



# 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**  
30 East Broad Street, 13<sup>th</sup> Floor  
Columbus, Ohio 43215



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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.

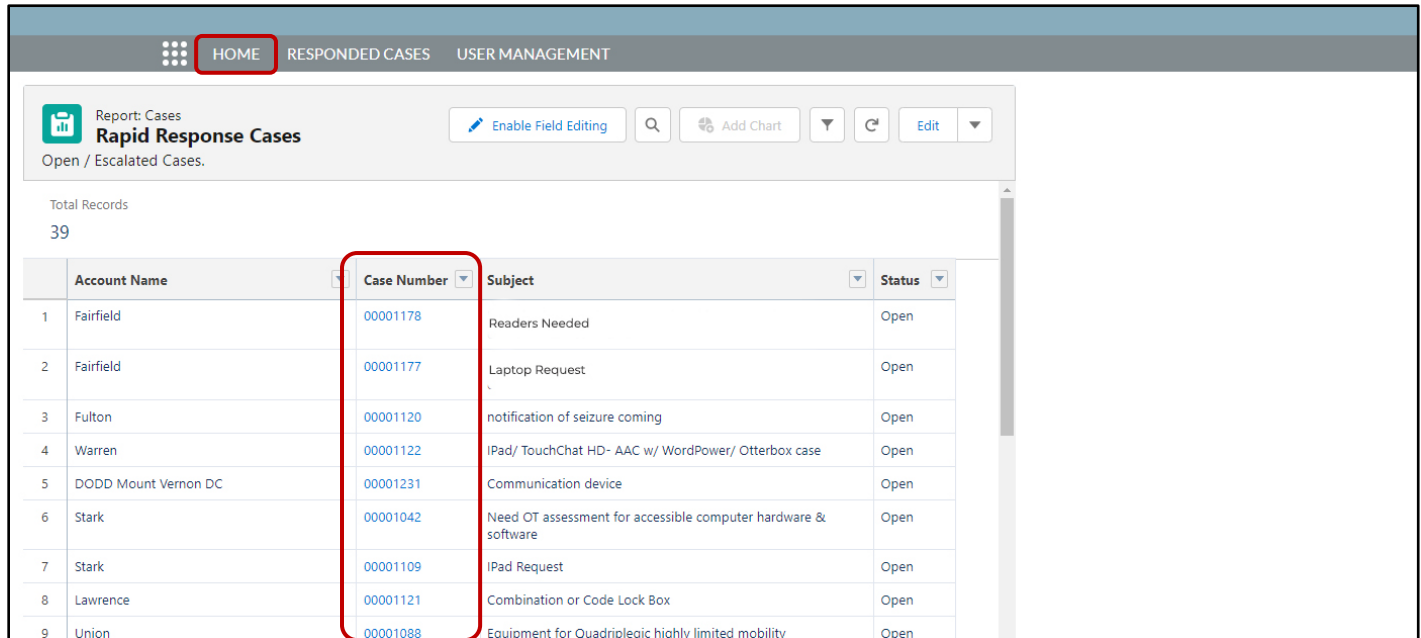
## **Accessing the Rapid Response System**

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**.

**Rapid Response System**

Search... SEARCH

Vendor J...

HOME RESPONDED CASES USER MANAGEMENT

Open Escalated Closed

Case: IPAD/TOUCHPAD Needed

Withdraw Re-Open **Add Vendor Response**

Priority: Medium Status: Open Case Number: 00001237

**Case Information**

Subject: IPAD/TOUCHPAD Needed Case Number: 00001237

Request Start Date: 12/20/2023 Description: Person is in need of a portable tablet.

**SSA Information**

Account Name: Lucas Preferred Consultation Method: In Person

Contact Phone: Other Consultation Method:

Contact Email: noreply@noemail.com.invalid

**All Case Responses (0)**

**Case History (4)**

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

View All

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.

**Add Vendor Response**

By clicking "Next" you are responding to this request as an interested Vendor. To cancel, please click the 'X' button on this window. You are welcome to add any additional comments in the box below, but these comments are not required.

*By adding your vendor response, you are confirming you will reach out directly to the SSA.*

SSA Contact Name : Julie Esparza

Phone:

Email : noreply@noemail.com.invalid

Vendor Comments

I have a touchscreen I'll email you with the details and my contact information.

Next

**All Case Responses (1)**

Case Responses ...	Contact	Vendor Interested	Created Date
RES-0396	Vendor Joe	<input checked="" type="checkbox"/>	11/15/2023, 1:23 P...

View All

**Case History (6+)**

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			

View All

# Rapid Response System Vendor User Guide for Vendors



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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.

**Rapid Response System**

Ohio Department of Developmental Disabilities

Search...

SEARCH

JARED HE...

HOME RESPONDED CASES USER MANAGEMENT

Case Responses  
**My Responded Cases**

5 Items

LIST VIEWS

- All Responded Cases
- My Responded Cases**
- Recently Viewed

					Created Date	Awa...	Award D...
1					8/30/2023, 4:47 PM	✓	8/30/2023
2					10/11/2023, 9:46 AM	✓	10/11/2023
3	RES-0394	00001223	✓	yada yada yada	10/16/2023, 3:13 PM	✓	10/16/2023
4	RES-0396	00001234	✓	I have Readers and will be emailing you to confirm.	11/15/2023, 1:23 PM	✓	11/16/2023
5	RES-0397	00001237	✓	I have a touchscreen and will email you the details along with my contact information.	12/21/2023, 2:01 PM	✓	12/21/2023

## Appendix

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

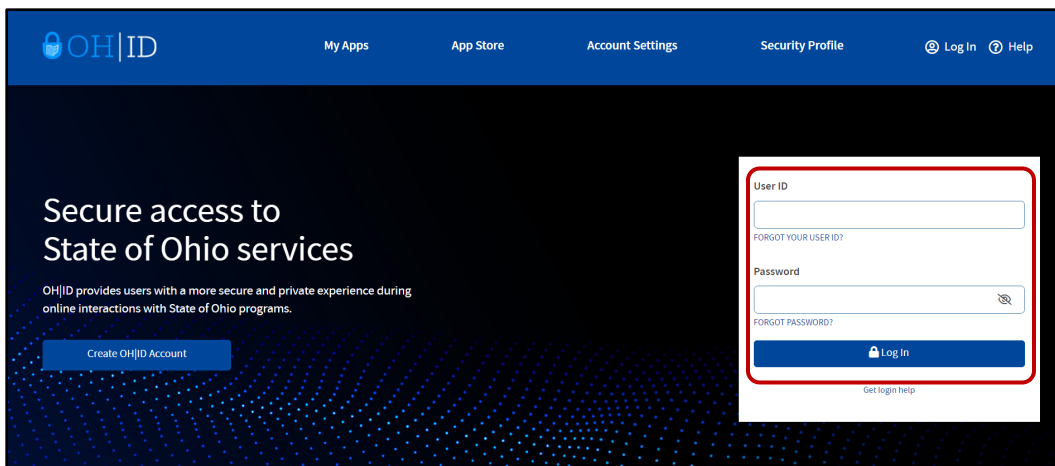
In 2019, all State of Ohio agencies were required to utilize one single login service called OH|ID. To accommodate this change, DODD began moving its web-based applications to the OH|ID website. This document explains how to gain access to those apps.

### Accessing apps

#### First time users

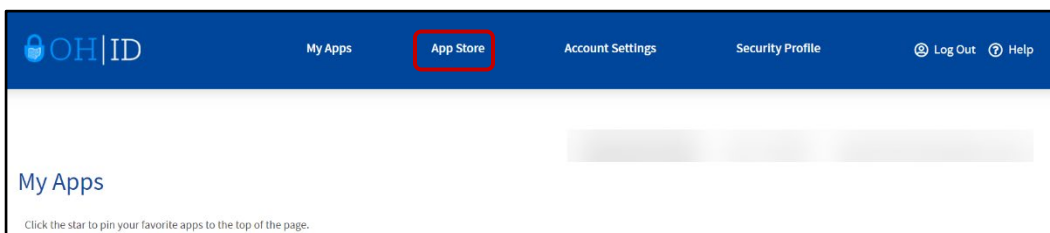
This section covers requesting access to the DODD applications in the OH|ID system.

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.



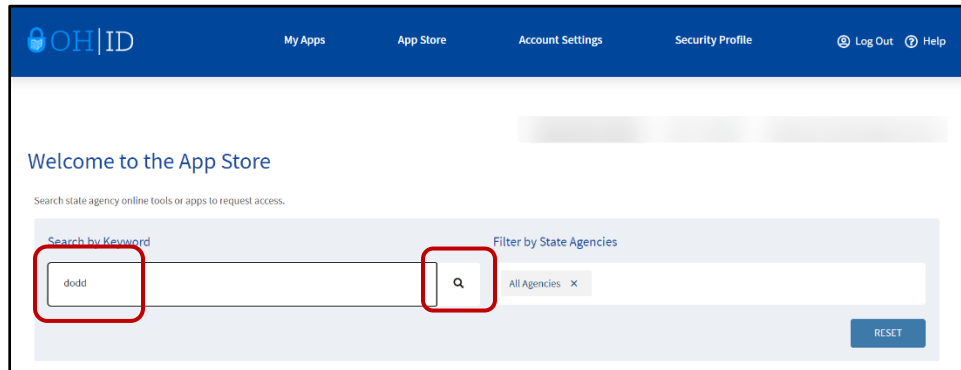
# Rapid Response System Vendor User Guide for Vendors



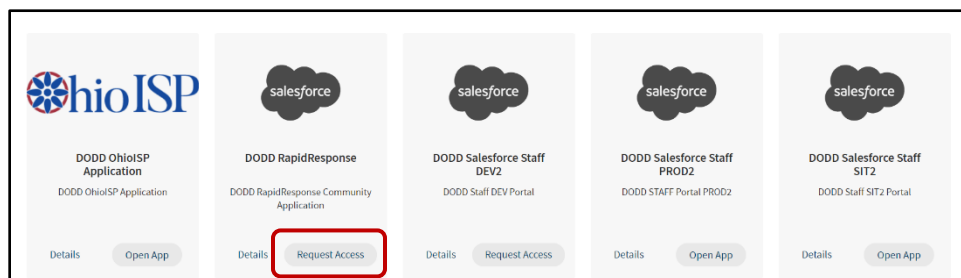
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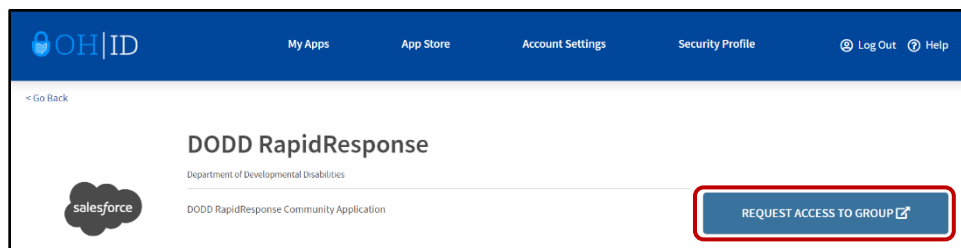
4. Type **DODD** into the search box and press Enter or click the Search button (🔍).



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

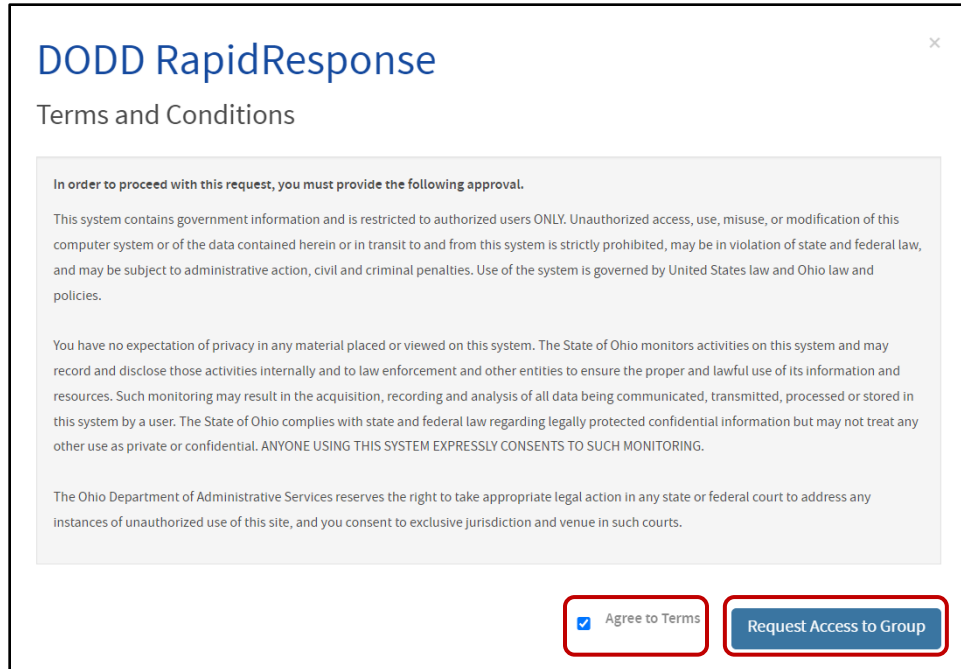


6. Click **REQUEST ACCESS TO GROUP** in the page that opens.





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



**DODD RapidResponse**

Terms and Conditions

In order to proceed with this request, you must provide the following approval.

This system contains government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by United States law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

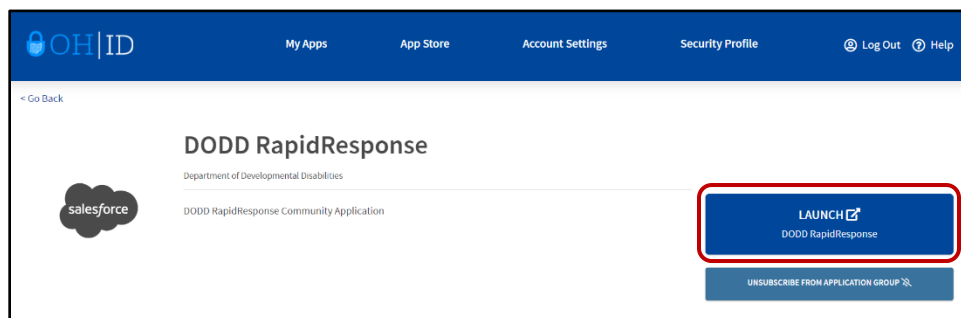
The Ohio Department of Administrative Services reserves the right to take appropriate legal action in any state or federal court to address any instances of unauthorized use of this site, and you consent to exclusive jurisdiction and venue in such courts.

☒ Agree to Terms    Request Access to Group



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](https://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.



OH|ID

My Apps   App Store   Account Settings   Security Profile   Log Out   Help

< Go Back

**DODD RapidResponse**

Department of Developmental Disabilities

salesforce

DODD RapidResponse Community Application

**LAUNCH** →  
DODD RapidResponse

UNSUBSCRIBE FROM APPLICATION GROUP 30

# Rapid Response System Vendor User Guide for Vendors



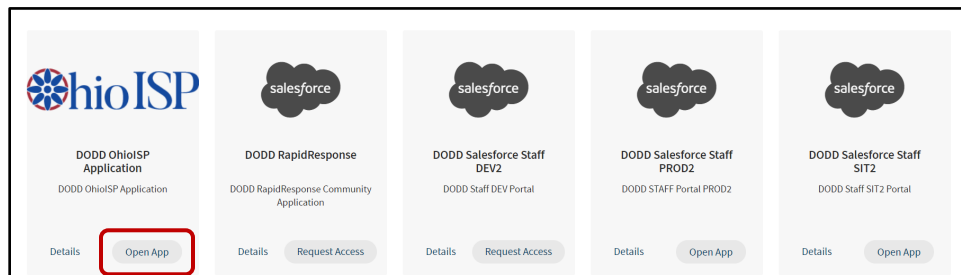
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## Returning users

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.