

## Chapter 2: System Environment

### 2.1 Equipment

The eCornerstone system requires the following equipment:

- Computer workstation or laptop [including monitor, keyboard, mouse and Central Processing Unit (CPU)]
- Printer
- Access to the Internet via an Internet Service Provider (ISP)

In some instances, equipment issued to the eCornerstone site is owned by the Illinois Primary Health Care Association. This equipment can be easily identified by the property tag located on each piece of equipment. IPHCA is responsible for any and all of the eCornerstone hardware that it has issued to the site. This includes the workstation monitor, keyboard, mouse and CPU. The local agency is responsible for the data stored on the workstation, and any applications that have been installed beyond the Operating System.

**Any eCornerstone equipment that has been issued to the local agency by IPHCA should not be moved. To request a move, add or change to your equipment, contact your DHS Regional Representative.**

The agency is responsible for any equipment it owns.

#### 2.1.1 Recommended Equipment Specifications

In order to ensure effective performance of the eCornerstone system, the following are the recommended minimum equipment specifications:

- Intel Pentium II or equivalent
- 64 MB RAM
- Windows® 98 or higher
- Internet Explorer® 5.5 Service Pack 2 or higher
- High-speed Internet access (i.e., DSL, T1, cable modem, etc.) is *highly* recommended.

#### 2.1.2 Steps to Follow after Power Outages or Improper Shut Down of the Computer

Occasionally, a system user might experience a power outage at their site. Other times, the central processing unit (CPU) might accidentally be turned off without properly shutting down the system.

In the event the on/off button is pushed accidentally, the following will occur:

1. A pop-up message reading "Preparing to standby" will be displayed. The workstation will go into a standby state.
2. Move the mouse or touch a key on the keyboard to bring the workstation back from standby.
3. A new pop-up message will appear that reads "This computer is in use and has been locked. Only the worker or an administrator can unlock this computer."
4. Press **CTRL-ALT-DEL** (all three keys simultaneously) to unlock the computer.
5. When prompted, enter your password to log into the computer. Contact your local IT support personnel if you experience any problems.

In the event of a power outage:

1. When power is restored, simply push the "on" button and the computer will boot as normal.
2. If you experience anything abnormal, contact your local IT support personnel.

### 2.1.3 Computer Care Tips

Following are some basic pointers on keeping the computer functioning properly:

- Keep the computer in a clean, dry environment. Make sure it rests on a flat, sturdy surface.
- Do not place items on top of the display or cover any of the vents on the display or computer. These vents provide airflow to keep the computer from overheating.
- Keep food and drinks away from any part of the computer. Food particles and spills make the keyboard and mouse sticky and unusable.
- Keep magnets away from the computer.
- Do not get the power switches or other controls wet. Moisture can damage these parts and cause electrical hazard.

It is good practice to clean the computer periodically to protect the surfaces and ensure trouble-free operation (see specific instructions below). Use only mild cleaning solutions and a damp cloth to clean the painted surfaces of the computer, printer, modem, router, tape back-up unit, and keyboard.

Do not use abrasive cleaners when cleaning the surface of the monitor or screen. The screen surface is easily scratched, so avoid touching it with pens, pencil points, and erasers.

#### **Cleaning Your Computer Monitor**

1. Gather needed supplies:
  - anti-static rag or other soft cloth
  - electrical appliance cleaner (such as Endust), eyeglass cleaner, or cleaner specifically made for monitors
2. Turn off the monitor.
3. If using an aerosol product, follow the directions on the can. Otherwise, spray a small amount of fluid onto one half of the rag. Do not spray cleaner directly on the screen or anywhere near the ventilation holes on the monitor.

**WARNING: Do not spray compressed air or aerosol products near any part of a computer that has power applied (i.e., that is plugged in). These products often eject a liquid mist that can result in damage to equipment, as well as serious injury to personnel near the equipment.**

4. Wipe the entire screen.
5. Wipe the screen dry immediately with the dry half of the rag.
6. Repeat if necessary until monitor is completely clean.
7. Clean the monitor frame with the same product or with another product suitable for cleaning plastic.

#### **Warnings:**

- Typical glass cleaning products leave streaks, and paper towels might leave dust.
- Ignore advice to use anti-static sheets (used to soften laundry), as they scratch the monitor.
- Do not use any type of abrasive pad, cleanser or alcohol-based product.

### Cleaning Your Computer Keyboard

1. Gather needed supplies:
  - compressed air (in an aerosol can)
  - a soft rag
  - "Endust" or any nonabrasive household cleaning fluid suitable for cleaning plastic
  - a dust mask if you are allergic to dust
2. Shut down the computer.
3. Disconnect the keyboard from the computer.
4. Use compressed air to clean between the keys, spraying at an angle to dislodge dust and grime.

**WARNING: Do not spray compressed air or aerosol products near any part of a computer that has power applied (i.e., that is plugged in). These products often eject a liquid mist which can result in damage to equipment, as well as serious injury to personnel near the equipment.**

5. Gently shake the loose dust out of the keyboard.
6. If using "Endust" or another aerosol cleaning fluid, follow the manufacturer's instructions. Otherwise, spray a small amount of fluid onto half of the rag. Do not spray cleaner directly on the keyboard.
7. Wipe the keys and chassis.
8. Wait until the keyboard is dry before reconnecting it to the computer.
9. Reconnect the keyboard and restart the computer.

#### 2.1.4 Supplies

Please be sure to have the following supplies on hand at all times:

- Laser printer paper (8.5" x 11")
- Printer ink cartridges
- Mouse pad for each worker

#### 2.2 Accessing and Logging into eCornerstone

The eCornerstone application is accessed via the Internet. To access eCornerstone:

1. Launch your Internet browser and ensure you are connected to the Internet.
2. In the "Address" field, enter "**http://ecstone.dhs.state.il.us**" (or, if this address has been bookmarked, select it from your list of favorites).
3. When the eCornerstone Welcome Page is displayed, select "Login" from the menu on the top.
4. A Security Alert will be displayed. Click on "Yes" to proceed.
5. On the Login page, enter your User ID and password in the fields provided, then click on the "Login" button:

**eCornerstone**

Illinois Statutes and DHS policy prohibit unauthorized access or disclosure of DHS client, employee or any other confidential information. Any unauthorized use of DHS computers or disclosure of confidential client or employee information may be cause for disciplinary action, including termination of employment and/or criminal prosecution.

**Do not attempt to login unless you are an authorized user.**

*By logging into the eCornerstone system, using your assigned user ID, you acknowledge that you are an authorized user and agree to abide by all rules and regulations of the eCornerstone system. It is your responsibility to ensure that your user ID and password are kept private. Do NOT share your login information with anyone. No representative of eCornerstone will ever ask for your password.*

User ID:

Password:

[Return to the Welcome page](#)

(WebSphere Login Page)

**NOTE:** Passwords are set to expire after 30 days. At this time, select a new password according to the following guidelines:

- The password must be at least eight (8) characters long.
- The password must contain at least four (4) alpha characters.
- The password must contain at least one (1) numeric character.
- The password can not contain more than two (2) repeated characters.
- The password is case sensitive.

6. The eCornerstone Home Page is displayed. You have accessed eCornerstone and can begin working in the application.

- Refer to the **System Updates** section of this chapter for more information on the Messages section of the Home Page.
- Refer to the **To Do List** and **Case List** sections in the **Home** chapter, and/or the **Assign Multiple Participants** section of the **Administrative** chapter for more information on the functions available on or from the Home Page.

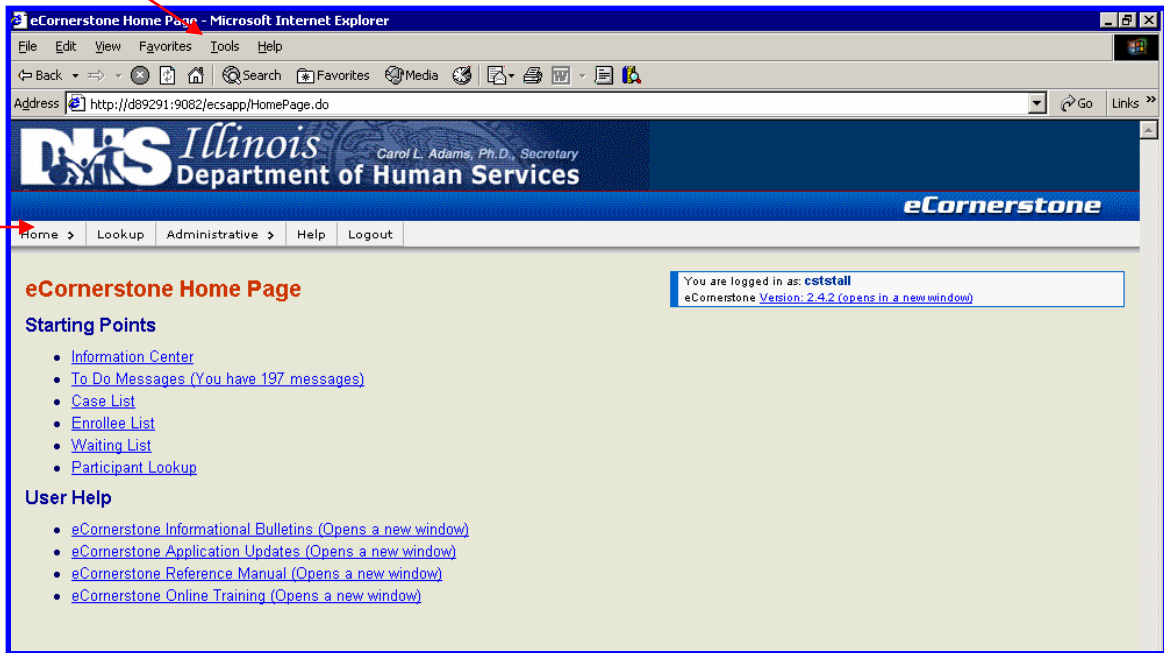
## [2.3 Navigating eCornerstone](#)

### General Navigation

This section provides basic instruction on navigating within eCornerstone. Specific instructions for completing individual screens are provided in the appropriate section / chapter of this manual. For information on how to use your Internet browser, click on the "Help" button located on the top menu bar of your browser.

After logging into eCornerstone, navigation begins at the Home Page:

Browser Help



(Refer to the **Home** chapter for more information on the eCornerstone Home Page functionalities.)

The Navigation Menu provides direct links and/or sub-menus to the following functionalities. Some or all of the menu items will appear, depending upon if a participant has been selected, and what security rights the worker has been granted:

- **Home** – Provides a sub-menu with links to the Home Page, To Do List, and Case List.
- **Lookup** – Provides a direct link to the Participant Lookup page.
- **Participant** – This menu appears once a participant has been chosen from the Case List, To Do List, or from the Participant Lookup page. The Participant menu links to:
  - **Intake**
  - **Participant Summary**
  - **Enrollment History** (Enrollment)
  - **Assignment**
  - **Assessments**
  - **Enrollment Assessment Relationship**
  - **Progress Notes**
  - **Services**
  - **Time/Activity**
  - **Academic Progress**
  - **Family/Group Relationships**
  - **Create Case Plan**
  - **Work with Case Plan**
  - **Close this Case**
  - **View Closed Case Plan(s)**
  - **Medicaid**

- **Case Plan** – This menu appears only when working with a participant who has a complete YASI assessment, has been assigned to a worker, and has been enrolled in a youth services program. The menu provides links to the following functionalities:
  - **Select Assessment Domains**
  - **View Plan Agreement**
  - **Perform a Review**
- **Administrative** – This menu provides links to the following functionalities:
  - **Assign Multiple Participants**
  - **Transfer Worker Caseloads**
  - **Close a Case Assignment**
  - **Maintain Agency**
  - **Worker Time/Activity**
  - **Program Planning**
  - **Attendance**
  - **Reports**
- **Help** – This link opens the User Help window, which provides links to:
  - eCornerstone Application Updates
  - eCornerstone Reference Manual
- **Logout** – Selecting “Logout” will log the worker out of the system and display the message “You are now logged out”.

Clicking in any menu or direct link will display the appropriate page/section.

The Information Box is located on the top right of the screen. This box displays worker login and system version information. Once a participant is selected, the Information Box displays the participant’s name, Cornerstone ID, consent status, gender, and date of birth:

Name: Bug, June		Gender: Female
Date of Birth: 06/10/1988		Consent at this Agency: Yes
Cornerstone Id: B200-2508-8765-00		

**Information Box**

- To begin entering information on a page, position the mouse in the desired field and click once. This will activate the cursor in the field, and the worker can begin typing.
- To move from one field to the next, use either the <Tab> key (located on the upper left-hand side of the keyboard), or use the mouse to reposition the cursor in the next field. **Do not use the Enter key.**
- Fields marked with a red asterisk (\*) indicate that the field is required.

**Radio Button:**

Do you like pizza?  Yes  No

---

**Drop Down Box:**

What is your favorite pizza parlor?

---

**Checkboxes:**

What toppings do you prefer?

Pepperoni  
 Sausage  
 Mushroom  
 Ham  
 Pineapple  
 Just cheese!

Screens may contain one of the following elements:

- Radio buttons – This provides the worker with options, only one of which can be selected.
- Drop-down boxes – To complete a field that has a drop down box, use the grey (down) arrow button (directly to the right of the field) to view and select the appropriate choice from the drop-down list.
- Check boxes – This option allows workers to select multiple options.

Fields requiring entry of a date contain a pop-up calendar feature.

- Click on the double arrows in the top left corner to display a listing of past years. Select the year desired to display the monthly calendars for that year.
- Click on the single arrow in the left corner to display a list of months. Selecting a month will display the calendar for that month.
- Click on the double arrows in the top right corner to display a list of future years. Selecting the year desired will display the monthly calendars for that year.
- Click on the single arrow in the right corner to display a list of months. Selecting a month will display the calendar for that month.
- The “wk” column represents the number of the week, based on a 52-week year.
- Click on the question mark found in the upper left corner to display information about using the calendar feature.
- The text bar along the bottom of the calendar changes as the mouse passes over each option, displaying what action can be performed.

Occupation Code:	<input type="text"/>	
Date of Death (mm/dd/yyyy):	<input type="text" value="07/07/2004"/>	
Language Preference (primary):	<input type="text"/>	
Language Preference (other):	<input type="text"/>	
Language Preference (other):	<input type="text"/>	
Disability/Special Needs:	<input type="checkbox"/> Blind/Visual Impair <input type="checkbox"/> Cardiovascular <input type="checkbox"/> Deaf/Hard of Hearing <input type="checkbox"/> Developmental Delay <input type="checkbox"/> Dymntl Disability <input type="checkbox"/> Mental Illness <input type="checkbox"/> Mobility Orthopedic/ <input type="checkbox"/> Nervous System	

July, 2004						
Today						
wk	Sun	Mon	Tue	Wed	Thu	Fri
27					1	2
28	4	5	6	7	8	9
29	11	12	13	14	15	16
30	18	19	20	21	22	23
31	25	26	27	28	29	30

Select date

As appropriate, the worker's options are available at the bottom of the page:

- Add – This option allows additional records to be added. The add function allows a record to be added without deleting or writing over information previously entered for the participant. For example, the worker may want to add an alias name record for the participant. In that example, the "Add Name" link would be available on the appropriate page.
- Cancel – The Cancel button cancels the function without saving any data.
- Save – The Save button transmits the data entered on the page to the Central Office. It is imperative that the Save button is clicked after completing each page and before moving to the next page. If desired, choose to Save at any point, and as many times as desired, in the process of completing a page. If the worker changes information on the page, the Save function will overwrite the previous data with the new data.
- Delete – This option will delete the current record being displayed.
- Save/Next – This option saves the information entered on the page and navigates to the next page in the procedure.
- Save/Previous – This option saves the information entered on the page and navigates to the previous page in the procedure.
- Confirm – This option confirms that the worker wishes to make the desired change.

## [2.4 Printing in eCornerstone](#)

If a hard copy print-out of the information contained on an eCornerstone screen is desired, select "File > Print" from the browser menu. For optimal printing, the page layout can be adjusted to "landscape" format and margins can be adjusted appropriately by selecting "File > Page Setup".

## [2.5 Logging Off](#)

Please refer to the **Logout** chapter for detailed instructions.

## [2.6 Help Function](#)

Please refer to the **Help** chapter for detailed information.

## [2.7 System Availability](#)

The eCornerstone system is available Monday through Friday from 7 a.m. to 9 p.m. Agency staff will be notified via e-mail if the system is taken offline during this time. eCornerstone is generally available on Saturdays from 7 a.m. to 9 p.m., except for planned down time for upgrades and/or maintenance. Agency staff will be notified of such instances via e-mail and/or the eCornerstone Information Center.

- **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.

## [2.8 Communicating with Users](#)

The following mechanisms are used to provide updates, system availability information, and informational bulletins.

**Email:** Important information is communicated via email only for time-sensitive issues, such as planned and unplanned down time of the system.

**eCornerstone Information Center:** The Information Center is used to disseminate valuable information to eCornerstone users. The Information Center provides messages and links to documents such as Application Updates and informational bulletins. Refer to the Information Center section of the Home chapter for additional information.

Each local agency also has the ability to post messages that will be viewed only by their agency's staff. Refer to the Broadcast Messages section of the Administrative chapter for detailed instructions on adding a broadcast message at the agency level.

**Web Site:** The eCornerstone implementation web site (<http://www.ecstonesupport.info/>) 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 will be available on the web site as well.

## [2.9 System Updates](#)

The eCornerstone system is updated periodically as the application is enhanced and new functionality is added. Several events correspond with the deployment of a new version:

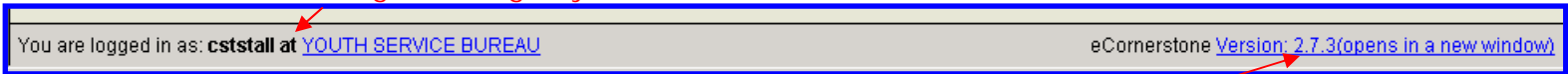
- The eCornerstone Information Center will display a message indicating when an updated version will be deployed. The message will also provide the dates and times during which the system will be unavailable while the application is being updated, and will provide links to the Application Update.
- Application Updates can also be found on the eCornerstone **Help** page.

## Detail Box

The bottom of each page in eCornerstone provides sign-in details. The details box provides the following information:

- Version Detail – This link opens a new window, and provides information pertaining to the current version of eCornerstone.
- Log-in Information – This indicates who is logged into the system. Select the agency name to open a new window that provides detailed agency information.

Log in and Agency Information



Show Version Detail

## 2.10 Time-Out Mode

eCornerstone is a secure application that employs various safeguards to ensure unauthorized access to sensitive data contained in the system. One safeguard employed is a “time-out” function.

Once logged into the application, the worker is validated with every qualified activity. Rather than having each activity prompt the worker to enter his or her username and password, the application conveniently remembers the information for a limited time. If a qualified activity occurs within this time period, it can be performed without prompting the worker for their username and password.

Currently, the time-out period for eCornerstone is 20 minutes. Each time a qualified activity is performed, it resets the time period to start over. “Qualified” activities include clicking on the “Save” button or “Refresh” button, or navigating to a different page. It's important to note that neither typing information in a form, nor resetting a form with the “Clear” button are qualified activities, and therefore will not reset the time period. Once the time period expires, the system requires the worker to log back when he or she attempts to access the system again. All data on the page that had not been saved will be lost, and the worker will need to re-trace his or her steps to navigate to the page on which he or she was previously working.

To avoid expiring your session and being directed to reenter your user ID and password on the logon page, remember to “Save” often – even if you are not finished completing a form or page.

## 2.11 Browser Information

### 2.11.1 Favorites Versus History Functionality

As a tool for investigating or fixing browser problems, the eCornerstone support team may need to clear your web browser History, Temporary Internet Files, Forms or Passwords. Since this could happen at any time, it is important to understand the function and purpose of Favorites and History in a web browser and ensure that Favorites and History are used properly.

**Favorites** - Favorites provide a quick and easy way to return to a frequently visited or interesting web address. A commonly used web address should be saved as a Favorite to save time and reduce the likelihood of typing the address incorrectly. Favorites can also store web addresses that appear interesting, but may need more research in the future. In this way, the Favorite acts as a “bookmark” to give you an easy way to return to the current web address. Saving a web address as a Favorite is NOT

automatic. When a web address is saved as a favorite, a small file is stored on the computer that holds the URL (web address). Favorites can be grouped into folders to keep them organized. Favorites should not be confused with the web browser's History function (see below). eCornerstone support will only remove Favorites from your computer in EXTREMELY rare situations.

**CAUTION** - Favorites stored on one computer are not accessible from other computers unless the web address is saved on both computers.

**History** - History provides a way to review the web addresses visited in the past. History is saved automatically. Because of this, History acts as a "safety net" or "recycle bin" if the web address cannot be remembered and was not saved as a Favorite. History should not be confused with the browser's Favorites (see above). eCornerstone support may need to clear the browser's History at any time. For this reason, do NOT use History to return to frequently visited web addresses. If you use History to find a previously visited web address, consider saving the address in your Favorites for future reference.

### Summary

Favorites are:

- For saving frequently visited web addresses
- For saving interesting web addresses
- NOT automatically saved
- Organized into folders for easy retrieval

History is used as a "safety net" or "recycle bin":

- For returning to visited web addresses that were forgotten
- For returning to visited web addresses that were not saved as Favorites
- Automatically saved
- Organized by date (cannot be reorganized)

Correct use of Favorites and History will ensure that workers encounter minimal problems or frustration during the browsing experience.

## [2.12 Troubleshooting](#)

### Validation Error Messages

The eCornerstone system uses validation error messages to assist in the following ways:

- To ensure all required fields are completed before moving to another page.
- To ensure specific data that is entered is correct. (For example, that a client's date of birth is appropriate.)

If a required field is not completed, or incorrect data is entered, the appropriate validation error will be displayed at the top of the page after the worker attempts to save the page. If a Validation Error is displayed, the worker should correct the mistake and save the page again. Once all Validation Errors have been cleared, the worker will be allowed to move on to another section or page.

### Computer Versus Application Problems

If you are unable to log on to eCornerstone, try to determine if this is a connectivity issue or an application issue.

- To determine if the Internet connection is working properly, try to visit a couple of different websites (such as [www.yahoo.com](http://www.yahoo.com) and [www.google.com](http://www.google.com)).
- If able to connect to other web sites, then the issue is most likely with the eCornerstone application. Call the Cornerstone Call Center at 1-877-447-4221.

- If unable to connect to any external website, then the issue is most likely with your Internet Service Provider (ISP). Contact your local IT support personnel.

### **eCornerstone Liaison**

The benefit of having a local Cornerstone contact person at each agency became obvious with the implementation of Classic Cornerstone. The presence of an individual who is comfortable with computer technology, vested with authority to make decisions, and who has a good understanding of the system, is undoubtedly an integral part of helping an agency to maximize the benefits of Cornerstone.

Therefore, the administration of each eCornerstone agency will identify a local "eCornerstone Liaison" to assist in the implementation of the system. Ideally, a local liaison and a back-up person for the liaison is identified for each site that will receive the system. This individual should have a general understanding of computer technology, good communication skills, the ability to make decisions, and the opportunity to use eCornerstone on a regular basis.

#### **Purpose**

- Serve as local resource to assist with implementation.
- Provide expertise on site at all times during and after implementation.
- Acknowledge ongoing resources required to function effectively in information systems environment.

#### **Role/Functions**

- Participate in pre-training visits/meetings at agency site.
- Assume primary operational responsibility for having agency prepared to receive eCornerstone Support Staff on all scheduled visits to the agency relating to eCornerstone implementation (site preparation, pre-training, installation, and site support).
- Assist local workers during and after implementation.
- Act as the primary point of contact with the Cornerstone Call Center.

#### **Enabling Factors**

##### *Training*

- Two days of eCornerstone training
- Completion of required YASI training
- Liaisons should be trained in the first group of staff scheduled for training at the agency

##### *Agency Recognition*

- Liaison's role should be formally recognized and sanctioned as important by the local Agency Administrator and Department.
- The liaison should be provided with the time necessary to perform these new duties.

#### **Requirements**

- Excellent grasp of eCornerstone
- Good communication, enabling and interpersonal skills
- A problem solver, vested with agency authority to make decisions and/or able to have decisions processed in a timely manner
- Respected by co-workers
- A regular user of the eCornerstone system
- Access to an email account (preferred)

#### **Selection Process**

The liaison should be selected by the agency director in accordance with the above requirements. Formal notification of the designated eCornerstone Liaison is accomplished by completing the **eCornerstone Liaison Selection Form** (available in the Appendix C), and faxing it to the Cornerstone Call Center at (217) 541-7475. This form should also be used to notify the Call Center of any changes in the designated eCornerstone Liaison.

### **Cornerstone Call Center®**

The Cornerstone Call Center (CCC) serves as the help desk for answering all calls related to both Cornerstone Classic **and eCornerstone**. The Call Center staff is available Monday through Friday from 7:30 a.m. to 5 p.m. CCC staff members are trained to answer questions and provide solutions to issues or problems regarding the eCornerstone application. Any issues that CCC staff cannot answer or resolve are forwarded to the application support team.

Problems with any equipment that has not been issued by the Department of Human Services is the responsibility of the local agency. Please refer to the **Computer Versus Application Problems** section to determine the nature and source of your issue before contacting the Cornerstone Call Center. Similarly, CCC staff are not available to assist local agencies with issues with their Internet Service Provider.

If you do experience an issue that requires assistance from the Cornerstone Call Center, the designated eCornerstone Liaison is the designated contact person for reporting the problem. In addition, it is recommended that all agencies use the **Incident Call Report Record** (available online) to track issues called into the Cornerstone Call Center. The Cornerstone Call Center's toll-free telephone number is **1-877-447-4221**.