



# State of New Jersey

DEPARTMENT OF HEALTH  
DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES  
PO Box 362  
5 COMMERCE WAY  
HAMILTON, NJ 08691

## Office of Information Systems

Provider User Guide Document

BED ENROLLMENT DATA SYSTEM (BEDS)

VERSION 2.2.0

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# NJ DMHAS BEDS APPLICATION

## VERSION HISTORY

The NJ Bed Enrollment Data System (BEDS) User's Guide will be revised as needed to reflect updates to the NJ BEDS Application. The table below provides a history of the version and summary of changes.

Date	Version #	Description of Changes
10/14/2020	2	BEDS #1
07/30/2021	2.2.0	Ticket management

## INTRODUCTION

The Bed Enrollment Data System is a secure web-based application developed by the Division of Mental Health and Addiction Services for Providers, State Psychiatric Hospitals to assign their agency's beds to consumer(s). The system also gives access to NJ DHS Department Administrators to perform administrative tasks such as creating and renewing provider contracts and bed management. This document provides a brief overview of the BEDS application and instructions on its use specifically and limited to, for admitting consumers into an agency and referring consumer(s) to another agency.

## MODULES

Following are the modules covered in this document.

- Secure Login
- Admissions
- Referrals
- Admin

### Secure Login

To Login to BEDS application, please visit the URL <https://dmhas.dhs.state.nj.us/BEDS/> [Production – current live site] to see the following screen.

## Bed Enrollment Data System (BEDS)

### Account Login

User Name\*

Password\*

Log in

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- Enter the user name
- Enter the password
- Click “Login” button to login to the BEDS application
- Once successfully authenticated to the application, the user will be directed to BEDS Search screen as below.

**Bed Enrollment Data System (BEDS) – Staging**

Search   Referrals ▾   Admissions   Reports
Welcome john@CJBH ▾

Agency	Central Jersey Behavioral Health ▾	County	--All-- ▾	Bed Type	--All-- ▾
Bed Category	--All-- ▾	Target Population	--All-- ▾	Gender	--All-- ▾

**Vacant Beds**

Show  entries   **Total Vacant Beds are: 100**   Search:   

Provider Name	SiteID	County	BedID	Bed Type	Target Gender	Target Population	Bed Category	Level of Care	ADA Accessible
Central Jersey Behavioral Health	6003	Mercer	9872	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9873	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9874	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9875	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9876	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9877	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9878	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9879	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9880	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown
Central Jersey Behavioral Health	6003	Mercer	9881	Group Home A	Non-Specific	None: Available to all	CEPP	A	Unknown

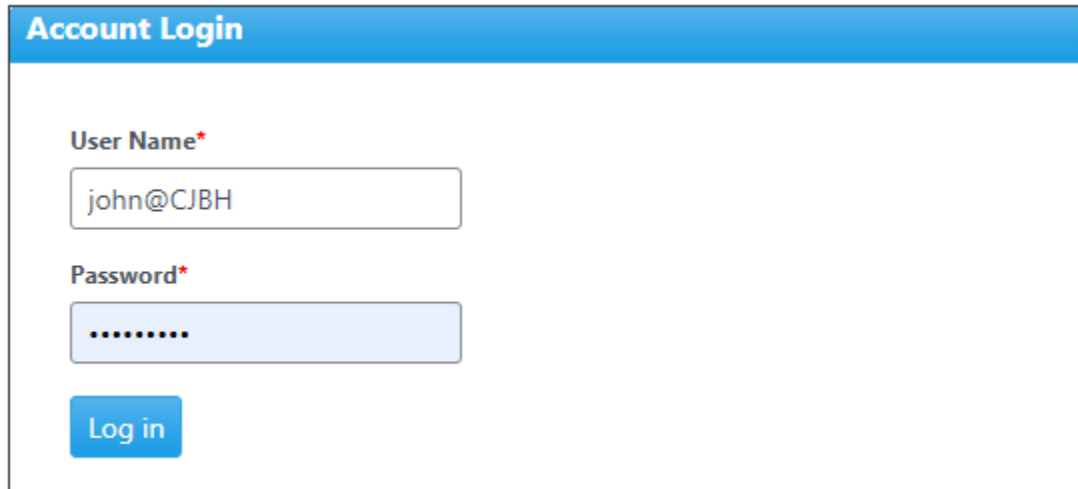
Showing 1 to 10 of 100 entries

...

## Force Reset Password Screen:

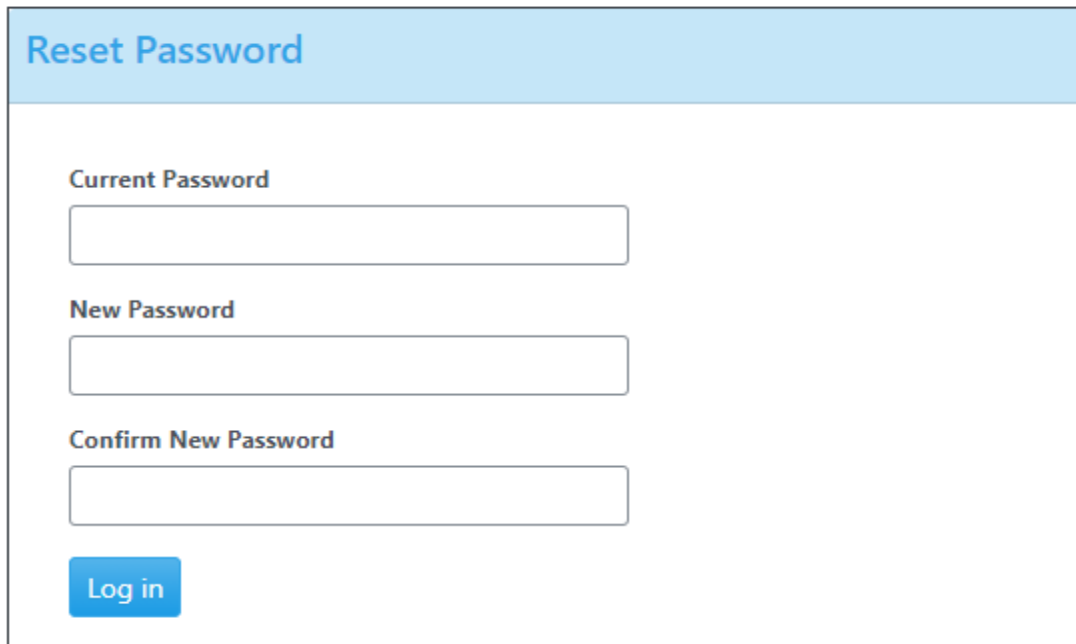
When login attempted for the first time using a temporary password, user will be forced to Reset password of user's choice.

1. Enter username and temporary password provided at login screen



The screenshot shows a web form titled "Account Login" with a blue header. It contains two input fields: "User Name\*" with the text "john@CJBH" and "Password\*" with masked characters. A blue "Log in" button is positioned below the password field.

2. Click on "Login" button to see the below screen



The screenshot shows a web form titled "Reset Password" with a light blue header. It contains three input fields: "Current Password", "New Password", and "Confirm New Password". A blue "Log in" button is positioned below the "Confirm New Password" field.

3. Enter current password (temporary password provided), enter new password of your choice and enter new password to confirm, click "Login" to see below screen.

### Reset Password

Current Password

New Password

Confirm New Password

Log in

### Account Login

Password Reset Successful, please login !

User Name\*

Password\*

Log in

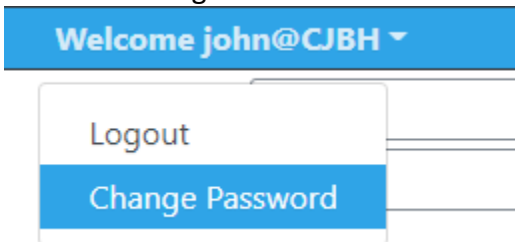
### Change Password:

At any time after logged into BEDS application, if the user wishes to change their password, follow the steps below.

1. Click on the down arrow icon beside your username as below



2. Click on "Change Password" menu item



3. A modal pop up window opens as below.

The screenshot shows a modal window titled "Change Password" with a light blue header. Below the header are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom of the modal are two buttons: "Submit" and "Cancel", both in blue.

4. Enter current password, enter new password and confirm new password and click "Submit" button to update your password.

The screenshot shows the same "Change Password" modal window. A green message bar at the top states: "Your password has been updated. For security reasons, you will now be redirected to login page. Please close this window to re-login." Below the message bar, the input fields for "Current Password", "New Password", and "Confirm New Password" are now filled with dots, indicating that the passwords have been entered. At the bottom, the "Submit" button is still present, but a new "Close" button has appeared next to it.

5. Click "Close" button, user will be redirected to login page to re-login into the application.
6. If you choose NOT to change password, click "Cancel" button to return to the main screen

## Admissions

In BEDS application, admitting a consumer is possible in one of the following ways.

- A direct admission of consumer into an agency
- An admission by referral received from **another** agency.

## Admit consumer from search grid

Assuming that a user is successfully logged into BEDS application and directed to BEDS “Search” page, follow the steps presented below.

1. Select appropriate filter conditions from the drop down items and click “Search” for the grid to display the beds based on the search criteria.

When logged in as a user belonging to a hypothetical agency “Central Jersey Behavioral Health”, following screen displays all the available beds of category “At-Risk” in “Mercer” county with bed type “Supervised Apartment (A)” and target population “None: Available to all” for “Non-Specific” gender type.

**Bed Enrollment Data System (BEDS) – Staging**

Welcome john@CJBH

Search Referrals Admissions Reports

Agency: Central Jersey Behavioral Health County: Mercer Bed Type: Supervised Apartment (A)  
Bed Category: At-Risk Target Population: None: Available to all Gender: Non-Specific

Search Reset

Vacant Beds

Show 5 entries Total Vacant Beds are: 50 Search: Search by Level of Care or ADA Accessib Control Columns

Provider Name	SiteID	County	BedId	Bed Type	Target Gender	Target Population	Bed Category	Level of Care	ADA Accessible	
Central Jersey Behavioral Health	6002	Mercer	9897	Supervised Apartment (A)	Non-Specific	None: Available to all	At-Risk	A	Unknown	<a href="#">Admit</a>
Central Jersey Behavioral Health	6002	Mercer	9898	Supervised Apartment (A)	Non-Specific	None: Available to all	At-Risk	A	Unknown	<a href="#">Admit</a>
Central Jersey Behavioral Health	6002	Mercer	9899	Supervised Apartment (A)	Non-Specific	None: Available to all	At-Risk	A	Unknown	<a href="#">Admit</a>
Central Jersey Behavioral Health	6002	Mercer	9900	Supervised Apartment (A)	Non-Specific	None: Available to all	At-Risk	A	Unknown	<a href="#">Admit</a>
Central Jersey Behavioral Health	6002	Mercer	9901	Supervised Apartment (A)	Non-Specific	None: Available to all	At-Risk	A	Unknown	<a href="#">Admit</a>

Showing 1 to 5 of 50 entries

First Previous 1 2 3 4 5 ... 10 Next Last

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2. Click on “Admit” hyperlink highlighted in the above screenshot to see a pop-up modal window as below.



## ADMIT CONSUMER

### Bed Information

**Provider:** Central Jersey Behavioral Health      **Address:** 5 Commerce Way      **County:** Mercer  
**Bed Type:** Supervised Apartment (A)      **Level Of Care:** A      **Target Gender:** Non-Specific

### Consumer Information

<b>First Name*</b>	<input type="text"/>
<b>Last Name*</b>	<input type="text"/>
<b>Gender*</b>	<input type="text" value="Please select"/> ▼
<b>Race*</b>	<input type="text" value="Please select"/> ▼
<b>Hispanic/Latino Origin*</b>	<input type="text" value="Please select"/> ▼
<b>Date of Birth*</b>	<input type="text"/>
<b>SSN</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>
<b>Admission Date*</b>	<input type="text"/>

Save

Close

3. Enter all the mandatory fields marked with "\*" and click on "Save" button to see the below screen.

**ADMIT CONSUMER**

**Consumer admitted successfully.**

**Bed Information**

<b>Provider:</b> Central Jersey Behavioral Health	<b>Address:</b> 5 Commerce Way	<b>County:</b> Mercer
<b>Bed Type:</b> Supervised Apartment (A)	<b>Level Of Care:</b> A	<b>Target Gender:</b> Non-Specific

**Consumer Information**

**First Name\***

**Last Name\***

**Gender\***

**Race\***

**Hispanic/Latino Origin\***

**Date of Birth\***

**SSN**

**Phone**

**Admission Date\***

- Once “Consumer admitted Successfully” message is displayed on the screen, consumer is now admitted to the selected bed. Click on “Close” button to exit the screen and return to “Search” grid screen.
- The selected bed to which the consumer is admitted is no longer shown in the vacant beds search grid screen.

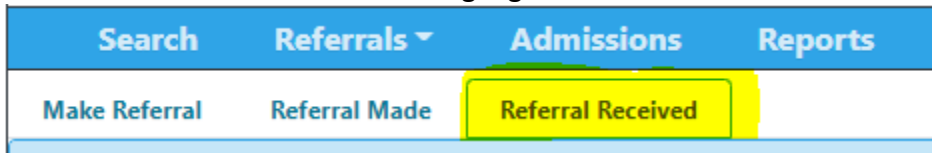
## Admit consumer from a referral received from other agency or a hospital

As mentioned earlier, consumers can be admitted into an (your) agency when another agency refers to your agency. Assuming that a user is logged into BEDS application, to admit consumers from referrals received by another agency, please follow below steps.

1. Click on “Referrals” menu highlighted as shown below.



2. Click on “Referrals Received” tab highlighted as shown below.



3. If there are any referrals received from **another** agency or a hospital, to admit a consumer, the referral received screen will display such referrals as in example below.

Search	Referrals	Admissions	Reports	Welcome john@CJBH						
Make Referral	Referral Made	Referral Received								
Referrals Received for Central Jersey Behavioral Health										
Show	10	entries	Total Referrals Received are: 2			Search: Search by by Consum		Control Columns		
Referential Entity	Referred Date	Site Name	County	Consumer Name	Gender	BedID	BedCategory	BedType	ADAAccessible	Admit
DMHAS Provider	10/14/2020	5 Commerce Way,Hamilton Main Site	Mercer	Cooper Kupp	Male	9962	Other	Supervised Apartment (B)	Unknown	Admit
DMHAS Provider	10/14/2020	5 Commerce Way,Hamilton Main Site	Mercer	Jonnu Smith	Male	9898	At-Risk	Supervised Apartment (A)	Unknown	Admit
Showing 1 to 2 of 2 entries										First Previous 1 Next Last

4. Click on “Admit” hyperlink for the appropriate consumer you would like to admit in to your agency to see a pop-up modal window as below.

### Admit Referred Consumer

#### Consumer Information

Name: Cooper Kupp	Gender: Male	DOB: 1/1/1975	Race: Native Hawaiian or Other Pacific Islander
Hispanic Origin: Not of Hispanic or Latino origin	SSN:	Referral Date: 10/14/2020	Admission Date:

[Edit Consumer](#)

#### Bed Information

Provider: Central Jersey Behavioral Health	Address: 5 Commerce Way	County: Mercer
Bed Type: Supervised Apartment (B)	Level Of Care: N/A	Target Gender: Non-Specific

#### Admit Consumer

Admission Date\*

Admit Consumer
Close

- Consumer and bed information are pre populated in the pop-up modal window. An optional “Edit Consumer” link is included to update /make changes to consumer information.
- Admission Date field is pre-populated with current calendar date (today’s date). Please select or enter appropriate admission date.
- You have the ability to change the admission date but it cannot be prior to referred date and cannot be less than 5 days in the past.

**Admit Consumer**

**Admission Date\***  Admission Date cannot be prior to ReferredDate

**ADMIT CONSUMER**

**Admission Date cannot be older than 5 days in the past**

**Bed Information**

<b>Provider:</b> OIS Provider	<b>Address:</b> test site	<b>County:</b> Middlesex
<b>Bed Type:</b> Group Home A+	<b>Level Of Care:</b> A+	<b>Target Gender:</b> Female

**Consumer Information**

<b>First Name*</b>	<input type="text" value="John"/>
<b>Last Name*</b>	<input type="text" value="Doe"/>
<b>Gender*</b>	<input type="text" value="Male"/> ▼
<b>Race*</b>	<input type="text" value="American Indian or Alaska Native"/> ▼
<b>Origin*</b>	<input type="text" value="Hispanic or Latino origin"/> ▼
<b>Date of Birth*</b>	<input type="text" value="09/04/2002"/>
<b>SSN</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>
<b>Admission Date*</b>	<input type="text" value="08/19/2021"/>

- To admit the consumer, click on “Admit Consumer” button
- If successful, a message “Consumer admitted successfully” is displayed on the screen as shown below.

**Admit Referred Consumer**

**Consumer Information**

<b>Name:</b> Cooper Kupp	<b>Gender:</b> Male	<b>DOB:</b> 1/1/1975	<b>Race:</b> Native Hawaiian or Other Pacific Islander
<b>Hispanic Origin:</b> Not of Hispanic or Latino origin	<b>SSN:</b>	<b>Referral Date:</b> 10/14/2020	<b>Admission Date:</b>

▼ Edit Consumer

**Bed Information**

<b>Provider:</b> Central Jersey Behavioral Health	<b>Address:</b> 5 Commerce Way	<b>County:</b> Mercer
<b>Bed Type:</b> Supervised Apartment (B)	<b>Level Of Care:</b> N/A	<b>Target Gender:</b> Non-Specific

**Consumer admitted successfully.**

**Admit Consumer**

**Admission Date\***

Admit Consumer
Close

10. Click “Close” button to return to “Referrals Received” screen.

11. The admitted consumer record is no longer displayed on the referrals received grid.

## REFERRALS

To refer a consumer to another agency, follow the steps mentioned below.

1. Click on “Referrals” menu highlighted as shown below.



2. “Make Referral” menu tab is pre-selected and the following screen is displayed.

Search Referrals Admissions Reports Welcome john@CJBH

Make Referral Referral Made Referral Received

Select Provider

Site

Manage Referrals

Show 10 entries Search: Search by Bed Category, Bed Type, Level Control Columns

Provider	Site ID	Site	Bed ID	Bed Category	Bed Type	LOC	Bed Target Gender Type	
DMHAS Provider	5979	5 coomerce way,Hamilton	8627	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8628	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8629	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8630	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8631	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8632	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8633	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8634	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8635	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8636	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer

- From the select provider drop down field, select the provider **to which** referral needs to be made.
- From the site drop down field, select the site to which referral needs to be made.
- To refer a consumer, select an appropriate bed and click on “Refer” hyperlink

Search Referrals Admissions Reports Welcome john@CJBH

Make Referral Referral Made Referral Received

Select Provider

Site

Manage Referrals

Show 5 entries Search: Search by Bed Category, Bed Type, Level Control Columns

Provider	Site ID	Site	Bed ID	Bed Category	Bed Type	LOC	Bed Target Gender Type	
DMHAS Provider	5979	5 coomerce way,Hamilton	8627	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8628	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8629	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8630	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer
DMHAS Provider	5979	5 coomerce way,Hamilton	8631	At-Risk	Supervised Apartment (C)	C	Non-Specific	Refer

Showing 1 to 5 of 54 entries

First Previous 1 2 3 4 5 ... 11 Next Last

- The following screen with selected bed information will be displayed upon clicking “Refer” hyperlink.

**Make Referral**

**Bed Information**

**Provider:** NEW BRIDGE SERVICES, INC.      **Address:** 109 Chatfield Dr      **County:** Morris  
**Bed Type:** Group Home A      **Level Of Care:** A+      **Target Gender:** Male

**Consumer Information**

**First Name\***

**Last Name\***

**Gender\***

**Race\***

**Origin\***

**Date of Birth\***

**SSN**

**Phone**

**Referral Date\***

7. Enter all the mandatory fields marked with "\*" and click on "Refer" button to see the below screen.

**Make Referral**

**Consumer referred successfully.**

**Bed Information**

**Provider:** NEW BRIDGE SERVICES, INC.      **Address:** 109 Chatfield Dr      **County:** Morris  
**Bed Type:** Group Home A      **Level Of Care:** A+      **Target Gender:** Male

**Consumer Information**

**First Name\***

**Last Name\***

**Gender\***

**Race\***

**Origin\***

**Date of Birth\***

**SSN**

**Phone**

**Referral Date\***

8. Referral date cannot be prior to 5 days in the past from current date.

**Make Referral**

**Referral Date cannot be older than 5 days in the past**

**Bed Information**

**Provider:** OIS Provider      **Address:** Test Site By Vrunda No site code Test Site By Vrunda No site code      **County:** Bergen

**Bed Type:** Group Home A+      **Level Of Care:** A+      **Target Gender:** Non-Specific

**Consumer Information**

**First Name\***

**Last Name\***

**Gender\***  ▼

**Race\***  ▼

**Origin\***  ▼

**Date of Birth\***

**SSN**

**Phone**

**Referral Date\***

9. A success message “Details saved successfully” is displayed and consumer is now referred.
10. Click “Close” button to exit and return to “Make Referrals” screen.

## STCF REFERRALS

### Introduction:

- Referrals can be made to a single provider OR to multiple provider(s) at their main site.

1. Click on “Referrals” menu highlighted to see the form as below.



Make Referral Referral Made

Consumer Information

First Name*	<input type="text"/>	Hispanic/Latino Origin*	<input type="text" value="Please select"/>
Last Name*	<input type="text"/>	Date of Birth*	<input type="text"/>
Gender*	<input type="text" value="Please select"/>	SSN	<input type="text"/>
Race*	<input type="text" value="Please select"/>	Phone	<input type="text"/>

Provider Referral | Site Selection

PROVIDER	SITE	
<input type="text" value="Please select"/>	<input type="text" value="--Select Site--"/>	<input type="button" value="Refer to Another Agency"/>

2. Enter the details of the consumer to be referred as below.  
 Note: All fields with red asterisks (\*) are mandatory.

Consumer Information

First Name*	<input type="text" value="Von"/>	Hispanic/Latino Origin*	<input type="text" value="Not of Hispanic or I"/>
Last Name*	<input type="text" value="Miller"/>	Date of Birth*	<input type="text" value="03/03/1962"/>
Gender*	<input type="text" value="Male"/>	SSN	<input type="text"/>
Race*	<input type="text" value="Other"/>	Phone	<input type="text"/>

3. Referring to single provider:

- Select provider and site from the dropdowns and click "Save Referral(s)" button to see the screen below.

**Consumer Information**

Referral Successful for the selected provider(s)

First Name\* 
 Hispanic/Latino Origin\*

Last Name\* 
 Date of Birth\*

Gender\* 
 SSN

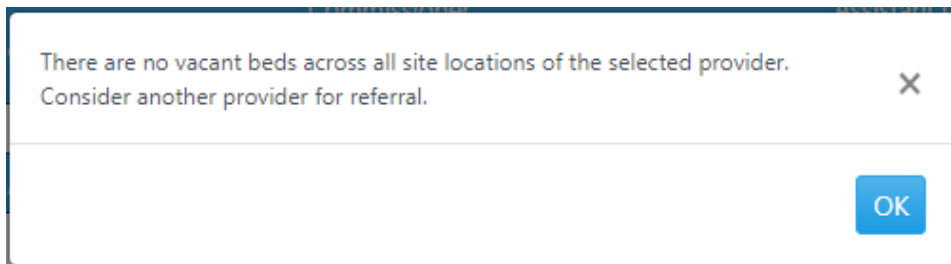
Race\* 
 Phone

**Provider Referral | Site Selection**

PROVIDER	SITE	
<input type="text" value="Atlantic Screening Center"/>	<input type="text" value="5 COMMERCE WAY,Hamilton Mai"/>	<input type="button" value="Refer to Another Agency"/>

**Note:**

If there are no vacant beds available for the selected provider, following alert message is displayed on the top of the screen and click "OK" button to close the window. Please choose another provider.



4. To refer to multiple providers:

- Enter consumer information
- Select 1<sup>st</sup> provider and site from dropdowns
- Click "Refer to Another Agency" button to see screen as below.

**Consumer Information**

First Name*	<input type="text" value="Jamesh"/>	Hispanic/Latino Origin*	<input type="text" value="Not of Hispanic or I"/>
Last Name*	<input type="text" value="Nash"/>	Date of Birth*	<input type="text" value="03/03/1962"/>
Gender*	<input type="text" value="Male"/>	SSN	<input type="text"/>
Race*	<input type="text" value="White/Caucasian"/>	Phone	<input type="text"/>

**Provider Referral | Site Selection**

PROVIDER	SITE	
<input type="text" value="Atlantic Screening Center"/>	<input type="text" value="5 COMMERCE WAY,Hamilton Main S"/>	<input type="button" value="Remove"/>
<input type="text" value="-- Select Provider --"/>	<input type="text" value="-- Select Site --"/>	<input type="button" value="Refer to Another Agency"/>

- Select 2<sup>nd</sup> provider and site from dropdowns to see screen as below.

**Consumer Information**

First Name*	<input type="text" value="Jamesh"/>	Hispanic/Latino Origin*	<input type="text" value="Not of Hispanic or I"/>
Last Name*	<input type="text" value="Nash"/>	Date of Birth*	<input type="text" value="03/03/1962"/>
Gender*	<input type="text" value="Male"/>	SSN	<input type="text"/>
Race*	<input type="text" value="White/Caucasian"/>	Phone	<input type="text"/>

**Provider Referral | Site Selection**

PROVIDER	SITE	
<input type="text" value="Atlantic Screening Center"/>	<input type="text" value="5 COMMERCE WAY,Hamilton Main S"/>	<input type="button" value="Remove"/>
<input type="text" value="Catholic Charities Screening Center"/>	<input type="text" value="16 Mary St,Elizabeth Main Site"/>	<input type="button" value="Refer to Another Agency"/>

- To send referrals to selected providers, click "Save Referral(s)" button to see the screen below.

**Consumer Information**

Referral Successful for the selected provider(s)

First Name*	<input type="text" value="Jamesh"/>	Hispanic/Latino Origin*	<input type="text" value="Not of Hispanic or I"/>
Last Name*	<input type="text" value="Nash"/>	Date of Birth*	<input type="text" value="03/03/1962"/>
Gender*	<input type="text" value="Male"/>	SSN	<input type="text"/>
Race*	<input type="text" value="White/Caucasian"/>	Phone	<input type="text"/>

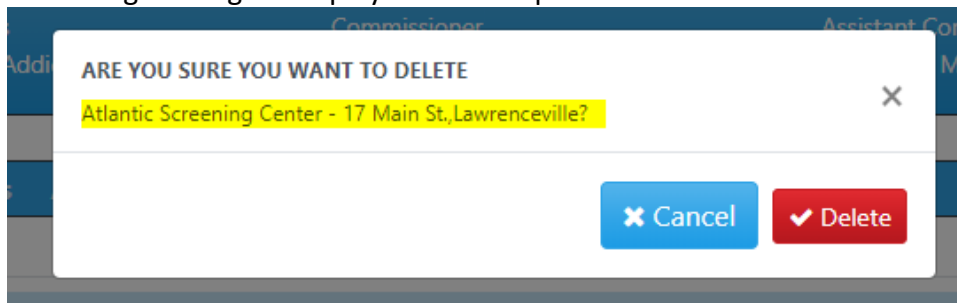
**Provider Referral | Site Selection**

PROVIDER	SITE	
<input type="text" value="Atlantic Screening Center"/>	<input type="text" value="5 COMMERCE WAY,Hamilton Main S"/>	<input type="button" value="Remove"/>
<input type="text" value="Catholic Charities Screening Cent"/>	<input type="text" value="16 Mary St,Elizabeth Main Site"/>	<input type="button" value="Refer to Another Agency"/>

- Note: To refer to 3<sup>rd</sup>, 4<sup>th</sup> and more providers, click “Refer to Another Agency” for each provider selection.
- To remove a selected provider, click “Remove” button on the same line the provider selected.

PROVIDER	SITE	
<input type="text" value="Atlantic Screening Center"/>	<input type="text" value="17 Main St.,Lawrenceville"/>	<input type="button" value="Remove"/>
<input type="text" value="Catholic Charities Screening Center"/>	<input type="text" value="16 Mary St,Elizabeth Main Site"/>	<input type="button" value="Remove"/>
<input type="text" value="Catholic Charities Screening Center"/>	<input type="text" value="3 Blueberry Avenue,Edison"/>	<input type="button" value="Remove"/>
<input type="text" value="-- Select Provider --"/>	<input type="text" value="-- Select Site --"/>	<input type="button" value="Refer to Another Agency"/>

- A warning message is displayed at the top of the screen as below



- To confirm, click “Delete” button. The deleted provider will be removed from the selected provider(s) grid.

PROVIDER	SITE	
Catholic Charities Screening Center	16 Mary St,Elizabeth Main Site	Remove
Catholic Charities Screening Center	3 Blueberry Avenue,Edison	Remove
-- Select Provider --	-- Select Site --	Refer to Another Agency

## REFERRALS MADE:

This screen provides information about all the referrals made by an agency and also provides ability to withdraw a referral that has been already made.

## Referred Consumers

To view the list of referrals made, click on “Referrals” menu and navigate to “Referrals Made” tab as shown below.

Search **Referrals** Admissions Reports User Guide

Make Referral **Referral Made**

Referred Screening Center1 County --All--

- By default, the screen loads with list of consumers with referral status “Referred” as shown below.

Make Referral **Referral Made**

Referred By: Screening Center1 County: --All-- Bed Type: --All--

Bed Category: STCF Target Population: --All-- Consumer Gender: --All--

Referral Status:  Referred  Withdrawn

Search Reset

Referrals Made

Show 10 entries Total Referred Beds are: 4 Search: Search by Consumer Name o Control Columns

Provider Name	SiteID	Address	County	Referred By	Consumer Name	Consumer Gender	BedID	Bed Category	BedType	Target Population	Referral Status	
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	cathelin teressa	Female					Referred	Withdraw
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	Consumer 6	Female					Referred	Withdraw
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	Consumer 7	Male					Referred	Withdraw
AtlantiCare Regional Medical Center	7055	1 Pines,Pomona Main Site	Atlantic	Screening Center1	Patrick Mahomes	Male					Referred	Withdraw

Showing 1 to 4 of 4 entries

First Previous **1** Next Last

- To view the list of referrals that are withdrawn, select the referral status radio button as “Withdrawn” and select appropriate filters based on your criteria and click on “Search” button as shown below.

Search Referrals Admissions Reports User Guide Welcome sbcsu

Make Referral Referral Made

Referred By: Screening Center1 County: --All-- Bed Type: --All--

Bed Category: STCF Target Population: --All-- Consumer Gender: --All--

Referral Status:  Referred  Withdrawn

Search Reset

Referrals Made

Show 10 entries Total Withdrawn Beds are: 2 Search: Search by Consumer Name Control Columns

Provider Name	SiteID	Address	County	Referred By	Consumer Name	Consumer Gender	BedID	Bed Category	BedType	Target Population	Referral Status	Withdrawal Reason
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	ruskin bond	Male					Withdrawn	(Not SPMI): Consumer is not SPMI
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	James Jones	Female					Withdrawn	(Assaultive) Consumer was recently assaultive

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

## Withdraw Referral

- To withdraw a referral, from the list of referrals made grid, select the appropriate consumer whose referral needs to be withdrawn by clicking on the corresponding “Withdraw” hyperlink as shown below.

Make Referral Referral Made

Referred By: Screening Center1 County: --All-- Bed Type: --All--

Bed Category: STCF Target Population: --All-- Consumer Gender: --All--

Referral Status:  Referred  Withdrawn

Search Reset

Referrals Made

Show 10 entries Total Referred Beds are: 4 Search: Search by Consumer Name Control Columns

Provider Name	SiteID	Address	County	Referred By	Consumer Name	Consumer Gender	BedID	Bed Category	BedType	Target Population	Referral Status	Withdrawal Reason
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	cathelin teressa	Female					Referred	<a href="#">Withdraw</a>
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	Consumer 6	Female					Referred	<a href="#">Withdraw</a>
DMHAS Provider	5979	5 coomerce way,Hamilton	Mercer	Screening Center1	Consumer 7	Male					Referred	<a href="#">Withdraw</a>
AtlantiCare Regional Medical Center	7055	1 Pines,Pomona Main Site	Atlantic	Screening Center1	Patrick Mahomes	Male					Referred	<a href="#">Withdraw</a>

- Upon click on “Withdraw” hyperlink, below modal pop up window opens as shown below.

## Withdraw Referral

Consumer Information			
<b>Name:</b> Patrick Mahomes	<b>Gender:</b> Male	<b>DOB:</b> 1/2/1989	<b>Race:</b> American Indian or Alaska Native
<b>Hispanic Origin:</b> Hispanic or Latino origin	<b>SSN:</b>	<b>Referral Date:</b> 1/13/2021	<b>Admission Date:</b>
▼ Edit Consumer			

ProviderSite Information		
<b>Provider:</b> AtlantiCare Regional Medical Center	<b>Site Name:</b> 1 Pines,Pomona Main Site	
<b>Vacant Female Beds:</b> 0	<b>Vacant Male Beds:</b> 0	<b>Vacant NonSpecific Beds:</b> 26

## Withdraw Referral

Withdrawal Reason\*

[Confirm Withdraw Referral](#) [Close](#)

- Select the withdrawal reason from the dropdown and click “Confirm Withdraw Referral” to receive a confirmation as shown below.

## Reports

Following are the reports used in BEDS application

- Detailed Beds Report by Status
- Agency Referral Report
- Beds Count by Agency Report
- Detail Admitted Consumer Report
- Pending Referrals Report

### Detailed Beds Report by Status

This report gives details specific to a Bed. This report can be filtered using below parameters: Agency, county, bed category, bed type, level of care, target population, target gender, bed status

Apart from providing information about above filters, the report also provides information about Site id, address, city, bed id, ADA accessibility.

**Report Name\***

**Agency**

**County**

**Bed Category**

**Bed Type**

**Level Of Care**

**Target Population**

**Target Gender**

**Bed Status**

**Bed Enrollment Data System (BEDS)**

**Detailed Beds Report by Status**

**Total number of Records: 432**

Provider Name	Site ID	Address	City	County	Bed Id	Bed Category	Bed Type	Target Gender	Target Population	Funding Source	ADA Accessible	Level Of Care	Is Subsidy Bed	Bed Status
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9243	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Vacant
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9270	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Offline
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9271	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Offline
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9272	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Offline
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9273	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Offline
AtlantiCare Regional Medical Center	6401	1 Pines	Atlantic	Cape May	9274	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Offline
AtlantiCare Regional Medical Center	6354	1 Pines- Main Site	Pomona	Atlantic	9244	STCF	STCF Bed	Non-Specific	None: Available to all	None of the above	Yes	Inpatient	No	Occupied

## Agency Referral Report

This report gives details specific to referred consumers. This report can be filtered using below parameters: Referred by agency, county, bed category, bed type, level of care, target population, consumer gender, referral status

Apart from providing information about above filters, the report also provides information about Provider, Site id, address, consumer name, consumer gender, consumer status, referral date, referred by, bed id, withdrawal reason, reject reason.



**Report Name\***

**Referred By**

**County**

**Bed Category**

**Bed Type**

**Level Of Care**

**Target Population**

**Consumer Gender**

**Referral Status**

**Report**

**Bed Enrollment Data System (BEDS)**

**Referred Consumer Details Report**

**Total number of Records: 3**

Provider Name	Site Id	Address	City	County	Referred By	Referral Date	Consumer Name	Consumer Gender	Bed Id	Bed Type	Bed Category	Level Of Care	Target Population	Consumer Status	Withdrawal Reason	Reject Reason
OIS Provider	9280	Address 3	Somerset	Somerset	MNProvider	06/25/2021	V:Jul2nd2021MnToOIS V:Jul2nd2021MnToOIS	Male	9860	Family Care	At-Risk	Family Care	None: Available to all	Referred		
OIS Provider	9280	Address 3	Somerset	Somerset	MNProvider	06/30/2021	V:Jul2nd2021MnToOIS-2 V:Jul2nd2021MnToOIS-2	Not Available	9861	Family Care	At-Risk	Family Care	None: Available to all	Referred		
OIS Provider	9280	Address 3	Somerset	Somerset	MNProvider	06/29/2021	V:Jul2nd2021MnToOIS-3 V:Jul2nd2021MnToOIS	Male	9863	Family Care	At-Risk	Family Care	None: Available to all	Referred		

## Detail Admitted Consumer Report

This report gives details specific to admitted consumers. This report can be filtered using below parameters: agency, county, bed category, bed type, level of care, target population, consumer gender, referral status

Apart from providing information about above filters, the report also provides information about Provider, Site id, address, county, referred by agency, referral date, consumer name, consumer gender, bed id, target gender, admitted by, admission date, discharge date, consumer status, discharge reason.

**Report Name\***

**Agency**

**County**

**Bed Category**

**Bed Type**

**Level Of Care**

**Target Population**

**Consumer Gender**

**Referral Status**

**Report**

Bed Enrollment Data System (BEDS)

Admitted Consumer Details Report

Total number of Records: 2																	
Provider Name	Site Id	Address	City	County	Referred By	Referral Date	Consumer Name	Consumer Gender	Bed Id	Bed Type	Level Of Care	Target Gender	Target Population	Admitted By	Admission Date	Consumer Status	Discharge Reason
BMProvider	9263	BMAAddress-Main Site	Trenton	Camden	OIS Screening Center	06/24/2021	test1_Stcf	MALE	9808	STCF Bed	Inpatient	Male	None: Available to all	ProviderAdmin, BMProvider	6/24/2021	Discharged	Needed High Level of Care
BMProvider-STCF	9264	BMSAddress-Main Site	Somerset	Monmouth	OIS Screening Center	07/01/2021	test_rak	FEMALE	9819	STCF Bed	Inpatient	Female	None: Available to all	ProviderAdmin, BMSTCF	7/1/2021	Admitted	

## Beds Count by Agency Report

This report gives details specific to total bed count by agency.

This report can be filtered using below parameters: agency

This report provides information about Provider, contract number, contracted bed count, total beds in the system, occupied beds, assigned but not yet admitted bed count, vacant beds, offline beds

**Report Name\***

**Agency**

Bed Enrollment Data System (BEDS)

Beds Count By Agency Report

Provider Name	Contract Number	County	Bed Category	Contracted Beds	Total Beds in System	Occupied	Assigned, Not Yet Admitted	Vacant Beds	Offline
AtlantiCare Regional Medical Center	STCF-20877	Atlantic	STCF	32	25	1	0	0	24
AtlantiCare Regional Medical Center	STCF-20877	Cape May	STCF	32	5	0	0	0	5
Bergen New Bridge Medical Center	STCF-12098	Bergen	STCF	40	40	0	0	0	40

## Pending Referrals Report

This report gives details specific to referrals that are currently in pending status.

This report can be filtered using below parameters: agency, county, Pending Referrals duration.

This report provides information about Provider, site id, site name, bed id, referred by agency, bed type, level of care, program element, referral date, number of days since referral made.

**Report Name\***

**Bed Category**

**Agency**

**County**

**Pending Referrals**

Bed Enrollment Data System (BEDS)

Pending Referrals Report

*Total number of Records: 6*

Provider Name	Site Id	Site Name	Site City	Bed Id	Referred By	Consumer Name	Bed Category	Bed Type	Level Of Care	Program Element	Referral Date	Number of Days since referral
BMProvider-STCF	9264	BMSAddress- Main Site	Somerset		OIS Screening Center	Kim Test					7/1/2021	27 days 0 hours
BMProvider-STCF	9264	BMSAddress- Main Site	Somerset		OIS Screening Center	Kim Test					7/1/2021	27 days 0 hours
BMProvider-STCF	9264	BMSAddress- Main Site	Somerset		OIS Screening Center	Kim Test					7/1/2021	27 days 0 hours
BMProvider-STCF	9264	BMSAddress- Main Site	Somerset		OIS Screening Center	Sim Test					7/1/2021	27 days 0 hours

## ADMIN

### How Agencies Can Add a site / Update the Addresses of their Beds/Slots

In BEDS 2.2.0 all agencies now have the ability and responsibility to add sites to the system and update the site addresses of their **vacant** beds. Below are the step-by-step guidelines.

#### Adding a Site:

1. Click on "Admin" menu and then on "Provider Management" tab to see the screen as below.

Search Referrals Admissions **Admin** Reports Tickets User Guide

User Management **Provider Management** Bed Management

Select Facility Type\* Provider

Select Provider/Facility DMHAS-Provider

Select Site\* --Select Site--

**Site Management**

2. Click on "Site Management" to see a screen as displayed below.

Search Referrals Admissions **Admin** Reports Tickets User

User Management **Provider Management** Bed Management

Select Facility Type\* Provider

Select Provider/Facility DMHAS-Provider

Select Site\* --Select Site--

**Add Site** Back to Provider Management

3. Click on "Add Site" to see a modal pop up window as below.

**Add Site**

<b>Provider Name*</b>	DMHAS-Provider
<b>Site Code</b>	<input type="text"/>
<b>Address1*</b>	<input type="text"/>
<b>Address2</b>	<input type="text"/>
<b>City*</b>	<input type="text"/>
<b>State*</b>	New Jersey ▼
<b>County*</b>	--Select County-- ▼
<b>Zip code*</b>	<input type="text"/>
<b>Phone Number</b>	<input type="text"/>
<b>Contact Person Name</b>	<input type="text"/>

4. Input all the mandatory fields (marked with \*) and click on “Save” to add a site to your agency. A screen similar as below displayed with a success message.

**Details Saved Successfully.**

**Add Site**

<b>Provider Name*</b>	DMHAS-Provider
<b>Site Code</b>	<input type="text" value="SITE0989"/>
<b>Address1*</b>	<input type="text" value="1 Test Drive"/>
<b>Address2</b>	<input type="text" value="Suite 100"/>
<b>City*</b>	<input type="text" value="Hamilton"/>
<b>State*</b>	New Jersey ▼
<b>County*</b>	Middlesex ▼
<b>Zip code*</b>	<input type="text" value="80967"/>
<b>Phone Number</b>	<input type="text" value="(652) 145-3256"/>
<b>Contact Person Name</b>	<input type="text" value="John Doe"/>

## How Agencies Can Update the Address of their Beds/Slots

To do so, as described earlier, **first make sure that the bed/slot is vacant**. Below are the step-by-step guidelines to change the site address of a bed.

1. Click on “Admin” menu and “Bed Management” tab to see a screen as below.

The screenshot shows the 'Admin' menu and 'Bed Management' tab. The 'Select Contract\*' dropdown is highlighted with a red box, showing the option 'ct0002'.

2. Select a contract number from “Contract” drop-down field to see screen as below.

The screenshot shows the 'Bed Management' interface with the 'Contract' dropdown field set to 'ct0002'. Below the form is a table of beds with columns for Provider Name, Site Address, City, County, Zip Code, BedID, Contract Number, Bed Type, Program Element, LOC, Status, and Edit/Online links.

Provider Name	Site Address	City	County	Zip Code	BedID	Contract Number	Bed Type	Program Element	LOC	Status	Edit	Online
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8740	ct0002	Supportive Housing(MATI)	Adult Residential	A+	Offline	Edit	Online
DMHAS-Provider	222 S.Warren St- Main Site	Trenton	Mercer	08625	8741	ct0002	Group Home C	Adult Residential	A+	Pending	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8742	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8743	ct0002	Group Home C	Adult Residential	A+	Pending	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8744	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8745	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8746	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8747	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8748	ct0002	Group Home C	Adult Residential	A+	Pending	Edit	
DMHAS-Provider	5 coomerce way	Hamilton	Mercer	08765	8749	ct0002	Group Home C	Adult Residential	A+	Occupied	Edit	

3. From the beds grid, select a bed that is **vacant** by clicking on “Edit” hyperlink.

Manage Beds											
Provider Name	Site Address	City	County	Zip Code	BedID	Contract Number	Bed Type	Program Element	LOC	Status	
DMHAS-Provider	1 Test Drive	Hamilton	Middlesex	80967	10890	ct0002	Supervised Apartment (A+)	Adult Residential	A+	Vacant	Edit
DMHAS-Provider	222 S.Warren St- Main Site	Trenton	Mercer	08625	10892	ct0002	Supervised Apartment (A+)	Adult Residential	A+	Vacant	Edit
DMHAS-Provider	222 S.Warren St- Main Site	Trenton	Mercer	08625	10893	ct0002	Supervised Apartment (A+)	Adult Residential	A+	Vacant	Edit
DMHAS-Provider	222 S.Warren St- Main Site	Trenton	Mercer	08625	10894	ct0002	Supervised Apartment (A+)	Adult Residential	A+	Vacant	Edit
DMHAS-Provider	222 S.Warren St- Main Site	Trenton	Mercer	08625	10895	ct0002	Supervised Apartment (A+)	Adult Residential	A+	Vacant	Edit

4. A modal window as below is displayed

### Edit Bed

<b>Provider Name</b>	DMHAS-Provider	<b>Contract Number</b>	ct0002
<b>County*</b>	<input type="text" value="All Counties"/>		
<b>Site*</b>	<input type="text" value="222 S.Warren St,Trenton Main"/>		
<b>Bed Category*</b>	<input type="text" value="CEPP"/>	<b>Bed Type*</b>	<input type="text" value="Supervised Apartment (A+)"/>
<b>Program Element*</b>	<input type="text" value="Adult Residential"/>	<b>Level Of Care*</b>	<input type="text" value="A+"/>
<b>Target Gender*</b>	<input type="text" value="Non-Specific"/>	<b>Target Population*</b>	<input type="text" value="None: Available to all"/>
<b>ADA Accessible*</b>	<input type="text" value="Yes"/>	<b>Funding Source*</b>	<input type="text" value="None of the above"/>
<b>Bed Award Date</b>	<input type="text" value="mm/dd/yyyy"/>	<b>Bed Online Date</b>	<input type="text" value="mm/dd/yyyy"/>
<b>Back To Main Site*</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Award Comments</b>			

5. Select the correct site address of the bed from the “Site” drop-down field and click “Save” to change the site address of the bed. A screen with confirmation message as below is displayed.

Details Saved Successfully.

### Edit Bed

<b>Provider Name</b>	DMHAS-Provider	<b>Contract Number</b>	ct0002
<b>County*</b>	All Counties		
<b>Site*</b>	1 Test Drive, Hamilton		
<b>Bed Category*</b>	CEPP	<b>Bed Type*</b>	Supervised Apartment (A+)
<b>Program Element*</b>	Adult Residential	<b>Level Of Care*</b>	A+
<b>Target Gender*</b>	Non-Specific	<b>Target Population*</b>	None: Available to all
<b>ADA Accessible*</b>	Yes	<b>Funding Source*</b>	None of the above
<b>Bed Award Date</b>	mm/dd/yyyy	<b>Bed Online Date</b>	mm/dd/yyyy
<b>Back To Main Site*</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Award Comments</b>	<div style="border: 1px solid #ccc; height: 80px;"></div>		

## Ticket Management

Ticket Management module provides agency users to submit tickets for any questions / concerns related to the BEDS application. These tickets are monitored by department administrators and will be addressed to the answer any questions or resolve any concerns in a timely manner.

Agency users have the ability to create a ticket, comment on an existing ticket and provide attachments if necessary. Unless the status of a ticket is closed, agency users can communicate with the department administrators by providing comments for a specific ticket. Once a ticket is closed, it **cannot** be re-opened. Typically, every ticket addresses a single incident, question, or concern. Every ticket is provided with a ticket number, which can be used as a reference for communication purposes

Below are the step-by-step guidelines in creating, updating a ticket and filtering tickets based on status.

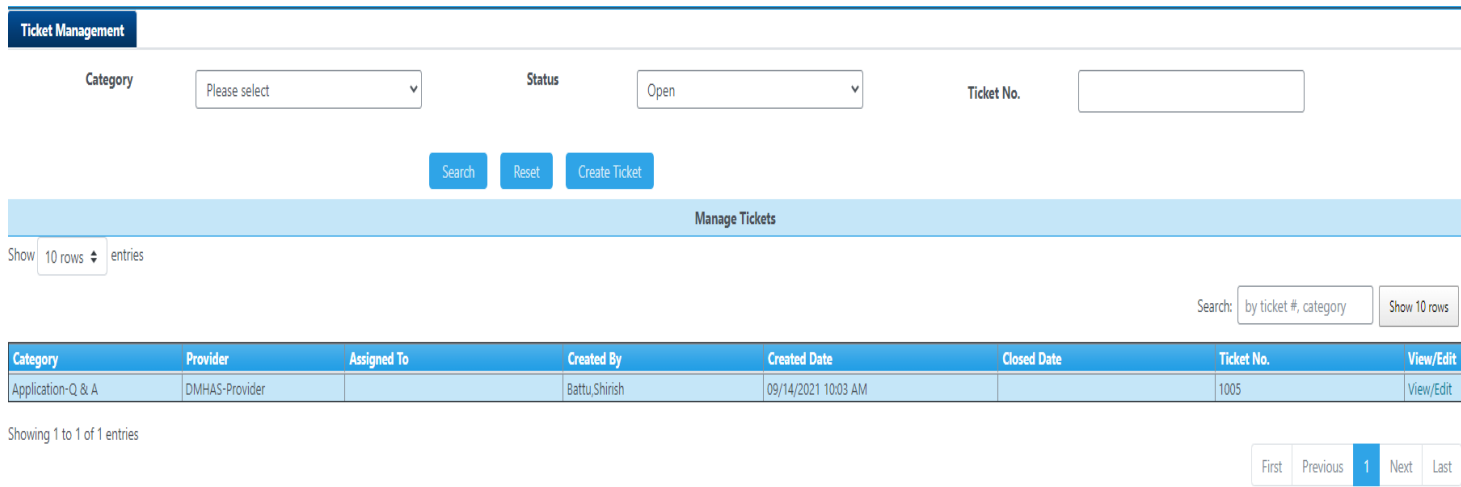


## Create Ticket

1. Click on “Tickets” menu as highlighted below.



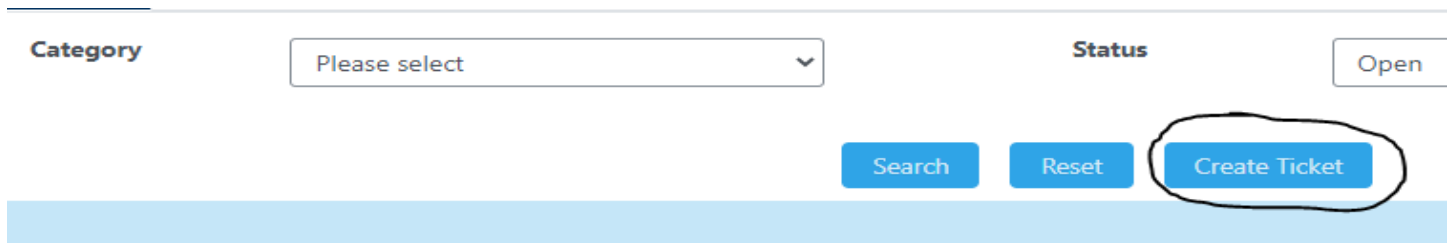
2. Below screen will be displayed

The Ticket Management interface. At the top left is a 'Ticket Management' tab. Below it are form fields for 'Category' (a dropdown menu with 'Please select'), 'Status' (a dropdown menu with 'Open'), and 'Ticket No.' (a text input field). Below these fields are three buttons: 'Search', 'Reset', and 'Create Ticket'. A light blue bar labeled 'Manage Tickets' is below the buttons. Underneath, there is a 'Show 10 rows' dropdown and 'entries' text. To the right is a search box with the text 'by ticket #, category' and a 'Show 10 rows' button. Below this is a table with the following data:

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM		1005	View/Edit

Below the table is the text 'Showing 1 to 1 of 1 entries'. At the bottom right are navigation buttons: 'First', 'Previous', '1' (highlighted), 'Next', and 'Last'.

3. To create a ticket, click on “Create Ticket” button

A close-up of the form fields and buttons. The 'Category' dropdown is set to 'Please select'. The 'Status' dropdown is set to 'Open'. Below the fields are three buttons: 'Search', 'Reset', and 'Create Ticket'. The 'Create Ticket' button is circled in black.

4. A modal window is displayed as below. The email and phone of the user are pre-populated. If your email or phone are NOT accurate, please change them if need be.

**Create Ticket**

**Provider \*** DMHAS-Provider ▼

**Category \*** Please select ▼

**Priority \*** Please select ▼

**Email \*** shirish.battu@dhs.nj.gov

**Phone \*** (609) 438-4211

**Extension**

**Ticket Description \***

**Attachments** Choose Files No file chosen

Create Cancel

5. Select appropriate “Category” that closely matches with your intent of creating a ticket, choose the priority, provide the description of the ticket with your question, concern etc. If there are any attachments you would like to provide, click on “Choose Files” button and select attachment file(s) from your computer. Once all the mandatory fields (marked with red asterisk \*) are provided with corresponding information, click on “Create” button to create a ticket. A screen as below is displayed, an email is sent to the user who created the ticket.

## Create Ticket

Ticket Number 1006 created successfully. Please use this ticket number for your reference.

**Provider \***

**Category \***

**Priority \***

**Email \***

**Phone \***

**Extension**

**Ticket Description \***

How can I change the site address of a specific bed? Bed Id; 4987.

**Attachments**

Capture.PNG

- Once a ticket is created successfully, an agency user **CANNOT** change its priority, category, assignment or status.

## Filter / Search Tickets

Once navigated to “Tickets” menu, all the “open” tickets created by your agency users are displayed. Tickets can be filtered by following different ways.

- I. Using search filters above the “search” button
  - By category of ticket
  - By status of ticket (whether a ticket is closed or open)
  - By a ticket number, to see a specific ticket.
  - By a combination of above filters.
  
- II. Using in-line typing on the top right corner of the tickets grid.
  - By ticket number
  - By ticket category

1. Navigate to tickets menu to see the screen as below.

The screenshot shows the 'Ticket Management' interface. At the top, there are search filters for 'Category' (set to 'Please select'), 'Status' (set to 'Open'), and 'Ticket No.' (empty). Below these are 'Search', 'Reset', and 'Create Ticket' buttons. A 'Manage Tickets' header is present above a table. The table has a 'Show 10 rows' dropdown and a search input with 'by ticket #, category' and a 'Show 10 rows' button. The table contains two rows of ticket data.

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:20 AM		1006	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM		1005	View/Edit

2. Select appropriate category and status of the tickets and click on “search” button to see results on the grid that match your search criteria, as displayed below.

The screenshot shows the 'Ticket Management' interface with search filters. 'Category' is set to 'Site Change Request' and 'Status' is set to 'Open'. The 'Search' button is highlighted. Below the 'Manage Tickets' header, the table shows one result for 'Site Change Request'.

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Site Change Request	DMHAS-Provider		Battu,Shirish	09/14/2021 10:47 AM		1007	View/Edit

3. To reset the search criteria, click on “Reset” button to display the default view.

- To use the in-line grid search box, type the ticket category or ticket number as displayed below to filter the grid results.

Search   Reset   Create Ticket

Manage Tickets

Show 10 rows entries

Search: application X Show 10 rows

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:20 AM		1006	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM		1005	View/Edit

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Manage Tickets

Show 10 rows entries

Search: 1007 X Show 10 rows

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Site Change Request	DMHAS-Provider		Battu,Shirish	09/14/2021 10:47 AM		1007	View/Edit

Showing 1 to 1 of 1 entries

## Update Tickets

- Navigate to “Tickets” menu to see the manage tickets grid with all open tickets.
- To update a ticket, locate the ticket number on the grid and click “View/Edit” hyperlink to see the ticket details.

Manage Tickets

Show 10 rows entries

Search: by ticket #, category Show 10 rows

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Site Change Request	DMHAS-Provider		Battu,Shirish	09/14/2021 10:47 AM		1007	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:20 AM		1006	View/Edit
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM		1005	View/Edit

Showing 1 to 3 of 3 entries

- A modal pop up window with selected ticket details is displayed as shown below.

**Ticket Number : 1006**

<b>Created Date</b>	09/14/2021	<b>Provider*</b>	DMHAS-Provider								
<b>User Name</b>	Battu, Shirish	<b>Email</b>	shirish.battu@dhs.nj.gov								
<b>Priority*</b>	Medium	<b>Category*</b>	Application-Q & A								
<b>Status</b>	Open	<b>Assigned To*</b>	Please select								
<b>Phone*</b>	(609) 438-4211	<b>Extension</b>	9999999								
<b>Ticket Description</b>	How can I change the site address of a specific bed? Bed Id; 4987.										
<b>Previous Comments</b>											
<b>Comments*</b>	<div style="border: 1px solid #ccc; height: 40px;"></div>										
<b>Previous Attachments</b>	<table border="1"><thead><tr><th>FileName</th><th>UploadedDate</th><th>UploadedBy</th><th>UploadedAgency</th></tr></thead><tbody><tr><td>Capture.PNG</td><td>09/14/21</td><td>Battu, Shirish</td><td>DMHAS-Provider</td></tr></tbody></table>			FileName	UploadedDate	UploadedBy	UploadedAgency	Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider
FileName	UploadedDate	UploadedBy	UploadedAgency								
Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider								
<b>Attachments</b>	<input type="button" value="Choose Files"/> No fi...osen										

- 4. To update a ticket with additional comments or attachments, enter your comments in the “Comments” section and if there are any files to be uploaded, click on “Choose Files” button, select the files from your local computer. Once all the mandatory fields are entered, click on “Save” button update the ticket. A screen with confirmation message as below will be displayed.

**Ticket Number : 1006**

Ticket Number 1006 has been updated successfully.

<b>Created Date</b>	09/14/2021	<b>Provider*</b>	DMHAS-Provider												
<b>User Name</b>	Battu, Shirish	<b>Email</b>	shirish.battu@dhs.nj.gov												
<b>Priority*</b>	Medium	<b>Category*</b>	Application-Q & A												
<b>Status</b>	Open	<b>Assigned To*</b>	Please select												
<b>Phone*</b>	(609) 438-4211	<b>Extension</b>	9999999												
<b>Ticket Description</b>	How can I change the site address of a specific bed? Bed Id; 4987.														
<b>Previous Comments</b>	[Shirish Battu, Sep 14 2021 11:02AM] : updating this ticket with attachments.														
<b>Comments*</b>	<div style="border: 1px solid #ccc; height: 40px;"></div>														
<b>Previous Attachments</b>	<table border="1"><thead><tr><th>FileName</th><th>UploadedDate</th><th>UploadedBy</th><th>UploadedAgency</th></tr></thead><tbody><tr><td>Capture.PNG</td><td>09/14/21</td><td>Battu, Shirish</td><td>DMHAS-Provider</td></tr><tr><td>Capture.PNG</td><td>09/14/21</td><td>Battu, Shirish</td><td>DMHAS-Provider</td></tr></tbody></table>			FileName	UploadedDate	UploadedBy	UploadedAgency	Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider	Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider
FileName	UploadedDate	UploadedBy	UploadedAgency												
Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider												
Capture.PNG	09/14/21	Battu, Shirish	DMHAS-Provider												
<b>Attachments</b>	<input type="button" value="Choose Files"/> No fi...osen														

- A ticket can be updated with comments until the status of the ticket is “Closed”. A maximum of 10 attachments per ticket can be uploaded to a ticket.

## Sorting Tickets

The default view of tickets grid contains all the open tickets with the **last** created ticket being displayed **first** on the grid. Sometimes, sorting can be useful based on grouping all ticket categories or created date etc.

- Navigate to “Tickets” menu to see the default grid view of all open tickets, as below.

Ticket Management

Category

Status

Ticket No.

Search
Reset
Create Ticket

Manage Tickets

Show  entries

Search:

Category	Provider	Assigned To	Created By	Created Date	Closed Date	Ticket No.	View/Edit
Site Change Request	DMHAS-Provider		Battu,Shirish	09/14/2021 10:47 AM		1007	<a href="#">View/Edit</a>
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:20 AM		1006	<a href="#">View/Edit</a>
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM		1005	<a href="#">View/Edit</a>

Showing 1 to 3 of 3 entries

- To sort and group tickets on the grid view based on category, click on “Category” column of the grid view. First click on the column will sort in ascending order; the second click on the column will sort the results in descending order. Follow similar steps to sort on the column of your choice. **Note:** The columns that can be sorted are “clickable”. If click on a specific column is not enabled, then that specific column cannot be sorted. Below example displays all “Application Q&A” categories grouped together when clicked on “Category” column.

Manage Tickets

Show  entries

Category	Provider	Assigned To	Created By	Created Date
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:20 AM
Application-Q & A	DMHAS-Provider		Battu,Shirish	09/14/2021 10:03 AM
Site Change Request	DMHAS-Provider		Battu,Shirish	09/14/2021 10:47 AM

Showing 1 to 3 of 3 entries

