Accessing CAN Tools

CAN Tools is an information sharing platform which enables trusted Long Term Recovery partners to better meet the needs of a community following a disaster. These tools provide a secure way to collaborate on a client's recovery from a single, shared case record. The Red Cross uses CAN Tools to share information from clients when clients say they want to seek assistance from other recovery partners.

- Agencies use case records initiated by the Red Cross or begin entering new clients.
- Agencies assign a case manager to unassigned cases and export data for clients it is assisting in any capacity.
- Agencies enter their services and programs in the Resource Database to maximize the availability of services to the impacted communities.

Agencies must first complete two steps:

1. Have your agency's leadership designate a Point of Contact. The POC completes the CAN Tools Participation Agreement <u>and a copy of the organization's 501c3 IRS letter</u>
2. Obtain the Red Cross co-signature to complete the process.

Note: The agency Point of Contact is responsible for authorizing new user accounts, communication with its users, and providing guidance on how to document services to clients in the CAN Tools.

Individual users must complete these steps:

1. Complete the Caseworker Confidentiality Agreement and give to Agency POC
2. Visit https://canrecovery.communityos.org/cms/ and select "Case Manager Registration Process" under Participation.
3. Create a user account and follow all onscreen instructions.
   a) The new user will receive an account verification link in a welcome email which must be clicked within 72 hours.
   b) Once the agency POC authorizes access, the account will be activated and a second notification email will be sent.

Note: the account activation may take two to three days after creating a user account but every attempt will be made to activate the accounts as soon as possible.