

Locating Facilities Records in iConnect Job Aid

Introduction

The Agency for Persons with Disabilities (APD) uses an [online application request link](#) for all potential applicants and current licensees that are seeking to establish a facility, such as a group home, foster home or an Adult Day Training (ADT) facility. Once a request for an application is submitted, the licensing team or designated staff will review the prospective applicant and update their record as appropriate.

After the prospective applicant's facility record is promoted and linked to their Corporate/Placeholder record and they have been provisioned into the Identity Proofing Administrative Security System (ID PASS), they will gain access to iConnect to complete the application process.

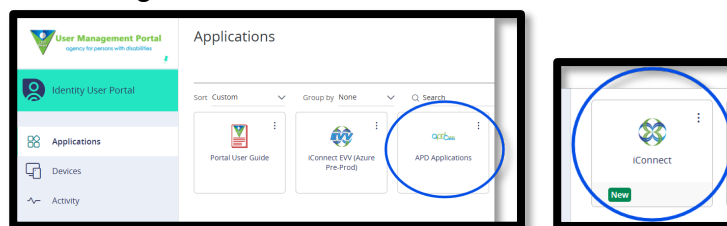
This job aid will help prospective applicants locate their facility record(s) to complete the licensing application process. For more details on submitting a licensing application, please refer to the [New Licensing Facility Application Request Training Manual](#), for residential facilities or [ADT New Licensing Manual](#), for ADT facilities.

There are two ways for prospective applicants to locate their facility records.

Locating the Facility Record

Follow the instructions below regarding locating the facility records in iConnect:

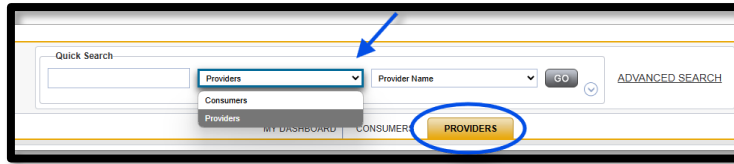
1. Log into iConnect.
 - a. Sign in through CyberArk.
 - b. Click the **iConnect** icon. The user may have to click the **APD Applications** icon prior to selecting **iConnect**.



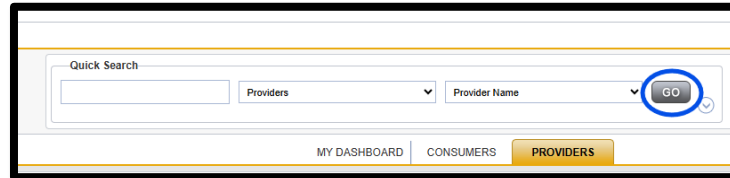
2. Set Role to "Service Provider" and click **GO**.



- Navigate to the Providers chapter by clicking either the **PROVIDERS** chapter or selecting Providers from the middle drop-down in the Quick Search.



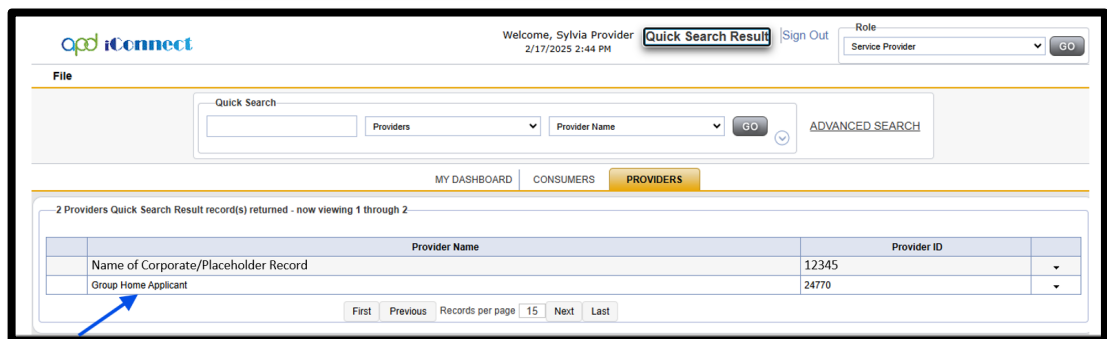
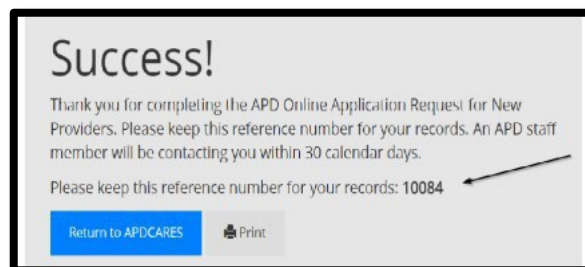
- Press **Go** at the Quick Search.



- A list view grid will display the corporate/placeholder record and any associated facility records. The Provider ID will be the same Provider ID from the application request confirmation pop-up. Click on the appropriate facility record.

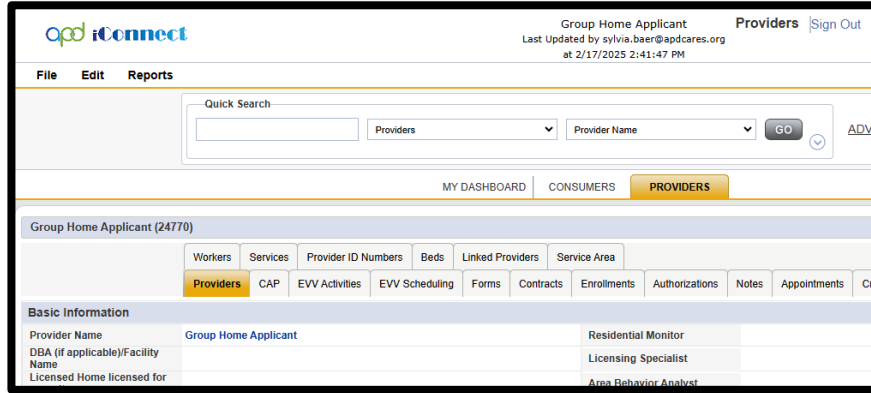
For additional information on locating the proper facility record, please review [If Needed: Identifying the Facility Record in iConnect section](#).

Note: If only the corporate/placeholder record is displayed, skip to the [Locating the Facility Record using "Linked Providers" section](#).



- Once on the facility record, begin the application submission process.

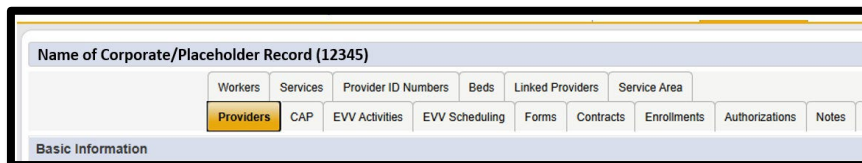
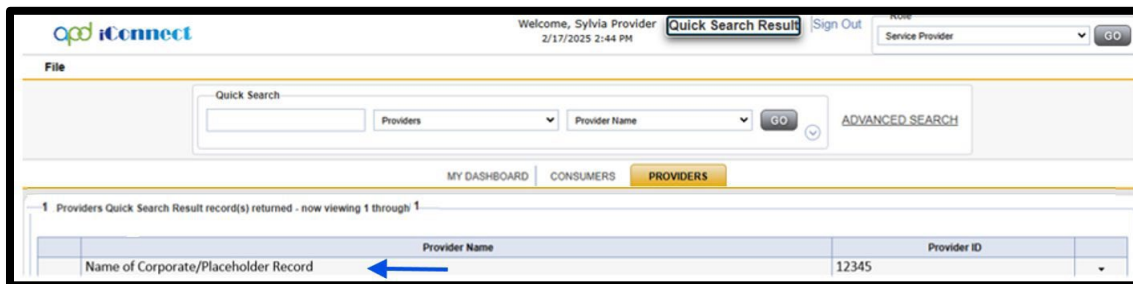
For additional details on the license application process, please utilize the [New Licensing Facility Application Request Training Manual](#), for residential facilities and [ADT New Licensing Manual](#), for ADT facilities.



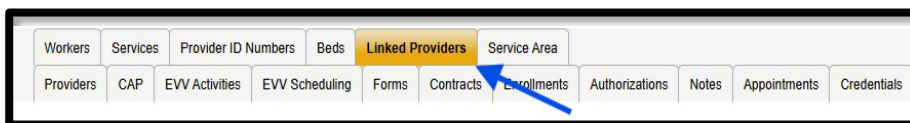
Locating the Facility Record using “Linked Providers”

This section is for applicants who completed steps 1 through 5 in the previous section but were unable to locate their facility record. Follow these steps to find the record using an alternative method:

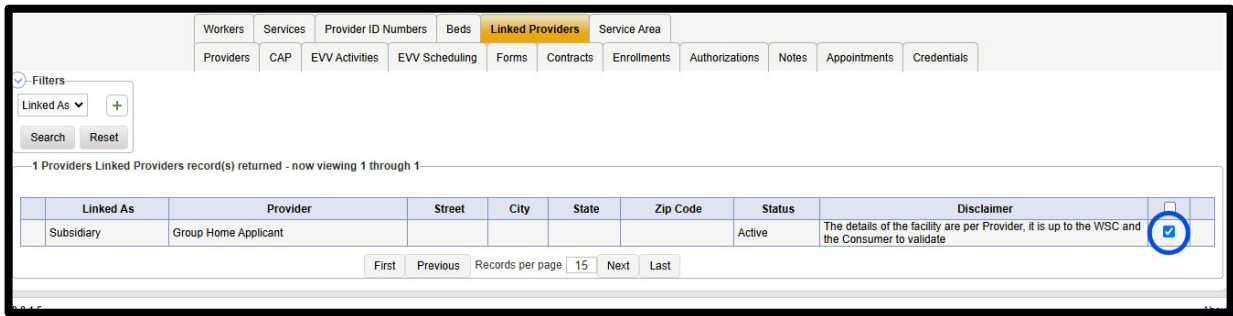
- After completing a Quick Search, a list view grid may display, showing only the corporate/placeholder record, or the corporate/placeholder record will automatically load onto the screen. If the list view grid displays with only the corporate/placeholder record, click the record.



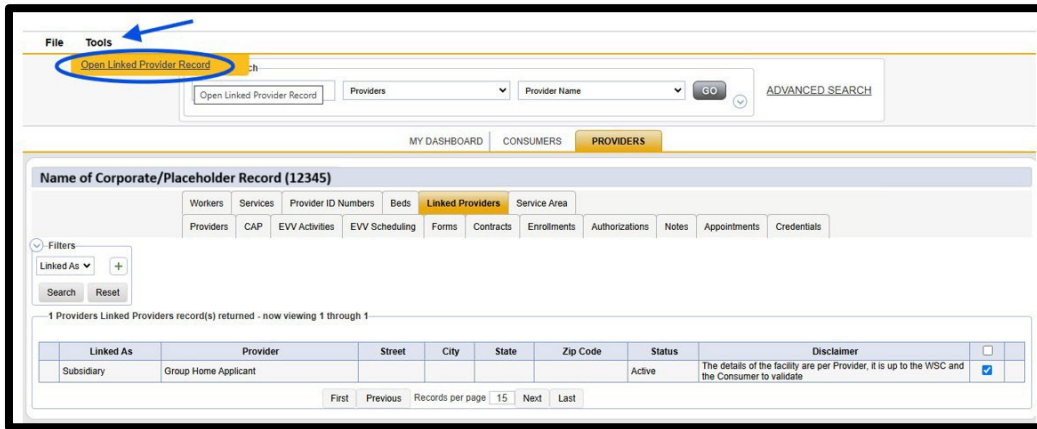
- Click **Linked Providers**



- A list view grid will display. Locate the facility record and click the check box on the far right.

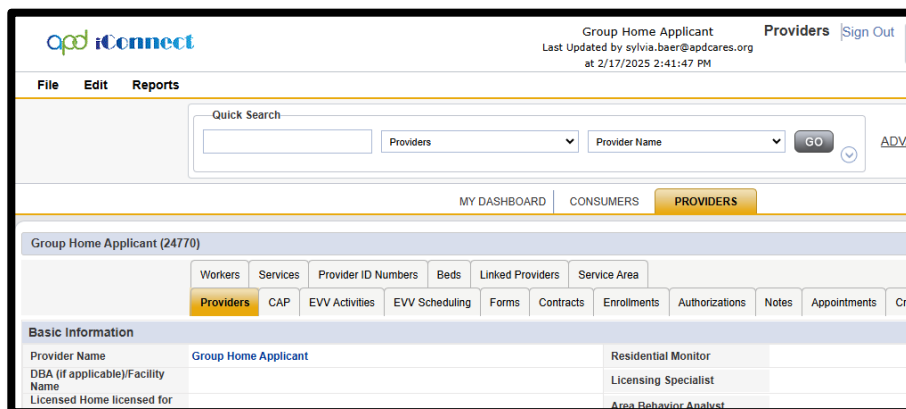


- Navigate to **Tools** and click **Open Linked Provider**



- Once on the facility record, begin the application submission process.

For additional details on the license application process, please utilize the [New Licensing Facility Application Request Training Manual](#), for residential facilities and [ADT New Licensing Manual](#), for ADT facilities.

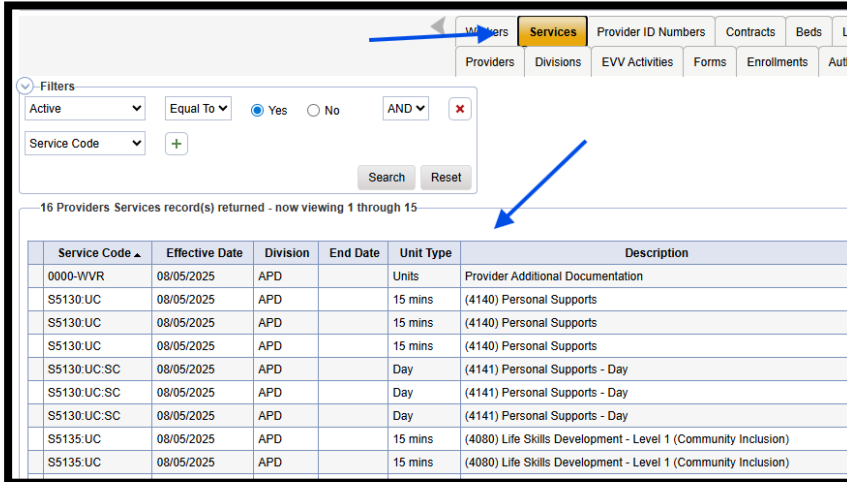


If Needed: Identifying the Facility/ Record in iConnect

To distinguish between a Facility/ record and a Corporate/Placeholder record, follow these steps after performing a Provider Search:

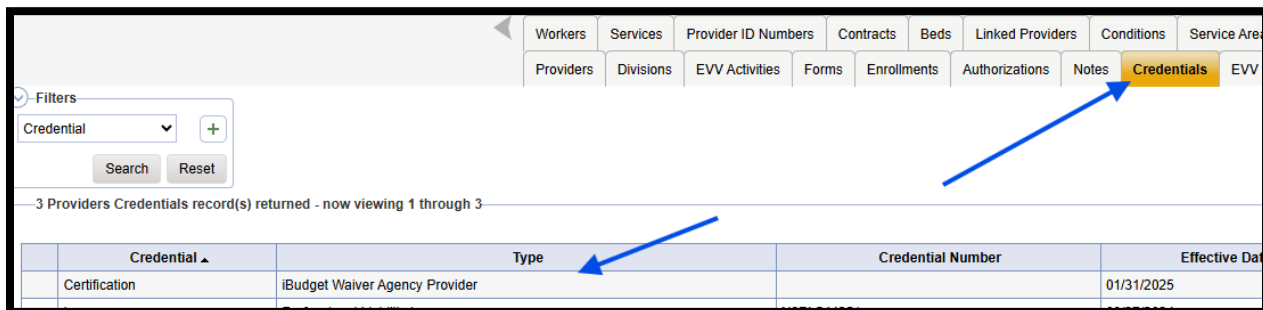
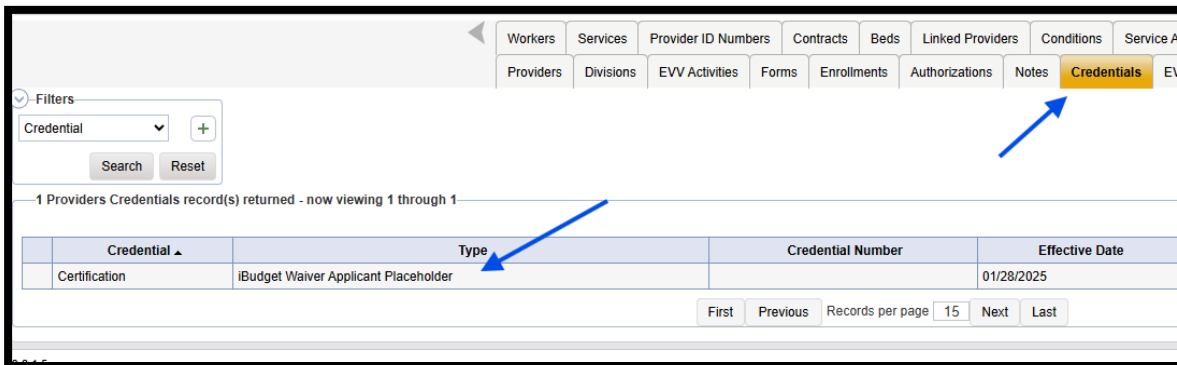
1. Placeholder Records and Corporate Records may have the following:

a. Corporate record: A list of services listed in the **Services** tab.



b. Corporate record: “iBudget Waiver Agency Provider” in the **Credentials** tab.

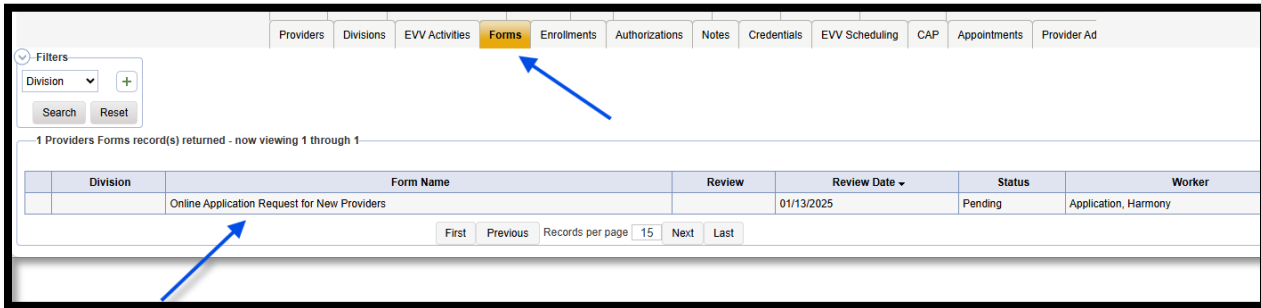
c. Placeholder record: “iBudget Waiver Applicant Placeholder” in the **Credentials** tab.



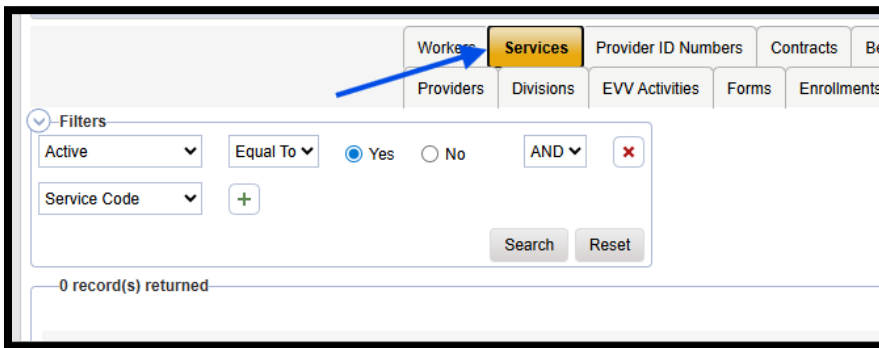
2. Facility Records may have the following:

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- a. Form named “Online Application Request for New Providers” in the **Forms** tab for those that requested an application through the online application request link.



- b. In the Service tab there should be no services listed.



- c. In the **Credentials** tab there may be a license stating the Type of facility.

