

# SIMS and/or OPTS

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## New User Request

This guide is intended for external users with Support Coordination Agencies, Nursing Facilities, PCS/PCA Agencies, ICF-IID, Law Enforcement/AG, Long Term Care Access Services Contractors, or PACE needing access to either SIMS, OPTS, or both.

**4/28/2025**

## New User Requesting Access to SIMS and/or OPTS

As of March 10, 2025, this process has changed, so please read carefully to prevent any unnecessary delays.

### Submit Request

1. Go to [SIMS and/or OPTS Request](#) Form
2. Complete all required fields, then click Submit.
  - a. Email
  - b. Last Name
  - c. First Name
  - d. Job Title
  - e. Type of User – **Select External User**
  - f. Last 4 digits of SSN
  - g. Employer (NF, SCA, PCS/PCA, Long-Term Access Services Contractor, PACE, etc.)
  - h. Employer Name
  - i. Telephone Number
  - j. Manager/Supervisor Name
  - k. Manager/Supervisor Email
  - l. Manager/Supervisor Telephone Number
  - m. Existing SIMS and/or OPTS account? – **Select Yes if you currently have an existing account or previously had an account. Select No if you never had access to SIMS or OPTS.**
    - i. **No** - attach the [OPTS.SIMS UserRequestForm](#), complete with your signature and your supervisor's signature.
    - ii. **Yes** – Enter Previous Username and specifically what is needed.
3. Click **Submit**.

**NOTE:** The Program Office receives the application for review. Validation is based on the applicant's job title, any previous SIMS/OPTS access, the number of users at the agency, and any other program office-specific requirements.

### Program Office Determination after Review

- **NOT APPROVED** – Program Office will notify the applicant via Monday.com, the application will be denied, and the process stops.
- **APPROVED** – You will receive a notification from **LDH-EXT User Access Request** ([Louisiana.SharePoint@la.gov](mailto:Louisiana.SharePoint@la.gov)) to start the self-registration HID process and complete the required trainings.

### Self-Registration HID and Course Completion

**IMPORTANT:** You **ONLY** have to complete the Self-Registration HID process **ONCE**. Once you obtain an HID (H00#####), you **DO NOT** have to complete it again. If you already have access to LaGOV Learning with an **ACTIVE** HID or PID, please reach out to the Program Office and provide your current active HID or PID and your LaGOV Learning Certificates of Completion for the required trainings.

1. Follow the instructions within the email notification from **LDH\_EXT User Access Request** to complete the *Self-Registration HID* request.
2. Click **Submit**.

NOTE: This request is sent to LDH HR for approval.

3. Once approved, you will receive two emails from [LAGOV-ERP-Support@la.gov](mailto:LAGOV-ERP-Support@la.gov) and [ias@notifications.sap.com](mailto:ias@notifications.sap.com) which include your HID and the URL to access LAGOV Learning.

**IMPORTANT:** The above emails will only be sent once LDH HR has approved the request. Many times, LAGOV-ERP-Support@la.gov will go through, but [ias@notifications.sap.com](mailto:ias@notifications.sap.com) will not. If you have received one and not the other, CHECK YOUR JUNK MAIL. If you do not see it, please check with your Email Administrator to make sure the above are not being blocked.

4. Go to [Accessing LaGOV Learning](#) to walk you through setting your password and completing the two required trainings:
  - ❖ **SCS CPTP Cybersecurity Awareness**
  - ❖ **OTS ISP End-User Agreement**
5. Within 24 hours of completing these trainings, you will appear on a report being monitored by LDH. We will proceed with account creation and setting up access to SIMS and/or OPTS.
6. Credentials to access SIMS and/or OPTS will be emailed to the email address provided in Monday.com.