



COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.
Executive Director

OFFICE OF CHILDREN'S SERVICES

Administering the Children's Services Act

ADMINISTRATIVE MEMO #18-03

To: CPMT Chairs
CSA Coordinators
CSA Fiscal Agents
CSA Report Preparers

From: Preetha Agrawal, IT Director

A handwritten signature in blue ink that reads "Preetha".

Date: April 9, 2018

Subject: CSA Account Management System

The Office of Children's Services is pleased to announce the upcoming launch of CSA's new Account Management System (AMS) on Monday, April 16, 2018. The AMS will replace the current CSA roster management system available through the CSA website and will be a more modern and secure model. The roster displays are also new and improved, with enhanced functionality. In the AMS, all individuals having and needing access to the system (see Appendix 1) will require a password and their e-mail address will serve as their user name. All requests for access will require approval by a designated person at both the local and state level.

Prior to the April 16 "go live" date, we are requesting that CSA Coordinators verify the accuracy of the email addresses for all users in your locality in the existing CSA rosters on the website. Please send me an e-mail if there are changes that need to be made as all existing accounts will be transferred "as is" to the AMS.

The following are the changes that will occur once the system goes live:

1. During the next login, each user will be required to update the security questions and create a new strong password
2. Every 90 days, Users are required to change their password.

3. All User related activities like registration/modification/password reset/deactivation shall be made through this system. Changes to the local CSA rosters will no longer have to be requested “manually” through OCS.
4. Any local user shall be able to initiate registration of a new User, with various user roles.
5. The role of the FAPT Chair is eliminated in the system.
6. Based on the user roles, your locality’s approvers will receive email notification for approval. The two local roles that will be able to approve roles are the CSA Coordinators and the CPMT Chair.

A detailed Account Management System User Manual will be distributed on the morning of April 16.

Questions about the CSA’s Account Management System may be directed to the OCS IT Director, Preetha Agrawal at preetha.agrawal@csa.virginia.gov or (804) 662-9814.

Thank you for your cooperation.

Appendix 1

Local Role

CPMT Chair
CSA Coordinator
Report Preparer
Fiscal Agent
CANS DSU/RA
DSS Title IV-E File Uploader
CBDRS CSA Preparer
CBDRS IV-E Preparer

Local Approver

CSA Coordinator
CPMT Chair
CSA Coordinator
CPMT Chair
No local approver. OCS approval only required.
CSA Coordinator
CSA Coordinator
CSA Coordinator