



eCare Vault User Guide
for the
ICAMA System
AAICAMA





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Welcome to the ICAMA System on the eCare Vault platform! eCare Vault is a privacy-compliant platform that provides ICAMA Case management and supports the work of the Interstate Compact on Adoption and Medical Assistance in removing barriers to children's permanency. The ICAMA System is the vehicle for communication and collaboration between states to open/close Medicaid and ensure the continuous receipt of support benefits interstate. This Guide uses texts and screen graphics to navigate ICAMA System Users through the workflows of the Compact as Agreement and/or Resident State.

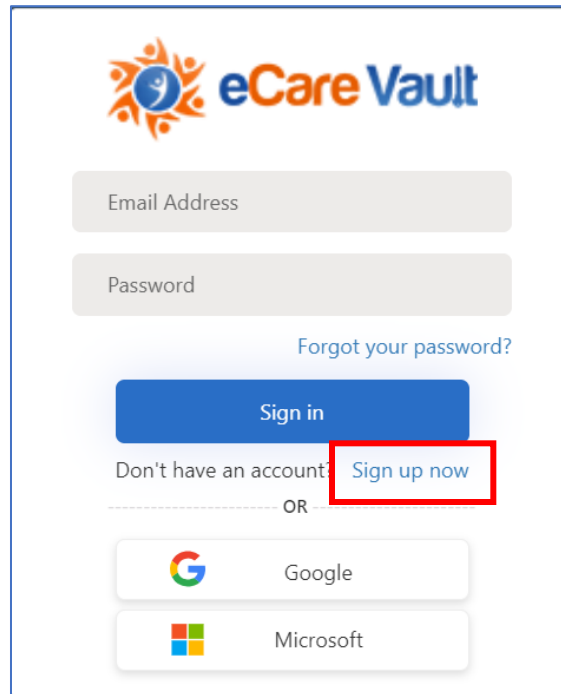
Getting Started

- **Step 1** - To begin signing up, visit <http://my.ecarevault.com> where the login page will be displayed.

Signing up

A screenshot of the eCare Vault login and sign-up interface. At the top is the eCare Vault logo. Below it are two input fields: "Email Address" and "Password". To the right of the password field is a link that says "Forgot your password?". Below these fields is a blue "Sign in" button. Underneath the button is the text "Don't have an account? Sign up now". A dashed line with "OR" in the center separates this from two social login options: "Google" with the Google logo and "Microsoft" with the Microsoft logo.

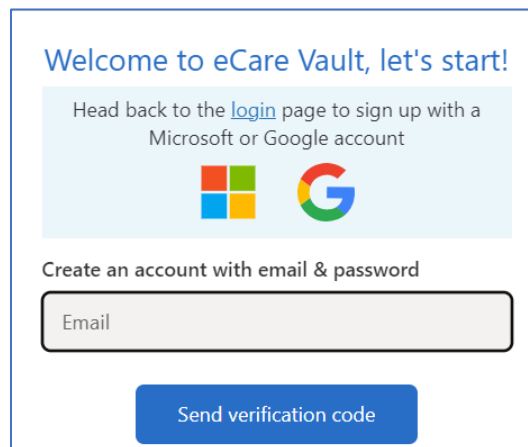
- **Step 2** - Click the 'Sign up now' text highlighted here.



The screenshot shows the eCare Vault login and sign-up interface. At the top is the eCare Vault logo. Below it are two input fields: 'Email Address' and 'Password'. A link for 'Forgot your password?' is positioned above the 'Sign in' button. Below the 'Sign in' button, the text 'Don't have an account:' is followed by the 'Sign up now' link, which is highlighted with a red rectangular box. Below this, there is an 'OR' separator and two social login options: 'Google' and 'Microsoft', each with its respective logo.

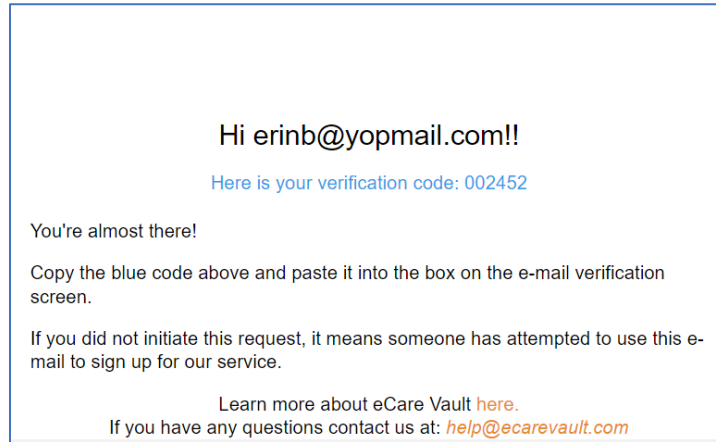
- **Step 3** - Enter a valid email address in the 'Email' entry box and click the 'Send verification code' button.

*Always use your work email when accessing eCare Vault, as this is how the system will recognize which child teams you should be associated with. If you use another email, you will not be able to access any AAICAMA information.

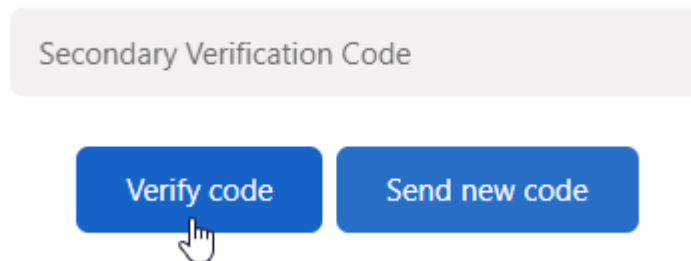


The screenshot shows a verification page titled 'Welcome to eCare Vault, let's start!'. It instructs the user to 'Head back to the login page to sign up with a Microsoft or Google account' and displays the logos for Microsoft and Google. Below this, it says 'Create an account with email & password' and features an 'Email' input field. At the bottom, there is a blue button labeled 'Send verification code'.

- **Step 4** - Visit the email address used to sign up, where you will find an email with a verification code



- **Step 5** - Enter the code provided into the 'Secondary Verification Code' entry box and click 'Verify code'. If a new code is needed, click the 'Send new code' button and a new code will be sent to the email address provided.




- **Step 6** - Create your password by first entering it into the 'New Password' entry box. Next, confirm your password by entering it once more into the 'Confirm New Password' entry box.



Welcome to eCare Vault, let's start!

Head back to the [login](#) page to sign up with a Microsoft or Google account



Create an account with email & password

[Send verification code](#)


[Cancel](#) [Create](#)

- **Step 7** - Click 'Create'. Your eCare Vault account has been successfully created and you can now log in.

Logging In

If you have already [signed up](#) with your email address, you can now log in using your account. Follow the steps below to log in and get started using eCare Vault.

- **Step 1** - First, visit <http://my.ecarevault.com> where the login page will be displayed.
- **Step 2** - Enter the email address used to sign up with eCare Vault into the 'Email Address' entry box. Next, enter the password created for your eCare Vault account into the 'Password' entry box and click 'Sign in'.



Email Address

Password

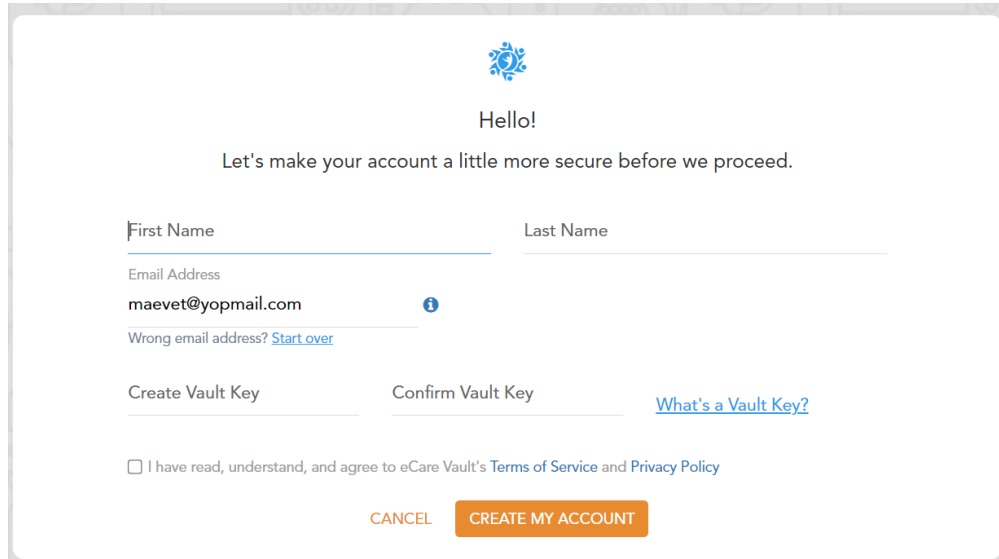
[Forgot your password?](#)

[Sign in](#)

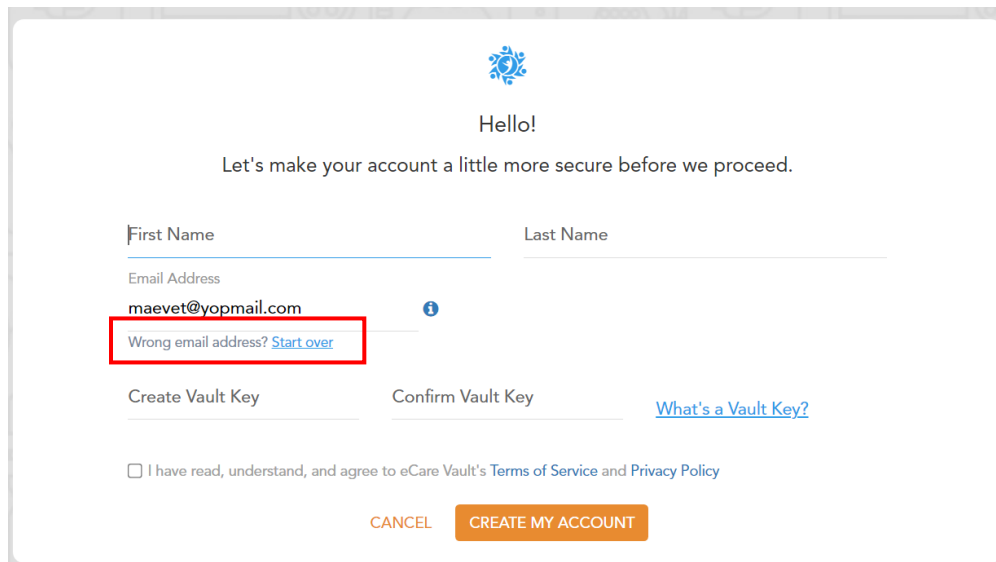
Don't have an account? [Sign up now](#)

OR

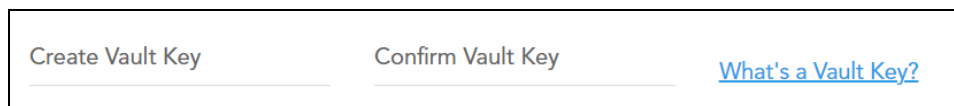
- **Step 3** - If this is your first time logging in, you will be welcomed with the following screen.



Enter your first and last name into the 'First Name' and 'Last Name' fields accordingly. The email used to sign up will be autocompleted in the 'Email' field. If the email does not look correct, you can click the 'Start over' text to begin the signup process with the correct address.



You will now be prompted to create a Vault Key.





Vault Keys are secondary passwords used to protect your information stored within eCare Vault. It is recommended that your Vault Key is different from the password created to log in with in the previous steps. Enter your Vault Key and confirm that it is correct.

Next, ensure the following checkbox is clicked after viewing eCare Vault's Terms of Service and Privacy Policy.

I have read, understand, and agree to eCare Vault's [Terms of Service](#) (includes HIPAA BAA addendum) and [Privacy Policy](#)

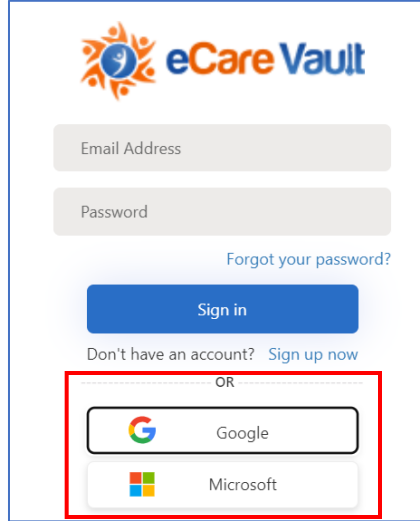
CANCEL CREATE MY ACCOUNT

Finally, click 'CREATE MY ACCOUNT' to complete account creation and enter eCare Vault.

Otherwise, if this is not your first time logging in, you will be asked to enter your Vault Key. After having done so, click 'Submit'. You are now logged in to eCare Vault.

Using our Single Sign-On Login

- **Step 1** - First, visit <http://my.ecarevault.com> where the login page will be displayed.
- **Step 2** - At the bottom of the login menu, buttons are displayed. Click either the 'Google' or 'Microsoft' buttons depending on which service you would like to use to log into eCare Vault with.

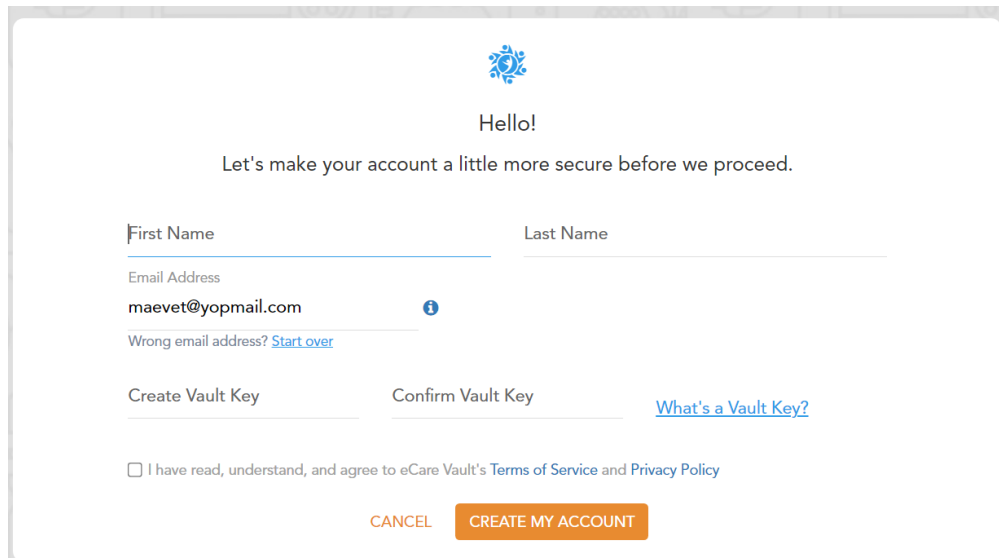


The image shows the eCare Vault sign-in page. At the top is the eCare Vault logo. Below it are two input fields: 'Email Address' and 'Password'. A link 'Forgot your password?' is positioned below the password field. A blue 'Sign in' button is centered below the fields. Below the button, the text 'Don't have an account? Sign up now' is displayed. Underneath is an 'OR' separator, followed by two social login options: 'Google' (with the Google logo) and 'Microsoft' (with the Microsoft logo). A red rectangular box highlights the Google and Microsoft options.

- **Step 3** - If Google is chosen, you will be taken to a Google Sign-in page and asked to choose the appropriate account to log in with.

If Microsoft is selected, you will be taken to the Microsoft Sign-in page. Enter your Microsoft credentials and click 'Sign In' to proceed connecting to eCare Vault via Microsoft.

- **Step 4** - If this is your first time logging in, you will be welcomed with the following screen.



The image shows the eCare Vault account creation page. At the top is the eCare Vault logo. Below it is the text 'Hello!' and 'Let's make your account a little more secure before we proceed.' There are two input fields: 'First Name' and 'Last Name'. Below these is an 'Email Address' field containing 'maevet@yopmail.com' with an information icon and a link 'Wrong email address? Start over'. Below the email field are two input fields: 'Create Vault Key' and 'Confirm Vault Key', with a link 'What's a Vault Key?' to the right. At the bottom, there is a checkbox with the text 'I have read, understand, and agree to eCare Vault's Terms of Service and Privacy Policy'. At the very bottom are two buttons: 'CANCEL' and 'CREATE MY ACCOUNT'.

Enter your first and last name into the 'First Name' and 'Last Name' fields accordingly. The email used to sign up will be autocompleted in the 'Email' field. If the email does not look correct, you can click the 'Start over' text to begin the sign-up process with the correct address.



Hello!

Let's make your account a little more secure before we proceed.

First Name _____ Last Name _____

Email Address
maevet@yopmail.com ?
Wrong email address? [Start over](#)

Create Vault Key _____ Confirm Vault Key _____ [What's a Vault Key?](#)

I have read, understand, and agree to eCare Vault's [Terms of Service](#) and [Privacy Policy](#)

CANCEL CREATE MY ACCOUNT

You will now be prompted to create a Vault Key.

Create Vault Key _____ Confirm Vault Key _____ [What's a Vault Key?](#)

Vault Keys are secondary passwords used to protect your information stored within eCare Vault. It is recommended that your Vault Key is different from the password created to log in with in the previous steps. Enter your Vault Key and confirm that it is correct.

Next, ensure the following checkbox is clicked after viewing eCare Vault's Terms of Service and Privacy Policy.

I have read, understand, and agree to eCare Vault's [Terms of Service](#) (includes HIPAA BAA addendum) and [Privacy Policy](#)

CANCEL CREATE MY ACCOUNT

Finally, click 'CREATE MY ACCOUNT' to complete account creation and enter eCare Vault.

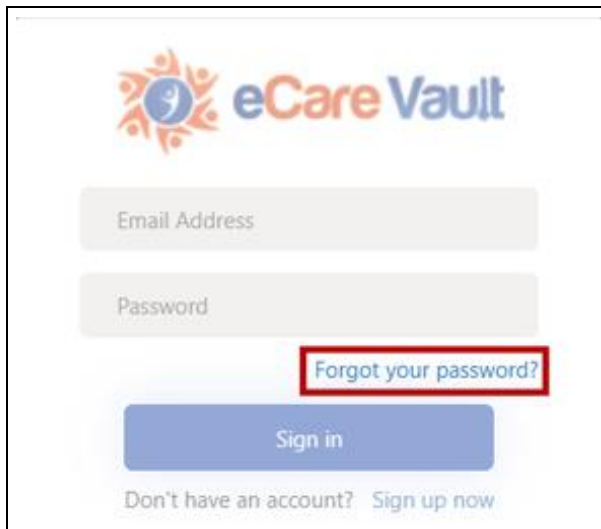
Otherwise, if this is not your first time logging in, you will be asked to enter your Vault Key. After having done so, click 'Submit'. You are now logged in to eCare Vault.

Password Reset

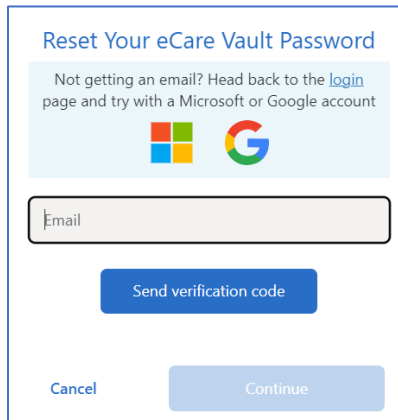
Forgot your password? No problem! Follow the steps below to reset your password.

- **Step 1** - If you have forgotten your password, visit the login page of eCare Vault at <http://my.ecarevault.com>.

First, ensure your eCare Vault access has not been provided through Single Sign-On via Google or Microsoft. If this is not the case and an email address has been used to create your account, click 'Forgot your password?'.



Enter the email address used to create your eCare Vault account and then click 'Send verification code'.

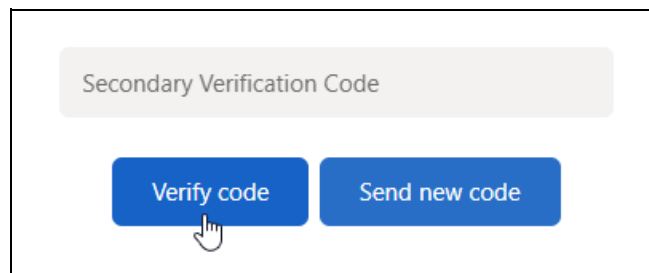


- **Step 2** - Visit the inbox of the email address entered.

There will be an email sent from 'notifications@ecarevault.com'. If the email does not appear in your inbox, please check if it has been sent to your spam folder. You can also click 'Send new code' to have a new code sent to your inbox.

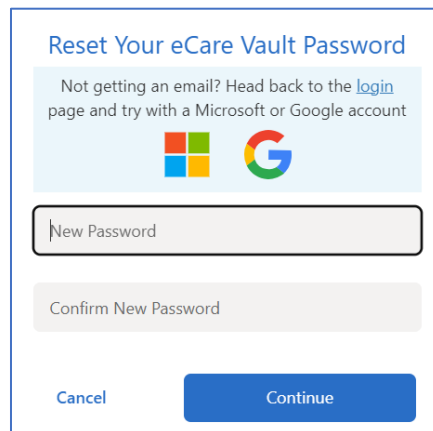
When the email is found, copy and paste the code provided or type it in manually into the 'Secondary Verification Code' field on the eCare Vault Password Reset menu.

Click 'Verify code' and your email address will be verified. If you receive a message stating you have run out of time, please click the 'Send new code' button and use the new code provided.



A screenshot of a web form. At the top is a light gray input field with the placeholder text "Secondary Verification Code". Below the input field are two blue buttons: "Verify code" and "Send new code". A mouse cursor is pointing at the "Verify code" button.

After verifying your email, click 'Continue'. Enter your new password in the 'New Password' field and again confirm it in the 'Confirm Password' field.



A screenshot of the "Reset Your eCare Vault Password" form. The title "Reset Your eCare Vault Password" is at the top. Below it is a light blue box with the text "Not getting an email? Head back to the [login](#) page and try with a Microsoft or Google account". Underneath are the Microsoft and Google logos. Below the logos are two input fields: "New Password" and "Confirm New Password". At the bottom are two buttons: "Cancel" and "Continue".

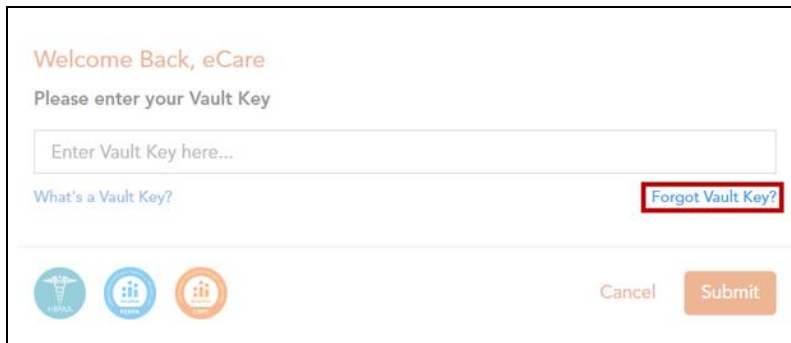
Click 'Continue'. Your password has been reset and you can now use it to log into eCare Vault.

Changing Your Vault Key

Vault Keys in eCare Vault are secondary passwords which help keep your information protected and private. If you forget or need to change your Vault Key, the process is simple and easy. Follow the steps below to reset your Vault Key.

Forgot Your Vault Key?

- **Step 1** - First, log in with your eCare Vault account. If you have forgotten the password for your eCare Vault account, you can find the steps to reset it [here](#).
- **Step 2** - After logging in, you will be prompted to enter your Vault Key. Click 'Forgot Your Vault Key'. You will be asked if you would like to reset your Vault Key. Clicking again will confirm this. An email will be sent to the account used to sign up for eCare Vault with further instructions on resetting your Vault Key.



The screenshot shows a login interface with the following elements:

- Header: "Welcome Back, eCare"
- Instruction: "Please enter your Vault Key"
- Input field: "Enter Vault Key here..."
- Link: "What's a Vault Key?" with a red box around "Forgot Vault Key?"
- Buttons: "Cancel" and "Submit"
- Footer icons: Three circular icons representing different services.

- **Step 3** - Navigate to your email where you should have received a message from 'notifications@ecarevault.com' regarding your Vault Key reset. Open the message and click the 'RESET VAULT KEY' button.



The screenshot shows an email interface with the following elements:

- Button: "RESET VAULT KEY" (highlighted with a red box)
- Text: "It looks like you need to reset your Vault Key."

You may now enter your new Vault Key and confirm it in the entry box below. Click the 'Reset' button once you have created your new Vault Key.

Hi eCare, let's reset your Vault Key!
Create a new Vault Key

Please Enter New Vault Key

Re-enter your new Vault Key

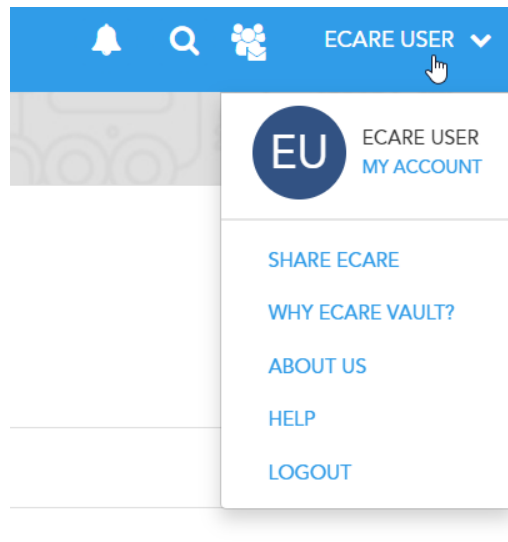
CANCEL CONTINUE

Your Vault Key is now reset.

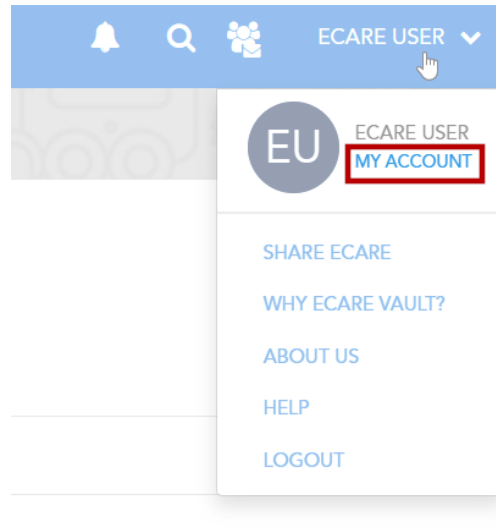
Resetting Your Vault Key from within eCare Vault

If for any reason you would like to reset your Vault Key, you may do so from within eCare Vault with the following steps.

- **Step 1** - Click your username in the top right of the application.



Click 'My Account' to enter your account page.



- **Step 2** - In the 'My Profile' tab of your account page, you will find clickable text which says 'Change Vault Key' at the top right of your profile card. Click here to begin resetting your Vault Key.

Step 3 - First, enter your current Vault Key. Next, enter your new Vault Key and confirm it in the final entry field. Click 'CHANGE VAULT KEY' to confirm your new Vault Key.

Your Vault Key has now been updated.

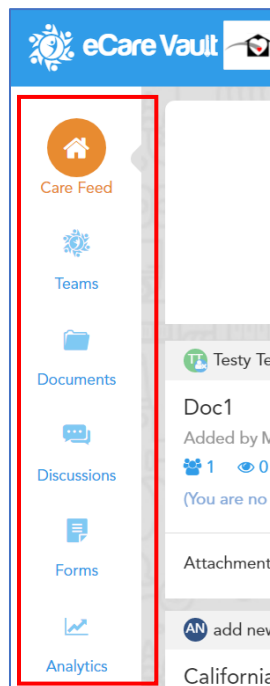
Basic Navigation

Navigating through eCare Vault’s modules can be done most easily using the Navigation Bar located on the left-most side of the application. eCare Vault is broken up into a number of modules, all of which can be accessed directly here. These modules are: Care Feed, Teams, Documents, Discussions, Forms, and Analytics.

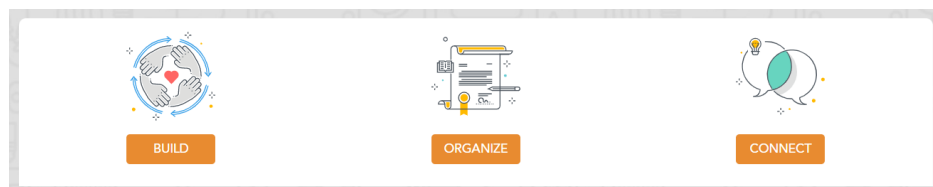
A note on terminology:

eCare Vault uses the concept of “Teams” as the organizing principle to allow users to organize and share all relevant information around a single individual. For ICAMA users, it may be helpful to think of each individual child’s case as a “Team.”

Clicking on any of the module icons will navigate to that module.

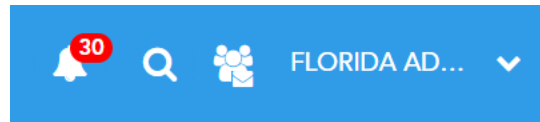


Also available when the Care Feed is displayed are the ‘Build’, ‘Organize’ and ‘Connect’ links which will navigate to the Teams, Documents and Discussion modules respectively.

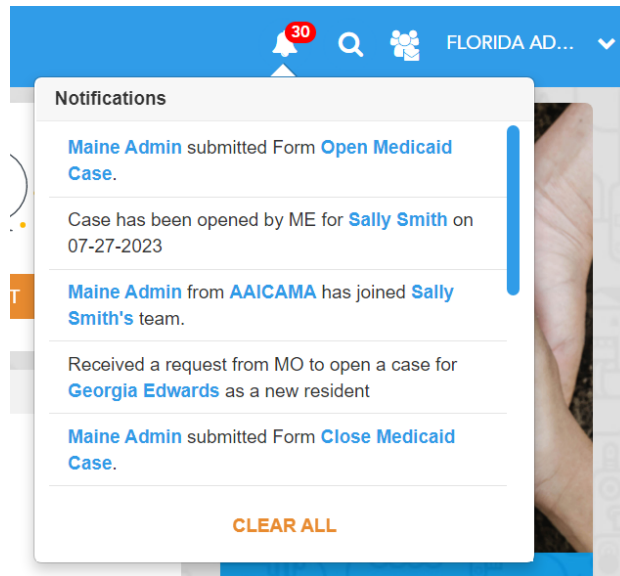


Notifications

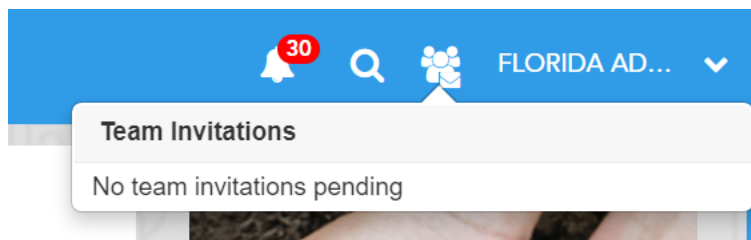
When you have been invited to a new team, a child's information has changed, or there has been a request for you to review some type of action, you will receive a notification at the top right side of your screen. These notifications will be pushed out to your email, but can also be viewed in-app



The bell icon will alert you to any new updates related to a team. For example, a new case has been opened, a user has joined a team you are part of, or you have been requested to open a case



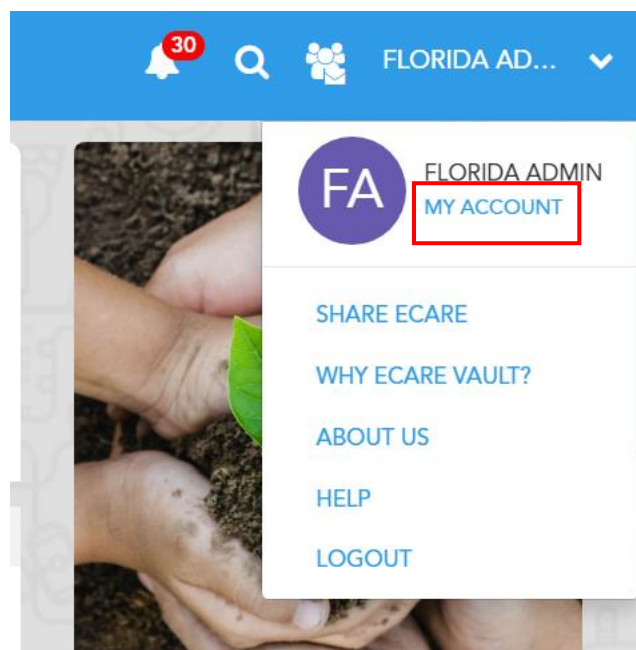
The next icon will alert you if you have been invited to a new team.



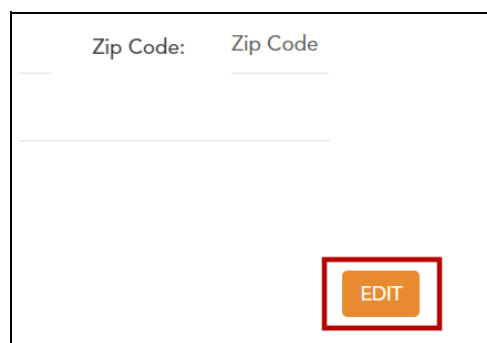
Editing Your Profile

Information such as first, middle and last name, contact information and job title all can be accessed and edited via the 'My Account' section of eCare Vault. To access this space and edit your personal information, follow the steps below.

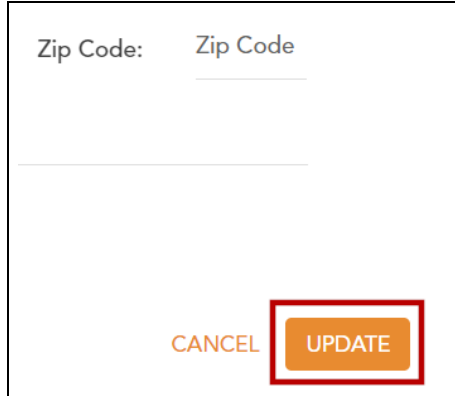
- **Step 1** - Click the dropdown next to your username, located in the upper right portion of the application. This will display a selection menu.
- **Step 2** - Select 'My Account' to open the Profile screen.



- **Step 3** - To edit your personal information, click the 'Edit' button found at the bottom right portion of the Profile page.

A screenshot of a form field for editing a zip code. The form has two input fields, both labeled 'Zip Code:'. The second input field is empty. At the bottom right of the form, there is an orange button with the text 'EDIT' in white, which is highlighted with a red rectangular box.

- **Step 4** - Once changes have been made to any fields that you would like to edit, clicking the 'Update' button will save the changes.

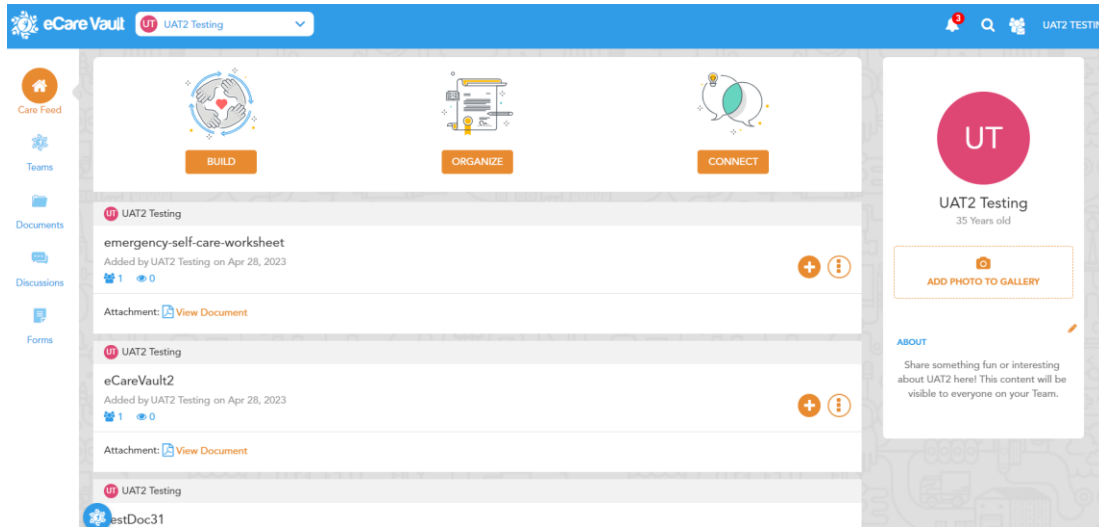


The screenshot shows a form with a label 'Zip Code:' followed by a text input field containing 'Zip Code'. Below the input field is a horizontal line. At the bottom of the form, there are two buttons: 'CANCEL' and 'UPDATE'. The 'UPDATE' button is highlighted with a red border.

Clicking 'Cancel' instead will undo any changes made and revert the profile back to its original state.

Care Feed

The Care Feed is your welcome screen when first logging into eCare Vault. The Care Feed will display recent activity from teams of which you are a member.



From the Care Feed, you can quickly perform actions such as viewing, downloading, or sharing documents or engaging in a discussion.

You can also quickly access relevant information and modules, with quick links to the Teams, Documents and Discussions module made available at the top of the feed.



BUILD



ORGANIZE



CONNECT

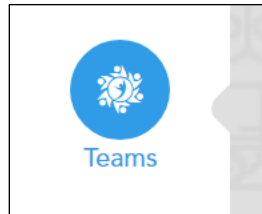
Teams

Teams are created as the hub around each child. The Team is used to keep all records related to a child in one central location. Users can be invited to join a team, but will only have access to the information that they upload, or information that is shared with them by others on the Team.

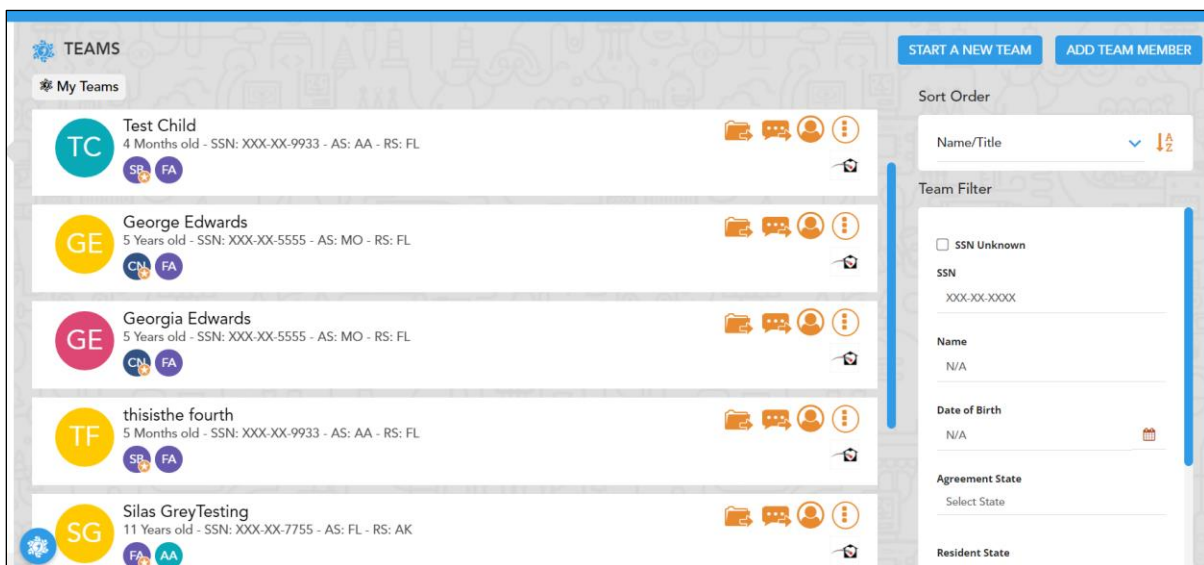
Your view of a team will change, dependent on whether you are the Agreement State or Resident State of a particular child.

Viewing All Teams

Select "TEAMS" on the left side of your screen

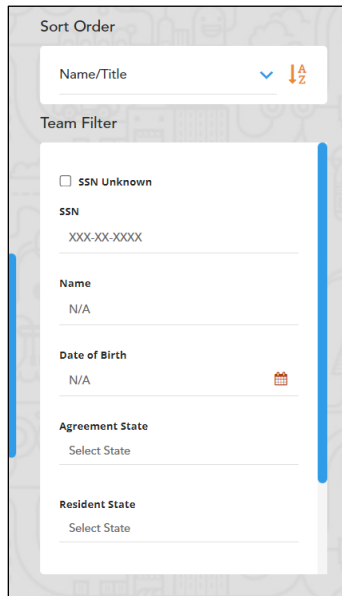


This will give you a view of all Teams that you have access to, whether you are the Resident State or Agreement state for the child



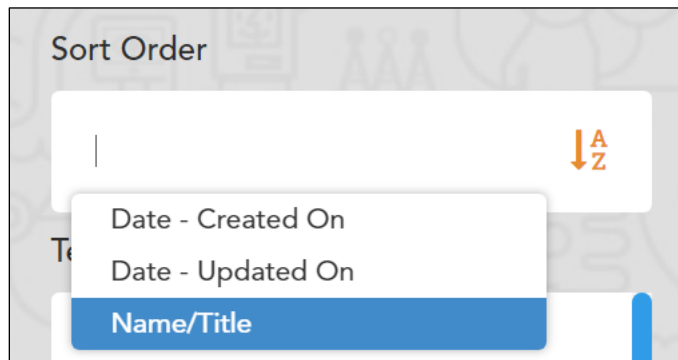
Sorting and Filtering Team List

To sort Teams in a different order, or to search for specific Teams, use the Sort and Filter capabilities on the right side of the screen



The screenshot shows a 'Sort Order' dropdown menu currently set to 'Name/Title' with a downward arrow and 'A Z' icon. Below it is a 'Team Filter' section with a vertical scrollbar. The filter includes a checkbox for 'SSN Unknown', a text input for 'SSN' with a placeholder 'XXX-XX-XXXX', a text input for 'Name' with 'N/A', a date input for 'Date of Birth' with 'N/A' and a calendar icon, and two dropdown menus for 'Agreement State' and 'Resident State', both currently set to 'Select State'.

Teams can be sorted in different orders, such as when they were created or updated



The screenshot shows the 'Sort Order' dropdown menu open. The menu items are 'Date - Created On', 'Date - Updated On', and 'Name/Title'. The 'Name/Title' option is highlighted in blue. To the right of the dropdown is a downward arrow and 'A Z' icon.


Teams can also be searched for based on full or partial SSN, full or partial name, date of birth, or their Agreement or Resident State

Team Filter

SSN Unknown

SSN
XXX-XX-XXXX

Name
N/A

Date of Birth
N/A 

Agreement State
Select State

Resident State
Select State



APPLY

Accessing a Team

To access a specific Team, select the orange icon located on the team



This will bring you to the Team dashboard

SS Sally Smith  
1 Month Old


Date of Birth (mm/dd/yyyy) 06/05/2023	Gender Female	eCV ID AICMXTPMZM8
SSN 123-12-1224	Ethnicity N/A	Race WHITE


Medicaid Status View +

Referral Information View +

Child Information View Manage +

Actions Related to the Case View +

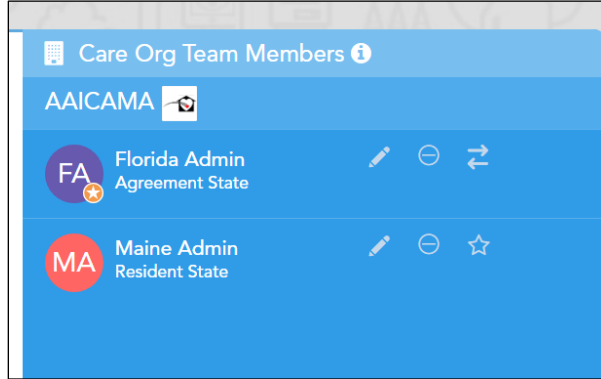
Care Org Team Members 

AAICAMA 

FA Florida Admin Agreement State edit, hide, refresh

MA Maine Admin Resident State edit, hide, star

The dashboard will display important information about the child, as well as note who has access to the team

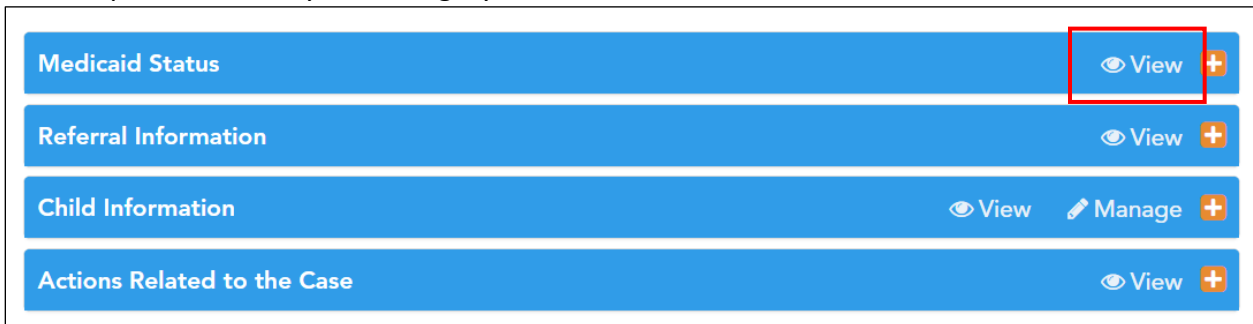


There are 4 category titles which represent the most important areas for a worker to have insight, and they appear as:

1. Medicaid Status
2. Referral Information
3. Child Information
4. Actions Related to the Case

Clicking on the blue bar associated with each title will expand the section and provide you with additional information

To view previous history of a category, select "View" on the left of the bar



This will show a chronological view of all previous activity related to the category.

Medicaid Status [Change Report Parameters](#)
 Start Date: 06/21/2023 | End Date: 07/21/2023

Date ↓	Activity	Status
07/19/2023, 12:08:59 pm	Date Requested for Medicaid Open	Resolved
07/19/2023, 12:08:59 pm	Case open - 07-27-2023	Active
07/19/2023, 12:08:59 pm	Child Enters Foster Care	Resolved
07/19/2023, 12:08:59 pm	Case Close	Resolved
07/19/2023, 11:53:23 am	Date Requested for Medicaid Open	Active

Page: 1 | Rows per page: 10 | Records 1 - 5 of 5

CLOSE

Medicaid Status will show the current status of Medicaid. This section will show whether a case is open, closed, or if a date has been requested to open a case

Medicaid Status [View](#)

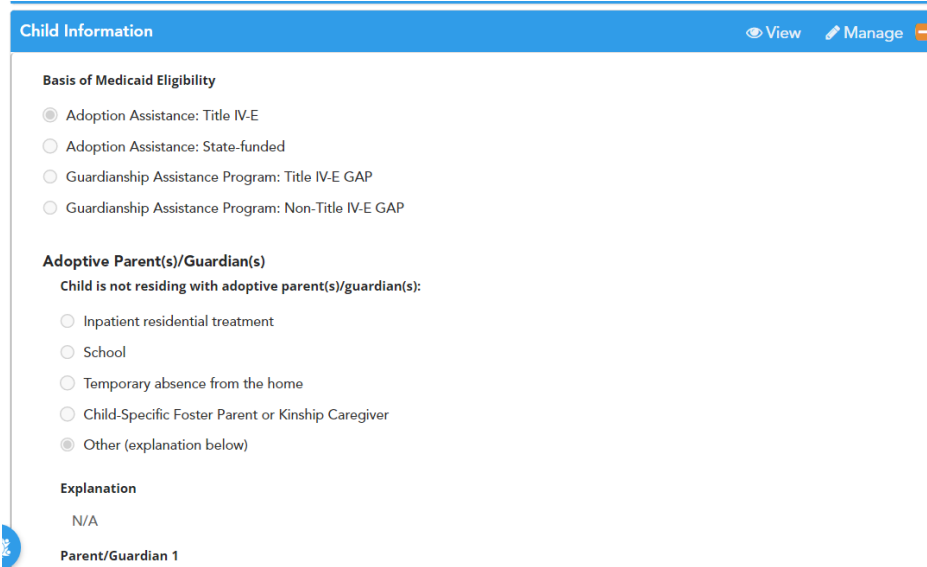
✔ Case open - 07-27-2023

Referral Information will show the contact information for both the Agreement and Resident States

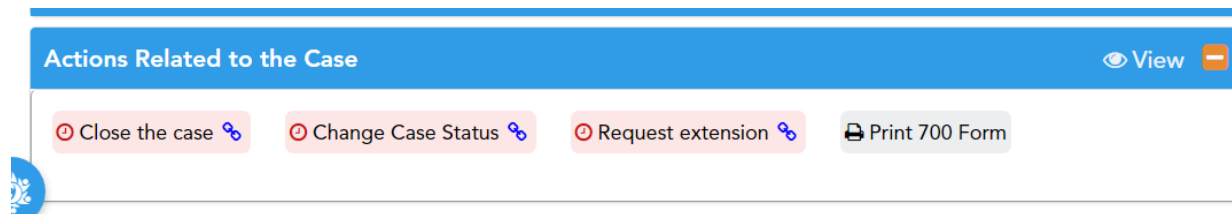
Referral Information [View](#)

Agreement State	Resident State
State FL	State ME
Address Heather Richardson Deputy Compact Administrator - ICAMA Office of Child Welfare Dept. of Children and Families Bldg. 5, Ste. 415 1317 Winewood Boulevard Tallahassee, FL 32399-0700 Tel: (850) 717-4005 Fax: (850) 487-4337 Email: heather.richardson@myflfamilies.com	Address Karen L. Benson Adoption Program Manager Office of Child & Family Services Dept. of Health and Human Services 19 Maine Ave. Bangor, ME 04401 Tel: (207) 561-4208 Fax: (207) 941-8177
Email aaicama-fl-adm@yopmail.com	Email aaicama-me-adm@yopmail.com

Child Information will show demographic information on the child, based on data collected from the 700 form



Actions Related to the Case will list any actions that should be taken based on a child’s status. By clicking on any of the titles listed in this section, you will be brought to a form to complete these actions



Team View as an Agreement State

As the Agreement State for a child, you will have access to the Team and all information for the entire lifespan of the child’s case. You will also have additional actions and editing rights to the Team

In addition to viewing the history of a child’s information, the Agreement State will also have the ability to edit the Child Information category. To do so, select “Manage” in the blue bar





You will now be able to make edits to the child's information

Change Contact Information

Child Details
Click 'Manage additional child' to add a new child.

Select child *
Sally Smith

First Name * Sally Last Name * Smith Date of Birth * 06/05/2023 Gender * Female

Projected Closure Date *
06/05/2044

Race
 American Indian/Alaskan Native White Asian
 Black/African American Native Hawaiian/ Other Pacific Islander
 Unknown

Ethnicity
 Hispanic/Latino

Medicaid Case # (if available)
NA

SSN *
123-12-1224

Basis of Medicaid Eligibility *

CANCEL SUBMIT

From this form, the Resident State can be changed

State Information

Agreement State State FL Address Heather Richardson Deputy Compact Administrator - ICAMA Office of Child Welfare Dept. of Children and Families Bldg. 5, Ste. 415 1317 Winewood Boulevard Tallahassee, FL 32399-0700 Tel: (850) 717-4005 Fax: (850) 487-4337 Email: heather.richardson@myffamilies.com Email aaicama-fl-adm@yopmail.com	Resident State State ME Address Karen L. Benson Adoption Program Manager Office of Child & Family Services Dept. of Health and Human Services 19 Maine Ave. Bangor, ME 04401 Tel: (207) 561-4208 Fax: (207) 941-8177 Email aaicama-me-adm@yopmail.com
---	---

Address, whether moving in-state, or to a different state, can also be updated

Address in new or current Residence State	Address in previous Residence State
Number and Street 48 Main St	Number and Street N/A
County N/A	County N/A
City Newtonville	City N/A
State ME	State N/A
Zip 02460	Zip N/A
Phone 555-222-1234	Phone N/A
Email erin@ecarevault.com	Email N/A

The Agreement State will also have options to update other parts of the child’s record through “Actions Related to the Case”

View

Close the case
 Change Case Status
 Request extension
 Print 700 Form

By clicking on these options, the Agreement State can close the case, change the status, or request an extension. Once selected and submitted, a notification will be sent to the Resident State

REQUEST MEDICAID EXTENSION

First Name *
Sally

Last Name *
Smith

SSN *
123-12-1224

Extension IV-E Medicaid Required Through *
07/21/2023

Please Attach Extension Documentation *

Drop files here or click [Browse](#)

Documents Selected to Attach (0 of 1 max)
No files selected

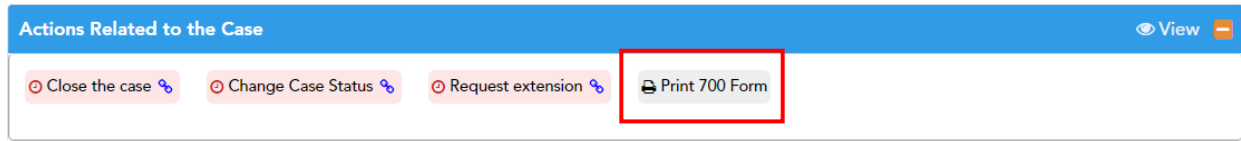
[SAVE FORM](#)

[SUBMIT FORM](#)

[CANCEL](#)

Please complete all required fields before submitting the form.

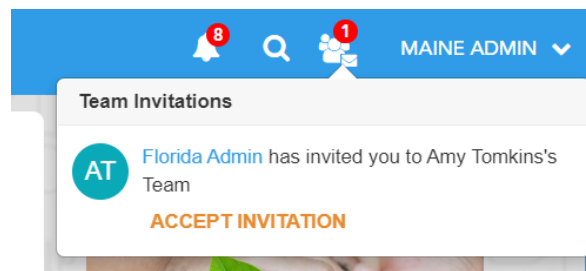
The Agreement State also has the option to Print the 700 Form from this category



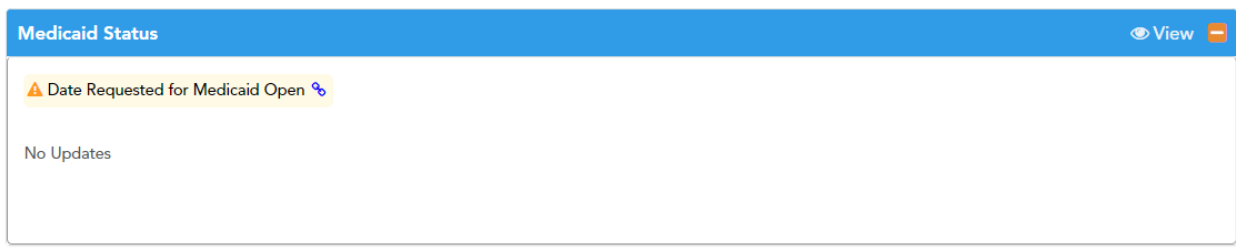
Team View as a Resident State

As a Resident State, you will have access to the information necessary to your work. For example, if a child moves to your state, you will be invited to their Team. But, once a child leaves your state, if you are not the Agreement State, you will no longer need to have access to their information.

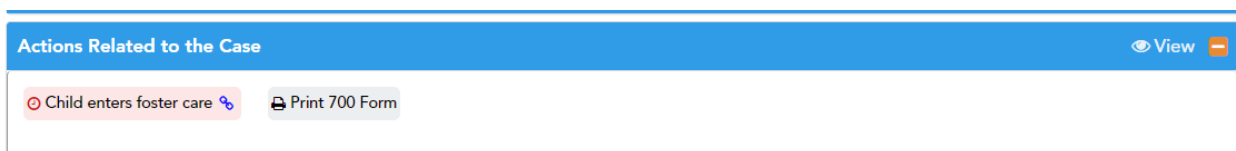
The Resident State will receive an invitation to a child's team,



as well as a notification to open a case, from the Agreement State when a child moves.

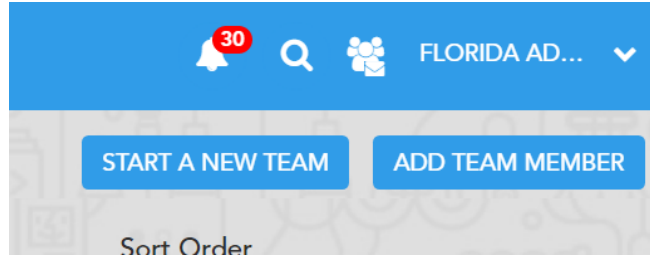


Once the case is opened by the Resident State, they will also have additional options within Actions Related to the Case

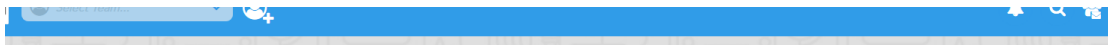


Creating a new Team

When a new child has entered into the system, and a case must be created for them, select “START A NEW TEAM” at the top right side of your screen



This will bring you to your 700 form



Let's get started!

New Case


Child Details
Click 'Add additional child' to add a new child.

First Name * N/A	Last Name * N/A	Date of Birth * N/A	Gender * Select Gender
Projected Closure Date * N/A			
Race *			
<input type="checkbox"/> American Indian/Alaskan Native	<input type="checkbox"/> White	<input type="checkbox"/> Asian	
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Native	<input type="checkbox"/> Hawaiian/ Other Pacific Islander	
<input type="checkbox"/> Unknown			
Ethnicity	Medicaid Case # (if available)		
<input type="checkbox"/> Hispanic/Latino	N/A		
<input type="checkbox"/> SSN Unknown	SSN * XXX-XX-XXXX	CONFIRM SSN * Re-enter SSN XXX-XX-XXXX	
Basis of Medicaid Eligibility *			
<input type="radio"/> Adoption Assistance: Title IV-E <input type="radio"/> Adoption Assistance: State-funded <input type="radio"/> Guardianship Assistance Program: Title IV-E GAP			

When completing the 700 form, a few things to remember:

Any field with a Red Asterisk (*) is a required field. You will not be allowed to submit the form if a required field is missing

Projected Closure Date will be automatically selected for you, based on the child’s DOB. The date can be modified if needed:

N/A	N/A
Projected Closure Date *	
N/A	
Race *	

A sibling can be added, by selecting “Add Additional Child”. There is no limit to the number of additional children who can be added at the same time:

Add additional child

When adding current address, do not select State, as this will be added for you once you select Resident State:

Current Resident State Address

Number and Street *

N/A

Zip *

N/A

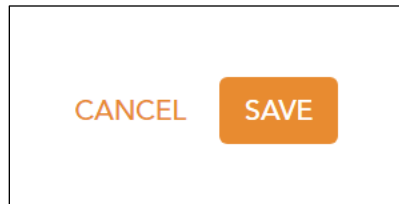
State

NA

Agreement State will be selected based on the state you are associated with. Upon selecting Resident State, eCare Vault will auto-populate the contact information for the Resident State:

State Information	
Agreement State State FL Address Heather Richardson Deputy Compact Administrator - ICAMA Office of Child Welfare Dept. of Children and Families Bldg. 5, Ste. 415 1317 Winewood Boulevard Tallahassee, FL 32399-0700 Tel: (850) 717-4005 Fax: (850) 487-4337 Email: heather.richardson@myflfamilies.com Email aaicama-fl-adm@yopmail.com	Resident State State * ME Address Karen L. Benson Adoption Program Manager Office of Child & Family Services Dept. of Health and Human Services 19 Maine Ave. Bangor, ME 04401 Tel: (207) 561-4208 Fax: (207) 941-8177 Email aaicama-me-adm@yopmail.com

Upon completing the form, select “Save” at the bottom of the screen



When the form has been saved, a new Team for that child will be created. A notification will also be sent to the Resident State, inviting them to the team, and also requesting that they open a case for the child

Accepting Team Invitations

As a child welfare worker, you will start with your own personalized team, but as your journey progresses, there may be opportunities to join other groups within eCare to support your development. eCare Vault will notify users of team invitations through email as well as in-app notifications.

Accepting an Invite from Email

Email notifications will be sent by 'notifications@ecarevault.com'. These messages describe the name of the team you're being invited to as well as the name of the person sending the invite.

By clicking the 'Accept Invitation' button in the message, you will be taken to <http://my.ecarevault.com> and asked to log in.

After logging in to eCare Vault, you will be added to the team you were invited to. The team you have joined will now appear in the Team Selector at the top of the application, as well as listed in the Teams Module.



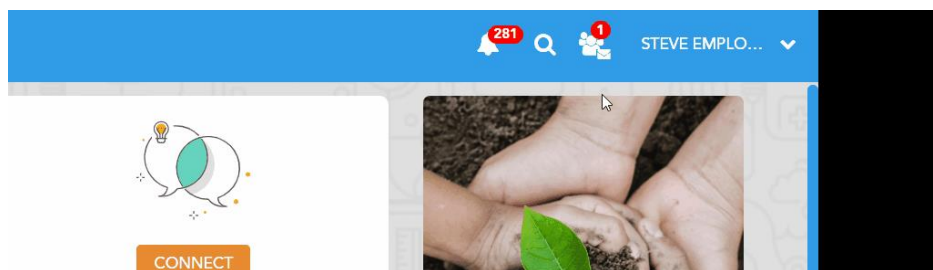
Accepting an Invite from within eCare Vault

While using the eCare Vault application itself, you might also receive a team invitation. The Team Invitations icon will show a red number indicating a new invite.

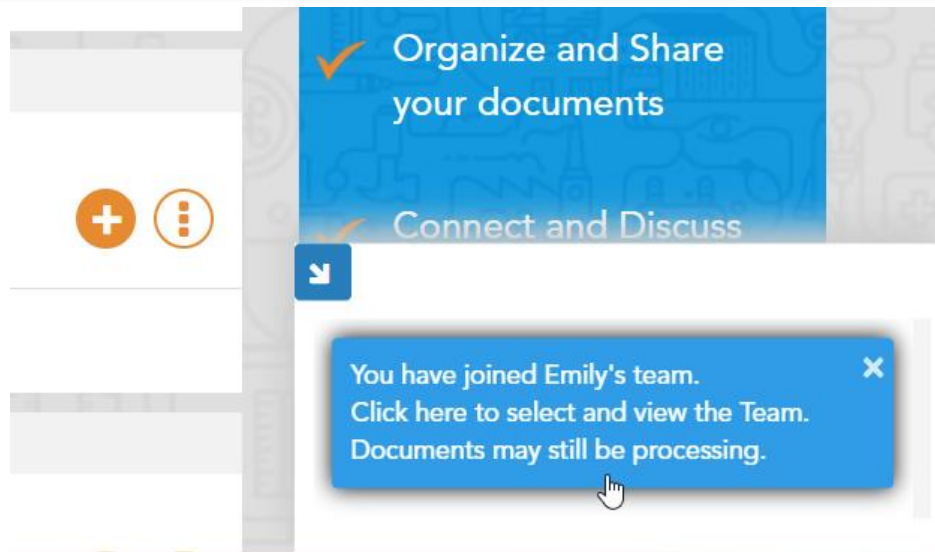
By clicking on this button, you can view all pending team invitations.

If you believe you have received a team invitation but do not see a notification, please try to refresh the application.

You can choose to accept an invitation and will then be added to the team.



After accepting the invitation, you will receive a notification at the lower right of the application. Clicking this notification will take you directly to the team's Team Card.

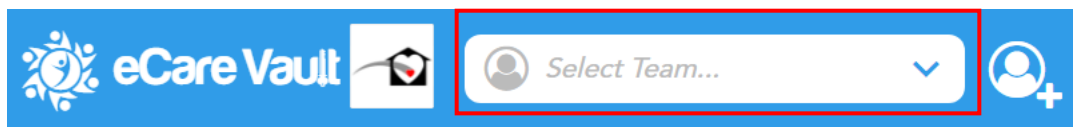


Navigating to the Teams module and selecting the team, you will now appear on that team's Team Card.

Team Selector

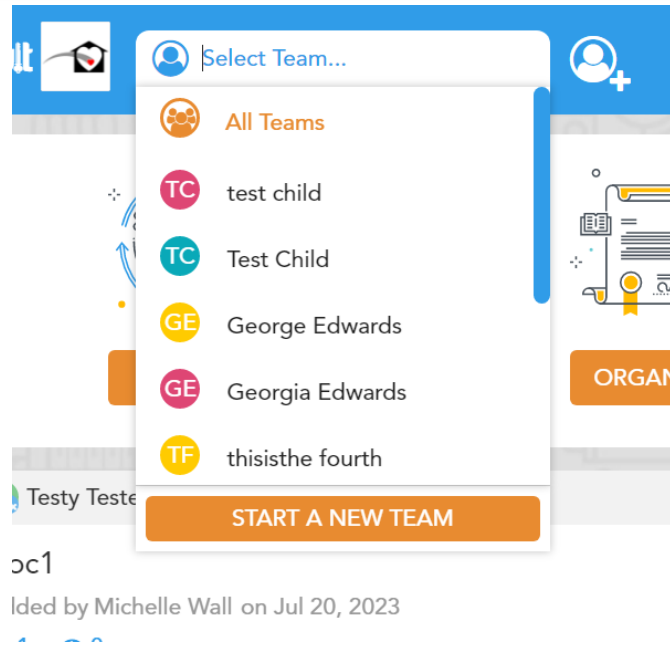
The Team Selector is an important tool to understand when using eCare Vault. As the name implies, the Team Selector allows for a quick way to select a specific team to perform actions on.

The Team Selector can be found at the top left portion of the application.



This tool can be accessed regardless of which module is currently selected.

To select a team, click anywhere within the Team Selector. A list of teams which you are a part of will be displayed. Clicking on a team will select that team. You may also type into the Team Selector box to search for a specific team's name.



You may now perform all other available actions within eCare Vault on the team you've selected, such as completing an assessment or form, uploading documents to that team, or starting a discussion.

If at any point you would like to perform an action on a different team, simply select a new team from the Team Selector.

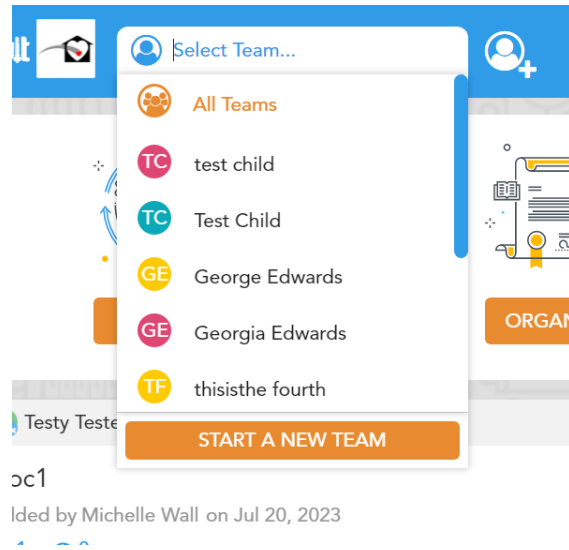
Inviting a New Team Member

To begin inviting a new Team Member, first select the team you would like to invite the new member to.

A team can be selected using the Team Selector located at the top left of the application.

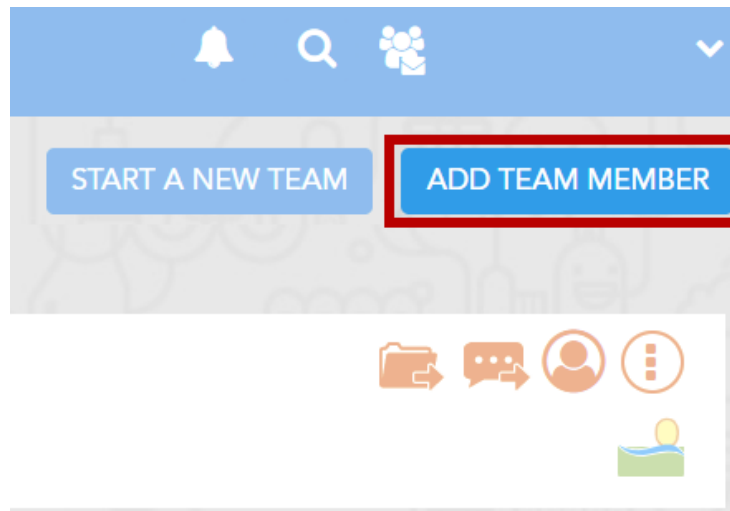


Clicking onto the Team Selector will generate a list of teams which you are currently a member of. Choose the appropriate team and navigate to the Team module.

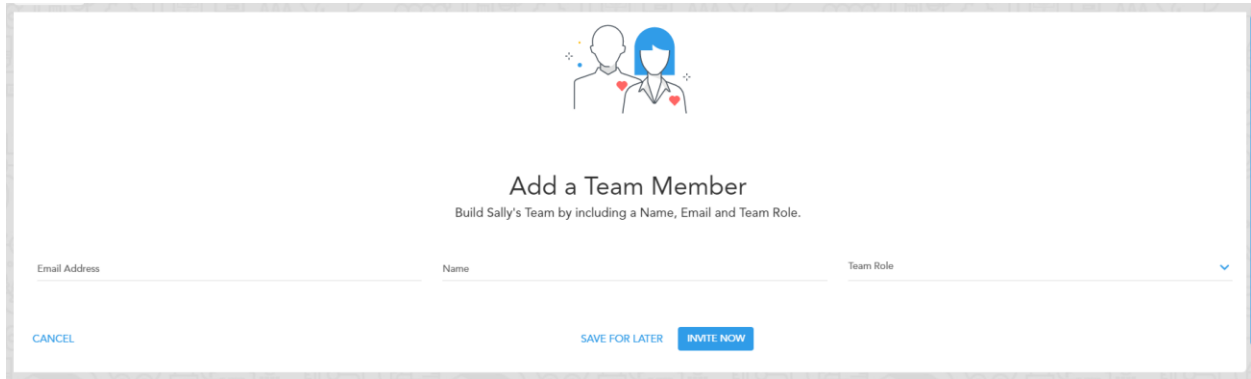


Alternatively, a team can be selected right from the Teams module itself. Double clicking on a Team listed here will bring you to that team's Team Card.

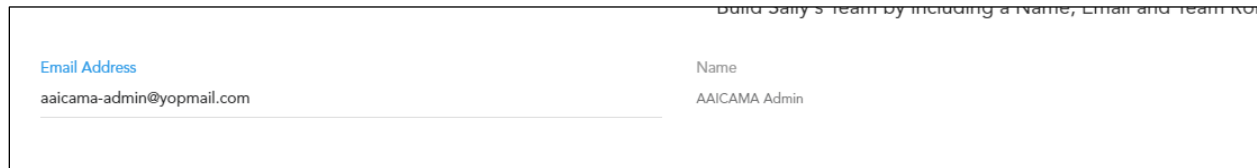
Clicking 'ADD A TEAM MEMBER' in the top right portion of the Team module will generate the 'Add a Team Member' menu.



Next, enter the new Team Member's email address into the 'Email Address' entry field



If the new member is already an eCare Vault user, their email will appear in a selection menu below the entry field. You may select their email from this menu or type it in manually. If an email is selected, their name will automatically be filled in to the 'Name' entry field.



Clicking the 'INVITE NOW' button at the bottom of the menu will send the invitation to that user. The user will receive both an email notification of the invite as well as notification within eCare Vault through which they can accept the invitation.



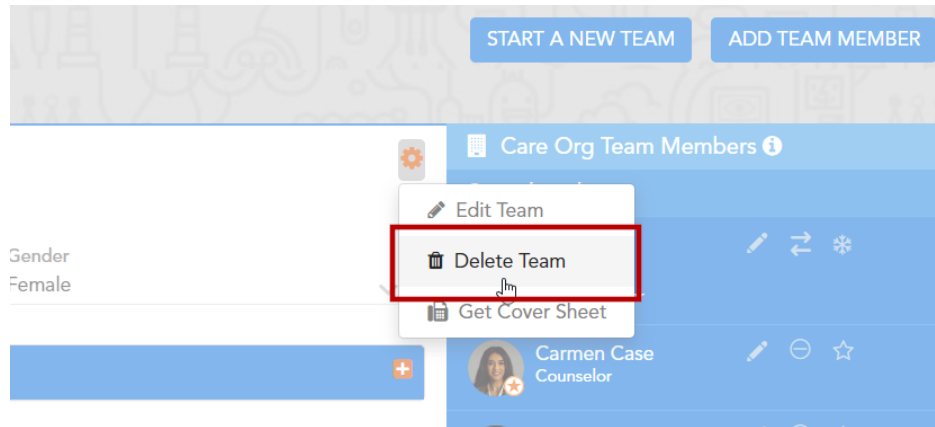
If you would like to invite this user at another time, you may click 'SAVE FOR LATER' at the bottom of the menu. The user will be added to this team's Team Card under the 'Individual Team Members' subsection.

Deleting a Team

Teams can be deleted if no actions have been performed on that team. That means that a team must not have had new members invited or added to it or its Team Card Edited.

To delete a team, select that team either from the Team Selector or from the Teams module.

When viewing the team's Team Card, select the gear icon located at the top right of the team's subject card.



From the available options, click 'Delete team'. You will be asked if you are sure that you want to delete the team. Clicking again will delete the team.

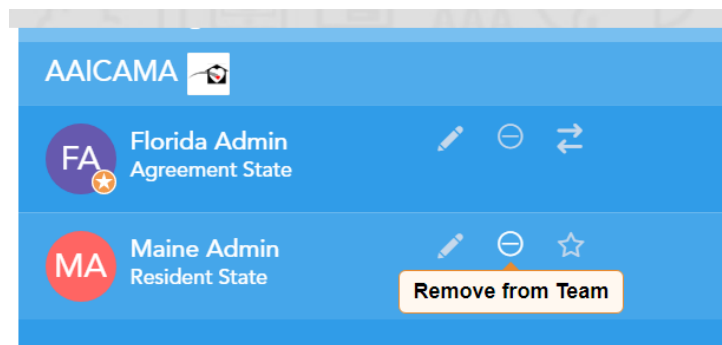
Removing a Team Member

Sometimes a Team Member needs to be removed from a team. They may no longer be providing support or be part of your organization.

Follow the steps below to remove a Team Member.

- **Step 1** - Select the team you would like to remove a member from. This can be done by searching for the team using the Team Selector or by navigating to the Teams module and locating the team.
- **Step 2** - Once the appropriate team is selected, locate the Team Member on the team's Team Card.

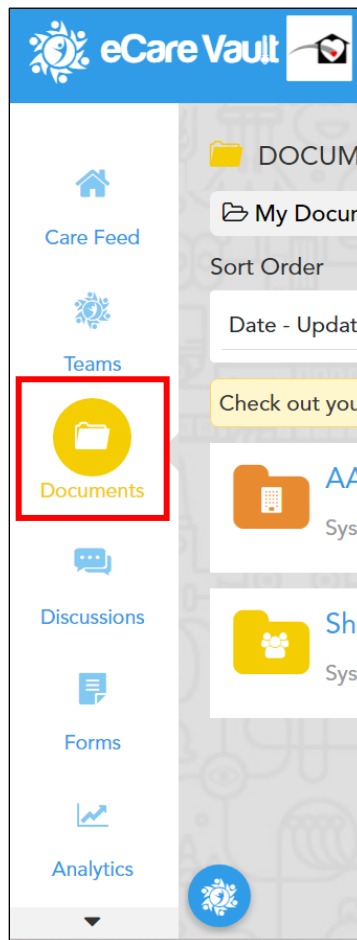
Clicking the symbol will first ask if you would like to remove that Team Member. Clicking once more will confirm their removal.



When the Team Member is removed, they will receive a notification that they have been removed from the team.

Documents Module

The Documents module allows you to store pertinent information, such as AA Agreements and supplemental documentation related to a child’s case, as well as share information with others on a child’s team. Documents can be in a variety of formats: Word, Excel, PowerPoint, PDF and even images. Once uploaded, a user can share a document with other team members, track who has viewed the document, or even share it with outside users through a secure link.



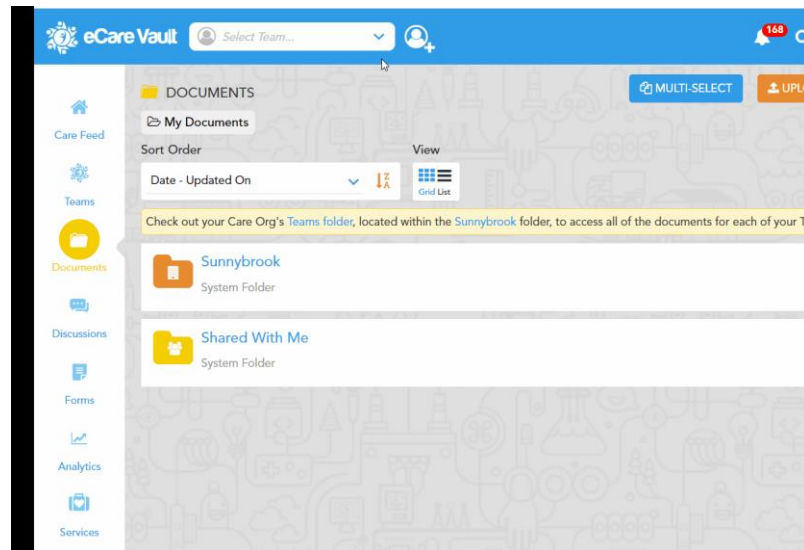
Downloading Documents

Downloading documents within eCare Vault is simple and easy.

Each team in eCare Vault will have its own folder for storing documents. Follow the steps below to download team-specific documents.

- **Step 1** - Select the appropriate team. The team can be selected from the Team Selector at the top of the application. This will display the team's folder when navigating to the Documents module.

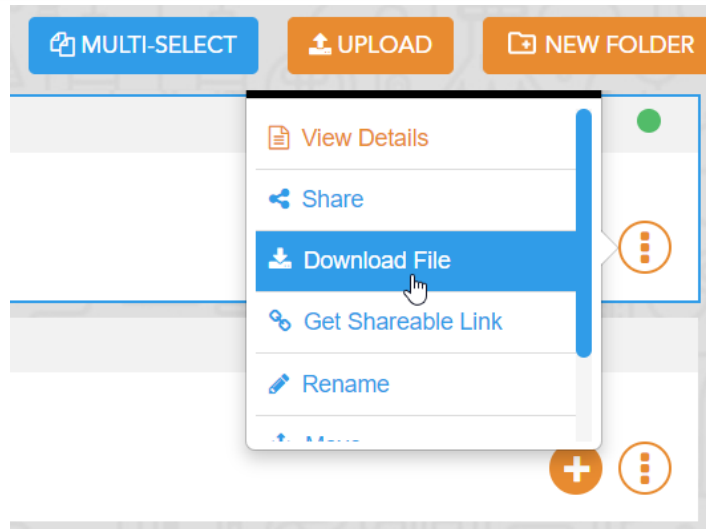
Double click on the folder to view the files uploaded to that team.



Alternatively, the team folder can be navigated to directly from the documents module.

- **Step 2** - Locate the file you would like to download and click the three-dotted icon to open the Document Options menu for this file.

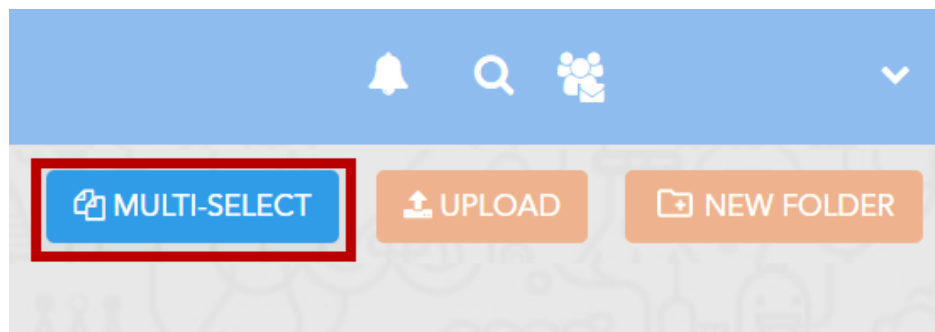
Select 'Download File'.



Downloading Multiple Files

Multiple files can be selected for download within eCare Vault. These documents can also be combined into a single PDF for easy viewing. Follow the steps below to select multiple files.

- **Step 1** - Navigate to the appropriate folder where the files you would like to download are located.
- **Step 2** - Click the 'MULTI-SELECT' button located at the top right of the Documents Module.

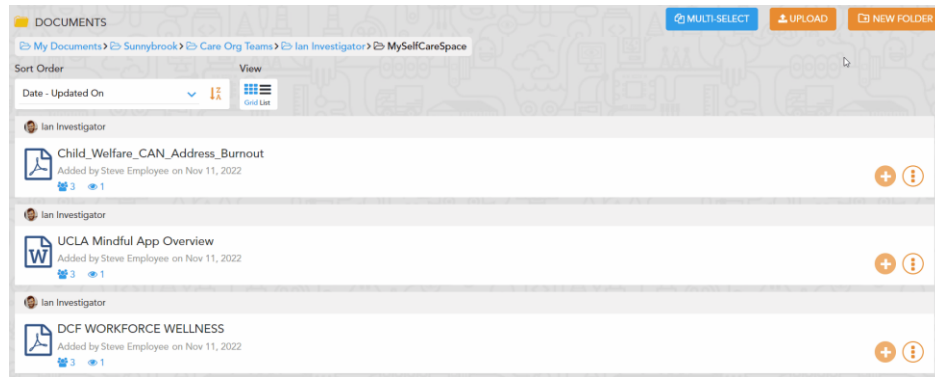


This will allow you to select multiple files. You may click 'CANCEL' at any time to return to single file selection.

- **Step 3** - Click on the files you would like to download. A checkmark will indicate a file has been selected. Each selection will also be numbered in ascending order. Clicking the

file again will deselect it from the list of files and change the selection order appropriately.

- **Step 4** - Now that each file has been selected, they can be downloaded individually or combined into a single PDF document.



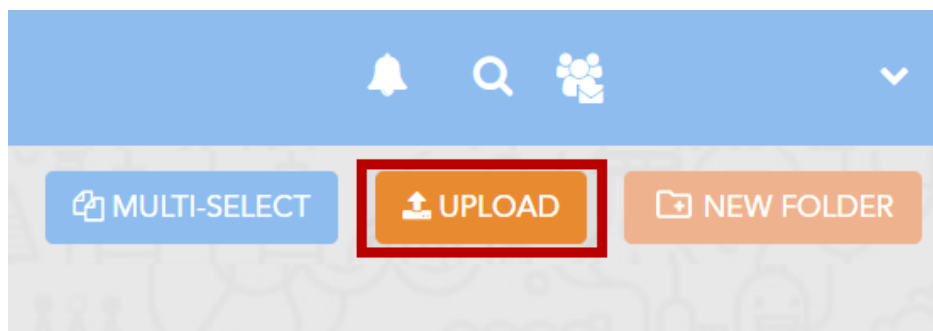
If you would like to document each file individually, select 'DOWNLOAD' from the top right of the Documents module.

Alternatively, select 'COMBINE' to create a single PDF of all the selected files. Note that the items will be displayed in the PDF in the order they are selected.

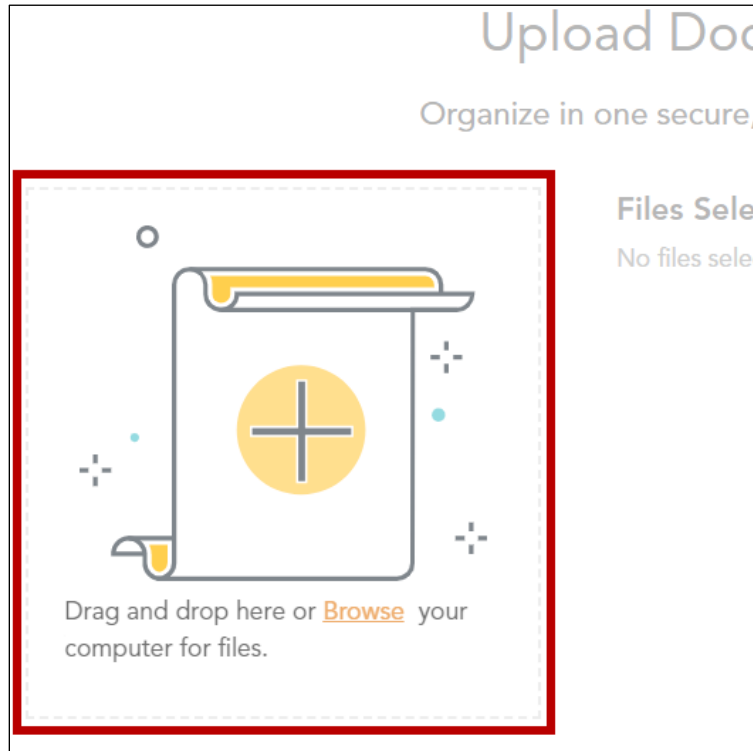
Uploading a Document

One or more documents can be uploaded at a time to eCare Vault. Follow the steps below to securely store your documents.

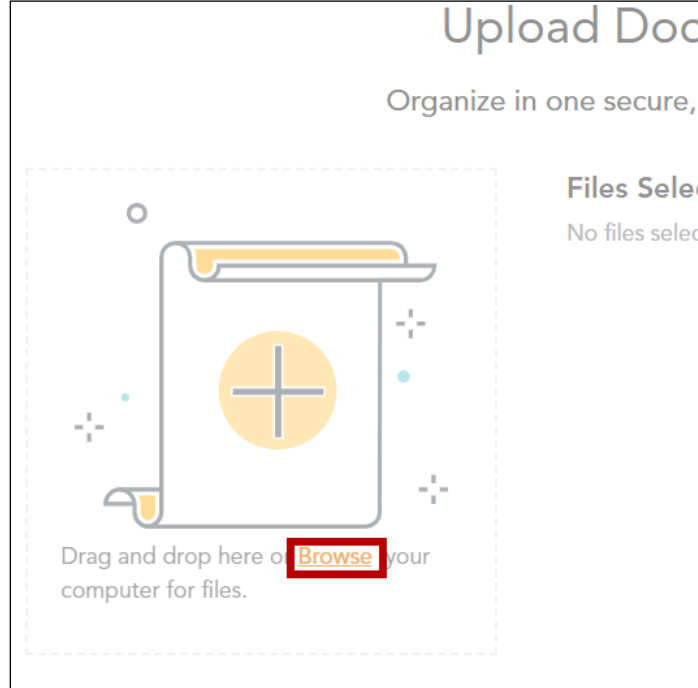
- **Step 1** - Navigate to the folder you would like to upload your files to. Once you're there, click the 'UPLOAD' button at the top right of the Documents module.



- **Step 2** - The Upload Documents menu will now appear. Files may be dragged and dropped to the indicated section.



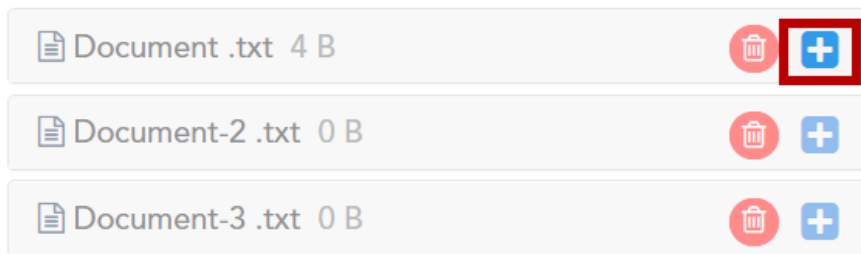
You may also select the 'Browse' text to search your system for files to upload. Select one more files to upload.



- **Step 3** - As each file is added to the Upload Menu, you may perform additional actions to edit the files before uploading them to eCare Vault.

If you've selected multiple files to upload, they will appear in a list. Selecting the 'plus' icon will display more information about the file to edit.

Files Selected for Upload:



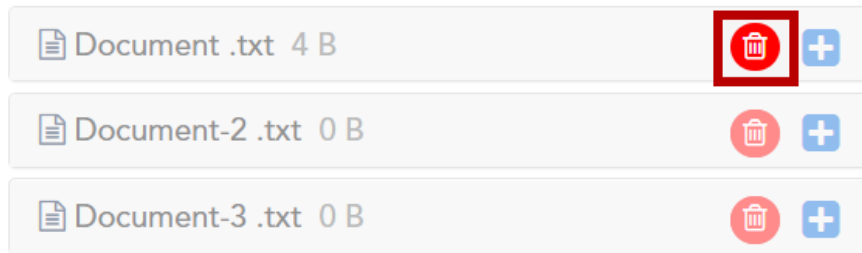
The document's title can be changed by typing into the 'Document Title' text box.

A list of Document Types are available to be selected from a dropdown menu. Author Types can be similarly selected.

A description of the file can also be added.

If you would like to remove an item from the list of files to be uploaded, click the red 'trash can' icon.

Files Selected for Upload:



- **Step 4** - Once the files are ready, click 'UPLOAD'. The following menu will appear which will allow you to specify sharing permissions for the document.

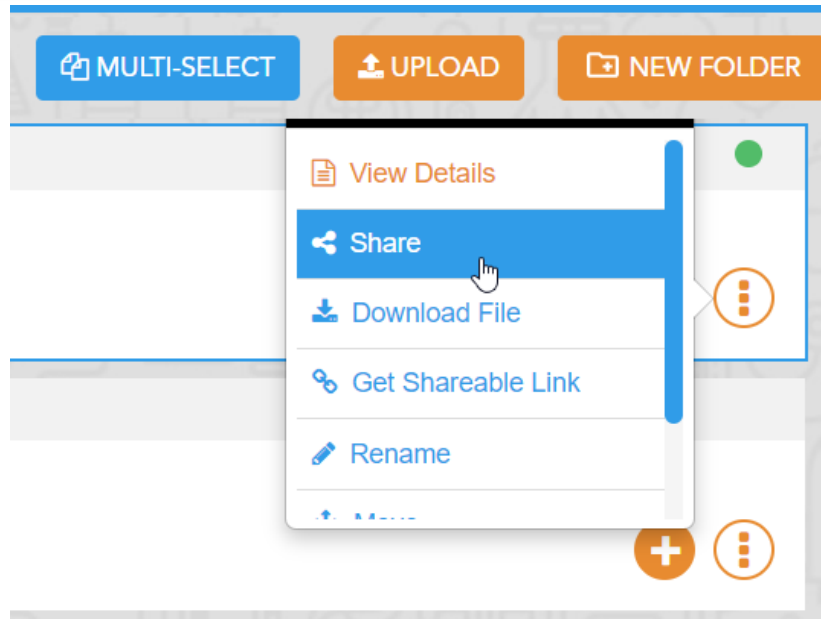
If the document is being uploaded to a team's folder, all members of the organization on the team will have permission to view and download the document.

Clicking 'CONTINUE' will upload the files to eCare Vault.

Sharing Documents

Follow the steps below to set sharing permissions on documents.

- **Step 1** - Navigate to the document you would like to share.
- **Step 2** - Select the three-dot icon to open the Document Options menu. Select 'Share' from the menu to open the share menu.



- **Step 3** - Select which permission you would like to share with. By default, documents are set to 'View & Download'. Clicking here will allow to change a document's permission for different team members.

A document may be set to 'View Only' which will allow a document to be viewed in the browser but unable to be downloaded.

Select the Team Members list to choose which organization or individual team members to share with.

Creating a Shareable Link for External Use

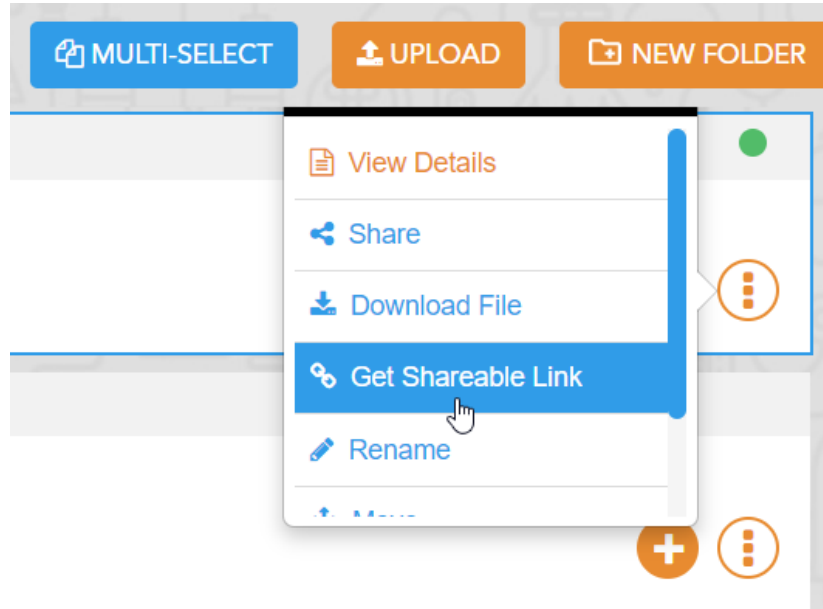
Documents can also be shared by creating a shareable link. This is an address which will link to the document's detailed page where it can be downloaded. The link will expire 48 hours after it is generated.

Be sure to only share the link with those who have permission to view the document. Anyone receiving the link will be able to download the document.

To create a shareable link, follow the steps below:

- **Step 1** - Navigate to the document you would like to share.

- **Step 2** - Select the three-dot icon to open the Document Options menu. Select 'Get Shareable Link' from the menu to open the Shareable Link menu



- **Step 3** - Click the clipboard icon to copy to clipboard, or manually copy the address provided next to it.

Shareable Link

Want to share this document with someone outside of eCare Vault?

Copy the link below and paste in to an email or text message. ⓘ



For security reasons, this link will no longer be usable after 48 hours.
Please make sure you have the appropriate permissions to share this information.

CLOSE

- **Step 4** - Securely share the link. The link should only be made available to those who have permission to view the document.

Deleting a Document

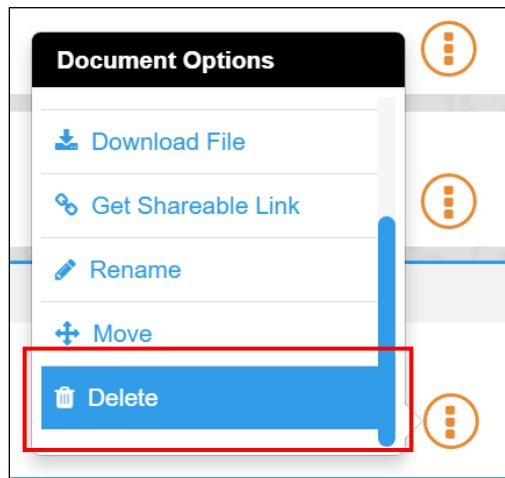
Documents can be deleted by accessing the Documents Options of a document, either from the Care Feed or the Documents module.

Note that if a document has been shared with another individual, it cannot be deleted from their view. Deleting a document will only remove it from your view

Follow the steps below to delete a document.

- **Step 1** - Navigate to the document you would like to delete. To narrow down the selection of documents, select the team from the Team Selector whose document(s) need to be deleted.
- **Step 2** - Once the document has been found, click the three-dotted icon next to the document to access the Documents Options menu.

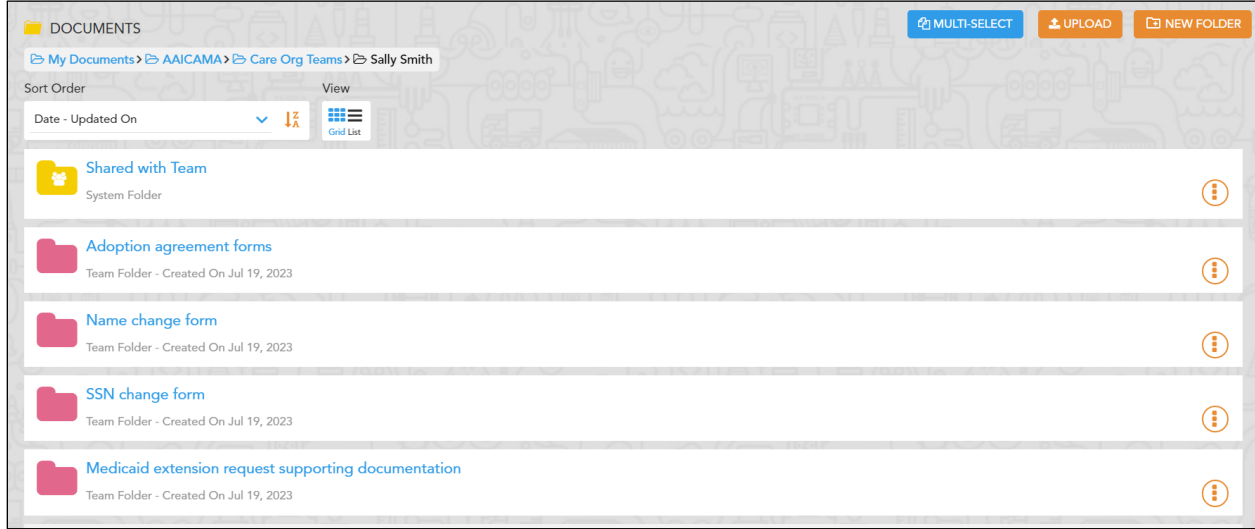
From the menu, click 'Delete'. A message will appear asking if you are sure you would like to delete the document. Clicking again will confirm and the document will be deleted.



Folder Options

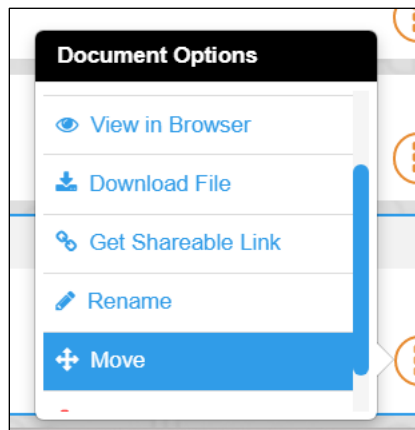
Folders help keep documents structured within the Documents module. This section will cover options available for manipulating folders, such as creating a new folder, moving a folder, renaming a folder and deleting a folder.

AAICAMA has created a list of folders that will help users to organize documents

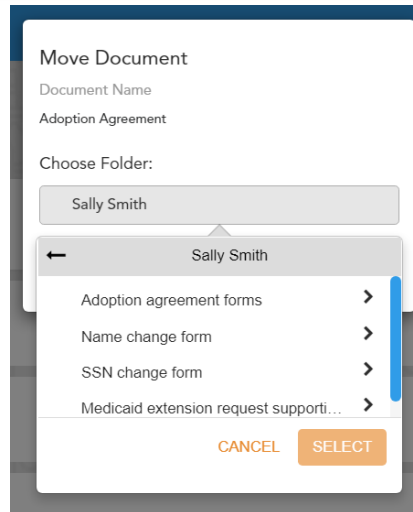


To access a specific folder, double click on it

To move a document into a folder, select the three-dot icon to the right of the document name, and select “Move”



Select the folder that you would like to move the document to, and click “Select”. This will move your document

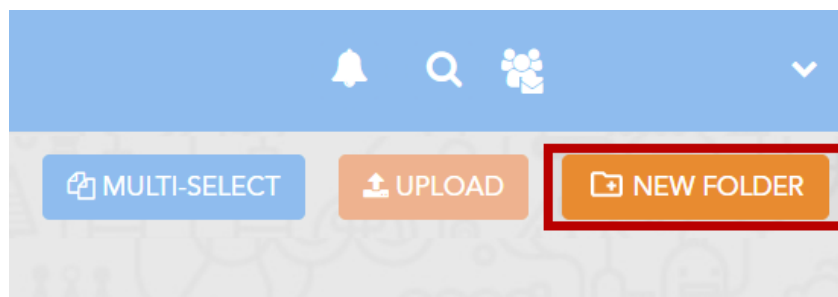


Creating a New Folder

New folders can be created within a team's folder structure. This can help to keep things organized within a team.

To create a new folder, follow the steps below.

- **Step 1** - Select the team you would like to create a new folder for.
- **Step 2** - Navigate to the team's folder within the Documents module. Choose which folder you would like to create a new folder inside of. If you are within the team's main folder, it will be created there, if you navigate to another folder then it will instead be created within the folder navigated to.
- **Step 3** - Click the 'NEW FOLDER' button at the top right of the Documents module.

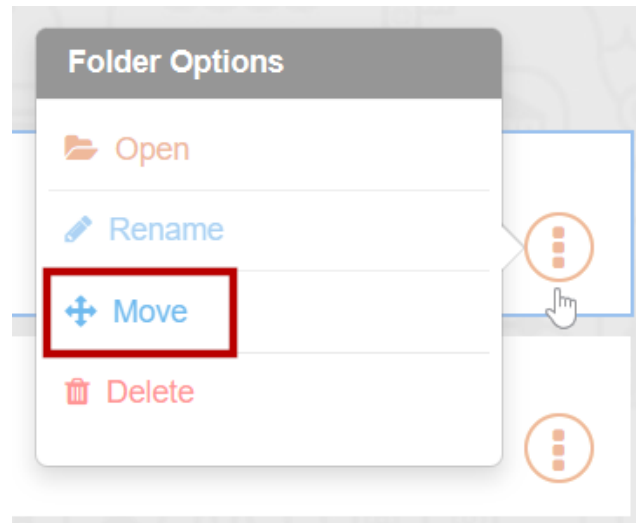


Moving a Folder

Much like documents, folders can be moved and nested within other folders in a team's folder structure.

To move a folder, follow the steps below.

- **Step 1** - Select the team you would like to move a folder within.
- **Step 2** - Navigate to the team's folder within the Documents module.
- **Step 3** - Click the three-dotted icon next to the folder you would like to move. This will open the Folder Options menu. Select 'Move'.



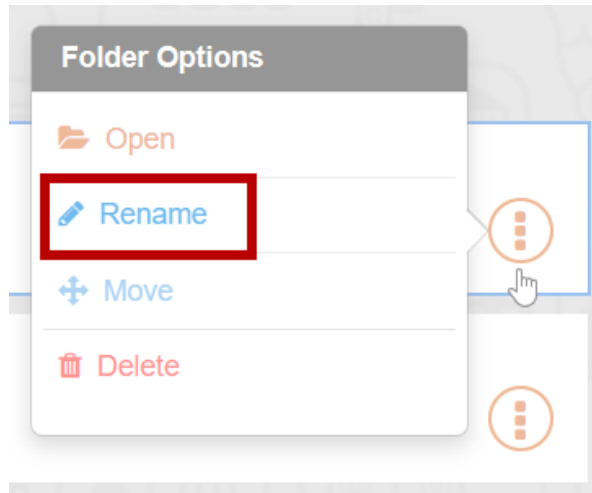
This will open the Move Folder menu.

- **Step 4** - Select the folder you would like to move the folder to from the 'Choose Folder' dropdown.
Click 'OK' and the folder will be moved.

Renaming a Folder

To rename a folder, follow the steps below. Only non-system folders can be renamed.

- **Step 1** - Select the team's whose folder you would like to rename.
- **Step 2** - Navigate to the team's folder within the Documents module.
- **Step 3** - Click the three-dotted icon next to the folder you would like to rename. This will open the Folder Options menu. Select 'Rename'.



This will open the Rename Folder menu.

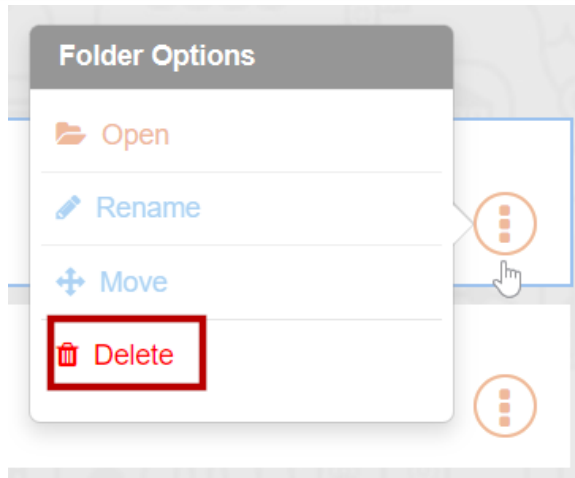
- **Step 4** - Edit the folder's name through the text entry provided in the Rename Folder menu. Once the folder's new name is ready, click 'OK' to finalize and rename the folder.

Deleting a Folder

Deleting a folder can only be done if a folder is empty.

To delete a folder, follow the steps below.

- **Step 1** - Select the team's whose folder you would like to delete.
- **Step 2** - Navigate to the team's folder within the Documents module.
- **Step 3** - Click the three-dotted icon next to the folder you would like to delete. This will open the Folder Options menu. Select 'Delete'. Ensure the folder is empty of documents or folders, it cannot be deleted otherwise.



Clicking 'Delete' once will ask if you are sure you want to delete the folder. After a second click, the folder will be removed.

Discussions Module

Discussions are used as a secure way to communicate with others on a team, in place of email, phone calls, and other forms of communication. Discussions can be created for strictly one-on-one conversations, or as a way to update the entire team at once. Team members can even be added after a conversation has been created, if needed. This allows for all information related to an individual to be housed in one secure location.

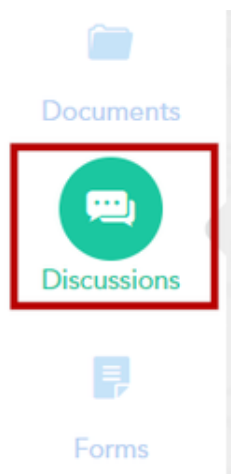
An example of when AICAMA users may want to use discussions is when a family with multiple children moves from one state to another. The Agreement State can use Discussions to contact the Resident State and provide the names of all children within the family, allowing them to easily locate all siblings within eCare Vault.

Starting a New Discussion

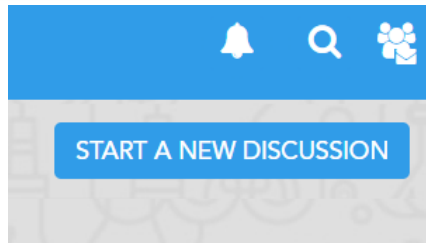
Discussions are team-based messages used to quickly relay information on a certain subject which can help focus in on a team's needs.

Follow the steps below to start a new discussion.

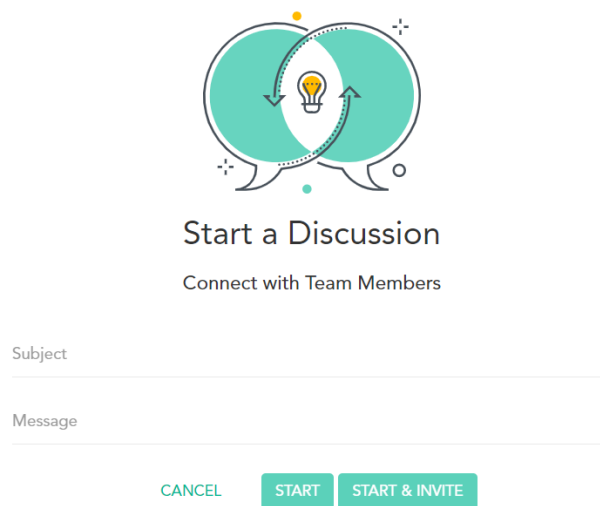
- **Step 1** - Select the team you would like to create a discussion for. This can be done most easily using the Team Selector.
- **Step 2** - Navigate to the Discussions model.



- **Step 3** - Click 'START A NEW DISCUSSION' at the top right of the Discussions module.



This will open the Discussion Menu.



- **Step 4** - Enter in the name of the discussion on the 'Subject' line. This will be the title of the discussion post and could be a brief synopsis of what the discussion will be about.

Next, enter your initial message to kick off the discussion in the text area.

- **Step 5** - Choose to 'START' or 'START & INVITE'. By choosing to 'START', the discussion will be immediately created and only visible to yourself. Choosing 'START & INVITE' will open the Share Menu. From this menu, you can specify which Team Members can view and partake in the discussion.

Discussion Options

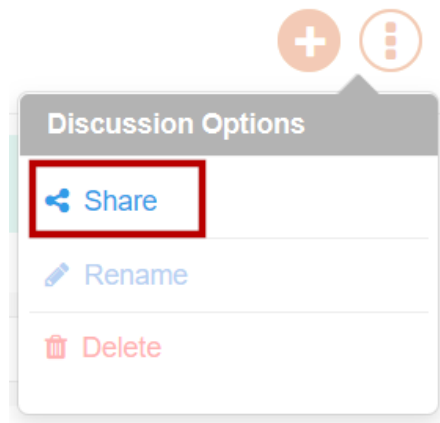
Once a discussion has been created, there are a few options available through the Discussion Options menu.

Sharing a Discussion

To share a discussion with additional members on the team, first navigate to the discussion.

The discussion can be found on the team's Care Feed or within the Discussion module.

Once the discussion is found, click on the the three-dotted icon to open the Discussion Options menu. Click 'Share'.



To add more participants to the discussion, click the 'Select Team Members' dropdown within the share menu. Individual team members can now be select to participate.

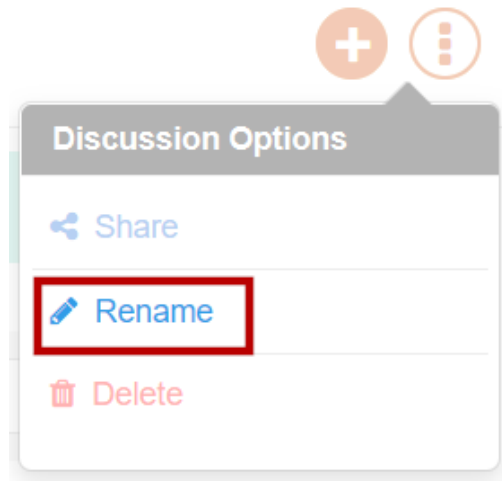
Once they are selected, click 'Next' at the bottom of the menu to finish sharing.

Renaming a Discussion

Occasionally a discussion might need a new name, whether this is to correct a typo or for any other reason after the discussion has started.

To give a discussion a new name, navigate to the discussion you would like to rename and click the three-dotted menu to open the Discussion Options menu.

Click 'Rename'.



This will enable you to enter a new name for the discussion.

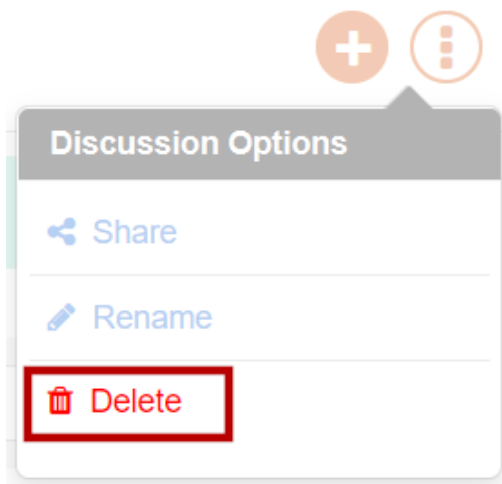
Deleting a Discussion

Discussions can also be deleted if they are no longer needed or were created by mistake.

To do so, again navigate to the discussion you would like to delete.

Clicking the three-dotted icon next to the discussion will open the Discussion Options menu.

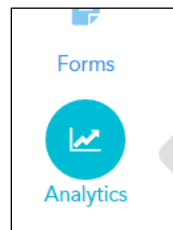
Click 'Delete'.



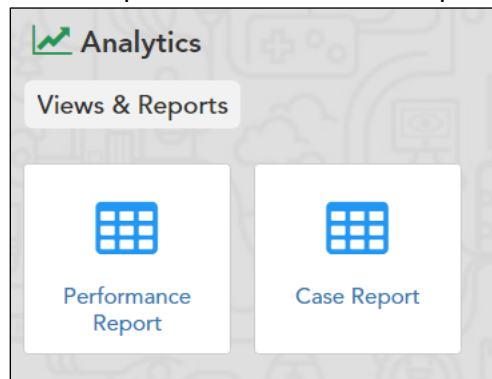
You will be asked to click again to confirm you really want to delete the discussion. Click again and the discussion will be deleted.

Analytics Module

Analytics will allow users to run reports based on information from Teams. To access these reports, select the Analytics module on the left side of the screen



AAICAMA users have access to two reports: a Performance Report and a Case Report



Click on the report name to select, which will allow a user to select parameters for the report

To run a report, select “GENERATE REPORT”

Choose the Report Parameters

Please choose report parameters and click on Generate Report to view the report.

Start Date **End Date**

06/21/2023 07/21/2023

CANCEL GENERATE REPORT

Once a report is run, a user can filter on the right side of the screen, based on a number of parameters

Analytics

Views & Reports > Case Report

Case Report [Change Report Parameters](#)

Start Date: 06/21/2023 | End Date: 07/21/2023

Detail View 📄

Full Name ↑	eCare Vault ID	Date of Birth	SSN ID	Medicaid Request Open Date	Referred From	Referred To	Referral Accepted	Referral Acceptance Date	Medicaid Close
abc thegoldfish	AICM6SCDW1C	10/18/2020	XXX-XX-9933	07/21/2023	AA	FL	YES	07/20/2023	10/18/2038
add newchild	AICMGRGOV8Q	02/02/2017	XXX-XX-9911	07/22/2023	AA	FL	YES	07/20/2023	02/02/2035
Erin Test	AICMFBKHEXV	04/01/2023	XXX-XX-4567	07/19/2023	FL	ME	YES	07/17/2023	04/01/2041
Erin Test	AICMUPOQWX	07/03/2023	XXX-XX-1234	07/27/2023	FL	ME	YES	07/17/2023	07/03/2041
George Edwards	AICMKT2EGDH	08/24/2017	XXX-XX-5555	08/02/2023	MO	FL	YES	07/19/2023	08/24/2035
Georgia Edwards	AICMXV0K728	08/24/2017	XXX-XX-5555	08/02/2023	MO	FL	YES	07/19/2023	08/24/2035
Lola Sophie	AICMDEC22YO	06/26/2023	XXX-XX-7766	07/19/2023	ME	FL	YES	07/18/2023	06/26/2041

Report Filters

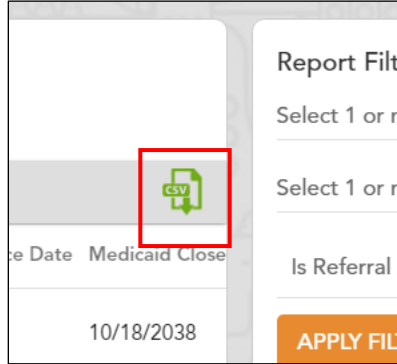
Select 1 or more Agreement State

Select 1 or more Resident State

Is Referral Accepted ▼

APPLY FILTERS

A report can also be downloaded to CSV (Excel format), by clicking on the green CSV icon



Upon selecting the CSV icon, the report will be downloaded to your computer.

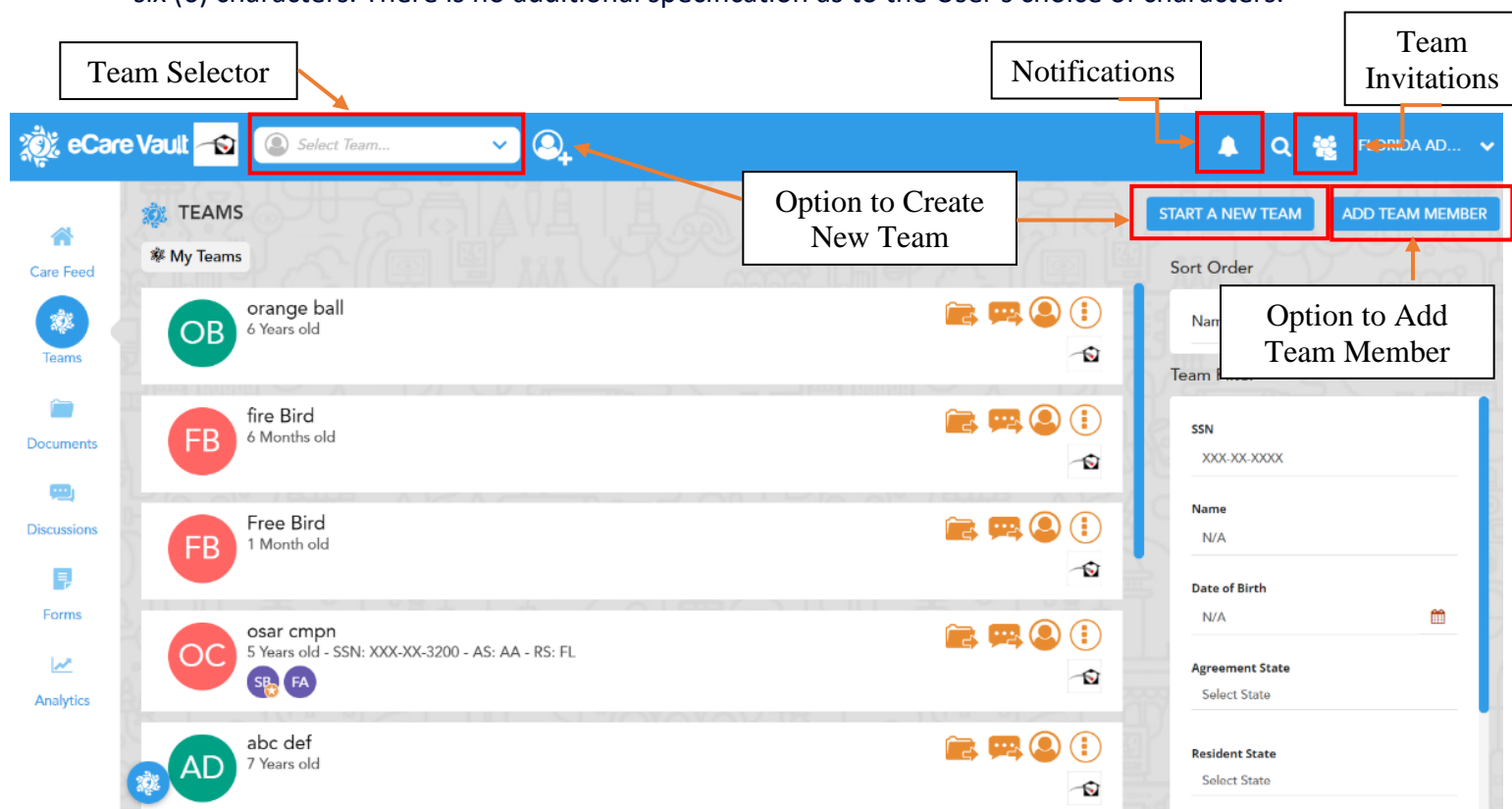
Glossary

Team: Teams are created as a hub around each child. The Team is used to keep all information and records related to a child in one central location. Your view of a Team can change, depending on whether you are the Agreement State or the Resident State for a child.

Team Captain: The Captain of a Team is always an ICAMA administrator/ICAMA staff from the Agreement State. This may be the state Compact/Deputy Compact Administrator or someone with a similar role.

Team Member: Team Members are any ICAMA System User who has been invited to a child's Team. Team Members will have different actions that they can perform depending on the child's status and whether the Team Member is from the Agreement State or the Resident State. All Team Members have the ability to view documents and updates related to the Team.

Vault Key: The Vault Key is a second level of authentication that the ICAMA System User creates to ensure that their User Account is secure. Users are strongly encouraged to create a Vault Key that is different from their password, however, it is not mandatory. Vault Keys must be a minimum of six (6) characters. There is no additional specification as to the User's choice of characters.



The screenshot shows the eCare Vault user interface. At the top, there is a blue navigation bar with the eCare Vault logo on the left. In the center of the bar is a dropdown menu labeled "Select Team..." with a downward arrow. To the right of this menu are icons for notifications (a bell), search (a magnifying glass), and team invitations (a group of people). Further right, the user's name "FLORIDA AD..." is visible with a dropdown arrow. Below the navigation bar, the main content area is titled "TEAMS" and "My Teams". It displays a list of team entries, each with a circular icon (OB, FB, FB, OC, AD) and text: "orange ball 6 Years old", "fire Bird 6 Months old", "Free Bird 1 Month old", "osar cmpn 5 Years old - SSN: XXX-XX-3200 - AS: AA - RS: FL", and "abc def 7 Years old". To the right of the team list, there are two buttons: "START A NEW TEAM" and "ADD TEAM MEMBER". On the far right, a sidebar shows a form for adding a team member, with fields for "SSN", "Name", "Date of Birth", "Agreement State", and "Resident State".

Callouts in the image point to the following elements:

- Team Selector:** Points to the "Select Team..." dropdown menu.
- Notifications:** Points to the bell icon in the navigation bar.
- Team Invitations:** Points to the group of people icon in the navigation bar.
- Option to Create New Team:** Points to the "START A NEW TEAM" button.
- Option to Add Team Member:** Points to the "ADD TEAM MEMBER" button.
- Option to Add Team Member:** Points to the "ADD TEAM MEMBER" button in the sidebar form.