Chapter 2
ELECTRONIC RECORDKEEPING SYSTEMS

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2.01   Introduction
(Change Date February 19, 2019)

The Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) program utilizes a number of interconnected electronic data systems to track claims, generate data for performance analysis, create authorizations and payments to training facilities and service providers, and perform analyses of Veterans Benefits Administration (VBA) areas and VR&E as a whole. The VR&E program mainly relies upon one automated system for administering benefits to program participants and for record keeping, Corporate WINRS (CWINRS). All data must be entered accurately into the system and must be consistent with the data contained in the corresponding VR&E record. This chapter will discuss how VR&E staff access and enter data in CWINRS. In addition, the Centralized Adminstrative Accounting Transaction System (CAATS) is also discussed.

2.02   References and Resources
(Change Date February 19, 2019)

Law:	Public Law (Pub. L) 112-56, VOW to Hire Heroes Act
Regulations:	38 Codes of Federal Regulations (CFR) 3.665 38 CFR 21.78
VA Forms (VAF):	VAF 20-8824e, Common Security Services (CSS) User Access Request
Websites:	https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx http://vbahinesweb.vba.va.gov/web/bdn_sched_of_op.htm www.tms.va.gov

2.03   CWINRS Overview

CWINRS is a case management system that allows VR&E staff to easily, efficiently and accurately move cases through the vocational rehabilitation process. It allows VR&E and Finance staff to perform the following functions:

- Maintain accurate data as cases move through the vocational rehabilitation process.

- Interact with the Corporate Database and VA-ONCE in order to gather and generate necessary data.

- Generate both VA forms and letters.

- Generate payments in a voucher processing section which interfaces with VA Financial Management System (FMS) allowing Finance to maintain control of all authorizations and payments on behalf of a participant.

- Generate subsistence allowance payments that will be issued by the Finance and Accounting System (FAS).

- Schedule and track appointments.

- Create and view a complete case history.

- Process Chapter 31 basic eligibility.

The information in this section below will provide general information on several key CWINRS functions. Subsequent sections will follow with more detailed information as necessary. Complete operating instructions are available via CWINRS User Guide found on the KMP at https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx

a. CWINRS Navigator Screen

The CWINRS Navigator screen is the opening screen that will appear after logging onto CWINRS through the CSS User Authentication screen. Navigator is the primary entry-point into CWINRS modules. The user can also access any other part of the application by using the drop-down menus at the top of each screen: File, Edit, View, GED, Folder, Payments, Admin, Interfaces and Help.

b. GED Processing Module

The GED Processing Module contains tools necessary for VR&E to process basic eligibility determinations for individuals who apply for services. It performs an "Adjudicative" review of an individual's eligibility for VR&E services. Before a claim is processed, VR&E has to know:

- Does the individual have qualifying military service?

- Does the individual have either a compensable service-connected disability or is he/she awaiting separation from the military due to a service-connected disability?

- Has the individual filed an application for VR&E services or had a prior

Chapter 31 entitlement determination?

A review of the Veteran's record and claims file will determine the type of GED processing required, either original or reopened. Depending on the type of GED processed, either a new Chapter 31 Master Record is created or an existing Chapter 31 Master Record is updated. CWINRS AutoGED Module allows the CWINRS user to perform the GED Process in an automated module. The AutoGED Platform sends and retrieves data in the background of the application.

Refer to M28R.IV.A.2 for additional guidance on using AutoGED in CWINRS.

c. Subsistence Allowance Module (SAM)

SAM has the ability to process all subsistence allowance awards within the corporate environment. SAM allows original awards, reentry awards, stop awards, resume awards, amended awards and can process Employment Adjustment Allowance (EAA) awards. Standard subsistence allowance and Post 9/11 subsistence allowance payments can be processed in SAM.   SAM can be accessed in CWINRS using the "Awards Tab" located at the bottom of any page of the CWINRS electronic record.

d. Voucher Processing Module

The Voucher Processor Module allows the RO voucher processor to process payment(s) to contractors and facilities. It allows the voucher auditor to authorize the payment of both contract and facility bills; use word processing and form letters to notify vendors, facilities and participants of payments and payment discrepancies; and automatically keep a record of expenditures assigned to the correct participant's account via an interface with the Case Management Module. The Voucher Processor Module interfaces with FMS, allowing for faster and more efficient payment and reimbursements to program participants, vendors, local contractors and school facilities.

VR&E staff can use this module to set up transactions, look up FMS documents, and view payments for contract services, facility services, purchase cards, direct reimbursements, and purchase orders.

e. Security

User security in CWINRS is handled through the VBA's CSS application. CSS allows the definition and administration of users, roles and operations, which are loaded into a User Profile within the CSEM application. A user should contact his/her CSEM administrator to have his/her roles or operations added or changed.

1. Users

   Depending on the individual profile, CWINRS restricts or permits user access at both the form and function level. CWINRS supports the following user roles:

   - Reviewer

   - Medical User

   - VR&E Officer

   - VR&E Case Manager

   - VR&E Other

   - On-Site Contractor

   - Off-Site Contractor

   - Voucher Auditor

   - RO System Administrator

   - National System Administrator.

2. Operations

   The CSS Administration Module controls the functions a user may perform, while the application logic controls the cases used by the function; two aspects of the security operations are sensitive records and station-based security.

3. CSS User Authentication

   To access CWINRS, a user must first login through the CSS User Authentication screen, enter a password, and click OK. The user can change his/her password by selecting the Change checkbox and entering a new password (twice) and clicking OK.

2.04   CWINRS Case Management Module

The Case Management Module provides the user with access to all the rehabilitation and counseling electronic case folders stored in CWINRS. This module:

- Allows creation of new records.

- Contains powerful tools for selecting case folder records to facilitate case management activities, such as the ability to establish and view alerts.

- Contains all counseling and training data, which can be viewed, updated or changed.

- Includes a scheduler for appointments and maintains all actions during the counseling, training, placement and employment phases of the VR&E program.

- Allows access to the word processing of all forms, letters and case notes.

- Allows the user to refresh individual case folders.

a. Select Folders

The Select Folders screen can be accessed from the Case Management drop-down on CWINRS Navigator. This screen allows access to a single record or a list of records. Eleven filters and seven sorts are available on this screen which allows the user to focus his/her list of cases. This is accomplished by selecting the parameters needed and then using the Apply button under the Folder List Filters heading. After selecting one or more folders, a user view, create, archive, or active at folder.

b. Lookup Single Folder

There are several ways for a user to look up a single folder. From the CWINRS Navigator, a user can select Lookup Single Folder from the Select Folder by File Number or SSN screen. The View Folders screen displays detailed information for a specific File. On the top level the user will see core information about the file. A user can select a preference default using choices in the edit menu to look up a single folder or look up a list.

c. View Pending Transfers

The View Pending Transfers screen is accessed by selecting View Pending Transfers from the Case Management drop-down on the CWINRS Navigator. This screen is used to view a list of folders transferred to or from a selected RO. Folders that have been transferred to the selected RO will display when the Transfers to Selected Station Option button is used. If the selected RO is the user's own, he/she will be able to accept or reject the transfer using the appropriate button. If the transfer is rejected, a justification must be provided.

d. View Alerts

There are various system-defined alerts associated with CWINRS folders. System-generated messages alert the case manager to certain reviews and actions. Case managers may also create their own custom alerts. All alerts are displayed on the View Alerts screen, which is accessed by selecting View Alerts from the Case Management drop-down on the CWINRS Navigator. When a user selects an alert from the list, he/she may view the folder associated with the selected message by clicking the View Folders button. The standard View Folders screen will open. By selecting a Case Manager from the Case Managers drop-down box, the user can view his/her case alerts, which automatically display in the grid. Alerts can be sorted in ascending or descending order by clicking on the header for any column in the grid.

e. View Group Appointments

The View Group Appointments screen is accessed by selecting View Group Appointments from the Case Management drop-down on the CWINRS Navigator.

The View Group Appointments screen allows a user to see the group appointments setup at his/her station and the commands for add, edit, Delete and print letters for appointments. The RO field is a read-only field that is set to the user's RO, which is the only group appointments the user has permission to view.

f. Creating Folders

1. Create Case Folder

This screen is accessed by selecting Create Folder from the Case Management drop-down on the CWINRS Navigator or by clicking the Create button on the Select Folders screen. From this screen, the user will enter the individual's name and the payee and benefit type to create the case in CWINRS.

2. Manually Create Folder

After the user populates the Create Case Folder screen, CWINRS will attempt to retrieve information from BDN. If the information is not there and the user is not creating a Chapter 31 or NDAA folder, the Manually Create Folder screen will appear. The Manually Create Folder screen is a secondary information screen that contains data relating to an individual participant's folder information.

g. Chapter 33 Lookup

This screen is used to verify an individual's eligibility of the Post 9-11 GI Bill.

h. Select VA Online Certification of Enrollment (VA-ONCE) Cases

The Select VA-ONCE Cases screen is accessed from the Case Management drop-down box. To load the grid, a case manager is selected from the drop-down box at the top of the screen and the Apply button is clicked. The grid will display a list of all folders for which VA-ONCE information exists. Clicking the Clear button will clear the selected filters. To view the VA-ONCE information for a folder, the desired folder from the grid is selected and the View button is clicked. This will open the View VA-ONCE Enrollment Facilities screen.

i. Transfer Case to Site

The Transfer Case to Site screen is used for transferring folders from one site to another site within the same station. The Transfer Case to Site screen can be accessed from either:

- The Select Folders screen by which the user can select multiple folders to transfer all of the selected folders at one time.

- The View Folders screen by which the user is allowed the transfer of only one folder at a time.

j. Change Case Manager or Case Status

The Change Case Manager/Case Status screen allows the user to change either the case manager or the case status, or both. If the user is changing only one of these, it is not mandatory to change or even select an option for the other. The screen loads when the user clicks the Status/CM button on either the Select Folders or the View Folders screen.

2.05   Setup and Admin Module

The Setup and Admin Module allows the VR&E Officer or designee to customize many features of the CWINRS program for the specific RO and staff in each office. Customizing the CWINRS program includes items such as establishing the personnel who are authorized to use CWINRS, recording the different sites used by the RO, establishing rehabilitation/employment placement specialists, entering standard RO data and mileage tables, contract service categories, contract service providers, and facility service providers. This module is accessed from the CWINRS Navigator screen.

a. View Contract Awards

The View Contract Awards screen displays the list of contract awards available for use by a given station. The View Contract Awards screen is accessed from the drop-down menu on the CWINRS Navigator screen. This screen displays a list of contract awards for the user. This screen also lists in a separate grid the services that the provider can offer under the selected contract award. This grid lists the service name for each type of service. The contract award grid contains the following information:

- Provider Name - the name of the Contractor.

- Contract Number - the number assigned to the contract between VBA and the Contractor.

- Limit - the dollar amount that may be obligated for the particular service.

- Start Date -the period of performance start date.

- End Date - the period of performance end date.

- NAS – stands for National Acquisition Strategy.

- Services Approved for the Selected Contract – lists the services associated with the selected Contractor from the grid above.

From this screen, new contract awards can be added, existing contract awards can be edited or deleted, and services can be added to the list of approved services for the selected contract award.

The user may view contract awards from a station other than his/her own. The user may select the desired station from the Station drop-down box, and then click the Retrieve button. Payments cannot be deleted after the contractor is paid. If contractors were used on an individual's case and the case is transferred to a different station, the contractor's information will travel with the case and appear on the new station's CWINRS list of contract service providers and on the Financial screens as needed.

NOTE: As of Fiscal Year 2013, all VetSuccess contracts are managed entirely through CAATS. This affects Chapter 31 as well as Chapter 36 contract services. All other contract types are still handled in CWINRS.

b. Contract Service Providers

The View Contract Service Providers screen displays a list of contract service providers available for use by a given station. This screen is accessed from the Setup and Admin drop-down menus on the CWINRS Navigator screen. When the screen is loaded, it automatically displays in a grid the contract service providers for the user's station (which is displayed in the drop-down box at the top of the screen). The grid includes the following information for each listed contract service provider:

- Provider Name.

- Address - the provider's mailing address (not necessarily the same as its payment address).

- City – the provider's city, state and ZIP code.

- Vnd – if checked, it indicates that the vendor is vendorized.

From this screen, the new service providers can be added, and existing service providers can be edited or deleted.

c. Contract Service Categories

The View Contract Service Categories screen displays a list of Contract Service Categories available for use in a grid that includes the name of the service, what benefit (e.g., rehabilitation services or educational vocational counseling) the service may provide and a description of the service provided. The NAS column, if checked, simply means that the associated service is part of the National Acquisition Strategy. This screen is reserved for VR&E Service to add new service categories and edit or delete existing service categories.

d. Facility Service Providers

The View Facility Service Providers screen displays a list of facility service providers available for use by a given station. To access this list, the user can select facility service providers from the drop-down menu beside the Setup and Admin button. The screen defaults to a grid of the facility service providers for the user's station. Different stations may be selected using the drop-down menu atop the Facility Service Providers screen.

From the View Facility Service Providers screen, the user may add or edit a facility service provider for his/her station only or view existing facility service providers at any station.

e. Case Managers/Users

The Case Managers/Users screen displays a list of case managers and users for a given station. The View Case Managers/Users screen is accessed from the CWINRS Navigator screen and automatically displays in a grid the case managers and users for the user's station (which is displayed in the drop-down box at the top of the screen). The grid includes the following information for each listed case manager and user:

- Name

- Case Manager Number

- Job Title

- Phone
- Security Level

- Active Checkbox indicates if the Case Manager/User is currently active

From this screen, new case managers and users can be added and existing case managers and users can be edited or deleted. The user cannot delete or archive case managers with active cases.

f. Case Assistance Specialists

The View Case Assistance Specialists screen displays a list of case assistance specialists for a given station. A case assistance specialist can be any entity assigned to the category. The criterion is that the entity is a non-vendor provider of services such as a state-federal employment One-Stop, the Disabled Veterans' Outreach Program/Local Veteran Employment Representative (DVOP/LVER) or a Veterans advocacy group that assists with rehabilitation but is not paid by VA for doing so. The View Case Assistance Specialists screen displays in a grid the case assistance specialists for the user's station. From this screen, new case assistance specialists can be added, and existing case assistance specialists can be edited or deleted.

g. Regional Office (RO) Settings

The RO Settings screen is used to manage CWINRS settings for the specific RO. From the CWINRS Navigator screen the user can select RO Settings from the drop-down menu. This will open a Manage RO Settings screen. From the Manage RO Settings screen the user may view and edit:

- RO Location Information

- Setup and Admin Preferences for the RO

- VR&E Officer Information

- Voucher Auditor Information

- Beneficiary Travel Rates

The user may also view Educational Vocational Funds (Ed/Voc) and General Operating Expenses (GOE) Program Cost Limits. However, the editing of cost limits may only be done by a National System Administrator in VR&E Service or the VBA Office of Field Operations (OFO).

h. National Limits

The National Limits screen allows for the adding, updating and viewing of the national limit and the RO limits for selected fund types and fiscal years. The National Limits screen is editable only by a national system administrator at station 101. Other users throughout the country may have read-only permissions. The screen is accessed from the CWINRS Navigator screen by selecting national limits from the drop-down menu on the Setup and Admin button.

i. VR&E Sites

The VR&E Sites screen displays a list of sites available for use by a given station. The View Sites screen is accessed from the CWINRS Navigator screen by selecting VR&E sites from the Setup and Admin drop-down menu. When the View Sites screen is loaded, it automatically displays in a grid the sites for the user's station. From this screen, the user can add new sites and edit or delete existing sites.

j. Jurisdictions

The View Jurisdictions screen is accessed from the CWINRS Navigator screen by selecting jurisdictions from the drop-down menu under the Setup and Admin button. This screen displays jurisdictions associated with the selected station. From this screen, new jurisdictions can be added, and existing jurisdictions can be edited or deleted.

k. Mileage Table

The View Mileage Table screen displays a list of mileage entries available for use in the user's RO. A mileage entry is the distance between a particular origination city and the RO city. The View Mileage Table screen is accessed from the CWINRS Navigator screen. From this screen, a new mileage entry

can be added, and existing mileage entries can be edited or deleted.

l. Local Templates

The View Local Templates screen displays a list of locally added templates that have been added by users at a certain RO for use alongside the standard templates used nationwide. Each RO has its own local templates for its exclusive use. The View Local Templates screen is accessed from the CWINRS Navigator screen. From this screen, a template can be added, and existing local templates can be edited or deleted.

m. Security Report AutoGED

The Security Report for AutoGED screen can be accessed through the drop-down menu on the Setup and Admin button on the CWINRS Navigator. This screen displays all records where a user attempted to execute a CAUT command, authorizing the GED process, where that same user executed the CEST command for the same record.

n. Canned Statements

The View Local Canned Statements screen can be accessed through the CWINRS Navigator by using the drop-down menu on the Setup and Admin button. From this screen, the user has the ability to view and edit the local canned statements that have been implemented for a specific RO. User permissions determine what the user is able to do from this screen.

2.06   CWINRS Interfaces with VA-Once

CWINRS interfaces with outside systems, to include VA-Once.

a. General

The user can look up VA-ONCE information by selecting VA-ONCE from the Folders Menu option or by selecting Select VA-ONCE Cases from the Case Management drop-down on the CWINRS Navigator

In each of these ways, the user can view the enrollment certification information transmitted from the VA-ONCE application for a selected beneficiary. If any enrollment certifications exist for the selected beneficiary, the first screen encountered by the user will be the View VA-ONCE Enrollment Information screen. The beneficiary's name, file number, payee and SSN will be displayed at the top of the screen. The grid will list all certification header information for the beneficiary with the certification number, the name of the facility, the facility code, the name of the program, the date signed and the

processing status appearing in the grid.

To update the processing status, the user selects a grid item and clicks the Edit Status button. This will open the Edit VA-ONCE Enrollment Processing Status screen.
To view enrollment certifications, the user must select an item from the grid and click the View Certifications button. To view detailed information about the facility associated with a specific certification, the user must select the desired item from the grid and click the View School Info button. The Close button will exit the screen and return to the Navigator.

b. Edit VA-ONCE Enrollment Processing Status

When VA-ONCE information is first retrieved in CWINRS for a given beneficiary, the processing status is "New." The Edit VA-ONCE Enrollment Processing status screen allows the user to update the processing status for an enrollment certification associated with a selected beneficiary. The screen displays basic beneficiary information (name, file number/payee and SSN) and basic enrollment information (school name, program, certification number and date signed). The current processing status will be displayed in the field provided (and the associated option button will also be pre-selected).

The user can update the processing status, by selecting the desired status from the available option buttons and clicking the OK button. This will save the updated processing status and return to the View VA-ONCE Enrollment Information screen.

c. View Enrollment Certifications

The View Enrollment Certifications screen is a read-only screen that displays a list of enrollment certifications for a selected facility. The top of the screen shows the individual's information, including file number/payee, SSN and name. Below this is information about the facility including the school name, facility code and program name along with the date signed and processing status.

The grid displays the following information for each certification:

- Processed Date

- Type (Change, Amendment or Original)

- Certification Number

- New Certificate Number

- Begin Date

- End Date
- Credit Hours

The user can view further details for a given certification, by selecting a certificate from the grid and clicking the Details button. This will open the Enrollment Certification Detail screen. The Close button will exit the screen and return to the View VA-ONCE Enrollment Information screen.

1. View Enrollment Certification Detail

   The View Enrollment Certification Detail screen displays, in read-only mode, detailed information pertaining to a selected enrollment certification. The Print button will export the data on this screen to a Word document. The History button will open the View Enrollment Certification History screen. The Close button will exit the screen and return to the View Enrollment Certifications screen.

2. View Enrollment Certification History

   The View Enrollment Certification History screen displays, in a read-only grid, historical change information about the selected enrollment certification. The Close button will exit the screen and return to the View Enrollment Certification Detail screen.

3. View Enrollment Certification School Information

   The View Enrollment Certification School Information screen displays, in read-only mode, all of the information pertaining to the selected facility and the type of program involved in the selected certification.
   The Print button will export the information on this screen to a Word document.

   Details for a particular remark can be viewed by selecting "Remark" from the grid and clicking the View button. This will open the View VA-ONCE Remarks screen. From the View VA-ONCE Remarks screen, the Close button will return the view to the Enrollment Certification School Information screen. From the Enrollment Certification School Information screen, the Close button will return the view to the VA-ONCE Enrollment Information screen.

2.07   Custom Letters and Forms

a. General

In addition to the standard forms and letters that are available in CWINRS, a System Administrator can easily create customized forms and letters designed to meet local needs. These local letters and forms can merge information from the CWINRS database fields as the standard forms and letters do. Note that approval by the VR&E Officer is required for local forms and letters.

b. Creating a Customized Form or Letter

To create a customized form or letter, from the Navigator Screen, the user selects the "Local Templates" option from the Setup and Admin drop-down, and clicks the Setup and Admin button. A list of all of the user's RO's customized forms or letters will be displayed. To create a customized form or letter, the user will:

1. Click the Add Button.

2. Enter the information about the new document in the pop up window. The information entered includes the following:

   - Name of document: Up to 20 characters; do not include the .DOT file extension.

   - Type: Form or Letter.

   - Category: Counseling, Rehab, or Local (forms default to "Local," and it is recommended that the user chooses "Local" as his/her default for letters to ease the ability to locate custom letters in CWINRS).

   - Description: Since the file name is brief, this allows the user to provide a short description of the document to assist with identification within the CWINRS program.

3. Click the OK button to save the document name and description. This will open Word with the local template worksheet.

4. Provide the desired text or empty fields.

5. Enter desired merge fields. To enter a field from CWINRS, click the Insert Merge Field button on the Word tool bar. When the user clicks the button, he/she will see all the fields from CWINRS that are available for use in creating custom letters and forms.

6. The Mail Merge code will import the data into the document when it is printed from CWINRS.

c. Editing a Local Template

To edit a customized form or letter, the user selects "Local Templates" from the Setup and Admin drop-down box, and clicks the Setup and Admin button. A list of all forms or letters in the local folder for the user's RO will be displayed. To edit a customized form or letter, the user will:

- Select the template to edit by highlighting it in the grid.

- Click the Edit button, which will open the template document in Word.

- Edit the template document as needed.

- Save the template document by clicking the save icon in Word; do not use "save as" to save the document.

d. Deleting a Local Template

To delete a customized form or letter, from the Navigator Screen, the user selects the Custom Templates function from the Setup and Admin Module and clicks the Setup and Admin Icon. A list of all forms or letters in the RO local folder will be displayed. To delete a customized form or letter, the user will:

- Select the template to delete by highlighting it and right clicking with the mouse.

- Click the Delete button; a message will be displayed asking the user to confirm that he/she wants to delete the template; click YES to delete.

- The template will be removed from the Local Folder to the Backup folder, and the document listing will be removed from the document table.

e. Using the Customized Forms and Letters

Custom forms and letters may be accessed through CWINRS from the Case Management Module forms and letters option. "Local" will display only locally created forms or letters.

2.08 Centralized Administrative Accounting Transaction System (CAATS)

CAATS is used to track contract referrals and transactions made on behalf of participants of the VR&E program. The CAATS application is a web-based system that allows for electronic input and approval of transactions; provides an electronic audit trail; streamlines document and transaction processing; and produces transaction activity reports. Case managers use CAATS to initiate referrals for contract services which may also be delegated to administrative support staff by the supervisor to conduct the following:

- Complete Quality Assurance (QA) forms for each deliverable received.

- Update or indicate if the deliverable report is accepted or rejected, requiring corrections by the Contractor.

- Provide Initiator review and certification of invoices for payments.

- Adhere to timeliness guidelines for reviewing deliverables, providing QA forms to the Contractor and certifying invoices.

The Contracting Officer Representative (COR) uses CAATS to review and approve referral requests. This may also be completed by the primary COR's designee(s). The COR may review and certify invoices as the Approver, which is the level above Initiator, who may be the case manager.

The Administrative Contracting Officer (ACO) issues task orders to ensure compliance with terms of the contract. A copy of the task order, Standard Form 1449, is sent to the contractor and a copy of the purchase order, VAF 2237, is sent to ALAC for entry into CAATS.

The Voucher Auditor uses CAATS to approve payments for VetSuccess contracting invoices, as the role of Finance Approver. Following approval, the invoice is submitted to ALAC through CAATS into FMS. CAATS is the web-based front end to FMS. External VR&E Contractors use CAATS to create and submit invoices against referral orders created in CAATS.

CAATS is a web-based system owned by the Administrative and Loan Accounting Center (ALAC). To request new access, submit a CAATS Employee Access Request Form to the VBA ALAC CAATS mailbox (CAATS.VBAMLA@va.gov). Once the request is received, the user will be contacted by ALAC with additional registration instructions.