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Ascend provides this user guide as an overview of system operations. If you have specific questions about how to perform a function of your responsibilities, speak with your supervisor. If you have a specific question about how to maneuver through the system that is not outlined in this user guide, contact your Regional Support Supervisor.

Ascend will always support the current and most recent versions of Internet Explorer and Mozilla Firefox. Ascend recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.
# Log In

Visit [www.ascendami.com](http://www.ascendami.com).

Click **Log In** to access the login screen (Fig. 2).

## Enter Username and Password.

Click **Login**.

The system will bring you back to the Ascend Management Innovations Home page (Fig. 1).

The **Log In** link becomes the **My Projects** menu (Fig. 3).

Click **My Projects**.

Select **Virginia Support Coordinator** to open the VA SIS CSB Support Coordinator Queue (home page) (Fig. 7).

## Navigation

<table>
<thead>
<tr>
<th>Home</th>
<th>Search</th>
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<tbody>
<tr>
<td>Return to the CSB Point Person Queue</td>
<td>Search for an Individual</td>
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</table>

**Sorting:** Click any table column header to sort the table by that field.
Search for Individual
To search for a specific person

Click **Search** in the navigation menu to open the search query (Fig. 12).

Enter the **Individual’s last name** to search.
Click **Search** to run the search.

All records associated with your search will appear. Only those you have access to will have a **View** link to open the record.

Click **View** to open the individual’s record.

Enter **SISOnline User Name**
Only complete once or with a change

Enter your **SISOnline User Name** in the red box in the upper right corner of the page.
This will save automatically. If your SISOnline User Name changes, you can update this box at any time.

Adding Multiple CSBs/DD Agencies through the SC User Manager

Click the **SC User Manager** link in the navigation menu.

This will save automatically. If your SISOnline User Name changes, you can update this box at any time.
Locate the **Support Coordinator**.

Click the **row** to update the person’s information.

Click the **Add New** button in the **SC Entity/Agency Information grid** to add a new entity/agency. You may add as many as necessary.

This will open a list of identified entities/agencies.
Select the appropriate CSB/DD Agency from the SC Entity dropdown.

Click **Insert** at the end of the row to save the new CSB/DD Agency record. **You must click this before clicking Save User.**

Click **Save User** to save the changes to the user’s access.

Note the confirmation the user has been updated.
Accessing the Individual's Record

From the CSB Support Coordinator Queue (Home page):

Click **View** to open the record.

Complete the **demographic information**.

Enter a new **respondent**. Follow the instructions in the **Enter Respondent Information** section (Figs. 17–23).

Enter the **Likely Location of Interview** information.

Indicate if you have known the person more than 3 months.

Indicate if an **interpreter** is needed, and for which language.

Indicate if other **accommodations** are needed and describe the accommodations.

Describe accommodations needed.
Enter any notes to save to the record.

Type the note in the New note: box. After saving, the note will move to the Notes: box above.

Click Save to save all added information.
Enter Respondent Information
From the Individual Record

Click Enter a new respondent
to open the respondent grid
(Fig. 17) to add respondent
information.

Select the Respondent Type
from the dropdown.

Enter the respondent’s first
and last name.

Select the respondent’s
relationship to the individual
from the dropdown.

Enter the respondent’s
contact information.
Ascend will confirm and
schedule the Respondents
participating in the SIS®
using the provided contact
information.

Indicate how long the
respondent has known the
individual.

Select the number of
direct contact hours with
the individual over the past 3
months.

Indicate if the respondent
resides with the individual.

The form options are
dynamic, and will change
based on the respondent
type selected. Be sure to
complete all fields.
Click **Save** to insert the respondent information in the respondent grid.

**Respondent Grid** — Figure 28

- **Changing Assigned SC**
  - From the CSB Support Coordinator Queue (home page).
  - Select the **new SC** from the **Assign New SC** dropdown.
  - Click **Save** to remove the individual from your queue and send the record to the newly identified SC.

**CSB Support Coordinator Queue** — Figure 29
Submit Record for Scheduling
From the CSB Support Coordinator Queue (home page).

After entering demographics, respondent information, and likely location of interview, submit the information to Ascend scheduling using these steps:

Click the Send to Scheduling checkbox in the CSB Support Coordinator Queue (home page).

Click Save to send the completed information to Ascend for scheduling.

The Sent to Scheduling Date will be saved on the grid.

Log Out

Click Log-out to end your session.

Failure to logout can cause a record to remain locked for up to two hours. This means that no one else can work in the individual’s record during that time.