Georgia Commission on Family Violence

GCFV Portal
Lunch and Learn

September 20th, 2016

Existing Portal Functionality

The following functionality is currently available in the Portal:

- Viewing and Editing Provider Info
- Viewing, Adding and Editing Contacts
- Viewing Locations
- Viewing Facilitators
- Viewing, Adding and Editing Victim Liaisons
- Viewing, Adding and Editing Classes
- Viewing, Adding and Editing Participants
- Viewing and Paying Invoices

Future Functionality

We will constantly update the Portal with new functionality and we will let you know when that functionality has been added. The functions below will be added to the Portal in the coming months:

- Adding a Facilitator
- Adding a Location
- Uploading Documents
- Certification
- Re-Certification

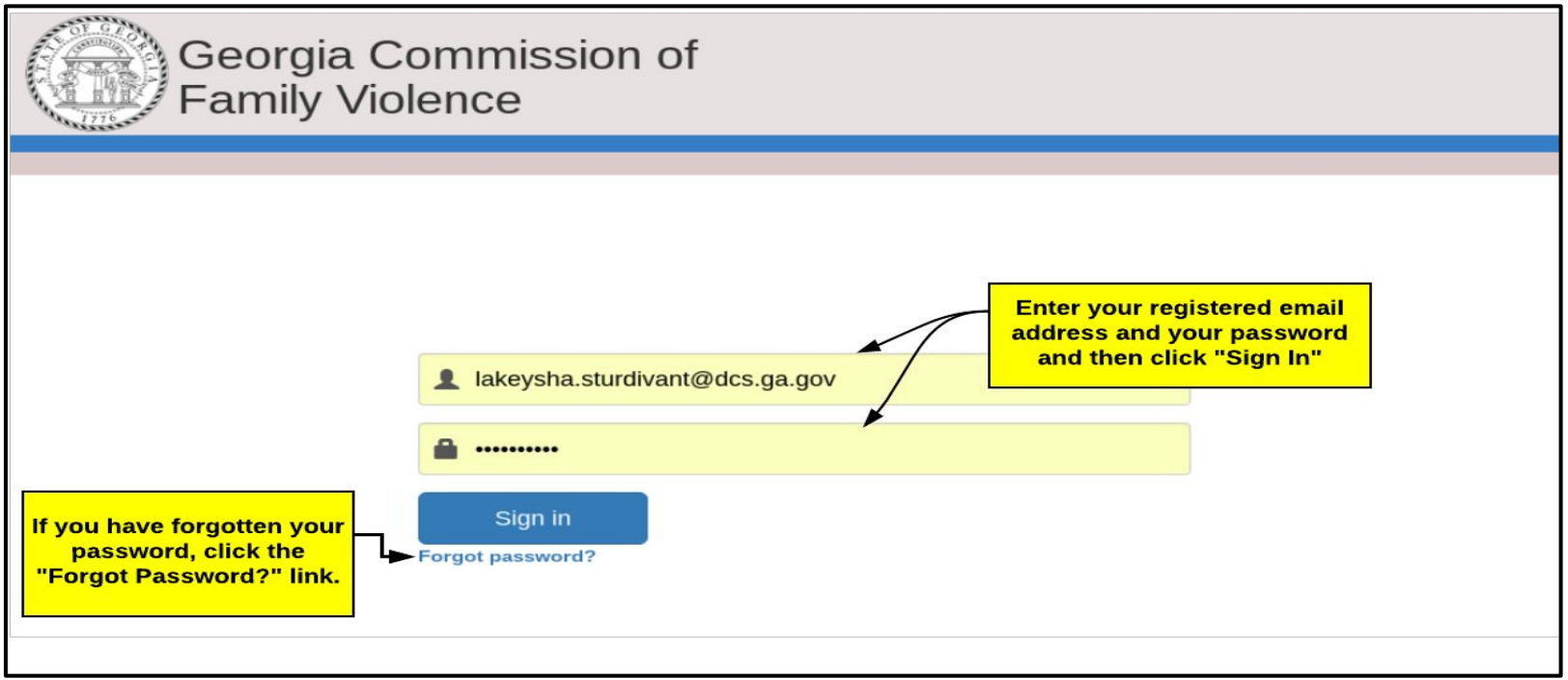
FVIP Portal - Website Address (URL)

Enter the following website address to Login to the FVIP Portal.

https://gcfvapps.dcs.ga.gov/FamilyVio/

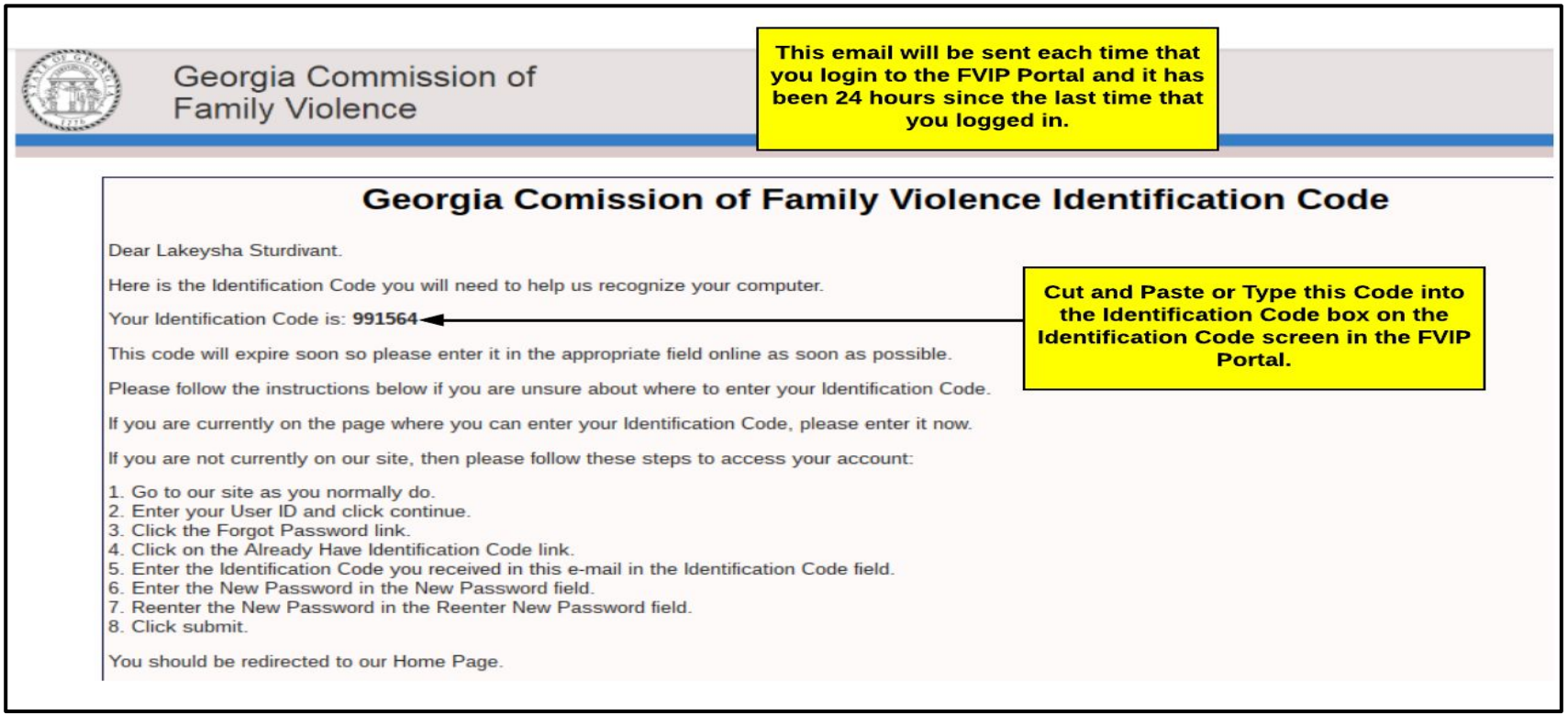
FVIP Portal - Login Screen

To Login, you will need to enter your registered email address and the password that you created when you registered for the FVIP Portal.



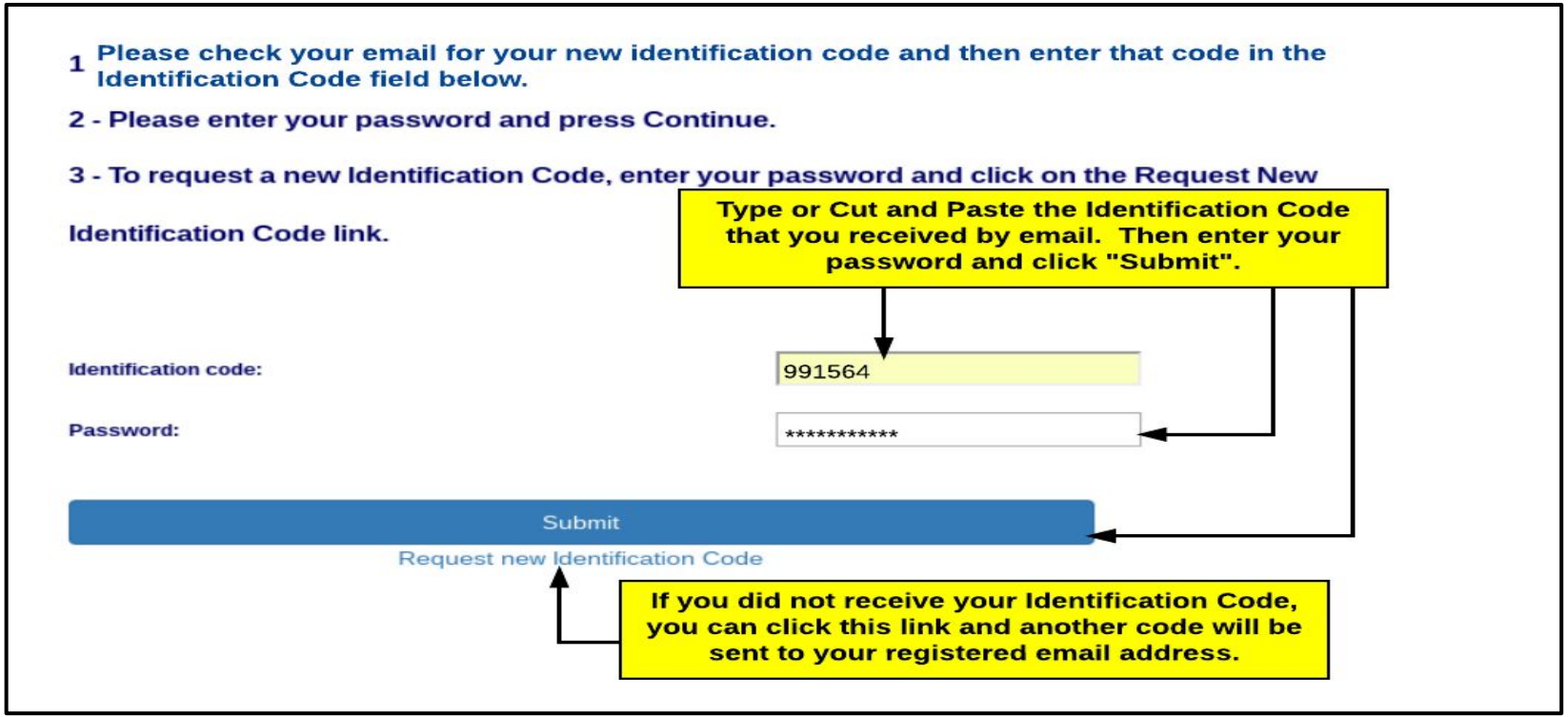
FVIP Portal - Identification Code

When you Sign In, if it has been more than 24 hours since your last login to the system, the system will send an identification code to your registered email address. The email will be from **"donotReplyLocal@pap.state.ga.us"**



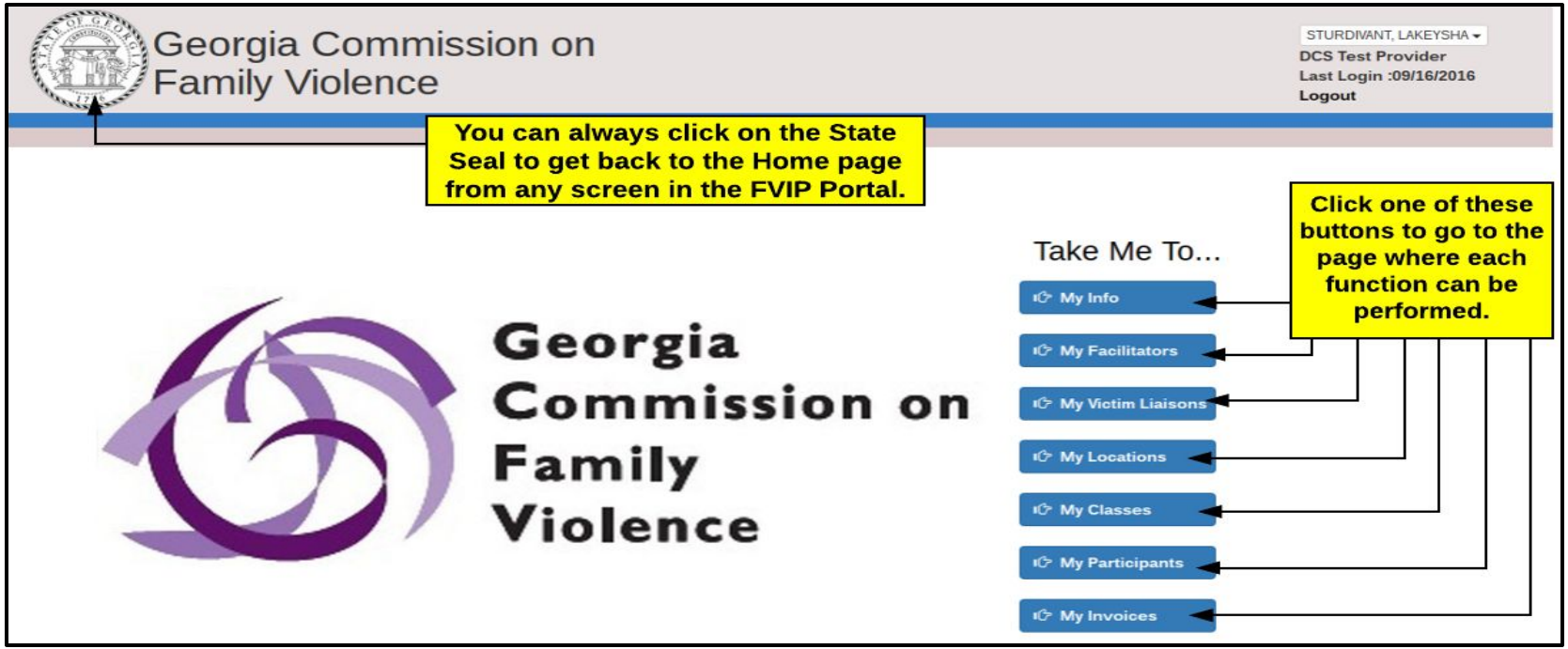
FVIP Portal - Identification Code

To continue logging in to the FVIP Portal, enter the Identification Code that was sent to your registered email address and your password on this screen, and then click “Submit”.



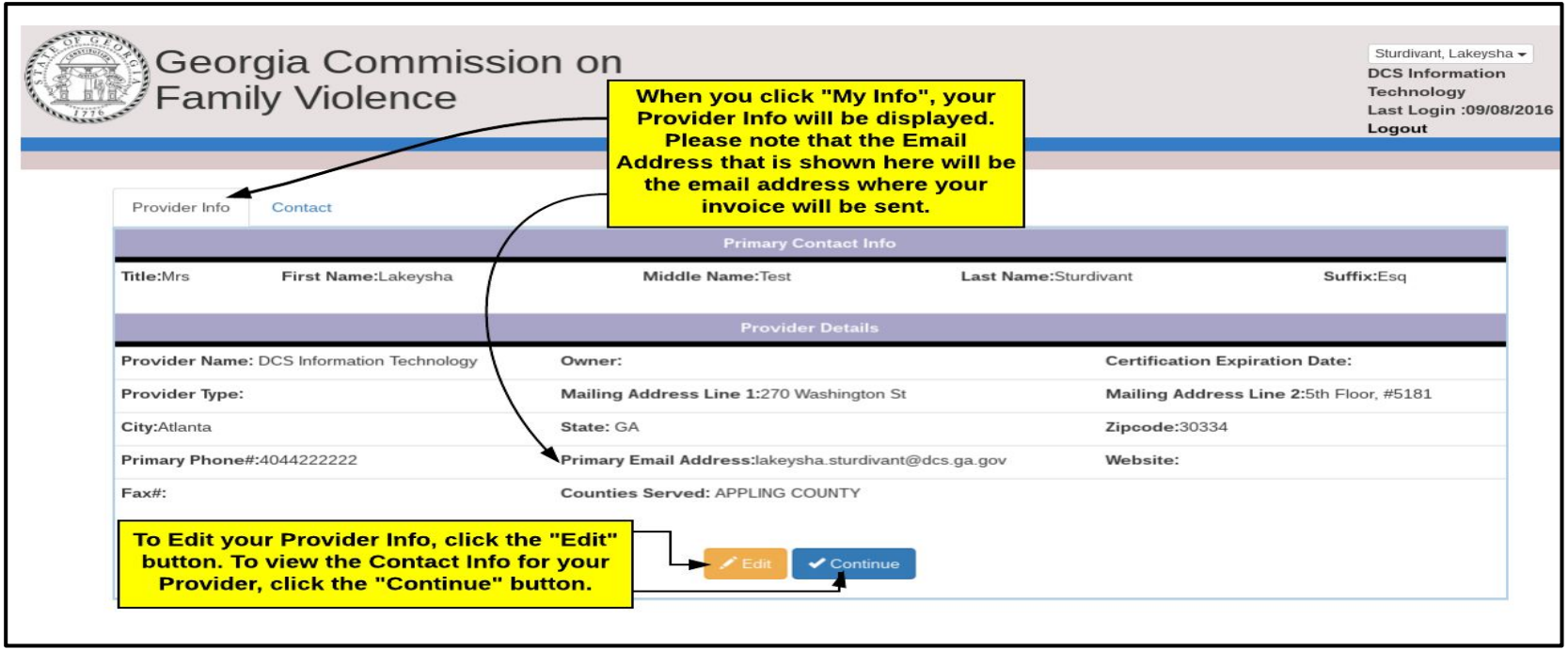
FVIP Portal - Portal Home Page

When you login to the FVIP Portal, you will be able to view buttons that will take you to all of the functions that are currently available in the system. Click the button to view the screen where the function can be performed.



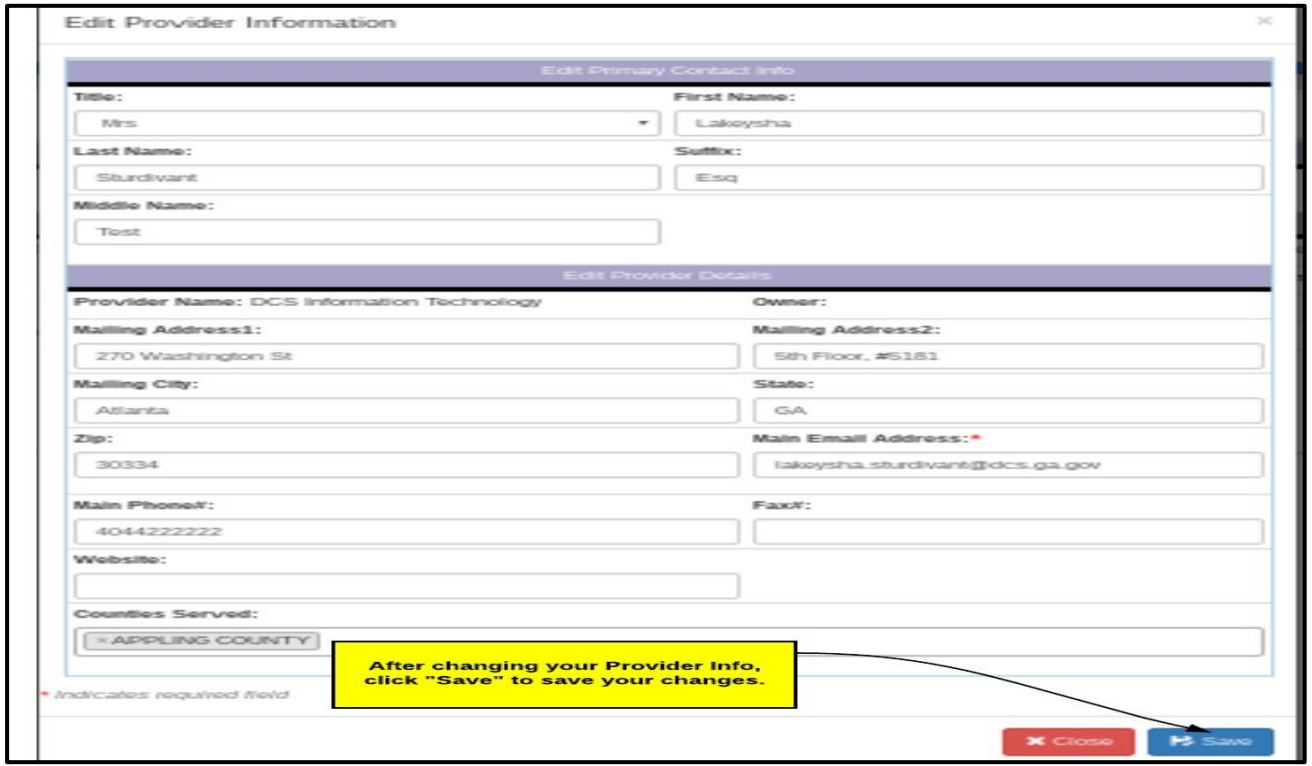
FVIP Portal - Provider Information

When you click on “My Info” on the Home Page, the Provider Info screen will be displayed. If you need to edit this information, click the “Edit” button. If you would like to view the Contact information for your provider, click the “Continue” button or click the “Contact” tab.



FVIP Portal - Edit Provider Information

When you click on the “Edit” button on the Provider Info tab, you will be able to edit your information. To save your changes, click “Save”.

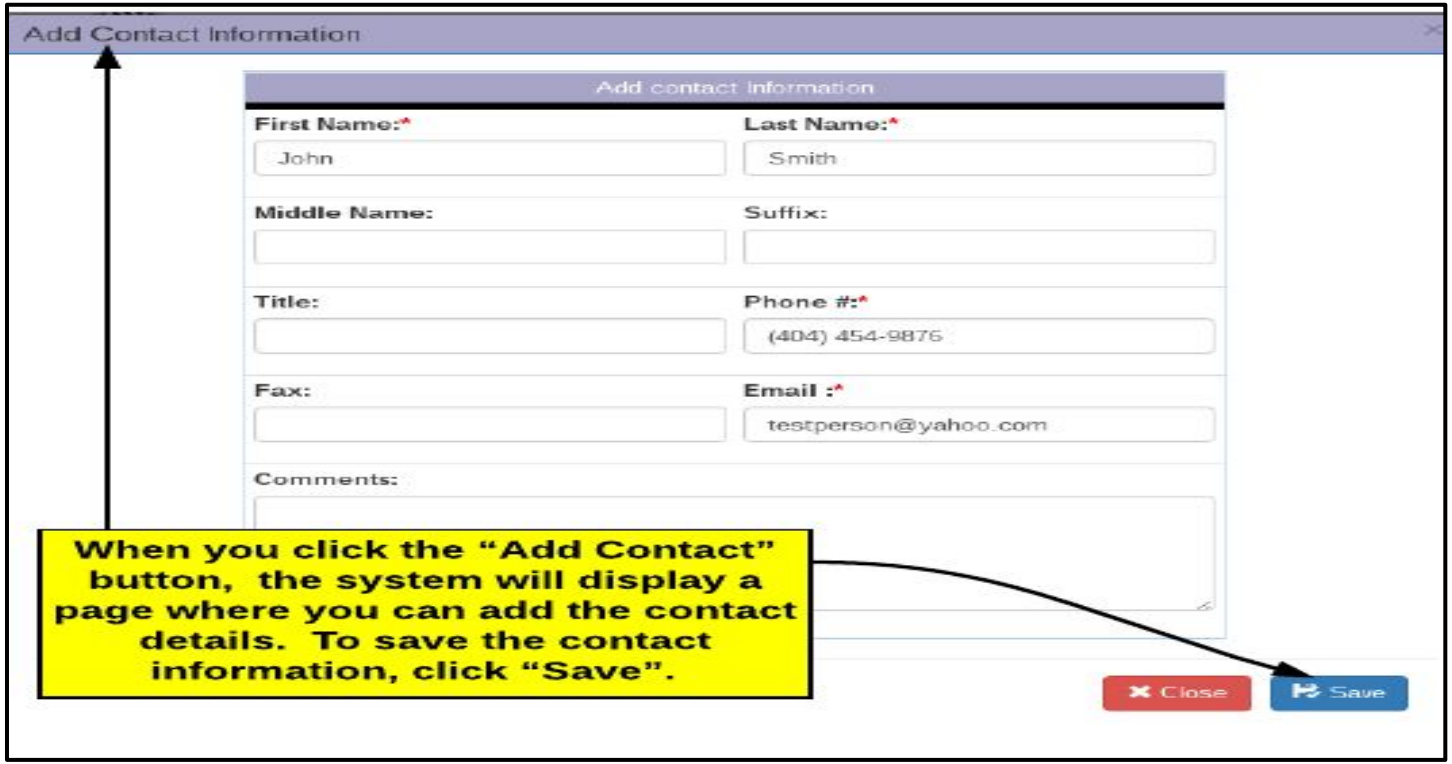


FVIP Portal - Contact Information

When you click the “Continue” button on the Provider Info screen or click the “Contact” tab, the Contact Information screen will be displayed. To Edit the contact information, click the “Edit” button. To Add contact information, click “Add Contact”.

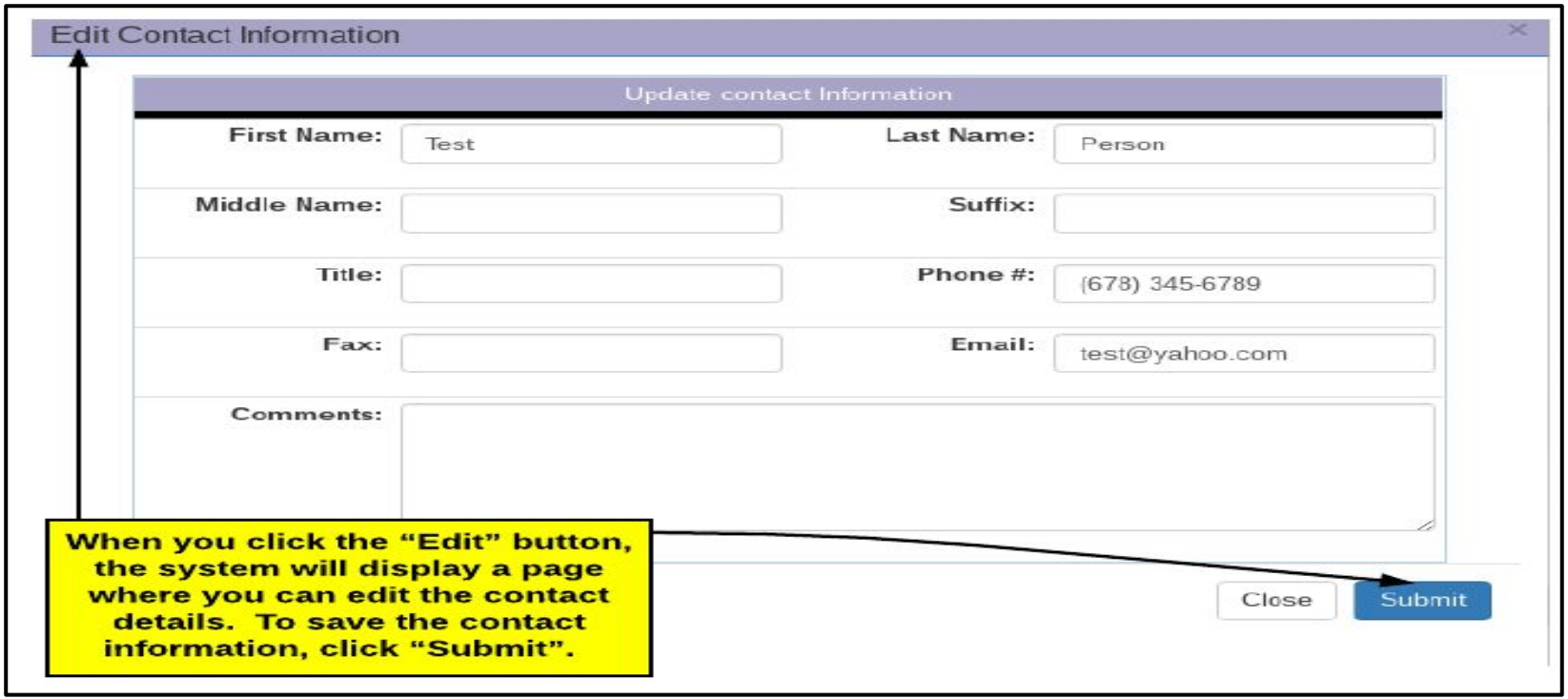
FVIP Portal - Add Contact Information

When you click the “Add Contact” button, the system will display a page where you can add the contact details. To save the contact information, click “Save”. (The required fields are indicated with a red star (*).



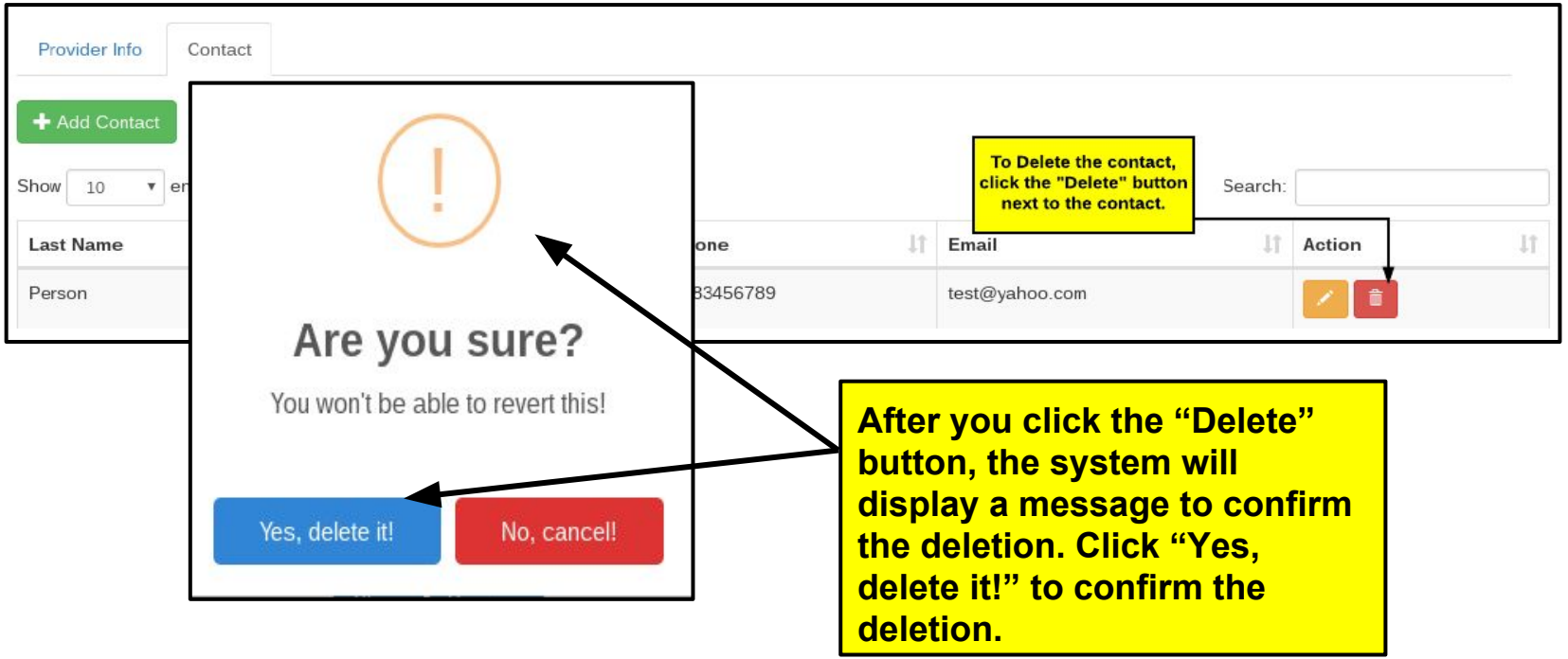
FVIP Portal - Edit Contact Information

When you click the “Edit” button next to a Contact, the system will display a page where you can edit the contact details. To save the contact information, click “Submit.



FVIP Portal - Delete Contact Information

When you click the “Delete” button next to a Contact, the system will display a message confirming that you would like to Delete the contact. Click “Yes, delete it” to confirm the deletion.

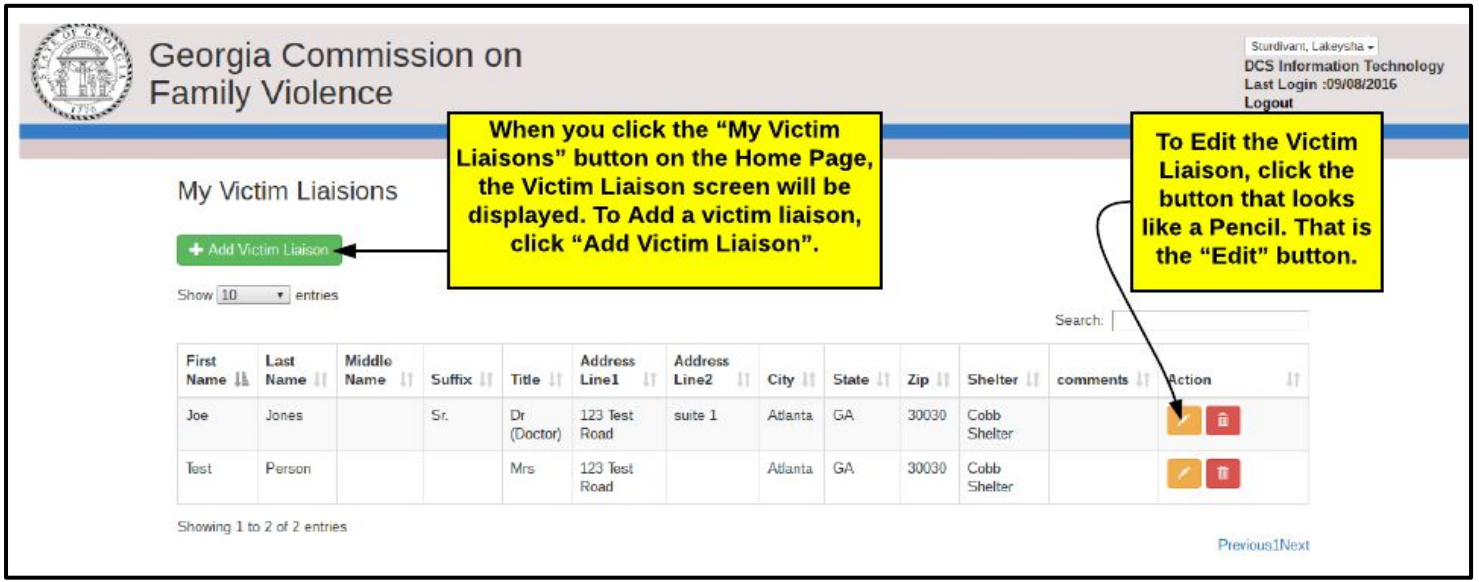


FVIP Portal - Facilitator Information

When you click on “My Facilitators” on the Home Page, the Facilitators screen will be displayed. Any Facilitators that were available for your provider in the old system will be displayed. At this time you will not be able to Add a Facilitator in the FVIP Portal. ***(To return to the Home Page, click on the State Seal.)***

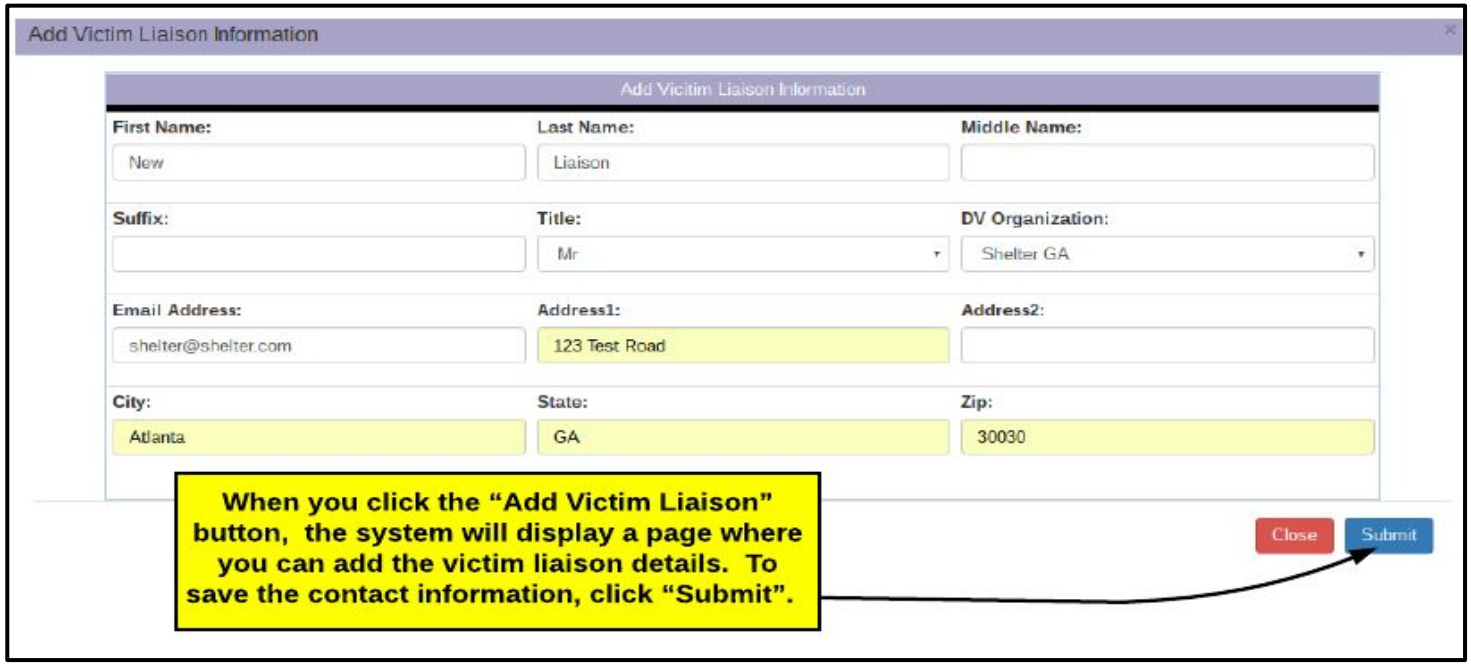
FVIP Portal - Victim Liaison Information

When you click the “My Victim Liaisons” button on the Home screen, the Victim Liaison screen will be displayed. To Edit the Victim Liaison information, click the “Edit” button. To Add a Victim Liaison, click “Add Victim Liaison”.



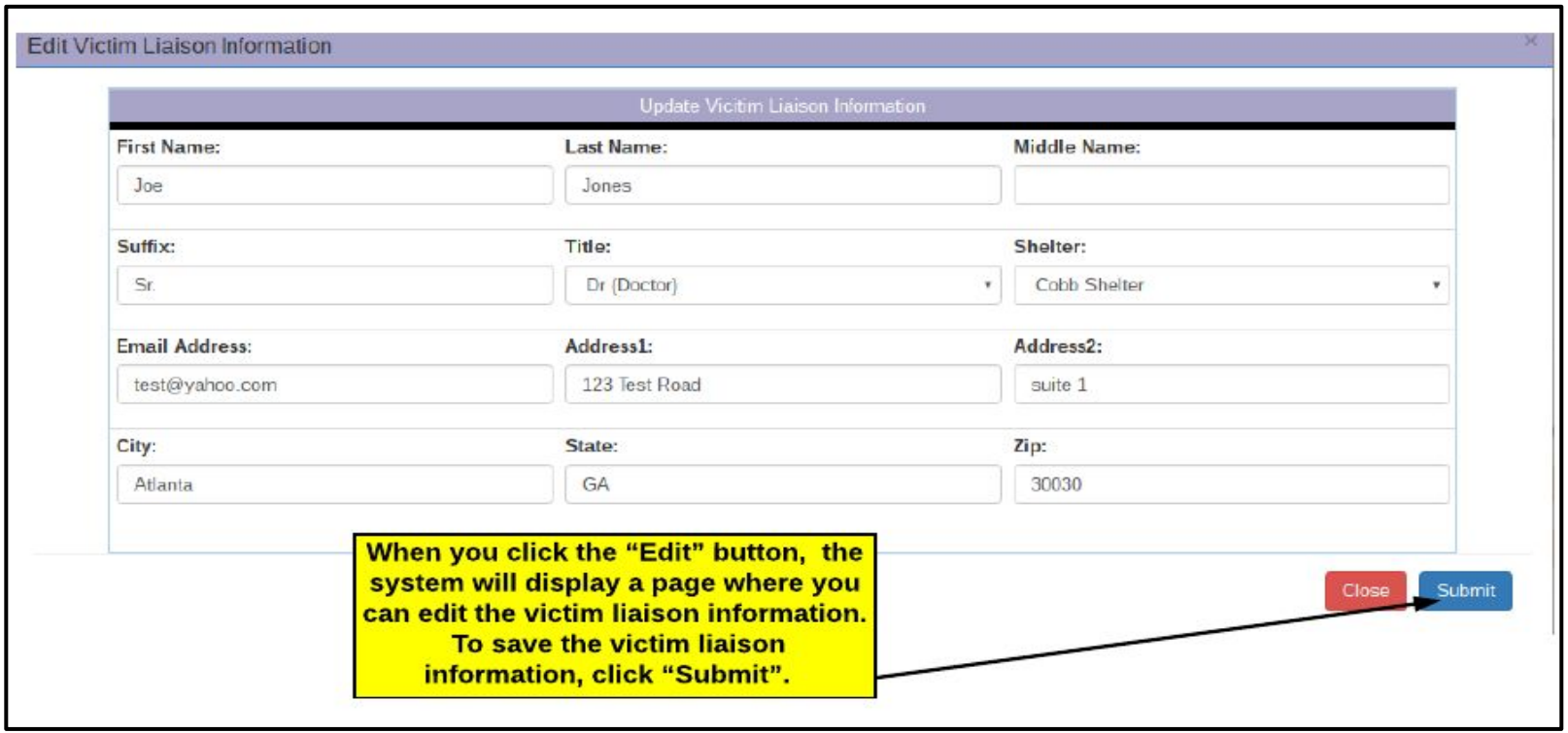
FVIP Portal - Adding A Victim Liaison

When you click the “Add Victim Liaison” button, the system will display a page where you can add the victim liaison information. To save the victim liaison information, click “Submit”.



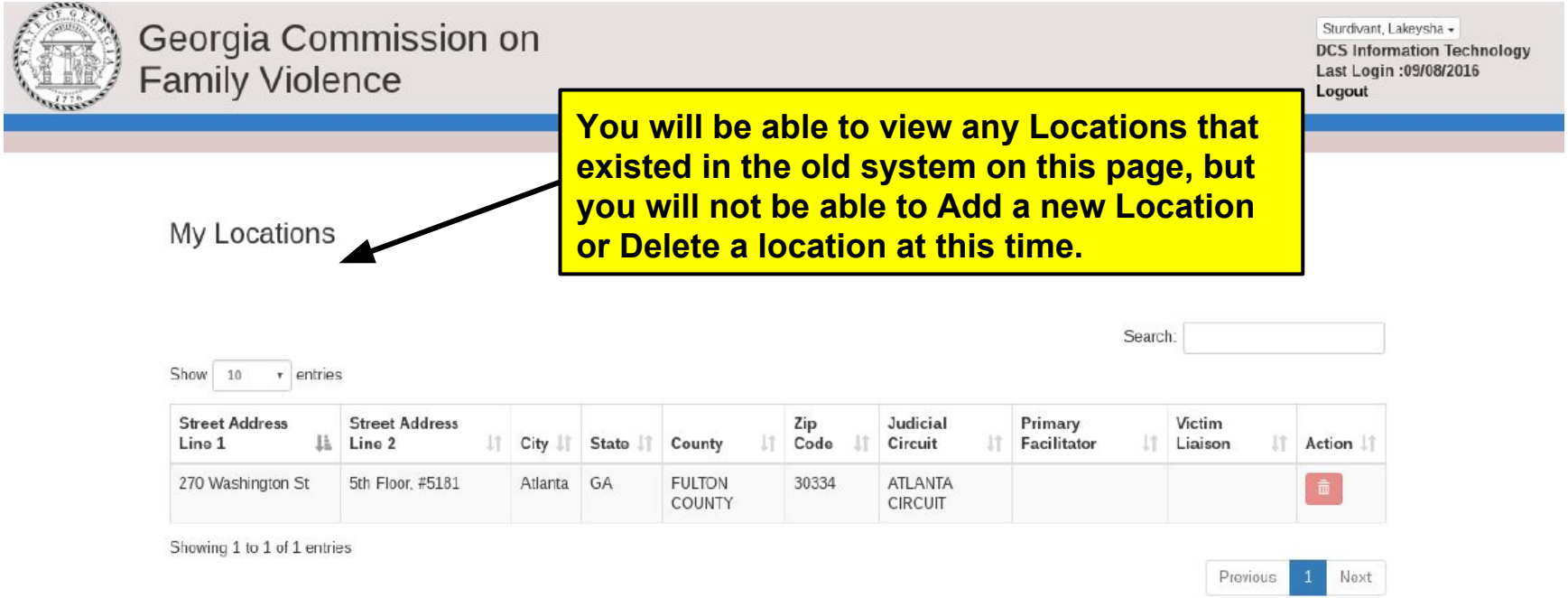
FVIP Portal - Edit Victim Liaison Information

When you click the “Edit” button next to a Victim Liaison, the system will display a page where you can edit the victim liaison details. To save the victim liaison information, click “Submit.



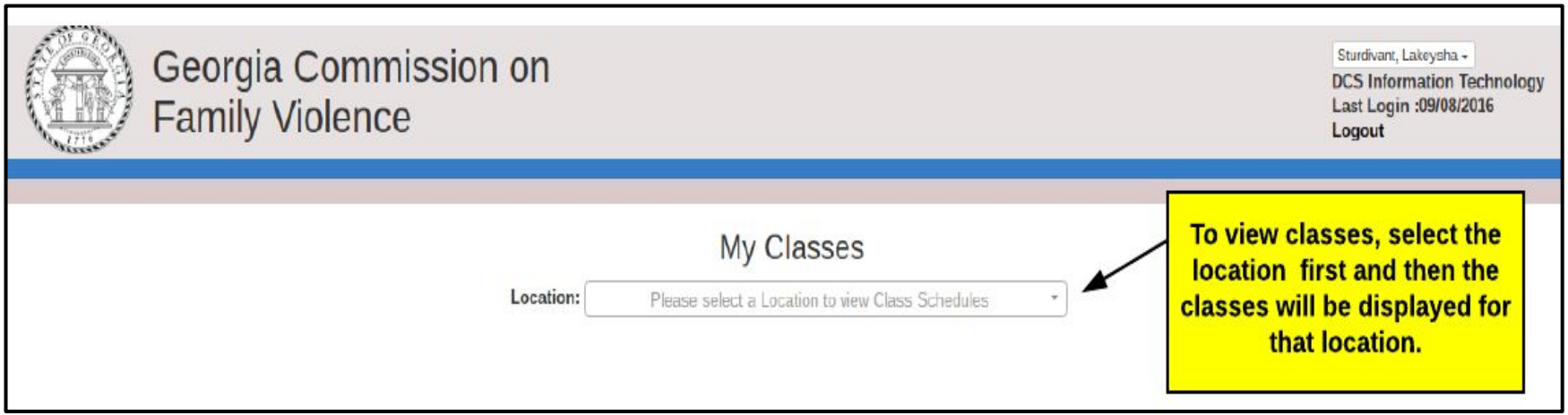
FVIP Portal - Location Information

When you click on “My Locations” on the Home Page, the Locations screen will be displayed. Any Locations that were available for your provider in the old system will be displayed. At this time you will not be able to Add a Location in the FVIP Portal. ***(To return to the Home Page, click on the State Seal.)***



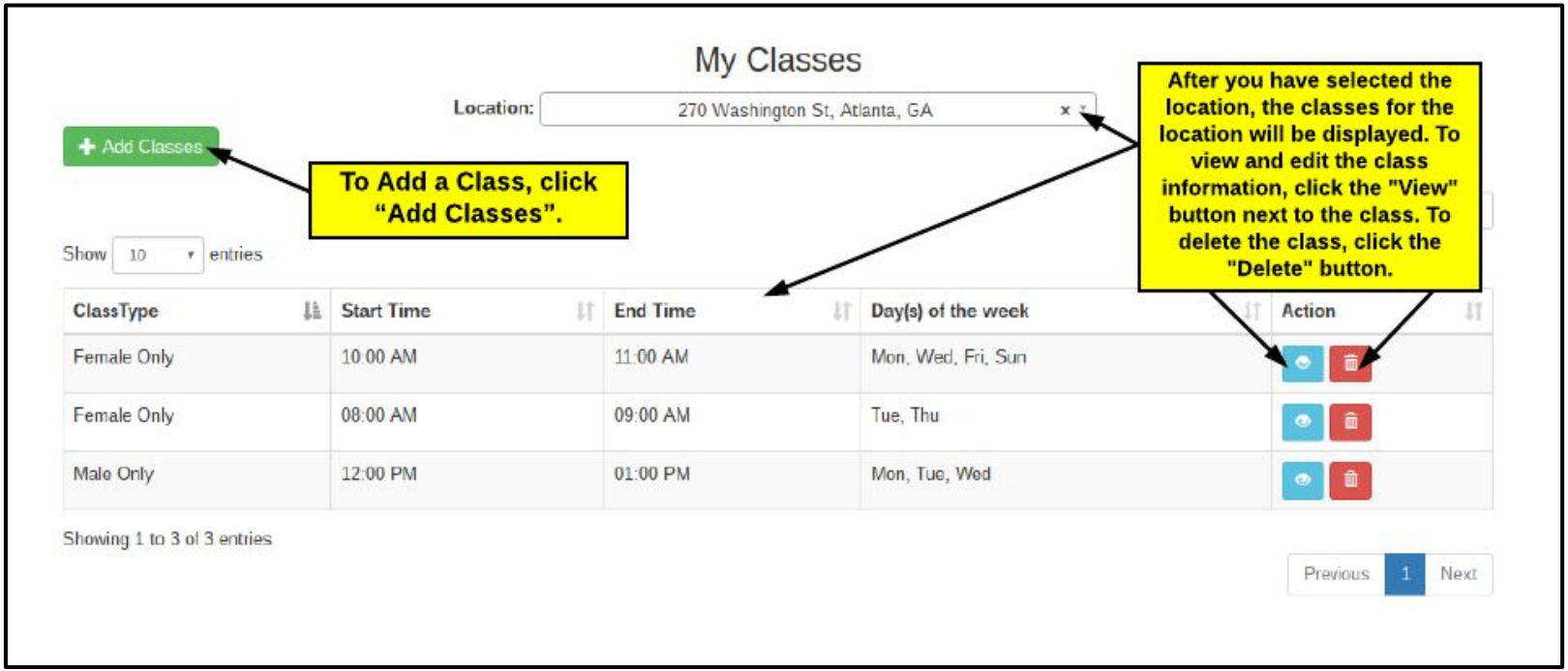
FVIP Portal - Class Information

When you click the “My Classes” button on the Home screen, the system will display the “My Classes” screen. When the My Classes screen is displayed, you will first need to select the Location to view the Classes for that location.



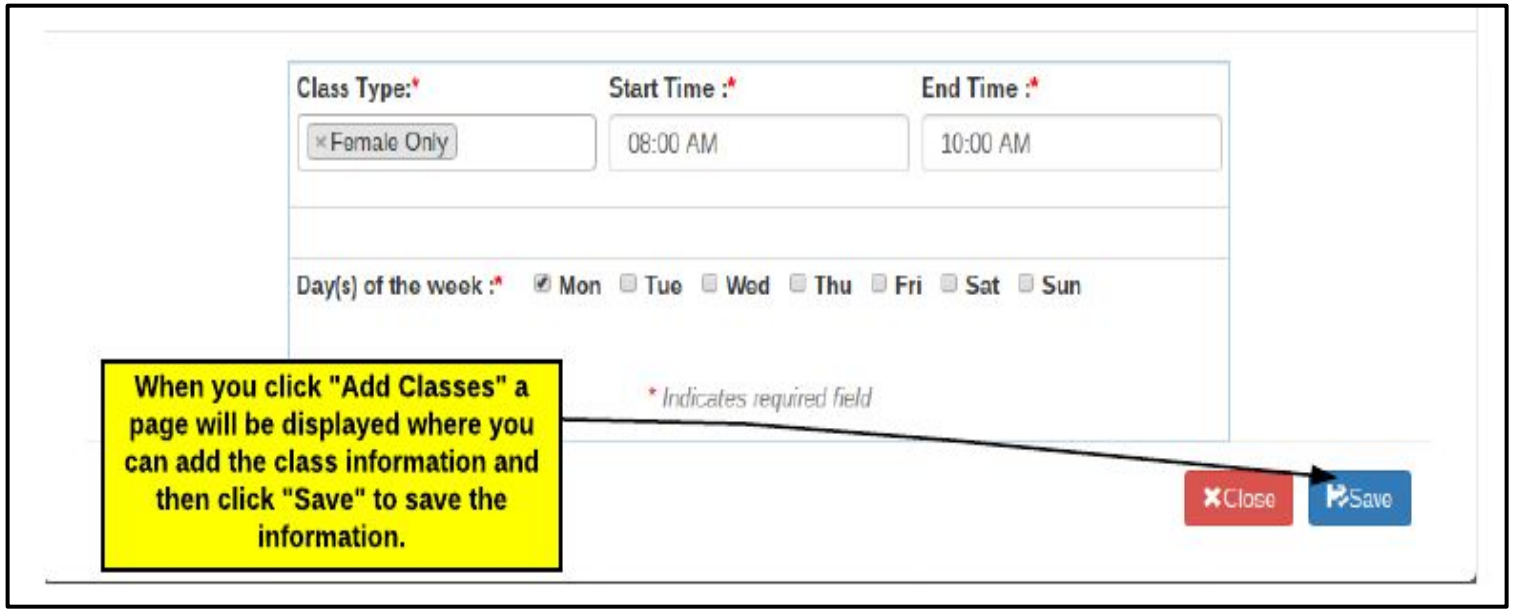
FVIP Portal - Class Information

After you have selected the location, the Classes for the location will be displayed. To view and edit the class, click the “View” button next to the class. To add a class, click the “Add Classes” button. To delete a class click the “Delete” button next to the class.



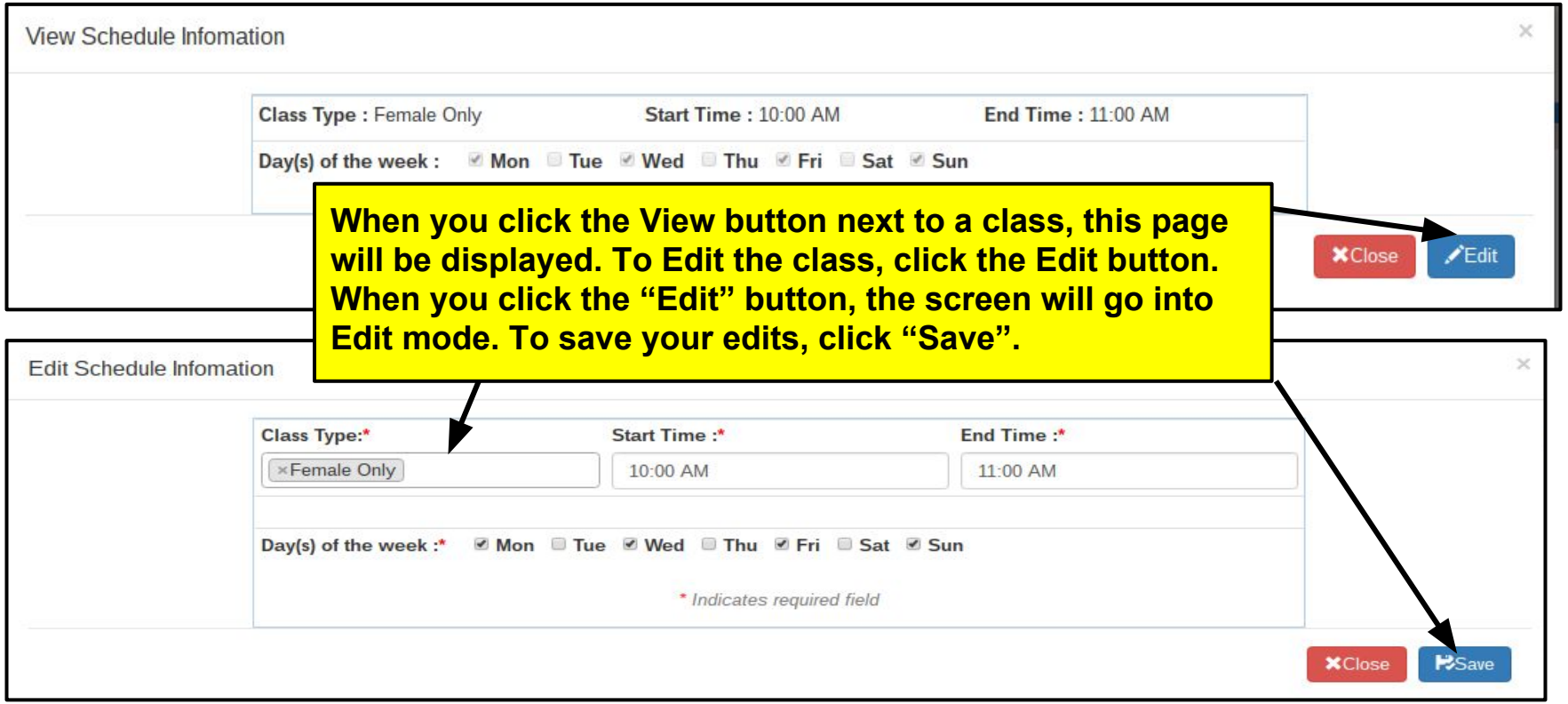
FVIP Portal - Adding A Class

When you click the “Add Classes” button, the system will display a page where you can add the class information. To save the class information, click “Save”.



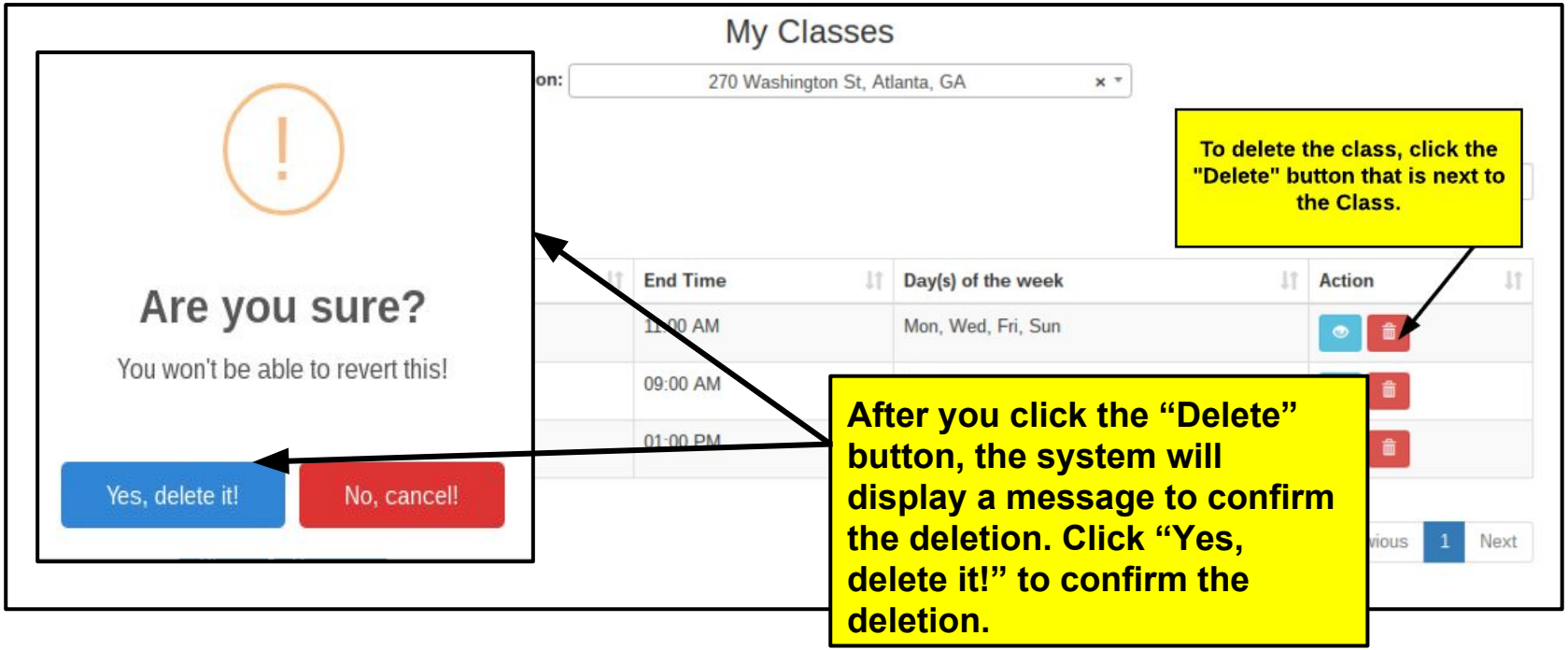
FVIP Portal - Viewing a Class

When you click the “View” button next to a Class, the system will display a page where you can view the class information and choose to Edit the Class details. To “Edit” the class information, click the “Edit” button.



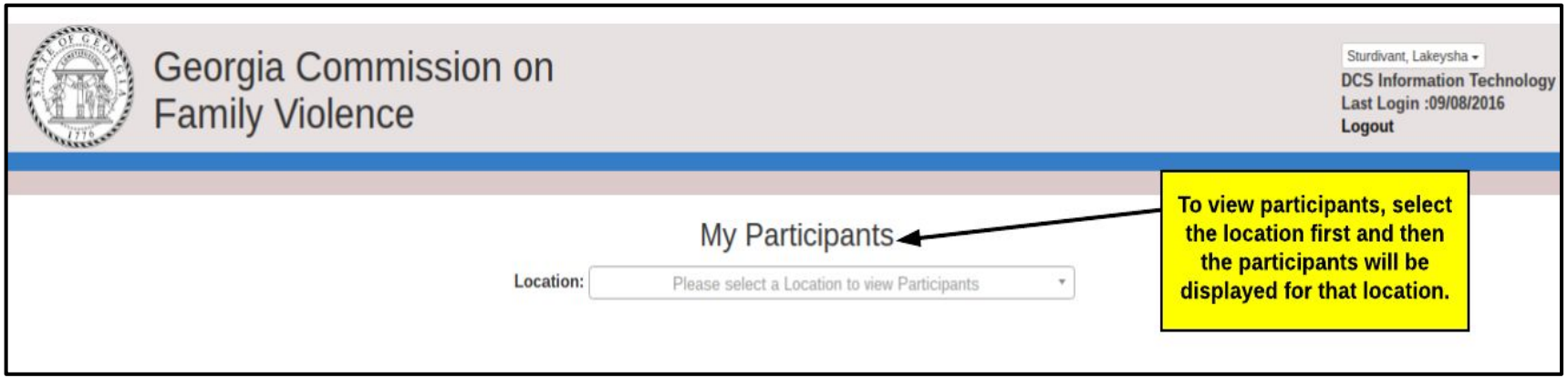
FVIP Portal - Deleting a Class

When you click the “Delete” button next to a Class, the system will display a message confirming that you would like to Delete the class. Click “Yes, delete it” to confirm the deletion.



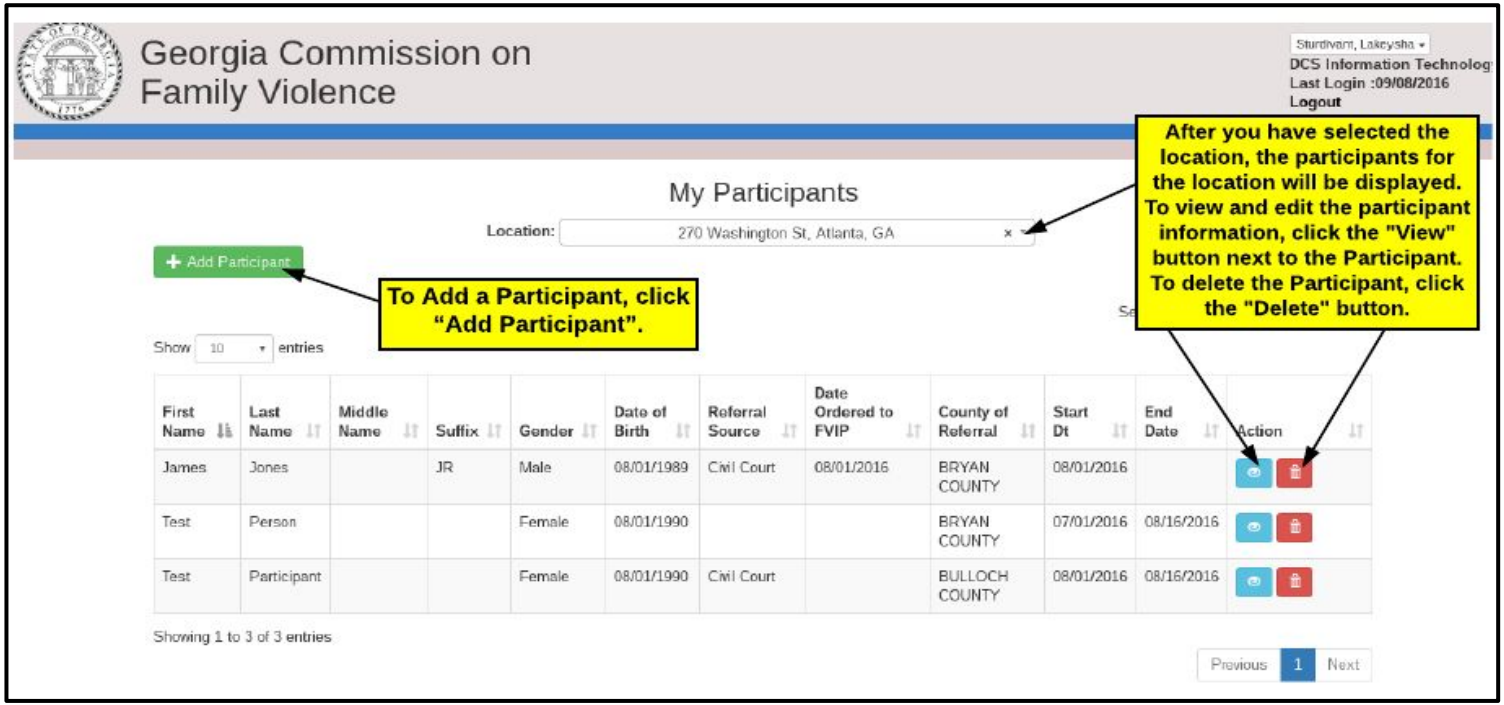
FVIP Portal - Participant Information

When you click the “My Participants” button on the Home screen, the system will display the “My Participants” screen. When the My Participants screen is displayed, you will first need to select the Location to view the Participants for that location.



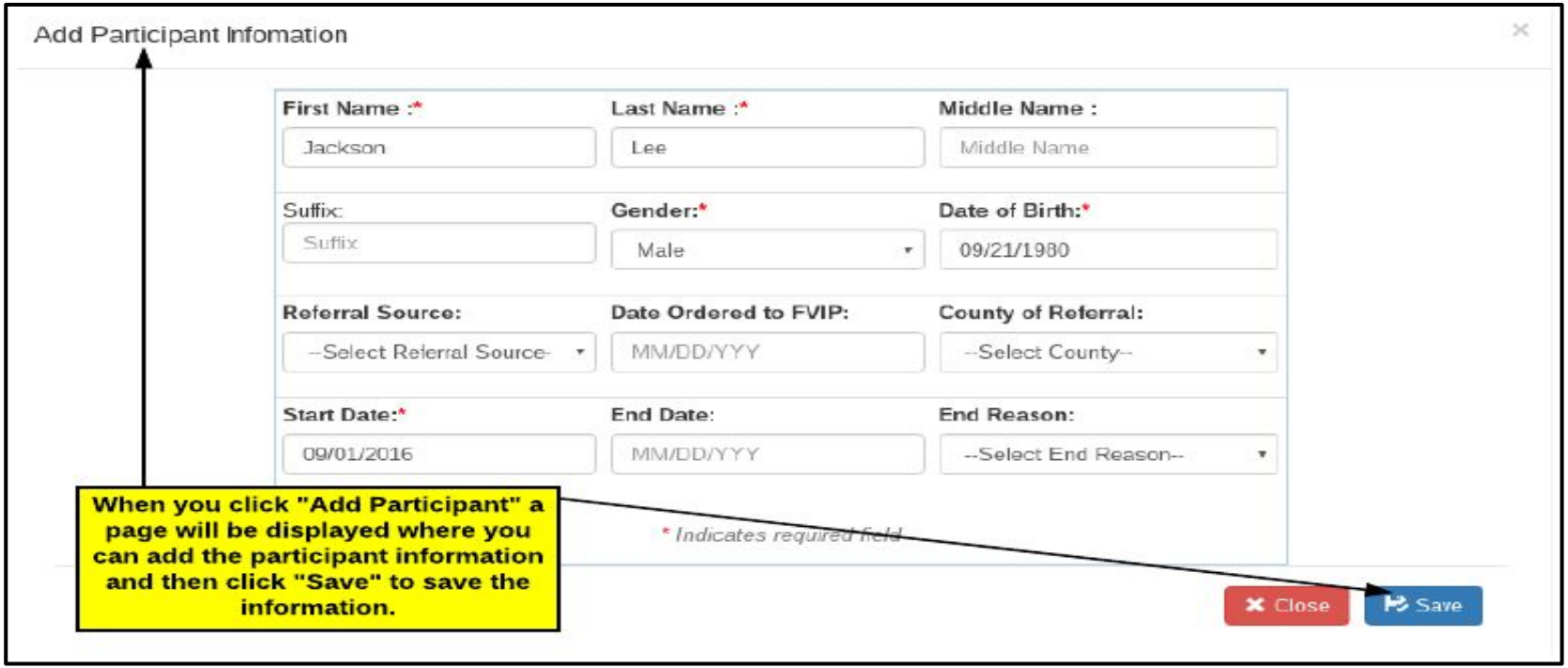
FVIP Portal - Participant Information

After you have selected the location, the Participants for the location will be displayed. To view and edit the participant information, click the “View” button next to the participant. To add a participant, click the “Add Participant” button. To delete a participant click the “Delete” button next to the participant.



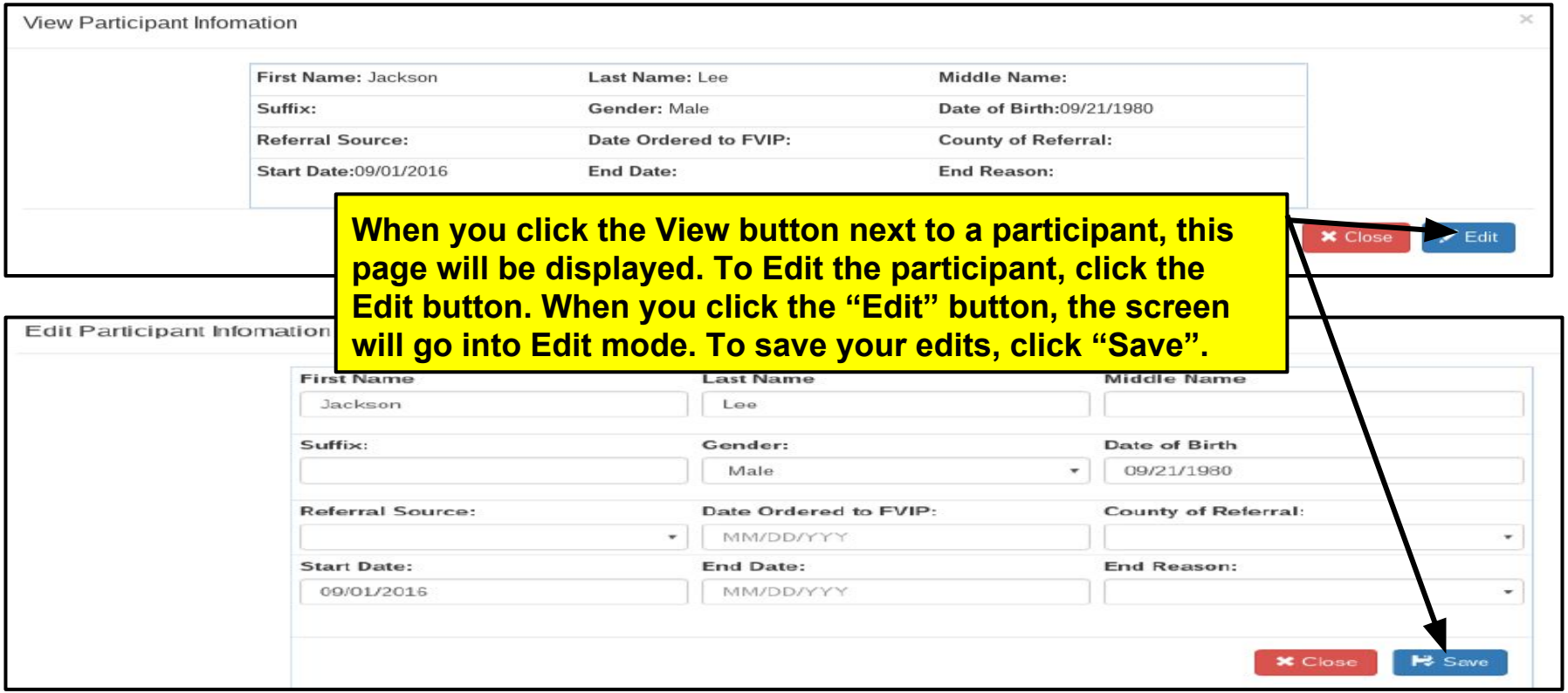
FVIP Portal - Adding A Participant

When you click the “Add Participant” button, the system will display a page where you can add the participant information. To save the participant information, click “Save”.



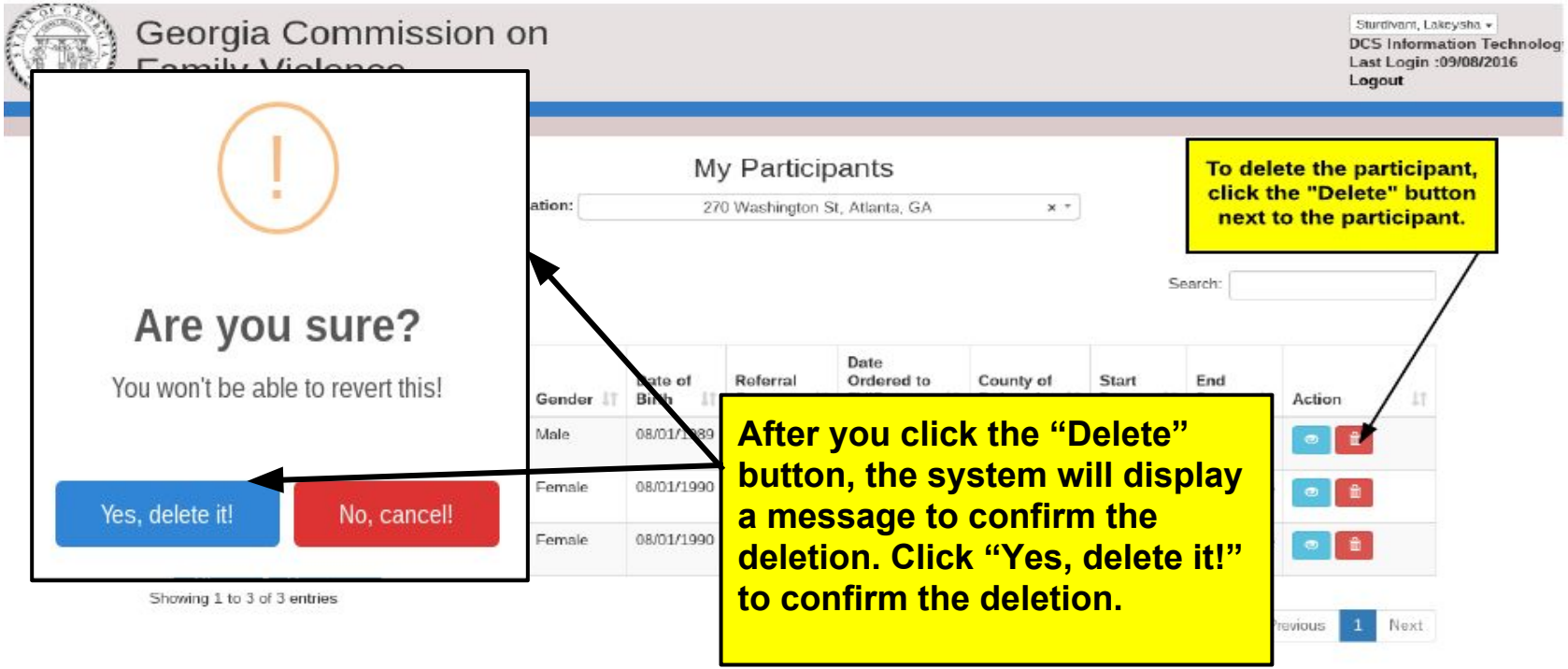
FVIP Portal - Viewing a Participant

When you click the “View” button next to a Participant, the system will display a page where you can view the details and choose to Edit the Participant details. To “Edit” the participant information, click the “Edit” button.



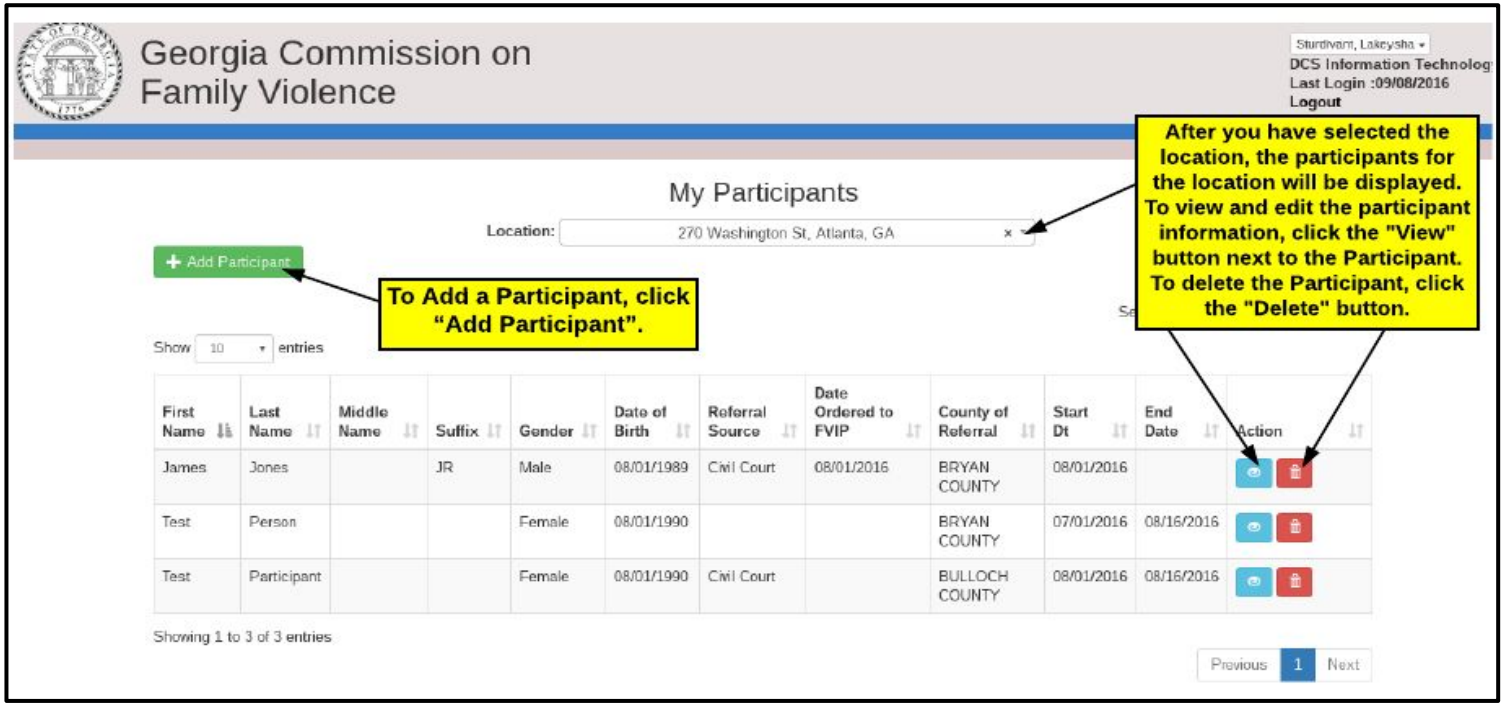
FVIP Portal - Deleting a Participant

When you click the “Delete” button next to a Participant, the system will display a message confirming that you would like to Delete the participant. Click “Yes, delete it” to confirm the deletion.



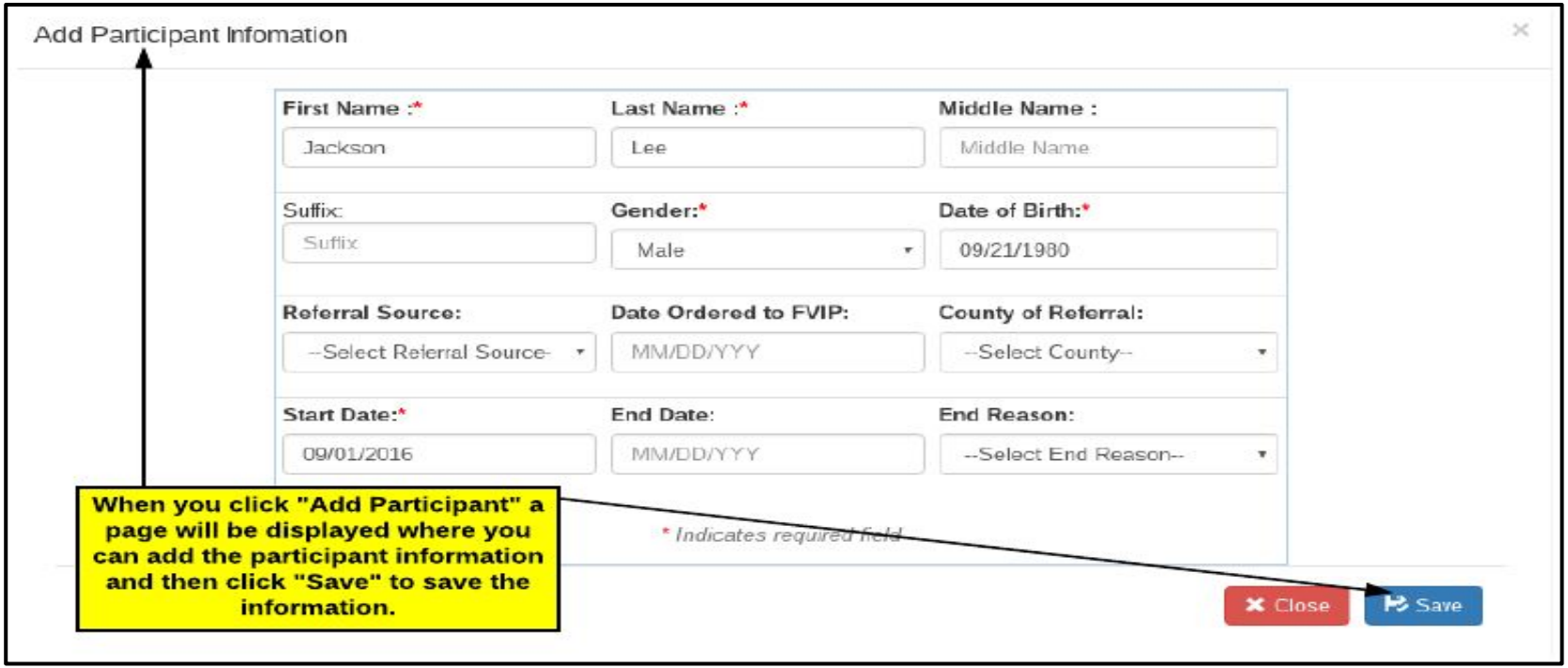
FVIP Portal - Participant Information

After you have selected the location, the Participants for the location will be displayed. To view and edit the participant information, click the “View” button next to the participant. To add a participant, click the “Add Participant” button. To delete a participant click the “Delete” button next to the participant.



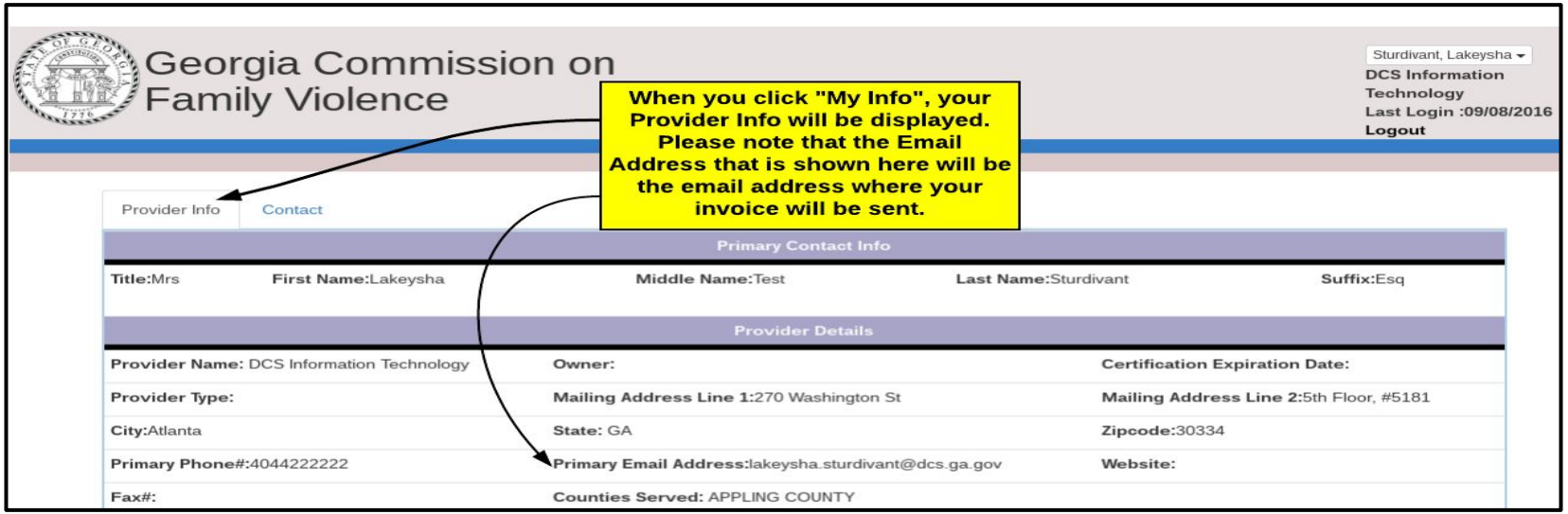
FVIP Portal - Adding A Participant

When you click the “Add Participant” button, the system will display a page where you can add the participant information. To save the participant information, click “Save”.



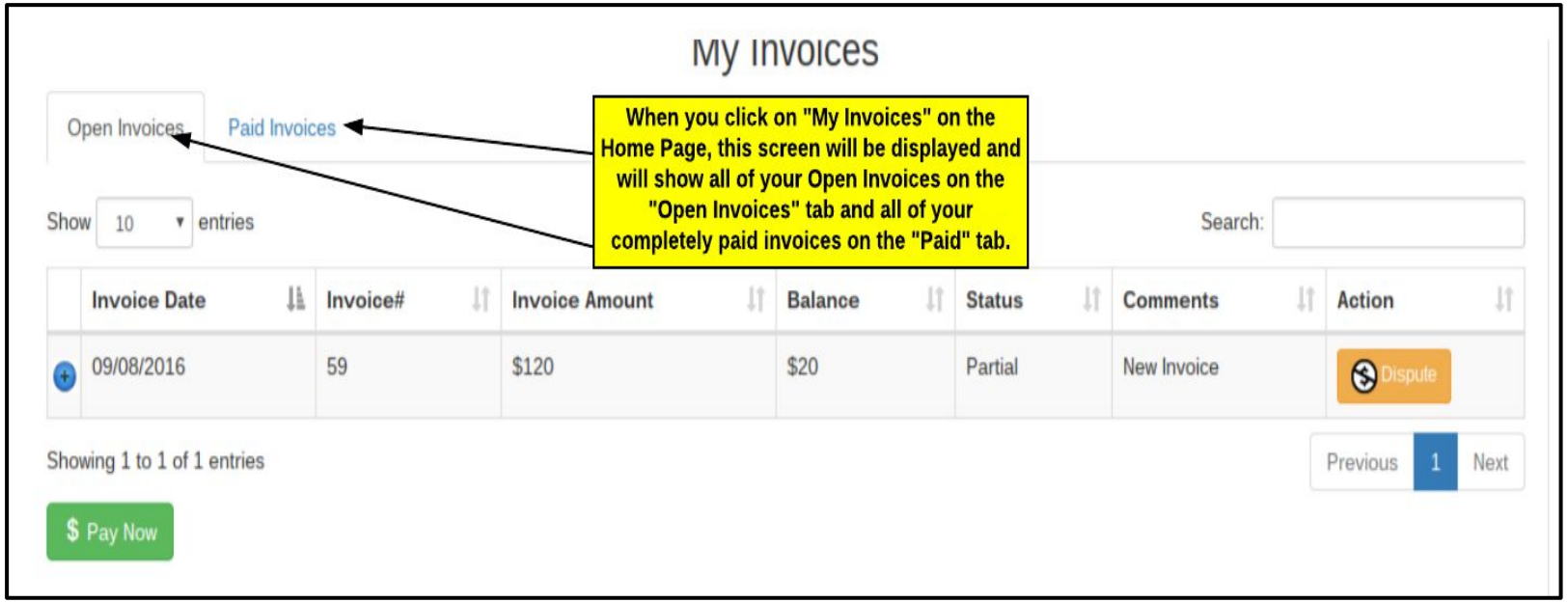
FVIP Portal - Invoice Emails

Each month, when your invoice has been generated by the FVIP Portal, that invoice will be emailed to the email address that is listed as the “Primary Email Address” for your provider on the “Provider Info” tab. ***(Reminder: to get to the Provider Info tab, click “My Info” on the Home Page.)***



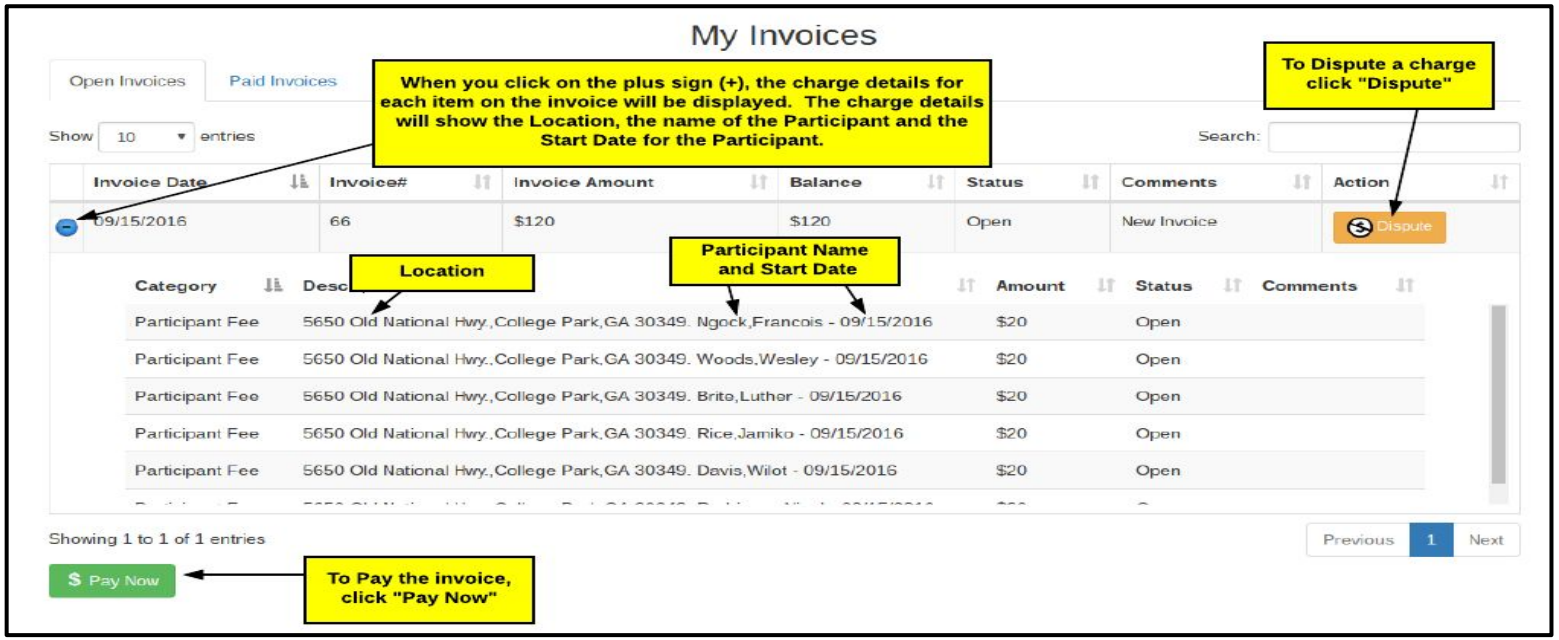
FVIP Portal - Viewing Invoices

When you click on “My Invoices” on the Home Page, the Invoices screen will be displayed. Any Invoices that have been generated for your Provider will be displayed. The Invoices that have at least 1 item that has not been paid will show on the Open Invoices tab. The Invoices that have been paid in full will show on the “Paid Invoices” tab.



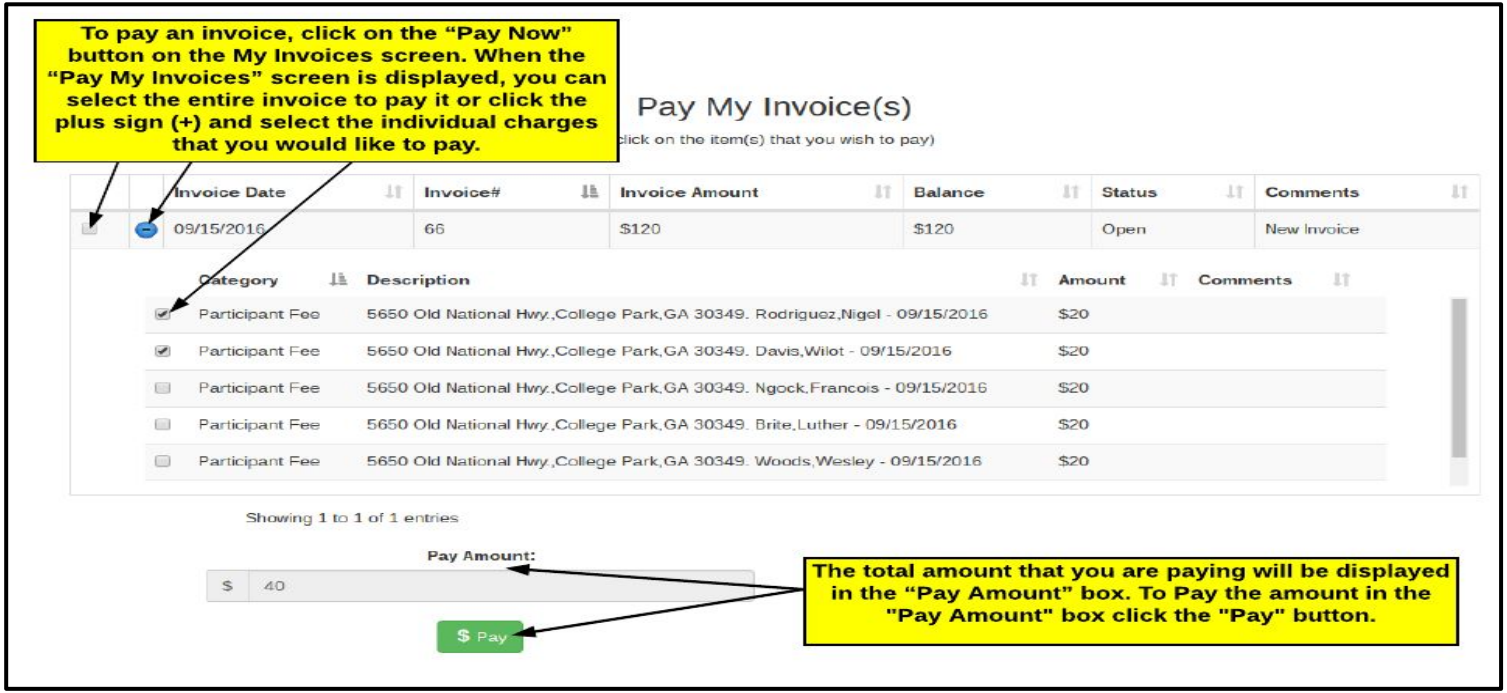
FVIP Portal - Viewing Your Invoice Details

To view the detail charges for your invoice, click the plus sign (+) next to the Invoice Date. When you click the plus sign (+), the detail charges for the invoice will be displayed. The Location, Participant Name and Start Date for each participant will be displayed in the charge description. You can choose to pay the invoice charges or dispute the invoice.



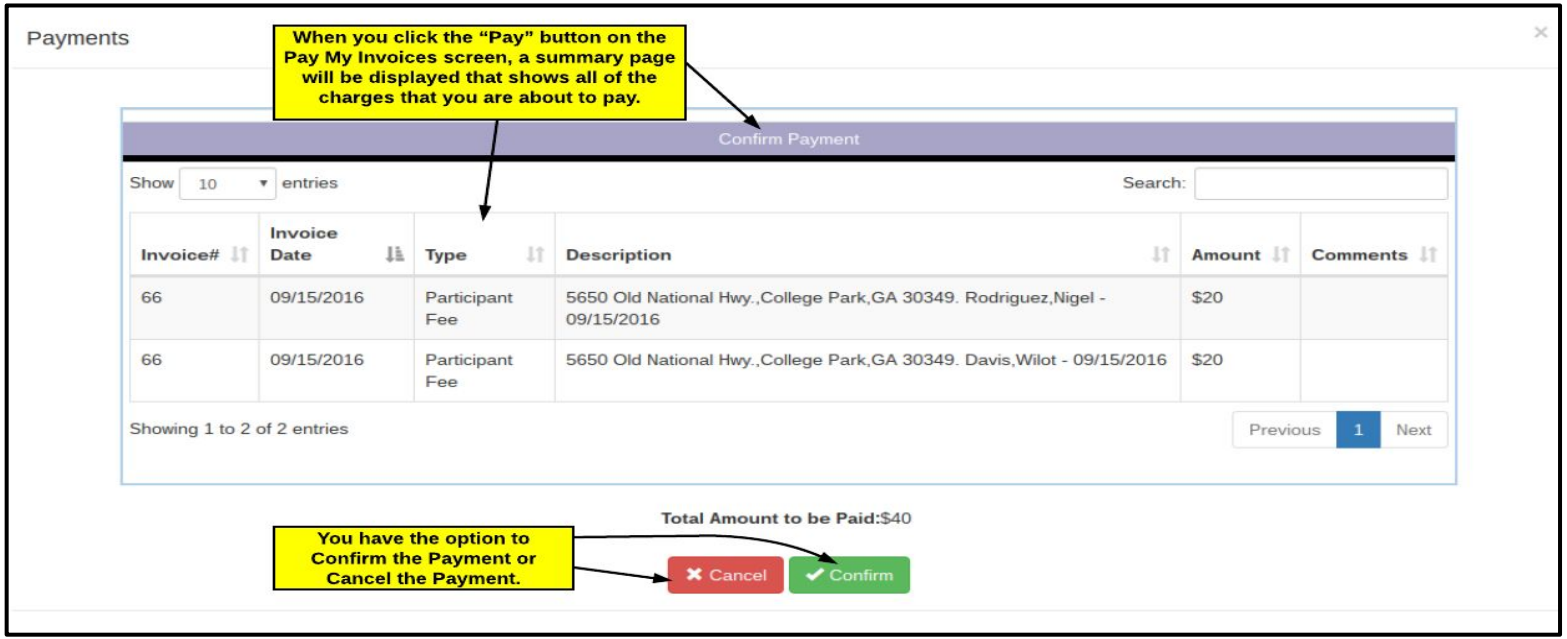
FVIP Portal - Paying Your Invoices

To pay an invoice, click on the “Pay Now” button on the My Invoices screen. When the “Pay My Invoices” screen is displayed, you can select the entire invoice to pay it or click the plus sign (+) and select the individual charges that you would like to pay. The total amount that you are paying will be displayed in the “Pay Amount” box.



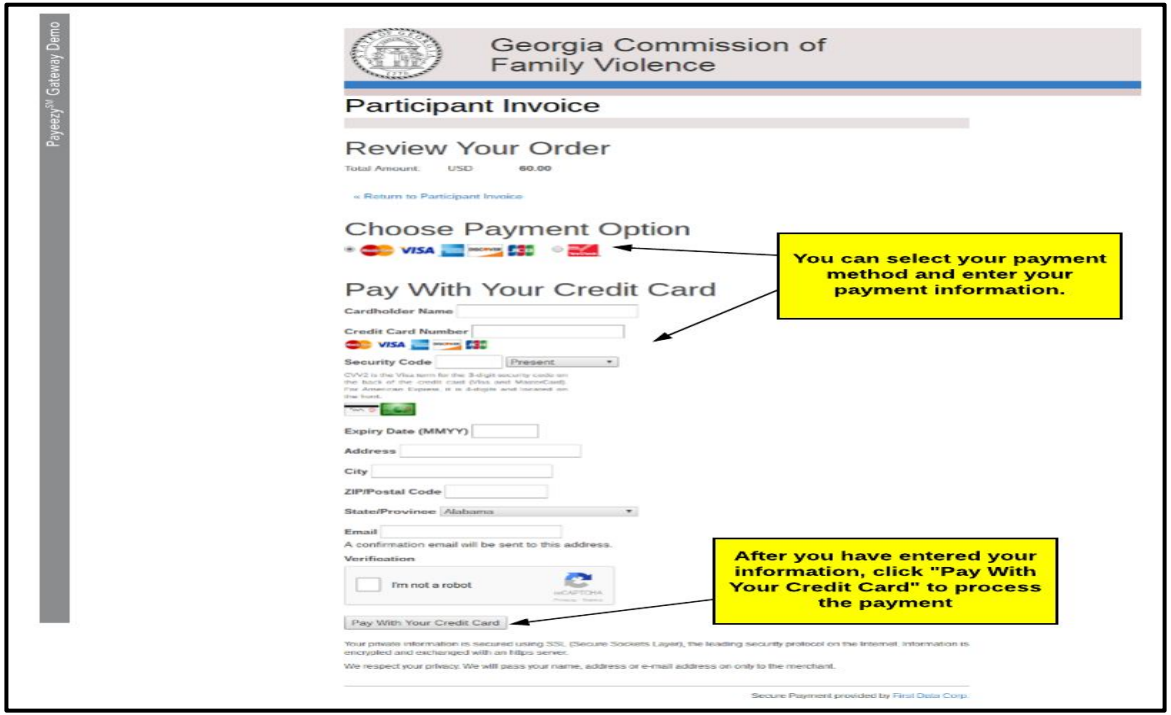
FVIP Portal - Confirm Payment Screen

When you click the “Pay” button on the Pay My Invoices screen, a summary page will be displayed that shows all of the charges that you are about to pay. You have the option to Confirm the Payment or Cancel the Payment.



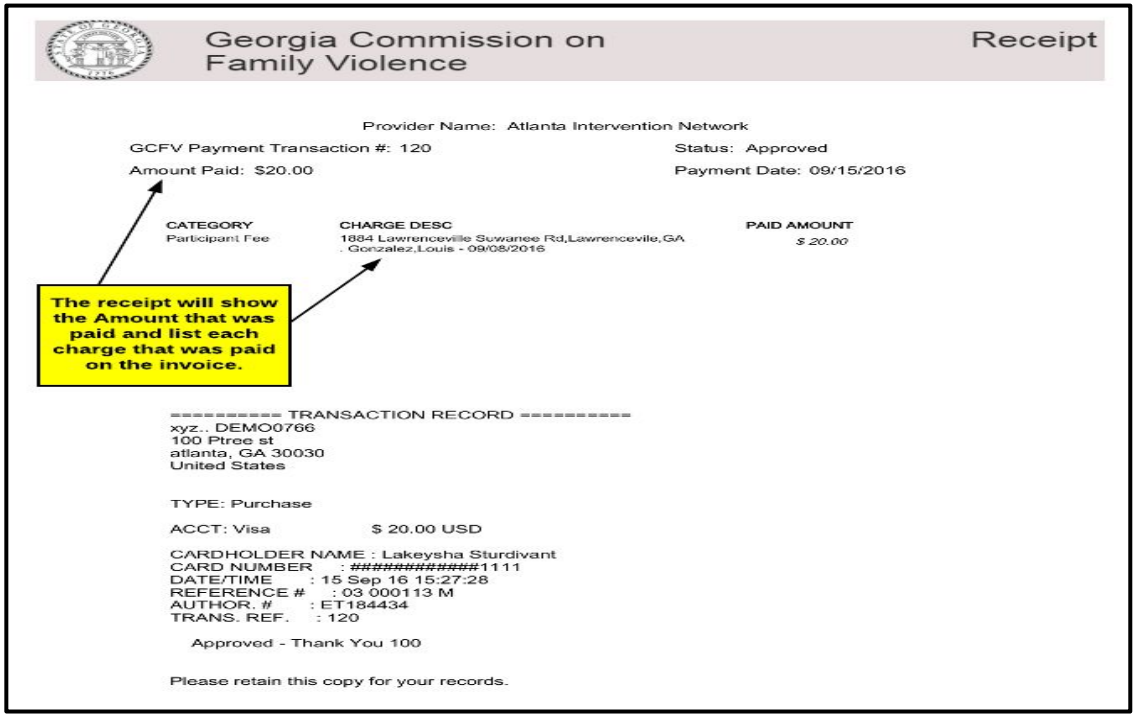
FVIP Portal - Payment Information Screen

When you click the “Confirm” button, the Payment Information screen will be displayed. This page will provide a way for you to select your payment method and enter your payment information. Once you have entered the information click “Pay With Your Credit Card” to process the payment.



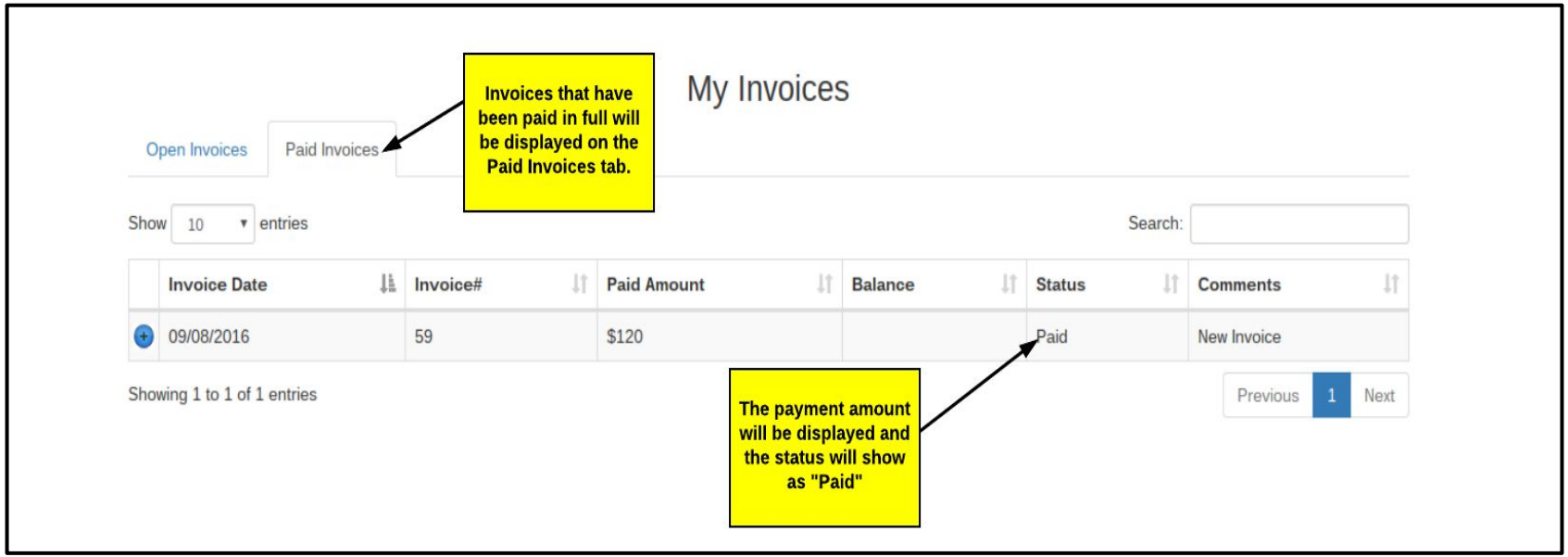
FVIP Portal - Invoice Receipt

After you have completed the payment of your invoice, the system will display a receipt on the screen for your transaction. This receipt will also be emailed to the Primary Email Address that is shown on the provider info screen. ***(Reminder: to get to the Provider Info tab, click "My Info" on the Home Page.)***



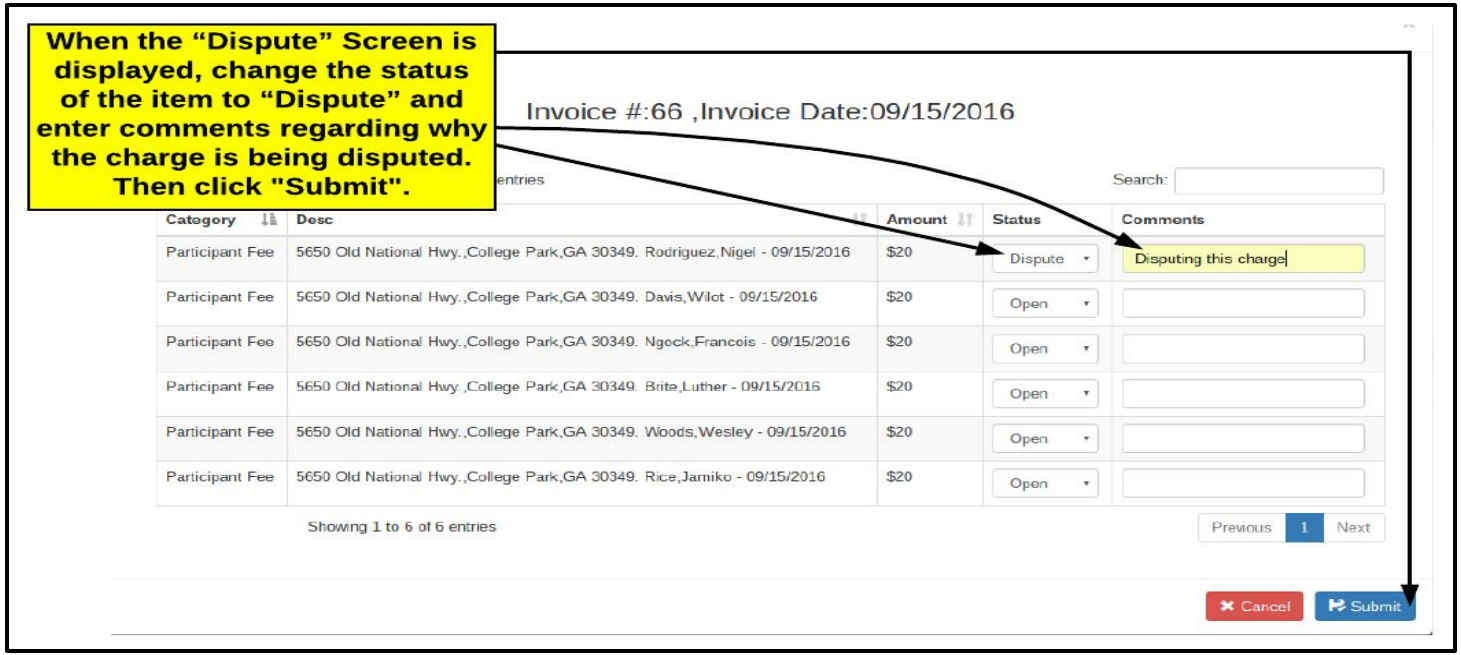
FVIP Portal - Paid Invoices

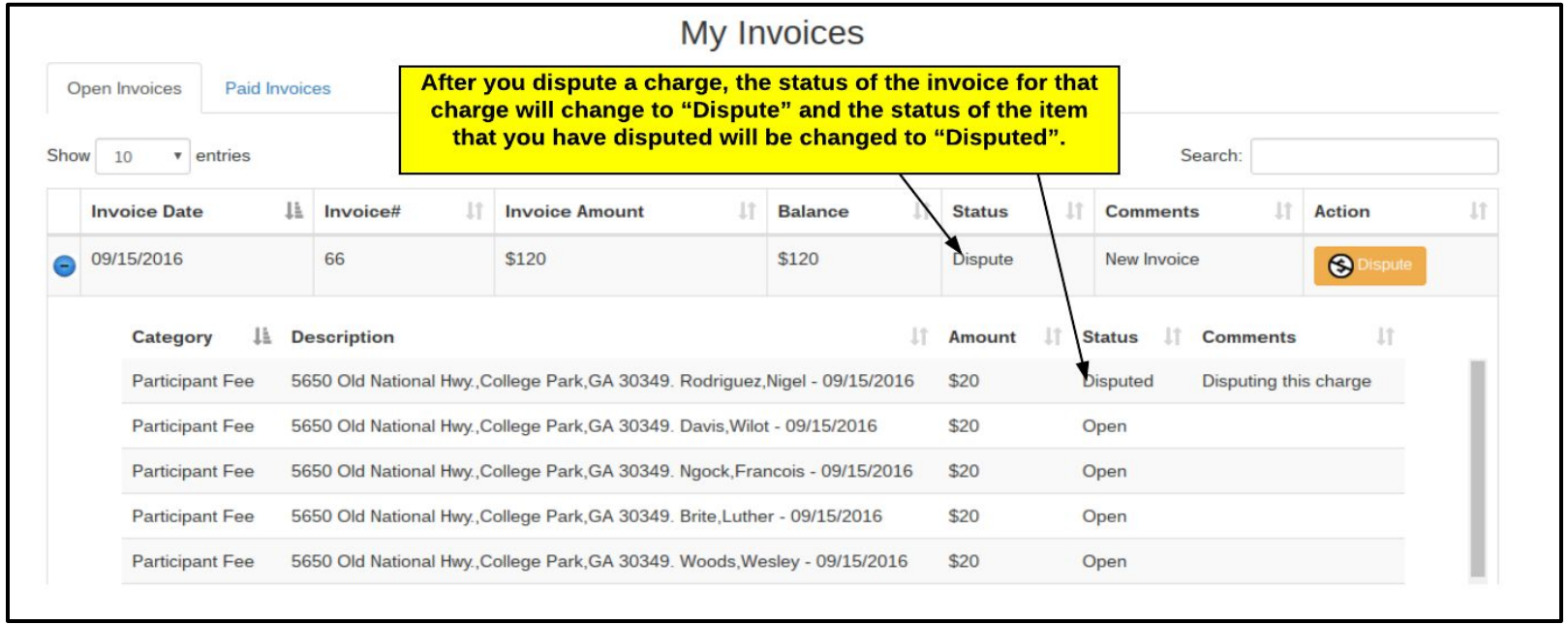
To view invoices that have been paid in full, click on “My Invoices” on the Home Page and then click on the “Paid” tab on the “My Invoices” screen.



FVIP Portal - Disputing a Charge on the Invoice

To dispute a charge on your invoice, click the “Dispute” button that is next to the invoice. When the “Dispute” Screen is displayed, change the status of the item to “Dispute” and enter comments regarding why the charge is being disputed.



FVIP Portal - Viewing a Disputed Charge

After you dispute a charge, the status of the invoice for that charge will change to “Dispute” and the status of the item that you have disputed will be changed to “Disputed”.