



Using the NEICE Secure Document Portal (SDP)

*Training for M/CMS States**

*The NEICE Secure Document Portal is for use by states with signed NEICE MOUs who are not yet live in the NEICE system and for onboarded NEICE states

June 2020

What does the NEICE Secure Document Portal Do?

- The NEICE Secure Document Portal enables
 - Not-yet-live-in-NEICE States* to send Transmittals *electronically* to Live NEICE States (M/CMS)
 - Live NEICE States (M/CMS) to send Transmittals *electronically* to Not-yet-live-in-NEICE States
 - Participating states to send documents (via Transmittals) to any Non-Electronic and Legacy Cases created after SDP is launched

*States must have signed MOU to use the portal. In Phase 1, only M/CMS states will and not yet live in NEICE states will be using the portal. Clearinghouse states will be given access in Phase 2.



What does the NEICE Secure Document Portal **Not** Do?

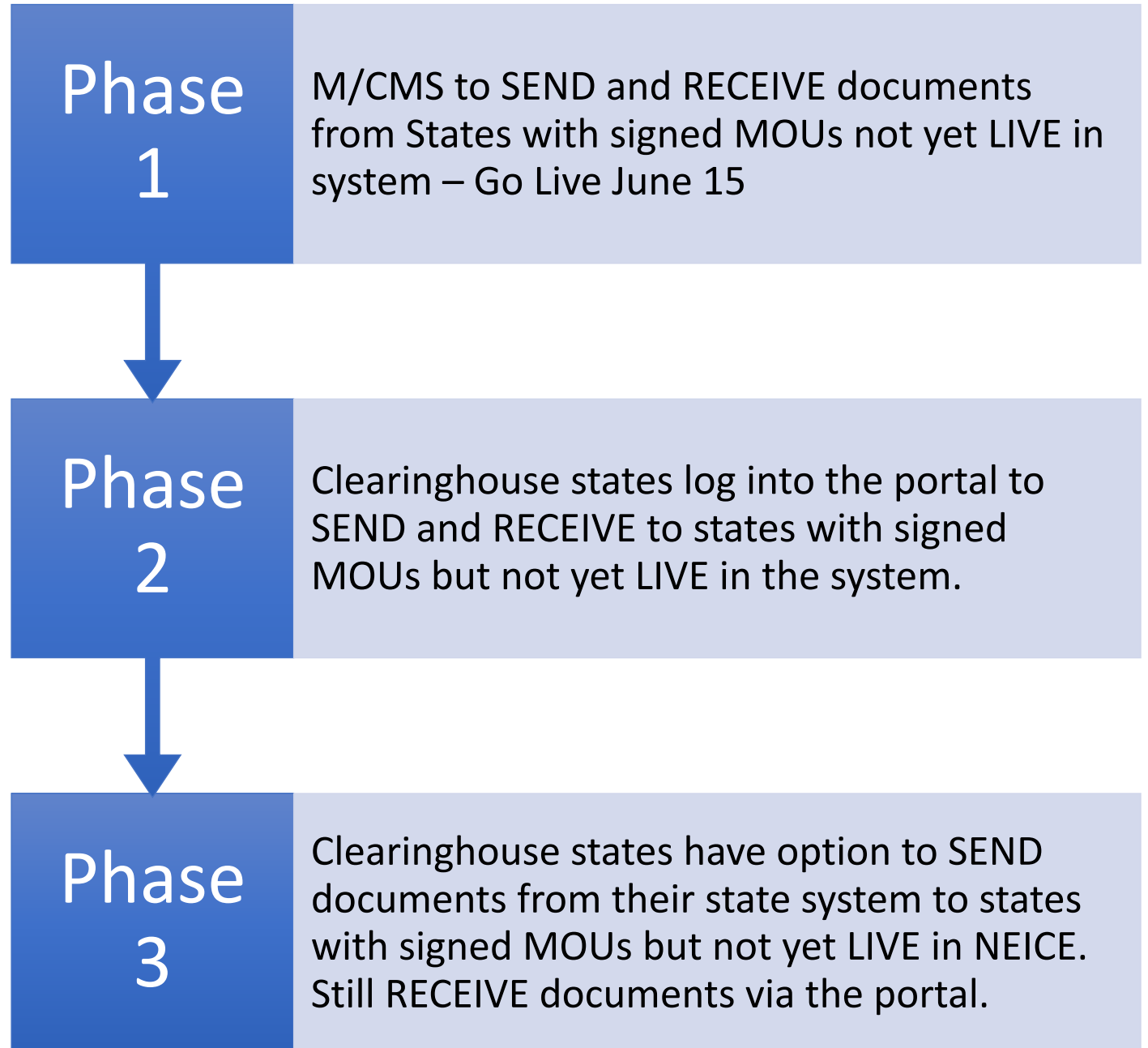
- The NEICE Secure Document Portal
 - Does not support sending and receiving transmittals/documents between two Live NEICE States
 - Does not support sending and receiving transmittals/documents between two not-yet-live-in-NEICE States



Definitions

- Live NEICE State – one of the 28 states using either the CMS or MCMS
- Not-yet-live-in-NEICE State – one of the 10 states with a Signed MOU committed to NEICE but not currently using the NEICE system
- Secure Document Portal (SDP) – a new application enabling documents exchange between a Live NEICE State and a Not-yet-live-in-NEICE State
- NCH State – NEICE Clearinghouse State to be added later

Implementation of SDP in Three Phases



Phase 1 – SDP for M/CMS and not-yet-live-in NEICE states with signed MOUs

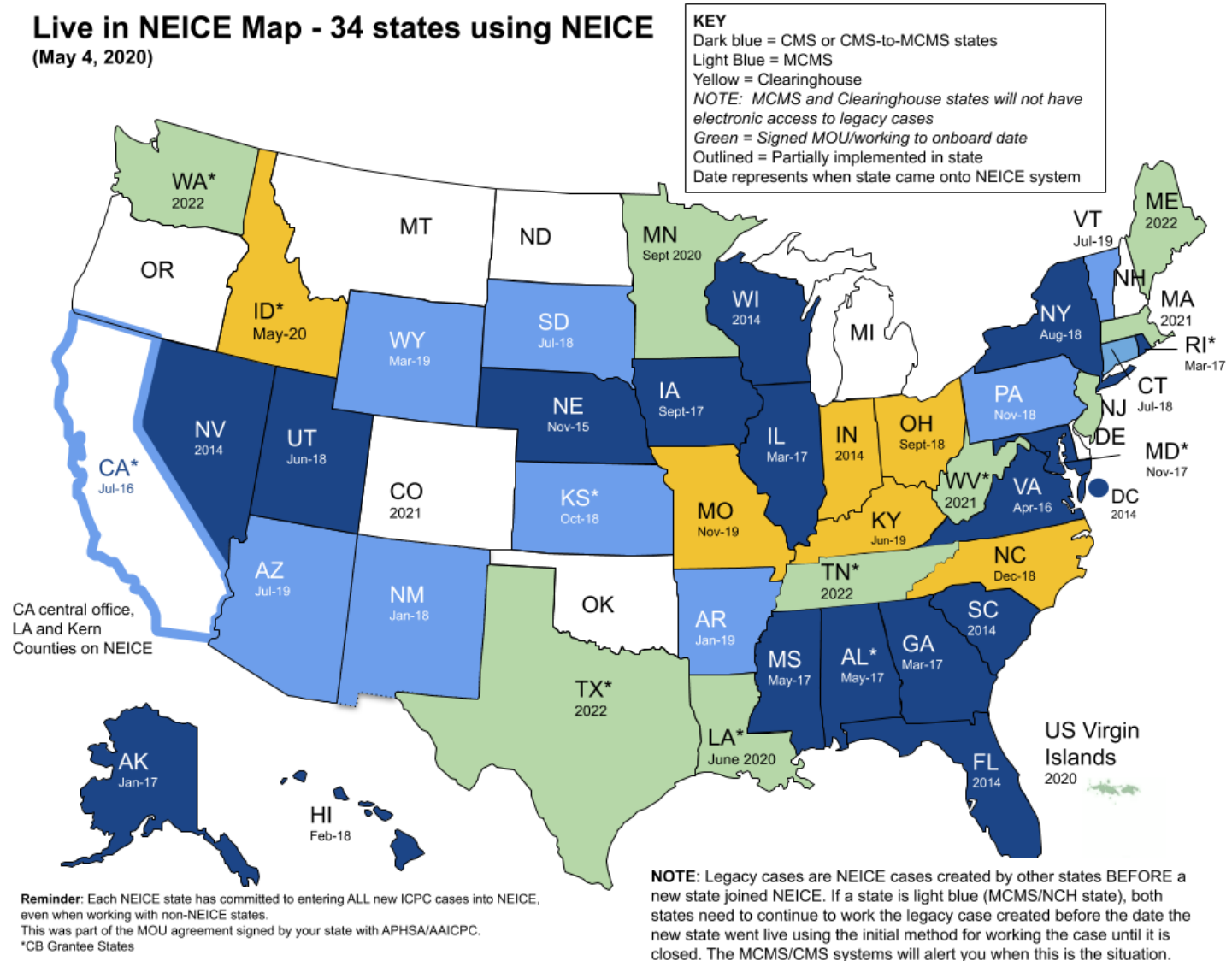
M/CMS states to SEND and RECEIVE documents *electronically* from States with signed MOUs but not LIVE in system

States with signed MOUs can send and receive documents *electronically* from M/CMS states

→ Blue to green states

→ Green to blue states

Live in NEICE Map - 34 states using NEICE
(May 4, 2020)



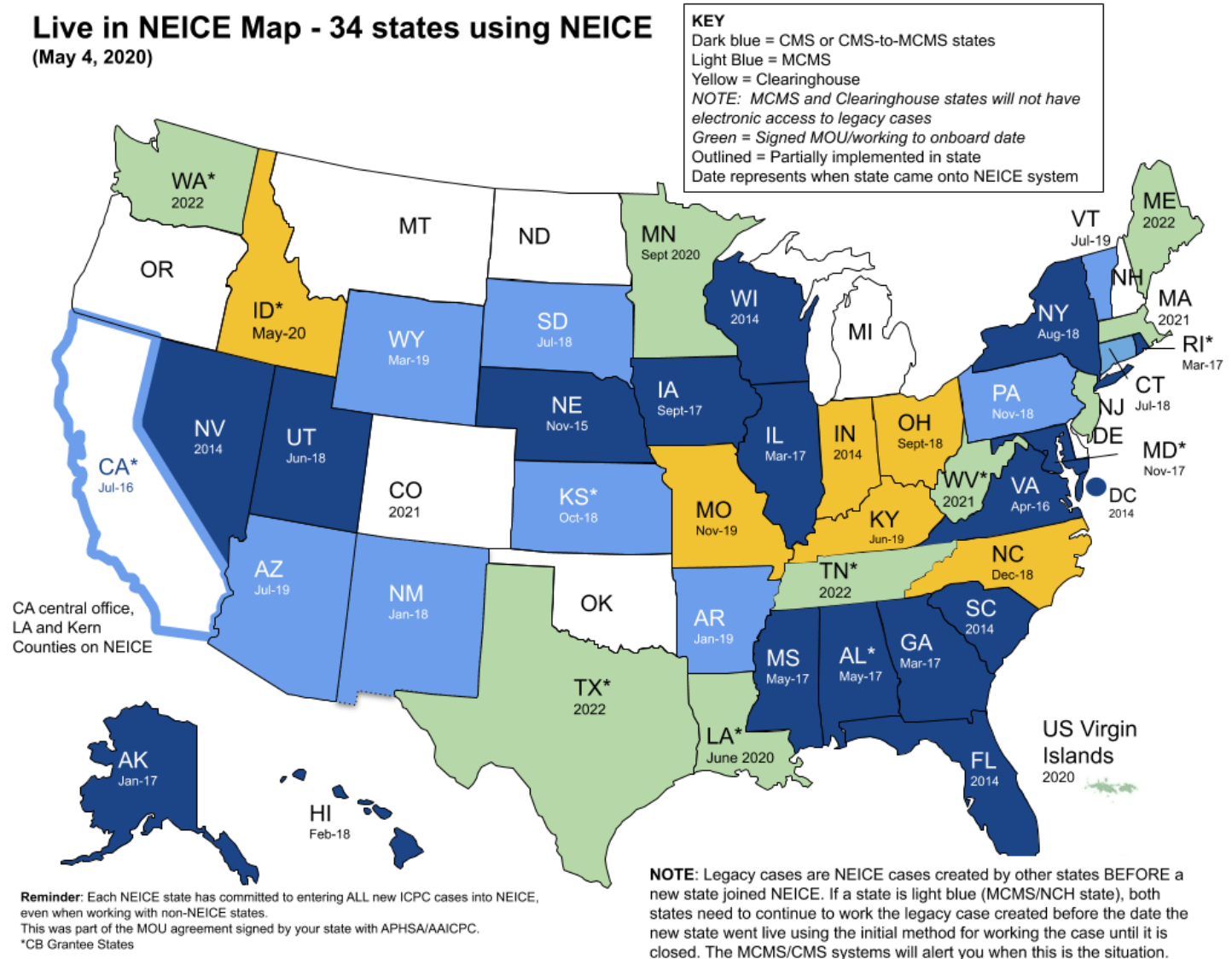
Phase 3 – Clearinghouse states change functionality to directly send from home system via NEICE to portal

Clearinghouse states have option to SEND directly from their state system to states with signed MOUs but not LIVE in the system. Would still RECEIVE via the portal.

All 44 states with signed MOUs can use portal

- Blue to green states
- Green to blue states
- Yellow to green states
- Green to yellow states

Live in NEICE Map - 34 states using NEICE
(May 4, 2020)



States with Signed MOUs Not Yet LIVE (Eligible to use Portal)

1. Louisiana
2. Maine
3. Massachusetts
4. Minnesota
5. New Jersey
6. Tennessee
7. Texas
8. USVI
9. Washington
10. West Virginia

SDP Browser Compatibility

Secure Document Portal is compatible with the following browsers:

- Google Chrome
- Mozilla Fire Fox
- Microsoft Edge (v. 83 or higher)
- Safari

How does the Secure
Document Portal Work for the
Live NEICE M/CMS State?

Using the Secure Document Portal as M/CMS State

1. Send a Transmittal as usual from within NEICE M/CMS to Not-yet-live-in NEICE state with documents attached.

NEICE automatically sends case and documents through Clearinghouse, generates NEICE Clearinghouse Case ID and delivers package to the not-yet-live-state in the Secure Document Portal. They receive an email to retrieve materials.

2. Receive email notification that a not-yet-live-in-NEICE state has sent you documents.
3. Use link in email to log into the portal to download and save documents (Detailed instructions next slide)
4. If you initiated the case as a Sending State, attach documents to NEICE case and work as usual.
5. If you are the Receiving State, and the not-yet-live-in NEICE state initiated the case, create a case in NEICE and attach the documents you downloaded from the portal.

Steps for downloading documents from SDP

1. Receive email notification, Eg, “A New Transmittal sent by TX”
2. Access SDP using one of the options in the email
 1. Double-click on hyperlink
 2. Cut and Paste URL into a new browser window
3. Check disclaimer box and box to certify that you are not a robot
4. Select **Download Documents** and a zip file will be downloaded to your computer (most likely to your downloads folder.)
5. **IMPORTANT STEP**: Review the Case Information and **Save/Print** a copy for your records
6. Go to folder where you saved zip file, and unzip the file to view the documents.
7. Save, print or attach to your system of record as you normally would to work the case.

REMINDER: Once you download the zipped file, the document and transmittal are erased from the SDP and you will not be able to download them again.

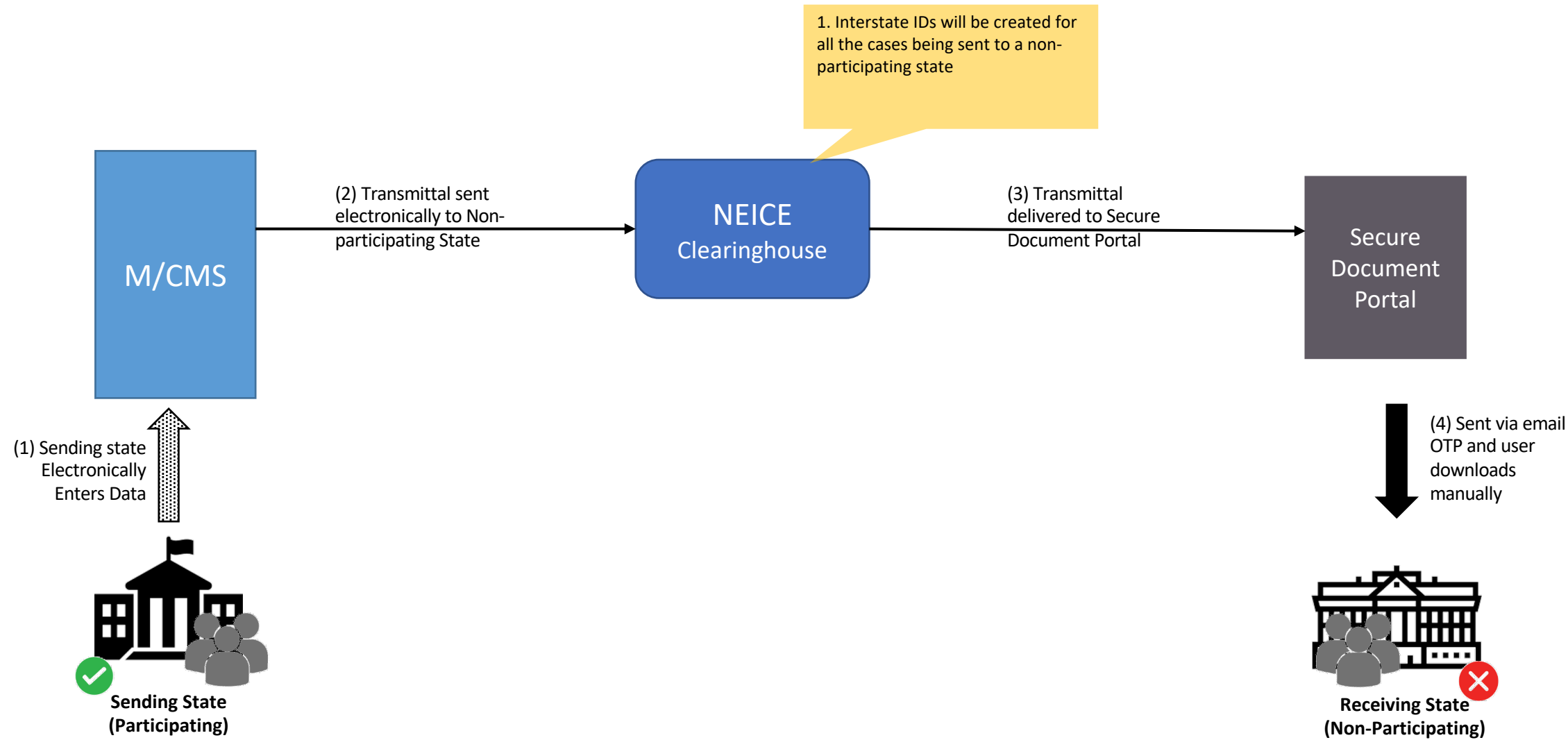


DEMO

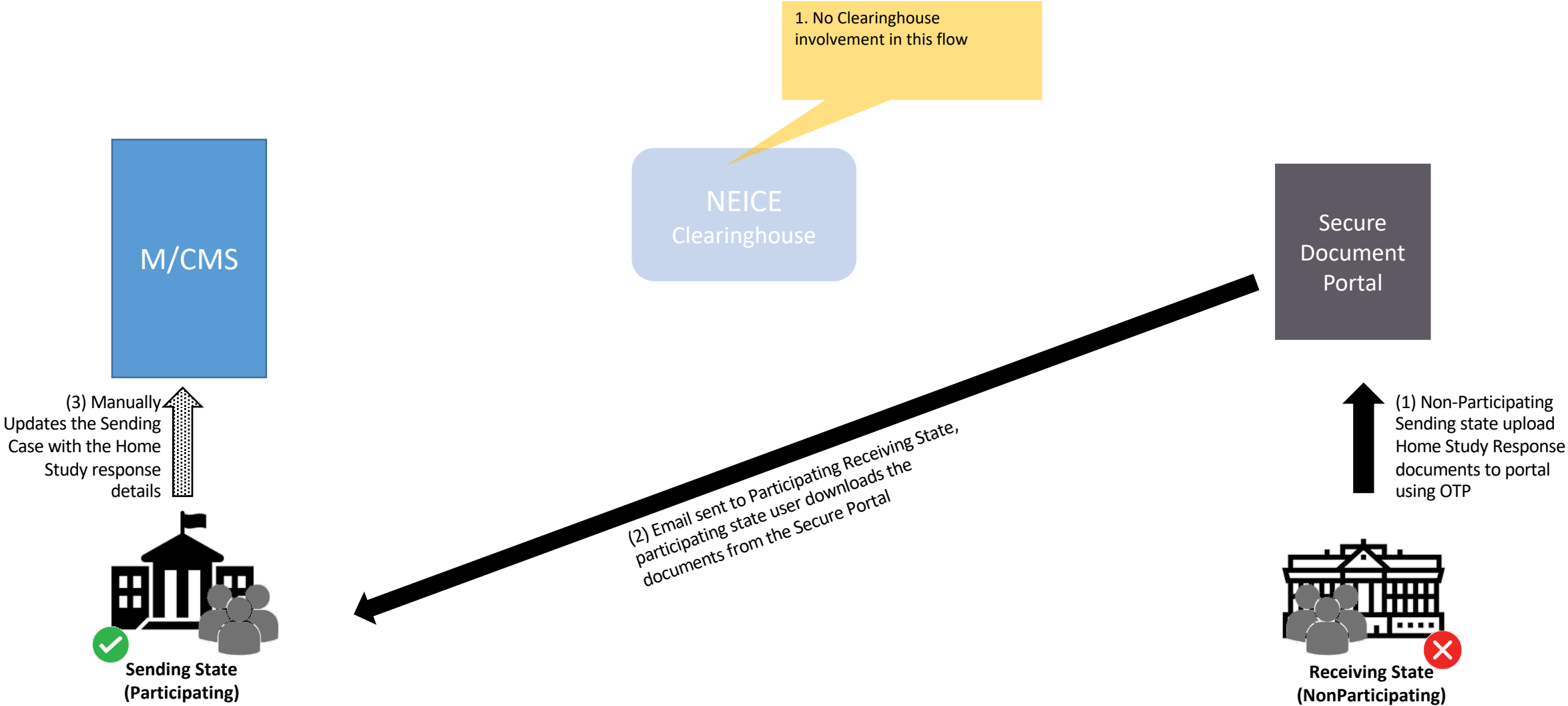


Questions?

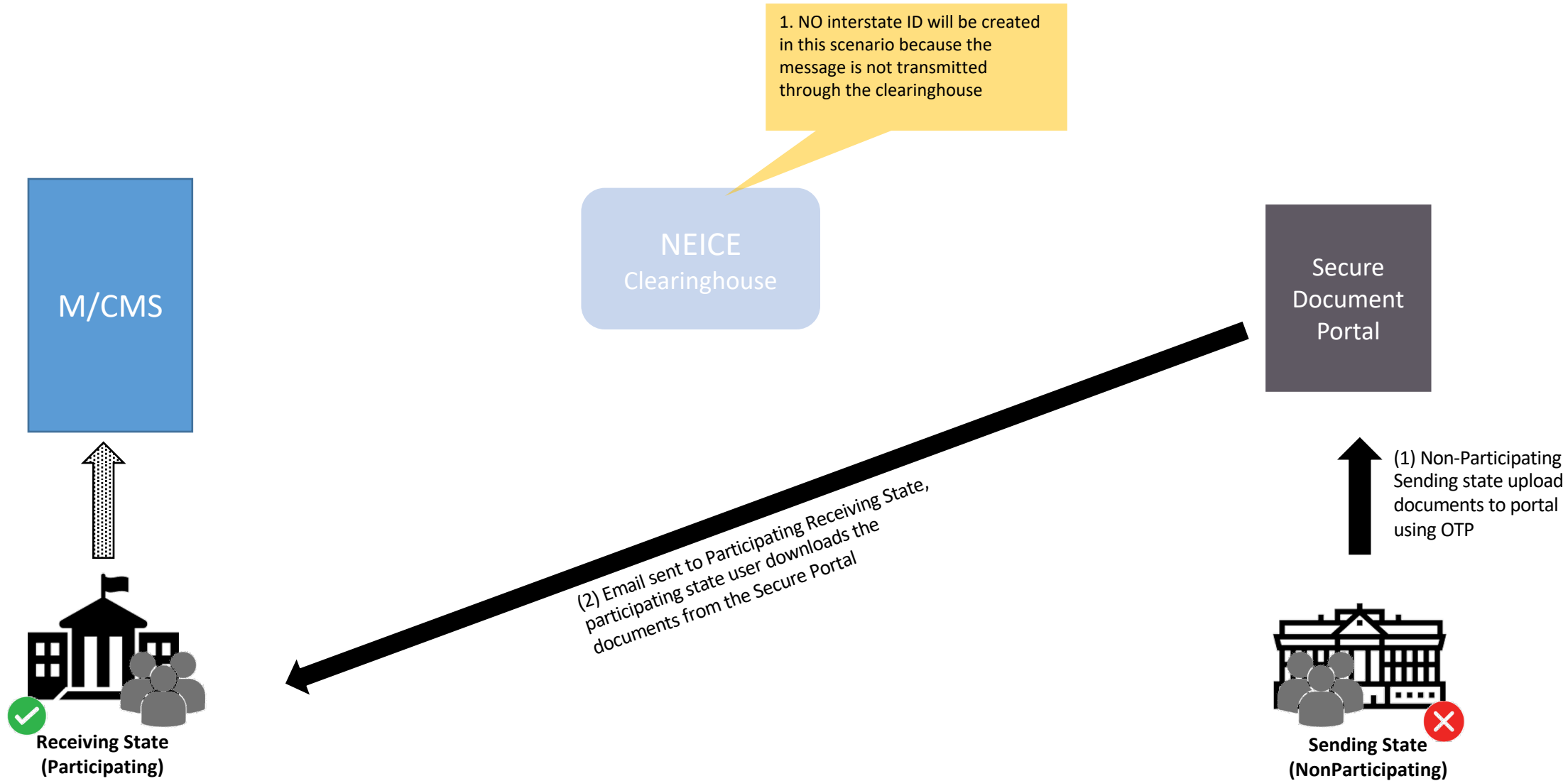
Home Study Request (Participating State sending to a Non-Participating State)



Home Study Response (Non-Participating State sending a Home study Response to a Participating State)



Home Study Request (Non-Participating State sending to a Participating State)



Home Study Response (Participating State sending a Home study Response to a Non-Participating State)

