

Fob Guide

OR PTC DCI
VERSION 1.0

Fob Guide



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Disclaimer

The content found in this document is intended for staff who use OR PTC DCI. The screenshots in this document are from staff's perspective.

What is a fob?

The OR PTC DCI fob is a method of EVV compliance that can be used in the consumer's home.

- The fob is a small device that must be kept in the consumer's home.
- Providers must be able to access the internet at least once per pay period to enter their fob codes, dates worked, and clock in/clock out times in the OR PTC DCI Web Portal.



Scenarios where fobs are recommended

- A consumer lives in a rural area where there is no cell reception for providers to use the mobile app.
- The provider does not have a mobile phone to be able to use the mobile app offline mode.
- The provider does not have a smart phone or other smart device to use the mobile app.
- The provider has tried using the mobile app but due to a weak internet connection or other technical issues, using the mobile app is impractical.

Requesting a fob for a consumer

The consumer or provider may request a fob from local office staff.

Note: Providers may request a fob on behalf of their consumer, but fobs must be distributed directly to the consumer, either in person or by mail.

Does the local office have a fob to provide the consumer?

- Staff member verifies;
 - The consumer has a profile in OR PTC DCI.
 - The consumer is actively linked to the provider.

- There is an authorization in OR PTC DCI for the current pay period.
- The provider is linked to the consumer and there are authorizations in OR PTC DCI for the pairing.
- Staff member links the fob to the consumer's profile in OR PTC DCI.
- Staff member emails the PTC Support Team at PTC.Support@odhsoha.oregon.gov an update with the consumer's name, prime number, and the fob serial number located on the back of the fob device.
- Staff member then sanitizes the fob device and gives it to the consumer either in person or by mailing it to them.

See [Linking a fob to a consumer](#) section of this guide for further instruction.

What if the local office does not have a fob in the local office for the consumer?

- The staff member emails the PTC Support Team at PTC.Support@odhsoha.oregon.gov, requesting a fob for the consumer with the following information included in the email.
 - Subject line: Fob request
 - Body of the email
 - Consumer name
 - Prime number
 - Consumer's mailing address
 - Preferred language for written material

PTC Support Team then links the fob to the consumer and mails it directly to the consumer's residence.

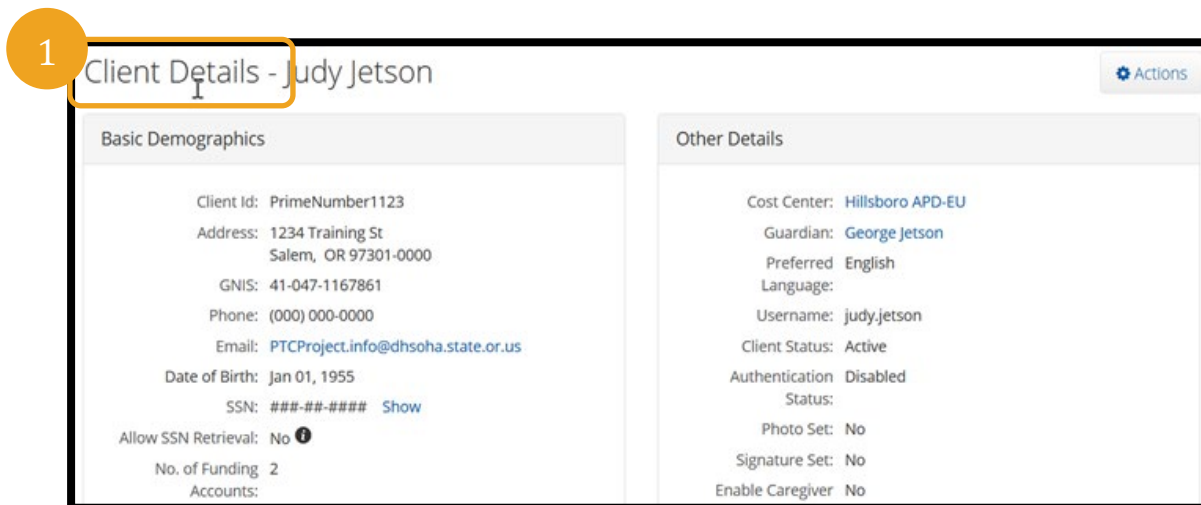
Note: It may take several weeks for the consumer to receive the fob.

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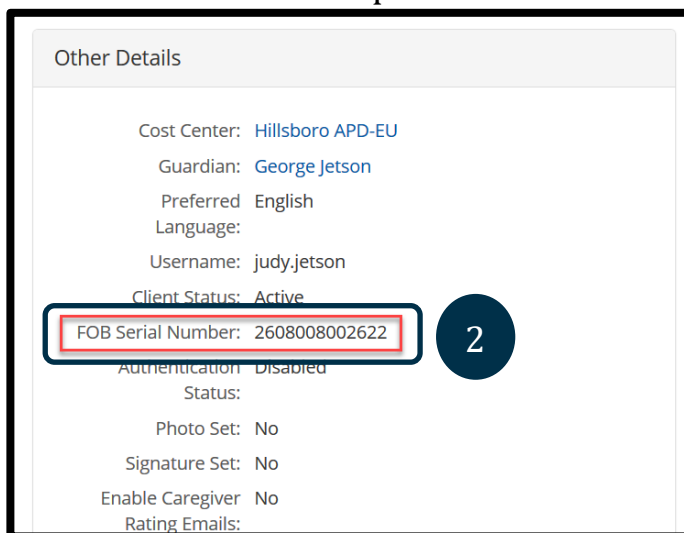
Linking a fob to a consumer

Steps to linking a fob:

1. Locate the consumer's profile in OR PTC DCI by searching for the consumer by name or prime number in the Clients tab. Click on the row containing the consumer's information. This will take you to the Client Details page.
2. Verify the consumer does not already have a FOB Serial Number assigned in the

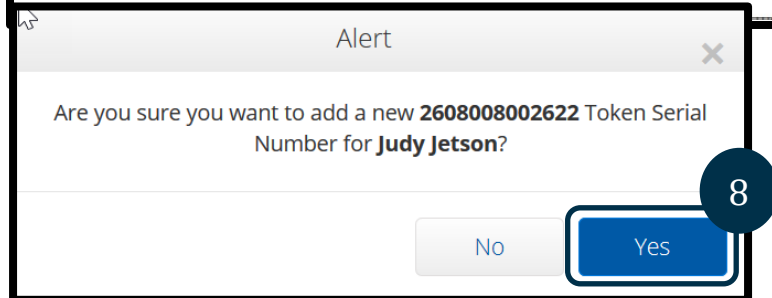
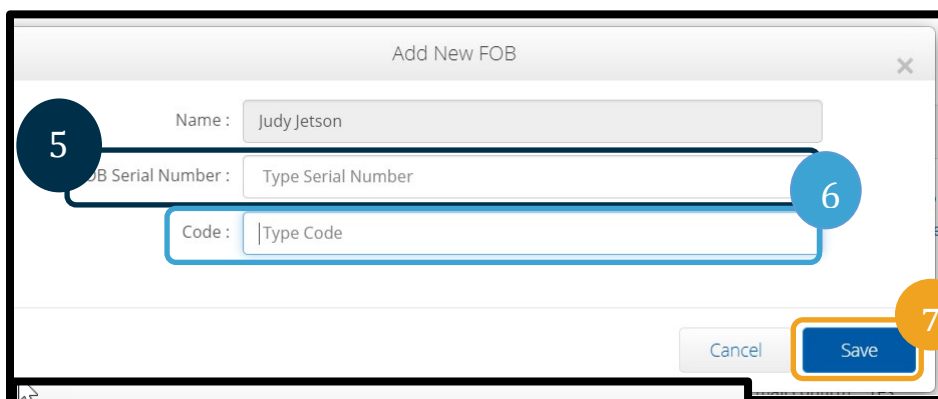
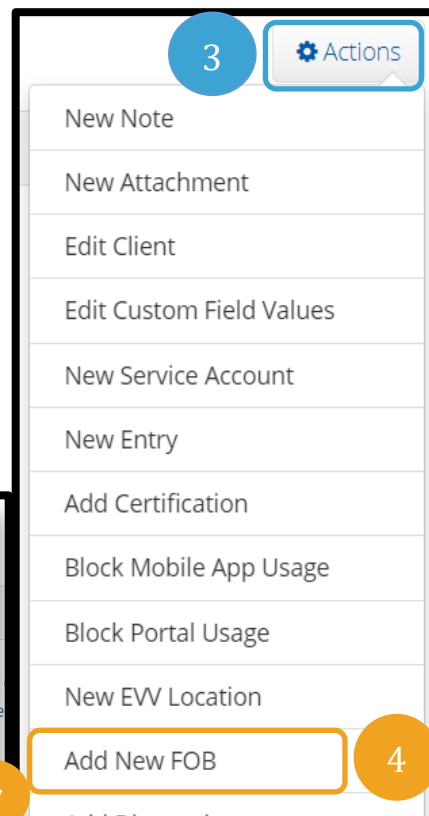


Other Details section. The example to the right shows there is a fob already associated with this profile. If there is already a fob associated with the account but they do not have the fob, please follow the steps in [unlinking a fob from a consumer](#). Then continue the next step.

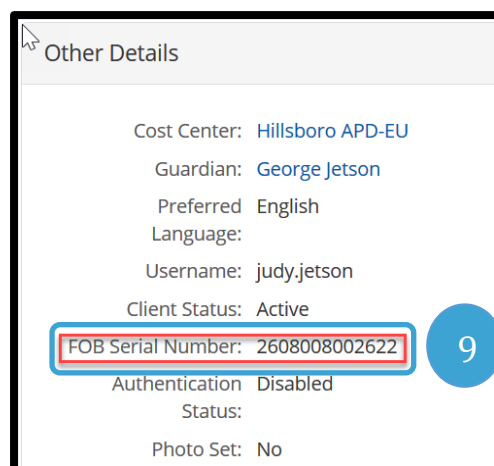


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3. Select Actions on the Client Details page.
4. Select Add New FOB.
5. In the Add New FOB screen, type the serial number located on the back of the fob into the field labeled FOB Serial Number.
6. Press the red button on the fob to display a six-digit code. Enter the six-digit code into the field labeled Code.
7. Select Save.
8. Select Yes on the Alert.



9. The fob is linked to the consumer. The FOB Serial Number is now listed under Other Details on the consumer's profile.



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10. Email the PTC Support Team an update with the consumer's name, Prime Number and the associated FOB Serial Number. Use this template:
 - a. To: PTC.Support@odhsoha.oregon.gov
 - b. Subject Line: Fob linked to client profile
 - c. Body of Email:
 - i. Consumer's name
 - ii. Prime Number
 - iii. FOB Serial Number
 - iv. Date of fob linking
11. Narrate in Oregon Access the fob was provided to the consumer, including the Serial Number. Before handing the fob over to the consumer, ensure you have sanitized the fob.

Fob is returned to the local office by the consumer

When a fob is returned to the local office, a staff member must:

- Test the fob device to see if it is defective.
- If the fob is defective please (see [is a fob defective](#))?
- If the fob is not defective, ask the consumer if the fob is still needed.

Yes fob is still needed	No fob is no longer needed
<ol style="list-style-type: none"> 1. The staff member confirms the fob's serial number on the back of the device matches the serial number that is on the consumer's profile in OR PTC DCI. 2. If the serial number does not match or the fob is not connected in OR PTC DCI, correct the issue in OR PTC DCI. 3. Staff member then gives the fob back to the consumer and provides applicable fob reference materials as needed. See provider resources. 	<ol style="list-style-type: none"> 1. The staff member unlinks the fob from the consumer's profile in OR PTC DCI. 2. Staff member then keeps the fob in the local office to be used for another consumer as needed.

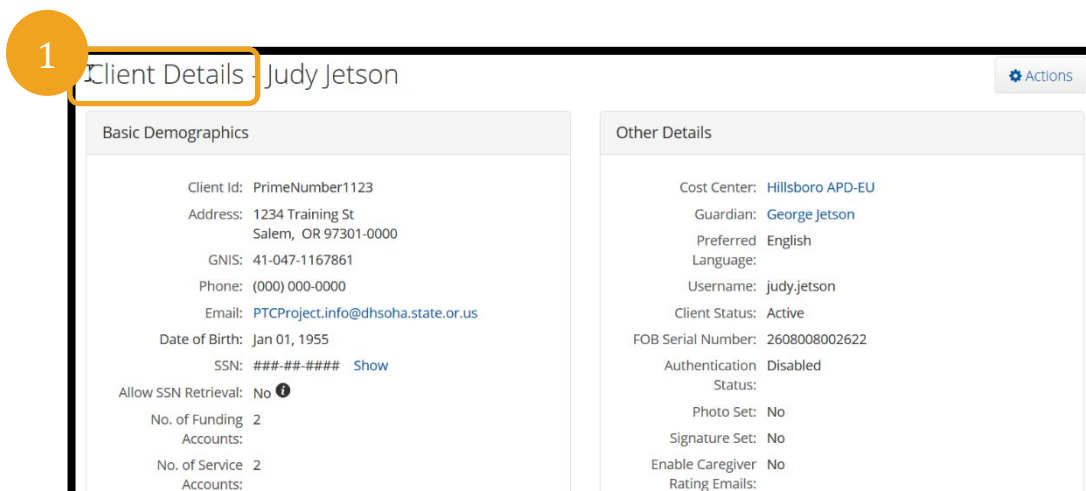
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Unlinking a fob from a consumer

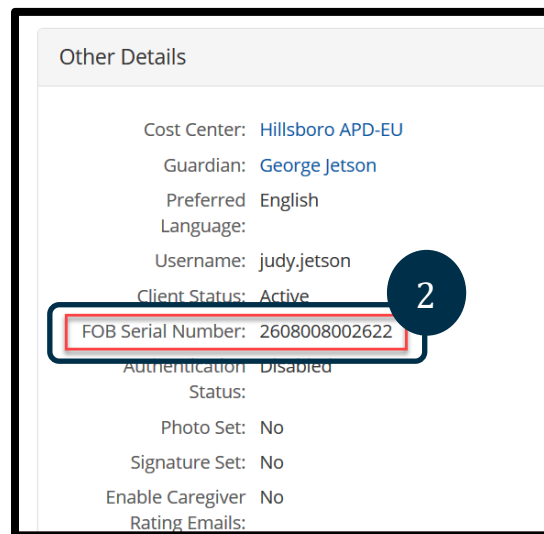
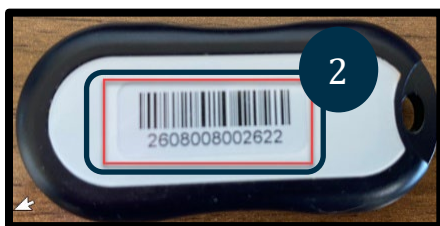
If a consumer returns a fob to the local office because they no longer need it. The local office staff should unlink the fob from the consumer's profile. As long as the fob is not defective, local offices should keep fobs to provide to another consumer in the future.

For further instruction to test a fob, see the [is the fob defective](#) section of this guide.

1. Look up consumer in OR PTC DCI via the Clients tab and navigate to the Client Details page by searching for the consumer by their name and/or prime number.

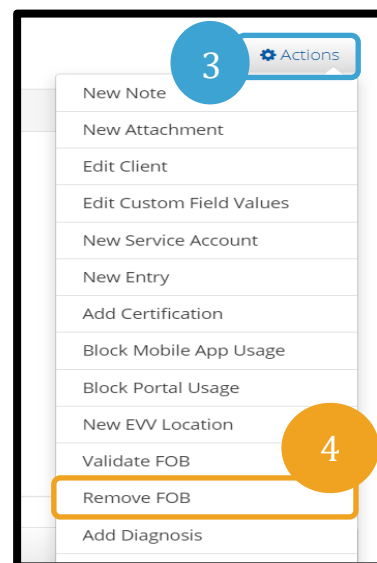
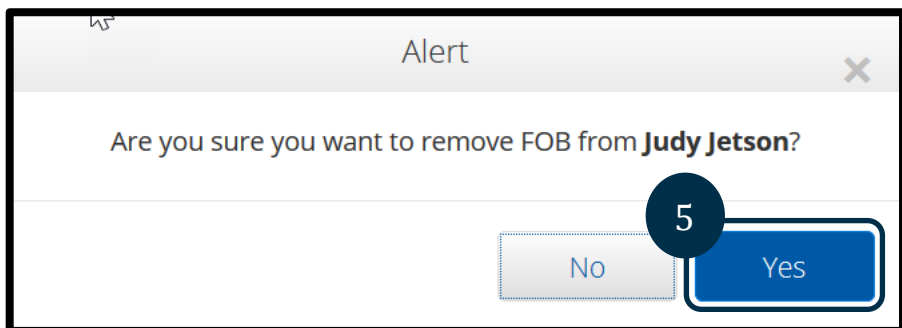


2. Verify the serial number (located on the back side of the fob) matches the number listed under Other Details > FOB Serial Number.

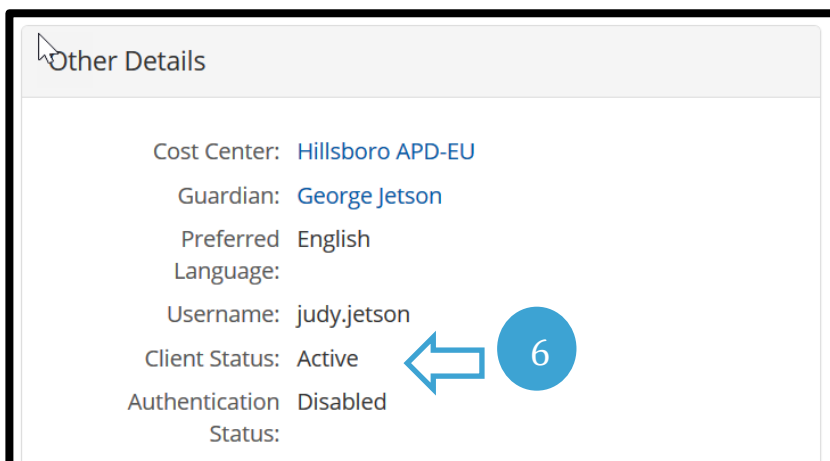


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- a. If the serial number does not match, email the PTC Support Team at PTC.Support@odhsoha.oregon.gov and include the FOB Serial Number, the consumer's Prime Number, and an explanation that it is not connected to this consumer.
 - b. The PTC Support Team will determine who the fob is connected to.
 - c. If the fob is connected to another consumer but should not be, The PTC Support Team will unlink it and the local office, and the local office can keep it to provide to someone else in the future.
 - d. If the fob is connected to another consumer that this consumer's provider works for, the PTC Support Team will notify the local office so the fob can be returned to the appropriate consumer.
 - e. If it does match, continue to step 3.
3. Click Actions on the Client Profile.
 4. Click Remove FOB.
 5. Click Yes on the Alert.



6. The fob is unlinked from the consumer. You can see the fob serial number is no longer listed under Other Details on the consumer's profile.



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7. Send an email to the PTC Support Team to let them know of this change. Use this template:
 - a. To: PTC.Support@odhsoha.oregon.gov
 - b. Subject Line: Fob unlinked from client profile
 - c. Body of Email:
 - i. Consumer's name
 - ii. Prime number
 - iii. FOB Serial Number
 - iv. Date of fob unlinking
8. Now that the fob is unlinked, you can keep the fob in your office to give to a different consumer. While keeping the fob is best practice, if your office does not want to store any fobs on site to distribute, it can be returned to distribution at the following address.

DHS/OHA Distribution
Attn: Victoria – Fob Returns
3421 Del Web Ave NE
Salem OR 97301

Is the fob defective?

1. Determine if the fob is defective. To do so, press the red button on the fob.
 - a. Does a six-digit code appear on the screen? If so, then the fob is working as intended. The fob is **not** defective.
 - b. Do the numbers display and then disappear? Each time you press the red button, the numbers will display on the screen for a period of time. This time is indicated by the horizontal bars to the left of the number. This acts as a countdown to when that number is no longer relevant. If the number disappears, press the red button again and ensure the countdown is



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working appropriately. If it is, then the fob is working as intended. The fob is **not** defective.

c. Do no numbers display? The fob is defective.

2. If the fob has been verified as defective, return the fob, including a note with the consumer's name, prime, and the defect details to:

PTC Support
500 Summer St. NE
1st Floor Blue 46,
Salem, OR 97301


3. If the fob has been verified by the Local Office Staff as non-defective and the consumer does not need it, the fob must be unlinked from the consumer.

a. Return to [unlinking a fob from a consumer](#) for instructions.

If local office staff have completed all troubleshooting steps and the provider continues to have issues with the fob, please reach out to the PTC Support Team at PTC.Support@odhsoha.oregon.gov

Troubleshooting

The following are possible issues that providers are having when attempting to use the fob.

Problem	Answer
<p>I pressed the button, but the number disappeared before I could write it down!</p>	<p>The fob has a built-in timer. This displays on the left side of the numbers as a set of lines (see picture below).</p>  <p>When the red button is pushed, the timer displays and the lines will disappear as time runs out. If you push the red start button and there are only one or two lines, let the timer run out and the display go blank. Push the red start button again and a new code will display with more time for you to write down the code.</p>
<p>I accidentally pressed the button more than once!</p>	<p>If you press the button again, a new fob code will display. Previously displayed fob codes will not show again once they disappear. Write down the new fob code that displays.</p>
<p>I entered all of my data into the “Add New Entry” window, and it says the tokens don’t match!</p>	<p>It’s possible you wrote down the wrong fob code. Change “EVV Method” from “Secure FOB” to “Client Portal Signoff” to create a historical punch.</p>

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I entered all of my data into the “Add New Entry” window, and it says the tokens don’t match!	You may have rounded the times you wrote down. Be sure to write down the exact times when pushing the button. <ul style="list-style-type: none">• Example: You pushed the button at 1:38 and you wrote 1:00.
I followed the troubleshooting steps and still having issues with the fob!	Please bring the fob to your local office for support. They will check the fob to see if it is working right and will get you a replacement if needed.

Additional staff resources

- For any additional questions or troubleshooting please reach out to the PTC Support Team at PTC.Support@odhsoha.oregon.gov
- [Business Process - 3.4 Return or Request a Fob in the Local Office](#)

Provider Resources

These can be printed or sent to the provider to help them resolve fob issues.

[Provider - QRG How to Use a Fob](#)

[OR PTC DCI Fob Timesheet](#)

[Online Course on Adding a Fob Entry to the OR PTC DCI Web Portal](#)