

# SMART Tip Sheets

## Accessing SMART

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Logging In

Agency/Facility/Program Access

Logging Out

This set of tip sheets focuses on the elements required to access SMART.

Total Pages: 5

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## Accessing SMART

### *Accessing SMART via the internet*

1. Accessing the SMART url: In order to access SMART, you must have a computer with access to the internet and a web browser (Microsoft Edge or Internet Explorer 11.0 or higher, Google Chrome, or Mozilla Firefox).
2. Once you have accessed the appropriate web browser, use the following url in the address line of your browser (<https://smart.igsr.umd.edu/>), and click enter on the keyboard.
3. Warning Message screen: This message appears on the main SMART webpage asking if users are authorized to access the SMART site. Authorized users will click **Go** to proceed to the Log In screen.

Note: SMART is a single-click application.

Type the SMART url. The url must be entered correctly in order to access SMART.



Note: If using Internet Explorer, version 11.0 or higher is required. However, as Internet Explorer is no longer being updated, we recommend you use another browser.



**SMART**

Web Infrastructure for Treatment Services

Version: 18.7.0

### **WARNING:**

Access to this system is restricted to authorized users only. Violators subject to imprisonment and/or fine. Continuing beyond this point certifies your understanding and compliance with all applicable restrictions and regulations.

Click Ok. This will be the first of many SMART navigation buttons.

OK

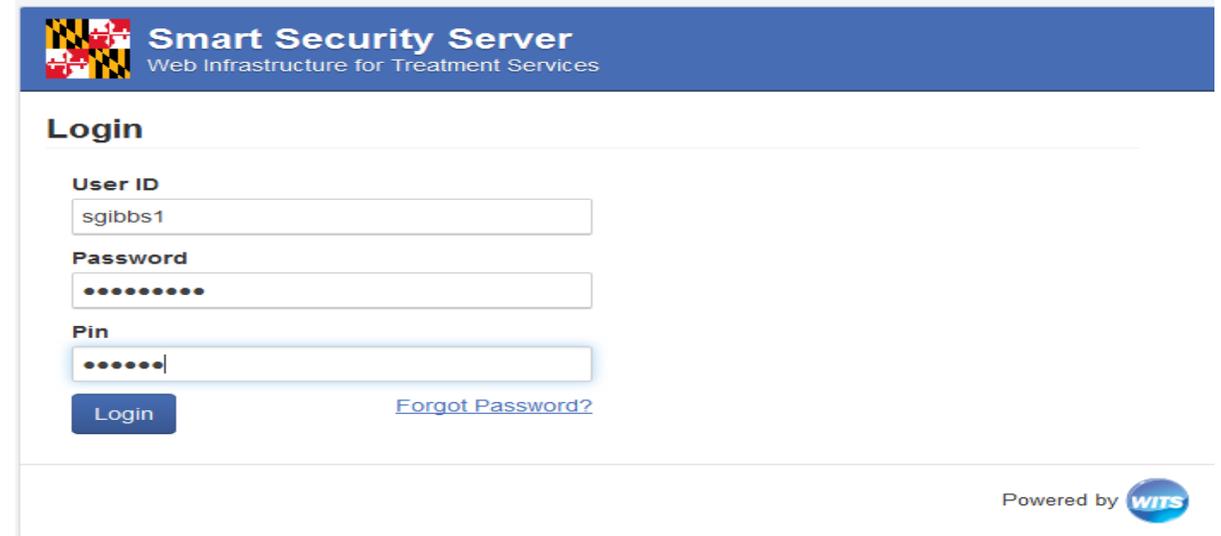
Powered by 

## Accessing SMART

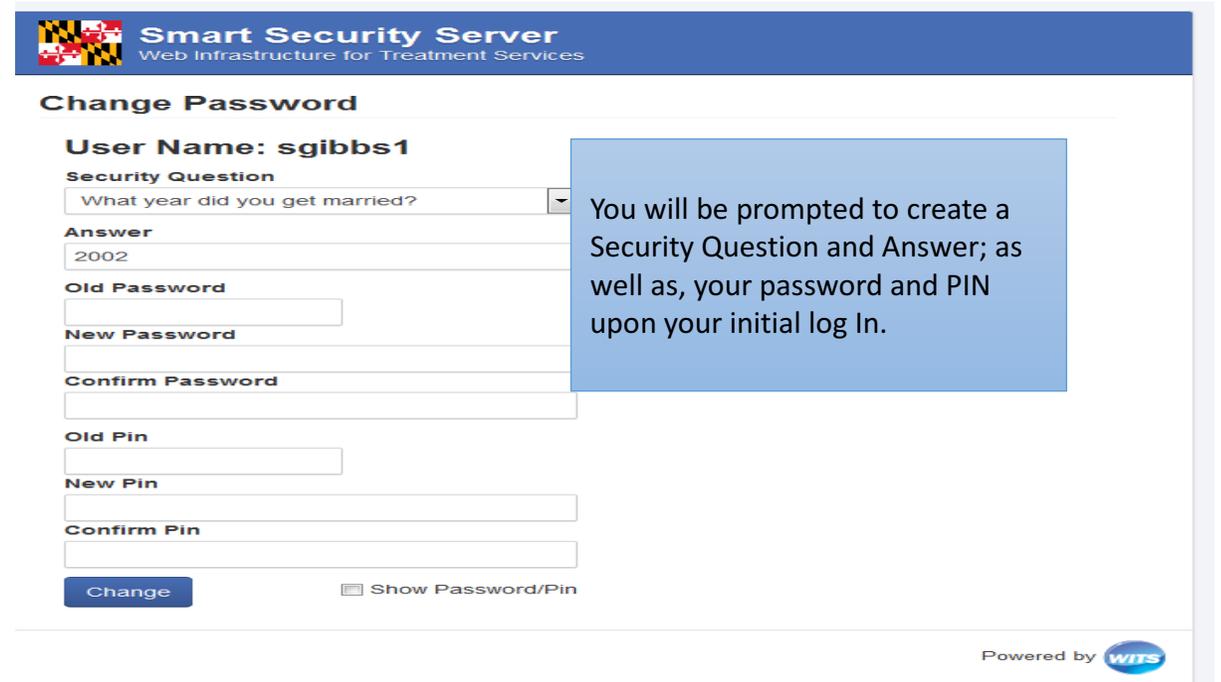
### Logging Into SMART

1. **Account Setup:** SMART accounts are set-up by the appropriate SMART Agency Administrator (agency staff where appropriate and IGSR) and when created, SMART automatically sends a system generated email containing the user's Log In credentials.
2. **Logging In:** Enter the User Id, Password, and PIN in the appropriate fields. Note: Check the SPAM folder if the SMART user credentials were not received in the Inbox. Please contact your SMART Agency Administrator or the IGSR Technical Support Desk ([igersupport@umd.edu](mailto:igersupport@umd.edu) or 301.405.4870) if assistance is required.
3. **User ID/Password/PIN:** Users are assigned a User ID that will generally consist of the user's first character of his or her first name and the entire last name. Note: In some cases, the user id may also consist of a single or several digits (sfrank1). Once the User Id, Password, and PIN are entered into the appropriate fields, click **Login**.

Note: SMART is case sensitive. The Password must be at least 8 characters, and contain at least 1 digit. The PIN must be at least 6 characters, and cannot be the same as the User ID or Password. SMART accounts are automatically disabled after three failed log in attempts. Contact your SMART Agency Administrator or the IGSR Technical Support Desk if your account is disabled. You will be prompted to answer Security Questions upon your initial log in. It is important that the user has an updated email address in SMART.



The image shows the login page for the Smart Security Server. At the top, there is a blue header with the Maryland state flag logo on the left and the text "Smart Security Server" and "Web Infrastructure for Treatment Services" on the right. Below the header, the word "Login" is centered. There are three input fields: "User ID" containing "sgibbs1", "Password" with masked characters, and "Pin" with masked characters. Below the fields are a blue "Login" button and a blue link "Forgot Password?". At the bottom right, it says "Powered by WITS" with the WITS logo.

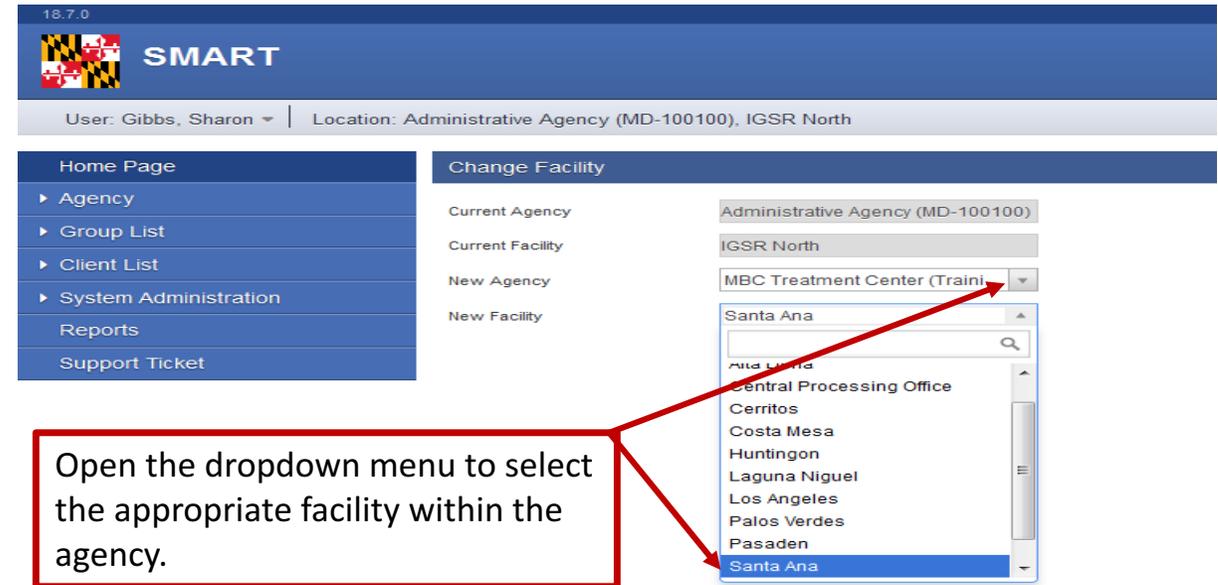


The image shows the "Change Password" page for the Smart Security Server. At the top, there is a blue header with the Maryland state flag logo on the left and the text "Smart Security Server" and "Web Infrastructure for Treatment Services" on the right. Below the header, the word "Change Password" is centered. The "User Name" is "sgibbs1". There is a "Security Question" dropdown menu with "What year did you get married?" selected. Below it is an "Answer" field with "2002". There are four more input fields: "Old Password", "New Password", "Confirm Password", and "Old Pin". Below these are "New Pin" and "Confirm Pin" fields. At the bottom left is a blue "Change" button, and at the bottom right is a checkbox labeled "Show Password/Pin". A blue callout box on the right side of the page contains the text: "You will be prompted to create a Security Question and Answer; as well as, your password and PIN upon your initial log In." At the bottom right, it says "Powered by WITS" with the WITS logo.

## Accessing SMART

### *Agency/Facility/Program Access*

1. Agency/Facility/Program Access: When accessing SMART, users log into an agency and facility. Once logged into the facility, a user has the capability to enter client/participant information.
2. Session Context: SMART requires each user to have a context session. Most users are associated with one agency but may have permission to access many facilities that exist within an agency. After logging into SMART, the Facility screen would open, and user would be prompted to select the appropriate facility to enter the client/participant information. Note: The Facility screen will not appear if the agency has a single facility.
3. Change Context: To change facilities within an agency, click on the icon that resembles a pencil. (See illustration)



The screenshot shows the SMART interface with the 'Change Facility' dropdown menu open. The menu lists various facilities, and 'Santa Ana' is selected. A red box highlights the dropdown menu, and a red arrow points to the 'Santa Ana' option.

18.7.0

SMART

User: Gibbs, Sharon | Location: Administrative Agency (MD-100100), IGSR North

Home Page

- ▶ Agency
- ▶ Group List
- ▶ Client List
- ▶ System Administration

Reports

Support Ticket

Change Facility

Current Agency: Administrative Agency (MD-100100)

Current Facility: IGSR North

New Agency: MBC Treatment Center (Traini)

New Facility:

- Santa Ana
- Via Linda
- Central Processing Office
- Cerritos
- Costa Mesa
- Huntington
- Laguna Niguel
- Los Angeles
- Palos Verdes
- Pasaden
- Santa Ana

Open the dropdown menu to select the appropriate facility within the agency.

Select the icon that resembles a pencil adjacent to the Location section to open the Facility screen. This will allow the user to change facilities without logging out of SMART.



The screenshot shows the SMART interface with the pencil icon next to the Location section highlighted. A red arrow points to the pencil icon.

18.7.0

SMART

User: Gibbs, Sharon | Location: Administrative Agency (MD-100100), IGSR North

## Accessing SMART

### Logging Out of SMART

1. **Logging Out:** It is important that users properly log out of SMART as opposed to clicking the 'X' in the upper right hand corner. Logging out improperly can result in problems accessing SMART the next time the user attempts to log in. Contact your SMART Agency Administrator or the SMART Technical Support Desk if you run into this issue.
2. Click **Logout** in the upper right hand corner of the screen. The Logout icon can be viewed on all SMART screens. Note: Make sure all data is saved prior to logging out.
3. A Logout dialogue box will appear. Click **Yes** to logout or click **No** if you do not want to logout.

Note: Always completely logout when you are away from your workstation.

SMART

User: Gibbs, Sharon | Location: MBC Treatment Center (Training Agen. Santa Ana)

Logout

Home Page

- Agency
- Group List
- Authorization Dashboard
- Client List
- System Administration
- Reports
- Support Ticket

There are currently 2 people that have been referred in.

There are currently 606 support tickets with status 'Pending WITS Admin'.

Home

Announcements

Actions	Summary	Posted Date	Start Date
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Alert List

Actions	Alert Type	Client Name/ID	Message	Facility	Date Due	Search in Agency
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Schedule for: start Date: 12/29/16 End Date: Refresh

Actions	Start	End	Summary	Status
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Always use the 'Logout' icon to log out of SMART.

SMART

## Logout

Are you sure you want to log out?

Yes No

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