

## GENERAL INFORMATION

1. Where can I find imaginelS training materials?

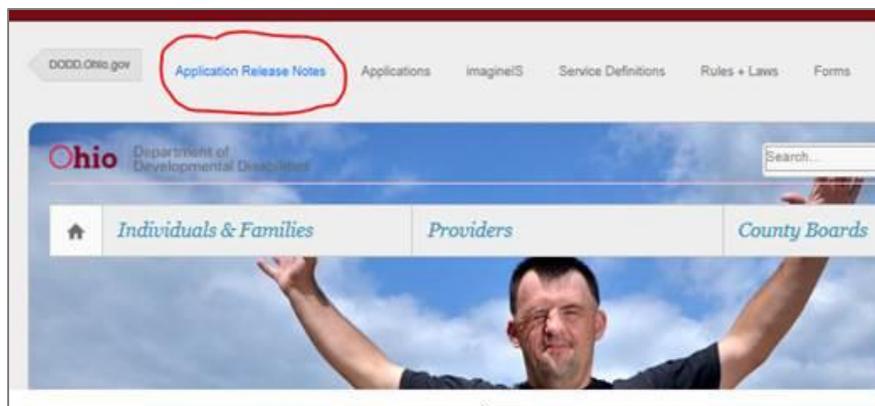
Training materials can be found on the DODD website:

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



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

When logging into imaginelS, 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 imaginelS 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](mailto: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 imaginelS send me emails for Notifications and Alerts?

You have to go into imaginelS 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.

SSA Caseload View

Full Name	Date of Birth	DODD#	SSN	Medical ID	Assigned SSA	Reporting County	Residence County	Date of Death	Termination Dat...
Alexander Str...	1/7/1990	6645138	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	HARR		
ASHMITA Loc...	11/15/1960	9256835	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	BELM		
Atalissa IGNA...	4/3/1989	6356269	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	BELM		
ATARA KLEMT	8/13/1992	6470813	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	BELM		
Bella Webster	3/31/2001	9983628	XXX-XX-0000		Donna Noble	HARR	HOCK		
Billy Gehringer	10/15/1998	6128694	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	BELM		
CALISE Downi...	6/13/2000	6362458	XXX-XX-1111	XXXXXXXX1111	Donna Noble	BELM	BELM		
DEAJAH Kayw...	12/18/2000	6364198	XXX-XX-1111	XXXXXXXX1111	Donna Noble	HARR	HARR		

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