

OMR HCSIS Frequently Asked Questions

This document contains answers to the most commonly asked questions regarding the HCSIS Application. Use the following links to go directly to the topic you want:

[Who should I contact to have my password reset?](#)

[Where can I learn more about the different modules in HCSIS?](#)

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[I found invalid data in HCSIS that I cannot change. What can I do to have it corrected?](#)

[I have the same job duties as someone else in my organization, but the other person can perform more functions in HCSIS than I can. Why is this?](#)

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[I am a Provider and need to adjust some services and site/address information. How do I do that?](#)

General Questions

★ ***Who should I contact to have my password reset?***

Contact your Local HCSIS Administrator to have your password reset. If you do not know who your Local HCSIS Administrator is, ask your Supervisor or the person who attends to the computers where you work.

★ ***Where can I learn more about the different modules in HCSIS?***

The [Learning Management System](#) (LMS) link on the main page of HCSIS will take you to the LMS where you can find the online training material for HCSIS. You will find documentation and tip sheets on the different modules within HCSIS under the [My Curriculum](#) and the [HCSIS Information](#) links. For an overview of all the HCSIS modules, refer to the *Executive Overview* PowerPoint, found under [My Curriculum](#).

★ ***I am getting an error or message within HCSIS that I don't understand. What should I do?***

Review the training documentation found within the Learning Management System (LMS). If you are unable to find information on the issue, please contact the HCSIS Help Desk (Phone: 1-866-444-1264, Fax: (717)540-0960, or E-mail Address: c-hhcsishd@state.pa.us).

★ ***I found invalid data in HCSIS that I cannot change. What can I do to have it corrected?***

In some instances, your Supervisor and/or County/Agency Office may have more access rights than you in HCSIS to change data. Contact them first to see if they can make the needed adjustment. If they cannot, contact the HCSIS Help Desk for assistance (Phone: 1-866-444-1264, Fax: (717)540-0960, or E-mail Address: c-hhcsishd@state.pa.us).

★ ***I have the same job duties as someone else in my organization, but the other person can perform more functions in HCSIS than I can. Why is this?***

HCSIS User IDs are assigned different roles within HCSIS. The roles are what allow you to perform certain functions within HCSIS. If you feel you should be able to do something in HCSIS you cannot, see your Supervisor. If your Supervisor decides you should have additional roles, you or your Supervisor should request that your Local HCSIS Administrator add the additional roles to your HCSIS User ID. If you do not know who your Local HCSIS Administrator is, ask your Supervisor or the person who attends to the computers where you work.

★ ***I need to run a report to collect some data, but I am not sure which report does what. Where can I find more information on HCSIS Reports?***

You can find the latest HCSIS Reports Guide under [HCSIS Information](#) in the Learning Management System (LMS).

If you are already logged into HCSIS, you can follow menu path **Tools > Reports > Reports Request** to open the *Reports Request* screen. Click the [Help](#) link in the upper right corner of the screen to review a brief description of all HCSIS Reports. After selecting a report, all of the search criteria for the report appear. Use the [Help](#) link on this screen to review the definitions of all the search criteria used to run reports in HCSIS.

★ ***Is HCSIS Bobby/JAWS compliant?***

HCSIS is Bobby approved (Bobby is a tool that certifies that an information system is compliant with assistive technology such as JAWS) and ADA compliant. Please note that HCSIS works best with the latest versions of JAWS and you may be required to update to the latest version of JAWS to use HCSIS fully.

★ ***Can the timeout period be extended so that users don't have to logout and login again so often?***

No, the timeout period is built into HCSIS as a security measure to protect consumer information and will not be extended at this time.

★ ***I am a Provider and need to adjust some services and site/address information. How do I do that?***

The [Provider Access](#) link on the home page of HCSIS will take you to the login page for HCSIS Provider Access. From there you can download and review the Job Aids for Provider Access and/or log into HCSIS Provider Access to make any necessary changes. If you still have questions, you can contact the HCSIS Help Desk for assistance (Phone: 1-866-444-1264, Fax: (717)540-0960, or E-mail Address: c-hhcsishd@state.pa.us).