

AHCCCS Direct Care Worker Testing Records Online Database

<https://dcwrecords.azahcccs.gov>

User Guide

INTRODUCTION

The online database was created to support Direct Care Worker (DCW) Agencies and Approved DCW Training and Testing Programs (Approved Programs) to comply with AHCCCS policies and standards for the DCW Training and Testing initiative. DCW and DCW Trainer testing records are portable or transferrable from one employer to another. For more information about the AHCCCS policies and standards for DCW training and testing, please visit www.azahcccs.gov/dcw.

Access and utilization of the database is based upon the role an individual plays within their organization (Employer, Trainer or both) and the type of organization they represent (DCW Agency or Approved Program).

Type of Program	Employer Role Responsibilities	Trainer Role Responsibilities
DCW Agency	<ul style="list-style-type: none"> ▪ Add DCWs to and manage an employee listing ▪ Search for testing records of prospective/new DCW employees 	
Approved DCW Training and Testing Program	<ul style="list-style-type: none"> ▪ Add Trainers to and manage an employee listing ▪ Search for testing records of prospective/new Trainer employees 	<ul style="list-style-type: none"> ▪ Input DCW or Trainer testing records into the database

Operational Guideline:

AHCCCS requests DCW Agency and Approved Program administrators to identify and assign user roles to individuals within the organization to serve as online database users. Organizations are asked to keep the number of assigned users to a minimum to support data management and security. DCW Agencies and Approved Programs are responsible for keeping a record of database users associated with their organization. AHCCCS must be notified via E-mail (DCW@azahcccs.gov) when a user account should be deleted or rendered inactive. For example, AHCCCS must be notified when an online database user no longer works for the organization.

Users are strongly encouraged to review the User Guide prior to entering or reviewing any information in the online database. The User Guide is available for reference under the “Help” tab in the menu on the left-hand side of the page in the online database. If you are having trouble accessing or using your account, please call or E-mail the help desk (602-417-4401 or DCW@azahcccs.gov).

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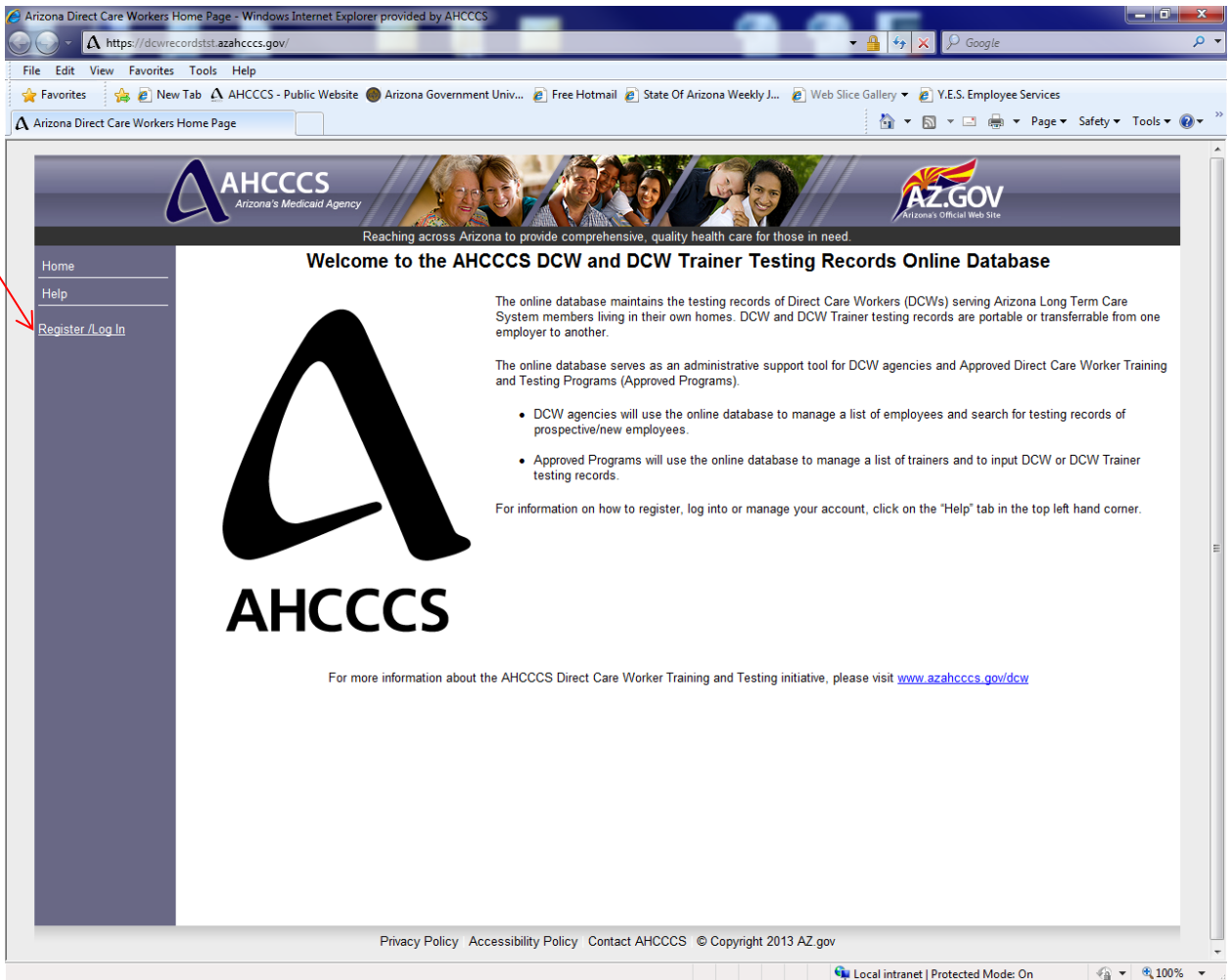
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STEP ONE Activate an Account: Create an Account

Click Here

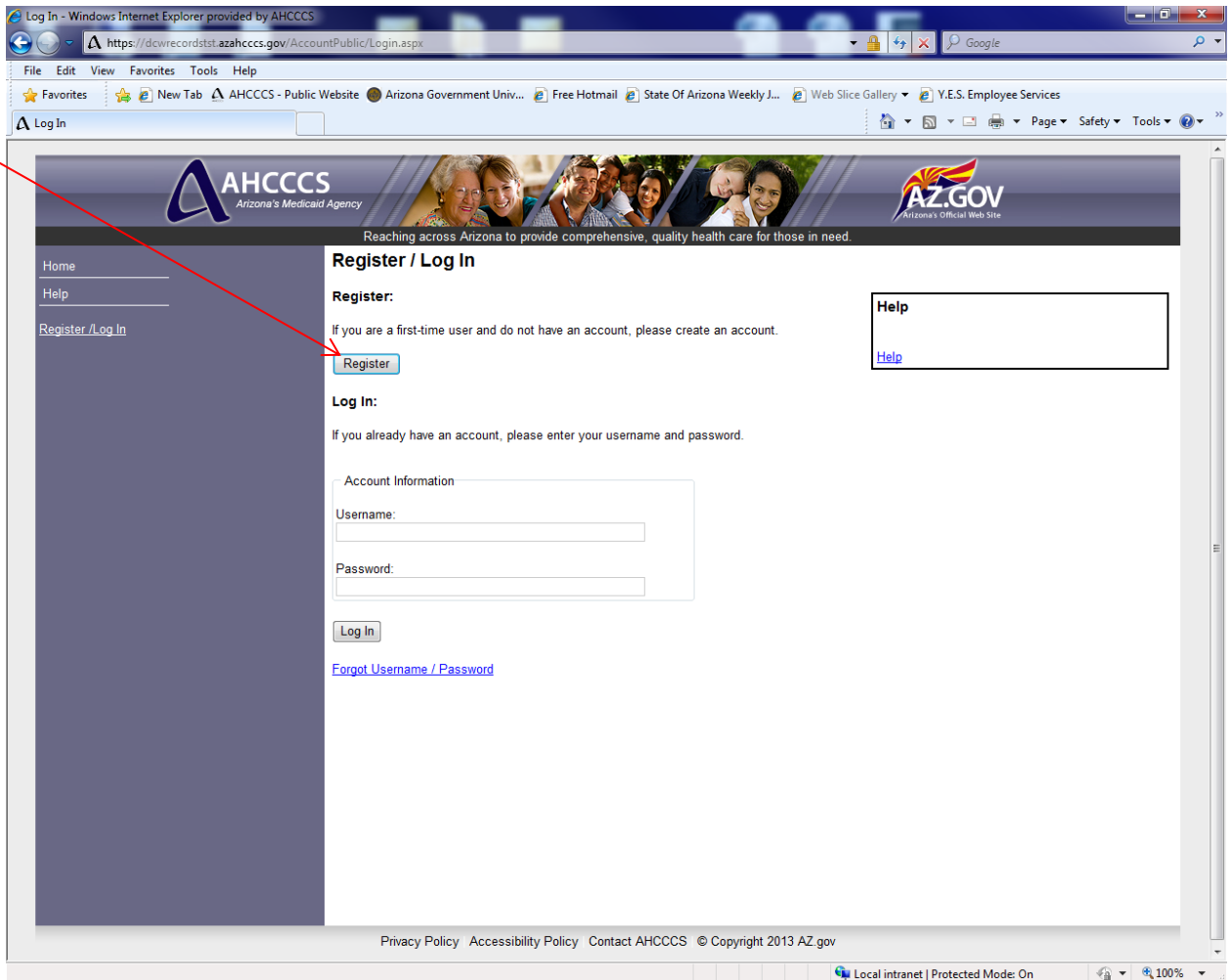


ENTER: <https://dcwrecords.azahcccs.gov/> in your web browser

CLICK: "Register/Log In," in the menu bar on the left-hand side of the page, to create an account

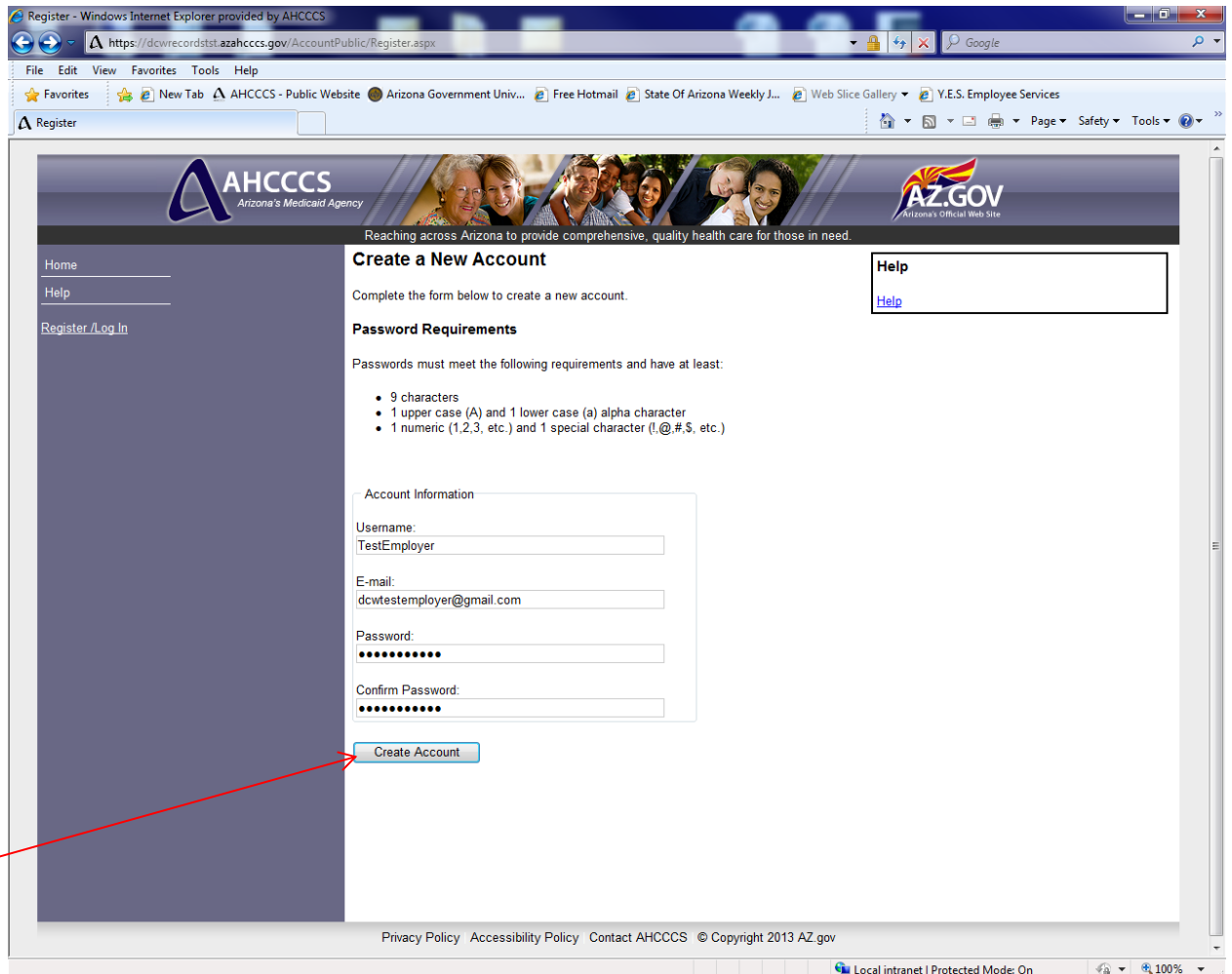
STEP TWO Activate an Account: Create an Account

Click Here



CLICK: "Register" to create an account for a first time user

STEP THREE Activate an Account: Create an Account



Click Here

ENTER: Username *(Note: The Username should not be an E-mail address)*

ENTER: Business E-mail Address *(Note: Each user must have their own, unique E-mail address)*

ENTER: Password twice

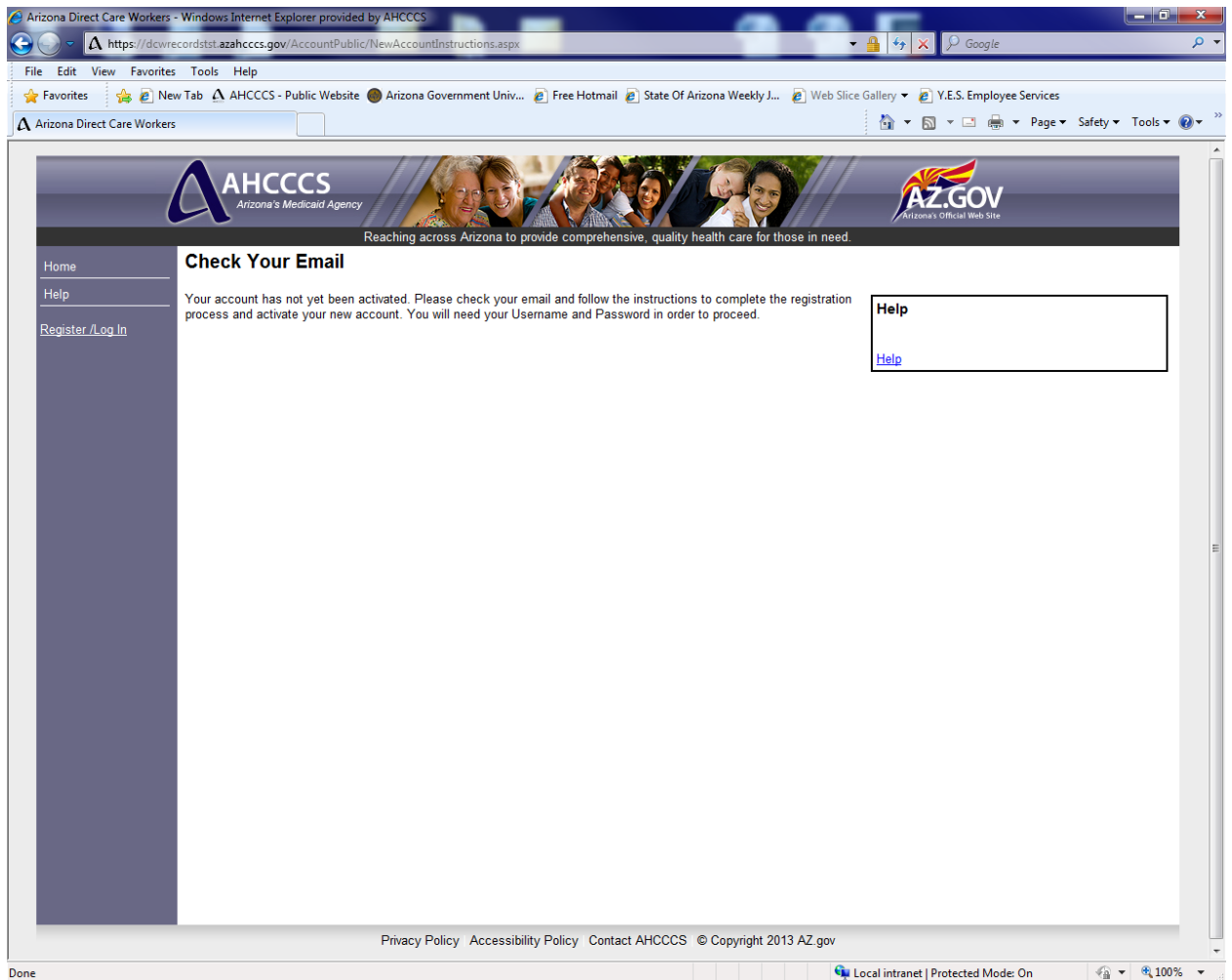
Passwords must meet the following requirements and have at least:

- 9 characters
- 1 upper case (A) and 1 lower case (a) alpha character
- 1 numeric (1,2,3, etc.) and 1 special character (!,@,#,&, etc.)

Note: Make sure to keep your Username and Password. The information will be required in order to proceed with activating the account.

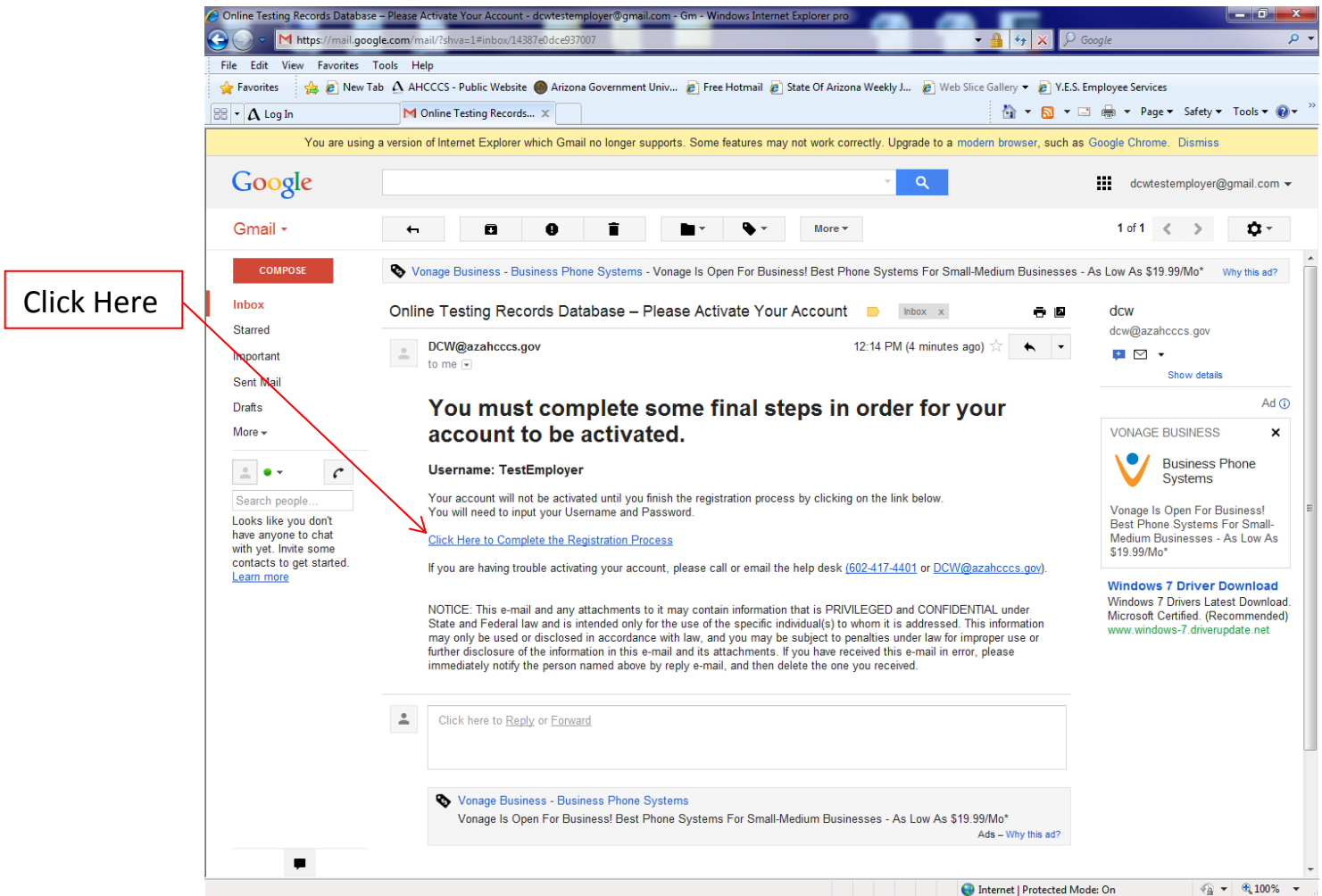
CLICK: Create Account

STEP FOUR Activate an Account: Create an Account



NOTE: *Check your E-mail inbox. If the E-mail was not received from DCW@azahcccs.gov, check your SPAM folder.*

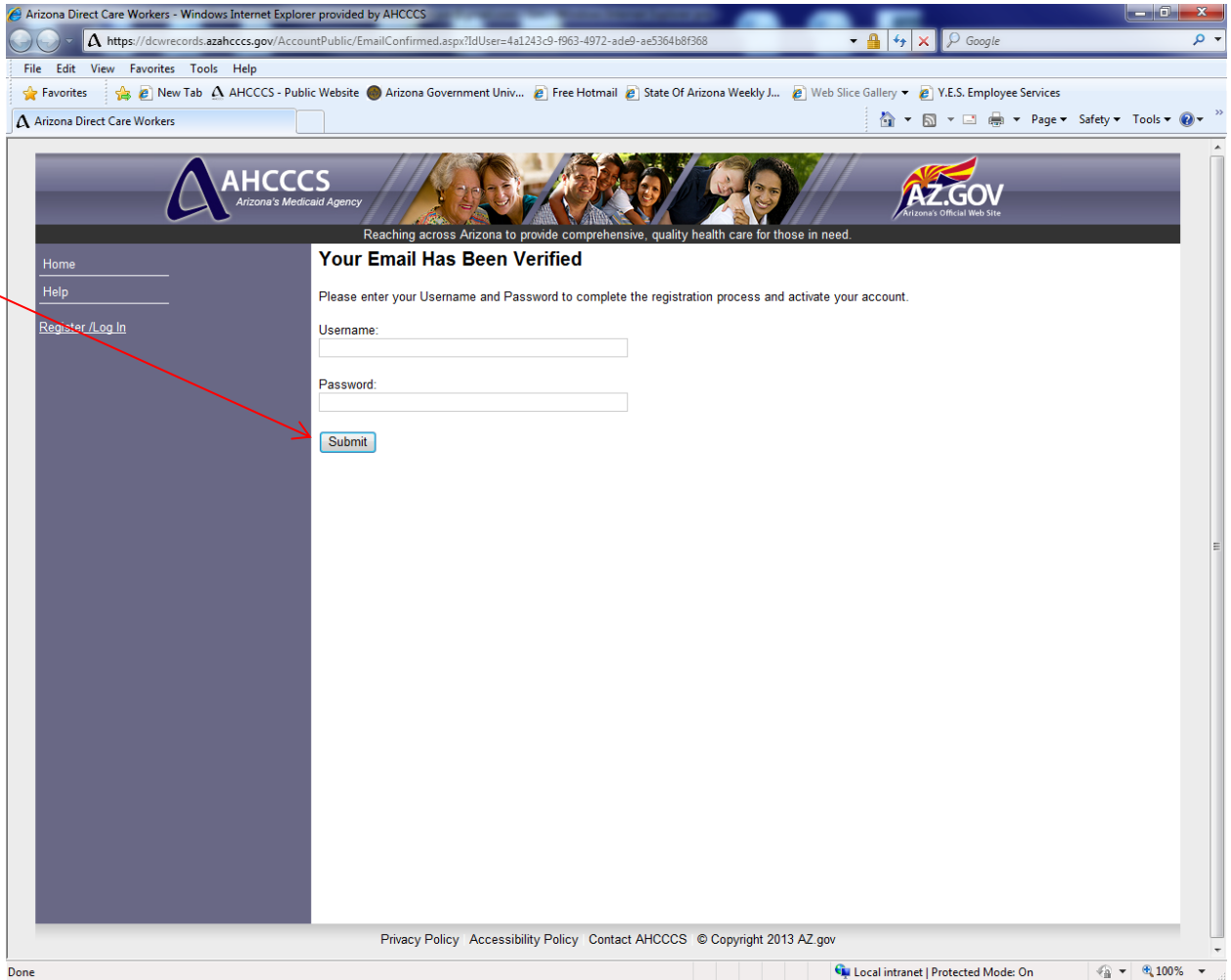
STEP FIVE Activate and Account: Create an Account



CLICK: Click Here to Complete the Registration Process

STEP SIX Activate an Account: Create an Account

Click Here



ENTER: Username

ENTER: Password

CLICK: Submit

STEP ONE Activate an Account: Add Business Contact Information

Read

Click Here

Arizona Direct Care Workers - Windows Internet Explorer provided by AHCCCS
https://dcwrecordstst.azahcccs.gov/Account/AccountInfo.aspx

File Edit View Favorites Tools Help

AHCCCS - Public Website Arizona Government Univ... Free Hotmail State Of Arizona Weekly J... Web Slice Gallery V.E.S. Employee Services

Arizona Direct Care Wo... Online Testing Records Da...

AHCCCS Arizona's Medicaid Agency

AZ.GOV Arizona's Official Web Site

Reaching across Arizona to provide comprehensive, quality health care for those in need.

Home
Account Information
Help
Log Out

Account Information

Username: TestEmployer
[Change Password](#)

Help
[Help](#)

Please follow and complete the steps outlined below. There will be a total of four steps for you to complete. Some of the steps will be added incrementally as you progress through the process. Once you have completed each step, a check will appear in the appropriate box below. When step four has been completed, you will be notified that your account has been submitted for activation approval.

Account Activation Progress

- Email Verified
- Business Contact Information Completed
- Role Requested
- Account Activated

Step One: [Add/Edit Business Contact Information](#)

Step Two: [Add/Change User Role](#)

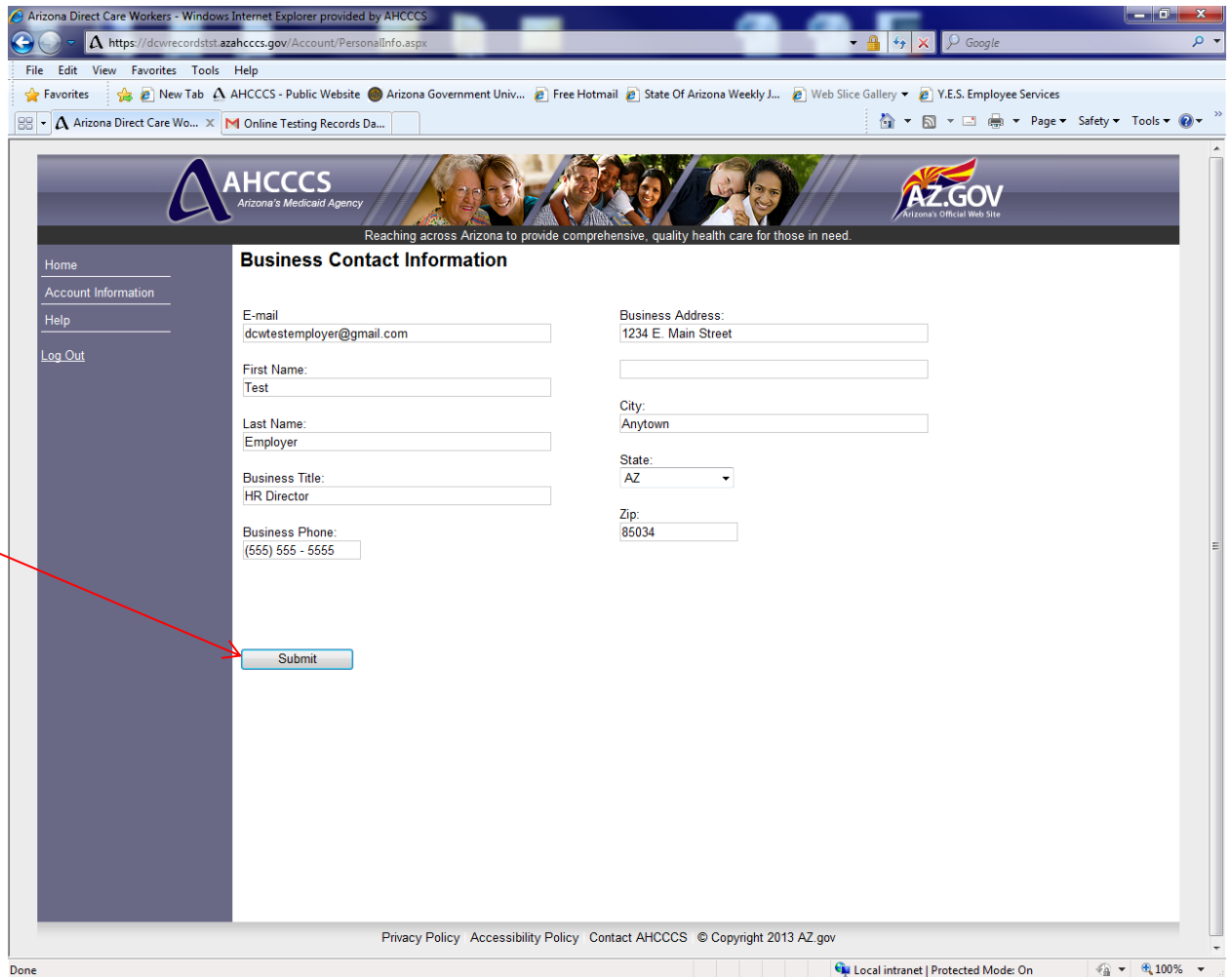
Privacy Policy Accessibility Policy Contact AHCCCS © Copyright 2013 AZ.gov

Local intranet | Protected Mode: On 100%

NOTE: *Read instructional paragraph*

CLICK: Step One: Add/Edit Business Contact Information

STEP TWO Activate an Account: Add Business Contact Information



ENTER: Business E-mail address (Note: This should already be populated and show up automatically)

ENTER: First Name

ENTER: Last Name

ENTER: Business Position Title

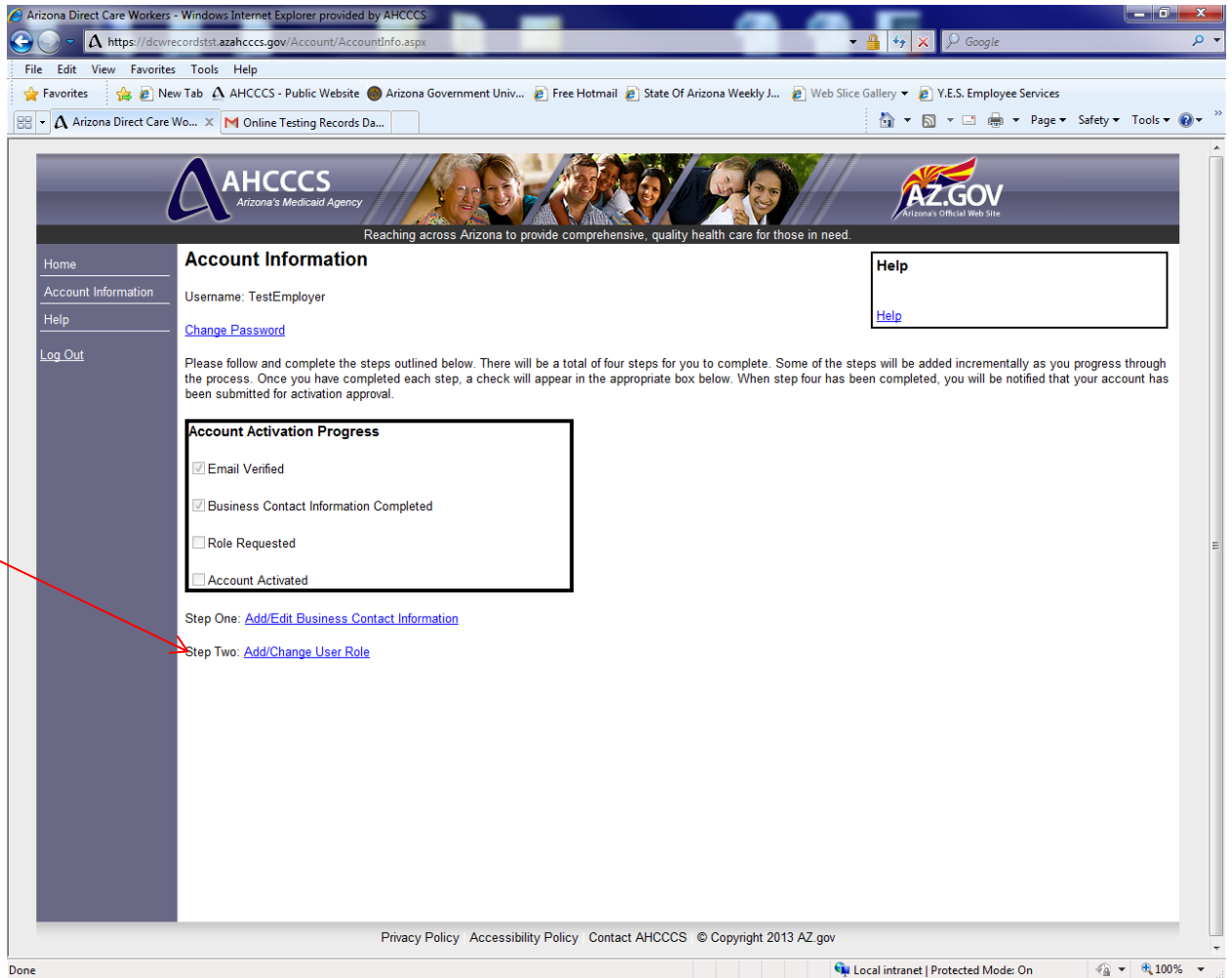
ENTER: Business Phone Number

ENTER: Business Address, City, State, Zip Code

CLICK: Submit (Note: "Submit" changes to "Update" when the information has been submitted)

CLICK: "OK" to go back to the "Account Information" page

STEP ONE Activate an Account: Designate User Role



CLICK: Step Two: Add/Change User Role

STEP TWO Activate an Account: Designate User Role: Employer Role User

Read

Click Here

Role Request

Please select the role(s) that should be associated with your account. It is important that you choose the correct role(s) otherwise you will be limited in the functions you can perform within the online database. A chart has been provided below to assist you in making the appropriate determination.

User Role Descriptions and Responsibilities

Type of Program	Employer Role Responsibilities	Trainer Role Responsibilities
DCW Agency	<ul style="list-style-type: none"> Add DCWs to and manage a company list Search for testing records of prospective/new DCW employees 	
Approved DCW Training and Testing Program	<ul style="list-style-type: none"> Add Trainers to and manage a company list Search for testing records of prospective/new Trainer employees 	Input DCW or Trainer testing records into the database

NOTE: A company may choose to have up to two people designated to serve in a role. If applicable, the company may also choose for one person to have multiple roles.

Select a user role(s)

Employer
 Trainer

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NOTE: *Read instructional paragraph and chart. A user can choose to serve in the capacity of both user roles. In that instance, simply click both user roles and proceed to associate the account to a DCW Agency or Training Program or both.*

CHECK: Employer

NOTE: *In the next step, the user will be required to associate the account to either a DCW Agency or Training Program or both. The chart on the webpage can help a user determine whether or not to associate the account to a DCW Agency or Training Program. Identify which responsibilities the user will be performing within the database. If the responsibilities are located on the "DCW Agency" row on the chart, the user must associate the account to a DCW Agency. If the responsibilities are located on the "Approved Training and Testing Program" row, the user must associate the account to a Training Program. Lastly if the user will be performing responsibilities outlined in both rows, the user will associate the account to both entities.*

CLICK: Submit

CLICK: "OK" to go back to the "Account Information" page

STEP TWO Activate an Account: Designate User Role: Trainer Role User

Read

Click Here

Role Request

Please select the role(s) that should be associated with your account. It is important that you choose the correct role(s) otherwise you will be limited in the functions you can perform within the online database. A chart has been provided below to assist you in making the appropriate determination.

User Role Descriptions and Responsibilities

Type of Program	Employer Role Responsibilities	Trainer Role Responsibilities
DCW Agency	<ul style="list-style-type: none"> Add DCWs to and manage a company list Search for testing records of prospective/new DCW employees 	
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NOTE: A company may choose to have up to two people designated to serve in a role. If applicable, the company may also choose for one person to have multiple roles.

Select a user role(s)

Employer

Trainer

Help

[Help](#)

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NOTE: *Read instructional paragraph and chart. A user can choose to serve in the capacity of both user roles. In that instance, simply click both user roles and proceed to associate the account to a DCW Agency or Training Program or both.*

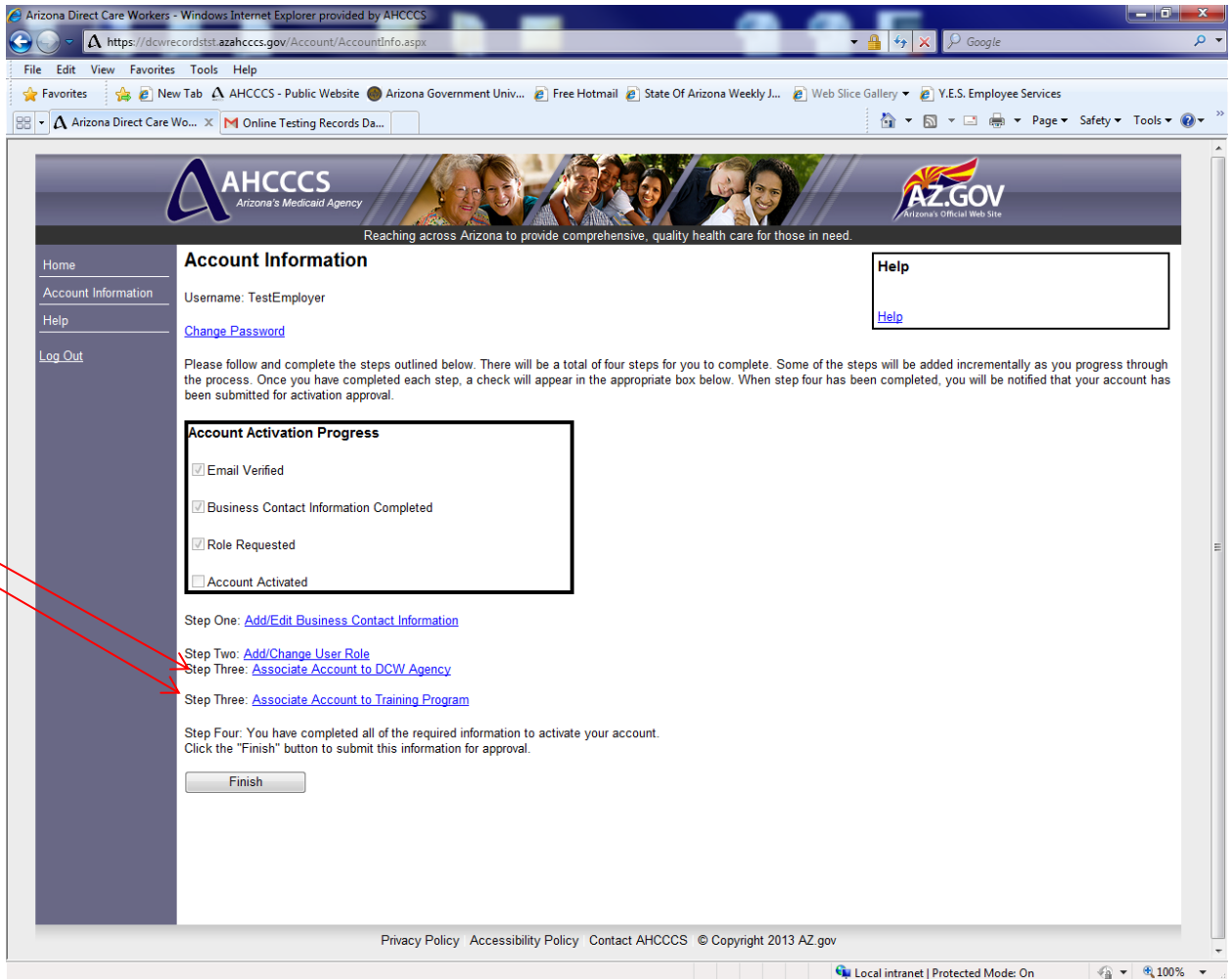
CHECK: Trainer

NOTE: *In the next step, the user will be required to associate the account to either a DCW Agency or Training Program or both. The chart on the webpage can help a user determine whether or not to associate the account to a DCW Agency or Training Program. Identify which responsibilities the user will be performing within the database. If the responsibilities are located on the “DCW Agency” row on the chart, the user must associate the account to a DCW Agency. If the responsibilities are located on the “Approved Training and Testing Program” row, the user must associate the account to a Training Program. Lastly if the user will be performing responsibilities outlined in both rows, the user will associate the account to both entities.*

CLICK: Submit

CLICK: “OK” to go back to the “Account Information” page

STEP ONE Activate an Account: Associate Account: DCW Agency



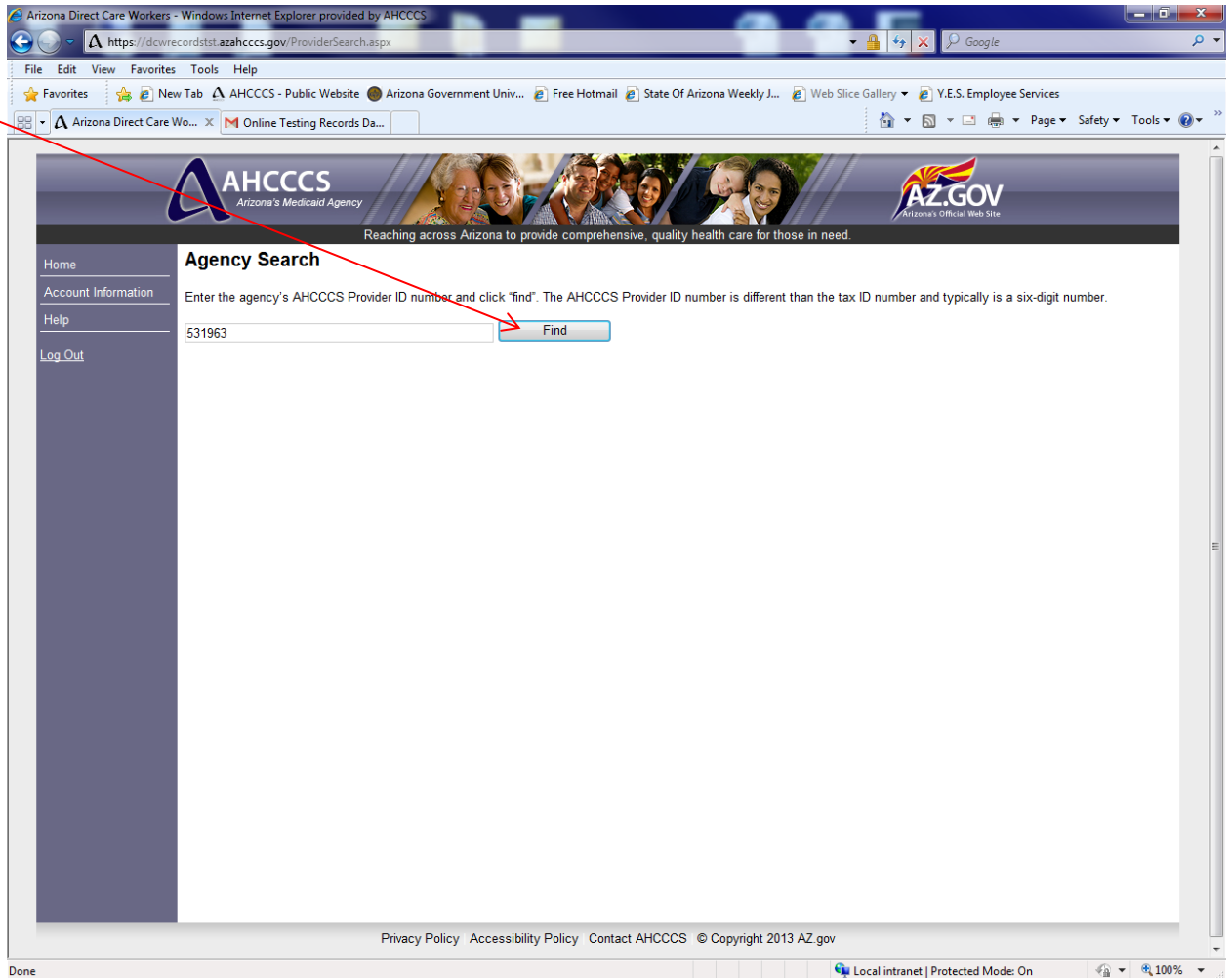
Click Here

NOTE: *Users associating themselves to a DCW Agency, will need the AHCCCS Provider ID number in order to proceed. The AHCCCS Provider ID number is different than the tax ID number and typically is a six-digit number. It is important to note, DCW Agencies can have multiple Provider ID numbers (i.e. DCW Agency with regional offices). If there are multiple users from the same DCW Agency who will be charged with co-managing an employee listing, it is important that each user associate their respective account to the DCW Agency with the same Provider ID. Otherwise the users will not have shared access to an employee listing.*

CLICK: Step Three: Associate Account to DCW Agency

STEP TWO Activate an Account: Associate Account: DCW Agency

Click Here

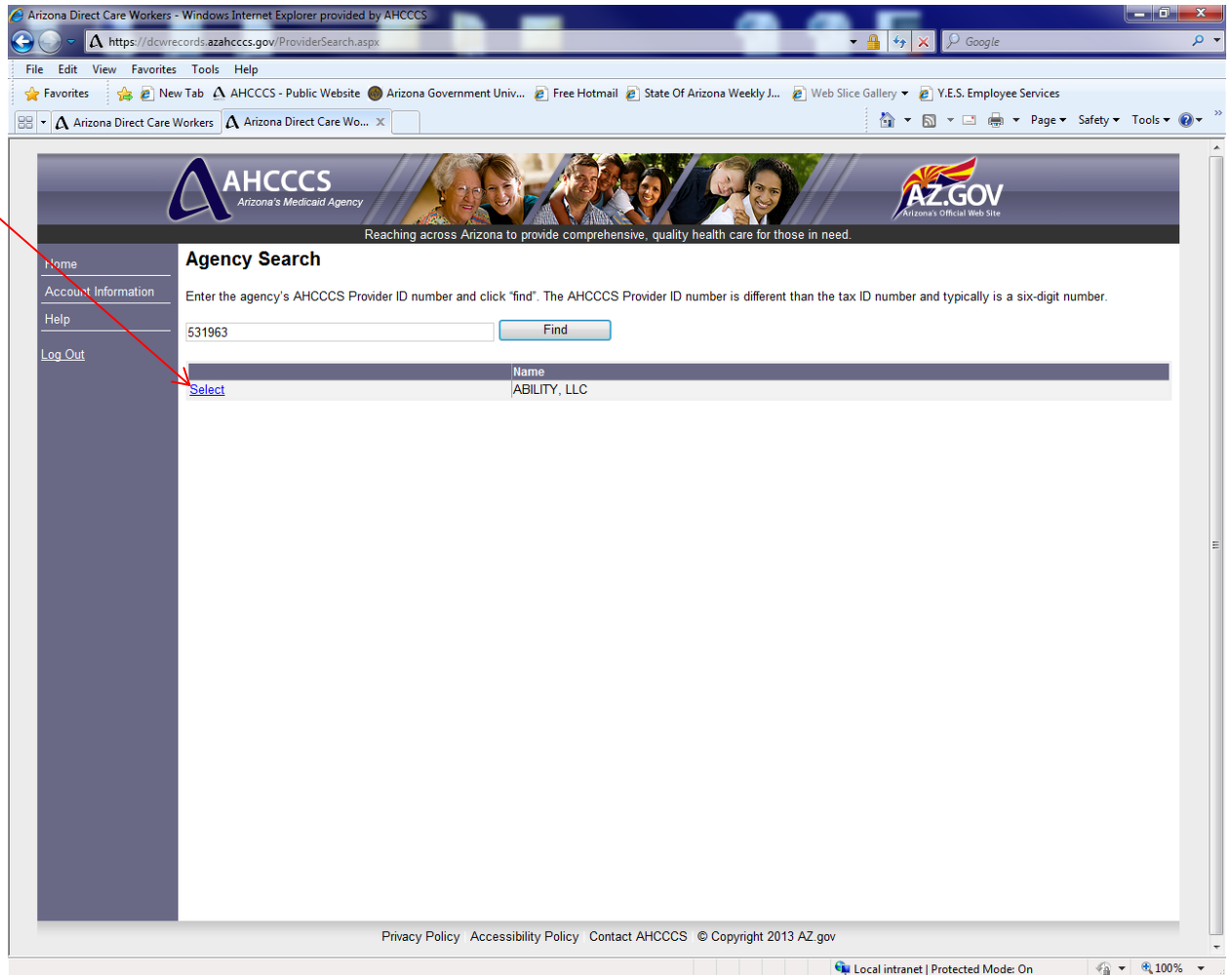


ENTER: The six-digit AHCCCS Provider ID

CLICK: Find

STEP THREE Activate an Account: Associate Account: DCW Agency

Click Here



CLICK: “Select” if the correct DCW Agency name is displayed. Otherwise, hit the back button and re-enter the AHCCCS Provider ID.

STEP FOUR Activate an Account: Associate Account: DCW Agency

The screenshot shows the AHCCCS Agency Search interface. The browser address bar displays <https://dcwrecords.azahcccs.gov/ProviderSearch.aspx>. The page header includes the AHCCCS logo and the slogan "Reaching across Arizona to provide comprehensive, quality health care for those in need." The main content area is titled "Agency Search" and contains the following text: "Enter the agency's AHCCCS Provider ID number and click 'find'. The AHCCCS Provider ID number is different than the tax ID number and typically is a six-digit number." Below this is a search input field containing "531963" and a "Find" button. The results section shows: "Your account will be associated to Provider ID: 531963" and "Agency Name: ABILITY, LLC". A note states: "If this information is correct, click 'Associate.' If the information is not correct, double check and re-enter the agency's Provider ID number." Below the note is an "Associate" button. A table below the button lists the search results:

Name
Select ABILITY, LLC

A red box labeled "Click Here" is positioned to the left of the page, with a red arrow pointing to the "Associate" button.

CLICK: "Associate" if the information is correct. If the information is not correct, double check and re-enter the DCW Agency's Provider ID number and click "Find."

CLICK: "OK" to go back to the "Account Information" page

NOTE: *The user can view the updated account information by selecting the "Account Information" from the menu on the left-hand side of the page and clicking on "Add/Edit Business Contact Information."*

STEP ONE Activate an Account: Associate Account: Training Program

The screenshot shows a web browser window displaying the AHCCCS Account Information page. The page header includes the AHCCCS logo and the slogan "Reaching across Arizona to provide comprehensive, quality health care for those in need." The main content area is titled "Account Information" and shows the username "TestTrainer". A "Help" button is visible in the top right. Below the account information, there is a section titled "Account Activation Progress" with a list of steps: "Email Verified", "Business Contact Information Completed", "Role Requested", and "Account Activated". The "Account Activated" step is currently unchecked. Below this list, there are four steps outlined: Step One: [Add/Edit Business Contact Information](#), Step Two: [Add/Change User Role](#), Step Three: [Associate Account to Training Program](#), and Step Four: You have completed all of the required information to activate your account. Click the "Finish" button to submit this information for approval. A red box labeled "Click Here" points to the Step Three link. The footer contains links for Privacy Policy, Accessibility Policy, and Contact AHCCCS, along with a copyright notice for 2013 AZ.gov.

CLICK: Step Three: Associate Account to Training Program

NOTE: *Users only need to associate the account to a Training Program if the user is going to be performing responsibilities (of either an Employer or Trainer) associated with a Training Program. DO NOT associate a Training Program to the user account to simply identify the Training Program that has been delegated to train and test employees of the DCW Agency.*

STEP TWO Activate an Account: Associate Account: Training Program

Arizona Direct Care Workers - Windows Internet Explorer provided by AHCCCS
 https://dcwrecordstst.azahcccs.gov/Trainer/TrainingFacilitySearch.aspx

Home
 Account Information
 Help
 Log Out

Refresh List
 Find your training and testing program in the listing and click on "select"

Facility Name	Street1	City	State	Zip
Select Ability LLC	12180 E. Turquoise Cir.	Dewey	AZ	86327
Select ABRIIO Family Services & Supports, Inc.	5200 E. Cortland Blvd., #A-15	Flagstaff		
Select ACCENT on Family Care Services LLC	19322 E. Calle De Flores	Queen Creek	AZ	85142
Select AccentCare at Home, INC.	4001 N. 3rd Street.,	Phoenix	AZ	85012
Select Ace Education and Training Center, LLC	1039 E. Van Buren	Avondale	AZ	85323
Select Advanced Independence LLC	4410 W. Union Hills Dr., Suite 7, PMB 122	Glendale	AZ	85308
Select AIRES, LLC	824 E. Fort Lowell	Tucson	AZ	85719
Select Alarys Home Health	4250 N. Drinkwater Blvd., #100	Scottsdale	AZ	85251
Select Alexander's Abilities, Inc.	1116 West Palo Verde Dr	Chandler	AZ	85224
Select All Aboard Services	1892 S. Arroyo Lane	Gilbert	AZ	85295
Select All in the Family	916 S. 52nd St., #106	Tempe	AZ	85281
Select Alternatives in Home Care	2030 E. Broadway, #204	Tucson	AZ	85719
Select Always Say A Prayer (ASAP)	2825 Spruce Mtn Rd	Prescott	AZ	86303
Select American Emergency Response Training	9164 N. 43rd Ave., #7	Glendale	AZ	85302
Select Angels on Duty	8652 Eastridge Dr., #203	Prescott Valley	AZ	86314
Select Arcadia Home Care	4615 N. First Ave.	Tucson	AZ	
Select Archway Training, LLC	7227 N. 16th St., #125	Phoenix	AZ	85020
Select Arion Care Solutions	3738 W. Commonwealth Ave., #20	Chandler	AZ	85226
Select Arizona Bridge to Independent Living (ABIL)	5025 E. Washington St., #200 - no trainings here	Phoenix	AZ	85034
Select Arizona Care Providers	2432 W. Peoria Ave., Suite 1048, Bldg. 1	Phoenix	AZ	85029
Select Arizona Community Development Corporation	5704 E. Grant Rd.	Tucson	AZ	85712
Select Arizona Support Services and Intensive Skills Training	6741 Corsair Ave.	Prescott	AZ	86301
Select Ascent Human Services	6875 N. Greene Lane	Flagstaff	AZ	86001
Select Assisting Hands Home Care	10789 N. 90th St., Suite 102	Scottsdale	AZ	85260
Select Assured Care Healthcare Services	1837 S. Mesa Dr, Suite A202	Mesa	AZ	85210
Select At Home Solutions, LLC	1415 N. Trekel, Suite 103	Casa Grande	AZ	85122
Select Attentive Home Health	3624 N. 15th Ave.	Phoenix	AZ	85015
Select AZ Consumer Direct Personal Care, LLC	50 N. Alvernon Way	Tucson	AZ	85711
Select AZ Masquerade, LLC	2326 S. Layton	Tucson	AZ	85713
Select Blythe Center	7602 W. Indian School Rd.,	Phoenix	AZ	85033
Select Cactus Wren Training Program LLC - L	10640 N. 28th Dr., Bldg. C-107	Phoenix	AZ	85029
Select Care Corner Personal Service	1930 South Alma School Rd, B-104	Mesa	AZ	85210
Select CareGiver Training Institute	1940 E. Silverlake Rd., #402	Tucson	AZ	85713
Select Caregivers of Arizona	5501 N. 19th Avenue, #425	Phoenix	AZ	85015
Select Caring 4 Your Elders Inc.	9051 W. Kelton, #7	Peoria		
Select Caring Hearts Companion Care	PO Box 1775	Lakeside	AZ	85929
Select Central Arizona Council on DD	3687 S. Royal Palm	Apache Junction	AZ	85210
Select Central Arizona Valley Institute of Technology (CAVIT)	1789 Coolidge Ave	Coolidge	AZ	85128

Local intranet | Protected Mode: On

FIND: Name of the Approved DCW Training and Testing Program in the listing.

CLICK: Select

STEP THREE Activate an Account: Associate Account: Training Program

Click Here

Approved Training and Testing Program Search

Refresh List

Find your training and testing program in the listing and click on "select"

Your account will be associated to: Ace Education and Training Center, LLC
If this information is correct, click "Associate". If the information is not correct, re-select the name of training and testing program from the list.

Associate

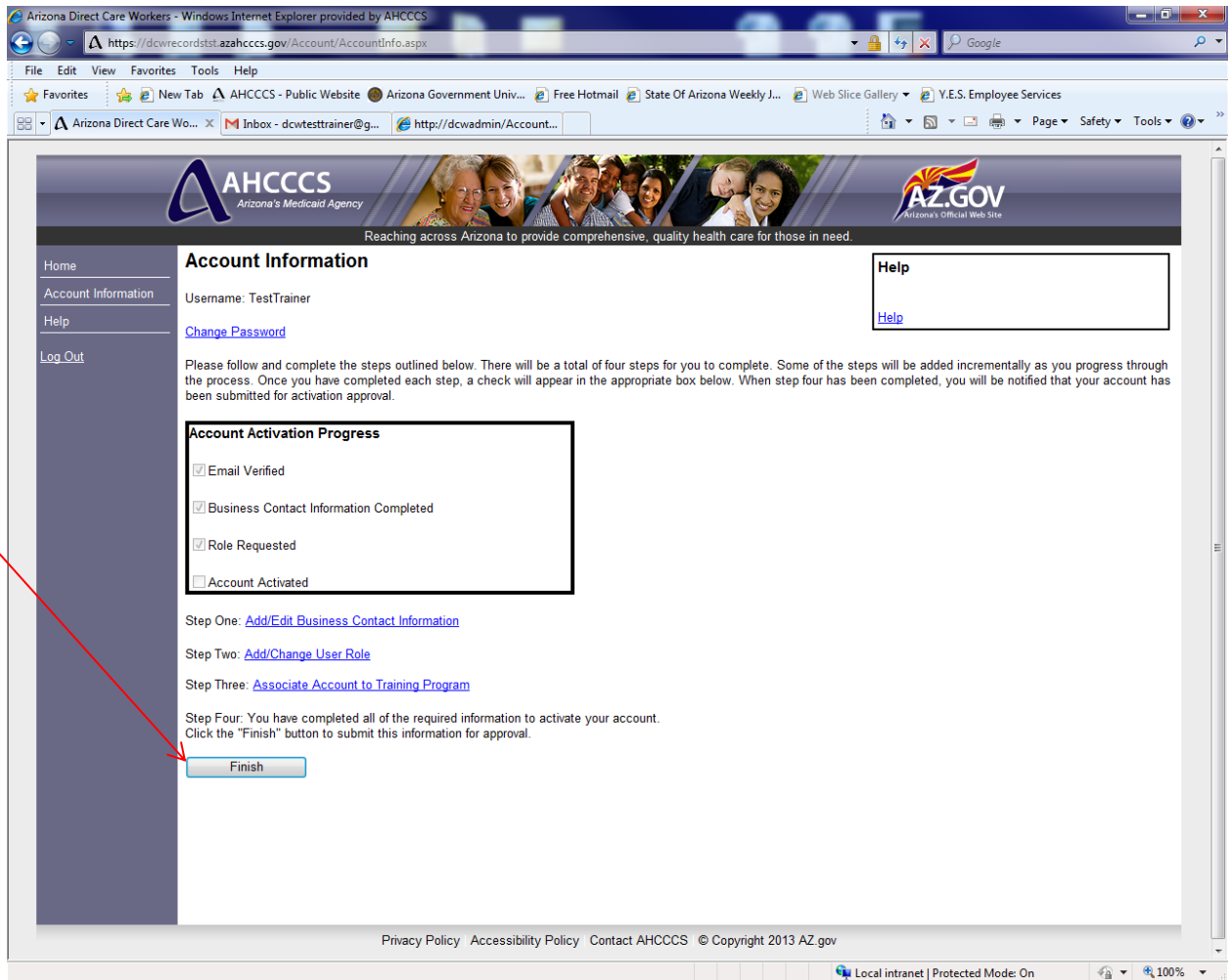
Facility Name	Street1	City	State	Zip
Select Ability LLC	12180 E. Turquoise Cir.	Dewey	AZ	86327
Select ABR/O Family Services & Supports, Inc.	5200 E. Cortland Blvd., #A-15	Flagstaff	AZ	86001
Select ACCENT on Family Care Services LLC	19322 E. Calle De Flores	Queen Creek	AZ	85142
Select AccentCare at Home, INC.	4001 N. 3rd Street.,	Phoenix	AZ	85012
Select Ace Education and Training Center, LLC	1039 E. Van Buren	Avondale	AZ	85323
Select Advanced Independence LLC	4410 W. Union Hills Dr., Suite 7, PMB 122	Glendale	AZ	85308
Select AIRES, LLC	824 E. Fort Lowell	Tucson	AZ	85719
Select Alarys Home Health	4250 N. Drinkwater Blvd., #100	Scottsdale	AZ	85251
Select Alexander's Abilities, Inc.	1116 West Palo Verde Dr	Chandler	AZ	85224
Select All Aboard Services	1892 S. Arroyo Lane	Gilbert	AZ	85295
Select All in the Family	916 S. 52nd St., #106	Tempe	AZ	85281
Select Alternatives in Home Care	2030 E. Broadway, #204	Tucson	AZ	85719
Select Always Say A Prayer (ASAP)	2825 Spruce Mtn Rd	Prescott	AZ	86303
Select American Emergency Response Training	9164 N. 43rd Ave., #7	Glendale	AZ	85302
Select Angels on Duty	8652 Eastridge Dr., #203	Prescott Valley	AZ	86314
Select Arcadia Home Care	4615 N. First Ave.	Tucson	AZ	85712
Select Archway Training, LLC	7227 N. 16th St., #125	Phoenix	AZ	85020
Select Arion Care Solutions	3738 W. Commonwealth Ave., #20	Chandler	AZ	85226
Select Arizona Bridge to Independent Living (ABIL)	5025 E. Washington St., #200 - no trainings here	Phoenix	AZ	85034
Select Arizona Care Providers	2432 W. Peoria Ave., Suite 1048, Bldg. 1	Phoenix	AZ	85029
Select Arizona Community Development Corporation	5704 E. Grant Rd.	Tucson	AZ	85712
Select Arizona Support Services and Intensive Skills Training	6741 Corsair Ave.	Prescott	AZ	86301
Select Ascent Human Services	6875 N. Greene Lane	Flagstaff	AZ	86001
Select Assisting Hands Home Care	10789 N. 90th St., Suite 102	Scottsdale	AZ	85260
Select Assured Care Healthcare Services	1837 S. Mesa Dr, Suite A202	Mesa	AZ	85210
Select At Home Solutions, LLC	1415 N. Trekel, Suite 103	Casa Grande	AZ	85122

CLICK: "Associate" if the information is correct. If the information is not correct, re-select the name of the training and testing program from the list.

CLICK: "OK" to go back to the "Account Information" page

NOTE: *The user can view the updated account information by selecting the "Account Information" from the menu on the left-hand side of the page and clicking on "Add/Edit Business Contact Information."*

STEP ONE Activate an Account: Account Activation



CLICK: "Finish", to complete the registration process and request the activation of your account.

NOTE: *Once you click "Finish" the User will be notified the request for account activation has been submitted. AHCCCS may take 3-5 business days to activate the account. Once activated, the user will receive E-mail notification along with instructions on how to proceed in using the online database.*

CLICK: OK