

FCDJFS Community Portal User Guide



Version 5

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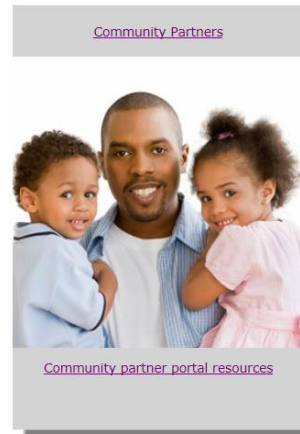
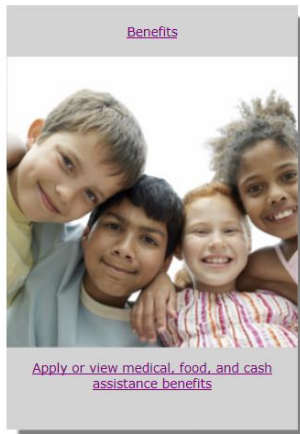
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Introduction

Thank you for becoming one of our valued Community Partners. The Community Portal is used by Community Partners for secure messaging with FCDJFS staff and to access the FCDJFS contract management system, RIO (Results, Innovations & Outcomes).



Community Portal Site

The Community Portal can be found at: <https://communityportal.fcdjfs.franklincountyohio.gov>

Registration

In order to use the Community Portal, you must complete a Community Portal request form. Once your agency has been added to the Community Portal, each user must create a username and password. You will need to have your agency's Community Partner ID to register. The partner ID is sent by FCDJFS upon approval to access the Community Portal.

Instructions

1. Go to the Community Portal site <https://communityportal.fcdjfs.franklincountyohio.gov>
2. Click the Community Partners link.
3. Click the Register Here link.
4. Select Community Partner.
5. Enter User Details then click Next.

Please click here if you are a [Community Partner](#)

A screenshot of the registration form on the Community Portal. At the top left is the Franklin County logo. Below it is a navigation bar with tabs: "Name & Address", "Personal Numbers", "Account Info", and "Verify". The "Name & Address" tab is selected. Below the navigation bar is a section titled "User Details" with the instruction: "Please enter the information below. An asterisk (*) denotes required fields." The form contains the following fields: "First Name *" (text input), "Middle Name" (text input), "Last Name *" (text input), "Suffix" (text input), "Email Address*" (text input), and "Verify Email Address*" (text input).

6. Enter Personal Numbers then click Next.

Name & Address | **Personal Numbers** | Account Info | Verify

Personal Numbers

Please enter the information below. An asterisk (*) denotes required fields.

Community Partner ID

Work Phone - -

Back | **Next**

7. Enter Account Information then click Next.

Name & Address | Personal Numbers | **Account Info** | Verify

Account Information

Please choose a password and answer the two security questions for your portal account. The password must contain one upper case letter, one lower case letter, one digit and be at least 8 characters long. The security questions must be answered if you forget it. An asterisk (*) denotes required fields.

Password *

Verify Password *

Question 1 * --Select--

Answer *

Question 2 * --Select--

Answer *

Back | **Next**

8. Verify all information you entered is correct then click Create Account. If you made an error click on the correct tab (Name & Address, Personal Numbers or Account Info) to make corrections.

Name & Address | Personal Numbers | Account Info | **Verify**

Please verify your information

Name: Test User
Community Partner ID: Fran8125
Email: tuser@sample.com
Work Phone: (614)233-2000
What is your Mother's Maiden name?
Test
What is the name of the city in which you were born?
Test

Create Account

9. Congratulations! You have now successfully registered. You will receive an email with your username and password. You will also have the option to print a copy of your username and password for your records. If you click Login you will be taken to your Community Portal account.

Registration Successful

You have successfully registered to the Online Community Portal

Your User name and Password has been sent. Please check your email

You will need this information to log into the portal. [Print](#)

Login

Logging In

1. Go to the Community Portal site <https://communityportal.fcdjfs.franklincountyohio.gov>
2. Click Community Partners
3. Enter your username and password. Once you are logged in you will be able to send messages and access RIO (if applicable).

Messages Tab

The Messages tab allows you to send messages to users of the Community Portal. Messages can be navigated by using the commands on the left side of the screen.

Name: Test User User Name: TUse4804

Home Messages Search

Compose

Inbox	Delete	Status	From	Subject	Attachment	Sent
Sent Items	🗑️	✉️	Community Portal Administrator	Welcome to the Community Portal!		3/16/2016
Trash	🗑️	✉️	Community Portal Administrator	IMPACT: New Community Partner		3/16/2016
Draft	🗑️	✉️	Community Portal Administrator	Veterans Service Commission: New Community Partner		3/16/2016

Compose– Click compose. Start typing the customer or Community Partner name in the To box and a list of names will become available. For example, if you want to send a message to ALL Community Portal Registered Users, then type “all re” in the box and you will see sending options.

Type your message in the Message Box. There is the option to add an attachment underneath the Message box. You can either Discard, Save Draft or Send the message by using the buttons on the bottom right of the screen.

Home Messages Search

Compose

Inbox

Sent Items

Trash

Draft

To:

all re

ⓧ

ⓧ All Registered Users

ⓧ Randall Reiches

Message:

Attachment:

Browse...

Draft saved at 1:25 PM.

Discard Save Draft Send

Inbox- Displays all messages. The trash can on the left is to delete messages, an open envelope illustrates the message has been read.

Name: Test User User Name: TUse4804

Home Messages Search

Compose

Inbox	Delete	Status	From	Subject	Attachment	Sent
Sent Items	🗑️	✉️	Community Portal Administrator	Welcome to the Community Portal!		3/16/2016
Trash	🗑️	✉️	Community Portal Administrator	IMPACT: New Community Partner		3/16/2016
Draft	🗑️	✉️	Community Portal Administrator	Veterans Service Commission: New Community Partner		3/16/2016

Sent Items – Click on “Sent Mail” to view messages that you previously sent. Click on the individual message for message details. You have the option to delete by clicking on the trash can.

Trash – Deleted messages will go into the trash folder. You have the option to permanently delete a message or undo the delete by clicking on the Restore arrow, at which point, sends it back to your inbox.

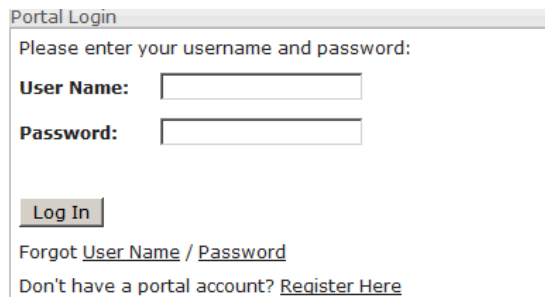
Draft – This folder is for composed messages that you wish to save.

Forgotten Username/Password

There are links for Forgot User Name and Password on the Portal Log In screen. Follow the prompts to retrieve your username and/or password

Username

1. Click Forgot User Name



Portal Login

Please enter your username and password:

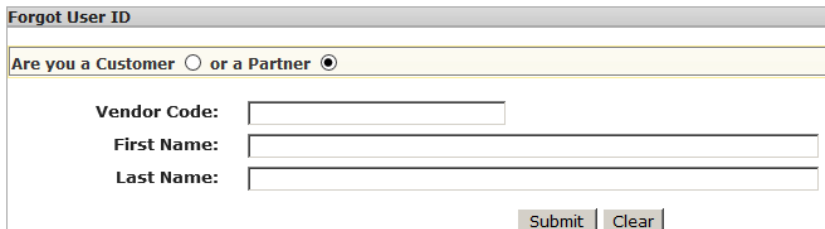
User Name:

Password:

Forgot [User Name](#) / [Password](#)

Don't have a portal account? [Register Here](#)

2. Select Partner. Enter your Vendor Code (Partner ID), First Name and Last Name then click Submit.



Forgot User ID

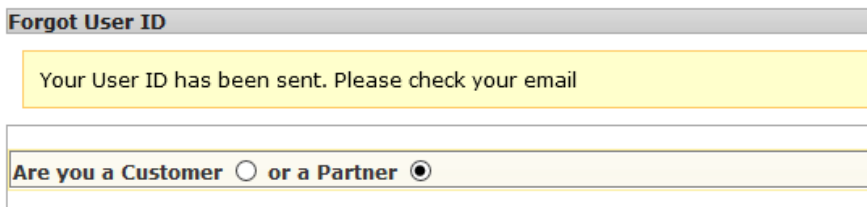
Are you a Customer or a Partner

Vendor Code:

First Name:

Last Name:

3. You will receive an email with your username



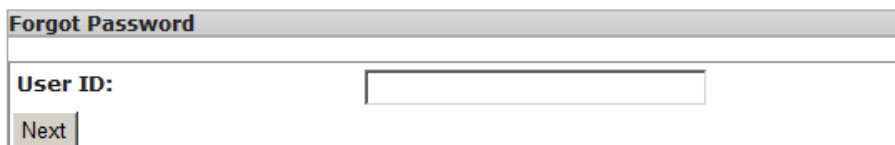
Forgot User ID

Your User ID has been sent. Please check your email

Are you a Customer or a Partner

Password

1. Click Forgot Password
2. Enter your user ID (username)



Forgot Password

User ID:

3. Answer your security questions

Forgot Password

User ID:

Please answer the questions to get password

What is your Mother's Maiden name?

What is the name of the city in which you were born?

4. You will receive an email with your password

Forgot Password

Your password has been sent. Please check your email

Administrator Functions

Administrators have access to the Security Log and Membership tabs in addition to the Home and Messages tabs. Administrators are the only users that can access RIO.

Home Messages SecurityLog Membership Search

Messages

Mount Carmel Health New
 25-00-0000 Feb 2016 Supporting Docs @ 3/15/2016
 Sample Support documents ...

Mount Carmel Health New
 25-00-0000 February 2016 Invoice @ 3/15/2016
 Hello Chris and Gabrielle, Here is the test invo...

Phone Numbers

FCDJFS Call Center 1-614-233-2000
 EBT Hotline (Food Stamps) 1-866-386-3071
 Ohio EPPICard™ 1-866-320-8822
 Caresource Customer Service 1-800-488-0134
 Molina Customer Service 1-800-357-0146

Security Log Tab

The Security Log allows administrators to track employee activity on the Community Portal. Security Log information can be filtered by Start Date, End Date, First Name and/or Last Name by entering the desired filter information then clicking the Filter button.

Home Messages SecurityLog Membership Search

Start Date: End Date: First Name: Last Name:

First Name	Last Name	Action Taken	Action Date
LaShawn	Testing	Logged In	3/23/2016 1:32:00 PM
DSS	Reports	Logged In	3/23/2016 1:31:00 PM
Christopher	Wilson	Logged In	3/23/2016 1:00:00 PM

Membership Tab

The Membership tab lets administrators view those users who signed up under their community partner ID. The Membership tab is also where administrators deactivate employees who should no longer have access to the Community Portal. When an employee no longer needs access to the Community Portal remove the checkmark from the Active? column on the Membership tab and let FCDJFS know that the user has been deactivated.

Home	Messages	SecurityLog	Membership	Search
First Name	Last Name	Active?	Admin?	
DSS	Reports	<input checked="" type="checkbox"/>	No	

RIO

RIO (Results, Innovations & Outcomes) is an online grants management system developed for FCDJFS. Agencies must have access to the Franklin County Community Portal in order to access RIO. Once logged into the Community Portal agencies will be able to apply for bids and grants released by FCDJFS. If you experience any issues with the RIO system please send an email to dssrfp@fcdjfs.franklincountyohio.gov.

Please note- if you do not see the RIO link immediately you may need to scroll down.

Home	Messages	SecurityLog	Membership
Messages ▶		Phone Numbers ▶	
Community Portal Administrator New		FCDJFS Call Center 1-614-233-2000	
<i>New Community Partner: Child Enforcement Support Agency</i> 3/2/2017		EBT Hotline (Food Stamps) 1-866-386-3071	
We would like to welcome Franklin County Child Enf...		Ohio EPPICard™ 1-866-320-8822	
Community Portal Administrator New		Caresource Customer Service 1-800-488-0134	
<i>Veterans Service Commission: New Community Partner</i> 3/2/2017		Molina Customer Service 1-800-357-0146	
We would like to welcome Veterans Service Commissi...			
Community Portal Administrator New			
<i>IMPACT: New Community Partner</i> 3/2/2017			
The JFS Community Portal would like to welcome IMP...			
View All Messages			

Please click on the link to access new [RIO](#) website !!