TRANSPORTATION LOGGING TRAINING GUIDE

Web site and Logging In
www.meduclaim.com/serviceportal

NOTE: Client ID and Password are Case sensitive

Client ID:
Email:
PW:

Service Portal

Client ID

E-mail address

Password

☐ Remember my Client ID and Username on this computer

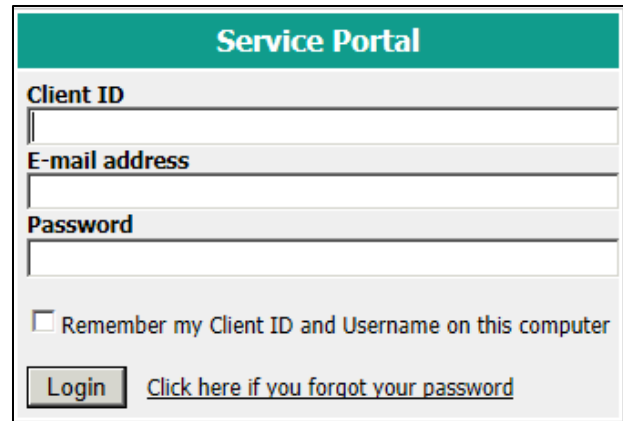Login   Click here if you forgot your password

Passwords:

Password must be at least 7 characters long, have at least one uppercase letter, at least one lowercase letter, and at least one number.

Resetting password:

Please add notification@meduclaim.com to your "Safe Senders" list within your email application to help avoid this notification being tagged as SPAM.

To reset your Service Portal password, please follow these instructions:

- From the Service Portal logon screen, click "Click here if you forgot your password"
- Enter **Client ID** and **E-mail** Address. Click *Continue* to start the password recovery process.
- You will receive confirmation that a "**new *random* password has been created and sent to your e-mail**".
- Access your email application. Look for the "**CompuClaim Service Portal Login Information**" email and open. Your temporary password will be inside.
- Go back to the Service Portal window and click "**Return to Login Page**".
- Enter your **Client ID**, **Email Address**, and **New** temporary password. Click **Login**.
- You will be prompted to create a new password that must be different than your old password; at least 7 characters long; have at least one uppercase letter; at least one lowercase letter; and at least one number. You may not re-use any previous password for 180 days.
- Click **Continue** to confirm new password change. If successful, you will be entered into the Service Portal

Navigating the Site

The top right corner of the Services Portal displays the Navigational Links that are available continuously throughout the system.

- **Logout** – ends your session
- **Home** – Always brings you back to Home page
- <u>**Wizards**</u> – **contains link to Transportation Wizard**
- **Reports** – Live Logging Summary Report can be saved or printed
- **Manage Caseload** - Add/remove students from caseload
- **Help** – customizable by admin user

My Caseload – displays your caseload of students
- Add remove students to your caseload by clicking the "Manage Caseload" navigational link at the top right corner of the page

From the caseload, click on the student's name to view detailed information regarding the student, which is organized under tabbed headings:

- **Student** – student's demographic info
- **Special Education** – IEP info (bulk import or manually entered)
- **Service Logs**

Manage Caseload

To **Add Students** to your caseload:
- Make sure the "Only show students on my caseload" box is **not** checked.
- Search for the student you need to add by typing the first few letters of the student's last name in the search box and click on "Search". For best results, keep the search as broad as possible in order to capture more students in the search.
- When you locate the student, click on "Add" next to the student's name.
- Click on "Home" in the toolbar when finished and you will see your updated caseload.

To **Remove Students** that shouldn't be on your caseload:
- Click on "Only show students on my caseload".
- Click on "Remove" next to any student you need to delete from your caseload. (This will not delete the student from the system...only from your caseload.)

Log Transportation Trips

Click Navigational link "Wizards", then click "Transportation Wizard"
Click "Select" to choose Student

Transportation Calendar displays to the current month; use directional arrows to scroll to previous months. Trips may be logged by the entire month "Check All", week "Select Week", or day "check box next to day. If the student was transported most days of the month, "Check All" which will place a check box in every day of the month and then uncheck the day or days student was not transported. Click the button to log either 1 way or 2 way trips for all days checked.

Delete trips by clicking on the trash can next to the Service Log below the Transportation Wizard calendar. Trips that have been exported cannot be deleted.

Reports

Click Navigational link "Reports" for Logging Summary Report.

Remember to click "Logout" to End Your Session