



IDAHO DEPARTMENT OF HEALTH & WELFARE

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As a provider of children's mental health services in Idaho, the DBH Automation HelpDesk (HelpDesk) would like to offer your agency the opportunity to participate in Wave 4 of the statewide ICANS setup activities. Wave 4 of the ICANS setup is an ongoing phase and is open to all providers that have not already been setup in the system. Please note that participation in Wave 4 *is not required*, however, there will be some benefits if your agency chooses to participate in the setup process prior to July 1, 2019.

Starting September 1, 2018, the process for requesting ICANS set-up for new agencies and users will be as follows:

Initial Set-up Process for Wave 4 Provider Agencies:

1. The agency/provider will complete the Agency Access Requirements.
 - a. Review the [Agency FAQs](#)
 - b. Review the [Privacy Policies](#)
 - c. Review the [Security Guidelines](#)
 - d. Review and sign the [ICANS Agency Agreement](#)
 - e. Designate up to two (2) staff to be the Agency ICANS Administrators (AIAs). The AIAs review and sign the [ICANS Authorized User Agreement](#).
2. The provider will complete and submit an Online Portal request ticket for the Agency and AIAs to be set up in ICANS. [Click here for instructions on completing the Online Portal request for a new ICANS Agency set-up.](#)

Initial Set-up Process for Wave 4 Users:

1. The AIA ensures that each staff member that is requesting access to the ICANS system has reviewed, and signed the [ICANS Authorized User Agreement](#).
2. The AIA will complete and submit a ticket to request access for *each staff member* to be set up in ICANS. [Click here for instructions on completing the Online Portal request access to ICANS for a User.](#)

Access to ICANS

New users will be provided with the ICANS login credentials for their account after the Automation Help Desk has received the completed ICANS Authorized User Agreement. In addition, all staff accessing the ICANS must attend one of the online training sessions provided, at no cost, by the Automation Helpdesk. The Automation Help Desk offers all ICANS training via webinar through WebEx. [Click here to view the ICANS training calendar and to register for an on-line training.](#)

We look forward to working with you in the setup and use of the ICANS system. Please do not hesitate to contact the Automation Help Desk with any questions or concerns.

Contact Information:

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