FAQs

- Who should be the ETO Administrator?
    - Someone, such as the program coordinator or operations manager who completely understand your Center's operations, needs, and goals
    - Not an IT person – no special computer knowledge needed; someone who is comfortable and can adapt to new programs
- How many usernames should I sign up for?
    - 1/partner agency
    - FJC Staff
    - Can enter data at the same time on the same username
- Who hosts the site?
    - Social Solutions, Inc. works with a third party, System Source, Inc.
    - System Source, Inc. has a 99.99 up-time guarantee
    - As for security: the ETO Software servers are not publicly available. The servers have a variety of security measures in place.
- Can we add our own questions and assessments?
    - Yes – you can tailor ETO for your Center's needs
    - The template is the core for a successful client intake software
- What do you need to run ETO?
    - It's a web-based application – no hardware or software needed. It runs in Internet Explorer, version 7. Or higher
    - Does not run in Mozilla
- Who owns the data?
    - The customer owns the data. If the license is broken, the customer receives a CD of all of their data.

- Can we upload existing data?
    - Yes you can “batch upload” data from Excel. All other data migrations are priced by “Applications Solutions” team based on the size/complexity of the work, at a rate of $170/hr
- Is the data backed-up?
    - Yes. The data back-up process complies with HIPAA regulations.
    - You are also able to get a copy of your data in Access or SQL for $50/request.
- What are the export options for reports?
    - Reports can be downloaded to Word, PDF, or excel.
- What type of training will we receive?
    - The implementation/configuration phase of your software by ETO includes up to 6 hours of demonstration and end-user training.
    - The Alliance TA also includes support and assistance for user training and implementation.
- Are there paper forms compatible with the template’s demographics, assessments, and surveys?
    - The Alliance is working on creating template intake forms that are compatible with the demographics and assessments in the FJC Template.