

DCF ALERT

Alert#: **DCF-2012-03**

Issued: **June 22, 2012**

To: **DCF, Parole and Probation Offices**

Subject: **CT BHP ClientConnect Release and Reminder: Saved Drafts & Browser Back Button**

Dear DCF, Parole and Probation Offices,

This Alert is being sent to all ClientConnect system users as advanced notification of a scheduled software release for June 30, 2012. While this release is an internal upgrade and will not affect existing CANS, any CANS in "saved draft" form in the ClientConnect application must be completed or submitted by June 29th, 2012 or it will not be accessible after the release. Information in a saved draft will need to be re-entered if not submitted by June 29th, 2012.

The system will be available throughout the weekend and CANS requests can continue to be entered in the system. However, any request in saved draft form will be deleted if it remains in a saved draft status during the upgrade between June 29th and June 30th, 2012.

Please note: As a reminder, the Internet browser back button should never be utilized in the ClientConnect Application while completing a CANS request. Using the internet browser back button may close the application and data entered into the CANS review will not be accessible. Users should always utilize the back button or the tabs within the CANS review to move from page to page. This would include all browser types (i.e. Internet Explorer, Chrome, Safari, Firefox, etc.).

We thank you for your participation. If you have any questions, please feel free to contact the Provider Relations Department at 1-877-552-8247.

Provider Relations Department
Connecticut Behavioral Health Partnership