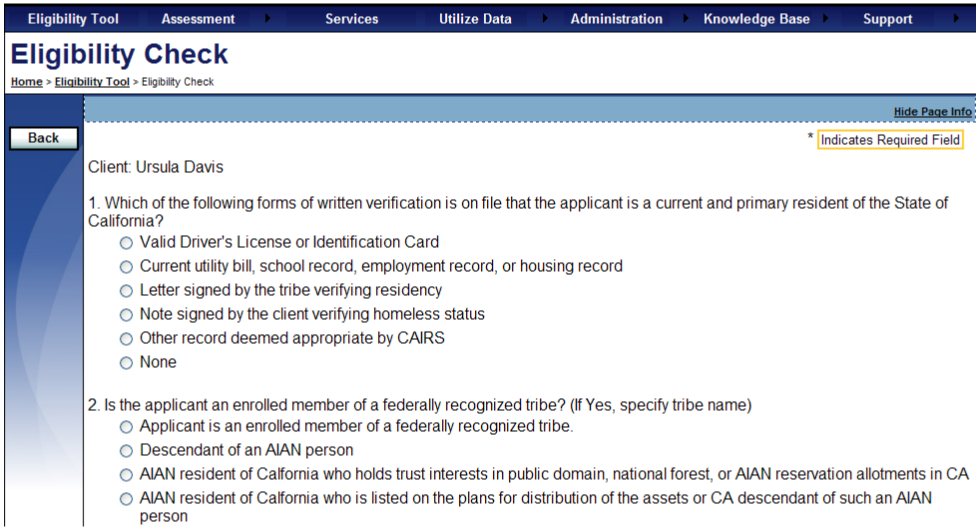
Eligibility Screening

Once a client profile has been saved, the Eligibility Screening (**Eligibility Screening**) button will become available to check the client's eligibility for treatment.

1. From the Eligibility Tool Edit form, click the Eligibility Screening (**Eligibility Screening**) button.



(This is a sample screenshot of the Eligibility Tool Edit Form.)



(Partial screenshot of the Eligibility Check Edit Form.)

2. Answer each of the questions that appear.
3. Select the checkbox at the bottom of the screen to confirm your answers are correct.
4. Click the Check Eligibility (**Check Eligibility**) button at the bottom of the page.
5. Click the Back (**Back**) button to return to the Eligibility Tool edit form.

Tips

- The client will be considered eligible for treatment based on his/her tribe enrollment/affiliation, CA residency, and the relationship of the applicant to the AIAN.
- Once the Check Eligibility (**Check Eligibility**) button has been selected, the fields cannot be modified.

CLIENTS

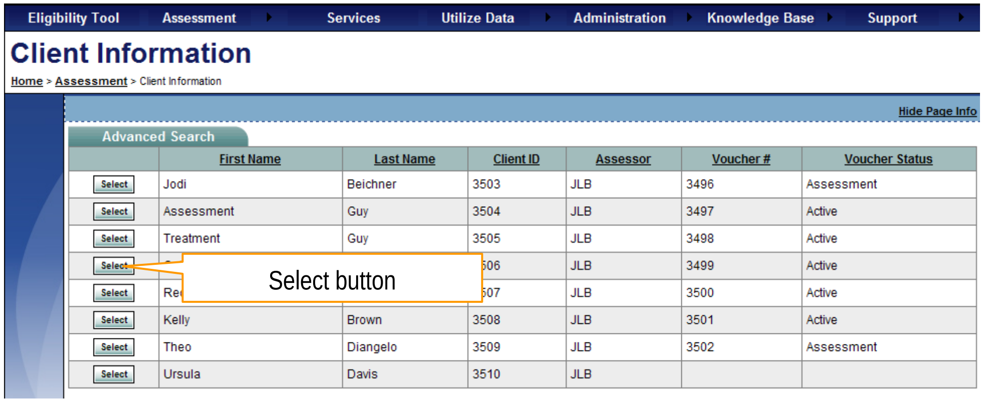
The Clients module is designed to register and track client information and enter the client's voucher service plan and GPRAs.

Client Information

Once the client has been deemed eligible to receive services, use the Client Information form to add/edit and delete information for clients within the application

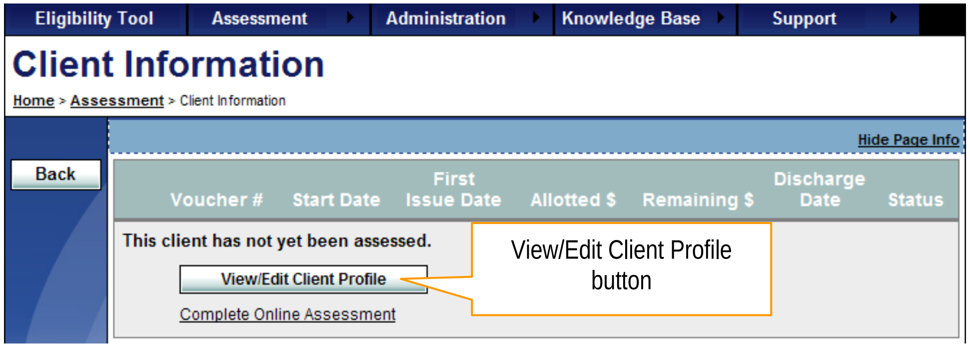
Updating Client Information

1. Click **Clients** from the Menu.
2. Click **Client Information** from the Clients Landing Page.
3. Click the Select (**Select**) button to the left of the appropriate client.



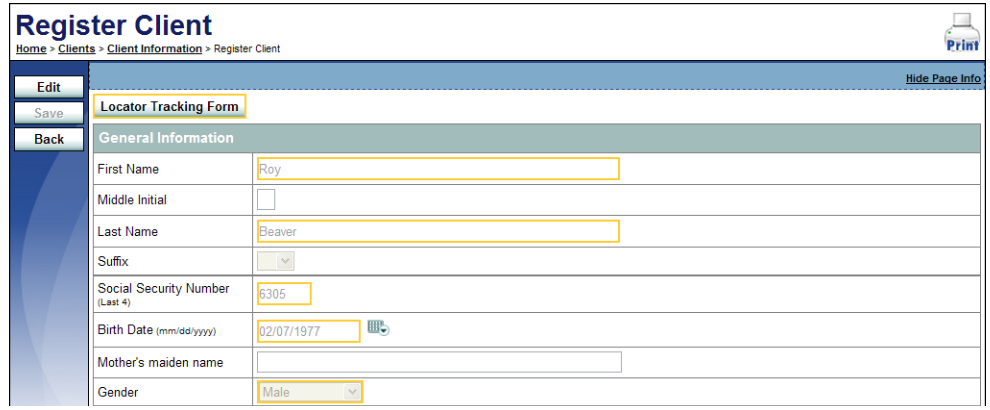
(This is a sample screenshot of the Client Information Listing Page.)

4. Click the View/Edit Client Profile (**View/Edit Client Profile**) button.



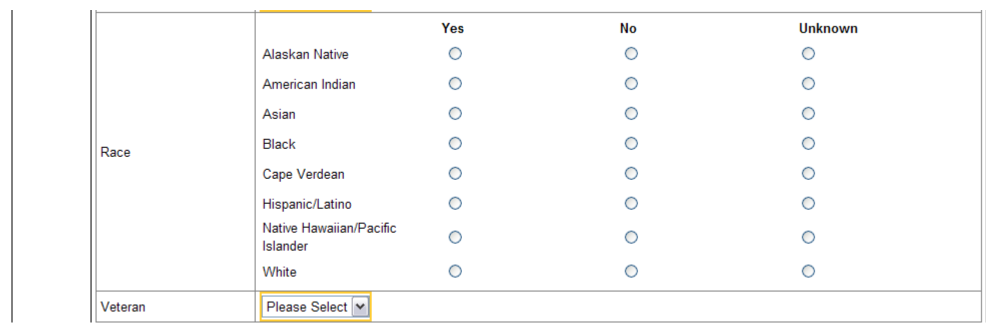
(This is a sample screenshot of the Voucher Information Listing Page.)

5. Click the Edit (**Edit**) button from the left toolbar.
6. Some fields will be filled in for you based on the client profile entered in the Eligibility Tool.
7. Update the client's **General Information**.
    a. Enter the client's first name in the **First Name*** field.
    b. If desired, enter the client's middle initial in the **Middle Initial** field.
    c. Enter the client's last name in the **Last Name*** field.
    d. Select the client's suffix, if applicable, from the **Suffix** dropdown list. This is an optional field.
    e. Enter the last 4 digits of the client's social security number in the **Social Security Number*** field.
    f. Enter the client's date of birth in the **Birth Date*** field as mmddyyyy or select the date by clicking on the calendar . (See Calendar section for further details)
    g. If known, enter the maiden name of the client's mother in the **Mother's maiden name** field.
    h. Select the client's **Gender*** using the dropdown list.



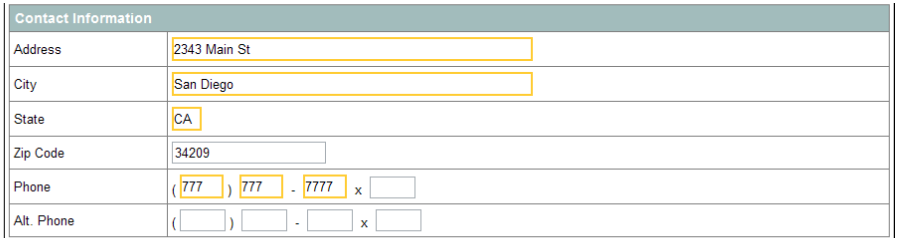
(This is a sample screenshot of the Register Client edit form.)

    i. Select the client's race using the **Race*** radio buttons.
    j. Select the client's veteran status from the **Veteran** dropdown list.
    *Note: If *Yes* is selected, new fields will appear.
        i. Select the branch of the service the client is/was in from the **Branch of Service** dropdown list.
        ii. Select the discharge status of the client from the **Discharge Status** dropdown list.



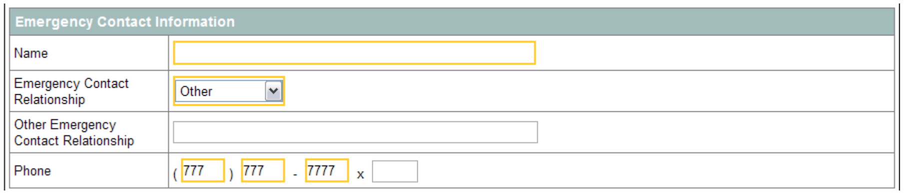
(This is a screenshot of the Register Client edit form.)

8. Update the client's **Contact Information**.
   a. Enter the client's address in the **Address*** field.
   b. Enter the client's city in the **City*** field.
   c. The **State*** field is defaulted to CA.
   d. Enter the client's 5 digit zip code in the **Zip Code*** fields.
      *Note: Enter the Zip Code extension in the second box for the Zip Code field, only the 5 digits are required.
   e. Enter the clients area code and extension in the **Phone*** field.
   f. If desired, enter and alternative phone number in the **Alt. Phone** fields.



(This is a sample screenshot of the Register Client Contact Information fields.)

9. Update the client's **Emergency Contact Information**.
   a. Enter the client's emergency contact name in the **Name*** field.
   b. Select the client's emergency contact's relationship to the client from the **Emergency Contact Relationship** dropdown list.
      i. If *Other* is selected as the relationship, a new field will appear. Please enter the type of relationship for the emergency contact in the **Other Emergency Contact Relationship** field.
   g. Enter the client's emergency area code and extension in the **Phone*** field.



(This is a sample screenshot of the Register Client Emergency Contact information fields.)

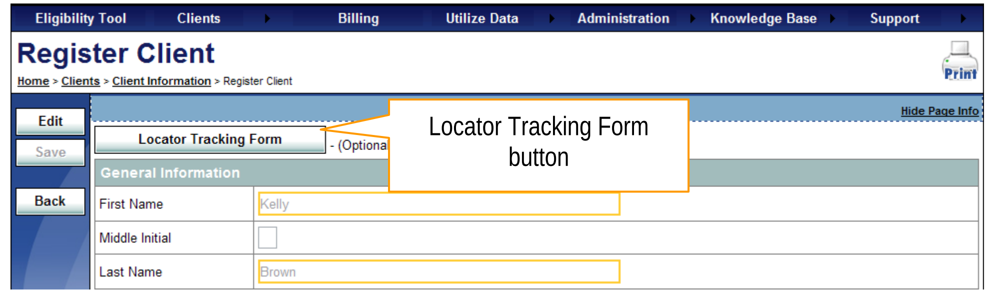
10. Click the Save (**Save**) button from the left toolbar.
    *Note: To exit the screen without saving any details, click the Cancel (**Cancel**) button.
11. Click the Back (**Back**) button to return to the Listing page.

Tips

- Once the Client Information has been updated, the client will receive a voucher number.

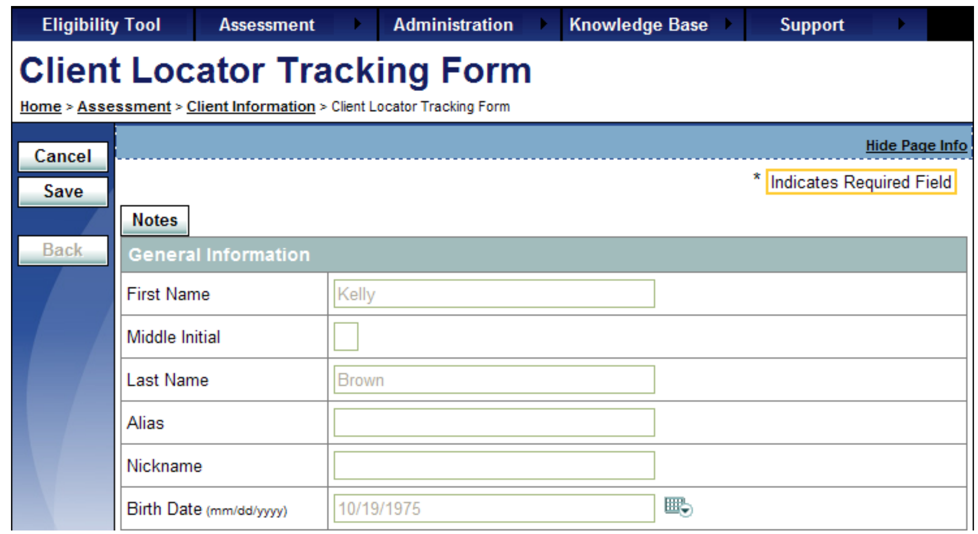
Locator Tracking Form

The Locator Tracking Form is used to gather further information about a client. Information is collected from the Client Enrollment Application. This form is required so the client can be found more easily for their 6 month follow-up GPRA interview. You must click the Locator Tracking Form (**Locator Tracking Form**) button to complete information on how to locate the client.



(This is a sample screenshot of the Register Client edit Form)

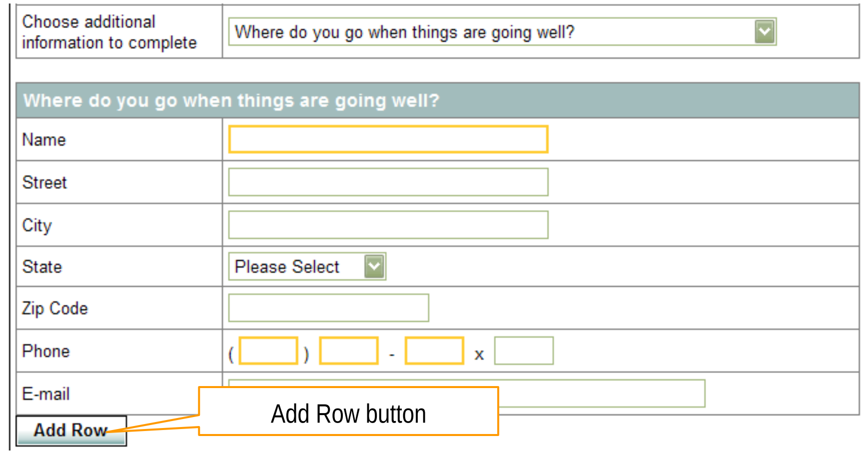
1. From the Register Client edit form, click the Locator Tracking Form (**Locator Tracking Form**) button.



(This is a sample screenshot of the Locator Tracking Form)

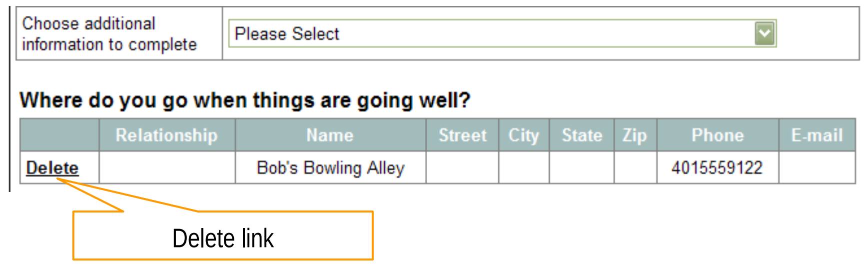
2. Click the Edit (**Edit**) button from the left toolbar.
3. The required fields (i.e. **First Name**, **Last Name**, **Birth Date** and **Social Security Number**) are automatically filled in with the information that was entered in the Register Client screen.
4. Enter in additional information in the fields.

5. The **Choose additional information to complete** dropdown list allows you to answer multiple different questions pertinent to the client.
   a. Select a question from the **Choose additional information to complete** dropdown list. New fields will appear.
   b. Fill in the required fields and any optional fields you desire.
   c. Click the [Add Row] (**Add Row**) button.



(This is a sample screenshot of the Locator Tracking Form.)

   d. A grid will appear displaying the question and answers. To delete the record, click the **Delete** link.
   e. Repeat steps a-c for each question you wish to add for the client.
6. Click the [Save] (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the [Cancel] (**Cancel**) button.
7. Click the [Back] (**Back**) button to return to the Register Client edit form.



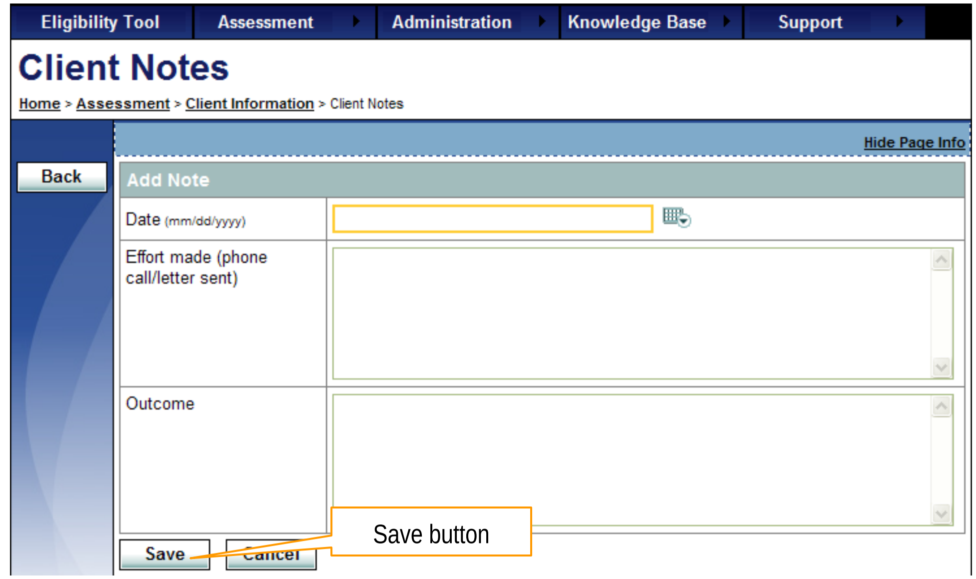
(This is a sample screenshot of the Locator Tracking Form.)

Tips

- You must click the [Locator Tracking Form] (**Locator Tracking Form**) button to indicate the Client Information has been completed. If this button is not selected, a message will appear reminding you to complete the Locator Tracking Form. Please note, the Tracking Form is required to be completed.
- All required fields are defaulted from the Register Client Page.
- The Locator Tracking Form should be updated when the client completes services to ensure correct locator information is collected.
- After the client completes the 6-month follow-up GPRA, ensure the client completes the Six Month Follow-up Incentive form. This completed form should be maintained in the client's file.

Tracking Form Notes

1. Click the Notes (**Notes**) button from the top of the Client Locator Tracking Form Edit form.
2. Click the Add (**Add**) button.
3. Enter the **Date*** as mmddyyyy or select the date by clicking on the calendar.
   (See Calendar section for further details)
4. Enter notes into the **Effort Made** field.
5. Enter notes into the **Outcome** field.
6. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (Cancel) button.
7. To remove a record, click the Delete (**Delete**) button.
8. Click the Back (**Back**) button to return to the Locator Tracking form edit form.

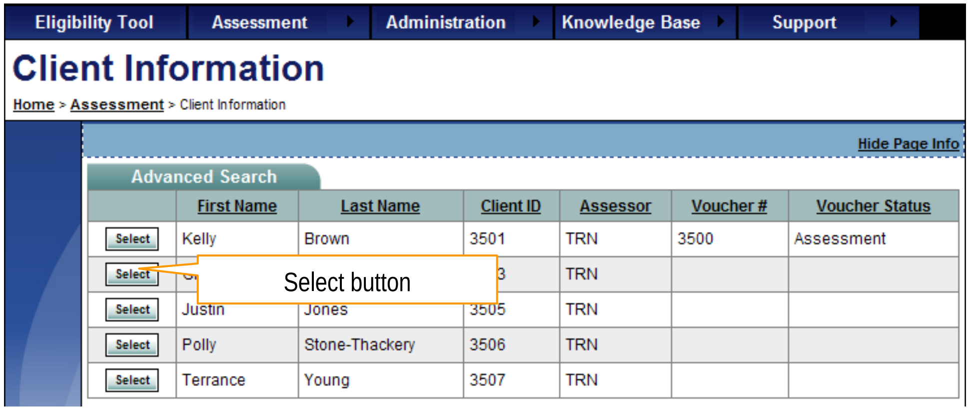


(This is a sample screenshot of the Client Locator Tracking Form Notes page.)

Voucher Information

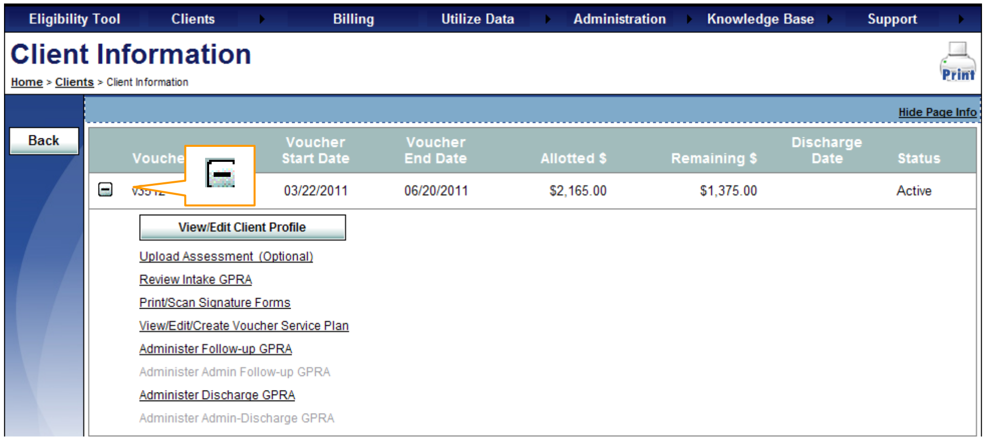
The Voucher Information module is designed to enter forms and information related to each client within the application.

1. Click **Clients** from the Menu.
2. Click **Client Information** from the Clients Landing Page.
3. Click the Select (**Select**) button to the left of the appropriate client.



(This is a sample screenshot of the Client Information Listing Page.)

4. The screen is defaulted to open with the ⊟ (**minus sign**) to the left of the Voucher #, which has the Voucher Information expanded. The Voucher # is created once the View/Edit Client Profile has been updated.
5. To continue with entering the client's voucher information, you will need to click on the links (e.g. Upload Assessment) to enter the necessary client data.
   *Note: Click on the ⊟ (**Minus** sign), it becomes a ⊞ (**Plus** sign) with the links no longer displaying. To make the links available click on the ⊞ (Plus sign).
6. Click the Back (**Back**) button to return to the Client Information Listing page.



(This is a partial screenshot of Voucher Information Listing Page.)

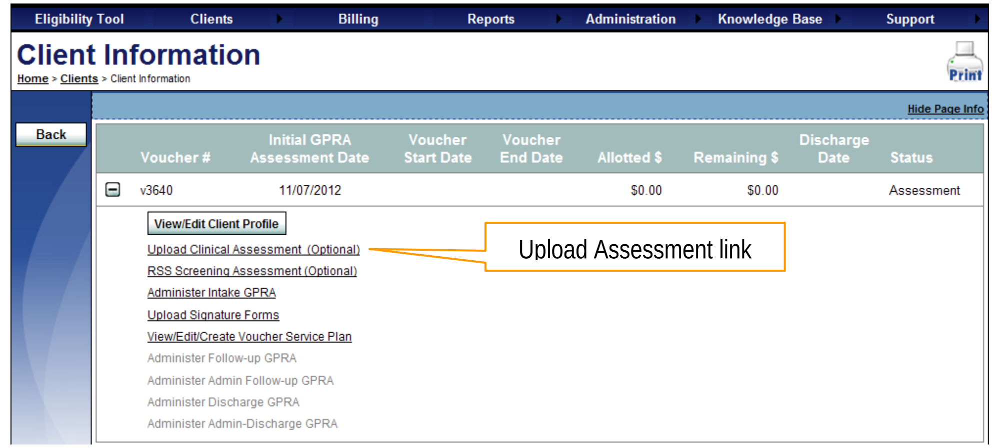
Tips

- The links on the Voucher Information page (e.g. Upload Assessment, Review Intake GPRA, Print/Scan Signature Forms, etc.) are linked to the client.

Upload Assessment

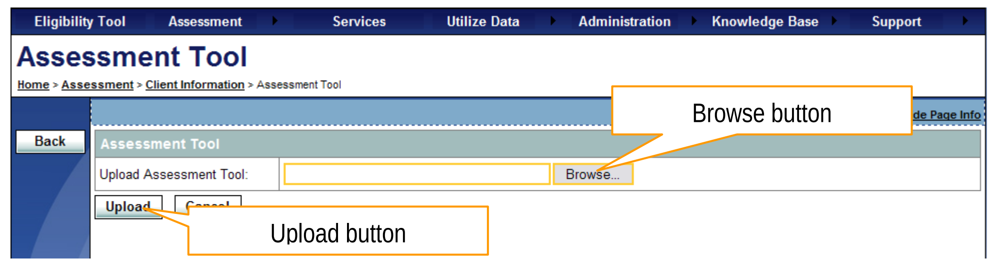
An assessment is required to be completed for each CAIRS client prior to receiving CAIRS-funded services. If the client is receiving clinical treatment services, a substance abuse assessment must be completed. If the client is only receiving recovery support services, the RSS Screening & Assessment form must be completed. The completed assessment must be retained in the client'' file. You may upload it using the Upload Assessment form. Uploading the assessment is an optional task.

1. From the Client Information page, click the **Upload Clinical Assessment** link.



(This is a sample screenshot of the Voucher Information Listing Page.)

2. Click the (**Add**) button from the left toolbar.
3. Click (**Browse**) button to browse your computer for the document.
    a. After clicking the (**Browse**) button, the Choose Files window opens displaying your files. Select the file and then click the **Open** button.
4. Click the (**Upload**) button.
5. Click the (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Upload Assessment Tool edit form.)

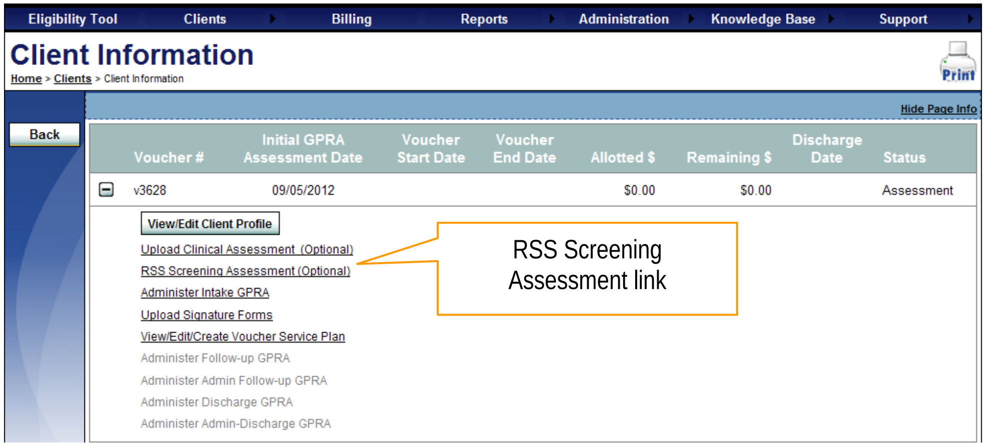
Tips

- Once the Assessment has been uploaded, the "Upload" link will say "Review Online Assessment".
- Once the Assessment has been uploaded, all other Client Information links will be available for data entry.
- After the appropriate assessment has been completed, assessment must be retained in the client's file.

RSS Screening Assessment

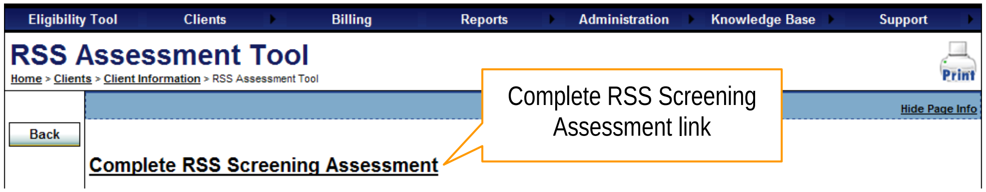
The RSS Screening Assessment link allows you to enter the Recovery Support Assessment into CAIRS. This is an optional task.

1. From the Client Information page, click the **RSS Screening Assessment** link.



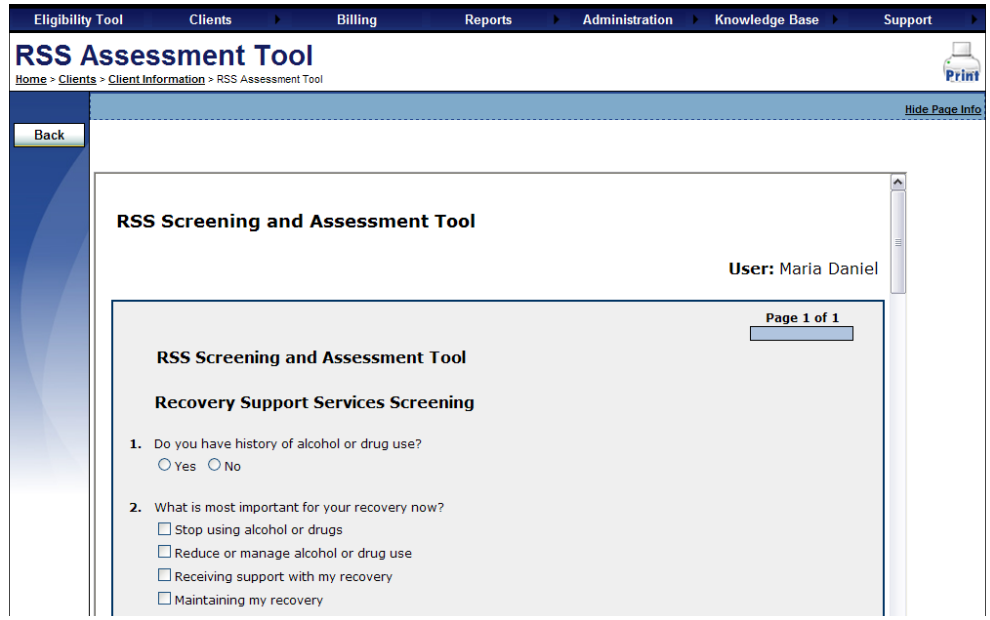
(This is a sample screenshot of the Voucher Information Listing Page.)

2. Click the **Complete RSS Screening Assesment** link.



(This is a screenshot of the RSS Assessment Tool page.)

3. Answer each question by selecting the radio buttons, checkboxes, dropdown lists, or filling in the text boxes.
4. Once you have answered all the questions, click the (**Done**) button.
5. Click the (**Done**) button to return to the RSS Assessment Tool page.
6. Click the (**Back**) button to return to the Client Information page.



(This is a screenshot of the RSS Assessment Tool page.)

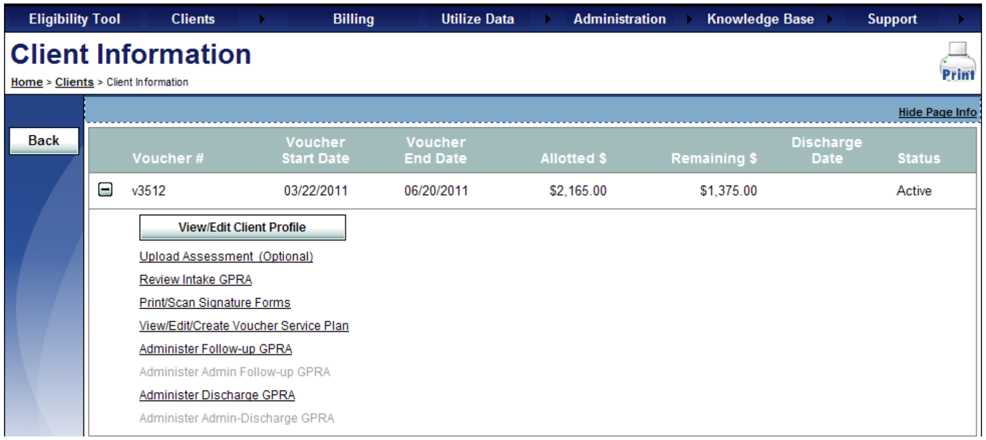
Tips

- To view or modify the RSS Assessment, click the **Review Online Assessment** link from the RSS Assessment Tool page.
- To view or print a report of the Assessment, click the **View Assessment Report** link.

Completing the GPRA Interviews

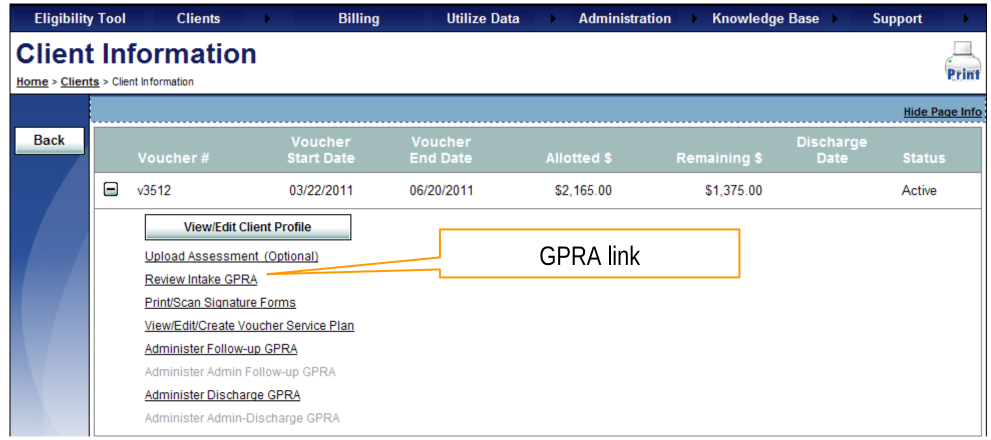
There are several GPRA interviews associated with the client. You must start with the Intake GPRA interview for each new client. The links for each GPRA should become available when it is time to fill them out.

- Administer Intake GPRA – Completed once the client is flagged as eligible to receive treatment through ATR. This is sent to SAIS once the voucher is Active. The Intake GPRA must be completed in one day, not 24 hours. For residential treatment providers, the Intake GPRA must be conducted within 1-3 days after entering the program. For other Providers, the Intake GPRA must be conducted within 1-4 days after entering the program. It must be conducted face-to-face with the client. The client should not fill out the intake GPRA.
- Administer Follow-Up GPRA - Completed between 150 and 240 days after the First Issue Date (Voucher Start Date). Federal requirements for the Follow-Up GPRA rate must be at least 80%. You can complete the Follow-Up GPRA directly into the VMS or complete on hard copy and later enter the data into the VMS. If you completed the Follow-Up GPRA using a hard copy, you have 7 business days to enter the data into the VMS. You can conduct the Follow-Up GPRA either face-to-face or via telephone.
- Administer Admin Follow-Up GPRA - ONLY to be completed if the client is unreachable within the 150 – 240 day time frame. This does not count towards the 80% rate that CRIHB must meet as a grantee.
- Administer Discharge GPRA - Completed once the client has absolutely completed receiving servies funded by the the ATR grant and not just with one specific provider. This closes the voucher and returns all unused funds to the Grant Pool to be used by other clients in need.
- Administer Admin Discharge GPRA - ONLY to be completed in the client left in the middle of treatment and they are unreachable.



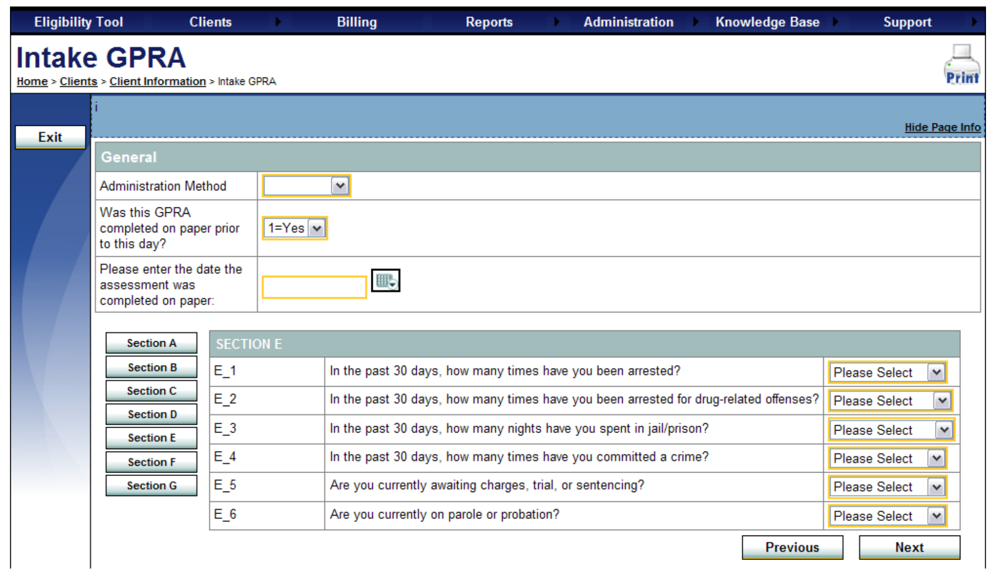
(This is a sample screenshot of the Voucher Information Listing Page.)

1. From the Client Information page, click the appropriate GPRA link. (Intake, Follow-Up, Admin Follow-Up, Discharge, or Admin Discharge)



(This is a sample screenshot of the Voucher Information Listing Page.)

2. Select how the survey was given to the client from the **Administration Method** dropdown list.
3. Answer questions using the drop down list to the right of the question.
4. Click the Next (**Next**) button to continue to the next page of questions or click the Previous (**Previous**) button to return to the previous page. (See table).
5. Continue in this manner until all the pages have been filled in.
6. Once you have answered all the questions, click the Finish (**Finish**) button.
7. Click the Exit (**Exit**) button to return to the Client Information Listing page.

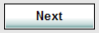
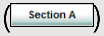


(This is a screenshot of the Intake GPRA Survey.)

Below are the buttons that allow you to move within the GPRA Surveys.

Next	This button moves you to the page directly after the one currently on
Previous	This button moves you to the page directly prior to the one currently on.

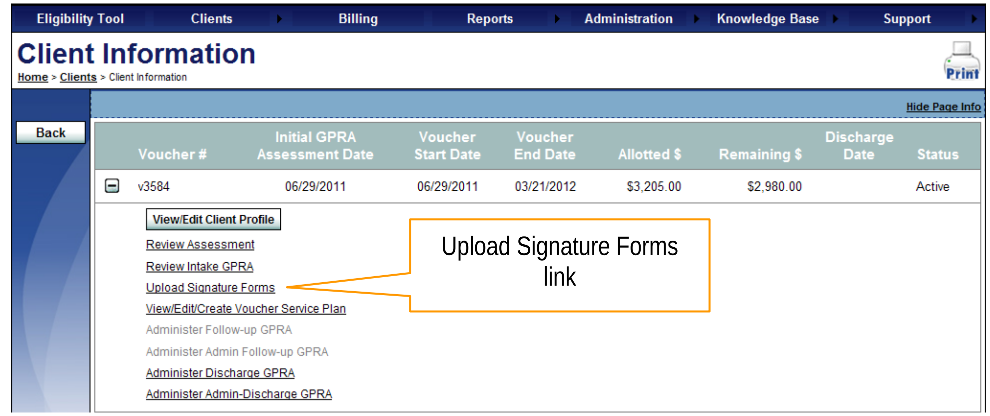
Tips

- Clicking on the  (Next) button will automatically save the current page.
- If you leave the survey without completing it, you can return and continue where you left off.
- Click one of the Section buttons () to go straight to that section's questions.
- Once the GPRA survey has been completed, the "Administer" link will say "Review".

Upload Signature Forms

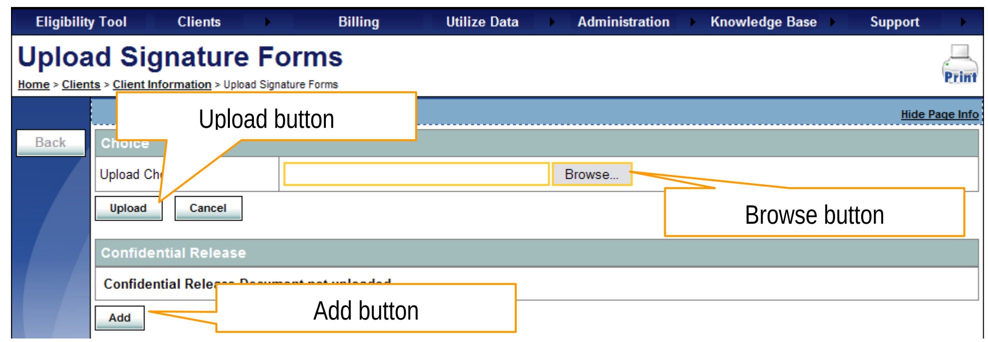
The Upload Signature Forms are the Choice and Confidential Release Forms which grant permission to client information. These forms are included in the Client Enrollment Application. Uploading the Signature forms is an optional task.

1. From the Client Information page, click the **Upload Signature Forms** link.



(This is a sample screenshot of the Voucher Information Listing Page.)

2. To upload a document, click the Add (**Add**) button.
3. Click Browse... (**Browse**) button to browse your computer for the signed document.
   a. After clicking the Browse... (**Browse**) button, the Choose Files window opens displaying your files. Select the file and then click the **Open** button.
4. Click the Upload (**Upload**) button.
5. Click the Back (**Back**) button to return to the Listing page.



(This is a screenshot of the Upload Signature Form Page.)

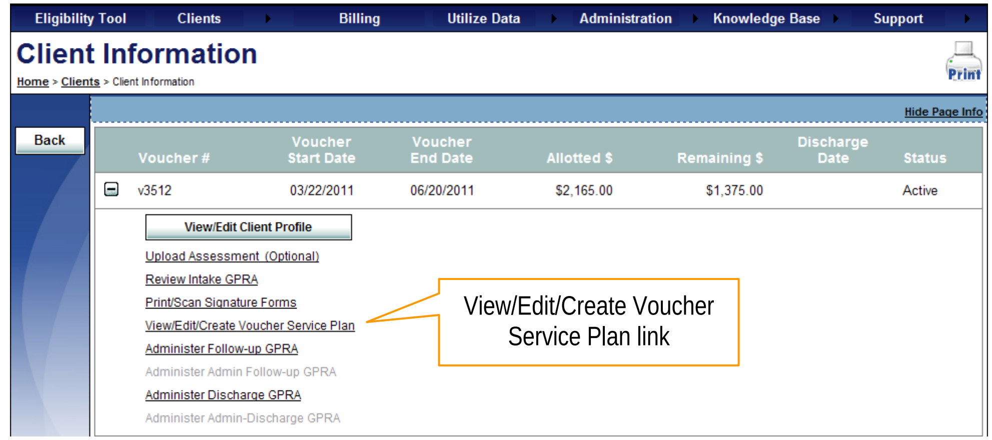
Tips

- If you have a pop-up blocker on your computer, hold the ctrl key down while selecting any button used to view the forms (e.g., Confidential Release Forms, PDF, etc.).

View/Edit/Create Voucher Service Plan

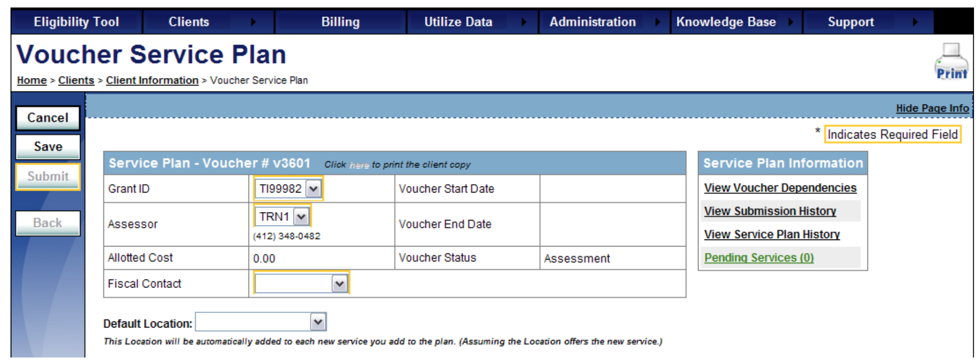
The Voucher Service Plan is used to associate the services that the client will receive with the Provider. This is not used for billing.

1. From the Client Information page, click the **View/Edit/Create Voucher Service Plan** link.



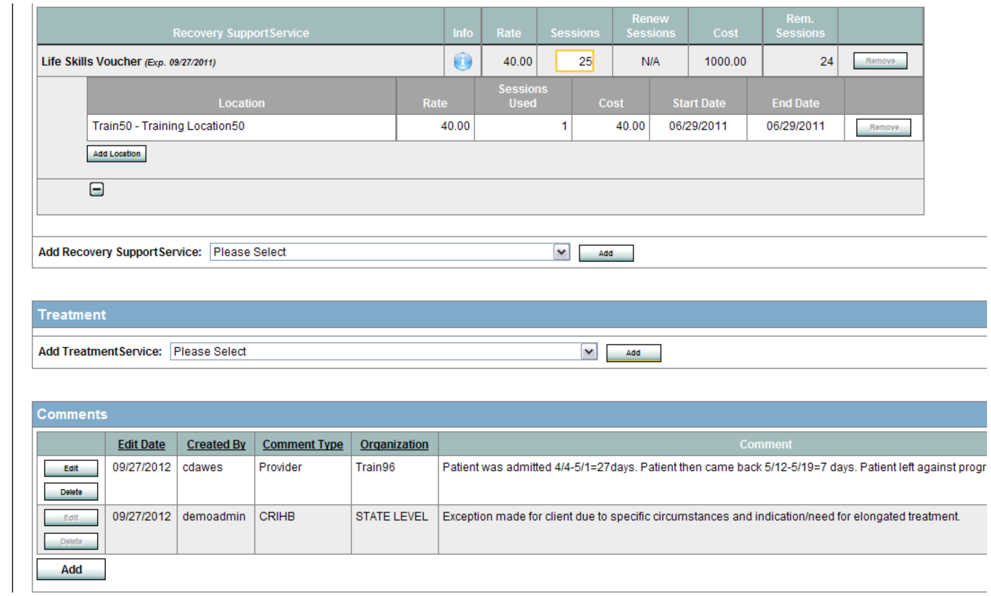
(This is a sample screenshot of the Voucher Information Listing Page.)

2. Click the Edit (**Edit**) button from the left toolbar.
3. To add the same location to all services, choose a location from the **Default Location** dropdown. When you add a new service, this location will be added for you automatically as well as being applied to all mandatory services currently assigned to the service plan. This is optional.
4. Pick any of the CAIRS staff as the **Fiscal Contact**.



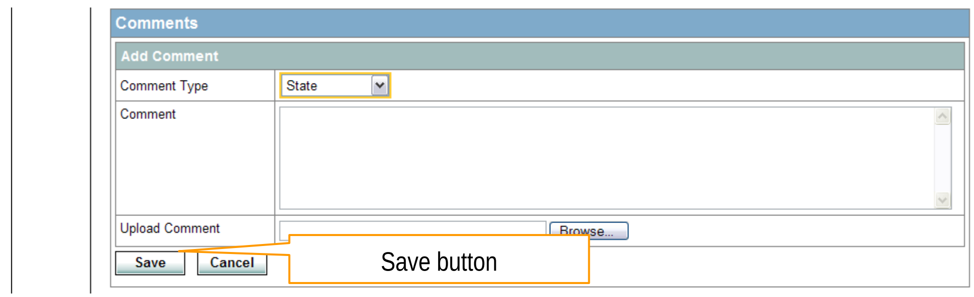
(This is a partial screenshot of the Voucher Service Plan Page.)

5. Select the services the client is to receive from the **Add Service** dropdown lists for each section that is relevant to the client.
    a. Click the Add (**Add**) button.
    *Note: If the service was added in mistake, click the Remove (Remove) button.
6. Enter in the number of sessions the client is planned to receive in the # **Sessions** field.
7. Click the Add Location (**Add Location**) button.
    a. A new window will open displaying the program location information. Click the Select (**Select**) button to the left of the provider that will be providing the service.
    b. Click the Add to Plan (**Add to Plan**) button.
8. If you wish to add any notes or comments to the Service Plan, click the Add (**Add**) button in the Comments section.



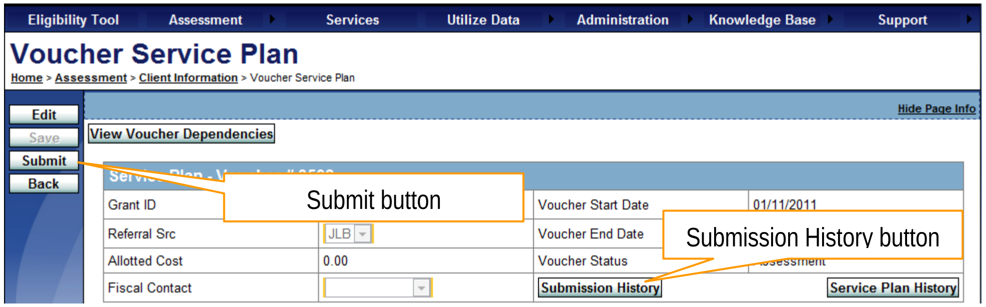
(This is a partial screenshot of the Voucher Service Plan Page.)

    a. The **Comment Type** will be defaulted to ***Provider***.
    b. Enter a brief description of your note or comment in the **Comment** field.
    c. If you would like to upload a document pertinent to the client's service plan, click the Browse... (**Browse**) button.
        i. After clicking the Browse... (**Browse**) button, the Choose Files window opens displaying your files. Select the file and then click the **Open** button.
    d. Click the Save (**Save**) button.
    *Note: To cancel the comment, click the Cancel (Cancel) button.
9. Click the Save (**Save**) button from the left toolbar.
*Note: To exit the screen without saving any changes, click the Cancel (Cancel) button.



(This is a partial screenshot of the Voucher Service Plan Page.)

9. If you are ready to submit the Service Plan for review by CAIRS staff, click the Submit (**Submit**) button.
10. Click the OK (**OK**) button. If there are errors you will need to click the **View Voucher Dependencies** link.
11. Click the Back (**Back**) button to return to the Listing page.



(This is a partial screenshot of the Voucher Service Plan Page.)

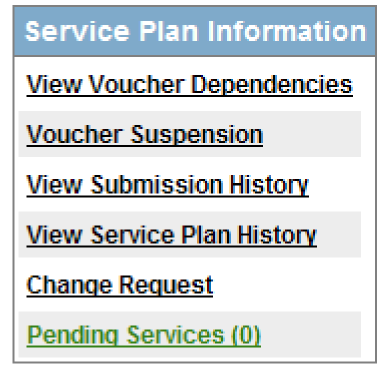
Tips

- All Voucher Service Plans will automatically receive the Six Month Follow-up GPRA services. Please fill out the number of sessions and add a location for the services before submitting for review. You are able to bill for one session for each of the Six Month Follow-up GPRA services.
- If a client has been inactive (no services have been entered) for 90 days after the First Issue date (Voucher Start Date) then the voucher's status on the Client Registration page will be updated to *Inactive*. Please contact CAIRS staff to have the client reactivated or in the Voucher Suspension section fo the Voucher Service Plan, you can submit this request to CAIRS staff.
- Once a service plan has been submitted, an email will be triggered to the Fiscal Contact (CAIRS staff) informing him/her of the services associated with the client.
- Only the Location associated with the service will appear within the Billing module. If a service does not have a Location associated with the service, that service will not be available within the Billing module.
- If changes are made to the Voucher Service Plan, it will need to be resubmitted for review.
- You may update the Voucher Start Date up to 30 days prior to what is currently displayed. To do this, click **Edit** from the left toolbar. Modify the Voucher Start Date and click the **Save** button.

Service Plan Information

- View Voucher Dependencies - A validation tool used within the application to ensure that all the required parts are fulfilled when entering a client's information into the Service Plan. You are able to save the Service Plan if there are validation errors, but you will not be able to submit the Service Plan. A new window will open displaying the various parts entered into the Service Plan and their completion status. A green line indicates completion. A red line indicates incompletion.
- Voucher Suspension - View the suspension history of the voucher or request a suspension on the voucher. (For additional instructions, see the Voucher Suspension section.)
- Request Reactivation – View the reactivation history of the voucher or request the voucher be reactivated. (For additional instructions, see the Request Reactivation section.)
- View Submission History - View previous submissions of the Voucher Service Plan. A new window will open showing previous submissions.
- View Service Plan History - View the history of the Service Plan. A new window will open showing a history of changes made, who made the changes, and when they were made. To view specific details about the change, click the 

(View) button next to the appropriate Change ID.
- Change Request – Request to add a service with a different provider to a voucher service plan or ask for permission from CAIRS Staff to add a service to the plan. (For additional instructions, see the Change Request section.)
- Pending Services – Services listed represent services in an approved change request that have not been added to the voucher service plan.



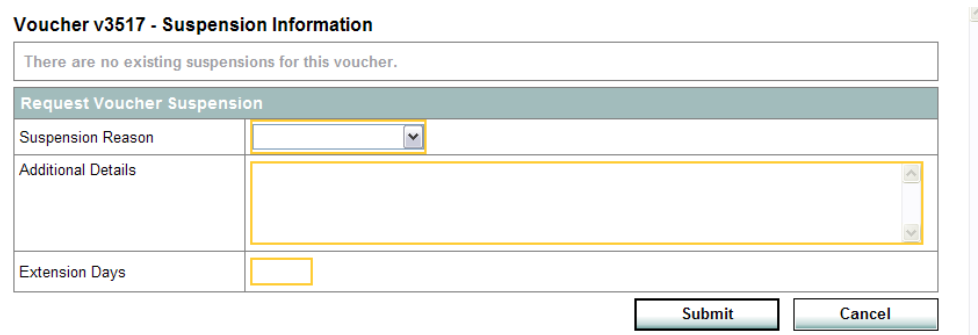
(This is a screenshot of the Service Plan Information links.)

Voucher Suspension

You may request a suspension for a client voucher. The voucher suspension can be used when a provider is aware that a client will be disengaging from whatever service for a set period of time (client is being hospitalized, incarcerated, not yet ready for a service but the funds have been approved, etc). Requesting a voucher suspension will suspend the voucher for up to 90 days and hold the funds on the voucher until it is reactivated. Once reactivated, the time the voucher was in suspension will add to the voucher end date extending the voucher life span for that suspended time period.

1. Click the **Voucher Suspension** link from the Service Plan Information box within the Voucher Service Plan.
2. Click the (**Request Suspension**) button.
3. Select a reason for the suspension from the **Suspension Reason** dropdown list.
4. Enter a brief description of your reason in the **Additional Details** field.
5. Enter the number of days the suspension is needed for in the **Extension Days** field.
6. Click the (**Submit**) button.

   *Note: To cancel the request, click the (Cancel) button.

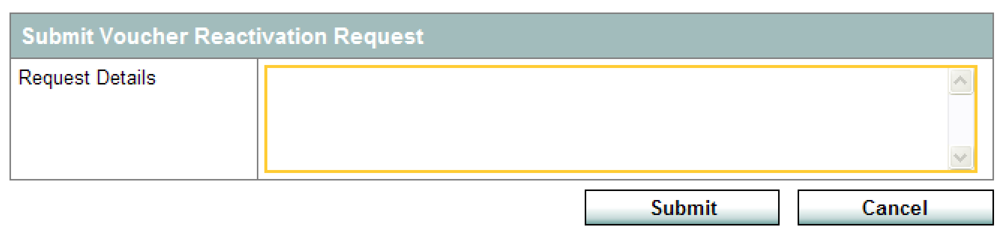


(This is a screenshot of the Voucher Suspension Page.)

Request Reactivation

You may request to have the voucher service plan be reactivated by CAIRS staff so that billing can be completed. This link will only be available for vouchers that are currently set to *Inactive* or *In-Suspension* Status due to inactivity/no billing performed for more than 90 days or a previous suspension request on the voucher.

1. Click the **Request Reactivation** link from the Service Plan Information box within the Voucher Service Plan.
2. Click the (**Add Request**) button.



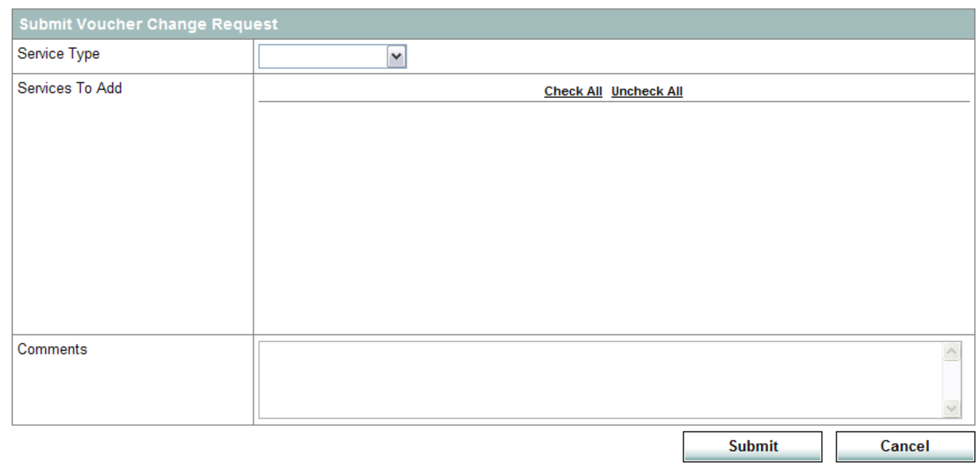
(This is a screenshot of the Request Reactivation Page.)

3. Enter a reason for reactivation in the **Request Details** field.
4. Click the Submit (**Submit**) button.
   *Note: To cancel the request, click the Cancel (Cancel) button.

Change Request

You may request to add a service with a different provider to a voucher service plan or ask for permission from CAIRS staff to add an additional service to the plan.

1. Click the **Change Request** link from the Service Plan Information box within the Voucher Service Plan.
2. Click the Request Change (**Request Change**) button.
3. Select a type of service that needs changed from the **Service Type** dropdown list.
4. A list of services will display. Select the service(s) that needs a change using the **Services to Add** checkboxes.
   *Note: Click the **Check All** link to select all available services or click the **Uncheck All** to deselect all services.
5. Enter a brief description of your reason in the **Comments** field.
6. Click the Submit (**Submit**) button.
   *Note: To cancel the request, click the Cancel (Cancel) button.



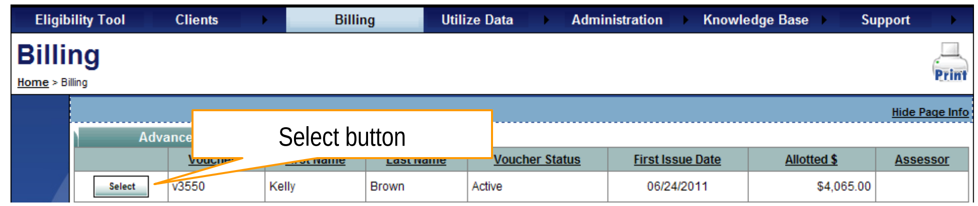
(This is a screenshot of the Change Request Page.)

BILLING

The Billing module is designed to track the voucher clinical treatment and recovery support service transactions within the application.

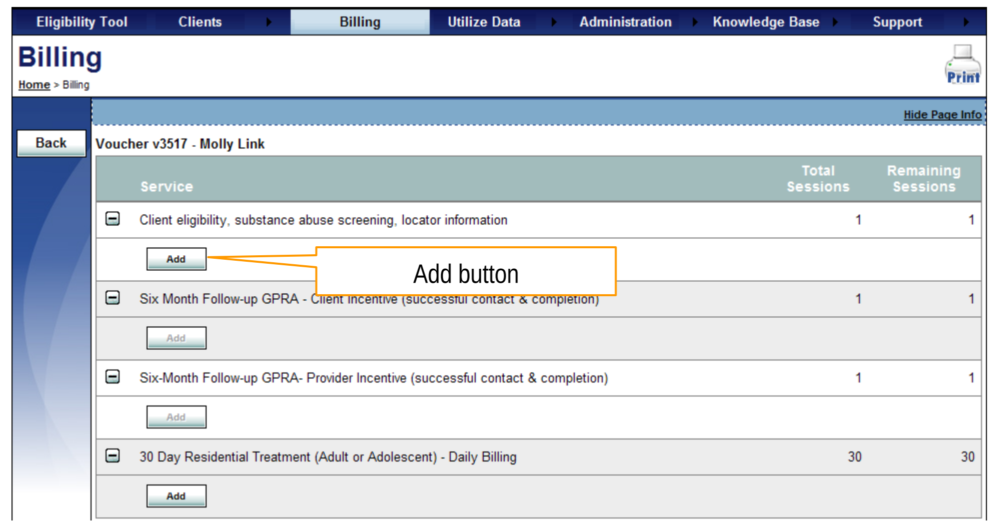
Add a Service Record

1. Click **Billing** from the Menu.
2. From the Listing Page, select the client you wish to enter service information for by clicking the Select (**Select**) button to the left of the Voucher ID.



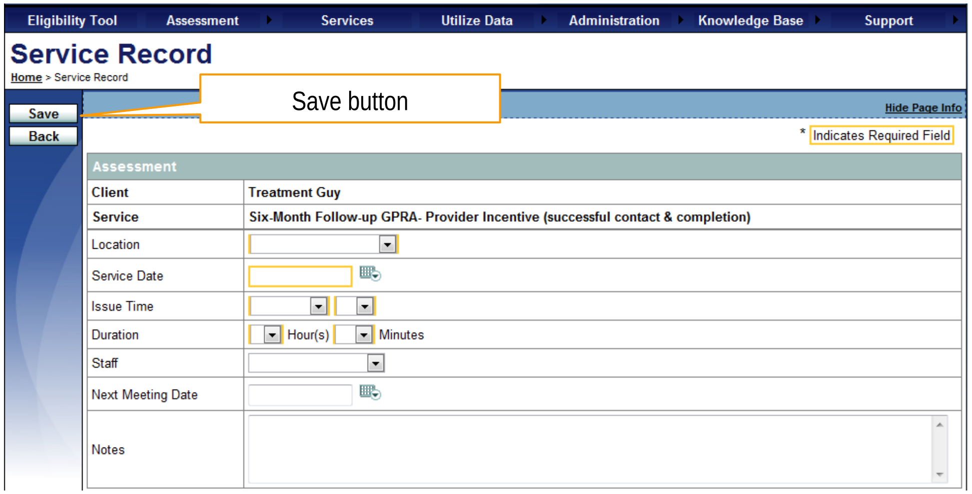
(This is a sample screenshot of the Services Listing Page.)

3. Click the ⊞ (**plus sign**) to the left of the appropriate service. The ⊞ (**plus sign**) will become a ⊟ (**minus sign**). To close the description, click on the ⊟ (**minus sign**).
4. To add session information, click the Add (**Add**) button.



(This is a sample screenshot of the Services Page.)

5. Fill in the required fields and any optional fields you desire.
6. Click the Save (**Submit**) button from the left toolbar.
7. Click the Back (**Back**) button to return to the Listing page.



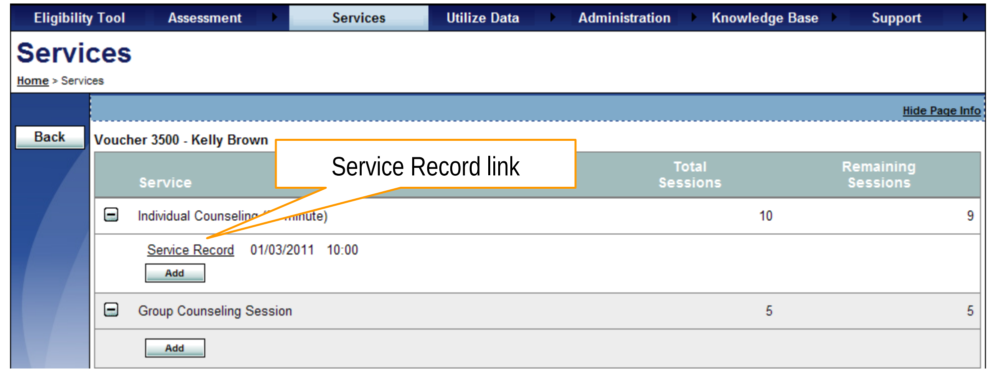
(This is a sample screenshot of the Individual Counseling Service Page.)

Tips

- The clients that have your locations Location associated with the service will appear within the Billing module.
- The duration field is a required field based on the billing type of service.
- On the Listing page, you will see the Total Sessions and Remaining Sessions listed for each service. Once the Remaining Sessions column becomes 0 (zero), the Add (**Add**) button will no longer be available.
- The Add (**Add**) button will become available for the Six Month Follow-up GPRA services when the Follow-up GPRA is due.
- If no services have been billed for a client, you may receive a reminder message that you haven't billed any services for the client yet.

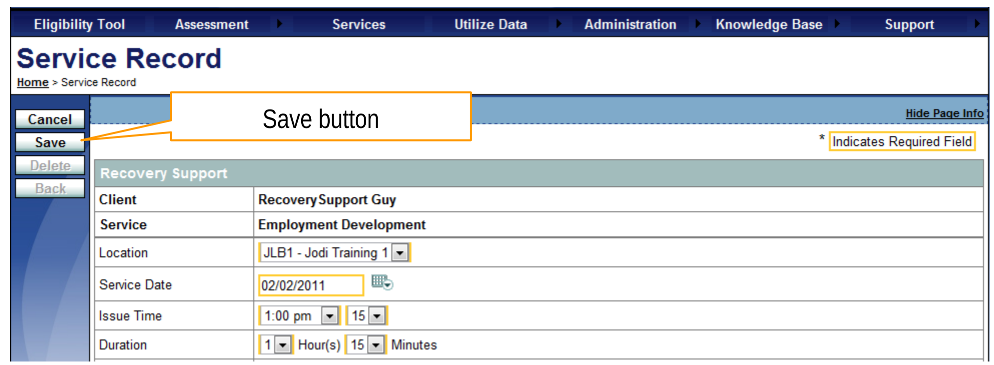
Editing a Service Record

1. From the Services Listing page, click the Select (**Select**) button next to the voucher that has the service that needs updated.
2. From the Services Page, click the ⊞ (**plus sign**) next to the service type that needs edited.
3. Select the Service Record you wish to edit by clicking on the appropriate <u>Service Record</u> link.



(This is a sample screenshot of the Services Page.)

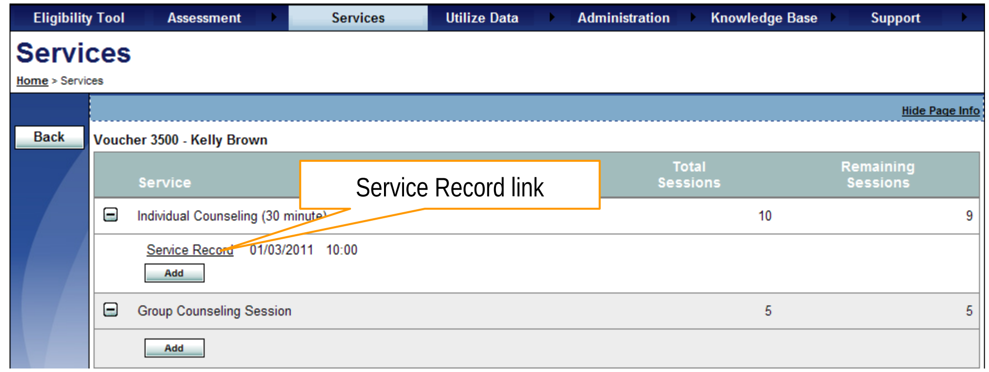
4. Click the Edit (**Edit**) button from the left toolbar.
5. The Service Record will appear in the edit mode.
6. Make any changes needed to the details.
7. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
8. Click the Back (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Individual Counseling Service Page.)

Deleting a Service Record

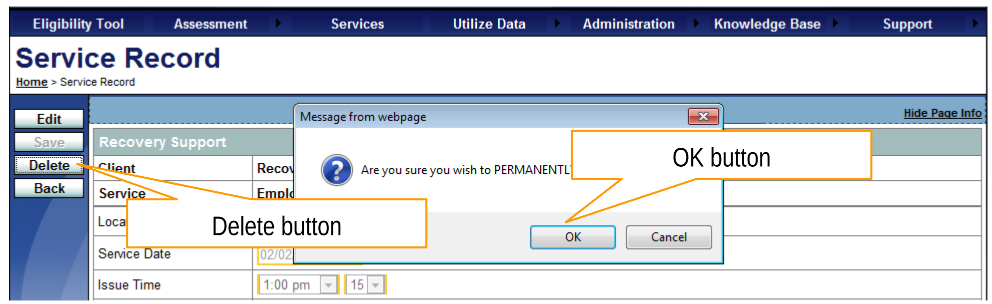
1. From the Services Listing page, click the [Select] (**Select**) button next to the voucher that has the service that needs deleted.
2. From the Services Page, click the [+] (**plus sign**) next to the service type that needs deleted.
3. Select the Service Record you wish to delete by clicking on the appropriate <u>Service Record</u> link.



(This is a sample screenshot of the Services Page.)

4. The Service Record will appear in the edit mode.
5. Click the [Delete] (**Delete**) button from the left toolbar.
6. You will receive a message asking if you are sure. Click the [OK] (**OK**) button to continue deleting the client.

   *Note: To cancel the deletion, click the [Cancel] (**Cancel**) button.



(This is a sample screenshot of the Individual Counseling Service Page.)

Tips

- Services can be deleted if the service has <u>not</u> been fiscally approved by CAIRS staff. If the service <u>has been</u> fiscally approved then the service can only be deleted up to 14 days after the fiscal approval date. Contact CAIRS staff for assistance.

UTILIZE DATA

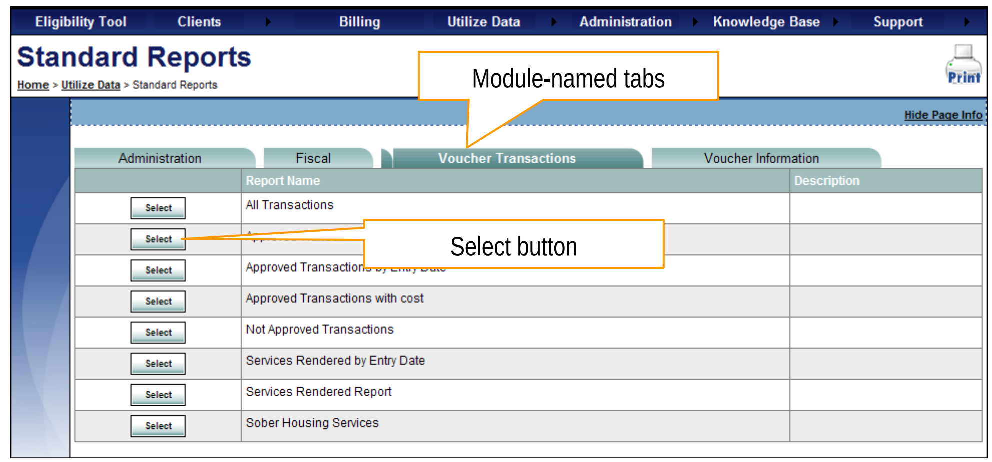
The Utilize Data module is designed to generate reports to assist with tracking, monitoring and assessing voucher information.

Standard Reports

The Standard Reports module enables you to have the ability to get specific voucher, fiscal and administration information through reports.

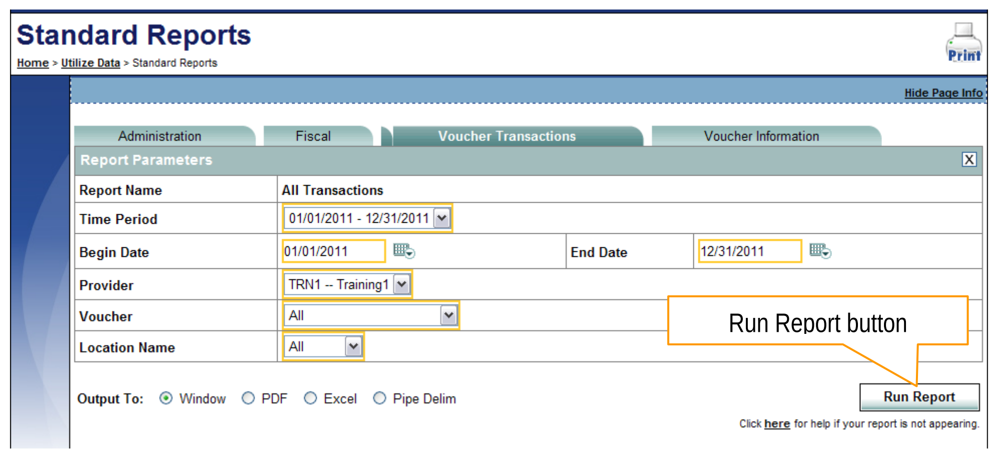
Selecting a Standard Report

1. Click **Utilize Data** from the Menu.
2. Click **Standard Reports** from the Utilize Data Landing Page.
3. Select the type of report you wish to view/print from the module-named tabs (i.e. Administration, Voucher Transactions, etc.)
4. Select the report you wish to view/print by clicking the Select (**Select**) button.



(This is a screenshot of the Standard Reports Page.)

5. Select any filtering parameters, if applicable.
6. Select the format you would like the report to open as using the **Output To:** radio buttons.
7. Click the Run Report (**Run Report**) button.
8. A new window will open. To close the new window, click on the (X) in the upper right corner.
9. Click on the (X) in the upper right corner to return to the list of reports or click the module-named tab.



(This is a screenshot of the Standard Reports Page.)

Tips

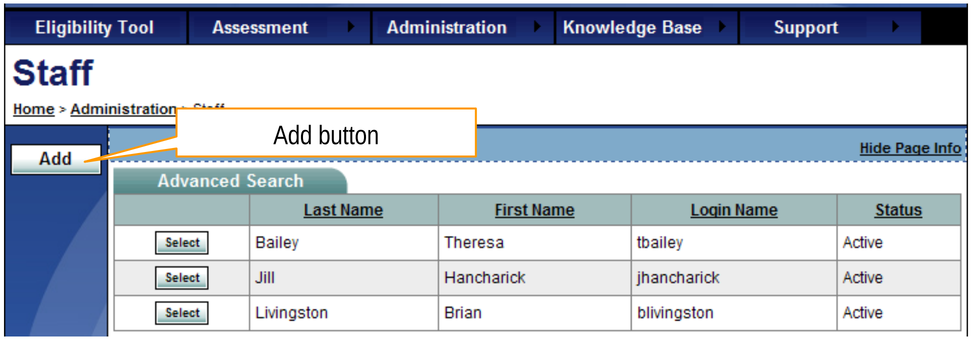
- If you have a pop-up blocker on your computer, hold the ctrl key on your keyboard down while selecting any button used to view the forms (e.g., Confidential Release Forms, PDF, etc.).

ADMINISTRATION

The Administration module is designed to complete administrative tasks within the application, such as updating organization information, staff registration, and changing a password.

Staff

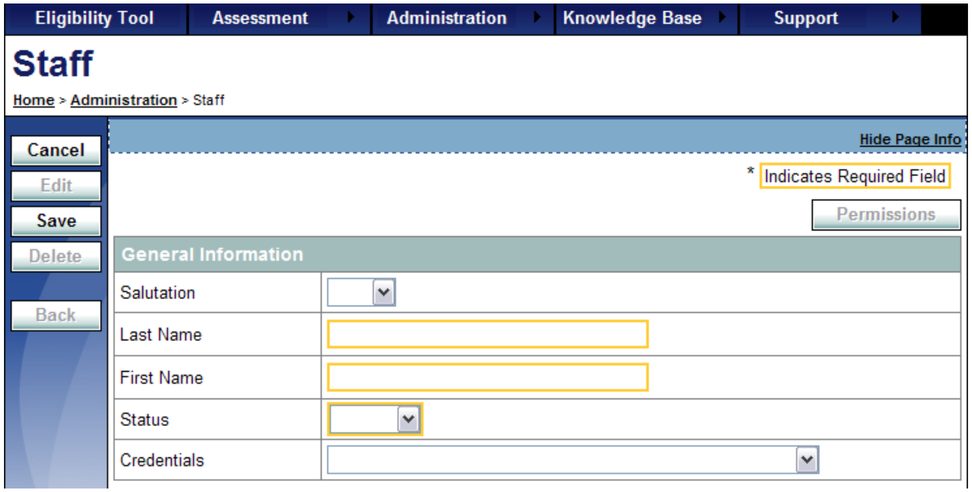
The Staff module is used to register any staff members that should have access to the data entered within the application.



(This is a sample screenshot of the Staff Listing Page.)

Adding a Staff Member

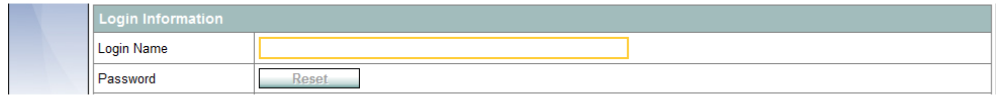
1. Click **Administration** from the Menu.
2. Click **Staff** from Administration Landing Page.
3. Click the Add (**Add**) button.



(This is a partial screenshot of the Manage Staff Profile General Information fields.)

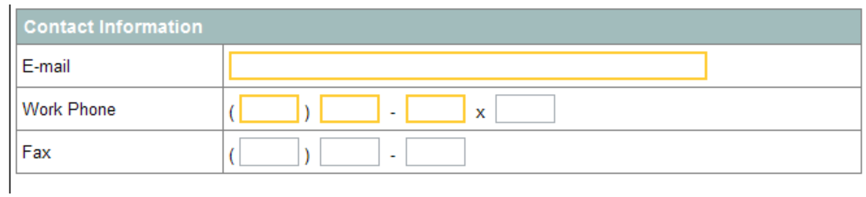
4. Enter the staff member's **General Information**.
   a. Select the staff member's salutation from the **Salutation** dropdown list. This is an optional field.
   b. Enter the staff member's first name in the **First Name** field.
   c. Enter the staff member's last name in the **Last Name** field.
   d. The **Status** is defaulted to *Active*.
      i. *Active*: the staff member is currently with your organization (can be viewed on other screens and reports).
      ii. *Inactive*: the staff member is no longer with your organization (will no longer appear on other screens and reports).
   e. Select the staff member's credential from the **Credentials** dropdown list. This is an optional field.

5. Enter the staff member's **Login Information**.
   a. Enter a **Login Name** for the staff member. This will be the User ID used by the staff member upon login.
   b. A **Password*** will be assigned to the staff member. The staff member should receive an email to activate the account. See the [Account Activation] section for additional information.



(This is a screenshot displaying the Staff Login Information fields.)

6. Enter the staff member's **Contact Information**.
   a. Enter the staff member's email address in the **E-mail** field.
   b. Enter the staff member's work telephone number in the **Work Phone** field.
   *Note: The Work Phone must be filled out in three fields. The fourth field is optional for an extension number.
   c. Enter the staff member's fax number in the **Fax** field. This is an optional field.



(This is a screenshot displaying the Staff Contact Information fields.)

7. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any details, click the Cancel (**Cancel**) button.
8. Click the Back (**Back**) button to return to the Listing page.

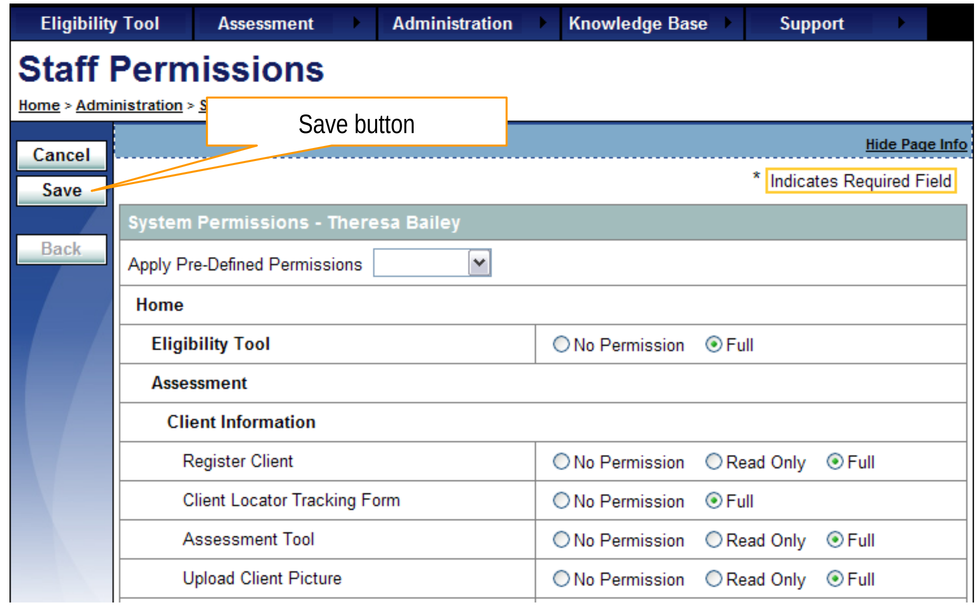
Tips

- Setting the **Status*** to *Inactive* is used to keep the staff members in the database for history purposes but removed from all of the staff lists on the forms. When a staff member leaves your organization you will not be able to delete the staff member, but you can change the **Status*** to *Inactive* to remove their name from forms and prevent the staff member from entering the application.
- If the email address is updated on the staff account, the staff member will need to re-activate their account.

Permissions

The Staff Permissions module allows a user to assign permissions to access the forms within ATR.

1. From the Staff Edit form, click the Permissions (**Permissions**) button.
2. Click the Edit (**Edit**) button from the left toolbar.
3. Select a permission role from the **Apply Pre-Defined Permissions** dropdown list. See the Apply Pre-Defined Permissions section for additional information.
4. If you wish to modify the pre-defined permissions, select the radio button next to the appropriate permission level for each module.
    a. *No Permission*: staff member has no access to the module
    b. *Read Only*: staff member is able to view the data only
    c. *Full*: staff member is able to view, add, edit, and delete the data
5. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
6. Click the Back (**Back**) button to return to the Staff edit form.



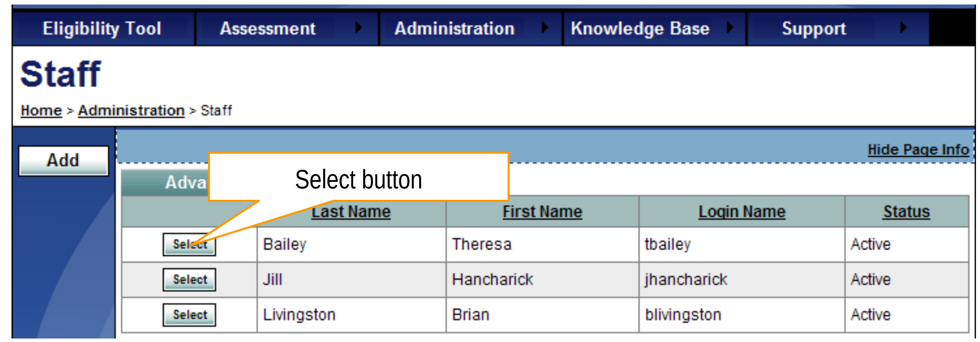
(This is a sample screenshot of the Staff Permissions Edit form)

Tips

- When changing permissions, the account must log out for the change in the permission level to take place.

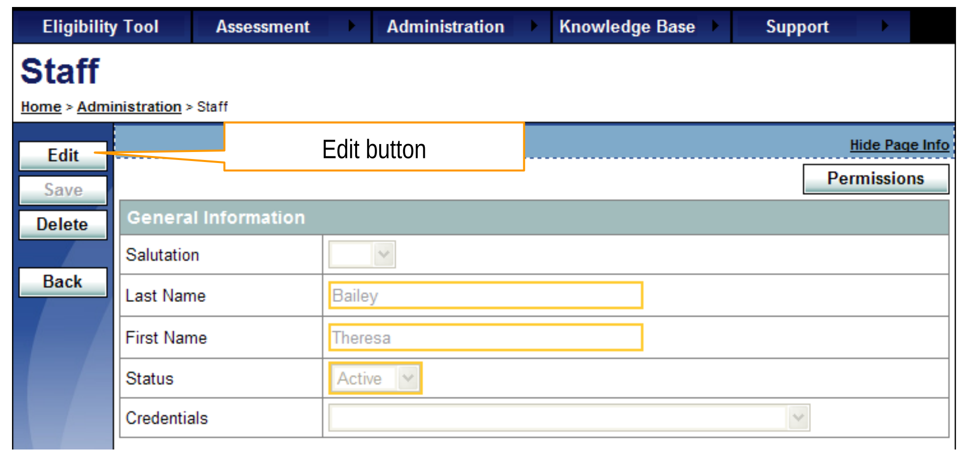
Editing a Staff Member

1. Click **Administration** from the Menu.
2. Click **Staff** from Administration Landing Page.
3. Select the staff member you wish to edit by clicking the Select (**Select**) button to the left of the staff member's name.



(This is a sample screenshot of the Staff Listing Page.)

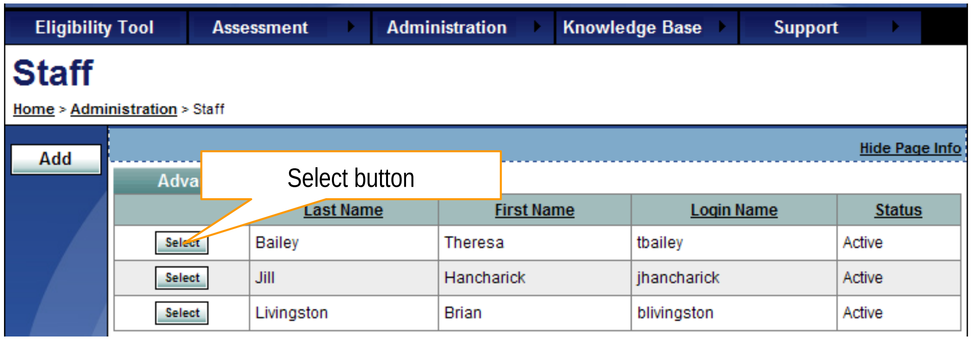
4. Click the Edit (**Edit**) button from the left toolbar.
5. The staff member will appear in the edit mode.
6. Make any changes needed to the details.
7. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
8. Click the Back (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Staff Edit Form.)

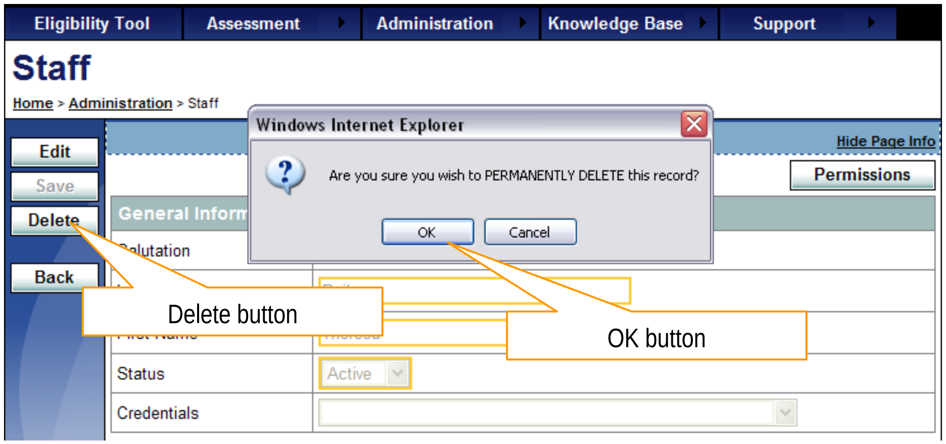
Deleting a Staff Member

1. Click **Administration** from the Menu.
2. Click **Staff** from Administration Landing Page.
3. Select the staff member you wish to delete by clicking the Select (**Select**) button to the left of the staff member's name.



(This is a sample screenshot of the Staff Listing Page.)

4. Click the Delete (**Delete**) button from the left toolbar.
5. You will receive a message asking if you are sure. Click the OK (**OK**) button to continue deleting the staff member.
   *Note: To cancel the deletion, click the Cancel (Cancel) button.



(This is a sample screenshot of the Staff Page Edit Form.)

Tips

- You will not be able to delete a staff member if it is associated with any other details. In this instance, set the **Status*** of the staff member to ***Inactive***.

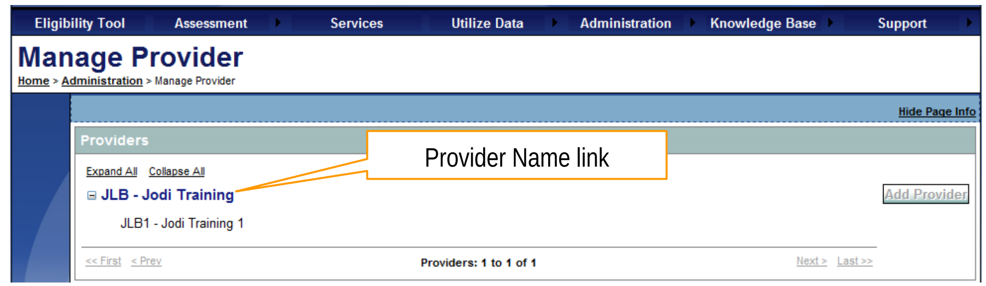
Manage Provider

The Manager Provider module allows the user to add and edit locations and contact and service information for providers and Locations. This information only needs to be updated on an as-needed basis.

*Note: The staff member with the admin permission level is the only person capable of editing this screen within each organization.

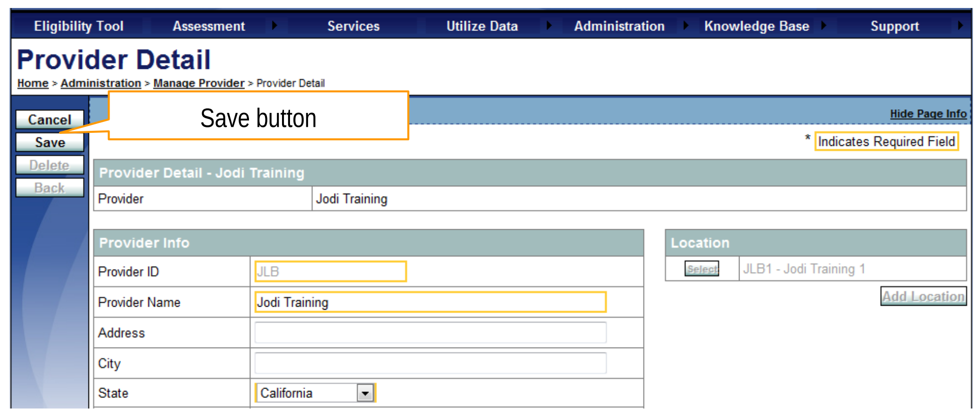
Viewing and Editing Provider Details

1. Click **Administration** from the Menu.
2. Click **Manage Provider** from the Administration Landing Page.
3. Click the **Provider Name** link.



(This is a sample screenshot of the Manage Provider Listing Page.)

4. Click the Edit (**Edit**) button from the left toolbar.
5. Edit the Provider Info to include your organization's information.
6. Select a staff member to serve as the primary contact for your organization from the Staff dropdown list.
   *Note: The email, work phone, and fax will populate with information added from the Staff module.
7. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
8. Click the Back (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Provider Detail Edit form)

Tips

- Only the state can change the Provider ID and Provider Name information. If any information is incorrect for your organization, submit a request through the online support site Contact Support link or contact the state.

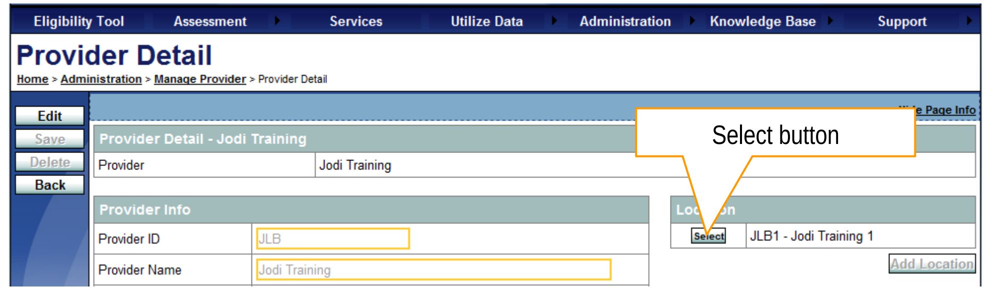
Viewing and Editing Location Details

The Location Info can be accessed in two (2) ways:

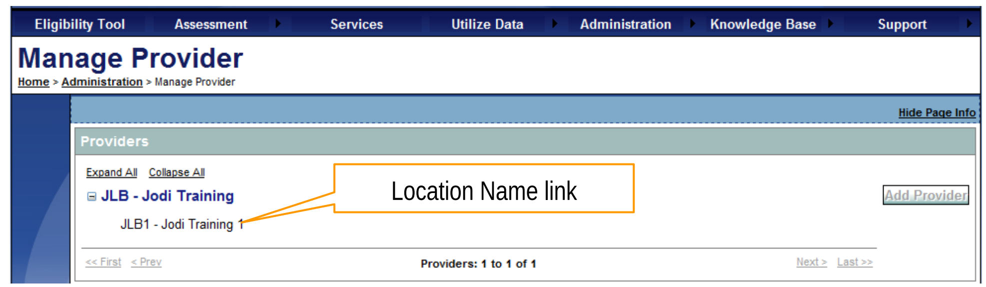
1. From the Provider Details page, click the Select (**Select**) button from the Locations grid.

or

1. Click **Administration** from the Menu.
2. Click **Manage Provider** from the Administration Landing Page.
3. Click the **Provider Name** link to display the Locations associated with it.
4. Click the **Location Name** link.

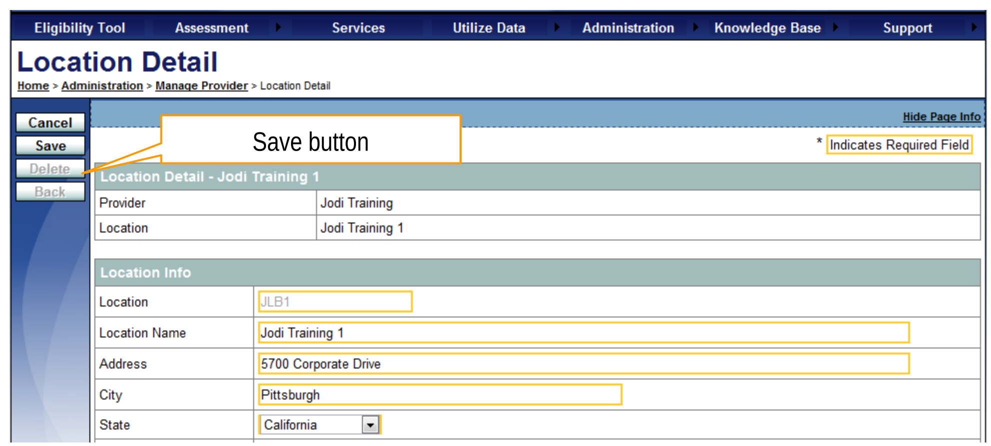


(Access Way 1: Sample screenshot displaying the Provider Detail edit form)



(Access Way 2: Sample screenshot displaying the Manage Provider Listing page)

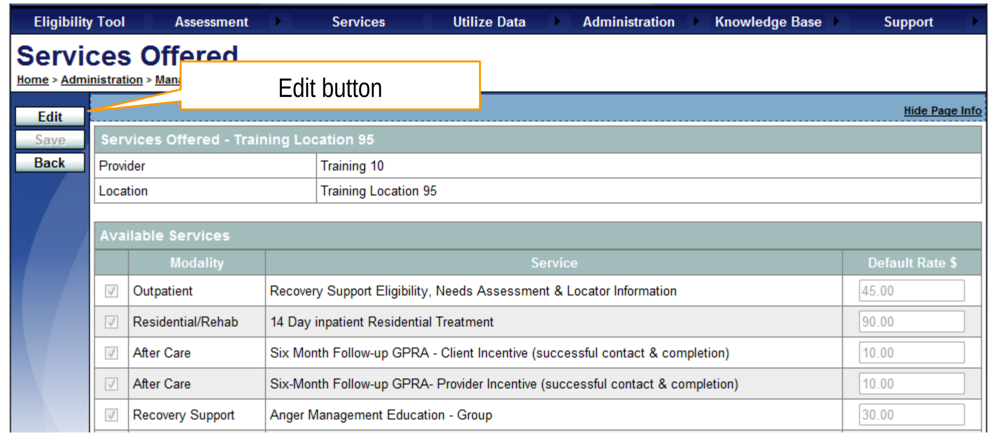
1. Click the Edit (**Edit**) button from the left toolbar.
2. Edit the Location Info to include your location's information.
3. Select a staff member to serve as the primary contact for your location from the Staff dropdown list.
   *Note: The email, work phone, and fax will populate with information added from the Staff module.
4. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
5. Click the Back (**Back**) button to return to the Listing page.



(Sample screenshot displaying the Location Detail edit form)

Services Offered

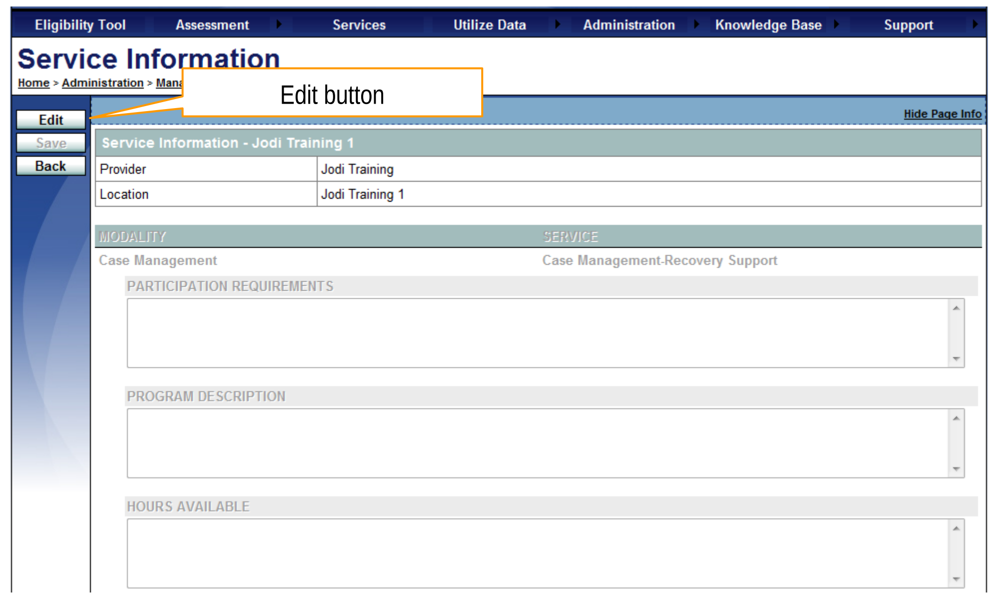
1. From the Location Details edit form, click the Services Offered (**Services Offered**) button.
2. Click the Edit (**Edit**) button from the left toolbar.
3. Select the checkboxes to indicate the services you provide. Uncheck the checkboxes for services that your Organization does not provide.
4. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
5. Click the Back (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Services Provided page.)

Service Information

1. From the Location Details edit form, click the Service Descriptions, Requirements, Availability (**Service Descriptions, Requirements, Availability**) button.
2. Click the Edit (**Edit**) button from the left toolbar.
3. For each service you provide, enter the **Participation Requirements**, **Program Description**, and **Hours Available** information in the appropriate text boxes.
4. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button
5. Click the Back (**Back**) button to return to the Listing page.

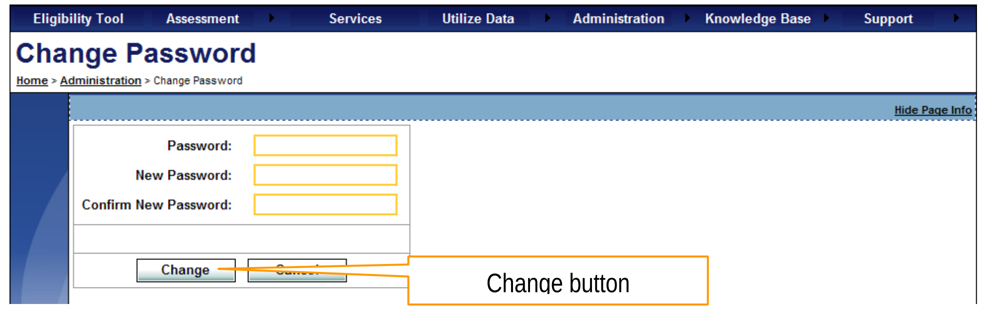


(This is a sample screenshot of the Service Information page.)

Change Password

The Change Password module allows the user to change the password on the account they are currently logged into.

1. Click **Administration** from the Menu.
2. Click **Change Password** from the Administration Landing Page.
3. Enter the current password for the account in the **Current Password** field.
4. Enter a password you would like to use in the **New Password** field.
5. Re-type the new password in the **Confirm New Password** field.
6. Click the (**Change**) button.
   *Note: To exit the screen without saving any changes, click the (**Cancel**) button.
7. You will receive a confirmation message indicating the password was changed successfully. Click (**OK**) to continue.



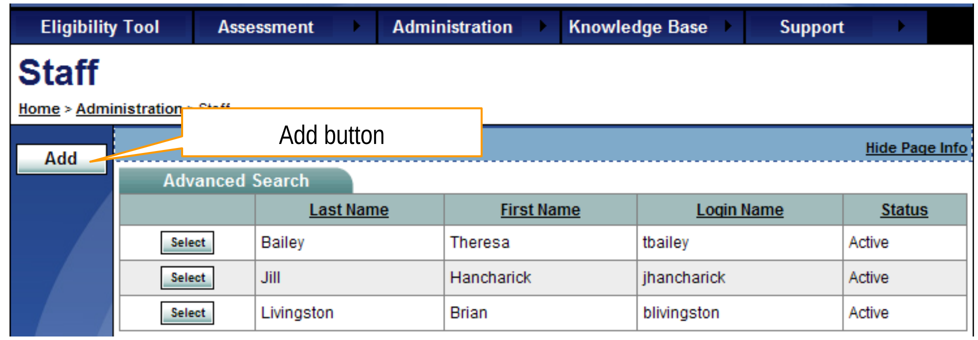
(This is a screenshot of the Change Password Page.)

Tips

- It is important to remember that passwords are case sensitive.
- Passwords must have a minimum 8 characters in length, have 1 upper case character, have 1 number, and cannot use User ID as part of password.
- You will be prompted to change your password every 90 days.

Password Reset

The IT Manager has the ability to reset passwords for any staff account (excluding the IT Manager's own account). If you have forgotten your password and the Forgot Password feature is not allowing you to change your password, please contact your IT Manager to have your password reset.



(This is a sample screenshot of the Staff Listing Page.)

1. Click **Administration** from the Menu.
2. Click **Staff** from Administration Landing Page.
3. Select the staff member that needs their password reset by clicking the Select (**Select**) button to the left of the staff member's name.
4. Click the Reset (**Reset**) button.
5. An email will be sent to the staff member with a link to reset the password.

Tips

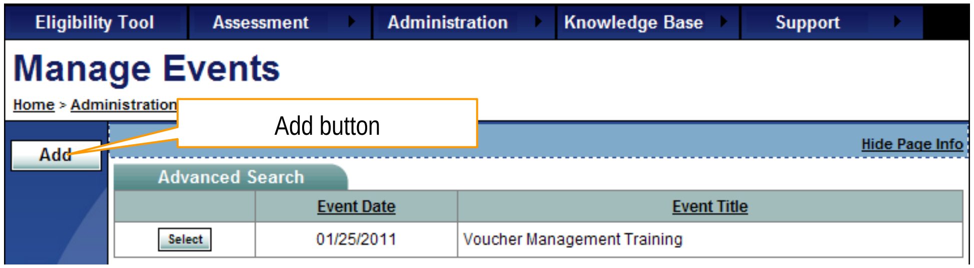
- To locate your IT Manager, please review the Manage Provider page.
- If the IT Manager needs the password reset for the IT Manager's own account, please contact CAIRS Support.

Manage Events

The Manage Events module is designed to add, edit or delete events in the Events Calendar. Events added at provider level will only be viewed by that provider.

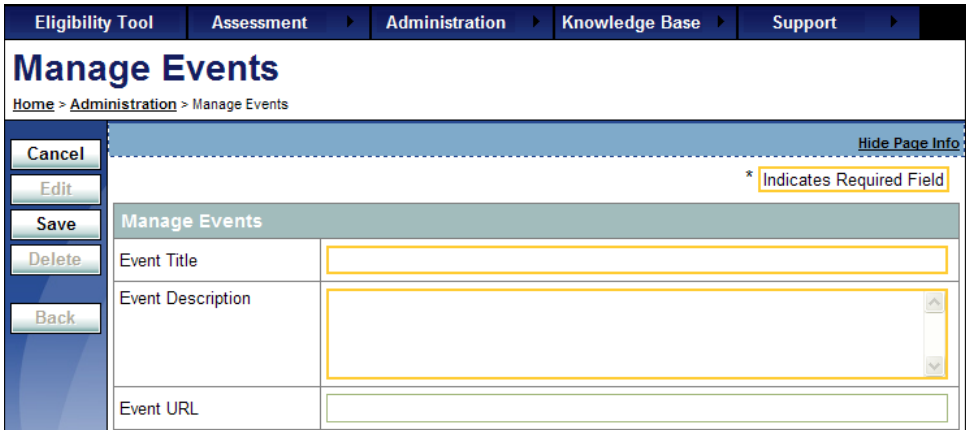
Adding an Event

1. Click **Administration** from the Menu.
2. Click **Manage Events** from the Administration Landing Page.
3. Click the Add (**Add**) button from the left toolbar.



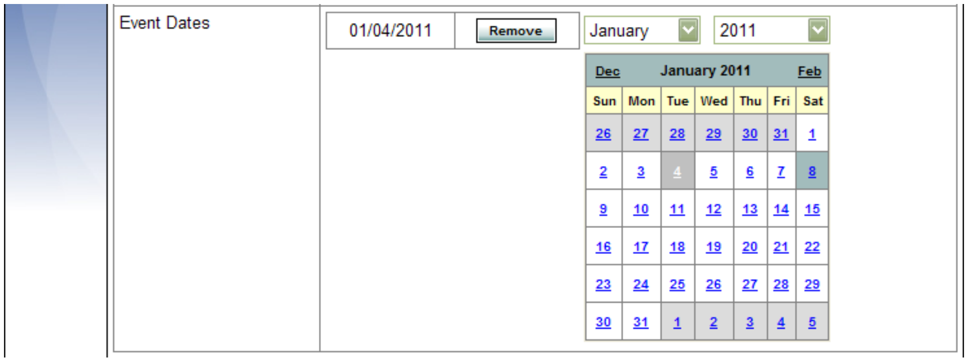
(This is a sample screenshot of the Manage Events Listing Page.)

4. Enter a brief description of the event in the **Event Title** field.
5. Enter the description of the event in the **Event Description** field.
6. If there is a website associated with the event, enter the website address in the **Event URL** field.



(This is a partial screenshot of the Manage Events edit form)

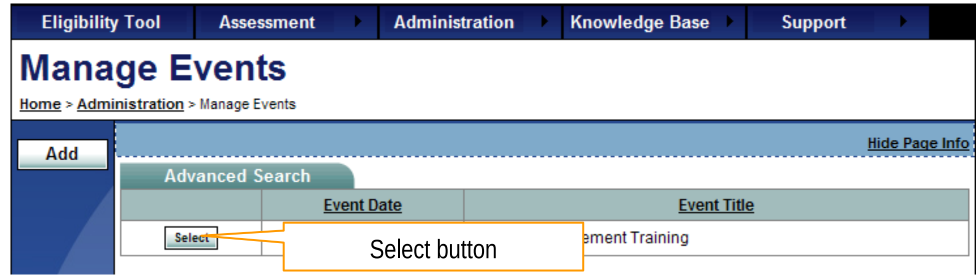
7. Select the date(s) the event will take place using the **Event Dates** calendar. You may select multiple dates.
    a. Select the month the event will take place from the first dropdown list. This is defaulted to the current month.
    b. Select the year the event will take place from the second dropdown list. This is defaulted to the current year.
    c. Select the days the event will take place using the calendar.
        i. To remove a selected date, click the (**Remove**) button to the right of the date.
10. Click the (**Save**) button from the left toolbar.
*Note: To exit the screen without saving any changes, click the (**Cancel**) button.
11. Click the (**Back**) button to return to the Listing page.



(This is a partial screenshot of the Manage Events edit form)

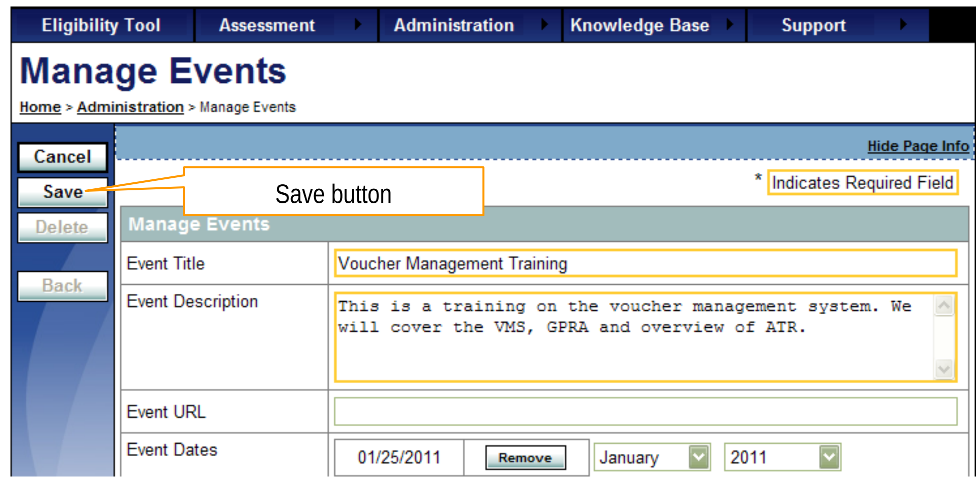
Editing an Event

1. Click **Administration** from the Menu.
2. Click **Manage Events** from the Administration Landing Page.
3. Select the event you wish to edit by clicking the Select (**Select**) button to the left of the event date.



(This is a sample screenshot of Manage Events Listing Page.)

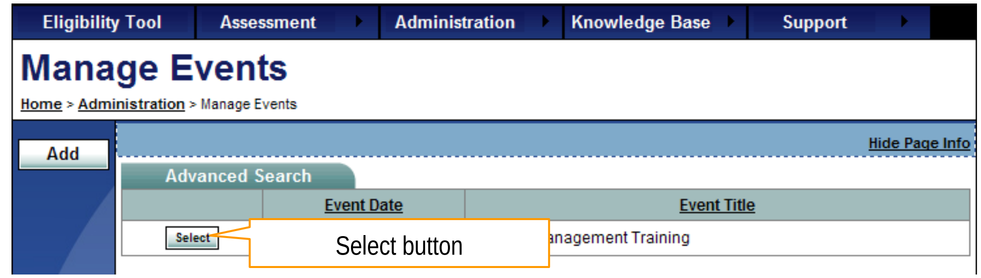
4. Click the Edit (**Edit**) button from the left toolbar.
5. The event will appear in the edit mode.
6. Make any changes needed to the details.
7. Click the Save (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the Cancel (**Cancel**) button.
8. Click the Back (**Back**) button to return to the Listing page.



(This is a partial screenshot of the Manage Events edit form)

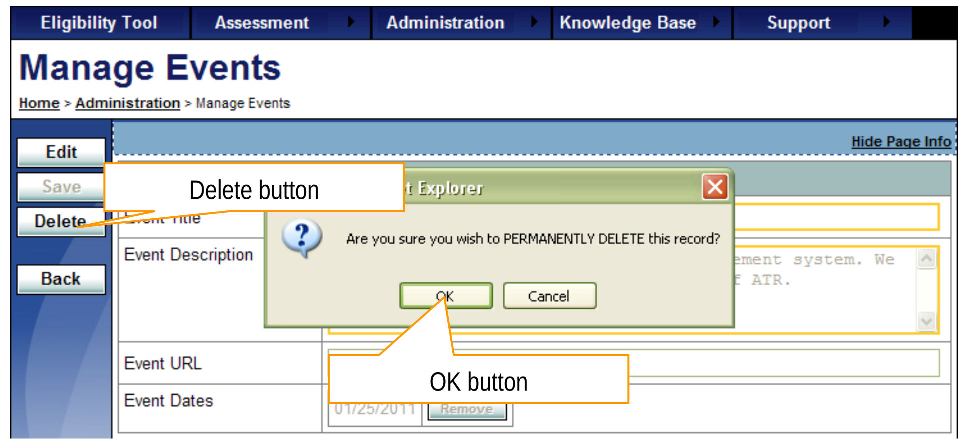
Deleting an Event

1. Click **Administration** from the Menu.
2. Click **Manage Events** from the Administration Landing Page.
3. Select the event you wish to delete by clicking the Select (**Select**) button to the left of the event date.



(This is a sample screenshot of Manage Events Listing Page.)

4. Click the Delete (**Delete**) button from the left toolbar.
5. You will receive a message asking if you are sure. Click the OK (**OK**) button to continue deleting the event.
   *Note: To cancel the deletion, click the Cancel (**Cancel**) button.



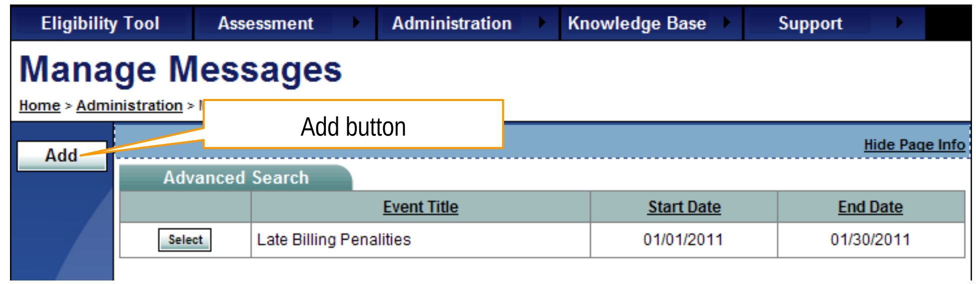
(This is a partial screenshot of the Manage Events edit form)

Manage Messages

The Manage Messages module is designed to add, edit or delete messages that display on the Home screen. Messages added at county level will only be viewed by that county and their providers.

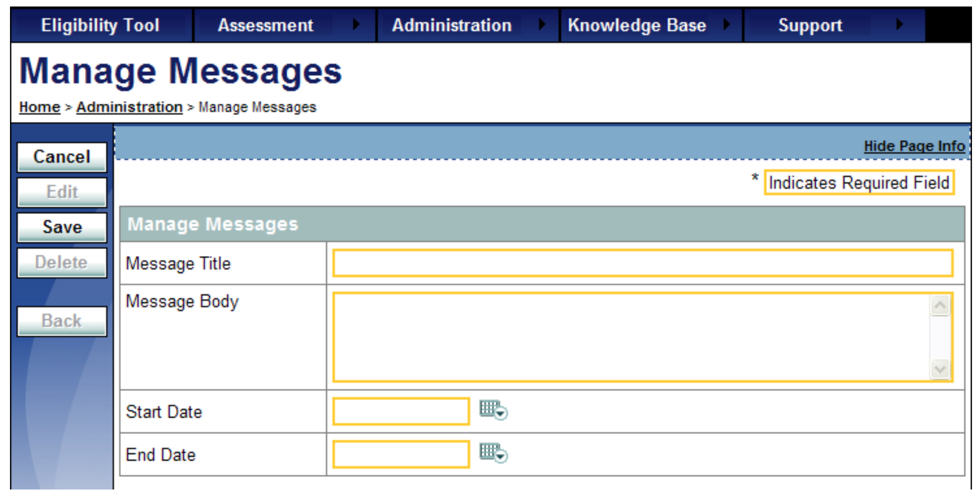
Adding a Message

1. Click **Administration** from the Menu.
2. Click **Manage Messages** from the Administration Landing Page.
3. Click the (**Add**) button from the left toolbar.



(This is a sample screenshot of Manage Messages Listing Page.)

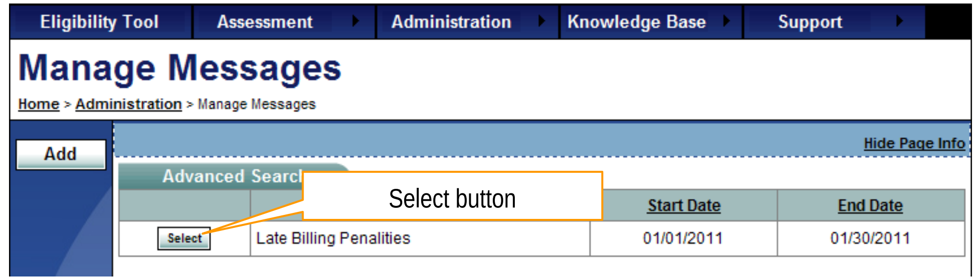
4. Enter a brief description of the message in the **Message Title** field.
5. Enter the description of the message in the **Message Body** field.
6. Enter the **From Date*** and the **To Date*** for when you would like the message to be displayed as mmddyyyy or select the dates by clicking on the calendar .
(See Calendar section for further details)
7. Click the (**Save**) button from the left toolbar.
*Note: To exit the screen without saving any changes, click the (Cancel) button.
8. Click the (**Back**) button to return to the Listing page.



(This is a screenshot of the Manage Messages edit form.)

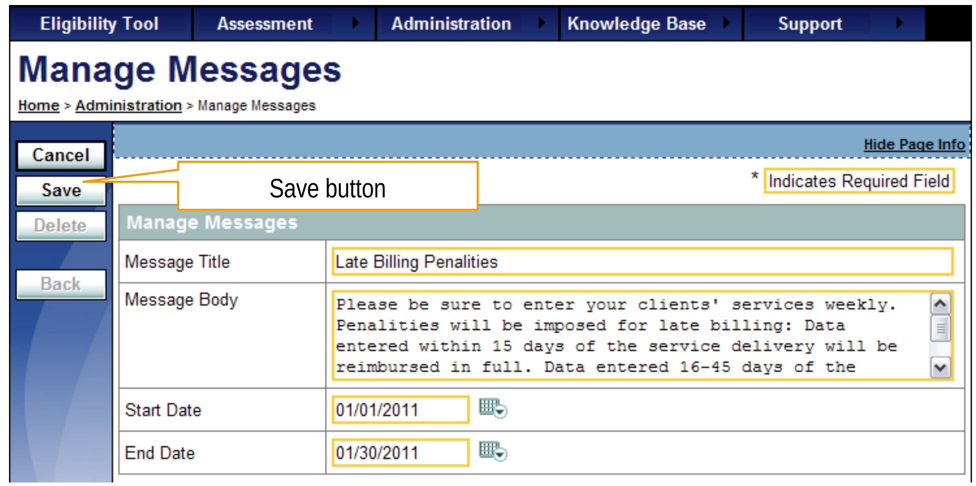
Editing a Message

1. Click **Administration** from the Menu.
2. Click **Manage Messages** from the Administration Landing Page
3. Select the message you wish to edit by clicking the (**Select**) button to the left of the message title.



(This is a sample screenshot of Manage Messages Listing Page.)

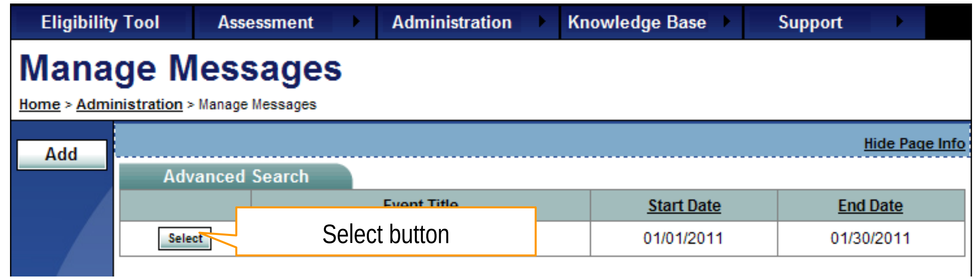
4. Click the (**Edit**) button from the left toolbar.
5. The message will appear in the edit mode.
6. Make any changes needed to the details.
7. Click the (**Save**) button from the left toolbar.
   *Note: To exit the screen without saving any changes, click the (Cancel) button.
8. Click the (**Back**) button to return to the Listing page.



(This is a sample screenshot of the Manage Messages edit form.)

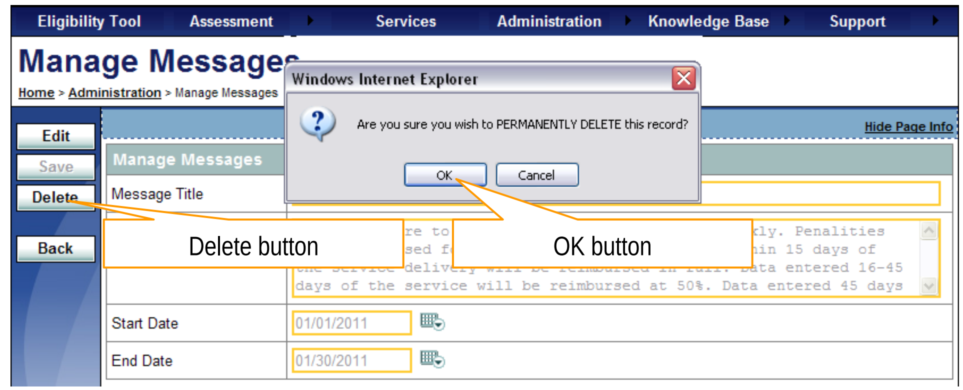
Deleting a Message

1. Click **Administration** from the Menu.
2. Click **Manage Messages** from the Administration Landing Page.
3. Select the message you wish to delete by clicking the (**Select**) button to the left of the message title.



(This is a sample screenshot of Manage Messages Listing Page.)

4. Click the (**Delete**) button from the left toolbar.
5. You will receive a message asking if you are sure. Click the (**OK**) button to continue deleting the event.
   *Note: To cancel the deletion, click the (**Cancel**) button.



(This is a sample screenshot of the Manage Messages edit form.)

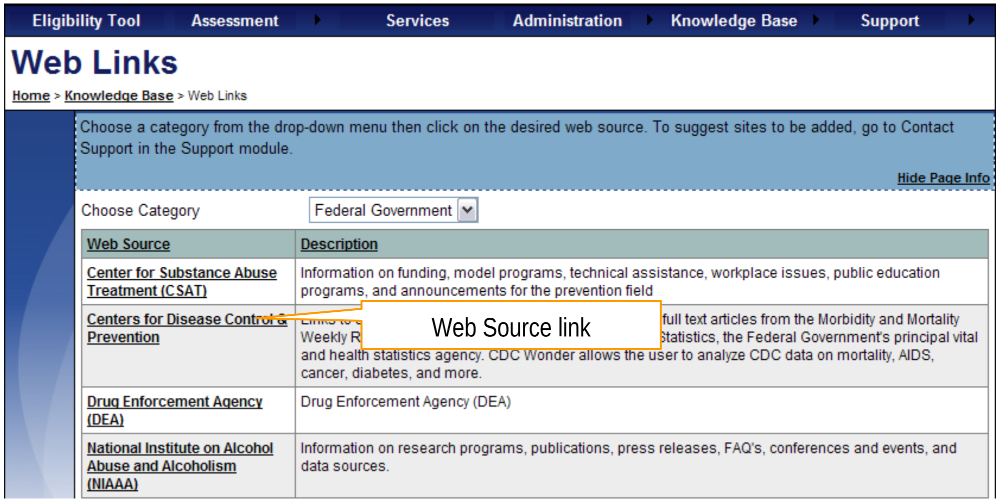
KNOWLEDGE BASE

The Knowledge Base module is a warehouse of documents and web source information designed to provide pertinent data.

Web Links

The Web Sources section of Knowledge Base is useful for finding a wealth of health and human service links. The Web Source section can be utilized by following these steps:

1. Click **Knowledge Base** from the Menu.
2. Click **Web Links** from the Knowledge Base Landing Page.
3. Select a category from the **Choose Category** dropdown list.
4. Browse the Web Sources List for the website you would like to visit.
5. Click on the link of the name of the **Web Source**.
6. A new window will open displaying the website you chose.
7. To close the new website window, click on the (X) in the upper right hand corner.



(This is a partial screenshot of the Web Links Listing Page.)

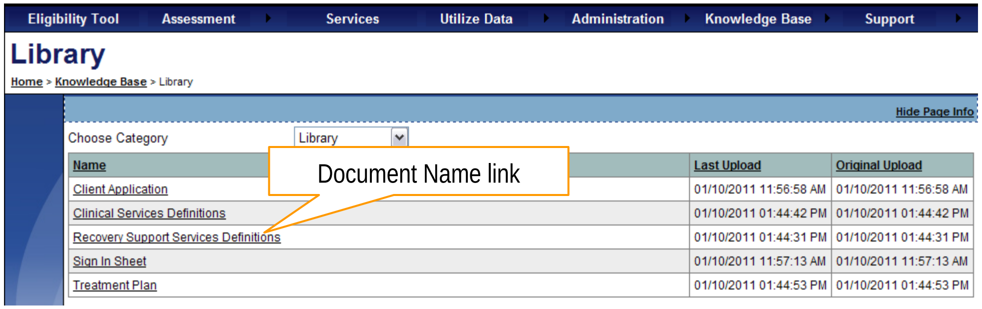
Tips

- If you have a pop-up blocker on your computer, hold the ctrl key down while selecting any button used to view the websites.
- On the left column of the table is the Web Source link and on the right column of the table is a description of the website.

Library

The Library section is a repository of commonly requested documents and other general documents that ATR would like to make available. Use the following instructions to view the Library section.

1. Click **Knowledge Base** from the Menu.
2. Click **Library** from the Knowledge Base Landing Page
3. Select a category from the **Choose Category** dropdown list.
4. Select the document you would like to view by clicking the link of the document Name.
5. The document will open as a new word document.
    a. Click the print button to print the document.
    b. Click the disk button to save the document.
    c. To close the .doc window, click on the (X) in the upper right hand corner.



(This is a screenshot of the Library Listing Page.)

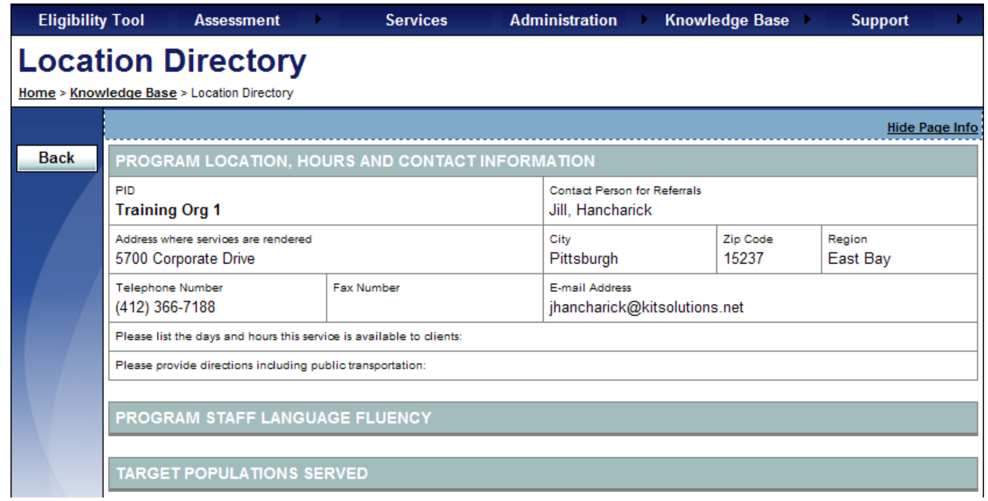
Tips

- The documents in the Library section are updated at the state-level.

Location Directory

The Location Directory section allows you to view details on the different program locations.

1. Click **Knowledge Base** from the Menu.
2. Click **Location Directory** from the Knowledge Base Landing Page
3. Click the Select (**Select**) button to left of the Location you wish to view.
4. The Program Location details will be displayed.



(This is a sample screenshot of the Location Directory Page.)

SUPPORT

Web Site

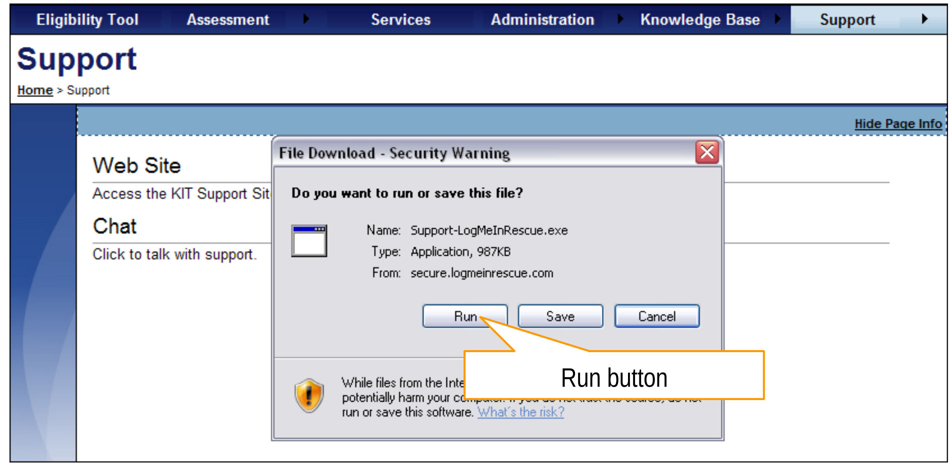
The CAIRS ATR Support Site offers several features to assist you with using the ATR application.

1. Click **Support** from the Menu.
2. Click **Web Site** from the Support Landing Page.
3. A new window will open displaying the Support Site.
4. To submit a problem, question, or suggestion for improvement, click the **Contact Support** link.
5. To view the online support documents (e.g. User Manual), click the **Manuals** link.
6. To view and download documents pertaining to the ATR application, click the **Library** link.
7. To receive information regarding training for the CAIRS application or to sign up for a training, click the **Online Trainings** link.

(This is a screenshot of the Support Site Home page.)

Chat

The Chat feature allows you to talk to a Support member via instant message. Please note that Support is only available via chat from 9:00AM-5:00PM (EST), Monday-Friday.



(This is a sample screenshot of the LogMeIn file download message.)

1. Click **Support** from the Menu.
2. Click **Chat** from the Support Landing Page.
3. A new window opens prompting you to run the LogMeInRescue application. You must run this application in order to utilize the chat feature. Click the 

(**Run**) button.
4. A Support representative will be with your shortly.

Tips

- You will need to install the LogMeIn applet in order to connect with Support. This is a free download.
- The installation may take a few minutes.