



Handle with Care Web Application How-To Guide

Version 1.2

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Password Management

This application does not email forgotten passwords but instead requires the password to be reset.


Reset a password

To reset the password, first, navigate to the Handle with Care login page:

1. Click the **Forgot your Password?** link under the password text box
2. Enter the username/email address of the login
 - a. An email is sent to the provided email address if an account is found
3. Look for an email with the subject *Handle with Care Password Reset* and open
 - a. Check spam/junk folder if nothing is received within five minutes
4. Click the **Reset Password** button within the email
 - a. A page opens to enter a new password
5. Enter the username/email
6. Enter the new password
 - a. Ensure the password satisfies all requirements
 - b. To view the password requirements, click the information icon  next to **Password**
7. Click the **Reset** button
8. The password is updated and a success message is displayed

Change a known password


A password may be changed after log in. To update a password after log in:

1. Click on the name in the salutation at the very top of the screen
 - a. The **Update User Profile** page should appear with the **Username** textbox pre-filled
2. Enter the new password
 - a. Ensure the password satisfies all requirements
 - b. To view the password requirements, click the information icon  next to **Password**
3. Click the **Update** button
4. The password is updated and a success message is displayed
5. Click the **Back** menu item to return to the dashboard

Change an agency's password

Agency logins are the only logins that cannot change or reset their own password and must be performed by an administrator.

To change an agency's password:


1. Click the **Logins** menu item
2. Click the update password icon next to the username of the agency
 - a. The **Update User Profile** page should appear with the agency's username pre-filled in the **Username** textbox
3. Enter the new password
 - a. Ensure the password satisfies all requirements
 - b. To view the password requirements, click the information icon  next to **Password**
4. Click the **Update** button
 - a. If successful, the password is updated and a success message appears
5. Click the **Back** menu item to return to the dashboard

Organization Management

Depending on the role of the logged in user, different types of organizations may be added, edited, and deleted.

Add an organization

To add an organization:

1. Click the **Organizations** menu item
2. Click the **+Add** link located at the top-right of the organization grid
3. Select the type and parent of the organization (non-county organizations)
4. Enter the name of the organization
5. Enter the name of a contact for the organization
6. Enter the email address of the organization
 - a.  The accuracy of this email address is very important as it is used for notification of new incidents
7. Enter a contact phone number
8. Click the save icon to add the organization, otherwise, click the cancel icon to abandon the procedure

Edit an organization

To edit an organization:

1. Click the **Organizations** menu item
2. Click the edit icon corresponding to the organization to update
3. Make any necessary updates
4. Click the save icon to persist the change(s), otherwise, click the cancel icon to abandon the procedure

Archive an organization

An organization may be archived if no further data is to be associated with the organization. For example, if a school district will no longer participate in the program, the district and its associated schools may be archived so they will no longer appear in areas where only active organizations are desired. Archiving an organization preserves all associated data.

To archive an organization:

1. Click the **Organizations** menu item
2. Click the edit icon corresponding to the organization to archive
3. Uncheck the box in the **IsActive** column
4. Click the save icon to persist the change, otherwise, click the cancel icon to abandon the procedure

Delete an organization

An organization may only be deleted if it possesses no corresponding data such as links to other organizations, logins, or incident notifications. To delete an organization with associated data, first, delete the linked data, if possible, then delete the organization.

Note: the organization associated to the logged-in user may not be deleted. Deleting an organization is permanent and may not be reversed.

To delete an organization:

1. Click the **Organizations** menu item
2. Click the delete icon corresponding to the organization to remove
3. Click the **OK** button to proceed, otherwise, click the **Cancel** button to abandon the procedure

Login Management

Application logins are managed internally and may be created for any active organization. To create a login for a new organization, follow the steps to add the organization then return to create the login.


 Note: A valid email address is required for use as the username of the login

Add a new login


Creating a new login is a two-party participation process; the two parties will be identified henceforth as the **INITIATOR** and the **RECEIVER**. The **INITIATOR** is a person with authority to create new logins and the **RECEIVER** is the entity for whom the login is being created.

To add a new login:

INITIATOR

6. Click the **Logins** menu item
7. Click the **+Add** link located at the top-right of the login grid
8. Select the role and organization from their respective drop-down boxes
9. Enter an email address for the username of the login
 -  Ensure the accuracy of this email address as it is used to communicate account activity
10. Enter a name for the login (optional)
11. Click the create icon to add the new login, otherwise, click the cancel icon to abandon the procedure
12. If successful, the new login will appear in the login grid
 - a. A confirmation email is sent to the email address provided with the subject *Handle with Care Email Confirmation* from the address *noreply@sbceo.org*
 - b. If no email is received, check the junk and/or spam folder
 - c. If after five minutes no email arrives in either the inbox, junk, or spam folders, navigate to the **Login Management** page and click the resend confirmation icon associated to the login. This will resend the confirmation email to the address
 - d. After confirmation, the **RECEIVER** may perform the password reset process, if needed

RECEIVER

13. Click the **Confirm Email** button from within the confirmation email
 - a. If successful, the email address is confirmed and the create password page appears
14. Enter a password
 - a. Ensure the password satisfies all requirements
 - b. To view the password requirements, click the information icon  next to **Password**
15. Click the **Set Password** button
 - a. If successful, the password is updated and a success message appears
16. Click the **Go to log in page** link to log into the Handle with Care web application

Edit a login

The only login data that may be edited is the **Name** property of the login. If any other property of the login is incorrect and needs to be changed, delete the login and create a new login.

To edit a login:

1. Click the **Logins** menu item
2. Click the edit icon corresponding to the login to update
3. Update the **Name** property as needed
4. Click the save icon to persist the change, otherwise, click the cancel icon to abandon the procedure

Delete a login

Logins may be deleted as needed and the operation is irreversible. Note: a logged in user may not delete their own login account and must be performed by another person.

To delete a login:

1. Click the **Logins** menu item
2. Click the delete icon corresponding to the login to remove
3. Click the **OK** button to proceed, otherwise, click the **Cancel** button to abandon the procedure

Incident Notifications

Incident notifications may only be generated from an agency login and are viewable by application administrators, districts, and schools.

Add an incident notification

To add an incident notification:





1. Navigate to the **Handle with Care** website
2. Log in with agency credentials
3. Enter the date and time of the incident
 - a. Respective text boxes are pre-filled with the current date and time
4. Enter the name of person reporting the incident (optional)
5. Enter the child's first and last name
6. Enter the child's middle name (optional, if date of birth is provided)
7. Enter the child's date of birth (optional, if middle name is provided)
8. Select the child's school (if known) from the drop down (optional)
9. Click the **Submit HWC** button
10. Click the **Exit** button to finish, otherwise, click the **Add another student** button and repeat steps 3-10 to continue adding additional incident notifications

View incident notifications

To view incident notifications

1. Log in to the **Handle with Care** website
2. Click the **Incidents** menu item

Viewing Incidents Legend

-  Unacknowledged
-  County Acknowledged
-  School Acknowledged
-  Not Enrolled

Acknowledge incident notifications (Administrator)





Currently, incidents may only be acknowledged by an application administrator or a school site.

To acknowledge an incident notification:

1. Follow the steps to view incident notifications
2. Click the empty status icon associated to the incident notification
 - a. The incident's acknowledged status will update and the incident notification will be sorted in descending order according to its date

Acknowledge incident notifications (School)

To acknowledge an incident notification:

1. Log in to the **Handle with Care** website
2. Click the  button associated to the incident notification
3. Select the appropriate status from the dropdown menu
 - a. **Acknowledge** – Recognize acceptance of notification
 - b. **Not Enrolled** – Identify non-enrolled student
 - c. **New** – Leave notification unacknowledged
4. Click the  button to save
 - a. The incident's status will update and the incident notification will be sorted in descending order according to its date
 - b. Optional, click  to cancel the status update
 -  c. Once a status has been saved it cannot be changed