



Psychological Services Electronic Invoicing Frequently Asked Questions (FAQ)

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All Users:

- [What if I need help or have questions?](#)
- [Which web browsers work with Psychological Services?](#)
- [Can I use the browser's Back button?](#)
- [Do I need to have an email address?](#)
- [What if an examiner's account is set to inactive?](#)
- [What if I forget my password?](#)
- [What if I keep receiving a message when logging in that my attempts are not successful?](#)
- [What if I try to retrieve my password and receive nothing in my email?](#)
- [How do I know what counties I need to select when setting up my travel profile?](#)
- [Can I print an invoice?](#)
- [Where can I find the county code prefixes for case numbers?](#)

Examiners:

- [What if I want to delete a case from an invoice?](#)
- [What if I want to delete an invoice?](#)
- [When entering an invoice, what if I need to select a case type that is not part of my financial profile?](#)
- [What if I get an error when entering an invoice after selecting a case type?](#)

All Users:

What if I need help or have questions?

Instructions are available through the **Help** link at the top of every screen within the Psychological Services Electronic Invoicing application. For further assistance, use the **Service Desk** link that is located at the bottom of any screen within the Psychological Services Electronic Invoicing application or send an email to ITDservicedesk@courts.state.mn.us. The service desk is staffed during the hours of 7 AM to 5 PM, Monday through Friday, but you may submit your request at any time.

[Back to Top](#)

Which web browsers work with Psychological Services?

Internet Explorer 6.0 or higher is required to use the Psychological Services Electronic Invoicing application. For Macintosh users, please use Firefox 3.0 or higher. Other web browsers may not function properly.

[Back to Top](#)

Can I use the browser's Back button?

Yes; however, it is recommended that you use the navigation buttons within the application. **The Back button is not supported in this application.** If you ever accidentally delete something and try to recover it by using the Back button, the deleted item may appear again but it will not actually be in the system. If you encounter this situation, it is recommended to immediately logout and log back in again.

[Back to Top](#)

Do I need to have an email address?

Each user of Psychological Services Electronic Invoicing is required to have an email address as a method of contact.

[Back to Top](#)

What if an examiner's account is set to inactive?

If an examiner's account is set to inactive, that examiner will not appear in any search results and will not be able to log into Psychological Services Electronic Invoicing. Contact the ITD Service Desk for assistance through the **Service Desk** link that is located at the bottom of any screen within the Psychological Services Electronic Invoicing application or send an email to ITDservicedesk@courts.state.mn.us.

[Back to Top](#)

What if I forget my password?

Follow these steps:

1. Locate the Forgot Your Password box on the login page of the Psychological Services Electronic Invoicing application.
2. Enter your user name and click **Submit**.
3. Answer the secret question that appears to confirm your identity. If your answer confirms your identity, an email with a new default password will be sent to the email address on file for you.
4. Access the Psychological Services Electronic Invoicing application. Enter your user name and copy the new default password from the email and paste it into the password field.
5. Once you have logged in with the default password, you may change the password to something easier to remember.

Note: If you attempt to log in too many times with an incorrect password, you will be locked out of the system. If you are locked out of the application or if you do not know the answer to your secret question, contact the ITD Service Desk. Use the **Service Desk** link that is located at the bottom of any screen within the Psychological Services Electronic Invoicing application or send an email to ITDservicedesk@courts.state.mn.us.

[Back to Top](#)

What if I keep receiving a message when logging in that my attempts are not successful?

Follow the steps for "What if I forget my password" (located above) and try to log in again. If your attempts are still unsuccessful, your account may be inactive or you may be locked out. Please contact the ITD Service Desk through the **Service Desk** link that is located at the bottom of any screen within the Psychological Services Electronic Invoicing application or send an email to ITDservicedesk@courts.state.mn.us.

[Back to Top](#)

What if I try to retrieve my password and receive nothing in my email?

It is likely that the email address on file is not correct or you have been locked out of your account. For assistance, please contact the ITD Service Desk through the **Service Desk** link that is located at the bottom of any screen within the Psychological Services Electronic Invoicing application or send an email to ITDservicedesk@courts.state.mn.us.

[Back to Top](#)

How do I know what counties I need to select when setting up my travel profile?

You should select the counties to which you are willing to travel in order to be appointed an examiner. For your reference, use the **MN Map** link on most screens in the Psychological Services Electronic Invoicing application. The MN Map shows all the counties and districts in Minnesota and opens in its own web browser window.

[Back to Top](#)

Can I print an invoice?

You may print your invoice at any time using the Single Invoice Detail Report. Access the **Help** link from any screen in the Psychological Services Electronic Invoicing application and refer to the Viewing/Printing Reports and Invoices online help topic.

[Back to Top](#)

Where can I find the county code prefixes for case numbers?

Access the **Help** link from any screen in the Psychological Services Electronic Invoicing application and refer to the detailed State of Minnesota County Code Numbers online help topic. [This online help topic is currently unavailable; however, it will be released soon.]

[Back to Top](#)

Examiners:

What if I want to delete a case from an invoice?

You may delete a case from an invoice by following the steps below.

1. Open the invoice.
2. On the left-hand side of the case to be deleted, click **Select**.
3. Under the case to be deleted, click **Add/Update Case**.
4. To delete the case entry, click **Delete**.

Note: Once you delete a case from an invoice, all associated items (e.g., all services, activities, etc.) will also be deleted. You must then re-enter the case and add all subsequent information (e.g., exam, services, mileage, and charges). It is strongly recommended that you verify all items before deleting.

[Back to Top](#)

What if I want to delete an invoice?

Invoices cannot be deleted. You may simply leave an unsubmitted or denied invoice as it is, or you may repurpose the invoice by updating the case information or by deleting cases and adding new cases. To delete the case and add a new case, use the following steps:

1. Open the invoice.
2. On the left-hand side of the case to be deleted, click **Select**.
3. Under the case to be deleted, click **Add/Update Case**.
4. To delete the case entry, click **Delete**.
5. Click **Return to Invoice**. The invoice screen should now be blank.
6. To enter new case information and services, go back into **Add/Update Case** and enter the new case information.
7. When you have completed entering each new case, click **Update**. Access the **Help** link from any screen in the Psychological Services Electronic Invoicing application and refer to the detailed online help located within **Examiner Tools and Resources > Invoices > Entering an Invoice**.

[Back to Top](#)

When entering an invoice, what if I need to select a case type that is not part of my financial profile?

You must navigate to your profile and follow these instructions:

1. To navigate to your profile, select **Examiner > Profile**.
2. Select the applicable financial option (e.g., Contract, Independent, or Employee).
3. To enter or change rate information – including the amount and the billing type (e.g., per hour, service, or case), click **Edit**.
4. To save your changes, click **Update**. Access the **Help** link from any screen in the Psychological Services Electronic Invoicing application and refer to the detailed online help located within **Examiner Tools and Resources > Profiles > Financial: Adding/Viewing/Editing Examiner Profile**.

[Back to Top](#)

What if I get an error when entering an invoice after selecting a case type?

When completing an invoice, if you select a case type that is not in your financial profile, the system displays an error and grays everything out. To exit the error, on the browser bar, click **Back**. To add that case type and rate to your profile, you must navigate to your profile and add it (follow the steps in “When entering an invoice, what if I need to select a case type that is not part of my financial profile”, located above), and then return to completing the invoice.

[Back to Top](#)