

Communicating with Users

09/29/2005

eCORNERSTONE INFORMATION CENTER - In early April 2005, a new "Information Center" became available within eCornerstone. The Information Center provides a centralized, coordinated communication mechanism for eCornerstone agency and support staff.

New messages and links to new documents such as Application Updates and informational Bulletins are posted in the Information Center. Messages are organized according to programs, but a "general" section also includes messages that pertain to all programs.

Additionally, each local agency can utilize the Information Center to post messages that are viewed only by staff of the agency.

The Information Center is tied to each User ID. Upon logging into eCornerstone, the system checks if any new messages have been posted since the last time you logged in. If new information is available, you will automatically be routed to the Information Center instead of the Home Page. Each message contains a check box, which can be checked once the information has been reviewed. If no new messages have been posted (if you have no unacknowledged messages), you will be directed to the Home Page.

The Information Center can also be accessed by selecting a link in the "Starting Points" section of the Home Page.

The screenshot shows a web browser window with the address bar displaying `http://00929119001/ecsapp/DisplayInformationCenter.do`. The page header features the DHS Illinois Department of Human Services logo and the name of the Secretary, Carol L. Adams, Ph.D. The eCornerstone logo is also present in the top right. A navigation menu includes links for Home, Lookup, Administrative, Help, and Logout. A status box indicates the user is logged in as 'cststall' and provides a link to the eCornerstone Version 2.4.0. The main content area is titled 'eCornerstone Information Center' and contains a message explaining that the screen is displayed if there are new messages. Below this, there are three message categories: 'Messages from DHS for All Programs', 'Messages from DHS for CCBYS', and 'Agency Messages for All Programs'. Each category has a checkbox and a text description. At the bottom, there are buttons for 'Hide Selected Messages' and 'Show Hidden Messages'.

Address: `http://00929119001/ecsapp/DisplayInformationCenter.do`

DHS Illinois Department of Human Services
Carol L. Adams, Ph.D., Secretary

eCornerstone

Home > Lookup Administrative > Help Logout

eCornerstone Information Center

You are logged in as: **cststall**
eCornerstone [Version: 2.4.0 \(opens in a new window\)](#)

This screen is automatically displayed at login if you have any new messages. To hide any message, check the box next to the message and press the button.

Messages from DHS for All Programs

A new version of eCornerstone will be deployed over the weekend of April 1. The Application Update describing all changes in the new version will be available soon.

Messages from DHS for CCBYS

The eCornerstone User Manual has been updated to reflect recent policy changes relevant to CCBYS. Please review the updated policies and share them with your staff.

Agency Messages for All Programs

All staff are required to attend agency training on Friday, April 8. Please contact your supervisor if you have any questions.

Hide Selected Messages

Show Hidden Messages

EMAIL – The “ecornerstonesupport” email distribution list is used only to communicate time-sensitive issues, such as planned and unplanned down time of the system.

- Planned Down Time – In the event that the system will be taken offline for any amount of time, an email will be sent to all users and support staff to notify them of the date and time the system will be unavailable, and for how long the system will be unavailable.
- Unplanned Down Time – In any instance where the application will be down for 30 minutes or more, an email will be sent to all users and support staff to notify them that the system is down and an expected time that it will be back up. In addition, an email will be sent to all users and support staff to notify them when the system is back up.

Email will not be used to send out Application Updates, Bulletins, or other documents. (To add individuals to this email distribution list, contact the Cornerstone Call Center at 1-877-447-4221.)

WEB SITE – The eCornerstone Implementation Web Site

(<http://www.iphca.org/eCornerstone/implement.htm>) provides additional information for current eCornerstone agencies, such as an archive of all Application Updates, Informational Bulletins, and other critical information. Most documents posted within the Information Center are available on the web site as well.

By implementing these new communication procedures, we hope to simplify the process for receiving information about the eCornerstone system. If you have any questions about the Information Center functionality, or any suggestions or feedback regarding the communication method, please contact the Cornerstone Call Center at 1-877-447-4221.