



Step-by-Step Instructions for TOTS Parent Access

General information for Service Coordinators:

- a. Parent Access is not available until a child has a TOTS identification number.
- b. Parent logons are child specific.
- c. Only one parent logon will be issued. If the parent has multiple children in First Steps, there will be a logon specific for each child
- d. In cases of shared custody, only the parent with educational rights will be provided a logon.
- e. In cases of children in foster care, the parent logon is available only to the person who is recognized as the parent under IDEA. If parental rights have not been terminated and the natural parent is available, the logon will be issued to the natural parent. If the natural parent cannot be located, educational rights have been terminated, or the natural parent's right to make educational decisions has been subrogated by a court, then the foster parent will be issued the logon. Service coordinators **must verify** who is to receive the parent access logon and document this in TOTS in the service log. Logons will not be provided to DCBS caseworkers.


1. Tell parents about the right to review their child's early intervention record.
 - What is the early intervention record—it's all the information gathered and maintained on their child and family while in First Steps. It includes an electronic record (TOTS) and a paper file that together make a complete early intervention record.
 - The official location of the record is the POE office; however, the electronic record is accessible through the Internet.
 - The early intervention record is confidential—only those people who have a need to view the record have access to it. The service coordinator, the DCES and the IFSP team members have access to the child's record so that information can be reviewed and added. Certain people like the POE manager and state lead agency staff have access to the record to address financial and supervisory issues. The only other people with access to the record are those people that the parents have given written consent to see the record.
2. Tell parents the two ways their child's early intervention record may be viewed:
 - The full record may be viewed at the POE office during regular business hours.
 - A modified record may be viewed over the Internet by logging on to TOTS. The modified record is a read-only record of the critical pieces of the electronic record. Administrative sections are not viewable through a parent logon.



3. Ask the parent if they are interested in obtaining a logon for Parent Access.
4. If no, document this in the service coordination service log for the date of service.
5. If yes, give the parent the following documents:
 - TOTS Parent Portal Acceptable Use and Safety Policy:
 - Review this document with the parent
 - Emphasize that the parent will not see the full early intervention record
 - Note that the parent cannot enter any information into the record
 - Only one parent logon will be issued. If the parent has multiple children in First Steps, there will be a logon specific for each child
 - Parent logons will only be issued to the parent with educational rights
 - First Steps (the POE or State Lead Agency) is not responsible for the parent giving the logon to others or for any breach of confidentiality that occurs due to the actions or negligence of the parent.
 - Parent Agreement for TOTS Access via Internet (FS-46)
 - Review this document with the parent
 - Enter the child's TOTS identification number in the space marked "TOTS ID #"
 - Have the parent sign 2 of these; leave one with the parent and place the other signed copy in the child's hard copy file.
 - How to Register for TOTS Parent Access—
 - Review this step-by-step guide for the parents.
6. Show or highlight the box at the bottom of the "TOTS Parent Portal Acceptable Use and Safety Policy". This is the web address the parent must use to access TOTS.
7. Tell the parent what to expect when they go to the website:
 - The first screen is the logon screen.
 - The first time they go to this screen, they need to look under the logon boxes and follow the directive to create their logon. See attached screen shot. It may be helpful to provide this graphic to the parent.
8. Remind the parent that after 3 tries to enter their logon and password, they will be locked out by the system. They will need to contact the POE to re-gain access.

FIRST STEPS

KENTUCKY'S EARLY INTERVENTION SYSTEM



Technology-assisted Observation and Teaming Support system (Parent Logon)

NOTICE: You are accessing a data system for Kentucky Department of Public Health and its service providers. The unauthorized use of this computer system or its contents and / or any attempt to gain unauthorized access could constitute a violation of the Computer Crimes Act.

Please Login:

User Name:

Password:

PARENTS: The first time you visit this site, you must complete the REGISTRATION process! Start by clicking this button:

Click both of these boxes.
Follow the directions to
create a logon.