



PA WITS  
Prevention Provider  
Agency Administrator  
Webinar

June 18, 2018

# Welcome

- DDAP Presenters
  - Project Manager: Brian Stonesifer
  - Training Section Chief: Tim Rader
  - Prevention Section Chief: Grace Kindt
- This webinar will be recorded
- Please submit questions using the GoTo meeting Questions box. Questions will be address at the end of the webinar

# Questions

Insert your name, organization and question in this question box and we will answer questions at the end of the presentation


Make sure you press *Send* to submit your question or comment

The screenshot shows a presentation control panel with several tabs: Dashboard, Attendees (1 out of 1001), Polls (0/3), Questions, Handouts (2 of 5), and Chat. The 'Questions' tab is active and contains a checkbox for 'Show Answered Questions', a table with columns 'X', 'Question', and 'Asker', and two buttons: 'Send Privately' and 'Send to All'.

X	Question	Asker

# Agenda

- Prevention System Implementation Plan
- PA WITS Roles
- Agency Administrator Role
- Setup Activity (Demo)
- Getting Started Checklist
- On Demand Self-Service Training



# Prevention Module Implementation Plan

# Implementation Plan

Date	Activity
4/17 – 6/30	SCAs begin entering prevention plans in PA WITS
5/17 – 6/1	Provider administrators received PA WITS account notification; must activate within 24 hours
6/18	Provider Agency Administrator Webinar (this meeting)
6/18 – 6/22	Provider agency administrators complete self-service training
6/18 – 6/29	Provider agency administrators complete setting up staff accounts
7/05	Self-service training available for prevention strategy implementation (provider training)
Starting July/August	Plans approved; begin entering services

# Prevention Provider Training Schedule

**On-Demand self-service training** will provide a recommended training curriculum which includes: instructional videos, detailed user guides and helpful tips.

## Prevention

- **6/18/18:** Provider agency administrator webinar
- **6/18/18:** On-Demand self-service agency administrator training
- **7/05/18:** On-Demand self-service provider training (strategy implementation)



# PA WITS Prevention Roles



# Responsibilities

- DDAP
  - PA WITS Service Desk provides tier 2 support for all users
  - Maintain prevention contracts with SCA
  - Maintain SCAs contracted providers
  - Maintain programs and service codes
  - Approve plans
- SCA
  - Agency administrator provide tier 1 support for own agency
  - Create plans (submit for DDAP approval)
  - Monitor services entered
- Providers
  - Agency administrator provide tier 1 support for own agency
  - Enter services provided

# SCA Agency Administrator

- What does it mean to be an agency administrator?
  - As a Staff Administrator, your role is to create and manage staff. This means setting up new employees and giving them user accounts that control their access to facilities and screens through role assignments, as well as resetting passwords and troubleshooting login problems.
  - Provide tier 1 support for only your agency

# PA WITS Support Structure

- **Tier 1 Support: Agency Administrator at SCA or Provider**
  - Create new staff accounts, reset passwords, lock/unlock accounts, change user account permissions
  - Ensure new users complete on-demand self-service training (ddap.pa.gov)
  - Have a solid understanding of WITS screens, business rules, and processes; be able to help users with any usability issue that is covered in either training manuals or user and system documentation
  - Champion PA WITS at your organization
  - Escalate system errors or complex issues to PA WITS Service Desk (Tier 2 Support)
- **Tier 2 Support: PA WITS Service Desk**
  - Available Monday-Friday, 8 AM – 4:30 PM (except on State Holidays) to answer calls or emails from SCA/Provider Tier 1 support.
    - Email: [RA-DAPAWITS@pa.gov](mailto:RA-DAPAWITS@pa.gov) Phone: 717-736-7459
  - Work with SCA/Provider agency administrator or staff member to see the issue through to resolution. Only DDAP escalates issues to Tier 3 support
- **Tier 3 Support: FEi Systems**
  - Work with PA WITS Service Desk to resolve system defects or availability issues

Demo

# Demonstration

- Log-in
- Set-up New Staff Account
- Access Reports (SSRS)
- Review On-demand self-service training



# Help Desk/Troubleshooting Examples

# Agency Administrator Troubleshooting

- **User Accounts Issues**
- User reports did not receive email when account was created containing the User ID or Password link
- ✓ Tell user to check spam/junk mail folder
- ✓ Remind users password reset is only good for 24 hours and to reset right away
- ✓ Do not reset passwords on Friday afternoon, you are likely to have to reset again on Monday

# Agency Administrator Troubleshooting

- **Locked Accounts**
- User reports account has been locked.
- Accounts are locked in 2 ways. There is a nightly task processor that runs to find accounts that have not logged in after 60 days. If that happens the account will be “locked” with a Lock Reason of “Inactivity”.
- If someone is fired or if an account is locked for a security reason, be very specific when entering a Reason for locking the account to eliminate confusion. These users may reach out to have their account “unlocked” and an unclear or cryptic message about why the account was locked might be confusing to the Help Desk staff being asked to “unlock” an account.



# Agency Administrator Troubleshooting

- **Locked Accounts**

**Lock**

Lock Reason:

This person has been asked to leave the company.

**Lock** [Cancel](#)

**Release Lock**

Locked By:  
O Reilly, Kristyn

Lock Reason:

**⚠ This person has been asked to leave the company.**

**Release Lock** [Cancel](#)

## Next Steps

- **6/18 – 6/22:** Complete agency administrator training
- **6/25 – 6/29:** Setup your staff accounts
- **7/5:** All staff complete provider training online; begin entering services in PA WITS



# Questions and Answers!AAAA

Thank You!