

Helpful Hints for CN On-line Claim Application

1. A person can only be assigned in one (1) User Group.
If you receive the message, “**HTTP Error 401.x - Unauthorized: Access is denied due to error.**”, the user is assigned to more than one user group, contact your CN Group Manager.
2. ADE Security for Single Sign On will only manage two CN User Groups: CN Group Manger and CN Approver (the approver should be the person listed on the CN Agreement/Policy Statement as the person authorized to sign the claim for reimbursement. Here is a link to District Access Information: <https://adedata.arkansas.gov/dai/> to view who has been assigned as the Group Manager or Approver. The Districts Active Directory Account Manager will know how to obtain and submit the forms to make changes to these two groups.
3. The CN Group Manager will assign and manager the usernames/passwords for the CN Submit, CN Entry and CN View User Groups.
4. District may not need someone assigned to the CN View User Group. That User Group not being filled will not hinder the application process.
5. When the claim has been entered and submitted the CN Submitter will have to notify the CN Approver the claim is ready to be approved.
No email will be sent to the CN Approver from the system when the claim is ready for approval.
6. Log in issues should be handled by the Active Directory Account Manager or CN Group Manager.
7. Application issues should be handled by making a screen shot of the error message and emailing the message to Saraj Goldberg at Child Nutrition: saraj.goldberg@arkansas.gov .
Issues that occurred during the pilot testing have been addressed and should be resolved at this time.