

Frequently Asked Questions

DHS COVID Online Data Collection Tool

How do I access the tool?

In your internet browser, navigate to <https://pop.copacl.d.com/cfast/covid> to access the login screen. If you are bookmarking the site in your internet browser, bookmark only the above URL. Bookmarking other URL's during the login process or once logged in may result in issues when trying to access the site again.

Which form should I be filling out?

On the Home screen, find the CARES Act Funding Tracking: OCDEL Entities *Report CARES Act funding tracking information* URL to take you to the appropriate form for OCDEL providers.

What internet browsers are supported?

Chrome, Firefox, and Microsoft Edge are the recommended browsers. Microsoft Internet Explorer is *not* recommended; users may experience compatibility issues.

I did not receive credentials for the tool – what do I do?

There are a few scenarios to check.

- 1) Check your spam folder for emails from *donotreply@pa.gov*
- 2) Someone else in your organization may have been designated as the reporter and provisioned in the tool.

If you need to request access to the tool, please [access this change request form](#) to fill out details for your account and organization. Note that the request process takes a few business days to complete.

I was provided a new Commonwealth Business Partner account. How do I set it up?

You will receive an email from *donotreply@pa.gov* with instructions on setting up the account for the first time. Users will navigate to <https://www.hhsidm.state.pa.us/iam/im/businesspartners/> to complete the first time setup activities.

I was provided a new account - where is my temporary password?

Temporary passwords for new user accounts are sent in a separate email from *donotreply@pa.gov*.

I have a new Commonwealth Business Partner account, but I am having issues with the temporary password.

Send an email to ra-unifiedsecurity@pa.gov with you User ID and description of the issue in the email.

I have completed my account setup, but I am having issues with the risk-based authentication (multi-factor authentication).

Send an email to ra-pwdhsmfahelpdesk@pa.gov with you User ID and description of the issue in the email.

I forgot my password and need to reset.

Navigate to <https://pop.copacl.d.com/cfast/covid> and click *Forgot Password*. Follow the prompts.

I forgot my account User ID and need to recover.

Navigate to <https://pop.copaclid.com/cfast/covid> and click *Forgot User ID*. Follow the prompts.

I am receiving an error when trying to reset my password or recover my User ID.

Call the Helpdesk at 800-281-5340 and they will provide you a new temporary password. Once you have a new temporary password, navigate to www.hhsidm.state.pa.us/iam/im/businesspartners/ to finish setting up your account.

Where can I view additional help details on filling out the forms?

Navigate to the *Help* menu on the top right-hand corner of the portal. You can access the Help PDF (*DHS CARES Act Funding Tracking Tool – Final Reporting User Guide*) from that screen.

I can log in, access a form, but I cannot see any facilities to choose from the dropdown at the top of the form.

Send an email RA-PWELRCQA@pa.gov with your Commonwealth Business Partner user account, facility name, and MPI number to have your account updated.

Can I save a draft form for later?

Yes. While in the form, click the *Save for Later* button. You can access your saved form by clicking the *View Submissions* link on the home screen.

Can someone else from my organization see the form I filled out?

No. Only the logged-in user will be able to view, edit, and submit the forms that have been started.

What if I don't have internet access?

Contact your ELRC and they can work with you over the phone to input your report details. The ELRC will use their log in credentials to access the survey and select the agency from the drop-down list. The ELRC will review the Attestation Statement with you. You will need to provide a verbal consent prior to the ELRC submitting the report on your behalf.