

Question	Answer
In the AVS Portal Security User Guide, it states that the system will not allow the previous 10 passwords. If we have to hard reset a password for a user, does the sub-admin role over-write this rule?	Yes.
When supervisors give you a 784 is there a box specifically for AVS?	As of now, users are instructed to use the Other box and write in AVS. In the future, a new version of the form will be released with 784 as an option.
Case managers currently don't have rights, can we give them rights as Eligibility Workers – If a supervisor makes that request?	Case Managers who determine financial eligibility should be assigned the Eligibility Worker role in AVS.
Do we submit the 784 form, or just keep it on file when setting up a new user?	Please keep 784 forms on file for all users except for Sub-Admin requests. Those should be forwarded to the APD Security Requests email address for processing.
Is there a way to remove a user if they no longer work at our agency?	You can deactivate users by unchecking the active box, but users will still show up on the users list.
Is it necessary to have a 784 form filled out if I already know them and what role to give them?	Yes, the 784 form is required for all users on all systems.
What do you do when someone works out of two different offices?	Assign them to the district they belong to.
As a sub-admin, can we see and work cases in AVS?	No, only one role can be assigned to a user at a time, and the sub-admin role can only manage users.
Is it possible to allow Sub Admins to have rights to see and work cases as some of the Sub Admins are supervisors.	Unfortunately, no, the policy is users only have one role assigned.
For those users added when AVS went live, do we need to do a 784 to have on file?	No, these were taken care of already during go-live.