

Chapter 1: TWIST Overview

Section 1: Introduction to TWIST and TWIST Security

Lesson: Introduction to TWIST and TWIST Security

Objectives:

Upon completion of this lesson the user will be able to:

- successfully navigate through the TWIST system;
- explain how TWIST communicates with the State WIC office;
- log on TWIST utilizing appropriate passwords;
- demonstrate logging off the system at the appropriate times; and
- identify how and when data from TWIST may be shared.

Oregon Policies:

- ◆ 450 Confidentiality
- ◆ 900 Data System Introduction
- ◆ 901 Data System Security

Overview:

Welcome to the world of TWIST!

TWIST is the name of the Oregon WIC Program data system. TWIST stands for “The **W**IC **I**nformation **S**ystem **T**racker.”

Today is the day you will learn about Oregon’s unique user-friendly WIC computer program. We will begin by explaining how to access the system and move from one area to another.

Instruction:

Logging On to TWIST

1. **Turn on your computer and log on to your agency’s network.**
 - Not all computers turn on the same way, but usually you have to turn on the monitor and then the computer.
 - At your agency you will have to log on to your agency’s network before you can log on to TWIST.

2. **Double click on the “FamilyNet” web access icon.**

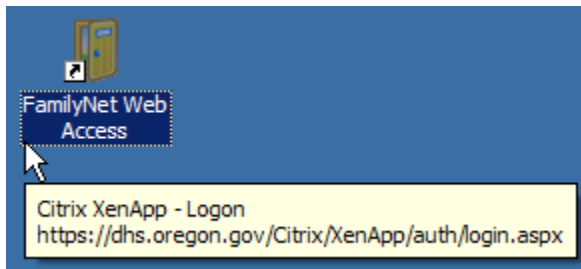


Figure 1: “Family Net Web Access” icon

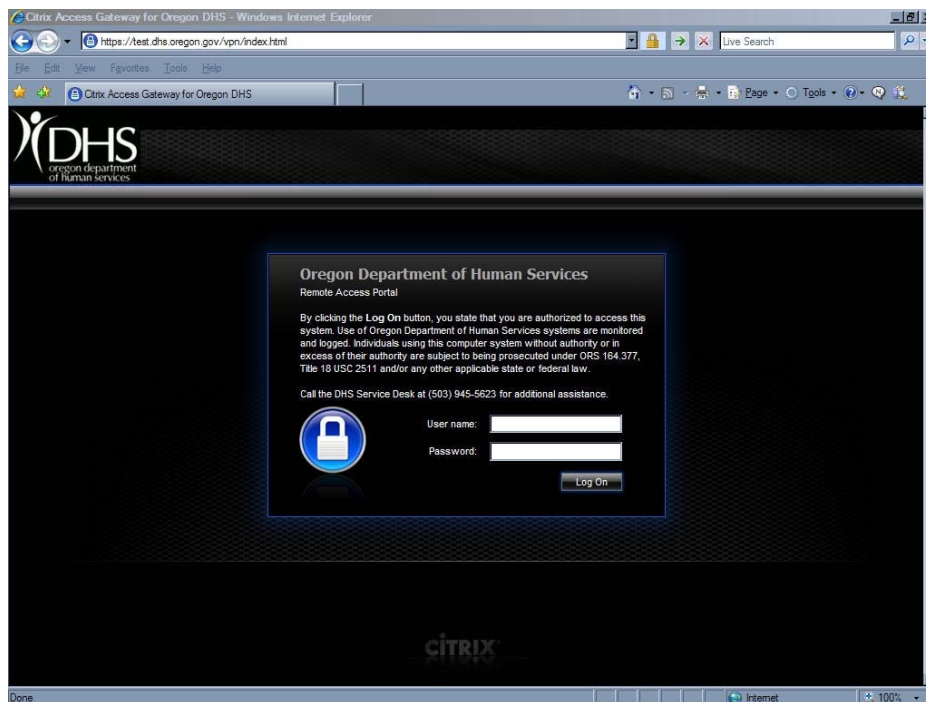


Figure 2: Citrix “Log On” Screen

- The “**Citrix Log On**” screen will appear.
3. **Enter your Citrix User ID and Password, then click the “Log On” button.**
 - Your coordinator will get a state-issued “P” number for you from App Support. This number is required for anyone using TWIST and insures the security of the data system.

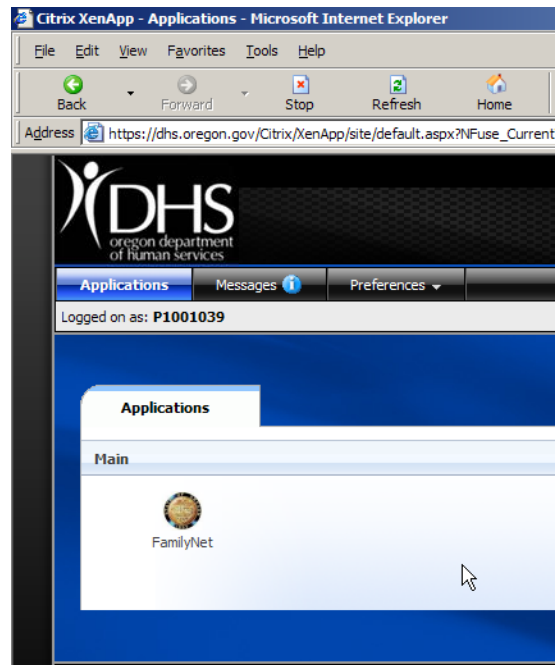


Figure 3: Citrix window showing FamilyNet Icon

4. **Click on the FamilyNet Icon.**
 - The “**Log On**” screen will appear.



Figure 4: TWIST “Log On” Screen

5. **Log on to FamilyNet.**
 - To log on you will need two items: a TWIST User ID and a password. This is how you will access the TWIST System.

- Your coordinator will give your User ID and password to you.
- You will need to clear the state issued “P” number from the User Id field and insert your TWIST User ID.
- By logging on to TWIST, you will establish a communication link between your computer and the state data base. This allows all information you enter into TWIST on your computer to be added to the central database.
- This is an important step to ensure all WIC information is shared across the state.

6. **Type your User ID in the “User ID” field.**

- This is how the system will track who performs what task.
- Your User ID is unique to you and allows you access to functions in the TWIST system that are specific to your job position and location.
- Your login determines which areas of the system you may access and whether you may edit information or only view information in TWIST screens. Your coordinator will determine what level of security is appropriate for your position in WIC.

7. **Tab to the “Password” field.**

8. **Type in your password.**

- Your password should be a unique word or combination of letters and numbers that only you know.
- A password must be at least 6 digits long, must begin with a letter and is case sensitive.
- You must enter your password exactly the same every time.
- If you forget your password, your System Administrator (usually your coordinator) can reset it for you

Example: A12345 or A12bc3.

9. **Click on the “OK” button to complete your log on.**

- The “**Log On**” screen will disappear and be replaced with the “**Select Modules**” screen.
- The “**WIC**” tab will be showing.
- Other program tabs will be activated depending on your log on.

Finding Your Way in TWIST

1. The “Select Modules” screen will allow you access to the different areas of the TWIST system

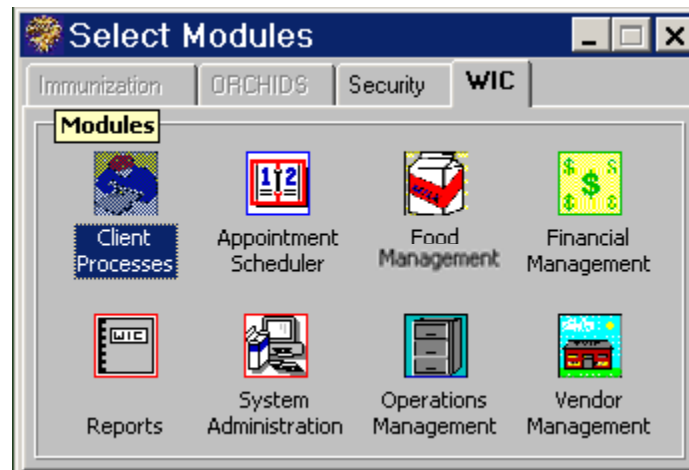


Figure 5: “Select Module” Screen

Let’s review each area and discuss what task can be performed in each one.



- “**Client Processes**” is where all client activities take place, including demographic information, certification, medical and health information, nutrition education information and food package information.



- “**Appointment Scheduler**” is where appointments can be made, changed, canceled or marked as kept. Clinic and staff schedules are also created in this section.



- “**Food Management**” is where the state manages the foods and formulas that are authorized for use in WIC.



- “**Financial Management**” includes functions dealing with caseload management, Federal reporting forms, cash flow and rebates. This area will be used primarily by the State office.



- “**Reports**” incorporates all reports from all areas. Reports may be created and/or run from this section.



- “**System Administration**” is the section where end of day processing occurs.



- “**Operations Management**” is where agency and clinic information, staff data, outreach organizations and organizational unit information is contained and can be modified.



- “**Vendor Management**” includes all vendor functions — authorizing vendors, monitoring, education, vendor lookup and documenting complaints and actions. This is another section that will be used primarily by the State staff.

2. **Double click on any icon.**

This opens any of these functional areas. A window with a menu bar will appear on monitor. This window will allow you to open the various screens to perform tasks within the system.

Ensuring Confidentiality

TWIST data is the same as paper WIC files and needs to be handled with the same care for confidentiality. When viewing client records, screens should never be left unattended or visible to other clients. Always remember to lock your workstation, log off or exit out of TWIST after you have completed working on a client or a task and before walking away from the computer.

Locking Your Workstation

1. Press the “Ctrl,” “Alt,” and “ Delete” keys at the same time.
2. Click on the “Lock Workstation” button.

Unlocking Your Workstation

3. Press the “Ctrl,” “Alt,” and “ Delete” keys at the same time.
4. Enter your password.

The computer windows will be accessible again.

♪ NOTE: For more information about confidentiality when using TWIST, refer to the following lessons: “WIC Intake” and “Client Search and Demographics”.

Logging Off TWIST

1. Log off TWIST by closing all open TWIST screens.
 - You must also close the “**Select Modules**” screen. All that will remain is the “**Log On**” icon.
 - You will need to log off TWIST at the end of the day or anytime you are going to be away from your computer for a long period of time. This will prevent anyone from using the computer with your ID and password logged on.

✂ Tips and Shortcuts:

- You should never let your User ID be used by anyone else.
- Never give your password to anyone and change it any time you think someone may know it.
- You may change your password at any time by clicking on the “**Change Password**” button. You will then be prompted to type your new password. Retype your new password a second time in the “**Confirm New Password**” field. Click on the “**OK**” button. Your password has been changed.

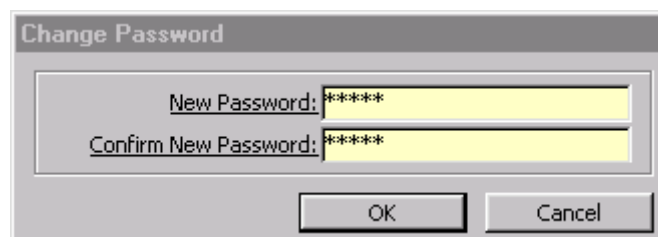







Figure 6: “Change Password” Pop-Up

↪ Practice Activities:

1. Double click on the “Log On” icon.
2. Log on to TWIST with your User ID and password.
3. Click the “OK” button.
4. Double click on the “Client Processes” icon.
5. Close the screen to log off TWIST.
6. Select “Nutrition Education.”
7. Click on “Tables” in the menu bar.
8. Close the screens back to the “Select Modules” screen.
9. Click on “Enrollment & Intake” in the menu bar.
10. Close the screen.
11. Click on “Applicant Prescreening.”
12. Click on “Breastfeeding Topics.”

✓ Skill Check:

Follow the instructions listed below. If you are asked for an answer, write in the answers in the space provided.

1. Open the “Client Processes” module.
2. List all items that appear in the menu bar.

3. Click on “Certification.”
4. How many items are in the drop down menu?

5. Exit out of this screen back to the “Select Modules” screen.
6. Open the “Food Management” module.
7. Which menu item has the most items in the drop down menu?

8. Exit back to the “Select Modules” screen.
9. What did you click to get back to the “Select Modules” screen?

10. Exit out of the “Select Modules” screen.
11. What screen are you at?


12.  Are you still connected to the state WIC office?

13. Log on to TWIST.

14. Circle True (T) or False (F) for each statement.

T or F You only need to log off TWIST at the end of the day before you go home.

T or F You should not share your password with anyone.

T or F Your User ID is what determines what you will have access to in TWIST based on your job title and location.

T or F You don't have to worry about sharing your password because you can change it at anytime.

T or F Clients will never have access to your computer so it is okay to leave a screen open when you aren't there.

Notes