Instructions

If you have a question about the CCO Portal or the deliverables process, please consult this list of frequently asked questions (FAQ). If you do not see your question listed, please email HSD.QualityAssurance@odhsoha.oregon.gov.

Process and account issues

I don't have access to the CCO Portal but I have a deliverable due. Can I email it instead?

No, please do not email it. Each CCO has several registered users. Please work with colleagues at your organization to submit deliverables via the Portal.

What happens if CCO staff submits a deliverable to the CCO deliverables mailbox now?

OHA staff monitoring the mailbox will ask them to submit the deliverable to the Portal. If it seems like they don't know about the Portal, then they'll be provided with this FAQ and advised to contact their CCO's contract administrator for help finding a colleague who has access to the Portal. The email submission will be disregarded.

My password or multifactor authenticator is not working. What should I do?

Call the OIS Service Desk at 503-945-5623. Tell them you are an external partner and ask them to reset your password or your MFA. They may ask you questions to verify your identity, such as work address or title.

How do I set up my new CCO Portal account?

Follow the steps in this setup video: https://youtu.be/M2mjOyGXvYI

I have a new team member or a change to my team. How do I request permissions or user account updates? Please use the CCO Portal Account Requests form to request new accounts, updates, or removals. Updates and new accounts can take up to 14 business days.

Where can I find training resources for the CCO Portal?

The training guide and training videos are linked on the CCO Contract Forms page.

I received an error while using the CCO Portal. What should I do?

Please screenshot any errors. Capture the entire window, including the URL field. Please use the CCO Portal System Issues form to submit your error.

I have suggestions for system improvements or new features. What should I do?

Please use the CCO Portal System Issues form to submit your suggestion.

Using the system

What deliverables should be submitted via the CCO Portal?

Deliverables that previously were sent to the CCO deliverables mailbox at CCO.MCODeliverableReports@odhsoha.oregon.gov or uploaded to the Member Materials SharePoint site should be submitted via the CCO Portal. Deliverables submitted to special sites or other email addresses will continue to follow the same process. Please see Exhibit D-Attachment 1 to the CCO contract for more information.

Important: The mailbox is still "live" but is monitored less frequently. In very special cases, the mailbox may be the method specified by OHA, as permitted in the contract**.**

If my deliverable has multiple files, should I submit each file separately?

No, you should submit related files together as a single submission. For example: Your six DSN Quarterly Report files should be attached to the same submission.

Will I get a confirmation email after adding more files or replacing a file?

No, adding more files to a submission record will not generate a new confirmation email for CCO users. However, a notification will be generated for OHA users to ensure they're aware of the updates.

If I have deliverable questions, should I ask those via the Portal Notes function or via email?

For general or time-sensitive questions, please reach out to the subject matter expert via email. If you have a non-urgent question that is specific to the deliverable file you are submitting, you can include that in a note.

Important: OHA staff do not receive an alert unless you upload a file, so just adding a note will not trigger a new notification.

How do I select a due date? What if my deliverable does not have a due date (ad hoc)?

Due dates will load after selecting a specific deliverable. Select the appropriate date from the list. If the deliverable has a due date range, the Portal will load the first day in that range. For example: Member Handbooks have a system due date of 9/1 because the due date range is from 9/1 to 11/1.

	Choose one record and click Select to continue	
✔	Due Date ⬆	CCO Contract Form
☐	9/1/2023	Member Handbook

For *ad hoc deliverables*, the last day of the year will load as the due date. Please select this date when submitting an ad hoc deliverable. The system due date does not affect the normal timeline or process.

What if I need a different due date?

Due dates populated in the system are based on the due dates outlined in CCO Contract Exhibit D Attachment 1.

What do the different statuses mean?

The status and date for each deliverable will populate on the submission details page.

STATUS	REVIEWERS USE WHEN
Submitted	*System default after submission*
Under Review	Review begins. Review due date is required.
Corrections Needed	Review is complete but changes are needed. Corrections due date is required.
Approved	Review is complete and deliverable is final / approved. Approval date is required.
Redacted/Final Copy Needed	Review is complete and deliverable is approved, but a redacted or final version is needed for posting.

Only OHA users can change statuses. The CCO user who submitted the deliverable will receive a notification when the status changes.

How do I indicate a submission is an attestation or "File and Use"?

On the "Create Submission" screen, use the attestation dropdown to choose "Yes" or "No."

Is this an attestation?

No

Important: Using this flag does not replace the need for the required attestation form.

How do I submit a corrected or updated version of the same document?

Adding an updated or corrected document to an existing submission record is simple.

1. From your dashboard, find the submission you would like to modify.
2. Click the Submission Name or View Details.

Submission Name

S-1087   View details

3. Scroll down to the Documents section and click Attach More Files.
4. Choose the file(s) and click Submit.
5. When the page is refreshed, you will see your new file(s) in the Notes and in the Documents sections.


Documents

Name ↑

📁 archive

📄 New system for submitting and tracking CCO Contract deliverables_202307...

📄 Register for MFA using the Microsoft Authenticator App_20230711_061851....

📄 Reviewer Experience_20230711_061850.png (84 KB)

Attach More Files
Choose Files | No file chosen

less.than.a.minute.ago
TIFFANY REAGAN   📄 Open Card Advisory Committee Recruitment Opportunity _.pdf (908.53 KB)

⊕ Add note

How do I export a list of deliverables in the Portal?

Use the Export button at the top of your submissions list on the CCO Portal dashboard. You can the access the Excel file in your Downloads folder.

More training: You can find more training resources and information about the CCO Contract Deliverables Portal on the CCO Contract Forms page.   *Last updated: 01/17/2024*