FEI Systems

AHCCCS WITS

Staff Administration Guide

Applies to:

WITS Version 19.8+

AHCCCS WITS
Guide for Provider Agency Staff Administrators

Preface

The Arizona Health Care Cost Containment System (AHCCCS) has selected the FEI WITS system for Arizona provider agencies to use for conducting the ASAM CONTINUUM® assessment. Arizona providers will purchase the ASAM CONTINUUM® subscriptions from FEI for use in the AHCCCS WITS system. T

Intended Audience

This user guide has been prepared for Arizona providers responsible for creating and maintaining staff accounts and ASAM CONTINUUM® subscriptions within WITS. It is expected that the staff attending this training have already had WITS Basics and ASAM CONTINUUM® training.

System Requirements

WITS is a web-based application accessed through an Internet (web) browser using Internet connection.

Internet Browsers

WITS is compatible with up-to-date versions of most modern Internet browsers such as:

- Apple® Safari®
- Google Chrome™
- Mozilla® Firefox®
- Windows Internet Explorer 10 or newer *(recommended)*

> ℹ **Note:** Do not allow your Internet browser to save your password, as this information will be routinely updated.

Pop-up Blocker

Certain features in WITS, such as the launching of ASAM CONTINUUM®, will open in a separate browser window when selected. Make sure your browser allows pop-ups from WITS.

Customer URL Links

Training Site: https://ahcccs-training.witsweb.org

Production Site: https://ahcccs.witsweb.org.

> ℹ The **Training Site** allows staff members to practice using the system before entering actual data in the Production Site. **Do not enter real client information in the training site**.

Contents

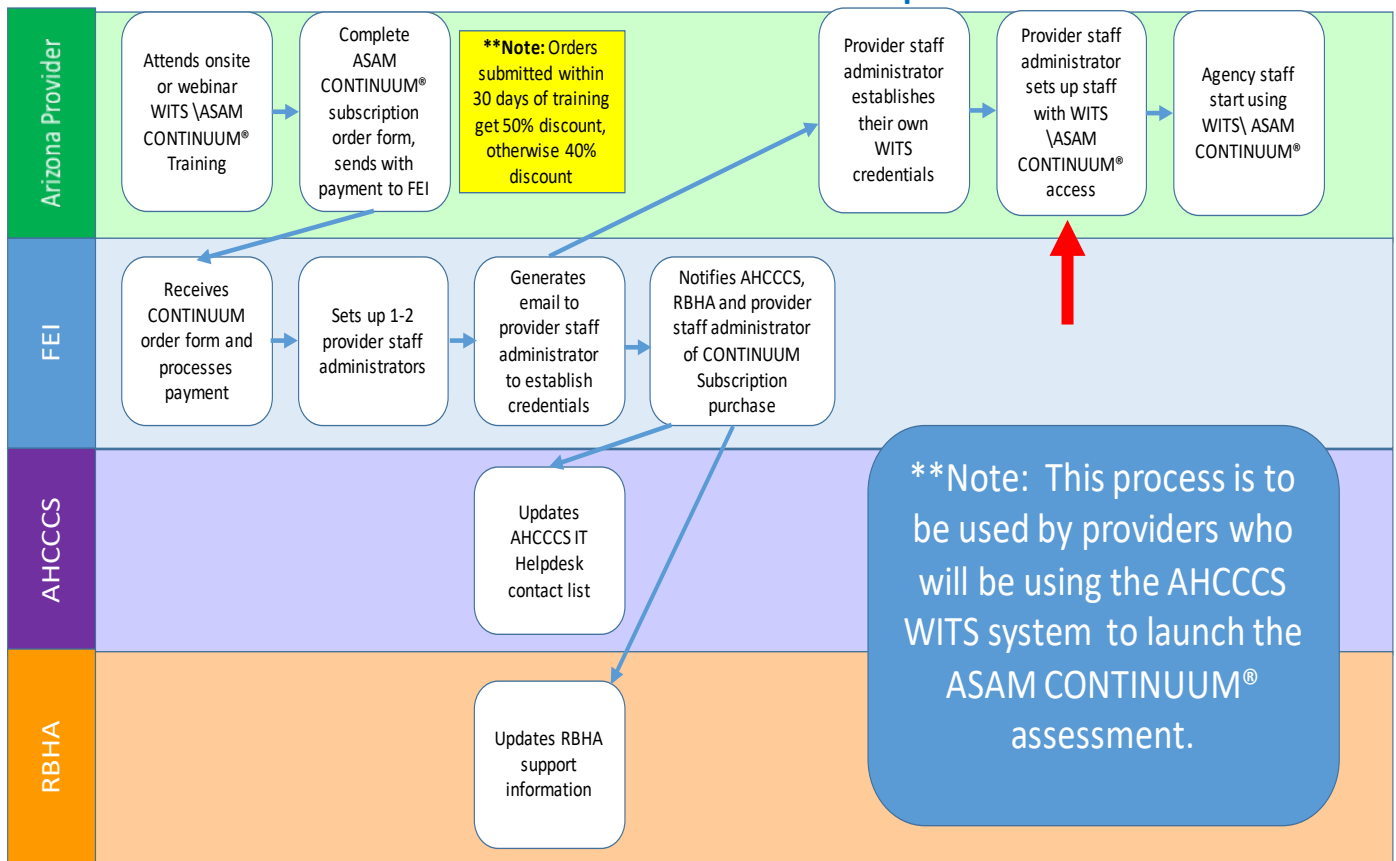# Part 1: Reasons for WITS Staff Administration access

As an Arizona provider agency, you and your staff are busy focusing on services for your clients. You are being provided with this level of access so that you can manage:

- Adding or modifying staff information based on your staff onboarding process

- Password resets, rather than having to wait on someone to do this.

- Assign / re-assign ASAM CONTINUUM® subscriptions as your agency purchases them for use in WITS

Both AHCCCS and FEI believe that having this level of autonomy will make your lives easier as you administer ASAM CONTINUUM® assessments from the AHCCCS WITS system. The red arrow in the chart is pointing to the process that is covered by this guide.

However, if an issue arises that you need support – you will be able to contact the AHCCCS Help Desk by sending an email to ASAM@azahcccs.gov.

AHCCCS WITS ASAM CONTINUUM® Subscription Order Process

Arizona Provider

- Attends onsite or webinar WITS \ASAM CONTINUUM® Training
- Complete ASAM CONTINUUM® subscription order form, sends with payment to FEI
- **Note:** Orders submitted within 30 days of training get 50% discount, otherwise 40% discount
- Provider staff administrator establishes their own WITS credentials
- Provider staff administrator sets up staff with WITS \ASAM CONTINUUM® access
- Agency staff start using WITS\ ASAM CONTINUUM®

FEI

- Receives CONTINUUM order form and processes payment
- Sets up 1-2 provider staff administrators
- Generates email to provider staff administrator to establish credentials
- Notifies AHCCCS, RBHA and provider staff administrator of CONTINUUM Subscription purchase

AHCCCS

- Updates AHCCCS IT Helpdesk contact list

RBHA

- Updates RBHA support information

Note: This process is to be used by providers who will be using the AHCCCS WITS system to launch the ASAM CONTINUUM® assessment.

Part 2: Staff Management

Staff Management involves creating and managing staff member accounts within the system. This includes setting up new employees and assigning the correct system permissions through role assignments; troubleshooting login issues such as resetting passwords; and revoking system access when an individuals' employment ends.

Staff Member List & Search Screen

*Where: **Agency > Staff Members***

Table 1-1: EA Search/List Screen Icons/Buttons

Field	Description		
(pencil icon)	**Pencil Icon**: Pointing to the icon will display available options to click.	*(table view icon)*	**Table View**: Presents data in a table format.
(export icon)	**Export**: Allows the user to export results.	*(panel view icon)*	**Panel View**: Presents data in a panel-by-panel view.
Select Columns ▥ ▾	**Column Selector**: Allows the user to select the columns that they would like to view.	*(Select View / Table tooltip image)*	**Hover Text**: When you point to an item or symbol, text describing the item may appear.
Search... Search		**Search**: Type within the search field and then click the Search button.	
Previous 1 2 3 4 5 Next		**Pages**: Allows the user to page through all search results.	

Table 1-2: Workspace Screen Icons/Buttons

Field	Description		
✏ EDIT	**Edit**: Click to enable editing for the screen. Otherwise, the panels on screen will be read-only.		
⊕ Add	**Add**: Allows the user to add data to the panel or section.	⊖	**Remove**: Allows the user to delete information in the panel or section.
(pencil icon)	**Edit**: Allows the user to edit information on a panel or section.	↺	**History**: Allows the user to view the changes made on the current page.
Save	**Save button**: All required fields have been completed.	Cancel	**Cancel button**: Click to leave the screen/panel without saving.
Save	**Inactive Save button**: Required fields are incomplete; button cannot be selected.	Lock	**Lock**: Allows the user to lock an account.
✔ DONE EDITING		**Done Editing**: Click when finished edited screen.	
◀ Back to Search		**Back to Search**: Click to return to the Search screen.	

Table 1-3: Workspace Screen Data Fields

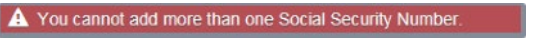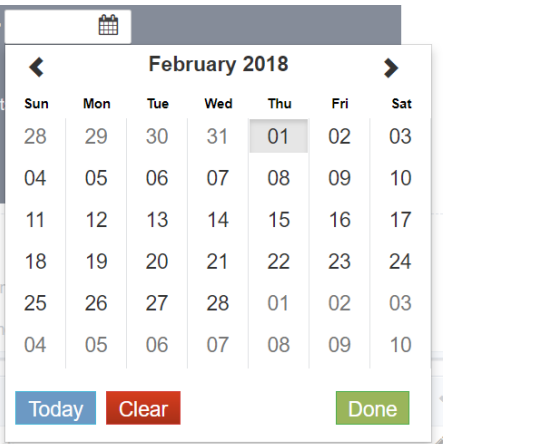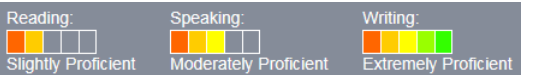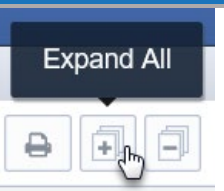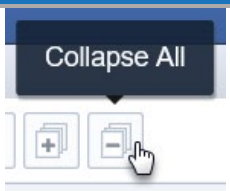| Field	Description
	Required Field: Required fields are marked with a red line on the right side. This field must be completed to save the screen/panel.
	Optional Field: This field may be left blank.
Select ▼	**Drop-down field**: Select one option from the list.
⚠ You cannot add more than one Social Security Number.	**Error Message**: The error message is localized and is generated where the error occurred.
📅 — 📅	**Date-range fields/Calendar picker**: Enter a date or click the calendar icon to select a date.
February 2018 calendar with Today, Clear, Done buttons	**Date Picker**: Allows the user to pick a date from a calendar.
Reading: Slightly Proficient / Speaking: Moderately Proficient / Writing: Extremely Proficient	**Likert Scale**: Presents information visually and allows for quick interpretation of the data.

Table 1-4: Workspace Screen, Other Icons/Buttons

Field	Description		
Expand All	**Expand All**: Expands all collapsed panels on workspace screen.	Collapse All	**Collapse All**: Collapses all expanded panels on workspace screen.
MENU ☰	**Collapsible Menu**: The left-hand navigation menu is collapsible in WITS on the Staff Member and System Account screens. When it is collapsed, you will only see the icon to the left. When it is un-collapsed, you will see the entire left-hand navigation panel.		

Staff Member Search

Where: **Agency > Staff Members**

From the Staff Member Search screen, you can use the search bar to find existing staff members by searching for their first name, last name, email address or User ID (the User ID is displayed in the column titled, "Identifier").

Figure 1-1: Staff Member Search/List screen

Table View

Panel View

Advanced Search

1. On the left menu, click **Agency**, and then click **Staff Members**.

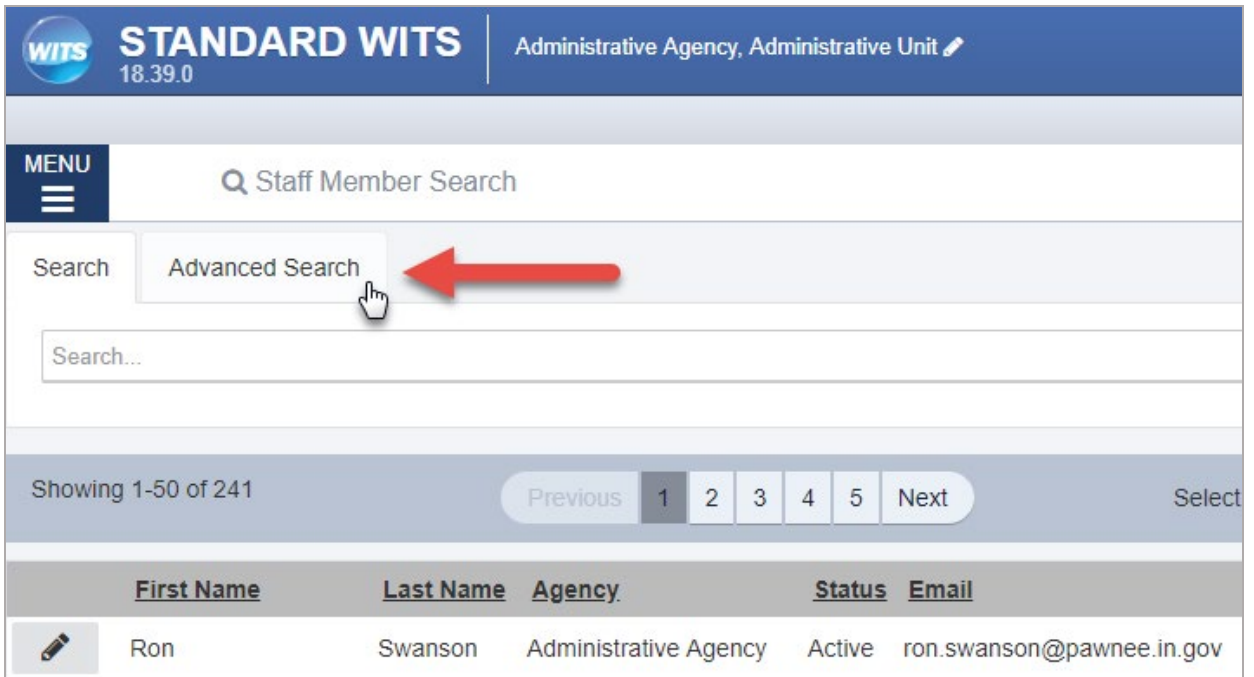2. Click the **Advanced Search** tab.

Figure 1-2: Advanced Search tab

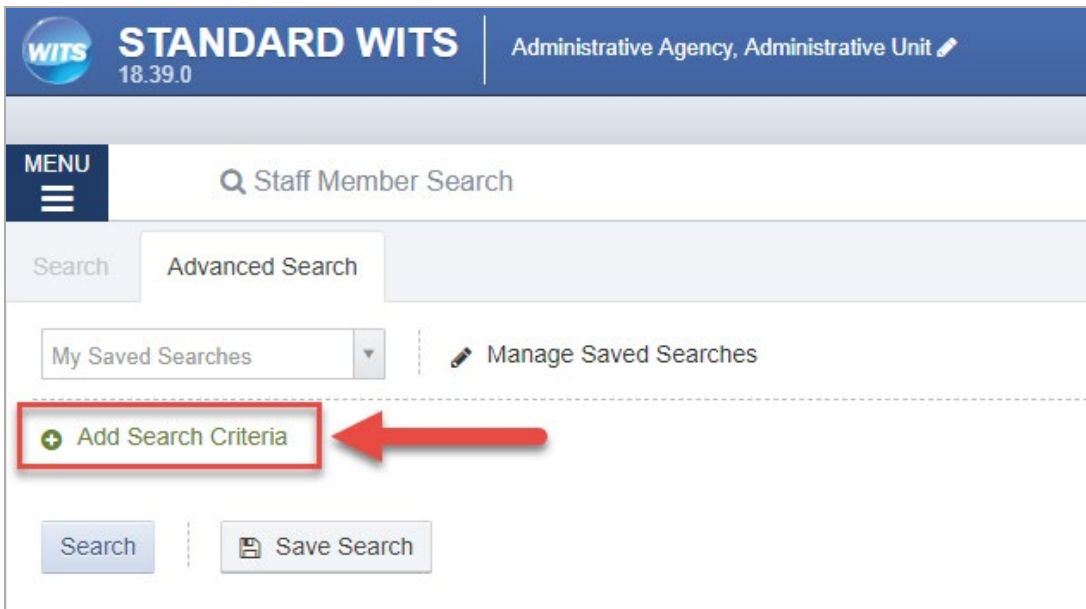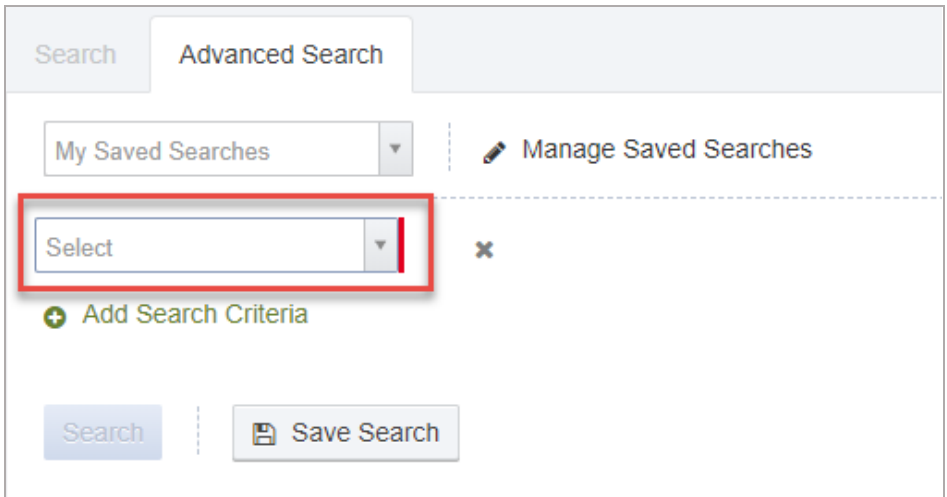3. Click **Add Search Criteria**. This will display a drop-down list.

Figure 1-3: Add Search Criteria
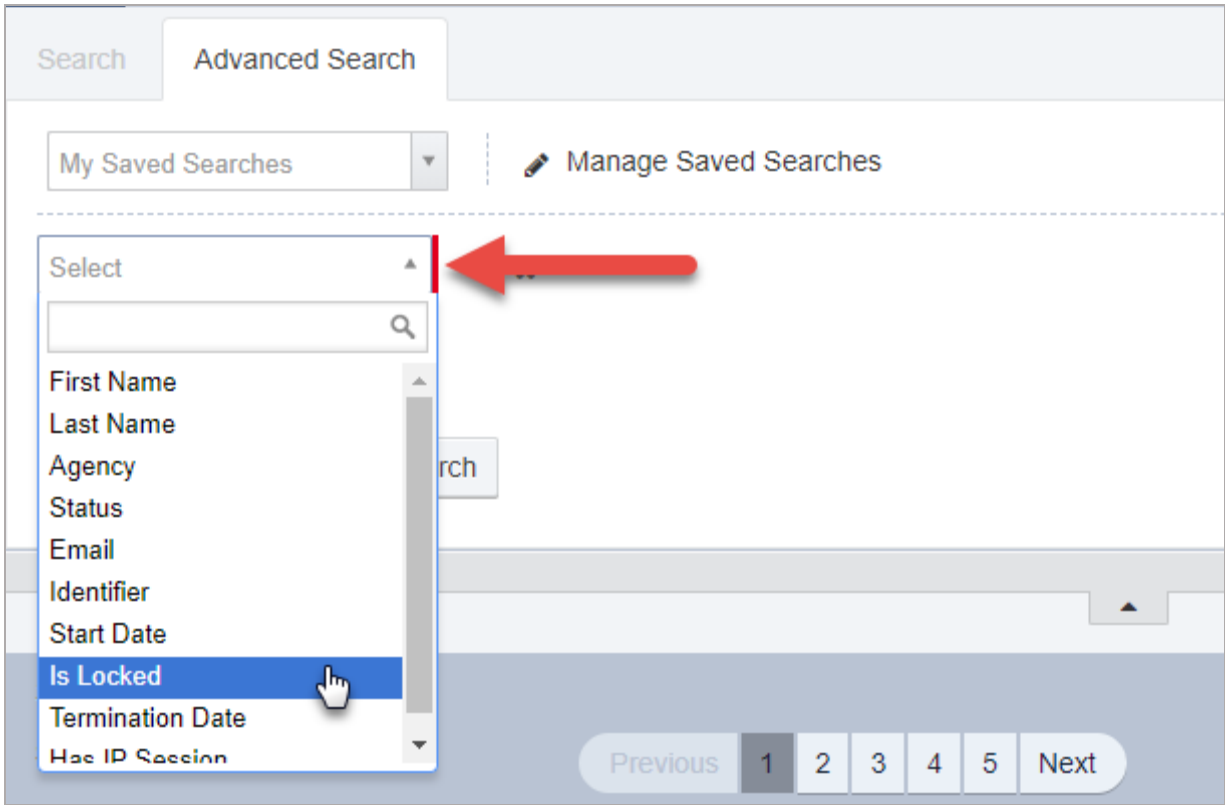
4. Click an option from the drop-down list.

Figure 1-4: Advanced Search Selection

5. Based on the option selected, additional field(s) will be displayed to select further search criteria. In this example, select True or False.
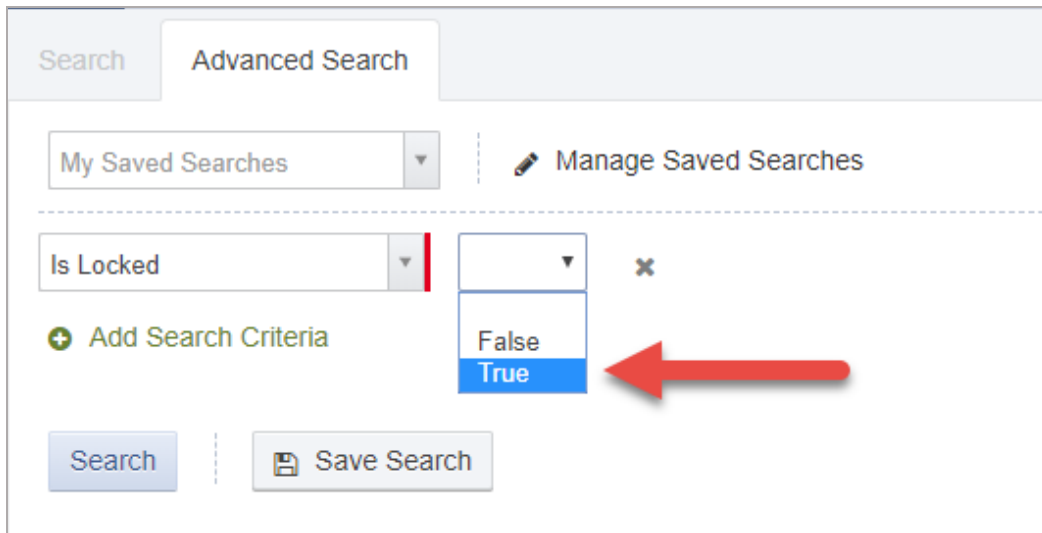

Figure 1-5: Additional Advanced Search Criteria

6. After any additional search criteria is entered, click **Search**.

Figure 1-6: Advanced Search; Click Search

7. The search results (if any) will be displayed in the list on screen.

Save Advanced Searches

1. To save your advanced search to use at another time, click **Save Search**.
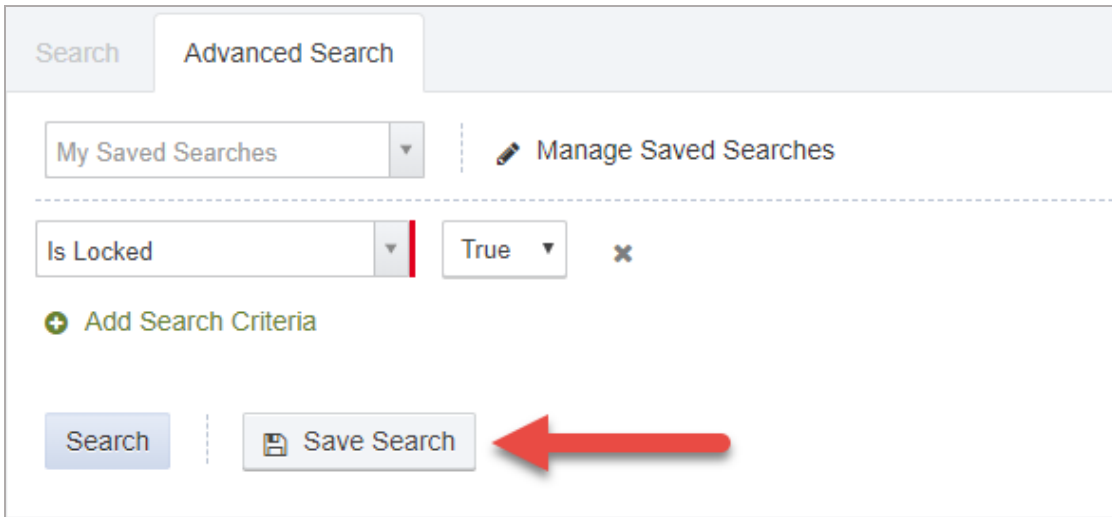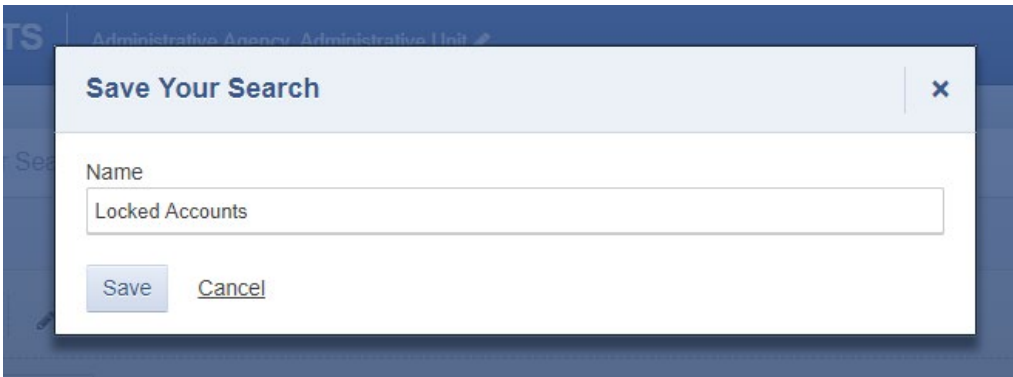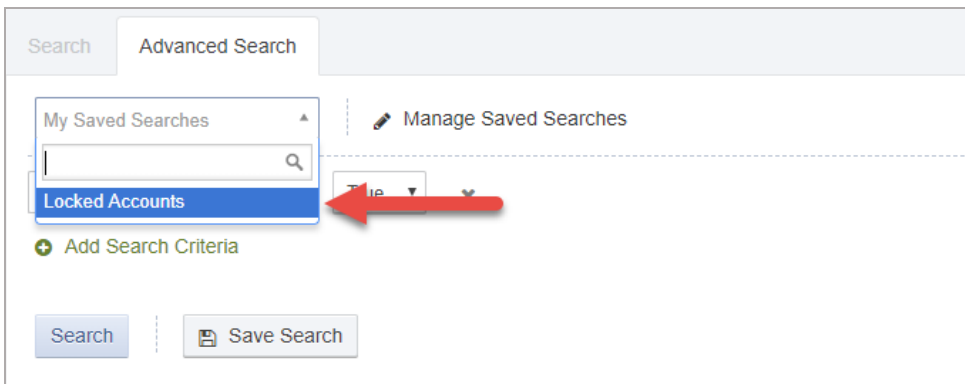

Figure 1-7: Advanced Search, Save Search

2. In the dialog box, type a name for this specific advanced search.

3. Click **Save**. Saved searched will be available in the field, "My Saved Searches". These saved searches are only visible to the staff member who created them.

How to Set Up a New Staff Member Account

Where: *Agency > Staff Members*

Creating a staff member account consists of two main components: entering the Completion Requirements and assigning a User ID with roles. Staff Members will log in to the system with their User ID, which is unique to each user.

If the staff member does not require access to the system, but their name should still be displayed on certain records, only the completion requirements are needed. Once the completion requirements have been met, the staff member's name will be available to select in drop-down fields throughout the system, however, this staff member does not have a login to the system.

> ℹ️ **Note**: Make sure you are in the correct agency location prior to creating a staff account.

Follow the steps below to create a new staff account.

1. On the left menu, click **Agency**, and then click **Staff Members**.

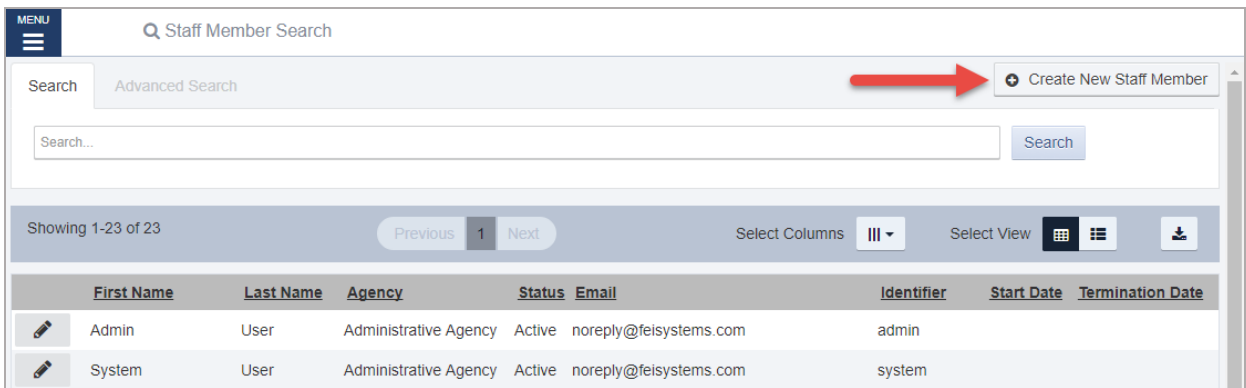2. Click **Create New Staff Member**.

Figure 1-8: Staff Member screen

3. On the **Create New Staff Member** screen, complete at least the required fields. Required fields are indicated by a red bar to the right of the field.

Table 1-5: Create New Staff Member fields

Field	Description
Prefix	Optional field.
First	Type the staff member's first name.
Preferred	Optional field. Type the staff member's preferred first name.
Middle	Optional field.
Last	Type the staff member's last name.
Suffix	Optional field.
Gender	Select the staff member's gender from the drop-down list.

Figure 1-9: Create New Staff Member screen

4. Click **Create**. The system will redirect to the Staff Member Workspace screen.

ℹ️ **Note**: The Create button will only appear when all the required fields have been completed.

Completion Requirements

On the Staff Member Workspace screen, note the Completion Requirements located on the right side. The completion requirements can be entered in any order.

Figure 1-10: Completion Requirements

Add Email Address

1. On the Staff Member Workspace screen, point to the **Completion Requirements**.

2. Click **Add Email Address**. This will open the Contact Information panel.
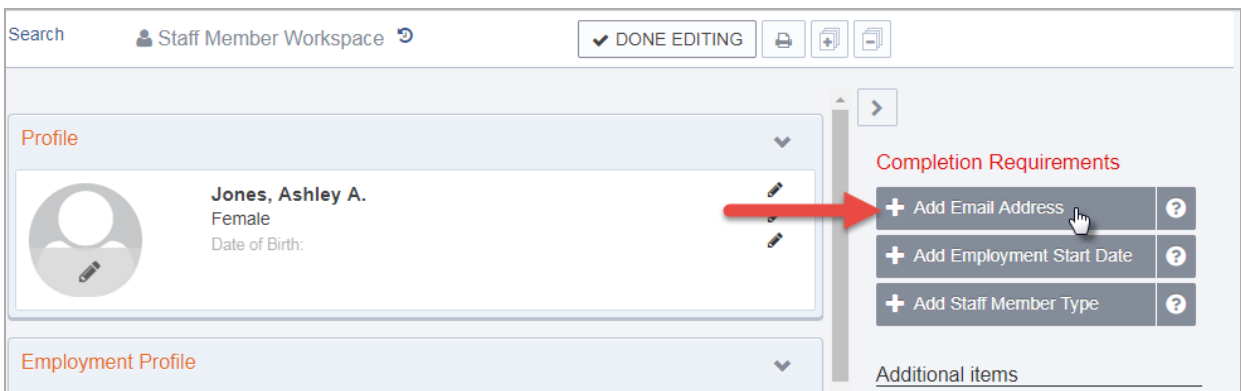

Figure 1-11: Completion Requirements, Add Employee Start Date

3. On the **Contact Information** panel, type the staff member's email address, check the Primary box and then click **Save**.
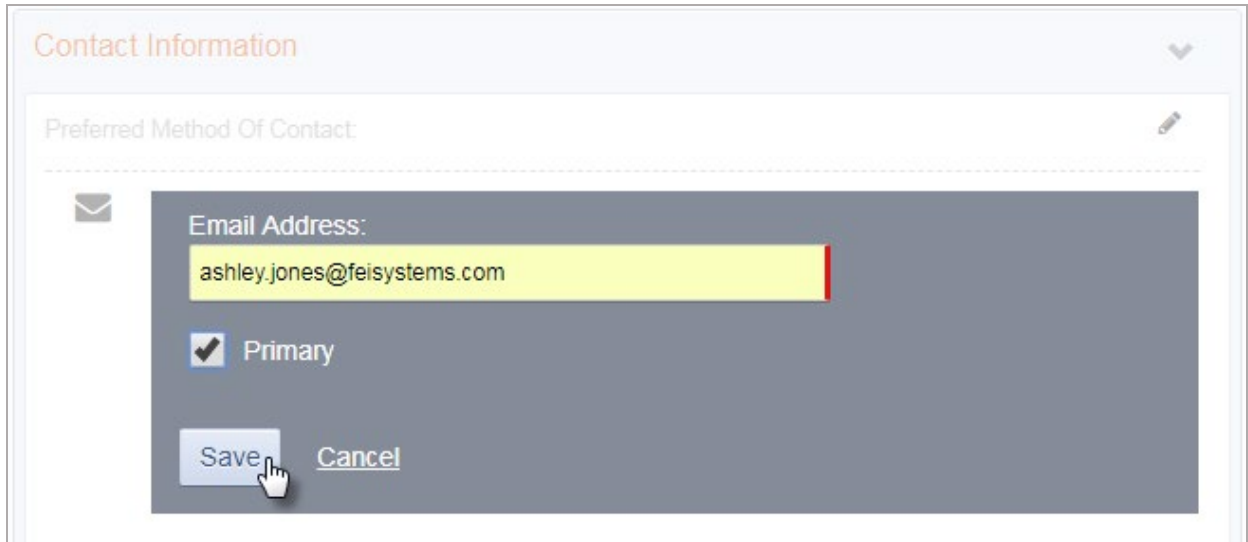

Figure 1-12: Contact Information panel, add primary email address

⚠ **Important**: Staff members can have more than one email address associated with their account, however at least one email address must be marked as "Primary". The Primary email address will receive email notifications for the user to access their account.

Add Employment Start Date

ℹ **Tip**: The Employment Profile panel contains two (2) completion requirements: Employment Start Date and Staff Member Type. To save time, complete both fields while editing the Employment Profile panel.

1. On the Staff Member Workspace screen, point to the **Completion Requirements** and then click **Add Employment Start Date**. This will open the Employment Profile panel.
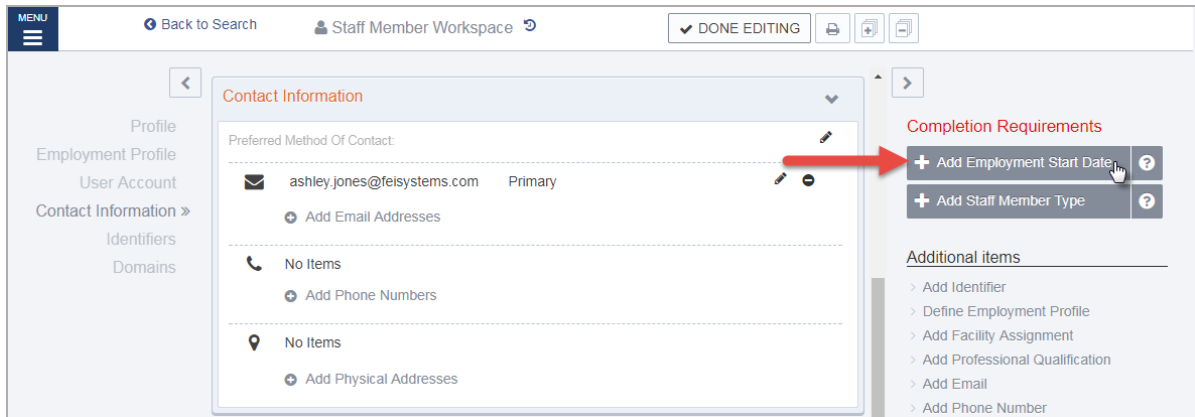

Figure 1-13: Add Employment Start Date

2. On the Employment Panel, in the **Employment Date Range** field, enter the employee's start date or use the calendar to select the start date. Stay on the Employment Panel.
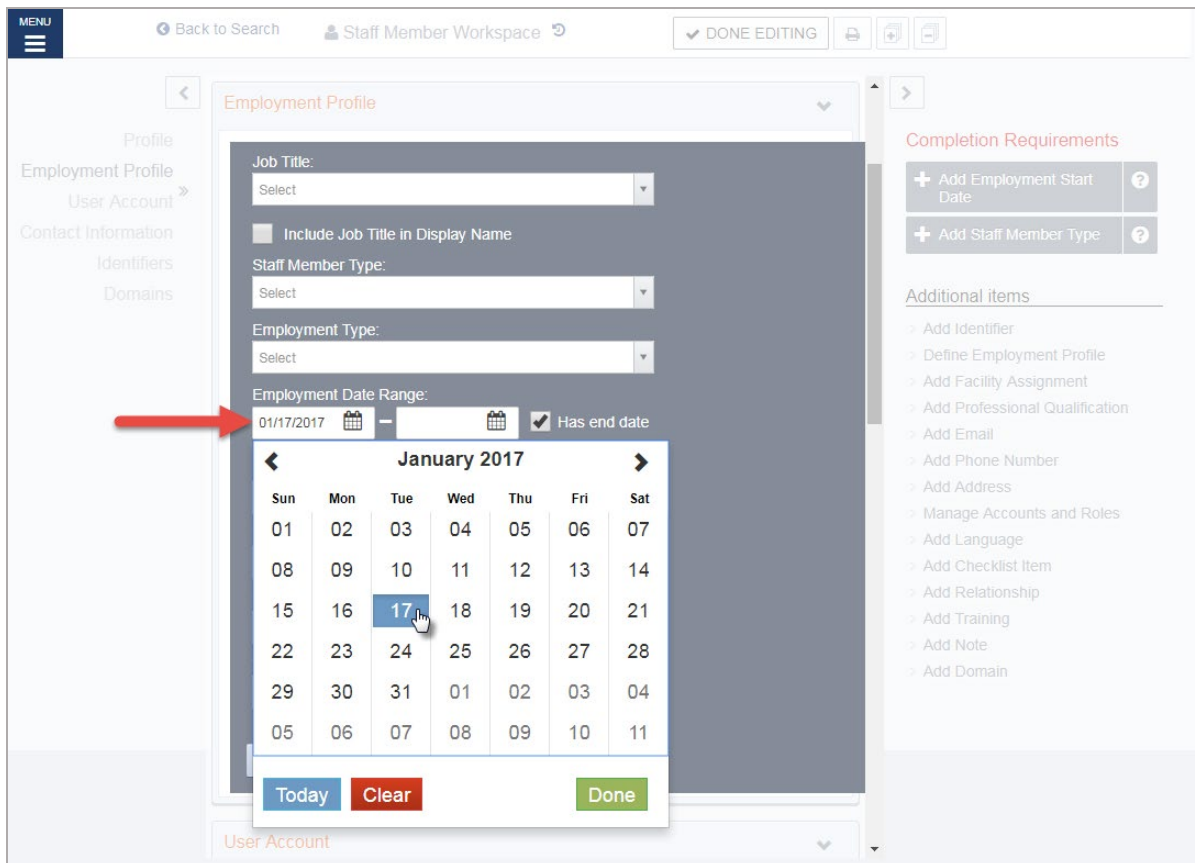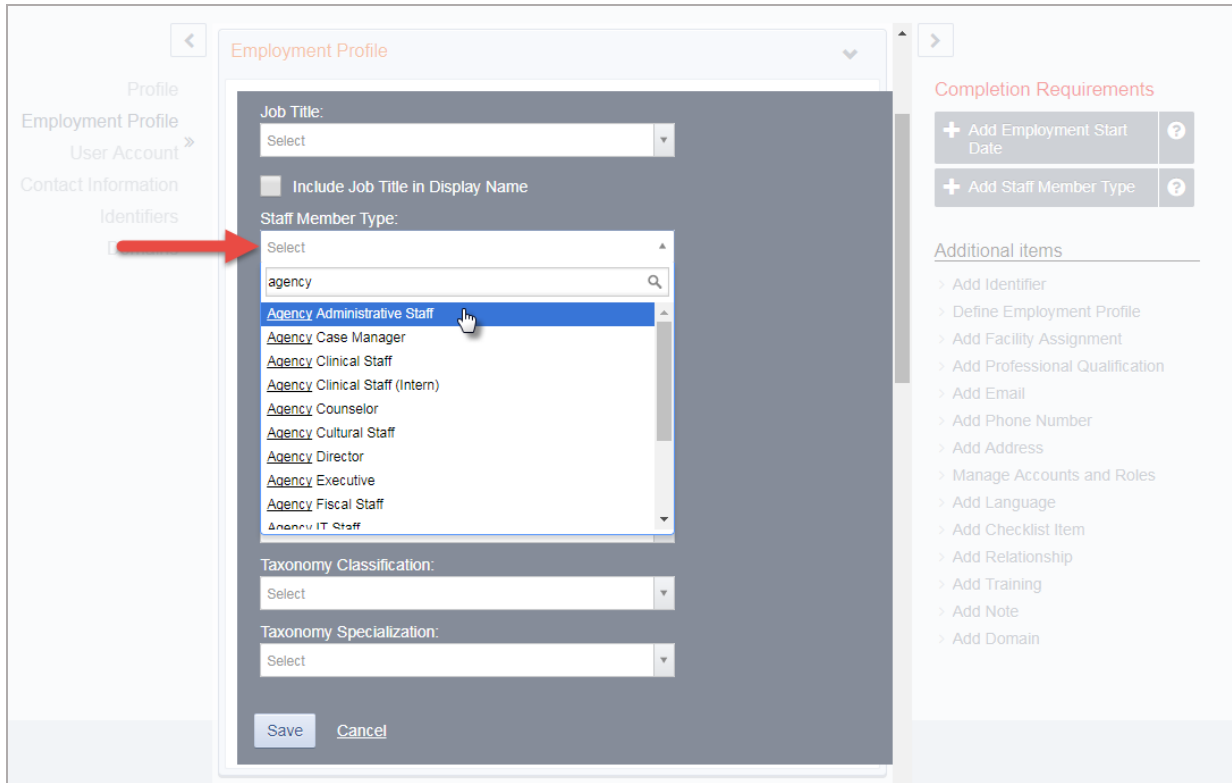
Figure 1-14: Employment Profile panel, Employment date range

Add Staff Member Type

3. On the Employment Profile panel, in the **Staff Member Type** field, select an option from the drop-down list or search for a value.

Figure 1-15: Employment Profile panel, Staff Member Type field

4. On the Employment Profile panel, click **Save**.

> ℹ **Note**: On the Employment Profile panel, certain options in the Staff Member Type field control additional features within WITS.

Add Social Security Number

1. On the Staff Member Workspace screen, point to the **Completion Requirements**.

2. Click **Add Social Security Number**. This will open the Identifiers panel.

3. On the Identifier Panel, in the **Identifier** field, enter the employee's SSN and then enter the effective date or use the calendar to select the start date.
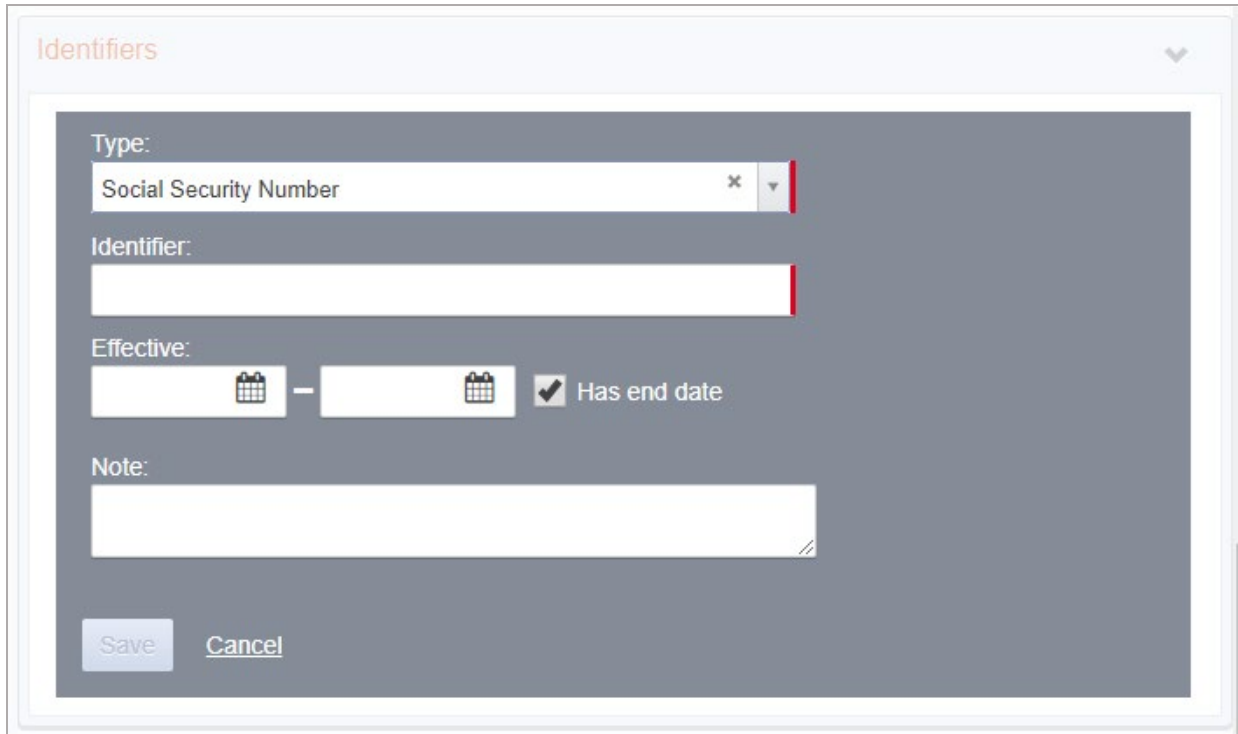
Figure 1-16: Identifiers panel

4. Click **Save**.

Once the completion requirements have been met, the staff member's name will be available to select in drop-down fields throughout the system, however, this staff member does not have access to the system.

If the staff member does not require access to the system, but their name should still be displayed on certain records, no other information needs to be added to the staff member's record.

Examples:

Judge for court related information

Add User Account

Once items in the Completed Requirements sections have been met for a Staff Member, a user account can be created for the staff member. The user account will allow the staff member to log into WITS and perform various functions based on the roles granted to their user account.

1. In the **User Account** panel, click **Add Account**.
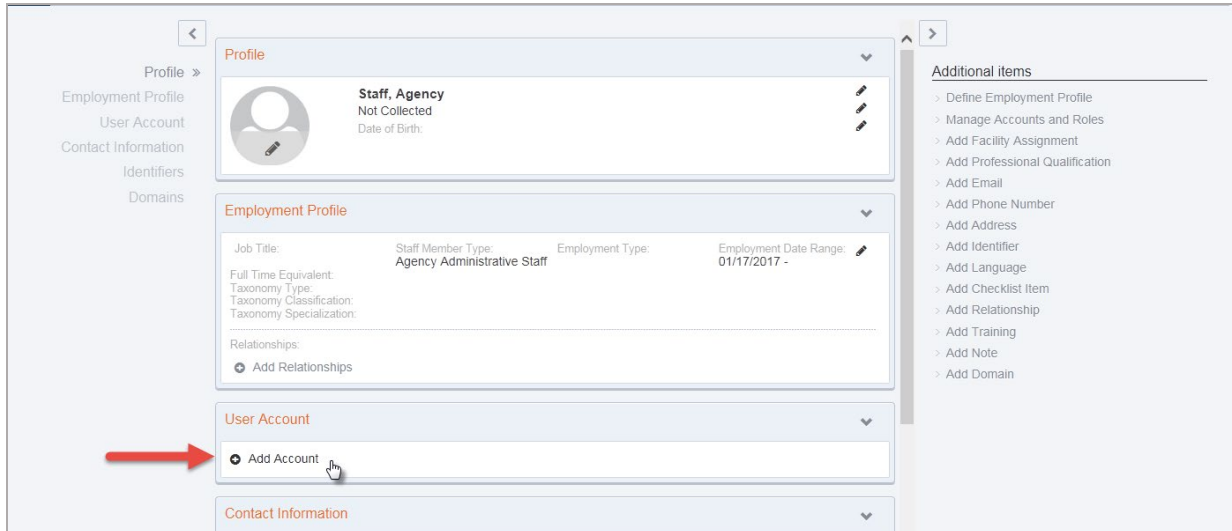
Figure 1-17: User Account panel, Add Account

2. In the **User ID** field, type the staff member's login name.

> ⚠ **Important**: The User ID must be unique for each staff member. Once an account is created, the User ID cannot be changed. If a User ID is set up incorrectly, please refer to, *Use Case: Correcting User ID* on page 33 below.

3. In the **Email Address** field, type the staff member's email address.

> ⚠ **Important**: WITS will send important login information using the email address provided in this section.

Figure 1-18: User Account panel, required fields

4. Click **Create Account**.

User Roles

After creating the User ID, roles can be granted to the staff member. When adding roles, it's important to consider the type of data the individual staff member will be entering and what type of information the individual needs access to within WITS.

Below is list of WITS user roles that should be assigned in AHCCCS WITS based on staff type:

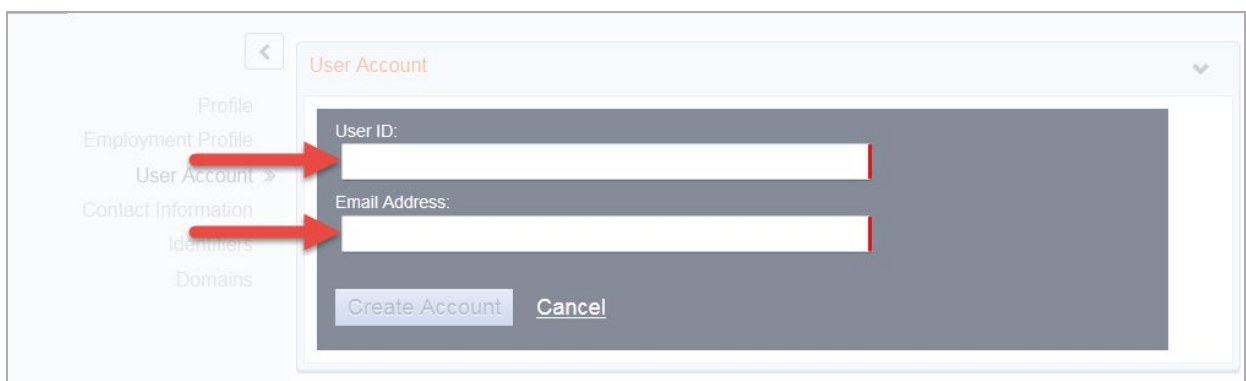| Staff Administrator	Person conducting or viewing ASAM CONTINUUM® Assessment (questions and answers)	Support staff (need to view clients and/or ASAM CONTINUUM® Summary and Narrative reports)
Staff Administrator	CONTINUUM® Assessment Clinician **	Non-Treatment Team Access
Non-Treatment Team Access	Non-Treatment Team Access	View Consented Clients
View Consented Clients	Consent (Full Access)	ClientProfile (Read Only)
ClientProfile (Read Only)	View Consented Clients	Intake (Read Only
Intake (Read Only		View Client List
View Client List		ASAM List Access
ASAM List Access		ASAM Profile (Full Access)
ASAM Profile (Full Access)		

> **i** ****Note**: Some roles are a bundled combination of other roles.   This is done to make entry easier for the staff administrators.

Assign User Roles

1. In the User Account panel, click **Manage roles**. *(Continue to next page)*
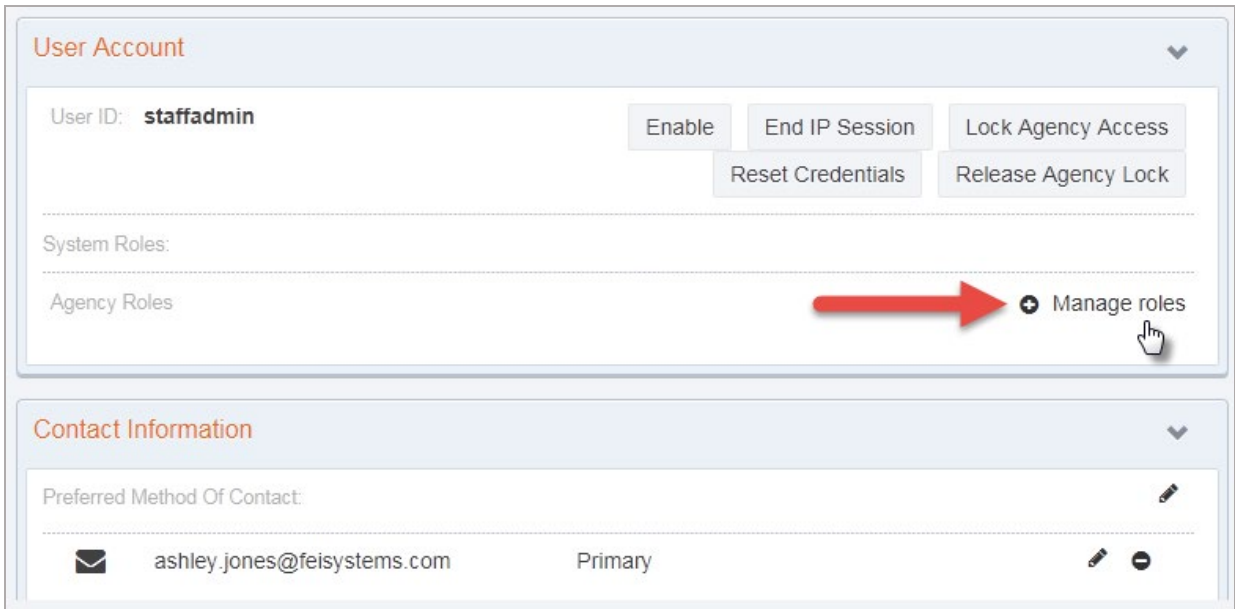
Figure 1-19: User Account panel, Manage Roles link

Manage Roles Screen: User Interface

There are two panels on the Manage Roles screen. The left panel displays a list of Available Roles, while the right panel displays a list of Assigned Roles. See Figure 5-11 for additional information about features displayed on the Manage Roles screen.
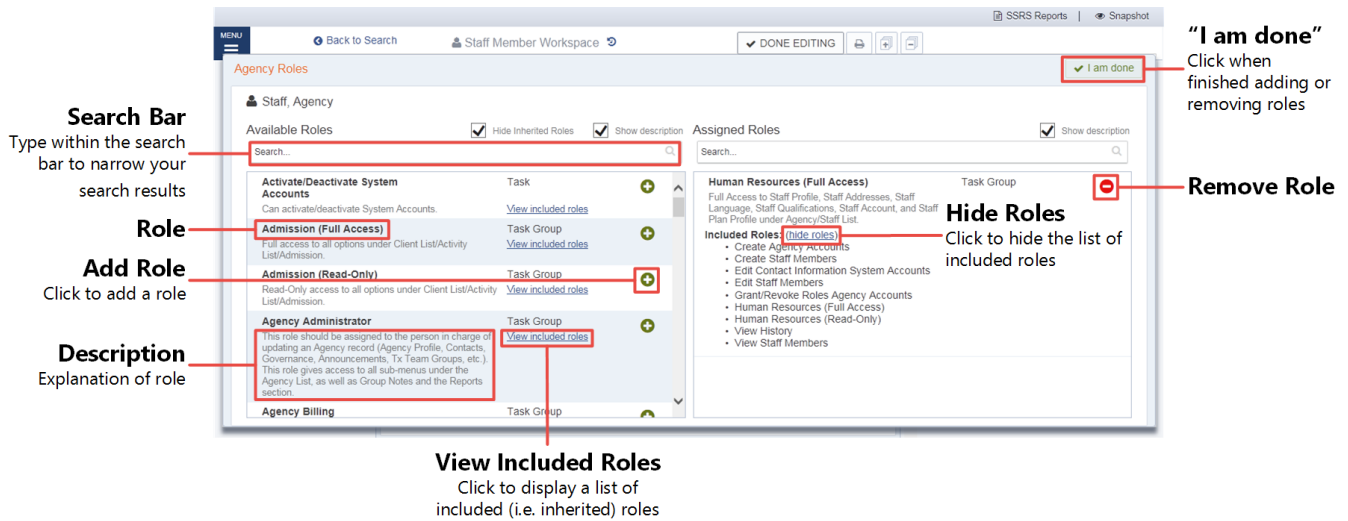
Figure 1-20: Manage Roles Screen

2. Use the **Search** bar to type the name of a role, or scroll through the list to find the correct role(s).
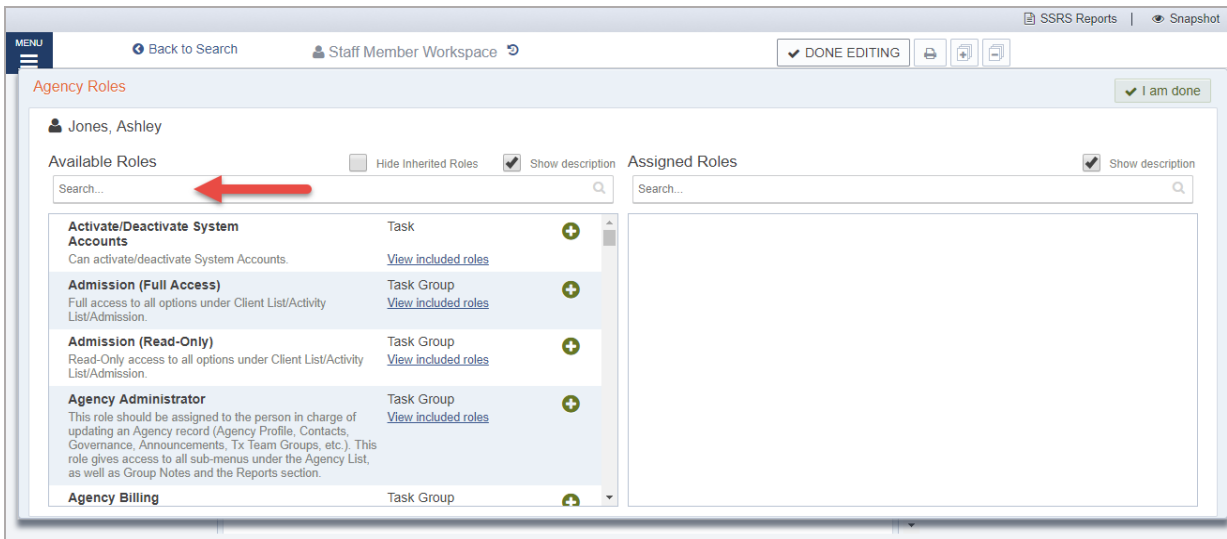
3. To add a role, click the green plus sign. To remove a role, click the red minus sign.

4. When finished assigning roles, click **I am done.**

Add Facility Assignment

The Facility Assignments section allows you to assign one or more facilities for the staff member.

1. Point to the Additional items section, and then click **Add Facility Assignment**.
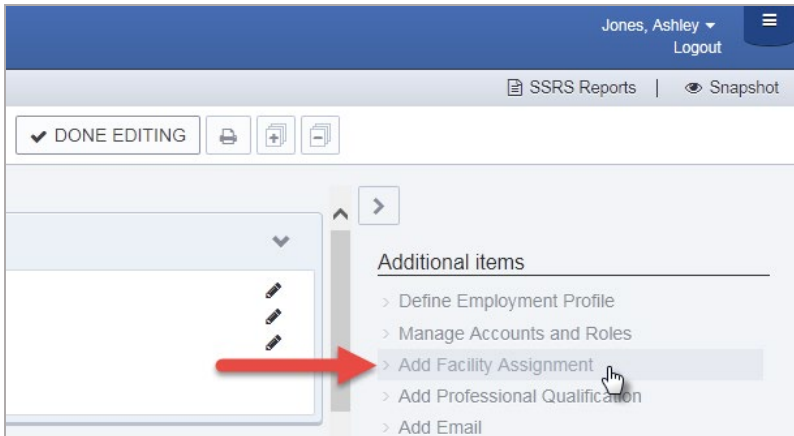
Figure 1-21: Additional Items section, Add Facility Assignment

2. In the Facility Assignments section, click on the applicable facilities.

3. Select the **Effective Date**.
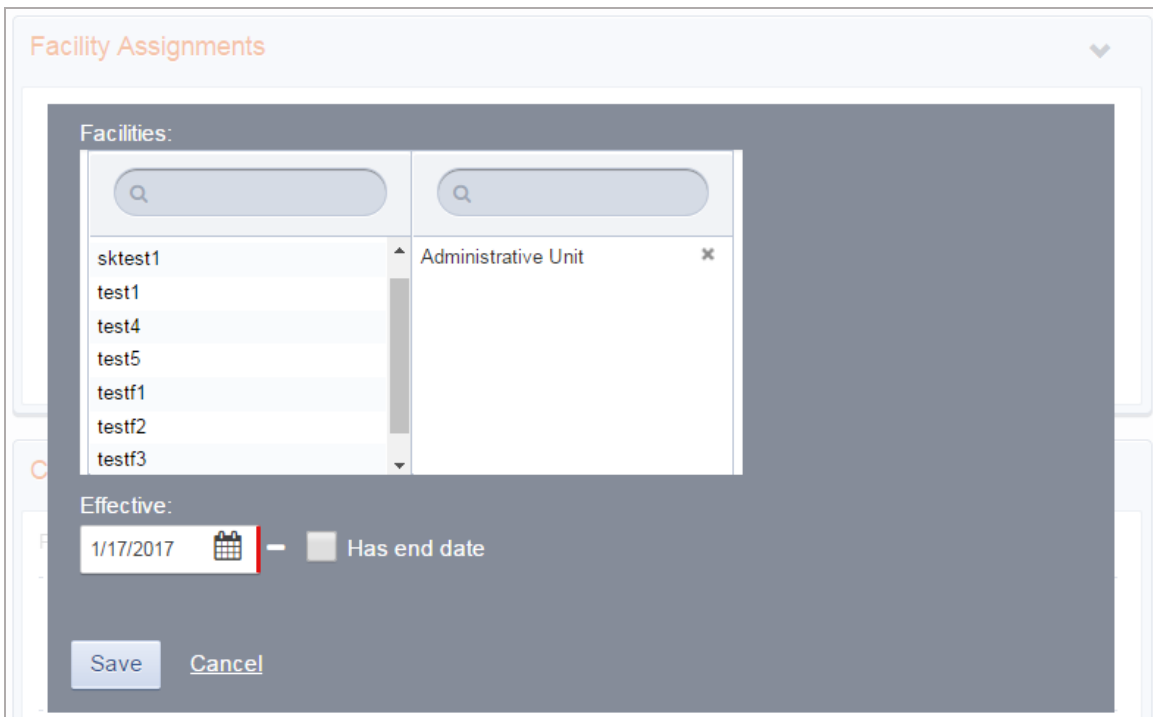
Figure 1-22: Facility Assignments panel

4. Click **Save**.
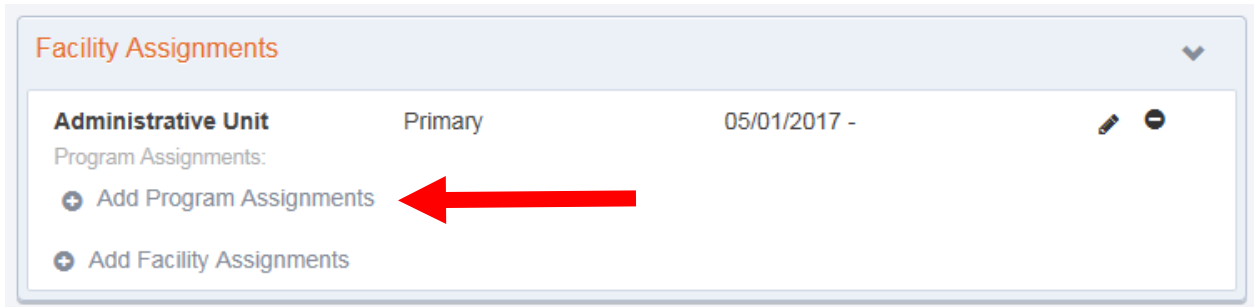
Adding additional items to a profile

The remaining items under the Additional items section allow the user to customize the staff member's profile with relevant data.

Add Program Assignment (Optional)

The Program Assignment option under Facility Assignments will allow a staff member to provide services to clients in that program. A staff member can be assigned to multiple programs, and program assignments must be made under each facility the staff member is assigned to.

1. Click **Add Program Assignments**.
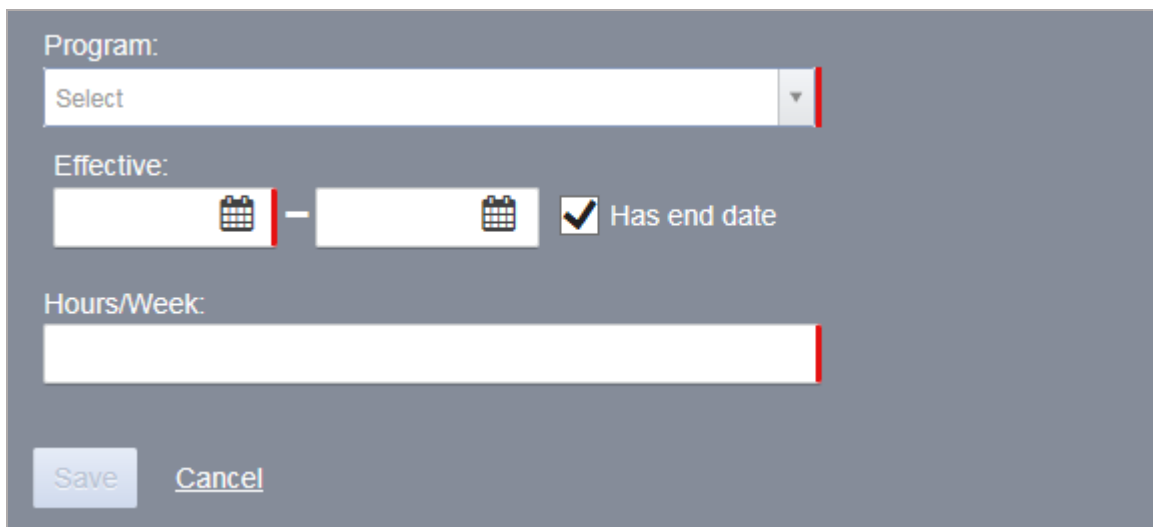
2. Select a **Program** that the staff member should be assigned to

3. Enter the **Effective** date of the program assignment

4. Enter the number of **Hours/Week** the staff member will be assigned to that program.

5. Click **Save.**

Part 3: Account Rules/Other Functionality

- **End Date**: Importance of End date – This field drives a few things on screen; when someone has an end date, they will no longer appear in certain drop down boxes throughout the system.

- **Display Credentials**: When the "Include in Display Name" box is checked, the staff member's credentials will be displayed when they sign a note. This box can be found on different panels in the staff member profile.

- **Professional Qualifications**: In the Professional Qualifications panel, the staff member's licenses, degrees, and certificate information can be recorded. This information can also be included in the staff member's display name.

Locking Staff Member Access

When a user's access to the system needs to be taken away for any reason, the Staff Administrator can "Lock" a user account. The Staff Administrator can reach the Lock Agency Access action in 2 ways.

Option 1: Staff Member Search Screen

1. From the **Staff Member Search Screen**, you can select the **Lock Agency Access** action from the list screen for the staff person you wish to lock.
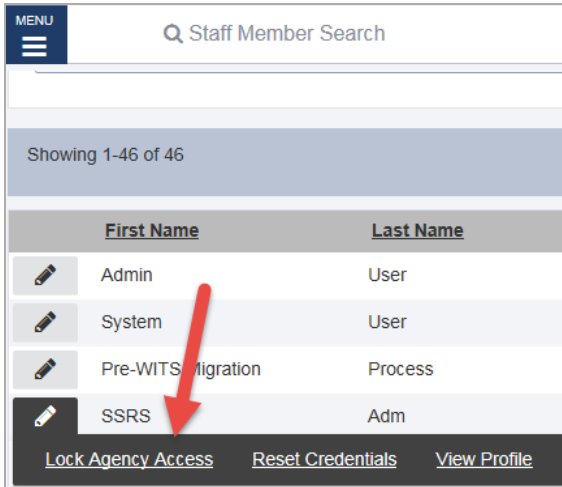
Figure 2-1: Staff Member Search Screen, Lock Agency Access

Option 2: Edit Staff Member Account

From within the **Staff Member Workspace**, the Staff Administrator can Edit the workspace and use the User Account panel to select the **Lock Agency Access** action**.**

2. Click **Edit**.
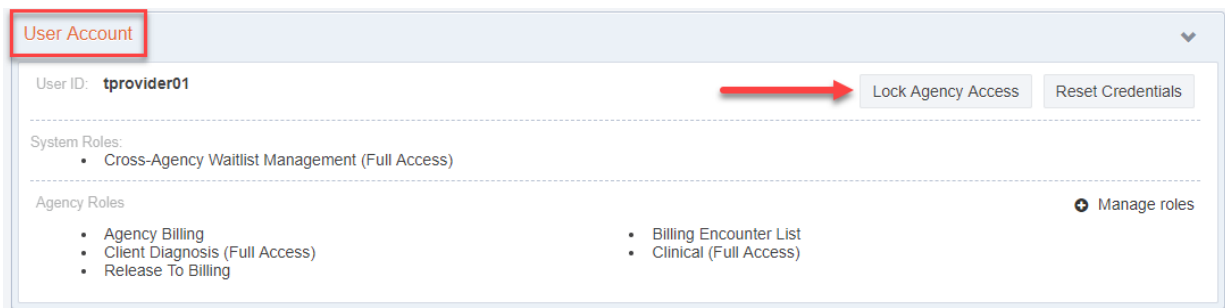
6. When you select **Lock Agency Access** button, you are required to enter a Lock Reason. Enter a reason and click **Lock**.
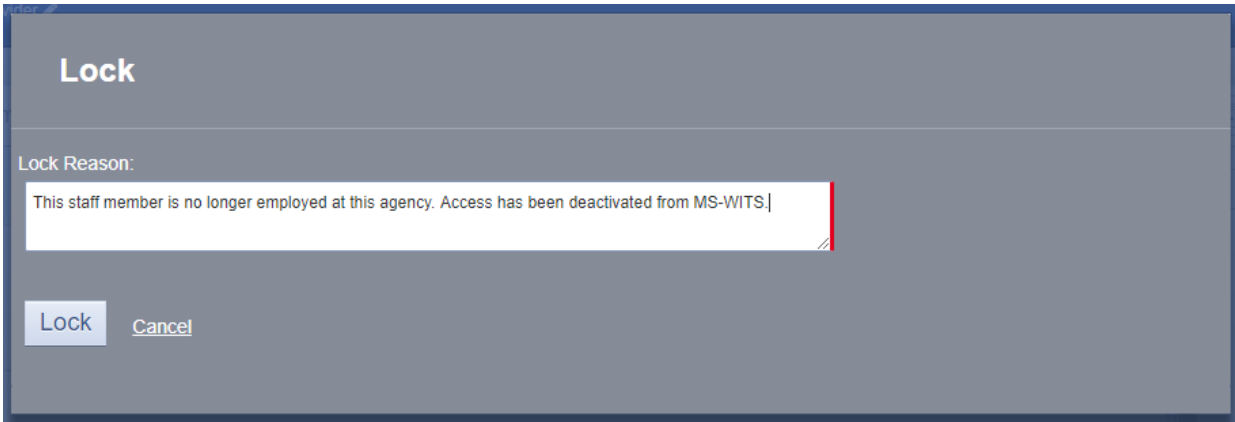
Figure 2-2: Lock Reason

7. When you click **Lock,** the user will see the "Lock Agency Access was successful" message at the top of the workspace.
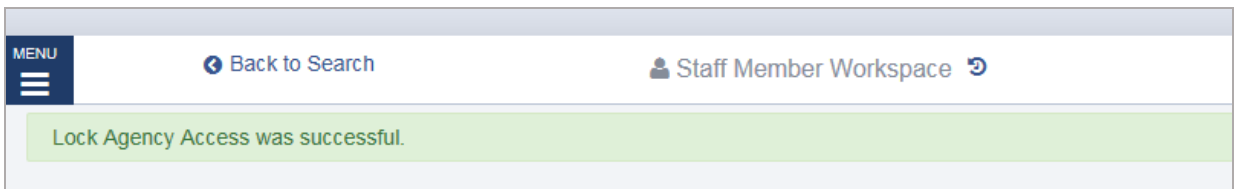
8. This staff member can no longer gain access to WITS.

9. If for some reason, you want to release this lock, a Staff Administrator can get to the Release Agency Lock from the **Staff Member Search** screen or use the **Staff Member Workspace** User Account panel to **Release Agency Lock**.
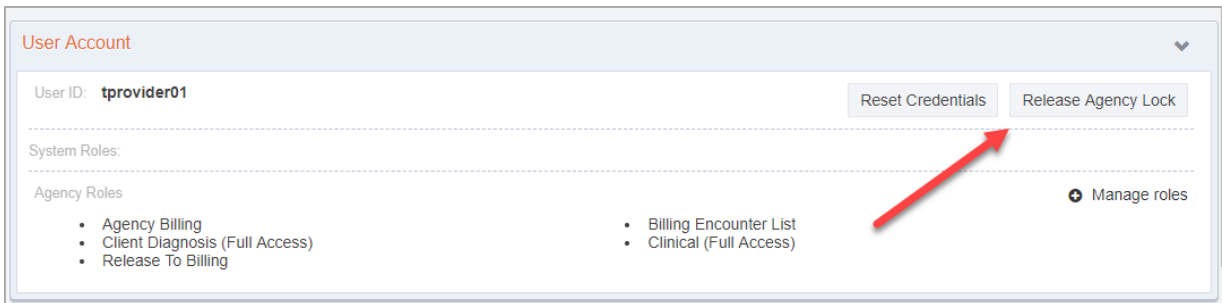
10. Release Lock window displays the Lock Reason that was entered in red, Staff Administrator can select the **Release Lock** action.

Release Lock

Locked By:
Leffler, Madeline

Lock Reason:

⚠ This staff member is no longer employed at this agency. Access has been deactivated from MS-WITS.

Release Lock   Cancel
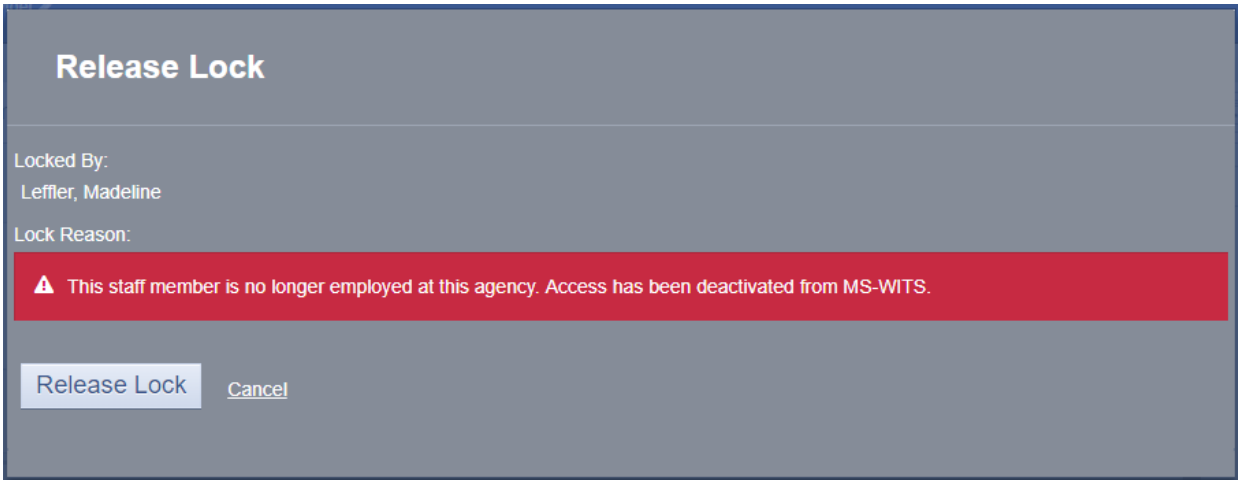
11. When you click **Release Lock,** the user will get Release Agency Lock was successful message at the top of the workspace.
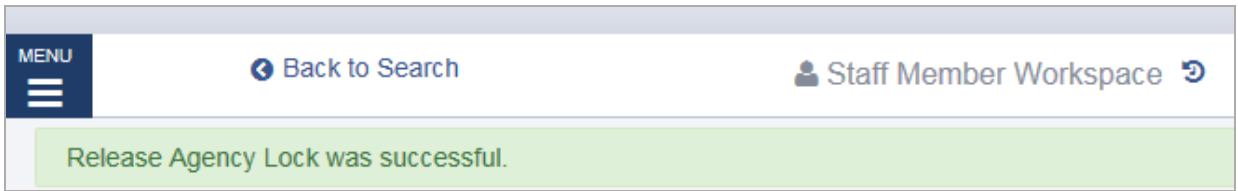
ℹ **Note**: When an individual is no longer working for an agency, a Staff Administrator can go to the Staff Member Workspace and edit the Employment Profile panel and enter an End Date for the Employment Date Range. Entering an End Date, will remove that person's name from appearing in drop down values 30 days after the End Date entered.
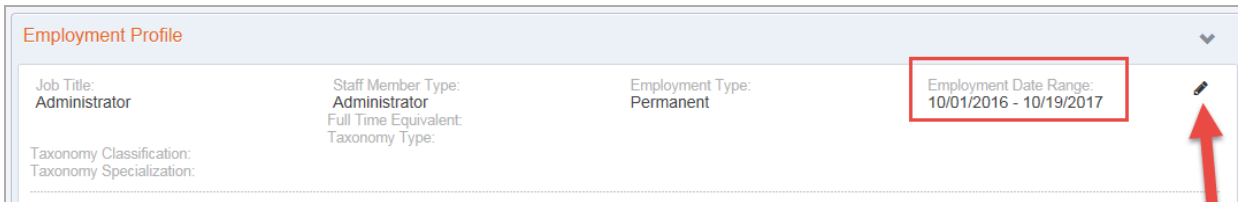
Part 4: System Accounts

A **System Account** represents the Staff Member's login to the system for specific cross agency roles. Some user roles can only be assigned to user's System Accounts, such as WITS Administrator, Agency Oversight Assignment, and SSRS (for reporting)

Arizona provider agency staff administrators do not have access to system accounts. If one of your staff members needs a role such as the ones listed above, you will need to contact the AHCCCS helpdesk via the email ASAM@azahcccs.gov

Part 5: Troubleshooting for Staff

Use Case: Account in Use

Message: "Your Account is Already in Use"

Solution: End IP System Session

There are two (2) options available to resolve this issue.
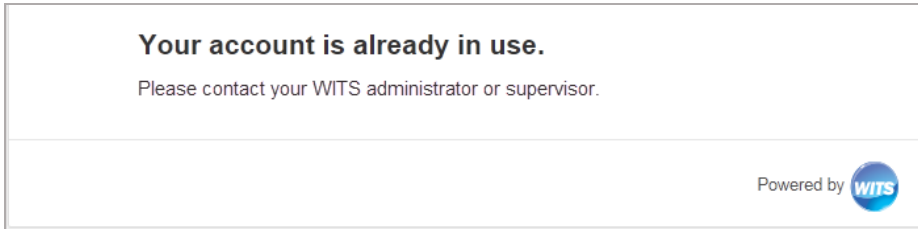
Figure 4-1: Account is already in use message

Option 1: Staff Members List

1. On the **Staff Members** list, locate the staff member, point to the pencil icon, and then click **End IP Session**.

2. Ask the staff member to try logging in again.

Option 2: Staff Member Profile

1. On the **Staff Members** list, locate the staff member, point to the pencil icon, and then click **View Profile**.

2. Click **Edit**.
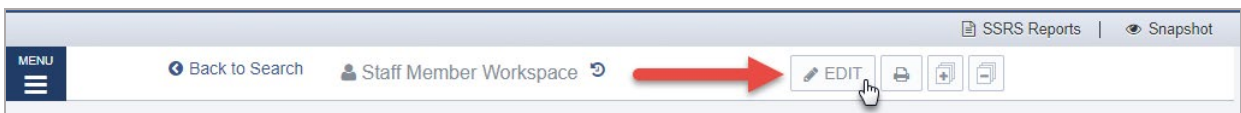
3. In the User Account panel, click **End IP Session**.
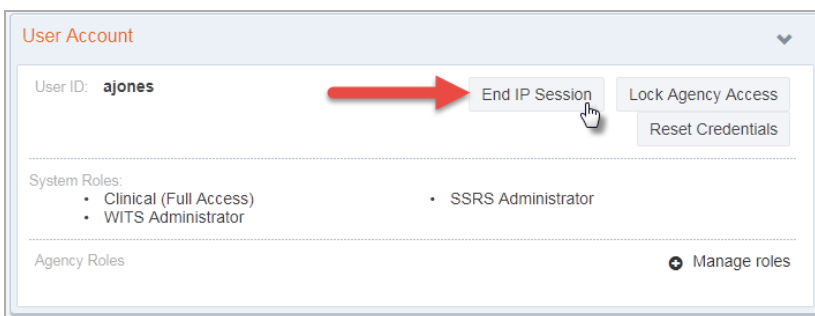
4. Click **Done Editing**.
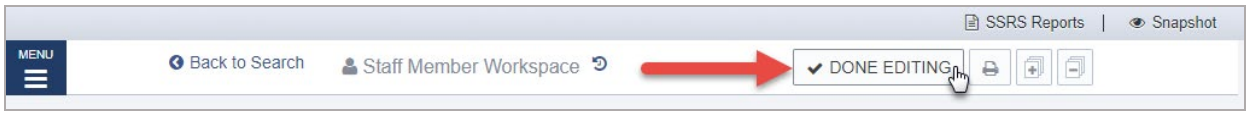
5. Ask the staff member to try logging in again.

Use Case: Disabled Account

Message: "You Have Exceeded the Maximum Number of Log-in Attempts"

Solution: Enable account

You have exceeded the maximum number of log-in attempts.

Your account has been disabled. Please contact your WITS administrator or supervisor.

Powered by WITS
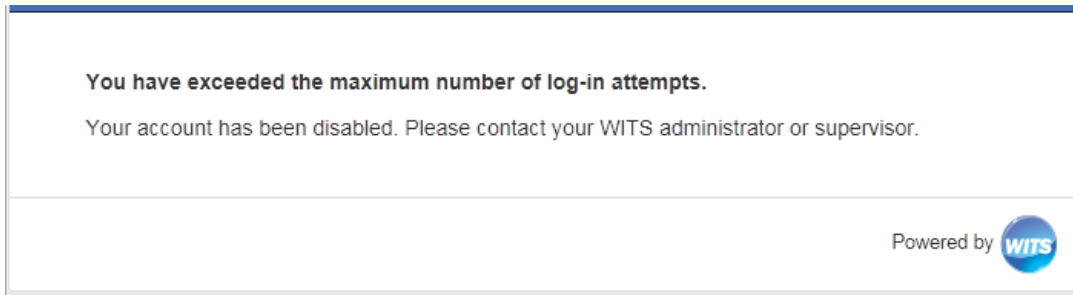
Figure 4-2: You Have Exceeded the Maximum Number of Log-in Attempts

1. On the **Staff Members** list, locate the staff member, point to the pencil icon, and then click **View Profile**.

2. Click **Edit**.
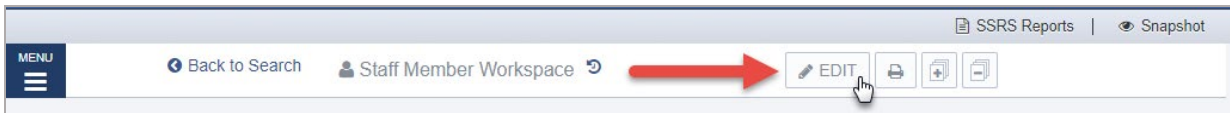
3. In the User Account panel, click **Enable**.
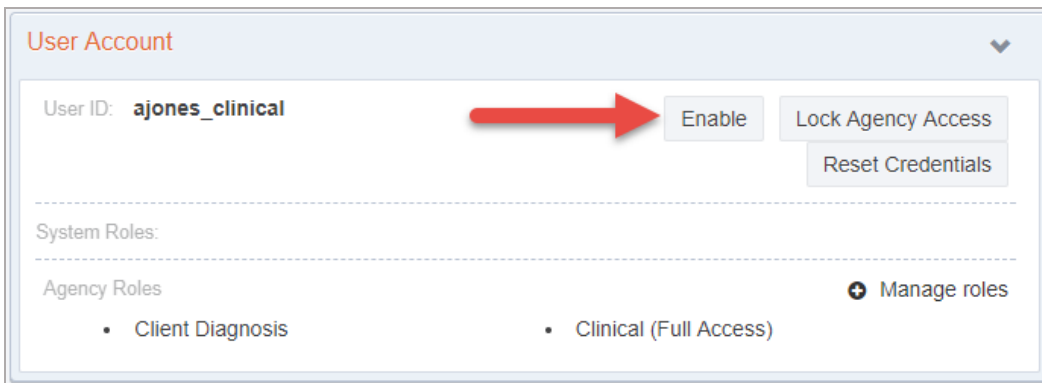
Use Case: Reset Credentials Link Expired

Message: "Your Reset Credentials Link Has Expired"

Solution: Reset Credentials

There are two (2) options available to resolve this issue.
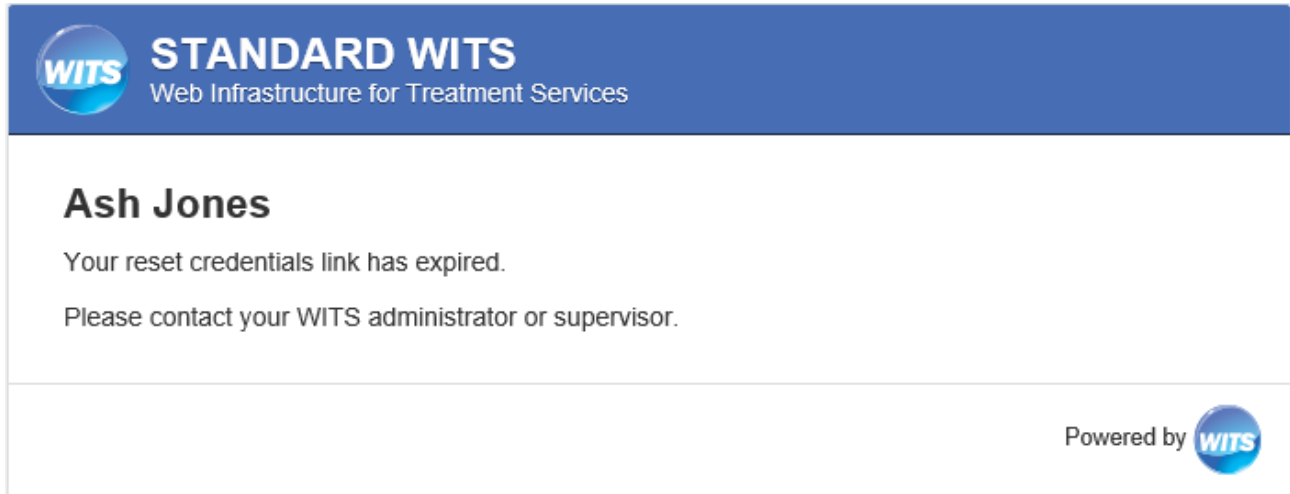
Figure 4-3: Your reset credentials link has expired

> **Note**: When resetting credentials, the staff member will receive an email containing a link to reset their credentials. Please note this link will remain active for 24 hours. If the staff member is unable to reset their credentials within that timeframe, they will need their credentials reset again.

Option 1: Staff Members List

1. On the **Staff Members** list, locate the staff member, point to the pencil icon, and then click **Reset Credentials**.
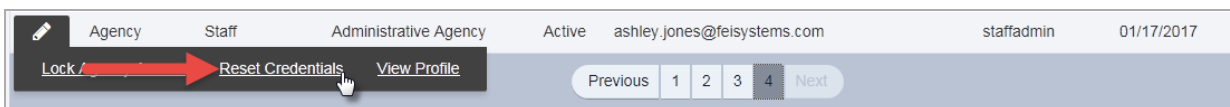
Option 2: Staff Member Profile

1. On the **Staff Members** list, locate the staff member, point to the pencil icon and then click **View Profile**.
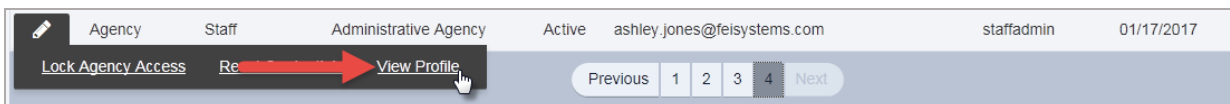
2. Click **Edit**.
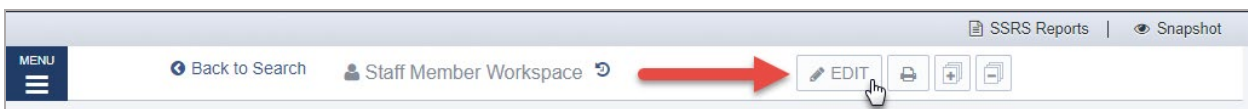
3. In the User Account panel, click **Reset Credentials**.
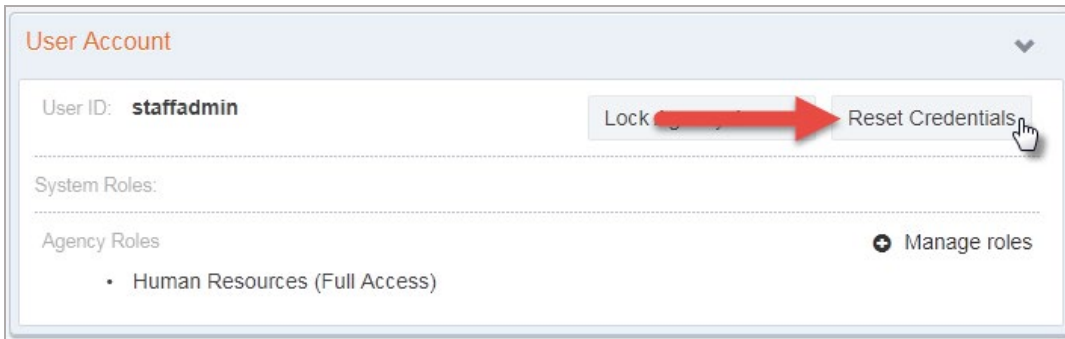
4. Click **Done Editing**.
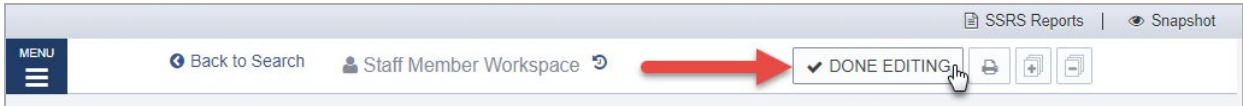
Use Case: Correcting User ID

Note: to perform this correction, this System Account role is needed: **Can Associate/Dissociate Agency Account**

If a staff member was assigned an incorrect User ID, or needs to update their current User ID, this action can be performed by dissociating the current User ID and then associating a new User ID with the staff member's account.

Appendix: Quick Guides & Additional Documentation

See below for quick reference sheet(s).

ASAM CONTINUUM® Subscription order form

Please fill out the following order form to purchase ASAM CONTINUUM® subscriptions for users at your agencies who will be using the AHCCCS WITS system to launch the ASAM CONTINUUM assessment.

FEI's AHCCCS WITS is a front-end mechanism for agencies to create a client, perform an ASAM CONTINUUM Criteria assessment, consent information to MCOs and retrieve associated reports.

ASAM CONTINUUM is a comprehensive ASAM Criteria computer guided assessment, which aids clinicians in conducting a full biopsychosocial assessment that addresses all six dimensions of the ASAM Criteria. ASAM CONTINUUM provides an ASAM Criteria final level of care placement recommendation included in the Summary Report and a Biopsychosocial Narrative Report.

With AHCCCS WITS you will enjoy the following benefits:

- ✓ Gain access to the only ASAM Criteria endorsed software assessment
- ✓ Perform an unlimited number of assessments
- ✓ Clinicians can record and justify the client's actual level of care placement
- ✓ Sign off on the ASAM CONTINUUM record

- ✓ Each HIPAA covered entity receives their own system agency and user logins
- ✓ Privacy is managed through comprehensive security
- ✓ System user documentation is included
- ✓ Training site to get comfortable with the system
- ✓ Production site for use with live clients

The WITS agency, roles, and permission structure segments each agency's data from that of other agencies using the application and enables agencies to manage user access within their agency.

AHCCCS has negotiated a subscription discount for Arizona treatment providers. Subscriptions are purchased annually on a per user basis and are non-refundable. While subscriptions are for use by a specific user, subscriptions can be transferred to a new user.

Discount Policy: Your organization will be provided with a training opportunity for ASAM CONTINUUM. If you are ordering your subscriptions within 30 days after attending that training, you are eligible for a 50% discount. If you are ordering more than 30 days after attending training, you are eligible for a 40% discount. There is a 15% discount for ASAM CO-Triage subscriptions purchased with an ASAM CONTINUUM subscription.

Account Number	322000.ASM.001.R01.001					
Subscription	**AHCCCS Negotiated Discounts**	**Your Price**	**Training Date**	**Quantity Ordered**	**Total**	
ASAM CONTINUUM $840 per user per year (full price)	Early Bird Discount: 50% if within 30 calendar days of receiving training	$420 per user per year			$	
ASAM CONTINUUM $840 per user per year (full price)	Volume Discount: 40% if more than 30 calendar days after receiving training	$504 per user per year			$	
ASAM CO-Triage $240 per user per year (full price)	Buy one get one discount: 15% if purchased with an ASAM CONTINUUM subscription	$204 per user per year			$	
				Order total:	$	

AHCCCS WITS ASAM CONTINUUM Subscription Order Form

Please complete this order form and the required BAQSOA and return with your check to:

FEI Systems Attn: Madeline Leffler
9755 Patuxent Woods Drive
Columbia, Maryland 21046

Make checks payable to FEI Systems.

If you prefer to pay by ACH/EFT:
Submit your payment as follows:

M&T Bank
10025 Governor Warfield Parkway
Columbia, MD 21044
410-964-6850
Account #: 9866970263
ABA #: 022000046

Contact Name:	_____
Email:	_____
Phone:	_____
Agency Name:	_____
Payment Form:	☐ Check ☐ ACH/EFT
RBHA Affiliation:	_____
RBHA Rep Name:	_____
RBHA Rep Email:	_____
Billing Address:	_____
	_____

To ensure prompt processing, please add your email address as a memo to the ACH/EFT payment. You may then submit your completed order form, BAQSOA, and ACH/EFT payment confirmation number to:
AHCCCS_WITS_Orders@FEISystems.com

Please use the table below to indicate the staff administrator(s) at this agency who will be responsible for setting up new users at their agency.

	Staff Administrator: First, Last	Staff Administrator email	Gender: M/F	AZ WITS Agency and Facility
1.				
2.				

Terms & Conditions

By submitting this CONTINUUM WITS Order Form ("Order Form") to FEi.com, Inc. dba FEI Systems ("FEI"), the above-named Entity ("Customer") hereby agrees to be bound by the following terms and conditions. These terms and conditions shall cover the obligations as between FEI and Customer.

1. The individual listed under "Contact Name" on page 2 of the Order Form is hereby designated as the authorized contact on behalf of Customer. Customer shall promptly notify FEI of any changes to the designated authorized contact.

2. This Order Form only covers Customer's purchases of the subscriptions as described above. To the extent these subscriptions are purchased pursuant to an underlying agreement between separate entities, that agreement

shall control the services FEI and/or the American Society of Addiction Medicine ("ASAM"). This Order Form shall not obligate either FEI or ASAM to perform any services other than what is expressly written on this Order Form.

3. EXCEPT AS EXPRESSLY SET FORTH IN THIS ORDER FORM, FEI AND ASAM MAKE NO REPRESENTATIONS AND GRANT NO WARRANTIES, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, BY STATUTE OR OTHERWISE, AND FEI AND ASAM EACH SPECIFICALLY DISCLAIM ANY AND ALL OTHER WARRANTIES WHETHER WRITTEN OR ORAL, OR EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF QUALITY, MERCHANTABLITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE.

4. Customer shall pay the correct amount for subscriptions purchased in United States Dollars. FEI reserves the right, in its sole and absolute discretion, to cancel any subscription services and revoke such access at any point in time for any default of Customer that is not remedied within the time period designated by FEI. FEI may, but is not obligated to, refund a pro rata amount of the subscription fee which bears the same ratio to the amount of time remaining on such subscriptions.

5. Customer shall have the right to cancel or otherwise terminate the subscriptions if FEI violates a material obligation of this Order Form and does not cure such violation within a period of fifteen (15) days of written notice from Customer. If Customer cancels or terminates its subscriptions pursuant to this provision, Customer is entitled to a refund of a pro rata amount of the subscription fee which bears the same ratio to the amount of time remaining on such subscriptions, measured from the sixteenth (16th) day after Customer provided a cure notice.

6. IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS ORDER FORM, WHETHER BASED ON BREACH OF CONTRACT, TORTS, NEGLIGENCE, OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER ON THIS ORDER FORM.

7. Customer agrees to indemnify, defend, and hold harmless FEI and/or ASAM, their affiliates, and their respective officers, directors, employees, representatives, agents, successors and permitted assigns from and against any and all claims made or threatened by the other party or any third party and all related losses, expenses, damages, costs, and liabilities, including reasonable attorneys' fees and expenses incurred in investigation or defense that are related to: (a) actual or alleged injury to any person; damage to any property; or violation of any law, ordinance or regulation arising from or related to this Order Form; (b) commercialization or utilization of any technology applied in connection with this Order Form, including but not limited to the making, using, selling, or exporting of products, processes, or services derived from such technology; and (c) any civil or criminal penalty or fine incurred by either party, its employees, agents, representatives, or suppliers in connection with this Order Form.

8. FEI represents that it owns or has sufficient rights to distribute the products supplied through this Order Form. FEI's use of such products: (a) does not and will not infringe or violate the copyright or trade secret rights of any other party; and (b) to the best of FEI's knowledge, does not and will not infringe or violate the actual or prospective patent or trademark rights of any other party. If at any time during the active subscription period FEI has reason and good cause to believe that the foregoing representation is no longer true, it shall promptly inform Customer of such belief and the reason(s) for it.

9. This Order form shall be governed by the laws of the State of Maryland without regard to its conflicts of law provisions or the Uniform Computer Information Transactions Act (UCITA). If any provision of this Order Form terms and conditions is determined to be unenforceable by a court of competent jurisdiction, it shall not affect the enforceability of any other provision. An unenforceable provision shall be altered as minimally as possible to become enforceable while preserving the original intent of the provision.

First Time Logging In

Once your system or agency administrator has created your account in WITS, you will receive two (2) email messages from noreply@witsweb.org. The first email will include your User ID and the second email will contain a link to set up your credentials. Please note that this link will expire 24 hours after the email was sent. After 24 hours, please contact your system administrator to reset your credentials and a new link will be emailed to you.

Login Steps (New Users)

1.   Open the email with the subject line, "Account created for [WITS]" and locate your **User ID**. Keep this email open for reference as you will need your User ID to log in after setting your credentials (which is covered in the steps below).

2.   Open the email with the subject line, "Reset Credentials for [WITS]" and click the **link**. This will open the Reset Credentials webpage.

STANDARD WITS
Web Infrastructure for Treatment Services

Reset Credentials

Display Name
Jones, Ashley

Email
ashley.jones@feisystems.com

Security Question
What year did you get married?

Answer

Password

Confirm Password

Pin

Confirm Pin

Save   ☐ Show Password/Pin

3.   On the Reset Credentials webpage, enter the information as shown in the table below.

ℹ️ **Note**: These Password and Pin requirements may differ based on the settings established for your Training and/or Production site(s).

Field	Description
Display Name	Read-only field displaying your last name and first name.
Email	Read-only field displaying your primary email address.
Security Question	Select a question from the drop-down list. **Note**: Your Security Question will be used to help reset your credentials if you've forgotten your password or pin.
Answer	Type the answer to your selected Security Question. **Note**: Your answer is case sensitive.
Password	Your Password must have at least six (6) characters and contain at least three (3) of the following: • Uppercase letters • Lowercase letters • Numbers • Punctuation **Note**: Your Password and Pin must be different.
Confirm Password	Retype your Password.
Pin	Your Pin must have at least six (6) characters and contain at least three (3) of the following: • Uppercase letters • Lowercase letters • Numbers • Punctuation **Note**: Your Password and Pin must be different.
Confirm Pin	Retype your Pin.

4.   Click **Save**. The screen will refresh to display a confirmation message stating your information has been successfully updated.