

# Request to Create or Reactivate a New Case Manager Account

## CANVaS 2.0

CANVaS 2.0 is the online software for the Virginia Child and Adolescent Needs and Strengths (CANS) assessment. CANS is required for all children and youth receiving services funded through the Children's Services Act (CSA) and all children in foster care. Users are required to read and acknowledge acceptance of the requirements of the online user agreement.

If you are a case manager for the local department of social services, court services unit, community services board/behavioral health authority, schools or CSA who completes CANS for children on your caseload, please provide your Local Administrator with the following information to create your CANVaS access. Only public agency case managers, not private providers, may establish CANVaS accounts.

Your Local Administrator's contact information may be found at <http://www.csa.virginia.gov/rosters>. Complete and submit this form to your Local Administrator to establish an account. Local Administrators are often referred to as Designated Super Users/Report Administrators (DSU/RAs).

### REQUIRED INFORMATION

Name \_\_\_\_\_

Job Title \_\_\_\_\_

Agency \_\_\_\_\_

E-mail Address \_\_\_\_\_

Phone Number \_\_\_\_\_

User's Signature \_\_\_\_\_

Requested User Name \_\_\_\_\_

Location(s) for which access is needed \_\_\_\_\_

Signature of Agency Supervisor\* \_\_\_\_\_

Printed Name of Agency Supervisor \_\_\_\_\_

**Send this information, along with a copy of your current CANS certification to your Local Administrator.**

Your DSU/RA (Local Administrator) will create an account for you which will generate an e-mail being sent to you with a temporary password. Upon your first log-in to the system, you will be asked to create a secret question and answer as well as a new password. Passwords must be updated every ninety days.

If you do not receive the e-mail, contact your Local Administrator. For other access issues, you may contact the CANVaS Help Desk at 1-877-727-8329 or by e-mail at [canvas@rcrtechnology.com](mailto:canvas@rcrtechnology.com) (Do not e-mail child specific information.) Or you may contact the Office of Children's Services at (804) 662-9815.

*\*The signature of the supervisor is required to confirm that the case manager requesting access to CANVaS 2.0 requires such access to carry out his or her job responsibilities. If not signed by the case manager and the supervisor, an account may not be created or reactivated. Form revised March 2017.*