Cottonwood CDDO | Consumer Database Portal (CDP)

Serving Douglas & Jefferson Counties

The Consumer Database Portal (CDP) is the Cottonwood CDDO's cloud-based consumer information and document portal. It can be used to access & upload documents, complete annual quality surveys and view Services/Information on consumers by provider. This document details the registration process and general use of the website which can be accessed here: https://cdp.cwood.org

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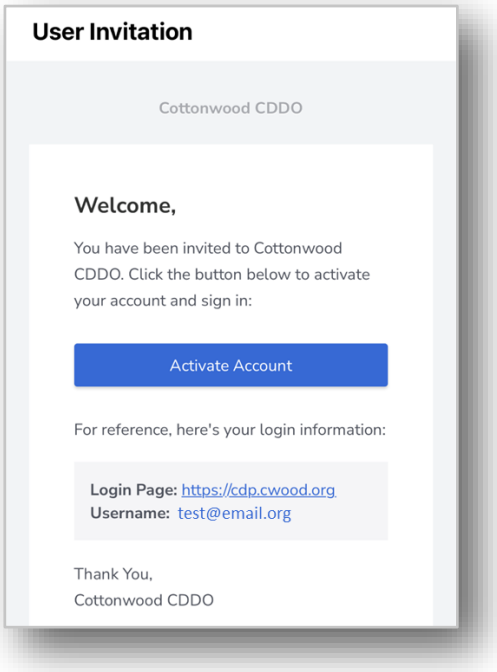
1: Submit a request for user account here: CDP Access Request (**NOTE:** Users with old BCI accounts will not need to complete this step for initial roll-out)

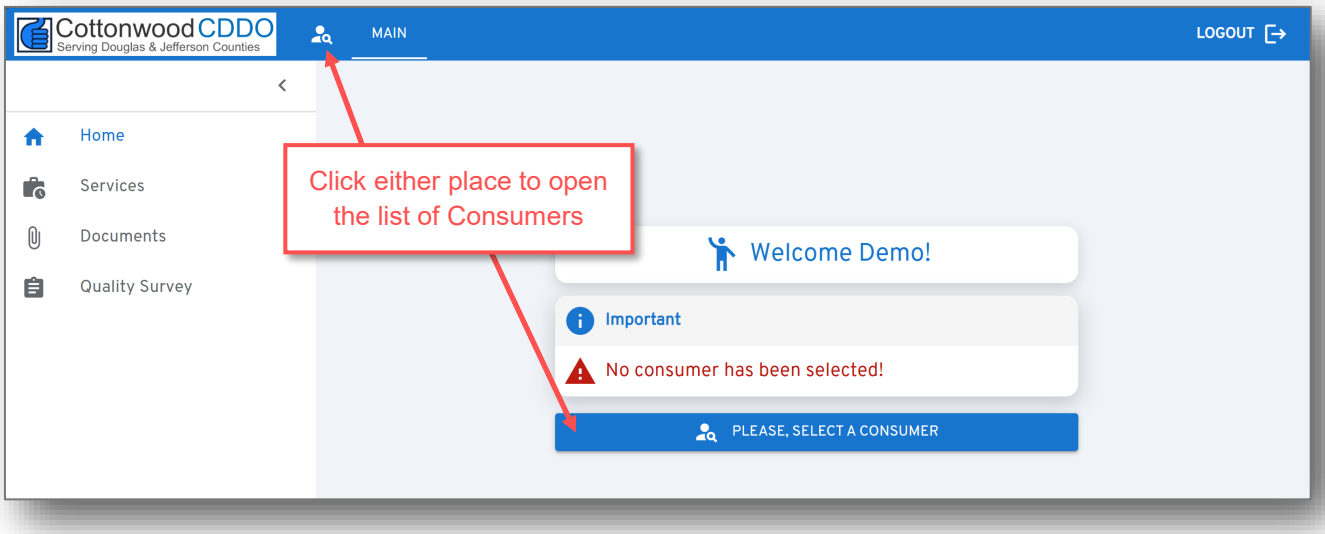
2: Once the CDDO has approved your request, you will receive an account activation email (see below) from DoNotReply@mail.cwood.org (You may need to check your junk mail. Please add it to your safe senders list in order to get future email alerts from CDP)



3: Click the Activate Account Link and you will be taken to a registration set up page where you will create a password and confirm it. **Close your browser and re-open it before accessing the website.**

Note: The username will be the email address that was submitted in the original CDP Access Request. If you ever need to reset your password the reset instructions will be sent to this email address also.

Selecting a Consumer: Once you log in you should see the Home, Services, Documents and possibly the Quality Survey sections in the menu on the left. Click the person icon at the top or the consumer button on the welcome screen to access your list of consumers.



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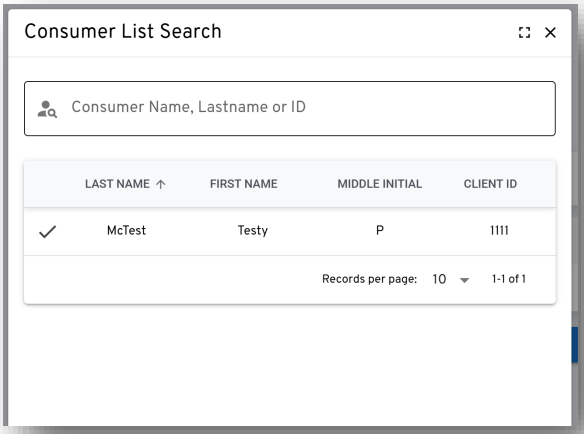
How to Navigate the website:

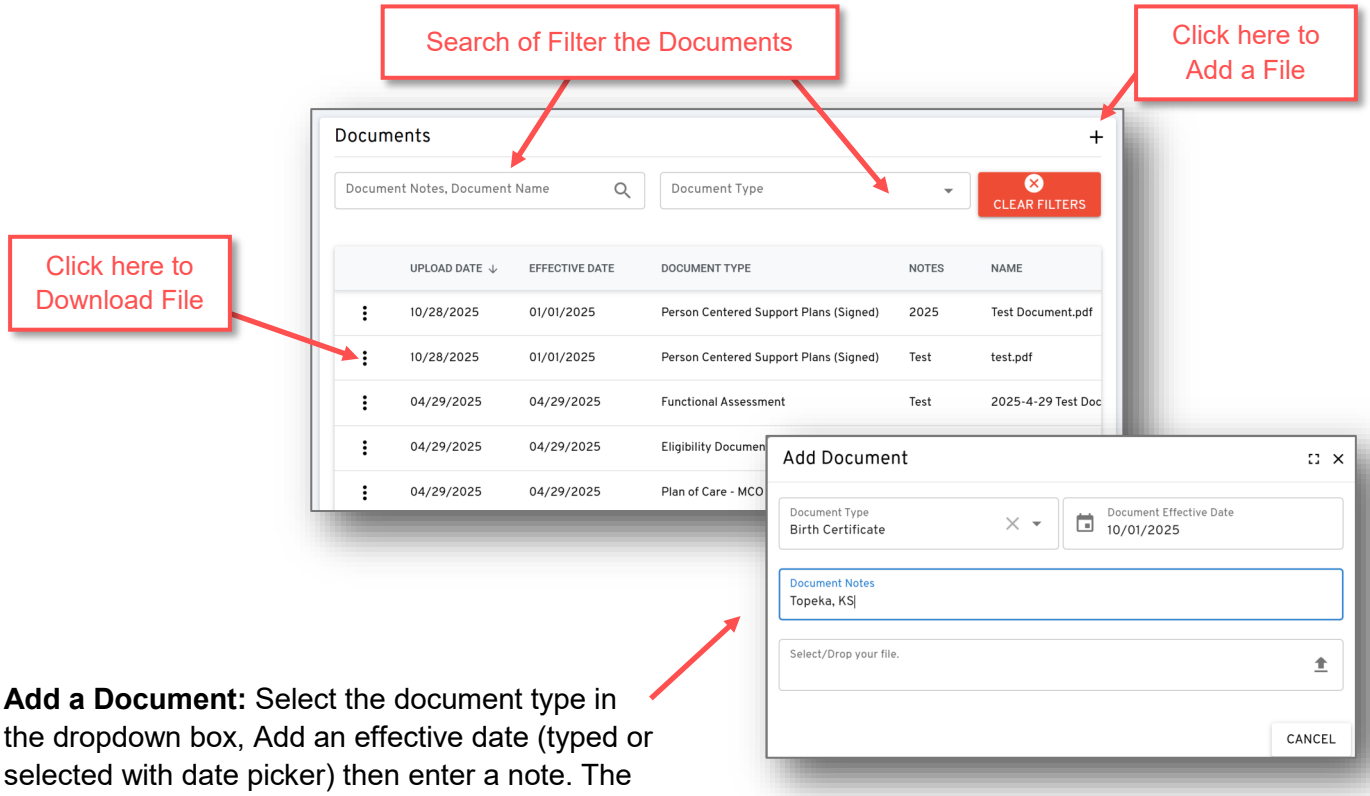
Searching for a Name: The consumer list is a pop-up box which shows all consumers assigned to the provider. Type the name of the consumer in the search field at the top to filter the list of names. Then select your consumer.



Home Screen: The Home screen shows you some basic information like address, contact information, guardian information, etc. There is a print button on the right which will export the information out as a printable PDF.

Services Section: The services screen is divided into two sections (Current Services at the top and History at the bottom). Click the printer button to download a printable PDF of this also if necessary.

Documents Section: The document list will show all documents associated to the selected consumer. To search for a specific document, use the search field at the top or filter the list by "Document Type" using the dropdown box on the left. To upload a file click the Add button on the right.



Add a Document: Select the document type in the dropdown box, Add an effective date (typed or selected with date picker) then enter a note. The Selection box will then appear, click that to browse for your file. Once you select it, it will upload immediately.

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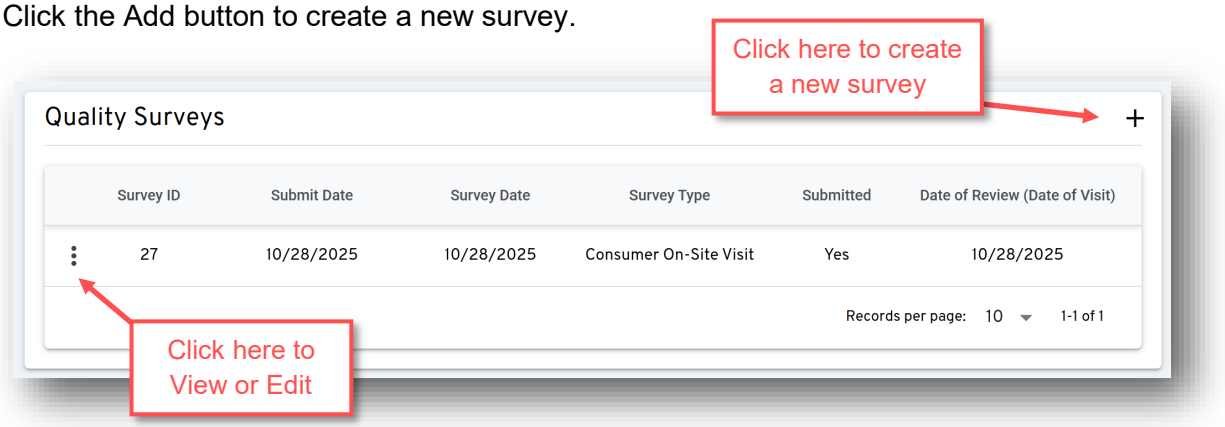
How to Navigate the website:

Quality Survey: The quality survey section will include a list of all surveys whether they are submitted or pending submission. You can edit/delete unsubmitted surveys but submitted surveys will be view-only. Click the Add button to create a new survey.



Entering the Survey: Fill out all of the fields in the survey. If any of the responses are "No" the system will expect you to leave a comment explaining the situation. You will not be able to Submit the survey without completing all the fields. If you need to save temporarily without fully submitting the form, there is a Save Draft option at the bottom of the screen.

When you click submit if errors are found, the sections will appear in a red pop up in the top right corner of the screen. Address any issues and click submit again. You have not fully submitted the survey unless the main Quality Survey screen says "YES" in the Submitted column.

Notification: Once you submit the survey, CDDO staff will be notified by email. (in the case of cottonwood consumers, some departments will also be notified)

Print / Save as PDF: If you need a printed version of the survey click the vertical ellipses and select "view" to open the read-only version of the survey. Then you'll find a print button on the far right. Click this to save as a Printable PDF file.