Frequently Asked Questions for Kentucky DUI Assessment Instrument (KDAI)

How do I know when my KDAI account has been activated?

KDAI accounts are available only to program administrators and certified assessors associated with a licensed and certified DUI assessment program. The Kentucky DUI Project will set up your KDAI account only after the Division of Behavioral Health has approved a new user account for you. You will receive confirmation e-mails from the Kentucky DUI Project when your account is activated.

Who in my office needs a KDAI account?

KDAI accounts are available only to program administrators and certified assessors associated with a licensed and certified DUI assessment program.

I have a new computer. Will this change how I log into KDAI?

No, a new computer does not change how you log into KDAI. KDAI accounts are accessed through an Internet connection; your user name and password will allow you to have access to your account at any computer with an Internet connection.

How do I submit my records to the Division of Behavioral Health?

Your DUI assessment records are automatically sent to the Kentucky DUI Project, which receives them on behalf of the Division of Behavioral Health when you click on the **Submit Initial Assessment** and/or the **Submit Completion** buttons.

Do I still need to mail required forms to the Court and Transportation Cabinet?

Yes. Enrollment and Completion/Notice of Noncompliance forms should be mailed to their respective addresses.

Do I still need to backup my records?

No. With KDAI there is no need for you to backup your records. They are automatically backed up on a secure server.

What should I do if I can't log into my existing account or forget my password?

If you have forgotten your password select the **Forgot Password?** link. A reset password link will be sent to your email address. If you still have problems logging in, contact the Kentucky DUI Project.

How do I print reports?

You can print reports based on how much of the client's record is completed. Select **Reports** from the navigation tab then click on the report name. When the report opens, select the print option. If a report is not available for selection, this indicates a section of the client record required for this report has not been completed. The report cannot be viewed or printed until the required information is entered into the record.

Why can't I change my program/user information?

The Kentucky DUI Project will set up your account only after the Division of Behavioral Health has verified your certification and that you currently work for a licensed and certified DUI program. If any changes need to be made to an account, please contact your regional coordinator. Regional coordinator contact information can be found at http://dbhdid.ky.gov/dbh/dui_regions_map.asp

How do I find an existing record?

You must type either the first or last name in the **Client Name** text box the same way you typed it when you created the client record. If a client has more than one record, you can select the client's assessment record from the **Assessment Record** tab and then the assessment date for the corresponding record. If you are still unable to find the client record or assessment, contact the Kentucky DUI Project by selecting the **Contact Us** link at the bottom of the page on the website.

How do I create a new record for an existing client?

Select **Search Existing Client**, and then enter the client name in the text box. Click on the client name. Next, click on **Assessment Record** from the navigation bar and select **New Record** from the grid on this screen.

How do I edit an existing assessment record?

Select **Search Existing Client** button from the **Home** screen. A text box will appear. Then, enter the client's first or last name in the text box. Select the client's name from the list that appears to the right of the **Client Search** box. Select the **Assessment Record** tab from the navigation bar, and then select the **assessment date** for the particular assessment record you want to edit. On this screen, you can click on the **client name** to edit the demographic information or click on the **assessment number** to edit the assessment information. Always click **Save/Next** at the bottom of each screen to save any changes made.

What do I do when I hire a new assessor who needs a KDAI account?

If your program hires a new assessor, it is the program administrator's responsibility to notify the Division of Behavioral Health. The Division of Behavioral Health will then notify the Kentucky DUI Project to create a user account. Information required at the time of the request is date of hire, job title, assessor certification date, county of employment, a unique User Name and the individual's e-mail address.

What do I do if an assessor with an active KDAI account leaves my program?

If an assessor with an existing KDAI account resigns or is terminated from a DUI program, it is the program administrator's responsibility to immediately notify the Division of Behavioral Health. When the Kentucky DUI Project receives notification from the Division of Behavioral Health that an assessor is no longer employed by a program, the assessor's account will be deactivated.

Within my program, can I access client records for assessors who no longer work for the program?

Yes, you can access all client records in your program. If you need to access client records entered by another assessor at your program, you do not need that assessor's account information. Log into KDAI with your user name and password, and then select **Search Existing Client**. A text box will appear. Enter the client's first or last name in the text box. Select the client's name from the list that appears to the right of the **Client Search** box.

What if I do not have the required information for the Assessment Record screen from the client at the time of assessment?

If the client cannot provide you with the required information for the **Assessment Record** screen, check the AOC 494 form issued to the client from the court. If you are unable to obtain the AOC 494 from the client, it is recommended the court be contacted to obtain this information. If you cannot find the required information please contact your regional coordinator. Regional coordinator contact information can be found at http://dbhdid.ky.gov/dbh/dui_regions_map.asp

What if I do not have the required information for the Demographics screen?

If the client cannot provide you with their Social Security Number (SSN) or Driver's License required for the **Demographics** screen, select an option from the drop down boxes to the right of the text boxes for each of these required fields. Selecting a drop down option will fulfill the requirement for these fields. If the client does not have a telephone number, please put all zeros in the format of a telephone number to fulfill this required field.

Why do I get an error message for conviction/violation date?

The violation date must be a valid date and occur before the conviction and assessment dates. The conviction date must be a valid date and occur after the violation and on or before the assessment date. The valid format for any date in the KDAI program is MM/DD/YYYY; slashes must be typed into the date text box.

What is a court case number?

The Court Case Number is located in the top right corner of the AOC 494 form, also called the Notice to Attend Alcohol Driver Education Program Form.

How can I edit the record once I have clicked the 'Submit Initial Assessment' button on the Referral screen for a client's record?

Search for and select the client name. Next select **Assessment Record** from the navigation bar, and then select the date for the assessment record you want to edit. A screen should appear that displays the client's name and the assessment number as blue hyperlinks. To edit the client's demographic information, click the blue client name. Once you have changed or updated the information click **Save/Next** once. To edit the client's assessment record information, click the blue assessment number. Once you have changed or updated the information click **Save/Next** once.

Why can't I edit a record after I complete a client?

If you submit the client's record as compliant or non-compliant on the **Record Completion** screen, you are completing the client's record. Once you have completed the client's record, the record is no longer available to edit or change. If you have questions, please contact your regional coordinator. Regional coordinator contact information can be found at http://dbhdid.ky.gov/dbh/dui_regions_map.asp

Why was I automatically logged out of KDAI?

Make sure you use the buttons and links within the KDAI program. If you use your browser's Back and Forward buttons, the program may take you back to the Home screen or automatically log you out of KDAI. Additionally, you could have been automatically logged out of KDAI if there has been at least 15 minutes of inactivity. Another reason could be a lost internet connection. Try closing your browser or possibly restart your computer, then log back into KDAI.

Why didn't the last page I was working on save before I logged out?

If you need to stop in the middle of an assessment, make sure that you select the **Save/Next** button at the bottom of the screen. KDAI will only save the information entered on a screen when the **Save/Next** button is selected.

What do I do if my Internet connection or Internet provider is down?

If you cannot access KDAI, you will need to determine if Internet service has been interrupted for the provider area or if it is only your computer that is unable to access the Internet. Until you are able to re-establish an Internet connection, use the paper and pencil version of the KDAI assessment screening instruments to conduct your assessment. As soon as your Internet connection is re-established, you should input the data from the paper and pencil assessment into KDAI.

What improvements are being planned for KDAI?

Planned improvements are based on user feedback. We are currently working with the developers on the following items:

1. Moving the **Screening Summary** to appear before **Referral** screen
2. Allowing users to edit the **Referral** screen
3. Resolving the record duplication error
4. Allowing up to 5 copies of the assessment to be created for clients with multiple unresolved DUI convictions
5. Allowing violation and conviction dates prior to 01/01/2000
6. Increasing the number of characters in the case number field

Once these changes have been tested and approved, they will be implemented seamlessly into KDAI.