

# Staff Action Plan Q&A - The Portal

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**Brokers will be prompted to change their password upon logging into the new portal. Will participants/designees also have this option?**

- Yes, all users will follow the same prompts upon login.
- If someone is having difficulty logging in or is not being prompted to sign into the new portal, they need to reach out to [websupport@issny.org](mailto:websupport@issny.org) for guidance.

**Is there a place on the portal to view specific budget line breakdowns, for example the fringe rate or amount of staff hours approved?**

- Not at this time, but that information can be found on the approved budget when you receive it from OPWDD.

**Do we need to reach out to the SDC to open up the SAPs for editing?**

- No. A feature of the new portal is that SAPs do not need to be opened up / rolled back for editing.

**Can we sign into the portal during/after the LP meeting to write the SAP right away?**

- You can, but please keep in mind that you cannot finalize the SAP until the LP is finalized, to ensure all information is accurate and consistent across all documents.

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