Provisioning Traverse and Troubleshooting

Start by determining that a user has a business need for Traverse.

Critical Step:

Enter the employee's Ohio SACWIS Person ID in the Additional Request Details/ Comments.

- Instructions to find an Employee's Person ID located here.
- List and description of EDMS OFC Traverse Roles found here.

Troubleshooting: If any issues are encountered after provisioning is complete and user has accessed the system, please contact the EDMS Help Desk at edmshelp@teamnorthwoods.com or 866-442-6902

User can successfully access and use Traverse

County/Public Agency Technical Point of Contact: Complete a Digital 7078 requesting the appropriate Traverse access.

An email will be received from OIS that the fine grain provisioning is complete and user can now begin using Traverse.

A member of the JFS Automated Systems Help Desk team will receive the 7078 request and approve or reject

Reject

Approve

Troubleshooting: The request will be rejected if the Ohio SACWIS Person ID is not included in the request or if the individual has not been created as an employee with a job in Ohio SACWIS. An email detailing the rejection reasons will be received. If you have further questions, you may e-mail SACWIS_ACCESS@jfs.ohio.gov

The request will be sent to the OIS Service Desk, where staff will complete the fine grain provisioning of the Traverse request. This process can take up to 5 business days.

Troubleshooting: If the role has been approved for more than 7 business days but access has still not been provisioned, contact OIS_SERVICE_DESK@jfs.ohio.gov.