This section of the guide will review the many functions available from the Service Registration Search screen.   This screen allows users to:

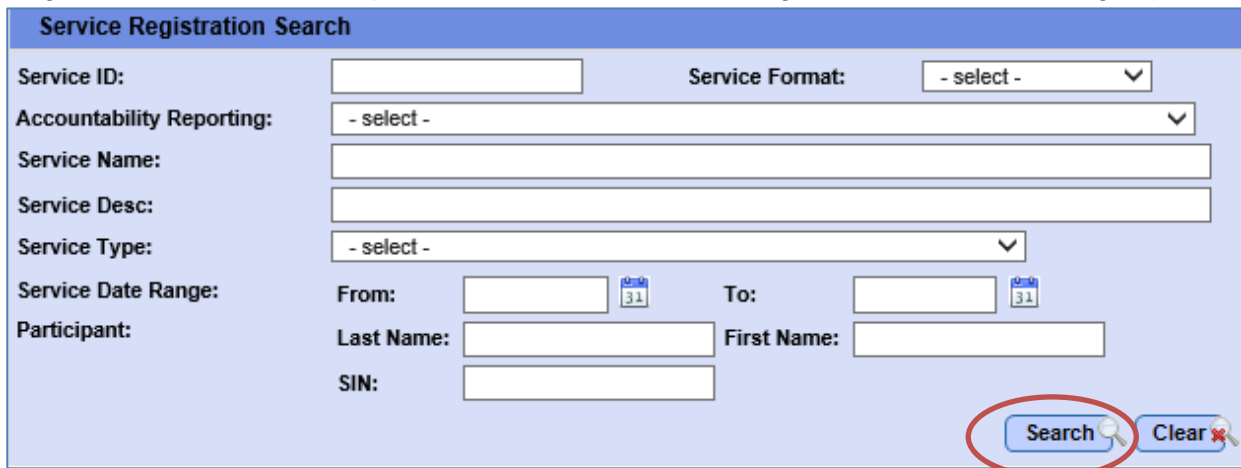| |
|---|
| View a list of all services offered by the organization |
| Filter service search results using search criteria |
| Begin the process of adding a new service |
| Begin the process of copying an existing service |
| Delete services |
| Navigate to the Service Registration Details screen |
| Navigate to the Service Registration Participants screen |

View and Search Services

To view the services for your organization, login to LaMPSS and navigate to the Service Registration Search screen (see How to Access Service Registration for how to navigate).

By default, a list of scheduled services will display in the Service Registration Search Results. You can use the search parameters to narrow those results.

For example:

- To search for a specific service, use the Service ID (if known) or the Service Name. When Service ID is entered, other criteria will be ignored.

- To search for all services of a specific format, use the Service Format dropdown

- To search for all services related to a specific funding agreement, select the agreement from the Accountability Reporting dropdown

- To search for services with a specific participant, enter the person's first name, last name, and/or SIN. If SIN is entered, other criteria will be ignored.

Once you've selected your desired parameters or entered search criteria, click the Search button to update the Service Registration Search Results. To clear the search and start over, use the Clear button.

Service Registration Search Results

The search results will appear below the Service Registration Search. You'll see the Service ID, Service Name, Start Date (and Time for Group-Fixed), Service Format, Status, and Participants.

The count for participants includes all participants enrolled in the service with a status of Completed, Pre-Registered, Registered, or Wait List. A tooltip (also known as a hover over) on this column will display the established minimum and maximum number of participants for the service.

On initial visit to the screen, all services with a status of Scheduled will display.

The results are sorted by Start Date in ascending order (i.e. earliest dates first), but the sort order can be changed by clicking on any of the column labels. A maximum of 10 services are displayed per page.

Services with a status of Completed or Cancelled are not displayed by default in the results but can be accessed using the Show History button.

Add a Service

To add a service for your organization, login to LaMPSS and navigate to the Service Registration Search screen (see How to Access Service Registration for how to navigate). You will see an example of this screen on page 4.

The screen has three main sections:

- **Organization Header** – displays at the top of most Service Registration screens, providing key organization details

- **Service Registration Search** – allows the user to search for services and/or participants in a service

- **Service Registration Search Results** – pre-populates with any existing, active services and provides the ability to add new services, modify an existing service, and delete a service.

    o Clicking the "Show History" button will expand the search results to include any Cancelled or Completed services.

To add a new service, select a service format from the dropdown at the bottom of the screen then click the Add Another button.

The possible service formats are Individual, Group (Continuous), and Group (Fixed). See Service Registration Overview for an explanation of each Service Format option.

Copy an Existing Service

If a service has previously been created for your organization, you can use the "Copy to New" button to create a new service by copying an existing selected service.

This copy feature can both save time and improve consistency between similar services. When a service is copied all details of the existing service are copied to the new service, except for the unique session ID, dates and times, and the participant enrollments. These details can be updated as required for the new service.

To copy to new, select the service you wish to copy by clicking on the checkbox to the far left of the service and then click the "Copy to New" button. You will see this button and the ability to select a service in the example of a screen on the next page.

Sample Service Registration Search Screen

Home	Person Management	Agrmnt/Case Management		Help

User Home Page > Registry Home Page > Service Registration Search/Add

You are logged in as ▮▮▮▮▮ working as ▮▮▮▮▮
Organization Contact

Cancel ⊗

LaMPSS Organization #:

Name:

My Organization ⤊

› Organization Home
› Organization Details
› Organization Contacts
› Org. Service Registration
› Org. Business Partners
› Org. Published Services

Service Registration Search

Service ID:	[ ]	Service Format:	- select - ▾
Accountability Reporting:	- select - ▾		
Service Name:	[ ]		
Service Desc:	[ ]		
Service Type:	- select - ▾		
Service Date Range:	From: [ ] 📅	To: [ ] 📅	
Participant:	Last Name: [ ]	First Name: [ ]	
	SIN: [ ]		

My Service Registration ⤊

› Svc Reg Search/Add
› Svc Reg Intake Form
› Svc Reg Activity Detail
› Svc Reg Activity Summary
› Svc Reg Participant List

Search 🔍   Clear ✖

My Account ⤊

› Change Account Password

Service Registration Search Results

	Service ID	Service Name	Start Date	Service Format	Status	Participants
☐	▮▮▮▮	▮▮▮▮▮▮▮▮	Apr 01, 2016	Individual	Scheduled	189 👥
☐	▮▮▮▮	▮▮▮▮▮▮▮▮	Apr 01, 2016 1:00 PM	Group-Fixed	Scheduled	72 👥
☐	▮▮▮▮	▮▮▮▮▮▮▮▮	Apr 01, 2018	Group-Continuous	Scheduled	362 👥

To Add a Service
Select a Service Format then click the Add Another button

Add New Service:

- select - ▾   Add Another ⊕   Copy to New ⊕   Delete ⊖   Show History 🕘
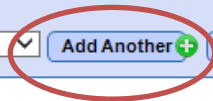
To Copy a Service
Select the checkbox beside a service then click the Copy to New button

Service Details

After selecting the Add Another button, you will be taken to a new Service Details screen. This is the screen where you will define the details of the service your organization is offering under the funding agreement.

If you selected Copy to New, some fields on the Service Details screen will be prefilled but can be edited as required.

> ⚠ If you have selected the wrong Service Format it cannot be changed on the Service Details screen. You will need to click Cancel to return to the Service Registration Search screen, then repeat the steps to create a new service.

The screens and fields for each Service Format are very similar. You will note that for Group (Continuous) and Individual services the Service Time and Minimum/Maximum Participants are not required. An example of each one is provided over the following pages.

This table provides a description for each field and, where applicable, some tips for completing the screen. Where French fields are available if no French is entered LaMPSS will use the English text. French is only required for bilingual programs.

Field Name	Description	Tips
Accountability Reporting	List of all active agreements for programs requiring Service Registration. Selecting the Agreement ID associates the service data with that agreement for reporting the details to government.	This field becomes read-only after the 1st save of the screen.
Agreement Activity	If the agreement selected has been configured to link a service with a position, this additional field will be available to select the appropriate Position Title from the dropdown menu.	This only applies to select wage subsidy agreements. Once a selection is made, several of the fields below will generate default values. Those fields are: Service Type, Service Name, Service Dates, Service Times and Service Location.
Service Type	List of available Service Types in LaMPSS.	The services you create should align with the activities specified in your funding agreement.
Service Name	Free text field to enter a name for the service	Consider defining naming conventions for your organization to make it easier to identify services on the search screen and in reports.

Service Description	Free text field to provide a brief description of the service.	Maximum of 1000 characters
Visibility to Other Business Partners	Options are Public or Private. The default is Public.	If a service is setup as private, it will not be linked to any of your organization's funding agreements and is not visible to internal government LaMPSS users. Private services should only be used if you wish to manage services and participants for non-funded activities.
Service Date	Start and end date for the service	Service Dates are required for Group (Continuous) and Group (Fixed). A warning will display if the dates fall outside the dates of the related agreement.
Service Time	Start and end time for the service	Service Times are required for Group (Fixed). Otherwise the field is hidden.
Service Status	Defaults to Scheduled when a service is created.	
Contact Person	The designated contact for this service who can be contacted with questions.	
Primary Audience	List of target groups to indicate the intended audience or group the service is targeting.	This is a multi-select dropdown. Select one or more, as applicable
Language	The language in which the service is delivered.	
Additional Details	Free text field to provide any additional details about the service.	Maximum of 2000 characters.
Service Location	This displays the most recently used Service Location for the organization or, if no locations have been used, the organization's civic address.	If no civic address has been provided, the mailing address will display. This should be used to indicate where services will occur.
Phone	This displays the organization's primary phone number.	This should be used to indicate the number to call with questions about this service.
Participants	Field to provide the minimum and maximum number of participants who can be registered in a service.	This only applies to Group (Fixed) services.

Sample Service Details for an Individual Service Format
Service Details provides detail on each field pictured below. This is a sample of what the Service Details screen will look like when the Service Format selected is Individual. Service Formats are explained in the Service Registration Overview.

Sample Service Details for a Group (Fixed) Service Format

Service Details provides detail on each field pictured below. This is a sample of what the Service Details screen will look like when the Service Format selected is Group (Fixed). . Service Formats are explained in the Service Registration Overview.

Sample Service Details for a Group (Continuous) Service Format
Service Details provides detail on each field pictured below. This is a sample of what the Service Details screen will look like when the Service Format selected is Group (Continuous). . Service Formats are explained in the Service Registration Overview.

Update a Service

To update an existing service, use the Service Registration Search to find the service requiring changes.

Click on the hyperlinked Service ID field in the Service Registration Search Results to navigate to the Service Details screen.

On the Service Details screen, make any necessary updates. Refer to the Service Details section for details on each field. Once all updates are made, click save at the top or bottom of the screen.

Complete a Service
When a service is finished, whether it is complete or has been cancelled, you need to update the Service Status on the Service Details screen. The options for Service Status are Scheduled, Completed, and Cancelled.

> ! At the end of your funding agreement with government, you should complete all the related services in LaMPSS. You can search for any services related to an agreement using the Accountability Report parameter on the Service Registration Search.
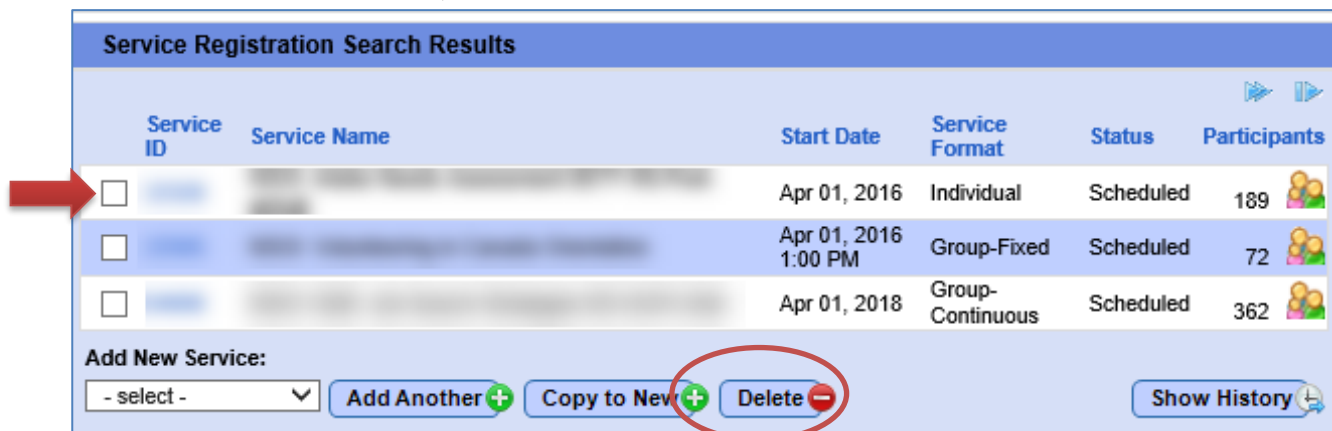
A service can only be updated to Completed when all the participants enrolled in the service have also been addressed, either by indicating they've completed the service, did not attend, etc. If any participants are still in Registered or Pre-Registered status you will not be able to update the Service Status to Completed.

Delete a Service

To delete a service, use the Service Registration Search to find the service to delete. Select the checkbox next to the service, then click the Delete button.

> ! LaMPSS will display a warning message in a popup window asking you to confirm you wish to delete the selected service. Once deleted, a service cannot be recovered.

There are some business rules to consider when you want to delete a service:

- A service with participants in *any* status cannot be deleted. Each participant would first need to be removed from the service. In this situation, consider whether changing the Service Status to Cancelled would be more suiting.

- A service where the Service Status is Completed cannot be deleted.

- Only one service can be deleted at a time.