

WSC ADVISORY #2018-043
iCONNECT LAUNCH REMINDER

ACTION REQUIRED

EFFECTIVE DATE: NOVEMBER 30, 2018

The first rollout of APD iConnect will launch this Tuesday, December 4. We are very excited to provide this new system to help you better serve your clients.

What to do on December 4:

1. Look for an email from “APD Online Applications User Account Service” (no.reply@apdcares.org). You should receive the email before noon ET.
2. Follow instructions in the email to create your iConnect account. The link will expire in five calendar days.
3. Use Internet Explorer to access iConnect. You won’t need to log out of your VPN.
4. If you don’t receive an email or have trouble logging in, call the iConnect Support desk at 1-800-353-5168 (available Monday-Friday, 8 a.m. - 6 p.m. ET).
5. Refer to the training manual and other resources posted [here](#) for guidance.
6. Begin maintaining all demographic information in the new iConnect system.

Remember:

After the launch, please call 1-800-353-5168 for any iConnect-related issues. For questions unrelated to iConnect, you may contact the APD Help Desk.

Starting December 4, ABC screens ACLM 1-5 will be view-only and any changes for the data in these screens will need to be made through iConnect. Other ABC functionality will resume December 4 until further notice.

During the first week following the rollout, ABC will not reflect changes made to demographics in APD iConnect. The data from APD iConnect will be progressively loaded into ABC in 4-5 business days. Thereafter, the demographic data changes in APD iConnect will be reflected in ABC within a business day.

At 6 p.m. ET today, November 30, the QSI system will become view-only. Beginning December 4, QSI assessments will be entered in APD iConnect, where WSCs will then be able to obtain clients’ Synopsis Reports. Depending on the date the QSI assessments were completed, WSCs will need to use the QSI system or APD iConnect to access their clients’ Synopsis Reports. Please contact your regional office if you have QSI-specific questions.

All WSCs will continue using iBudget for cost plan development as usual for the first phase of iConnect implementation. Person-Centered Support Plan, cost plans, service authorizations, and progress notes will not be implemented in this first phase of iConnect.