

Multnomah County Aging, Disability and Veteran Services Instructions for User Access & Support for Contract Partners

Overview

The following instructions are intended to help expedite Enhancing Equity and District Center staff access to client databases to be used in the performance of their job; to troubleshoot problems getting into the system; and to change user options or deactivate staff that no longer need access to client databases.

There are four primary client databases that contract partner staff use when enrolling and registering clients for services; the State Mainframe (also referred to as Host Explorer), Oregon ACCESS, Universal Client Registry (UCR), and the Aging and Disability Resource Connection (ADRC - also referred to as GetCare).

These sites contain protected client information and are secure; consequently, Aging, Disability and Veteran Services contractors are required to submit a formal request for staff access and for revoking staff access.

User fees, paid for by Multnomah County ADVS, are associated with maintaining an ADRC license; consequently, users who are inactive more than three months will be deactivated.

User Access Setup for New Employees

For Enhancing Equity and District Center employees who perform any of the following job functions:

- Options Counseling
- Information & Referral/Assistance
- Oregon Project Independence (OPI) Case Management
- Older Americans Act (OAA) Case Management
- Evidence-Based Health Promotion (EBHP) Registration
- Transportation Coordination
- SHIBA Coordination
- Program Management and Supervision
- Home Care Worker Voucher Processing

...the agency must complete and submit the following forms for set up and changes to user accounts:

- ❑ **784 APD Information** (*for Information & Referral/Assistance, OPI Case Management, OAA Case Management, EBHP Registration, Transportation Coordination, SHIBA Coordination, Program Management and Supervision, and Home Care Worker Voucher Processing*).
- ❑ **Request for Citrix** (*for Information & Assistance, OPI Case Management, OAA Case Management, EBHP Registration, Transportation Coordination, SHIBA Coordination, Program Management and Supervision, and Home Care Worker Voucher Processing*).

...and send through [encrypted email](#) to user.access.support@multco.us. ADVS staff will process your application and notify you within 2 business days of its receipt. However, it may take up to several weeks for the State to finalize your Citrix application. Do not send any other documents to this electronic mailbox unless requested to do so.

These forms can be found on the provider page of the ADVS website, <https://multco.us/ads/providers-and-program-forms>.

Revoking and Changing User Accounts

The user accounts of staff that have left employment or are on extended leave must be revoked and terminated immediately by checking off the appropriate box at the top of the same forms used to set up a new user and submitting through encrypted email to the mailbox, user.access.support@multco.us.

For other changes to user accounts such as changes to staff job function the same forms must be completed by checking off the appropriate box at the top of the forms and submitted through [encrypted email](#) to the mailbox, user.access.support@multco.us.

Troubleshooting

If staff encounter problems getting into any of the four aforementioned client databases please follow these guidelines:

→ First, check to be sure staff are following instructions for *entering* user identification and password, and instructions for *changing* your user identification and password. See the Password Maintenance sheet for help.

If staff continue to encounter problems getting into any of the systems please contact one of the following people for technical assistance:

For problems getting into the ADRC GetCare database and resetting password contact:

Anna Kirkpatrick, anna.kirkpatrick@multco.us, (503) 988-2459.

Note: If you forget your ADRC password you can use the security questions to reset your password without the need to request technical assistance. Therefore, SET UP YOUR SECURITY QUESTIONS in the ADRC.

For problems getting into the State Mainframe Host Explorer or resetting password contact:

Vienna Saechao, vienna.saechao@multco.us, 503-988-2486

For problems getting into Citrix, the portal through which you log into Oregon ACCESS, contact:

State Helpdesk, dhs.servicedesk@state.or.us and 503-945-5623;
State Helpdesk hours are Monday through Friday, 6am to 6 pm.

For problems getting into the UCR, contact:

Margretta Hansen, margretta.hansen@multco.us, 503-988-8203

Note: expect to be put on an extended hold when you call the State Helpdesk, so to avoid this DO NOT LET YOUR CITRIX PASSWORD EXPIRE.

IMPORTANT: Whenever you have been sent a temporary Citrix password, you must log in within 30 days and set up a new password. After setting up your new password you must log in at least every 60 days.

Avoid typing in the wrong password three consecutive times because your user access security rights will be revoked and you must start all over to request user access.

Refer to the Password Maintenance document for more information on setting up your password.

The State regularly updates Oregon ACCESS which may require users to install new files to their desktop.