**Provider Update 06/29/22**

***CSN Go-Live Date – 07/01/22***

**Reminder Polk MIS Blackout Dates**
June 24th at 11:59pm – 06/30/22

**Polk MIS During Blackout Frequently Asked Question**

Q: For coordination clients discharging at the end of June do I need to end myself as care team member in Polk MIS?
A: No you do not need to end yourself as care team member in Polk MIS. You will need to end yourself as Interested party in CSN when you get access as this data has already been migrated.

Q: For coordination clients discharging at the end of June do I need to end outcome events in Polk MIS?
A: No you do not need to end outcome events in Polk MIS.

Q: I have a new coordination client starting this week but they will not be getting services in June. Do I need to send the CPC to get them entered in Polk MIS?
A: No you will enter the person as a new client into CSN
Q: I completed a ICAP/ LOCUS / SIS on a coordination client this week but it does not impact current funding or funding in June is not needed. Do I need to send it in to be entered into Polk MIS?
A: No you do not need to send it in to be entered into Polk MIS. You will enter it into CSN.

Q: Will coordination staff continue to have access to Remote drive to enter LOCUS.
A: Yes, staff will continue to upload LOCUS they have completed to z drive to calculate score.

CSN Registration for Live/Production Registration

All staff who will be utilizing CSN for their work need to start the registration process now.

All staff are “on hold” for CSN Live/ production system until we go live July 1st with CSN. This is due to data migration occurring between Polk MIS and CSN.

Registering a New Account
1. Enter the following web address into the web browser: www.iacsn.org
2. Select the ‘Register’ tab and complete the required fields indicated by red colored field names
3. You must have the access code to create an account for security purposes.
4. This access code is: 99Counties
5. Check Your Email: After the user has successfully filled out the required fields and clicked the ‘Register’ button, a verification email will be sent to the email address entered during registration. The user must log into their email account and follow the link to verify that an appropriate email was used when the account was created for CSN. If you do not receive the email, check your junk mail and ask your IT department to add “iowacounties.org” to the white list.
6. Request Access: Once a user’s account has been verified, please submit a ticket using the “Need Support” link and ask for Entity and roles. You cannot fully log into CSN without these roles.

**Please note your registration will pause here until July 1st**

Starting July 1st for those who have registered you will receive an e-mail from Polk BHDS staff letting you know your account has been activated.
You have until midnight of the day you receive the e-mail
to activate your account.
If you do not activate your account, you will need to re-submit a ticket following steps in #6

Please refer to CSN Manual starting on page 19 on Registering a new Account
A copy of the manual is saved here https://www.polkcountyiowa.gov/media/g2gihg30/csn-3-0-user-manual-updated-03-30-22.pdf

CSN Live/Production Support

Once you are in live if you have any questions, request for enhancements or need assistance please e-mail BHDSSUPPORT@polkcountyiowa.gov instead of submitting support ticket through CSN.

We are here to support you both through the transition and after

- Contact BHDSSupport@polkcountyiowa.gov with your CSN platform questions.
- All other questions about the transition please send to Stephanie.Schmidt@polkcountyiowa.gov
- CSN tab on our webpage – you will find all provider updates, CSN user set up guide, CSN User Manual, and POLKMIS to CSN Interface Cross Walk https://www.polkcountyiowa.gov/behavioral-health-disability-services/