

# VocLink Connect LINIIS Manual

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## Authorized Users

Access to **LINIIS** (Labor and Industries Insurance System) vocational referral information is available for registered Vocational Rehabilitation Counselors (VRCs) and Firm Designees through VocLink.

### Provider registration forms are available at:

<http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/Provider/Default.asp>

Access to **VocLink** is obtained through **Host on Demand (HOD)** via **Secure Access Washington** at <https://secureaccess.wa.gov/>.

## Host On-Demand (HOD) System Requirements

HOD is an Internet-to-host connectivity tool that enables secure browser access to host applications. HOD runs as a Java applet in a web browser.

**If you will be using HOD from a remote network located behind a firewall, make sure your firewall administrator opens port 3272.**

**The HOD client connects back to the telnet server (available through [secureaccess.wa.gov](https://secureaccess.wa.gov/)) on this port and will fail to establish a connection if the port is not open.**

The following is a list of necessary software to use the Host On Demand client version 11.

Compatible Operating Systems:	Compatible Browsers:	Compatible Java Versions:
<p><b>Macintosh</b></p> <p>Mac OS X 10.2.1 Mac OS X 10.3 Mac OS X 10.4</p> <p><b>Windows</b></p> <p>Windows 2000 (Professional and Advanced) Server Windows XP Professional Edition Windows XP Home Edition (32-bit version) Windows Server 2003 (Enterprise, Standard, and Web) Windows Server 2003 R2 (Standard and Enterprise Editions) Windows Vista (Business, Enterprise, and Ultimate Editions) Windows Fundamentals for Legacy PC IPV6 Windows Terminal Services for Windows 2003 Windows Server 2008 (Standard and Enterprise Editions) Windows 2008 R2 (Standard and Enterprise Editions - only 64-bit) Windows 7 (Professional, Enterprise and Ultimate Editions)</p>	<p><b>Internet Explorer</b></p> <p>Version 6.0 Version 7.0 Version 8.0</p> <p><b>Firefox</b></p> <p>Version 1.5 Version 2.0 Version 3.0 Version 3.5</p> <p><b>Safari</b></p> <p>Version 1.0 Version 2.0 Version 3.2.2</p>	<p><b>Sun Java plug-ins</b></p> <p>Version 1.5.0 Version 1.6.0 <b>Results Can Vary:</b> Version 1.7.0</p>

## Java Virtual Machine (JVM) requirements for HOD

To check your Microsoft Internet Explorer JVM level, select Tools => Internet Options => Advanced => scroll down to "Microsoft VM" and check "Java console enabled". You must then restart your computer and/or browser. Go back into IE and select View => Java Console. You should see something like:

Microsoft (R) VM for Java, 5.0 Release 5.0.0.3309

```
=====
? help
c clear
f run finalizers
g garbage collect
m memory usage
q quit
t thread list
=====
```

The JVM level is listed in the release number. In this example the release number is 5.0.0.3309. The JVM level is 3309. Once Labor and Industries has approved your on-line application, you will receive an e-mail providing you with a temporary password. You may then access **LINIIS** through the VocLink process.

## Secure Access Washington

Access to VocLink is provided through Secure Access Washington (SAW), located at <https://secureaccess.wa.gov>

After creating a new account or logging into your SAW account, click on Add a New Service and **enter LNI\_VOCLINK as your service code**, fill out the online registration form, and request access. **-Voc Link Connect** will display on the **My Services** page in SAW with the user status shown as *pending*.

Labor and Industries will review your application. If all of the information provided is correct, your application will be approved.

You will receive an email notifying you that your application has been accepted, and a separate email containing your temporary **VocLink** password. Please see **Password Requirements** on page 5 for more information.

SAW's My Services page will now display the service Voc Link Connect as *active*.

## Downloading Host On-Demand (HOD)

Click on **Voc Link Connect** from your **My Services** page in SAW.

The **CTS Home** page will display. Click on **HOD Client**, and follow the instructions to download the cached client.

HOD will detect the level of Java support on your system. If your Java version is not sufficient, you will be prompted to download the Java plugin from the HOD server.

After you have downloaded Java for the first time, you will need to close and reopen your browser. Return to the **My Services** page within **SAW** and select the **Voc Link Connect service**.

Click on the **HOD Client** button from the **CTS Home** page. The IBM Rational Host on Demand page displays with the 3270 DIS S/390 icon .

If a Security Warning window appears asking if you want to install and run IBM Host On Demand, click on Yes.

The terminal screen box labeled **"DIS S/390 – A – NTV110F9"** will display the **TPX login** screen.

## Logging into LINIIS

At the **TPX login** screen, key your **Userid** (i.e. PXXX235) and Tab to the **Password** field.

Key your password and press **Enter** to display the **TPX MENU**.

Press PF4 to access **LINIIS**. On the **CICS ENVIRONMENT** screen, key your **Userid**, tab to the **Password** field, key your password and press **Enter**.

A screen will display with **SIGN ON COMPLETE** in the upper left hand corner. Key **LVOC** in the upper left hand corner and press **Enter**.

The **MULTI REGION OPTION (MRO) ROUTING SCREEN** displays. Press **Enter**.

If you are **only** a Voc Counselor, or **only** a Voc Firm Representative, the **VMEN** screen will display.

If you are **both** a Voc Counselor **and** a Voc Firm Representative, a screen will display asking you which function you wish to access. Key an **X** on the blank line next to the desired function and press **Enter** to display the **VMEN** screen.

**NOTE:** If you are a first time user, or you have had your password reset, key your temporary password in the **Password** field. Your cursor will automatically move to the New Password field. Press **Enter**. The system will display a message that your password has expired. Key a new password in the New Password field and press **Enter**. The system will ask you to re-**Enter** your password for verification. Re-key your password and press **Enter** to continue logging into VocLink.

Please see **Password Requirements** on page 5 for more information.

## Logging Out of the System

To log out of **LINIIS**, press F12 from any **LINIIS** screen. The **TPX MENU** screen displays.

Key **/K** on the **Command** line. The **TPX login** screen displays.

To close the **DIS S/390** window, either click the X in the upper right hand corner of the screen, or click **Exit** in the upper left hand corner of the screen.

The **IBM Rational Host On-Demand** page displays in the Internet browser window.

You may now close your browser, access another Internet site, or re-enter **VocLink** by clicking on the **3270 DIS S/390** icon.

## Password Requirements

- Must be exactly 8 characters in length.
- Must contain at least one symbol: @, #, or \$.
- Must contain at least one number.
- Must NOT contain your Logon/user ID or Name.
- Must not contain three or more consecutive characters from first, middle or last name.
- Must be different from the previous 5 that were used. Changing the case is not acceptable.
- Must be different by at least three characters from the old password.

**VocLink** passwords are valid for 60 days. To change your password before it expires, at the **TPX** screen, key your **Userid** and tab to the **Password** field. Key your current password. Your cursor will

stop on the New Password field. Key a new password and press Enter. Re-enter your password for verification and press Enter to change your password.

Your Userid will be revoked after three consecutive attempts to log on with the incorrect password.

If your password expires or is revoked, please email LNI's Web Customer Support at [websupport@lni.wa.gov](mailto:websupport@lni.wa.gov) or call (360) 902-5999 and press option 2 for assistance.

## VocLink LINIIS Screen functionality

Upon entering LINIIS, your cursor will default to the **command line** on the **VMEN** screen. This screen is a list of the **LINIIS** screens and procedures to which you have access.

From any screen in **LINIIS**, key a four-letter screen name and claim number on the command line in the lower left hand corner and press **Enter**.

Key a four-letter screen name without a claim number, and a prompt screen will display from which you may key the desired claim number.

Once you access a specific claim, you can access a new screen by typing the screen name at the command line without re-keying the claim number.

Claims are coded with the **Work Position ID** of the Claims Manager assigned to the claim. The Claims Manager's name can be obtained by placing the cursor on the first letter of the work position in RLOG and clicking on the **F1** key. **LINIIS** screen **EUSE** also displays Work Position ID information.

## VocLink LINIIS System Screen Menu

VMEN----list of available LINIIS screens

## Voc Firm Representative Only Screens

UVUR----Unassigned Referrals (Firm).....	6
RVPR----Review Open Referrals (Firm).....	7
HVPR----Review Closed Referrals (Firm).....	7

## VRC Only Screens

UVRS----Review/Update Open Referrals (VRC).....	7
RVRS----Review Closed Referrals (VRC).....	7

### UVUR - Unassigned Referrals

At the **UVUR** screen, key your Firm Provider and Branch IDs. Press **Enter**. The screen will display a list of all of the referrals that need to have a VRC assigned. Your cursor will default to the **SEQ #** field. Place your selection number in the field and press **Enter**.

Key the VRC's **Service Provider ID** in the ID field across from **VRC NAME**, and press **Enter**. This action assigns the referral.

You will be transferred back to the **UVUR** screen where you can key the same branch number or a new branch number in the **BRANCH ID** field, and continue, or **F12** to exit the system.

### **RVPR - Active Referrals for a Specific Firm**

Key **RVPR** and press **Enter**. Key a **FIRM PROVIDER ID**, **BRANCH** number, and the letter corresponding to the type of referral you would like to review. Press **Enter**. You will be transferred to Screen 2. You will need to do this for each branch and each letter.

Pick the sequence number you would like to review by placing the number in the **SELECT SEQ-NUM** field, and press **Enter**. You can now review the referral information.

Press **Enter** from this screen to transfer back to the list. You can view another sequence number to view, or press **F10** to go back to the screen where you entered your firm and branch and pick a different type of referral to view, or **F12** to exit the system.

### **HVPR - Review closed referrals for firm/branch**

The firm has the ability to go to this referral history screen and view all of the closed referrals by branch number and referral type. Key your firm and branch numbers, and the letter corresponding to the type of referral you want to review. Press **Enter** to view the referrals.

You can now review your list of closed referrals. Use the **SELECT SEQ\_NUM** field at the bottom of the screen to request detail on a specific referral.

### **HVPR - Screen 3 - Review a plan Development Referral**

On screen three, you can see the recommended outcome made by the VRC. You can also view the actual outcome entered by the claims manager.

From this screen, press **Enter** to return to the sequence number list of referrals. Press **F10** to return to the screen where you can key firm and branch and type of referral to view more closed referrals. Press **F12** to exit the system.

### **UVRS - Select Referrals for a Specific VRC (Update/Review Referrals)**

**(Note: If you have both the Voc Counselor and Firm Representative roles, you may access UVRS while logged on as the Firm Representative but will not have update capability. To update UVRS, you will need to logon in the Voc Counselor role.)**

Key **UVRS** in the command line in the lower left hand corner and press **Enter**. Key your service provider ID number. Press **Enter** again to bring up your referral list.

The second screen will display a list of all open referrals to a VRC. Key a number in **SELECT SEQ-NUMBER** to make your vocational recommendation. Press **Enter** to go to the next screen.

At the update screen, key a **?** in the recommended outcome field and press **Enter**. This will bring up a list of possible outcomes for the type of referral selected. There are several pages to this list. Press **Enter** until you find the desired outcome. Place the cursor on the selected outcome on the list and

press **Enter**. It will enter it on the screen for you. Click on **Enter** to update the referral. When the referral has been updated, you will be returned to the first screen that lists all your referrals (**UVRS**). If the screen did not return, the referral was not updated.

You are able to change the outcome code and dates until the claim manager closes the referral. The referral will remain on your referral screen until the claim manager closes the referral.

### **Changing your recommendation:**

To change an outcome code or date, re-enter the screen, delete both the outcome code and the date. Press **Enter**, then; re-key the referral and the new outcome or date.

If you have made a mistake, or do not wish to update this referral, you may press **F10** to return to your referral list to make another update. The **F12** key will allow you to exit the system.

### **RVRS - Select Referral for a Specific VRC (Review of Closed Referrals)**

The screen will display closed referrals for a specific VRC. Key your **VRC Provider ID** in the displayed field and press **Enter**.

The second screen is a display list of closed referrals for a VRC. Key the sequence number of the referral information you wish to view. Press **Enter** to view detail.

The **F10** key will take you back to screen 1 to re-key your VRC provider number. The **F12** key will allow you to exit the system.

### **Recommended Outcomes**

This is the list of the outcomes that are available to you based on the type of referral you are working. This list will “pop up” when you key a “?” in the outcome field when you are making a recommendation on your referral. The list of outcome codes can be accessed by the following link:

<http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/OutcomeList/Default.asp>

### **Contacts for Help with VocLink**

#### **For help with your status as a VRC or Voc Firm Representative**

Department of Labor and Industries  
Private Sector Rehabilitation Services  
P.O. Box 44326  
Olympia, WA 98504-4326  
(360) 902-6756

#### **For help with access to VocLink**

Department of Labor and Industries  
Web Customer Support Unit  
P.O. Box 44100

Olympia, WA 98504-4100  
(360) 902-5999  
[vocrehab@lni.wa.gov](mailto:vocrehab@lni.wa.gov)

**For help with revoked LINIIS/VOCLINK user IDs or Passwords:**

(360) 902-5999 and press option 2  
[websupport@lni.wa.gov](mailto:websupport@lni.wa.gov)

**For help with CAC or LINIIS screens**

E mail to [vocrehab@lni.wa.gov](mailto:vocrehab@lni.wa.gov)

**For help signing up and gaining access to VocLink through Secure Access Washington (SAW)**

Web Customer Support 1-360-902-5999

Email [websupport@lni.wa.gov](mailto:websupport@lni.wa.gov)

For any issues not related to VocLink, LINIIS or CAC please refer to the following vocational contact screen:

<http://www.lni.wa.gov/ClaimsIns/Voc/ContactUs/Default.asp>

**VocLink is available from 6:00 a.m. - 6:00 p.m. Monday thru Friday except for state holidays.**