



OPOC Website Navigation Guide

Fifth Edition

Provincial System Support Program | October 2022

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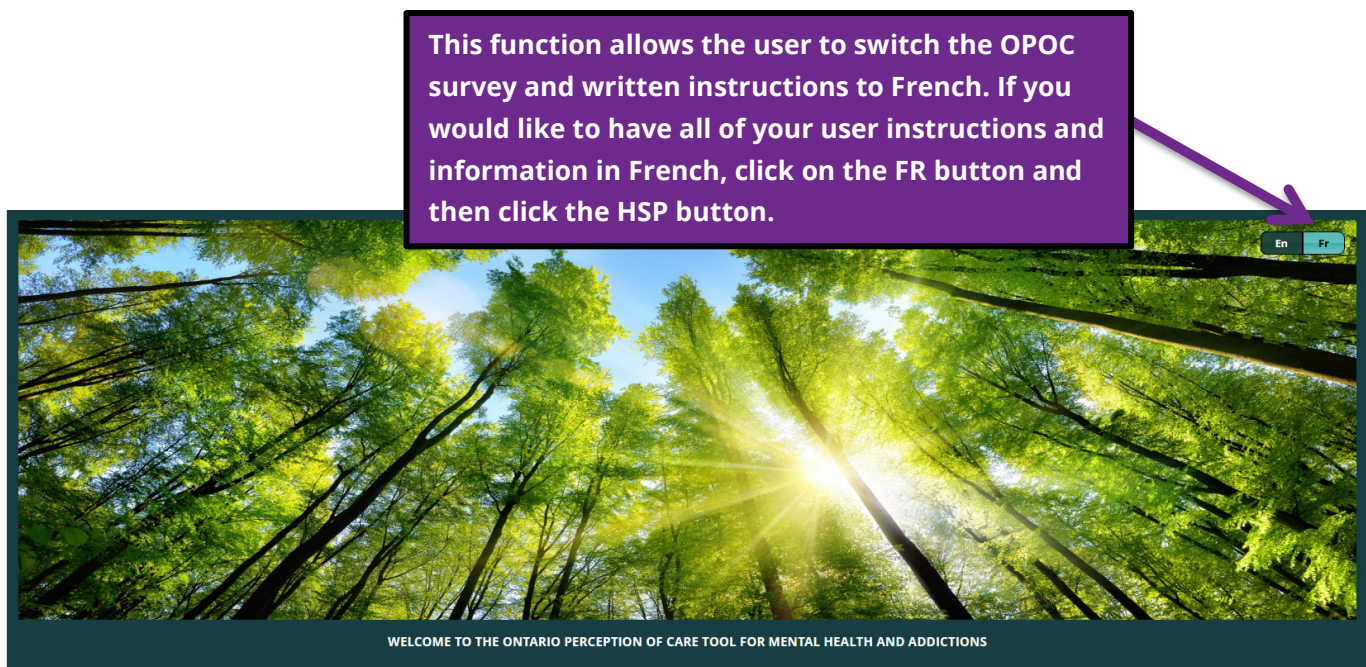
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Introduction

This **OPOC Website Navigation Guide** is a technical manual for users of the www.opoc.ca website. For more information about OPOC Implementation, please see the [OPOC Implementation Guide](#).

Ontario Perception of Care (OPOC) Home Page

1. Go to www.opoc.ca and the home page will be displayed:



This survey should take approximately 10-20 minutes to complete. On the last page you will have a *Submit Survey* button, which once clicked, will expire the code you have for the survey, and the survey will not be accessible anymore. **Your feedback will not be submitted until you click Submit Survey on the last page**

If you don't have enough time to complete the survey all at once and would like to come back, you can do so by setting up a personal password. This will save what you have completed and will allow you to finish the rest of the survey at a later time. We encourage you to do this if you will not be able to finish the survey all at once.

If you have a key, please enter it here with the optional password.

OPOC KEY (case sensitive):

Do you want to set a password? ☐ Yes ☒ No ☐ I already have one

[Contact Us](#)

[Click here to log into the Health Service Provider area of the website.](#)

[HSP](#)

Clients will enter their OPOC key here, if they have one. Clients can set up a password for their OPOC key if they expect to complete the OPOC over more than one session.

Login Page

1. Click on the **HSP** button from the www.opoc.ca home page.
2. Search for your organization (listed in alphabetical order).
3. Enter your User ID and Password (these are case sensitive).

Please log in to your organization.

Organization:

User ID:

Password:

[Forgot password?](#)

Forgotten Password

1. Click on the FORGOT PASSWORD button.
2. The following will be displayed.

Please enter your user id first, then click outside the User ID box.

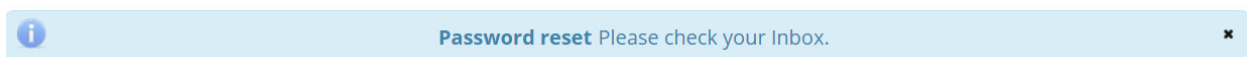
User ID:

3. Enter your User ID into the text box.
4. Pick your organization from the list.

Organization:

5. Type in the e-mail address that is connected to your OPOC account. Email:

6. Click password reset. You should get this message:



7. You will receive an e-mail that allows you to reset your password. Please follow the instructions. The link will open the following page:

Password reset

Please note This password is valid only for the www.opoc.ca website. If you need assistance with your Reporting Portal password, please contact our Service Desk at <https://jira.camh.ca/plugins/servlet/desk/site/camh>.

Organization:

User ID:

8. You will then be able to reset your password.

Organization:


User ID:

E-mail: *

Password: *

Verify Password: *

9. Once completed you will get the following message:

 **OPOC User Password** Password for user OpocUser was successfully saved 

Password Reset Request

1. You may also request a password reset if you enter the incorrect password. You will get this prompt.

 **Login error** Log in failed. Please try again or fill in your email address and submit a password reset request. 

2. You should then enter your user ID and e-mail. Please also ensure that you have picked the correct Organization.

3. Then press the **REQUEST PASSWORD RESET** BUTTON.

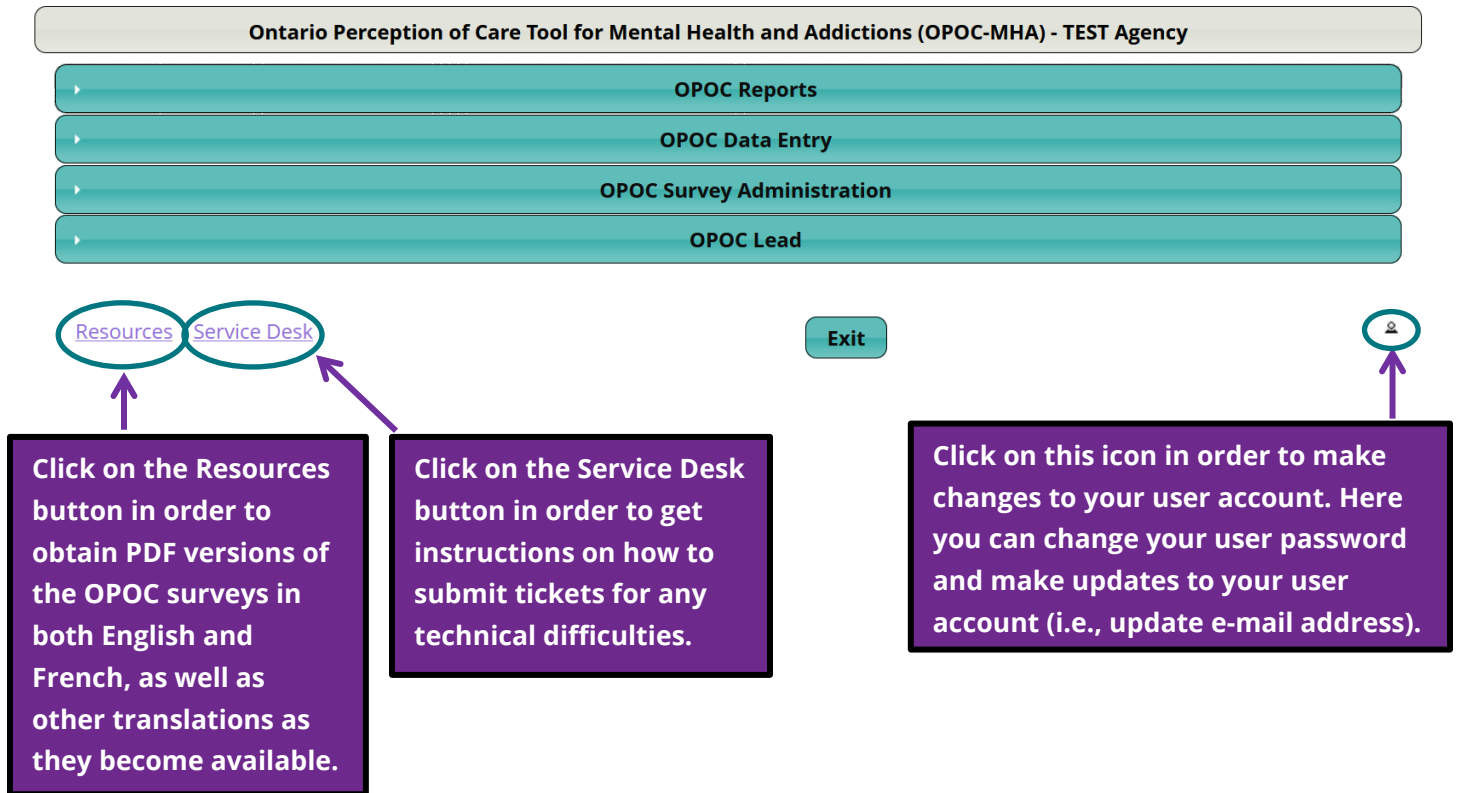
4. You should then receive the following message.

 **Password reset** Please check your Inbox. 

5. Follow the instructions in the e-mail to reset your password.

Health Service Provider Page

Once you have logged in, you will see the **Health Service Provider (HSP)** page, which displays like this:



Depending on your user privileges, you may see up to four different tabs that you can expand or collapse as needed. The first tab **“OPOC Reports”** allows you access to the OPOC Reporting Portal platform – please note that the Reporting Portal requires a different User ID and password because not everyone who has access to www.opoc.ca will necessarily be granted access to the OPOC reports. To learn more about the OPOC Reporting Portal, please see the [OPOC Reporting Platform Navigation Guide](#). If you would like to gain access to the OPOC reports, the OPOC Lead from your organization must send a request to the [PSSP Implementation Specialist](#) supporting your region.

The second tab **“OPOC Data Entry”** allows you to enter data from paper surveys. The third tab **“OPOC Survey Administration”** will allow you to create and distribute OPOC Links and OPOC Keys. Lastly, the **“OPOC Lead”** tab allows you to create, edit or delete users at your organization. We will look at each of these tabs in more detail in the following sections.

The OPOC Lead Tab

The Users Tab

The screenshot shows the 'OPOC Lead' interface with three tabs: 'Users', 'Organization', and 'Program'. The 'Users' tab is active. Below the tabs is a form for adding or editing a user. The form includes fields for User ID (a dropdown menu), First Name, Last Name, Password, and Verify Password. There are also checkboxes for Privileges (Data Entry, Administrator, OPOC Lead), an E-mail field, and an Additional Info text area. At the bottom, there are radio buttons for Preferred Language (English, French) and Status (Active, Inactive). A 'New OPOC User' button is located at the bottom center. Two purple callout boxes provide additional information: one on the left points to the 'Users' tab and says 'Allows you to view and manage all of the users in your organization.'; the other on the right points to the User ID dropdown and says 'Allows you to select an existing user and view all fields except for the user's password.'

How to Edit OPOC Users

From the **Users** tab:

1. Click the drop-down arrow beside the **User ID** field to view all existing OPOC users in your organization. You will also see a few website administrators listed as "Super Administrators" – these cannot be deleted.
2. Select the user you would like to edit or delete.
 - To **change a user's privileges**, click the appropriate boxes and then click **Save OPOC User**. In order to have all privileges, you must click all 3 boxes.
 - To **reset a user's password**, you can type a new password in the password fields, then click **Save OPOC User**.
 - To **delete a user**, click **Delete OPOC User**.

***Please note** – only individuals with OPOC Lead privileges can edit or delete users.

User ID:

First Name:

Last Name:

Password:

Verify Password:

Privileges: ☒ Data Entry ☒ Administrator ☐ OPOC Lead ☐ Super Administrator

E-mail: *

Additional Info:

Preferred Language: ☒ English ☐ French

Status: ☒ Active ☐ Inactive

An OPOC Lead can reset any OPOC User's password or update their privileges or e-mail address.

Click here to save any changes or updates.

Save OPOC User

Delete OPOC User

Click here to delete the selected OPOC User.

How to Create a New OPOC User

From the **Users** tab:

1. Click **New OPOC User**. The **New OPOC User** page displays:

OPOC User

User ID: *

First Name:

Last Name:

Password: *

Verify Password: *

Privileges: * ☐ Data Entry ☐ Administrator ☐ OPOC Lead

E-mail: *

Additional Info:

Preferred Language: ☐ English ☐ French

Save OPOC User

A valid e-mail address for each user is important for website functionality.

This page allows the OPOC Lead to create new users within your organization. You will be required to fill in all of the mandatory fields that have an asterisk (*) next to them. You will also need to be mindful of the privileges that you give to each of your new users.

OPOC User Privileges:

OPOC Lead = Ability to delete, edit, or create new users; ability to create or edit organization message; ability to edit program information (set to inpatient or outpatient)

Administrator = Ability to create new OPOC keys or links; ability to change OPOC key program and site information

Data Entry = Ability to enter data

If a user will be performing more than one function at your organization, then you will need to give them multiple privileges depending on their role. For example, if someone will be creating OPOC keys or links and entering data, they will need both Administrator and Data Entry privileges. Once you have entered all of the required information, click on **Save OPOC User** in order to save the newly created user in the database. Next, you will need to send the login information to your new user, and they can change their password, if they choose.

***Please note** – only individuals with OPOC Lead privileges can create new users. Each new user must watch the [OPOC Orientation Webinar](#), in compliance with the OPOC Memorandum of Understanding.

How to Personalize a Message to Clients

1. Click on the **“Organization”** tab to write an organization specific OPOC message.
2. Write your personalized message in the text box shown below. This message will appear on the second page of the client information letter (PDF) that the system generates for each OPOC key or link. **PLEASE NOTE** that there is a 1024 character limit currently for this message. If you do go over the limit, you will receive an error message.

3. Press the **SAVE OPOC Text** button in order to save your message.

Setting Programs to Inpatient or Outpatient

PLEASE NOTE: This section is optional. However, if you choose to complete this step it will ensure that your programs are identified as either being an inpatient/residential program or an outpatient/community program. This will **AUTOMATICALLY** fill out the following question in the Registered Client survey depending on what you select:

Are you receiving services in a residential or inpatient program?

☒ Yes ☐ No

If you select **Outpatient/Community**, it will be an automatic **NO**; this means that the inpatient/residential questions (items #33 – 38 in the Registered Client version) will be skipped. If you select **Inpatient/Residential**, it will be an automatic **YES**; this means that the inpatient/residential questions (items #33 – 38 in the Registered Client version) WILL NOT be skipped. This can be helpful because sometimes the client might not know what this question means and inadvertently skip a section they should have seen, or complete questions that are actually not applicable to them.

Lastly, if you select **Unspecified** or do not edit this information, the question will be left for the client to answer (this is the default setting).

1. Click on the **Program** Tab.

Users Organization **Program**

Site: ... select ... Program: ... select ...

Program Name: OPOC Program Number:

Domain of Service: ... select ... Service Type: ... select ...

Other Information:

Status: ☐ Active ☐ Inactive

Program type: ... select ...

Save OPOC Program

2. Select **SITE** and **PROGRAM**.

3. Then select the **PROGRAM TYPE**.

Program type: ... select ...

... select ...

Outpatient/Community

Inpatient/Residential

Unspecified

4. Click on **SAVE OPOC PROGRAM** after you have selected a type.

The OPOC Survey Administration Tab

The **OPOC Survey Administration** tab is where users can create and distribute OPOC links and OPOC keys. This page displays three tabs:

OPOC Survey Administration

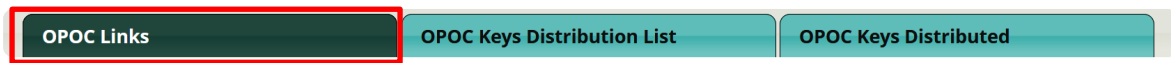
OPOC Links OPOC Keys Distribution List OPOC Keys Distributed

OPOC Links

“OPOC Links” allows you to create a URL for a specific program that you can send to multiple participants instead of individualized OPOC keys. As OPOC links are shareable, there is a potential for surveys to be completed multiple times or shared outside of intended recipients. We advise organizations to monitor data for unusual responses when using the OPOC links option.


This **OPOC Links** tab will display every active OPOC link created at your organization. The default is to show all ACTIVE links – you can also toggle to view Deleted links.

You can display or hide the columns pictured below by clicking the **Columns** button and selecting which columns you would like to see. You can view the Link ID, Survey Type, Campaign, Created Date, Expiration Date, Site, and Program for each link. There will also be a Delete option— this column is hidden by default, but you can display it if you have created a link in error and wish to delete it.




Display links with the selected status. Ctrl+Click on the selected row to unselect it.

☒ Active ☐ Deleted

ACTIVE Links							 Columns
Link ID ▾	Survey type	Campaign ▾	Created Date ▾	Expiration Date ▾	Site ▾	Program ▾	Delete
1030	Caregiver	Fall Blitz	2022-09-19	2023-03-19	Site C	Outpatient	<input type="checkbox"/>
1029	Registered	Fall Blitz	2022-09-19	2023-03-19	Site C	Outpatient	<input type="checkbox"/>
1028	Crisis	Fall Blitz	2022-09-19	2023-03-19	Site C	Inpatient MH	<input type="checkbox"/>
1027	Supportive Housing	Fall Blitz	2022-09-19	2023-03-19	Site C	Inpatient MH	<input type="checkbox"/>

In order to select a specific OPOC link, click anywhere in that row until it turns orange. You can see below that we have selected Link ID 1030. Next, scroll to the bottom of the page to select an action.

ACTIVE Links						 Columns
Link ID ▾	Survey type	Campaign ▾	Expiration Date ▾	Site ▾	Program ▾	
1030	Caregiver	Fall Blitz	2023-03-19	Site C	Outpatient	

At the bottom of the page, the URL for that OPOC link will appear along with the pertinent information for that link (organization, site, program, survey type, and expiration date). You can click **Copy Link** to simply copy the URL to your clipboard and paste it into another document or virtual space.

The following URL
<https://test.opoc.ca?NOtSCpM%2Fw%2FvZbh0T0LN9jFJ48UYaz31%2FWUsERjKE6foPUvvt2uMv45ARPIKGf7rLvDx70LH2LUP%2BT7vUwUclo%3D%3D>
 was generated for Centre for Addiction and Mental Health, Site C, Outpatient, for Caregiver version and will expire on March 19, 2023.



 Selected link ID 1030 




If you click **E-mail me** at the bottom of the page, the e-mail address stored under your user profile will receive a message containing the URL, along with the pertinent information described above. It will also include a sample e-mail message that you can adapt and edit to send to participants. When the participant clicks the URL and then PROCEED TO SURVEY, the system will generate a random OPOC key in the background. Instructions to record this OPOC key is included in the sample e-mail if participants choose to finish the survey in multiple sittings.

***Please note** – it is expected that you will edit this sample e-mail message to include relevant organization information where prompted before sending it to clients. The e-mail should include an OPOC contact at your organization for participant questions or concerns, and have the **Client Letter attached**.

Click **Download the Client Letter here** to download a PDF of the Client Information letter specific to that survey type.

How to Create an OPOC Link

From the **OPOC Links** tab:

1. Click on 
2. Select
 - a) "Site"
 - b) "Program"
 - c) "Survey type" – you can create multiple survey types for this program at the same time. Each survey type will have a unique OPOC link.
 - d) "Lifetime" – the default is for new OPOC links to expire in 6 months. You can change this to anywhere between 1 month and 12 months. The "Created Date" will be auto-filled, and the "Expiration Date" will be automatically calculated based on this value.
 - e) Optional: Add a "Campaign" name to group these surveys together in the OPOC Reports under the Campaign filter.
3. Click **"Save Link"** in order to create the new OPOC links.

Please see example below on how to create an OPOC link:

Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)

Organization: Centre for Addiction and Mental Health

Campaign:

Created Date:

Expiration Date:

Site:

Program:

Survey type: ☒ For Registered Clients ☐ For Non-Registered Clients
☐ For Caregivers ☐ For Supportive Housing
☐ For Crisis

The new links will have a lifetime limited to months.

Save Link

[Back to List](#)

Deleting OPOC Links

From the **OPOC Links** tab:

1. Make sure the "Delete" column is visible by selecting to display it with the **Columns** button.

ACTIVE Links						Columns
Link ID ▾	Survey type	Campaign ▾	Created Date ▾	Expiration Date ▾		Delete
1029	Registered	Fall Blitz	2022-09-19	2023-03-		<input checked="" type="checkbox"/>
1028	Crisis	Fall Blitz	2022-09-19	2023-03-		<input type="checkbox"/>

2. Click on the Delete check box for the OPOC links you would like to delete.

New OPOC link **Delete Links** **E-mail me** **Download the Client Letter here**

3. Click "**Delete Links**" at the bottom of the page in order to delete the selected links. You can select multiple links and delete them all at once. **WARNING: DO NOT delete links that are still in use** – once the link is deleted, the URL will no longer work for clients.

4. You can view all deleted links from the OPOC Links tab by selecting the **Deleted** button. Deleted links can also be reactivated if they were deleted in error.

OPOC Links

OPOC Keys Distribution List

OPOC Keys Distributed

Display links with the selected status.

☐ Active
 ☒ Deleted

DELETED Links							
Columns							
Link ID	Survey type	Campaign	Created Date	Expiration Date	Site	Program	Activate
1030	Caregiver	Fall Blitz	2022-09-19	2023-03-19	Site C	Outpatient	<input type="checkbox"/>

OPOC Keys

The next tab in the **OPOC Survey Administration** page allows you to create an individualized OPOC key for a specific program and survey type. This unique code allows a client to enter the OPOC website to complete the survey, or enables staff to manually enter paper survey data.

The **OPOC Keys Distribution List** tab displays all active OPOC keys that have not been distributed, expired, or deleted. OPOC keys automatically expire after 6 months. Each row displays the OPOC Key (case sensitive), the Site and Program, Campaign name and date (if you have entered these), and the Survey type.

OPOC Survey Administration

OPOC Links


OPOC Keys Distribution List

OPOC Keys Distributed

<div> <div><<</div> <div><</div> <div>1</div> <div>2</div> <div>3</div> <div>></div> <div>>></div> </div>						
OPOC Key	Site/Program	Campaign	Campaign Date	Survey type	Distribution	Delete
Cq84d	Site C Outpatient	Winter Blitz	2022-12-01	Registered	<div>1</div> <div>2</div> <div>3</div>	<input type="checkbox"/>

How to Create an OPOC Key

From the **OPOC Keys Distribution List** tab:

1. Click on 
2. Select
 - a) "Site"
 - b) "Program"
 - c) "Survey type" – you can only create one survey type at a time.
 - d) "How many" individual OPOC keys you want to generate for that program and survey type.
 - e) Optional: Add "Campaign" and "Campaign date" to group these surveys together in the OPOC Reports under the Campaign filters.
3. Click **"Save OPOC"** in order to create the OPOC keys.

Please see example below on how to create an OPOC key:

Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)

Organization:

Centre for Addiction and Mental Health

Campaign:

Winter Blitz

Campaign Date:

2022-12-01

Site: *

Site C

Program: *

Outpatient

Survey type: *

☒ For Registered Clients

☐ For Non-Registered Clients

☐ For Caregivers

☐ For Supportive Housing

☐ For Crisis

How many:

6

Save OPOC

[Back to List](#)

Once you have successfully created your OPOC keys, you should see a confirmation message.

Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)

Organization: Centre for Addiction and Mental Health

Campaign: Winter Blitz

Campaign Date: 2022-12-01

Site: * Site C

Program: * Outpatient

Survey type: *

- ☒ For Registered Clients
- ☐ For Non-Registered Clients
- ☐ For Caregivers
- ☐ For Supportive Housing
- ☐ For Crisis

How many: 6

Save OPOC

Back to List

OPOC 1372 1373 1374 1375 1376 1377

Successfully created. Please go back to list to distribute it.

4. Once you have created your OPOC keys, click on “**Back to List**” to return to the **OPOC Survey Administration Page**. Next, click the **OPOC Keys Distribution List Tab** to distribute and download your OPOC keys.

Distributing and Downloading OPOC Keys

OPOC Survey Administration						
OPOC Links		OPOC Keys Distribution List			OPOC Keys Distributed	
OPOC Key	Site/Program	Campaign	Campaign Date	Survey type	Distribution	Delete
Cq84d	Site C Outpatient	Winter Blitz	2022-12-01	Registered	<div> <div>↓ 1</div> <div>✓ 2</div> <div>✉ 3</div> </div>	

Under the **Distribution** heading, there are three buttons:

↓ 1

 - This button will **download a PDF of the Client Information Letter with the specific OPOC key** that you have created.

✓ 2

- Once you have downloaded the Client Information Letter with the OPOC key, click this button to **confirm that you have completed this step**.

✉ 3

- Once you have confirmed that you have downloaded the OPOC key, this function will become active. **Click this button to inform the database that you have distributed this OPOC key** (i.e., a client has been given this OPOC key or will be given this OPOC key in the near future). This will allow you to enter the paper versions of the survey through the data entry function. Additionally, this will remove the OPOC key from the distribution list so that you don't run the risk of giving out the same OPOC key twice (distributed keys will move to the **OPOC Keys Distributed** tab). **WARNING:** if you skip these steps to distribute the OPOC key, you may encounter errors when trying to enter data.

***Please note:** If your organization is interested in keeping track of your response rates, you will need to manually record how many OPOC keys were given out to clients.

Deleting OPOC Keys

The screenshot shows the 'OPOC Keys Distribution List' tab. At the top are three tabs: 'OPOC Links', 'OPOC Keys Distribution List' (selected), and 'OPOC Keys Distributed'. Below the tabs is a table with the following columns: OPOC Key, Site/Program, Campaign, Campaign Date, Survey type, Distribution, and Delete. The first row of data contains: Cq84d, Site C Outpatient, Winter Blitz, 2022-12, and a checked checkbox in the Delete column. A purple callout box with the text '1. Click on the Delete check box for the OPOC keys you would like to delete.' points to this checkbox. Below the table are two buttons: 'New OPOC' and 'Delete OPOCs' (which is highlighted with a red box).

OPOC Key	Site/Program	Campaign	Campaign Date	Survey type	Distribution	Delete
Cq84d	Site C Outpatient	Winter Blitz	2022-12			<input checked="" type="checkbox"/>

New OPOC Delete OPOCs

2. Click **"Delete OPOCs"** at the bottom of the page in order to delete the selected keys. You can select multiple keys and delete them all at once. **WARNING: DO NOT** delete keys that you have handed out. This will delete the key in the database and a client will not be able to use it to complete the OPOC survey.

Changing OPOC Keys Site/Program Information

1. Click on the **OPOC Keys Distributed** tab.

OPOC Survey Administration

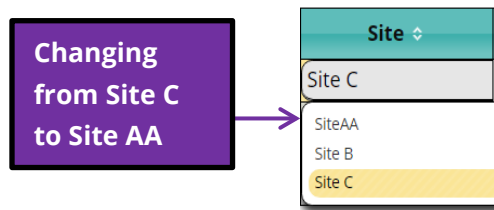
OPOC Links OPOC Keys Distribution List **OPOC Keys Distributed**

OPOC Key	Survey type	Campaign	Campaign Date	Site	Program	Recall
trPz	Registered	Winter Blitz	2022-12-01	Site C	Outpatient	<input type="checkbox"/>
Pfxa7S	Registered	Winter Blitz	2022-12-01	Site C	Outpatient	<input type="checkbox"/>
HYGGK	Registered	Winter Blitz	2022-12-01	Site C	Outpatient	<input type="checkbox"/>

Save OPOCs Recall OPOCs

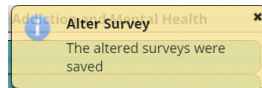
2. If you would like to change the site information for an OPOC key, click on the **Site** that you would like to change. You will see a drop down list of all the available sites. Select the site that you would like this OPOC key to fall under.

Example:



3. Click on the **Program** to follow the same process to change the program information for an OPOC key. You will see a drop down list of all the available programs under that site. Select the program you would like this OPOC key to fall under.

4. After you have made your changes, you MUST then click on the **SAVE OPOCs** button. You will get a confirmation message.



Recalling OPOC Keys

If you distributed an OPOC key in error, or would like to recall a key back to the OPOC Keys Distribution List to download the letter again, you can recall that key.

1. Click on the **OPOC Keys Distributed** tab.

OPOC Survey Administration

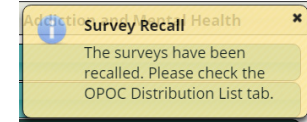
OPOC Links OPOC Keys Distribution List **OPOC Keys Distributed**

OPOC Key	Survey type	Campaign	Campaign Date	Recall
trPz	Registered	Winter Blitz	2022	<input checked="" type="checkbox"/>
Pfxa7S	Registered	Winter Blitz	2022	<input type="checkbox"/>
HYGGK	Registered	Winter Blitz	2022-12-01	<input type="checkbox"/>

2. Click on the Recall check box for the OPOC keys you would like to recall.

Save OPOCs **Recall OPOCs**

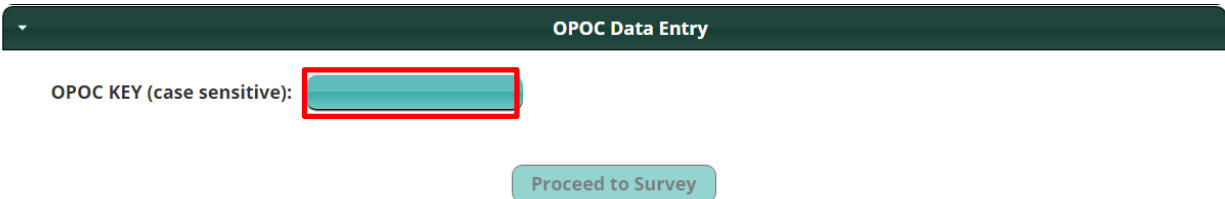
3. Click on the **Recall OPOCs** button.
4. You will then get a confirmation message on the top right corner.



***Please note:** once a survey status changes to in progress or submitted, it will disappear from the OPOC Keys Distributed tab and you can no longer recall it.

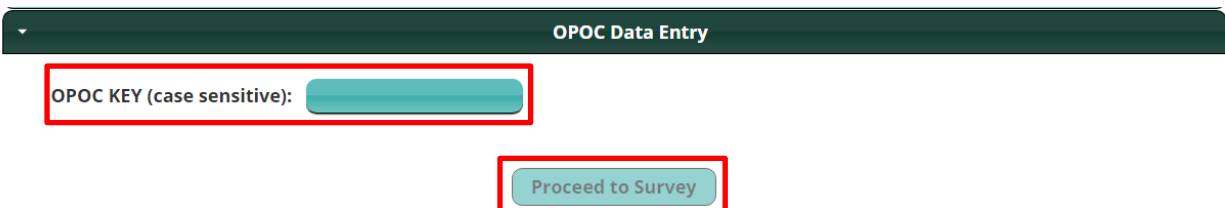
The OPOC Data Entry Tab

Users with “Data Entry” privileges have access to the **OPOC Data Entry** tab. This allows you to enter data from paper surveys using the OPOC keys. In your raw data, you can distinguish data entered by specific users. If surveys are entered from the main landing page with an OPOC key, or completed using an OPOC link, the survey will appear in the reports as being submitted by the CLIENT.



A screenshot of the OPOC Data Entry form. At the top is a dark green header bar with a dropdown arrow on the left and the text "OPOC Data Entry" in white. Below the header, the text "OPOC KEY (case sensitive):" is followed by a light blue rectangular input field. Below the input field is a light blue button with rounded corners that says "Proceed to Survey".

1. You will find the OPOC key attached to the paper copy of the OPOC. You can find this on the second page of the Client Letter PDF (check the process at your organization— if the letter was removed, the OPOC key may be indicated elsewhere).
2. Enter the OPOC key (case sensitive). **Please ensure that you have distributed the key you are entering and that it is no longer under the “OPOC Keys Distribution List” tab. If you have not distributed it yet, entering the key will bring you to the OPOC homepage.**
3. Click on **“Proceed to Survey”**.
4. Enter the client’s exact responses to all questions directly into the survey, including all comments. For more guidance on data entry recommendations, please see Section 3 (Entering data and running Reports) in the [OPOC Implementation Guide](#).

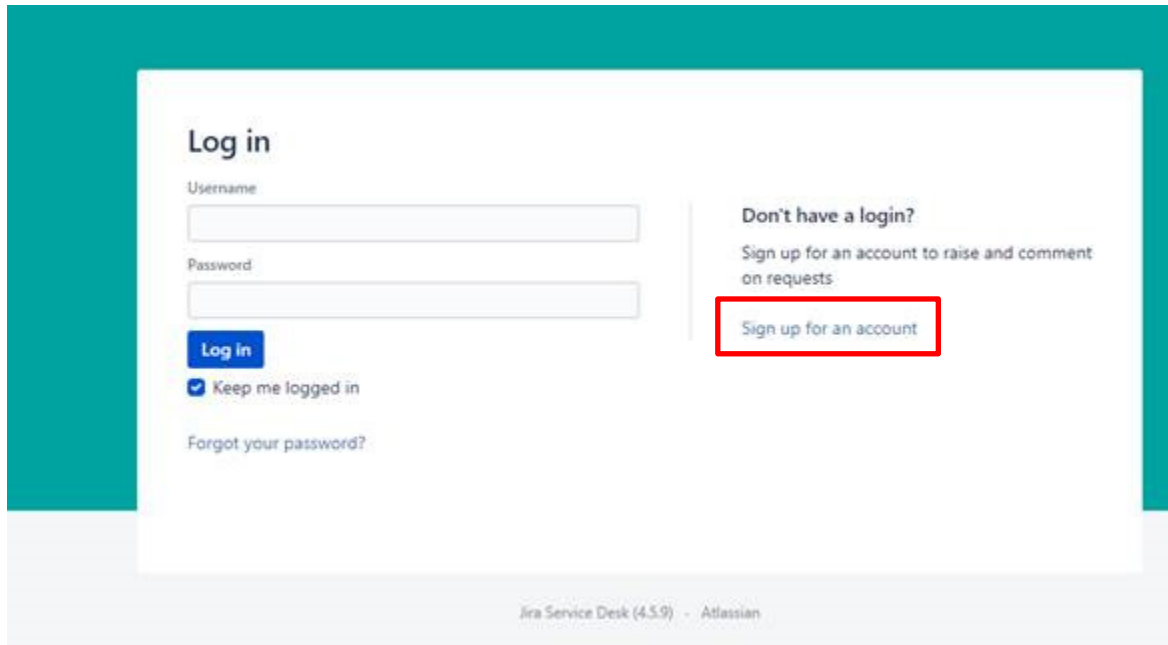


A second screenshot of the OPOC Data Entry form, identical to the first one. It shows the dark green header bar, the "OPOC KEY (case sensitive):" label, the light blue input field, and the "Proceed to Survey" button.

***Please note:** It is **VERY IMPORTANT** that you click the **SUBMIT SURVEY** button at the end of the survey. If you do not, the data will not be included in your organization’s OPOC reports.

Appendix 1: Submitting a Service Desk Ticket

For technical difficulties or website issues, you may contact: [OPOC Service Desk](#). This service is available to all OPOC users by creating an account.



Once you have an account, you can submit tickets, view their progress, and communicate with the OPOC Service Desk team. The OPOC Service Desk can assist with issues, such as:

- **Technical difficulties** with the OPOC website or the OPOC Reporting Portal (i.e. you are experiencing a problem with the website functionality).
- **Difficulties using the "Forgot Password" function on the OPOC website** (i.e. unable to update or reset your password for the OPOC website).
 - Please note that new users can be set up by your organization's OPOC LEAD.
- **Request to reset your password for the OPOC Reporting Portal** – this is a separate password from your OPOC website password and you cannot reset it yourself. If you have forgotten your User ID/password or have been locked out, please contact the Service Desk.

For implementation coaching support, please connect with your [PSSP Implementation Specialist](#).

Appendix 2: Clearing Your Browser Cache

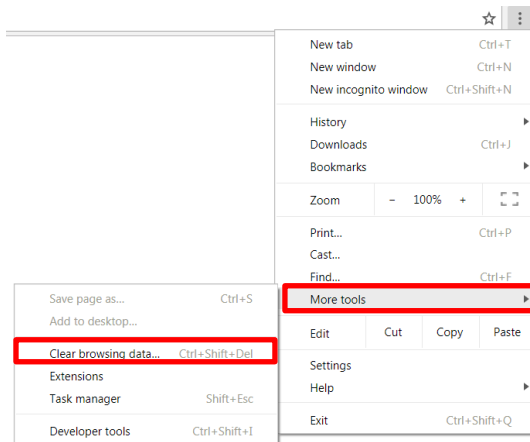
Some of the most common website issues can be resolved by simply clearing your browser cache.

Google Chrome

1. At the top right, click the **MORE** button which looks like this



2. Click More Tools > Clear browsing data.



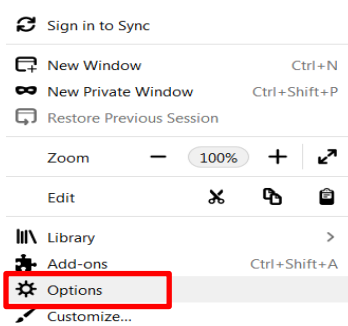
3. At the top, choose a time range. To delete everything, select **All time**.

4. Check the boxes next to "Cookies and other site data" and "Cached images and files".

5. Click **Clear data**.

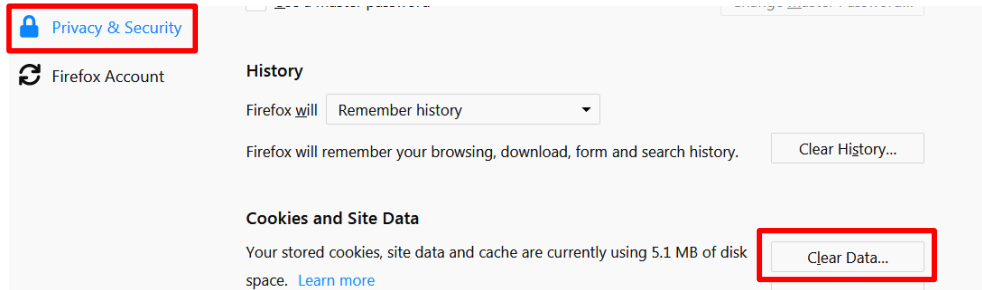
Firefox

1. Click the menu button and choose Options.




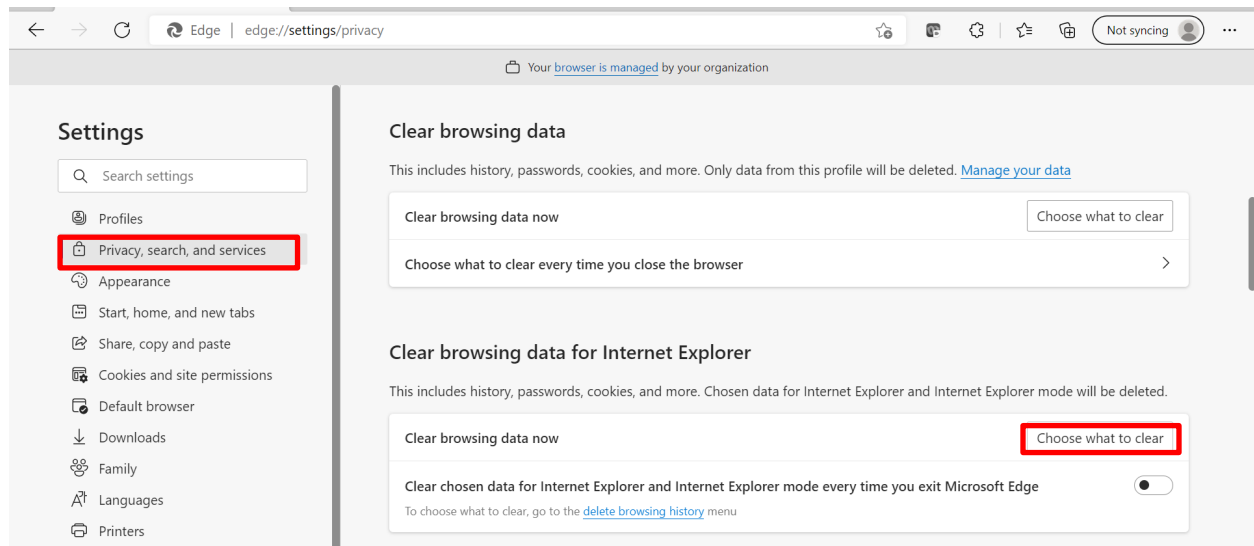
2. Select the Privacy & Security panel.

3. In the **Cookies and Site Data** section, click **Clear Data**.

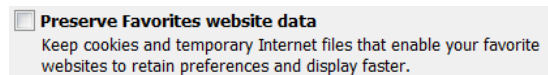


Microsoft Edge

1. Click the menu button  and choose **Settings**. Select **Privacy, search and services** and then scroll down to where it says **Clear browsing data for Internet Explorer**.



2. Click **Choose what to clear** and make sure to uncheck this box:



3. Click delete.