

Aging and People with Disabilities

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Number: APD-IM-17-062

Authorized signature

Issue date: 8/29/2017

Topic: Systems Issues

Subject: Email address issue identified in Oregon ACCESS

Applies to (check all that apply):

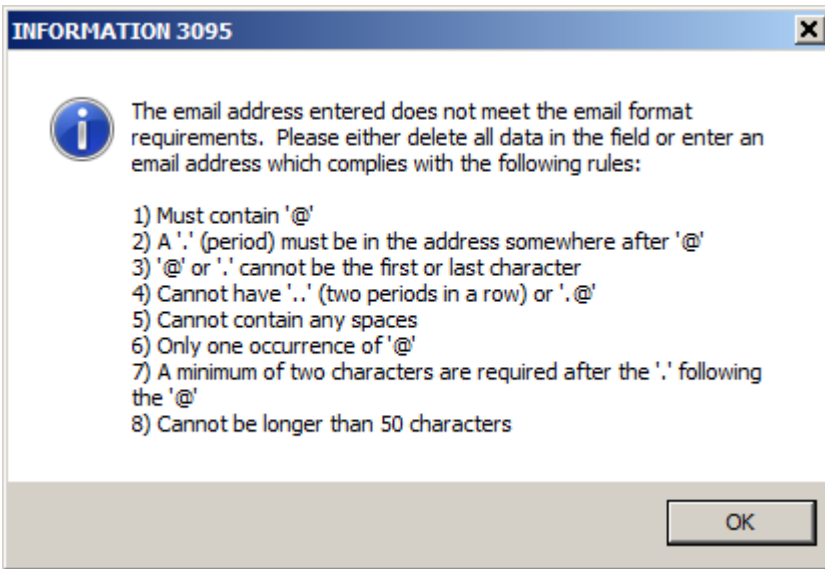
- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> Child Welfare Programs | |

Message: During the Oregon ACCESS Release 24.05 – which occurred Friday, July 28, 2017 (See [APD-IM-17-056](#) for details), an issue was identified when creating or modifying email addresses when cases are checked out (in remote). The issue will be resolved with the next Oregon ACCESS release, which is expected to be scheduled for the end of September. At future transmittal will be issued with the exact release date.

Until said release, please **do not attempt to create or modify an email address when the case or assessment is checked out in remote.**

Should you inadvertently do so, you will be able to resolve the issue by taking the following steps:

- Click OK when you receive the following message.



- Click the pencil icon  .

Please note: Any non-email contact information which was created or modified, but not yet saved, must be reentered once the case has been checked back in. All email fields are working properly on cases that are checked in.

If you have any questions about this information, contact:

Contact(s):	Christine Maciel - LTC Policy Analyst		
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Email:	Christine.C.Maciel@dhsosha.state.or.us		