

# **SUPPORT COORDINATOR USER GUIDE**

## **VIRGINIA SIS®**

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Maximus 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 or point person. 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.

Maximus will always support the current and most recent versions of Internet Explorer and Mozilla Firefox. Ascend recommends Adobe Reader 10 or later. later. Ensure that your firewall does not block our URL.

## Log In

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

Enter **Username** and **Password** into **LOGIN** screen

Click **LOGIN**

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Username:

Password:

**User Agreement:**

By using this system, I attest that, under penalty of law, the information I submit will be accurate to the best of my knowledge. I also understand that this information is required by federal law, and any falsification is subject to penalties toward both myself and the agency I represent. I further understand that in order to effectively access and utilize this system, I must use one of the latest two versions of Microsoft Internet Explorer, Microsoft Edge, Google Chrome, or Mozilla Firefox on a Microsoft-supported version of Microsoft Windows. I understand that no other browsers will be supported.

Login

[Forgot Password?](#)



Login Screen

The system will display the Maximus Projects page

Click **the Select dropdown arrow**.

Select **Virginia Support Coordinator** to open the **VA SIS CSB Support Coordinator Queue**

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Projects

Select



## Navigation

Home

Search

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

Navigation Menu

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

Click **Search** to run the search.

Search Query

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.

Search Query

## 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

# VA SIS SC Portal – How to Add a New User to the Support Coordinator Portal

\*If the person is already in the portal, contact the VA SIS Help Desk for changes to their profile: 844.968.2747

As a CSB Point Person, navigate to the top of the CSB Portal home page and click on the **SC User Manager** link.



Home Search **SC User Manager** Submit Expedited Review Pending Approval

Click the **Add a New User** button.

## SEARCH SUPPORT COORDINATORS

Filter:

Add a New User

Enter the Support Coordinator's name, contact information, and email address on the **Add New User** page.

USER

First Name:  Last Name:

Phone:  Alternate Phone:

Fax:

Email:  Email (repeat):

Address:

City, State, Zip:  , VA

**SC Entity/Agency Information**

+ Add New

SC Entity

No records to display.

Return to User Listing Save User

In the **SC Entity** dropdown, select your CSB for the Support Coordinator in question.

USER

First Name:  Last Name:

Phone:  Alternate Phone:

Fax:

Email:  Email (repeat):

Address:

City, State, Zip:  , VA

**SC Entity/Agency Information**

+ Add New

SC Entity

**ALEXANDRIA CSB**

No records to display.

Return to User Listing Save User

Once the CSB has been selected in the **SC Entity** dropdown, click **Insert**.

**USER**

First Name:  Last Name:

Phone:  Alternate Phone:

Fax:

Email:  Email (repeat):

Address:

City, State, Zip:  ,

**SC Entity/Agency Information**

+ Add New

SC Entity

No records to display.

Click **Save User**.

**USER**

First Name:  Last Name:

Phone:  Alternate Phone:

Fax:

Email:  Email (repeat):

Address:

City, State, Zip:  ,

**SC Entity/Agency Information**

+ Add New

SC Entity

ALEXANDRIA CSB

Confirmation message will appear stating that the new user has been saved.

**USER**

**The new user has been saved**

Username:  Status:

First Name:  Last Name:

Phone:  Alternate Phone:

Fax:

Email:  Email (repeat):

Address:

City, State, Zip:  ,

**SC Entity/Agency Information**

+ Add New

SC Entity

ALEXANDRIA CSB

## SC Required Items for Completion

From the CSB Support Coordinator Queue (Home page):

Click **View** to open the record.

VA SIS Application  
Support Coordinator: Charlie Brown  
SISOnline User Name: [redacted]

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CSB SUPPORT COORDINATOR QUEUE

Total Records: 4

Individual First Name	Individual Last Name	SSN	Next SIS Due Date	Assign New SC	Sent To Scheduling Date	Sent To Scheduling	Interview Date	Location Details
FN26417	LN26417		10/01/2017		10/14/2015	<input checked="" type="checkbox"/>		Lorem ipsum dot Lorem ipsum dot Lorem ipsum, VA 22302
FN26420	LN26420	9277	10/01/2017		12/05/2018	<input checked="" type="checkbox"/>	12/13/2016 9:00 AM	None Lorem ipsum dolor sit am Lorem ipsum, VA 22314
FN22736	LN22736	8388	10/01/2017		10/14/2015	<input checked="" type="checkbox"/>		
test	test	9898	10/01/2017		12/19/2018	<input checked="" type="checkbox"/>	10/29/2018 8:30 AM	def sdf sdf, TN 37179

Save

CSB Support Coordinator Queue

Complete the **demographic information**.

Individual Information

Select enter a new **respondent**. Follow instructions on page 8 for entering in data regarding respondents for the interview.

+ Enter a new respondent

First Name	Last Name	Relationship	Provider Type	Service Type	Phone	Email
No records to display.						

Individual Information

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

Individual 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.

Individual Information

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.

Notes will move to this box after saving

Type new notes here: all users who access the individual information page will have access to the notes.

Individual Information



Click **Enter a new respondent** to open the respondent grid to add respondent information

Individual Information

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

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

Respondent Grid

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

Respondent Grid

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

**Address Information or Email is required.**

Address:	<input type="text"/>	State:	<input type="text"/>	Zip:	<input type="text"/>
City:	<input type="text"/>				
Relationship:	<input type="text"/>	Phone Ext:	<input type="text"/>	Phone Type:	<input type="text"/>
Phone:	<input type="text"/>	Phone 2 Ext:	<input type="text"/>	Phone 2 Type:	<input type="text"/>
Phone 2:	<input type="text"/>				
Email:	<input type="text"/>				

Respondent Grid

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

Respondent Grid

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

Respondent Grid

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

Respondent Grid

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

## 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

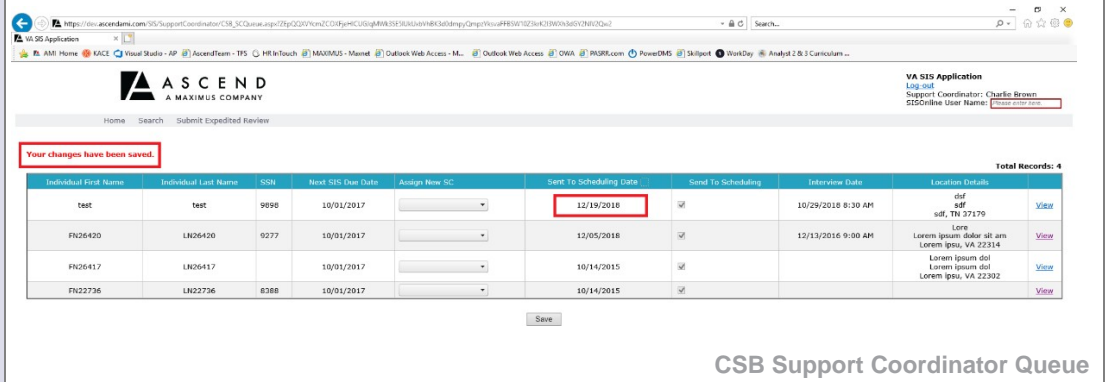
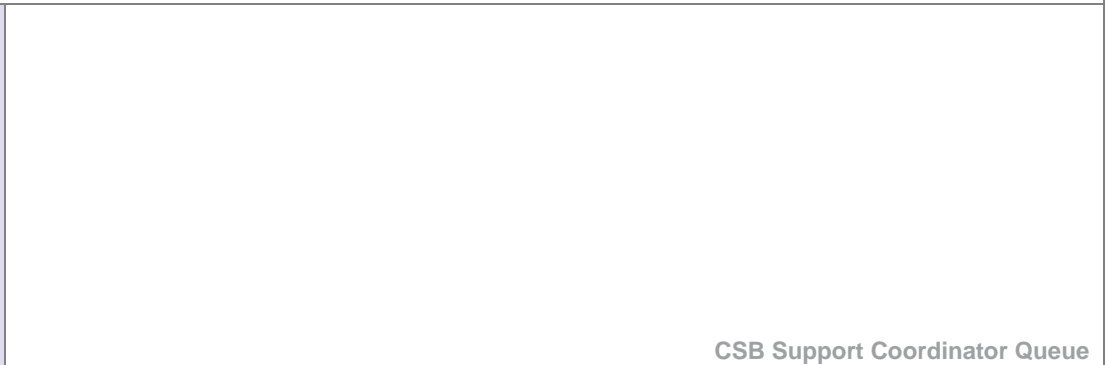
## Submit Record for Scheduling

From the CSB Support Coordinator Queue (home page). **\*\*Include the Individual and the SC as respondents** 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.

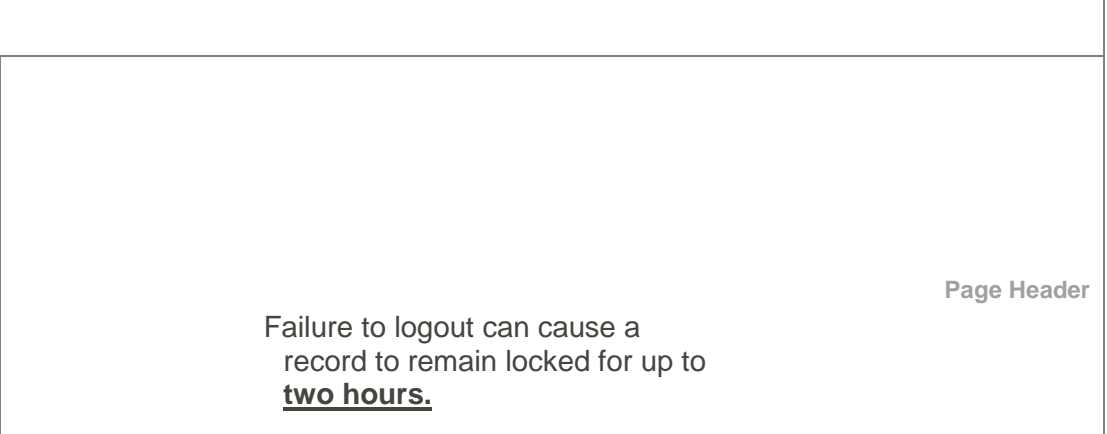
The **Sent to Scheduling Date** will be saved on the grid.



## 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.**



## Reset Password

At the **Login** screen click **Forgot Password?**

Enter **Username** and **Email address**, click **Reset Password**.

An email will be sent to the Email address provided, **click** on the link, **enter new password**, click **Update Password**.

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Username:   
Password:

### User Agreement:

By using this system, I attest that, under penalty of law, the information I submit will be accurate to the best of my knowledge. I also understand that this information is required by federal law, and any falsification is subject to penalties toward both myself and the agency I represent. I further understand that in order to effectively access and utilize this system, I must use one of the latest two versions of Microsoft Internet Explorer, Microsoft Edge, Google Chrome, or Mozilla Firefox on a Microsoft-supported version of Microsoft Windows. I understand that no other browsers will be supported.

Login

[Forgot Password?](#)

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## Reset Password

In order to reset your password, you must verify your username and email address. After verification, you will receive an email with your new password.

Username:   
Email:

Reset Password

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## Change Password

Your password expired. Please enter a new password below. Click [here](#) for acceptable password criteria.

Enter New Password:   
Reenter New Password:

Update Password

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