

# EXTERNAL USERS PENELOPE FAQs

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## 1. How do I get access to Penelope

- You will need to apply for a username and password by completing the Individual User Agreement Form found on [www.acso.org.au/penelope](http://www.acso.org.au/penelope) under the 'Apply for Access?' page. You will also need to complete the Client Access Form to get access to your clients initially. You will not have to fill this form out again. This form is also found on the same page as the link provided above.

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## 2. Why are my clients not appearing on Penelope?

- If you have completed the Client Access Form, you may need to use the Search function to find them. As closed files are not listed under your 'My Case Load'. Alternatively you can request access by providing the client's full name, date of birth and what file you want access to (assessment/name of treatment service file) to: [intake@acso.org.au](mailto:intake@acso.org.au)

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## 3. What happens when a client disappears from my Case Load?

- When a client has been exited from either their Assessment Service File or Treatment, they will stop appearing in your 'My Case Load'. You still have access to these files, but you must use the Search function.

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## 4. Where can I view my clients COATS Assessment Report?

- This will be available for all Assessments performed after May 2013. They can be accessed via the COAT Assessment Service File, by selecting the appointment marked 'Show'.

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## 5. How can I access other workers clients?

- External Staff will not be provided with access to files they are not workers. If you have approved access to the Shared site login, you may view all clients assigned to your site.

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## 6. How do I reset my password?

- You can select 'Change Password' on the Home Page, or email [penelope@acso.org.au](mailto:penelope@acso.org.au) if you have forgotten.

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## 7. Where can I access training manuals?

- All training manuals and videos are available on the ACSO homepage [www.acso.org.au/penelope](http://www.acso.org.au/penelope)

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## 8. What are 'Locked Documents'?

- Once documents are processed by CSU, they must be locked, to ensure a true record is kept. Locking documents is for INTERNAL USE ONLY.

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## 9. How can I delete/modify a document created in error?

- External Staff cannot delete or modify each other's documents; it can only be done by the creator and if it has not been **locked**.

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## 10. What is different about the referral Process?

- This remains the same. The only difference is how you receive information from COATS, the documents normally sent will still be available, but will no longer be faxed instead they will be available on the Penelope Portal.

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## 11. How can I access my clients that were exited before the Penelope Portal started?

- Client profiles created, prior to Go-Live cannot be provided as the ROI form does not consent that to occur. If you require this information it will have to be made available outside of the portal. To request this please e-mail [intake@acso.org.au](mailto:intake@acso.org.au)