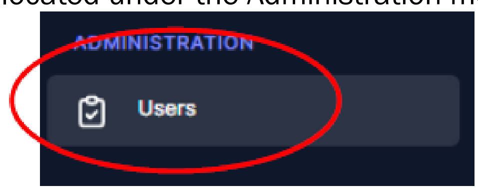
VA Crisis Connect

How to Add/Update Your Users

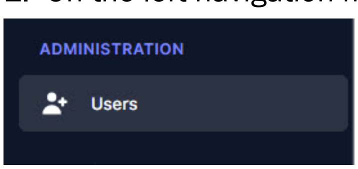
1. On the left navigation menu within the system scroll and select the ‘Users’ tab located under the Administration module as depicted below.



2. Conduct a search for the user first, by entering their name, email, or phone number.
3. If no records for the user is found, select the ‘Add’ button to add them.
4. Enter the user’s information into each of the RED highlighted fields.
5. Select a role for the user from the drop list:
   I. Facility User: This role can accept/reject crisis bed referrals to their facility. (Only Hospitals should be choosing this role)
   II. Provider Agent: This role can view their cases and create, update, and attach docs to a service request.
   III. Provider Billing: This role can view their provider’s cases and download any associated service request documents.
6. Hit ‘save’ at the bottom right corner of the page. If this was a new user, they will receive a system-generated email to login. Advise them to sign in using their email address as the username and select ‘forgot password’ to set up a new password.

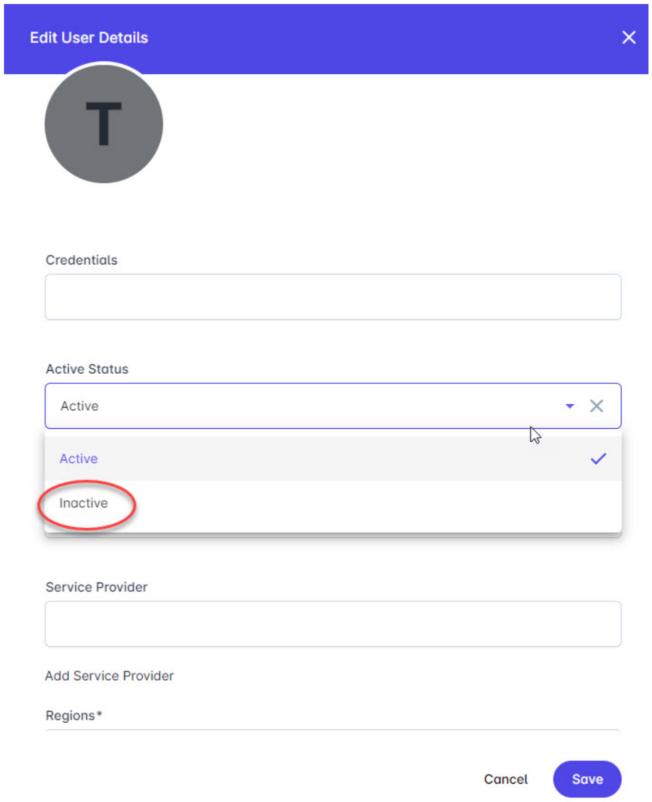
To update or make a user inactive in the Crisis platform:

1. On the left navigation menu within the system scroll and select the ‘Users’ tab

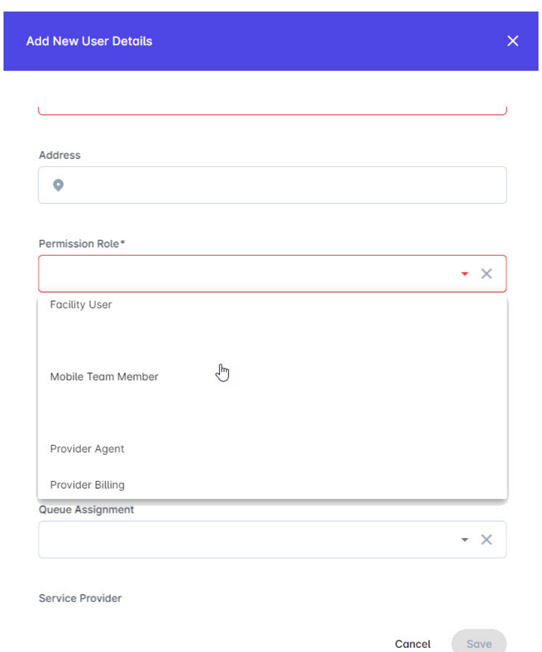


2. Conduct a search for the user first, by entering their name, email, or phone number.
3. Once the record is found hit the edit button
4. You can now make any changes to the record outside of the email address (Which is permanent once saved). If a new email address is needed please create a new record and make the incorrect record inactive.

5. To make a record inactive while editing a record, scroll down to the Active Status section and select inactive from the drop-down menu and then hit save.



6. To change the user's role while editing a record, scroll down to the Permission Role section and select the appropriate role from the drop-down menu and then click save.



If the user needs a role that is NOT on this list, then it requires the DBHDS' system administrator to make the necessary addition/update. Please submit a user access request form to the DBHDS' crisis_supports@dbhds.virginia.gov mailbox for processing.