



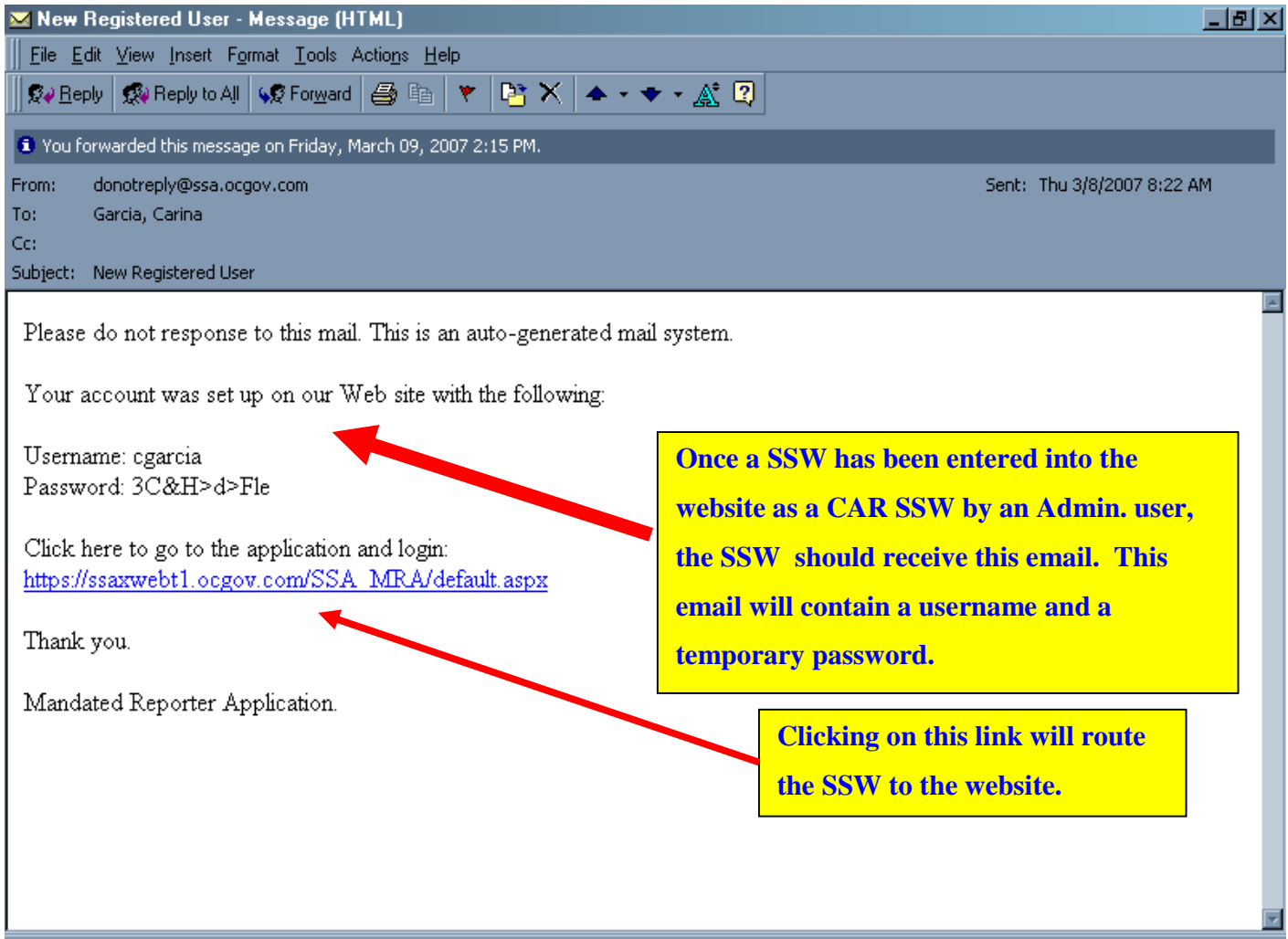
Mandated Reporter Written Follow-Up Report: Suggested Guidelines

Per PC 11166(a), mandated reporters are to prepare and submit, via postal service, fax, or electronically, a written follow-up report within 36 hours of receiving information concerning a child abuse or neglect situation.

To assist the mandated reporter with preparing the required follow-up written report, CAR SSWs:

- Provide the CAR mailing address or CAR fax number when a mandated reporter chooses to mail in or fax the written follow-up report
 - Provide his or her first and last name in order for the mandated reporter to complete the Suspected Child Abuse Report (SS 8572)
 - Advise that the Suspected Child Abuse Report (SS 8572) is available on the Orange County Social Services Agency website (ssa.ocgov.com)
 - Create a user profile in the Mandated Reporter Application (MRA) when a mandated reporter chooses to electronically submit the written follow-up report
- The application is located at: https://ssax.ocgov.com/SSA_MRA/Login.aspx

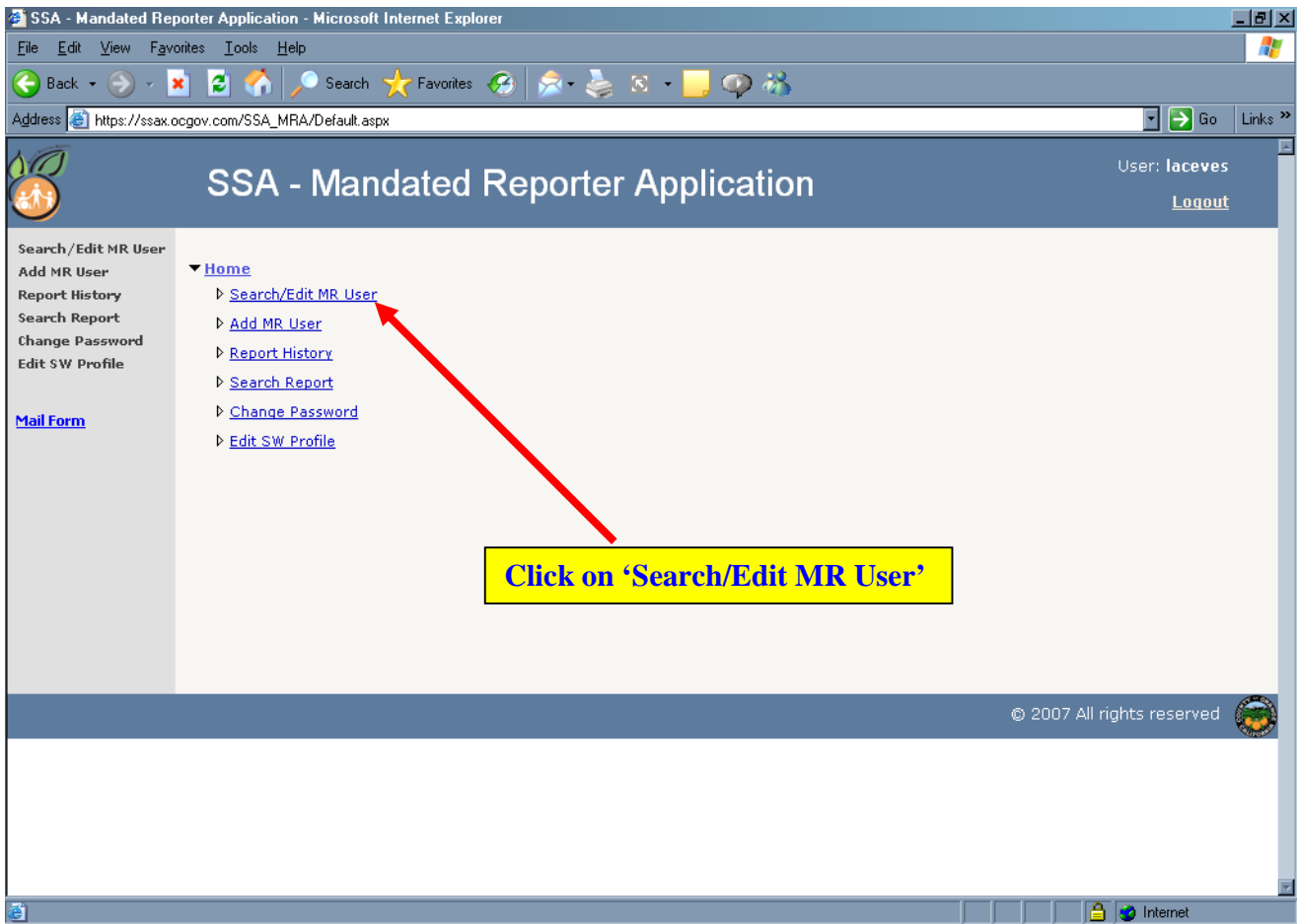
LOGGING IN FOR THE 1ST TIME



TIP 1: In order to not retype the difficult password provided at log-in, copy the password from this email and paste into the designated field on the website.

TIP 2: Once the CAR SSW has logged in the first time, it is recommended to change the password to the SSW's current CWS/CMS and computer login password for easy recollection.

BEFORE CREATING A NEW ACCOUNT FOR A MANDATED REPORTER



Verify the MR's email address is correct. If unable to find a MR in the search results, it is necessary to create a new MR account by clicking on 'Add MR User'.

If the username is already taken by another MR, you can create a unique user name. (i.e. = cgarcia3)

CREATING A NEW ACCOUNT FOR A MANDATED REPORTER

SSA - Mandated Reporter Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://ssax.ocgov.com/SSA_MRA/SW/SWAddUsers.aspx Go Links

SSA - Mandated Reporter Application User: laceves Logout

Search/Edit MR User Home > Add MR User

Add MR User

Report History

Search Report

Change Password

Edit SW Profile

Mail Form

Setup a New Account

User Name:

E-mail:

Profile

First Name:

Last Name:

Title:

Phone: Ex: 123-123-1234

Create User Cancel

* Username should be created by using the user's first initial and full last name.

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REMEMBER TO OBTAIN THE MANDATED REPORTER'S EMAIL ADDRESS IF THEY ARE INTERESTED IN SUBMITTING THEIR FOLLOW-UP WRITTEN REPORT ONLINE VIA THIS WEBSITE.

Once the MR's information is entered on this screen and the 'create user' button has been clicked, an email is automatically sent to the MR prompting the MR to complete the Suspected Child Abuse Form report via this website.

*** IMPORTANT: Once an email address has been assigned to a username, the username can no longer be changed/edited, as each username is exclusively assigned to one email address. Email addresses can be changed, however, not usernames. If a MR is requesting to change their username, a new account will need to be created with the desired username and a new email account.**

ADDING ADDITIONAL INFORMATION TO THE MRs PROFILE

SSA - Mandated Reporter Application - Windows Internet Explorer

https://ssax.oagov.com/SSA_MRA/SW/SwManageUsers.aspx

File Edit View Favorites Tools Help

Search/Edit MR User

Add MR User
Report History
Search Report
Change Password
Edit SW Profile

Mail Form

Search For Users

Select the Search by list and criteria to search for MR user:

Search by: User Name for: Adodge Find User Reset

User Name	Email Address	First Name	Last Name	Is Active	Is Locked Out
Adodge	Adodge@laurashouse.org	Adam	Dodge	<input checked="" type="checkbox"/>	<input type="checkbox"/>

User Info

User Name: Adodge
Email: Adodge@laurashouse.org
Active: ☒ Locked Out: ☐
UnLock:
Save Reset Password

Generate a new Mandated Report

Generate New Report and send email to the User

Add MR User

Profile

First Name: Adam
Last Name: Dodge
Title: Legal Advocate
Category: Other Mandated Professional
Business/Agency Name: Laura's House
Address: 999 Corporate Dr. Ste. #225
State: CA
City: LADERA RANCH
Zip: 92694
Phone: 949-361-3775 Ex: 123-123-1234
Save

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Done

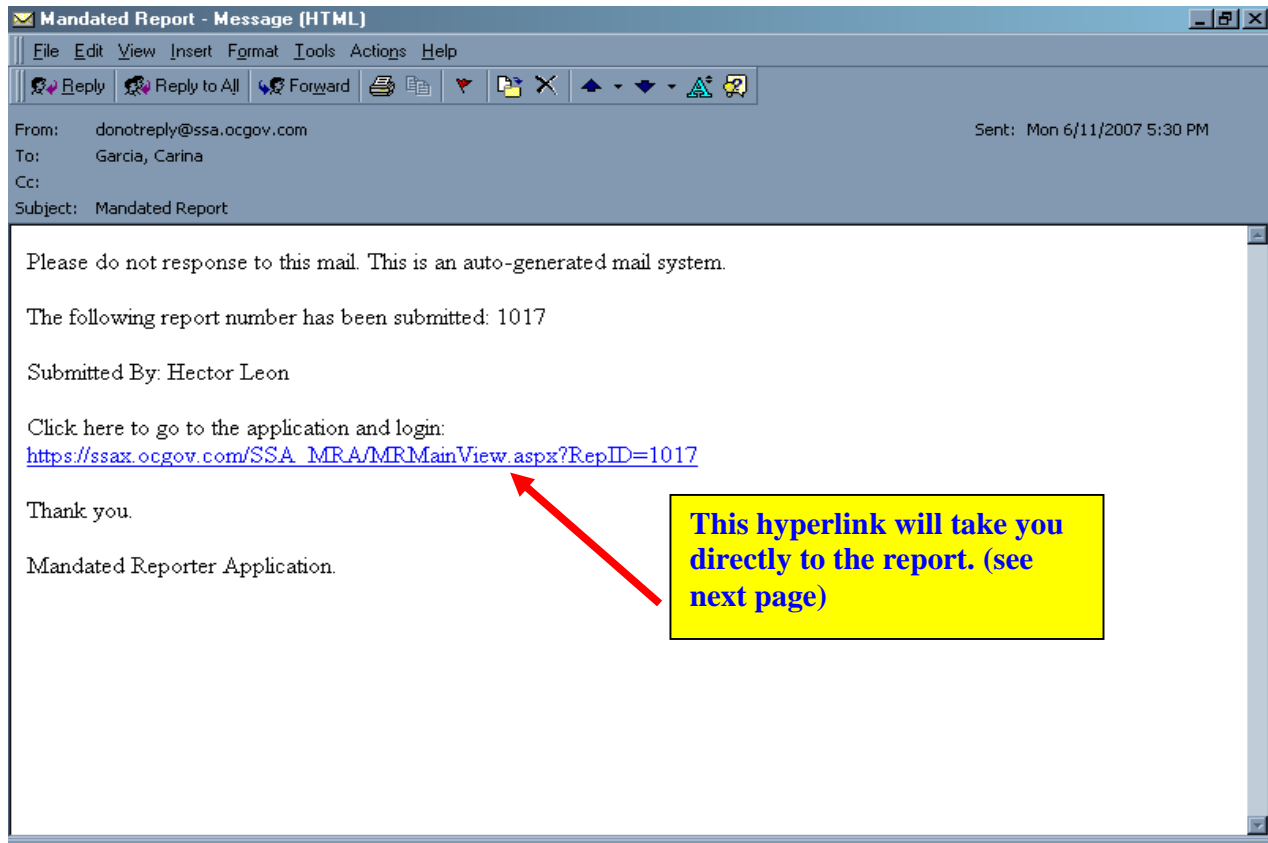
Trusted sites 100%

Start In... C... C... 2... 8... 8... 3... S... ht... ht... Cl... C... 9... 4:06 PM

After creating a MR user, it is necessary to search for the MR user and click on 'Edit' next to the MR's profile information. This will pull up the additional section that is pictured on the right hand side in the screen shot shown above. It is recommended that the CAR SSW fill out the MR's remaining information for future reference.

RETRIEVING, VIEWING AND PRINTING

A SUBMITTED REPORT



The CAR SSW will receive an email via Outlook, as shown above, alerting the CAR SSW that the MR has submitted their follow-up-written report through the website.


Once the report is open, the CAR SSW may print the report and attach it to the completed referral, or place in the designated basket, according to State ID #, in the filing room.

SSA - Mandated Reporter Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Print Mail

Address https://ssax.ocgov.com/SSA_MRA/MRMairView.aspx?RepID=1008 Go Links

 **SSA - Mandated Reporter Application** User: laceves [Logout](#)

Search/Edit MR User
Add MR User
Report History
Search Report
Change Password
Edit SW Profile

[Mail Form](#)

Report Viewer (read only)

A. Reporting Party B. Report Notification C. Victim D. Involved Parties E. Incident Information

Report ID:

Case Name: Case No.:

Profile

First Name:

Last Name:

Title:

Category:

Business/Agency Name:

Address:

City:

Zip: Ex: 12345 or 12345-1234

Phone: Ex: 123-123-1234

Witness the incident?

Signature:

Click on 'Print' and the information will populate onto the state Suspected Child Abuse Report Form. (see next page)

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Error on page.

TO VIEW ALL MANDATED REPORTERS IN THE WEBSITE

SSA - Mandated Reporter Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://ssax.ocgov.com/SSA_MRA/SW/SWManageUsers.aspx Go Links »

SSA - Mandated Reporter Application User: laceves Logout

Search/Edit MR User Home > Search/Edit MR User

Add MR User
Report History
Search Report
Change Password
Edit SW Profile

Mail Form

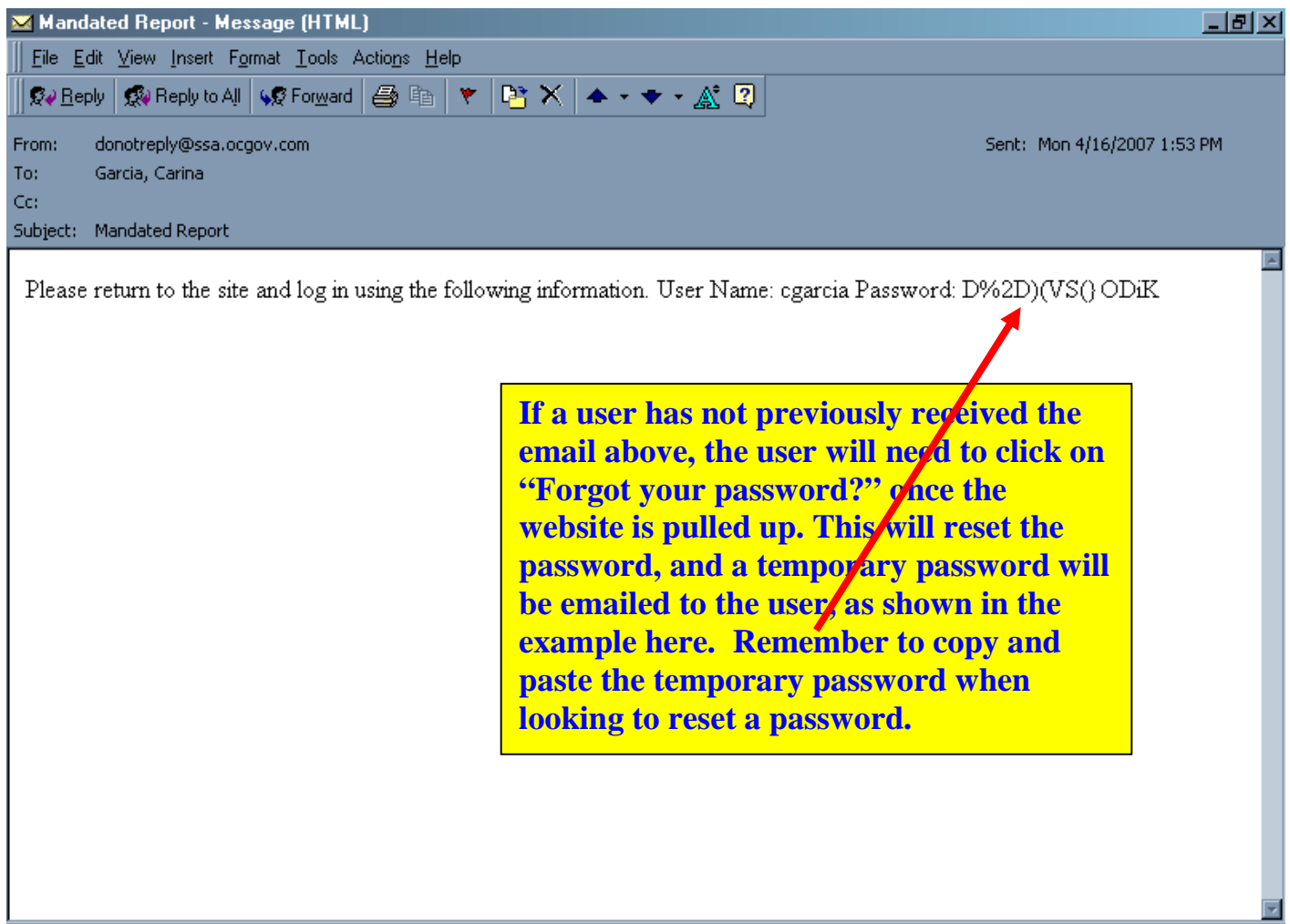
Search For Users

Select the Search by list and criteria to search for MR user:

Search by: E-mail for: @ Find User Reset

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Click on “Search/Edit MR User”, use the “Email” in the ‘Search by’ field and enter the @ sign in the ‘for’ field. This will list all users that have been previously entered in the website.



SEARCHING FOR A REPORT

SSA - Mandated Reporter Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://ssax.ocgov.com/SSA_MRA/MRSearch.aspx Go Links

SSA - Mandated Reporter Application User: laceves Logout

Home > Search Report

Search/Edit MR User
Add MR User
Report History
Search Report
Change Password
Edit SW Profile

Mail Form

Search Report

Enter at least one criteria to search:

Report ID:

Victim's First Name: Victim's Last Name:

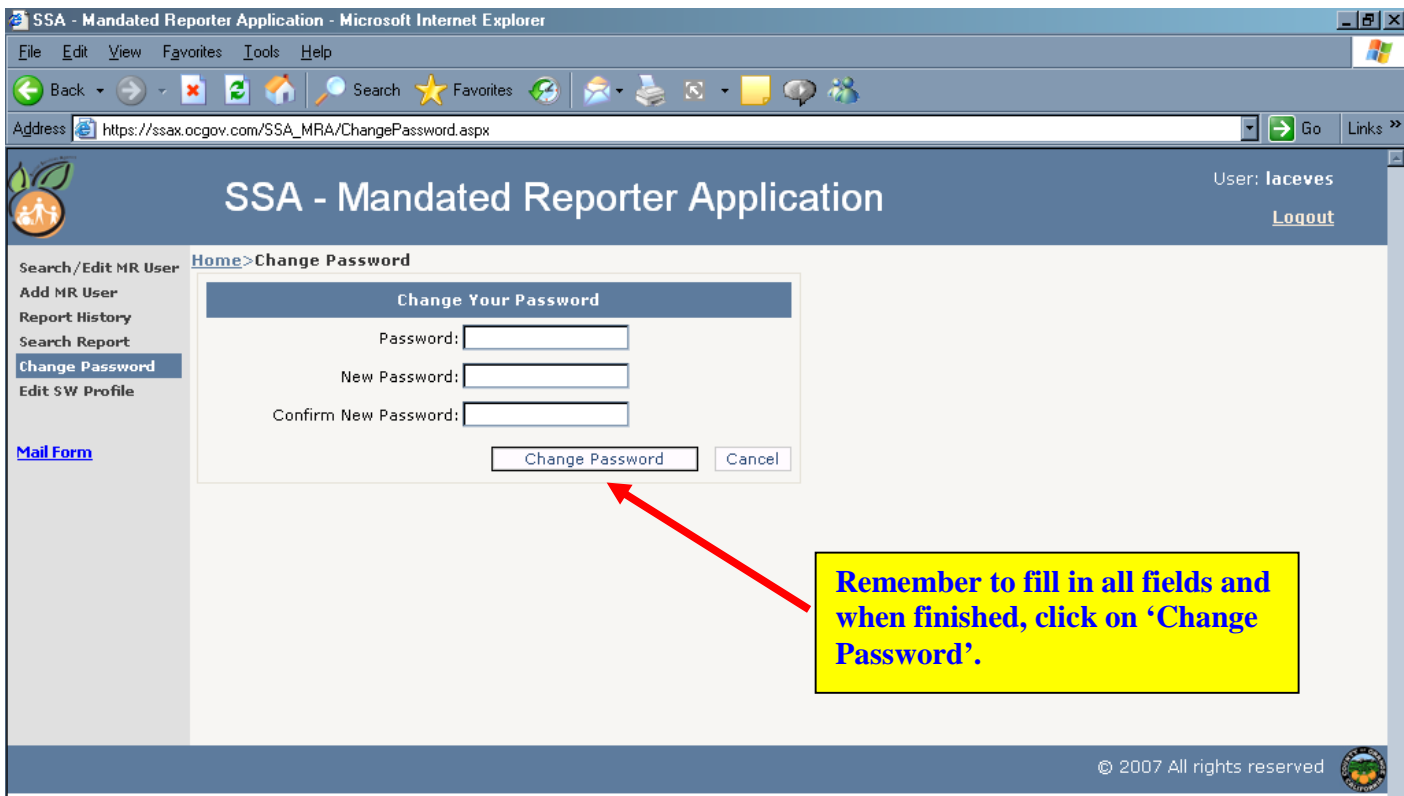
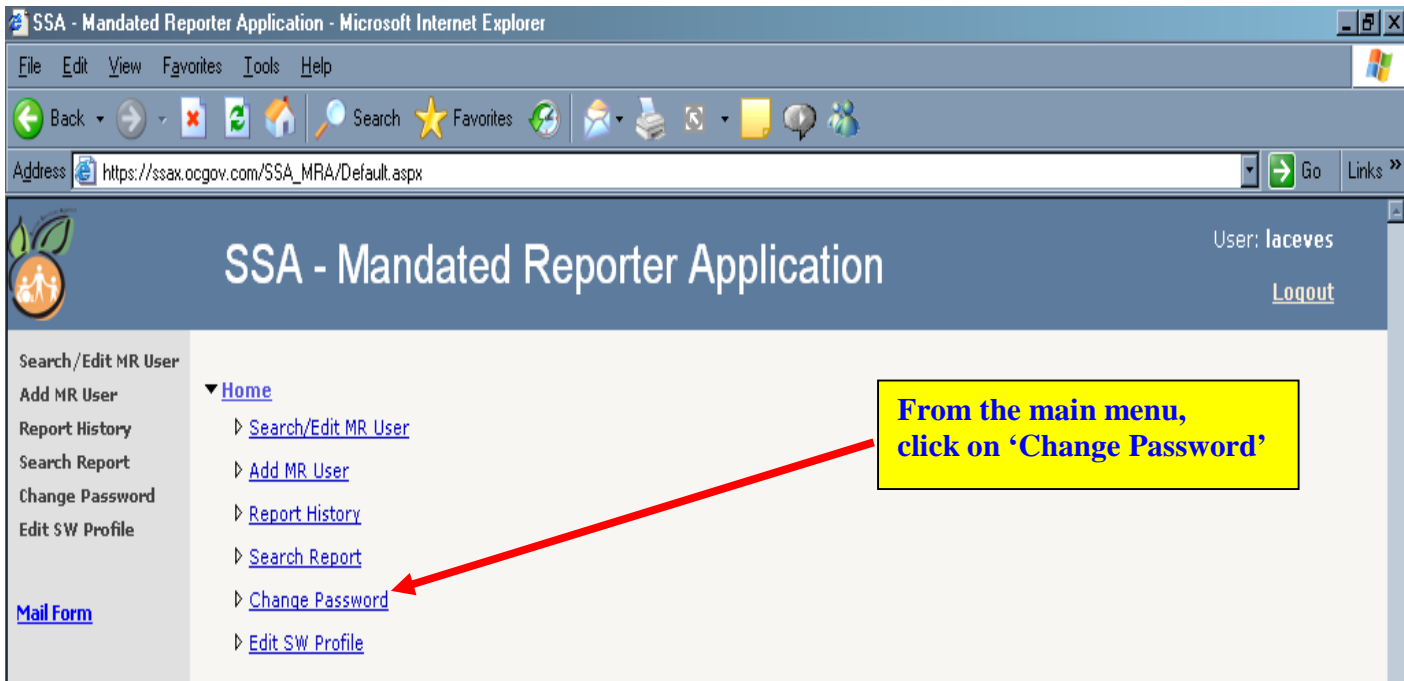
Reporter's First Name: Reporter's Last Name:

Submitted Date From: To:

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Note: There are many ways to search for a report.

CHANGING THE CAR SSW's PASSWORD




EDITING CAR SSW's PROFILE

SSA - Mandated Reporter Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://ssax.ocgov.com/SSA_MRA/SW/ProfileSW.aspx Go Links »

 SSA - Mandated Reporter Application User: laceves Logout

Home > Edit SW Profile

Search/Edit MR User
Add MR User
Report History
Search Report
Change Password
Edit SW Profile

Mail Form

First Name: Lorena
Middle Name:
Last Name: Aceves
Title: Senior Social Worker
Address: Orange County Child Abuse Registry
P.O.Box 14102, Orange, CA 92863-1502
Phone: 714-940-1000 Ex: 123-123-1234

Save

Update information in each field.

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TIP: Entering CAR's PO Box address in the Address field will ensure that the MR has the correct mailing address for reference. Entering the CAR Hotline number in the Phone field rather than the CAR SSW's backline phone number will ensure that the MR is able to obtain immediate assistance when needed.

UNLOCKING A USER IN THE MRA

SSA - Mandated Reporter Application - Windows Internet Explorer

https://ssax.ocgov.com/SSA_MRA/Admin/ManageUsers.aspx

User Name	Email Address	First Name	Last Name	Is Active	Is Locked Out
laceves	Lorena.Aceves@ssa.ocgov.com	Lorena	Aceves	<input checked="" type="checkbox"/>	<input type="checkbox"/>

User Info

User Name: laceves

Email: Lorena.Aceves@ssa.ocgov.com

Active: ☒ Locked Out: ☐

Unlock:

Save Reset Password

Roles

Select role(s) for this user:

☐ Admin

☐ Mandated Reporter

☒ Social Worker

Save

Create User

[Create a new user](#)

Profile

First Name: Lorena

Middle Name:

Last Name: Aceves

Title: Senior

Address: Orange P.O. Box 714

Phone: 714-445-7145

Save

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If a MR contacts CAR after being locked out of their account on this website, the user will need to be unlocked. Any CAR SSW who is entered in the MRA website may unlock a user. Search for the user, and with the user's profile open, click on 'Unlock' and 'Save.' Click 'Reset Password', as the user may have forgotten their password. Attempting to log on with the incorrect password too many times will result in being locked out of the site.