

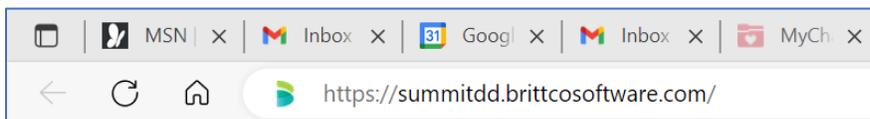
Overview of Brittco

Brittco is an application that allows us to track all the relevant information about the people we serve from demographics to services to family contacts to staff services. It is a web-based application which means it's available from any device that has access to the internet.

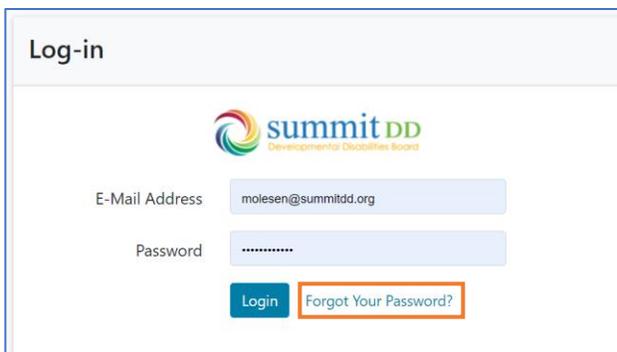
Accessing Brittco

You can access Brittco from any device that has access to the internet.

- Open a web browser – like Microsoft Edge or Google Chrome – click in the address bar and type <https://summitdd.brittcosoftware.com> then press **Enter**.

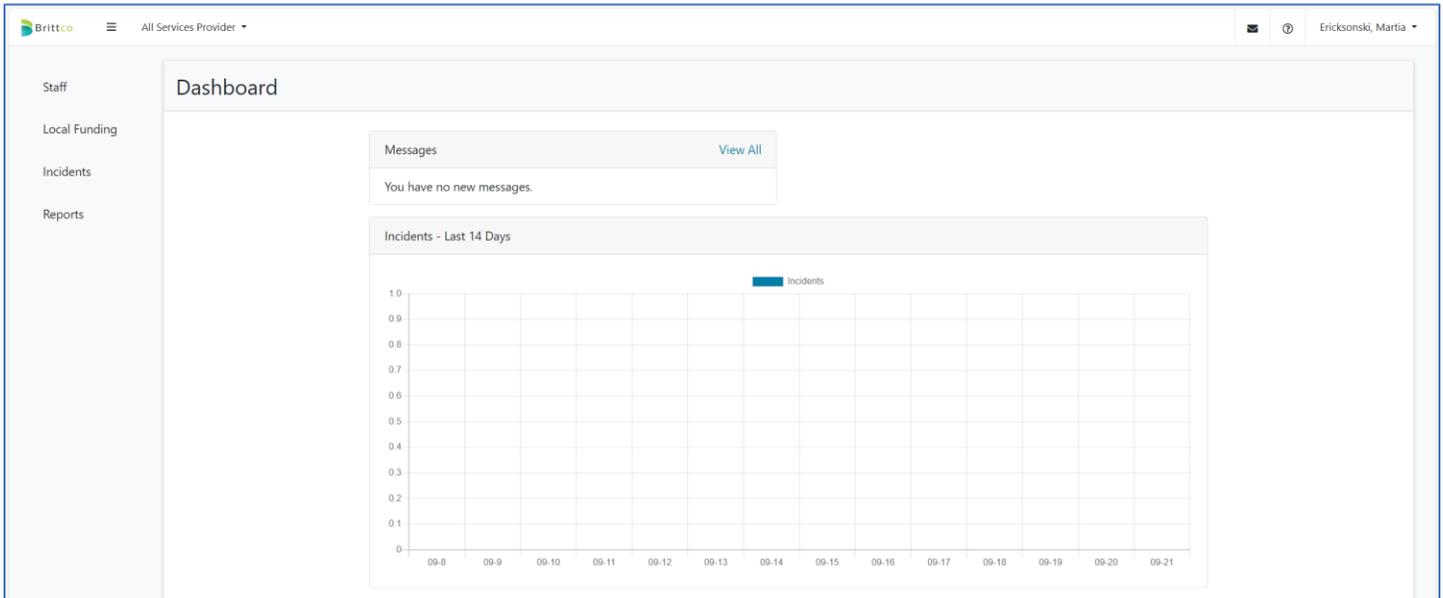


- This will open the Log-in screen, enter your **E-Mail Address** and your **Password**. Click **Login**.

A screenshot of the Brittco login page. The page has a header "Log-in" and the Summit DD logo. Below the logo, there are two input fields: "E-Mail Address" with the value "molesen@summitdd.org" and "Password" with a masked password ".....". At the bottom of the form, there are two buttons: a blue "Login" button and a red "Forgot Your Password?" button.

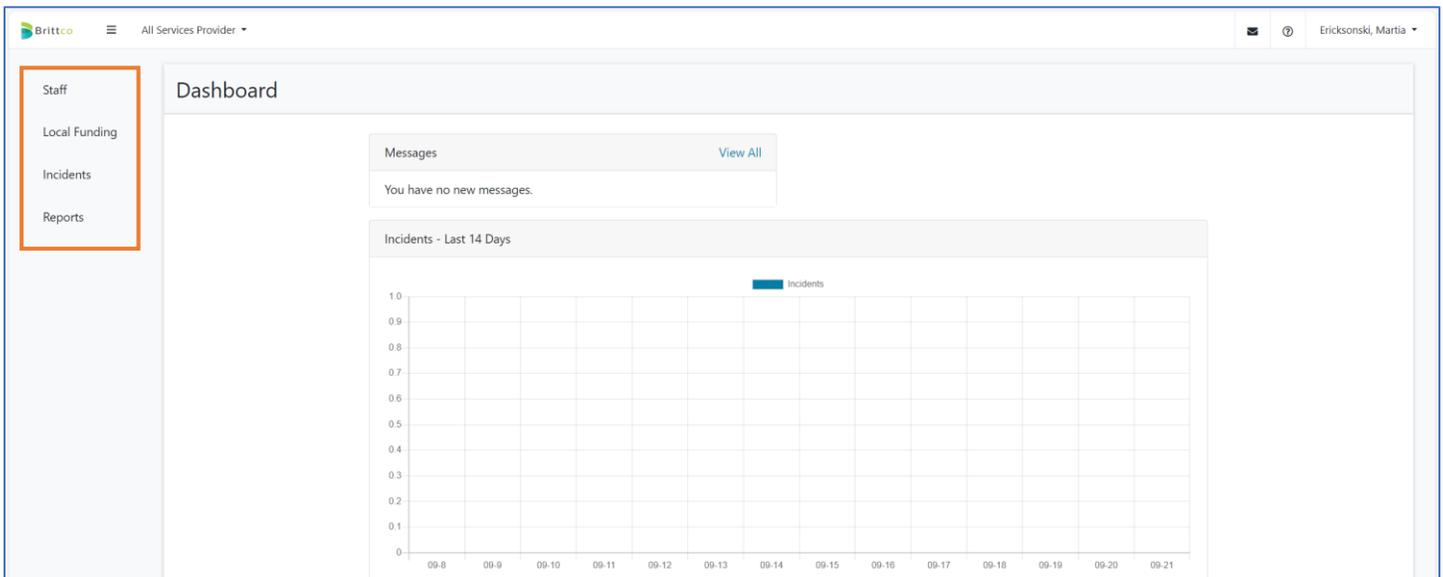
- If you've forgotten your password, if you want to reset it, or this is your first time logging in you can click the *Forgot Your Password?* link to reset it.
- **This is the only way to change your password in Brittco.**

If the login is successful, you'll be on the Brittco *Dashboard* where you can view any system update messages as well as upcoming events. If you scroll down, you'll also be able to see a quick overview of your *Messages* or *Incidents*.



Looking Around the Neighborhood

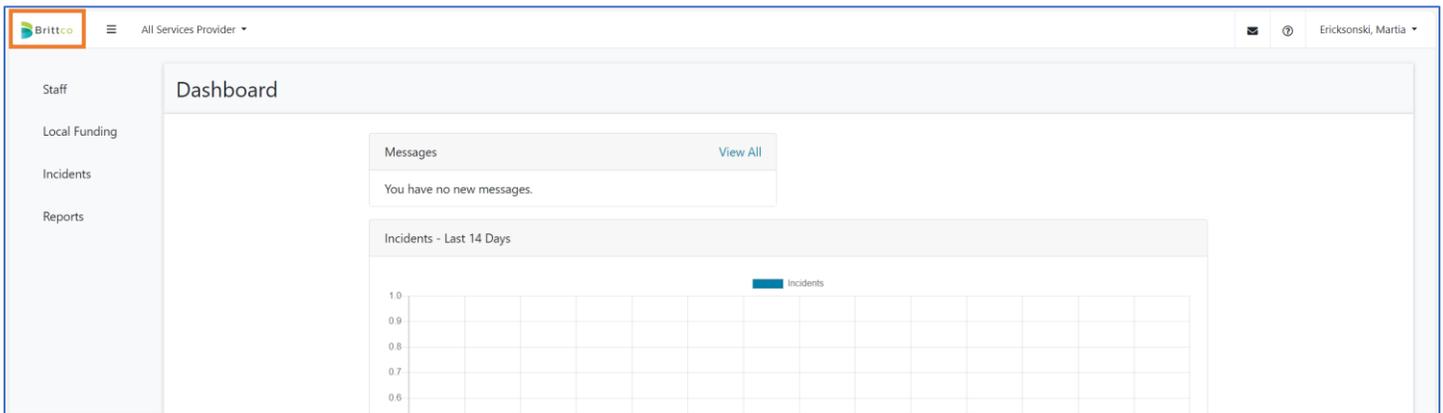
From the Dashboard, you can see the Brittco modules you have available – **Staff, Local Funding, Incidents** and **Reports**.



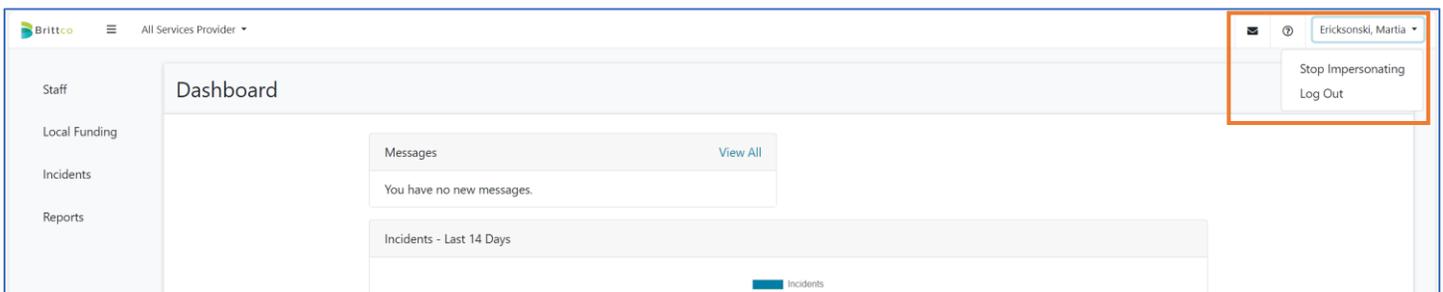
Module	Description
Staff	Gives you access to enter or edit members of your staff. You don't need to enter everyone but you should put in your DOO (Director of Operations) and any staff that should be contacted in the event of an emergency. You will also need to enter anyone who enters locally funded billing.

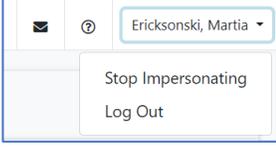
Local Funding	Gives you access to a listing of all the local funding authorizations that are in place for the individuals you serve and is where you'll create and submit billing files to send to the County Board.
Incidents	This module will not be used by Summit County Board of DD – any incidents that occur need to be reported to the MUI department 330-634-8684, MUIReports@summitdd.org .
Reports	Gives you access to several reports for Local Funding and PAWS. Local Funding information can also be seen in the Local Funding module but any PAWS authorizations can only be seen through the PAWS reports.

If at any time you end up on a screen and you're not sure how to get back to the Dashboard, just click on the **Brittco** icon in the upper left corner of the screen.

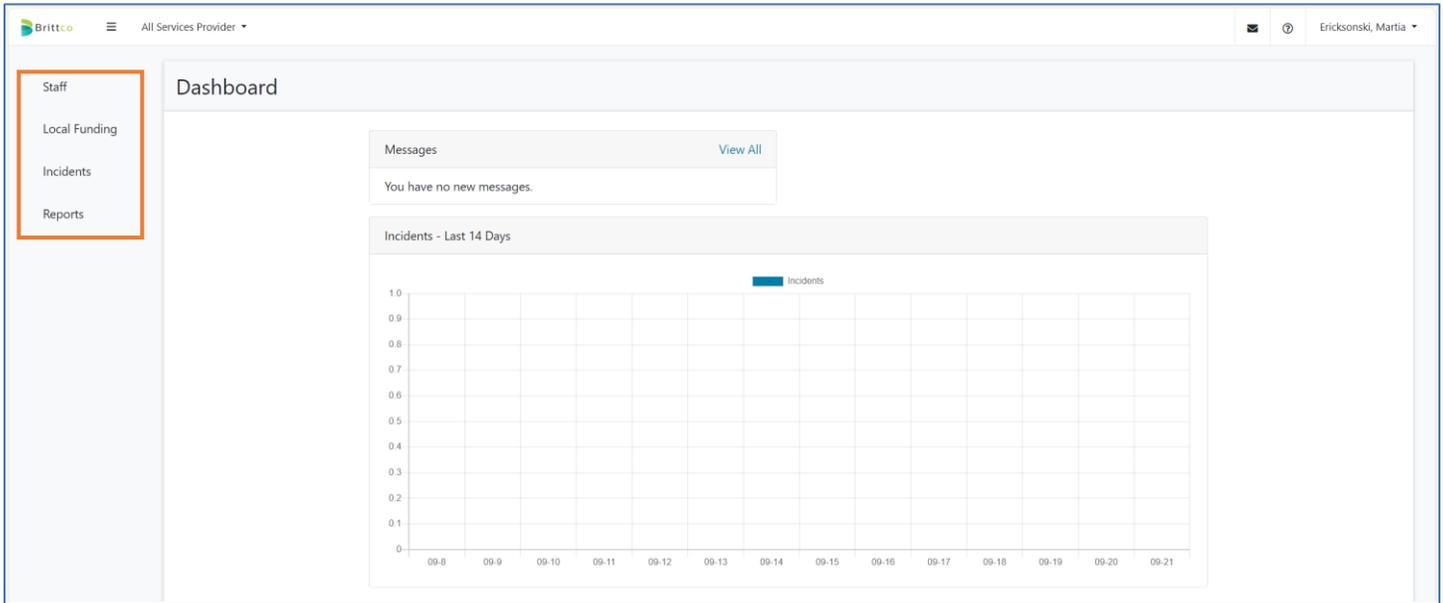


On the upper right side of the screen, you have access to some additional commands.

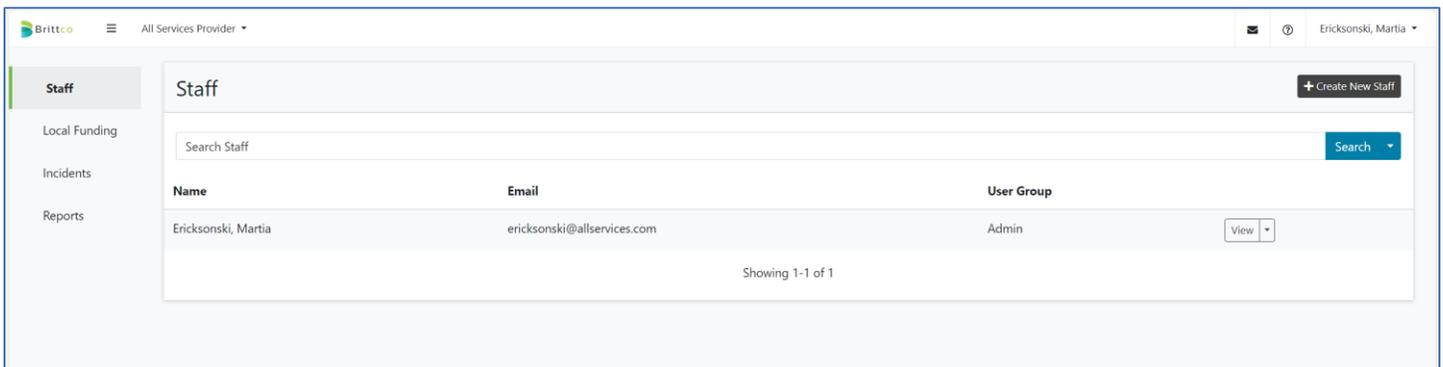


Icon	Description
	The envelope opens a panel to display system messages from Brittco. If there are unread messages, you'll see a yellow number to indicate how many unread messages there are.
	The question mark opens a separate tab in your browser window and lists Help articles from Brittco to assist you in understanding modules and functionality.
	The drop down arrow next to your name gives a Log Out option. In our picture there is a Stop Impersonating option that you won't see but what it let's us do at the County is to impersonate you to help troubleshoot issues you many encounter and offer support.

Along the left side of the screen, you have a navigation panel that gives you access to the Brittco *modules*. Depending on your role and permissions, the modules you'll see may vary from others in the organization and within the modules you may be given full access or read only access.

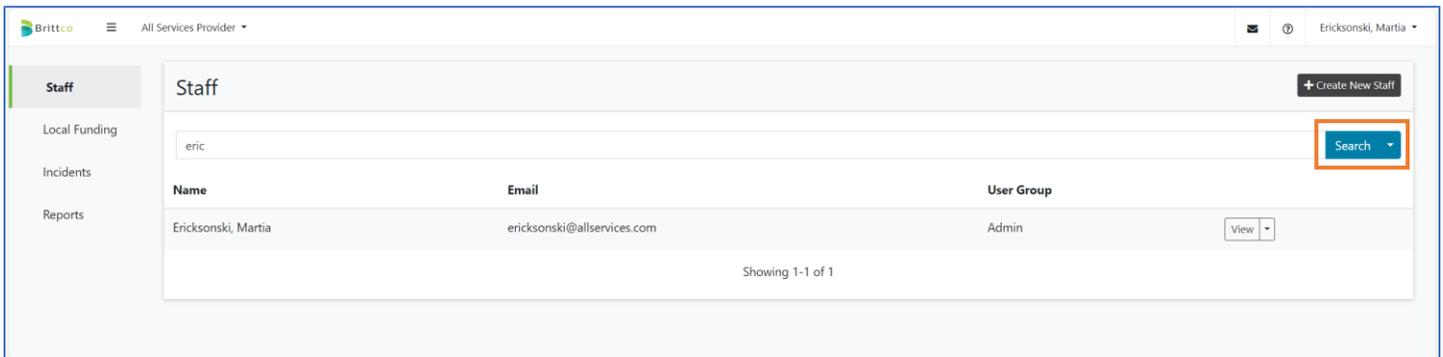


Once you click on a module, the screen updates to show the contents of that module. If you click on the *Staff* module, you'll see a listing of all the staff members.

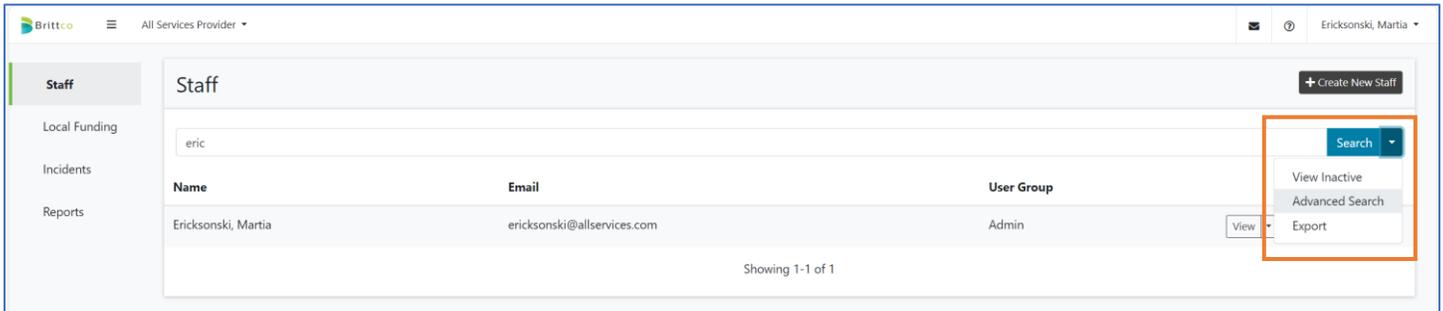


Search

Type in any part of staff's name and click **Search** to zero in on a smaller subgroup of names. The text string you enter can be found in any part of the name – it doesn't have to be at the very beginning or the very end.



If you click on the drop-down arrow next to the **Search** button, you have additional choices. By default, inactive staff members are not displayed. If you need to see someone who's no longer active, choose **View Inactive** to view only inactive individuals. This is not a composite list where inactive individuals are italicized – this list only shows those who are inactive. Click on the **Search** drop-down arrow again to choose **View Active** to switch back.



If you choose **Advanced Search**, you can get additional filters that you can apply to the *Staff* list including *Job Title* or *Department*. Once you've made your entries, click **Apply Filters** to get the result list. To return to the original search screen, click on **<Back to Simple Search**.

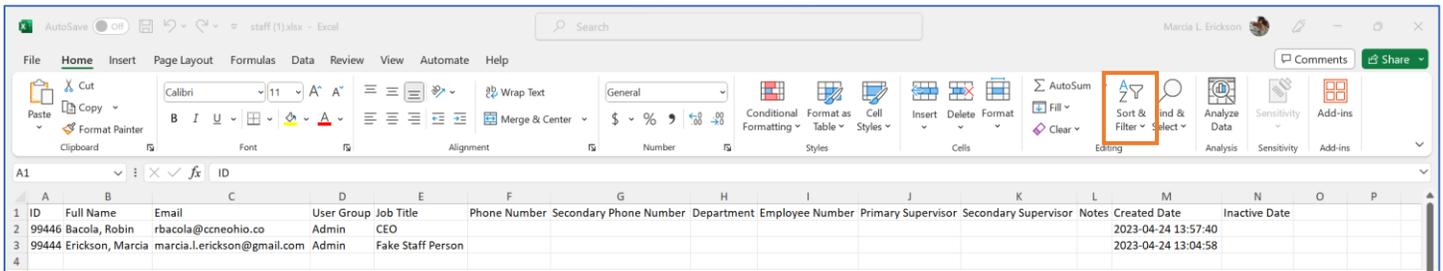
Name	Email	User Group
Ahern, Lisa	LAhern@SummitDD.org	QA
Akers, Alyssa	aakers@summitdd.org	SSA and RSS
Albright, Margaret	MAlbright@SummitDD.org	ELT - Read Access
Allen, Antoinette	AAllen@summitdd.org	
Altizer, Natalie	naltizer@summitdd.org	SSA and RSS
Anders, Lois	LAnders@SummitDD.org	Community Supp Spec. and Asst.
Apazeller, Elizabeth	eapazeller@summitdd.org	
Armbruster, Alyssa	AArmbuster@SummitDD.org	Community Supp Spec. and Asst.

At the bottom of any list, you'll have a page navigation option available to help you flip through the results list.

The last option from the **Search** drop-down button is **Export**. You can export any list to Excel by clicking on it and then locating the export in your *Downloads* folder.

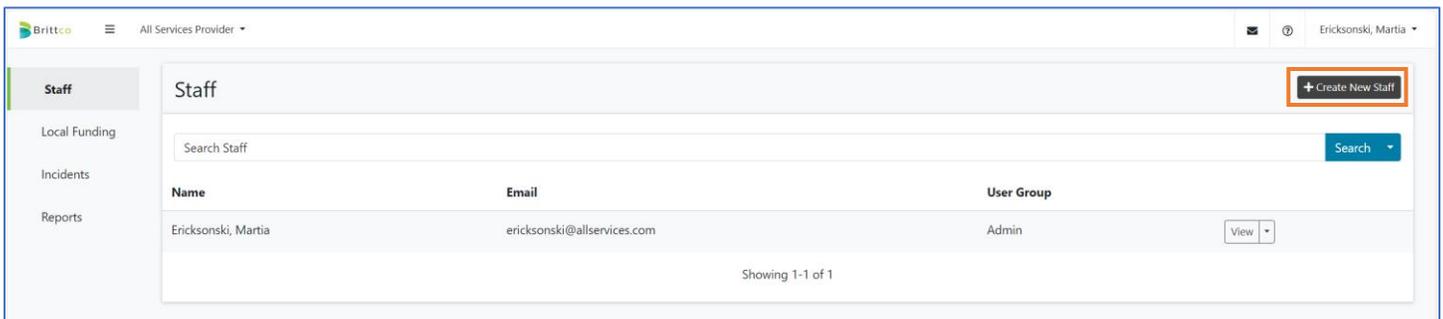
Name	Email	User Group
Bacola, Robin	rbacola@ccneohio.co	Admin
Erickson, Marcia	marcia.l.erickson@gmail.com	Admin

Once in Excel, you can apply filters from **Home>Editing>Sort & Filter** to further navigate through the list. Remember – if you download data from Brittco you need to keep HIPAA regulations in mind and protect the data of those we serve.

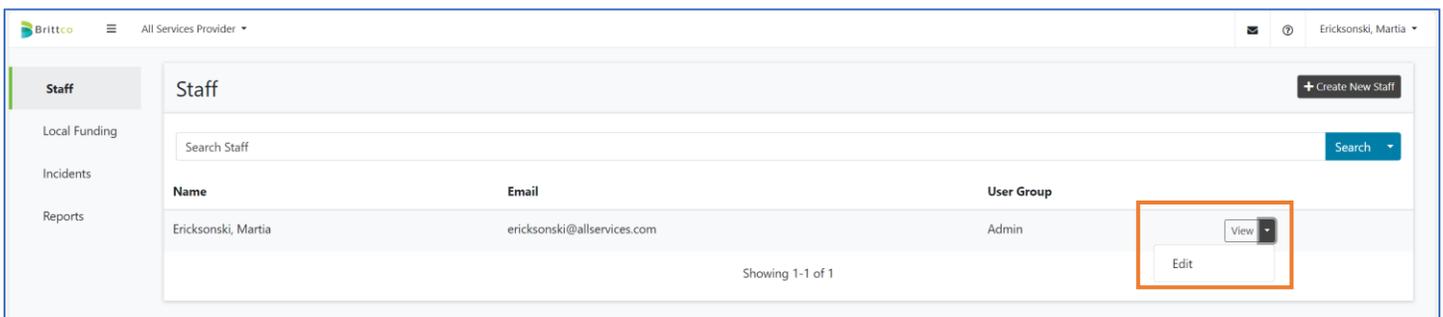


Level of Access

Depending on your role, you may have read-only access to the records in certain modules or you may have full access (read/edit/create) to the records. For example, a staff member with full access would see the **Create New Staff** button at the top of the *Staff* module.

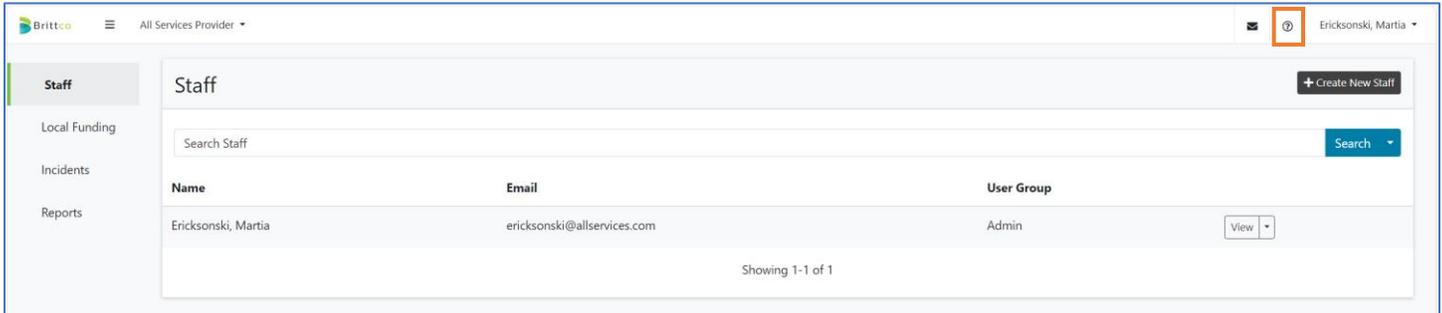


In addition, when you look at the staff records, everyone will have a **View** button but those with full access can click on the drop-down arrow next to **View** and choose **Edit**. Full access to records is limited to maintain data integrity and consistency.

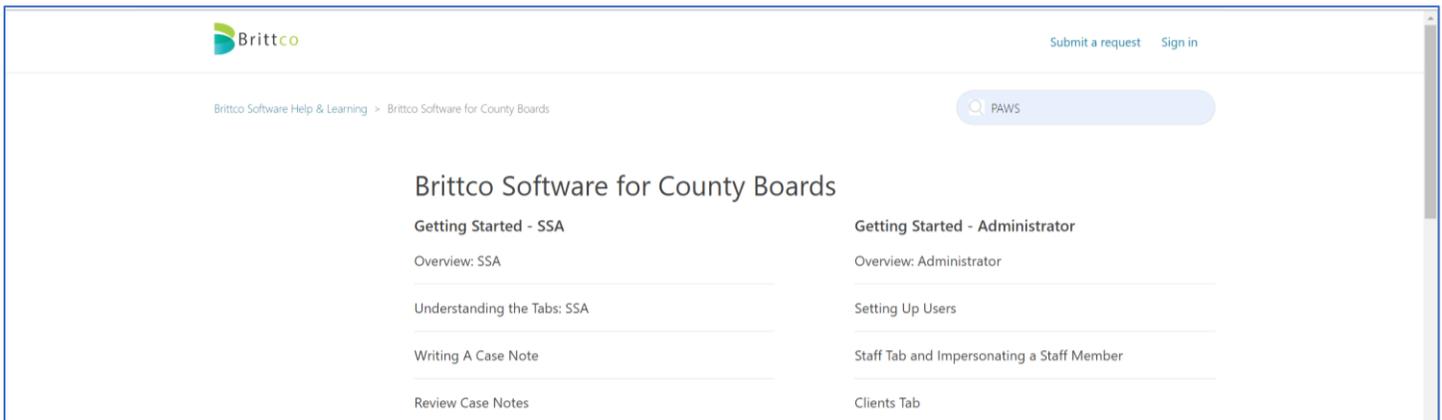


Getting Help in Brittco

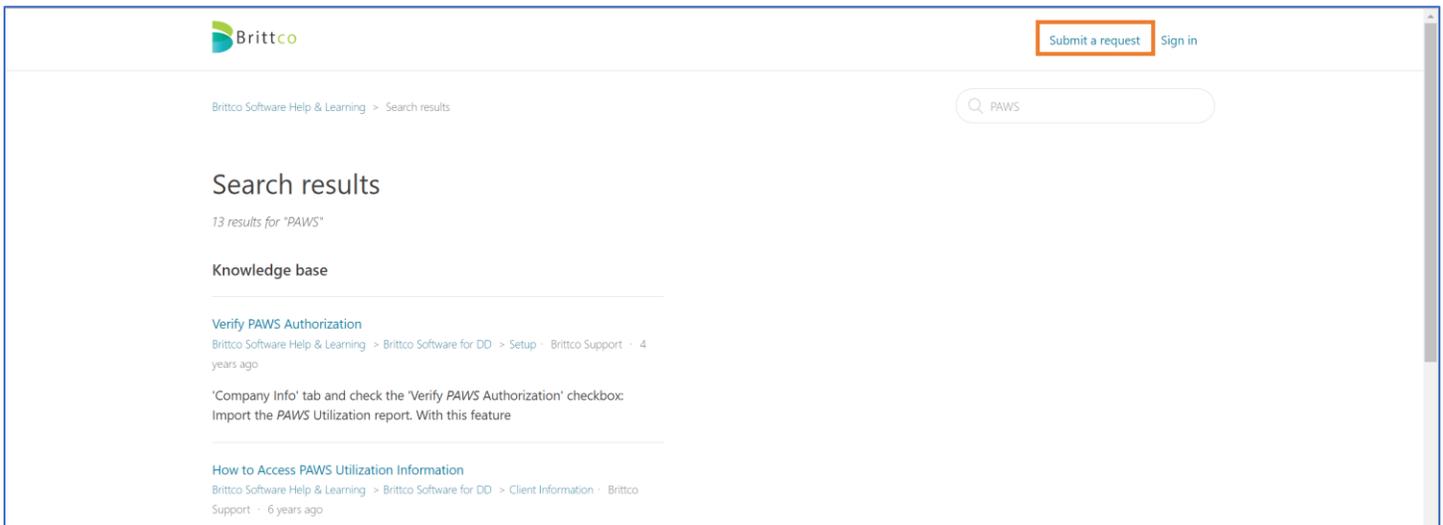
If you are working in a module or running a report and you need assistance, Brittco has online help available to you. From any module, you can click on the **Help** icon in the upper right corner by your name.



This opens a general Help web page where you can scroll through to see the help topics available. If you don't find the topic you're interested in, you can click in the *Search* box and type in a topic and press **Enter** on your keyboard.

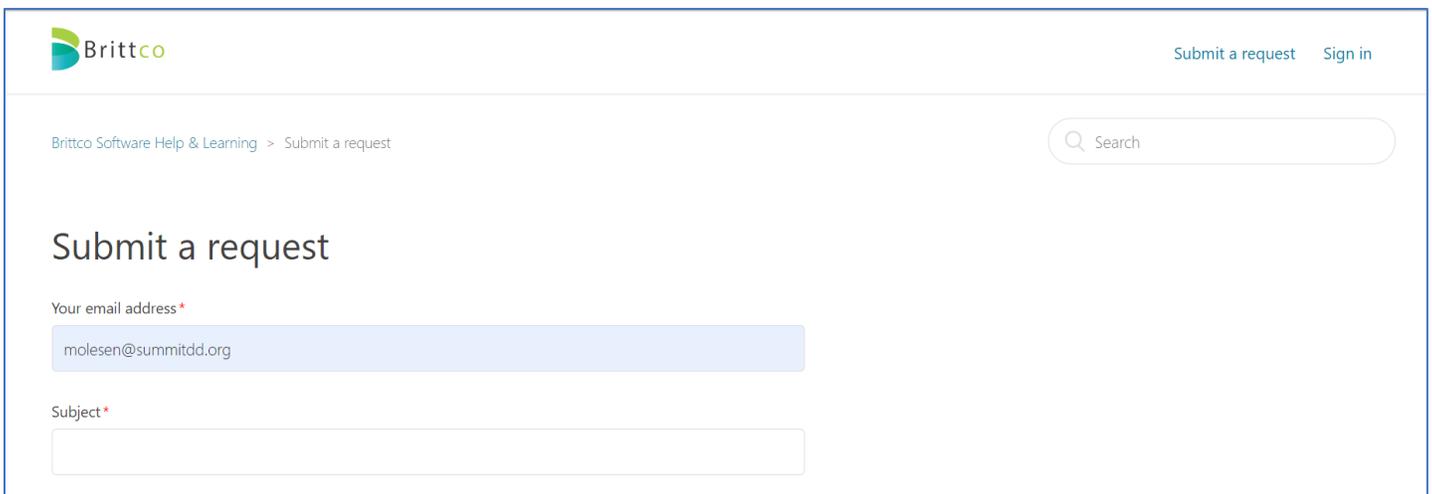


It will call up your search results and you may be able to find an answer in the articles. Click a link to open an article. If you still can't find what you're looking for, click on the **Submit a Request** link.



The screenshot shows the Brittco website's search results page. At the top left is the Brittco logo. At the top right are links for "Submit a request" (highlighted with an orange box) and "Sign in". Below the navigation is a breadcrumb trail: "Brittco Software Help & Learning > Search results". A search bar contains the text "PAWS". The main heading is "Search results" with a sub-heading "13 results for 'PAWS'". Under the heading is a section titled "Knowledge base" containing two search results. The first result is "Verify PAWS Authorization" with a sub-link "Brittco Software Help & Learning > Brittco Software for DD > Setup > Brittco Support" and a timestamp "4 years ago". The second result is "How to Access PAWS Utilization Information" with a sub-link "Brittco Software Help & Learning > Brittco Software for DD > Client Information > Brittco Support" and a timestamp "6 years ago".

This opens a *Submit a Request* page. Enter your **Email Address** and then a **Subject** – but be aware that as soon as you type in a subject, you'll probably get a list of articles they hope might help.



The screenshot shows the "Submit a request" page on the Brittco website. At the top left is the Brittco logo. At the top right are links for "Submit a request" and "Sign in". Below the navigation is a breadcrumb trail: "Brittco Software Help & Learning > Submit a request". A search bar contains the text "Search". The main heading is "Submit a request". Below the heading are two form fields. The first is labeled "Your email address*" and contains the text "molesen@summitdd.org". The second is labeled "Subject*" and is currently empty.

Submit a request

Your email address *

molesen@summitdd.org

Subject *

PAWS

Suggested articles

[Verify PAWS Authorization](#)

[How to Access PAWS Utilization Information](#)

[How to Create a PAWS Utilization Report from the DODD Data Warehouse](#)

When this happens, just scroll down to **Description** and **Agency Name** to complete your request. Click **Submit**.

Subject*

Suggested articles

- [Verify PAWS Authorization](#)
- [How to Access PAWS Utilization Information](#)
- [How to Create a PAWS Utilization Report from the DODD Data Warehouse](#)
- [How to Import DODD Reports](#)
- [Inhibit HPC Time Entry if Authorized Dollars Exceeded](#)
- [Setting up Brittco as a Vendor in CNT](#)
- [How To Import Billing Data](#)
- [December 2019 Updates](#)
- [FAQs](#)
- [August 2019 Updates](#)

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Agency Name*

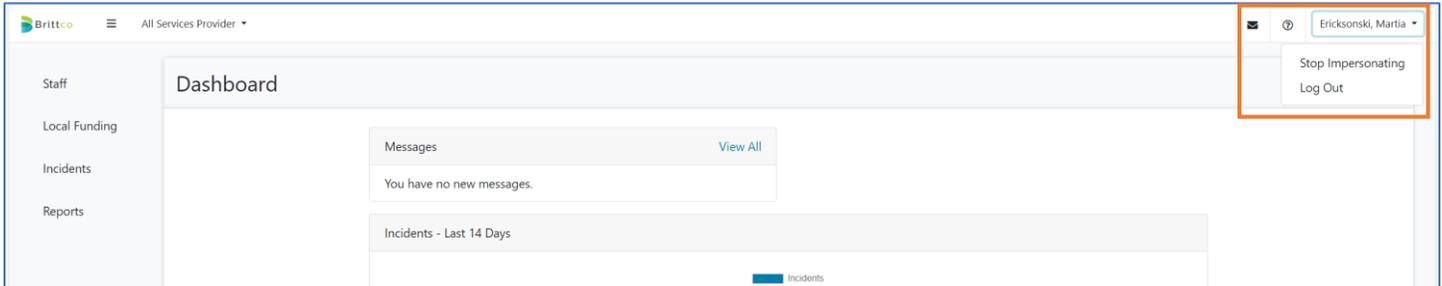
Attachments

Submit

Note: You can take screenshots of any issues you're having using the Snipping Tool and saving them as attachments.

Logging Out of Brittco

When you've completed your work, you can log out of Brittco by clicking on your name in the upper right corner (also referred to as your account) and choosing **Log Out**.



If you are logged into Brittco but not actively working in the system, you'll receive a warning about your inactivity at 25 minutes. If your system continues to be idle, at 30 minutes you are automatically logged out.

