



Created by

Disease Control Application Management Team



CTLS

COUNSELING TESTING LINKAGE SYSTEM

1628 SECTION

Instruction Manual

Contents

1. Overview	2
2. Purpose and Scope.....	2
3. Login.....	2
4. Results Section	4
5. 1628 Form	5
6. Dashboard	100
7. Search Old Records	11
8. Manifest Dashboard	11
9. Scan ID Report	14
10. User Trainings	15
11. Support	17
12. User Profile.....	21

1. Overview

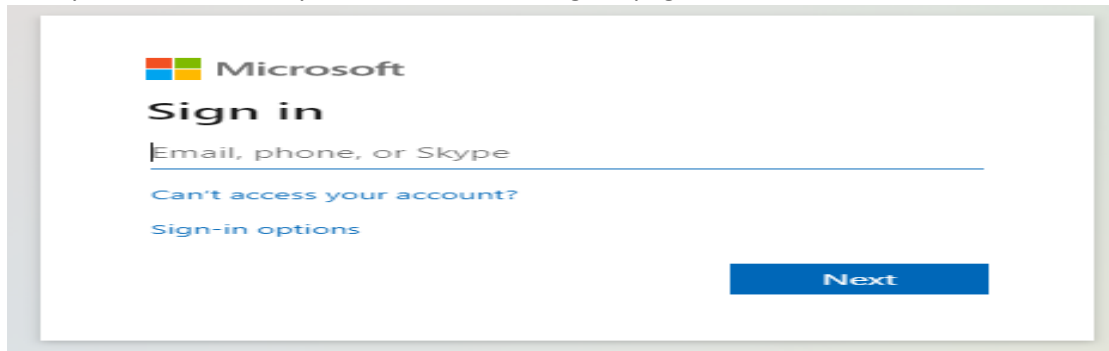
CTLS is web-based portal allowing registered site users to submit data electronically and download the results of HIV/STD Screening. The system currently allows facilities to participate in HIV, HEP C or in the Syringe Exchange Program to submit data for reactive and non-reactive tests. CTLS also downloads results for confirmatory testing performed by state labs (Jacksonville and Miami). It is also a resource for requesting statewide and jurisdictional data identifying areas of highest incidence and prevalence.

2. Purpose and Scope

The purpose of this document is to outline the instructions to submit DH1628 data and download results of confirmatory testing.

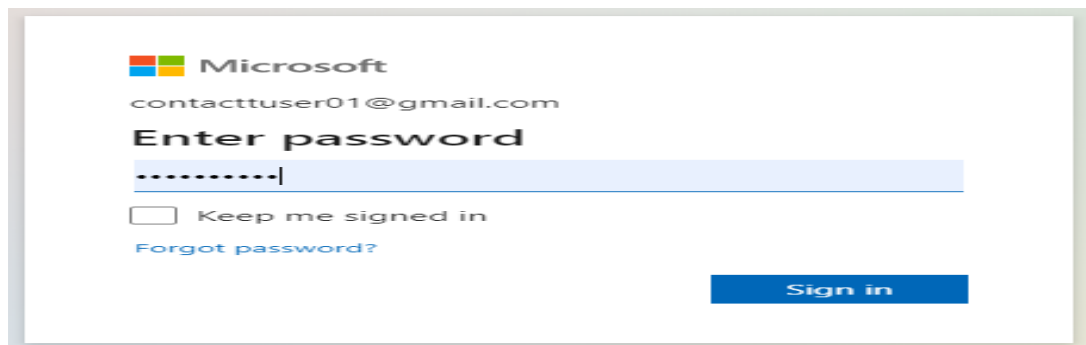
3. Login

1. To access the portal, go to the following URL - <https://ctls.floridahealth.gov/ctlsazure/Home/Index> in a browser.
2. The system will redirect you to the Microsoft Sign in page.



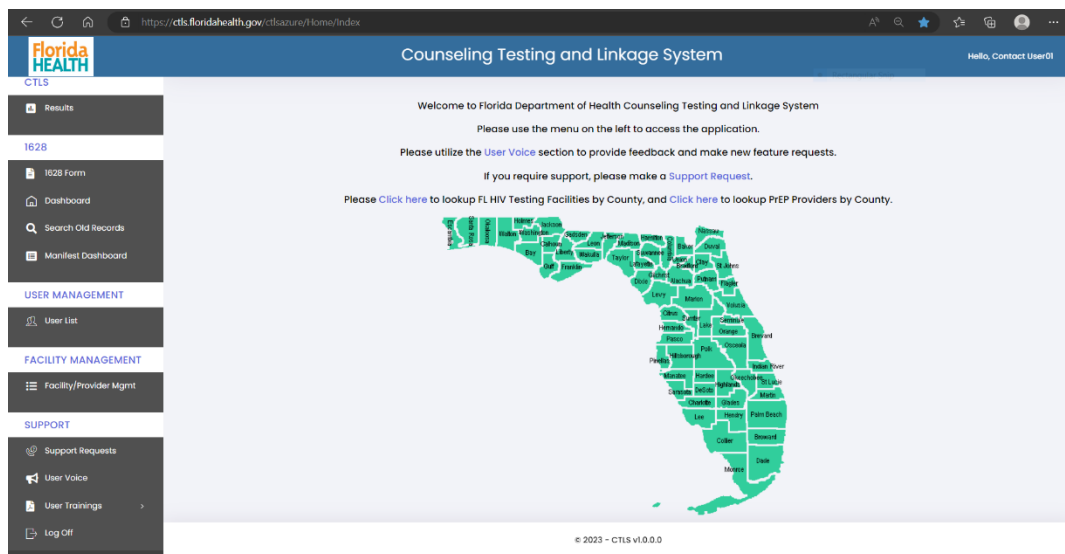
The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom right of the page is a blue button labeled "Next".

3. Enter your email address and click the "Next Button".
4. The system will redirect to the Password screen.



The screenshot shows the Microsoft Enter password page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. Underneath is a text input field with a password mask ".....|". Below the input field is a checkbox labeled "Keep me signed in". Below the checkbox is a link "Forgot password?". At the bottom right of the page is a blue button labeled "Sign in".

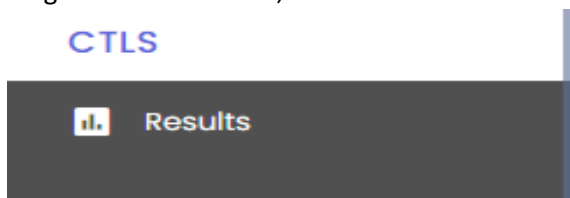
5. Enter your password and click on “Sign in” button.
6. After successful sign in you will be redirected to the “CTLS System Welcome Page”.



- a. Users are greeted by the message:
 - “Welcome to Florida Department of Health Counseling Testing and Linkage System.
 - Please use the menu on the left to access the application.
 - Please utilize the User Voice section to provide feedback and make new feature requests.
 - If you require support, please make a Support Request.
 - Please click here to lookup FL HIV testing facilities by county and click hereto lookup PrEP Providers by county”
- with two tabs on the top “1628 Resources” and “HEPC Resources”.

4. Results Section

1. To get the CTLS results, click on the “Results” menu option.



2. The system will redirect to the Results Dashboard Section.
3. From this Dashboard you may search using the following options –
 - a. Date Range
 - b. Scan Id range
 - c. First Name and Last Name
 - d. Facility Name / Site Number
 - e. FType

- Select any one option and provide search parameter. Click on the Search button to retrieve results

Counseling Testing and Linkage System – Development Hello, Contact User01

Results Dashboard

Result Type: Search Option:

Site Number:

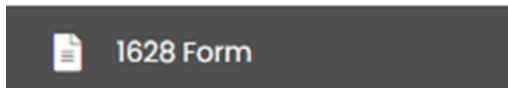
Show 10 entries Search:

Site Number	Labware ID	Scan ID	First Name	Last Name	Date Received	Result Date	Date Created	Added By	Status	Select Results
03-17	J	8686886867			4/2/2020 12:00:00 AM	4/2/2020 9:38:46 PM	4/2/2020 9:38:46 PM	Roshan	Submitted	<input type="checkbox"/> ←
03-17	J	7678585897			4/2/2020 12:00:00 AM	4/2/2020 8:54:48 PM	4/2/2020 8:54:48 PM	Roshan	Submitted	<input type="checkbox"/> ←
03-17	M	3258796541			10/14/2019 12:00:00 AM	10/14/2019 2:07:32 PM	10/14/2019 2:07:32 PM	haq	Submitted	<input type="checkbox"/> ←

- The results will be available in the table.
- To print the results, select them using the checkbox and click the “Print Report” button.
- The results will be available for printing on your locally connected printers.

5. 1628 Form

1628



Once the site clicks the 1628 Form a Box will Appear for the site to select their facility number once entered the 2638 form will open.

I have received informed consent Yes No

Select a Site Number

Choose...

- You will be redirected to the main form. The form will have following sections – Lab Information, Client Information, Demographics Information, HIV Testing Results/History, HIV Self-Test Kit,

PrEP Linkage, Referred to SEP Linkage, Social Services, Risk Factors, Rapid Test Details, Confirmatory Testing

2. Lab Information Section –

Scan ID (GENERATED AUTOMATICALLY) ⓘ	Date Received	Counselor CTLS ID
T90104090118235218	01/18/2023	VB
Local ID	Site #*	Pretest Date*
Local ID	Harmony Healthcare Orlando (10-409) ▾	01/18/2023

- a. Scan ID – this is a unique number to identify the 1628 form.
 - i. If the barcodes on the 1628 paper form are utilized, then please enter the Scan ID from the barcode in the system.
 - ii. If the barcodes on the 1628 form are not utilized, then you can leave this field blank.
- b. Date Received – this is the date when the form was entered
- c. Counselor – this is the name of the worker who filled the form
- d. Local ID – this is an ID that can be used to identify the form within each agency
- e. Site Number – this is a unique facility/site identifier provided to each facility Automatically filled out.
- f. Pretest Date – this is the test date

3. Client Information Section –

<input type="checkbox"/> Anonymous Client		
Last Name*	First Name*	Last 4 digits SSN
Edwards	Larry	6995

- a. Anonymous Client – if the client’s detailed information is not available, check this option to disable Last Name, First Name, and SSN
- b. Last Name – Provide Client’s Last Name
- c. First Name – Provide Client’s First Name
- d. Social Security Number – Provide Clients SSN (Only the last 4 digits)

4. Demographics Information Section –

Demographic Information

Date of Birth* 03/11/1962	Street Address 3679 Craigsher Dr	City Apopka
ZIP Code 32712	County ORANGE	State Florida
Country of Birth ⓘ United States of America	Specific Country Specific Country	Ethnicity* <small>Rectangular Snip</small> Non Hispanic or Latino
Gender Male	Birth Sex* Male	Pregnant Select Pregnant
Prenatal Select Prenatal	Race Black/African American	

- a. Date of Birth – Provide client’s DOB
- b. Zip Code – provide clients’ Zip code, this will be 5 digits
- c. County – provide client’s county. This will be auto filled after a zip code is provided
- d. State – provide the client’s State. This will be auto filled after a zip code is provided
- e. Country of Birth – select a county from the dropdown list for the Client’s birth country
- f. Specific Country – if the country value is not available for the Country of Birth, then specify the country name here
- g. Ethnicity – select the ethnicity of the client
- h. Gender – select the gender of the client
- i. Birth Sex – select the birth sex for client
- j. Pregnant – Select if the client is currently pregnant (this will be enabled only if the birth sex is Female)
- k. Prenatal – Select the prenatal value for the client (this will be enabled only if the birth sex is Female)
- l. Race – select race for the client (this will be a multi-select dropdown)
5. HIV Test Information –

HIV Test Information

Testing History Questions

Previous HIV Test <input type="text" value="Yes"/>	Date of Last HIV Test <input type="text" value="MM - DD - YYYY"/>	Result of Last HIV Test <input type="text" value="Negative"/>
Are you Testing Today for * <input type="radio"/> PrEP <input type="radio"/> nPEP <input type="radio"/> None	HIV Self-Test Kit * <input type="checkbox"/> OraQuick In-Home HIV Test	
HIV-Positive? <input type="radio"/> Yes <input type="radio"/> No If YES, are They Taking Antiretrovirals to Treat HIV? <input type="radio"/> Yes <input type="radio"/> No	Positive for Hepatitis C? <input type="radio"/> Yes <input type="radio"/> No If YES, Have They Been Treated? <input type="radio"/> Yes <input type="radio"/> No	

PrEP/nPEP Questions

- a. Testing History Questions – Select options under this section for the client as applicable
6. PrEP/nPEP Questions – Select options under this section for the client as applicable

PrEP Linkage*

Client Refused to Answer? <input type="radio"/> Yes <input type="radio"/> No	Have you Taken nPEP? <input type="radio"/> Yes <input type="radio"/> No Last day of nPEP <input type="text" value="mm/dd/yyyy"/>
Have you Taken PrEP? <input type="radio"/> Yes <input type="radio"/> No Last day of PrEP <input type="text" value="mm/dd/yyyy"/>	Eligible for PrEP Referral? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response
Screened for PrEP Need? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Was the Client Provided PrEP Education? <input type="radio"/> Yes <input type="radio"/> No
Referred to PrEP Provider? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Prescribed PrEP <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response
Linked to PrEP Provider? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Linked to TelePrEP Provider? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response
Navigator Assistance for PrEP <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	

7. Referred to SEP Linkage - Select options under this section for the client as applicable

Referred to SEP Linkage*

Is Referred to SEP? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Navigator Assistance for SEP <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response
Is the Client Linked to SEP? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	

8. Social Services – Select options under this section for the client as applicable

Social Services		
Screened for Need <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Need Identified <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Provided or Referred <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response

9. Behavioral Health Services – Select options under this section for the client as applicable

Behavioral Health Services		
Screened for Need <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Need Identified <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Provided or Referred <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response

9. Health Benefits Navigation and Enrollment – Select options under this section for the client as applicable

Health Benefits Navigation and Enrollment		
Screened for Need <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Need Identified <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Provided or Referred <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response

10. Evidence-Based Risk reduction Intervention – Select options under this section for the client as applicable

Evidence-Based Risk Reduction Intervention		
Screened for Need <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Need Identified <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response	Provided or Referred <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Response

11. Risk Factors – Select options under this section for the client as applicable

Risk Factors					
Vaginal or Anal Sex With:			Without a Condom:		
Male <input checked="" type="checkbox"/> 12M <input checked="" type="checkbox"/> 5Y	Female <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Transgender <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Male <input checked="" type="checkbox"/> 12M <input checked="" type="checkbox"/> 5Y	Female <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Transgender <input type="checkbox"/> 12M <input type="checkbox"/> 5Y
With an IDU:			With HIV-Positive:		
Male <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Female <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Transgender <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Male <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Female <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Transgender <input type="checkbox"/> 12M <input type="checkbox"/> 5Y

Sex with MSM: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Sex with Anon: <input checked="" type="checkbox"/> 12M <input checked="" type="checkbox"/> 5Y	Sex for Drugs/Money: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	No Risk: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y
IDU: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	IDU Share: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	STD: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y	Homeless: <input type="checkbox"/> 12M <input type="checkbox"/> 5Y
Sex Partners 15 <input type="checkbox"/> TMTC	Needle Partners Needle Partners <input type="checkbox"/> TMTC	<input type="checkbox"/> Refused	

12. Rapid Test Details - select the test type from the dropdown

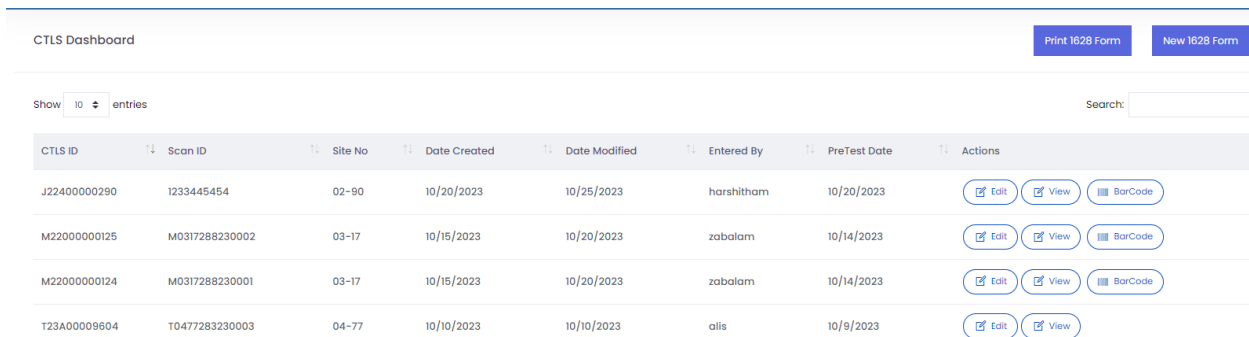
Rapid Test Details

Test Type Sure Check	Type of Sample Tested Finger stick	Test Kit Lot Number 12090822
Total Test Processing Time (hh: mm) 00:15	Test Result Non-Reactive	
Client Given Result <input type="radio"/> Yes <input type="radio"/> No		<input type="checkbox"/> Refused Confirmatory Test

- a. Test Type – select the test type from the dropdown
- b. Type of Sample Tested – select the type of sample tested from the dropdown
- c. Test Kit Lot Number – Enter the Test Kit Lot Number for the test kit used
- d. Total Test Processing Time – Enter the total time elapsed in testing and processing in Minutes (hh:m)
- e. Test result – Select the Test Result option (non-reactive must be selected for negative results)
- f. Client Given Result – Select the option using the radio button
9. Confirmatory Test Information
 - a. Refused Confirmatory Test – If the test result was negative and the client declines to perform the confirmatory test, Click the tab refused confirmatory test and the tab will disappear.
10. Once all the data is filled, click on the Save button or Save & Add new.
11. Save button will save the data and redirect you to the Dashboard screen.
12. Save & Add New button will save the data and open a new form for data entry.

13. Save & Add New button will save the data and open a new form for data entry.

6. Dashboard



CTLS Dashboard

Show 10 entries Search:

CTLS ID	Scan ID	Site No	Date Created	Date Modified	Entered By	PreTest Date	Actions
J22400000290	1233445454	02-90	10/20/2023	10/25/2023	harshitham	10/20/2023	Edit View BarCode
M22000000125	M0317288230002	03-17	10/15/2023	10/20/2023	zabalam	10/14/2023	Edit View BarCode
M22000000124	M0317288230001	03-17	10/15/2023	10/20/2023	zabalam	10/14/2023	Edit View BarCode
T23A00009604	T0477283230003	04-77	10/10/2023	10/10/2023	olis	10/9/2023	Edit View

1. Click on the Dashboard in the Navigation panel on the left of the page.
2. Once the form has been saved into the database a user can locate it within the Dashboard tab.
3. Any field can be altered within the form if a user feels there is a mistake in the form.
4. This tab shows the first 1000 forms.
5. User can also travel to a blank form page by selecting the 1628 form field in the upper right-hand corner of the screen.
6. All the forms entered in the system for your facility will be available for View, Edit and Barcode on the Dashboard screen.
7. To view the record, click on the View button. The form will open in read-only mode.
8. To edit any data, click on the Edit button and the record will open in edit mode. Once the changes are made save the form and you will be redirected back to the Dashboard screen.
9. To Access the barcode, click on it and this will open a print form.

7. Search Old Records



1. Click on the Search old records menu option to open the Search page.
2. You may search for any old record from the system which was entered for your mapped facility
3. The search parameters are CTLS Id, Scan Id, First name, last name, Date of birth, and gender.
4. You must Search by Any One of the following:
 - a. CTLS ID
 - b. SCAN ID
 - c. Combination of Client Details: First Name, Last Name, Date of Birth
 - d. Combination of Client Details: First Name, Last Name, Gender
5. Once all the search criteria are entered click the search button and the table will display the results.
6. Use the Edit and View button to edit or view the record as needed.

Search Old Results

Please Search by Any One of the Following: CTLS ID; SCAN ID; Or Combination of Client Details: First Name, Last Name, Date of Birth OR Gender;

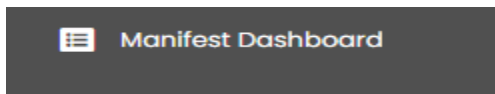
CTLS ID	SCAN ID	
<input type="text"/>	<input type="text" value="1320361098"/>	
First Name	Last Name	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Gender		
<input type="text" value="Choose.."/>		
<input type="button" value="Search"/>		
<input type="button" value="Clear Fields"/>		

Show entries

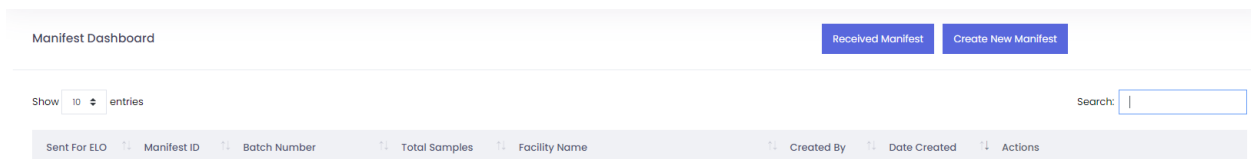
Search:

CTLS ID	Scan ID	Site No	Date Created	Date Modified	Entered By	Status	Actions
M22000000085	1320361098	04-184	02/08/2022	02/08/2022	System		<input type="button" value="Edit"/> <input type="button" value="View"/>

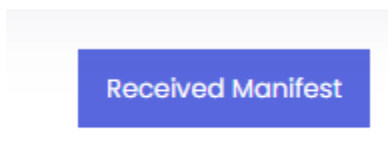
8. Manifest Dashboard



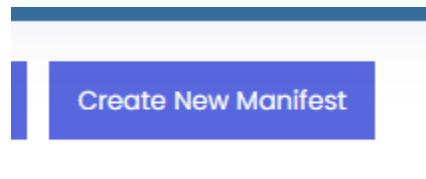
1. To get to the Manifest Dashboard first select the option in the navigation panel
2. Once the user is redirected to the dashboard there will be different options available to them



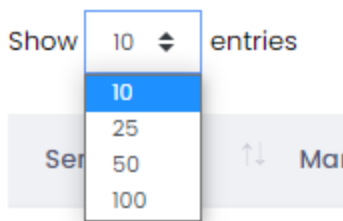
- a. Received Manifest – Manifest check-in process, once the lab scans the manifest an acknowledgement is sent to the site informing that they have received the shipment with the manifest document.



b. Create New Manifest – Manifest checkout process, Users can select a group of 1628 forms. Once gathered a batch number is assigned and the specimens are sent to the labs with stickers attached



c. Change number of entries shown per page and or Search for entries – Users can show different amounts of batches per page up to 100 in the Show entries box. Or search for a specific batch by entering a value from one of the columns in the search bar.



d. View/Print batch – Users can print a barcode for the batch or specific forms.

Manifest Dashboard

Received Manifest Create New Manifest

Show 10 entries Search: |

Sent For ELO	Manifest ID	Batch Number	Total Samples	Facility Name	Created By	Date Created	Actions
	19	2078011320231606220472	2	!628 Fac 007	alis	1/13/2023	View Print
	18	2078011320231605320559	2	!628 Fac 007	alis	1/13/2023	View Print
	17	2078011320231604550382	1	!628 Fac 007	alis	1/13/2023	View Print

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3. When the user clicks on Create New Manifest, they will be redirected to the Create new manifest page showing different options.

New Manifest Document

Select Facility*

Ship Date*

Showing 1 to 10 of 187 entries

Search:

<input type="checkbox"/>	Scan ID	Client Name	Date Created
<input type="checkbox"/>	T9003170111230378	Test Test	1/11/2023
<input type="checkbox"/>	T9003170109230375	tti tt	1/9/2023
<input type="checkbox"/>	T9003170104230359	test test	1/4/2023
<input type="checkbox"/>	T9003171209220284	testdemotwo testdemotwo	12/9/2022
<input type="checkbox"/>	T9003171209220280	testtwo testtwo	12/9/2022
<input type="checkbox"/>	676	first last	12/3/2022
<input type="checkbox"/>	4646474		6/3/2021
<input type="checkbox"/>	9686755756	DOE JOHN	3/29/2021


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- Once the user is redirected, they will be greeted with a table of Scan ID's, Client Name and Date created. The user has an option of looking for specific results with the use of the select facility, ship date and the search, located under the ship date.
- To search for a specific document the user would have to select from select facility. Once clicked, a drop down with a list of facilities will show, the user has the option to search for one facility or they can click on more than one facility showing the results of all the facilities that they have selected.
- The user can search for results by clicking on the ship date, Once clicked a calendar will appear showing the current month along with its days. The user can look up any specific date from the past to the present.
- The user is also able to search for a specific document by using the search icon under the ship date. This will be precise and efficient as they won't have to go through the list. The user is also able to select a scan ID located on the left. They will be able to choose which scan ID they want to send. If they want to choose all they can click scan ID box and it will choose all the scan ID's. If they want to choose a specific scan ID, they will have to click on the box left of the scan ID number.
- The user is also able to create and add new scan ID's by clicking the button located on top of the ship date. Before they click this, they would have to choose their specific scan ID to continue. If not, then it will give an error in a red highlighted box at the bottom right. If the user has done it correctly their page will be refreshed, and they will get a green highlighted box.
- The user is also able to create, it is located on the left of "create & add new box" they will have to choose specific scan IDs to create. Once created they will be redirected to manifest dashboard and a green highlighted box at the bottom of the right-hand corner will show up giving an indication that the task was executed.

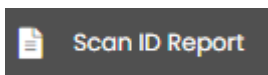
4. When the user clicks on Received manifest, a little window will pop up asking to scan the manifest barcode. The user would simply type the barcode and click received once done. There will be a green highlighted box at the bottom right corner showing the user that the task was successful.

Received Manifest ✕

Please scan the manifest barcode

Close  Received

9. Scan ID Report



Scan ID Report

Site #* Start Date* End Date*

Generate Report Cancel

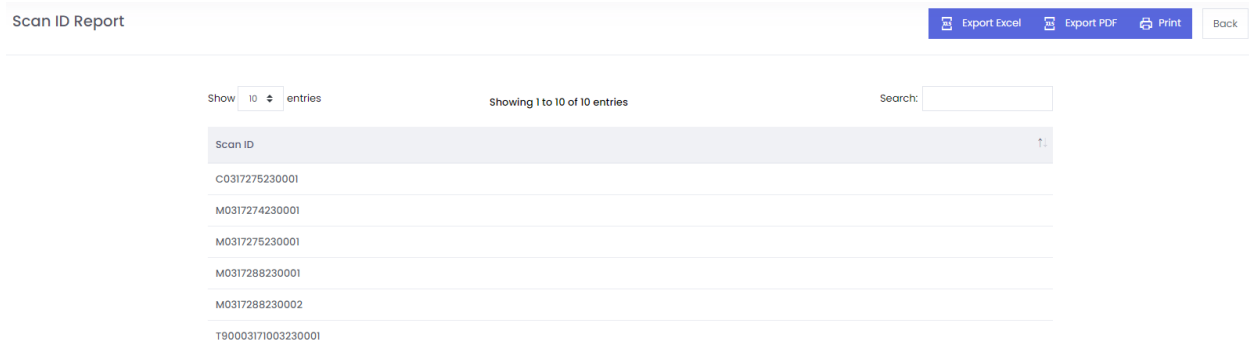
1. Below are the steps to generate and export out the report in an excel format.
2. Select the following: Site #, Start Date, and End Date. Then click Generate Report button below.

Scan ID Report

Site #* Start Date* End Date*

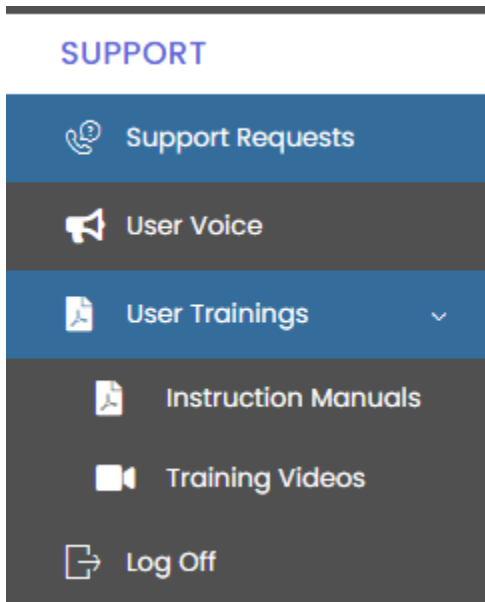
Generate Report Cancel

- Once the data is generated and is viewable, the user(s) can export the data in an excel file to view and print the report.



- If the user(s) would like to view the data or print the report for any other Sites, they can do so by clicking the “Back” button on the top right-hand side of the page, and follow the same steps as mentioned above.

10. User Trainings



- Click on User Trainings dropdown option under Support in the menu on the left-hand side of the page to view the Instruction Manuals and Training Videos sections.

Instruction Manuals

Show 10 entries Search:

ID	Section	Manual Name	Date Created	Date Updated	Actions
6	CTLS	HIV Test Kit	1/6/2022 1:02:04 PM		Download
5	TOPWA	TOPWA	1/6/2022 1:02:04 PM		Download
4	SEP	SEP Bulk Upload	1/6/2022 1:02:04 PM		Download
3	HEPC	HEPC Bulk Upload	1/5/2022 4:42:04 PM		Download
2	PS2010	PS2010 Monthly Reports	1/5/2022 4:42:04 PM		Download
1	PS2010	PS2010 Bulk Upload	1/5/2022 4:42:04 PM		Download

- Click on Instructions Manuals option under the User Trainings dropdown to view the Instructions Manuals page.

Training Videos

Show 10 entries Search:

Training Id	Name	Date Created	Status	Date Started	Date Completed	Actions
2	CTLS Facility Registration	1/1/2020	Not Started			Watch
3	ELR Process	2/8/2021	Not Started			Watch
4	Hep C Training	2/8/2021	Not Started			Watch
5	Logon Process	2/8/2021	Not Started			Watch
6	SEP Training	2/8/2021	Not Started			Watch
7	TOPWA - Dashboard	6/12/2021	Not Started			Watch

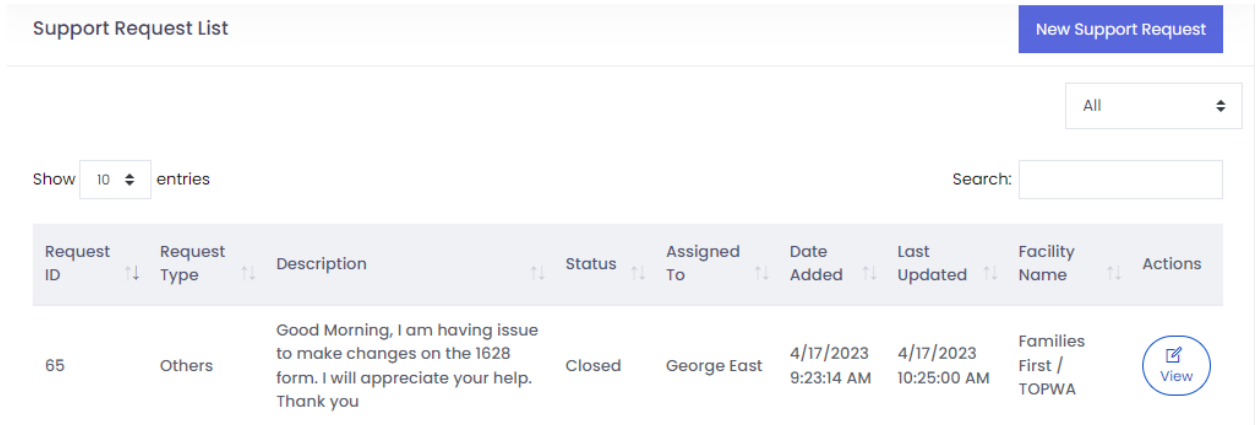
- Click on Training Videos option under the User Trainings dropdown to watch the Training Videos.

11. Support

SUPPORT

Support Requests

1. Click on Support Requests option under Support in the menu on the left-hand side of the page to open the Support Request List page.



Request ID	Request Type	Description	Status	Assigned To	Date Added	Last Updated	Facility Name	Actions
65	Others	Good Morning, I am having issue to make changes on the 1628 form. I will appreciate your help. Thank you	Closed	George East	4/17/2023 9:23:14 AM	4/17/2023 10:25:00 AM	Families First / TOPWA	View

2. To create a new support request, click on the “New Support Request” button on the top right-hand side of the Support Request List page. You can View or Search the existing support requests by clicking on the View button on the particular Request ID record or by entering the Request ID or other parameters in the Search box above the parameters listings of the records.

New Support Request

All fields/sections marked with (*) sign are required.

Request Source*

Portal Email Phone

Request Type*

Choose...

Facility*

Choose...

Priority

Medium

Submit on behalf of Facility user

Facility Users

-- select facility first --

Request Details*


Click the checkbox if DOH Administrator can contact you via the phone number provided.

Legend - Priority:

Urgent-6 Hours **High**-24 Hours **Medium**-72 Hours **Low**-7 days

Submit Back

3. Enter the information for your support Request, all fields/sections marked with an (*) sign are required Fields.
 - a. Request Source - Either Portal, Email or Phone.
 - b. Request Type - Either Facility, Uploads Results issue, User Issue, New Facilities, Customization Request, Other.
 - c. Facility - select your Facility
 - d. Priority - Select your priority Urgent, Medium, Low or High.
 - e. Submit on behalf of Facility user Submit the Ticket for someone else having the problem. - It is preferred each person to submit for themselves.
 - f. Facility - Users Submit the site first prior to submitting
 - g. Request Details – Enter the details of your problem
 - h. DOH ADMIN CONTACT - Click the checkbox if DOH Administrator can contact you via the phone number provided.
 - i. Legend - Priority: - Urgent-6 Hours High-24 Hours Medium-72 Hours Low-7 days

 User Voice

The User voice has been Developed for a way our sites and Facilities can voice their ideas and comments directly to the Developers,

1.Title*

Enter Your title

2.What is your proposed idea?*

Example - On the ELR Portal, it would be very helpful to see the Client's DOB on the Dashboard page.

Enter Your Answer

3.What is the business need?*

Example - we have to verify the client using the FirstName, LastName and DOB, and to find the DOB we have to go inside the Client record.

Enter Your Answer

4.What is the value added?*

Example - this idea will cut down the client processing time from 15min to 10min which will enhance efficiency in the whole process.

Enter Your Answer

5.Urgency*

- Low (3-5 months)
- Good to Have (6+ months)
- Medium (1-2 months)
- Urgent (within 1 month)


6.Section*

Select

7.Please provide your email address*

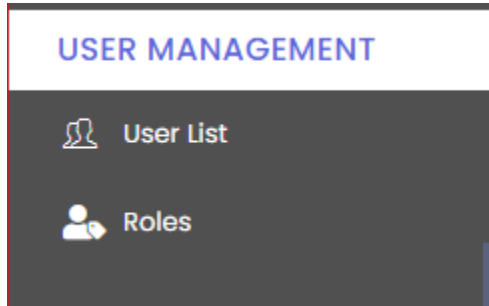
Enter Your email

Submit

 Log Off

12. User Profile Creation Process

User List

A screenshot of the 'Add User' form. At the top right, there are 'Save' and 'Back' buttons. Below the title, a red note states: 'All fields/sections marked with (*) sign are required.' The form contains several fields: 'First Name *', 'Last Name *', 'Phone *', 'Email Address *', 'User Type *' (dropdown), 'Role : (Applicable Sections)*' (dropdown), 'CHD User' checkbox, 'Jurisdiction User' checkbox, 'County for CHD User' dropdown, 'County for Jurisdiction' dropdown, 'Facility*' (dropdown with 'No Facility Selected'), 'Job Title *', and 'Job Description *' (text area). At the bottom left, there is an 'Active' checkbox which is checked.

1. To create a User, click on the User List tab under User Management menu option on the left-hand side of the menu page.
2. To add a User, click on the “Add User” button on the top right-hand side of the User List page.
3. On the Add User page, enter all the parameters in Red (*) sign such as First Name, Last Name, Phone, Email Address, User Type, Role, Facility, Job Title, and Job Description; and put a check in the Active checkbox at the bottom of the page, and click the “Save” button on the top right-hand side of the Add User page. You can click the “Back” button on the top right-hand side of the page to exit out of the “Add User” page without adding a user.

Note: Facility Admins can create or de-activate the accounts of the Users for their respective areas. The user can also reach out to the CTLS Support Team at: HIVAppSupport@flhealth.gov or via Phone, (850)245-4744.

