

ACCOUNT MANAGEMENT SYSTEM

User Manual

Read this manual before operating the system, and for future reference.



Last updated on: April 15, 2018

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1. Getting Started

This section will guide you on how to access the Account Management System (AMS)

Account Management System (AMS) can be access from three locations:

1. On OCSs' main website www.csa.virginia.gov
 - a. Click on *Contacts*
 - b. Click on *Local Government Contacts*
 - c. Click on left rail : *Account Management / Update Rosters / New User Registration* (**fig 1**)

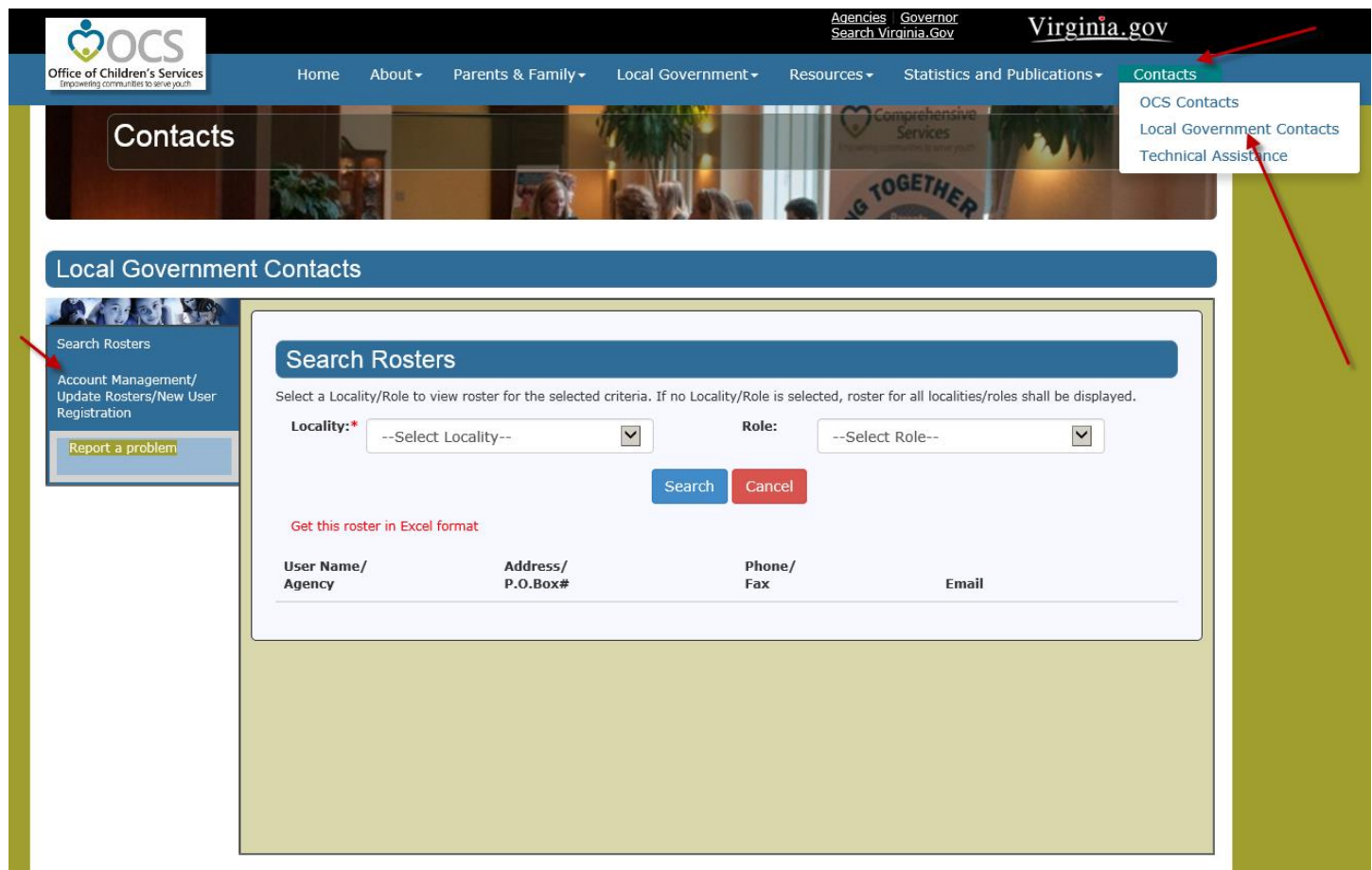


Fig 1:

2. On OCSs' main website www.csa.virginia.gov
 - a. Click on Local Government Reporting
 - b. Login to the system
 - c. On the Main Page click on the button for AMS(Account Management System) (**fig 2**)

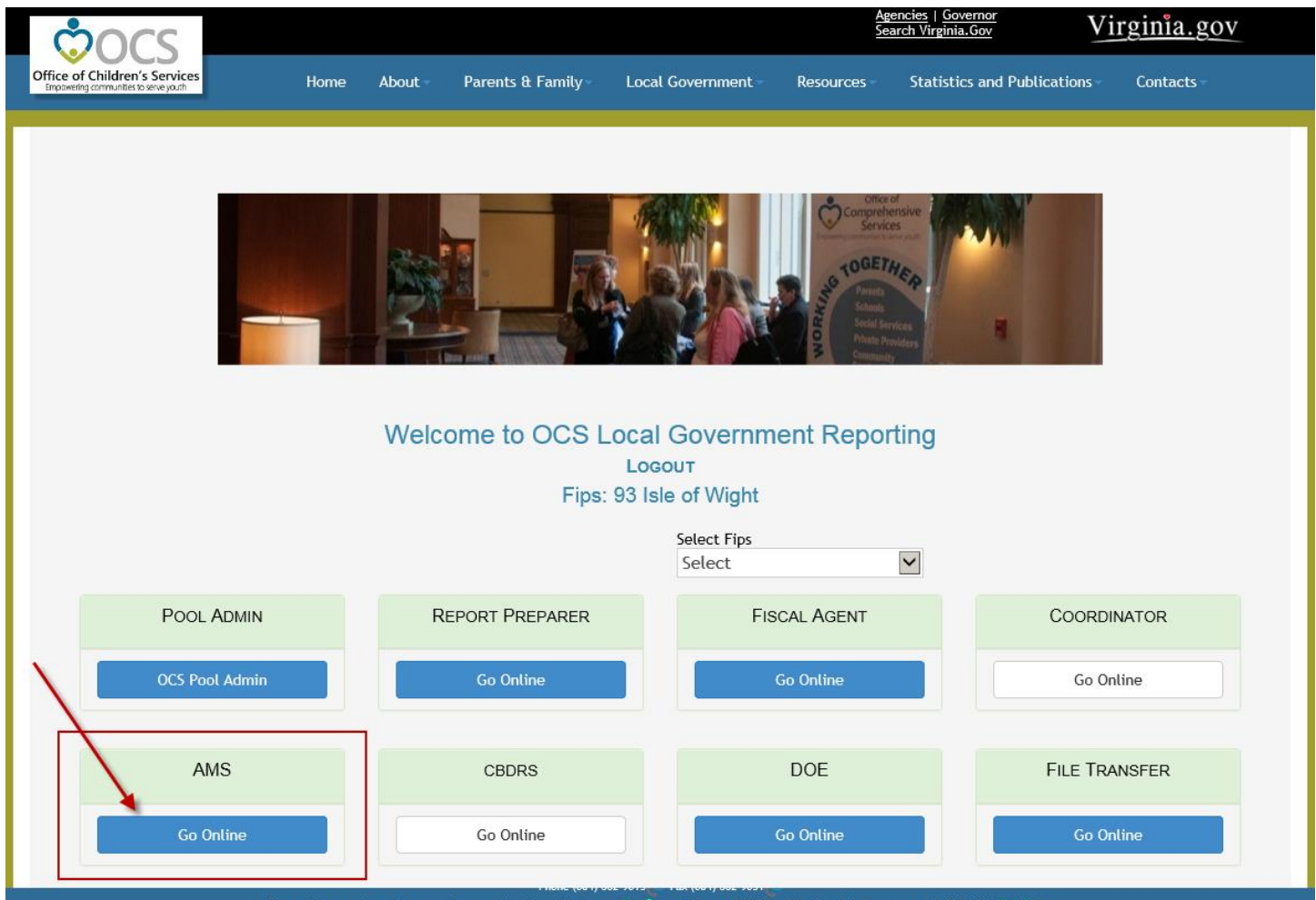


Fig2:

3. On OCSs' main website www.csa.virginia.gov
 - a. Under Applications section, click on *Account Management System* (fig 3)

The screenshot shows the OCS website header with the logo and navigation menu. A banner at the top contains a 'What's New' message. Below the banner, there are three main sections: 'Applications', 'What is CSA', and 'Welcome to OCS'. The 'Applications' section lists various links, with 'Account Management System' highlighted by a red box and an arrow. The 'What is CSA' section provides information about the Children's Services Act. The 'Welcome to OCS' section features a photo of Scott Reiner, Executive Director, and a welcome message. At the bottom, there are three buttons: 'Mission Statement', 'CSA Administration', and 'Vision Statement'.

OCS
Office of Children's Services
Empowering communities to serve youth

Agencies | Governor
Search Virginia.Gov

Virginia.gov

Home About Parents & Family Local Government Resources Statistics and Publications Contacts

*** What's New:**

Welcome to the "soft-release" of the new CSA website. "Soft-release" means we are still doing clean up and some features may not yet be working perfectly. We are continuing to work on these "bugs," however the critical features of the site are operational.

Applications

- Local Government Reporting
- OCS Helpdesk
- CANVAS 2.0
- Policy Public Comments Form
- CSA Knowledge Center
- Service Fee Directory
- Training Calendar
- CANS Training
- Account Management System**

What is CSA

The Children's Services Act (CSA) is now the name for a law enacted in 1993 that establishes a single state pool of funds to support services for eligible youth and their families. State funds, combined with local community funds, are managed by local interagency teams who plan and oversee services to youth.

*** Welcome to OCS** - Scott Reiner, Executive Director

Welcome to the website for the Children's Services Act (CSA) and the Office of Children's Services (OCS). This website is one part of our effort here at OCS to provide the highest quality information and support to the public, our state government partners, and local CSA programs in the spirit of "empowering communities to serve youth." The site contains a wealth of materials and I am confident it is a valuable resource.

In the 2017 fiscal year, CSA served over 15,000 children and families in the 133 cities and counties in the Commonwealth. With a combined state and local budget of over \$370 million, CSA is a major contributor to supporting the system of care in Virginia. We are proud partners with state agencies, local government, public and private service providers, and parents and families in improving lives and communities. Thank you for visiting the CSA website.

Mission Statement **CSA Administration** **Vision Statement**

Fig 3:

Even though, all Users have been transferred to the new system. The user needs to establish

1. The security questions for their current account
2. and, a new password.

Agencies Governor Search Virginia.Gov

Home About Parents & Family Local Government Resources Statistics and Publications Contacts

Account Management System --Accmack Logout

Change Password

Your current/temporary password for this account has expired in Account Management System. For security purposes you are required to answer the three security questions, fill the current/temporary password and make a new password following the guidelines below.

--Select security question 1--

--Select security question 2--

Old Password:

New Password:

Confirm Password:

Submit Cancel

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Phone (804) 662-9815 Fax (804) 662-9831
Please direct questions and comments concerning this website to csa.office@csa.virginia.gov © Children's Services Act, Commonwealth of Virginia [Web Policy](#)

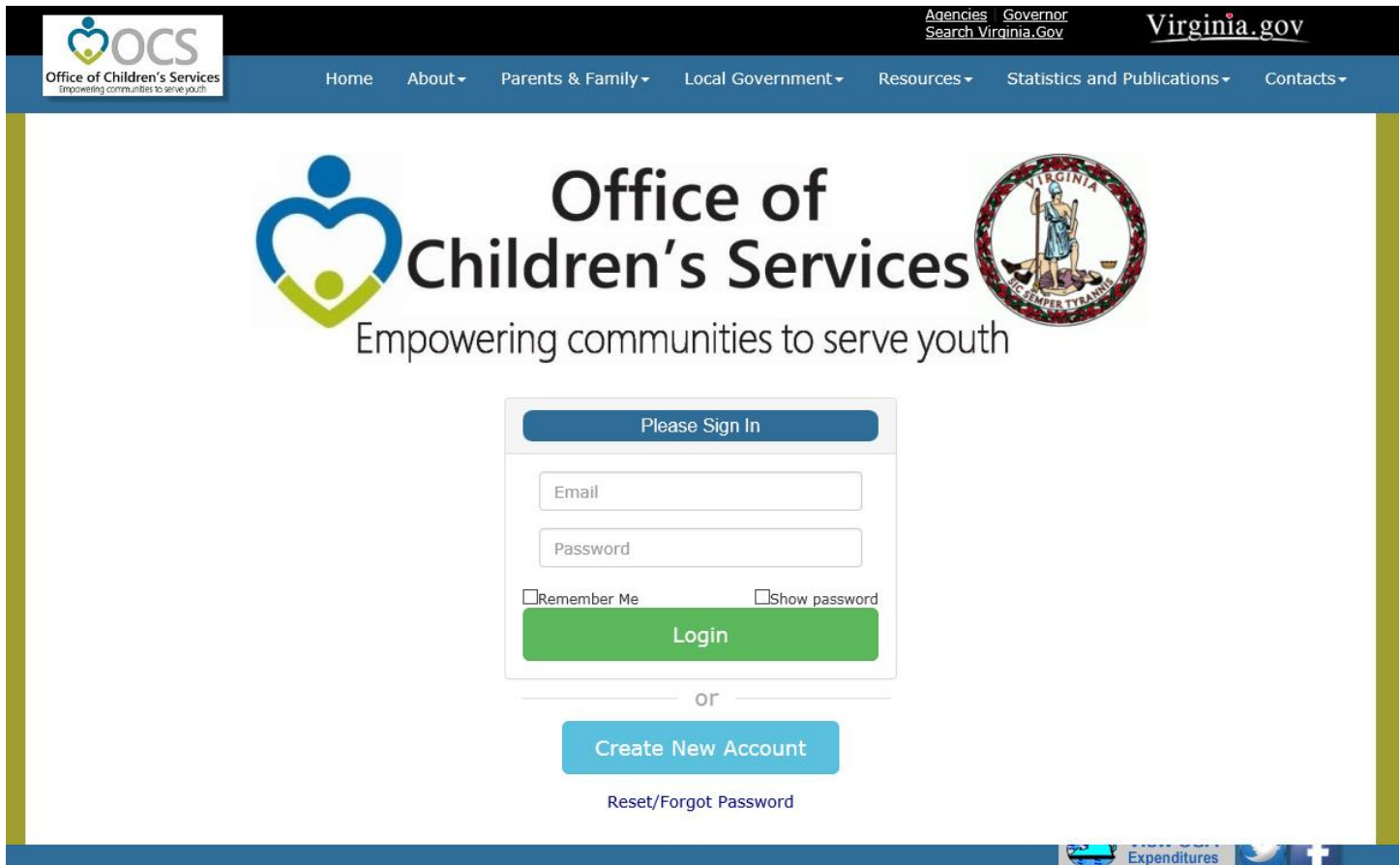
Once the above request information is, submitted. Going forward, User will need to login using the newly changed password

2. Login Page

After the user click "OK" on the disclaimer page, the Login Page is displayed. This login page has 3 options, if it originates from Account Management System and 3 options, if it originates from Local Government Reporting.

2.1 Login

Enter your current registered email address and password to log into the system.



The screenshot shows the login page for the Office of Children's Services. At the top, there is a navigation bar with the OCS logo on the left and links for Agencies, Governor, Search Virginia.Gov, and Virginia.gov on the right. Below this is a secondary navigation bar with links for Home, About, Parents & Family, Local Government, Resources, Statistics and Publications, and Contacts. The main content area features the OCS logo and the text "Office of Children's Services" and "Empowering communities to serve youth". To the right of the text is the Seal of the Commonwealth of Virginia. In the center, there is a login form with a "Please Sign In" button at the top. Below this are input fields for "Email" and "Password". There are also checkboxes for "Remember Me" and "Show password". A green "Login" button is at the bottom of the form. Below the login form, there is a link for "Create New Account" and a link for "Reset/Forgot Password". At the bottom of the page, there is a footer with a link for "Expenditures" and social media icons for Twitter and Facebook.

After three (5) failed login attempts, the system will be locked, to avoid any unauthorized use. You will then need to wait contact either your CSA coordinator or CSA office to unlock your user.

Within 3 attempts if you realize that you have forgotten your password, click on the link Reset/Forgot Password.

2.2 Reset/Forgot Password

If user has forgotten their password and if user clicks on "Reset/Forgot Password" link you will get the following screen



Reset Password


Locality:* ▾

Email ID:*

1. Select the Locality
2. Type in the the Email Address
3. Click Submit
4. A message “An email has been sent to your email id with password reset link. Please click on the link to reset your password.” will be seen on the screen.
5. After above message is displayed user will see a link in user’s mailbox.
6. When you click on the link. The following screen will be displayed.

es

HomeAbout▼Parents & Family▼Local Government▼Resources▼Statistics and Publications▼Contacts▼



Reset Password

You have requested a password reset for this account in Accounts Management System. For security purposes you are required to answer the security question to make a new password following the guidelines below.

What was your ...

New Password:

Confirm Password:

Information for Families

Reports & Documents

Guide

Services

GAP Survey

Training Materials

Department of Health

2.3 Create a New Account / Register New User Account

Either an existing User can register and create a new account or the new user itself can register oneself by clicking on the “Create New Account” button.

The following screen will be displayed on the screen



Create New User

Name:*

Locality:* ▾

Agency:*

Position:

Phone:*

Ext:

Fax:

Email:*

Address Line 1:*

Address Line 2:

P.O.Box#:

City:*

State:* ▾

Zip Code:*

Zip Ext:

Role:* ▾



Refresh
Input symbols

Register

1. Key in all the details on the screen
2. Click on the “Register” button

When user clicks on “Register”, an email notification is sent, to the Locality Approver for all the requested Roles. Please see Appendix A for all the roles and their corresponding Approvers.

3. Successful Login

When an existing User logs in, depending on their user role main screen shall show/hide various tabs.