

Do you need to complete CANS for CSA/FAPT and/or DSS (In-Home, foster care)?

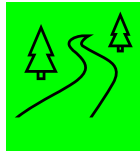
NEW CANS/CANVaS Users

“Easy Steps” Tip Sheet

There are two very different websites related to the Virginia CANS and CANVaS for CSA (and DSS) case managers each with their own way to access. The two sites are:

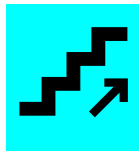
- the Praed CANS training and certification site located at www.tcomtraining.com on SchooX software
- CANVaS, the software application for the VA CSA versions of the CANS assessment and hosted on the Commonwealth of Virginia’s IT network (Go to www.csa.virginia.gov and click on the “CANVaS” link under “Applications”)

First you must train and certify on the administration of the CANS on the Praed CANS site and then create an account on the CANVaS site to complete CANS assessments.



START HERE!!!

The first step for new users is to complete the training and pass the CANS certification exam with a .70 or higher. Go to www.tcomtraining.com (Praed CANS training/certification site) and click on “sign up” to create an account. You do not create an OKTA log in for this site. Instructions for creating an account and navigating the training site are found at www.csa.virginia.gov/CANS (“Training and Certification”) If you have never certified on the VA CANS, you will need to complete the training modules and then take the certification exam. Print and save a copy of your certificate.



SECOND STEP

Once the training has been completed and you are certified (congratulations!), you should complete the:

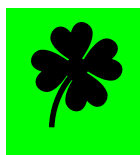
- “Request to Create or Reactivate a CANVaS Case Manager Account” (8/23 version) found at www.csa.virginia.gov/CANS (found under “Account Management Forms”)
- Sign the request form and have your supervisor sign
- Send the completed and signed request form to your local CANVaS Administrator(s) along with a copy of your certification



THIRD STEP

The CANVaS Local Administrator will:

- search CANVaS and since you are new to CANVaS, will
- create a new user account which generates an automatic activation mail to you, the new user



FOURTH STEP

You (the new user) will:

- Receive the automated email from CSA IT Support
- Click on the link in the email
- Read (IMPORTANT and short) CANVaS 2.0 User Agreement
- Indicate acceptance of terms of User Agreement by checking (clicking on) a box
- Click on the words “Activate Account”
- be prompted to enter OKTA credentials if already an OKTA user, or will be “dropped” into OKTA and prompted to create those credentials, or receive an error message
- If an error message is received contact csa.canvassupport@csa.virginia.gov



FINAL STEP

The new user will:

- Access and read “Navigating CANVaS-Basics for Case Managers” before adding any new information to the website

Site support for the Praed CANS training and certification site may be contacted at support@tcomtraining.com The CANVaS Help Desk may be reached at canvas@rcrtechnology.com or by phone at 1-877-727-8329. Monday-Friday from 8:00 a.m. to 5 p.m. Monday thru Friday (excluding holidays). Much more information is available in the resources linked here in the CANS folder on the OCS website (www.csa.virginia.gov/CANS), on the Praed CANS training site under “Supplemental Materials” and in the “Documents” folder in CANVaS.