



Idaho Department of Juvenile Corrections

Using SmartVault

Information for IDJC County Partners

March 2022

The IDJC has changed how we receive information for juveniles committed to the department. We will work with you to make the transition as smooth, as possible.

Why?

- ▶ A consistent, centralized process that is easy to use
- ▶ Secure, web based, login based, accommodates large file size of 1 GB—unlike email
 - ▶ Early 2021, we transitioned to electronic submission by email but encountered issues related to file size limit
- ▶ Resolve ongoing confusion about where to submit commitment orders and social/treatment history information
 - ▶ The majority of large and small counties are already using SmartVault successfully

Who? What?

- ▶ Who: This resource is intended for use by county court and probation personnel
 - ▶ The IDJC is the “account administrator” that invites you to use SmartVault
 - ▶ Email ContactUs@idjc.idaho.gov or call Estela Cabrera at 208.334.5100 to get set up
- ▶ What: Use the SmartVault client portal to submit commitment orders and social history and treatment documents to the IDJC
 - ▶ For a review on submitting documents to the department, visit the IDJC website/About page at www.idjc.idaho.gov

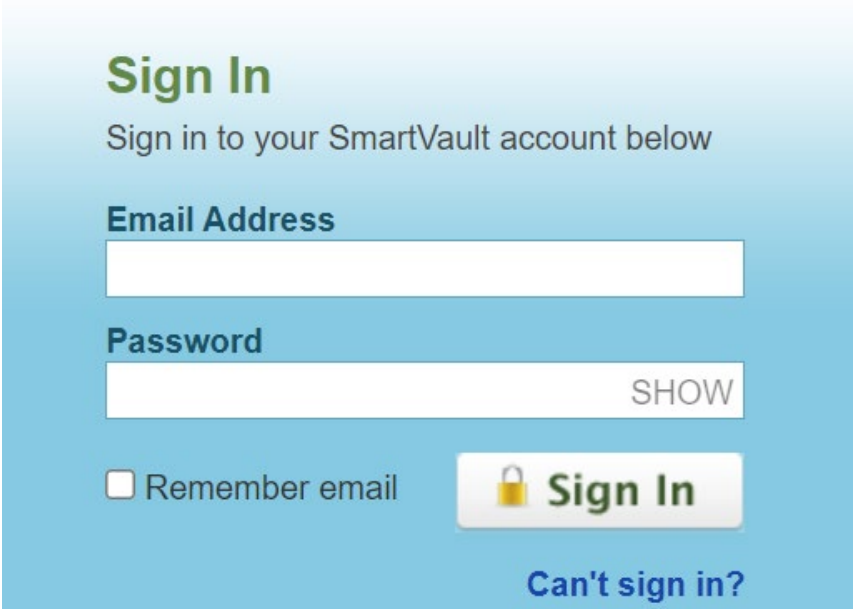
Get an Account

- ▶ You will need an email address and internet connection
- ▶ The IDJC will create a dedicated Client Portal and invite you to use SmartVault
- ▶ You can have one or more individual users or “Guests” that can access the portal
- ▶ OR, you can use a general, shared mailbox avoiding interruptions when specific staff is unavailable or your agency experiences turnover
- ▶ You will receive an email invitation with instructions to activate your account and create your SmartVault login

Login

- ▶ Click this link to view a [Client Portal Orientation](#)
 - ▶ Much of the lingo will refer to accounting processes but the basic procedures on how to use the service still apply
- ▶ Type this IP address in your browser
<https://my.smartvault.com/secure/SignIn.aspx>

Tip: Bookmark the SmartVault *Sign In* page for easy access to your client portal




Sign In
Sign in to your SmartVault account below

Email Address

Password
 SHOW

Remember email

 **Sign In**

[Can't sign in?](#)

Using the Google Chrome browser seems to work best

Upload

- ▶ Once your account is activated, you can access your client portal any time to upload files
- ▶ Click the link for a short tutorial on how to [upload files as a guest](#) user
- ▶ When uploading files, use the juvenile's name in the file name
- ▶ Use a consistent naming convention to organize or group the files. This is especially important when uploading files for more than one juvenile

Notifications

- ▶ You can set up upload and download notification preferences
- ▶ SmartVault defaults to notifications once in a 24-hour period
- ▶ Access “Notification Settings” to set your preference to what makes sense for you

Notification Settings

Upload Email Notifications

SmartVault can automatically send you upload email notifications when someone uploads a file into a vault or a folder that you have access to. Specify when you would like to receive upload email notifications.

Send upload notifications:

Every Hour ▼

Download Email Notifications

SmartVault can automatically send you download email notifications when someone downloads a file from a vault or a folder that you have access to. Specify when you would like to receive download email notifications.

Send download notifications:

Once a day (9:00 a.m.) ▼

or [Cancel](#)

Get Help

- ▶ Use the SmartVault help feature
- ▶ Open a chat session and get one-on-one help
- ▶ Contact Estela Cabrera at 208.577.5451
- ▶ Reach out to your JSC

Thank you for your partnership with the IDJC to serve Idaho families.