MDFT Portal FAQs and Common Problems

This document is for common questions or problems relating to the Portal.
For instructions on how to use the Portal, see Video Tutorials.

Contents:

LOGGING IN

I've lost my login credentials. How can I log in?

Visit the Portal login page – portal.mdft.org – and click "Forgot Password?". Enter your email address in the space provided and click "Retrieve Password." Check your inbox or email junk/spam folder for a message from support@mdft.org with your login credentials. If you don't receive the email, contact support@mdft.org directly.

My login info doesn't work.

Try copying and pasting the login credentials to ensure they are being entered correctly as it is case-sensitive. If this doesn't work, you may be using old credentials that have since changed. Use the "Forgot Password?"function (see previous question) to receive your most recent login info.

Can I change my password to something of my choosing?

Yes. After logging in with your assigned login credentials, click "User Profile" in the upper right-hand corner. Then scroll down to "Change Password" and fill out the requested information.

STAFF CHANGES: NEW HIRES, RESIGNATIONS AND LEAVE

What do we need to do when a new therapist joins our team?

The new clinician needs to be registered on the Portal. Their registration information should be filled out in a New User Registration form, which can be found in the Portal under the “Documents” tab. At a very minimum, we require a full name and email address for registration.

If there is more than one supervisor at your site, be sure to indicate on the form who will be supervising the new therapist.

If your agency has more than one MDFT program/site, make sure to indicate which program the new therapist will be joining.

A therapist is going on temporary leave. What do I, as a supervisor, need to do?

Log into the Portal with your supervisor credentials and click on the therapist’s name. Go to the “Time Off” tab on top of the page and “Add New” time off. If you do not know when the therapist will return to the office, you may leave the end date blank, but make sure to enter the date upon the therapist’s return. This feature should be used for vacations, leaves, or temporary transfers to another program within the agency when the intention is for the therapist to return to MDFT.

I’m a supervisor going on temporary leave. What do I need to do?

You should arrange for another supervisor to enter supervision information for your therapists in the Portal while you are gone so that your therapists’ supervision data does not have gaps. Email us at support@mdft.org with the temporary supervisor’s name and email. We will create a Portal account for that person, or reassign your therapists to other supervisors if they already have Portal accounts.

What needs to be done in the Portal when a therapist resigns?

All of the therapist’s cases need to be accounted for before their last day. Either the cases should be closed out with completed contact data and discharge information, or they should be transferred to another therapist. To transfer a case, log in with your supervisor account and find the case that needs to be transferred. At the bottom of the "Basics" tab, there is a section labeled "Case Reassignment." Click on the drop-down menu and you should see all your therapists. Select the new therapist who will be seeing that case. If the case is going to be referred to another MDFT program, email us at support@mdft.org with the Case ID number, the MDFT program where the case is going to be transferred, and the name of the therapist who will take over the case.

When the therapist leaves, we will also need the date of termination for the therapist. Once all of this is completed, we will deactivate their Portal account. Please email us with this information.

What happens to a clinician's case and supervision data once therapists are removed?

Nothing will happen to the data. Their data is still calculated in Portal reports, and therapists' cases will still appear on the case list. Their name is simply removed from the active therapist/supervisor list, to avoid clutter, and their login credentials will no longer work.

We can re-activate a clinician account at any time if supervision data, development plans, or evaluations need to be added or edited after the therapist has become inactive.

What needs to be done in the Portal when a supervisor resigns?

All of the supervisor's supervisees should be reassigned to another supervisor, if there is one. Any temporary supervisors should be given access to the Portal (see above question about temporary supervisor leave). We will also need a date of termination for the supervisor. Please contact us at support@mdft.org as soon as possible when learning of a supervisor's imminent departure so that we may work with agency administration on coverage for the therapists.

CASES

I'm unable to add/edit any of the information of a particular case.

Under the "Case" tab, go to the "Case Status" drop-down menu and select "All." Find the case and switch the Status drop-down menu, in the far-right column, from "Closed" to "Active." Please note that supervisors must log in as therapists to be able to add and manage cases.

I receive an error message that says "Date of Contact cannot be earlier than Date of Intake" when I try to add a new weekly session.

In the Case profile, click the "Intake Data" tab. The date at the top of that page is your Date of Intake, and your weekly sessions cannot fall before that date. If it is blank, it means you need to complete the Intake Data page. Case contact cannot be added until the Intake Data is complete.

I need to fill out my Intake Data, but I don't feel I know enough about the client to accurately assess them yet.

We realize that you may not be able to make an accurate evaluation of all the items at the very start of treatment. This is okay. You can—and we expect you to—go back at any time to revise your initial evaluations to best reflect status prior to treatment. Your assessment usually becomes more accurate over time as you get to know the youth and family and they open up more.

For more detailed instructions about how to fill out the Intake Data, click the Case tab and select "Intake and Discharge Ratings Instructions" in the left-hand column.

Can a case be moved from one therapist to another?

Yes. Supervisors may transfer cases to other therapists within their programs by going to the "Basics" tab of each case, and at the bottom of the page reassign the cases (see above). For transfers to therapists in other MDFT programs, e-mail support@mdft.org with the case ID and the MDFT therapist they should be transferred to. Please do not re-enter the case under the new therapist – this will create duplicate data and skewed averages on Portal reports.

A case that we previously discharged is re-entering the program. Should we re-open the case or start a new one?

It depends on whether the therapist feels this is a new episode of treatment that will be addressing new problems. If it has not been a long time since the case was last discharged (less than 2 months), you may want to simply re-activate them in the

Portal, as this may constitute a continuation of their previous treatment. If it has been a few months, you may want to treat it as a new case, considering that the situation may be different than when the family was first treated. We do not have a strict policy on this; it is at the discretion of the therapist and supervisor to decide whether the re-activation reflects continuation of the initial treatment process or a new treatment episode.

How do I re-open a previously discharged case?

Start by changing their case status from "Closed" to "Active" (see first question under Cases). Then email support@mdft.org so that we may delete the original discharge data. You may want to save their old discharge page as a PDF for your records. You can do this by clicking "Save as PDF" at the bottom of the Discharge Data page.

I added a case I shouldn't have. Can it be deleted?

Yes. If you have not yet filled out the case's Intake data, find the case under the "Case" tab and select the checkbox in the "Delete?" column, to the far right. Then click the "Delete Selected" button below your case list.

If you have already added Intake and contact data and later determine that MDFT is not appropriate for the family, email support@mdft.org with the case ID number to be deleted.

Should we add cases that only attend assessment or evaluation sessions?

No. Only cases that receive one or more sessions of MDFT treatment should be added to the MDFT Portal. If you add a case that turns out to be evaluation-only, email support@mdft.org with the case ID number for it to be deleted.

RATINGS & RECORDED SESSIONS

What do I need to do to submit a recorded session for my trainer to review?

Simply upload the digital file to your trainer via ShareFile.

You may find the ShareFile link to upload videos at www.mdft.org/upload. Be aware that uploads may take some time depending on the size of the file. For large files, try compressing, reducing the resolution of the recording, or splitting into 2 files, as the video does not need to be of the highest quality for our review.

Once reviewed, your trainer will schedule a meeting with you to discuss feedback.

Who will see the session I send?

Only your trainer will see the session. We carefully log and track the handling of all recorded sessions so that your clients' confidential information is totally secure. ShareFile is secure and files are encrypted for transfer using 256-bit SSL (Secure Sockets Layer). Trainers delete any recordings after viewing, and notes are provided to you with initials only and no identifiers.

How do I log a supervision video in the Portal?

Under the Therapist tab, click on the name of the therapist and go to the Weekly Supervision tab. Click "Add New" to add a new supervision session. *If the session that was recorded has already been added, click on the correct date of contact in blue in the far-left column and go to the next step.* Fill out the requested information in each field and select "Yes" next to "Recording Uploaded."

How can I see the results of my session ratings?

Once the session is reviewed, competency ratings will appear in the appropriate section under Certification or Recertification. Only supervisors can see the competency ratings in the Portal. Trainers will email you directly with detailed comments of therapist and supervision sessions.

CERTIFICATIONS

I completed all my certification requirements, but I haven't received a certificate. How can I get it?

There are two possible reasons why you haven't received your certificate: Either your trainer hasn't entered all of your requirements into the Portal, or the Executive Trainer is still working through the finalization queue and hasn't reached yours yet.

If you very recently finished your requirements, you may just need to wait a couple of days for the process to finish. If it has been a week or more, feel free to contact support@mdft.org or your trainer for a status update. If your training has been finalized and you haven't received your certificate, it may possibly have ended up in your junk/spam email folder, or the message was blocked by the spam filters (most common in large organizations).

I received an email congratulating me on certifying, but there was no certificate attached. There was a bunch of gibberish instead of a certificate.

Certificates should arrive to you automatically from the Portal when your certification has been finalized. If for any reason you are not seeing the certificate in your email, program supervisors and agency trainers are able to download certificates for all therapists. If your supervisor is unavailable, please email support@mdft.org and we will email your certificate to you directly. Occasionally email security settings block attachments sent from the Portal.

REPORTS

Can you run reports on individual supervisors or therapists?

Not typically. The reports that we run provide average supervision across all therapists and average outcomes across all cases. We can do manual calculations on specific clinicians if the circumstances call for it. You may request such an exception through your trainer.

Can you run a report on any time-frame?

Yes. Email us at support@mdft.org with any specific requests for reports from a given period of time. Please allow us a few days to generate the report.

MISCELLANEOUS

I’m trying to download a PDF from the portal, but nothing happens when I click the download button.

Downloaded PDFs will open in a separate window, so check to see if you have a pop-up blocker enabled in your browser. If you do, click “Allow” when your browser notifies you that it has blocked a pop-up.