Creating and Editing User Accounts

- How do I create a SCOHR account?

  For Districts:

  To create a SCOHR account, check your organization's account contact. Go to Sign Up and select your County and District. If the organization you are signing up for already exists, please contact the users on the list for access.
  If your organization does not have an account with SCOHR, please email SCOHR@SJCOE.Net to request access.

  For Counties:
  Please email the SCOHR helpdesk at SCOHR@SJCOE.Net for access.

  If your account has already been set up, enter your username and password into the fields above and click the Login button. If you need help logging in, please contact our support.

- Do I have to create an account to submit student information, oral health data, and dentist signature date?

  You must have an account to access the SCOHR system to upload student information, oral health data, and all reporting information.

  To create a SCOHR account, check your organization's account contact. Go to Sign Up and select your County and District. If the organization you are signing up for already exists, please contact the users on the list for access.

  If your organization does not have an account with SCOHR, please email SCOHR@SJCOE.Net to request access.

- I cannot find my **Create Password** (confirmation/request) email.

  If your account was created, we sent a confirmation link to the email you provided. If you can't find your confirmation email:

  - Check both your inbox and junk/spam folders.
  - If you have your username, please request a new password email by using the forgot password on the login page.
  - Make sure that you provided the correct email. If you entered the wrong email, please contact the support desk at SCOHR@SJCOE.Net.

- The user in charge of the account is no longer with the organization.

  If the person in charge of the account is no longer with the organization, please see the options below.

  - *For Districts:*

Create a New Account. To create a SCOHR account, check your organization's account contact. Go to Sign Up and select your County and District. If the organization you are signing up for already exists, please contact the users on the list for access.

 If contact information is invalid, please email SCOHR@SJCOE.Net to request access.

- *For Counties:*
  Please email the SCOHR helpdesk at SCOHR@SJCOE.Net for access.

  If you already have an account, enter your username and password into the fields on the login page and click the Login button. If you need help logging in, please contact the support desk at SCOHR@SJCOE.Net.

- How do I create, edit, or update user accounts information?

  Not all users will have access to create, edit, or update user accounts. Users who have access to create and edit accounts will have a "Users" tab next to the Logout on the homepage.

  To create a user account:

  1) Once you login, click on the Users tab.
  2) Add a User.
  3) Fill out the form (All fields are required).
  4) Decide if the user should have access to Edit/View Users.
  5) Decide if the user should have access to Edit/View Students.
  6) Click Submit (Cancel to stop account creation. Delete to remove the user and clear the information).

  Edit or update a user's information.

  1) Once you login, click on the Users tab.
  2) Type in keyword search to find the user you wish to modify.
  3) Click the pencil icon adjacent to the user under the Action column.
  4) Enter the new information on the field you need to update.
  5) Click Submit (Cancel to stop account creation. Delete to remove the user and clear the information).

Log In – Username/Password

- I can't log-in.

    There can be many reasons why you are unable to log in. On the login page, enter your username and password. If you received an invalid username or password, type the correct username and password, and try again. If the alert remains as "Invalid username or password," please use the forgot password to recover your account.

    Forgot Password:

    1) Enter your username and click the forgot password link.
    2) One of the two messages will display.
        - Username not found. Please contact support if you have forgotten your username.
            i. If this message displays, please contact our support at SCOHR@SJCOE.Net.
        - A link has been provided to the email address on file.
            i. If this message displays, a recovery email will be sent to the email on file. Please check both your inbox and spam/junks folders.
- I have forgotten my Username/Password, what should I do?

    Your username and password can be obtained by contacting the SCORH helpdesk at SCOHR@SJCOE.Net.

- I have forgotten my username/password. Should I create a new account?

    No, duplication of effort is unnecessary and can create problems and cause confusion when trying to log in and input new data.

    Your username and password can be obtained by contacting the SCOHR helpdesk at SCOHR@SJCOE.Net.

- My Username and Password are correct however I still cannot log into SCOHR. Why?

    If you are having trouble logging into your SCOHR account and have verified, you are using the correct username and password. There may be a couple of other reasons you cannot log in.

    1) If you are accessing SCOHR through a shortcut, favorite, bookmark, or a search engine such as Google, you may want to try closing your internet browser completely and then open a new browser window and type www.ab1433.org into the address bar. Click go and you will be directed to the SCOHR website. Once on the site, enter your Username and Password into the appropriate fields. If you are still not able to log in, proceed to step 2.

    2) If your Web browser does not allow cookies you will not be able to login on SCOHR.

    To enable cookies, please follow the below instructions for your Internet Browser.

    Internet Explorer (PC):
    1. Click Tools on the Menu bar at the top of your browser window.

2. Click Internet Options and then click on the Privacy Tab
3. Make sure that either the privacy setting is Medium or less, or that you click the Sites button and add https://www.ab1433.orgas an allowed site.

Firefox (PC):
1. Click Tools at the top of your browser window. If "Tools" is not available, you will see the word Firefox at the top left of your browser window with a small drop down arrow. Click the arrow and then click the word Options on the right side of the menu.
2. Click the Privacy Tab at the top of the screen
3. In the History section under "Firefox Will" select "Use custom settings for history"
4. Put a check mark to the left of "Accept cookies from sites" and "Accept third-party cookies".
5. Click the "Exceptions" button to the right.
6. Type www.ab1433.org into the "Address of website" box
7. Click the Allow button to the far right. Click close at the bottom.
8. Click OK on the previous screen.
9. Close Firefox and re-open to try logging in again.

Firefox (MAC):
1. Click the word Firefox at the top left of your browser window.
2. Click Preferences
3. Click the Privacy Tab at the top
4. In the box at the top that reads "Firefox will" make sure this has Use Custom Settings for History in the drop down.
5. Check the box that says "Accept cookies from sites"
6. Click the Exceptions button to the right
7. Type www.ab1433.org into the "Address of website" box
8. Click the Allow button to the far right.
9. Close the Exceptions-Cookies dialog box by clicking the red circle at the top left.
10. Close the Privacy dialog box by clicking the red circle at the top left.

Safari (MAC):
1. Click the word Safari at the top left of your browser window.
2. Click Preferences
3. Click the Security tab at the top
4. In the "Accept Cookies" area, make sure "Only from sites I visit" is selected
5. Close the preferences dialog box by clicking the red circle at the top left.

● I have a username that I would like changed. What should I do?

Not all users will have access to create, edit, or update user accounts. Users who have access to create and edit accounts will have a "Users" tab next to the Logout button on the homepage. You can change your username if the new username is available. Edit or update a user's information.

1) After logging in, click on the Users tab.
2) Type in the keyword search to find the user you wish to modify.
3) Click the pencil icon adjacent to the user under the Action column.
4) Enter the new information on the field you need to update.
5) Click Submit (Cancel to stop account creation. Delete to remove the user and clear the information).

If you do not have access to create, edit, or update user accounts, please contact the SCOHR helpdesk at SCOHR@SJCOE.Net.

- How do I clear the cookies and cache in my internet browser?

   Internet Explorer (PC):
   1. Click Tools on the Menu bar at the top of your browser window.
   2. Click Internet Options.
   3. In the General section under Browsing History, click the Delete button.
   4. In the Delete Browsing History Window, Check all boxes with the exception of Passwords and Active X Filtering
   5. Click the Delete Button to delete your selections.
   6. Click Ok on the Internet Options page

   Firefox (PC):
   1. Click Tools at the top of your browser window. If tools is not available, you will see the word Firefox at the top left of your browser window with a small drop down arrow. Click the arrow and then click the word Options on the right side of the menu.
   2. Click the Privacy Tab at the top of the screen
   3. In the History section, click the blue "clear your recent history" link.
   4. Click the "Time range to clear" drop down arrow and select "everything".
   5. In the Clear All History window make sure all of the boxes are checked.
   6. Click "Clear Now".
   7. Click Ok on the options window.

   Firefox (MAC):
   1. Click the word Firefox at the top left of your browser window.
   2. Click Preferences
   3. Click the Privacy Tab at the top
   4. In the History section, click the blue "clear your recent history" link.
   4. Click the "Time range to clear" drop down arrow and select "everything".
   5. In the Clear Recent History window make sure all of the boxes are checked.
   6. Click "Clear Now".
   7. Click the red x at the top left of the Privacy window.

   Safari (MAC):
   1. Click the word Safari at the top left of your browser window.

2. Click Reset Safari

3. Make Sure all boxes are checked and click Reset.

Forms

- How do I report data for my school(s)?

Participating Districts:

*Participating Districts report all of the recorded student data.

1. Sign into your account at www.ab1433.org.
2. Click on **Forms** in the page navigation bar.
3. Click on **Assessment Forms**.
4. Click **Add a Form**.
5. There are 3 pages plus the **Waiver Form**.
6. Fill out the form and submit the student record.

Non-participating districts:

*A non-participating district only needs to report the numbers of each recorded item.

1. Sign into your account at www.ab1433.org.

2. Click on **Data Input** on the page navigation bar.

3. Click on **Data Input Form**

4. Click on the pencil icon to the right of your school.

5. Enter the numerical data reflecting that described for each item.

6. After entering the numerical data for each item listed, click on **Submit** at the bottom of

the page. You are done.

- My CSV file won't upload.

Forms Upload

To upload student data, choose the Upload Type and the Fiscal Year and then click the "Browse" button below and choose the CSV file you want to upload. After you have selected your file, click the "Upload" button to begin the upload process.

The fields should appear in the order of the Schema example provided on the SCOHR CSV file upload page. Headers (column names) are not permitted in the submitted file. *Do not include the header column names.

Please make sure to read the schema carefully. There are required fields and optional fields. Required fields must have data based on the schema instructions. For optional fields, the field can be left blank.

Data Input Upload

To upload aggregate student data, choose the Fiscal Year, click the "Browse" button below, and choose the CSV file you want to upload. After you have selected your file, click the "Submit" button to begin the upload process.

The CSV file should contain 9 columns: Total_Eligible, Total_PoA, Waived_FB, Waived_ND, Waived_NC, Not_Returned, Assessed_UD, Total_CE, CDS_Code.

Headers (column names) are not permitted in the submitted file. *Do not include the header column names.

Kindergarten Oral Health Requirement: Information for Schools

The district reporting requirements under AB1433 can be found at:
http://www.cde.ca.gov/ls/he/hn/oralhlthdistrict.asp.

* What follows is a Q & A intended to help school personnel understand this law:

● What specifically does this law require?

Schools notify parents or guardians about this requirement when they register their children for school and provide information on the importance of oral health to overall health and school readiness. It also requires schools to provide enrollment information for Medi-Cal (required forms available at www.cde.ca.gov).

Children entering public school for the first time, in kindergarten or first grade*, are required to have a dental checkup by May 31 of the first school year.* The evaluation must be completed by a licensed dental professional. Oral health evaluations that occurred within the 12 months prior to school entry also meet this requirement.

Parents may obtain a waiver of this requirement if they cannot find a dental office that takes their child's insurance, cannot afford to pay for it, or the parent chooses not to have their child's oral health evaluated.

Schools collect and aggregate specified data and school districts forward specified data by July 1 of each year to their County Office of Education. All required forms will be provided to schools by the California Department of Education. These forms are available in multiple languages on the CDE website.

● What are the intended impacts of the requirement? (Answer also includes deadline requirements for Dental Check-Up/Assessment-waiver/Reporting)

Dental decay is the most common chronic childhood disease, more common than both asthma and obesity, affecting nearly two-thirds of California's children by the time they reach third grade. Dental decay is easily preventable. However, it is also a progressive infection that does not heal without treatment. If cavities are not treated, children can develop infections severe enough to require emergency room treatment and their adult teeth may be permanently damaged. Children need their teeth to eat properly, speak properly, smile and feel confident. Children with cavities eat poorly, stop smiling, are distracted from learning and miss school. The requirement for children upon initial entry into public school, in kindergarten or first grade, to have their oral health evaluated is intended to:

○ Raise parents' awareness of the importance of oral health to overall health and readiness to learn
○ Connect children with dental professionals who can care for their oral health
○ Assist in enrolling children in government benefit programs, such as Medi-Cal and Healthy Families
○ Maximize existing systems of care and reimbursement before creating new systems
○ Identify locally specific barriers-to-care to assist communities in responding to their children's oral health needs
○ Provide data for further advocacy

● What is the role of schools? (Answer also includes deadline requirements for Dental Check-Up/Assessment-waiver/Reporting)

The law directs schools to distribute the oral health education materials and the assessment-waiver document to parents who are registering their child in public school for the first time, in either kindergarten or first grade. ***Schools collect the assessment-waiver document by May 31 of the school year, and are responsible to aggregate the data contained on the form and report it, by district, to their County Office of Education by July 1 of each year.***

The assessment-waiver form collects the following data with the express intention to identify not only the number of children entering school with untreated decay, but to identify specific access-to-dental care barriers. When data is unavailable, that will also be recorded (item #7).

- o The total number of pupils who are subject to the requirement
- o The total number who presented proof of an assessment
- o The number who are assessed and found to have untreated decay
- o The number who are assessed and found to have experienced dental disease (measured as either treated or untreated dental decay)
- o The number who could not complete an assessment due to financial burden
- o The number who could not complete an assessment due to lack of access to a licensed dental professional
- o The number who could not complete an assessment because of lack of parental consent
- o The number who did not return either the assessment form or the waiver request to the school

The school has the vital role of communicating the importance of oral health to parents and of being the guardians of the information that is collected and reported. All reasonable efforts to encourage parents to seek a dental checkup for their child and to return the paperwork, regardless of whether or not the evaluation was completed, are essential to fulfilling the intent of the law. The school personnel responsible for data collection and aggregation are not specified by law and will vary from district to district. Office administrators, office secretaries, health clerks or school nurses may be involved in this process for example.

Beyond the requirements of the law, schools have historically played an important role in ensuring children are healthy and ready to learn. As barriers to oral health care are identified for your school's children, sharing the data with school board members, parent-teacher organizations, community organizations, (e.g. Rotary Club), your local dental society and local public health agencies will assist the development of partnerships and strategies to build capacity to meet these needs. The data can be a valuable asset in further oral health advocacy for your families – we encourage you to share it.

- ● What is the role of school nurses?

School nurses have historically been the ones to receive a child in pain, determine the source of the discomfort, render care as appropriate and make the necessary referral. We have heard from many school nurses that their number 1 problem is untreated dental disease. The role of school nurses will not change with this requirement.

The requirement is intended to identify dental problems earlier, thereby reducing the number of children's visits to the school nurse for undiagnosed dental disease. The requirement is also expected to provide added support for the dental referrals nurses make, in that the school nurse cannot "sign off" on a child's oral health. By requiring that a dental professional do this assessment, the State is emphasizing to parents that their child's oral health must be cared for by dental professionals and reinforces the referrals that school nurses make for children with dental disease.

- Can school nurses complete this assessment?

No, the law states it must be completed by a "dental professional." The ultimate goal of this law is to connect children with a regular source of dental care. The law requires schools to educate parents about the importance of oral health to overall health and readiness for school and encourages parents to locate a source of dental care, be that a private dentist or a community clinic, for this dental evaluation. Additionally, information to support enrolling children in Medi-Cal is also provided to parents. This law serves as the impetus to make a connection that is ideally not a one-time event, but can become a regular source of care.

An ongoing challenge for school nurses who provide basic assessments (i.e. screenings) for children at school is follow through on referrals made. This law provides another tool to back up a recommendation to see a dentist for comprehensive evaluation and care. What's more, this law also measures the specific barriers encountered when the parent does not follow through on that recommendation.

- Is the data being collected useful at the school level?

While much of the data being collected will be forwarded to the County Office of Education and may be useful for advocacy at the state level, there are also data that may be useful at the local level and which school personnel may want to review. The assessment-waiver forms will identify:

- Children entering kindergarten who have untreated decay
- Children entering kindergarten who have an urgent need for care
- Children who do not have any form of dental insurance and who may benefit from local programs that assist with enrollment in the Medi-Cal program

- How is the data reported?

While the law determines the data that school districts must report to their County Office of Education, the California Department of Education has not developed a form for this purpose nor prescribed the exact manner in which it is reported. However, the San Joaquin County Office of Education (SJCOE) has developed a web-based System for California Oral Health Reporting (SCOHR) that is sophisticated and, at the same time, very user friendly. It aggregates reports statewide and will allow an unprecedented opportunity to study and utilize the reported data. Schools, districts or COEs interested in participating should contact SJCOE, CEDR department, at scohr@sjcoe.net or visit the SCOHR website.

- What opportunities exist to ensure that children's oral health improves?

Collaboration: One of the key initial purposes of the law is to learn first hand the specific barriers children face to receiving oral health care in their communities. As difficult as it may be to just collect the data and not immediately respond, it will be most powerful to allow what is actually happening with regard to access-to-dental care to be measured. Once this data is collected and reviewed, it presents an unparalleled opportunity for school board members, school administrators, school nurses, community leaders and dental professionals to collaborate to build capacity to better meet the oral health needs of the children in their community who continue to experience barriers to care.

Partnering with parents: California Dental Association (CDA) encourages member dentists to offer dental screenings in their offices for children, free of charge as a public service, when parents do not choose to schedule comprehensive dental examinations for their child, but instead request the minimum assessment required by law. Involving parents directly in this process opens up the important opportunity for them to become educated about the condition of their child's oral health, the consequences if disease is not treated and the benefits of ongoing care. This is the place where a "screening" becomes the opportunity to begin the process of establishing a dental home for their child, so that the restorative and preventive care can be provided that will keep their child healthy.

Working to remove barriers: Additionally, schools and school districts with many families who experience barriers to dental care may work with local dental and dental hygiene component societies and already established school-based programs to ensure all of their new kindergartners or first graders receive at least a minimal evaluation. This is an opportunity to create effective systems of screening, triage, and referral for children whose families continue to experience barriers to dental care.

- How is this requirement paid for?

On an individual basis, dental examinations provided to children who have some form of dental coverage, including Medi-Cal or commercial insurance, will be paid for by those benefit plans – as all include dental examinations as a benefit. In some cases, dental examinations may be paid for directly by the parent.

In situations where a child does not have dental coverage and the parent chooses for their child the minimum assessment required by this law, CDA encourages dentists to provide a dental screening to the child, free of charge, as described above.