

Getting Access to WITS

Treatment Provider*

Process for a Treatment Provider to get their agency set-up in WITS

1. Complete the [Idaho WITS Treatment Provider Agency Set-Up Packet](#).
2. Submit the completed form to the WITS Help Desk via email at dbhwitshd@dhw.idaho.gov.

Process for a new staff member with a Treatment Provider agency to request access to WITS

1. Complete the [Idaho WITS User Agreement](#) located on the WITS website.
2. Give the completed form to your Agency WITS Administrator (AWA). Your AWA will create your WITS account in accordance with the [Idaho WITS User Agreement](#) and [Treatment Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.

Process for a staff member with a Treatment Provider agency to request changes to their WITS account (such as a name or email change)

1. Contact your AWA. Your AWA will update your WITS account in accordance with the [Idaho WITS User Agreement](#) and [Treatment Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.

Process for a former staff member who has returned to work for a Treatment Provider agency to request access to WITS

1. Complete the [Idaho WITS User Agreement](#) located on the WITS website.
2. Give the completed form to your AWA. Your AWA will reactivate your WITS account or create a new one for you in accordance with the [Idaho WITS User Agreement](#) and [Treatment Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.

*A Provider is defined as: an agency that provides State-Funded Substance Use Disorders services and is a Network Provider.

Process for a staff member with a Treatment Provider agency to request access to GAIN

1. You must meet the following eligibility requirements for access to GAIN ABS:
 - a. You must have an active WITS staff member account with a unique and secure e-mail address.
 - b. You must have GAIN-I certification or be an approved GAIN Site Interviewer Trainee currently pursuing GAIN certification.
 - i. Information about GAIN Certification is available on the website www.wits.idaho.gov. Click on the GAIN tab on the left. Review the documents under GAIN Site Interviewer Training, to determine which situation applies. If you have any questions, please send an e-mail to GAINTrainingAndAcces@dhw.idaho.gov.
2. Give a copy of your GAIN certification to your Agency WITS Administrator (AWA). Your AWA will submit a support ticket to the WITS Help Desk to request access to GAIN ABS.

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed. Completed requests for GAIN access will be submitted to Chestnut Health Services (CHS).

CHS processes requests for GAIN access within 5 business days. CHS will send a confirmation email to you and to the WITS Help Desk when the account is completed. When the WITS Help Desk receives the email confirmation, a GAIN password will be entered into your WITS account to link the two systems together.

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Recovery Support Services Provider*

Process for a Recovery Support Services (RSS) Provider to get their agency set-up in WITS

1. Complete the [Idaho WITS Recovery Support Services Provider Agency Set-Up Packet](#).
2. Submit the completed form to the WITS Help Desk via email at dbhwitshd@dhw.idaho.gov.

Process for a new staff member with an RSS Provider agency to request access to WITS

1. Complete the Agreement located on the WITS website.
2. Give the completed form to your Agency WITS Administrator (AWA). Your AWA will create your WITS account in accordance with the [Idaho WITS User Agreement](#) and [RSS Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.
 - a. If your agency has decided not to create or edit their own staff records in WITS, then the AWA will submit a support ticket to the WITS Help Desk, and the WITS Help Desk staff will create the WITS staff member account.

Process for a staff member with an RSS Provider agency to request changes to their WITS account (such as a name or email change)

1. Contact your AWA. Your AWA will update your WITS account in accordance with the [Idaho WITS User Agreement](#) and [RSS Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.
 - a. If your agency has decided not to create or edit their own staff records in WITS, then the AWA will submit a support ticket to the WITS Help Desk, and the WITS Help Desk staff will edit the WITS staff member account.

Process for a former staff member who has returned to work for an RSS Provider agency to request access to WITS

1. Complete the [Idaho WITS User Agreement](#) located on the WITS website.
2. Give the completed form to your AWA. Your AWA will reactivate your WITS account or create a new one for you in accordance with the [Idaho WITS User Agreement](#) and [RSS Provider Staff Roles](#), and will submit a support ticket to the WITS Help Desk.
 - a. If your agency has decided not to create or edit their own staff records in WITS, then the AWA will submit a support ticket to the WITS Help Desk, who will reactivate your previous WITS staff member account or create a new one for you.

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