

PTC November 2023 Webinar and Learning Lab

FAQ (Frequently Asked Questions)

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Troubleshooting/EVV options

Q: How can I assist a provider who can't remember their password?

A: Make sure the provider's email address is correct in OR PTC DCI. Then, ask the provider to use the "Forgot Password" hyperlink on the login page so they can reset their password. If this is not working, you or the provider can reach out to PTC Support for additional assistance at PTC.Support@odhsoha.Oregon.gov.

Q: If a provider reports their app keeps spinning or having other issues, what should we do?

A: Try the steps mentioned in the webinar and learning lab, and if these do not resolve the issue, the provider should check their internet connection.

If they cannot identify or resolve an internet connection issue, they should reach out to the PTC Support Team at PTC.Support@odhsoha.oregon.gov. You can also reach out to us on their behalf. The email should include as much detail as possible about what the issue is and when it occurs. If they are able to obtain a screenshot or screen recording, that would be extremely helpful. Another thing to watch out for is that if the system is loading and they are trying to click or tap on other buttons, this slows down the system even more and will cause lag.

Q: What does it mean if the landline phone is a blocked number (and therefore cannot be used for landline entries) as mentioned in the webinar?

A: This means the consumer has asked their phone service carrier to block their number to avoid receiving solicitation calls. In order for the provider to use the landline phone to make entries, the consumer must reach out to their phone service carrier to unblock their phone number.

Q: How else can I troubleshoot landline entry issues?

A: Try pulling an EVV phone report to look at their landline entries in more detail. Go to Reports – EVV Reports – EVV Phone Report and enter the provider's name in the Employee Name field.

Q: The fob code sometimes doesn't display long enough to write the numbers down. Can this be changed? What should the provider do?

A: The fob is designed to display the code for 60 seconds at a time. If the numbers don't display long enough, the provider should push the button on the fob again. They will then have up to 60 seconds to write down the new code.

Q: How long does it take for the consumer to get the fob?

A: Currently it is taking around 4-6 weeks for the consumer to get the fob.

Editing profile information/authentication information

Q: A consumer was prompted for their PIN, but they never set one up. How can they input their PIN if they did not set one up first?

A: The PIN for new users defaults to the last 4 digits of their primary phone (if they have a primary phone number on file) If there is not a primary phone on file, then the PIN defaults to 0000.

Q: Can a provider update their address in OR PTC DCI?

A: Providers cannot update their address in OR PTC DCI. They can only update their email address, phone number, username, password, or PIN. Local office staff can update the provider's address and other information.

Q: If I add a note to a consumer or provider's profile by mistake, can I delete it later?

A: Unfortunately, you cannot delete or edit a previously added note. You will need to make a new note to correct the previous one.

Links/Unlinks/Relinks

Q: If a provider sees the error "Employee Service Account End Date Punch Entry", what does that mean?

A: This means the provider and consumer are currently unlinked. If you look at one of their service accounts (by selecting the account to view the details), you will notice an End Date listed, which is a stop work date that was previously reported by the local office or central office. If the provider needs to report time/mileage, you must request a relink from PTC Support. Please see [Employee Service Account End Date Punch Entry Error in OR PTC DCI](#) for more information.

Q: If a provider's HCW number expired while working for someone and then started working for the client again after they were re-certified, would they need to be relinked?

A: If they were previously unlinked in OR PTC DCI, as confirmed by the local office staff member, then the staff member should reach out to PTC Support to request a relink.

Additional Resources

Webinar Session 2 Materials

- [PTC Webinar Session 2 Video](#)
- [Webinar Series Session 2 PowerPoint Presentation](#)

Learning Lab Session 2 Materials

- [PTC Learning Lab Session 2 Video](#)

[PTC Staff Tools](#) - PTC resources, including Webinar and Learning Lab materials, as well as transmittals and other published communications.

[PTC Learning Lab Workday Course](#) - Go here to register for Learning Labs.

[Troubleshooting Guide](#) - Go here to learn more about troubleshooting common issues, including STIM time entry issues.

[Welcome Support Guide](#) – Sent to new providers and consumers by PTC Support. Explains how to get started in OR PTC DCI and how to log in for the first time.

[APD-IM-22-032 Updating OR PTC DCI Profiles](#) – More information on updating all profile types.

[Profile Management Guide](#) – Detailed guide on updating profiles, linking, unlinking, and relinking.

[User Settings Guide](#) – Help with passwords, PINs, security questions, and mobile verification.

[APD-IM-22-097 Login Security in OR PTC DCI](#) – Security reminders around sharing login credentials.

Resources for helping a consumer and provider decide which OR PTC DCI option works best for them.

- [Which OR PTC DCI option is right for me?](#)
- [Technology comfort level guide to picking an OR PTC DCI option](#)

Resources on unlinking and relinking:

- [Employee Service Account End Date Punch Entry Error in OR PTC DCI](#)
- [APD-AR-23-029 Action Request - Relinking in OR PTC DCI](#)
- [Unlink and Relink Reminders for Staff](#)

PTC Support Team's contact information:

PTC.Support@odhsoha.Oregon.gov