New User Accounts for WeCare

Please utilize this guide as the official document governing the creation of new user accounts inside WeCARE. The steps below must be followed in all cases.

1. New user contacts DYS business owner requesting access to the system (DYS business owner may also initiate this process).
2. DYS business owner provides new user with link to help guide them through the creation of an OH|ID account, if they don't already have one. Here is the link.
3. New user notifies DYS business owner of User ID after they've set up their OH|ID account.
4. DYS Business own submits a Hotline ticket to Hotline@dys.ohio.gov and provides the following information:
   a. New user's full name
   b. New user's OH|ID
   c. New user's email address
   d. New user's facility
5. IT will create the new user account and all associated records, including the Contact record. IT will set the 'Log In' to checked as a default value.
6. IT will notify the DYS business owner when the new account has been created.
7. DYS business owner will review the Contact record inside WeCARE and make any updates required (e.g. set as Primary Contact Type, etc.).
8. DYS business owner will inform the new user their account has been activated and provide whatever training deemed necessary.
9. DYS business owner will provide the new user with the email address of the DYS Hotline and request they send an email to this address if they experience any technical issues. All other issues will be addressed by the DYS business owner.