HOW TO USE SPCS

Job Aid for Service Providers

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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.
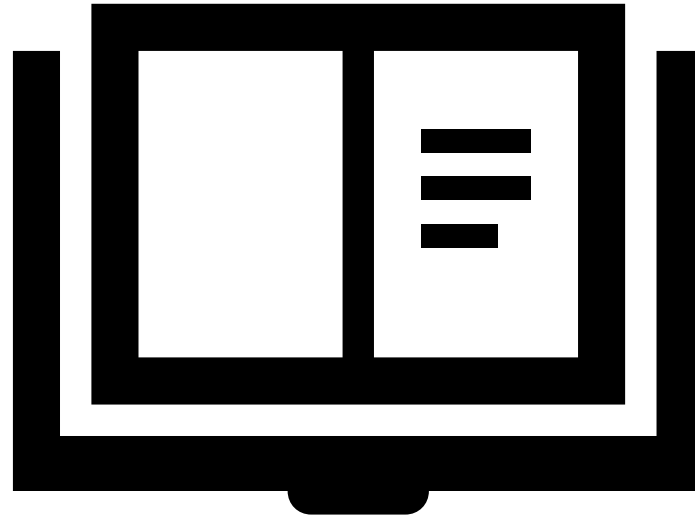
REGISTRATION

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. Clink on the link.

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/logon.aspx

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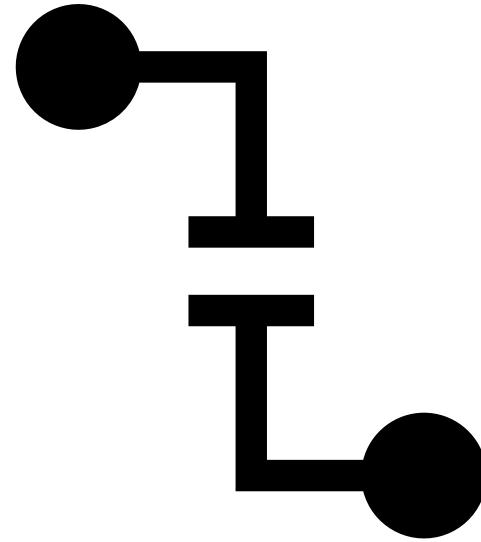
NOTE: You will only need to change your password this one time.

SECURITY QUESTIONS

- 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

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.

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

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.

DELETING MESSAGES

- To delete a message:
  - Check the box on the left,
  - Click "Delete Selected Messages"
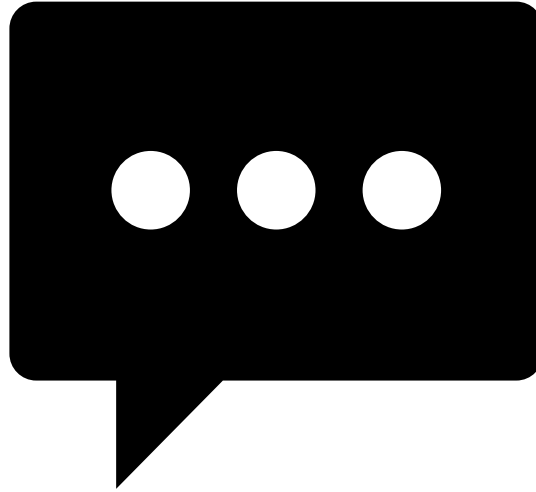
COMPOSE A MESSAGE

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 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 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 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 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

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
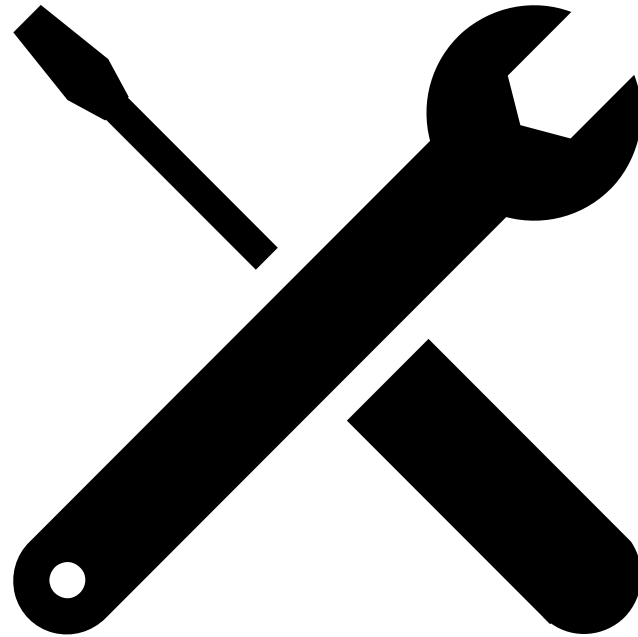
ACCOUNT MANAGEMENT

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"

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"

HELP / CONTACT US

Should you need help or assistance, please contact:

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HELP / CONTACT US

THANK YOU