

QRG - Unlinking a Fob from a Consumer



Staff - Unlink a Fob 2.0.pdf

i Purpose: This outlines the steps required to successfully unlink a consumer from a fob in the local office.

Outcome: The returned fob is no longer linked to the consumer.

Relevant Business Process: [1.3.4 Return or Request a Fob in the Local Office](#)

If a consumer returns a fob to the local office because they no longer want it or they believe it to be defective, 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.

Is the Fob Defective?

1. Determine if the fob is defective. To do so, press the red button on the fob.
 - a. Do the numbers display 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 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

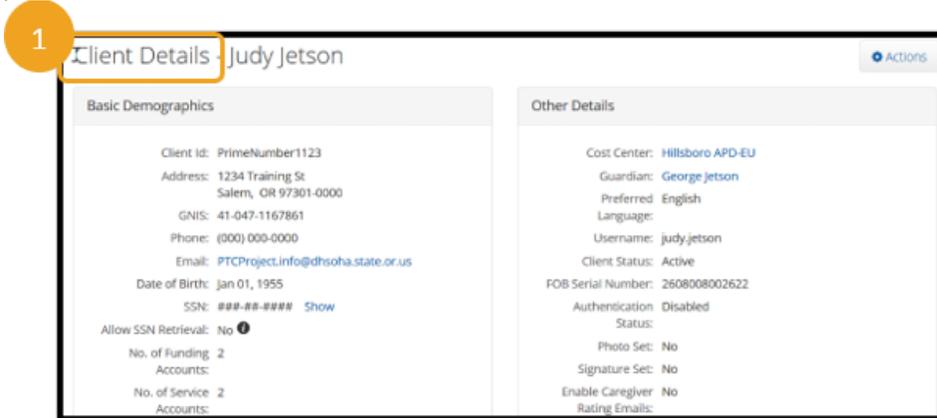
1st Floor Blue 46,

Salem, OR 97301

3. If the **fob has been verified by the Local Office Staff as non-defective and that the consumer returned it because they thought it was defective**, return the fob to the consumer and explain that it is working as intended. Show them that if the code disappears too quickly, they need to push it again to get a new code.
4. If the **fob has been verified by the Local Office Staff as non-defective and that the consumer does not need it**, the fob must be unlinked from the consumer.

Unlink the Fob from a Consumer

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.

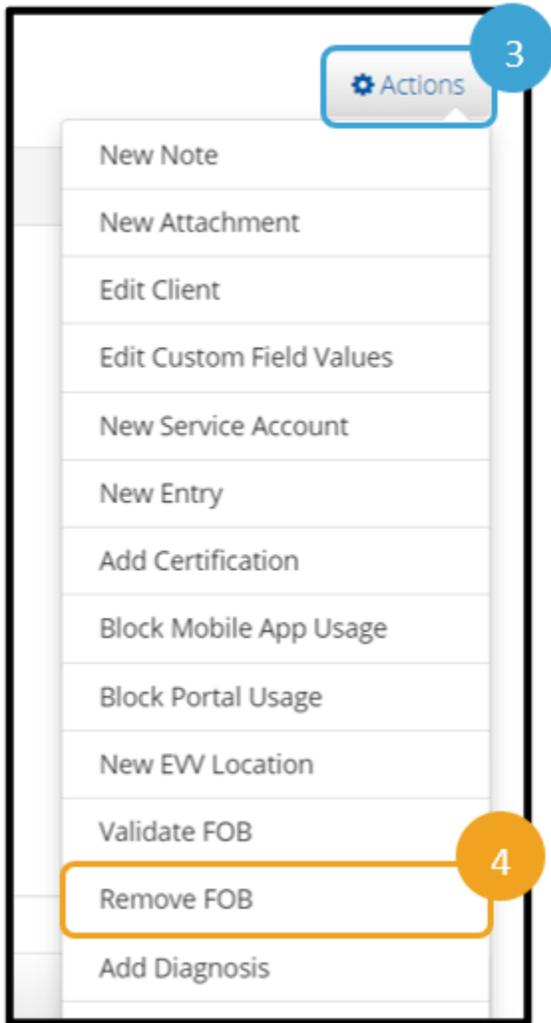


2. Verify the serial number (located on the back side of the fob) matches the number listed under Other Details > FOB Serial Number.
 - a. If it does not match, email the PTC Support Team at PTC.Support@odhsoha.oregon.gov and include the FOB Serial Number, the consumer's Prime Number, and an explanation 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 who has no connection to the consumer who returned it or their provider, the fob will be unlinked, and the local office can keep it to provide to someone else in the future (see step 8a).
 - 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.

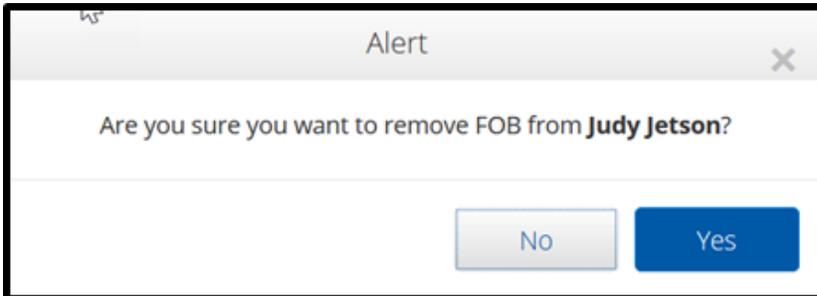


3. Click Actions on the Client Profile.

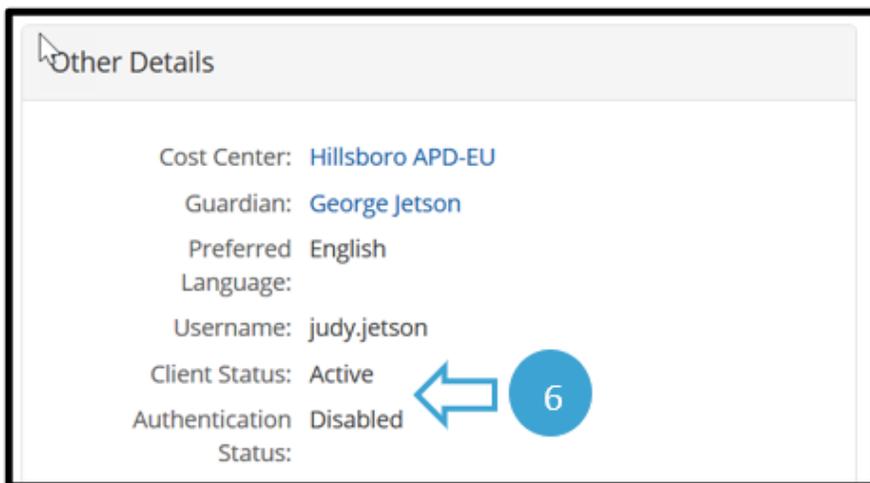
4. Click Remove FOB.



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.



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.
 - a. If your office stores fobs locally to link to another consumer in the future: sanitize the fob and store in a secure and centralized location. This fob can then be given to another consumer per [Linking a Fob to a Consumer](#).
 - b. If you choose to return the fob: mail the fob with a note stating the consumer's name and prime number to distribution.

DHS|OHA Distribution

Attn: Victoria - Fob Returns

3455 Aumsville Hwy SE Ste 100

Salem OR 97317

Related articles

- [Business Process - Over and Underpayments](#)
- [Staff Learning Materials Catalog](#)
- [QRG - Resetting Passwords in OR PTC DCI](#)
- [Guide - Profile Management](#)
- [QRG - Profile Requests for OR PTC DCI](#)