



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

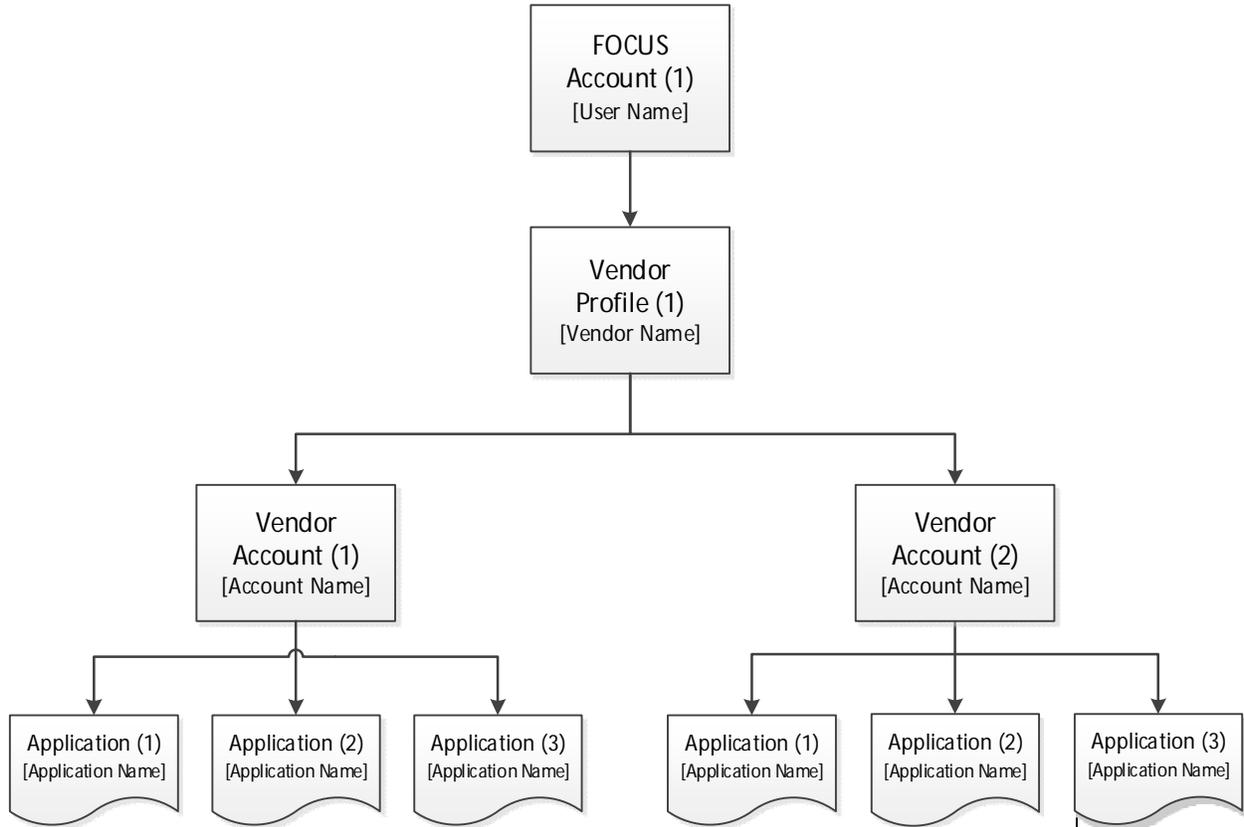
Qualified Vendor Guide to Creating & Managing a FOCUS Account

June 2016

This guide has been designed to provide instructions on how to do the following:

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FOCUS Account Website Overview



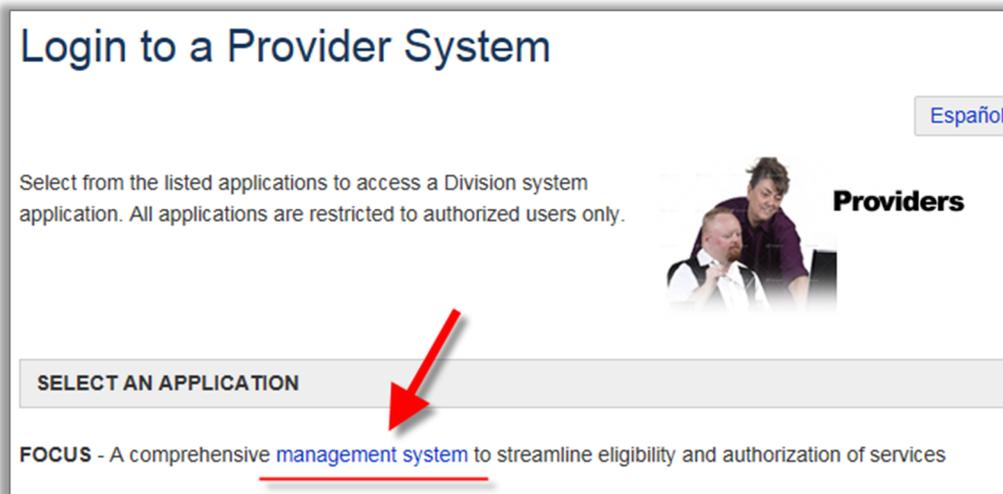
I. LOGIN TO FOCUS USING AN EXISTING USER NAME & PASSWORD

IMPORTANT

- ✓ Your FOCUS User Name & Password are different from those in the QVADS or QVP.
- ✓ The FOCUS User Name is NOT typically an email address.
- ✓ If you do not have your FOCUS Password, please skip forward to chapter **II. FORGOT PASSWORD PROCESS** to reset your password and gain access to your FOCUS account.
- ✓ If you do not have your FOCUS User Name, or for any other login issues, please contact the **FOCUS Help Desk** at **602-771-1444** for assistance.
- ✓ If you do not have a FOCUS account, please skip forward to chapter **III. CREATE A NEW FOCUS USER ACCOUNT** to create one and gain access to the FOCUS applications.

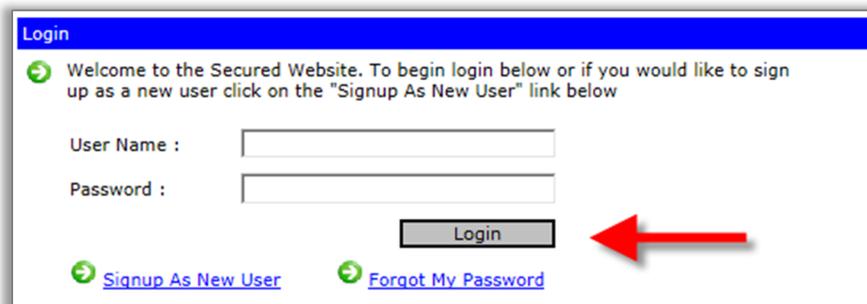
1. Access the Provider Login page at <https://www.azdes.gov/landing.aspx?id=2476>
2. Click the **management system** link. (Image 1)

Image 1



3. Enter your existing FOCUS account **User Name** and **Password**.
4. Click the **Login** button. (Image 2)

Image 1



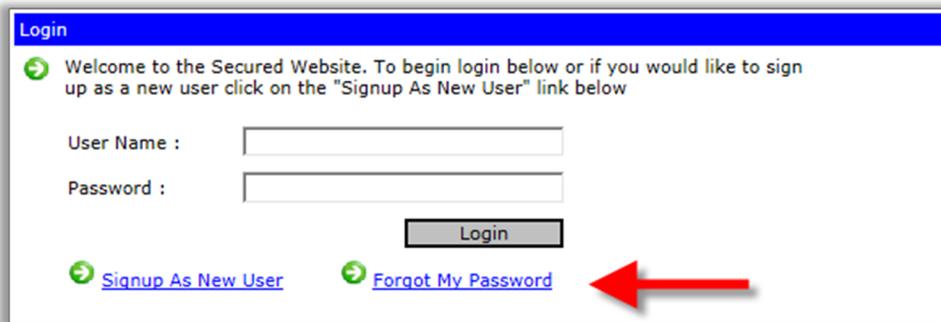
II. FORGOT PASSWORD PROCESS

IMPORTANT

- ✓ The Forgot Password process is only available for users who have already successfully set up their FOCUS account Security Questions and Answers. The questions and answers are a necessary part of the Forgot Password process.
- ✓ This process will reset your current, forgotten password. For safety reasons, the system cannot recover and send your current/forgotten password.
- ✓ You will need to reset your password through the specific link in the '*Automated Notification Regarding Your Secured Account*' email sent to your FOCUS email address.
- ✓ Your current/forgotten password is active until the new password is created through the reset password link in the system generated FOCUS email.
- ✓ Once your new password has been successfully created, your old password will no longer be active.
- ✓ For security reasons, all new passwords must follow the updated guidelines listed below:
 - A. *Must contain at least one number, one upper case letter, and one lower case letter.*
 - B. *Must be between 8 and 32 characters in length.*
 - C. *Special characters are not allowed, and the password is case sensitive.*
 - D. *Must not be the same as the past 6 saved passwords.*

1. On the FOCUS Login page, click the **Forgot Password link**. (Image 3)

Image 2



2. Enter in the FOCUS user's **Email Address**, and then click the **[Submit] button**. (Image 4)

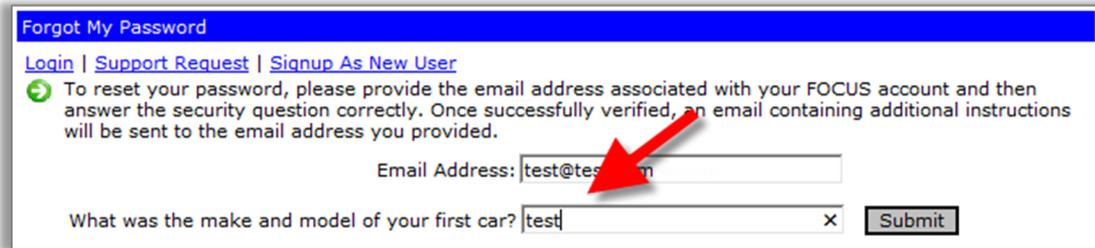
Image 4



3. Enter in the FOCUS user's **Email Address**, and then click the **[Submit]** button. (Image 5)

NOTE: If the security questions & answers for the FOCUS account have not been previously set up by the user, the *Forgot Password* process will not work for the provided email.

Image 5



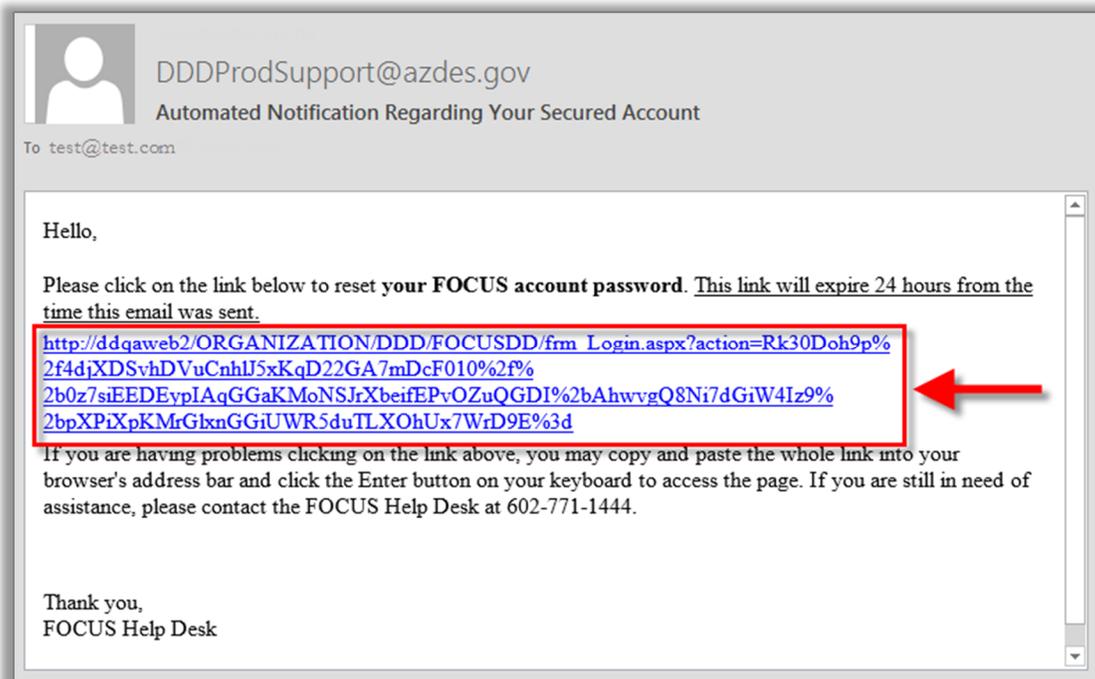
4. Verify the confirmation message displayed on the *Forgot Password* page. (Image 6)

Image 6



5. Open the automated email and click on the link inside. (Image 7)

Image 7



6. Enter in a **New Password** according to the guidelines listed in the light blue box. (Image 8)
7. Enter in the same password in the **Re-Enter New Password** field. (Image 8)
8. Click the **[Change Password]** button. (Image 8)

Image 8

Change Password

(* Required information)

To change your password, fill out the information below. Once your password has been successfully changed, you will receive an email confirming the change.

Your new password must contain at least one number, one upper case letter, and one lower case letter. It must be between 8 and 32 characters in length. Special characters are not allowed, and the password is case sensitive. You may not use the same password as the past 6 saved passwords.

* New Password :

* Re-Enter New Password :

- If the password is acceptable and the entries match, you will see a confirmation message on the screen. At this point, your new password is active and the old password is no longer active. (Image 9)

Image 9

Change Password

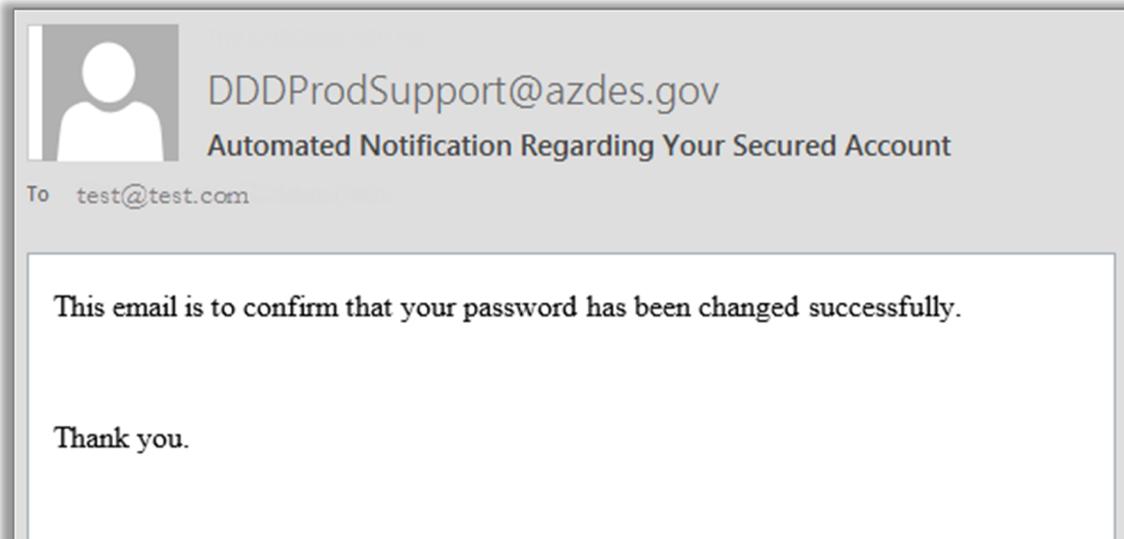
Your password has been changed successfully.

(* Required information)

To change your password, fill out the information below. Once your password has been successfully changed, you will receive an email confirming the change.

- The user will receive a confirmation email informing them of the password change. (Image 10)

Image 10



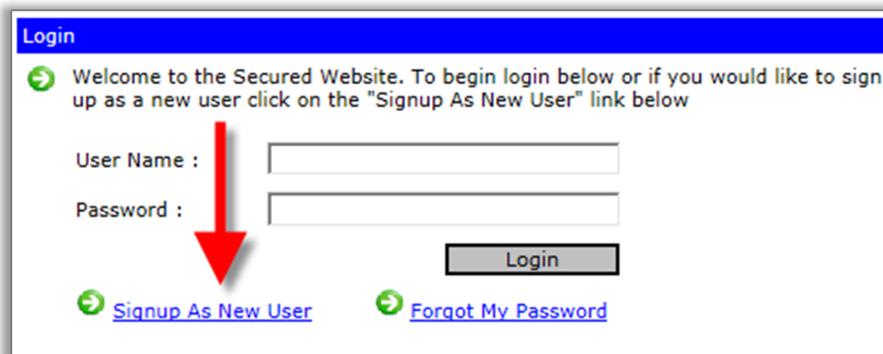
III. CREATE A NEW FOCUS USER ACCOUNT

IMPORTANT

- ✓ In this document and in the FOCUS system, the word '**Vendor**' may be substituted for the word '**Provider**' and visa-versa. In this system, they mean the same thing.
- ✓ A FOCUS user account grants access to the FOCUS provider management system which houses various DES computer applications.
- ✓ Creating a FOCUS account does not create a vendor (provider) account. A vendor (provider) account is created inside the FOCUS system.
- ✓ A FOCUS account requires a unique User Name. The User Name must also be between 8 and 20 characters, without symbols.
- ✓ A FOCUS account requires a unique Email Address. The email must be in a standard email format. (i.e. – test@test.com)
- ✓ For security reasons, all passwords must follow the updated guidelines listed below:
 - A. *Must contain at least one number, one upper case letter, and one lower case letter.*
 - B. *Must be between 8 and 32 characters in length.*
 - C. *Special characters are not allowed.*
 - D. *The password is case sensitive.*
 - E. *Must not be the same as the past 6 saved passwords.*
- ✓ The signup process will check the provided address for validation through the United States Postal Service. The system will make recommendations if the given address is not found in the USPS database. You may also submit the address as is.
- ✓ To guard against automated programs attempting to access the website, FOCUS uses a security step which requires the user to manually enter in a computer generated code.
- ✓ You must verify the email through the automated notification email after signing up within 24 hours or your FOCUS account will be removed and you will have to sign up again.

1. On the FOCUS Login page, click the **Signup As New User** link. (Image 11)

Image 11



2. Complete all of **required fields**, and then click the **Submit button**. (Image 12)

Image 12

Signup As New User

[Login](#) | [Support Request](#) | [Forgot Password](#)

➔ To sign up as a new user, fill out the information below and click the "Submit" button. Once your information has been successfully submitted, you will receive an email, at the email address provided below, confirming your submission.
(* Required information)

Your new password must contain at least one number, one upper case letter, and one lower case letter. It must be between 8 and 32 characters in length. Special characters are not allowed, and the password is case sensitive. You may not use the same password as the past 6 saved passwords.

* First Name :

* Last Name :

* User Name: (Min. 8 chars, Max. 20 chars)

* Password : (Min. 8 chars, Max. 32 chars)

* Re-Enter Password :

* Email : X

* Address :

* City :

* State : ▼

* Zip :

* Phone :

For security purposes, please enter your code in the text box.

This technique prevents automated programs from using this website.

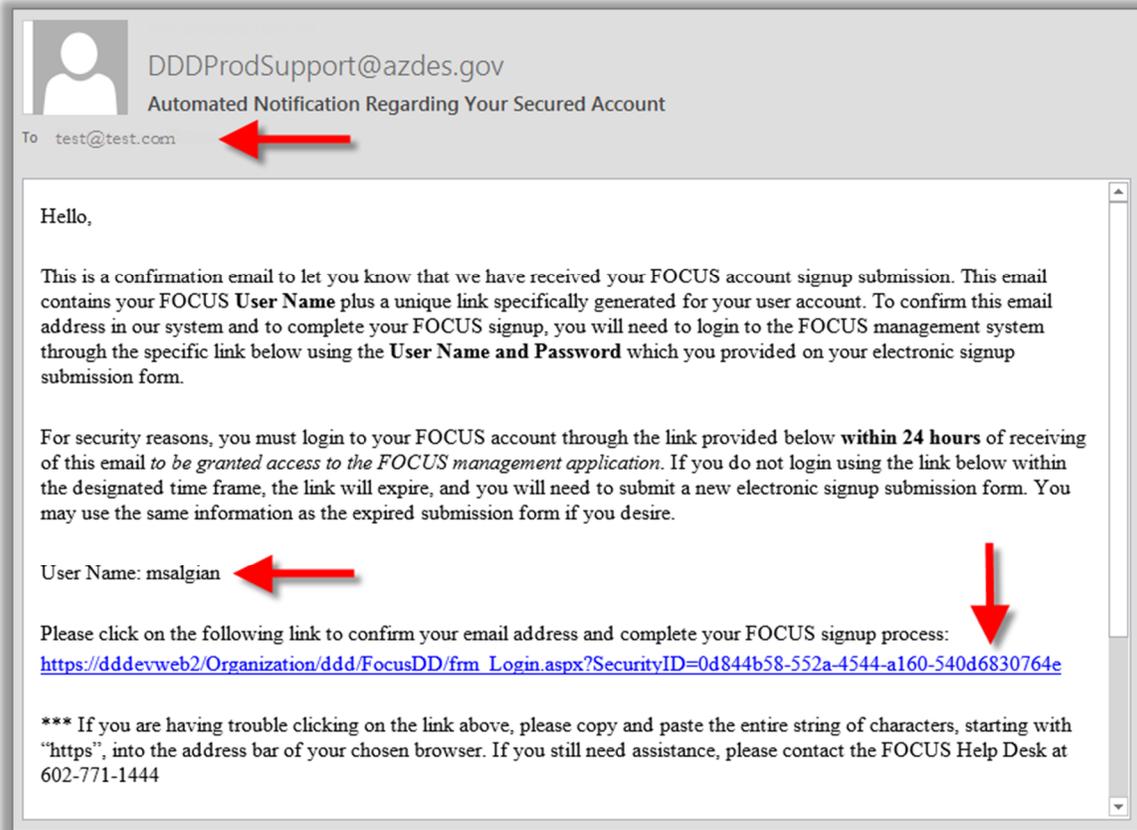
Your code is:

Enter your code here:

3. Open the email sent to the e-mail address provided on the sign up screen.
4. Click the **URL link** provided in the body of the automated email from DDD. (Image 13)

NOTE: If clicking the link does not work, copy the entire URL address, which starts with "https:", and paste it into your browser's address bar, then press the 'Enter' key on your keyboard.

Image 13



5. Enter in the credentials created on the sign up page, and then click the **[Login]** button. (Image14)

Image 14



- Choose 3 different **security questions** and provide 3 **security answers** to each question and then click the **[Save Questions] button**. (Image 15)

Image 15

- ➔ Once you have successfully signed up and completed the Security Question and Answers, you will be taken to the Main Menu of your new FOCUS account. The next step is to either Create a New Vendor 'Provider' Account, or request access to an Existing Account. (Image 16)

Image 16

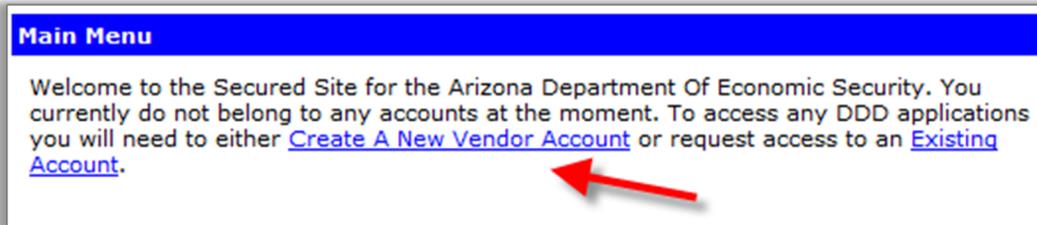
IV. CREATE A NEW VENDOR 'PROVIDER' ACCOUNT

IMPORTANT

- ✓ In this document and in the FOCUS system, the word '**Vendor**' may be substituted for the word '**Provider**' and visa-versa. In this system, they mean the same thing.
- ✓ A vendor account is different from a FOCUS user account. The vendor account contains the user's Tax Identification Number (TIN).
- ✓ The TIN used to create a vendor account may be a Social Security Number (SSN) or an Employee Identification Number (EIN).
- ✓ Only 1 vendor account per TIN is allowed in the FOCUS system.
- ✓ If the TIN used to create a new vendor account is already in the system, and the current vendor account already has an Admin associated with it, then the user will be directed to request access to the current vendor account with the given TIN.
- ✓ If the TIN used to create a new vendor account is already in the system, and the current vendor account DOES NOT have an Admin associated with it, then the user will be given the option of assigning themselves as the Admin.
- ✓ A single FOCUS user account may have multiple vendor accounts associated to it.
- ✓ A single Vendor account may have multiple applications within the account. The admin of the vendor account may add and remove applications and users within the vendor account.

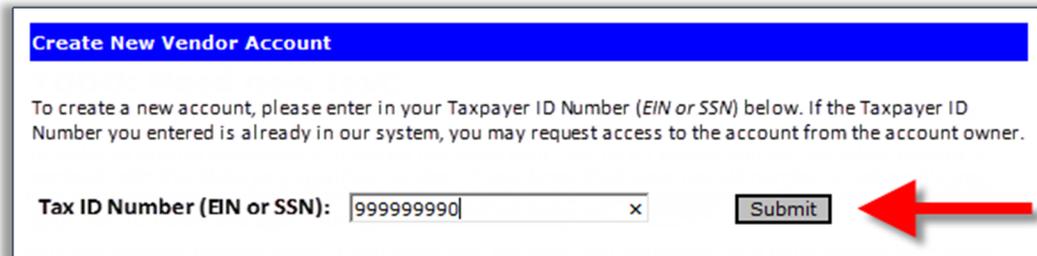
1. Click on the **Create A New Vendor Account** link. (Image 17)

Image 17



2. Enter in a 9 digit **Tax ID Number (EIN or SSN)**, and then click the **[Submit]** button. (Image 18)

Image 18



3. Enter in an **Account Name** and a **Vendor Name**, and then click the **[Submit]** button. (Image 19)

Image 19

Create New Vendor Account - Account Details

* = Required Item

FEI# or SSN: 999999990 *

Contact First Name: Test *

Contact Last Name: Tester *

Account Name: Test Account *

Vendor Name: Test Vendor *

Contact Phone: (602) 602 - 0000 *

Vendor Email: test@test.com x *

4. On the Main Menu, click **ADMIN TOOLS**. (Image 20)

Image 20

Main Menu [Edit My Profile](#) [Change Email](#) [Change Password](#) [Change Security Questions](#) [Create New Vendor Account](#) [Request Account Access](#) [About Account](#)

Test Tester
-> LOGOUT

Account: Test Account

Announcements
No announcements at this time.

Main Menu

- User Applications
 - ADMIN TOOLS**
Allows the editing of user roles and permissions for all applications of this account.
- Global Applications
No Global Applications Available.

5. Locate the Users search box. Enter the last name of the user created in the **Search For** field and click the **[Search]** button. (Image 21)

Image 21

Homepage

Test Tester | Account: [Test Account](#)

Applications (1) Available Applications Requests (0)

USER TOOLS
This system is the starting point at which all users who have signed up to access Secured accounts will begin. All valid users can access this area by default.
Current Status: **Online**
[Roles Users\(1\)](#)

Users (1)

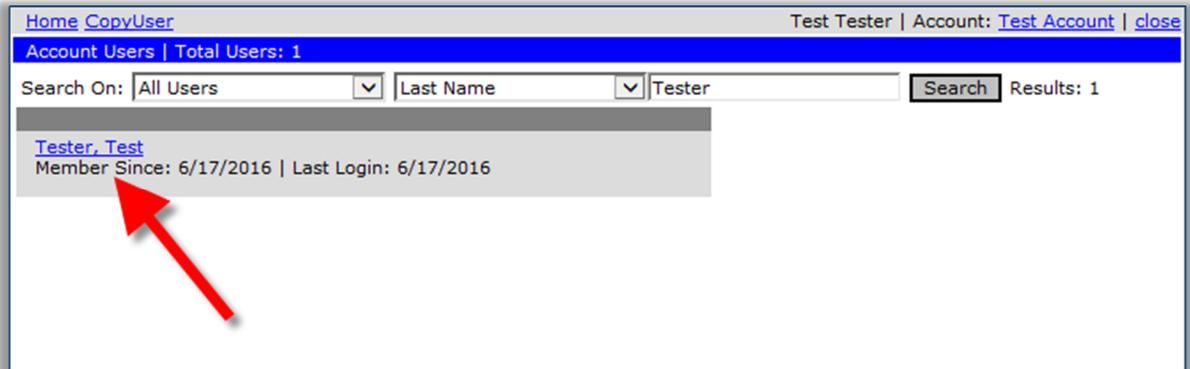
Search On: Last Name

Search For: Tester

[Copy User](#)

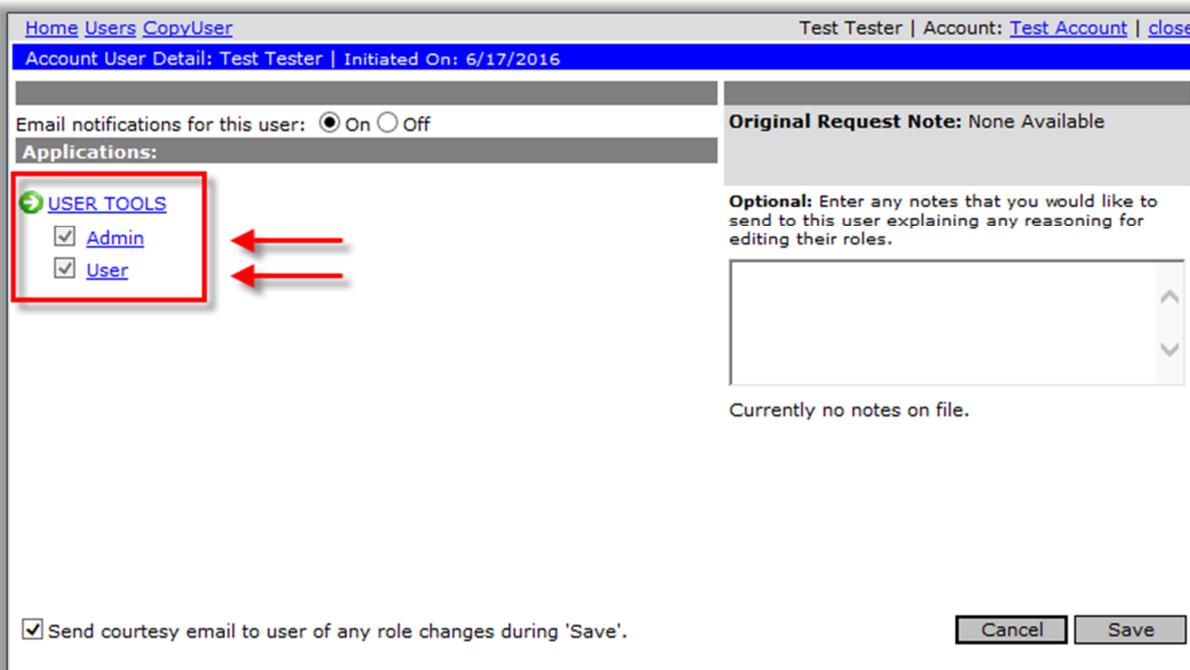
6. Click on the user's **hyperlink name**. (Image 22)

Image 22



7. Verify the **Admin** and the **User** role for the newly created vendor account. (Image 23)

Image 23



→ The newly created FOCUS Admin user account now has the ability to add and remove user roles as well as add and remove applications.

V. REQUEST ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

- ✓ You may only request access to vendor 'provider' accounts which have at least 1 Admin.
- ✓ Requesting account access only sends the request to the admin of the intended account. The admin of the requested account must still manually grant the user access.
- ✓ Only 1 request per account is allowed. While the request is pending a decision from the account admin, additional requests to the same account will not be allowed.
- ✓ If the user's request is granted, additional requests by the user to the same account will not be allowed.
- ✓ If the user's request is denied, the user is free to create a new request for the account.
- ✓ There are 2 possible scenarios in getting to the Request Access To Existing Account page.
 - A. *If the new FOCUS user HAS NOT created a vendor account*
 - B. *If the returning FOCUS user HAS a current vendor account*

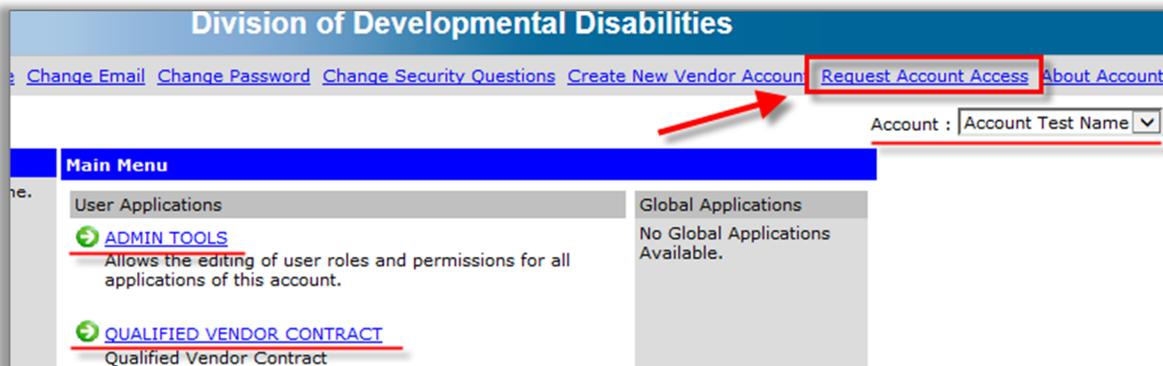
1. **A:** On the **Main Menu** page, click on the **Existing Account** link or on the **Request Account Access** link. (Image 24)

Image 24



1. **B:** On the **Main Menu** page, click on the **Request Account Access** link. (Image 25)

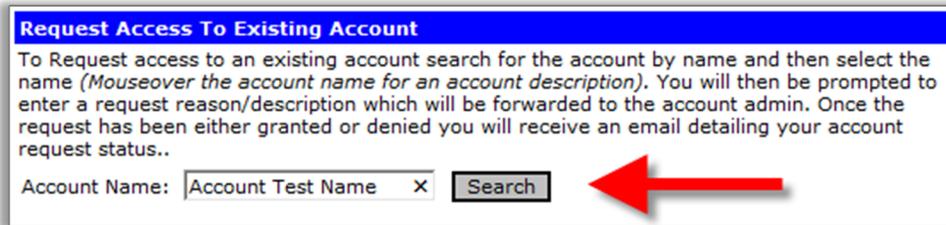
Image 25



2. Enter in the **vendor account name** that you would like to request access for, and then click the **[Search] button**. (Image 26)

NOTE: If the vendor account name exists in our system, the name will be displayed as a link. If the vendor name does not exist, a message will be displayed.

Image 26



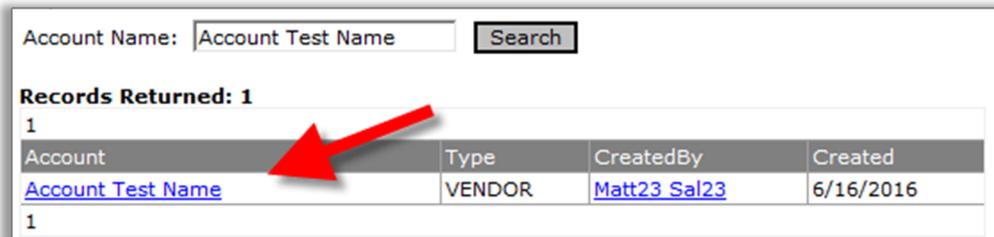
Request Access To Existing Account

To Request access to an existing account search for the account by name and then select the name (*Mouseover the account name for an account description*). You will then be prompted to enter a request reason/description which will be forwarded to the account admin. Once the request has been either granted or denied you will receive an email detailing your account request status..

Account Name:

3. Click on the **name link** of the vendor account. (Image 27)

Image 27



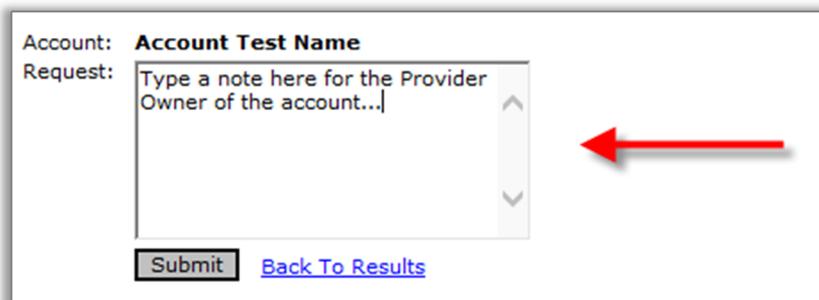
Account Name:

Records Returned: 1

1	Account Test Name	VENDOR	Matt23 Sal23	6/16/2016
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4. Add a request note and click the **[Submit] button**. (Image 28)

Image 28



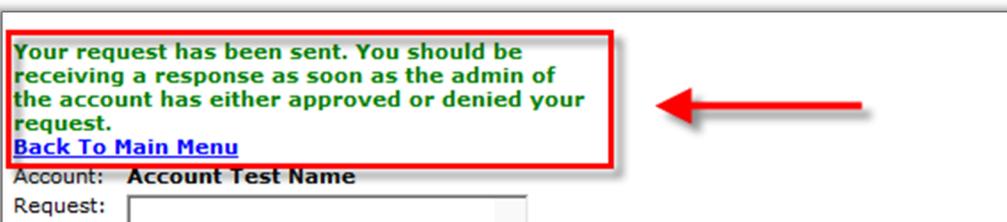
Account: **Account Test Name**

Request:

[Back To Results](#)

5. A **confirmation message** will be displayed immediately on the screen. (Image 29)

Image 29



Your request has been sent. You should be receiving a response as soon as the admin of the account has either approved or denied your request.

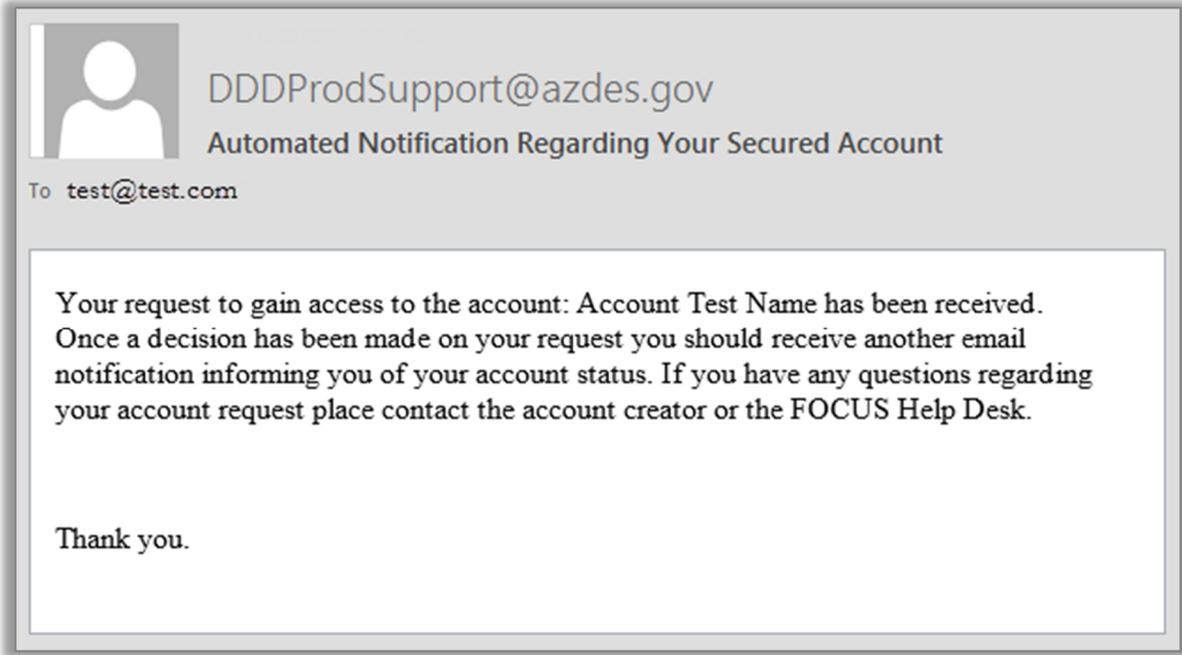
[Back To Main Menu](#)

Account: **Account Test Name**

Request:

6. A **confirmation email** is sent to the requesting user's email address. (Image 30)

Image 30



7. A **confirmation email** is also sent to the requested account's email address. (Image 31)

Image 31



VI. GRANT ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

- ✓ Only the admin(s) of the vendor account is/are able to see the access request in their FOCUS account and grant access to the vendor account.
- ✓ Once access has been granted, the requesting user will be automatically assigned the User role in the vendor account.
- ✓ Once the user's request is granted, additional requests by the user to the same account will not be allowed.

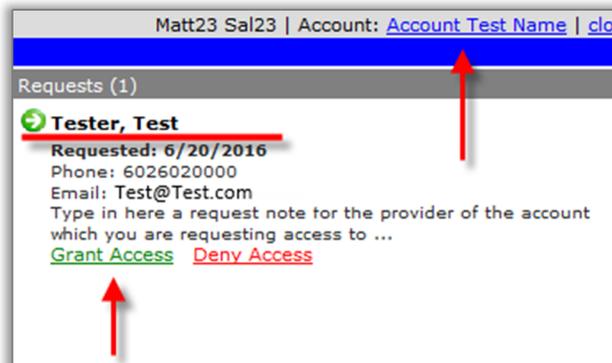
1. On the **Main Menu** of the requested administrator's vendor account, click on the **ADMIN TOOLS** link to access the account's Request section. (Image 32)

Image 32



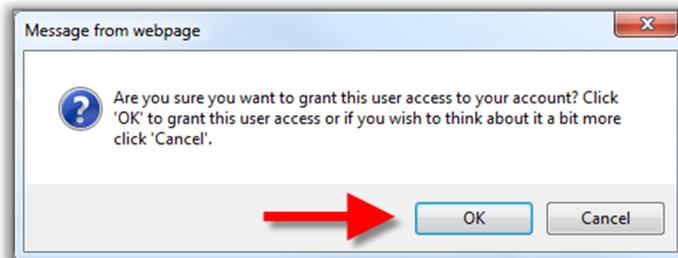
2. Locate the request in the Request section and click on the **Grant Access** link. (Image 33)

Image 33



3. Click the **[OK]** button. (Image 34)

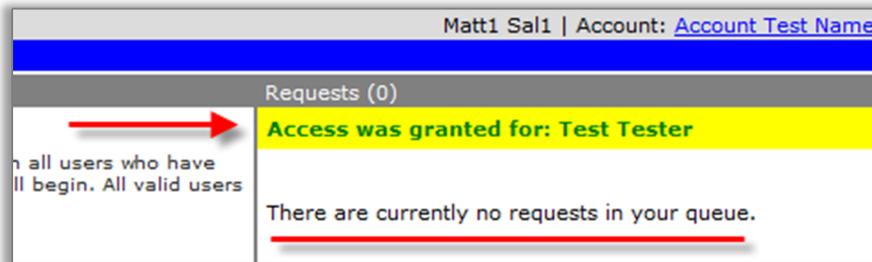
Image 34



4. A **confirmation message** is displayed in the requested account's Requests section. (Image 35)

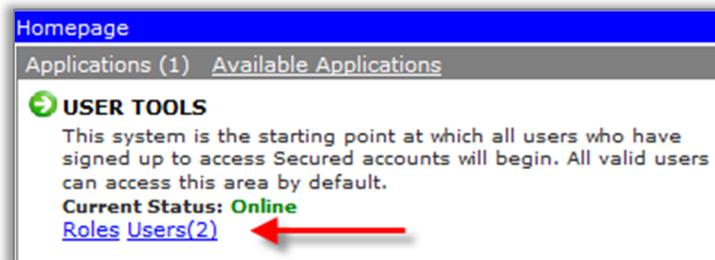
NOTE: The user's request has been removed from the vendor account.

Image 35



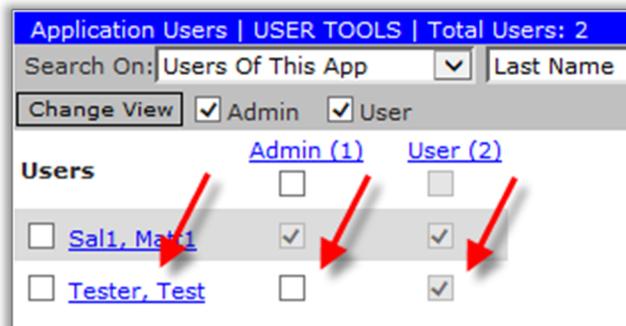
5. Click on the **Users** link under **USER TOOLS** of the requested account's Homepage. (Image 36)

Image 36



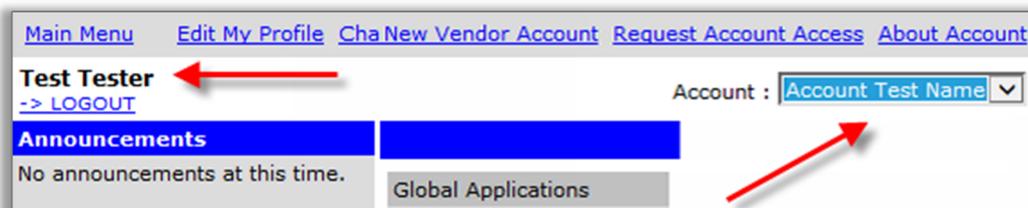
6. Confirm that the newly added user is on the Users list for the requested account. (Image 37)

Image 37



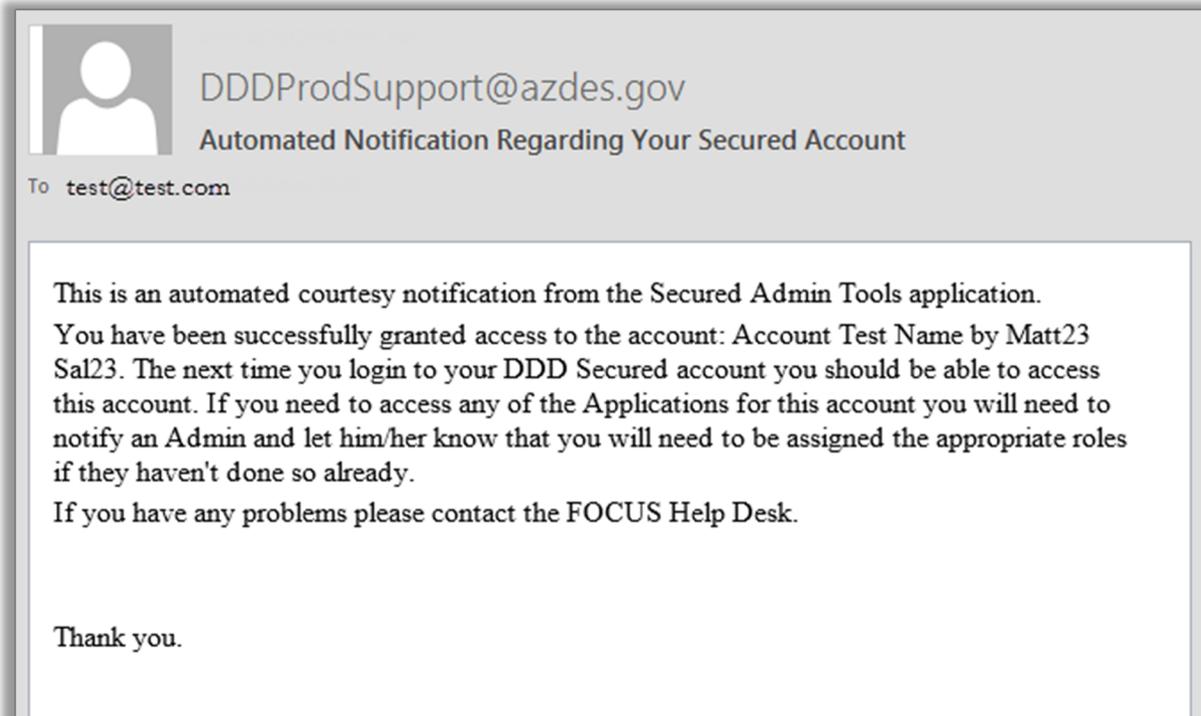
7. If you access the requesting user's account, notice the vendor account is listed. (Image 38)

Image 38



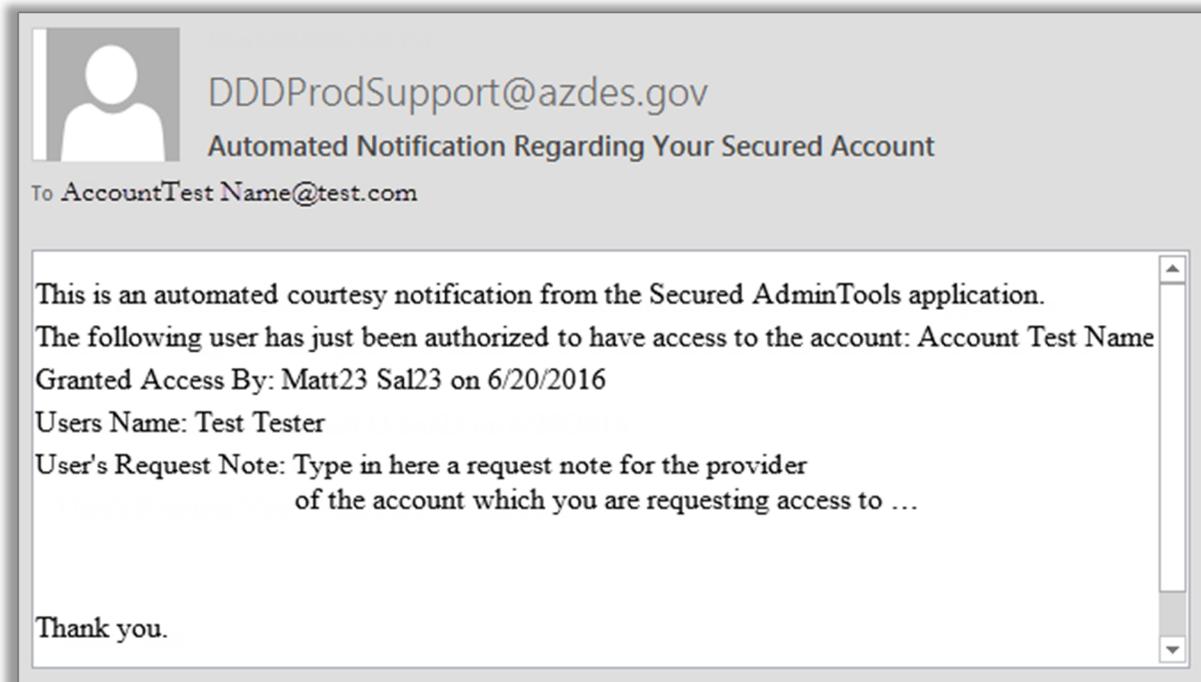
8. A **confirmation email** is sent to the requesting user's email address. (Image 39)

Image 39



9. A **confirmation email** is sent to the requested account's email address. (Image 40)

Image 40



VII. DENY ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

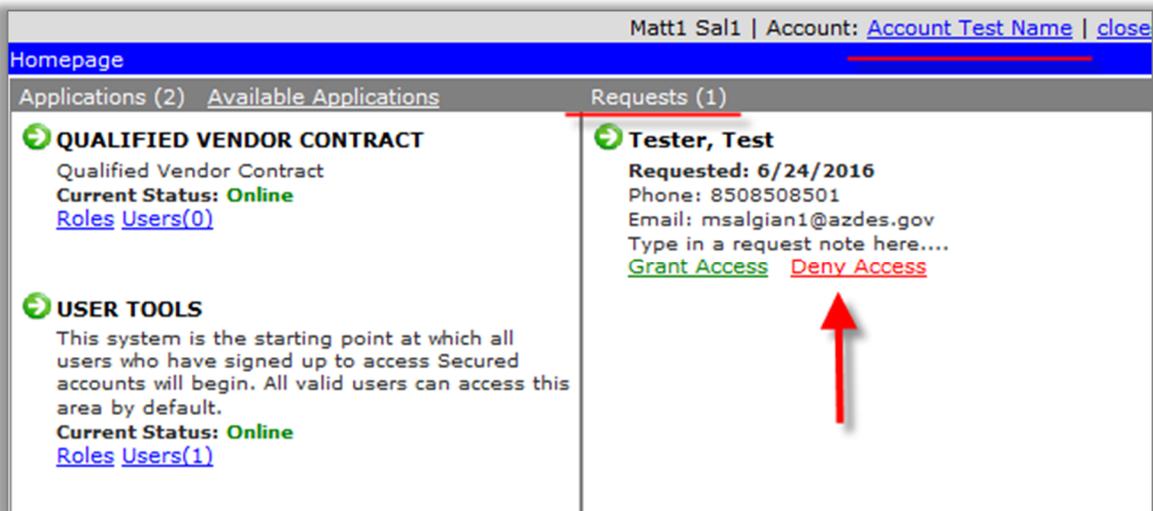
- ✓ Only the admin(s) of the vendor account is/are able to see the access request in their FOCUS account and deny access to the vendor account.
 - ✓ Once access has been denied, the requesting user will be free to create a new request for access to the vendor account.
 - ✓ The requesting user will receive an automated notice via email of the denial of their request for access.
1. On the **Main Menu** of the requested administrator's vendor account, click on the **ADMIN TOOLS** link to access the account's Request section. (Image 41)

Image 41



2. Locate the request in the Request section and click on the **Deny Access** link. (Image 42)

Image 42



3. Enter in a deny note and then click the **[Submit] button**. (Image 43)

Image 43

Deny Access For Test Tester

Please provide an explanation as to why you have decided to deny access for this user. This will be forwarded to the requestor and any other Admins via email for courtesy notification.

Type in here a deny note to the user requesting access to your account...

Cancel Submit

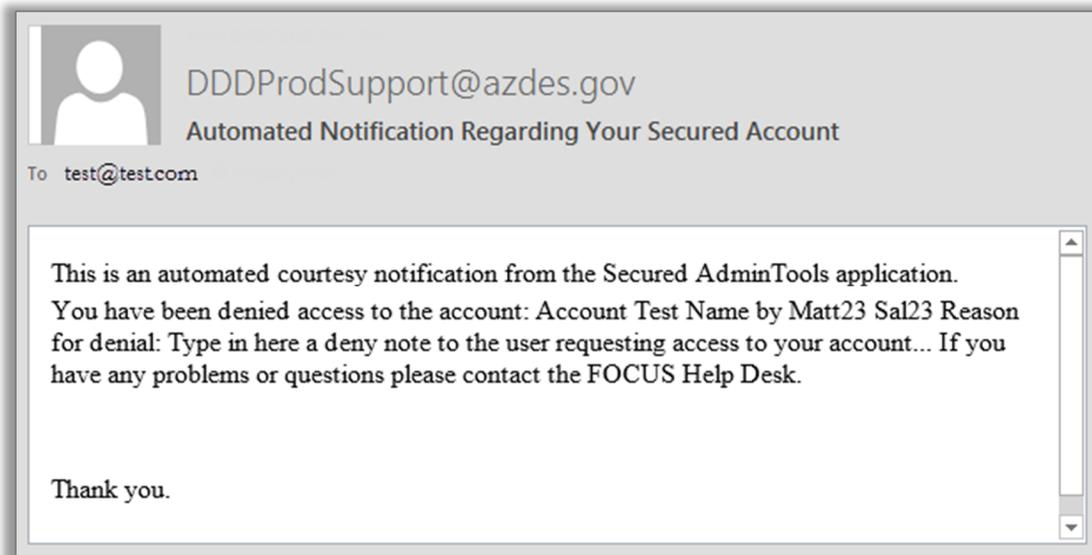
4. A **confirmation message** is displayed in the administrator's Requests section and the user's request is removed from the section. (Image 44)

Image 44



5. A **confirmation email** is sent to the requesting user's email address. (Image 45)

Image 45



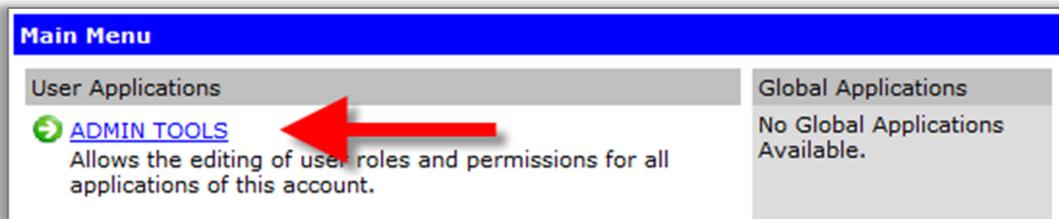
VIII. REMOVE ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

- ✓ Only the admin(s) of the vendor account is/are able to remove a user's access from a vendor account.
- ✓ Once access has been removed, the user will be free to create a new request for access to the vendor account.
- ✓ Once the user has been removed, access to all of the application that the user was assigned roles in, will also be removed for the user.

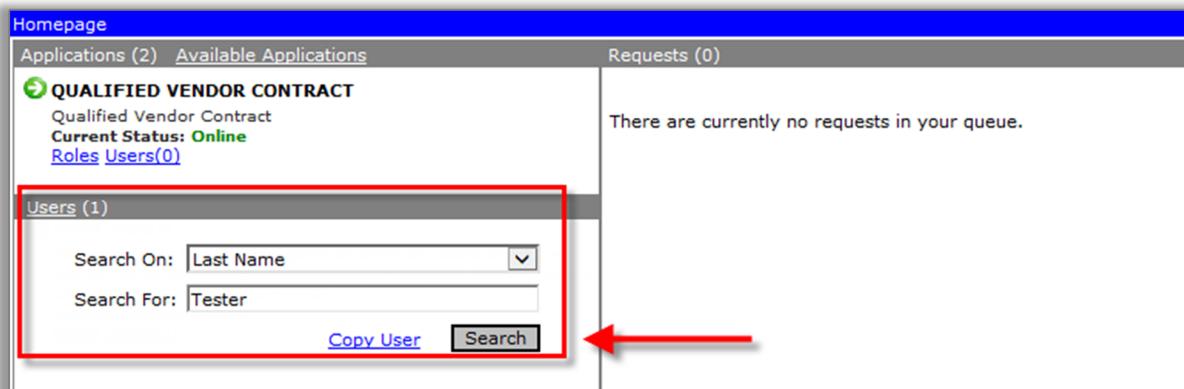
1. On the **Main Menu** of the admin's vendor account, click on the **ADMIN TOOLS** link. (Image 46)

Image 46



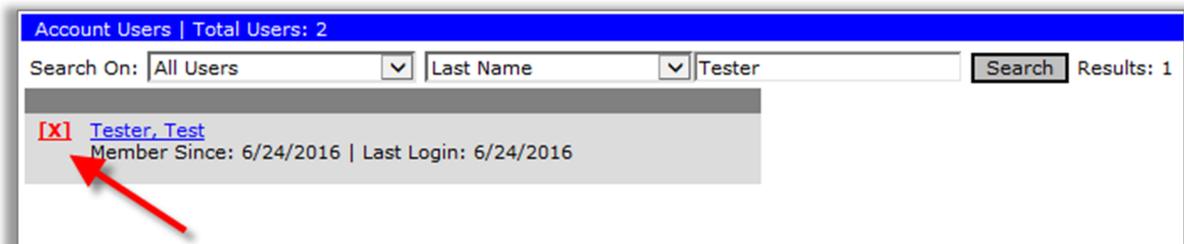
2. Enter in a name in the 'Search For' field and then click the [Search] button. (Image 47)

Image 47



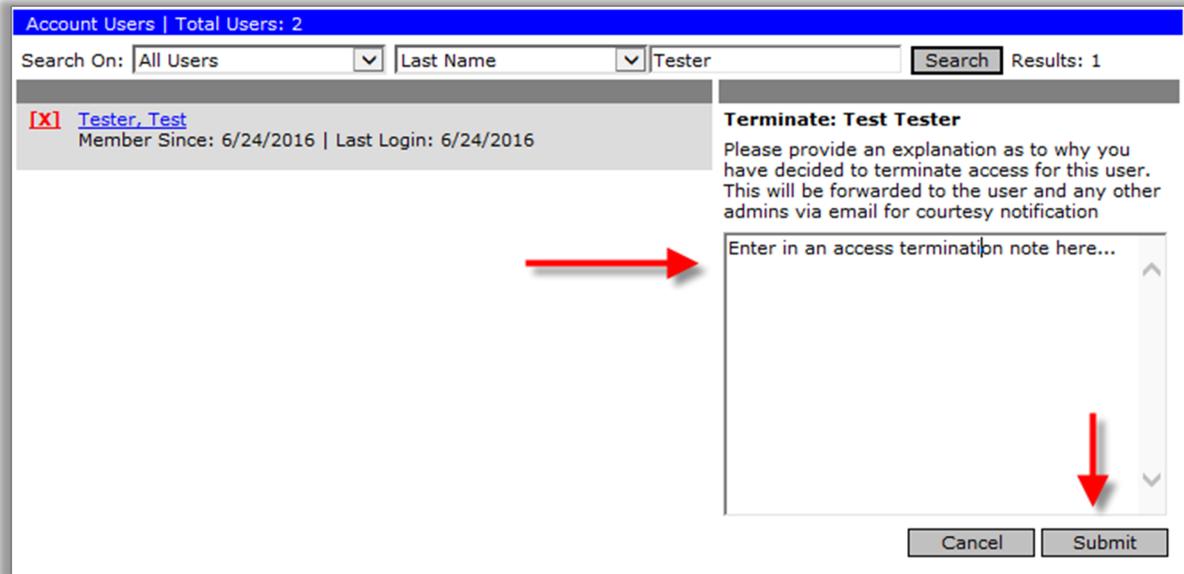
3. Click on the red [X] just to the left of the selected user. (Image 48)

Image 48



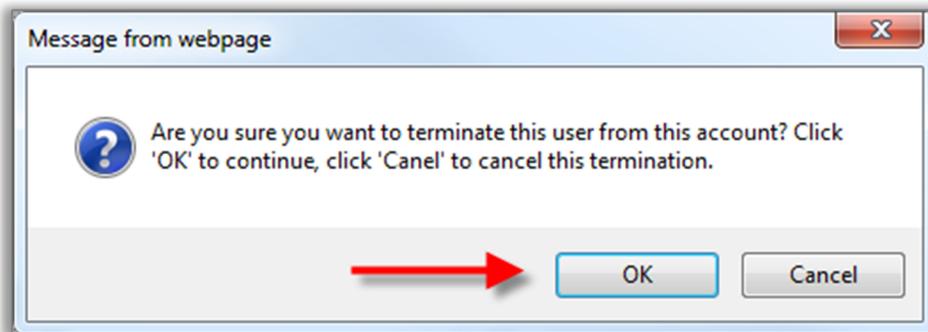
4. Enter in an **access termination note** and then click the **[Submit]** button. (Image 49)

Image 49



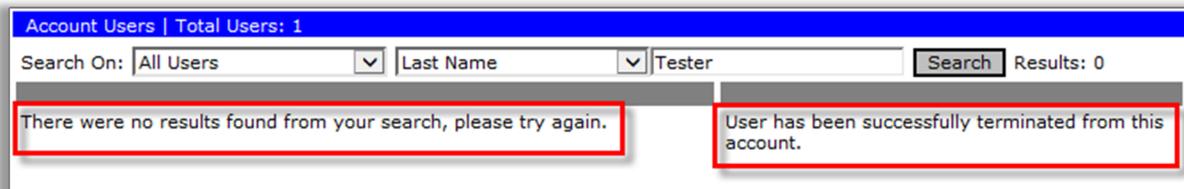
5. On the **confirmation window**, click the **[OK]** button. (Image 50)

Image 50



- A confirmation message is displayed on the Account Users page and the search results show that the user is no longer found in the application. (Image 51)

Image 51



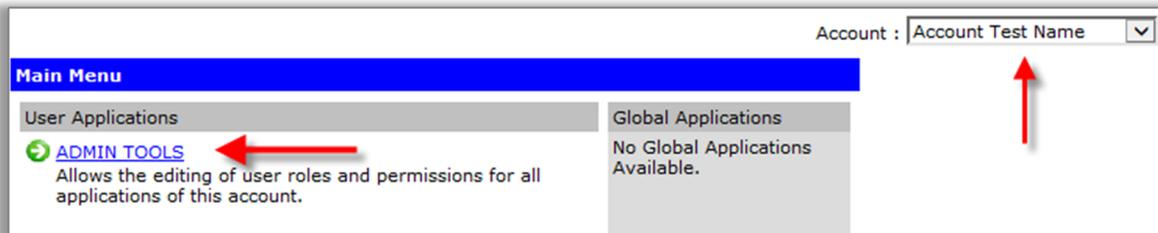
IX. ADD A NEW USER TO AN APPLICATION WITHIN A VENDOR ACCOUNT

IMPORTANT

- ✓ In order to be added to any application in a vendor account, the intended user must have already been granted access to the vendor account by the account admin.
- ✓ Only a user with the admin role for the vendor account has the ability to add a new user to applications within the vendor account.
- ✓ Once a user is assigned a role in the application by the vendor account admin, the application link will become available to the user on the Main Menu of the user's FOCUS account.
- ✓ Once a user is added to an application within an account, the user is unable to be removed from the application, unless the user's vendor account, not FOCUS account, access is terminated.

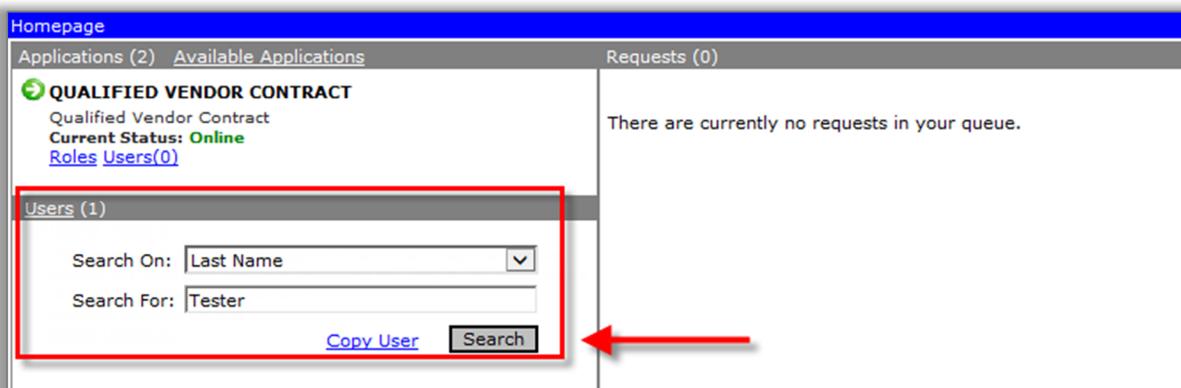
1. On the **Main Menu** page of the Owner's vendor account, click the **ADMIN TOOLS** link. (Image 52)

Image 52



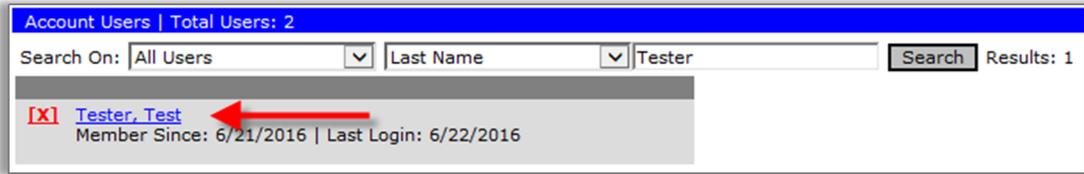
2. In the **Users** section at the bottom of the **Homepage**, enter in the desired user **name** corresponding to the Search On filter, and then click the **[Search]** button. (Image 53)

Image 53



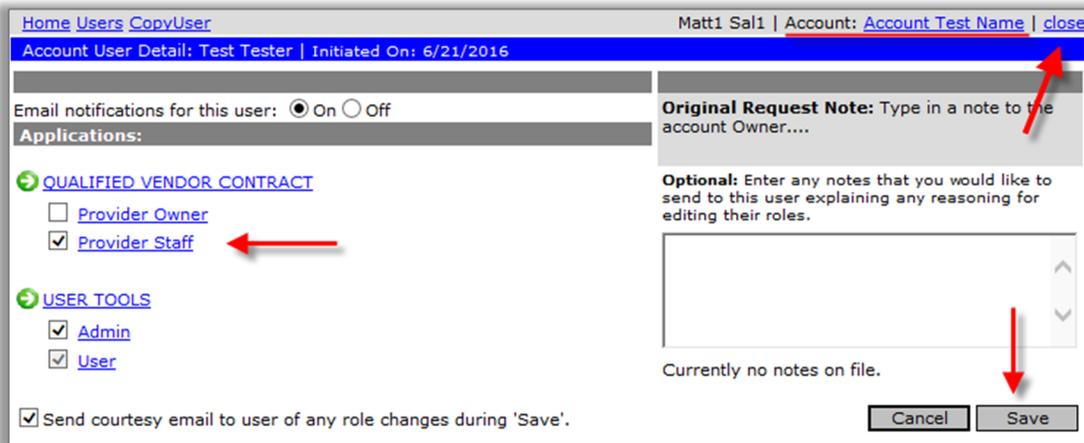
- Click on the **user's name link**. (Image 54)

Image 54



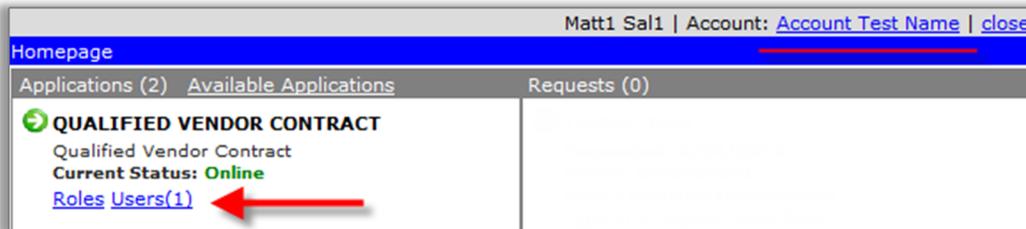
- Select each **checkbox** next to the intended role(s), then click **[Save] button**. (Image 55)

Image 55



- On the vendor account **Homepage**, click the **Users(#)** link for on the application. (Image 56)

Image 56



- You can verify that the user's role has been assigned to the application. (Image 57)

Image 57



- If you were able to open to the new user's FOCUS account, the application, which they were just given a role in, is available under *their* FOCUS account **Main Menu page**, for the given vendor account. (Image 58)

Image 58



- If the user is granted the Admin role under **USER TOOLS**, which is the FOCUS account's administrative application, then the user would have the **ADMIN TOOLS application** displayed and available on *their* **Main Menu page** for the given vendor account. (Images 59 & 60)

Image 59

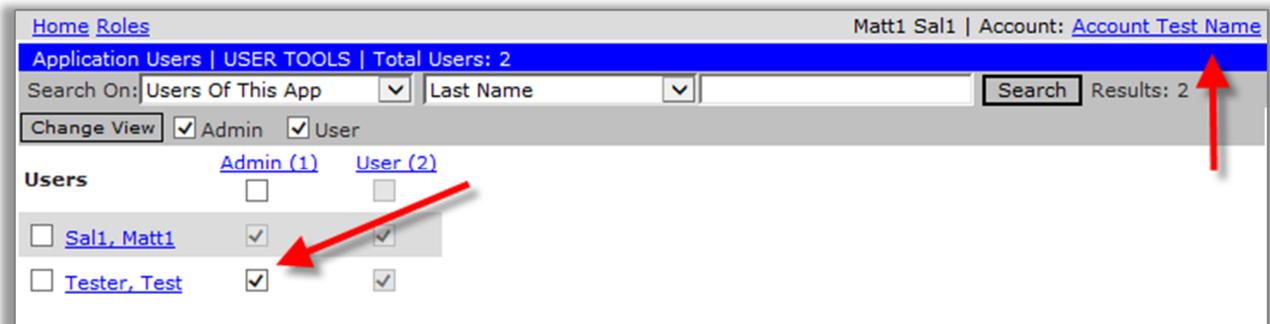
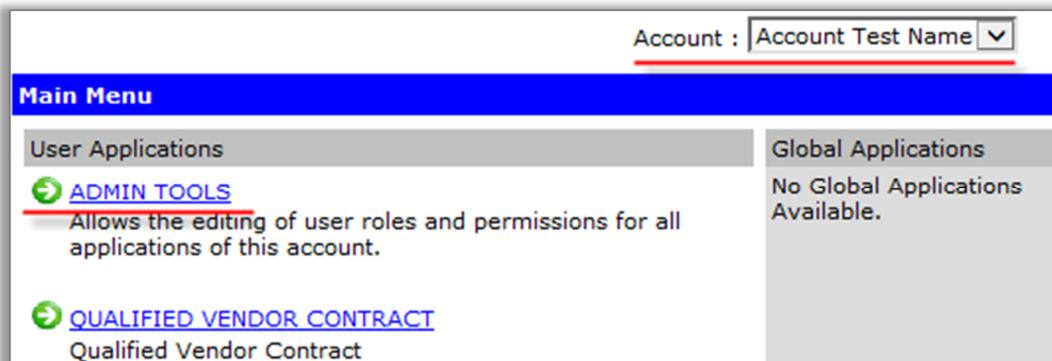
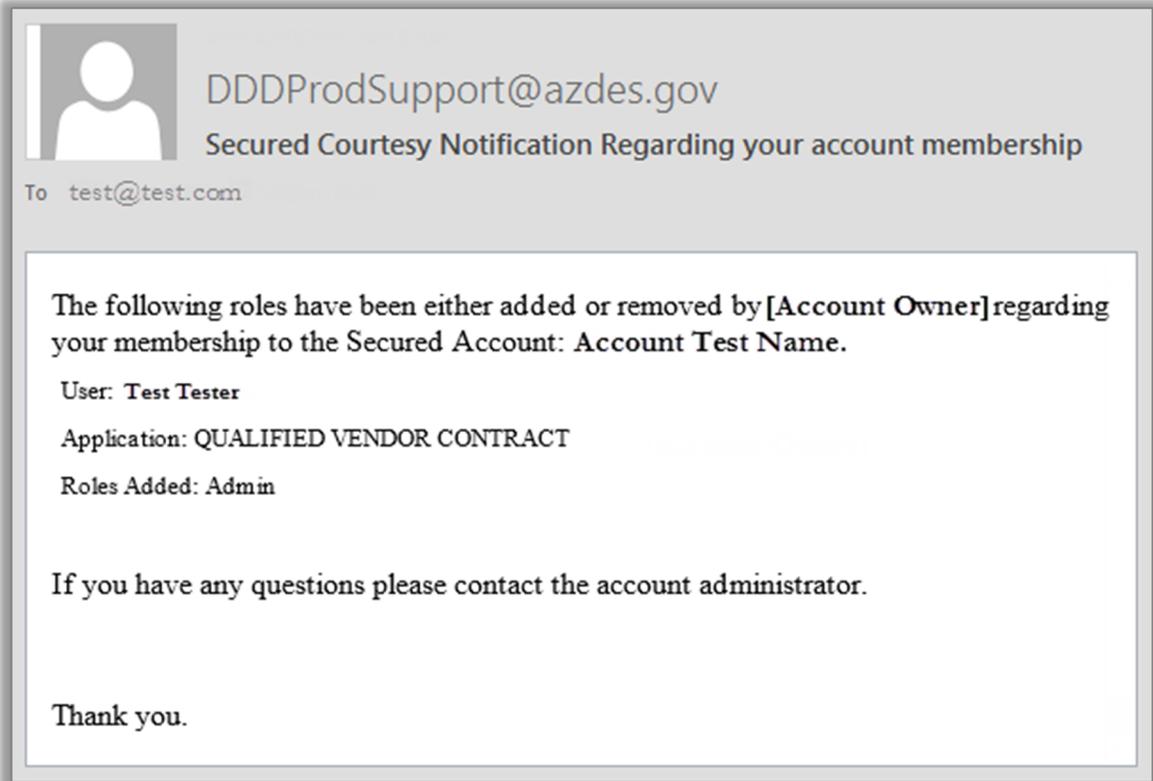


Image 60



9. An automated notification email is sent to the user who has been granted the role. (Image 61)

Image 61

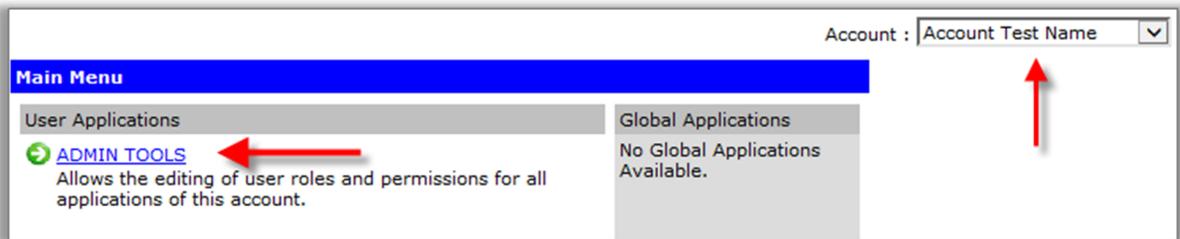


X. MODIFY A USER'S ROLE IN AN APPLICATION WITHIN A VENDOR ACCOUNT

IMPORTANT

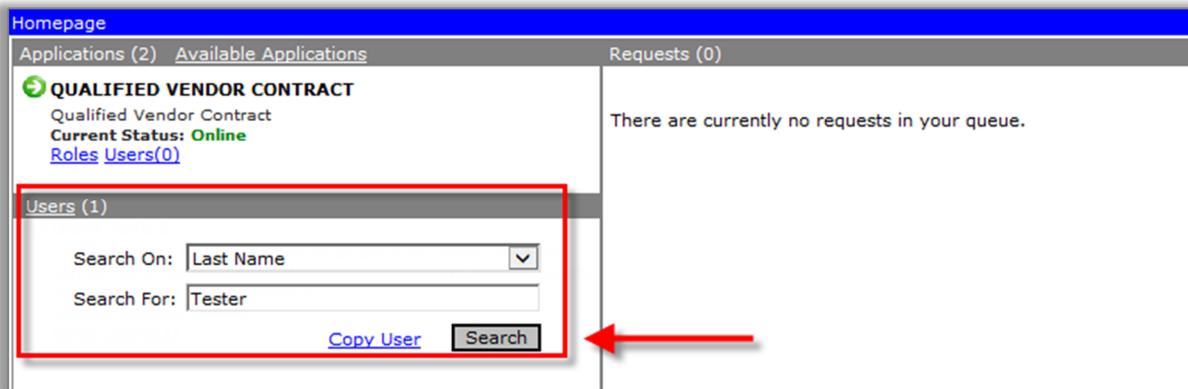
- ✓ Only the Admin role for the vendor account has the ability to modify roles for the users attached to the vendor account.
 - ✓ Changing a user's role for an application on 1 vendor account WILL NOT change the role for the same user on a different vendor account.
 - ✓ Removing all roles for a specific application will remove the selected **application link** from the user's **Main Menu page** under their FOCUS account.
 - ✓ If the user is granted the Admin role under **USER TOOLS**, then the user will have the **ADMIN TOOLS application** displayed and available on *their* **Main Menu page** for the given vendor account.
1. On the **Main Menu page** of the Owner's vendor account, click the **ADMIN TOOLS link** to open the **Homepage**. (Image 62)

Image 62



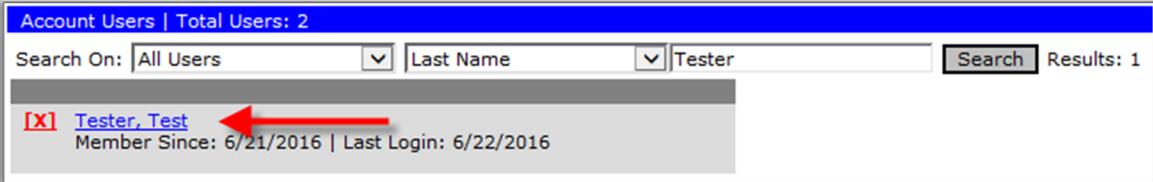
2. In the **Users** section at the bottom of the **Homepage**, enter in the desired user **name** corresponding to the Search On filter, and then click the **[Search] button**. (Image 63)

Image 63



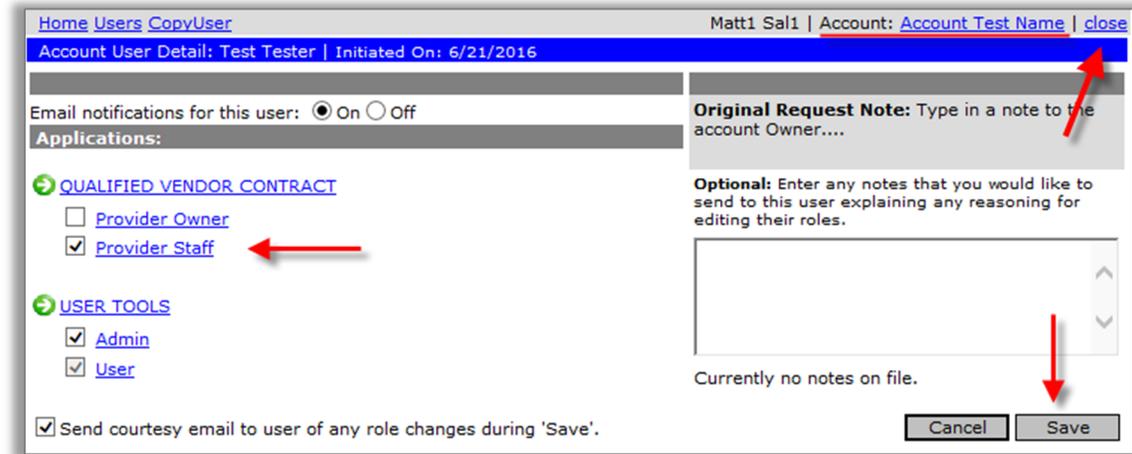
- Click on the **user's name link**. (Image 64)

Image 64



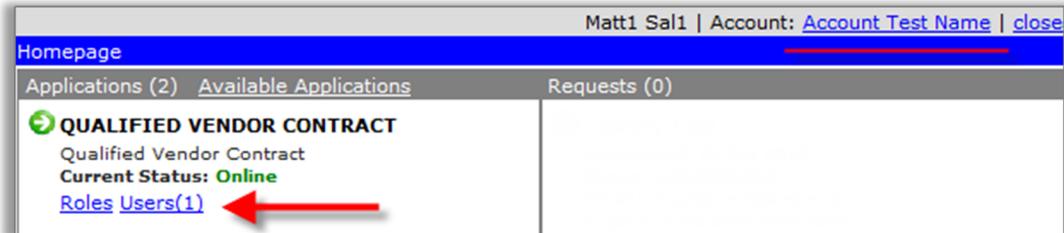
- Update the **checkboxes** next to the intended role(s), then click **[Save] button**. (Image 65)

Image 65



- On the vendor account **Homepage**, click the **Users(#)** link for on the application. (Image 66)

Image 66



- You can verify that the user's role has been updated on application. (Image 67)

Image 67



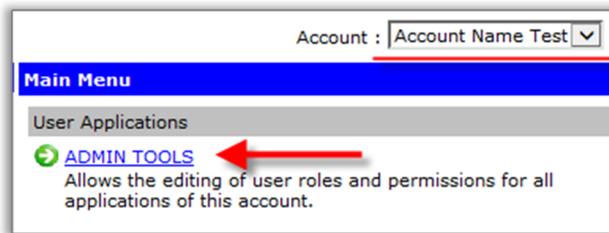
XI. REMOVE A USER FROM AN APPLICATION WITHIN A VENDOR ACCOUNT

IMPORTANT

- ✓ Only the Admin role for the vendor account has the ability to remove roles from the users attached to the vendor account.
- ✓ Removing all roles for a specific application will remove the selected **application link** from the user's **Main Menu** page under their FOCUS account.
- ✓ For users assigned to multiple vendor accounts, their roles will need to be removed from each vendor account separately.

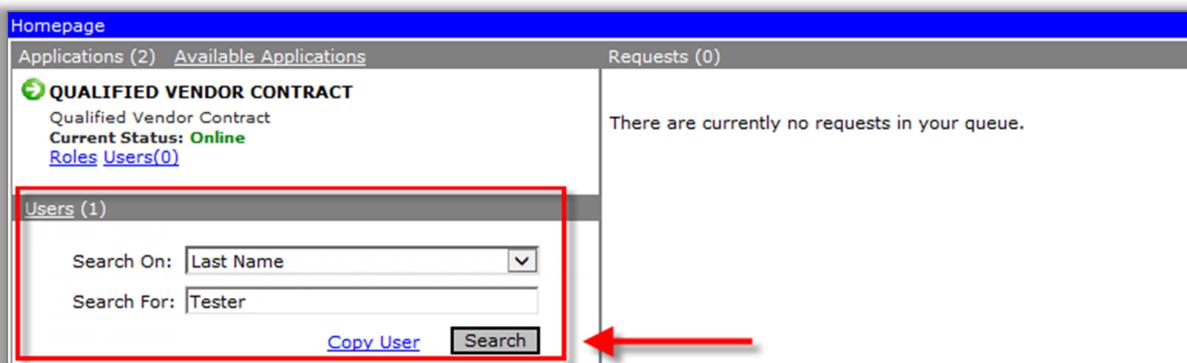
1. On the **Main Menu** page of the Owner's vendor account, click the **ADMIN TOOLS** link to open the **Homepage**. (Image 68)

Image 68



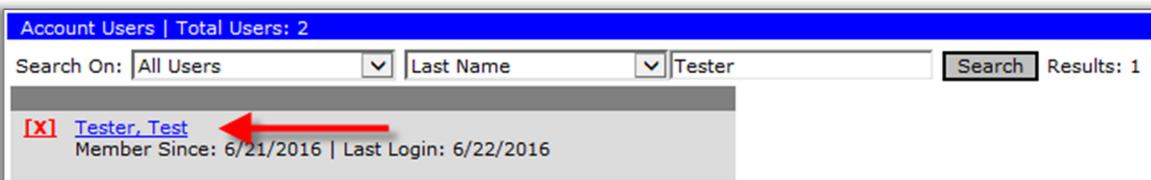
2. In the **Users** section at the bottom of the **Homepage**, enter in the desired user **name** corresponding to the Search On filter, and then click the **[Search]** button. (Image 69)

Image 69



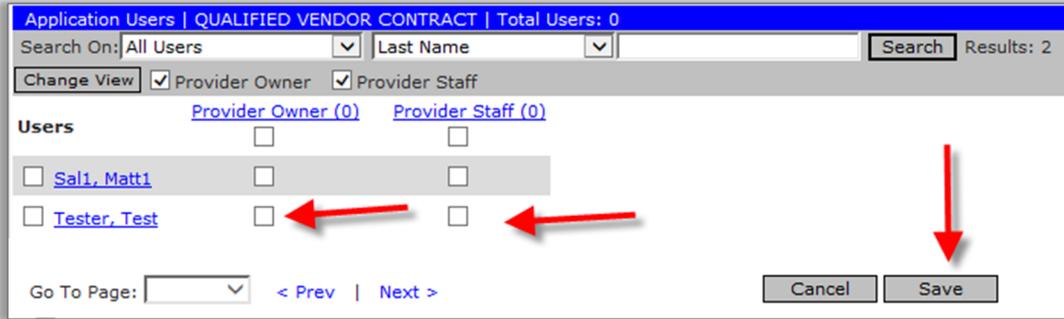
3. Click on the user's name link. (Image 70)

Image 70



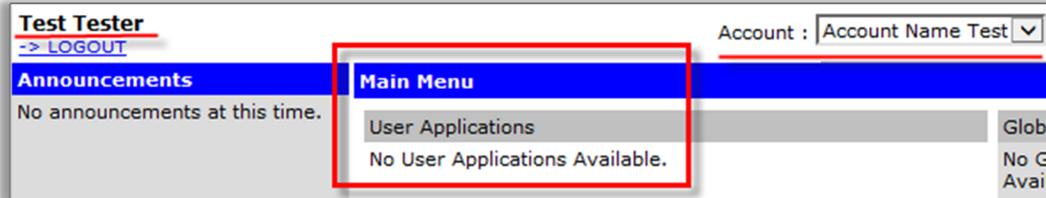
4. Uncheck all roles for the selected user and then click the **[Save] button**. (Image 71)

Image 71



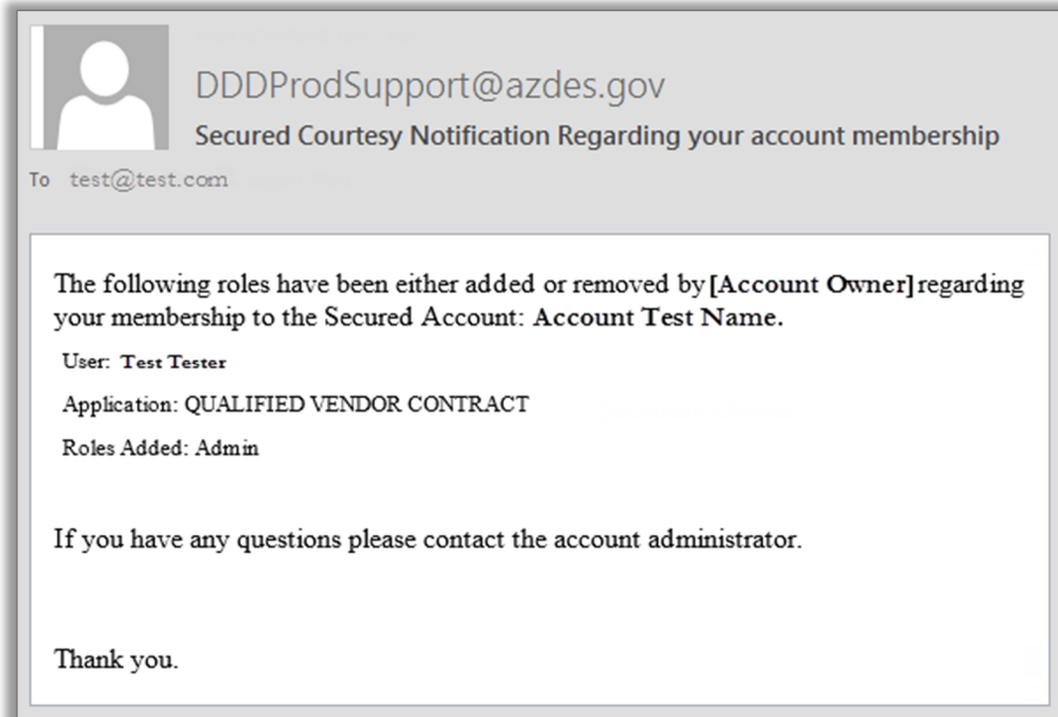
5. Since all roles for the application have been removed from the user, the user is no longer able to see the application link in their **Main Menu**. (Image 72)

Image 72



6. An automated notification email is sent to the user who has been removed the role. (Image 73)

Image 73



XII. ADD AN APPLICATION TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

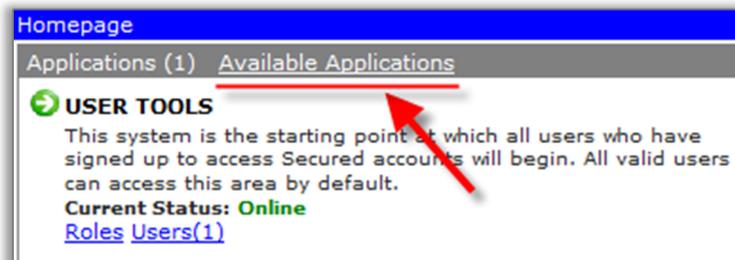
- ✓ Only a user with the **admin role** for the vendor account has the ability to add an application to the vendor account.
 - ✓ Once the application has been added, a role must be assigned to the user.
 - ✓ For users assigned to multiple vendor accounts, their roles will need to be removed from each vendor account separately.
 - ✓ Only the application that the users is authorized to access will be listed to be added.
 - ✓ The QVC application is only listed when the user has a vendor account. The QVC app will automatically be added to users who have been granted access to a vendor account with the QVC already added to it.
1. On the **Main Menu page** of the admin's vendor account, click the **ADMIN TOOLS** link to open the **Homepage**. (Image 74)

Image 74



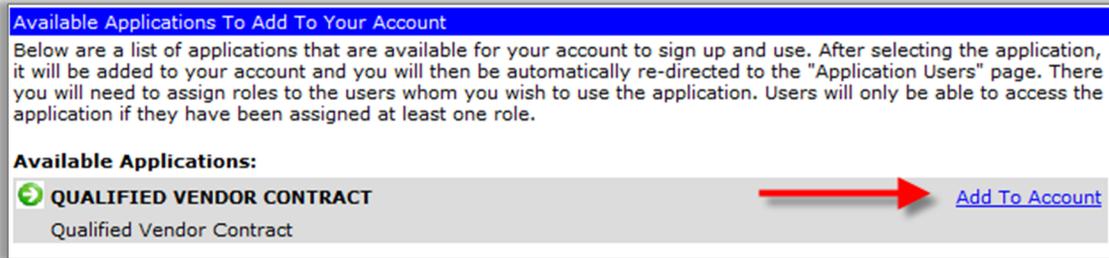
2. Click on the **Available Applications** link on the user's **Homepage**. (Image 75)

Image 75



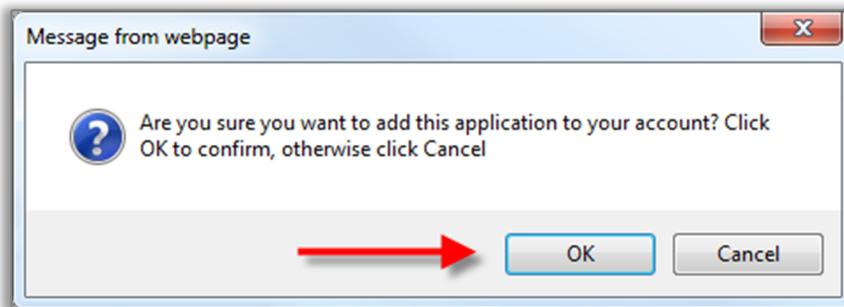
3. Click on the **Add to Account** link for the app you wish to add to the **user's FOCUS profile**. (Image 76)

Image 76



4. Click the **[OK]** button to confirm your selection. (Image 77)

Image 77



5. Select the **user's role** for the newly added application and then click the **[Save]** button. (Image 78)

Image 78



6. A confirmation message is displayed and the application is added to the user's FOCUS account. (Image 79)

Image 79



- An automated notification email is sent to the user who has added the new application and roles to the new application. (Image 80)

Image 80



- The added application is now listed on the **Application list** of the user's FOCUS account and the roles are listed under the **Users section** of the added application. (Images 81 & 82)

Image 81

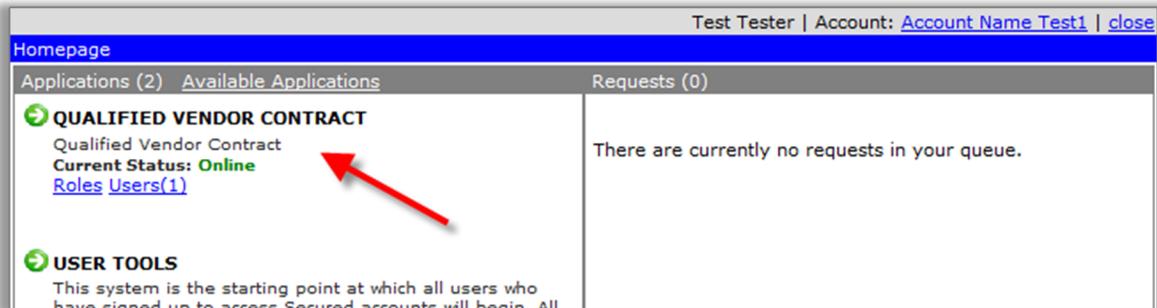
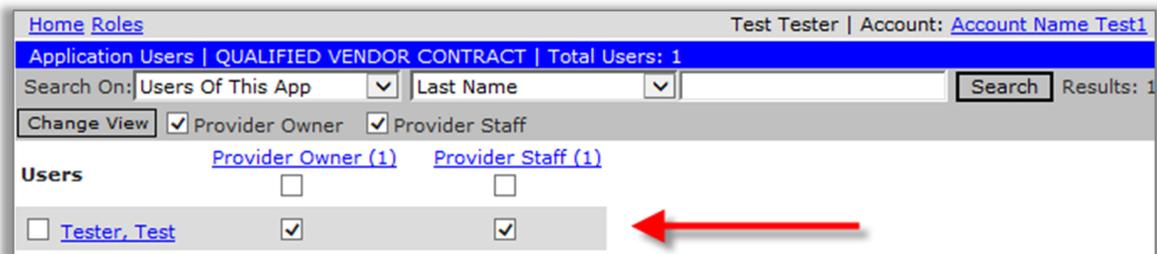


Image 82



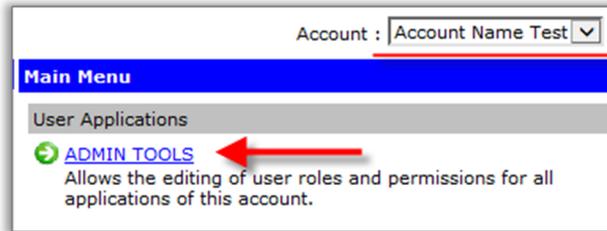
XIII. REMOVE AN APPLICATION FROM AN EXISTING VENDOR ACCOUNT

IMPORTANT

- ✓ Once an application is added to an admin's account, the application may not be removed from the admin's FOCUS account. Only the roles may be removed.
- ✓ If all roles for a select application are removed from a **non-admin's account**, a user account, then the application will no longer be visible and available to the non-admin user on their FOCUS account. This is the only way to "remove" and account from a non-admin user.

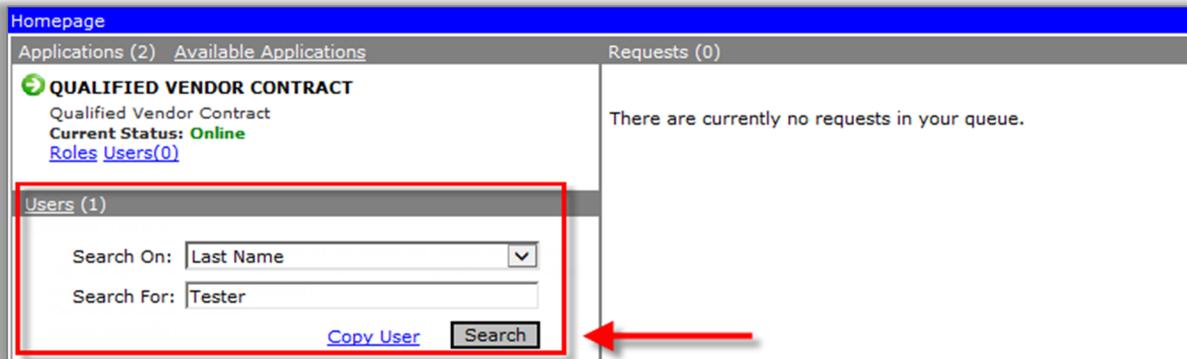
1. On the **Main Menu page** of the Owner's vendor account, click the **ADMIN TOOLS** link to open the **Homepage**. (Image 83)

Image 83



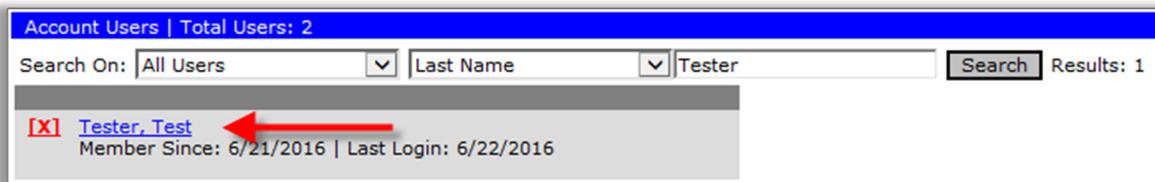
2. In the **Users** section at the bottom of the **Homepage**, enter in the desired user **name** corresponding to the Search On filter, and then click the **[Search]** button. (Image 84)

Image 84



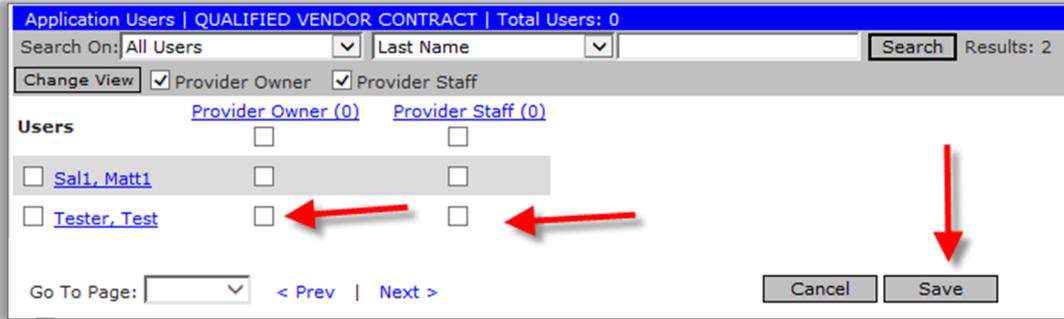
3. Click on the **user's name link**. (Image 85)

Image 85



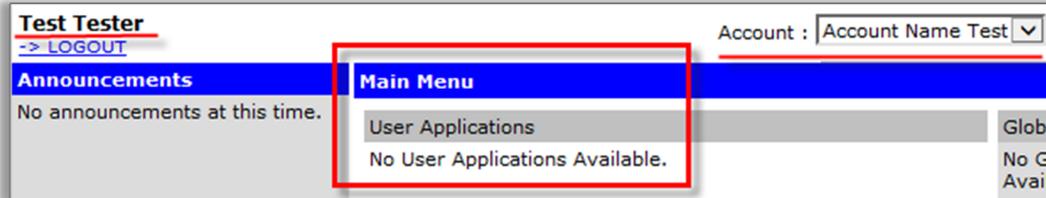
4. Uncheck all roles for the selected user and then click the **[Save] button**. (Image 86)

Image 86



5. Since all roles for the application have been removed from the user, the user is no longer able to see the application link in their **Main Menu**. (Image 87)

Image 87



6. An automated notification email is sent to the user who has been removed the role. (Image 88)

Image 88

