

Secure Child Forms Delivered to Parents through Parent Portal

This document provides an overview of a new feature on BTOTS Web to simplify the process of delivering printed forms to parents securely. A “Parent Portal” has been created. It is a secure website that a child’s parent/guardian can access to view the child’s printed forms (e.g., Prior Notice, IFSP, Service Visit, etc.) in a PDF format in a secure manner.

Parent Portal Outcomes

- Ensures secure transfer of child information to parents
- Provides a simple process for parents to view child printed forms
- Reduces the effort for EI providers to ensure secure delivery of child forms

Authentication Requirements for Access

The Parent Portal prevents access to printed child forms (PDFs) unless a parent has both the unique PDF code for the printed form and is requesting to view the printed form on an “authorized device” (e.g., computer, tablet, or mobile phone that they have identified themselves as owning, as described in the next section).



Initial Access of Child Forms

The process to the right is followed the first time a printed form (PDF) is sent to a parent.

1. Document Signing

The document is signed by the EI provider and parent(s).

2. PDF Code Created

A unique PDF code is created for the PDF.

3. PDF Code Sent to Parents

A unique PDF code, along with a link to the Parent Portal, is automatically sent via email the email provided by the parents.

4. Parent Clicks on the Link in the Email

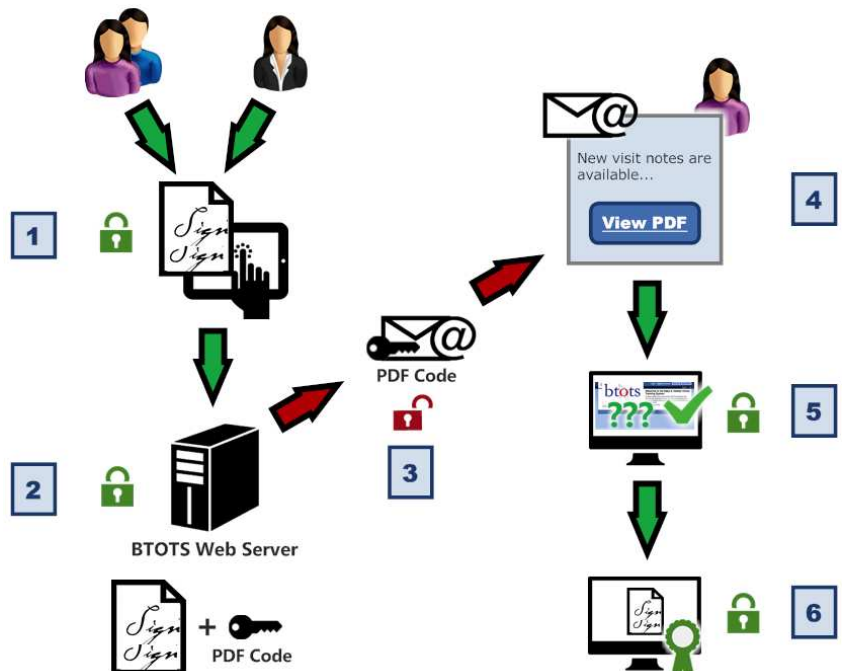
Parents will receive an email which includes a link that directs the parents to the Parent Portal.

5. Challenge Questions

The parent is required to answer a set of challenge questions about the child correctly in order to verify their own identity.

6. Device Registered and PDF Displayed

After the parent has successfully answered the challenge questions, the device is then registered as being an “authorized device” registered and the PDF is displayed to the parent. *Note: that the parent is presented the option to not register the device if it is a public computer.*



Subsequent Access of Child Forms

Once the parent's device is registered as an "authorized device," subsequent viewing of current or future PDFs from that device requires the parent simply to click the link in the email.

1. Document Stored with PDF Code

After a printed form has been signed by the EI provider and parent, a unique PDF code is created for that form.

2. PDF Code Sent to Parents

The unique PDF code, along with a link to the Parent Portal, is sent via email.

3. Parent Clicks on the Link in the Email to View PDF

The email includes a link that directs the parents web to the Parent Portal for a given PDF. The Parent Portal "recognizes" the device that the parent is viewing the email on and displays the PDF immediately without the parent having to answer the challenge questions again.

Parent Challenge Questions

The parent challenge questions are presented each time a parent attempts to view a PDF on a device that is not authorized, i.e., one that they have not previously used and registered. The challenge questions are based on information already obtained by the EI provider regarding the child. More than one challenge question is required to reduce the likelihood that someone other than the parent/guardian would possess the information and be able to answer the challenge questions.

Example challenge questions are provided below (listed in order of difficulty for a non-parent to obtain). The parent would be required to answer three challenge questions correctly before getting access to a child's printed form.

- What is your child's middle name?
- What is your child's date of birth?
- What is your family's main phone number?
- What is your child's service provider's first name? (e.g., a list of names would be shown--John, Robert, Fred, Tom – where only one is correct)
- What is your family's zip code?
- What is your monthly family fee dollar amount? [if a child does not have public insurance]

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