From: <WVBTTinfo@gainwelltechnologies.com>
Date: Tue, Mar 24, 2026 at 1:30 PM
Subject: WVBTT Online/WVBTT OCS Security Password Update
To:

Dear Direct Service Practitioners, Service Coordinators and RAU staff,

West Virginia Birth to Three (WVBTT) is announcing the implementation of new password security rules for WVBTT Online and the WVBTT Online Claiming System (OCS). These updates are necessary to meet new security standards set by Gainwell Technologies to ensure all child records and billing activities are protected from potential internet threats.

These updates will go into effect April 15, 2026. You will have 45 days from the date of implementation to update your password(s) to reflect the new rules. See the attached handout for instructions on how to successfully update your password(s).

Once your password(s) has been changed, you will be required to update your password(s) every 90 days. Failure to do so will lock you out of your WVBTT account(s). This is also a good opportunity to visit the West Virginia Practitioner Service Directory and update your directory information as well.

Please review the instructions carefully. Any questions that you may have should be forwarded to your WVBTT Regional Technical Assistance Specialist.

The WV Birth to Three State Staff

Attached Documents

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1. BTT ONLINE & OCS Security Password Upgrade Guidelines for 4-15-2026 Implementation.pdf

If you have difficulty obtaining the documents, listed below are the document locations. https://www.eikids.com/wv/matrix/Communications/Docs/BTT%20ONLINE%20&%20OCS%20Security%20Password%20Upgrade%20Guidelines%20for%204-15-2026%20Implementation.pdf