Connecticut Department of Public Health
ABCMS System User Manual

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ABCMS System User Manual

Applicant Background Check Management System (ABCMS) has been developed to assist long-term care (LTC) providers perform fingerprint-based background checks and registry checks in an efficient and effective manner, as required by State of Connecticut's General Statute Section 19a-491c. Please refer to this link http://www.cga.ct.gov/2012/sup/chap368v.htm if you would like more information on the statutory requirements.

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Chapter 1: ABCMS Getting Started

Introduction

Welcome to the Background Check System User's Guide. This guide introduces you to the features of the ABCMS and provides detailed instructions for using the system.

The ABCMS is a web-based application that has been developed to assist long-term care (LTC) providers performs registry checks and process fingerprint-based background checks for applicants in an efficient and effective manner. The ABCMS also helps providers store applicant/employee records and print forms associated with these pre-employment checks.

The following capabilities are available to providers on this easy-to-use, automated system:

- Manage user accounts
- Update your provider information
- Add new applicants
- Complete registry checks for new applicants
- Print forms
- Connect to applications already in process for another provider
- Track applicant fingerprinting
- Track applications at various stages using the following lists: Not Yet Submitted, Determination In-Process and Determination Available
- Enter employment information (for both provisional and permanent employment)
- Track employees using the following lists: Provisional, Permanent and Separated
- Person Search
- Generate provider reports
- Reference – Fingerprint Locations, Federal Registry Contacts

Log In to ABCMS

Accessing the Applicant Background Check Management System

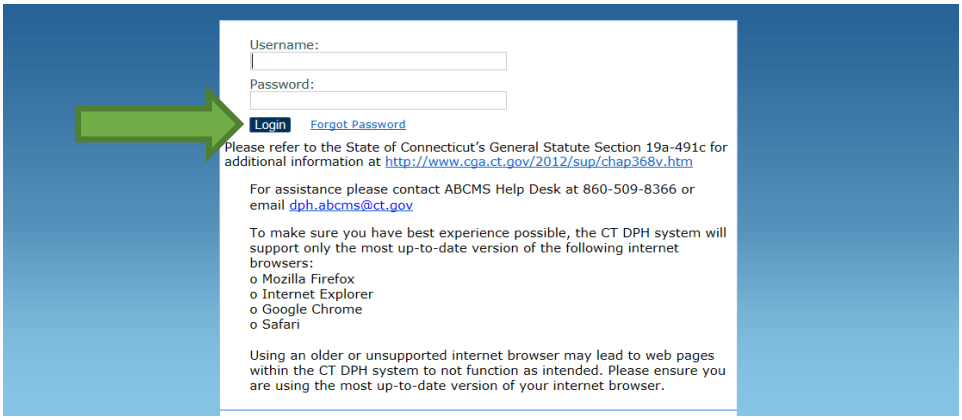
Prerequisites

You will need Internet Explorer version 8.0 or higher for the system to run properly on your computer. The ABCMS website can be accessed through different browsers and tablets. You will need Adobe Acrobat to view and print system generated forms.

To access the system:

1. Enter ABCMS website www.abcms.ct.gov in your web browser.
2. Enter your **Username** and **Password** and click the **Login** button.

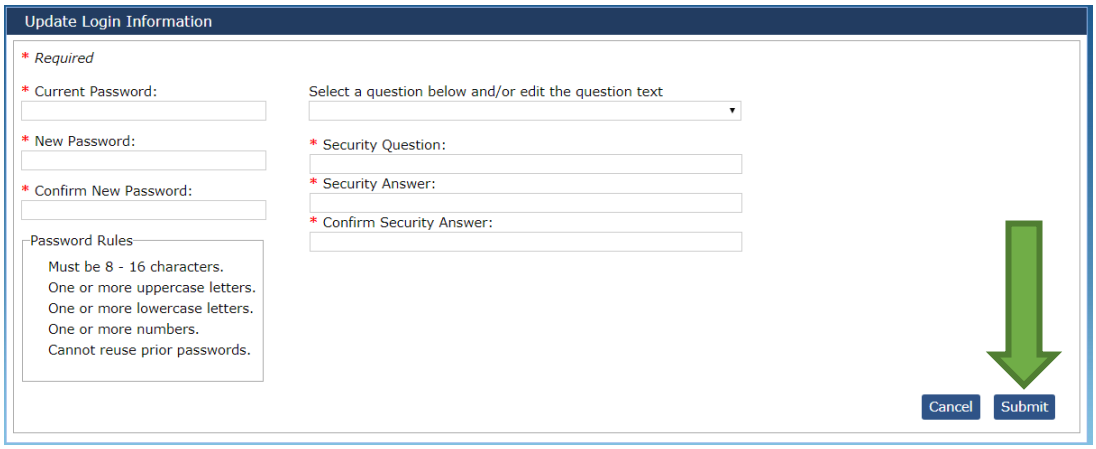
   Your System Administrator will assign your **Username** and provide it to you. You will receive your initial system-generated **Password** via email.



Note	Your **Username** is not case sensitive; your **Password** is case sensitive; therefore, take caution when typing in your **Password**.

Note	If you are using cut and paste to insert your system generated **Password**, please ensure that you do not include any spaces before or after the **Password**. If you incorrectly enter your **Password** more than four times, you will be locked out of the ABCMS and will need your Administrator to re-enable your login account.

3. If you are logging into the system for the first time, you will be prompted to change your **Password** and to select a **Security Question** and provide an answer to it.



Note

Answers to **Security Questions** are not case sensitive.

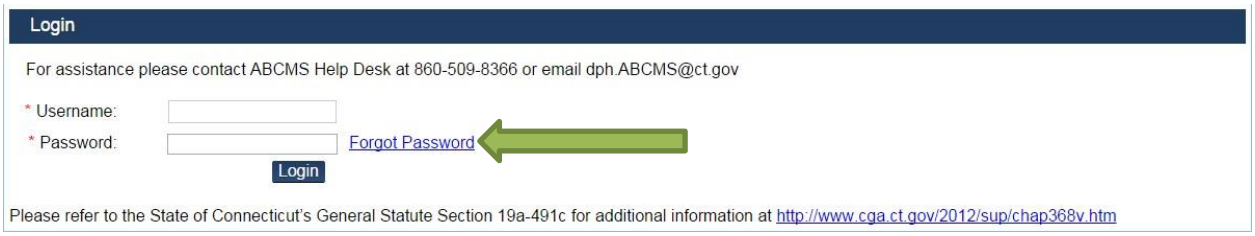
4. If you are not logging into the system for the first time, the **Home** page will display.

Note	To change your login/security information at any time, go to the **My Account** link in the top right corner of each screen.

Forgot Password

In the event that you forget your **Password**, you may request a new **Password**.

1. From the **Login** screen, click **Forgot Password**. The **Forgot Password** screen appears.



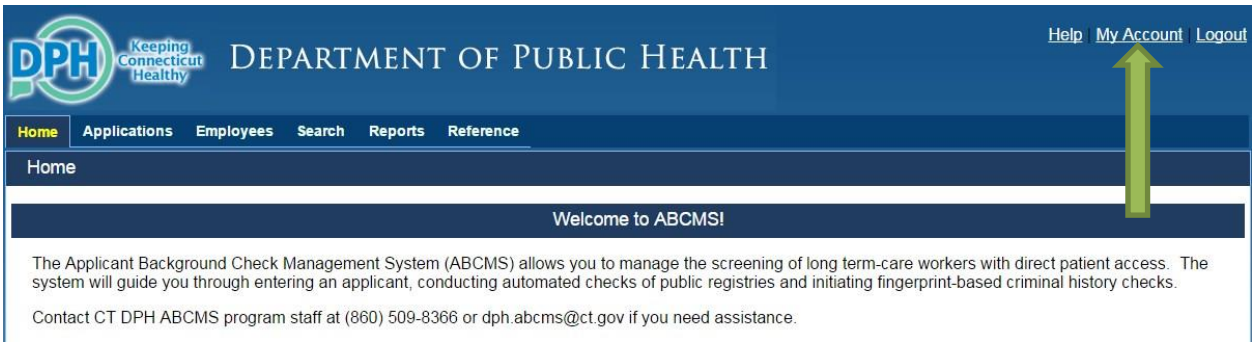
2. Enter your **Username**, and then click **Next**. The Login screen appears with the message *Your password has been reset and emailed to [username@domain.com]*. You will receive a temporary **Password** and will be prompted to change it when you log into the system.

3.

Change Password

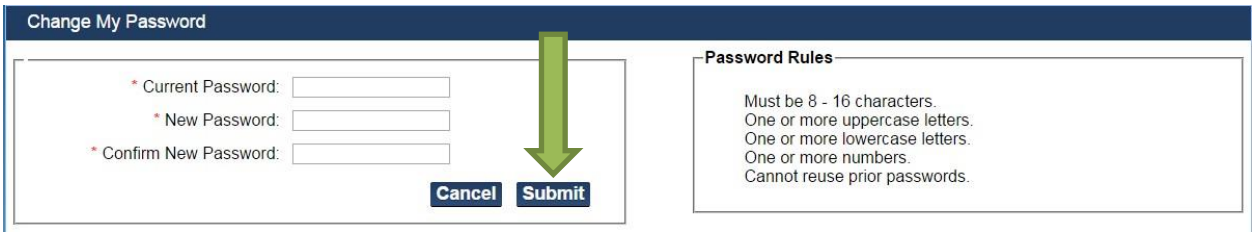
In the event that you want to change your **Password**, follow the below steps.

1. From the **Home** screen**,** click **My Account**.



2. From the **My Account** screen, click **Change My Password** button.

3. From the **Change My Password screen,** enter current password, new password and confirm new password and click **Submit** button

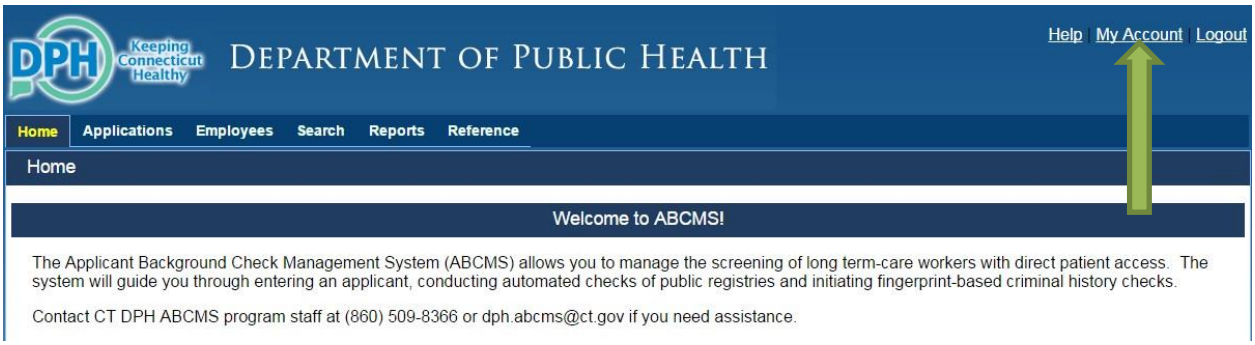


Edit User Information

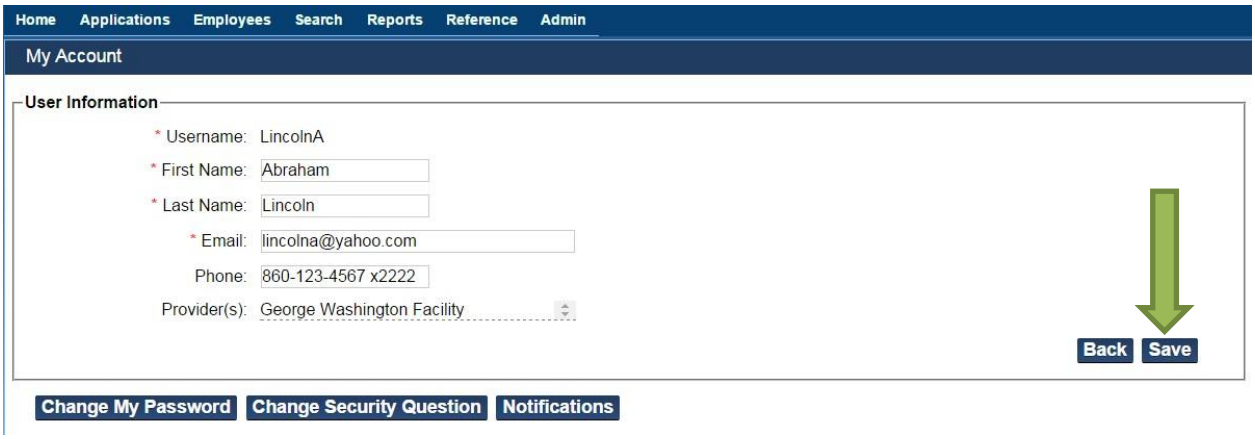
Editable Personal Info: First Name, Last Name, Email and Phone Number

In the event that you want to edit any of the above information

1. From the **Home** screen**,** click **My Account**.



2. Update your User Information (First Name, Last Name, Email and Phone Number) and click Save.



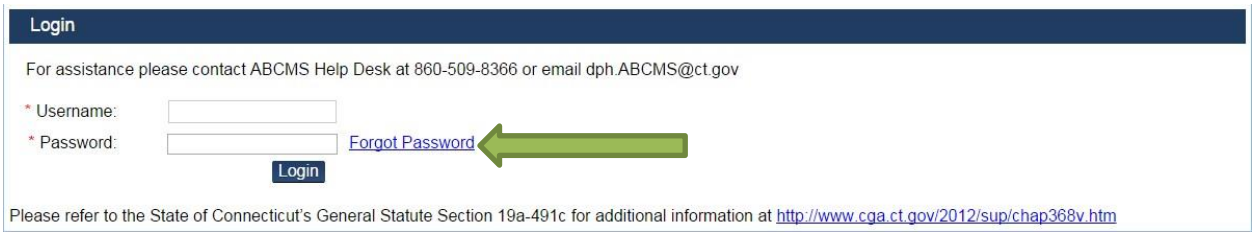
Locked Out

If you incorrectly enter your **password** more than **four** times, you will be locked out of the ABCMS System and will need your Administrator to re-enable your login account.

1. When you enter the **username/password** incorrect more than four times a message "*The user account is locked or disabled*" will be displayed on the screen.

2. After your Administrator ***Enables*** the user account you will receive an email associated with your user account titled "*CT-DPH Notification: User Account Unlocked*"

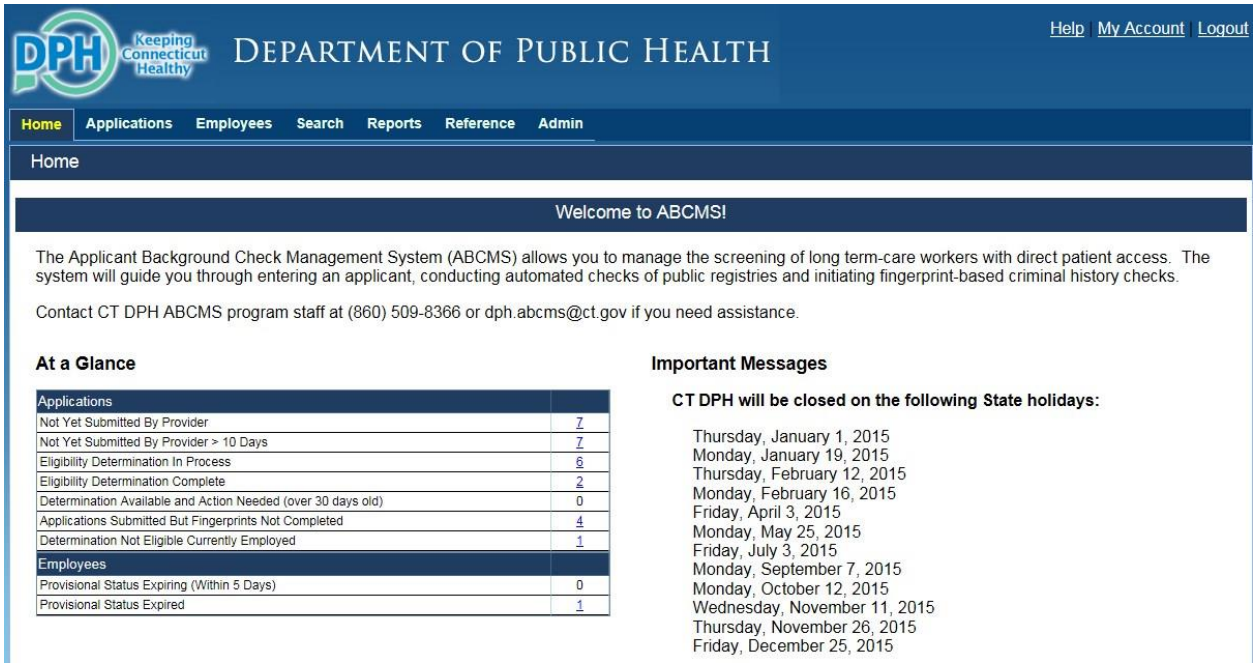
3. If you remember your existing **password**, you can use it to log on to ABCMS system. If you do not remember your **password**, click on **Forgot Password** button from the **login** Screen and follow the instructions to reset your **password** and have a new temporary **password** sent to your email address.



Chapter 2: Understanding the At a Glance Table

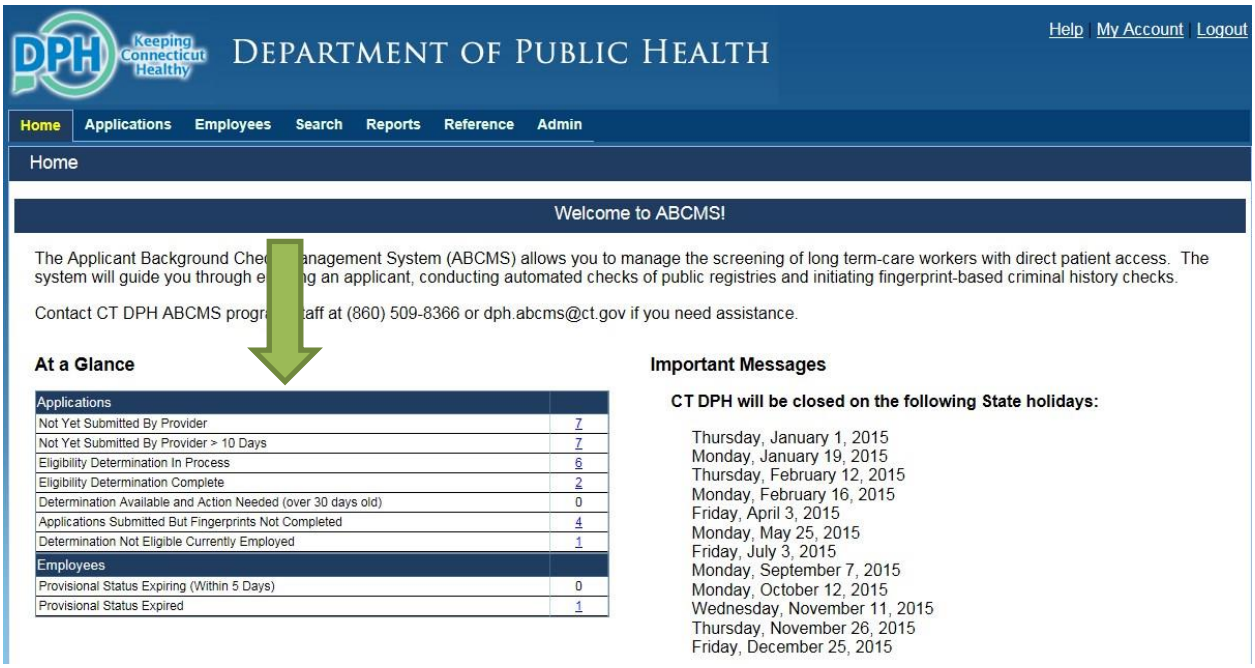
Overview

The At a Glance (AAG) table is found on the left side of the **Home** page after you log into the Applicant Background Check Management System (ABCMS). The AAG table shows you the records in the system that needs action. You can use the AAG table as a checklist of items to do. By clicking the hyperlinked number in the right-hand column, you can access the applications or employee records that need action.



At a Glance Descriptions

Listed below is a complete set of AAG line items.



Applications	
Not Yet Submitted By Provider	Applications that have been started but have not yet been submitted by the provider user.
Not Yet Submitted by Provider > 10 Days	Applications that have been in the Not Yet Submitted list for more than ten days.
Eligibility Determination in Process	Applications that have been submitted and are awaiting a determination.
Eligibility Determination Complete	Applications that have an available determination
Determination Available and Action needed (over 30 days old)	Applications that have an available determination that is over **30** days old and require a hiring decision.
Applications Submitted but Fingerprints Not Completed	Applications that have been submitted but for which fingerprints have not been taken. These applications could have determinations of Not Yet Submitted, In Process, or Ready for Determination.
Determination Not Eligible Currently Employed	Applications where the person is currently either provisionally or permanently employed with a fitness determination of Not Eligible. These applications need to either file an appeal or have their employment terminated immediately.

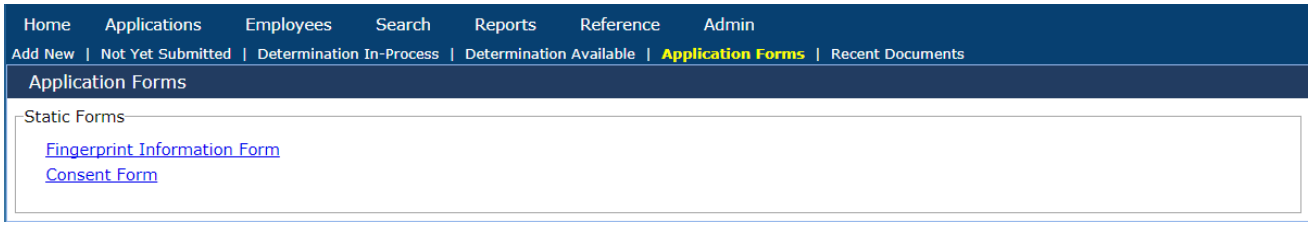
Employees	
Provisional Status Expiring (Within 5 Days)	Provisional employees whose provisional employment status is expiring within 5 days.
Provisional Status Expired	Provisional employees whose provisional status has expired. In general, these applications need to be permanently hired or have their employment terminated.

Chapter 3: Working With and Managing Applications

Overview

After an applicant's personal information is received, you may log into the Applicant Background Check Management System (ABCMS) and search for the applicant in applicable public registries. The applicant *must* be cleared in all required registries prior to fingerprinting and permanent employment.

Go to **Applications->Application Forms**. The **Static Forms** screen appears.



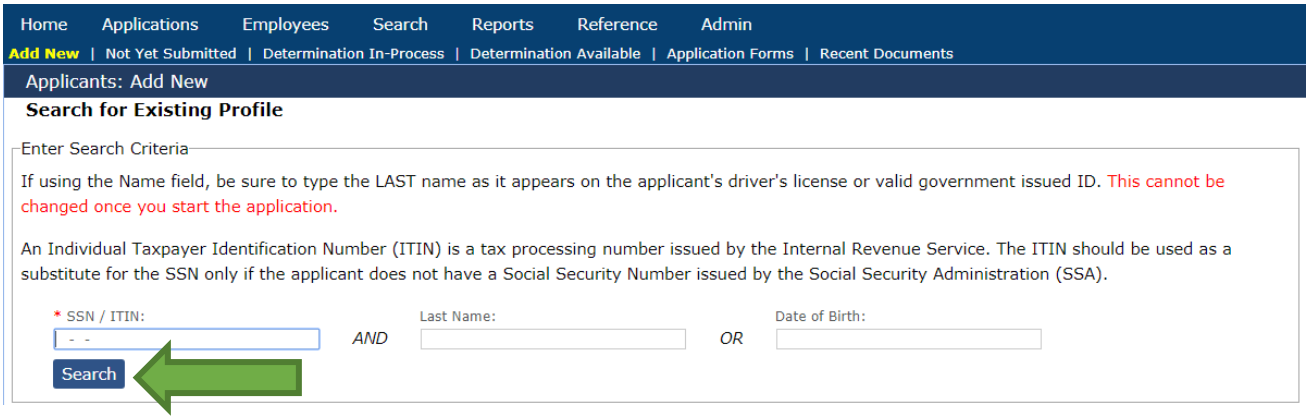
Fingerprinting Information Form: To obtain personal and demographic information needed for fingerprinting. This form is filled out by the applicant.

Consent Form: This form must be completed, signed, and dated by the applicant. By signing this form, the applicant consents to a fingerprint-based national background check.

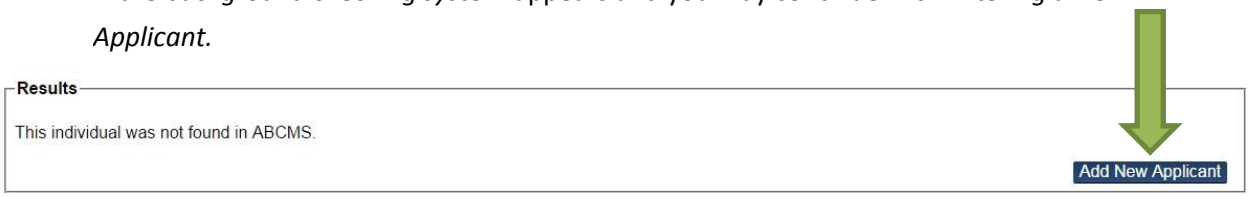
Searching for an Applicant in ABCMS

Before entering a new applicant into ABCMS, you must first search for the applicant. This ensures that there are no duplicate records. To do this:

1. Go to **Applications > Add New**. The **Search for Existing Profile** screen appears.



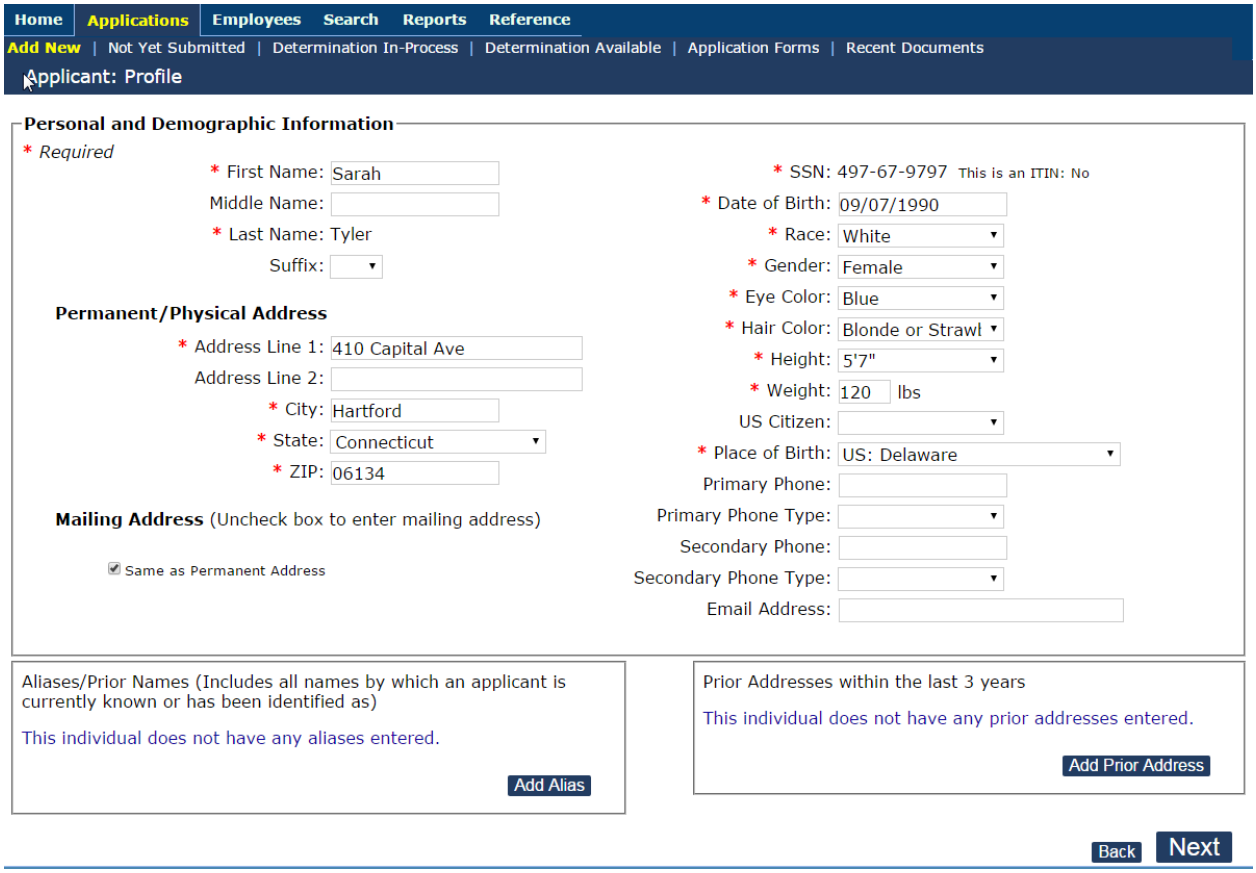
2. In the **SSN** field, enter the applicant's social security number.
3. And then, either;
    a. In the **Last Name** field, enter the last name of the applicant, OR
    b. In the **Date of Birth** field, select the date of birth for the applicant from the calendar or enter the date in MM/DD/YYYY format.
4. Click **Search**. The results of the search appear. If the applicant exists in the system, their profile appears. If the applicant does not exist in the system, the message *this individual was not found in the background checking system* appears and you may continue with *Entering a New Applicant.*



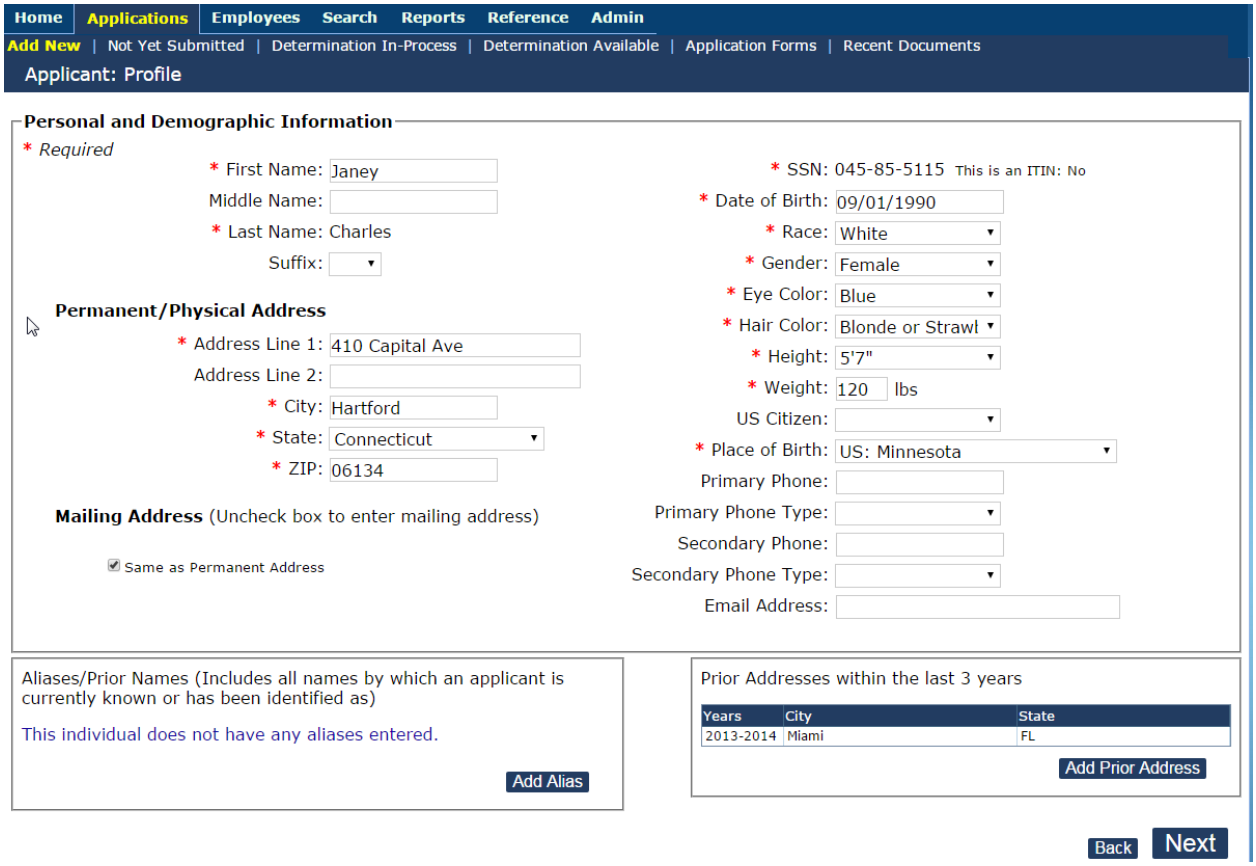
Entering a New Applicant

To enter a new applicant into ABCMS:

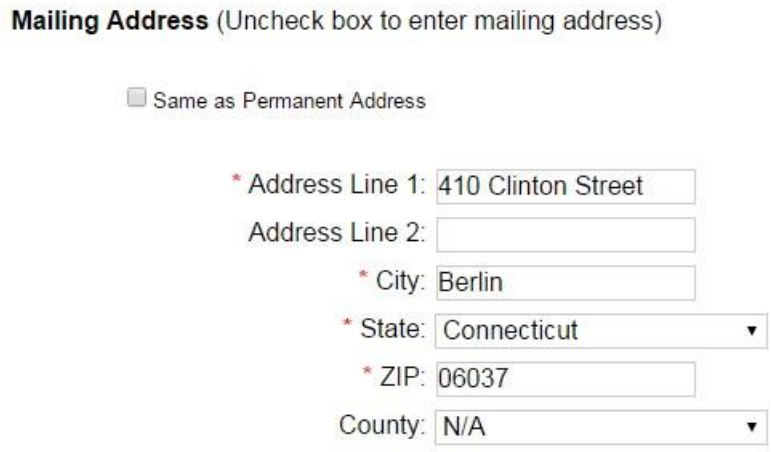
1. If the applicant does not appear in the search results, click **Add New Applicant**. The **Create Profile** screen appears.



2. **In the Personal and Demographic Information** section, enter the information for the applicant. Data entered on the previous page cannot be changed.



3. If the applicant's **Mailing Address** is different from their **Permanent Address** uncheck the box next to **Mailing Address** fill out the correct information.



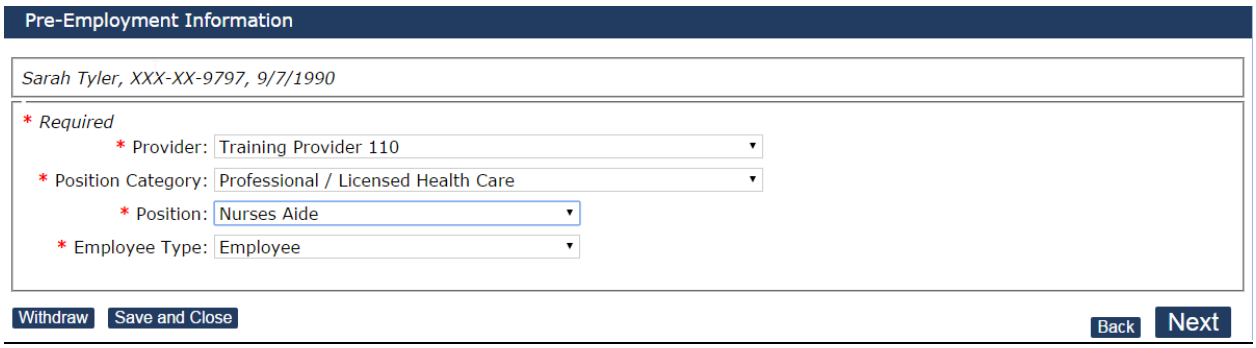
Note	Fields marked with an asterisk are required fields.

4. If the applicant has a previous name (ex. a maiden name), you must enter this information in the **Alias/Prior Name** section:
    a. Click **Add New** in the **Alias/Prior Name** section. The **Alias/Prior Name** dialog appears.

    b. Enter the applicant's alias information, then click **Save**.
5. If the applicant has lived in a different state, you will need to enter a prior address to allow registries from the other states to be included.
    a. Click **Add New** in the **Prior Addresses** section. The **Prior Addresses** dialog appears.

    b. Enter the applicant's previous address information, then click **Save**.

6. When you are finished adding the applicant's information, click **Next**. The **Enter Pre-Employment Information** screen appears.

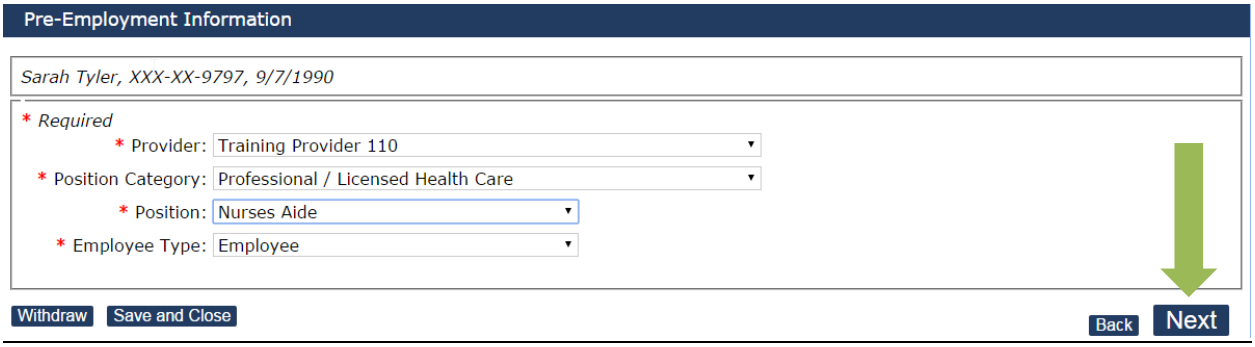


a. Select the category for the desired position from the **Position Category** drop down.

b. Select the name of the desired position from the **Position** drop down.

c. Select the **Employee Type** from the drop down.

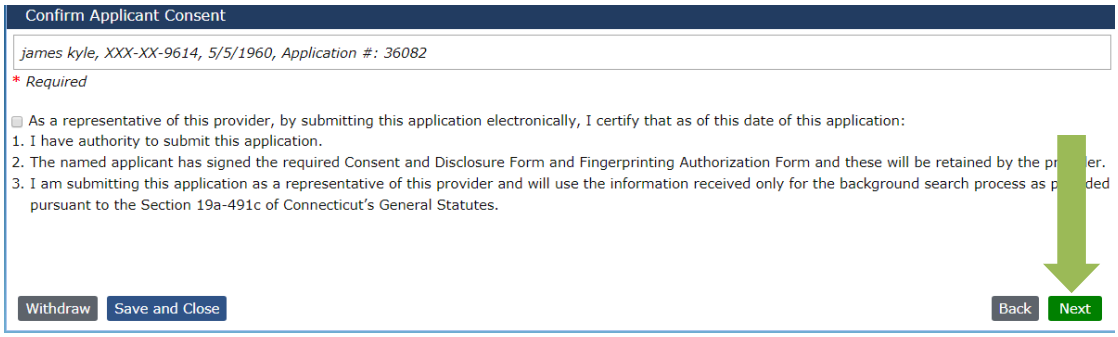
d. Click **Next**. The **Confirm Applicant Consent** screen appears.



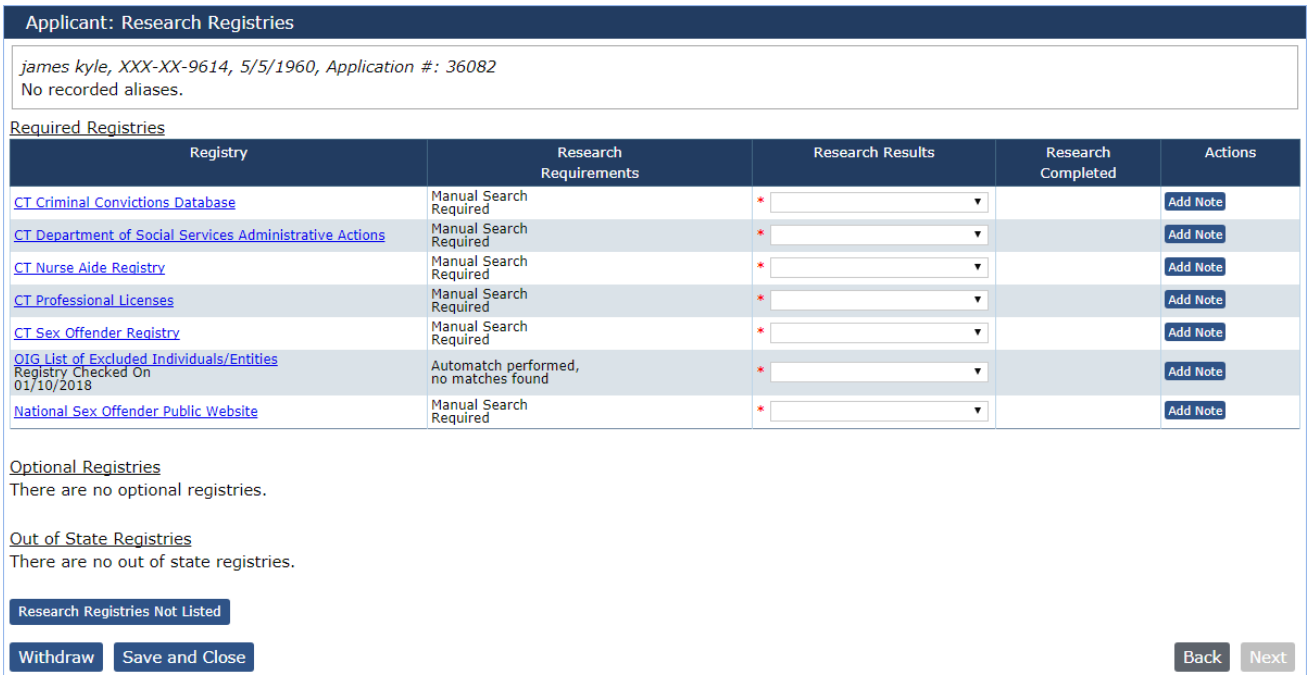
Note

At this point in the process, you may save the application and continue at a later time by clicking **Save & Close**. To access a saved application, go to **Applications > Not Yet Submitted**.

7. Please read over the required text and **click the checkbox** to certify that you have the authority to continue with the application. Click **Next**



8. Click **Next**. The **Research Registries** screen appears.



The **Research Registries** screen displays the results of the applicant's registry search. The following results may display:

- For auto searches, if a registry has been searched and a match is *not* found, the **AutoMatch** button appears in the **Research Requirements** column with a "no matches found" message.
- For manual searches, if the registry has not been searched and a manual search is required, the phrase *Manual Search Required* appears in the **Research Requirements** column. Click a link in the **Registry Name** column to go to the registry site and perform a manual search.
- For manual searches, if you have completed the search by clicking the link, the updated results appear in the **Research Requirements** column.

Note

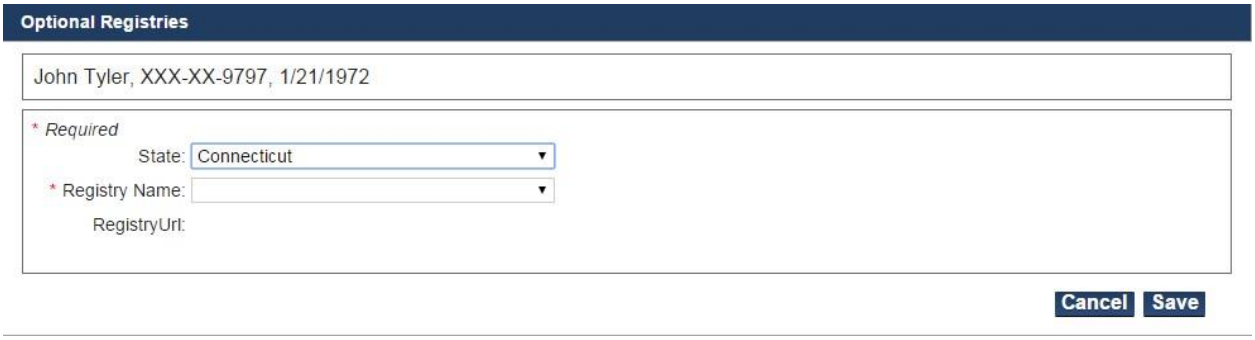
At this point in the process, you may withdraw an application by clicking **Withdraw**. Applications may be withdrawn for any reason, regardless of the registry results.

9. For each registry, select a research registry result of **Cleared** or **Flagged for Review**.
   - If the applicant is cleared on all required registries, you may continue with the process.
   - If a registry reflects a conviction that may be disqualifying, Select **Flagged for Review.** Additional information (e.g., this might be a disqualifying crime) is required in the **Comments** field for the corresponding registry. Your comments will be visible in the **Comments** column for the corresponding registry.
   - If a registry is marked as *Flagged for Review*, then you must wait for DPH ABCMS Program Staff to review the registry check and determine whether the applicant should be marked as *Cleared*, *Not Cleared*, or *Information Not Disqualifying*.

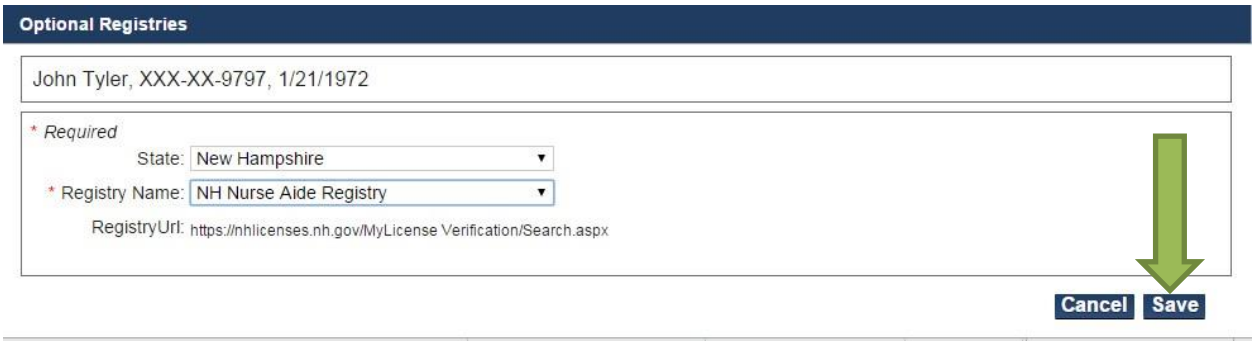
Note	After DPH ABCMS Program Staff review the Flagged for Review registry, you will receive an email confirmation that the DPH review is complete. You may log in to ABCMS to view results. The record will be found in the **Not Yet Submitted** section.

   - If the applicant is **Not Cleared** on any required registry, you cannot continue with the hiring process. Click **Submit** to receive a Closed Confirmation screen.

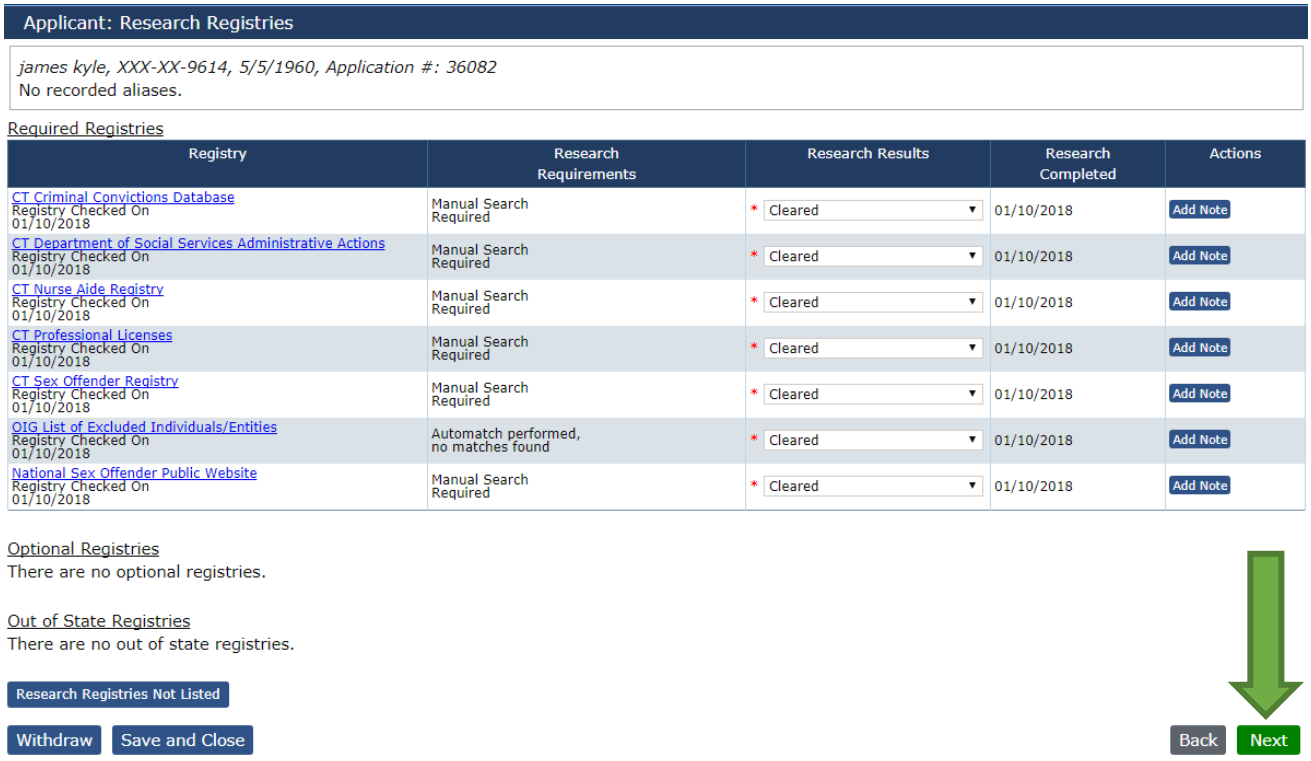
10. (Optional) If you would like to search for the applicant in registries not listed, click **Research Registries Not Listed**. The **Optional Registries** dialog appears.

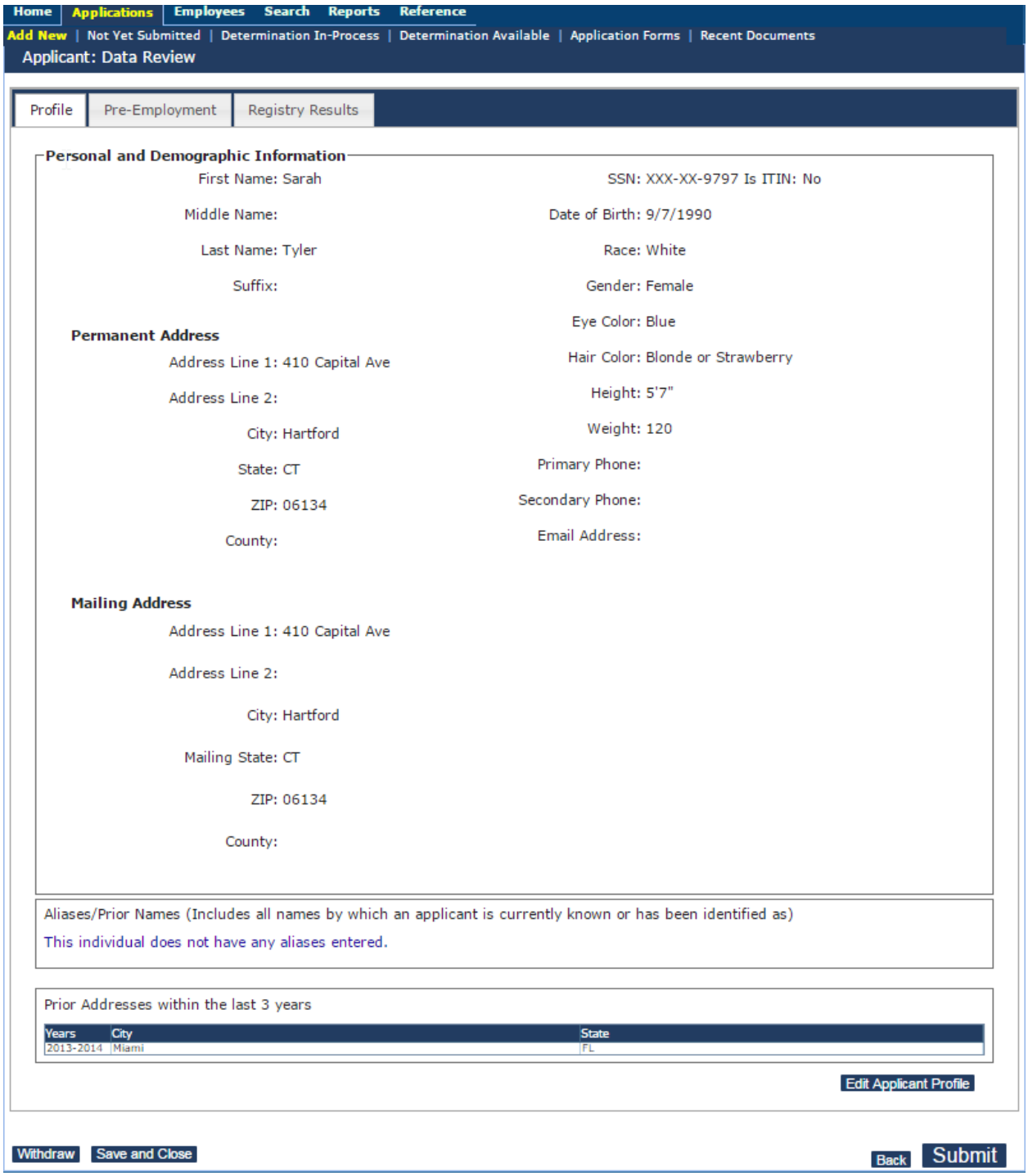


   a. In the **State** drop down, select the state associated with the registry.
   b. In the **Registry Name** drop down, select the registry to add for the application. c. Click **Save**.



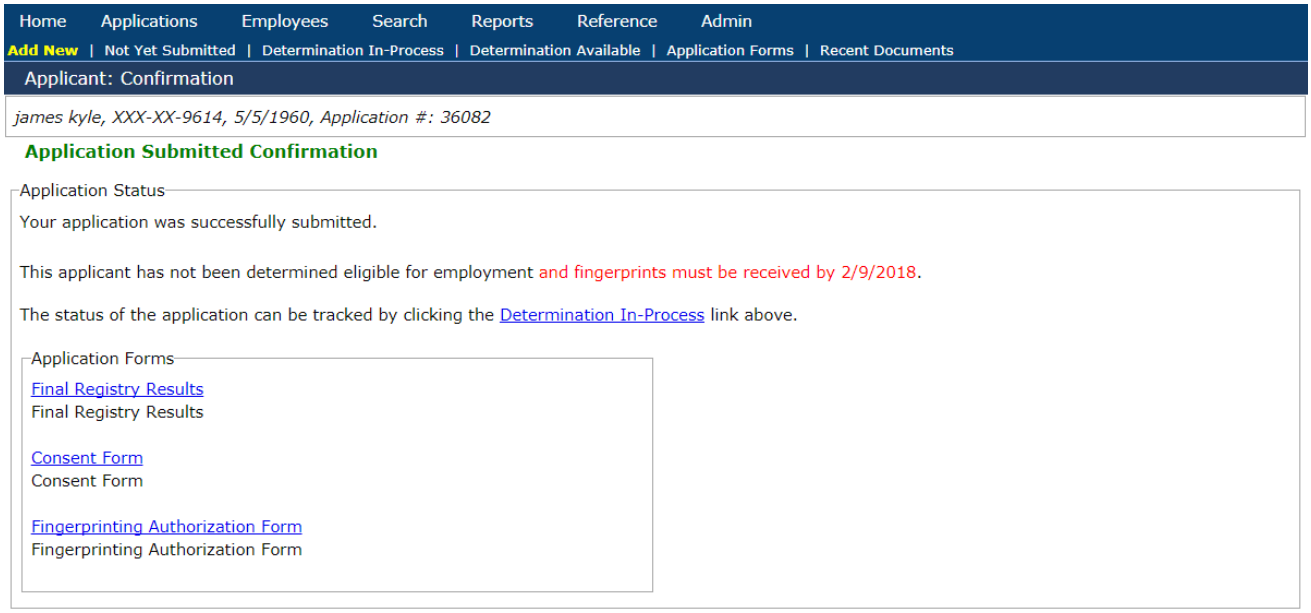
11. When you have finished researching the registries, click **Next. The Applicant: Data Review screen appears.**




Home
Applications
Employees
Search
Reports
Reference
Add New | Not Yet Submitted | Determination In-Process | Determination Available | Application Forms | Recent Documents
Applicant: Data Review
Profile
Pre-Employment
Registry Results
Personal and Demographic Information
First Name: Sarah
Middle Name:
Last Name: Tyler
Suffix:
SSN: XXX-XX-9797 Is ITIN: No
Date of Birth: 9/7/1990
Race: White
Gender: Female
Eye Color: Blue
Hair Color: Blonde or Strawberry
Height: 5'7"
Weight: 120
Primary Phone:
Secondary Phone:
Email Address:
Permanent Address
Address Line 1: 410 Capital Ave
Address Line 2:
City: Hartford
State: CT
ZIP: 06134
County:
Mailing Address
Address Line 1: 410 Capital Ave
Address Line 2:
City: Hartford
Mailing State: CT
ZIP: 06134
County:
Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)
This individual does not have any aliases entered.
Prior Addresses within the last 3 years
Years
City
State
2013-2014
Miami
FL
Edit Applicant Profile
Withdraw
Save and Close
Back
Submit

12. When you have finished reviewing the Applicant's Profile, Pre-Employment and Registry Results click **Submit.**

13. The **Application Submitted Confirmation** screen appears.



14. **Final Registry Results:** If you would like to view the registry results on the applicant, click on this *Final Registry Results* link (in the **Applications Forms** section) to view this report. This is an automatically generated document and can be viewed later from Person Summary->Documents tab.

15. Select the link in the **Application Forms** section to print out the required **Fingerprinting Authorization Form**:

    - **Fingerprinting Authorization Form**: This form must be printed and signed by the applicant. Two copies of this form are automatically generated so that the provider retains one copy and gives the other copy to the applicant. By signing this form, the applicant consents to a fingerprint-based national background check. The applicant has 30 calendar days to get fingerprinted at one of the authorized Livescan locations.

Managing Submitted Applications

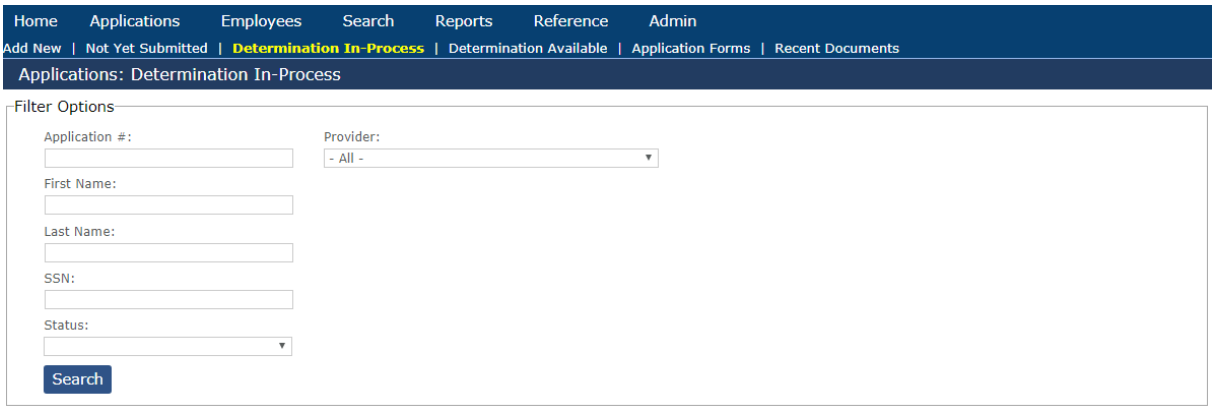
After an application has been submitted, you may:

- View a submitted application
- View application details

Viewing a Submitted Application

To view an application that has previously been submitted:

1. Go to **Applications > Determination in Process**. The **Applications: Determination In-Process** screen appears with all of the applications that are currently in this status.



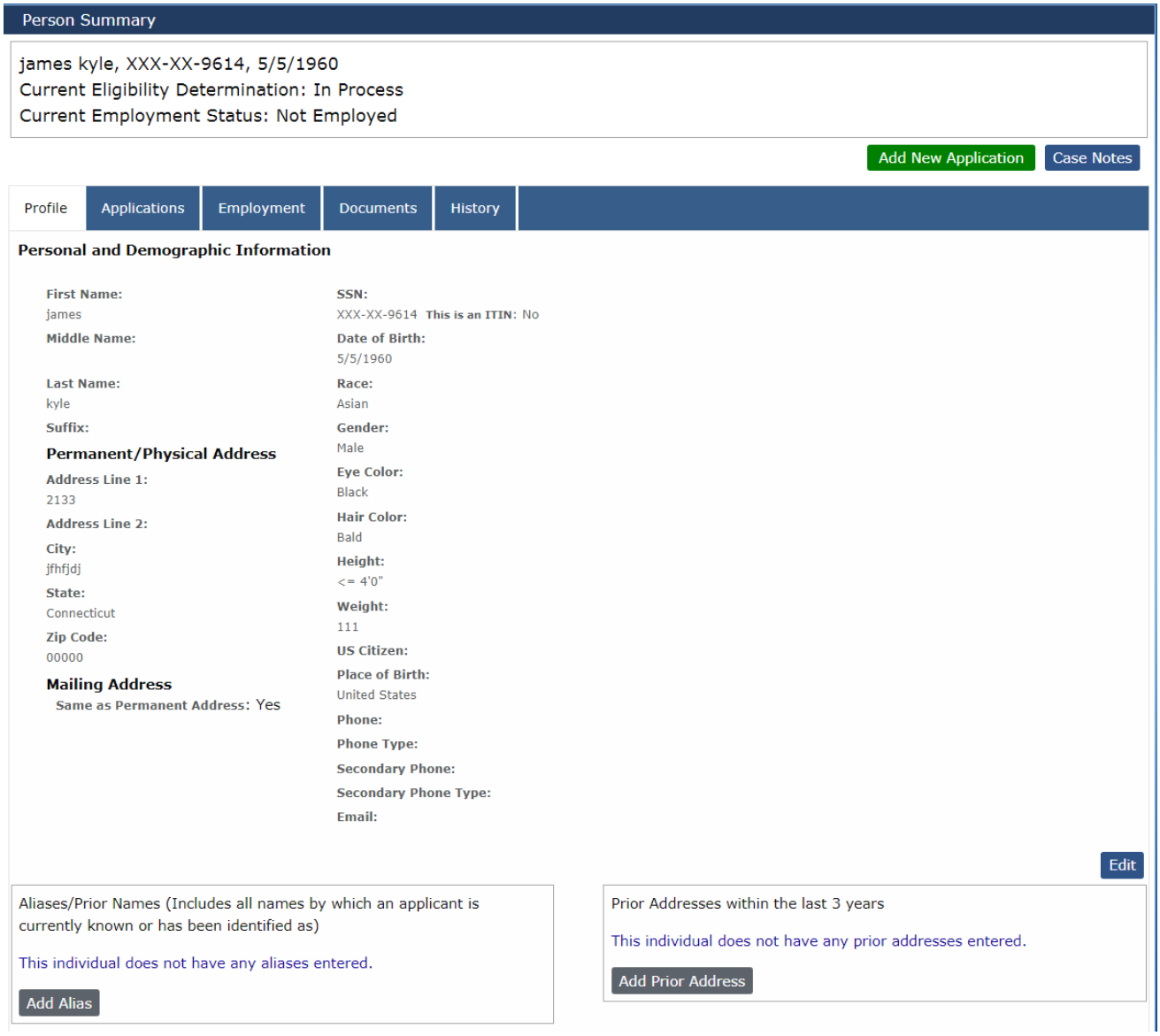
2. In **Enter Filter Options**, enter your search criteria, and then click **Search**. The updated search results appear.

Note	If you are no longer interested in employing an applicant, you may withdraw an applicant by clicking **Withdraw** on the **Applications – Determination in Process** screen. Applications may be withdrawn for any reason, regardless of the registry results.

Viewing Application Details

To view details on a submitted application:

1. Follow the steps in *viewing a Submitted Application.*
2. Click the corresponding link in the **Last Name** column. The **Person Summary** screen appears.



From the **Person Summary** screen, you may view and manage:

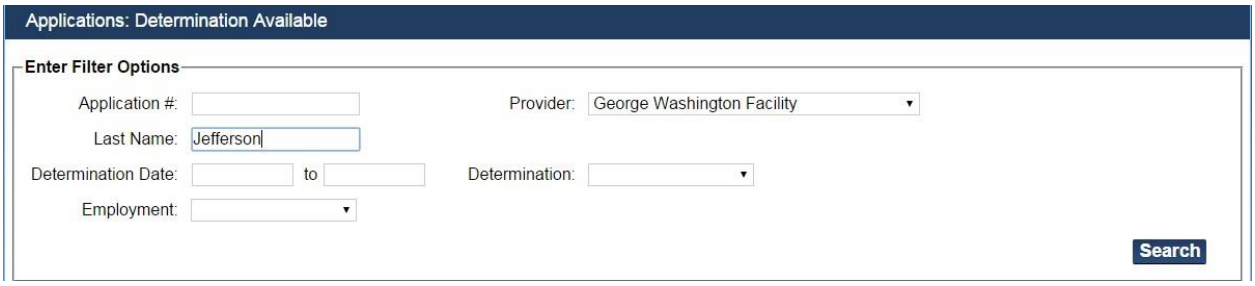
- Application Information
- Employment Information
- Relevant Documents
- Case Notes

For more details on the **Person Summary** screen, see *Understanding Search Results.*

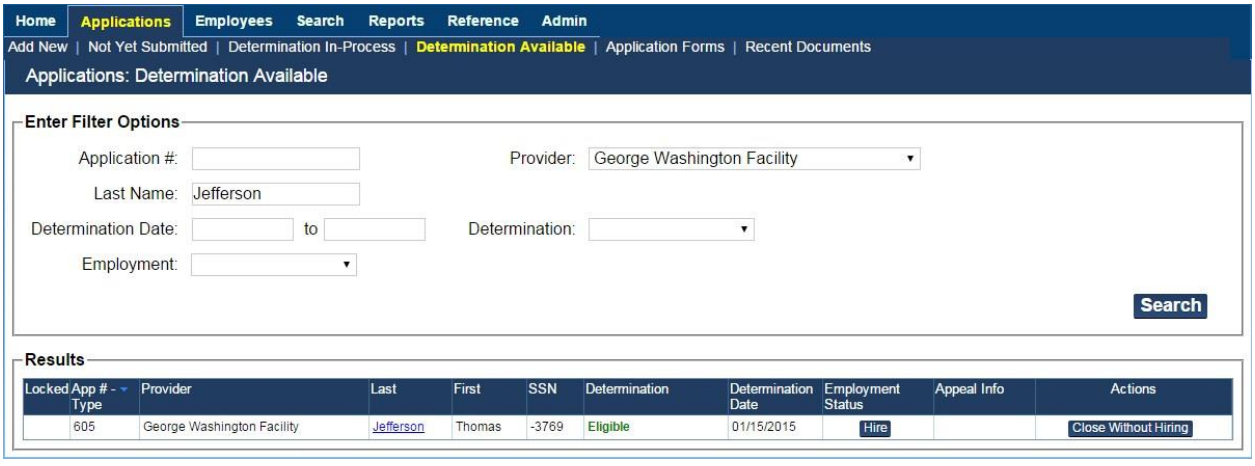
Viewing an Available Determination

After a criminal history determination has been made, you will receive an email notification. To view the results of the determination:

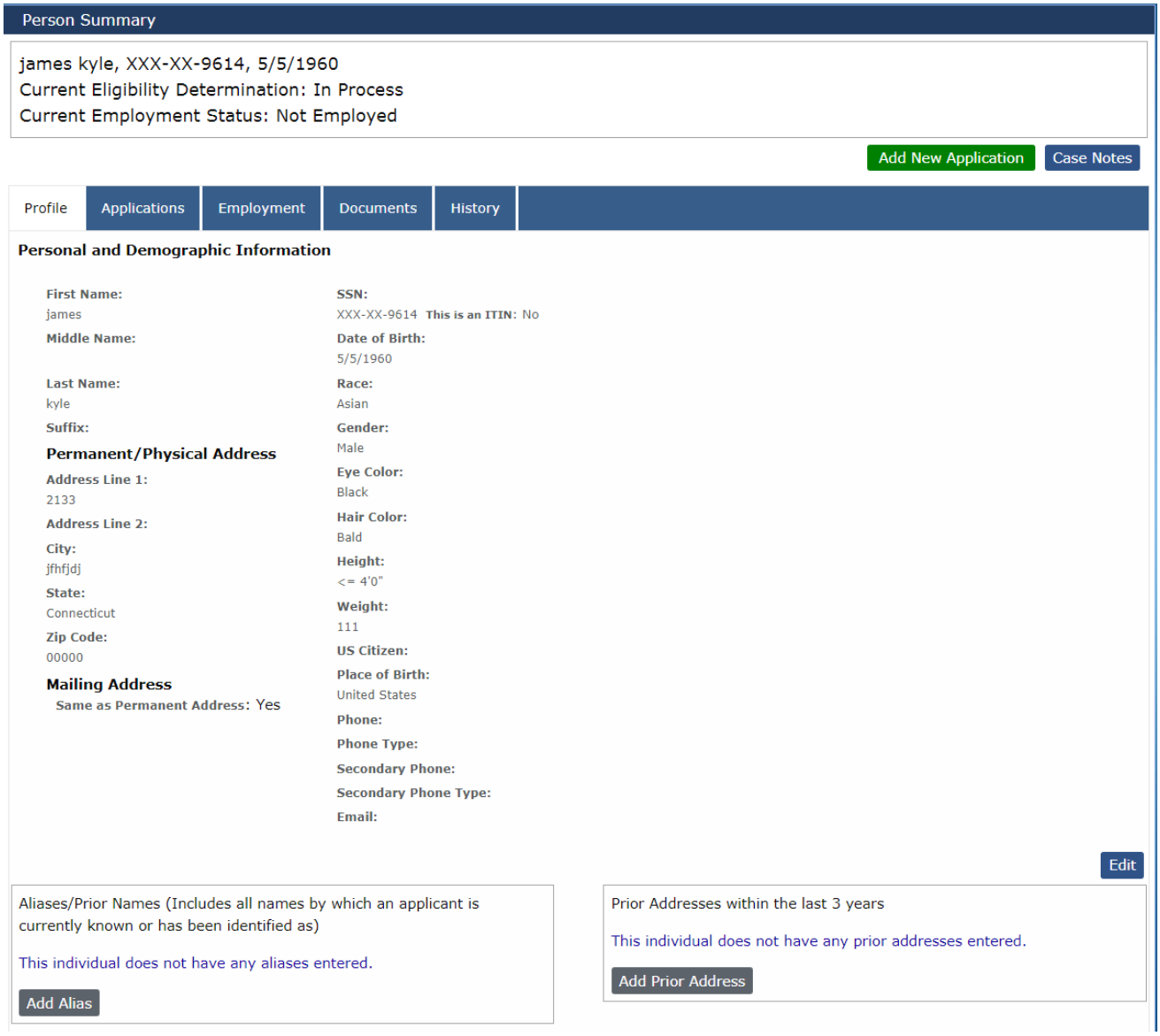
1. Go to **Applications > Determination Available**. The **Applications: Determination Available** screen appears with all of the applications that are currently in this status.
2. In **Enter Filter Options**, enter your search criteria, and then click **Search**. The search results appear.



3. Click **Hire** to hire an eligible applicant, click **Terminate** to terminate a provisional employee that is not eligible, or click **Close Without Hiring** to end the application process for the applicant.



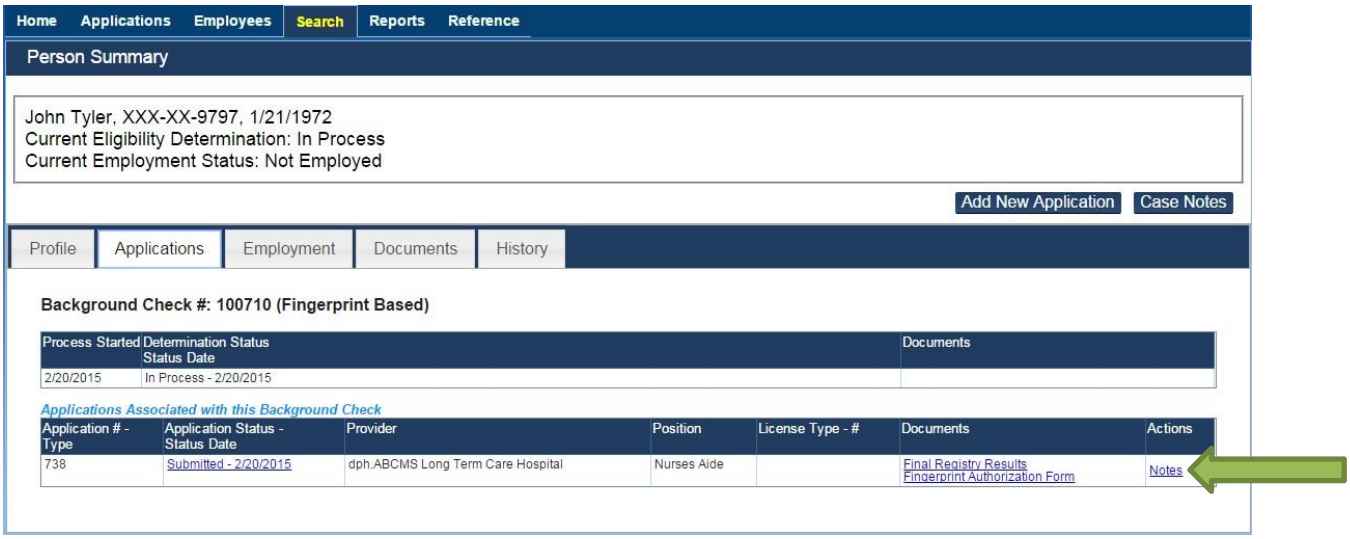
4. (Optional) To view details on the application and determination, click the corresponding link in the **Last Name** column. The **Person Summary** screen appears.



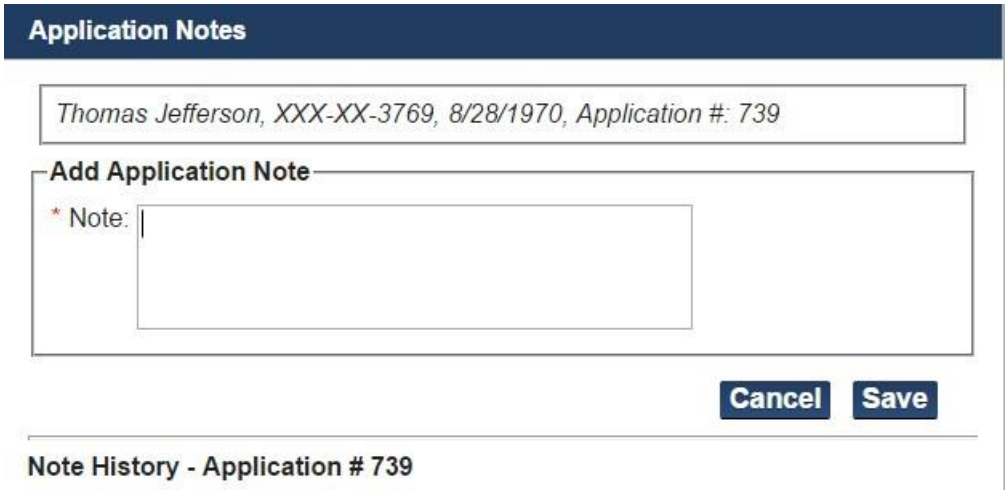
Adding Notes to an Application

ABCMS allows you to add notes to an application by performing the following:

1. Follow the instructions for *Searching for an Applicant in ABCMS*
2. From the **Applications** tab, click **Notes** link in **Actions** column for an application.



3. The **Application Notes** screen appears. In **Notes**, enter any information relevant to the application, then click **Save**.



Chapter 4: Hiring Decision and Managing Employee Records

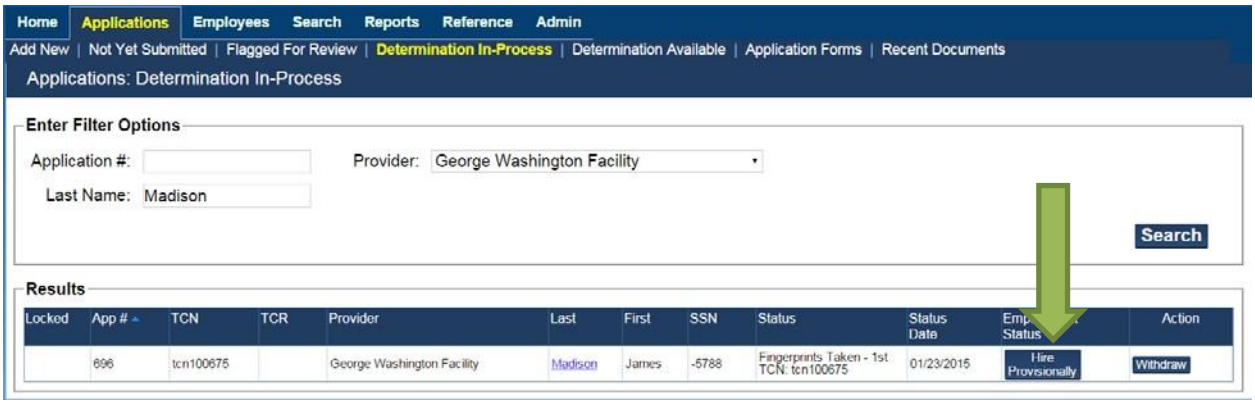
Introduction

Providers are required to record hiring decisions in the background check system. Hiring decisions should be recorded for both provisional and permanent employees.

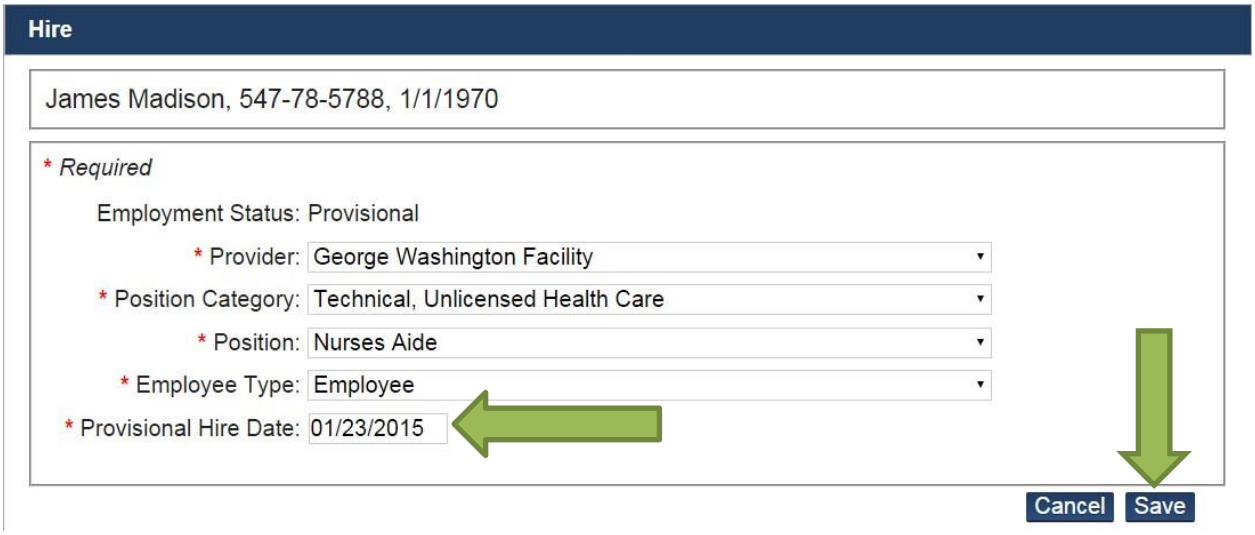
Managing Employment for Applicants

Hire Applicant as Provisional Employee

1. Click on **Applications** > **Determinations In-Process**. Then, click **Hire Provisionally** from the Employment Status column. The **Hire** screen displays.



2. Enter the Provisional Hire Date and click Save.

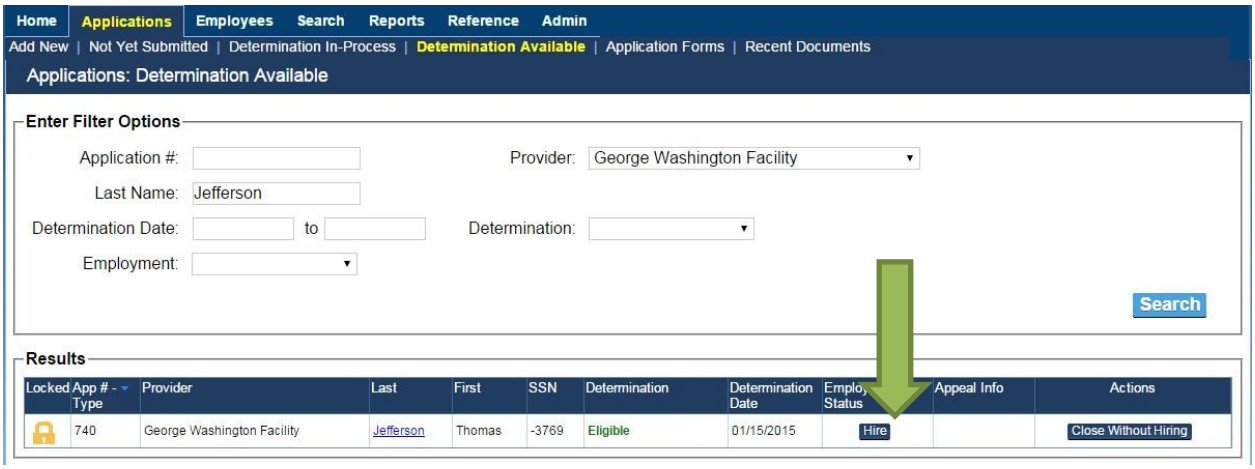


3. Employee Status column is updated with **Provisional Employee** status after the provisional hire. If you want to terminate employment click **Terminate Employment** in the Employment Status column.

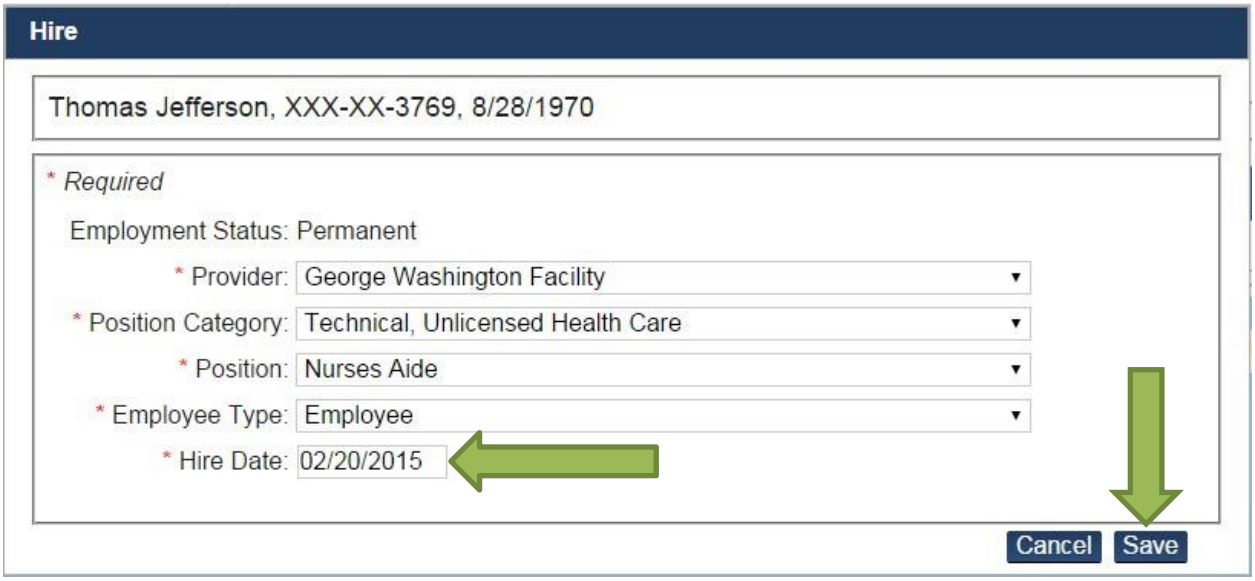
Hire Applicant as Permanent Employee

After a criminal history determination has been made, you can view the results of the determination in **Determination Available** Page

1. Click on **Applications** > **Determinations Available**. Then, click **Hire** from the Employment Status column. The **Hire** screen displays.



2. Enter the **Hire Date** and click Save.



Managing Employment for Provisional Employees

In some circumstances, you may decide to provisionally hire an applicant while waiting for the fitness determination result. This applicant will appear as a provisional employee in ABCMS. Applicants may be hired on a provisional basis for 60 days.

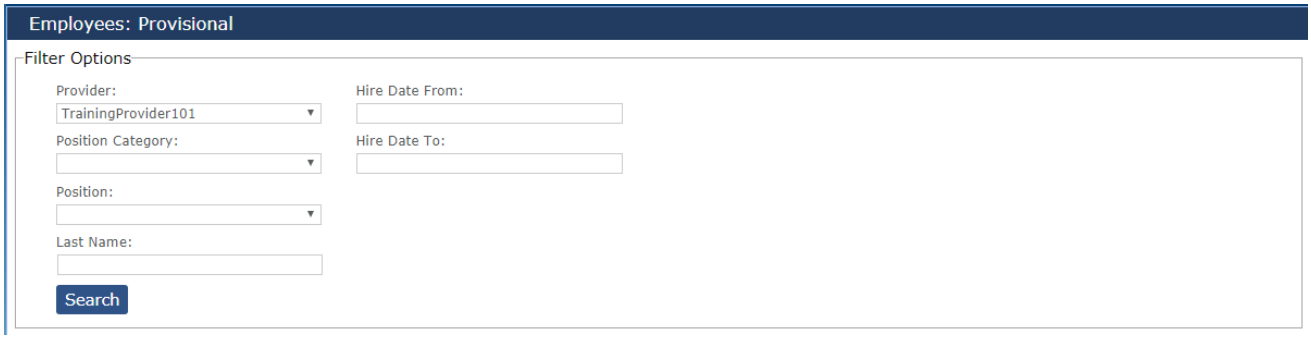
Effective October 1, 2017, Section 19a-491c(f)(2) has been amended to allow the 60 day conditional hire timeframe to be extended to allow for the state and federal criminal history results to be completed and for consideration of potential waiver requests. This is designed to reduce cases where an applicant is working conditionally and his/her fingerprint results haven't been completed by day 60 or there is a

waiver pending or potentially being considered on day 60. With this amendment, the facility will not be required to terminate that conditional employment while waiting for the fingerprint results or while a waiver request is being considered by DPH.

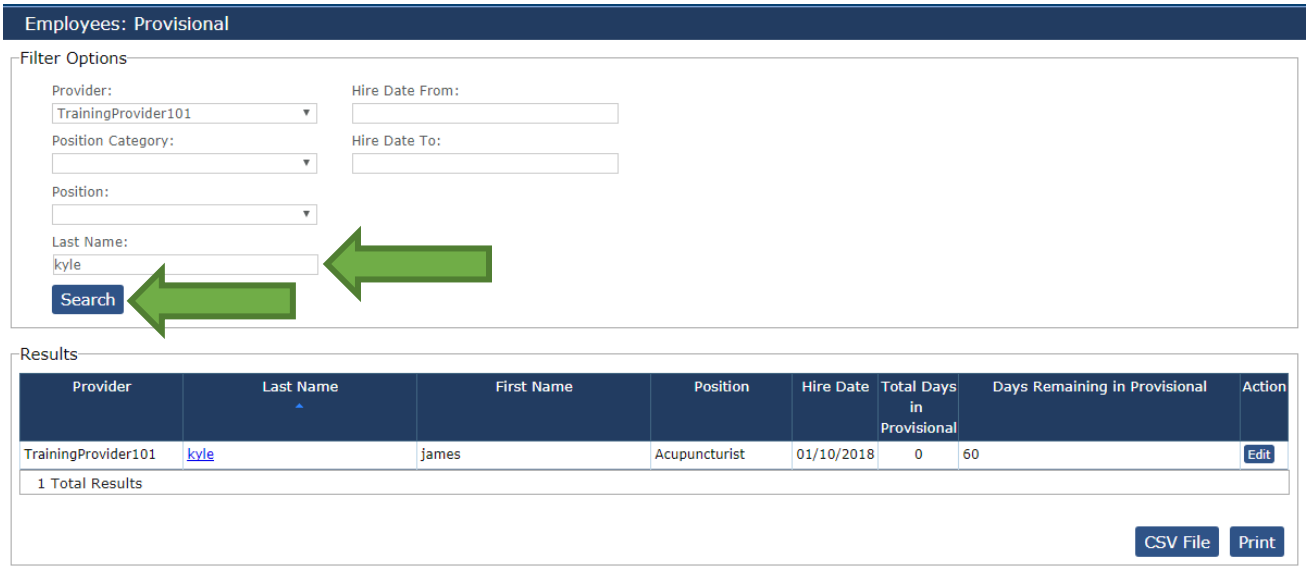
View Provisional Employees

To view a list of your provisional employees:

1. Go to **Employees > Provisional** on the navigation bar. The **Employees: Provisional** screen appears.

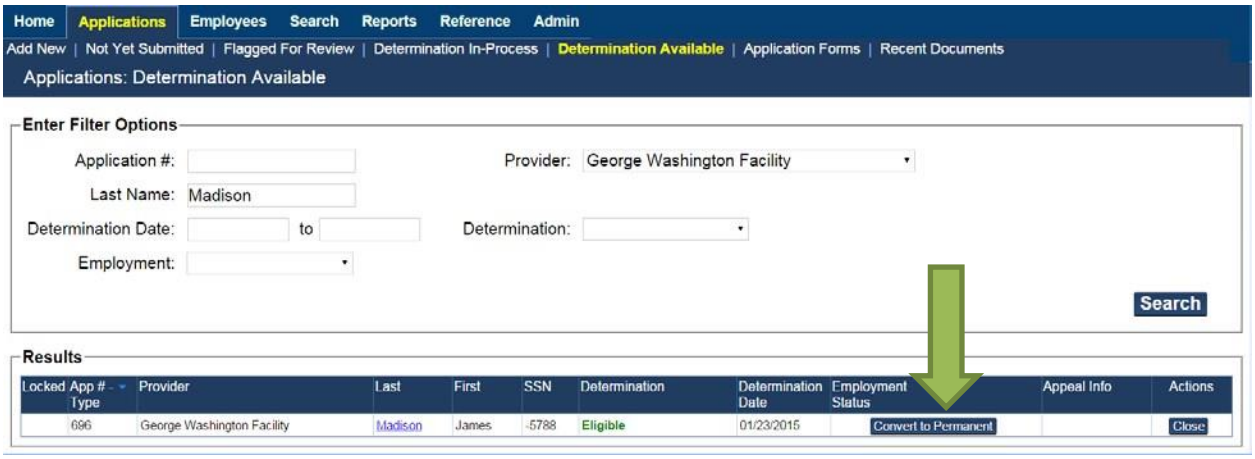


2. Click the **Search** button to see a list of all your provisional employees or search for a specific employee using entering information in the search criteria and then clicking the **Search** button.

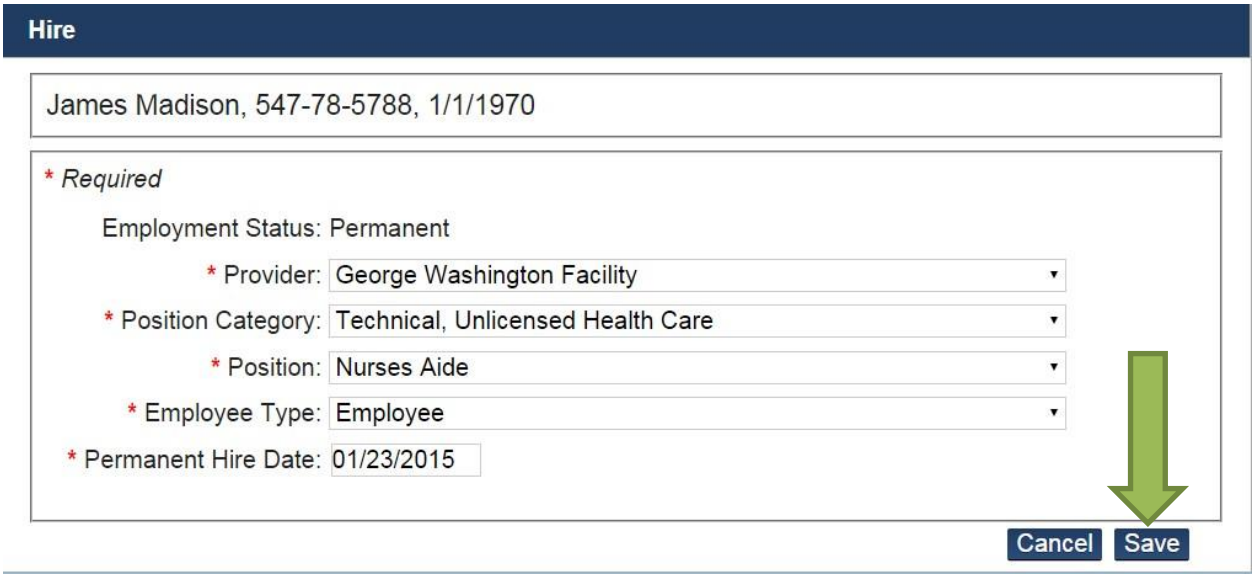


Hire Provisional Employee as Permanent Employee

1. Click on **Applications** > **Determinations Available**. Then, click **Convert to Permanent** from the Employment Status column. (**Convert to Permanent** displays for applicants already hired as provisional employees that receive an Eligible determination.) The **Hire** screen displays.



2. Enter the Permanent Hire Date and click Save.

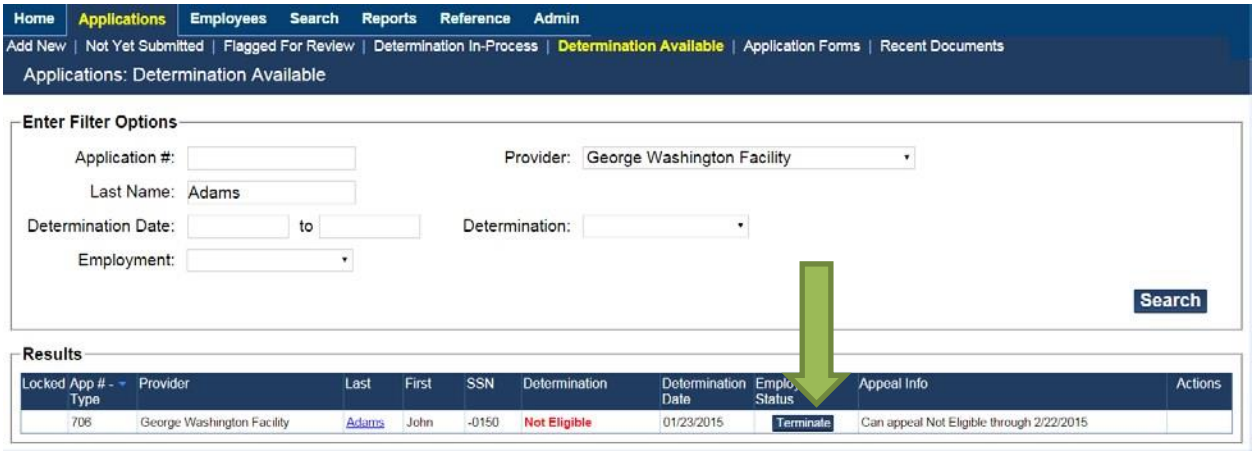


Terminate Provisional Employee

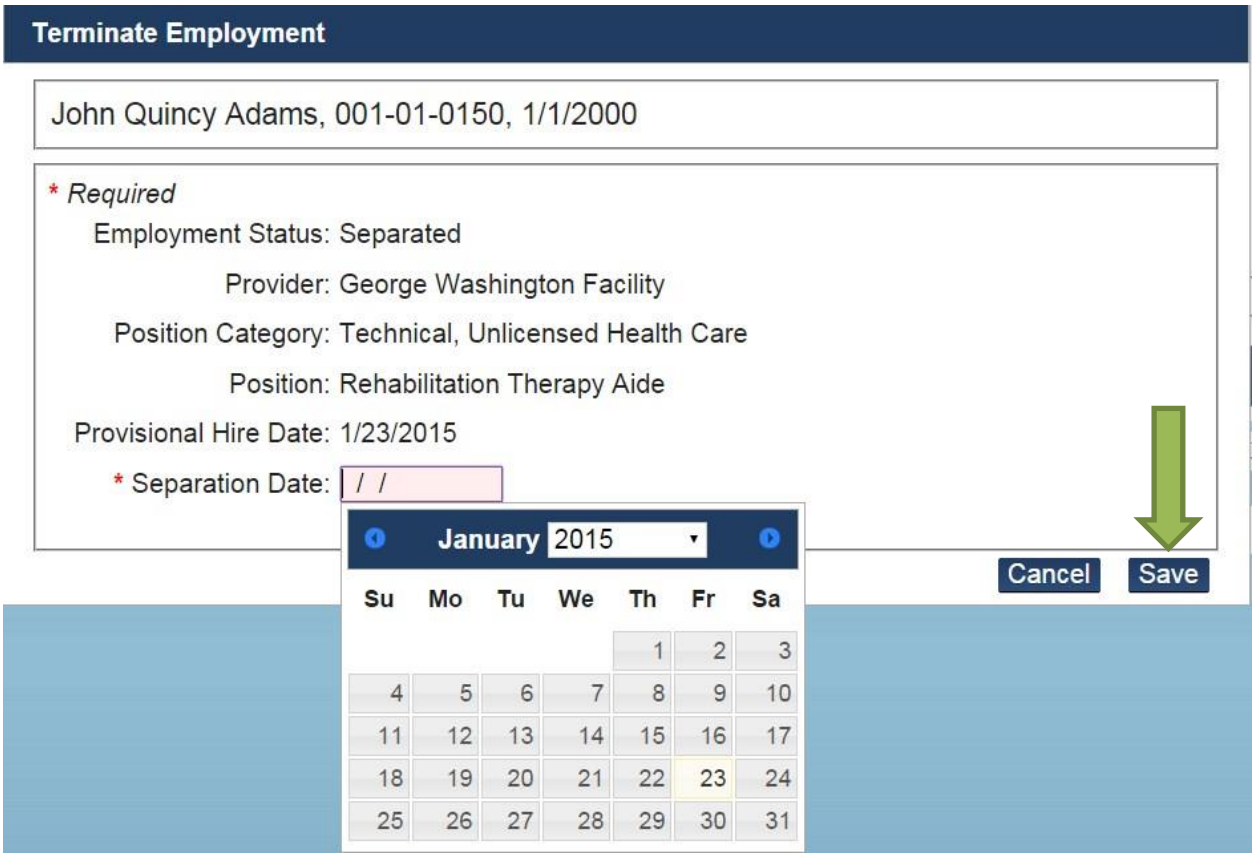
You must end employment of the employee and record the employee's separation in the ABCMS system:

- If a determination has been made and a provisional employee is not eligible for employment; or,
- If the provisional period for an applicant has expired and you do not want to hire the applicant permanently.

1. Click on **Applications** > **Determinations Available**. Click **Terminate** for the corresponding employee. The **Terminate Employment** dialog box appears. (**Terminate Employment** will only display when the applicant has received a Not Eligible determination or if the Provisional period has expired for the applicant.)

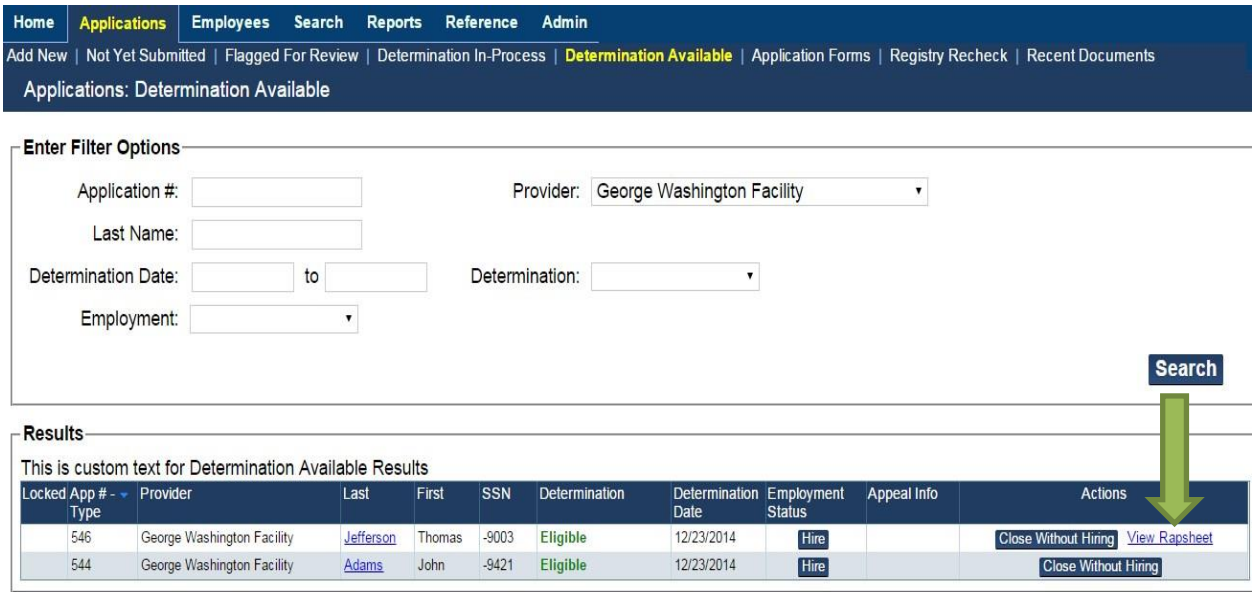


2. In **Separation Date**, use the calendar to select a date or enter a date in MM/DD/YYYY format. Then click **Save**.



View Rap Sheet

If there is a State Criminal History Result, but it is not for a Disqualifying Conviction under CGS 19a-491c, you may review State Criminal History Records (CHRs) under **View Rapsheet**. Under federal law, federal rap sheets cannot be shared outside of the Department of Public Health (DPH).



Chapter 5: Reference Information

Overview

From the **Reference** screen, you may search the Applicant Background Check Management System (ABCMS) for fingerprint locations or registry contact information.

Searching for Fingerprint Locations

In the event that you need to look up fingerprint location information:

1. Go to Reference > Fingerprint Locations on the navigation bar. The Fingerprint Locations screen appears. Click the link http://www.ct.gov/despp/cwp/view.asp?a=4201&q=494680 which is displayed in the screen. Please note that no fingerprinting is done at TROOP H, at Bradley, Windsor Locks. Bradley is a satellite location; no services are available.

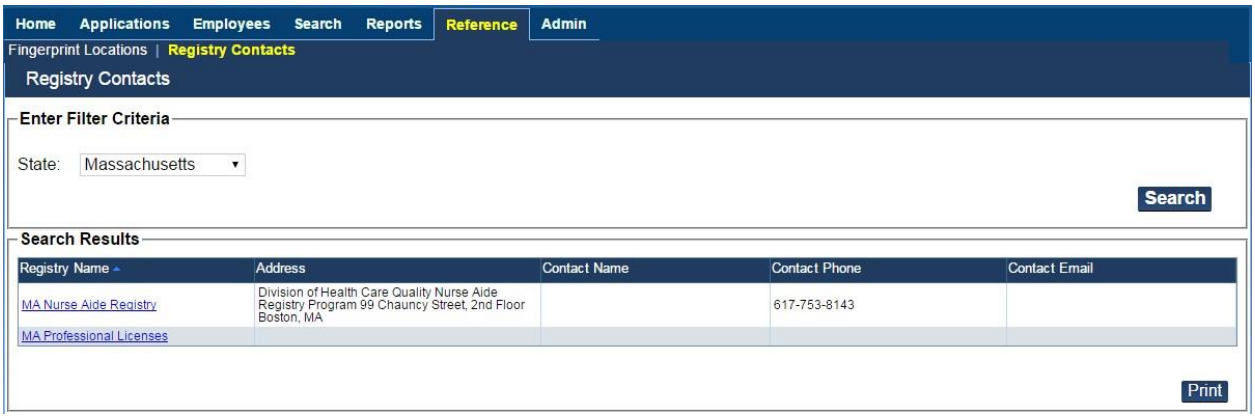
2. The link in the **Fingerprint Locations** page will take you to "CT State Police troops and Districts" page which has all the Fingerprint locations details. Please note that no fingerprinting is done at TROOP H, at Bradley, Windsor Locks.

Searching for Registry Contacts

To search for registry contact information in **t**he ABCMS System:

1. Go to **Reference > Registry Contacts** on the navigation bar. The **Registry Contacts** screen appears.

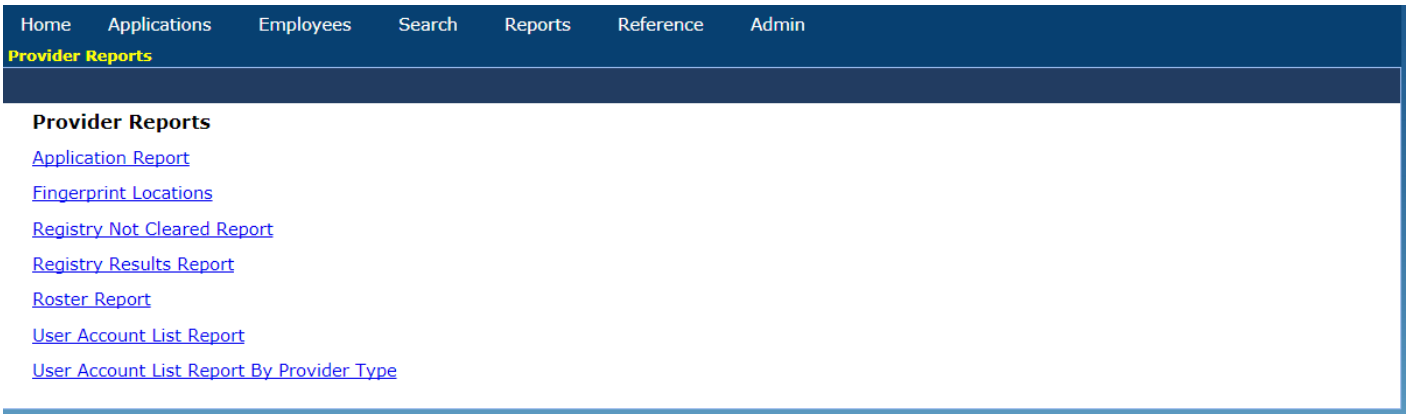
2. From the search criteria drop down, select the state associated with the registry you are interested in. (Note that you can also chose "Federal" from the drop down list if you are interested in contact information for a Federal registry.) All registries that the system contains for the selected state will appear. If contact information is available in the database for the registry, it will appear in the search results. Click **Print** to print the search results.



Chapter 6: Provider Reports

The Applicant Background Check Management System (ABCMS) allows you to produce the different reports listed on the Reports tab on the navigation bar. The reports can be viewed electronically, printed, or exported to a file. This document describes the reports available to providers.

1. Go to Reports on the navigation bar which will display the available **Provider Reports**.



Note	To access all reporting functionality, Internet Explorer 8 or higher is recommended.

Available Reports

Report Name	Description
Application Report	A list of application activity (including status) per provider/facility. For each application, the following details display: • Application ID • Provider Name • Applicant Name • SSN (last 4 digits) • Application Date • Application Status • Application Status Reason • Withdrawal Reason

Fingerprint Locations	A list of fingerprint locations. For each location, the following information displays: • Location Name • Location Address • County (N/A) • Hours • Location Phone Number
Registry Not Cleared **Report**	The registry results for each applicant. For each applicant and registry check, the following information displays: • Provider name • Applicant First Name • Applicant Middle Name • Applicant Last Name • Suffix • Registry Name • Username of the person who checked the registry • Date the registry was checked
Registry Results Report	The registry results for each applicant. For each applicant and registry check, the following information displays: • Provider name • Applicant name • Applicant ID • Registry name • Username of the person who checked the registry • Date the registry was checked • The registry check result • The auto match result (for registries with an auto match capability)
Roster Report	A complete list of your current employees including both those entered as applicants and those uploaded to the system as part of the employee roster. For each employee, the following information is displayed: • Provider name • Employee last name • Employee first name • Position • Employment status • Provisional hire date • Permanent hire date

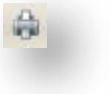
User Account List Report	A list of your user accounts. For each user, the following information displays: • Date Account was Created • Last Login Date • Days Since Last Login • Date of Last Password Change • Whether the Account is Active or Not • Account Status • User Type • Who Created the Account • User Role(s) • Associated Provider(s)

Generating Reports

To preview a report, start by entering filter options. Each report has options for filtering system data (for example, start and end dates). Some filtering options must be entered for the report to generate, others are optional. After you have selected your filters, you may preview the report before printing or exporting to a file. To preview the report, click the **View Report** button on the report header. The first page of the report appears.

Report Preview Button Descriptions

This Button/Field…	Allows you to…
	View the first page of the report.
	View the last page of the report.
	View the next page of the report.
	View the previous page of the report.
	Search for an item, such as an applicant name, in the body of the report.
	Export your report to one of several formats: • XML File with Report Data • CSV (comma delimited) • PDF • MHTML (web archive) • Excel • TIFF File • Word
	Refresh the data in the report preview.

	Print the report.

Chapter 7: Search (Person & Application)

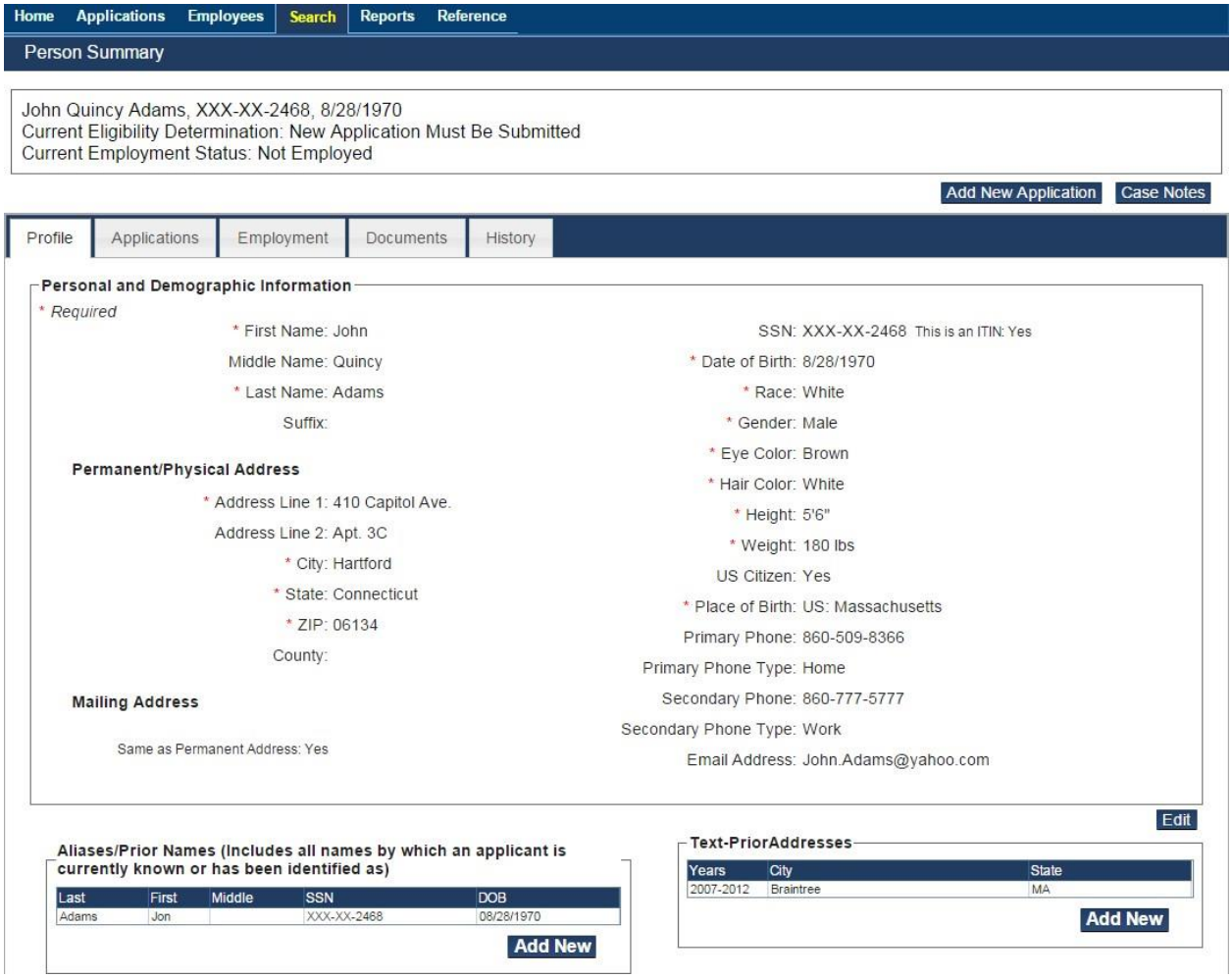
From the Applicant Background Check Management System (ABCMS), you may search for a *person* or search for an *application*. Searching for a person is helpful when you believe an applicant might already be in the system and you have the person's background information. Searching for an application is helpful when you have the application ID number and you need to locate the application in the system.

Person Search

To search for a person in ABCMS System:

1. Go to **Search > Person Search**. The **Person Search** screen appears.

2. In **Enter Search Criteria**, enter the person's information into each field, and then click **Search**. The **Person Summary** screen appears.

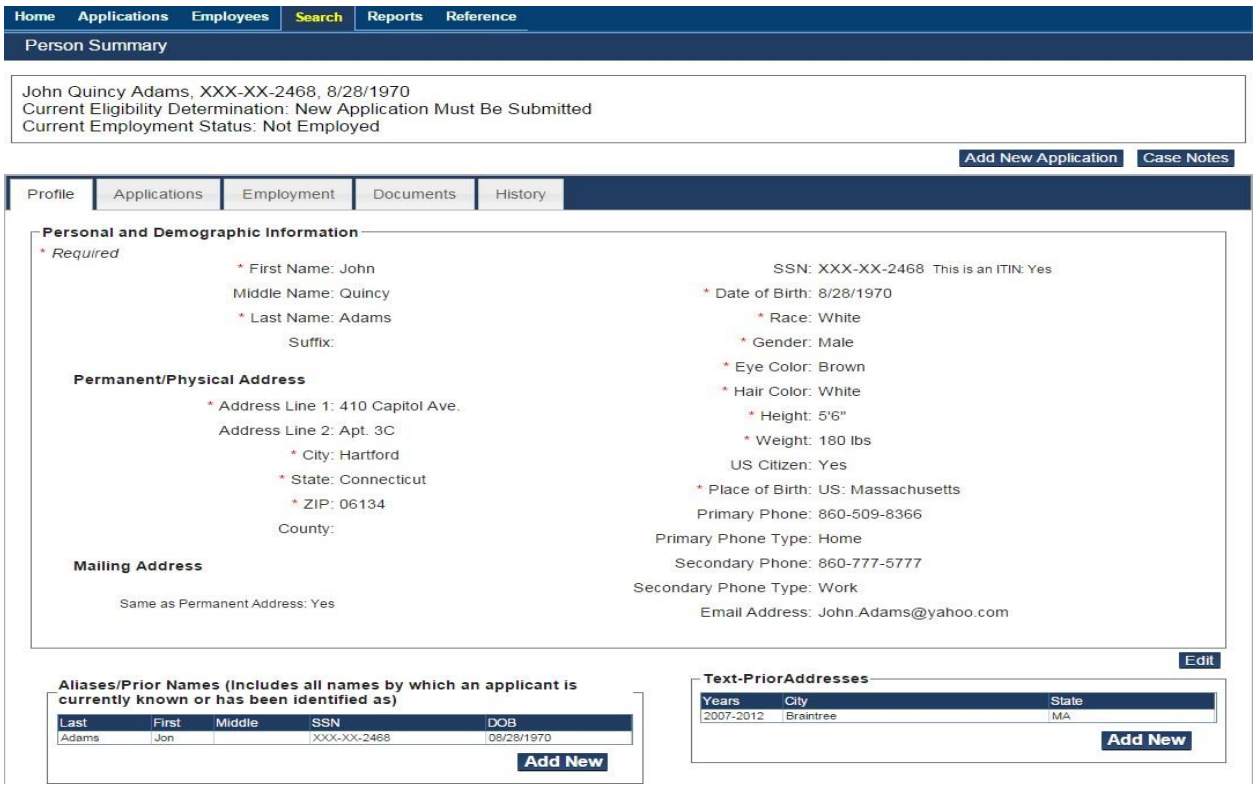


Application Search

To search for an application in the ABCMS:

1. Go to **Search > Application Search**. The **Application Search** screen appears

2. In **Application #**, enter the unique application number.
3. Click **Search**. The **Person Summary** screen appears.



Understanding Search Results

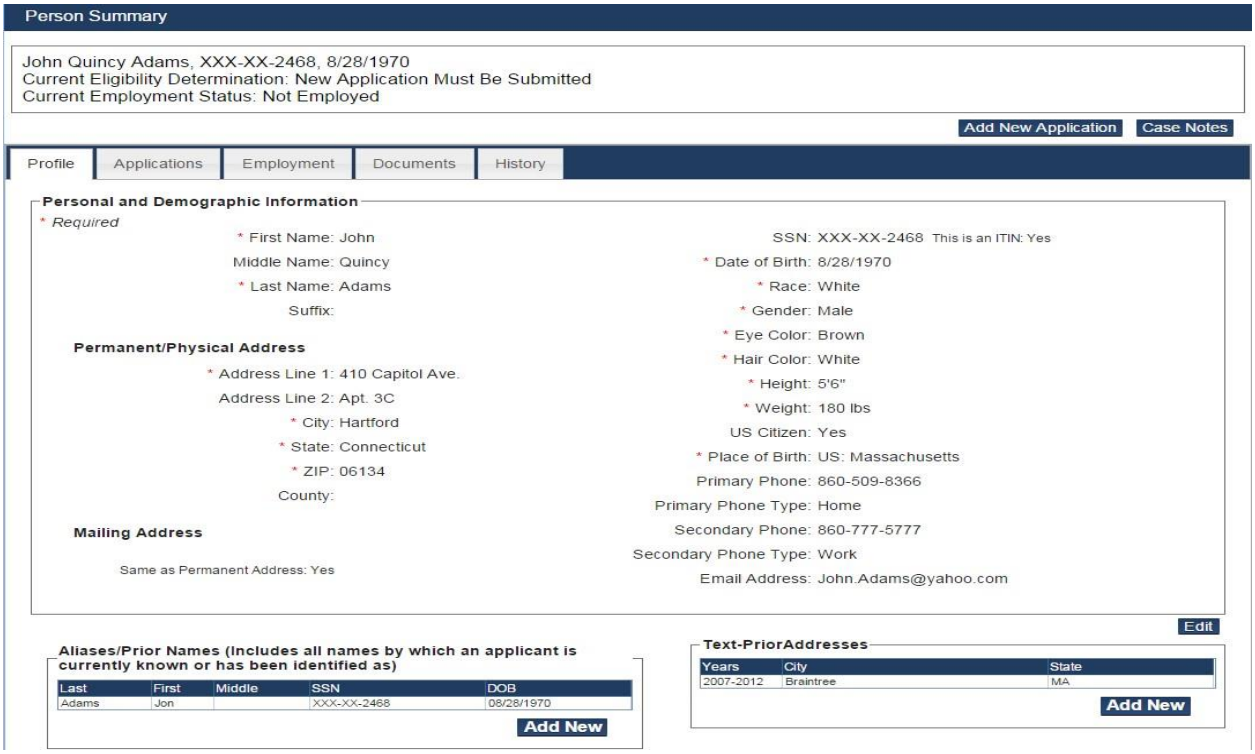
After searching the ABCMS for a person or an application, the **Person Summary** screen appears. From this screen, you may perform a variety of tasks, including:

- Viewing/editing a person's profile, application history, employment history, and uploaded documents.
- Viewing any case notes that have been entered into the system.
- Adding a new application.
- Viewing a history of changes that have been made to the person's profile.

The screen is comprised of four tabs:

- Profile
- Applications
- Employment
- Documents

Profile Tab



From the **Profile** tab, you may:

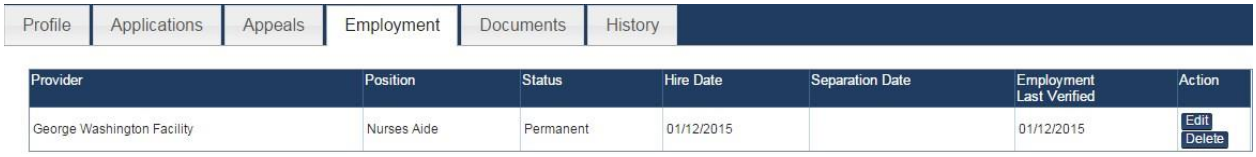
- View detailed information about the individual, including personal and demographic, alias, and prior address information.

Applications Tab

From the **Applications** tab, you may:

- View any background checks associated with the individual.
- View or upload notes/documents related to the individual's background check and/or application from the links in the **Actions** column of the **Background Check** table.
- Generate new copies of final registry results, fingerprint forms, and consent and release forms from the **Documents** column in the **Applications** table.
- View or upload notes/documents related to applications associated with the individual from the **Actions** column of the **Applications** table.
- Add a new employment record from the **Actions** column of the **Applications** table.

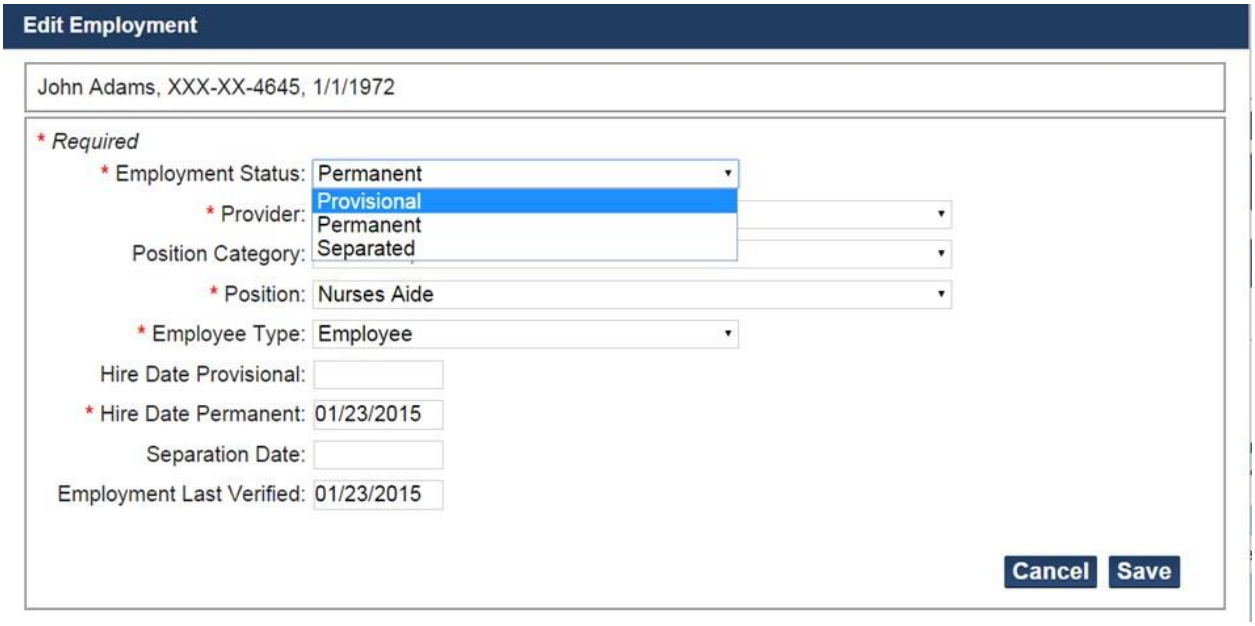
Employment Tab



From the **Employment** tab, you may view and edit employment history for the individual.

To edit employment click the **Edit** button in the Action column and **Edit Employment** page displays.

The Applicant can be hired "Provisional" or "Permanent" or "Separated" from this **Edit Employment** page.



Documents Tab

From the **Documents** tab, you may view uploaded documents, generated forms, letters, and reports for the individual. Every document that has been generated in association with the application will be shown on this tab. Click the link to view the document that was previously generated.

Appendix A- Provider Administrator

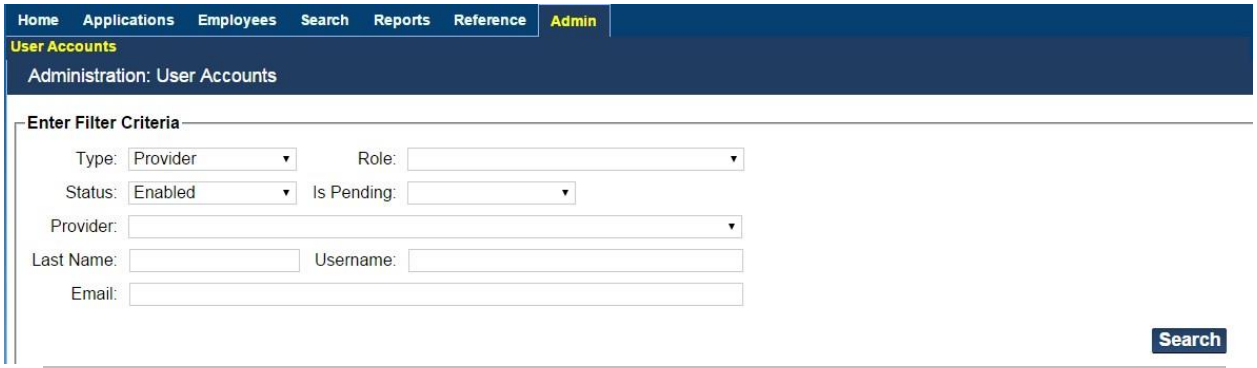
Overview

The Applicant Background Check Management System (ABCMS) allows provider administrative users to view and manage the user accounts associated with their provider(s). From the **User Accounts** screen, you may:

- Search for an Existing User
- Enable/Disable a User Account
- Add a New User
- Edit an Existing User's Account Information
- Reset a User's Password

Search for an Existing User

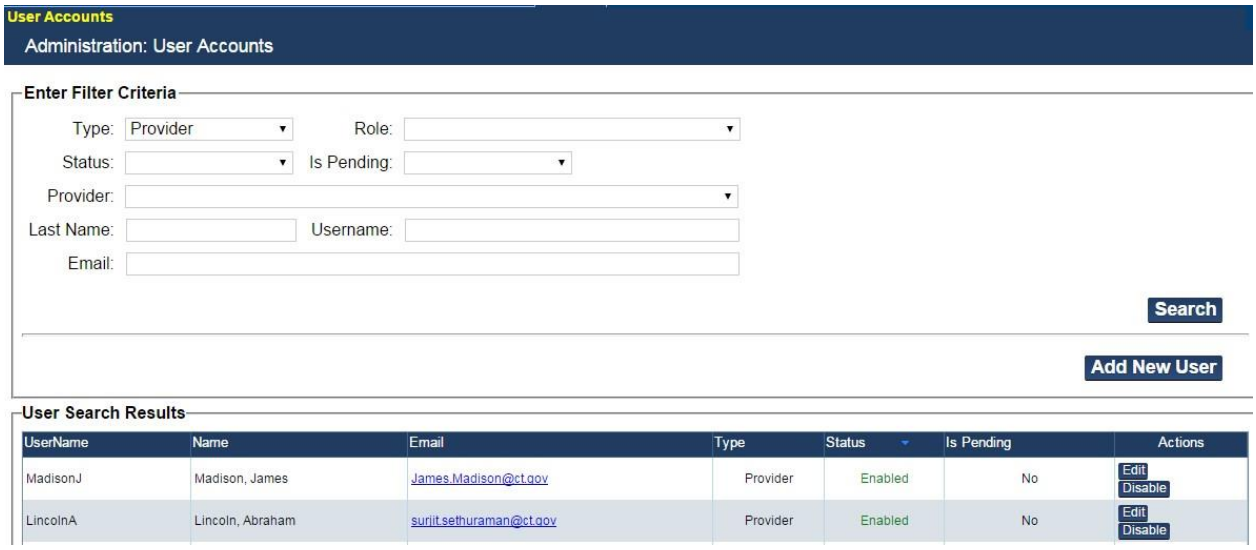
1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears.



Note

The **Status** field defaults to **Enabled**. If you are unable to find a user, it may be because the user's account is locked due to too many invalid password attempts. Clearing the **Status** dropdown box will enable you to search for all users in the system regardless of status.

2. Click the Search button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click **Search**. User Search Results will show all possible matches to your search criteria.

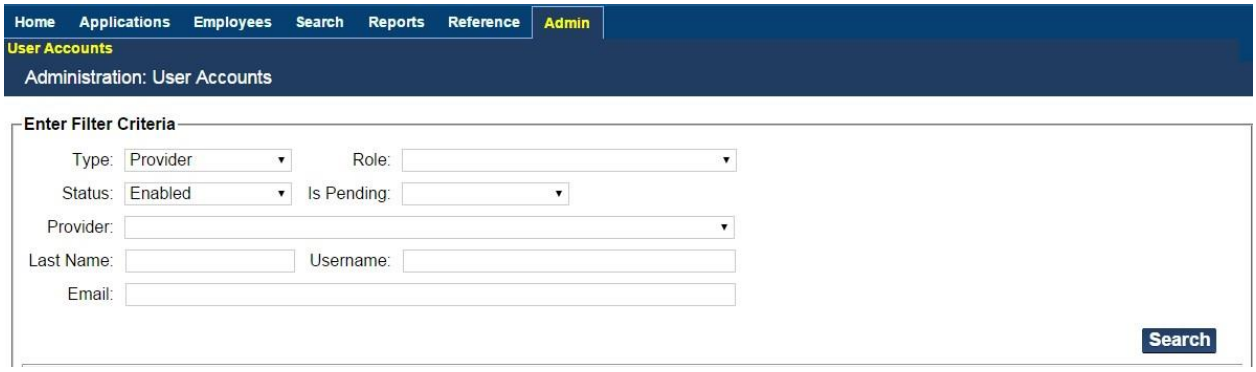


Note	You may enter the beginning of a username or email address to perform the search.

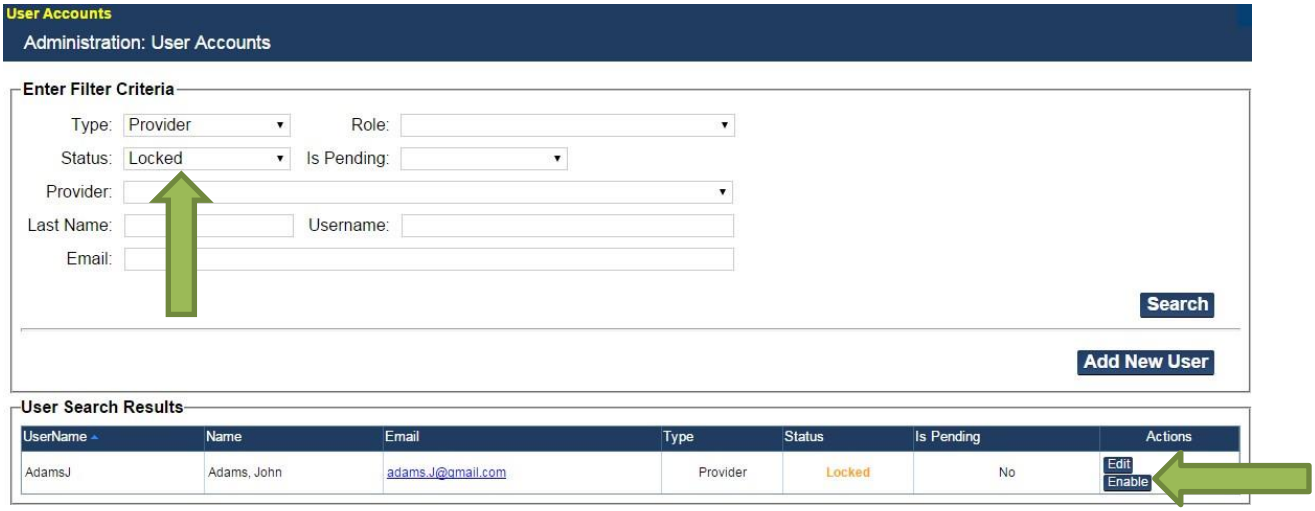
Enabling/Disabling a User Account

If a user has been locked out of the ABCMS due to too many incorrect password attempts, an administrator will need to enable the user's account. If a user is no longer with the provider, an administrator will need to disable the user's account.

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.



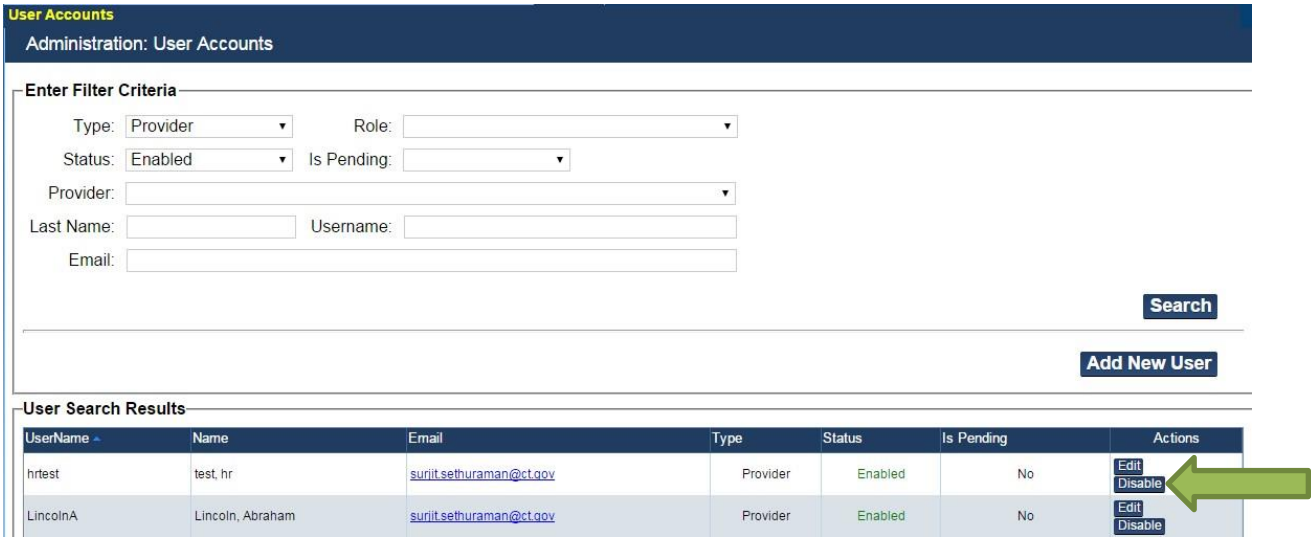
2. To enable a locked user account, select "Locked" from the **Status** drop down list and click the **Search** button. A list of locked accounts will display. Click the **Enable** link for the user in the **Actions** column, and the system will change the status of the user account to “Enabled." The user will be allowed to log in.



Note

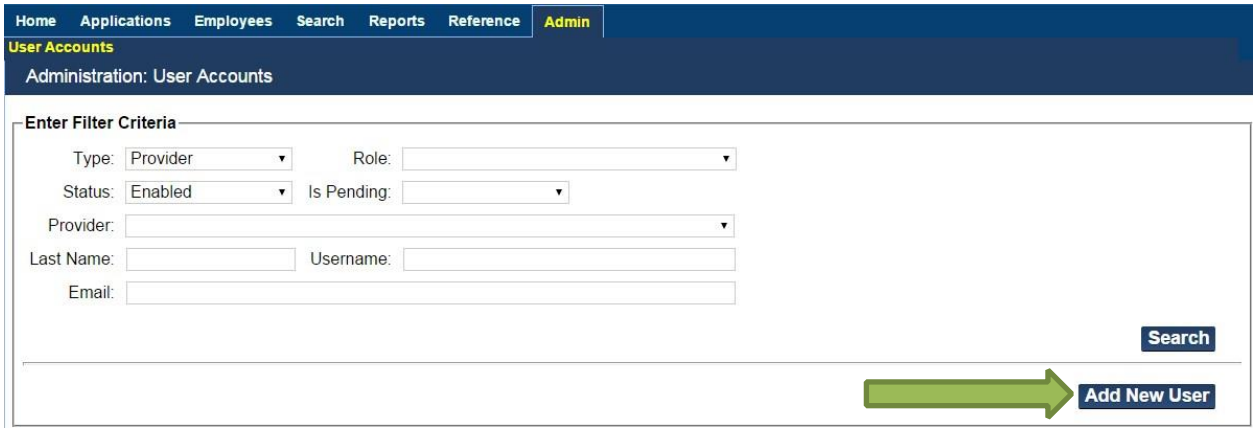
Enabling a user does not reset the password. The user can use the **Forgot Password** link on the login screen to reset his or her password.

3. To disable a user account, select “Enabled” from the Status drop down list and click the Search button. A list of enabled accounts will display. Click the **Disable** link for the user in the **Actions** column, and the system will change the status of the user account to “Disabled." The user will NOT be allowed to log in.



Adding a New User

1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears. Click the **Add New User** button.



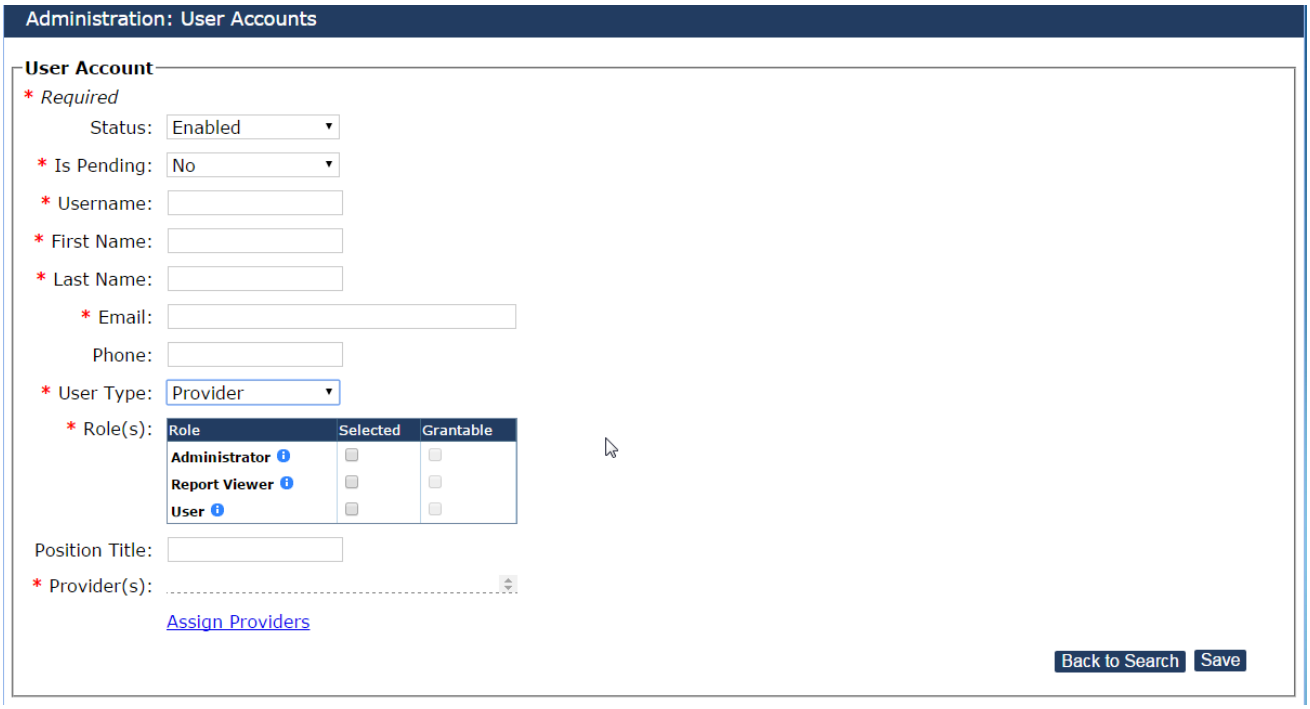
2. The User Accounts screen appears. Enter the user's information. In the Username text box, enter a **unique username** for the account.

Note

The username for ABCMS is created by using the last name of the user, with the first initial of the first name of the user [Example: John Smith would be SmithJ.] If you get a warning that that username is already taken by another user, then please use the following example. Usernames will be last name, first initial, with subsequent entries having an extra letter added from the first name. Example:

1. SmithJ
2. SmithJo
3. SmithJoh

Other required information includes the user's **First Name**, **Last Name**, and **Email Address**. The User Type will always be "**Provider**."



Note

As an administrator, you will need to communicate the username to the user. For security reasons, the ABCMS does not email usernames.

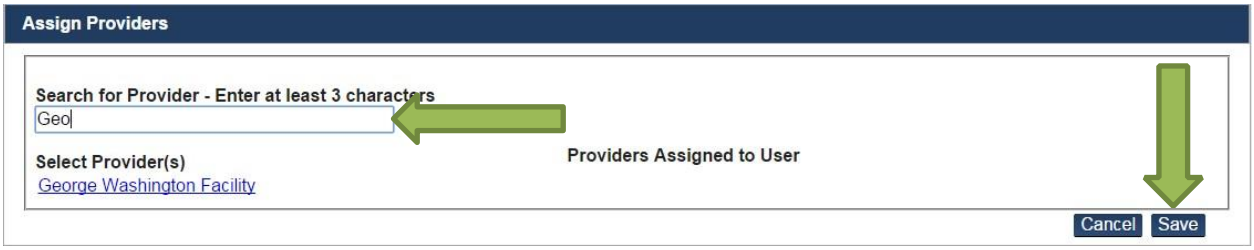
3. In **Role(s)**, select the roles for the user. User roles control what a user can see and do in the system. It is possible for a user to have more than one role. When this occurs, the user will have access to all

the functions for the roles they are assigned. For more information the Roles please refer to User Roles Section.

- **Selected**: When a Role has the "Selected Box" checked, it means that the user will be able to perform the functions of that role.
- **Grantable**: When a Role has the "Grantable Box" checked, it means the user has the ability to create additional users, and will be able to grant this role to new user that you create.

4. There are two options to connect the user account to one or more providers. "Assign providers" or "Select all my Providers".

Assign Providers - Click **Assign Providers and the Assign Providers** dialog box appears. Begin typing the provider name in the **Search for Provider** text box. After you type in any 3 letters of the provider name, the system will return all possible matches. Select a provider by clicking on the provider's name. The provider name will appear in the **Providers Assigned to the User** section. Click **Save.**



Select all my Providers – Click Select all my Providers and it will create the new user with the same set of facilities that the administrator user has access to.

Note

At any time you may remove an assigned provider from a user account by returning to the **Assign Providers** dialog box and clicking **Remove**.

5. After assigning a provider, click the **Save** button on the user accounts page to add the user to the system. The system will auto-generate a password for the user and send it to the user at the email address entered for the user in the account you just created.

Note

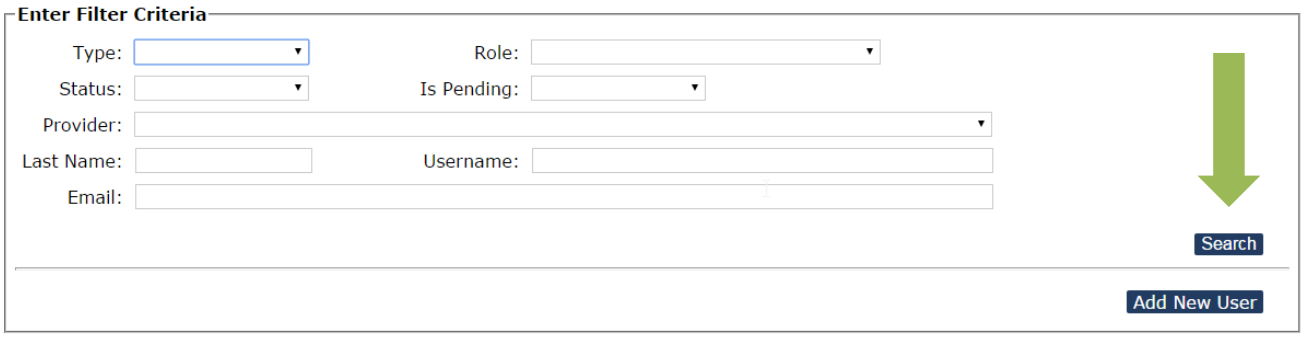
If **Is Pending** is set to "Yes" the user password will not be generated until the value is changed to "No." In this way, an administrator can setup many user accounts at once ahead of time and then "activate" them all at once by changing **Is Pending** to "No."

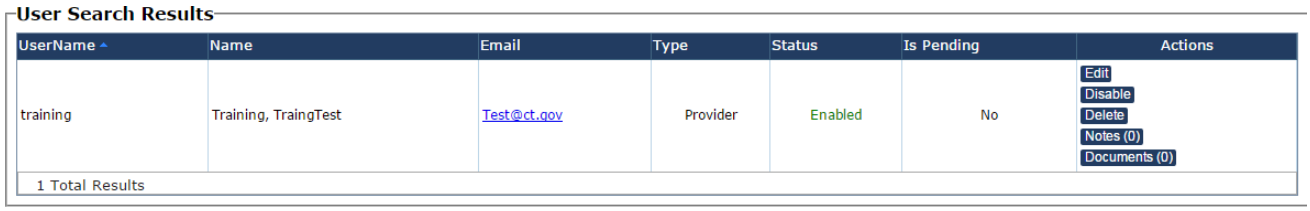
Editing an Existing User's Account Information

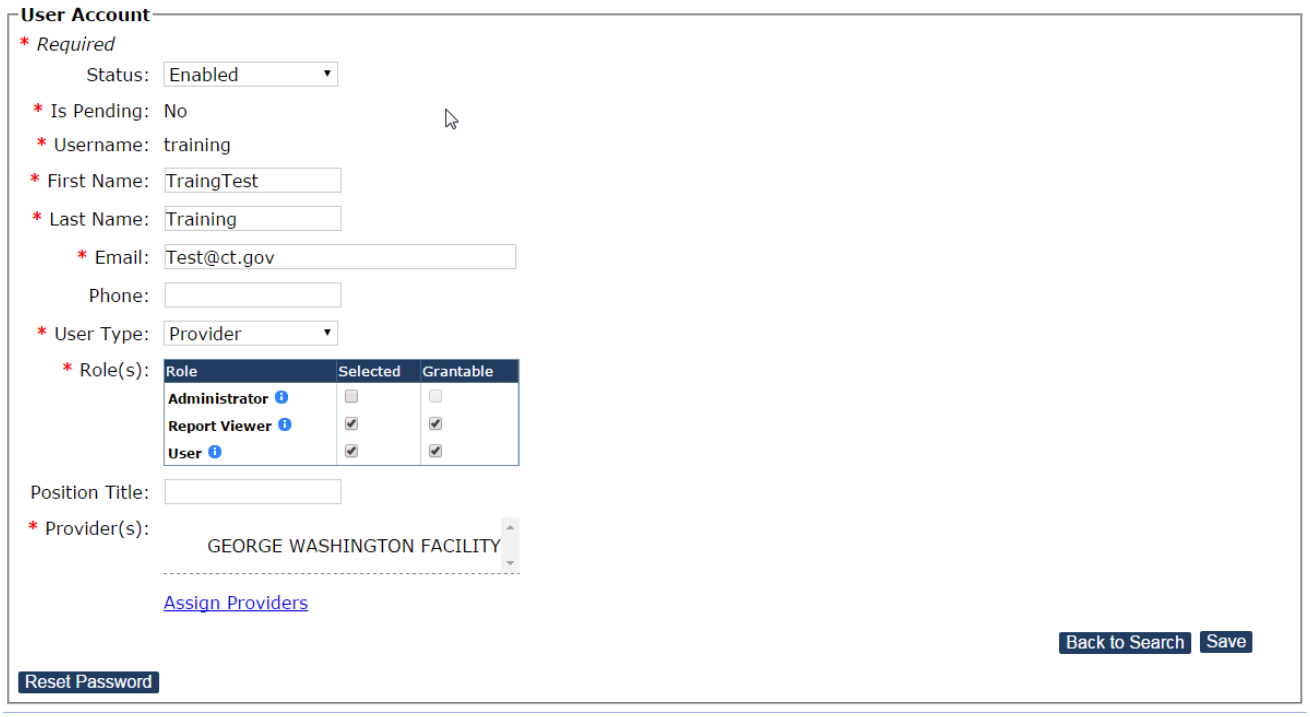
1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears.

2. Click the Search button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click Search.

3. In the User Search Results, click the Edit link in the Action column for the user whose information you wish to edit. The User Account screen appears. Edit the user information as desired and click Save. (You cannot edit the **Username**.)



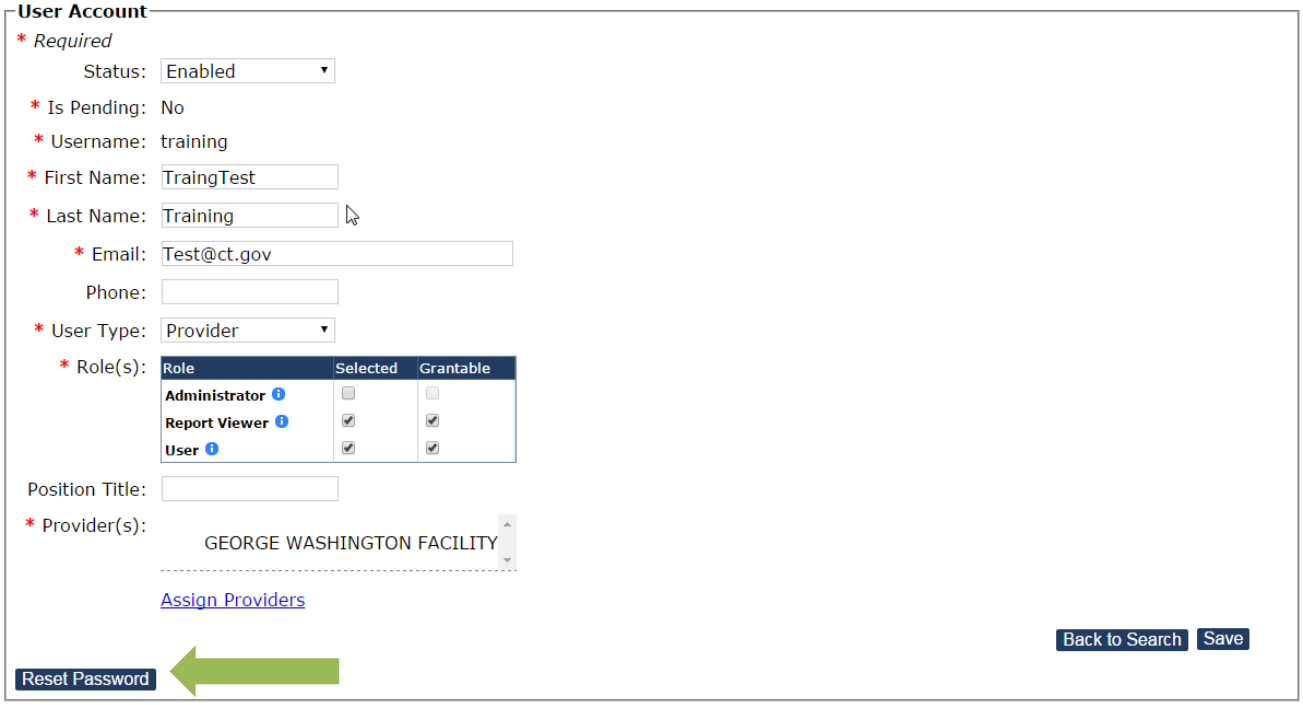



User Account
* Required
Status: Enabled
* Is Pending: No
* Username: training
* First Name: TraingTest
* Last Name: Training
* Email: Test@ct.gov
Phone:
* User Type: Provider
* Role(s):
Role
Selected
Grantable
Administrator
Report Viewer
User
Position Title:
* Provider(s):
GEORGE WASHINGTON FACILITY
Assign Providers
Back to Search
Save
Reset Password

Resetting a User's Password

As a provider system administrator, you can reset a user's password.

1. Click **Reset Password** on the User Account edit screen. An email will be sent to the user with a new temporary password.



Users can reset their own password using the **Forgot Password** button on the login screen or by clicking on the **Change My Password** button on the **My Account** page

Note	The system requires users to change their passwords every **120** days.

User Roles

There are three Roles available to Providers

Administrator

- Administrator role is an add-on role that allows the user to create and manage user accounts. May also be an ABCMS Program Coordinator, but is not required to be.

Responsibilities:

- Setup and manage other users
- Add users for the facility only
- Reset user passwords
- Disable users

User

- Able to perform all functions available to the Providers, except for the ability to set up other users.

Report Viewer

- This user monitors the system through reporting, including running reports including personnel status or queries about applicants.