GENERAL INFORMATION

1. Where can I find imagineIS training materials?

   Training materials can be found on the DODD website:

   http://dodd.ohio.gov/ImagineIS/Pages/default.aspx

Upcoming Training Opportunities	
Provider	County Board

2. Where can I review a list of updates to the system?

   When logging into imagineIS, on the DODD home page, Application Release Notes are available for review. These would include both current release and past release notes. Application release notes also show a list of known and reported items.
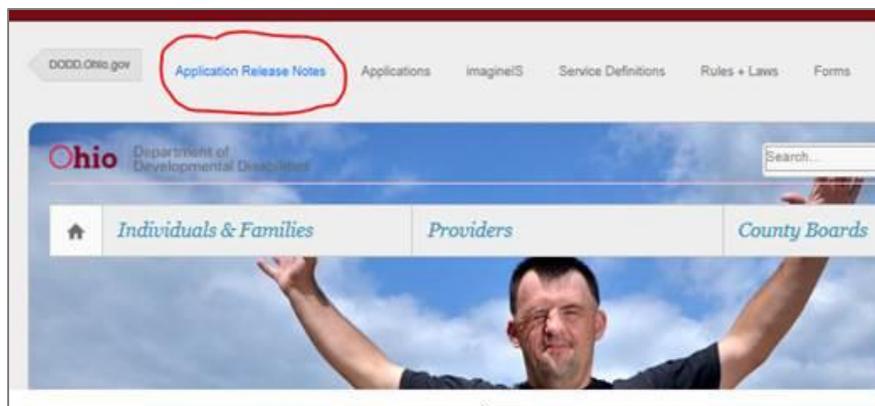
3. Where do I go for troubleshooting issues?

   It is suggested that first you contact one of the people designated as a super-user in your county. You may also check the imagineIS training materials available at: http://dodd.ohio.gov/ImagineIS/Pages/default.aspx. If you need additional assistance, please put in a ticket through the ITS Call Center, at ITSCallCenter@DODD.Ohio.gov or by telephone at 800.617.6733 Option #4.

4. What if my application closes out from inactivity?

    The application will close after 90 minutes of inactivity. It is important to hit the "Save" command frequently, so if you must leave unexpectedly, no information will be lost. Please remember to log out of the system if you are not using it.

5. Will imagineIS send me emails for Notifications and Alerts?

    You have to go into imagineIS to see notifications/alerts. The alerts/notifications will not be emailed to you.

6. How do I sort a list on my screen?

    You can sort data in most lists by clicking on the header of the field by which you want to sort. Clicking once sorts the data in descending order (A to Z) or click again and it will sort in ascending order (Z to A). For example, alphabetize a group of records by clicking on any of headers in the list. For example, to alphabetize a list box by First Name click on the title in the NAME field. When you click it once it alphabetized in descending (A to Z) or click again and it will alphabetize in ascending (Z to A) order. See the screenshot below.