

We are now in month three of the Crisis Data Platform and appreciate the feedback, participation, and effort of everyone involved as we move into the next development cycle. To improve functionality, please send feedback to the crisis_services@dbhds.virginia.gov email address.

We have another system update set to go into effect on Sunday, March 27th between 7AM-9AM ET. While there is not an anticipated disruption in service, be advised that any issues you experience during that period may be related to that.

A common email we have released since the last update was related to the error messaging. At log-in, if you receive an invalid user/password, this is due to the user putting in an incorrect user password, or access code.

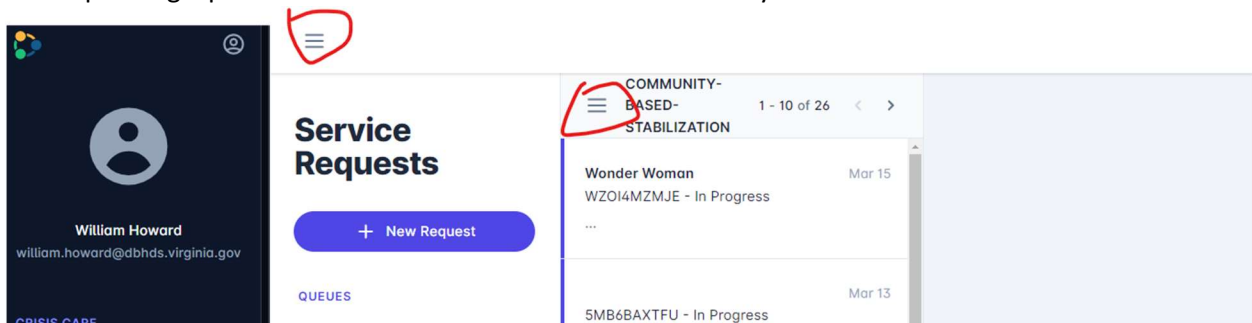
Data Platform Questions:

I registered to be an administrator/Lead:

Currently, all individuals are listed as agents, we have recorded agencies desires for leads and Administrators. To ensure appropriate security of the data, currently you can only see the cases that you enter. Additional functionality and the schedule for this will be shared in the coming weeks. In the meantime, if there are any organizational changes needed, please continue to send them to crisis_services@dbhds.virginia.gov

I cannot see the whole screen:

Reminder there are three stacked lines in two places when clicked will modify your view by collapsing and expanding a portion of the viewable area for better visibility.



Uploading Documents:

Go to the care plan section and add the document you will be uploading in the summary, under the section you are working on, click upload. Scroll to the bottom and click save. It may not currently look like the document recently uploaded, but after you save and re-open the case you should no longer see an upload button and only see a download button- this means your document is there.

Recipient Pending:

If you entered someone's name and the name "disappeared" it is because you did not go to the care plan page and scroll to the bottom and hit save.

The screenshot shows the Virginia DBHDS interface. On the left is a list of cases under 'COMMUNITY-BASED-STABILIZATION'. The selected case is 'Recipient Pending' with ID '4CHQDURZHU' and status 'In Progress', dated Mar 11. The main view shows the case details for '4CHQDURZHU - In Progress'. A dropdown menu is set to 'In Progress'. Below is a 'Summary' section with fields for 'Outcome Category', 'Review Requested', and a text area for 'Summary'. A red circle highlights a 'Save' button at the bottom right.

Case Status:

Service Requests

The 'Service Requests' section features a blue '+ New Request' button. Below it are three queues: 'Emergency Services', 'Community Based Stabilization' (which is selected), and 'Mobile Crisis'.

This screenshot shows the case list with a dropdown menu open over the 'Recipient Pending' case. The dropdown menu contains three options: 'Open', 'In Progress' (which is highlighted), and 'Closed'. The case details for '4CHQDURZHU - In Progress' are visible in the background.

In progress means you are still in the assessment phase

Open means you continue to deliver services

Closed means all services for this episode of care has ended.

In order to save the change in status, choose the correct status, scroll to the bottom hit care plan, scroll to the bottom of the second page and hit save.

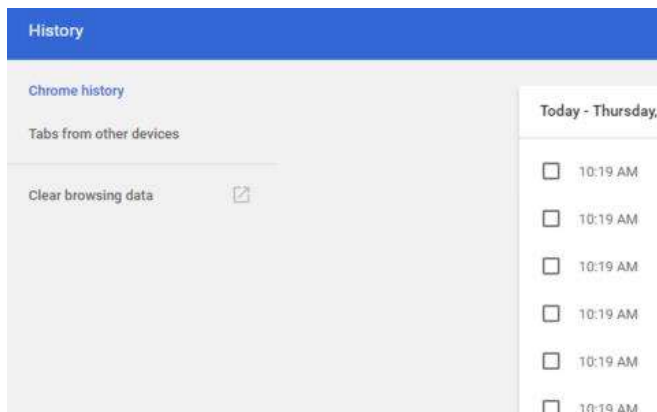
Add/Remove Users process:

1. Fill out the attached sheet regarding User's
2. Have one of the identified Lead's or Admins from the agency sign the form.

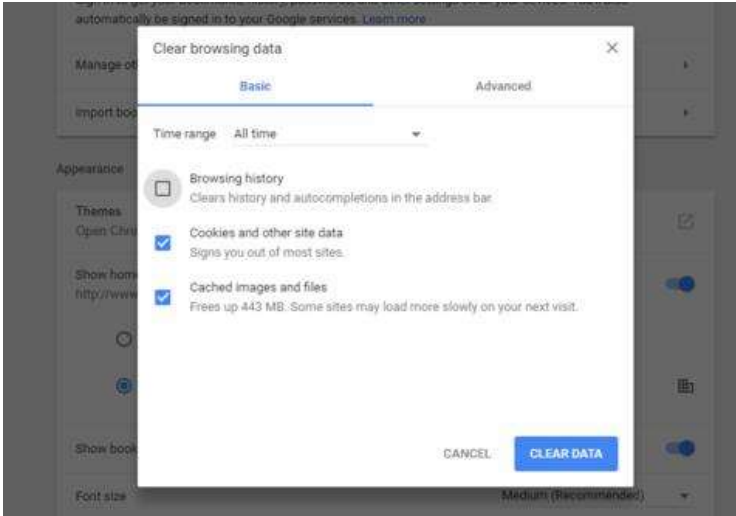
3. Send to crisis_services@dbhds.virginia.gov
 - a. Email must be sent by or cc the lead or admin
 - b. If not sent by a lead or admin, we will have to contact them to confirm the user, which adds time to the process
4. Please allow one business day for use to process the request. Add/Remove requests after 4PM will be processed the next business day.

Other Tips:

1. The system currently does not have messaging related to timing out. If your session has been open for over 30 minutes without activity, the screen will look active but is not and requires a refresh and log-in to before work can be entered and saved.
2. If an error message populates at any point in navigation, please click refresh and see if the issue resolves.
3. To assist with log-in and the receiving of related log-in materials, make sure your organization has allowed the use of the Microsoft or Google Authenticator apps on your phone, and that **the agency has enabled emails and access to the URL's**, <http://uat-app.behavioralhealthlink.com>, and <https://app.behavioralhealthlink.com>
4. If messages from BHL are not enabled or identified as appropriate, check your spam box for correspondence
5. **Chrome is the preferred browser for the crisis data platform;**
6. **Clear Cache in CHROME**
 - A. Click the **Tools menu** (three dotted lines in the upper-right corner).
 - B. Select **History**.



- C. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.



- D. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.

Issues with log in and follow-up questions can be directed to crisis_services@dbhds.virginia.gov

Or

Behavioral Health Link Product Support

support@behavioralhealthlink.com

470-607-0647

Training Videos:

2-Factor Authentication: <https://youtu.be/52AXoQ1HPW4>

Mobile Crisis and Community Stabilization: <https://youtu.be/vTskAKzOZ2I>

Emergency Services: <https://youtu.be/oGrN7K2w6Hs>

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