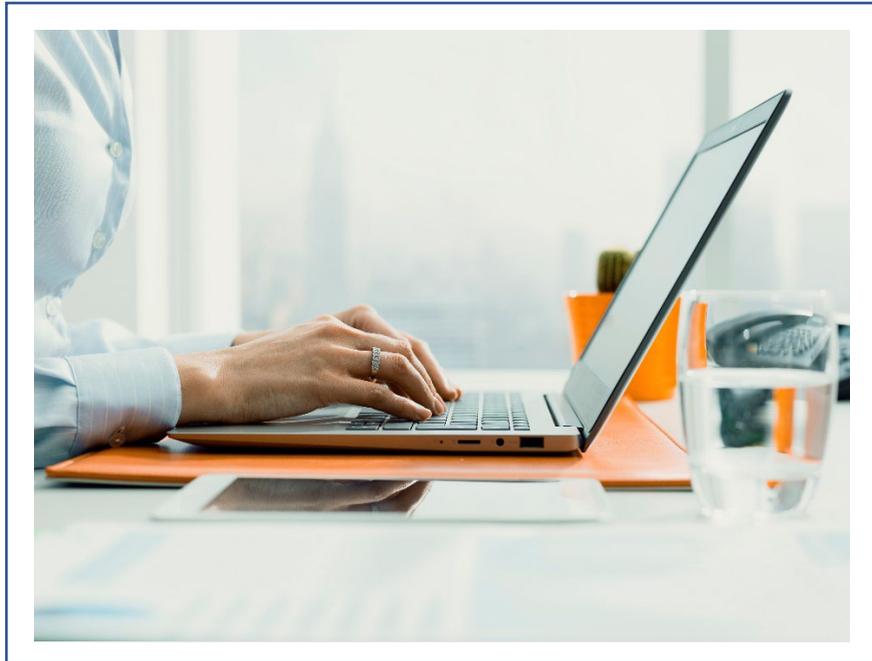


# Customer Care Center

## Community User Guide



**Department of  
Children & Youth**

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## Overview

### Welcome to the [Customer Care Center](#)!

The [Customer Care Center](#) (CCC) is a centralized hub for system users to request technical assistance for the functionalities that comprise the Ohio Department of Children and Youth’s Comprehensive Child Welfare Information Systems. Using this system will eliminate the need for uploading documents needed for ticket submission and allow users the ability to view and obtain the status of their ticket(s).

Users of the [CCC](#) may:

- Obtain technical assistance on the system they are using.
- Receive real-time assistance through Live Chat.
- Submit a ticket to the DCY Children Services Customer Support to inquire about:
  - Data requests/Data sharing agreements
  - Training
  - Changes to functionality or reports
  - Access to new systems
- View and generate a report of tickets submitted to the DCY Children Services Customer Support team.
- Access the [Knowledge Base](#).

## Systems Supported

Ohio SACWIS	Ohio RTIS	Traverse
Ohio Certification for Agencies and Families (OCAF)	Ohio Adoption Grant Program (OAGP)	Taking Early Action Matters (TEAM) Ohio
Ohio Independent Living Reporting Tool (OILRT)	Post Adoption Special Services Subsidy (PASSS)	Ohio Certification and Licensing Management (OCALM)
Child/Adult Protective Services Learning Management System (CAPS LMS)	National Youth in Transition Database (NYTD)	Tiered Foster Care Portal
Promise Dashboard	NIECE	Accurint
PCSA Exit Survey	ROM	MindShare

## Accessing the Customer Care Center

The link to the customer center will be placed in every DCY system

- <https://odjfs2.my.site.com/CustomerCareCenter>. Clicking the link will prompt users to log in using their OH|ID and be granted access to the Customer Care Center based on their system permissions.

## Navigating the Main Page

The screenshot shows the main page of the Customer Care Center. At the top, there is a navigation bar with links for Home, Submit a Ticket, View Tickets, and Knowledge Base. A notification bell icon indicates 'Notifications received about submitted tickets.' Below the navigation bar is a banner with the text 'Customer Care Center' and a 'Click here for the Site Information' button. The main content area features a 'My Open Tickets' section with a table of tickets. Callouts provide detailed instructions for each element.

Ticket Number	Ticket Subject	Submitted Date	Ticket Status
00309506	Login Issue	01/11/2024	Assigned
00309504	System Issue/Defect	01/11/2024	Assigned

## Submitting a Ticket

1. Click on **Submit a Ticket** from the Home page. The **Customer Care Center Request** page will appear.
2. Select the appropriate responses from the drop-down for the questions:
  - **Are you requesting this ticket for yourself?**
    - Yes
    - No
  - **What user type is the ticket for?**
    - Community/Citizen User
    - Private Agency Employee
    - Public Agency Employee
    - State Employee

### Customer Care Center Request

\* Are you requesting this ticket for yourself? ?

--None-- ?

\* What user type is the ticket for?

--None-- ?

**State Employee** – Employee or contractor of a State agency. (I.e. OhioKAN, Bridges, Youth Navigator Network, etc)

**Public Agency Employee** – Employee of a county agency or IV-E court.

**Private Agency Employee** – Employee of a residential facility, group home, foster/adoption agency, and county contractors.

**Community/Citizen User** – Users who have access to a Department of Children and Youth system to submit information to an agency. (I.e., mandated reporters, foster parents, etc)

**Tip:** Clicking on the Informational Icon found on the page will display additional information about the field (i).

- Based on the User type selected, the system will present multiple options for your request:

Type of Assistance Requested	Available Reasons for Assistance
<b>Change Request</b>	<ul style="list-style-type: none"> <li>System Change</li> </ul>
<b>Data Request</b>	<ul style="list-style-type: none"> <li>Data Sharing Agreement</li> <li>Data/Report Request</li> </ul>
<b>System Access</b>	<ul style="list-style-type: none"> <li>Login Issue</li> <li>MFA Issue</li> <li>New Access</li> <li>Remove Access</li> </ul>
<b>Technical Assistance</b>	<ul style="list-style-type: none"> <li>Correction of Information in the System</li> <li>System Issue/Defect</li> </ul>
<b>Technology Request</b>	<ul style="list-style-type: none"> <li>Dashboard Creation</li> <li>Dashboard Modification</li> <li>New Tool, System or Web Application</li> <li>New URL</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Other Request</li> </ul>
<b>Training (not available to Community/Citizen User)</b>	<ul style="list-style-type: none"> <li>Request for Training</li> </ul>

- Next, identify the **Name of the Application**. Select the applicable system from the drop-down.
- Once the Application is identified, additional data elements will appear to complete your request.
- Click **Submit** when all required fields of your request (marked with a red asterisk \* ) are complete.

### Sensitive Data Requests

Issues that used to require submission of a JFS 01671 – **Automated Systems Sensitive Data Correction Request** will no longer require this attachment. Within the ticket, answering **Yes** to the question of **Is this a Sensitive Data Correction Request?** allows the user to enter all the necessary information as long as the box **I am authorized by the Executive Director of my Agency to submit a Sensitive Data Request on behalf of my Agency** is checked and the submitter has a **Delegation of Authority for Automated Systems Sensitive Date Corrections** on file with the State.

The data fields presented:

I am authorized by the Executive Director of my Agency to submit a Sensitive Data Request on behalf of my Agency.

\* Executive Director or Delegate Name

\* Email Address

Office Location

Country

United States

Street

City

State

--None--

ZIP Code

**Tip:** Need to know if this is a Sensitive Date Request? The **Data Correction Matrix** is referenced on the request screen and can be accessed [here](#).

## Uploading Files

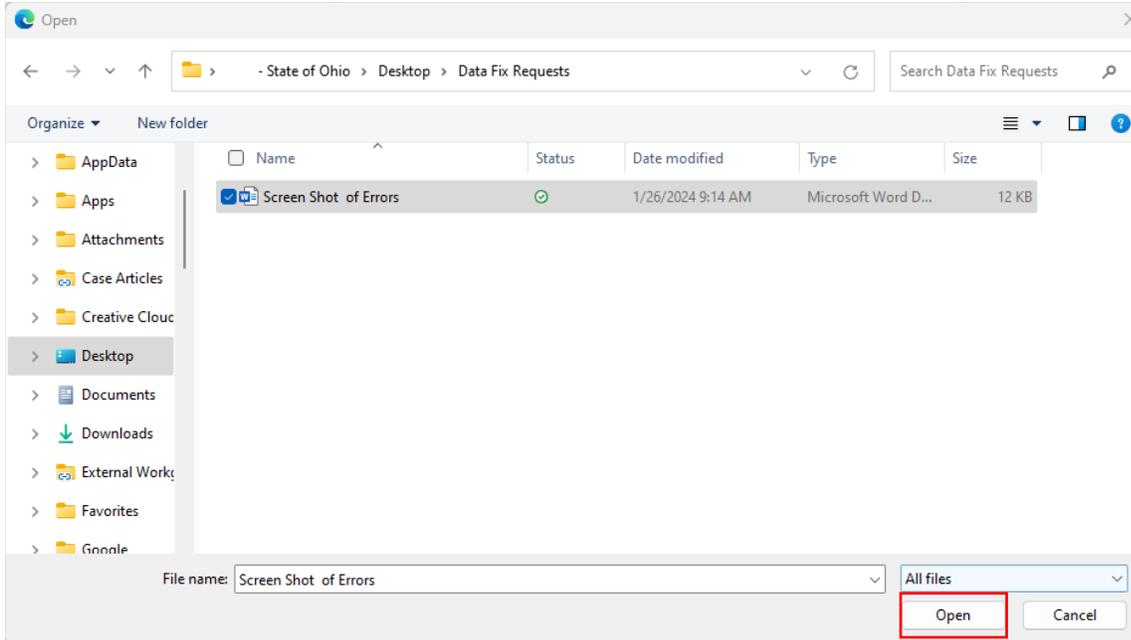
To support your request, you may attach files to your request using **Document Upload**. It is often helpful to share screen shots of any error messages received.

1. Click the **Upload Files** button.

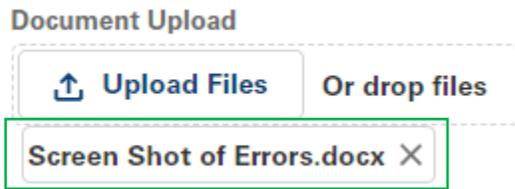


2. A browser window will appear. Select the file to attach.
3. Click **Open**

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1. The file name will appear in the Document Upload section.



2. Repeat this process to attach all necessary files.
3. Alternatively, you may drag and drop files into the **Document Upload** section to add.

### Customer Care Center Request Examples

Below are examples of common requests, and what additional fields appear where data is required:

# Customer Care Center User Guide

## 1. Community User requesting log-in assistance.

**Customer Care Center Request**

\* Are you requesting this ticket for yourself?  
Yes

\* What user type is the ticket for?  
Community/Citizen User

\* Type of Assistance required  
System Access

\* Reason For Assistance  
Login Issue

\* Name of the Application  
Team Ohio

\* Description of Login Issue  
I am getting an error message when I attempt to log-in.

Attach screenshots of the login issue, if available  
Document Upload  
Upload Files Or drop files

Submit

## 2. A Private Agency Employee requesting a merge of two Person IDs.

**Customer Care Center Request**

\* Are you requesting this ticket for yourself?  
Yes

\* What user type is the ticket for?  
Private Agency Employee

\* Type of Assistance required  
Technical Assistance

\* Reason For Assistance  
Correction of Information in the System

\* Name of the Application  
Ohio SACWIS

What area of Ohio SACWIS does this ticket pertain to?  
Administration

\* Is this a Sensitive Data Correction Request?  
No

Provide the identifying information:

Case ID:  
Person ID:  
1123456 and 6564123

Provider ID:  
5555555

Provide the reason for the correction of information  
Can you please merge the person IDs in this Provider Record? Thank you very much.

Document Upload  
Upload Files Or drop files

Submit

[Data Correction Matrix  
https://jfskb.com/sacwis/attachments/article/320/Data%20Correction%20Matrix%20-%20202021.pdf](https://jfskb.com/sacwis/attachments/article/320/Data%20Correction%20Matrix%20-%20202021.pdf)

## Customer Care Center User Guide

### 3. State Employee requesting a website address.

### Customer Care Center Request

<p>* Are you requesting this ticket for yourself? Yes</p> <p>* Type of Assistance required Technology Request</p> <p>* Name of the Application N/A</p> <p>* Who will be creating the website? Vendor/Grantee</p> <p>* What is the target implementation/completion date of the request? If a date has not been identified, what is the desired implementation date? Jul 1, 2024</p>	<p>* What user type is the ticket for? State Employee</p> <p>* Reason For Assistance New URL</p> <p>* Please describe your request Need an URL for new website</p> <p>* How will the request be funded, if known or applicable? N/A</p>
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### 4. Training Request

### Customer Care Center Request

<p>* Are you requesting this ticket for yourself? Yes</p> <p>* Type of Assistance required Training</p> <p>* Name of the Application Ohio SACWIS</p>	<p>* What user type is the ticket for? Public Agency Employee</p> <p>* Reason For Assistance Request for Training</p>
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Please complete this form to request a training or presentation from the Children Services Training and Development Team. Requests will be reviewed and prioritized based on impact and available resources. For immediate assistance, please access the Knowledge Base (<https://fskb.com/sacwis/>) to review existing documentation.

<p>* First Name <input type="text"/></p> <p>* Job Title <input type="text"/></p> <p>* Email Address <input type="text"/></p>	<p>* Last Name <input type="text"/></p> <p>* Agency (if DCY, your division) <input type="text"/></p> <p>* What is the topic of this request? <input style="height: 100px;" type="text"/></p>
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# Customer Care Center User Guide

\* What is this request related to?  
 Select an Option

Based on your answer to previous question(request related to?), please briefly describe the origin of the request (Gov. office, DCY Leadership etc.)

\* Please identify all impacted divisions/areas

Available

- Children Services Operational Support ...
- Children Services Policy & Supports (C...
- Foster Care Licensing
- Children Services Systems and Practice...
- Children and Young Adult Supports (Bri...
- Fiscal (IV-E policy)

Chosen

Is this request for a presentation or a training?  
 Select an Option

\* What is the anticipated date/month of the session?

Is there an allotted or expected amount of time for the presentation/training?

\* Has CAPS LMS or other sources (Ohio Learn etc.) been explored for existing training resources available for this topic?  
 Select an Option

Submit

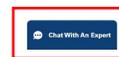
## Viewing Tickets

1. Click on the **View Tickets** tab.
2. To filter tickets by **Ticket Status**, choose a value from the drop-down and click **Reset**.
3. To view details of the ticket, click the radio button next to the Ticket number. The **Ticket Description** and **Ticket** resolution boxes appear.
4. To generate a report of tickets, click **Export Tickets**. An Excel spreadsheet detailing **Ticket Number, Ticket Subject, Submitted Date** and **Ticket Status** is created and the file can be opened from the Downloads section of the browser.

	A	B	C	D
1	Ticket Number	Ticket Subject	Submitted Date	Ticket Status
2	305506	Login Issue	2024-01-11T16:56:01.000Z	Assigned
3	305504	System Issue/Defect	2024-01-11T16:52:26.000Z	Assigned
4				

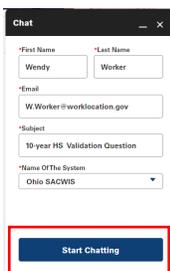
## Chat With An Expert

For immediate assistance, you may initiate a live chat with a Bureau of Children Services Operational Support team member if the **Chat With An Expert** button displays at the bottom of the CCC Home Page (otherwise, **Agent Offline** will appear if no staff are available).



A chat window will appear.

1. The system should pre-populate your **First Name**, **Last Name** and **Email**. If not, please enter the required information.
2. Include a **Subject** that gives some detail into your chat question/need.
3. Select the **Name of the System** you require assistance with from the drop-down.
4. Click the **Start Chatting** button.

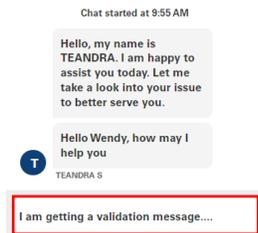


You will see the following message while the chat connects:



The chat will begin, and a standard automatic message will appear indicating the name of the agent you are connected with. From here, type in details about your specific question so the agent may best assist you.

To end the chat, click the X at the top of the chat bar, and a confirmation that you wish to end the chat will appear.



## Hours of Operation

The Customer Care Center is staffed 8:00am to 4:30pm Monday through Friday, excluding State holidays. Tickets may be submitted at any time.

## Additional Assistance

For system outages outside of business hours, please contact Operations Support at 614-466-6300.

Please contact [SACWIS\\_ACCESS@jfs.ohio.gov](mailto:SACWIS_ACCESS@jfs.ohio.gov) should you have additional questions.