

WebMAC – Frequently Asked Questions

Q: How do the employees know their Employee Id if it is not in the email?

A: The MAC Coordinator can provide the participant with their Employee Id, but accessing the **Observation Details** screen under **Data Entry**. The number to the left of the participant's name is the Employee Id used for accessing their RMS form.

Q: How long does the participant have to complete the electronic RMS form before it becomes invalid?

A: The participant has five (5) days from the sampled moment in time to complete the electronic form. After the 5th day the participant will receive a message stating the form has expired.

Q: Can the MAC Coordinator enter notes to a form that does not require Validation?

A: No. The MAC Coordinator can only enter additional notes on those forms that require the coordinator to **validate** the form. Otherwise, the coordinator can only enter notes when the form is **rejected** by MAXIMUS.

Q: What happens when the wrong email address has been entered on the personnel roster for the participants?

A: The MAC Coordinator will need to print out paper forms and make sure the email addresses are correct on the next personnel roster.

Q: When my participants click on the link, he/she receives a message stating that the link is invalid.

A: This message only appears when the link is accessed before the sampled moment in time has occurred. The AZ RMS Actual Notice email with the link comes 15 minutes prior to the participant's moment in time. If the participant clicks on the link before their moment in time, he/she will receive the "**Invalid Link**" message. Please instruct your participants to click on the link after their moment in time has occurred.

Q: Where does the participant indicate that he/she she is completing a referral on the electronic form since there is no Referral box?

A: The participant is instructed in the AZ RMS Actual Notice email on how to complete a referral. For the October – December 2006 quarter, if the participant is making or completing a referral have them put the following information into the **Notes** box under the 3 questions if the activity was a Referral:

1. Who was the referral made to?

2. If the referral was made outside of your school district, please indicate if this provider is a Medicaid provider by stating "No – not a Medicaid provider" or "Yes – A Medicaid provider".

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Q: When I print the RMS form from WebMAC it prints the screen on the top of the form.

A: To print a RMS form from the WebMAC system, you must select the PDF option. To access the RMS forms for printing follow the steps below:

1. Select Reports from the Home Page
2. Select Response Reports under the Reports menu
3. Click on Observation Print
4. Select the quarter for which you want to print the forms
5. Select “All” or the particular site you want the print the forms from (if you have more than one to choose from)
6. Once the form appears on your screen, in the center at the top of the form you will see PDF, click on the word “VIEW” to the left (it may be purple). This will open up a PDF file.
7. After the PDF file opens print the form by selecting “print” under the File menu.

Q: When my participant clicks on the link in the email he/she gets to the screen to log in, but it won't let them enter their User Id and it says it is an invalid link.

A: This happens because the LEAs email system does not allow for a HTML link. Normally the link to complete the form is listed as Observation Link in the email, but when the email system does not allow the HTML link, the link may look like this:

Observation Link

```
<https://az.sbmac.maximus.com/rms/IParticipant/ParticipantLogin.aspx?id=9if6cOrslvGgrEN2jt0T8%2f5Aghttp5chyChSf6OKFBpg%3d>
```

Because the link flows on to the next line, the link will not continue on to a second line. This is what causes the participant to get to the log screen, but not any further because the actual link is contained in the link on the second line. The participant will need to click on the link to get to the log in screen and then in the URL address line paste in the remainder of the link as shown below:

```
=9if6cOrslvGgrEN2jt0T8%2f5Aghttp5chyChSf6OKFBpg%3d
```

The = sign is or is not included depending how it shows in the URL line when you get to the log in screen. The <> must not be included or the link will not work. Once the participant has pasted in the remaining portion of the link and clicked go, this should take them to the log in screen and they should now be able to enter their User Id and complete the form.

Due to each LEA using different email systems, we are working on a way to keep this from happening in the future. Until issued is resolved the participants will need to copy and paste as stated above.

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Q: My participants did not receive their emails notifying them of their sampled moment in time.

A: There are a couple of reasons why a participant might not receive his/her email notifications from WebMAC.

1. The LEAs email system (firewall) may be blocking the emails from coming through. The coordinator will want to check with the LEA's IT department to make sure that this is not the problem.
2. The email address that was given to MAXIMUS was incorrect (wrong name, name misspelled, email address typed incorrectly, etc...). Check this by looking at the email address on the Participant List for the LEA in WebMAC. If the email address is incorrect refer to the fourth Q&A above.

If the LEA's IT cannot fix the issue before the participant's moment in time becomes invalid, have the Coordinator print out a paper copy of the form for the participant to complete. This will also apply if the email address given to MAXIMUS was incorrect.

Q: Why can't the Coordinator validate the form as soon as the participant completes the electronic RMS form.

A: The Coordinator has to wait until the form is "**locked**". The participant's form will lock 5 days after the sampled moment in time. What this means is that the participant has 5 days from the moment in time to complete the form. If the participant completes the form on the day of the sampled moment, then he/she can go back in and make changes to their form up until the 5th day is complete. Both the Coordinator and MAXIMUS have to wait until the form is locked to validate, code, or even request corrections.