



TECHNICAL ASSISTANCE MEMO #35

DATE: AUGUST 16, 2021
TO: BFET SERVICE PROVIDERS
FROM: TAMARA TOLES, WSW DATA & COMPLIANCE COORDINATOR
RE: EJAS ACCESS PROCESS

All BFET subcontractors must use this procedure when initiating a new user, deactivating a user, or reactivating an account of the DSHS eJAS System. The bolded items are actions specifically done by the subcontractor.

A. eJAS Activation Process:

- **Subcontractor submits a [New User Request Form](#)**
 - WSW Quality Team saves the request in New User file
- Within five business days, WSW Quality Team will send the **Subcontractor's new user Confidential Information, Fraud, and Abuse form to electronically sign** via DocuSign.
- Upon receipt of the signed form the WSW Quality team will:
 - Save the signed form in Confidential, Fraud, and Abuse file
 - Forward the signed form to the DSHS BFET team for eJAS activation
- DSHS BFET team will respond via email within five business days confirming activation and send the account information.
- **Subcontractor will activate login.**
- WSW will log the active user in a tracking sheet.

B. Reset Access Process:

There are 2 common reasons for needing an eJAS account reset

1. Entering the wrong password too many times and locking the account
2. Not logging into eJAS for more than 30 days

If the above is true, **user must call the password reset phone number, 360-902-7700, then press 5 for password help.** Usually, this will result in re-setting the account and a temporary password to get back into eJAS.

If there is a bigger issue with the eJAS access, other than password troubles or inactivity, **email Tamara Toles at ttoles@workforcesw.org to connect with the BFET Team and check the eJAS access and profile information** to make sure it is correct.

C. eJAS Deactivation Process:

- **Subcontractor submits a [Deactivate User Request Form](#)**
 - WSW Quality Team saves the request in Deactivate User file

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- Within five business days, WSW Quality Team will:
 - Forward to the DSHS BFET team for eJAS deactivation and log the activity in tracking sheet.

D. eJas Resources:

- WSW recommends subcontractors use the attached checklist to track and ensure all staff working with BFET clients receive the required trainings.
- DSHS requires all staff working with BFET clients are familiar with and follow the [Provider Handbook](#). On page 8 there is information on the required trainings as well information regarding program requirements.
- While the handbook says to contact DSHS directly with questions or troubleshooting, that is not the case for our area. **Subcontractors must contact WSW with all questions, comments, or concerns, do not contact DSHS directly.** Contact Tamara Toles ttoles@workforcesw.org if you need assistance or have any questions.