

# SIMS and/or OPTS

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## Reporting Issues

This guide is intended for external users with existing accounts used for accessing SIMS or OPTS, needing to report issues with logging in to SIMS or OPTS, **OR** report issues within either application.

**4/28/2025**

# Reporting Issues with SIMS and/or OPTS

As of March 10, 2025, this process has changed, so please read carefully.

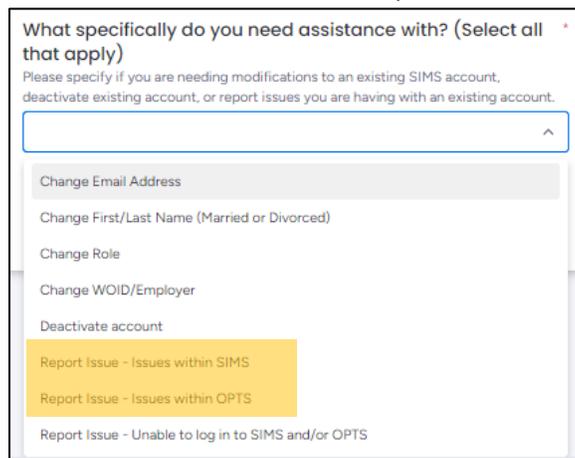
## Submit Request

1. Go to [SIMS and/or OPTS Request Form](#)
2. Complete all required fields.
  - a. Email
  - b. Last Name
  - c. First Name
  - d. Job Title
  - e. Type of 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.**
  - n. Current Username (`dhh\username` or `swe\username`)

## Reporting Issues Within the Application

Depending on what is selected, additional information will need to be provided. Be sure to include detailed information to better assist those processing the request.

- o. **Report Issue – Issues within SIMS** → Report issues within SIMS.
- p. **Report Issue – Issues within OPTS** → Report issues within OPTS.



The screenshot shows a dropdown menu titled "What specifically do you need assistance with? (Select all that apply)". Below the title is a text box with a downward arrow. The menu is open, showing several options: "Change Email Address", "Change First/Last Name (Married or Divorced)", "Change Role", "Change WOID/Employer", "Deactivate account", "Report Issue - Issues within SIMS", "Report Issue - Issues within OPTS", and "Report Issue - Unable to log in to SIMS and/or OPTS". The "Report Issue - Issues within SIMS" and "Report Issue - Issues within OPTS" options are highlighted in yellow.

**IMPORTANT:** Within the field provided, include a detailed description of what is happening. There is also an option to upload a document so you can include screenshots to help provide pertinent information

## Reporting Issues with Logging in to SIMS and/or OPTS

Depending on what is selected, additional information will need to be provided. Be sure to include detailed information to ensure no unnecessary delays.

q. **Report Issue – Unable to log in to SIMS and/or OPTS**

What specifically do you need assistance with? (Select all that apply) \*

Please specify if you are needing modifications to an existing SIMS account, deactivate existing account, or report issues you are having with an existing account.

- Change Email Address
- Change First/Last Name (Married or Divorced)
- Change Role
- Change WOID/Employer
- Deactivate account
- Report Issue - Issues within SIMS
- Report Issue - Issues within OPTS
- Report Issue - Unable to log in to SIMS and/or OPTS

r. Select the option that best suits the issue:

Select the option that best describes the issue you are having when trying to log in to SIMS or OPTS.

- Reactivate Existing Account
- Forgot Username and/or Password
- Unable to Access - Getting Error Message
- Other

**IMPORTANT:** For *Other* and *Unable to Access – Getting Error Message*, within the fields provided, include a detailed description of what is happening and upload any supporting documentation or screenshots of the error message.

3. Click **Submit**.

**NOTE:** Program Office will receive request and handle accordingly or pull in appropriate parties to handle.