How to Create a User Account in Sprout

1. Go to https://sproutservices.org

2. Click on "New? Request an account now"

3. Complete Requested Fields and Select "Request Account"
**Make sure you select YOUR agency name under "Organization." All providers are already entered into the system.**

4. Once you Request Account, the Org Admin for your agency will review the request and once approved, the staff member will receive an email to the address they provided letting them know the account was approved.

5. Go to https://sproutservices.org or there may be a link in the email you receive. You will log in with your email address and from there, there are instructions to create a password.

FOR ORG ADMINS TO APPROVE STAFF:

6. Once staff has completed the above steps, the Org Admin will need to select "My Organization" from the Menu in the upper right corner.
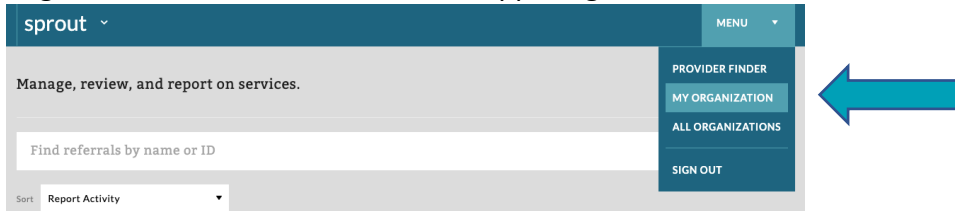
7. Select "Accounts" at the top of the page.
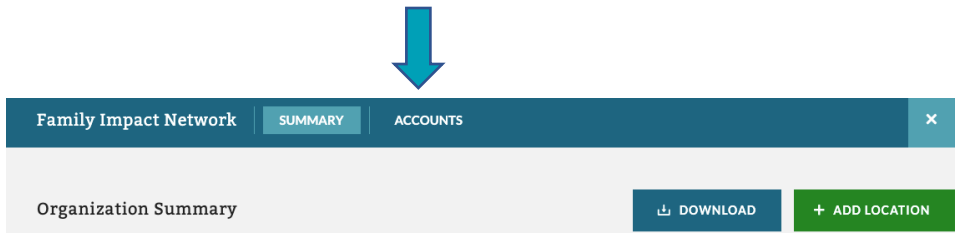
8. Scroll to "Account Requests" and you will see a list of employees who have requested accounts. From there you can "Create" or "Reject" an account for that employee.
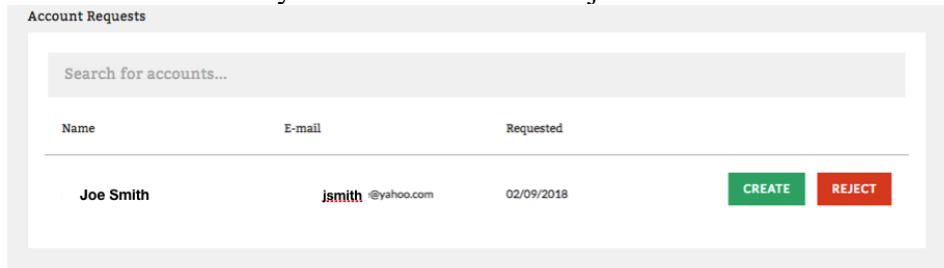
9. Once you select "Create" you will now see the employee below in "Enabled Accounts"
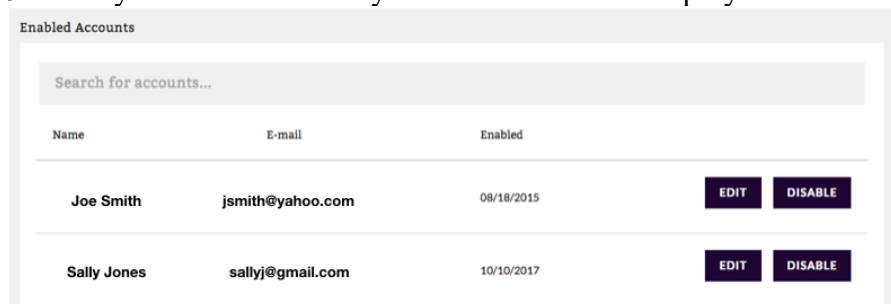
10. If an employee leaves the agency, you must select "Disable" to remove their access to Oliver. Once you select "Disable," that employee is moved to a list below called "Disabled Accounts"

11. Employees listed under "Disabled Accounts" can be added back to "Enabled Accounts" by selecting the "Enabled" button next to their name.

12. Once the staff member's account is Enabled you can select "Edit" to set their permissions.

13. You can select the services you want the employee to have access to that your agency provides. Select "Save and Close" when complete

User Details

Details

Last Name *
Smith

First Name *
Joe

Contact Information

E-Mail *
jsmith@yahoo.com

Service Type Permissions

VISITATION SERVICES

☑ This person has access to Visitation Services

Permission Level

○ Basic User

⦿ Service Admin

Which permission level?

Basic User
This person will be able to enter visitation and unusual incident reports into Oliver.

Service Admin
This person will be able to manage visit referrals, create and approve reports within Oliver.

FAMILY PRESERVATION SERVICES

☐ This person has access to Family Preservation Services

PROMOTING FIRST RELATIONSHIPS SERVICES

☐ This person has access to Promoting First Relationships Services

PARENT-CHILD INTERACTION THERAPY SERVICES

☐ This person has access to Parent-Child Interaction Therapy Services

SAFECARE SERVICES

☐ This person has access to SafeCare Services

POSITIVE PARENTING PROGRAM SERVICES

☐ This person has access to Positive Parenting Program Services

HOMEBUILDERS SERVICES

☐ This person has access to HOMEBUILDERS Services

FUNCTIONAL FAMILY THERAPY SERVICES

☐ This person has access to Functional Family Therapy Services

INCREDIBLE YEARS SERVICES

☐ This person has access to Incredible Years Services

CRISIS FAMILY INTERVENTION SERVICES

☐ This person has access to Crisis Family Intervention Services

Organization Admin Rights

ORGANIZATION ADMINS HAVE THE ABILITY TO APPROVE AND MANAGE ALL USER ACCOUNTS WITHIN THEIR ORGANIZATION, AND VIEW AND ACCESS ALL BILLING DATA WITHIN THEIR ORGANIZATION.

☑ Make this person an Organization Admin

SAVE & CLOSE

14. If you would like to make a staff an Org Admin you would check the "Make this person an Organization Admin" box under "Organization Admin Rights" at the bottom of the page. When this is selected a request goes to CSSAT who has to approve someone to be an Org Admin.

        a. You would get a similar message as when first signing up for an account letting you know you are approved to be an Org Admin.

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