

Job Aid – Checklist for staff leaving WIC

What you need to do



#	Exit task	✓
1.	Email WIC.APP-SUPPORT@dhsoha.state.or.us with the employee's name and ask to delete Citrix account and Familynet access.	
2.	If user has WIC Direct access (used to search participant redemptions in CDP), email WIC.APP-SUPPORT@dhsoha.state.or.us with the employee's name and ask to delete WIC Direct access.	
3.	Email WIC.APP-SUPPORT@dhsoha.state.or.us with the employee's name if user printed Graduation Letters from the Graduation Letter website	
4.	Remove the employees TWIST User ID and roles. <ul style="list-style-type: none">• See TWIST training manual, Chapter 6 Lesson 100 for instructions on removing roles and users.• See Policy 901 – TWIST Data System Security for information.	
5.	End date the staff person in the TWIST Operations module, Staff Information screen(see graphic on page 2). <ul style="list-style-type: none">• See TWIST Training Manual, Chapter 8, Lesson 101 for instructions.• Removing the clinics from the staff person on this page ensures the staff member no longer shows up on reports.	

Staff temporarily leaving WIC

If a staff person temporarily leaves WIC (e.g. FMLA) you do not need complete these steps.

Note: If a staff person does not access Citrix for 30 days, their Citrix account is deactivated. You will have to contact App Support to reactivate their account and reset their password. This can take up to a week. The staff person will not be able to use any of their previous passwords.

End-dating a staff person in TWIST

The screenshot displays the 'Operations Management - [OM1405 - Staff Information]' window. The 'Selection' section shows 'Staff Id: 9000425' and 'Staff Name: McGee, Kim'. The 'Staff Information' tab is active, showing fields for 'Staff Id: 9000425', 'User Id: kimcgee', 'Staff Type: PERMANENT', and 'Agency: Ford'. Other fields include 'Last Name: McGee', 'First Name: Kim', 'WIC Start Date: 01/01/1980', 'Assigned Name: Kim McGee', 'State: OR', and 'Risk Level: HIGH'. The 'End Date' field is set to '00/00/0000' and is highlighted with a red arrow. A 'Not available for scheduling' checkbox is also present. The bottom of the window shows a Windows taskbar with the date 'October 17, 2005 02:00:05 PM' and the user 'Kim McGee'.