
APRICOT GUIDE

CONNECT PORTAL

(FOR CLIENTS)

What is Connect?

Connect is a website that makes it easy for you to...

- ...complete and sign forms or consents from your phone or personal computer.
- ...view some of the plans or assessments that your case worker has completed for you.
- ...receive direct messages from your case worker to your email or cell phone.

How to Register

1. Look for an email from “Children & Families First Delaware” (apricotadmin@cffde.org) with the subject line “Online Connect Access”.
2. Click the link in the email. A new window will open and prompt you to set a password.
3. Choose a password and enter it in the “New Password” and the “Confirm New Password” boxes.
4. Click “SET PASSWORD”.



The registration email link expires after 30 days.

If your link expires before you register,
follow these steps:

1. Go to <https://cffde.socialsolutionsportal.com/>
2. Click “Forgot My Password” below the “Log In” button.
3. Enter the email address your registration link was sent to.
4. A new email will be sent to you with a password reset link.
5. Click the link in the new email.
6. Set a password and click “SET PASSWORD.”



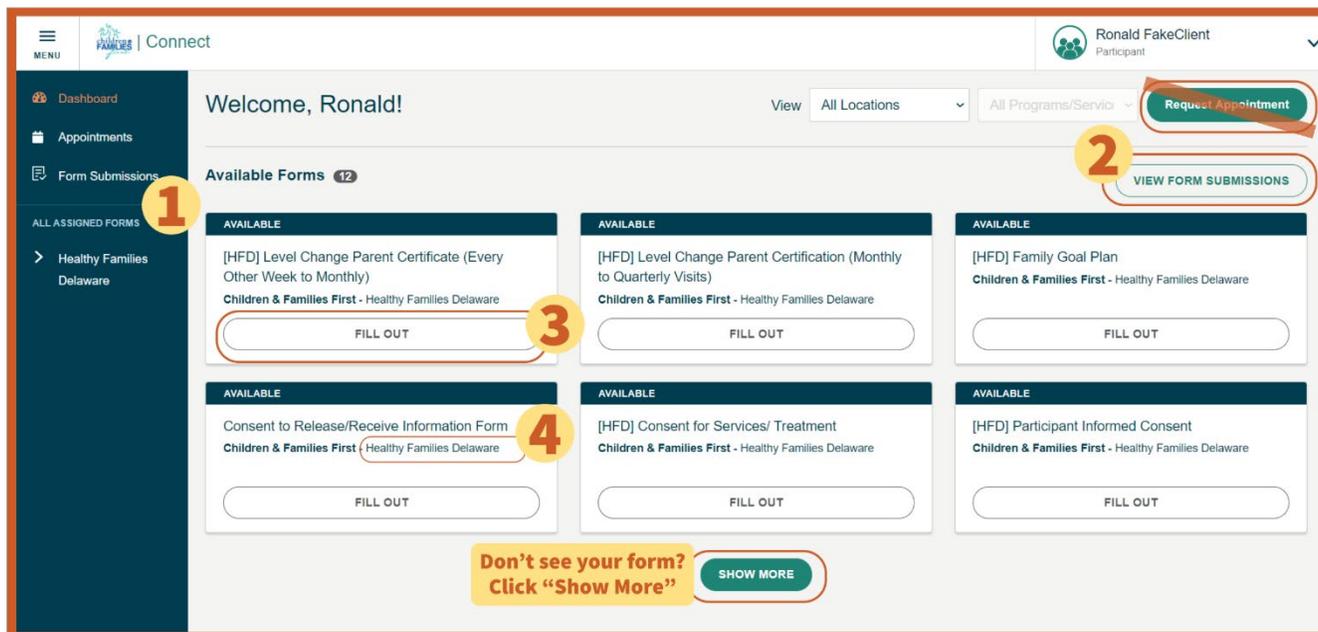
Can't find your registration email? Check your spam or junk folder.

If you find the email in the spam/junk folder, move it into your inbox before you click the link.

Log Into Your Account

1. Go to <https://cffde.socialsolutionsportal.com>
2. Enter the email address and password associated with your account.
3. Click “Log In”.

This is the **Participant View** when you first log into your Connect account:



1. The blue sidebar shows the programs and forms available to you.
2. Click “View Form Submissions” to review any forms you filled out and submitted.
3. The main page shows all the blank forms you have access to. You can also complete a form by locating the form on this page and selecting “FILL OUT”
4. On the main page, within the tile for each form, you’ll see the associated program name next to “Children & Families First”



Feel confident your form submissions are saved with these tips:

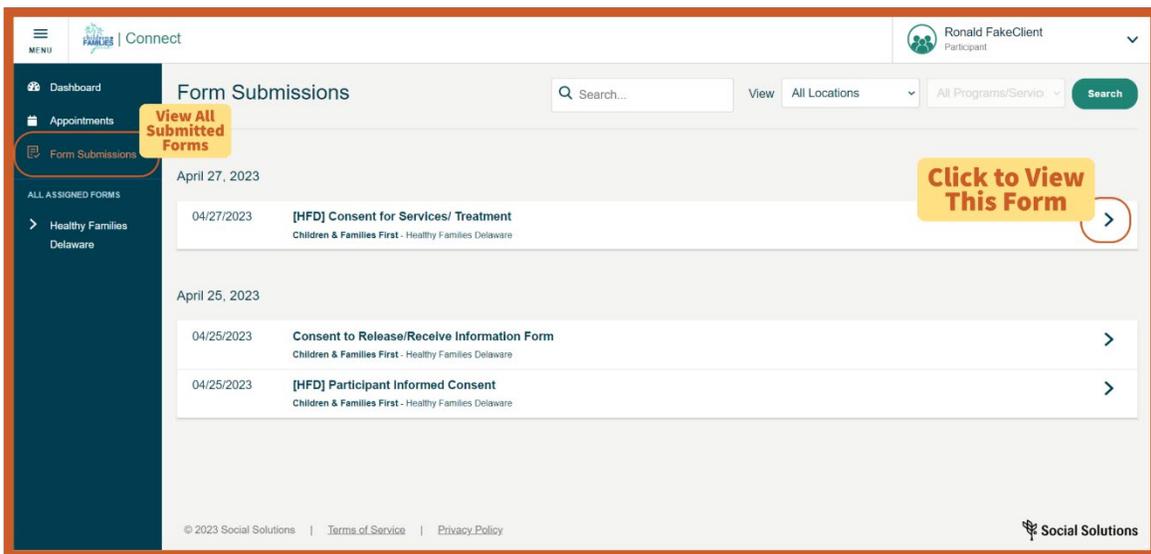
- When a form saves successfully, you will be redirected to the **Participant View** page and see this icon in the top right corner:
- When a form does not save successfully, nothing will happen when the save button is clicked. Scroll to the top of the page to see which fields were entered incorrectly.
- Date Fields – Avoid error codes by using the calendar icon to select the date.



How to View Your Records

Using the “Form Submissions” Page

To view forms that you completed and submitted, click on “**Form Submissions**” in the blue sidebar.



Click the right arrow icon to view a previously submitted form.

Technical Support

Reach out to your case worker to get help with learning the system or to report a problem. Below are some common challenges and solutions:

Challenge	Solution
Save Button Not Working	If you click the save button and nothing happens, there is a field that was missed or entered incorrectly. Scroll to the top of the form and use the error code descriptions below to correct the form error. Then click save again.
Error Code – “Enter a valid date”	Dates must be entered in this format: MM/DD/YYYY (Ex. 04/01/2023) Retype the date in the above format OR use the calendar icon to select the date.
Error Code – “Element requires a response”	This means a required question was skipped. Any question with a * is required. Read the question name next to the error code, find that question on the form, and add a response to the question.