Ohio | **Department of Developmental Disabilities**

EIDS Troubleshooting, Edits, and Other Assistance

EIDS Troubleshooting

EIDS users can view information in EIDS, add new information, and edit some information that has already been entered. A table outlining the level of access for each page in EIDS for EI Service Coordinators and EI System Administrators is included at the end of this document. Tips for general troubleshooting, as well as some common scenarios follow.

- Review the "EIDS Data Entry Guide" and "EIDS Data Entry Guide Supplement" documents for instructions on how to enter data on each screen in EIDS and additional information about data entry scenarios.
- Review the history page and ensure all items were completed and entered in the proper order using the "Actual Date" and Created On" columns, respectively, to review these dates (see screenshot below). For example, ensure the eligibility date (if applicable) and the assessment dates are on or before the E&A summary date and IFSP date. Additionally, ensure the dates and times in the "Created On" column follow this same order.
  - Note: *If dates are being edited or items were entered out of order initially, deletions may be needed and the items may need to be re-entered so EIDS recognizes that everything was completed in the correct order.*

History List	Deletion History List							
Actual Date	**Type**		**Additional Note**	**Created By**	**Created On**	**Updated By**	**Updated On**	**Delete**
1/12/2019 (9/28/2019)	IFSP			Hammond, Taylor	5/7/2020 12:00:32 PM			Delete
7/24/2018 (9/28/2019)	IFSP			Hammond, Taylor	5/6/2020 11:44:14 AM			Delete
6/25/2018 (6/22/2019)	Need - Early Intervention			Hammond, Taylor	5/6/2020 11:39:00 AM			Delete

- Review the data entry for any items that are being flagged as incomplete. For example, be sure that evaluator(s)/assessor(s) representing more than one profession/discipline have been entered on the evaluation/assessment page(s) and that data entry indicates all domains have been assessed.
- For any page on which you have "Update" access, make the needed edits by clicking on the "Edit" (pencil) icon and adjusting information as applicable. If you do not have "Update" access but a System Administrator does, ask a System Administrator in your county to make these edits.
- If you have completed thorough troubleshooting and are unable to make the needed edits or are unable to determine what is causing an issue, email eids@dodd.ohio.gov. See the next page for information about what to include in your inquiry in order to streamline fixes and responses.

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Submitting an Inquiry to EIDS

All requests and questions related to EIDS including deletions requests, fixes, date changes, and report questions, should be emailed to eids@dodd.ohio.gov.

When submitting an inquiry to EIDS, include a detailed description of what you were attempting to enter and the issue you are experiencing.

- Be sure to include the ETID as text in the email subject line or the body of the email (even if a screenshot is also included)
  - o Ensure the ETID included has 10 digits – it can be copied and pasted from the header of the record.
  - o If submitting a request via the "Contact Us" button in EIDS, the ETID is not automatically generated in the email so it must be manually added.
- It is often helpful to include a screenshot with the request, so please do so if you think it is relevant or would be helpful in understanding and troubleshooting the issue. This can be particularly helpful when an error message is generated upon attempting to enter data. Two options for taking a screenshot are described below.

Option 1: Print Screen
The first option is to use the Print Screen function key on your keyboard. The key should be located on the upper right of the keyboard and says "PrtScn." Clicking this button takes an image of your entire screen. Then open either a Word, PowerPoint, or Paint document and click paste. Edit the screenshot as needed to only capture the relevant information. Then, copy and paste the image into your e-mail to EIDS.

Option 2: Snipping Tool
A second option is to use the Snipping Tool. If you go to your start menu you can search for it by name or locate it under "Accessories." The Snipping Tool lets you manually select what you want to capture an image of and then automatically opens it as a picture file that you can then copy and paste or save.

Note: Requests for deletions from a child record may come from anyone who has access to the child record; however, a county may choose to require that requests for deletions are submitted only by System Administrators. If a deletion request is made by someone other than a System Administrator for items that will need to be re-entered by a System Administrator, one or more System Administrators will be copied on the response.

EIDS Rights

The table below outlines the level of access EI Service Coordinators and EI System Administrators have on each page in EIDS. "Read" indicates the user can access the page, but not add or edit anything. "Add" indicates the user can add a new item on the page, but cannot edit existing items. "Update" indicates the user can make edits to this page.

Right	System Administrator Access	EISC Access
Contact Log	Read	Read
Referrals	Read	Read
Caregiver	Update	Update
Demographics	Update	Update
EISC Assignment	Update	Update
EISC Agency Assignment	Update	Update
Screening	Update	Add
Eligibility	Update[1]	Add
Assessment	Update[2]	Add
E&A Summary	Update[3]	Add
System of Payments	Update	Update
IFSP	Update	Update
Transition Planning Conference	Update	Add
Transition Steps and Services	Update	Add
Exit	Update	Update
Child Transfer	Read	Read
Case Note	Add	Add
History	Read	Read
Document Management	Read	Read

In addition to these rights, System Administrators can add and modify user accounts for all other users in the county/ies in which they have access, with the exception of other System Administrator roles. See the "Adding a New User or Modifying an Existing User Account" document for further details.

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[1] System Administrators have only the ability to update information about evaluators on the evaluation page. Any other changes that are needed must be request from EIDS.

[2] The **Assessment Tool Name** cannot be edited, but everything else on the Assessment page can be edited.

[3] The **Eligibility and Assessment process result** can be edited but the **Eligibility and Assessment process complete** date cannot