PACES - Frequently Asked Questions

1. I am not able to login to PACES.I receive a message "User "testuser-dfs" is either entered bad credentials or not found in database" when I try to log in. What steps do I need to follow?

Please check your login credentials. The issue may be either with your User Id or Password.

Addressing User Id issues

1. Your User Id is your email Id where you received your password.
2. While logging in, enter your full email id as the User id

Addressing Password Issues:

1. Avoid copying trailing spaces with the password. Pasting with a space will result in an incorrect password. Take care to copy and paste only the password characters.
2. Try regenerating a new password using the "Generate Password" feature.

If the above steps do not resolve the issues, please reach out to your Residential Contract Manager.

2. I am not able to generate my password. I receive a message: *Not Found: Work Email= abc@abc.com"*

Please check with your Supervisor and confirm the email that was registered with PACES. Use this email Id to obtain your password using the "Generate Password" feature in PACES.

If your email was not registered for use with PACES, Supervisor can reach out to the Residential Contract Manager(RCM) to assist with provisioning to PACES.

3. When I generate the password, PACES displays message that "the Email is sent". However, I have not received the password in my email Inbox.

It may be possible that your email is considering the password email as spam. Please check your Spam /Junk/Trash folders to see if the email was sent to one of those folders.

Add "Donotreply@dfps.state.tx.us" to your contact list. This will prevent the email being sent to Spam/Junk folders.

4. I do not see one or more of my contracts in the Contracts list.

Please check with your Supervisor as to which contracts you are missing. Your Supervisor may reach out to the RCM to provide you access to the contract in the specified role.

5. Why am I not able to view the "Ready for RCM Review" button in the Caregiver list/Child list is not active ?

The "Ready for RCM Review" button is available only for the Supervisor roles. Contractor roles will not have access to this button.

If the "Ready for RCM Review" button will become active when all the detail Children Records or Caregiver records are either in "Reviewed" or "Evaluated" status.

6. A contract detail record is not editable. How can I make any changes or upload supporting documentation ?

Please reach out to your RCM to discuss the changes you need to make. The RCM may be able to return the contract for rework.

7. I do not agree with the Initial Findings. How can I make any changes to the detailed Child or Caregiver Record?

Press the "Disagree" button in the Detail record in order to be able to edit or to upload supporting documentation. The "Disagree" button functionality is available exclusively for Supervisor role only. The Contractor role can complete the Contract and Supervisor role can then mark the individual caregiver or child records to "Reviewed" before submitting to RCM for further review.

8. The "Reviewed" button not available. Why am I seeing only Save/Complete buttons ?

The reviewed button is available only for Supervisor role. The Contractor will have only Save and Complete buttons in the Caregiver or child detailed records.

9. An employee in a Contractor or Supervisor role has left the organization and is no longer required to access PACES. How can I request the access to be removed?

Please reach out to your RCM to make the required updates to deactivate the Contract Users.

10.   10.We have organizational changes and the roles need to be reassigned. How can I request for corresponding changes in PACES?

Please reach out to your RCM to make the required updates.