

**Policies and Procedures for Access to CANVaS**

*for the administration of the*

**Virginia Child and Adolescent Needs and Strengths (CANS)  
Assessment**

**Comprehensive Services Act for at-Risk Youth and Families (CSA)  
January 2010 (Version 2)**

## Table of Contents

<b>Section I. Introduction.....</b>	<b>3</b>
<b>Section II. Case Manager Access to CANVaS.....</b>	<b>4</b>
<b>Section III. Role of Case Manager’s Supervisor.....</b>	<b>6</b>
<b>Section IV. Designated Super User /Report Administrator Access to CANVaS.....</b>	<b>7</b>
<b>Section V. Role of Designated Super User/Report Administrator.....</b>	<b>9</b>
<b>Section VI. Users’ Agreement.....</b>	<b>10</b>
<b>Section VII. Renewal of CANS Certification and Submission of Certification to the CANVaS Help Desk.....</b>	<b>16</b>

## Section I.

## Introduction

Welcome to CANVaS! CANVaS is the web-based application of the Virginia Child and Adolescent Needs and Strengths (CANS) Assessment tool. As of July 1, 2009, the CANS became the mandatory uniform assessment instrument required for children and youth served through the Comprehensive Services Act.

**Information entered into CANVaS is confidential.** It is difficult to overstate the importance of ensuring at all times that the information regarding children and families entered into CANVaS be kept confidential. Individuals who have access to CANVaS must realize the importance of maintaining the confidentiality of the information and ensure that it is not shared with anyone who is not authorized.

All users of CANVaS, no matter what role or level of access, must sign a Users' agreement, which may be found in Section VI of this document. The Users' agreement will be authorized by a case manager's supervisor and the Designated Super User/Report Administrator or the Office of Comprehensive Services, depending on the role of the user.

This document is intended as a quick resource to use in the process of gaining access to CANVaS. Additional detail regarding the system is found in the Users' Manual, which is posted on the CANVaS Home Page at <https://canvas.csa.virginia.gov>

### Acronyms and terms used in this document:

**CANS** – Child and Adolescent Needs and Strengths assessment

**CANVaS** – not truly an acronym, indicates Virginia's version of the CANS

**CAFAS®**-Child and Adolescent Functional Assessment Scale

**CSA**-Comprehensive Services Act

**OCS** – Office of Comprehensive Services

**RCR** – RCR Technology, Help Desk for CANVaS

**IT**-Information Technology

**HR**-Human Resources

**Case Manager**-This term is used generically throughout this document to describe all local public agency staff who perform a CSA case management function. Agencies or localities may use terms such as "foster care worker", "social worker", "service coordinator", "school social worker", etc. The "case manager" is the individual responsible for assessing the strengths and needs of the child and family and working directly with the child and family to carry out the service plan.

**Super User**-This term describes a local public agency staff person who has received specialized training and been certified as a Super User by Dr. John Lyons (the developer of the CANS).

**Designated Super User/Report Administrator**- This term is used to describe a Super User who has been designated by the locality to provide authorization for access to CANVaS for case managers. Designated Super Users will be Report Administrators and will have a higher level of access to CANVaS. The acronym DSU/RA is used throughout this document for these individuals. Localities may elect to choose someone other than a Super User as the Report Administrator.

**Report Administrator**-an individual who is not a Super User but has been designated by the locality to provide authorization for access to CANVaS and has a higher level of access to CANVaS data for the locality.

## Section II

### Policies and Procedures for Case Manager\* Access to CANVaS

CANVaS is the web-based Child and Adolescent Needs and Strengths (CANS) assessment tool. As of July 1, 2009, the CANS is the mandatory uniform assessment instrument required for children and youth served through the Comprehensive Services Act (CSA) in Virginia.

**Information entered into CANVaS is confidential.** Individuals who have access to the system must realize the importance of maintaining the confidentiality of the information and ensure that it is not shared with anyone who is not authorized.

#### Initial Access to CANVaS for Case Managers

To access CANVaS, you must first read, complete and sign the Users' agreement in Section VI of this document. This agreement must be approved by your agency supervisor and the Designated Super User/Report Administrator(s) in your locality. Your supervisor's approval is necessary to ensure that you have a legitimate right to access the system because of your job function and that you are an employee (case manager) of one of the four core CSA agencies (local Department for Social Services, Court Services Unit, Community Services Boards and public school system) or the locality's CSA office. The DSU/RA's authorization is needed to confirm that you are currently certified on the use of the CANS.

To find a Designated Super User/Report Administrator for your locality, look on the Super User Roster on the CSA website at [http://www.csa.virginia.gov/rosters\\_reporting/cans3a.cfm](http://www.csa.virginia.gov/rosters_reporting/cans3a.cfm) Not all Super Users are designated as Report Administrators who can approve access to CANVaS. Designated Super Users will have the letters "DSU/RA" (Designated Super User/Report Administrator) following their names on the roster. If your locality has chosen someone other than a Super User as Report Administrator, this individual and his/her contact information can be found at [CANVaS RA List](#)

The DSU/RA will need a copy of your current CANS certification from the Communitrics website at [www.communimetrics.com/VirginiaCSA/Default.aspx](http://www.communimetrics.com/VirginiaCSA/Default.aspx) To print your verification, go to your certification test history or your locality listing ("View Agency Certifications") and obtain your certification number (you may copy and paste); then click on "verify certification." Enter your certification number as directed and click on "submit." A statement should pop up with your name and dates of certification. Print this document and provide it to your DSU/RA.

\*As noted in the Introduction, the term "case manager" is used generically in this document to describe all local public agency staff that perform a CSA case management function. Agencies or localities may use terms such as "foster care worker", "service coordinator", "school social worker", "social worker", etc. The "case manager" is the individual responsible for assessing the strengths and needs of the child and family and working directly with the child and family to carry out the service plan.

## Levels of Access

As a case manager you will only have access to the assessments you enter and the reports generated by those assessments. Initially, only the Designated Super User/Report Administrator will be able to view all information in the system for your locality. Others such as chairpersons of Community Policy and Management Team may gradually be added to the list for access to reports in their localities, as needed.

## Help Desk Support and Process for Access

RCR Technology will provide the Help Desk support for CANVaS. The RCR Help Desk may be reached by

- E-mail at: [canvashelpdesk@rcrtechnology.com](mailto:canvashelpdesk@rcrtechnology.com)
- Phone at: (877) 727-8329
- Fax at: (317) 631-3345
- Mail at: CANVaS Help Desk  
RCR Technology  
251 North Illinois Street, Suite 1150  
Indianapolis, Indiana 46204

You must fax or mail your signed and approved Users' agreement to the RCR Help Desk. You should keep a copy for your records. After sending your agreement, you must then contact the Help Desk either by submitting an online request or by phone to request a password. The online request form is found at [http://www.csa.virginia.gov/html/CANS/CANVAS\\_register1.cfm](http://www.csa.virginia.gov/html/CANS/CANVAS_register1.cfm) You may choose your password which must be:

- a minimum of eight characters,
- not based on a single dictionary word and;
- include three of the following four:
  - a number,
  - a letter,
  - combination of upper and lower case numbers, or
  - special characters.

You will also be asked to provide an answer to a pre-selected secret question on the Users' agreement. You should **not** indicate on the Users' agreement which question you will be answering. Simply choose a question so you can provide this information readily to the RCR Help Desk. Do **not** write this answer on your Users' agreement. Once your approved agreement is received by the Help Desk, and you have contacted the Help Desk to establish a password and answer to your secret question, your account will be activated. You will then be able to access CANVaS at <https://canvas.csa.virginia.gov>

## Termination of Employment

If you leave your position as case manager, your account must be deactivated. You or your supervisor must contact either the Help Desk directly or the Designated Super User/Report Administrator who will contact the Help Desk to de-activate your account. Leaving your account open could potentially jeopardize the confidentiality of the information you have entered. It is

recommended that DSU/RAs periodically check the listing of case managers to ensure the accounts of those who have left employment have been de-activated.

### **Quick Steps for Accessing CANVaS for Case Managers**

1. Read, complete and sign the Users' agreement.
2. Print a verification of your CANS certification from the Communitrics website.
3. Obtain your supervisor's signature.
4. Obtain the signature of a Designated Super User/Report Administrator in your locality.
5. Fax or mail the Users' agreement to the CANVaS Help Desk at RCR Technology.
6. Contact the CANVaS Help Desk by submitting the online form [http://www.csa.virginia.gov/html/CANS/CANVAS\\_register1.cfm](http://www.csa.virginia.gov/html/CANS/CANVAS_register1.cfm) or phone (877) 727-8329 to create a password and provide an answer to a pre-selected "secret" question.
7. The CANVaS Help Desk will authorize your account.
8. Log-in to CANVaS at <https://canvas.csa.virginia.gov>



## **Section III**

### **Policies and Procedures for Supervisors of Case Managers Who Need Access to CANVaS**

To access CANVaS, all agency case managers must obtain the signature of their supervisor. This signature is necessary to verify that the case manager:

- is an employee of the local Department for Social Services, Community Services Board, Court Services Unit, public school system or is a CSA staff person directly employed by the local government\*; and
- has a legitimate right to access the system to fulfill job responsibilities.

Case managers will also need the authorization of the locality's Designated Super User/Report Administrator to confirm that they are currently certified on the use of the CANS. For more information about case manager access to CANVaS, please see Section II.

\*Only public agency employees operating under the Comprehensive Services Act will have access to CANVaS. Employees of private provider agencies do not have access.

## Termination of Employment

If a case manager leaves employment, the account must be deactivated. The agency supervisor must contact either the Help Desk directly or the Designated Super User/Report Administrator who will contact the Help Desk to de-activate the account. Leaving the account open could potentially jeopardize the confidentiality of the information that was entered. It is recommended that DSU/RAs periodically check the listing of case managers to ensure that the accounts of those who have left employment are de-activated in CANVaS.

## **Section IV**

### **Polices and Procedures for Designation of Super Users/Report Administrators and their Access to CANVaS**

CANVaS is the web-based Child and Adolescent Needs and Strengths (CANS) assessment tool. As of July 1, 2009, the CANS is the mandatory uniform assessment instrument required for children and youth served through the Comprehensive Services Act (CSA) in Virginia.

#### Determination of Designated Super Users as Report Administrators

Designated Super Users will be identified by each locality to serve as Report Administrators. Report Administrators will authorize case manager access to CANVaS and will have access to the locality's CANVaS data. Designated Super Users/Report Administrators (DSU/RA) must have been trained and certified by Dr. John Lyons. As some localities have multiple Super Users, it must be clearly determined at the local level who will carry out the responsibilities for access to CANVaS. Some larger localities could assign a Super User at each of the core CSA agencies to perform this function. A general rule of thumb to follow is one Super User/Report Administrator for each 100-125 children the locality is currently serving. Localities may determine that it is more appropriate for an IT, HR or other staff person to serve in this role regarding access to CANVaS, and in those cases Report Administrators (RA) may be named. If so, that individual should follow the same process outlined below and in Section VI for access and authorization as the Designated Super User.

#### Designated Super User/Report Administrator Approval Process

Requests to become the DSU/RA or RA for a locality must be sent to the Office of Comprehensive Services. Each designated individual must read and sign the Users' agreement, have their supervisor sign, and fax or mail the form to Carol Wilson at OCS for confirmation. Faxes should be sent to (804) 662-9831 and the mailing address for OCS is:

Office of Comprehensive Services  
1604 Santa Rosa Road, Suite 137  
Richmond, Virginia 23229

Designated Super Users/Report Administrators may, but do not have to submit verification of their CANS certification. OCS will use the master list provided by Communimetrics to verify certification. An e-mail will be sent to the RCR Help Desk to verify the DSU/RA's authorization for access and authorization to approve case manager access. The DSU/RA will be copied on this e-mail. OCS will keep the copies of the Users' agreement. Individuals may request that the signed Users' agreement be returned, in which case OCS will keep a copy and return the original to the DSU/RA.

OCS will be responsible for providing the RCR Help Desk with the names of the Designated Super Users/Report Administrators authorized by OCS, either individually or in a list. The Help Desk will verify that the DSU/RAs names on the Users' agreements faxed by case managers are on the listing.

#### Log-in to CANVaS

The Designated Super User/Report Administrator will contact RCR to create a password and provide the answer to a pre-selected secret question. The listing of possible questions is provided on the Users' agreement. Do **not** indicate on the agreement which question you are selecting and do **not** write the answer on the agreement. RCR will activate this account with a level 2 access to the system. The DSU/RA may then log-in at <https://canvas.csa.virginia.gov>

#### Level of Access

Designated Super Users/Report Administrators will have a higher level of access to the system than case managers. They will be able to see reports of all the CANS assessments in their locality. Some DSU/RAs may serve multiple localities and will have access to CANS reports for each of those localities.

#### Removal from Designated Super User/Report Administrator List

When an individual will no longer serve as a Designated Super User/Report Administrator, he or she must notify OCS and the RCR Help Desk to remove his/her name from the authorized DSU/RA or RA list. The Help Desk will de-activate the account. OCS will remove the DSU/RA designation by the individual's name on the CANS Super User Roster on the CSA website at [www.csa.virginia.gov](http://www.csa.virginia.gov) or will remove the individual's name from the Report Administrator list on the CSA website.

### **Quick Steps for Designated Super Users to Access CANVaS and Become an Approved “Designated Super User/Report Administrator.”**

1. Determine locally who will be the Designated Super User(s)/Report Administrator(s).
2. Read, complete and sign the Users’ agreement.
3. Have your supervisor authorize your access.
4. Fax or mail signed agreement to OCS. Fax number is (804) 662-9831.
5. Receive copy of authorization approval from OCS by e-mail. This e-mail is sent to RCR (CANVaS Help Desk) so they may register you and add you to the DSU/RA list.
6. Contact the CANVaS Help Desk by submitting the online form found at [http://www.csa.virginia.gov/html/CANS/CANVAS\\_register1.cfm](http://www.csa.virginia.gov/html/CANS/CANVAS_register1.cfm) or phone to create your password and provide the answer to your pre-selected secret question.
7. The Help Desk will create your account.
8. Log-in to CANVaS at <https://canvas.csa.virginia.gov>



## **Section V**

### **Policies and Procedures for Role of Designated Super User/Report Administrator in Assisting Case Manager Access to CANVaS**

CANVaS is the web-based Child and Adolescent Needs and Strengths (CANS) assessment tool. As of July 1, 2009, the CANS is the mandatory uniform assessment instrument required for children and youth served through the Comprehensive Services Act (CSA) in Virginia.

**Information entered into CANVaS is confidential.** Individuals who have access to the system must realize the importance of maintaining the confidentiality of the information and ensure that it is not shared with anyone who is not authorized.

#### Role of Designated Super User/Report Administrator

Designated Super Users/Report Administrators must verify that the case manager is currently certified on use of the CANS. (The case manager should provide you with a copy of the printed certification from the Communitrics site.) You may also verify certification on your locality’s listing on the Communitrics site at [www.communimetrics.com/VirginiaCSA/Default.aspx](http://www.communimetrics.com/VirginiaCSA/Default.aspx)

#### Role of Agency Supervisor of Case Manager

Case managers must obtain the signature of their agency supervisors to verify that they:

- are employees of the local Department for Social Services, Community Services Board, Court Services Unit, public school system or is a CSA staff person directly employed by the local government; and

- have a legitimate right to access the system to fulfill job responsibilities.

### Role of Case Manager

**Case managers must read, fully complete and sign the Confidentiality and Users' agreement found in Section VI of this document.** It is their responsibility to obtain the authorization signatures and will access your contact information on the CSA web site. After they have obtained your authorization (and that of their supervisor) the case manager will fax or mail the form to the RCR Help Desk. He or she will then contact the RCR Help Desk to obtain a password, provide an answer to a pre-selected question and be given access to CANVaS. (See Section II for policies and procedures for case manager access to CANVaS.)

### Data Entry Access

Data entry only access is permitted. Localities who wish to request this access should contact OCS (804 662-9816) for further information.

### Locality Listing of Authorized Case Managers

Designated Super Users/Report Administrators should keep a copy of the case manager agreements they have authorized. It may be helpful to create a listing of names, certification dates and e-mail addresses.

## **Section VI**

### **CANVaS Individual User and Confidentiality Agreement**

CANVaS is the web-based Child and Adolescent Needs and Strengths (CANS) assessment tool. As of July 1, 2009, the CANS is the mandatory uniform assessment instrument required for children and youth served through the Comprehensive Services Act (CSA) in Virginia.

#### **Instructions:**

Everyone must read, initial and submit page 11 and complete the first page of the form itself (page 12 of this document). Case managers must also have page 13 completed with the signatures of his/her supervisor and DSU/RA. All three pages must be submitted for case managers (11,12,13). Case managers should submit the approved agreement directly to the CANVaS Help Desk at fax number (317) 631-3345 or mail to the address on the form.

DSU/RAs need to complete and submit pages 11, 12 and 14. Data entry only staff should complete pages 11, 12 and 15. The agreements should be sent to OCS at fax number (804) 662-9831 or by mail to:

CANS Administrator  
Office of Comprehensive Services  
1604 Santa Rosa Road, Suite 137  
Richmond, Virginia 23229

## Confidentiality and User Agreement

This form shall be signed by an employee of any public agency needing access to CANVaS. It defines the requirement to maintain confidentiality and the employee agreement to abide by the system rules. A signed copy is maintained by the authorized User and may be maintained by the Super User who confirms the certification of the User.

All information in the system is confidential and all Users have the responsibility to abide by applicable confidentiality laws. Users who violate these laws will have access to CANVaS immediately revoked. If a User believes that the confidentiality of his/her password has been compromised, he/she must immediately change the password and notify the Help Desk of the concern.

Case managers may only access family and child specific information for those individuals with whom they are working.

By signing this form, the User acknowledges the conditions under which access to CANVaS is granted and agrees to be held to these conditions.

By initialing page 11 and signing below (on page 12), the User acknowledges and agrees with the following:

- I have read and agree to abide by the CANVaS Confidentiality Policy.
- I understand that information in CANVaS is confidential and can only be used for those purposes as required by the Comprehensive Services Act.
- I am responsible for safeguarding my system user ID and password.
- I will not permit others to utilize my User ID and password.
- I will keep my User ID and password confidential and will not share with anyone.
- My computer will not be left unattended when a CANVaS session is open.
- A lock-out screen saver will be used after a period of 30 minutes.
- I will always log off and close the browser when finished with a CANVaS session.

By signing the agreement, the authorized User acknowledges that if he or she leaves employment, that he or she has no right to and will not access the information in CANVaS. The User further acknowledges that this Agreement is binding after termination of employment and confidential information such as User ID or password or consumer information shall not be shared with others.

\_\_\_\_\_ Initials (p.11)

## CANVaS Individual User Agreement and Confidentiality Agreement

Please provide all of the following information. **(Incomplete forms will not be accepted.)**

1. Name of Locality:  Name of Agency:  Agency Address:	
2. Name of Individual who needs CANVaS access:  Title of Individual who needs CANVaS access:	
3. <input type="checkbox"/> New User <span style="margin-left: 200px;"><input type="checkbox"/> Change</span>	
4. E-mail Address:	
5. First Name: (please print clearly) <span style="margin-left: 100px;">Last Name: (please print clearly)</span>	
6. User's Signature: (signature indicates acceptance of terms in the Confidentiality and Users' Agreements)  Phone Number: (include area code)	
7. Attach copy of CANS Certification Number and Expiration Date from Communimetrics site. (DSU/RA must verify at time of approval.)	
8. Secret question: (to be used in the event of a lost password-Pick only one question. <b><u>Do not indicate which question or note the answer on this form</u></b> )	
1. Which phone number do you remember most from your childhood? 2. What was your favorite place to visit as a child? 3. Who is your favorite actor, musician, or artist? 4. What was your favorite school subject? 5. What is your grandfather's first name?	
Do <u>not</u> indicate which question or write the answer to the question on this form. The User will provide the answer to the question to the RCR Help Desk when establishing a password.	
Check level of access needed:	
Role of User:	
1. Certified CANS user/case manager _____	2. Report Administrator _____ 3. Data entry only (must be approved by OCS)_____

Authorization Page

CANVaS Individual User Agreement and Confidentiality Agreement for

### CASE MANAGERS

**Supervisor Authorization:** As the agency supervisor of \_\_\_\_\_

(User requesting authorization), I verify that he/she is an employee of

\_\_\_\_\_ (name of agency) and

requires access to CANVaS, the online CANS assessment, for his/her job duties.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Designated Super User/Report Administrator Authorization:** As a Designated CANS

Super User of \_\_\_\_\_ locality, I have verified that the current

CANS certification of \_\_\_\_\_ (name of User requesting

authorization) is \_\_\_\_\_ (insert number) with

the following date of expiration \_\_\_\_\_.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please fax to (317) 631-3345  
or mail the completed form (pages 11-13) to:

CANVaS Help Desk  
RCR Technology  
251 North Illinois Street, Suite 1150  
Indianapolis, Indiana 46204

**All three pages of Section VI must be submitted (pgs 11, 12, 13).**

Authorization Page

CANVaS Individual User Agreement and Confidentiality Agreement for

**Designated Super User/Report Administrator**

**Supervisor Authorization:** As the agency supervisor of \_\_\_\_\_

(User requesting authorization), I verify that he/she is an employee of

\_\_\_\_\_ (name of agency) and

requires access to CANVaS, the online CANS assessment, for his/her job duties.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Designated Super User/Report Administrator Authorization:** As a Designated CANS

Super User of \_\_\_\_\_ (name of locality) I have included a copy

of my current CANS certification.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please fax to (804) 662-9831  
or mail the completed form (pages 11, 12 and 14) to:

CANS Administrator  
Office of Comprehensive Services  
1604 Santa Rosa Road, Suite 137  
Richmond, Virginia 23229

**All three pages of Section VI must be submitted (11, 12 and 14).**

Authorization Page

CANVaS Individual User Agreement and Confidentiality Agreement for

**DATA ENTRY**

**Supervisor Authorization:** As the agency supervisor of \_\_\_\_\_

(User requesting authorization), I verify that he/she is an employee of

\_\_\_\_\_ and

requires access to CANVaS, the online CANS assessment, for his/her job duties.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Designated Super User/Report Administrator Authorization:** As a Designated CANS

Super User/Report Administrator of \_\_\_\_\_ (locality) I verify that

\_\_\_\_\_ (User requesting authorization) needs access to CANVaS,

the online CANS assessment, for **data entry purposes only**.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please fax to (804) 662-9831  
or mail the completed form (pages 11, 12 and 15) to:

CANS Administrator  
Office of Comprehensive Services  
1604 Santa Rosa Road, Suite 137  
Richmond, Virginia 23229

**All three pages of Section VI must be submitted (pgs 11, 12, 15).**

## Section VII. CANS Recertification and Submission of Recertification to the CANVaS Help Desk

### Certification

Certification on the use of the Virginia Child and Adolescent Needs and Strengths (CANS) assessment must be renewed annually.

The CANVaS online system will not permit a user whose certification has expired to enter assessments.

### Reminder of Certification Expiration

The CANVaS assessment site has prompts which give you 30, 60 and 90 day notice prior to the expiration of your certification. You may also receive an e-mail reminder from the Communimetrics training site thirty days prior to the expiration of your certification.

### How to Renew Certification

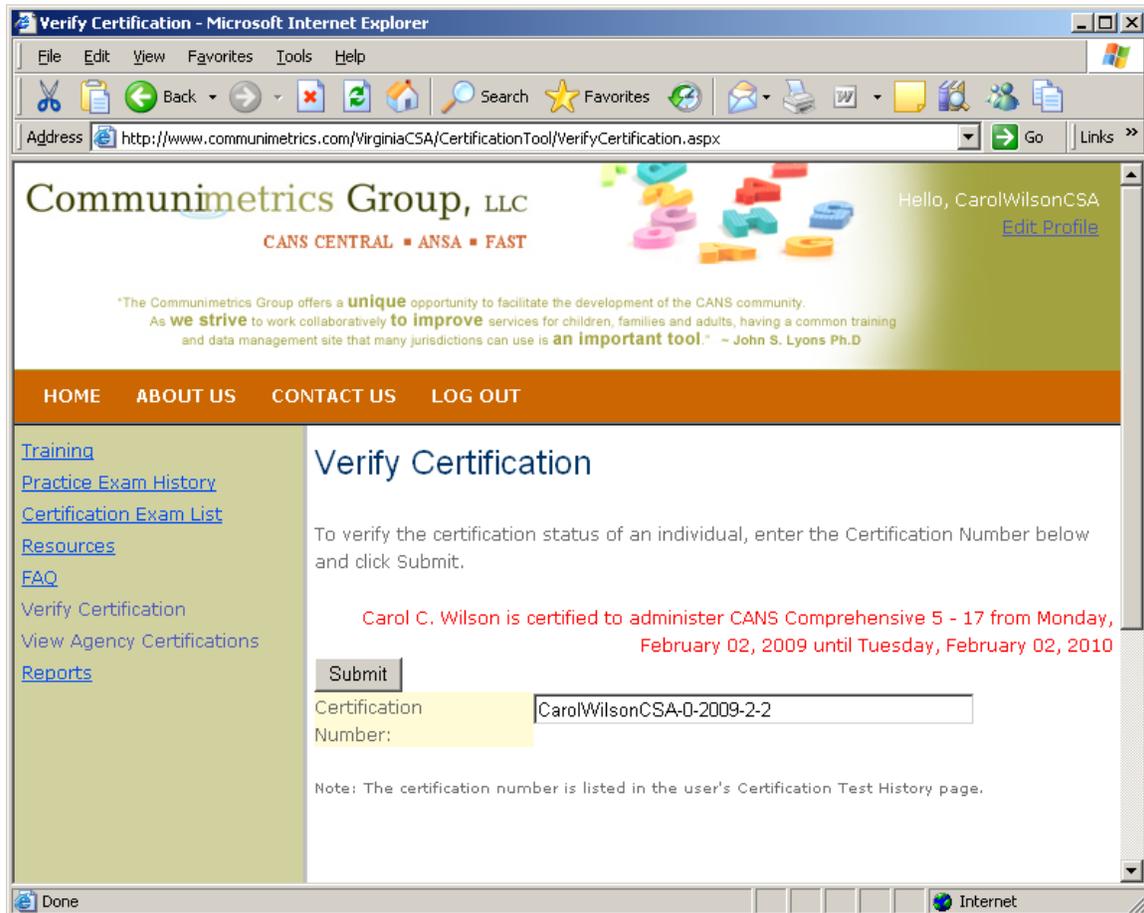
The primary way to renew CANS certification in Virginia is through use of the Communimetrics training and certification website at [www.communimetrics.com/VirginiaCSA/Default.aspx](http://www.communimetrics.com/VirginiaCSA/Default.aspx). If you do not remember your log-in information (user ID and password), click on "Contact Us" on the home page and complete the form to request assistance. This log-in information is different from your CANVaS website log-in user ID and password.

It is recommended that you view the training videos again. The information may be more meaningful now that you have actually completed "real-life" CANS assessments or you may find the answer to a question you have had while completing a CANS.

You may take the certification test without completing a practice test. If however, you do not score a .70 or above and are not re-certified, you should take at least one practice test and review the scores. To review your scores, click on the "practice test" link in your "Practice Test History." You will see your ratings and the correct rating. You may want to review the training videos, the [CANS User Manual](#) (describes item rating meanings) or the [Virginia Glossary of Items](#) for more information.

If you pass the certification test with a score of .70 or higher, your certification is renewed for a year. Communimetrics will create a new certification number. You may find your number either on the Certification Test History page or to view the number, access your locality listing (click on "View Agency Certifications" on the left hand side of the page) and find your name on the list. Copy the certification number and return to the home page. Click on "Verify Certification" on the left hand side of the page. A page with a box will appear. Paste your number in the box and click "submit." A sentence will appear providing your name and date of certification. This page should be submitted to the CANVaS Help Desk to update your certification status in CANVaS.

This is how the certification verification appears:



### How to Update your CANS Certification in CANVaS

You may submit the recertification verification to the CANVaS Help Desk in one of three ways:

- Fax it to (317) 631-3345. Be sure to include your name (if not on there) and the names of all localities for which you have CANVaS accounts.
- Send a screen shot of the certification verification from the Communimetrics site to the CANVaS Help Desk at [canvashelpdesk@rcrtechnology.com](mailto:canvashelpdesk@rcrtechnology.com). To send a screen shot, open the above verification page which shows your dates of certification, click "ctrl", hold down the key, then click on "alt" and hold down both keys, then click on "Print Scrn/SysRq". Release those keys, then open a blank e-mail and click on "edit" then "paste" to insert the screen shot into the e-mail. Be sure to include the name of the localities for which you have CANVaS accounts in the e-mail along with the screen shot.

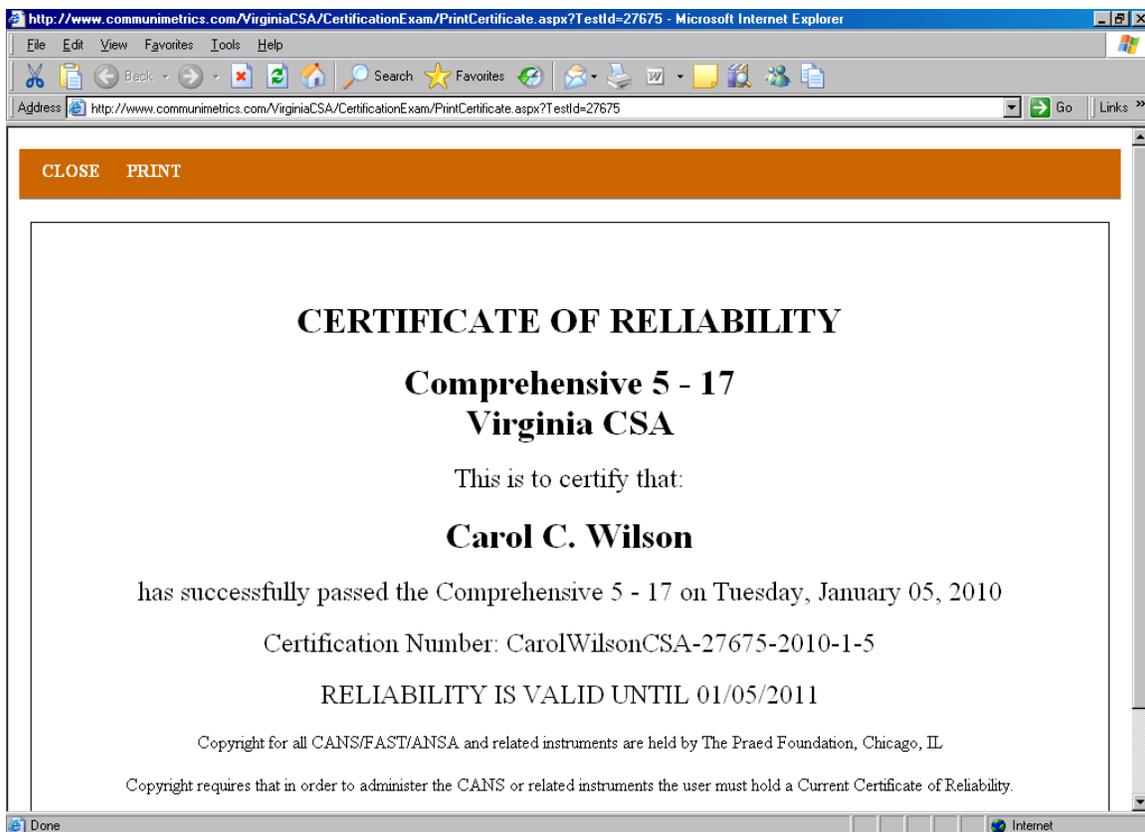
- Send by regular mail to:

CANVaS Help Desk  
RCR Technology, Inc.  
251 North Illinois Street, Suite 1150  
Indianapolis, IN 46204

OR

You may also print a “Certificate of Reliability” from the Communimetrics website by accessing the Communimetrics website and clicking on “Certification Exam History” on the left hand side of the home page. On your history page, click on the certification number itself. A “Certificate of Reliability” will appear. You may print and submit this page to the CANVaS Help Desk for verification of CANS recertification, either by e-mail (screen shot), fax or regular mail as indicated above. Be sure to include the name of your locality or localities for which you need access in CANVaS.

The “Certificate of Reliability” looks like the following screen shot:



OR

If you have been recertified by attending a training conducted by Dr. Lyons, you may submit to the CANVaS Help Desk a copy of your certificate signed by him as verification of recertification on

CANS. Your name and the date of the training must be on the certificate. You must also include a list of all localities for which you have CANVaS accounts. This document may be submitted to the CANVaS Help Desk by fax or mail as noted above.