

UPDATED (August 2023)

Request to Create or Reactivate a New Case Manager Account

CANVaS 2.0

CANVaS 2.0 is the online software for the Virginia Child and Adolescent Needs and Strengths (CANS) assessment. CANS is required for children and youth receiving services through the Children's Services Act (CSA) and by local Departments of Social Services. **Users are required to read and acknowledge acceptance of the requirements of the online User Agreement.**

If you are a case manager for the local department of social services, court services unit, community services board/behavioral health authority, schools or CSA who completes CANS for children on your caseload, please provide your Local Administrator with the following information to create your CANVaS access. Only public agency case managers, not private providers, may establish CANVaS accounts. Please complete, sign and have your supervisor sign this form to establish an account.

REQUIRED INFORMATION

Name _____

Job Title _____

Agency _____

E-mail Address _____

Phone Number _____

Have you ever had a CANVaS account before? _____ If so, where? _____

User's Signature _____ Date: _____

Location(s) for which access is needed _____

Signature of Agency Supervisor* _____ Date: _____

Printed Name of Agency Supervisor _____

Send this information, along with a copy of your current CANS certification to your Local Administrator.

Your DSU/RA (Local Administrator) will create an account for you which will generate an e-mail being sent. Once you have accepted the terms of the User Agreement and activated your CANVaS account, you will be prompted to create OKTA multi-factor authentication credentials to log into CANVaS.

A resource document ("Navigating CANVaS...") is also available [here](#). For OKTA access issues, please contact csa.canvassupport@csa.virginia.gov For other CANVaS issues, please contact the CANVaS Help Desk at 1-877-727-8329 or by e-mail at canvas@rcrtechnology.com Please do not email child-specific information.

**The signature of the supervisor is required to confirm that the case manager requesting access to CANVaS 2.0 requires such access to carry out his or her job responsibilities. If not signed by the case manager and the supervisor, an account may not be created or reactivated. Form revised March 2017; March 2023; August 2023.*