**Frequently Asked Questions**

**Q:** My POLK MIS username and Password are not working to log into CSN.
**A:** Your Polk MIS username and Password will NOT work in CSN. You must create a CSN account. These are separate portals.

**Q:** What is the access code to register in CSN
**A:** Access Code is 99Counties

**Q:** What date do I put when it asks when I attended the regional HIPAA training?
**A:** You need to watch the HIPAA Video within CSN. The HIPAA Training link is below (20-minute video on how security is structured in CSN). You must do this training as it is specific to the use of CSN. Please write down the date you completed training as you will need that date when you finish your live-production registration. [https://www.youtube.com/watch?v=iv8m7Q2EYEw](https://www.youtube.com/watch?v=iv8m7Q2EYEw)

**Q:** What browser are recommended for CSN
**A:** It is highly recommended that users use Google Chrome, or Mozilla Firefox browsers. Microsoft’s Internet Explorer*, or Edge is not recommended to use with CSN to avoid issues. Note: Internet Explorer 11 or higher have shown no issues with CSN

**CSN User Registration**

- If you already have a CSN account, you DO NOT need to create a new account. E-mail Brandy with ISAC at b kanselaar@iowacounties.org and request your account to updated to include Polk.

**POLK MIS**

- Entering outcomes during blackout timeframe and after July 1st
All Providers will have access to enter events/contacts for outcomes during the blackout timeframe.
Integrated Services Agencies (ISA) will have access to enter events/contacts through July 7th.
All other providers will have access to enter events/contacts through July 15th.
11:59 PM July 15th Provider Access will go to Read Only Status.

**Action you need to take now**
- Register for your CSN User Account by end of day 06/08/22
- Register for the CSN trainings specific to your job by end of day 06/10/22

**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/