



## **Process for Requesting & Revoking DCW/County Staff Trails Access & Trails Icon for DCW/County Staff Security Administrators/DCW Program Assistants Revised March 10, 2020**

1. DCW/County Supervisors fill out paperwork requesting access for new users.
2. Once the form is completed and signed it should be sent to the designated [DCW/County Security Administrator](#) or DCW Program Assistant. They will log and track new access, profile requests and/or revocations.
3. DCW/County Security Administrators (SA)/ DCW Program Assistants submit completed CDHS Access Request/OLR Form to:  
OIT\_ServiceDesk\_CDHS@state.co.us. Service Desk will ONLY accept paperwork from DCW/County Security Administrators/DCW Program Assistants. **Please Note: Paperwork needs to be completed for all Additions, Revocations, Over 90 Day Lock, and changes to profiles.**
4. Upon the receipt of a fully completed request form, signed by supervisor, a ticket will be routed to the Access Control group in the Service Desk application.
5. An IT Analyst will confirm compliance (form, signatures, and approval) and provision access for the specific system(s). They will set up portal access, network access, Gmail, and create a Trails Oracle User ID for Legacy Trails. They will resolve the ticket when complete which will create an auto notification via email to the DCW/County Security Administrators (Requester) - whomever put in the ticket initially.
6. The OIT analyst will provide the Requester (DCW/County Security Administrator/DCW Program Assistant) with the username and password for the provisioned account.
7. The OIT analyst will resolve the Service Desk ticket. All information pertaining to the request including form(s) will be tracked on the ticket.
8. The DCW/County Security Administrator will verify training requirements are met if applicable. NOTE: It is recommended that Trails users complete Trails Training prior to receiving access to the Trails application. SB-94 users cannot be given Trails access until they have received mandatory Trails Training. SB-94 Coordinators will notify DYS SB-94 Security Administrator to request set up in Trails. The Trails Training Team will notify the DYS SB-94 Security Administrator when new users have been trained. The schedule can always be accessed from: <https://my-cdhs.state.co.us/training/center/>. In addition, in order to receive the Security Administrator profile the Trails Security Administrator Training needs to be



completed and this profile can only be given by the **State Security Administrator** upon verification of the Trails Security Administrator Training being completed.

9. The DCW/County Security Administrator will provision/deprovision/modify account access, affiliations, profiles, etc. within Modernized Trails. **This includes “end-dating” the users account in Trails after the user has either left and/or transferred to another county, facility, region or JD and making sure that all “open assignments, cases and/or services” if applicable have been transferred to their supervisor and/or another user.**
10. DCW/County Security Administrator will notify the user and their supervisor when Trails setup is complete.

### **DCW/County Security Administrators Tips and Tricks**

When a Client Manager/Caseworker leaves, the supervisor must reassign all of the youth/clients on his/her caseload to another Client Manager/Caseworker. If a staff member from a county, facility or Judicial District leaves, and he/she has youths/clients on his/her caseload, you will receive an error when you try to enter an **“End Date”** in Trails to close them out.

There are a couple of ways around this. If you know a person is leaving, you can add it to your “exit” checklist, or whatever process you have, for that staff member to remove all of the youths/clients from their caseload. If that isn't possible, you will need to put in a help desk ticket to have those “assignments” removed with an analyst fix. While you are waiting for the fix, you can always **“End Date”** the affiliation to your county/facility/JD and **“End Date”** all of the staff's profiles, as well as “lock” the users Trails account so that they cannot access Trails before their accounts are revoked.

If you have a staff member who is transferring to another county, facility, region or JD, you will still need to **submit transfer paperwork (CDHS Access Request/OLR Form)**. For Trails, the DCW/County Security Administrators at the county/facility/JD **from** which the person is moving will go into Trails and **“End Date”** that affiliation and profiles. Then the DCW/County Security Administrators at the county/facility/JD **to** which the staff is moving to can just add the new affiliation and profiles to their own county/facility/JD.