

## CICS and HSIS Login Screens

### Logging into Customer Information Control System (CICS)

Users must first log into CICS before logging into the HSIS system.

```
WELCOME TO CICSNC25 DHR'S 24 X 7 PRODUCTION REGION.

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..fill in bill-code (as:bbb-ddd).
Userid  ==> h2ci999          bill-cde ==> nnn-ner_
Password ==>                New Pswd ==>
Please fill in your Userid and Password and press ENTER

News --- PF 1 Help
PF 3 Exit
PF 2 Zoom

*** North Carolina DHHS region *** PRODUCTION
To be used by authorized users on official business only.
Help Desk : (919) 855-3200
Press PF2 for more information ....

+-----+
Thu Sep 10 09/10/09 12:18:28 term="334/ZNS02203 sys=CICSNC25 cpu=SYSA USER
```

To access the CICS screen:

- Userid = the authorized assigned 7-digit RACF User ID
  - ▶ Be sure not to confuse numbers 1 and 0 for the letters I, L or O. They are not interchangeable.
- Press <Tab> to go to next field.
- Type the 3-character bill code for the specific WIC program (local agency) followed by a hyphen and the letters NER (Example: NNN-NER).
- Press <Tab> to go to next field.
- If this is a routine login, type the User ID, Bill Code and password (entry not case sensitive).
- Press the **ENTER** key.
- If this is the very first time signing onto the HSIS system or if the User password has been reset, follow the instructions for creating a new password in Chapter 1, Section 3.

**Note:** When typing the password, for security reasons, characters do not appear on the screen.

After entering the User ID, Bill Code, and password correctly, a short message may appear at the top of the screen indicating that the user is signed on. In about three seconds, the message disappears and the screen is left blank.

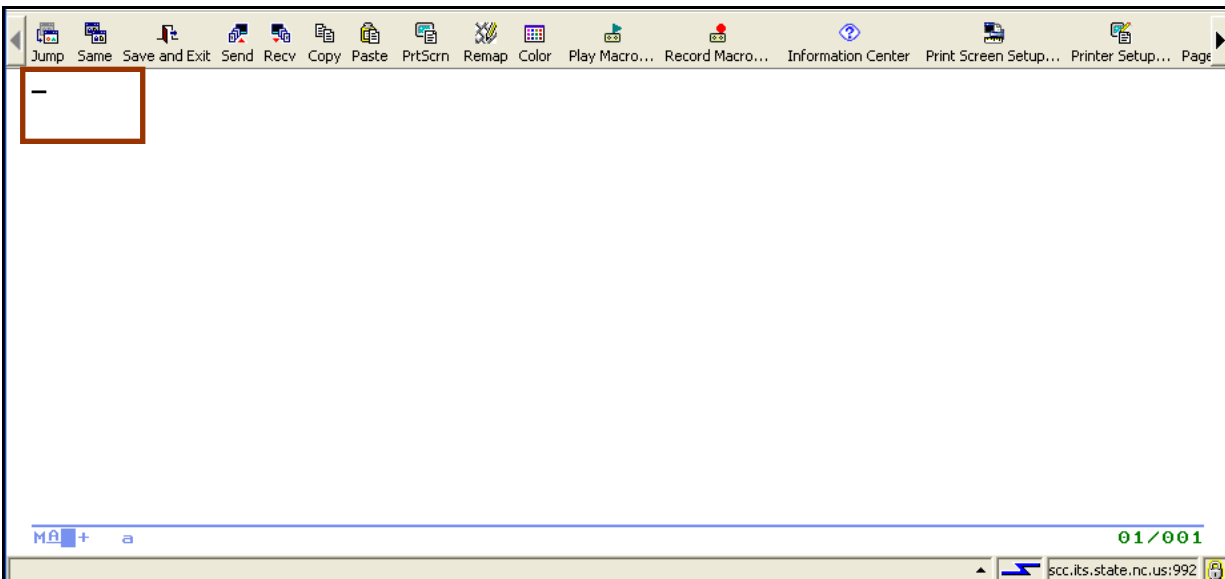
### Responding to Login Error Messages

If the HSIS system displays an error message immediately after logging in, read the message first and be sure the problem is understood before trying to correct the error. The message may relate to the User ID or Bill Code, password, or new password. Most errors can be corrected by the User carefully entering the correct information.

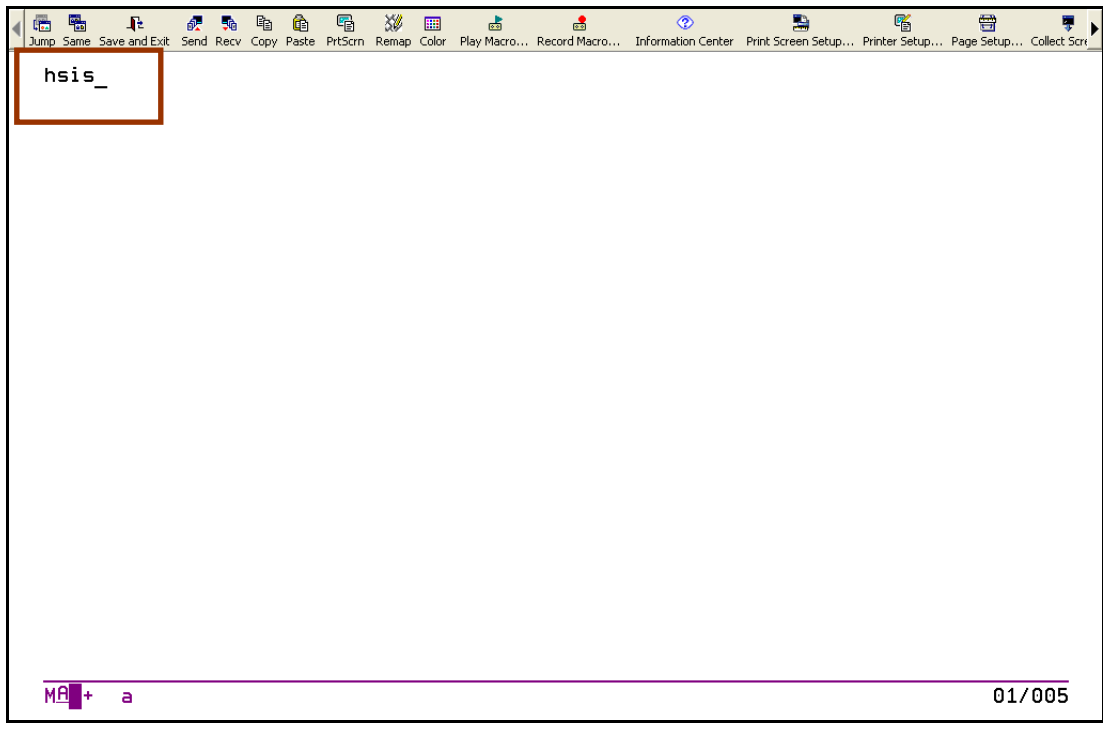
- If the message says User ID already logged in, refer to Chapter 5 for more information.
- If the message says User ID access has been revoked, call the NSB Helpdesk to have the password reset.

### Logging into HSIS

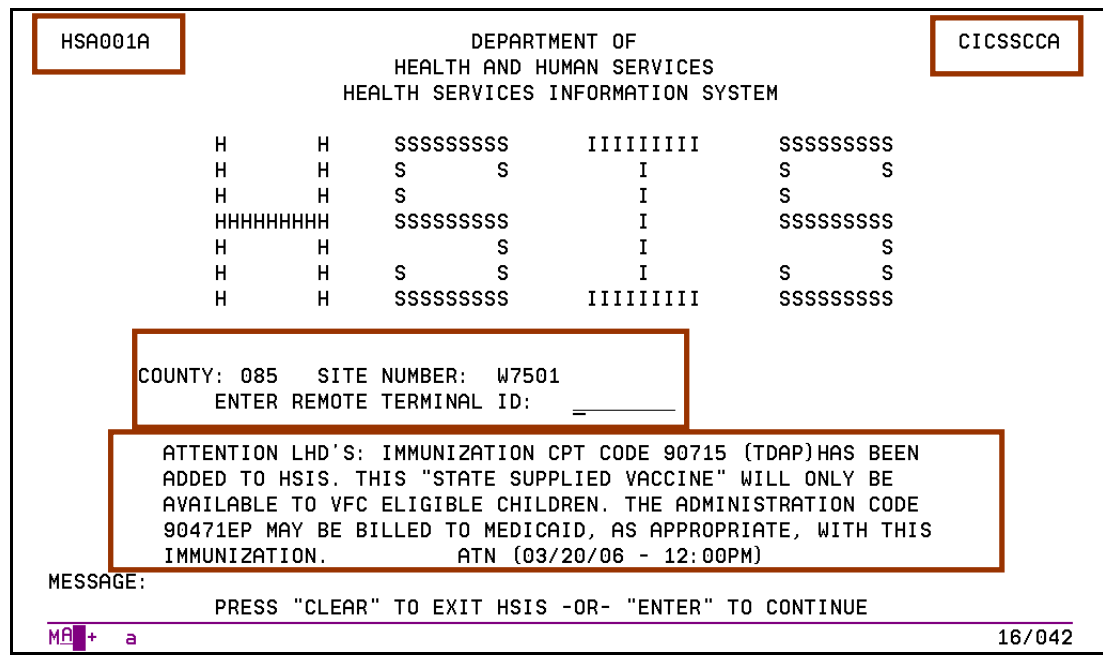
- Log into HSIS after logging into CICS.



- At the blank screen, type HSIS or hsis.



- Press the **ENTER** key to bring up the HSIS banner (login) screen.



The HSIS login screen is the second login screen before access to the WIC screens in HSIS is granted. This screen requires entry of the appropriate Program and Site numbers and a valid Remote Terminal ID for the user to gain access to the WIC screens.

 **User Note**

To return to the HSIS login screen from any other HSIS screen, press the <F1> key.

- A code in the upper left corner of the screen indicates which screen is currently displayed (HSA001A). You may be asked for this code when you call the NSB helpdesk.
- The region number is displayed in the upper right corner of the screen (CICSNC25).
- The default 3-digit County code for the user is displayed under the HSIS banner (for example, 085 = the county code for Stokes County). This number cannot be changed directly on the login screen.
- The letter W (which stands for WIC), followed by the correct 2-digit WIC program number and 2-digit site number should be displayed in the Site Number field.
- The site number, originally assigned to the individual WIC site by the state WIC office, designates a specific WIC facility within the local program (for example, W7501: 75 = Stokes County, 01 = Site 01).
- The Remote Terminal ID (RTI) is another login ID that is tied to the PC workstation where the user is sitting. It is associated with a particular virtual voucher station number in HSIS Voucher Inventory (Screen 26). Refer to the section below for more information about the RTI.

### **Entering the Appropriate WIC Program and Site Numbers**

The participant records in the WIC system are separated by program number. That is, when you login to HSIS, you must specify the program and site number of the records you will be accessing. If a User works in more than one program and/or site it may be necessary to change the numbers before logging in to HSIS when working at a particular site.

When the correct Program and Site numbers have been entered, the correct County code will automatically be displayed.

To enter the appropriate WIC program and/or site number:

- The W must remain as the first character next to the Site Number, or else the system will bring up the county (health department) information/screens instead of the WIC program and site information.
- Immediately after the W, type the appropriate 2- digit Program and 2-digit Site numbers for the desired location.

- Press the **ENTER** key to enter HSIS with the correct program and site.

 **User Note**

Many programs have more than one site number. For most programs, the main site number is 01, but there are programs whose main site number begins with 02. The local agencies keep track of each site number for their particular program.

### Proper Use of Remote Terminal IDs (RTI)

WIC agencies that log in to CICS and HSIS via the Internet use a Remote Terminal ID to access the various screens in HSIS. The Remote Terminal ID, also known as the RTI is assigned to a specific PC Workstation; it does not move with the User. The RTI is created by the NC Nutrition Services Branch Helpdesk for the specific WIC program and site. A different and unique voucher station number is assigned to each RTI.

The RTI is NOT the same as the WIC User ID.

 **User WARNING!**

Improper use of the Remote Terminal ID can result in printing duplicate voucher numbers for different participants. This results in a problem for our banking vendor which then causes the food instruments to be listed on your Unmatched Redemption report. It may also result in vendors incurring returned check fees.

- Local WIC Users should only use the RTI that is marked for the computer workstation where they are sitting.
- RTIs are not assigned to individuals in the local WIC agencies, but are associated with a specific computer workstation only.
- RTIs should not be carried from one computer to another.

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