

This is a message from the Division of Field Operations.

Title: Adding a Resource and Referral (R&R) Resource Account – Option 1 CCIS Agencies Only

Date: March 25, 2008

Priority: High

Category: Informational

Action Required: Yes. See “Next Steps”.

Response Required: None

Purpose:

To provide instruction to Option 1 CCIS agencies that did not have R&R resource accounts attached to their main CWOPA account.

Background:

Operations Communiqué #08-08 “Activation of Resource and Referral (R&R) Email Functions” issued March 20, 2008 announced the activation of PUBLICAN R&R email functionality and provided instructions for testing. In testing these, some Option 1 agencies have reported that their R&R resource accounts were not attached to their agency’s main CWOPA account as expected.

Procedure:

To attach your office’s R&R Resource Account (Option 1 sites ONLY):

1. Log into your office’s main CWOPA account
2. Open Microsoft Outlook
3. Navigate to the “Folder List” in the left-hand column
4. Right-click on “Outlook Today” and select (left-click) “Properties for Outlook Today”
5. A window will pop-up. Click the “Advanced” button
6. A second window will pop-up. Click the “Advanced” tab at the top
7. Under the “Mailboxes” heading, click the “Add” button. An add box will pop-up with a text field.
8. Find your office’s R&R Resource Account name in the attached Excel spreadsheet (agencies with multiple offices will have one box per office - i.e. one for Dauphin, one for Cumberland/Perry).
9. Enter your office’s R&R Resource Account name into the Add text box and click the “Ok” button.
10. For each of the previously “popped-up” windows, Click the “Apply” button and then the “Ok” button to close the window
11. Your R&R Resource Account will be added to your Folder List on the left-hand side of Outlook.

If you experience any difficulties adding this account, please contact Bob Maternowski at rmaternows@state.pa.us or (717) 705-9763.

Next Steps:

1. Review this information with appropriate staff.
2. Follow the provided instructions, if needed.
3. Report difficulties to Bob Maternowski.
4. Direct additional questions to the assigned Subsidy Coordinator.