



Admin – Configuration – FSC Job Aid

The *Configuration* screen allows site directors to organize managers, supervisors and workers to units.

Configuration

▼ Configure User

Provider*

FAMILY RESOURCES

▼

Facility*

FAMILY RESOURCES - 1801 CENTRE

▼

Search

▼ Manager

First Name	Last Name	User Id
Joseph	Smith	X00000001
Jane	Jones	X00000002

Show 10 ▼ entries

First Previous 1 Next Last

▼ Supervisor

First Name	Last Name	User Id	Facility
Sally	Sunset	X00000003	Family Resources - 1801 Centre Ave

Show 10 ▼ entries

First Previous 1 Next Last

Add Supervisor

▼ CaseWorker

First Name	Last Name	User Id	Facility
Sam	Snowflake	X00000004	Family Resources - 1801 Centre Ave
Suzanne	Sunshine	X00000005	Family Resources - 1801 Centre Ave
Autumn	Fall	X00000006	Family Resources - 1801 Centre Ave
January	March	X00000007	Family Resources - 1801 Centre Ave

Show 10 ▼ entries

First Previous 1 Next Last

Add Caseworker

Navigation

- Using the static navigation tiles located at the top of every screen select **Admin > Configuration**





Configuration

1. **▼ Configure User** :

▼ Configure User

A (Red circle pointing to the Provider and Facility dropdowns)

Provider* Facility*

▼ Manager **B** (Red circle pointing to the Manager table)

First Name	Last Name	User Id
Joseph	Smith	X00000001
Jane	Jones	X00000002

Show entries

▼ Supervisor **C** (Red circle pointing to the Supervisor table)

First Name	Last Name	User Id	Facility
Sally	Sunset	X00000003	Family Resources - 1801 Centre Ave

Show entries

▼ CaseWorker **D** (Red circle pointing to the CaseWorker table)

First Name	Last Name	User Id	Facility
Sam	Snowflake	X00000004	Family Resources - 1801 Centre Ave
Suzanne	Sunshine	X00000005	Family Resources - 1801 Centre Ave
Autumn	Fall	X00000006	Family Resources - 1801 Centre Ave
January	March	X00000007	Family Resources - 1801 Centre Ave

Show entries

- a. *Provider and Facility*: Select a Provider and Facility from the drop-downs in order to see the managers for that facility.
- b. **▼ Manager** : Click on the name of a manager to configure their supervisor/worker units.



- c. **Supervisor** : Click on the name of a supervisor to configure their unit of workers.

- i. To add a Supervisor for the selected manager, click **Add Supervisor** and select from the drop-down list of Supervisors.

The 'Add Supervisor' pop-up form contains a label 'Supervisor' with a red asterisk, followed by a drop-down menu currently showing '-Select-' and a checkmark icon. At the bottom are two buttons: 'Save' and 'Cancel'.

Select the supervisor from the drop-down menu and click **Add**.
Clicking **Cancel** will close the pop-up without saving the selection.

- d. To add a worker to the selected Supervisor's unit, click **Add Caseworker** and select from the drop-down list of Supervisors.

The 'Add Supervisor' pop-up form contains a label 'Caseworker' with a red asterisk, followed by a drop-down menu currently showing '-Select-' and a checkmark icon. At the bottom are two buttons: 'Save' and 'Cancel'.

Select the worker from the drop-down menu and click **Add**.
Clicking **Cancel** will close the pop-up without saving the selection.

2. Removing supervisor or worker from a list/unit: click the Delete Icon [] to the right of the staff member in the grid. A *Confirm Delete* pop-up will appear:

The 'Confirm Delete' pop-up form has a title bar 'Confirm Delete'. Below it is the question 'Are you sure you want to delete this record?' followed by two buttons: 'Yes' and 'No'.

Clicking **Yes** will remove the staff member from the list/unit.

Clicking **No** will cancel the action and the staff member will not be removed.



User Profiles and Troubleshooting

1. A new staff member is hired:
 - a. All new staff members must have an ISAR form submitted to your Synergy Specialists for processing before a DHS login can be assigned to that person.
2. A staff member changes positions or leaves the agency:
 - a. Another ISAR must be submitted when a staff member changes positions or leaves the agency.
3. A supervisor or caseworker does not appear in the *Add Supervisor* or *Add Caseworker* drop-down:
 - a. Check to make sure that supervisor or caseworker is not already listed under another Manager or Supervisor.
 - i. If the supervisor or caseworker is not already listed under another manager or supervisor, contact your Synergy Specialists for further assistance.

Emailing the Family Support Specialists:

Synergy-FamilySupportCenter@alleghenycounty.us

For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access I-Service, go to: <https://servicedesk.alleghenycounty.us>

This and other Job Aids can be found at: <http://s3.amazonaws.com/dhs-application-support/index.htm>