

SIMS and/or OPTS

External User – Reporting Issues

3/20/2025

Reporting Issues with SIMS and/or OPTS

This guide is for external users needing to report issues with logging in to SIMS and/or OPTS OR report issues within the application. As of March 10, 2025, this process has changed, so it is important to ensure you follow the steps and provide all pertinent information in order to prevent any unnecessary delays.

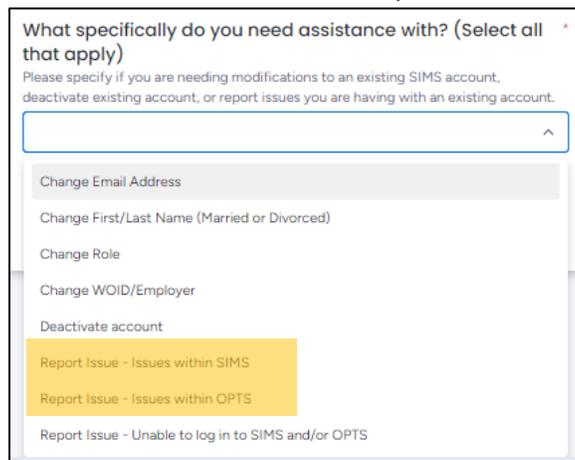
Submit Request

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 – Select External User
 - f. Last 4 digits of SSN
 - g. Employer – depending on what is selected here, you will be prompted to select which Agency.
 - h. Employer Specific Agency
 - 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 ensure no unnecessary delays.

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



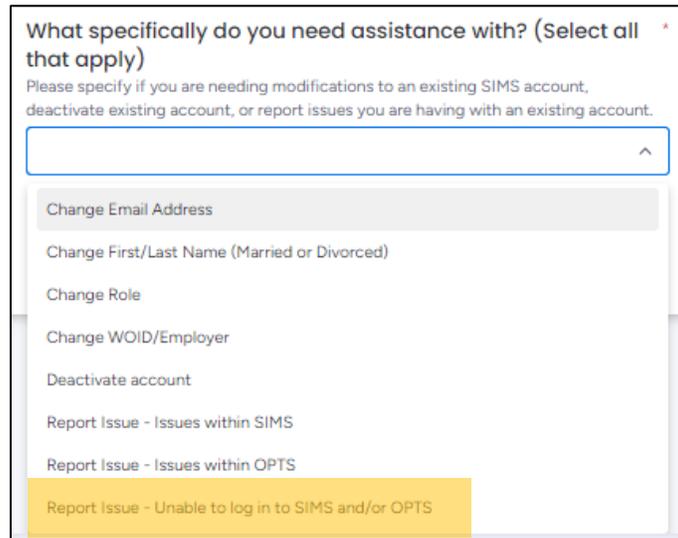
The screenshot shows a dropdown menu titled "What specifically do you need assistance with? (Select all that apply)". Below the title is a text prompt: "Please specify if you are needing modifications to an existing SIMS account, deactivate existing account, or report issues you are having with an existing account." The dropdown list contains several options: "Change Email Address", "Change First/Last Name (Married or Divorced)", "Change Role", "Change WOID/Employer", "Deactivate account", "Report Issue - Issues within SIMS" (highlighted in yellow), "Report Issue - Issues within OPTS" (highlighted in yellow), and "Report Issue - Unable to log in to SIMS and/or OPTS".

IMPORTANT: Within the field provided, include detailed description of what is happening. There is also an option to upload a document so you can include screen shots 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** → Report issues with logging in, forgot password, username,



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

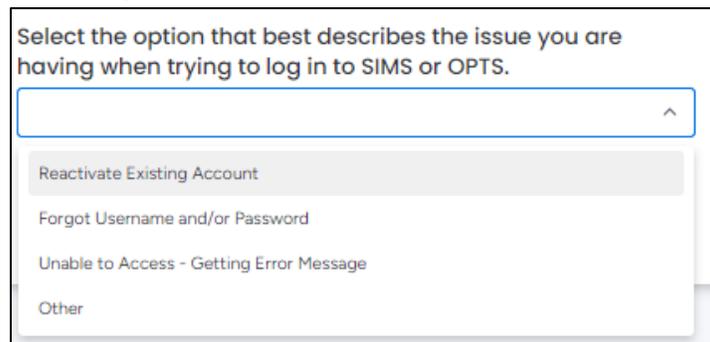
Deactivate account

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. There is also an option to upload a document so you can include screen shots to help provide pertinent information.

3. Click **Submit**.

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