CTLS

COUNSELING TESTING LINKAGE SYSTEM

CTLS Facility Renewal Instruction Manual

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1. Overview

The Facility Renewal feature in CTLS allows authorized users to update and resubmit registration information for existing HIV Testing sites on an annual or as-needed basis. This ensures all site details, including administrative contacts, counselors, providers, and operational information, remain accurate and up to date.

The renewal process helps maintain data integrity across the system and supports reporting accuracy for state and federal programs. Renewals are tracked by system roles and reviewed by Central Office following a structured workflow.

2. Purpose and Scope

This manual provides step-by-step guidance for users completing or reviewing facility renewals in the CTLS application. It includes instructions for:

- Initiating a renewal

- Editing counselor and provider details

- Uploading required documentation

- Understanding approval/rejection workflows

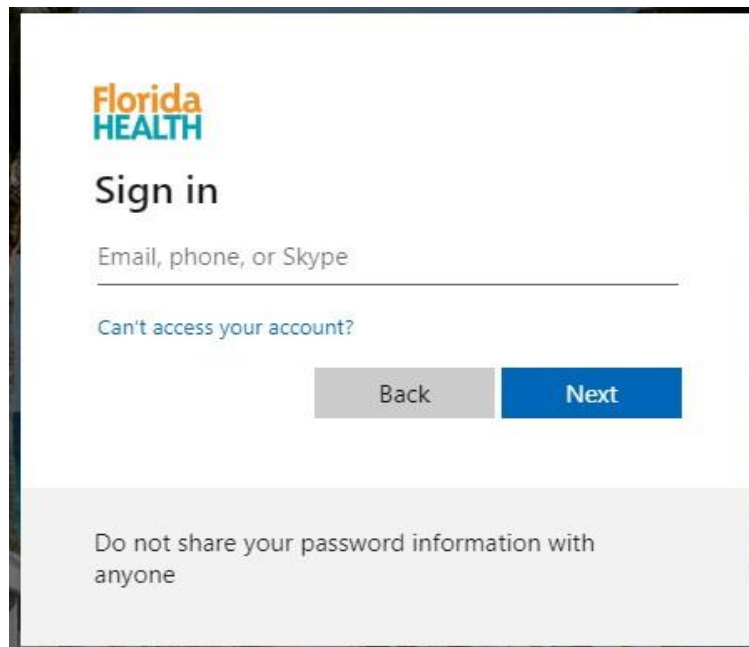- Interpreting system logic tied to roles and permissions

Only authorized users with the correct system role can access or edit the renewal forms. This guide is intended for Facility Admins, Early Intervention Consultants (EICs), and Central Office reviewers.

3. Login

To access the portal, go to the following URL -

https://ctls.floridahealth.gov/ctlsazure/Home/Index in a browser.

- The system will redirect you to the Microsoft sign in page.
- Enter your email address and click on "Next" button.

- The system will redirect you to enter password.
- Enter your password and click on "Sign in" button.
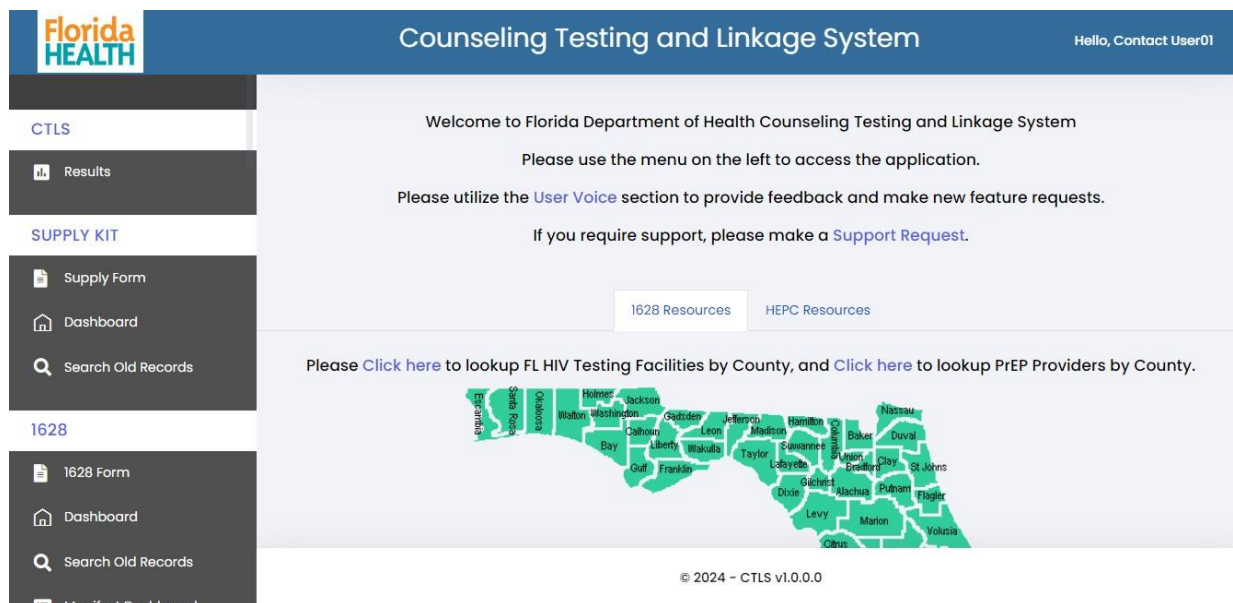
- After successful sign in you will be redirected to the "CTLS Welcome Page".
- Users are greeted by the message:

"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 here to lookup PrEP Providers by county "

4. Email Notification and Initiation of Renewal

Once the Facility Renewal process is activated for a site, an automated email notification is sent to the Contact Person listed on the Facility page. This individual is typically the Facility Admin and serves as the primary point of contact for CTLS correspondence.

Email Notification Details

- The email is triggered automatically by the system when a facility is due for renewal.
- The subject line typically states: "CTLS Facility Renewal Request – Action Required."
- The body of the email includes the facility name, site number, and instructions to log into CTLS and initiate the renewal process.

Note: It is important to ensure that the Contact Person listed on the Facility page has an active CTLS user profile with a valid email address, as this drives the delivery of the renewal notification.

Initiating the Renewal

The Contact Person (Facility Admin) will log into CTLS and navigate to the Facility List page. Once the renewal is available:

- A **Renew** button becomes visible next to the facility's entry.

- Clicking the **Renew** button redirects the user to the editable Facility Renewal form.

- Users can now update all relevant site details including contact information, counselors, providers, services, and documentation.

- Users have two options for handling the renewal form:

  - **Save** – This allows users to save their progress without submitting the form. It is useful if not all required information is available or if further edits are needed later. The renewal record remains in a draft status and is not sent to the EIC.

  - **Submit Renewal** – Once all required fields are completed and the form is ready; the user selects Submit Renewal to finalize and send the request to the EIC for renew and approval.

5. EIC Review and Facility Renewals List

Once a Facility Admin submits a renewal request, the assigned Early Intervention Consultant (EIC) for that site is automatically notified via email.

Email Notification for EIC

- The email contains instructions directing users to the Facility Renewals List page within the Facility Management module.

- The subject line typically reads: "CTLS Facility Renewal – Review Required."

- It includes identifying details about the facility, such as the site number and submission date.

Reminder: Only EICs assigned to the site will receive this email and have permission to act on the request.

Facility Renewals List Page

When the EIC selects the Facility Renewals List page they are able to manage all renewal submissions, both pending and historical.

The list displays:

- **Renewal ID:** System-generated unique identifier for the renewal request.

- **Facility Name**

- **Facility ID** (Site Number)

- **Section/Module:** Indicates the applicable CTLS program (e.g., CTLS, SEP, HEPC, or TOPWA).

- **Status:** Tracks where the renewal stands in the workflow (e.g., Submitted, Under Review, Approved, Rejected).

- **Address:** Facility's registered location.

- **Initiated By:** The name of the user who submitted the request.

- **Request Date:** Date and time the request was submitted.

- **Actions:** Contains a clickable icon or button allowing the EIC to open the renewal request

Facility Renewal Requests

Renewal Id	Facility Name	Facility Id	Section	Status	Facility Address	Requested By	Requested Date	Actions
4032	Email Testing Dev 7/24	5911	CTLS	Under EIC Review	123 dr	Mohammed.Kalaam@flhealth.gov	7/24/2025 2:47:53 PM	View
4027	Ibrahim Test 82824	5690	PS2010	Under EIC Review	123 jumpstreet	Adiba.Mohammed@flhealth.gov	7/10/2025 12:17:46 PM	View
4022	Test New Facility	5903	CTLS,PS2010	Under EIC Review	1164 E OAKLAND PARK BLVD	S	7/2025 4:50 AM	View

6. EIC Review – Site Details and Decision

After accessing the Facility Renewals List, the EIC can select the View button from the Actions column next to a renewal record. This opens the detailed facility renewal form submitted by the Facility Admin.

Reviewing Site Details

Within the renewal form:

- All submitted fields (including address, providers, counselors, 340B details, and CLIA info) are displayed for review.

- The EIC can make direct edits or corrections to any section of the form before deciding.

Note: Any changes made by the EIC are saved only within the renewal record and do not affect the original facility record until full approval.

EIC Decision Options

The EIC has three actions available at the top of the renewal form:

Save

- This allows the EIC to save any edits or notes they have made without submitting the renewal request.

- Having the Save option available allows users to return later and complete the review process without losing progress.

Approve

- The request is marked as **Under DOH Review** in the Status column.

- An automated email is sent to Derrick Gibson (Central Office) notifying him that the renewal is ready for final review.

Reject

- The EIC is prompted with a required comment field to enter the reason for rejection.

- The rejection cannot be saved without providing a reason.

- An email is then sent to the original Facility Admin who submitted the request, with the

rejection reason included

- The status resets, and the renewal process must be re-initiated from the beginning.

7. Central Office Review – Final Approval or Rejection

Once the EIC approves the renewal request, it is automatically routed to Central Office, specifically to Derrick Gibson, for final review and the status changes to 'Under DOH Review'.

Accessing the Request

- Derrick receives an automated email notification.

- He directs back to the Facility Renewals List page within the Facility Management module.

- From here, he can click the View button to open and review the renewal submission.

Renewal Id	Facility Name	Facility Id	Section	Status	Facility Address	Requested By	Requested Date	Actions
4065	test site certificate process	5771	CTLS	Under DOH Review	123 jumpstreet		9/9/2025 1:19:14 PM	👁 View
4038	Email Testing Dev 7/24	5911	CTLS	Under DOH Review	123 drive		7/29/2025 1:24:55 PM	👁 View
4033	Email Testing Dev 7/24	5911	CTLS	Under DOH Review	123 dr		7/28/2025 12:55:59 PM	👁 View

Central Office Review Actions

Just like the EIC, the Central Office reviewer (Derrick Gibson) can:

- View all submitted and edited details on the form.

- Make further edits to correct or update any data.

- Save and View later

- Choose to either approve or reject the renewal.

Facility Renewal Form   Save | Approve | Reject | Back

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

Select Program*

CTLS(HIV Testing 1628)

Are you a CLIA Facility?	CLIA #	CLIA Expiration
○ Yes ● No		mm/dd/yyyy

CLIA waiver	Biohazard Certificate	CDC Site Type *
Choose File No file chosen	Choose file Browse	F01.01 - In-Patient Hospital

Facility Type *	34OB Contract Number	34OB Recertification Date
TB - 06	Y	mm/dd/yyyy

Project Details :   Please list your DOH Contract along with any other grants or projects below

Project/Contract Name:	Site Number	Project/Contract Number
Select Project....	Project/Contract Site	Project/Contract Number

Project/Contract Expiration Date

Save

- This allows Central Office to preserve edits, comments, or updates made during review.

- The Save function enables users to pause the review and return later without losing their place.

Approval

- The site is officially marked as Renewed for the current year.

- The submitted renewal data is pushed to the live Facility page, updating the record.

- The renewal request is considered complete, and the record is archived with the updated timestamp and renewal history.

Rejection

- The Central Office reviewer must enter a rejection reason before saving.

- An email notification is sent to the initial submitting Facility Admin, with the rejection reason included.

- The entire process must begin again, starting with a new submission from the facility.

8. Alternate Initiators – EIC, Program Admin, or Admin (Dev Team)

In addition to the Facility Admin, the renewal process may also be initiated by the following elevated users:

- **Early Intervention Consultant (EIC)**

- **Program Admin (Central Office)**

- **System Admin (Development Team)**

These users can access the facility profile and directly initiate the renewal by clicking the **Renew** button.

Bypassing the EIC Review Step

When the renewal is initiated by any of the above roles:

- The system automatically skips the EIC Review step.

- The request is immediately routed to Central Office (Derrick Gibson) and appears with a status of "Under DOH Review".

- The rest of the process continues as described in the Central Office Review section.

This design ensures that higher-level users can expedite urgent renewals or address facilities where the regular Facility Admin is unavailable.

9. Downloading the Facility Certificate

Once a facility has completed the renewal process and has been marked as approved, users can download the updated certificate of registration directly from the application.

Accessing the Certificate

- Navigate to the Facility Management module and click on the Facility Provider Mgmt tab which takes you to the Facility List page.

- Locate the facility using available filters or search options.

- In the Actions column, click the Download button.

This will download a PDF version of the facility's current certificate, reflecting the renewed status and updated registration dates.

Note: Only users with access to the Facility List page will be able to perform this action.