

PORTAL USERS

INDIVIDUALS

1. How does an individual receive notice that they have been invited to utilize the portal in the imaginIS?

Once the individual has met with their SSA and indicated they would like to use the portal, they would give their email address to the SSA. The SSA would then invite the Individual to the portal. Once the SSA invites the individual, they would receive an email from DODD at their given email address which they use to create their username and password to log into imaginIS.

PROVIDERS

1. Why doesn't my provider service show up on the drop down under "Provider Service" when I try to create a new Learning Log?
You must have an Action Plan before you can find the provider service on the Learning Log.
2. Can two Program Managers be assigned the same individual?
At this time the system does not allow two Programs Managers to be assigned to the same individual. This is a possible future enhancement.
3. Why don't I see uploaded pictures?
All images and documents uploaded via the portal must first be approved by the SSA before they can be viewed on the imaginIS Portal. The SSA receives a notification of the pending photo/document which needs their approval.
4. Can a provider use the same email address to sign-up as both a delegator and a program manager?
Due to security restrictions, an email address cannot be re-used.
5. How does a delegator, program manager, or worker receive notice that they have been invited to participate with imaginIS?

The provider roles, with the exception of CEO, receives an email from DODD when they are created by their provider agency. This email creates their username and password to log into imaginIS.

6. Can more than member from a Provider (CEO, Delegator or Program Manager) agree to the ISP?

No, only one staff member will agree. However, if multiple Program Managers exist in the Provider organization (for example; the Provider provides Adult Day Services and Transportation); each Program Manager has the ability to agree to each Service Plan for those services. The second PM to agree, actually will appear on the ISP as "Agreeing" for the Provider.

GUARDIANS

1. How does a guardian receive notice that they have been invited to utilize the portal in imaginIS?

Once the Guardian has met with their SSA and indicated they would like to use the portal, the Guardian would give their email address to the SSA. The SSA would then invite the Guardian to the portal. Once the SSA invites the Guardian, they would receive an email from DODD at their given email address which they use to create their username and password to log into imaginIS.