



# Department of Developmental Disabilities

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Information Technology Services

## Rapid Response System

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### User Guide for Vendors

November 24, 2025

**Department of Developmental Disabilities**  
**Division of Information Technology Services**  
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## Rapid Response System Introduction

The **Rapid Response System (RRS)** is an optional system which allows County Board **Service and Support Administrators (SSAs)** to notify technical Vendors that a person supported needs specific services. A Vendor can use this system to notify the SSA that they are interested in offering services and will contact the SSA using the RRS' response notification process. Once arrangements have been made with a particular Vendor, the SSA will close the ticket in the system.

## Accessing the Rapid Response System

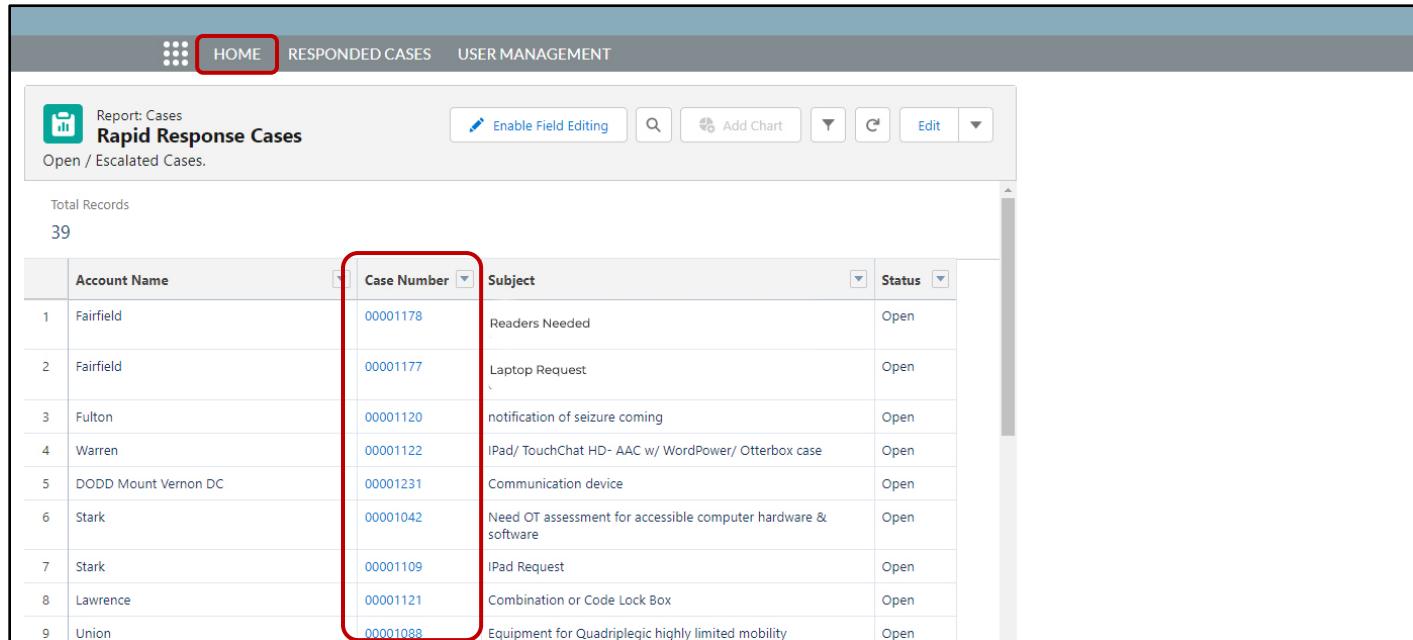
To login to the DODD Rapid Response System you must 1) be an authorized user of the Ohio Department of Administrative Services (DAS) and the Department of Ohio Developmental Disabilities (DODD) services, and 2) you must have an OHID.

1. To validate your need to access DODD applications, **Request On-line Security Access** (<https://registerassociate.prodapps.dodd.ohio.gov/>). This will need to be in place before DODD apps can be approved and added to your OHID account.
2. To use the Rapid Response System, you'll need an OHID account and request access to the RRS application in OHID > DODD Applications. See **Getting Started with DODD Applications** (<https://dodd.ohio.gov/getting-started-dodd-apps>) for these instructions:
  - Creating an OHID
  - Logging in to the OHID Site
  - OHID Support Information
  - Adding and Opening DODD Applications (including legacy applications, which use the My DODD application tile for access).



### Rapid Response System Home Screen (for Vendors)

From the Rapid Response System's home screen, you'll see a default list of open cases displayed. These are cases you can respond to. This is called a **LIST VIEW** and parts of it can be custom edited and filtered. Vendors will click on a case number to read and respond to it. Use the drop down arrow next to **Case Number** to place the most recent (highest number) on top.



	Account Name	Case Number	Subject	Status
1	Fairfield	00001178	Readers Needed	Open
2	Fairfield	00001177	Laptop Request	Open
3	Fulton	00001120	notification of seizure coming	Open
4	Warren	00001122	IPad/ TouchChat HD- AAC w/ WordPower/ Otterbox case	Open
5	DODD Mount Vernon DC	00001231	Communication device	Open
6	Stark	00001042	Need OT assessment for accessible computer hardware & software	Open
7	Stark	00001109	IPad Request	Open
8	Lawrence	00001121	Combination or Code Lock Box	Open
9	Union	00001088	Equipment for Quadriplegic highly limited mobility	Open

# Rapid Response System

## Vendor User Guide for Vendors



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### Responding to a Case

Clicking on the case number brings up a screen with more information about the case for the vendor to see. Vendors respond to it by clicking on **Add Vendor Response**.

The screenshot shows the Rapid Response System vendor interface. At the top, there's a navigation bar with a search bar, a 'SEARCH' button, a notification icon, and a dropdown for 'Vendor Joe'. Below the navigation is a breadcrumb menu with 'HOME', 'RESPONDED CASES', and 'USER MANAGEMENT'. The main content area displays a case detail for 'Case IPAD/TOUCHPAD Needed'. The case has a priority of 'Medium' and is 'Open'. The case number is '00001237'. On the right side of the case detail, there are buttons for 'Withdraw', 'Re-Open', and 'Add Vendor Response', with the 'Add Vendor Response' button being highlighted with a red box and a cursor icon. To the right of the case detail, there are two sections: 'All Case Responses (0)' and 'Case History (4)'. The 'Case History' section shows the following table:

Date	Field	User	Original Va...	New Value
12/20/20...	Status	New	Open	
12/20/20...	Account Na...		Lucas	
12/20/20...	Created			
12/20/20...	Account Na...		Lucas	

At the bottom left, there's a 'Contact Email' field with the value 'noreply@noemail.com.invalid' highlighted with a red box. At the bottom right, there's a 'View All' link.

The Vendor types their comment and should also send a separate email to the SSA using the contact email provided in the case. Click **Next**. The response will appear at the top of the Case screen.

The screenshot shows the 'Add Vendor Response' confirmation window. It contains a message about responding as an interested vendor, a note about confirming contact with the SSA, and fields for 'Email' (containing 'noreply@noemail.com.invalid') and 'Vendor Comments' (containing 'I have a touchscreen I'll email you with the details and my contact information.'). A 'Next' button is at the bottom right of the window. To the right of the window, the 'Case History' table is shown again, with the last row updated to reflect the vendor's response:

Date	Field	User	Original Value	New Value
11/16/2023...	Description			
11/16/2023...	Preferred Con...	Virtual	In Person	
11/16/2023...	Status	Open	Closed	
11/16/2023...	Assigned Vend...		Alchera Incorp...	
11/15/2023...	Preferred Con...	In Person	Virtual	
11/14/2023...	Description			

At the bottom right of the table, there's a 'View All' link.

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If chosen, the CB, QIDP or SSA will select the vendor and close the case. They should also reply via email.

### Responded Case Screen

The **RESPONDED CASES** menu allows Vendors to see a list view of all the cases they've responded to. There are three list views: *All Responded Cases*, *My Responded Cases* and *Recently Viewed*. This is also a place to check the status and see if they were awarded the case. If there's a checkmark in the *Awarded* column it means the SSA has selected this vendor to award the case to.

NOTE: Any specifics should be relayed thru updated external emails to each other.

The screenshot shows the 'My Responded Cases' list view. The left sidebar shows a list of views: 'All Responded Cases' (selected), 'My Responded Cases' (selected), and 'Recently Viewed'. The main table lists 5 items, each with a checkbox in the 'Awarded' column. The 'Awarded' column for items 1, 2, 3, and 5 is checked, while for item 4 it is not.

Case ID	Created Date	Awarded	Award Date
RES-0394	8/30/2023, 4:47 PM	<input checked="" type="checkbox"/>	8/30/2023
RES-0396	10/11/2023, 9:46 AM	<input checked="" type="checkbox"/>	10/11/2023
RES-0397	10/16/2023, 3:13 PM	<input checked="" type="checkbox"/>	10/16/2023
RES-0398	11/15/2023, 1:23 PM	<input checked="" type="checkbox"/>	11/16/2023
RES-0399	12/21/2023, 2:01 PM	<input checked="" type="checkbox"/>	12/21/2023



## Appendix

### How do I access DODD's apps?

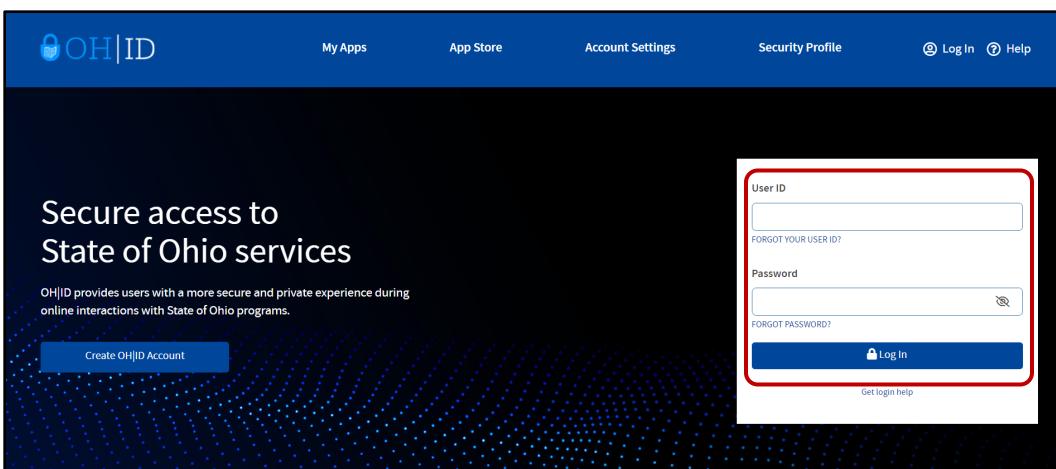
In 2019, all State of Ohio agencies were required to utilize one single login service called OH|ID. To accommodate this change, DODD began moving its web-based applications to the OH|ID website. This document explains how to gain access to those apps.

#### Accessing apps

##### First time users

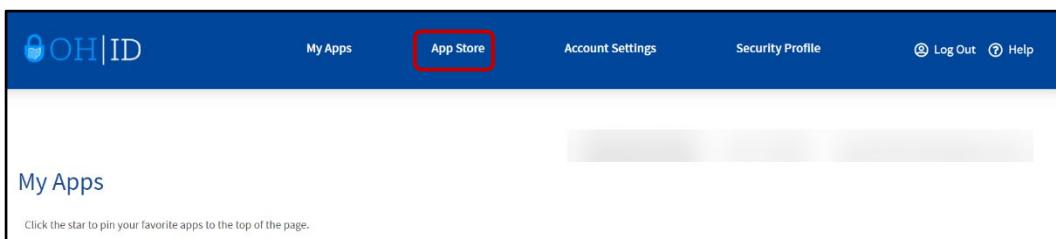
This section covers requesting access to the DODD applications in the OH|ID system.

1. Go to <https://ohid.ohio.gov/>.
2. Enter your credentials and click **Log In**.



Don't have an OH|ID? Refer to the "OH|ID – Account Creation User Guide" for help. Have an OH|ID but can't remember your username or password? Click **Get login help** to retrieve your credentials.

3. Once logged in, click the **App Store** tab in the navigation bar at the top of the screen.



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4. Type **DODD** into the search box and press Enter or click the Search button (🔍).

Welcome to the App Store

Search state agency online tools or apps to request access.

Search by Keyword:

Filter by State Agencies: All Agencies

5. Navigate to the bottom of the page to see the results. Find the applicable DODD app tile and click **Request Access**.

 DODD OhioISP Application DODD OhioISP Application <a href="#">Details</a> <a href="#">Open App</a>	 DODD RapidResponse DODD RapidResponse Community Application <a href="#">Details</a> <a href="#">Request Access</a>	 DODD Salesforce Staff DEV2 DODD Staff DEV Portal <a href="#">Details</a> <a href="#">Request Access</a>	 DODD Salesforce Staff PROD2 DODD STAFF Portal PROD2 <a href="#">Details</a> <a href="#">Open App</a>	 DODD Salesforce Staff SIT2 DODD Staff SIT2 Portal <a href="#">Details</a> <a href="#">Open App</a>
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6. Click **REQUEST ACCESS TO GROUP** in the page that opens.

OOH|ID

My Apps App Store Account Settings Security Profile Log Out Help

< Go Back

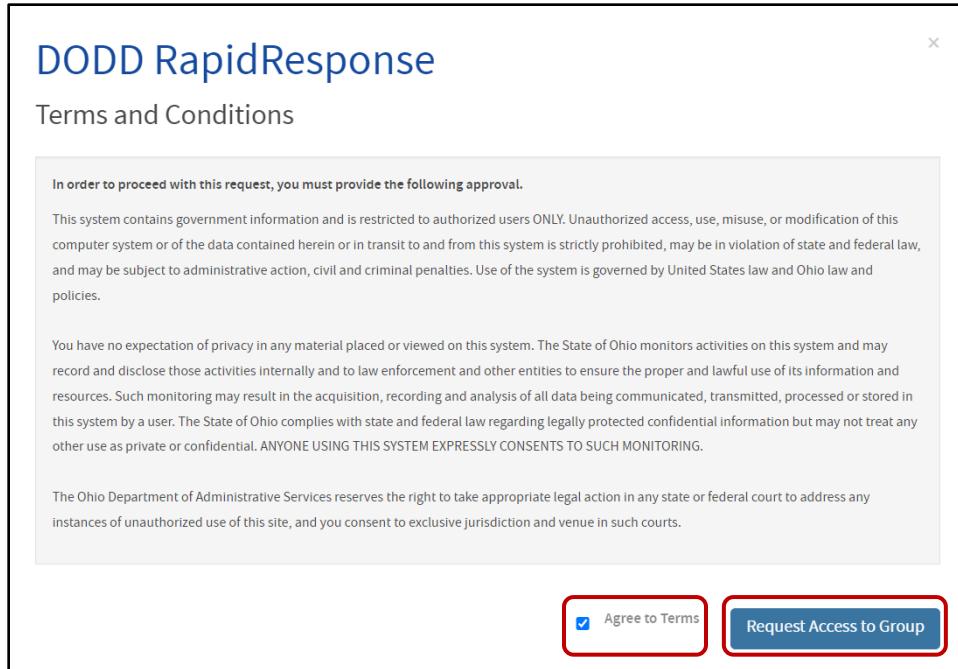
### DODD RapidResponse

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DODD RapidResponse Community Application

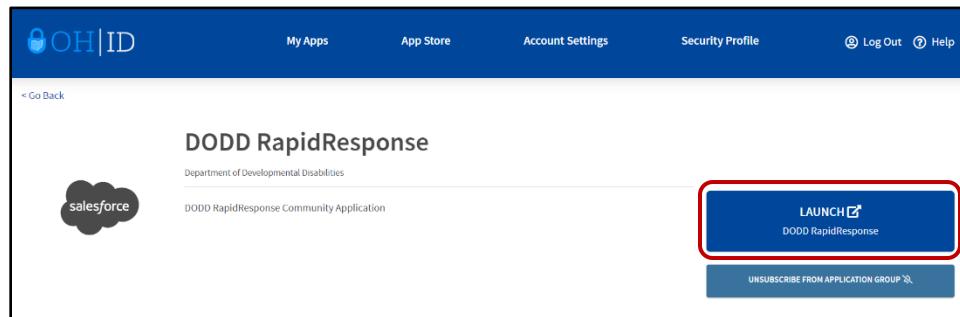


7. Check the box beside **Agree to Terms** and click **Request Access to Group**.



**i** Although access is usually instantaneous, it can sometimes take a little while. Once your request is submitted, you will be notified by email when your request has been processed. **Do not** resubmit your request until you have been notified of the results. Once notified, return to [ohid.ohio.gov](http://ohid.ohio.gov) and log back in again. Go to **My Apps** and click **Open App** in the appropriate DODD app tile to continue.

8. If the access request page automatically redirects to the one below, simply click **Launch** to open the application.



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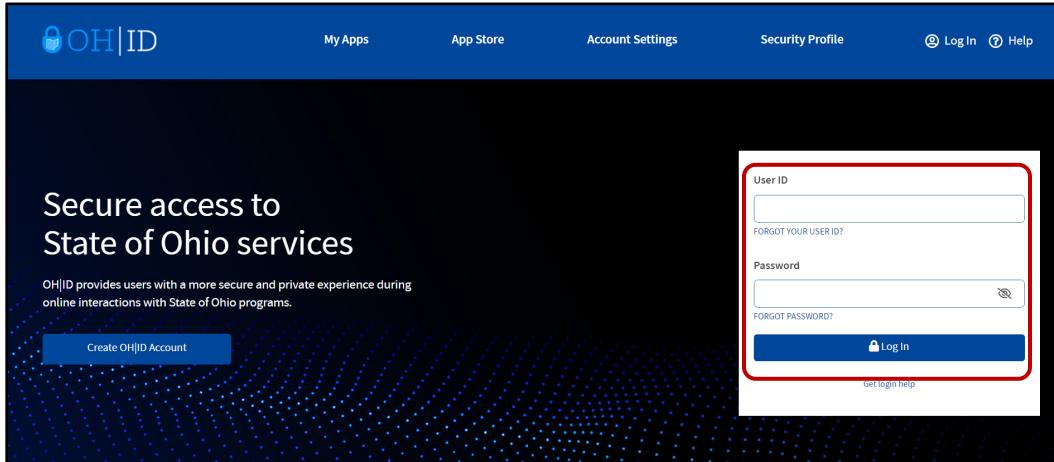


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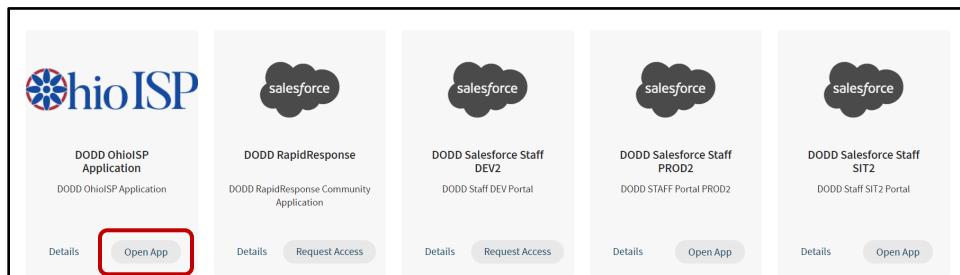
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### Returning users

1. Go to <https://ohid.ohio.gov/>.
2. Enter your credentials and click **Log In**.



3. Once logged in, click **Open App** in the tile of the app you wish to open. The application will open in a new tab.



If you do not see your apps when you first log in, click the **My Apps** tab in the navigation bar at the top of the screen.