

PROVIDER ADVISORY #2024-011
UPCOMING ICONNECT TRAINING FOR THE WORKER PORTAL FUNCTIONALITY

EFFECTIVE DATE: MARCH 15, 2024

As a direct result of end user feedback and planned functionality, the Agency for Person with Disabilities is pleased to announce the availability of training activities in preparation for the upcoming new Worker Portal. Amongst other benefits, this optional functionality can be used by all service providers (including APD team members) acting as a tool to allow for greater flexibility and reduction of administrative burden by allowing end users to enter information in the Consumer's record while working in a variety of settings.

Specifically, this new functionality will allow stakeholders to use forms they are currently accessing within iConnect, in order to allow users to work offline and save forms directly to their device without concern of being timed out. The Worker Portal functionality allows a navigation pane and keyboard shortcuts that expedite data entry and retention of information.

In addition to the **self-paced training** that will be made available in the TRAIN Florida platform for this functionality, APD will provide live webinar and **classroom iConnect Training from April 8 – 19, 2024**, for providers on the new functionality and in anticipation of functionality going live in the system soon after.

- Worker Portal Training materials can be located here:
<https://apd.myflorida.com/waiver/iconnect/worker.htm>

Additional Detail: All providers (including Qualified Organizations) and APD staff who add forms within the Consumer's record can choose to utilize the upcoming optional functionality. Changes include the following:

- A more user-friendly site to add and edit forms within iConnect.
- 48-hour idle time in the Worker Portal site to allow the user to work in the system without being timed out and prompted to sign back in.
- Offline mode capability: Saving the form to the device for synchronization later.
- Offline mode for remote work needs: Using the Worker Portal, the user will be able to sign into the Worker Portal, download the needed data, complete the forms offline while at a remote location (or in their own office) and upload upon returning to the office.
- **This functionality is optional to those who wish to utilize it.**

As stated above, APD Regional trainers will offer training for providers between **April 8 – 19, 2024**, in live webinar and classroom formats. Training invitations with specific details will be disseminated by the APD Regional trainers immediately following this advisory. Training is optional as this functionality is an optional functionality.

Please refer to previously released provider advisories on the [provider advisory site](#) for detailed information and resources regarding service specific training requirements, access to iConnect, and user provisioning. Currently, all service provider specific functionalities are live in iConnect. Providers must continue working with the Regions to become provisioned to access iConnect.

Providers are also encouraged to review the iConnect FAQ for additional information beyond the eLearning resources: <https://apd.myflorida.com/waiver/iconnect/faq/faqlanding.htm>

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with unique abilities. Should you have any navigation or training related questions regarding the new functionality, please don't hesitate to reach out to your designated iConnect trainer.