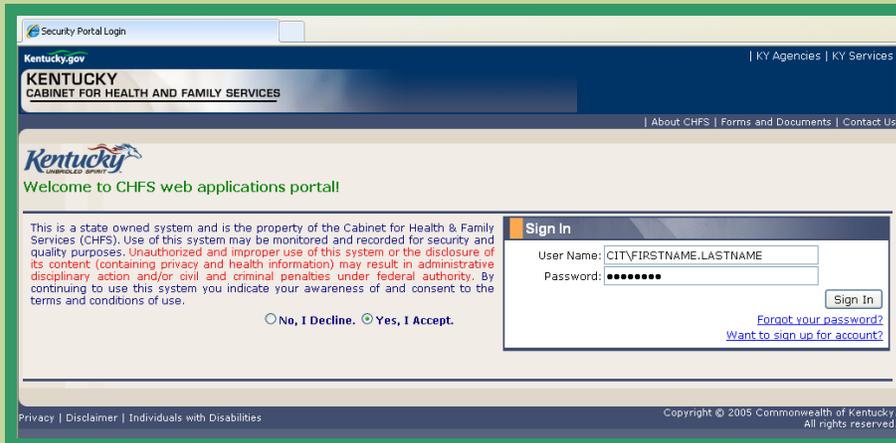


FRYSC GREEN SYSTEM USERS' GUIDE



Cabinet for Health and Family Services
Division of Family Resource and Youth Services Centers
275 East Main Street
Frankfort, KY 40621



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What You Need to Know First

What is the DFRYSC Green System?

The DFRYSC Green System is a way to move Kentucky's Family Resource and Youth Services Centers from a paper-dependent organization to a paperless organization. The technology exists to make this a reality, so it is ecologically responsible for us to move in this direction.

The Cabinet for Health and Family Services uses a system called **GenTrackEX** to house our electronically-submitted forms and center data. All data in the system is backed up regularly on the Cabinet servers.

Because this is a Cabinet system, each person who is not a Cabinet employee (all center coordinators and district staff with a need to access the system) must register for an account. After the account is approved at the Cabinet level, permissions must be set by the Division of FRYSC before you will be able to use the system.

What paperwork is submitted through the Green System?

All paperwork previously submitted as hard copies (unless directed otherwise) will be submitted as electronic attachments within the system.

Documents previously submitted in other ways, through mail or email, will still be downloaded from the DFRYSC webpage as in the past, but they will now be submitted to the Regional Program Manager or central office staff by being attached to the appropriate center or District page within the system.

What is needed to begin using the system?

Each person needing access to the system will need to request an account. Please see *Account Requests and Permissions*. All coordinators and district contacts must have an account. Many Finance Officers will want to have access to the system as well. Requests for center assistants to have accounts is discouraged, but requests due to extenuating circumstances will be considered.

Additionally, each center will need access to a scanner. The FRYSC Request Form (or any other documents requiring signatures) will STILL need signatures and will have to be scanned after signatures are acquired to be uploaded to the system. Documents that do not require signatures (continuation program plan forms, action component amendments, budget amendments, advisory council listings, center operations amendments, etc.) will NOT need to be scanned. Those documents can be uploaded directly to the system in the original Word or Excel formats.

Account Requests and Permissions

Follow the instructions step by step to request an account.

- 1.) Visit the following link:
<https://prd.chfs.ky.gov/GenTrackEX/>

(copy and paste the link into your browser and bookmark it for later use)

- 2.) Click on "Want to sign up for account?"

The screenshot shows the Kentucky Cabinet for Health and Family Services (CHFS) web applications portal. At the top, it says "Kentucky.gov" and "KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES". Below that is the Kentucky logo and the text "Welcome to CHFS web applications portal!". A sign-in box is visible on the right with fields for "User Name:" and "Password:", a "Sign In" button, and links for "Forgot your password?" and "Want to sign up for account?". A disclaimer is present on the left side of the sign-in box.

Reference Code is **GENTRACKEX**. Referrer E-mail is tonya.cookendorfer@ky.gov. For comments, please enter FRYSC and your FRYSC Region #. Under account information, your username will be simpler if you DO NOT enter a middle name or initial, so avoid entering any information in that field if at all possible. All other fields marked with a red asterisk (*) should be completed.

If you are a district contact or finance officer, please add that in the comments section. You will need access to the District Information section as well.

The screenshot shows the "Account Request" form. It includes a "Request Information" section with fields for "Reference Code:" (GENTRACKEX), "Referrer E-mail:" (tonya.cookendorfer@ky.gov), and "Comments:" (FRYSC Region ____). Below that is the "Account Information" section with fields for "First Name:", "Middle Name:" (LEAVE THIS BLANK), "Last Name:", "Date of Birth:" (01/01/1970), "E-mail:", "Confirm E-mail:", "Address:", "City:", "State:" (Kentucky), "Zip Code:", "Phone:", "Fax:", "City:", "State:", "Zip Code:", "Phone:", "Fax:", "City:", "State:", "Zip Code:", "Phone:", "Fax:". A red asterisk (*) indicates a required field.

Passwords MUST follow the instructions written in green (below). If they do not, they will be rejected by the system. An example of an acceptable password would be FRYSCky@1 – but please do not choose that exact password.

The Password Reset Information section is VERY important. You will choose your own PIN and Security Question/Answer. You must remember this information in order to reset your own password. This information cannot be retrieved for you. **Please write them down in a secure location for later reference.**

NOTE: **Passwords expire after 30 days** and will need to be reset either by YOU or by calling the help desk at the number on the last page of this users guide.

The screenshot shows a web form for password reset information. It is divided into three main sections:

- Password Information:** Includes a text box for "Password:" (masked with dots) and a "Confirm Password:" text box (also masked).
- Password Reset Information:** Includes a "4-digit PIN:" text box with "1234" entered, a "Security Question:" dropdown menu with "What is your mother's birth place?" selected, and a "Secret Answer:" text box with "Frankfort, KY" entered.
- Image Verification:** A section with the text "Enter text from the image:" and a text box containing "889". To the right is a small image of a textured surface with the number "889" overlaid.
- Review and Accept Terms and Conditions:** A section with a link to "Printable Confidentiality Agreement", a text area containing a disclaimer, and a red warning: "By submitting the request, you are agreeing to the Terms and Confidentiality & Privacy Policy." Below this is a button labeled "I Accept, Submit Request".

After you enter the text from the image, you should receive a confirmation screen. If you are returned to THIS same screen, there will be red lettering describing what information is invalid or missing. Please re-enter the required information and click to submit again. When you receive the confirmation screen and email, your account has been requested.

After your account is requested, it will take up to two weeks for the request to be processed and your permissions to be set. When the account is approved, you will receive another email containing your username (usually CIT\firstname.lastname). After receiving this email your permissions will be set, usually within a few hours.

IMPORTANT: Until your permissions are set, you cannot do ANYTHING within the system. Please be patient. Until your permissions are set, please stop HERE.

Navigating the System

After signing in to the system, you will see the screen below. (If you see a screen prompting you to change your password, you can bypass that and arrive at the screen below by clicking GENTRACKEX in the upper left corner of the screen.)

Tracking

Tracking Type

- Home
- Entry
- View Entry by GrandChild Item
- News
- Tracking Items**
- FRYSC District Information
- FRYSC Region 1

Welcome

Good morning!

- This application supports the entry and tracking of user generated information.
- Tracking items you are allowed to access are listed under Tracking Items on the left. By clicking a Tracking Item you may start entering and/or viewing information for the selected Tracking Item.

The time is 11:56:54 AM on Wednesday, June 12, 2013 (6/12/2013).

There are NEWS items that are less than seven days old for this tracking type.

Please find the contact information below for the tracking type you wish to gain access to and contact that individual for access to the tracking type.

Tracking types contact information

Tracking Name and #	Description	Contact Name	Phone	E-Mail
Assisted Living Community (48)	This system will be used to track Assisted Living Community Certification Reviews and Complaint Investigations.	Barber, Jane	(502) 564-6930 ext 3539	jane.barber@ky.gov
Board of Dentistry (168)	Complaints	Hold, Stephanie	(502) 564-2815 ext 3329	stephanie.hold@ky.gov
Board of Medical Licensure (163)	Complaints	Hold, Stephanie	(502) 564-2815 ext 3329	stephanie.hold@ky.gov
Board of Nursing (165)	Complaints	Hold, Stephanie	(502) 564-2815 ext 3329	stephanie.hold@ky.gov

Under Tracking Items (left of the screen), coordinators will see one option, FRYSC Region #. District contacts should see two options, FRYSC Region # and FRYSC District Information. If you do not see these items after your permissions have been set, please contact Tonya Cookendorfer (tonya.cookendorfer@ky.gov).

- 1.) Under Tracking Items, click **FRYSC Region #** (or District Information if that option is available to you). Entry options will appear.
- 2.) Under Entry – click **View Entry by CENTER Information**. You will then see a search screen.

FRYSC Region 1 Tracking

Tracking Type 101

- Home
- Entry
- View Entry by CENTER Information
- Reports
- CENTER Information Extract
- News
- Tracking Items**
- FRYSC District Information
- FRYSC Region 1

Welcome

Good morning!

- This application supports the entry and tracking of user generated information.
- Tracking items you are allowed to access are listed under Tracking Items on the left. By clicking a Tracking Item you may start entering and/or viewing information for the selected Tracking Item.

(STEP 1) Click View Entry by CENTER. (STEP 2) Search the first few letters of your school district (examples "Bardstown", "Pulaski", "Eliz", "Pendl"). (STEP 3) Click SEARCH. (STEP 4) Click the ITEM NUMBER corresponding to your center to reach your center page.

The time is 11:35:08 AM on Wednesday, June 12, 2013 (6/12/2013).

There are NEWS items that are less than seven days old for this tracking type.

Contact

Tonya Cookendorfer
 275 E. Main Street
 3C-G
 Frankfort KY 40621
 (859) 654-1289
tonya.cookendorfer@ky.gov

- 3.) **Type the first word or first few letters of the school district name.** Click **SEARCH**. This field is not case sensitive. For example, you may enter "laurel", "Muhlenberg", "BOURBON", "Christian", etc. Do not enter any other information. You could even enter the first few letters of the school district if you wish – "Bou", "Muh", "Wa".

What you have just typed will yield a list of all centers matching your search criteria.

- 4.) **Click on the corresponding item #** in the left column to choose your center.

Item	School District:	Center Name:
10	Christian County	Connections FRC
11	Christian County	Eagles' Nest YSC
12	Christian County	Hope FRC
13	Christian County	Hopkinsville HS YSC
14	Christian County	Indian Hills FRC
15	Christian County	Maggie Cavanaugh MEM FRC
16	Christian County	Millbrooke/Sinking Fork FRC
17	Christian County	Dorothy Kingston FRC
18	Christian County	Sandra Westerman YSC
19	Christian County	South Christian FRC
20	Christian County	Keralot YSC
8	Christian County	A.H.O.Y. YSC
9	Christian County	Blend FRC

The center information page shown below is the new "notification of change" form. You will not need to submit the form as you did in the past. **The center coordinator is to update this page as needed. Click **SAVE** at the bottom of this screen after you have made your changes.** A similar page is provided in the District Information section to be updated by the district contact.

It is important to update these pages in a timely manner, as the information provided here is downloaded and used for the DFRYSC central office database.

Note: The data contained in the system was pre-loaded when the Green System pilot program was created in 2010. Chances are the data contained on your center page will be outdated the first time you log in. Coordinators, please update all fields as soon as possible. Do not forget to save.



Tracking Type 101

Home

Entry

View Entry by CENTER Information

Reports

CENTER Information Extract

News

Tracking Items

FRYSC District Information

FRYSC Region 1

FRYSC Region 1 Maintenance

Center Information

Region #:

School District:

Center Name:

Center Type: FRC FRYSC YSC

Center Mailing Address:

Center City/State/Zip Code:

Center Phone:

Center Fax:

Coordinator Information

Coordinator Name:

Coordinator E-mail:

Coordinator Hire Date:

Classified or Certified: Certified Classified

Coordinator # of days:

Center Operations/Staff Information

of Full-time Center Staff:

of Part-time Center Staff:

Advisory Council Information

Advisory Council Chairperson:

AC Chairperson Address:

Phone:

E-mail:

School 1 Continuation Coversheet

School 1:

Grades Served:

Total Enrollment:

FREE Lunch:

REDUCED Lunch:

% FREE and REDUCED Lunch:

School 2 Continuation Coversheet

School 2:

Grades Served:

Total Enrollment:

FREE Lunch:

REDUCED Lunch:

% FREE and REDUCED Lunch:

School 3 Continuation Coversheet

School 3:

Grades Served:

Total Enrollment:

FREE Lunch:

REDUCED Lunch:

% FREE and REDUCED Lunch:

School 4 Continuation Coversheet

School 4:

Grades Served:

Total Enrollment:

FREE Lunch:

REDUCED Lunch:

% FREE and REDUCED Lunch:

Continuation Coversheet Totals

Total All School Enrollment: 500

Total All FREE Lunch: 429

Total All REDUCED Lunch: 35

Total % All FREE and REDUCED: 92.80%

Save

Attaching Files

Below are the instructions for attaching all documents and files to be sent to your Regional Program Manager or the Division of FRYSC. You will attach files to this system in the same way you would attach a file to an e-mail, except you will be able to add a **detailed** description of the document when you upload it.

After a year of uploading documents, including your continuation program plan documents, amendments, etc., you will see a long list of documents, along with the Regional Program Manager approvals for any request forms you may send.

- 5.) At the bottom of the screen, you will see a choice – **Upload Document**. After your first document is uploaded, this button will read **View/Upload Document**.



Continuation Coversheet Totals	
Total All School Enrollment	500
Total All FREE Lunch	429
Total All REDUCED Lunch	35
Total % All FREE and REDUCED	92.80%

Save ● View/Upload Document ● Print

- 6.) Click **Upload Document** or **View/Upload Document** and you will see the following screen:



Document Upload/View

Upload

* Required field entry
Select all documents necessary for the submitted request. Please submit one document at a time. The Available Documents grid will display all submitted documents for the current item.

Document: * Browse...

Description: *

Upload Finish

You may upload Word documents, Excel Spreadsheets, and *.pdf files (Adobe Acrobat Reader). In the event you would like to upload a signed document, have the document scanned and save it as a *.pdf file. (Note: Scan at a low resolution.)

- 7.) Click **Browse** to find the file to be uploaded. Type a **DETAILED description** of the file – descriptive enough that your Regional Program Manager or District Contact will know at a glance what has been uploaded. Each uploaded document will have a date stamp added by the system.

Recommended descriptions:

Please begin the description with the fiscal year and state clearly what is contained in the document.

- FY 15 CPP Action Components
- FY 15 CPP School District Assurances Signature Page
- FY 15 CPP Checklist
- FY 14 Budget Amendment #1
- FY 14 Budget Amendment #2
- FY 14 Request Form for purchase of office equipment

Examples of descriptions that are NOT recommended:

- FY 14 ← *This does not describe what is contained in the document.*
- Request Form ← *This does not include the fiscal year*
- CPP ← *This does not describe what is contained in the document.*

8.) Click **Upload**. You will then see your document and the detailed description in the section under AVAILABLE DOCUMENTS. To view the document itself, click the Image ID number in the left-hand column.

Document Upload/View

Upload

* Required field entry
Select all documents necessary for the submitted request. Please submit one document at a time. The Available Documents grid will display all submitted documents for the current item.

Document: * Browse...

Description: *

Upload Finish

Available Documents

Available Documents for Selected item

Image ID	Date Uploaded	Description	Image Type	
3267	03/28/2011	Budget Narrative for FY12 due by 04/01/11	application/vnd.ms-excel	Delete
3266	03/28/2011	Cover Sheet for FY12 due by 04/01/11	application/vnd.ms-excel	Delete
2538	03/02/2011	Families in Training Component update	application/vnd.ms-excel	Delete

Return

In order to sort documents in chronological order by the date uploaded, click **DATE UPLOADED**.

All documents requiring Advisory Council approval must be uploaded by the coordinator.

NOTE: RPM tracking is possible, but if you are attaching a document that is not expected on a certain date, please notify your RPM by e-mail to be sure it is seen in a timely manner.

Password Resets

To reset your password yourself, you must remember the 4-digit PIN and the secret question/answer you chose when you signed up for your account. Complete this information and a new password will be emailed to you.

The screenshot shows the 'Reset Password' page on the Kentucky Cabinet for Health and Family Services website. The page header includes the Kentucky logo and navigation links. The main content area contains a form with the following fields: User Name (filled with 'CIT\JANE.FAIRMAN'), 4-digit PIN, E-mail, Security Question (a dropdown menu with 'Select One'), and Secret Answer. A 'Reset Password' button is located below the form. A note at the top of the form area provides contact information for the application help desk and states that the service is not applicable for Cabinet employees with network accounts. A red asterisk indicates required fields.

The password will be incredibly complex, so it is best to **copy/paste the password from the email into the password field** to avoid typing errors. The email you receive will be similar to the image below.



KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Dear

Your password has been reset.

Password:
+}{1jpIN]U]ke_

It is recommended to change your password after 24 hours of receiving this email.

Please do not reply to this email.

After a period of 24 hours, you may change your password, though you are not required to do so. **If you would like to keep the emailed password, click GENTRACKEX in the left column to skip this step and proceed.** You can keep the emailed password and use it for 30 days.

Kentucky
UNBROILED SPIRIT

My Applications
GENTRACKEX
Contact help desk if your application is not listed here (Phone: 502-564-0104 or Toll free: 866 231-0003).

My Account

You must change your password at least every 30 days. Your password will expire in 27 days. It is recommended to change your password now because your password has been reset recently.

* indicates a required field.

Account Information:

First Name:	JANE	Address:	82 CHAD SCHAFFER ROAD
Middle Name:		City, State:	FALMOUTH, KY
Last Name:	FAIRMAN	Zip code:	41040
User Name:	CIT\Jane.Fairman	Phone:	(859)654-1289
E-mail:	dfrysc@gmail.com	Fax:	

[Edit Password Question & Answer](#) [Edit Account Information](#)

Password Information:

Password must meet the minimum complexity requirements: is at least 8 characters; has not been used in the previous 13 passwords; must not have been changed within last 1 days; does not contain your account or full name; must contain characters from the following four categories: English uppercase (A through Z); English lowercase (a through z); Numerals (0 through 9); Non-alphabetic characters (@, #, \$, %, ^, +, =).

Password Last Set: 7/16/2012 3:43:48 PM

Current Password:*

New Password:*

Confirm Password:*

You may also edit your Account Information and Secret Question/Answer.

Kentucky
UNBROILED SPIRIT

My Applications
GENTRACKEX
Contact help desk if your application is not listed here (Phone: 502-564-0104 or Toll free: 866 231-0003).

My Account

You must change your password at least every 30 days. Your password will expire in 27 days. It is recommended to change your password now because your password has been reset recently.

* indicates a required field.

Account Information:

First Name:	JANE	Address:	82 CHAD SCHAFFER ROAD
Middle Name:		City, State:	FALMOUTH, KY
Last Name:	FAIRMAN	Zip code:	41040
User Name:	CIT\Jane.Fairman	Phone:	(859)654-1289
E-mail:	dfrysc@gmail.com	Fax:	

[Edit Password Question & Answer](#) [Edit Account Information](#)

Password Information:

Password must meet the minimum complexity requirements: is at least 8 characters; has not been used in the previous 13 passwords; must not have been changed within last 1 days; does not contain your account or full name; must contain characters from the following four categories: English uppercase (A through Z); English lowercase (a through z); Numerals (0 through 9); Non-alphabetic characters (@, #, \$, %, ^, +, =).

Password Last Set: 7/16/2012 3:43:48 PM

Current Password:*

New Password:*

Confirm Password:*

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Password Resets

Last Login Date: 7/16/2012 5:01:05 PM

My Account

* indicates a required field.

Password Reset Information:
 Security information required to verify your identity in case you forget your password. Make sure to remember this information and do not reveal to others.

4-digit PIN: **0003**

Current Password:*

Security Question:* **What was your first school's name?**

Secret Answer:*

[Change Password Question & Answer](#)

Or you may change your PIN or personal information:

My Account

You must change your password at least every 30 days. Your password will expire in 27 days. It is recommended to change your password now because your password has been reset recently.

* indicates a required field.

Account Information:

First Name:	JANE	Address:	82 CHAD SCHAFFER ROAD
Middle Name:		City, State:	FALMOUTH, KY
Last Name:	FAIRMAN	Zip code:	41040
User Name:	CIT\Jane.Fairman	Phone:	(859)654-1289
E-mail:	dfrysc@gmail.com	Fax:	

[Edit Password Question & Answer](#) [Edit Account Information](#)

Password Information:
 Password must meet the minimum complexity requirements: is at least 8 characters; has not been used in the previous 13 passwords; must not have been changed within last 1 days; does not contain your account or full name; must contain characters from the following four categories: English uppercase (A through Z); English lowercase (a through z); Numerals (0 through 9); Non-alphabetic characters (@, #, \$, %, ^, +, =).

Password Last Set: **7/16/2012 3:43:48 PM**

Current Password:*

New Password:*

Confirm Password:*

[Change Password](#)

Last Login Date: 7/16/2012 5:01:05 PM

My Account

* indicates a required field.

First Name:	JANE	Address:*	82 CHAD SCHAFFER ROAD
Middle Name:		City:*	FALMOUTH
Last Name:	FAIRMAN	State:*	Kentucky
4-digit PIN:*	0003	Zip Code:*	41040 Zip4:
Current Password:*		Phone:*	(859)654-1289 Extn:
E-mail:*	dfrysc@gmail.com	Fax:	
Confirm E-mail:*			

[Update Account](#)

CHFS Help Desk for Password Resets

If you are unable to reset the password yourself by clicking "Forgot Password", you can always call the CHFS Help Desk 502-564-7576 or toll-free 800-372-7434, or by email at CommonwealthServiceDesk@ky.gov (note that this contact information has changed as of Aug. 1, 2014).

Give your name and explain that you would like to have a password reset for the "GenTrack Portal". You may be asked to provide your 4-digit PIN. A new password will be emailed to you. Copy/paste the password into the password field. It will be too complex to retype.

For additional assistance, contact

Tonya Cookendorfer
Information Manager
Division of FRYSC
tonya.cookendorfer@ky.gov
(502) 564-4986 ext. 3847

Troubleshooting

GenTrackEX (The Green System) is a fairly simple system, so once you are logged in, there are very few problems that occur. Most issues concern password resets, which are addressed in the "password reset" section of this users guide. Other notable questions or issues are addressed below.

Logging in to the system

My username and/or password is invalid.

Most likely, one of the following is the issue:

- Your password has expired. See password reset instructions.
- Your username begins with CIT\. Be sure the \ is going in the right direction.
- You received a new password via email and are trying to retype it – copy/paste from the email.
- You do not have an account.

I type the address and I get a message the page does not exist.

Most likely, one of the following is the issue:

- You are using an old address. The address for the system is <https://prd.chfs.ky.gov/gentrackex/>
- You are not typing the "s" in the https://.
- It is possible, though extremely infrequent, that the system may be down temporarily.

I type my login information and click "Sign In" and nothing happens.

With almost 100% certainty, this is the issue:

- Your computer has recently been upgraded to Internet Explorer 10 or greater. To remedy: Go to the Green System opening screen. If you see the menu bar at the top (FILE, EDIT, VIEW, FAVORITES, TOOLS, HELP), click TOOLS, then Compatibility view settings. Then add ky.gov. That's all. If you don't see the menu bar, hold your mouse above the address bar where there is nothing, right click, check "menu bar". Then follow instructions above.

I sign in to the system and see a screen requesting that I change my password and I can't get past it.

- Bypass by clicking the link to GENTRACKEX in the upper left corner. If you do not see the link to GENTRACKEX, click your bookmark one more time or type the system address (<https://prd.chfs.ky.gov/gentrackex/>) in your address bar and click enter.

Navigating the System

I searched for my school district (or center) and the system can't find it.

Most likely, one of the following is the issue:

- 1.) The information you typed in the search field was too specific. If you search by school district, don't type anything in the center field. Type the first few letters of your school district name ("Hardin", "Har") and click Search. This will show a list of all centers in your school district.
- 2.) Your center is new and has not been added to the system yet. Email tonya.cookendorfer@ky.gov

I am supposed to upload something to the "District Information" section, but I don't see that as an option under TRACKING ITEMS.

With 100% certainty, the following is the issue:

- Your permissions have not been set for that section. Email tonya.cookendorfer@ky.gov to request access. Coordinators typically do not have access to this section, but all district-level staff should.

Uploading Documents

I browse for my file and try to upload, but I get an error message or nothing seems to happen.

With almost 100% certainty the following is the issue:

- You are trying to upload a scanned file and the file size is too large (more than 4MB). Scan at a low resolution as a *.pdf file and try your upload again.

Mac Users

Most people who use Mac computers are able to use the system. To date, we have not been able to determine why a couple of Mac users cannot upload files. If you find yourself in this category and have not yet spoken to someone about it, please email tonya.cookendorfer@ky.gov to discuss ways to work around it.

