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| Question: | Answer: |
| **Access Keys:** |
| Do all participants in each evaluation need to have an access key, even if they are not the ones actually using the MDS during the evaluation?If one staff member does not use the MDS but is part of the Evaluation team, do they need an access key? (we have a staff member who only is an evaluator and does not do scoring or service coordination so she would not need to use MDS) | When a staff member is added in Riverside Score, they are assigned a log in (i.e., access key), so yes, any staff who has an account in Riverside Score will need an access key assigned to them. Remember, the access key is essentially the log in to Riverside Score and the MDS.If a staff does not access Riverside score, they will not need an access key. |
| Can access codes be transferred if a staff member leaves the program? | If a staff member leaves your EIS program, go into Riverside Score, click on “search/edit staff” under “Staff Administration.” Once you make the staff member inactive, their access key will be added back to your EIS program to use with another staff member. |
| Access Keys - says they expire one year from activation. Should program NOT activate until testing start date? (will activating now shorten their year?)  | For this time only- access keys purchased by the Commonwealth and allocated to EIS programs are active from date of activation through December 31, 2025. The second round of access keys assigned to your EIS program will be active from January 1, 2026 – December 31, 2026, and the third (and final) allocation from the EI division will be active from January 1, 2027 – December 31, 2027. For the access keys purchased by EIS programs, access keys are valid for one year from time of activation. |
| **Miscellaneous:** |
| If for some reason we need to use a paper form, do we still have to then at that information into the electronic form? If so, would we have to play twice? | Scoring is done through the MDS using an Electronic Record Form (ERF) and paper scoring forms are not permitted. |
| Is there an option for two staff to be on the same scoring page in the MDS, for example one staff is using the coaching section and the other staff is scoring. Once the scoring is completed, will the screen advance for both staff simultaneously. | Yes, using the MDS you are able to have more than one person access a child’s record simultaneously. |
| Is the 1 two-hour training on the BDI-3 on Riverside the correct training for staff? If not where do we find the two specific trainings mentioned in the DPH memo? | There are two different ways to access the BDI-3 trainings:* After logging in, in the search bar at the top of the home page, if you search for BDI-3, you will see the four courses OR
* After logging in, if you go to the menu on the right hand side, and click on "catalog," the BDI-3 courses will come up that way as well

They are all the same courses, just different ways to access them. |
| Is there a learning environment and/ or is there any issue with using a record form and committing it for a "pretend child" for the purposes of training/ practice? | There is not a learning environment; but as long as you do not commit the test record, you can enter in a pretend child and practice (just don’t commit!) |
| When will the EICS BDI-3 trainings be held? | Once the BDI-3 User Acceptance Testing is complete, we will have more information (anticipated mid- December). |
| Who should I contact if I have any technical issues? | If you are experiencing any issues in the EICS or with your EMR upload, please contact the SSG Support Desk at inquiry@service.riversideinsights.com.  If you are experiencing any technical issues in the Riverside Score or MDS, please contact the Riverside Support Desk at inquiry@service.riversideinsights.com |

<https://forms.office.com/g/pdDT2UibRs>