

OCLQS Portal – Text Messaging Opt In

Description:

This Job Aid describes the process for Text Messaging Opt In in the OCLQS Portal.

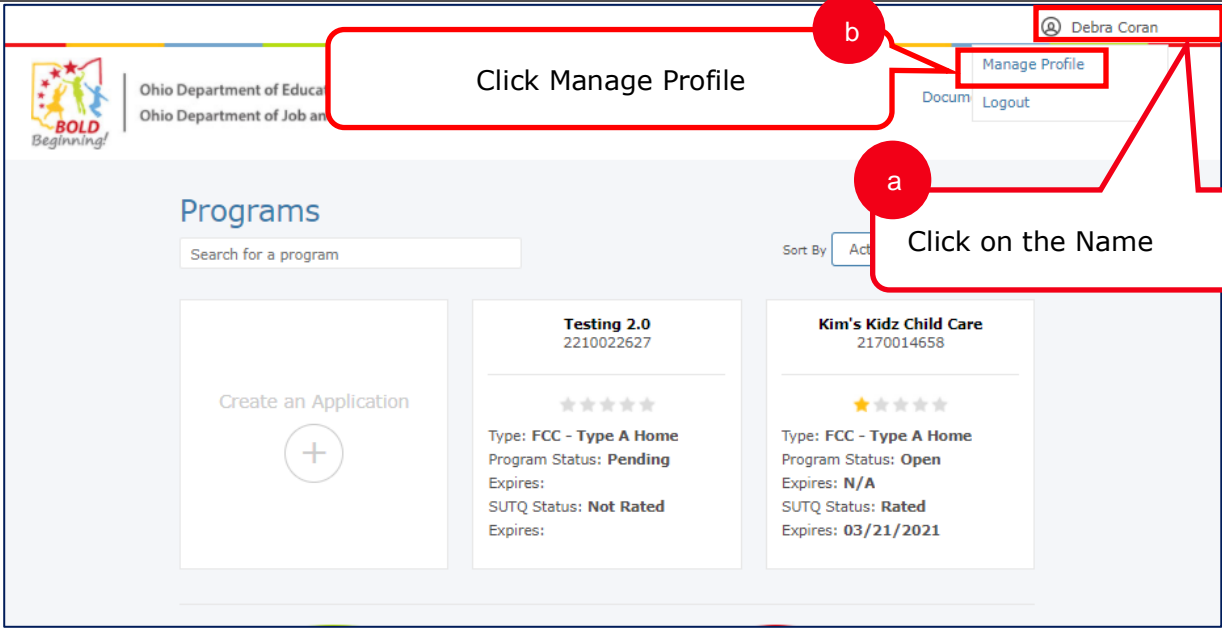
Related Job Aid(s):

- OCLQS Portal – Add System User
- OCLQS Portal – Account Management

Step 1: Select the Contact

On Program Portal

- Click on Name
- Click **Manage Profile**



The screenshot shows the OCLQS Portal interface. At the top right, a user menu displays the name 'Debra Coran' and a profile icon. A red box labeled 'a' points to the name 'Debra Coran'. Below the name, there are links for 'Manage Profile', 'Documents', and 'Logout'. A red box labeled 'b' points to the 'Manage Profile' link. The main content area is titled 'Programs' and includes a search bar with the text 'Search for a program'. Below the search bar, there are three program cards. The first card is 'Create an Application' with a plus sign icon. The second card is 'Testing 2.0' with ID 2210022627, a 5-star rating, and details: Type: FCC - Type A Home, Program Status: Pending, Expires: (blank), SUTQ Status: Not Rated, Expires: (blank). The third card is 'Kim's Kidz Child Care' with ID 2170014658, a 5-star rating, and details: Type: FCC - Type A Home, Program Status: Open, Expires: N/A, SUTQ Status: Rated, Expires: 03/21/2021.



Step 2: Manage Profile

On **Manage Profile** Detail Page.

Scroll down to **Text Messaging Settings**

The screenshot shows the 'Manage Profile' page for a user named Debra Coran. The page includes a header with the Ohio Department of Education and Job and Family Services logos, and navigation links for Dashboard, Messages, Documents, and Add System User. The main content area is titled 'Manage Profile' and contains a 'User Profile' section with fields for First Name (Debra), Last Name (Coran), E-mail Address (dcoran@test.com), and Confirm E-mail Address. Below this is the 'Text Messaging Settings' section, which is highlighted with a red box. A red callout bubble points to this section with the text 'Text messaging Settings Section'. The 'Text Messaging Settings' section includes a 'Save' button and a toggle for 'Do you wish to OPT-IN to receive text messages from ODJFS?' with 'Yes' selected. A 'Save Text Messaging Settings' button is also present. At the bottom, there is a disclaimer about text messaging and a link to the terms and conditions and privacy policy.



Continue Step 3: Opt In Option

On Text Messaging Settings Section

- 1) Select **"Yes"** to all the Options to Opt In
- 2) Enter Applicable Phone Number
- 3) Click **"Save Text Messaging Settings"** to Save

Note: User must Agree before selecting Yes in order to agree user must click the link in the question

The screenshot shows a user profile page for ROSEMARY HELDERMAN. The page is divided into two main sections: 'User Profile' and 'Text Messaging Settings'. The 'User Profile' section contains fields for First Name (ROSEMARY), Last Name (HELDERMAN), E-mail Address (thekidsplaceabc@yahoo.com.test), and Confirm E-mail Address (thekidsplaceabc@yahoo.com.test). Below these fields is a 'Save' button. The 'Text Messaging Settings' section contains three questions with radio button options for 'Yes' and 'No'. The first question is 'Do you wish to OPT-IN to receive text messages from ODJFS?' with 'Yes' selected. The second question is 'Do you agree to the Terms and Conditions?' with 'Yes' selected. The third question is 'Do you agree to the Privacy Policy?' with 'Yes' selected. Below these questions is a text input field for a cell phone number, containing '(317)-205-5151'. At the bottom of the page is a 'Save Text Messaging Settings' button. Three red callout boxes with numbers 1, 2, and 3 point to the 'Save' button in the User Profile section, the 'Save Text Messaging Settings' button, and the phone number input field, respectively.

ROSEMARY HELDERMAN

Ohio Department of Education
Ohio Department of Job and Family Services

Dashboard Messages Documents Add System User

Manage Profile

User Profile

To submit a child care application for a child care center, family child care home, day camp, in-home aide or out of state program, you must create an OCLQS portal account.

To create your account, enter the following information. All fields with an asterik (*) are required.

Your email address will serve as your user name.

First Name*
ROSEMARY

Last Name*
HELDERMAN

E-mail Address*
thekidsplaceabc@yahoo.com.test

Confirm E-mail Address*
thekidsplaceabc@yahoo.com.test

Your E-mail address will serve as your username

Provider Type*
FCC - Type A Home

OPIN
11013802

Save

Text Messaging Settings

ODJFS will send general text messages to programs regarding rule changes, technical assistance documentation, professional development training, etc. Please note, that text messaging will not replace any current communication methods from the department and receiving text messages is

Do you wish to OPT-IN to receive text messages from ODJFS?
Yes No

Do you agree to the [Terms and Conditions](#)? (You must click on the link to be able to complete the Optin Process.)
Yes No

Do you agree to the [Privacy Policy](#)? (You must click on the link to be able to complete the Optin Process.)
Yes No

Please enter the cell phone number at which you would like to receive text messages.
(317)-205-5151

Save Text Messaging Settings

1 Enter Applicable Information

2 Enter Applicable Phone Number

3 Click Save Text Messaging Settings button to Save



Step 4: Opt-In Process

Click **Accept** or **Deny** to complete Text Messaging Opt In Process.

Note: User will receive two text messages on the phone number provided and must respond within 7 days to be fully signed up to receive text.

The screenshot shows a user profile page for ROSEMARY HELDERMAN. A modal dialog box is displayed in the center, asking: "Are you sure you want to proceed with changes? Clicking Accept will generate a text to you. Respond YES to text within 7 days to complete the opt in process." The "Accept" button is highlighted with a red box and a callout bubble that says "Click to Accept Text messaging". Below the dialog, the "User Profile" section is visible, showing fields for First Name (ROSEMARY), Last Name (HELDERMAN), and E-mail Address (thekidsplacebc@yahoo.com.test). The "Text Messaging Settings" section at the bottom has three questions, all with "Yes" selected: "Do you wish to OPT-IN to receive text messages from ODFJFS?", "Do you agree to the Terms and Conditions?", and "Do you agree to the Privacy Policy?". A "Save Text Messaging Settings" button is at the bottom right.

The process of Opt In for Text Messaging in the OCLQS Portal is complete.

Appendix: Opt In with an existing phone number

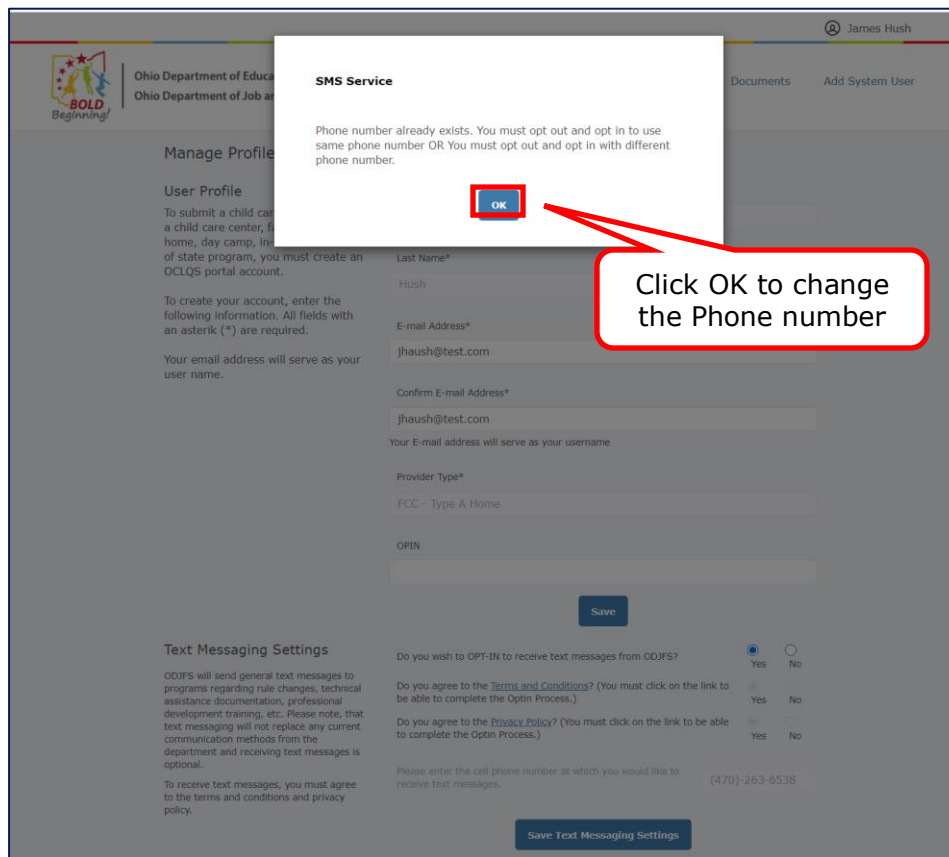
Description:

Appendix gives additional details When Opt In with an existing phone number.

Step A 1 : Opt-In Process

Complete **Step 1 – 4** and click Accept.

Note: If a user tried to Opt-In with an existing phone number in OCLQS, System would display a prompt message, “Phone number already exists. You must opt-out and opt in to use same phone number OR You must opt-out and opt-in with different phone number.”



The screenshot shows a user profile page with a modal dialog box titled "SMS Service". The dialog contains the following text: "Phone number already exists. You must opt out and opt in to use same phone number OR You must opt out and opt in with different phone number." Below the text is a blue "OK" button. A red callout bubble points to the "OK" button with the text "Click OK to change the Phone number". The background page shows the "Manage Profile" section with fields for "Last Name*", "E-mail Address*", "Confirm E-mail Address*", "Provider Type*", and "OPIN". There is also a "Text Messaging Settings" section with radio buttons for "Do you wish to OPT-IN to receive text messages from ODJFS?" and "Do you agree to the Terms and Conditions?".