

Traverse Frequently Asked Questions...

1. What is the Organization name when signing into the Traverse **MOBILE** app?
*The Organization name is **Ohio**.*
2. How do I find specific documents on a case in Traverse?
Under the Content tab in the case in Traverse, there are search options in the box on the left. You can search by Date, Content Type, Entity Type or by Topic. You can also try searching keywords in the search bar under Content.
3. What is the **TAXONOMY**?
Taxonomy is the organization of documents in Traverse. The documents that are part of the LCCS case file are arranged by this Taxonomy or Content Type in Traverse. To determine what Content Type is used for each document in the case, you can refer to I:\UNSECURE\Traverse\Lucas Taxonomy or check with your file clerk.
4. How do I get a Traverse icon on my desktop?
The sign in page for Traverse is <https://ohio.northwoodstraverse.com/>. To make a shortcut to your desktop, you can simply follow the link above, drag the address from the search bar to your desktop OR you can click the three dots on the top right of the browser, scroll down to More Tools and select Create Shortcut. For further assistance, contact the help desk at Lucaskids-HelpDesk@jfs.ohio.gov.
5. I don't remember my Traverse password/How do I reset my password?
*Click the "Don't remember your password" link on the sign in page.
***If you have never signed in, this will not work.** Please contact Christina Rejent at Christina.Rejent@jfs.ohio.gov to obtain your temporary password for your initial login.*

New Password Complexity Requirements:
 - Must contain at least one character from each of the following categories:
 - Digits 0 through 9
 - Non-alphanumeric character, such as: !@#\$%^&*()_+|\'"/><.,/?
 - Uppercase alpha character (English: A through Z)
 - Lowercase alpha character (English: a through z)
 - Must have a minimum of 12 characters
 - Cannot reuse the last five passwords associated with the account
6. How do I complete a form in Traverse?
Forms can be completed in Traverse by selecting the yellow ADD button while in a case. Search through the Lucas County forms or JFS forms to browse and select the form you want to complete.
7. What documents are scanned or uploaded to Traverse?
Traverse is replacing the brown file pocket and will contain all case-related documentation. All Clerical staff throughout the agency scan and upload case documents, photos and videos daily to open cases in all departments. Case documents in OnBase will soon be converted to Traverse. Closed and reopened case history is scanned daily in Records. The goal is to be a paperless agency.
8. I completed a pdf form on my mobile device, but how do I get that into Traverse?
You can upload the document to Traverse by opening the case, clicking the yellow ADD button and selecting UPLOAD. The Content Type is listed on an agency PDF form on the top left corner of the form, or you can refer to the agency Taxonomy in I:\Unsecure\Traverse, or ask clerical staff for assistance. You locate the document on your computer by clicking BROWSE, or you can drag and drop the document to that window. Any content added to Traverse must have a Content Type, Document Date, and the appropriate connections to associated cases and people.
9. How do I print a document from Traverse?
Locate the document and click the arrow to the right of that content item to download the item. Open the downloaded item and select the Print icon, or select Download Original while in the document view and select the Print icon on the downloaded document.
10. What is the difference between Traverse Web and Traverse Mobile?
Traverse Web is meant to be used from your desktop, but can also be used on some mobile devices. From here, you can access all options available in Traverse except take photos or record audio. These options are available in Mobile and will upload directly to the case. These items can still be added to the case in Traverse web by uploading them or printing and scanning them. While in Traverse Mobile, you do not have the ability to scan items to a case.