SUPPORT COORDINATOR USER GUIDE
VIRGINIA SIS®

Developed: 04.03.15
Revised: 07.31.17

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Contents

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.

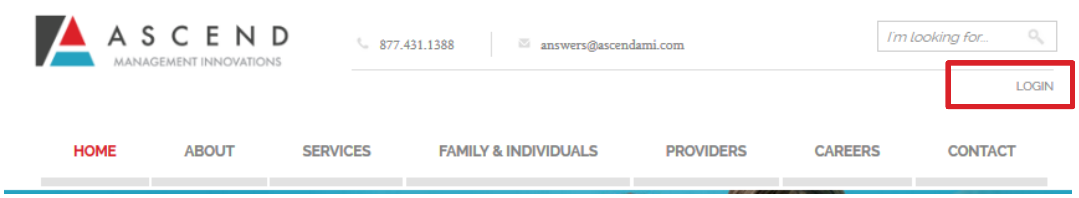
Ascend will always support the current and most recent versions of Internet Explorer and Mozilla Firefox.
Ascend recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.

Log In

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

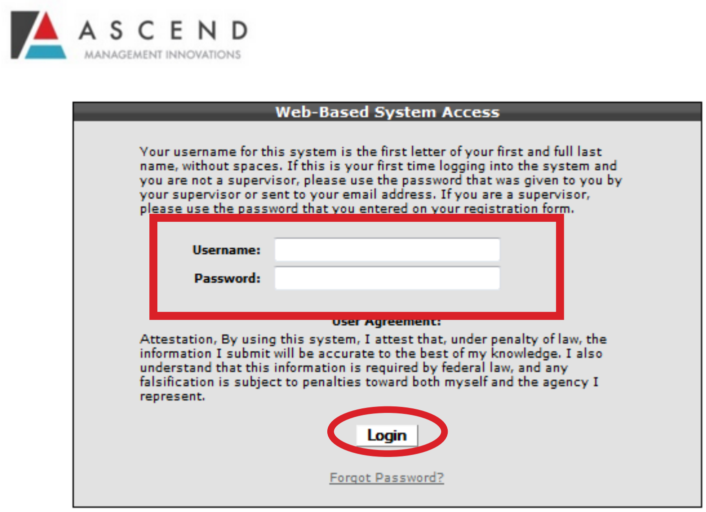
Click ***Log In*** to access the login screen **(Fig. 2)**



Ascend Management Innovations Home Page—Figure 1

Enter **Username** and **Password.**

Click ***Login***.

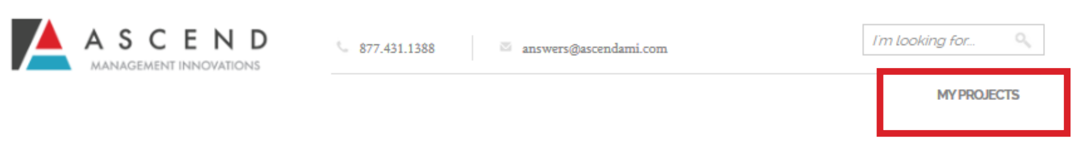


Login Screen—Figure 2

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).**

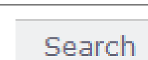
Click ***My Projects.***

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



Ascend Management Innovations Home Page—Figure 3

Navigation

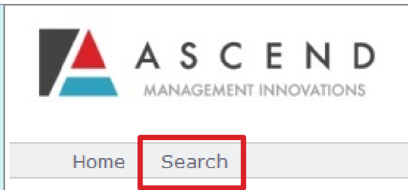
 Figure 4	 Figure 5
Return to the CSB Point Person Queue	Search for an Individual

Sorting: Click any table column header to sort the table by that field.

Search for Individual

To search for a specific person

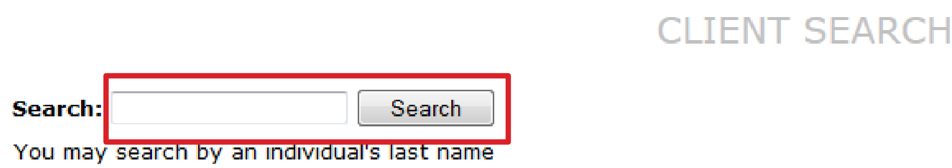
Click ***Search*** in the navigation menu to open the search query **(Fig. 12).**



Navigation Menu—Figure 6

Enter the **Individual's last name to search.**

Click ***Search*** to run the search.



Search Query—Figure 7

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.

Total Records: 27

Last Name	First Name	SSN	CSB	Support Coordinator	
1h(0 g2n7i3s)	dchna	2170	ALLEGHANY HIGHLANDS CSB		
ansed	a thnoy	1111	ALLEGHANY HIGHLANDS CSB	Stephanie Pettitt	View
aphsred	jsei ca	3968	ALLEGHANY HIGHLANDS CSB		

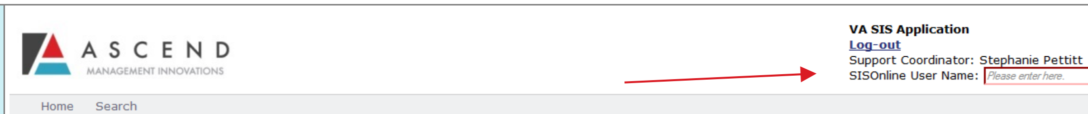
Search Query—Figure 8

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.

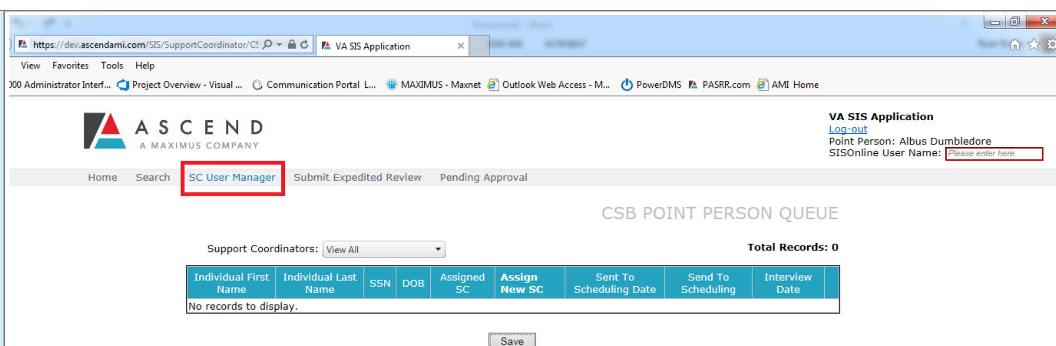


This will save automatically. If your SISOnline User Name changes, you can update this box at any time.

Page Header—Figure 9

Adding Multiple CSBs/DD Agencies through the SC User Manager

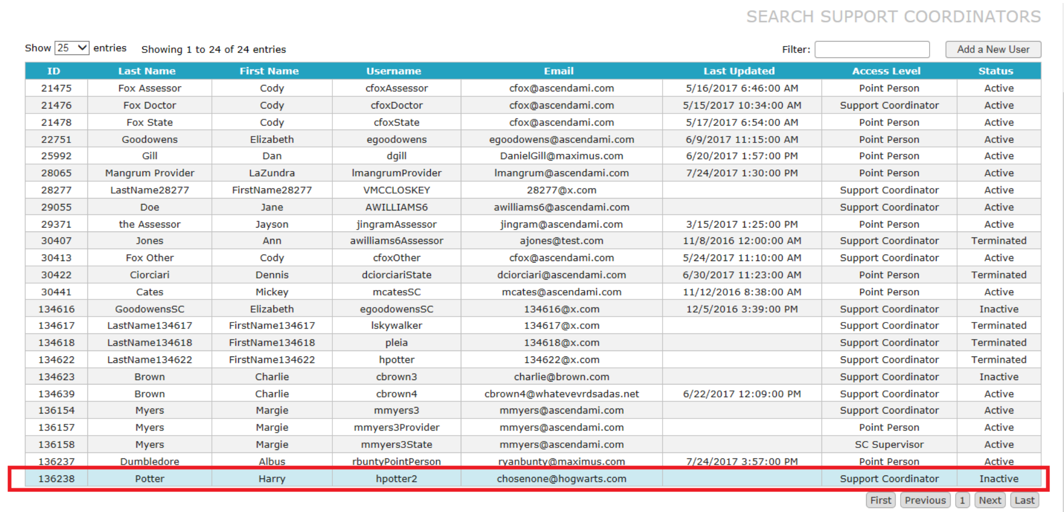
Click the ***SC User Manager*** link in the navigation menu.



Home Page—Figure 10

Locate the **Support Coordinator.**

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


SEARCH SUPPORT COORDINATORS

Show 25 entries Showing 1 to 24 of 24 entries Filter: Add a New User

ID	Last Name	First Name	Username	Email	Last Updated	Access Level	Status
21475	Fox Assessor	Cody	cfoxAssessor	cfox@ascendami.com	5/16/2017 6:46:00 AM	Point Person	Active
21476	Fox Doctor	Cody	cfoxDoctor	cfox@ascendami.com	5/15/2017 10:34:00 AM	Support Coordinator	Active
21478	Fox State	Cody	cfoxState	cfox@ascendami.com	5/17/2017 6:54:00 AM	Point Person	Active
22751	Goodowens	Elizabeth	egoodowens	egoodowens@ascendami.com	6/9/2017 11:15:00 AM	Point Person	Active
25992	Gill	Dan	dgill	DanielGill@maximus.com	6/20/2017 1:57:00 PM	Point Person	Active
28065	Mangrum Provider	LaZundra	lmangrumProvider	lmangrum@ascendami.com	7/24/2017 1:30:00 PM	Point Person	Active
28277	LastName28277	FirstName28277	VMCCLOSKEY	28277@x.com		Support Coordinator	Active
29055	Doe	Jane	AWILLIAMS6	awilliams6@ascendami.com		Support Coordinator	Active
29371	the Assessor	Jayson	jingramAssessor	jingram@ascendami.com	3/15/2017 1:25:00 PM	Point Person	Active
30407	Jones	Ann	awilliams6Assessor	ajones@test.com	11/8/2016 12:00:00 AM	Support Coordinator	Terminated
30413	Fox Other	Cody	cfoxOther	cfox@ascendami.com	5/24/2017 11:10:00 AM	Support Coordinator	Active
30422	Ciorciari	Dennis	dciorciariState	dciorciari@ascendami.com	6/30/2017 11:23:00 AM	Point Person	Terminated
30441	Cates	Mickey	mcatesSC	mcates@ascendami.com	11/12/2016 8:38:00 AM	Point Person	Active
134616	GoodowensSC	Elizabeth	egoodowensSC	134616@x.com	12/5/2016 3:39:00 PM	Support Coordinator	Inactive
134617	LastName134617	FirstName134617	lskywalker	134617@x.com		Support Coordinator	Terminated
134618	LastName134618	FirstName134618	pleia	134618@x.com		Support Coordinator	Terminated
134622	LastName134622	FirstName134622	hpotter	134622@x.com		Support Coordinator	Terminated
134623	Brown	Charlie	cbrown3	charlie@brown.com		Support Coordinator	Inactive
134639	Brown	Charlie	cbrown4	cbrown4@whatevevrdsadas.net	6/22/2017 12:09:00 PM	Support Coordinator	Active
136154	Myers	Margie	mmyers3	mmyers@ascendami.com		Support Coordinator	Active
136157	Myers	Margie	mmyers3Provider	mmyers@ascendami.com		Point Person	Active
136158	Myers	Margie	mmyers3State	mmyers@ascendami.com		SC Supervisor	Active
136237	Dumbledore	Albus	rbuntyPointPerson	ryanbunty@maximus.com	7/24/2017 3:57:00 PM	Point Person	Active
136238	Potter	Harry	hpotter2	chosenone@hogwarts.com		Support Coordinator	Inactive

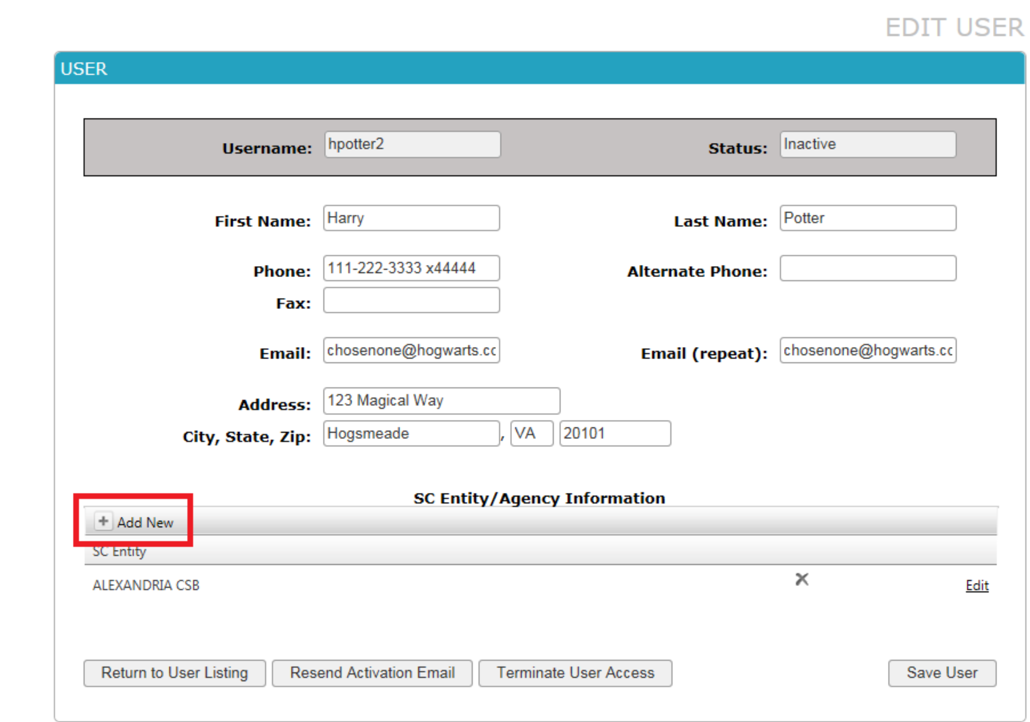
First Previous 1 Next Last

Support Coordinator Queue—Figure 11

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.

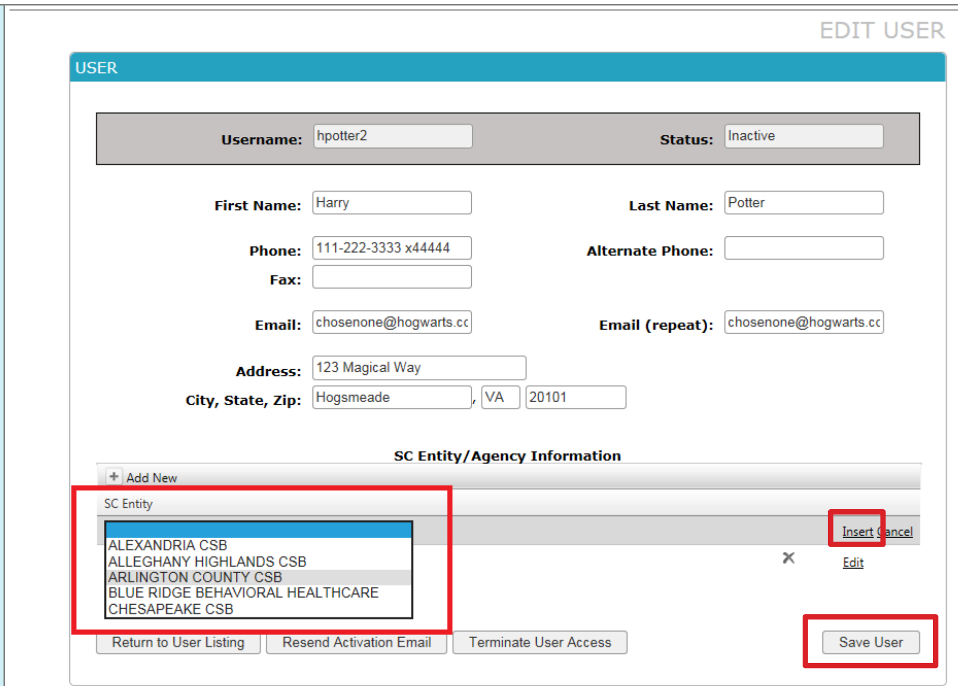


Edit User Page—Figure 12

Select the appropriate **CSB/DD Agency** from the **SC Entity** dropdown.

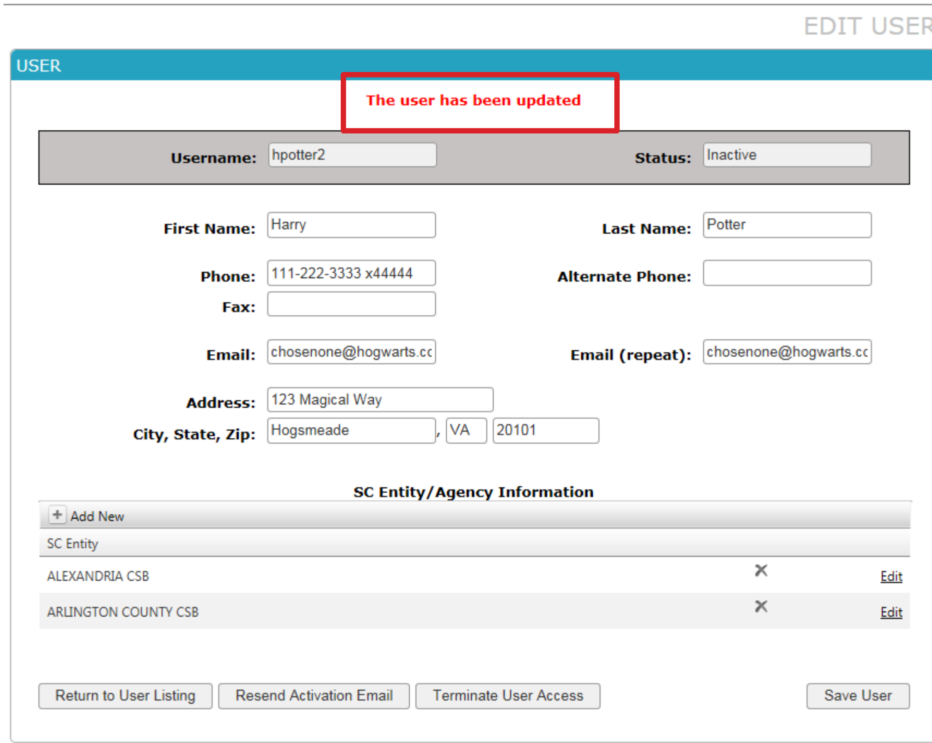
Click ***Insert*** at the end of the row to save the new CSB/DD Agency record. *You **must** click this before clicking Save User.*

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



Edit User Page—Figure 13

Note the confirmation the user has been updated.

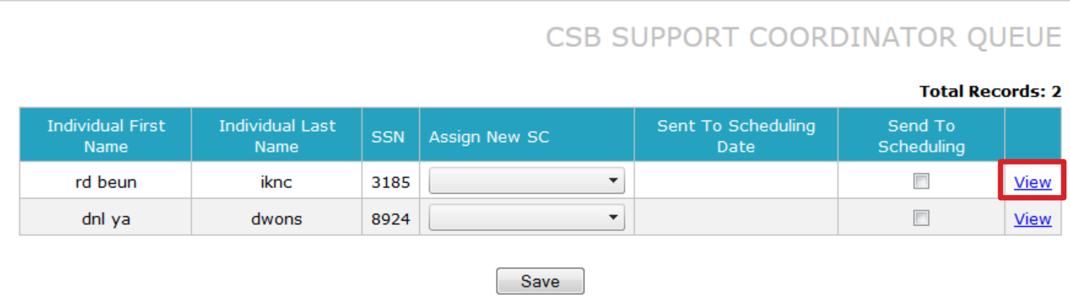


Edit User Page—Figure 14

Accessing the Individual's Record

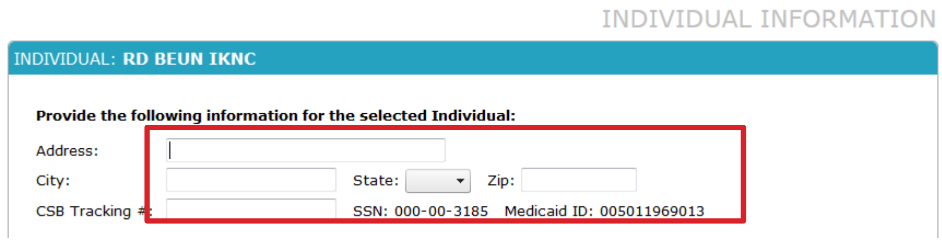
From the CSB Support Coordinator Queue (Home page):

Click ***View*** to open the record.



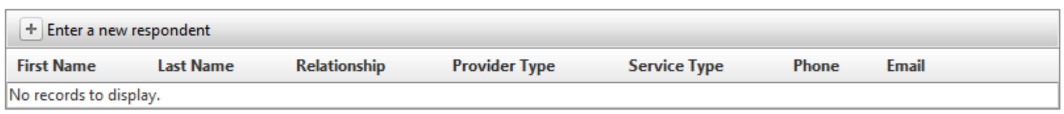
CSB Support Coordinator Queue—Figure 15

Complete the **demographic information.**



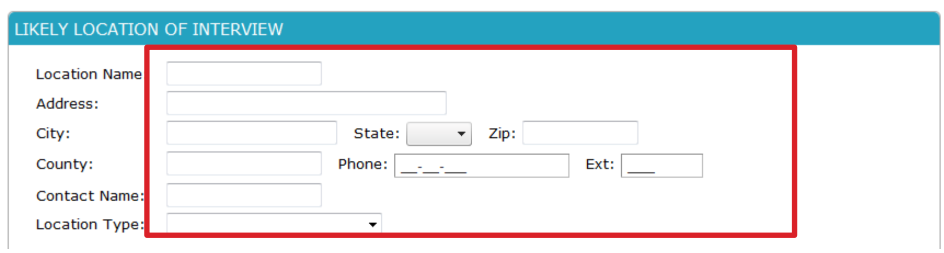
Individual Information—Figure 16

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



Individual Information—Figure 17

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

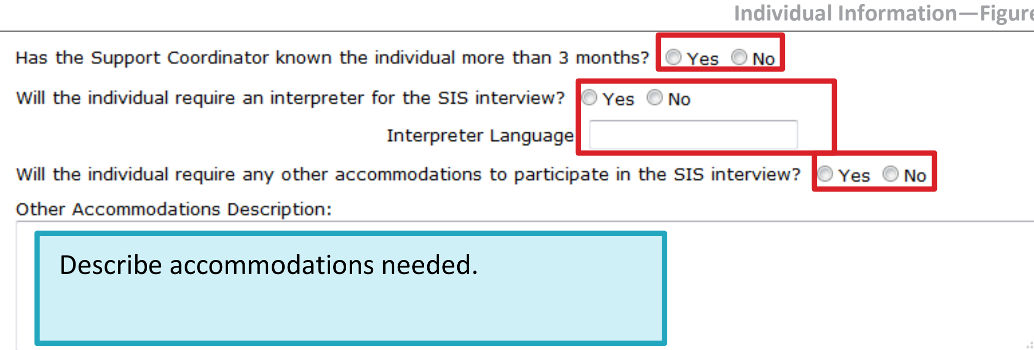


Individual Information—Figure 18

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.**

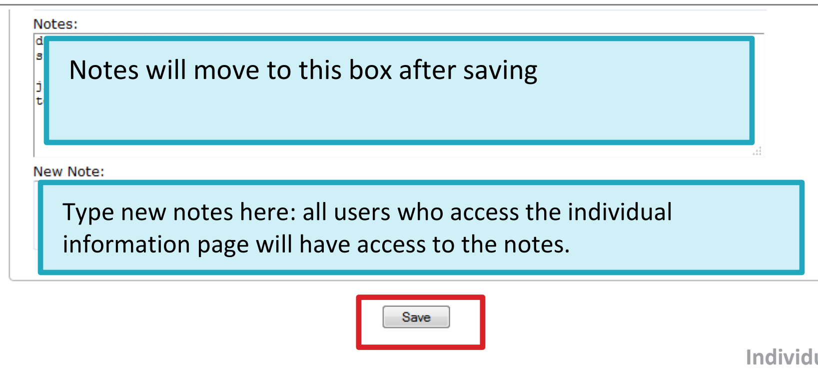


Individual Information—Figure 19

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.

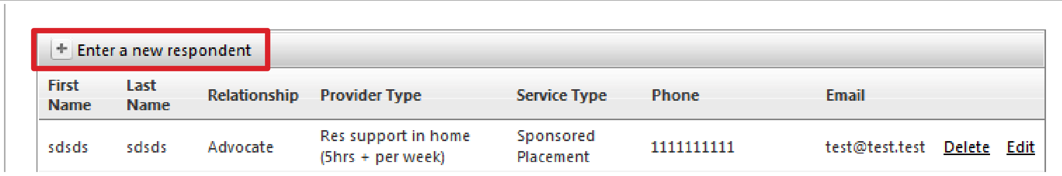


Individual Information—Figure 20

Enter Respondent Information

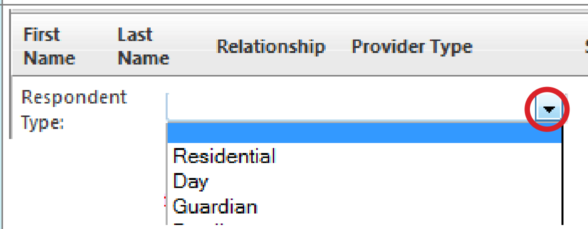
From the Individual Record

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



Individual Information—Figure 21

Select the ***Respondent Type*** from the dropdown.



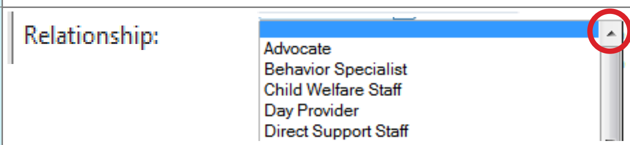
The form options are dynamic, and will change based on the respondent type selected. **Be sure to complete all fields.**

Respondent Grid—Figure 22

Enter the respondent's **first and last name.**

Respondent Grid—Figure 23

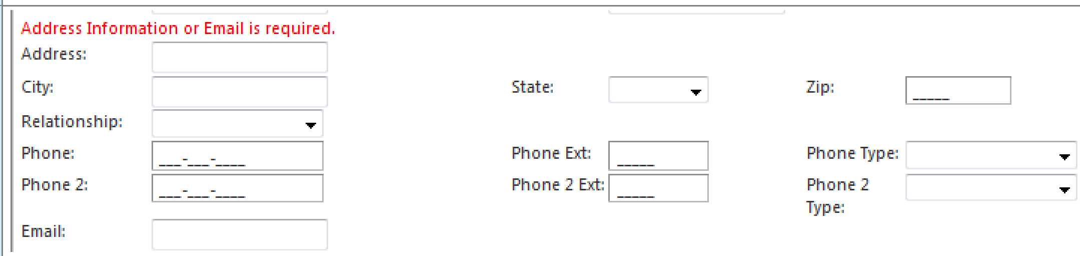
Select the respondent's **relationship** to the individual from the dropdown.



Respondent Grid—Figure 24

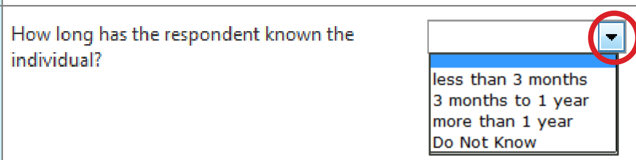
Enter the respondent's **contact information.**

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



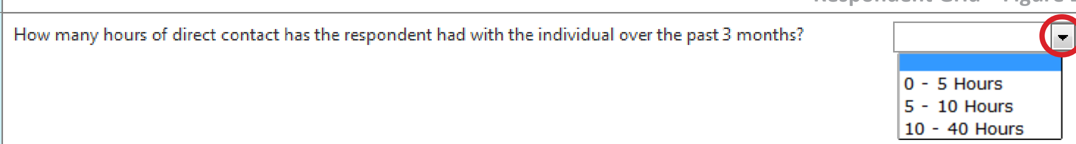
Respondent Grid—Figure 25

Indicate how long the respondent has **known the individual.**



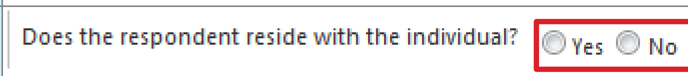
Respondent Grid—Figure 26

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

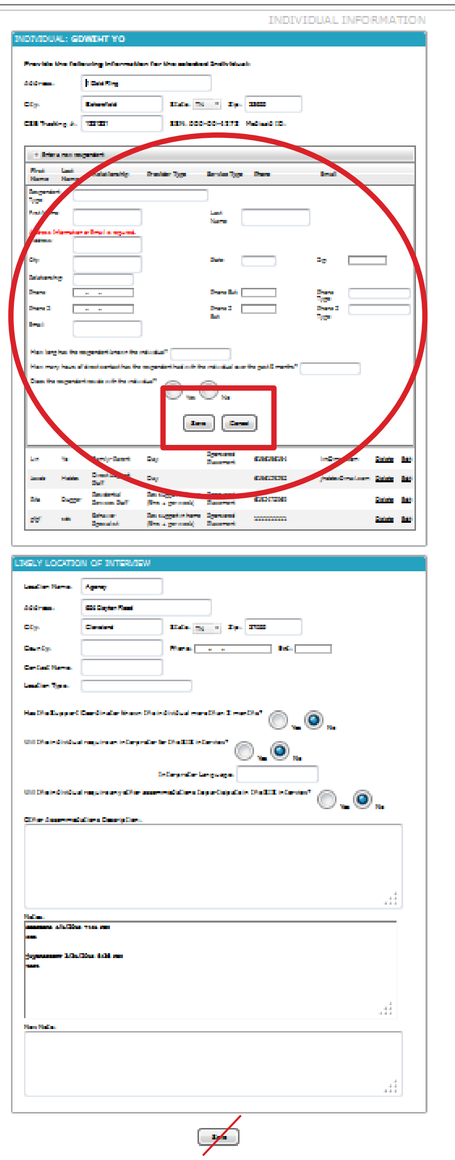


Respondent Grid—Figure 27

Indicate if the respondent **resides** with the individual.



Click ***Save*** to insert the respondent information in the respondent grid.



You must click ***Save*** to insert the respondent information in the grid.

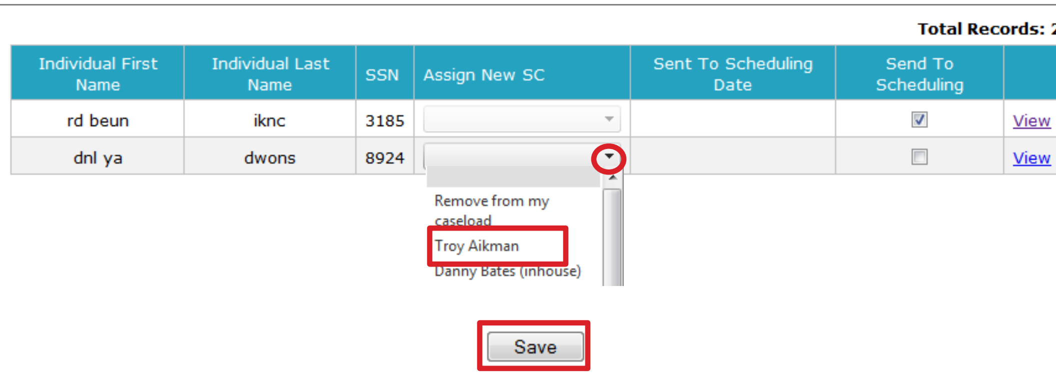
Respondent Grid—Figure 28

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

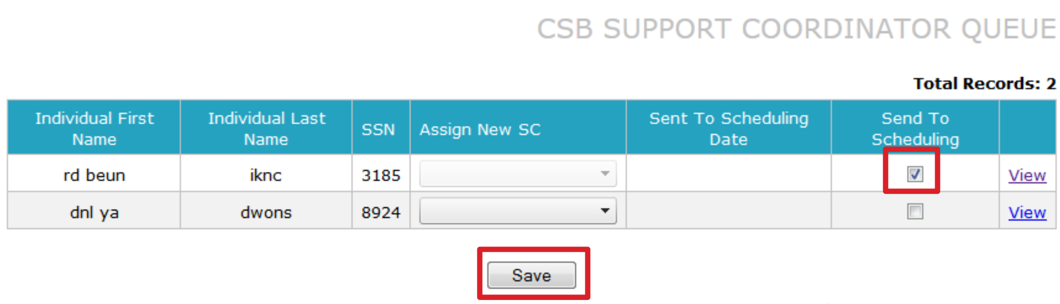
Submit Record for Scheduling

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:

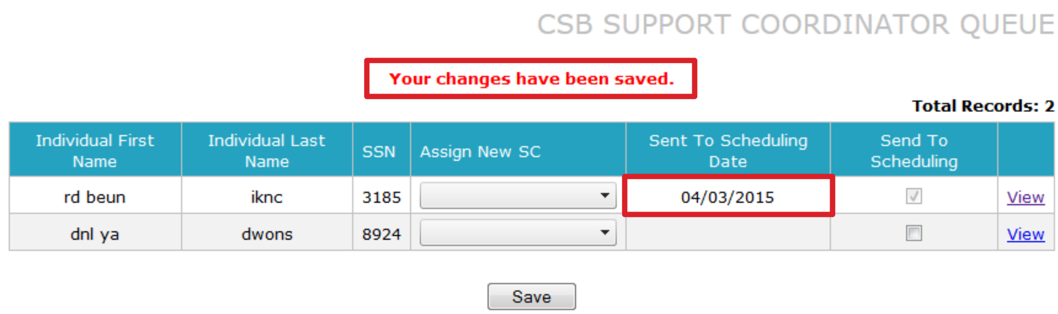
Click the ***Send to Scheduling*** checkbox in the **CSB Support Coordinator Queue** (home page).

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



CSB Support Coordinator Queue—Figure 30

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



CSB Support Coordinator Queue—Figure 31

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.*

Page Header—Figure 32

Failure to logout can cause a record to remain locked for up to **two hours.**