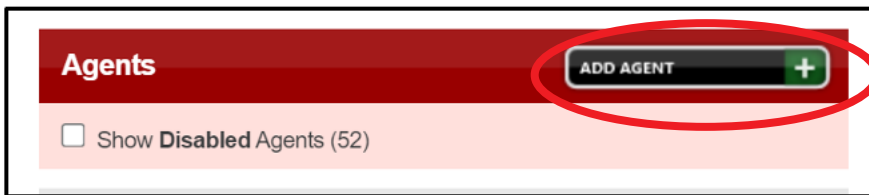
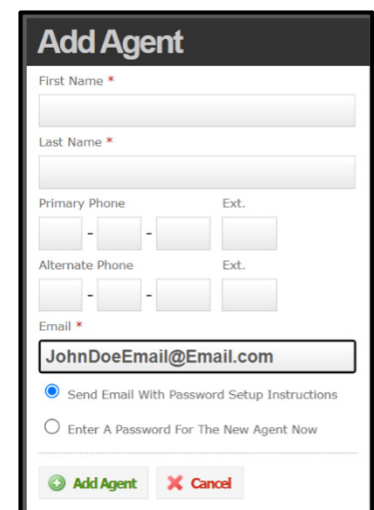


As your knowledge and use of Oasis Insights grows, you will need answers to questions that may arise from time to time. Additionally, you may encounter difficulties pertaining to either the Oasis website, internet connectivity, technology or other miscellaneous concerns. This toolkit is designed to help answer questions that you might have during your Oasis journey.

► OASIS LOGIN FAQ

How do I add a new user to my agency?

To add a new user to your agency's account, simply go to My Agency > General. Here you will see a full listing of all users that have been created by your agency account. From here, select the 'Add Agent' button.

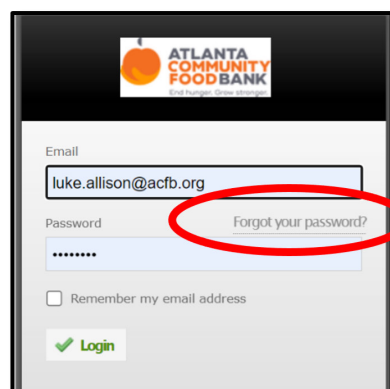
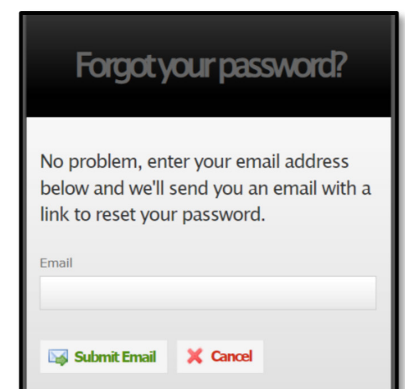
On the following screen, input the user's name and email address. Oasis will send a welcome email to the user where they can set their own password for their account.

If you wish, you can also manually enter the user's password when creating the account by selecting the 'Enter A Password For The New Agent Now' button below the default option.

Passwords must be a minimum of 6 characters.

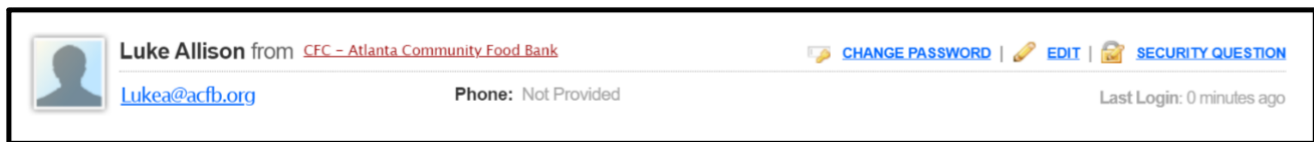
How do I change my password?

Changing your user password in Oasis is simple. First, select 'Forgot your password?' from the login screen. Once selected, you will enter your email on the following screen. Oasis will send you a link through which you can reset your password.

How do I remove or deactivate users who are no longer with our agency?

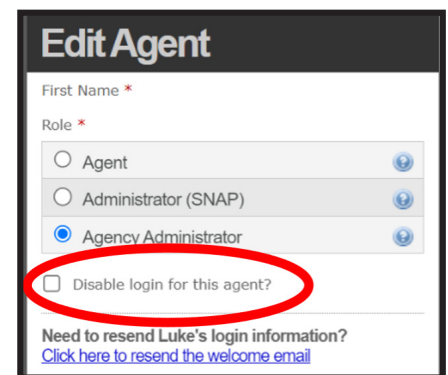
Because there is an audit trail in place for all case activity in Oasis, deleting a user in Oasis is not permitted. Instead, if an agent is no longer a part of your agency, you will want to deactivate their account. To do so, go to 'My Agency > General Tab.' Here you will see a listing of all accounts created under your agency's name. Find the person whose account needs to be deactivated and select 'Edit'.



On the 'Edit Agent' window, select the box for 'Disable login for this agent?' and then 'Save Changes'.

Please note that for Oasis Insights audit tracking, agents cannot be deleted altogether.

If you wish to reactivate a disabled agent, select 'Show Disabled Agent's' from the My Agency Section. All disabled agent accounts will be displayed at the end of your active agent list. Select 'Edit' on the agent, de-select the disable checkbox and then save your changes.



► TECHNOLOGY FAQ

Do I have to use a barcode scanner to access neighbor cases and record assistance?

While the use of barcode scanners is a major benefit of Oasis Insights in regard to speed, accuracy and efficiency, barcode scanners are not required when using Oasis Insights. Neighbor cases can be manually searched for and assistance can be recorded manually in the system.

How should neighbors be given a barcode to present to my agency when visiting?

Because there are a multitude of ways in which Oasis can use barcodes, there is not one set way in which neighbors need to use their account barcode. The Oasis 'Case Barcode' can be printed onto a sheet of paper or on labels. They can also be exported and printed onto 2x4 plastic cards. Also, in some cases they can be emailed to neighbors and scanned directly from their smartphone.

In addition to the Oasis barcode, Oasis allows you to link multiple external barcodes to the neighbor's account. These include the barcode on the back of a Georgia driver's license, loyalty shopper key tags or even customized barcodes that your agency may create on your own. Regardless of the barcode the neighbor presents, as long as it is linked to their account, an accurate scan will display the neighbor's Oasis account.

What barcode scanner style should our agency use?

Barcode scanners come in a number of different designs and functions. These include handheld scanners, mini scanners and even ring scanners. Each scanner works similarly and has no technological benefit over another. Agencies should choose the scanner that they are most comfortable with in serving their neighbors. Please refer to Oasis Toolkit: Technology for more details on recommended barcode scanners.

What is the difference between a 1D barcode scanner and a 2D scanner?

Oasis uses a standard Code-128 barcode for case and assistance scans. This is the same type of barcode as the standard UPC barcode found on products you purchase. These barcodes are scanned with a 1D barcode scanner (signified by a small straight line produced during a scan). In addition to Code-128 barcodes, 2D barcode scanners are designed to read more modern barcodes (like QR Codes).

Should my agency use a 1D barcode scanner or a 2D scanner?

Agencies need only purchase a basic 1D scanner to work with Oasis. However, 2D scanners can just as easily read the Code-128 barcodes that Oasis uses.

Should I connect my scanner to my laptop, Chromebook or tablet with the USB cable, Bluetooth or with the wireless adapter?

Connecting your barcode scanner to a device that is plugged in will keep the scanner fully charged and eliminate any concerns about the battery dying. However, the battery life is excellent in most barcode scanners so you should feel comfortable about using the scanner wirelessly.

If you are using the scanner wirelessly, ***it is recommended that you use the wireless USB adapter that comes with your scanner.*** A Bluetooth connection works in a different way than the wireless receiver and scans done over Bluetooth can fail more frequently because of different factors such as Wi-Fi connectivity and transmission speed.

How do I connect my USB receiver to a tablet that does not have a USB port?

Many tablets no longer have the original USB Type A port that you may be accustomed to. Most devices only have the new USB-C port, which is smaller and oval in shape. On tablets, this is the same port that is used to charge the device. To connect your barcode scanner receiver to your tablet, you will need a USB-USBC adapter. We have many available and can provide your agency with them at no cost.



What happens if my barcode scanner is not scanning?

Barcode scanners are programmed by scanning various barcodes. Sometimes an erroneous scan can affect the functionality of your scanner. To fix this, it is advised to perform a 'factory reset' of your device. To do this, find the 'Factory Reset' barcode that is found in the instructional booklet for your device. If you do not have the instructional booklet, you should be able to download a copy of it from the manufacturer's website.

If you are unable to reset your device or are still having difficulties with it, please contact the Food Bank.

► CLIENT CASE FAQ**Am I allowed to make changes to a neighbor's account that my agency did not create?**

Because Oasis Insights is designed to be a shared platform across the entire food bank network, we encourage agencies to use a neighbor's account that they might find in the system instead of creating a new account altogether. However, they may encounter mistakes in spelling, address or even the date of birth. Also, a neighbor might have a new address or phone number that needs updating. We encourage you to help keep the information correct and up to date and make changes when necessary.

I 'deleted' a family member who is no longer in the household, what did I do?

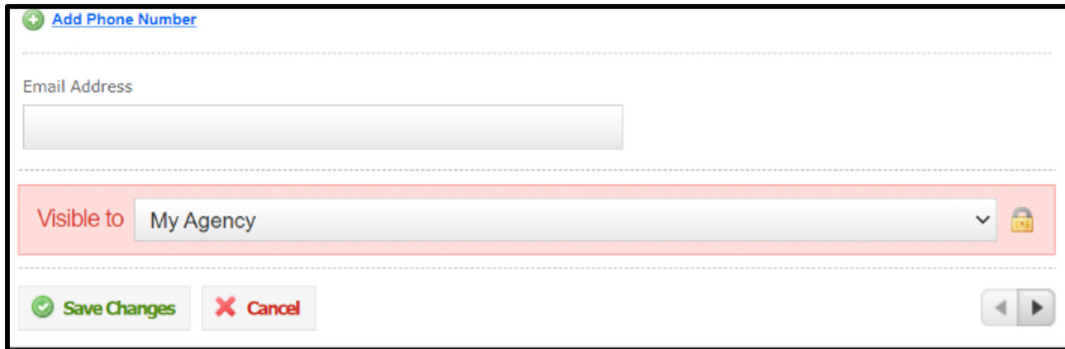
The act of 'deleting' a family member from the 'Relationships' section removes the individual from the household and places them in a new household. It does not delete their account completely from the system. Only a 'System Administrator' at the Food Bank has access to delete an account completely from the system. If you have deleted a person from the household by mistake, they can easily be added back through the 'Add Relationship' function. However, instead of filling out the person's name in the fields, search for them instead.

What is the Release of Information (ROI)? Do neighbors have to sign it to get assistance?

The Release of Information (ROI) in Oasis serves two main purposes. First, it functions as an informed consent that the client is being made aware of the Oasis Service Insights platform and that their household information is being shared across the food bank network of partner agencies. Second, it informs clients that their personal information is NOT being shared outside of the Atlanta Community Food Bank network. This would include corporate entities, government personnel (county, state or federal) or the national Feeding America office. In order to maintain a trusting relationship with neighbors, we encourage the signing of the ROI to help ensure them that their information is safe and protected while transitioning to a digital platform. However, clients ARE NOT required to sign an ROI to receive food assistance.

How do I make a neighbor's account not visible to other agencies?

While we encourage agencies to think of Oasis as a shared platform across the entire Food Bank network, we understand that you might have neighbors whose visits and/or information need to be protected for some reason. If you need to make a neighbor's account visible only to users within your agency, you can do so on the 'Identification' tab of a neighbor's account. Simply select 'My Agency' from the drop down and 'Save Changes'.



➕ Add Phone Number

Email Address

Visible to My Agency

Save Changes Cancel

► ADDITIONAL OASIS FAQ

In addition to the above frequently asked questions, Oasis has an extensive set of additional frequently asked questions on their website. For more information, please visit <https://bit.ly/OasisFAQ-ACFB> or scan the QR Code below.

