

Click here to go to the Table of Contents, then click on any icon.

HOW TO USE SPCS

Job Aid for Service Providers



TABLE OF CONTENTS



Introduction



Registration



Log In



Home Page –
Your In Box



Compose &
Send a Message



Generate a
Blank Invoice



Account
Management



Help / Contact
Us

- Click on an icon above to go to the section you want.
- Click on the seal in the upper right on any page to return to the Table of Contents.



INTRODUCTION

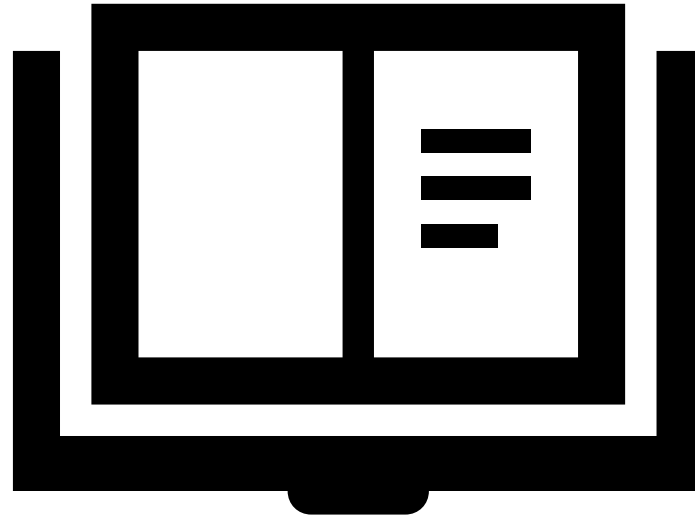


- SPCS is a secure method of sending confidential information & files.
- Service providers can submit their monthly invoice with all the attachments.
- Service providers can send correspondence to individual officers, including:
 - Notices of Violation Behavior, such as:
 - Failures to Appear (FTA)
 - Failure to provide a valid sample
 - Failure to submit a copayment
 - Quarterly Treatment Plans
 - Intake Reports
 - Physical/Psychological Reports
 - Polygraph Tests
 - ETC.

INTRODUCTION

Welcome!

The Service Provider Communications System (SPCS) is a sub-system of the Electronic Reporting System (ERS), which allow you (our service provider) the ability to communicate with officers and administrators within our office.



REGISTRATION



INVITATION EMAIL

You will receive an invitation email from the Administrative Office of the US Courts:

1. The "From" line will be: **no-reply@ao.uscourts.gov**
2. Check your "Junk" email if you don't see it in your email box
3. Email or call if you don't receive it.
4. Remember your User ID & temporary Password
5. Click on the link.

Registration to access the Service Provider application



no-reply@ao.uscourts.gov

To ✓ Michael Smith

We removed extra line breaks from this message.

You have been registered to access the Service Provider application.

Service Provider: Service Provider, BPA # 0972-20-50SM

Service Provider User: Michael Smith

User ID: MichaelSmith

Password: {2rtWvDu

Internet address - <https://serviceproviders.uscourts.gov/svcproviderweb/logon.aspx>



LOG INTO THE APPLICATION

- Enter the User ID and Password provided in the invitation email
- Click “Login”

NOTE: This is the log in page you will use to log in every time you want to access SPCS. You may wish to bookmark the website link:

<https://serviceproviders.uscourts.gov/svcproviderweb/login.aspx>

The screenshot shows the login interface for the Probation and Pretrial Services Electronic Reporting System (ERS). The header features the United States Courts logo and the ERS logo. The main heading is "Service Provider Communication". Below this, there is a yellow box containing the system name and a login section. The login section has fields for "User ID" and "Password", each with a "Forgot your [User ID/Password]?" link and a "Login" button. A green oval highlights the login fields, with a green arrow pointing to the "Forgot your Password?" link. Below the oval, the text "User ID: MichaelSmith" and "Password: {2rtWvDu" is visible. At the bottom of the page, there is a "Contact Us" link and the text "Administrative Office of the United States Courts".

Service Provider Communication

Probation and Pretrial Services Electronic Reporting System

Treatment Service Providers can use this system.

This is a **restricted website** for Official Court Business only. Unauthorized use of this site is subject to prosecution under Title 18 of the U.S. Code.

All Activities and access attempts are monitored and reported.

ACCOUNT LOGIN

User ID:

[Forgot your User ID?](#)

Password:

[Forgot your Password?](#)

This site is best viewed at resolutions of 1280x800 or higher.

[Contact Us](#)

Administrative Office of the United States Courts



CHANGE YOUR PASSWORD

You will need to change your password

- Re-enter the temporary password provided in the invitation email
- Create your own password
- Keep in mind the new password restrictions at the bottom of the page
- When finished, click “Done”

NOTE: You will only need to change your password this one time.



Security Questions

You must fill out all of the fields on this page.

The security questions and answers are only used if you forgot your user id or password. At the login screen, there are options to retrieve a lost user id or password which require you to provide answers to these security questions.

Welcome Michael

Please enter your name

First Name: Last Name:

Please enter your gender:

☐ Female ☐ Male

Please enter your zip code:

Please enter your email address:

Please select the month you were born Please enter the year you were born

Security Question 1.

Answer:

Security Question 2.

Answer:

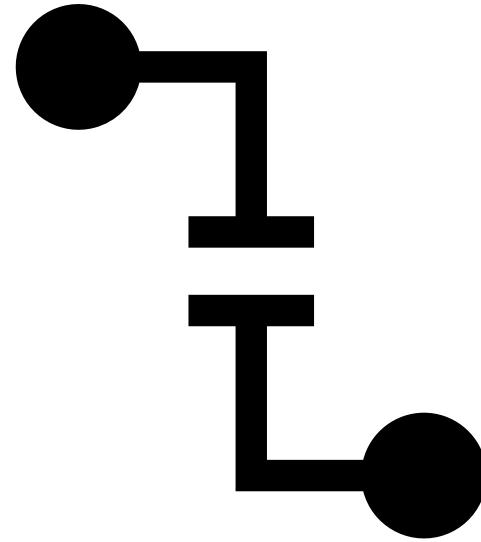
Security Question 3.

Answer:

SECURITY QUESTIONS

- Complete all the fields
- Click “Save”

NOTE: You will only need to enter this information one time.



LOG IN



LOG INTO THE APPLICATION

- Enter the User ID and Password you created during the registration process.
- Click “Login”

NOTE: This is the log in page you will use to log in every time you want to access SPCS. You may wish to bookmark the website link:

<https://serviceproviders.uscourts.gov/svcproviderweb/logon.aspx>

The screenshot shows the login interface for the Probation and Pretrial Services Electronic Reporting System (ERS). The header features the United States Courts logo on the left and the ERS logo on the right. The main heading is "Service Provider Communication". Below this, there are two columns of text. The left column contains information about the system's restricted nature and monitoring. The right column is titled "ACCOUNT LOGIN" and contains input fields for "User ID" and "Password", each with a "Forgot your [User ID/Password]?" link. A "Login" button is positioned below the password field. At the bottom of the page, there is a "Contact Us" link and the text "Administrative Office of the United States Courts".

UNITED STATES COURTS

ERS
ELECTRONIC REPORTING SYSTEM
TREATMENT PROVIDERS

Service Provider Communication

Probation and Pretrial Services Electronic Reporting System

Treatment Service Providers can use this system.

This is a **restricted website** for Official Court Business only. Unauthorized use of this site is subject to prosecution under Title 18 of the U.S. Code.

All Activities and access attempts are monitored and reported.

ACCOUNT LOGIN

User ID:

[Forgot your User ID?](#)

Password:

[Forgot your Password?](#)

This site is best viewed at resolutions of 1280x800 or higher.

[Contact Us](#)

Administrative Office of the United States Courts



EMAIL ADDRESS CONFIRMATION

- If necessary, you may chose to update your email address
- Click “Next”

NOTE: You will be asked to confirm your email address every time you log in.



TERMS AND CONDITIONS

You must accept the terms and conditions in order to use SPCS.

- Read the Terms & Conditions
- Click “Accept”

NOTE: You will be asked to accept the terms and conditions every time you log in.

[Service Provider](#) [Change Security Questions](#) [Change Password](#) [Quit](#) Michael Smith

Terms and Conditions

All users of the Electronic Reporting System (ERS) web site are expected to adhere to the security standards of the ERS System. Authorized users are issued a unique user ID and password.

All users of the Electronic Reporting System (ERS) web site are expected to adhere to the Terms and Conditions provided below:

- You will not provide your user ID and/or password to any third party.
- You will accept responsibility for all logins to the ERS web site using your user ID and password.
- You will not leave the ERS web site unattended while logged on to the system.

If you believe any breach of security has occurred, such as the disclosure, theft, or unauthorized use of your user ID and password, you will contact your Supervising Officer immediately.

PLEASE READ THE FOLLOWING TERMS OF USE AND CONDITIONS CAREFULLY BEFORE USING THIS WEB SITE.

By accessing or using this web site, you agree to these terms of use, conditions and all applicable laws under Title 18 U.S. Code. Violations of Title 18 are subject to criminal prosecution in federal court. Misuse of this application could also lead to a potential violation of supervision. If you do not agree to these terms and conditions you may not use this web site.

This system is provided for official use only; all usage may be monitored; access to any account may be granted upon appropriate application. Anyone accessing or using this system consents to monitoring and official access.

Information shared on this system may be sensitive and may only be used for official purposes. A person who receives drug and alcohol treatment information may redisclose and use it only to carry out that person's official duties with regard to supervising the patient's performance on release or other action in connection with which the consent was given.

The law and policy that has traditionally applied to confidential treatment records and copies of those records in probation files applies with equal force to records in this system.



HOME PAGE — YOUR IN BOX



ERS HOME PAGE

- Once you are logged in, you will be direct to the Electric Reporting System (ERS) home screen.
- By default, the Inbox screen opens upon login.





Inbox | **Draft** | **Sent** | **Compose** | **Deleted** | **Generate Blank Invoice Template**

IN BOXES

- There are 4 mailbox screens in SPCS:
 - Inbox
 - Draft
 - Sent
 - Deleted
- The text in black indicates which mailbox screen is open.
- All mail box screens work in the same way.



MESSAGES

- Click a message in the list to access correspondence
- To open a message, click on:
 - Name of person message is from,
 - Client's name, or
 - Subject

UNITED STATES COURTS

ERS
ELECTRONIC REPORTING SYSTEM
TREATMENT PROVIDERS

Communication Management Quit Smith, Michael | Eastern District of California | California Eastern

Sent

Sent message(s) will be available for 365 days.

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

<input type="checkbox"/>	From	Client	Subject	Date	Size	
<input type="checkbox"/>	Smith, Michael	General	Invoice - March, 202 ...	04/02/2020 09:43 AM	23K	

[Delete Selected Message\(s\)](#)

Page 1 of 1 Records per Page: 10

Contact Us
Administrative Office of the United States Courts



ATTACHMENTS

- To open and save attached files:
 - Click on the paper clip
 - Click on the file you want to save
 - Click "Save" in the window menu

NOTE: You may also save attachments from an open message.

United States Courts

ERS
ELECTRONIC REPORTING SYSTEM
TREATMENT PROVIDERS

Communication Management Quit Smith, Michael | Eastern District of California | California Eastern

Sent

Sent message(s) will be available for 365 days.

Inbox | Draft | **Sent** | Compose | Deleted | Generate Blank Invoice Template

<input type="checkbox"/>	From	Client	Subject	Date	Size	
<input type="checkbox"/>	Smith, Michael	General	Invoice - March, 202 ...	04/02/2020 09:43 AM	23K	

Delete Selected Message(s)

Page 1 of 1 Records per Page: 10

Contact Us
Administrative Office of the United States Courts



DELETING MESSAGES

- To delete a message:
 - Check the box on the left,
 - Click “Delete Selected Messages”

UNITED STATES COURTS

ERS
ELECTRONIC REPORTING SYSTEM
TREATMENT PROVIDERS

Communication Management Quit Smith, Michael | [Link] | California Eastern

Sent

Sent message(s) will be available for 365 days.

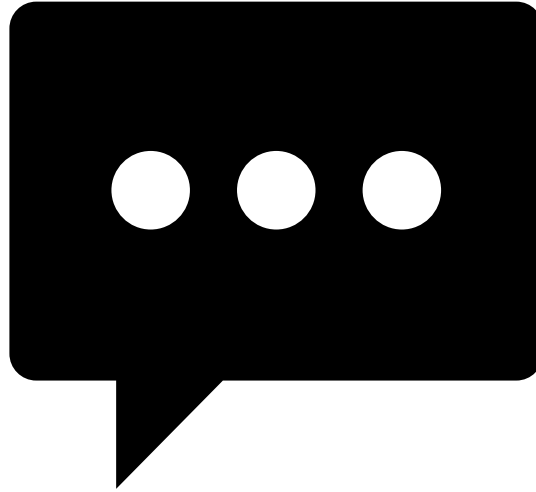
[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

<input type="checkbox"/>	From	Client	Subject	Date	Size	
<input type="checkbox"/>	Smith, Michael	General	Invoice - March, 202 ...	04/02/2020 09:43 AM	23K	

[Delete Selected Message\(s\)](#)

Page 1 of 1 Records per Page: 10

Contact Us
Administrative Office of the United States Courts



COMPOSE A MESSAGE



COMPOSE A MESSAGE – CLIENT REFERENCE

- In the “RE: Client” field:
 - For vendors with multiple BPAs – “General” will be the only choice available at this time.
 - For vendors with a single BPA – You will be able to reference a specific client, when sending information directly to the officer.

Compose

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

Location(s) *

Re: Client *
General

To: Recipient(s) *

Staff Member
Smith, Michael

Probation/Pretrial Staff
Larkin, Dena

Smith, Michael
Larkin, Dena

Attachment(s)

[Scanning completed and no virus found.](#)

Click Add to attach file(s)

0972-20-50SM Invoice.pdf
0972-20-50SM DTLs.pdf

Subject *
Invoice - March, 2020 - BPA # 0972-20-50SM (TEST TRANSMITTAL) x

Message *

Hi Dena,

Attached you will find the invoice for March, 2020, including:

1. Part A
2. Part B
3. Supporting Documents:
 - * MTRs
 - * Sign-In Sheets
 - * Intake Reports (if any)
 - * Physical/Psychological Reports (if any)
 - * Co-Payment Receipts
 - * Transit Receipts

Thank you,

Michael S. Smith



COMPOSE A MESSAGE – RECIPIENTS

- TO: Recipients:
 - If you want to include another member of your staff who is registered for SPCS, Under “Staff Member”
 - Select their name.
 - Click “Add”
 - In the “Probation/Pretrial Staff” section
 - Select the person you want to send the message to.
 - Click “Add”

NOTE: You must click “Add” after selecting each name. The name will appear in the box below.

Compose

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

Location(s) *
[Dropdown menu]

Re: Client *
General [Dropdown menu]

To: Recipient(s) *

Staff Member
Smith, Michael [Dropdown menu] **Add**

Probation/Pretrial Staff
Larkin, Dena [Dropdown menu] **Add**

Smith, Michael
Larkin, Dena **Remove**

Attachment(s)

Scanning completed and no virus found.

Click Add to attach file(s) **Add**

0972-20-50SM Invoice.pdf
0972-20-50SM DTLs.pdf **Remove**

Subject *
Invoice - March, 2020 - BPA # 0972-20-50SM (TEST TRANSMITTAL) x

Message *

Hi Dena,

Attached you will find the invoice for March, 2020, including:

1. Part A
2. Part B
3. Supporting Documents:
 - * MTRs
 - * Sign-In Sheets
 - * Intake Reports (if any)
 - * Physical/Psychological Reports (if any)
 - * Co-Payment Receipts
 - * Transit Receipts

Thank you,

Michael S. Smith

Save As Draft **Cancel** **Send**



COMPOSE A MESSAGE – SUBJECT & BODY

- Type a short description of the message in the “Subject:” field, such as:
 - The type of document, and
 - The BPA Number.
- Type the body of your email in the “Message” field.

Compose

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

Subject *
Invoice - March, 2020 - BPA # 0972-20-50SM (TEST TRANSMITTAL) x

Message *
Hi Dena,

Attached you will find the invoice for March, 2020, including:

1. Part A
2. Part B
3. Supporting Documents:
 * MTRs
 * Sign-In Sheets
 * Intake Reports (if any)
 * Physical/Psychological Reports (if any)
 * Co-Payment Receipts
 * Transit Receipts

Thank you,

Michael S. Smith

[Save As Draft](#) [Cancel](#) [Send](#)

Location(s) *
General

Re: Client *
General

To: Recipient(s) *

Staff Member
Smith, Michael [Add](#)

Probation/Pretrial Staff
Larkin, Dena [Add](#)

Smith, Michael
Larkin, Dena [Remove](#)

Attachment(s)
[Scanning completed and no virus found.](#)
Click Add to attach file(s) [Add](#)

0972-20-50SM Invoice.pdf
0972-20-50SM DTLs.pdf [Remove](#)



COMPOSE A MESSAGE – ATTACHMENT(S)

- In the “Attachments” section:
 - Click on “Add” to display a directory of your files.
 - Select the file you want to attach.
 - Click “Open” to attach the file to your message
- Acceptable file formats are:
 - jpg/jpeg
 - png
 - gif
 - pdf
 - ppt/pptx
 - doc/docx
 - wpd
 - odt
 - xls/xlsx
 - txt

Compose

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

Location(s) *
[Dropdown menu]

Re: Client *
General [Dropdown menu]

To: Recipient(s) *

Staff Member
Smith, Michael [Dropdown menu] [Add]

Probation/Pretrial Staff
Larkin, Dena [Dropdown menu] [Add]

Smith, Michael
Larkin, Dena [Remove]

Attachment(s)

Scanning completed and no virus found.

Click Add to attach file(s) [Add]

0972-20-50SM Invoice.pdf
0972-20-50SM DTLs.pdf [Remove]

Subject *
Invoice - March, 2020 - BPA # 0972-20-50SM (TEST TRANSMITTAL) x

Message *

Hi Dena,

Attached you will find the invoice for March, 2020, including:

1. Part A
2. Part B
3. Supporting Documents:
 - * MTRs
 - * Sign-In Sheets
 - * Intake Reports (if any)
 - * Physical/Psychological Reports (if any)
 - * Co-Payment Receipts
 - * Transit Receipts

Thank you,

Michael S. Smith

[Save As Draft] [Cancel] [Send]



COMPOSE A MESSAGE – SEND

- Click one of the following:
 - “Save as Draft” to save as a draft to send later
 - “Cancel” to cancel and not save the message
 - “Send” to send the message

Compose

[Inbox](#) | [Draft](#) | [Sent](#) | [Compose](#) | [Deleted](#) | [Generate Blank Invoice Template](#)

Location(s) *
[Dropdown menu]

Re: Client *
General [Dropdown menu]

To: Recipient(s) *

Staff Member
Smith, Michael [Dropdown menu] [Add](#)

Probation/Pretrial Staff
Larkin, Dena [Dropdown menu] [Add](#)

Smith, Michael
Larkin, Dena [Remove](#)

Attachment(s)

[Scanning completed and no virus found.](#)

[Click Add to attach file\(s\)](#) [Add](#)

0972-20-50SM Invoice.pdf
0972-20-50SM DTLs.pdf [Remove](#)

Subject *
Invoice - March, 2020 - BPA # 0972-20-50SM (TEST TRANSMITTAL) x

Message *

Hi Dena,

Attached you will find the invoice for March, 2020, including:

1. Part A
2. Part B
3. Supporting Documents:
 - * MTRs
 - * Sign-In Sheets
 - * Intake Reports (if any)
 - * Physical/Psychological Reports (if any)
 - * Co-Payment Receipts
 - * Transit Receipts

Thank you,

Michael S. Smith

[Save As Draft](#) [Cancel](#) [Send](#)

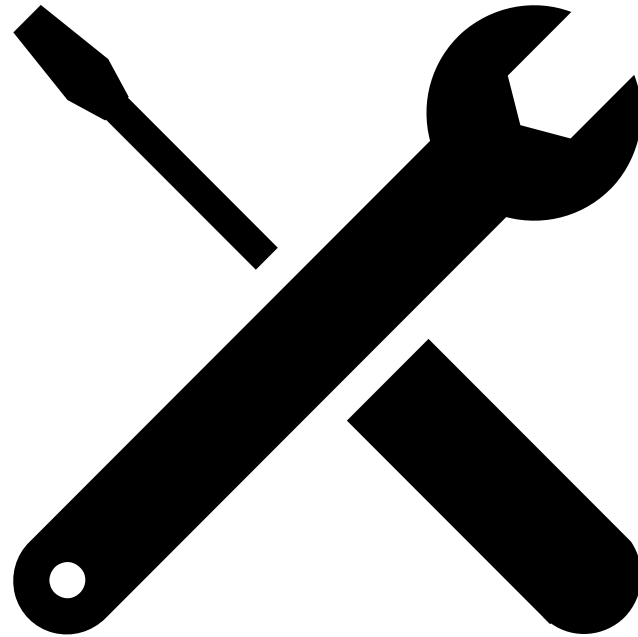


GENERATE A BLANK INVOICE



GENERATE A BLANK INVOICE TEMPLATE

- Click “Generate Blank Invoice Template” from the file bar.
 - **Date** – Select the month and date.
 - **Service Provider & Contract Number** – Select the appropriate name and contract number
 - **Treatment Type & BOC** – Select the appropriate type of treatment and BOC
 - **Purchase Order Number & Date & BOC** – Select the appropriate PO number, date and BOC.
- Click “Generate”
- Save file to our local directory



ACCOUNT MANAGEMENT



CHANGE PASSWORD

You may change your password at any time.

To change your password, hover over “Management” on the file bar, and select “Change Password” from the menu:

- Enter your current password
- Enter and confirm your new password
- Click “Save”

United States Courts

ERS
ELECTRONIC REPORTING SYSTEM
TREATMENT PROVIDERS

Communication Management Quit

Smith, Michael | CPC, Inc - INVOICE ONLY | California Eastern

Change Password

[Change My Password](#) | [Security Questions](#)

Enter your current password *

New password must be at least 8 characters long, contain at least 1 digit (0 - 9), at least 1 special character (!@#\$%^&*()_+;:), at least 4 alphabetic characters, and no more than 2 consecutive (repeating) characters.

Enter a new password * Re-enter password *

Save

Contact Us
Administrative Office of the United States Courts



SECURITY QUESTIONS

You may change your personal information and security questions at any time.

To change your personal information or security questions, hover over “Management” on the file bar, and select “Security Questions” from the menu:

- Change the appropriate information
- Click “Save”

Service Provider

Change Security Questions

Change Password

Quit

Michael Smith

Security Questions

You must fill out all of the fields on this page.
The security questions and answers are only used if you forgot your user id or password. At the login screen, there are options to retrieve a lost user id or password which require you to provide answers to these security questions.

Welcome Michael

Please enter your name

First Name: Last Name:

Please enter your gender:

☐ Female ☐ Male

Please enter your zip code:

Please enter your email address:

Please select the month you were born Please enter the year you were born

Security Question 1.

Answer:

Security Question 2.

Answer:

Security Question 3.

Answer:



HELP / CONTACT US

Should you need help or assistance,
please contact:

Michael S. Smith
Contracts Specialist
(916) 930-4306
michael_smith@caep.uscourts.gov

Dena Larkin
Procurement Administrator
(916) 930-4339
dena_larkin@caep.uscourts.gov



HELP / CONTACT
US

