

Information Memorandum Transmittal Aging and People with Disabilities



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Topic: Other

Subject: Provider Time Capture (PTC) - Updated OR PTC DCI Provider Support Guide

Number: APD-IM-22-122

Issue date: 12/13/2022

UPDATED: 12/20/2022

Due date:

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input checked="" type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Comagine |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

*****Revised 12/14/22 with several clarifications*****

The PTC Team has made several updates to the OR PTC DCI Support Guide for new providers. This guide used to be called the "Go-live Support Guide", and is now called the "Welcome Support Guide" or the "Provider Support Guide." **Note: This is not the same document as the "Provider Guide".**

The guide no longer has images, which will make it easier to print. The new guide can be emailed or printed in local offices and handed out to new providers (if desired), and has embedded links and an interactive table of contents. The PTC Support team also emails this guide to new providers when their profiles are added to OR PTC DCI.

You can find the Welcome Support Guide posted to the PTC Website at PTC.Oregon.gov in the Provider Learning Materials [Provider Learning Materials section](#):

Learning Materials

OREGON PROVIDER TIME CAPTURE

AAA/APD STAFF

► **LEARNING MATERIALS**

NEED HELP?

Staff materials have moved! [Go to the AAA/APD staff page](#) to find materials.

For providers

- [Attestation Changes](#)
- [Fob Timesheets](#)
- [How-to Videos](#)
- [Provider Guide](#)
- [Provider Learning Materials Catalog](#)
- [Welcome Support Guide](#)**
 - [English](#)
 - [عربي \(Arabic\)](#)
 - [傳統漢語 \(Traditional Chinese\)](#)
 - [فارسی \(Farsi\)](#)
 - [ខ្មែរ \(Khmer/Cambodian\)](#)
 - [한국어 \(Korean\)](#)
 - [ລາວ \(Lao\)](#)
 - [नेपाली \(Nepali\)](#)
 - [Română \(Romanian\)](#)
 - [Русский \(Russian\)](#)
 - [Soomaali \(Somali\)](#)
 - [Español \(Spanish\)](#)
 - [Tiếng Việt \(Vietnamese\)](#)



Support Guide contents:

- Overview
- How to choose a timekeeping option
- Login information
- Getting started with each OR PTC DCI option
- How to get help
- Frequently Asked Questions (FAQs)

Provider Welcome Support Guide Links:

- [English](#)
- [Arabic](#)
- [Traditional Chinese](#)
- [Farsi](#)
- [Khmer/Cambodian](#)
- [Korean](#)
- [Lao](#)

- [Nepali](#)
- [Romanian](#)
- [Russian](#)
- [Somali](#)
- [Spanish](#)
- [Vietnamese](#)

Another great resource to give new providers is the How to Get Set Up in OR PTC DCI QRG:

[English - Providers - How to Get Set Up in OR PTC DCI](#)

(Translated versions are coming soon)

For more information on the PTC Project, please visit PTC.Oregon.gov.

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
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