
OpenBeds® Crisis Management System

Lifeline Center Crisis Administrator User Guide

NJ Specific - Version 1.0

3/3/25

Introduction

This guide details the responsibilities and distinct privileges for OpenBeds users with the role of Crisis Administrator as outlined below.

- Manage users with a Crisis Operator role.
 - a. Add / edit / deactivate users

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Logging In

To log into your account for the first time:

1. From your web browser, navigate to the OpenBeds URL:
<https://nj.openbeds.net/> and select “Forgot Password”
2. Enter your work email in the ‘Username’ box and click ‘Request Password’
3. Enter the verification code sent to your email in the ‘Verification Code’ box
4. Create a new password and click ‘Reset Password’
5. Log in using your credentials

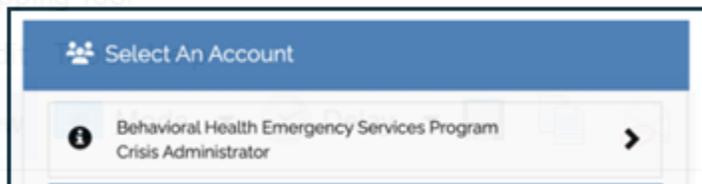
The screenshot shows a web browser window with the address bar containing 'nj.openbeds.net'. The page content includes the OpenBeds logo, 'A BAMBOO HEALTH SOLUTION', and 'New Jersey Department of Human Services'. Below this is the 'User Login' section. It contains a 'Username' input field, a 'Password' input field, a blue 'Login' button, a 'Forgot password?' link, and a 'Need Help?' link. Red boxes are drawn around the Username field, the Password field, and the Forgot password? link.

For subsequent log-ins:

1. From your web browser, navigate to the OpenBeds URL:
<https://nj.openbeds.net/>
2. Enter your work email in the ‘Username’ box and your password in the ‘Password’ box
3. You can change your password at any time. Once logged in:
 - a. Click the drop-down icon beside your name at the top right of the page
 - b. Select ‘Change Password’ and complete the instructions as prompted

Getting Started

1. Navigate to <https://nj.openbeds.net/> and log into OpenBeds.
2. You will see a 'Select An Account' page listing one or more accounts associated with your work email address.
3. Select your **Crisis Administrator** role.



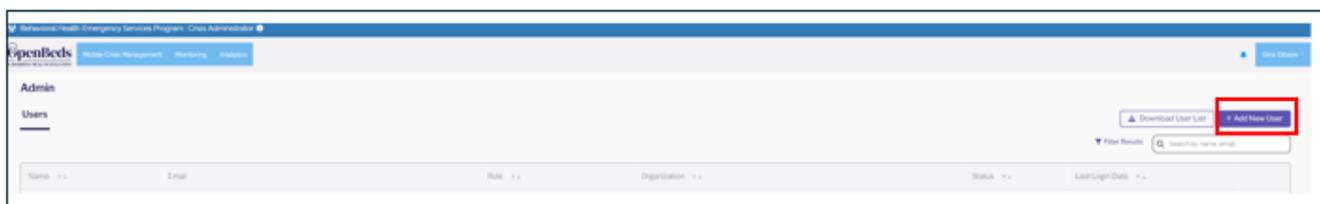
Once you select your account, you are directed to the **Users** page. **Note:** You can only create new users for the organization(s) your Administrator role is attached to.

Refer to the [Crisis Operator User Guide](#) for details on operationalizing the responsibilities and distinct privileges of these roles.

User Management

Create New User Account

To add a new Crisis operator, select **+ Add New User**.

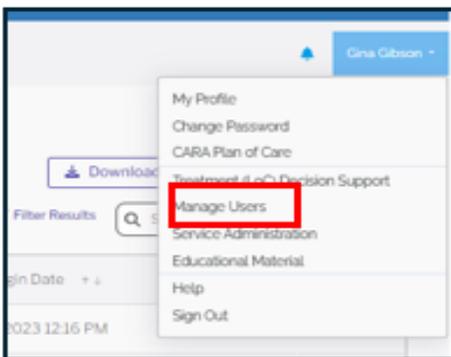


The **+ Add New User** drawer (1) opens displaying the information needed to create the new user. Required fields are denoted by a *. Enter all required **Details** (2) and click **Submit** to add the new user to your organization (3). **Note:** All data fields will be empty by default.

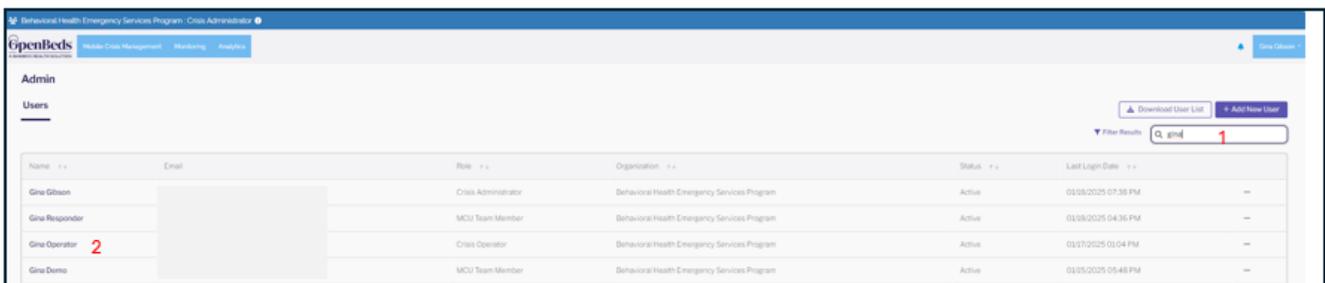


Edit an Existing User

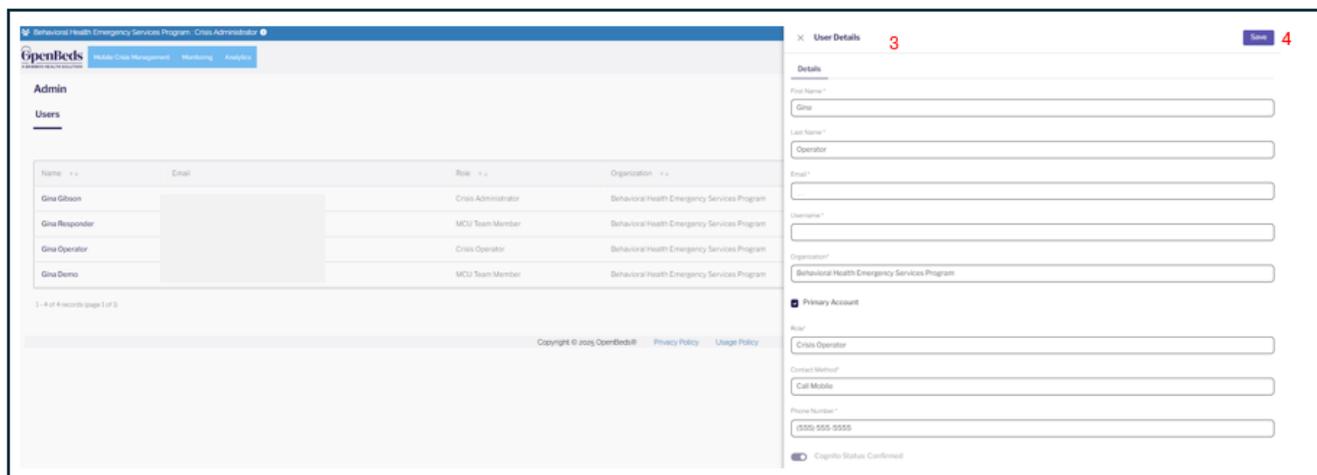
To edit an existing user's profile, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select **Manage Users**.



Enter the user's name or email address in the search bar (1) to narrow the user list. Click on the name of the applicable Crisis operator or administrator (2).



The **User Details** drawer (3) opens for editing.



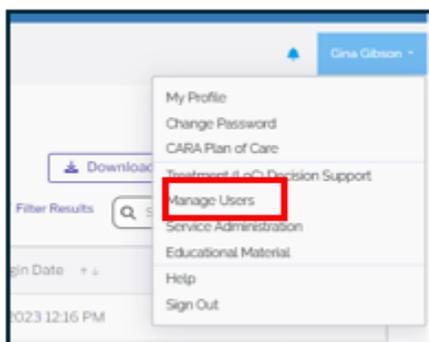
You can change any data field displayed at any time, even if the user's account has been deactivated. Click **Save** (4) to capture any changes made to the user's profile.

Pending Users

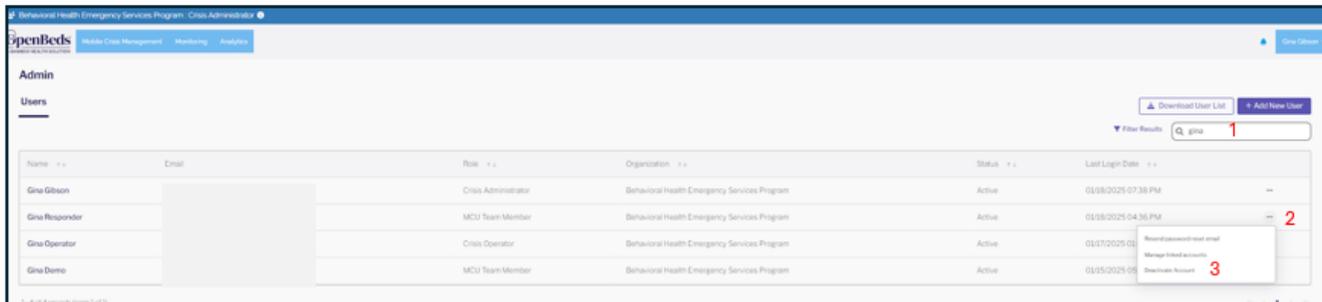
Users with the status of **Pending** on the **Manage User page**, have not signed into their newly-created OpenBeds account. Direct these users to log in to change their status to **Active**.

Deactivate or Reactive a User

To deactivate or reactivate a user, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select **Manage Users**.



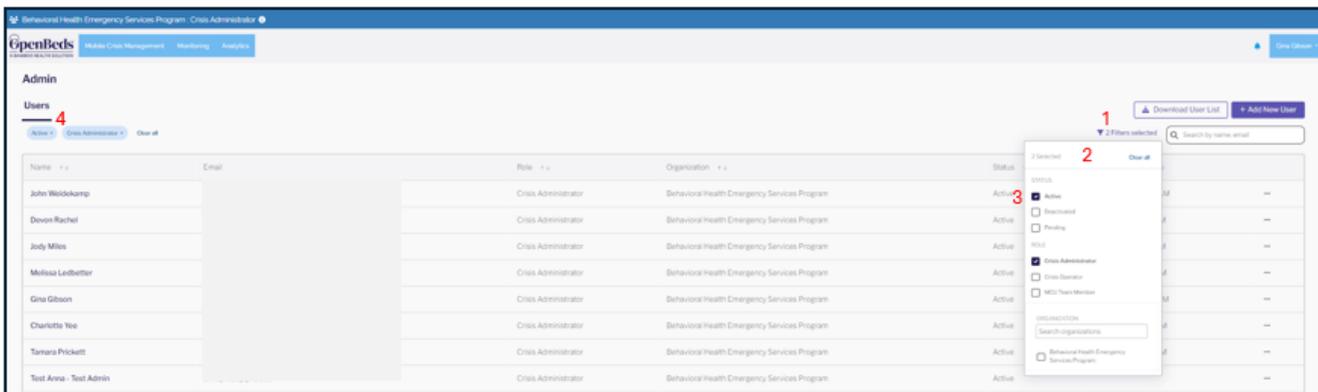
Enter the user's name or email address in the search bar (1) to display the appropriate user in the **Users** list.



Click on the ... (2) to the right of the user's name and select **Deactivate** or **Restore Account** from the action menu as applicable. **Note:** If the user's account is **Active** or **Pending** you will see the option to deactivate the account. If the user's account is already deactivated, you will see the option to restore the account.

Filter the User List

To apply filters to the user list,



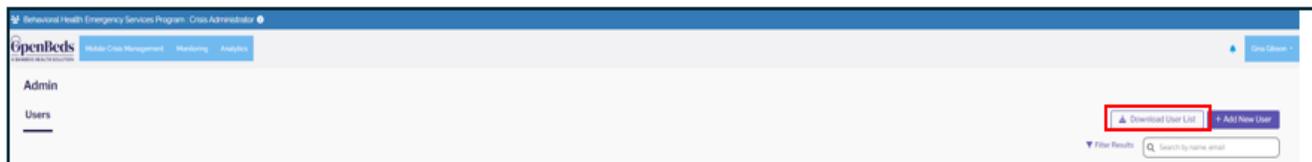
Click the filter icon (1) to open the filter dropdown menu (2) and apply the desired filters (3) for user status, user role, and/or organization name.

As filters are selected, that criteria will display as a pill (4) to indicate which filters are in place for your search. To remove filter criteria, you can either uncheck the box beside the filter in the dropdown menu or click the **x** in the filter pill.

Your user list will update based on the filter criteria you applied.

Download the User List

To download your organization(s) user list, click 'Download User List' to export the populated list.



If a filter is in place, the export will only populate information that matches the filter criteria. If no filter is in place, the total user list will be available in the export.

You will be able to see the following information in your exported download as applicable:

- All available information on the user table (name, email, role, organization, status, last log-in)
- Additional fields such as created date, activated date, last log-in, deactivation date, and deactivation method

Note: Any accounts deactivated prior to the 90-day automated security deactivation process implemented on January 10, 2024 will not have an associated deactivation method.