



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
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# Internet Reports

*Quick Reference Guide for DMH Contractors*

Data Management & Business Intelligence Division

Revised 8/11/2026



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## Purpose

This guide provides users with instructions for accessing Department of Mental Health's Internet Reports. To ensure secure and reliable access, users must meet the current system requirements, use the recommended operating system and web browser, and complete all required configurations.

Before accessing the reports, users must:

- Set up and use **Multi-Factor Authentication (MFA)**.
- Install and maintain the latest version of the **Ivanti Secure Access Client**.
- Install the **Pulse Secure Application Launcher**.
- Use a supported operating system and web browser.

Following these requirements helps ensure compatibility with the department's security standards and provides reliable access to Cognos reports.

**Note:** Users who choose to use operating system outside of the recommended Windows environment do so at their own risk. The department cannot guarantee compatibility, functionality, or provide support for issues related to unsupported devices or operating systems.

## Multi-Factor Authentication (MFA) Requirements: Recommended Operating Systems and Web Browsers

| Requirements                                                                                                                                                                                                                                  | Recommended Operating System                                 | Recommended Web Browser                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Local administrator rights are required to use Incognito mode in Google Chrome or InPrivate mode in Microsoft Edge.<br><br>If you are unsure whether you have local administrator rights, contact your agency's IT department for assistance. | Windows 11 must be at least 24H2. System must be up-to-date. | Chrome Version 151.0.7922.72 or higher<br>Chromium-based Edge Browser Version 151.0.4129.59 or higher |

- **Do not use Internet Explorer.**
- Use a supported browser: **Google Chrome** or **Microsoft Edge (Chromium-based)**.
- **Do not click the browser Back button** during the process, as this may create duplicate user profiles and cause access issues.
- **Important:** Since you are creating a new Microsoft account, using your regular browser session may interfere with existing Microsoft accounts that already have MFA configured.
- Use a separate browser session in **Incognito mode in Google Chrome** or **InPrivate mode in Microsoft Edge**, to avoid conflicts with existing accounts.

## Multi-Factor Authentication (MFA) Setup and Contract Provider Account Password Reset Guide

- Step 1: Call the DMH Help Desk at 213-351-1335 to get a **temporary** DMH password to set up MFA.
- Step 2: Once MFA is set up, go to the password section on the MFA Setup and Contract Provider Account Password Reset Guide (link below) to change and create your own DMH password. Failure to change/create your own DMH password will have implications in accessing DMH applications. **To access DMH applications, you must setup MFA and have a current DMH password.**

Please click on the link below and follow the MFA Setup and Contract Provider Account Password Reset Guide:  
<https://lacounty.sharepoint.com/sites/sas/Public/Forms/AllItems.aspx?id=%2Fsites%2Fsas%2FPublic%2FDMH%20Contractors%20Instructions>

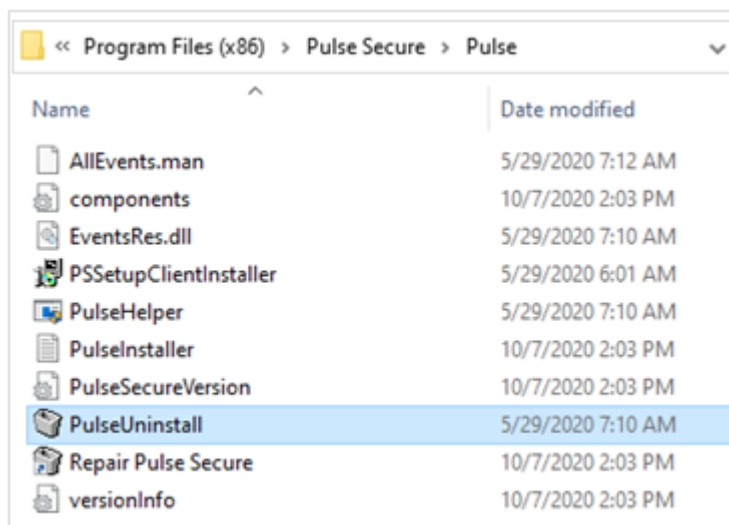
|  Name ▾                                                          |                                                                                      | Modified ▾        | Modified By ▾    |
|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------|------------------|
|  Mac Ivanti Client for DMH Contractors                           |   | January 24, 2025  | Venkata Nagumotu |
|  SSL Certificates & Instructions                                 |   | July 21           | Venkata Nagumotu |
|  Windows Ivanti Client for DMH Contractors                       |   | January 24, 2025  | Venkata Nagumotu |
|  CA11QuickReferenceGuideforDMHContractorsv12.pdf                 |   | February 21, 2025 | Venkata Nagumotu |
|  Contract Provider_MFA and Password Reset Guide_Ver08232024.pdf |  | January 24, 2025  | Venkata Nagumotu |

## ***Ivanti Secure Access Client and Cognos Requirements: Recommended Operating System and Web Browsers***

| Requirements                                                                                                                                                                                                                                                                                  | Recommended Operating System                                    | Recommended Web Browser                                                                                     | Required Ivanti Secure Client<br>(version 22.8.5) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Local administrator rights are required to use Incognito mode in Google Chrome or InPrivate mode in Microsoft Edge.<br><br>If you are unsure whether you have local administrator rights, contact your agency's IT department for assistance.<br><br>Uninstall older version of Pulse Secure. | Windows 11 must be at least 24H2.<br>System must be up-to-date. | Chrome Version 151.0.7922.72 or higher<br>Chromium-based Edge<br>Browser Version<br>151.0.4129.59 or higher | 22.8.5 (MSI)                                      |

**A way to uninstall older version of Pulse Secure from your computer (There's no need to uninstall older versions unless you are having issues installing the new version.)**

Pulse Secure is typically installed in the C:\Program Files (x86)\Pulse Secure\Pulse folder; however, this location may vary depending on the user's choice when installing the application. The entire uninstall command line for Pulse Secure is C:\Program Files (x86)\Pulse Secure\Pulse\PulseUninstall.exe.



**Note:** Administrator rights are required to uninstall properly.

## Action Required: Update Ivanti Secure Access Client by September 15, 2026

The latest version of the **Ivanti Secure Access Client** must be installed as soon as possible, but no later than **September 15, 2026**.

Older versions of the client will no longer be supported. Users running an unsupported version may experience connection issues or may be unable to access organizational resources.

Please download and install the **Ivanti Secure Access Client 22.8R5 MSI installer for Windows** on your computer before the deadline.

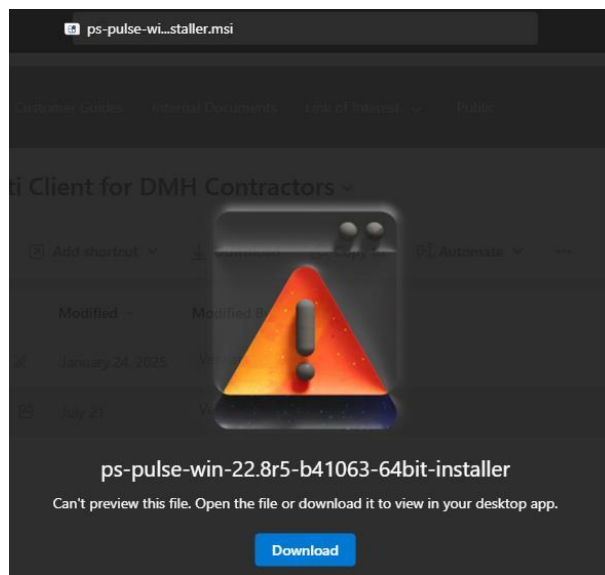
**Link to MSI installer:** [Secure Access Services - Windows Ivanti Client for DMH Contractors - All Documents](#)

Public > DMH Contractors I... > Windows Ivanti Client for DMH Contractors ▾

| All Documents                                                                                                                    |            |                  |  |
|----------------------------------------------------------------------------------------------------------------------------------|------------|------------------|--|
| Name ▾                                                                                                                           | Modified ▾ | Modified By ▾    |  |
|  ps-pulse-win-22.8r5-b41063-64bit-installer.msi | July 21    | Venkata Nagumotu |  |

Ensure you download the correct Windows installer version before proceeding with the installation.

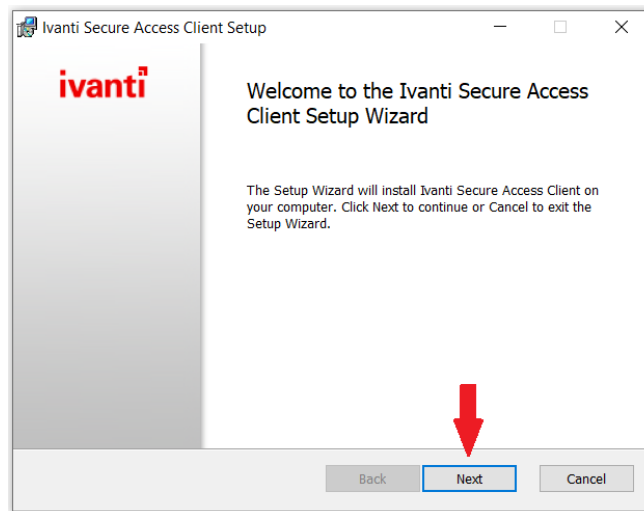
Click **Download**.



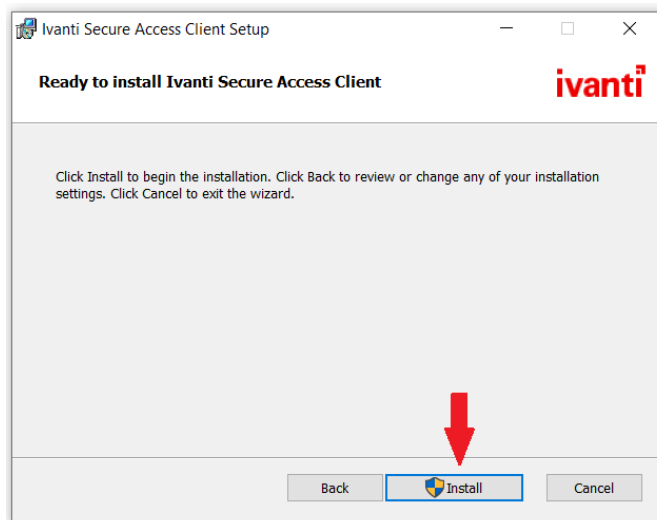
Open the **MSI installer** from your **Downloads** folder.

| Downloads                                                                                                                          |                   |                       |           |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------|-----------|
| Name                                                                                                                               | Date modified     | Type                  | Size      |
| Today (2)                                                                                                                          |                   |                       |           |
|  ps-pulse-win-22.8r5-b41063-64bit-installer.msi | 7/30/2026 1:32 PM | Windows Installer ... | 77,300 KB |

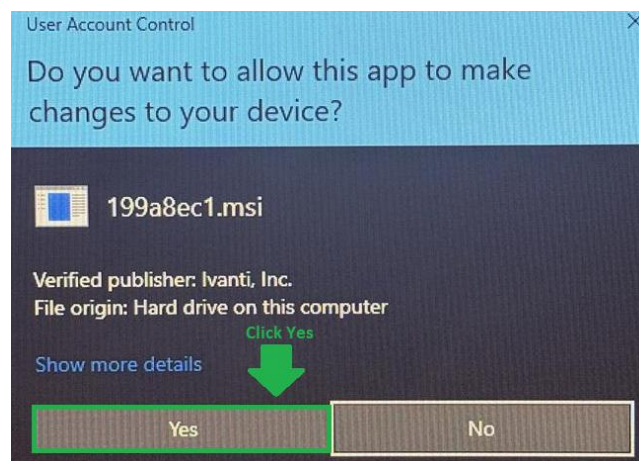
Click **Next**.



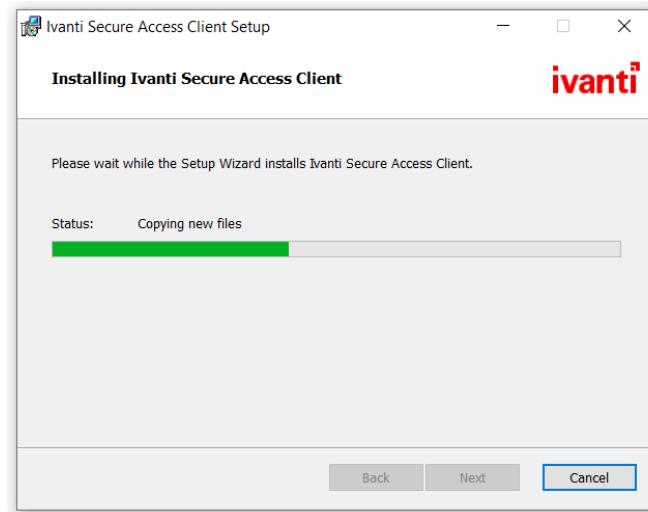
Click **Install** to begin the installation process.



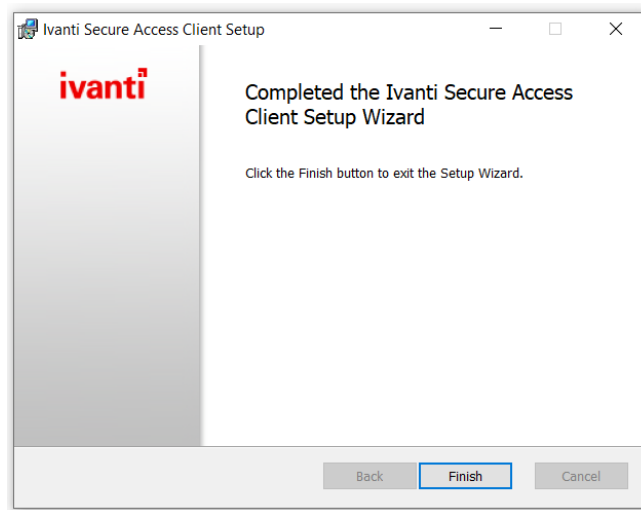
If prompted by **User Account Control (UAC)**, click **Yes** to allow the installer to make changes to your device.



Wait for the **Ivanti Secure Access Client** installation to complete.

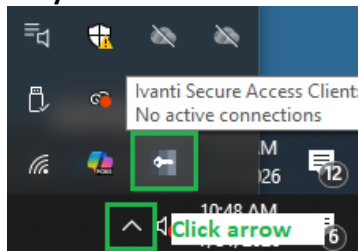


Click **Finish** to complete the installation of the **Ivanti Secure Access Client**.



To confirm that the **Ivanti Secure Access Client** is connected, check the icon in the Windows taskbar (system tray):

- **Gray icon** – No active VPN connection.



- **Orange icon** – The VPN is connected, and your secure session is active.



**Action Required:** *Install and Trust the Updated Root Certificate (LAC-SOF-RootCAII) and Intermediate Certificate (Hosted-EPKI-IssuingCAII) by September 15, 2026*

All users must install and trust the updated **Root Certificate (LAC-SOF-RootCAII)** and **Intermediate Certificate (Hosted-EPKI-IssuingCAII)** as soon as possible, but no later than **September 15, 2026** to avoid connection issues afterward.

**Links and Instructions to manually install the root and intermediate certificates on endpoints:**

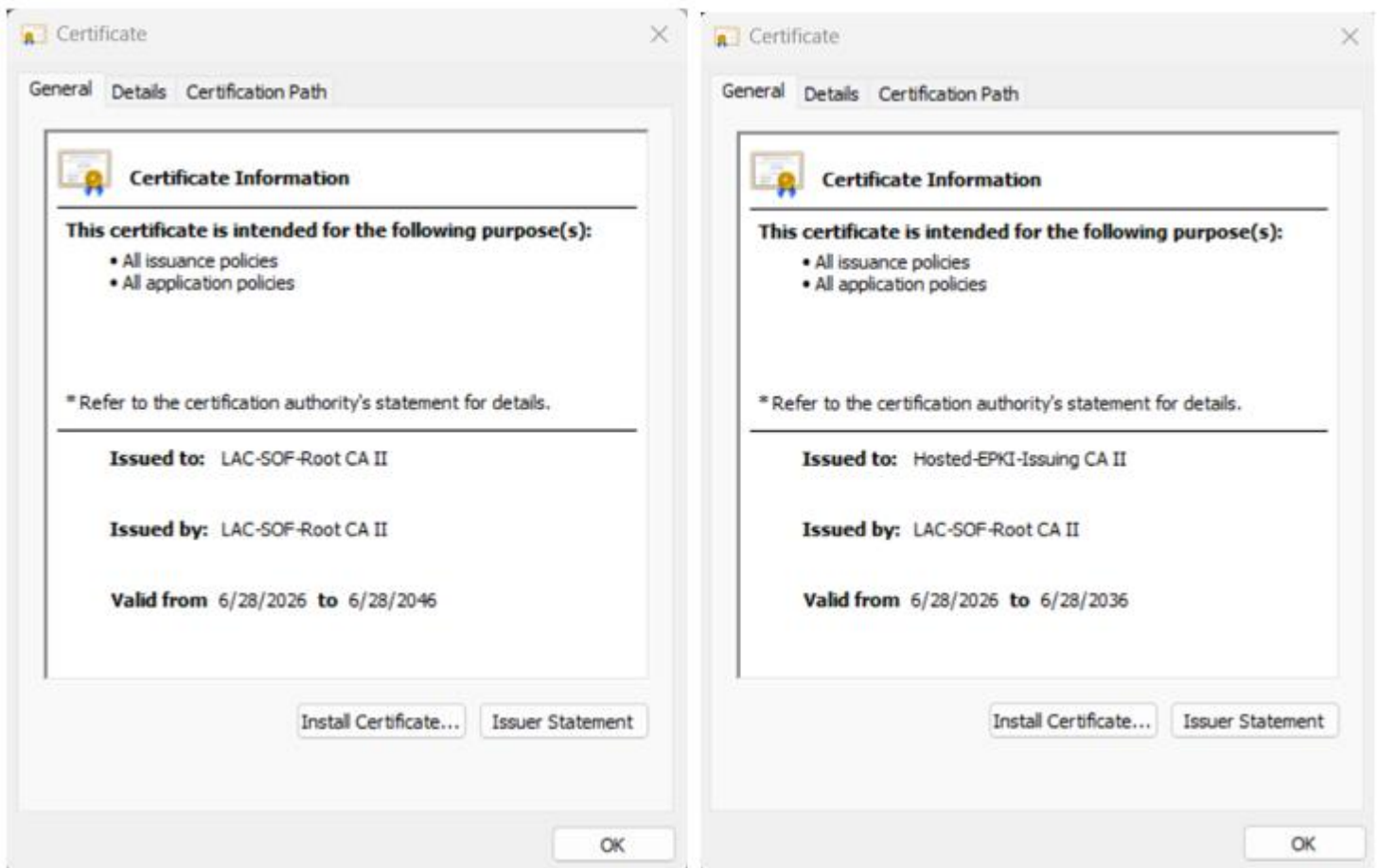
Root Certificate:  [LAC-SOF-RootCAII.cer](#)

Intermediate Certificate:  [Hosted-EPKI-IssuingCAII.cer](#)

Windows OS:  [ICF Certificate Installation End User Guide \(Microsoft Windows\).pdf](#)

MacOS:  [ICF Certificate Installation End User Guide \(MacBook OSX\).pdf](#)

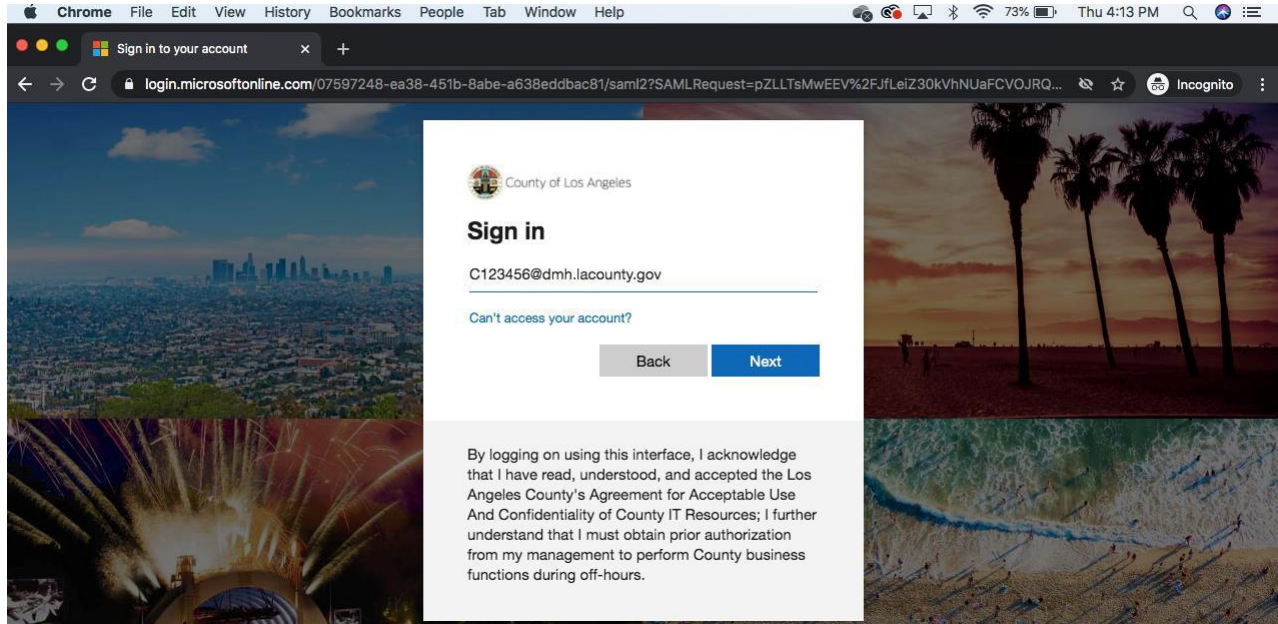
**New Root and Intermediate Certificates with updated validity period:**



## Los Angeles County Mental Health SSLVPN – DMH Contractor Login

To access the **DMH Contactor Login** page, navigate to DMH Contractor page:

<https://era.lacounty.gov/dmh/contractor/mfa>



**USERNAME:** c+ContractorID@dmh.lacounty.gov      **Example:** c123456@dmh.lacounty.gov

**PASSWORD:** Hosted Password



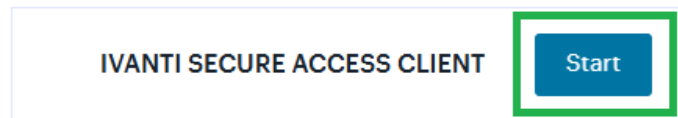
Contact DMH Help Desk at 213-351-1335 to get your SSL VPN password reset

## First-Time Users

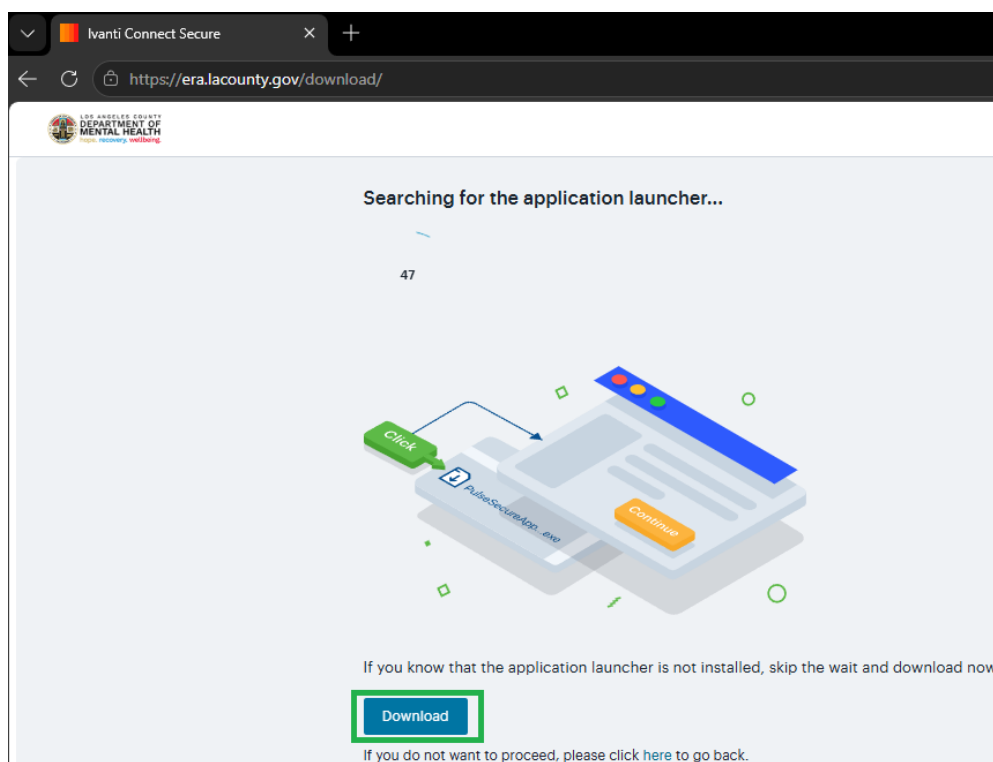
If this is your first time connecting, you must install the **Pulse Secure Application Launcher**.

Expand **Client Application Sessions**. Click **Start** to launch the **Ivanti Secure Access Client**.

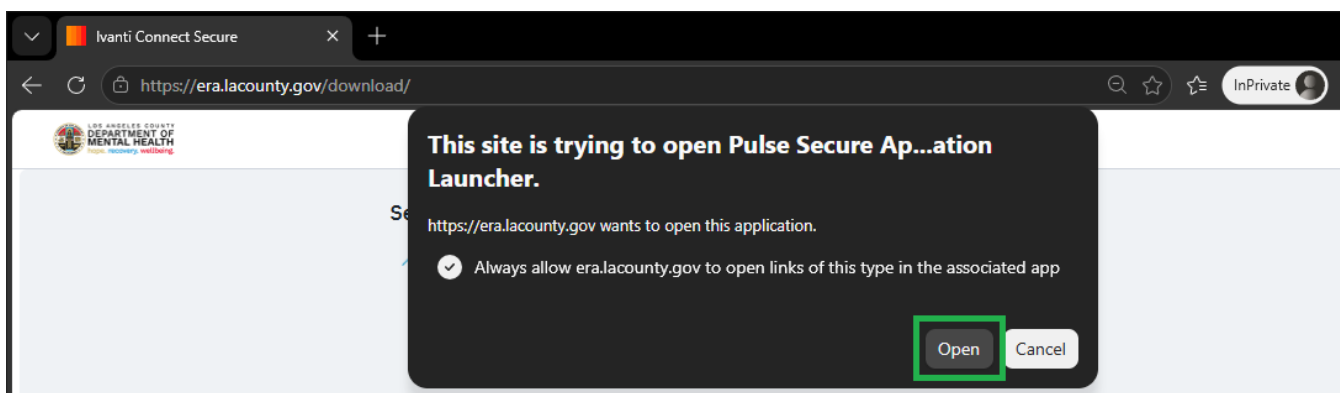
### ▼ Client Application Sessions



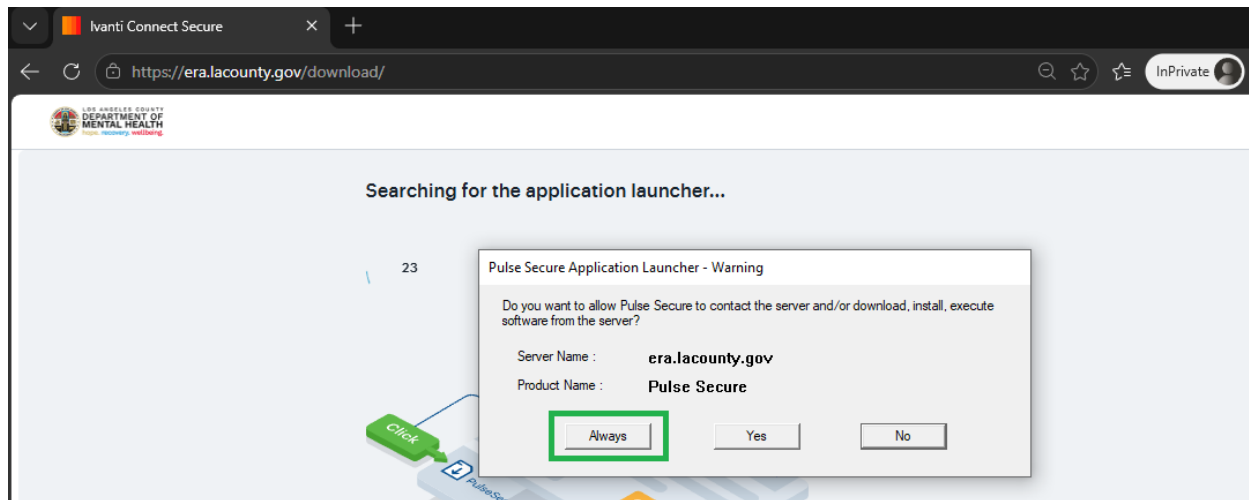
Click **Download** to download the **Pulse Secure Application Launcher** installer.



Check **Always allow era.lacounty.gov to open links of this type in the associated app**, then click **Open** to start the **Pulse Secure Application Launcher**.



Click **Always** to allow **Pulse Secure** to contact the server and/or download, install, or execute software from the server. This setting prevents you from being prompted again for this trusted server in the future.



When the process is complete, the SSL VPN web portal interface will load successfully, and you can access **the Internet Reports** available to you (e.g., FFS, NGA or OMA).

Once connected to the VPN, click the link to **Internet Reports** specific to your line of business (e.g. FFS, NGA or OMA).

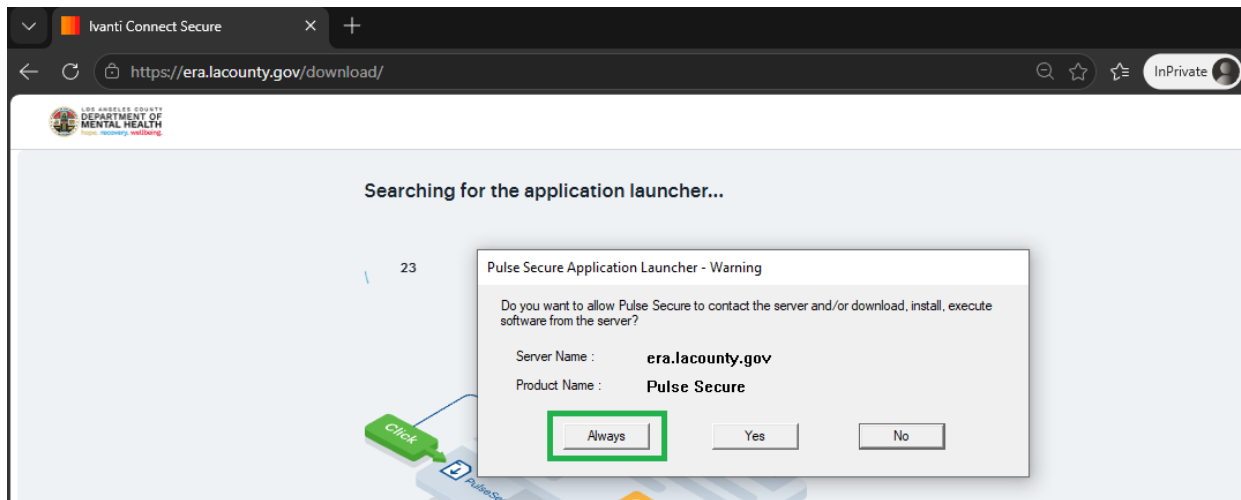
Web Bookmarks 7

|  | Favorites | Bookmark Title ↑                            | Created By ↑ | Description |
|--|-----------|---------------------------------------------|--------------|-------------|
|  | ☆         | DMH Heat                                    | Admin        |             |
|  | ☆         | Internet Reports - FFS                      | Admin        |             |
|  | ☆         | Prevention & Early Intervention Outcome ... | Admin        |             |
|  | ☆         | Safety Intelligence                         | Admin        |             |
|  | ☆         | Service Request Tracking System (SRTS 1.... | Admin        |             |
|  | ☆         | Internet Reports – NGA                      | Admin        |             |
|  | ☆         | Internet Reports – OMA                      | Admin        |             |

## Returning Users

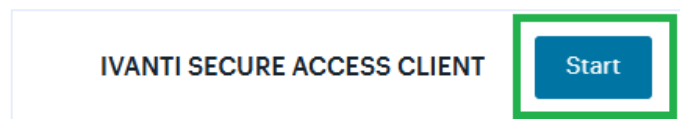
Returning users can log in directly through the **SSL VPN** website: <https://era.lacounty.gov/dmh/contractor/mfa>

If prompted to allow **Pulse Secure** to contact the server and/or download, install, or execute software, click **Always**.



Expand **Client Application Sessions**. Click **Start** to launch the **Ivanti Secure Access Client** and establish a secure connection.

### Client Application Sessions



Once the connection is established, you can click the link to Internet Reports to access them securely.

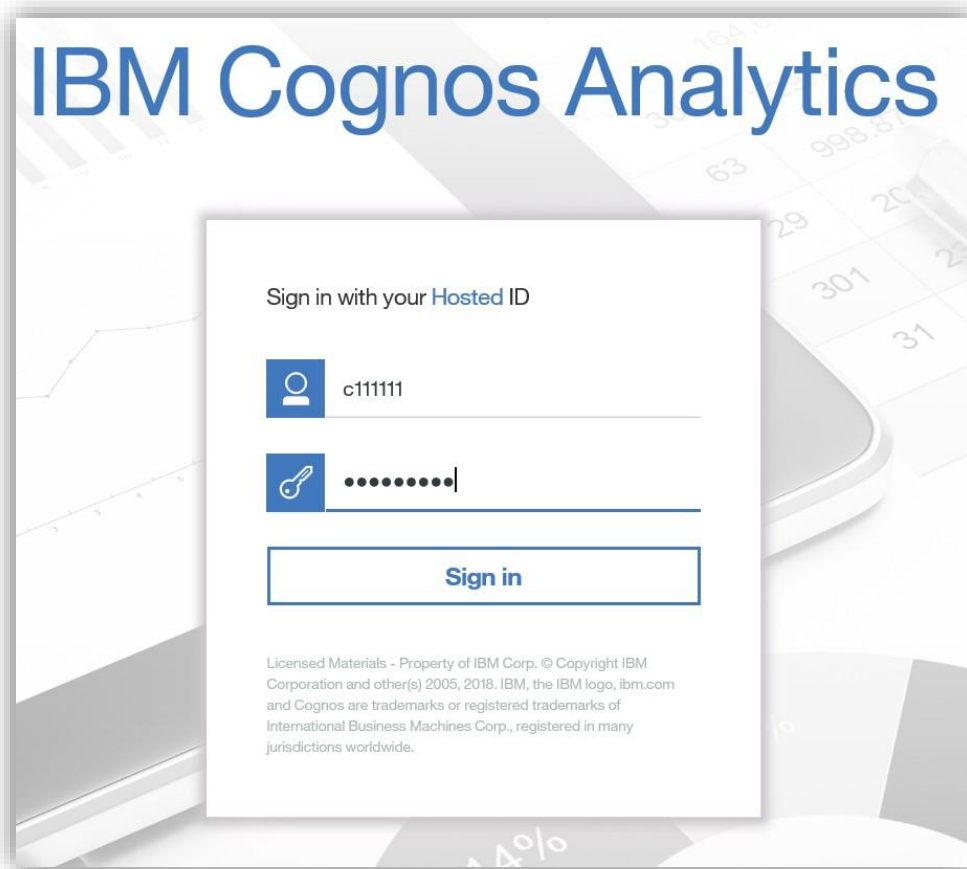
### Web Bookmarks 7



|  | Favorites | Bookmark Title ↑                            | Created By ↑ | Description |
|--|-----------|---------------------------------------------|--------------|-------------|
|  | ☆         | DMH Heat                                    | Admin        |             |
|  | ☆         | Internet Reports - FFS                      | Admin        |             |
|  | ☆         | Prevention & Early Intervention Outcome ... | Admin        |             |
|  | ☆         | Safety Intelligence                         | Admin        |             |
|  | ☆         | Service Request Tracking System (SRTS 1...  | Admin        |             |
|  | ☆         | Internet Reports - NGA                      | Admin        |             |
|  | ☆         | Internet Reports - OMA                      | Admin        |             |

## IBM Cognos Analytics – DMH Contractor Login

Clicking the link to **Internet Reports** will direct users to **IBM Cognos Analytics Login** page.



**USERNAME:** c+ContractorID  
**PASSWORD:** Hosted Password

**Example:** c111111



For password reset, please contact the DMH Help Desk at **213-351-1335**.

## How to run a Report

After logging in, users will be directed to either **FFS Table of Contents**, **NGA Table of Contents**, or **OMA Table of Contents** page.

| FFS Table of Contents                                                                   |                                                                                             |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|      | <b>LOS ANGELES COUNTY<br/>DEPARTMENT OF<br/>MENTAL HEALTH</b><br>hope. recovery. wellbeing. |
| County of Los Angeles<br>Department of Mental Health<br>FFS<br><b>Table of Contents</b> |                                                                                             |
|    |                                                                                             |
| Oct 1, 2020 <span style="float: right;">3:12:40 PM</span>                               |                                                                                             |
| Report Name                                                                             | Note                                                                                        |
| <a href="#">Claims Reconciliation Report (CIOB 706A)</a>                                |                                                                                             |
| <a href="#">FFS Claim Status Detail Report (CIOB 704) IBHIS</a>                         | IBHIS data only                                                                             |
| <a href="#">FFS2 Claim Status Detail Report (CIOB 704)</a>                              | IS data only                                                                                |
| <a href="#">FFS2 Processed Claims Summary Report (CIOB 705A)</a>                        |                                                                                             |

NGA\_TOC



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County of Los Angeles  
Department of Mental Health  
NGA  
**Table of Contents**



Oct 1, 2020 3:12:01 PM

| Report Name                    | Report Description                                                                                                                                                                                                                                                                                                                                                                                                         | Update Frequency |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 630B Report                    | Monthly Report for Units of Service, Admissions and Discharges                                                                                                                                                                                                                                                                                                                                                             | Monthly          |
| <a href="#">701U Report</a>    | 701U Claim Units Report                                                                                                                                                                                                                                                                                                                                                                                                    | Monthly          |
| <a href="#">701UP Report</a>   | 701UP Claim Units Report                                                                                                                                                                                                                                                                                                                                                                                                   | Monthly          |
| <a href="#">NACT Checklist</a> | The NACT Check List report will display the Network Adequacy details entered into the NACT portal for each Legal Entity or FFS Provider.                                                                                                                                                                                                                                                                                   | Daily            |
| <a href="#">Schedule 3</a>     | Displays the specific Legal Entity's (LE) provider sites and the services allowed per their State and/or DMH file. If errors or changes are found, LE should annotate the change and submit it as part of their Service Delivery Plan (SDP) submission. For more information, please email CMMMD@dmh.lacounty.gov or contact the LE lead manager.                                                                          | Quarterly        |
| <a href="#">Schedule 5</a>     | Legal Entity (LE) providers may use the historical data provided in the Schedule 5 report and/or use LE provider's own internal data along with any other pertinent data/information, but should use the Cognos report to complete the projection and include it as part of the complete Service Delivery Plan (SDP) submission. For more information, please email CMMMD@dmh.lacounty.gov or contact the LE lead manager. | Quarterly        |

FSP OMA Reports TOC PEI OMA Reports TOC



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County of Los Angeles  
Department of Mental Health  
Mental Health Services Act (MHSA)  
**Table of Contents**



Oct 1, 2020 3:13:09 PM

| Report Name                                                            | Report # | Report Description                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">FSP Employment Report</a>                                  |          | This report provides a list of clients and detail on their employment pre and post partnership for enrolled and disenrolled clients, by provider and Program.                                                                                                                                                                                                                       |
| <a href="#">FSP Employment Exception Report - 1101</a>                 | 1101     | This report includes those clients that did not meet data requirements for the Employment reports.                                                                                                                                                                                                                                                                                  |
| <a href="#">FSP Baseline with No KEC - 1107</a>                        | 1107     | This report includes clients with Baselines in FSP OMA that do not have any Key Event Changes entered.                                                                                                                                                                                                                                                                              |
| <a href="#">FSP Living Arrangement Exception Report - 1116</a>         | 1116     | This report includes those clients that did not meet data requirements for the FSP Living Arrangement reports.                                                                                                                                                                                                                                                                      |
| <a href="#">Client Current Living Arrangement Report - 1219</a>        | 1219     | This report lists the current living arrangement for clients based on their current provider and program.                                                                                                                                                                                                                                                                           |
| <a href="#">Current Living Arrangement Cluster - 1220</a>              | 1220     | This report list current living arrangements category for clients based on current program, provider.                                                                                                                                                                                                                                                                               |
| <a href="#">High Outlier Residential Status by Program Name - 1233</a> | 1233     | A report to include those clients either enrolled or disenrolled with a post-partnership residential status of an acute psychiatric hospital/psychiatric health facility, emergency shelter, homeless, jail, juvenile hall, other, SNF-Physical, SNF-Psychiatric or Unknown for an inordinate number of days. This will aid users in validating residential data and data clean up. |
| <a href="#">Current FSP Employment by Program - 1225</a>               | 1225     | This report lists clients current living arrangement based on current FSP program.                                                                                                                                                                                                                                                                                                  |
| <a href="#">Current Employment Status - 1226</a>                       | 1226     | This report lists clients current employment status based on current program and provider.                                                                                                                                                                                                                                                                                          |
| <a href="#">FSP Living Arrangement Report - 1236</a>                   | 1236     | This report provides a list of clients and detail on their living arrangements pre and post partnership for enrolled and disenrolled clients, by provider and Program.                                                                                                                                                                                                              |

Make sure to specify all the required data in order to enable the **Finish** button. The example below shows the prompt page for FFS IS704 Report. Prompt page varies with the report selected.

FFS2\_Claim\_Status\_Detail\_Report\_(CIOB\_704) ▾

### FFS 2 Claim Status Detail Report (IS704)

**Please Select Billing Provider Name**

JOHN DOE INC

Select all Deselect all

**Status**

☐ APPROVED  
☐ DENIED  
☐ FORWARDED  
☐ PENDING  
☐ VOID

Select all Deselect all

**Service Date Range**

From: Jan 1, 2018

To: Jul 10, 2018

**Submit Date Range**

From: Jan 1, 2018

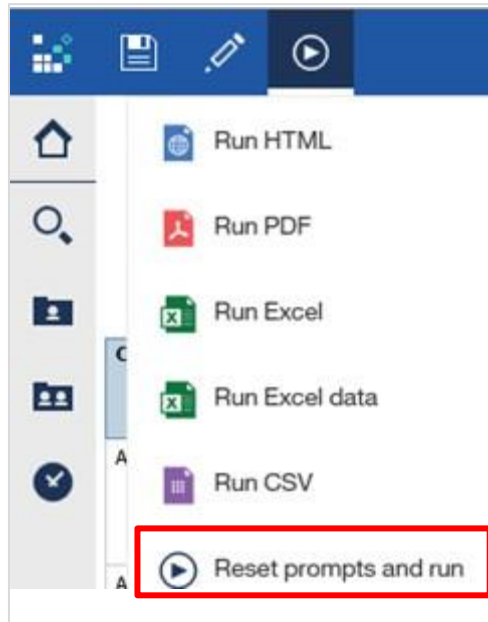
To: Jul 10, 2018

Cancel < Back Next > **Finish**

## How to use “Reset prompts and run” and “Refresh”

To allow the user to rerun the report view and choose different prompt values, click the Report Run button and select

**Reset prompts and run.**



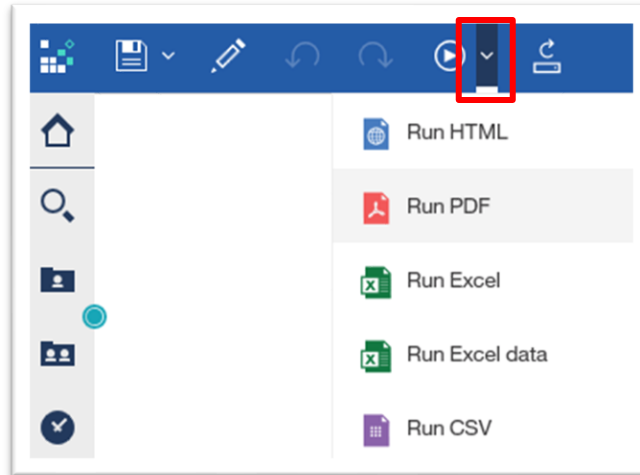
To refresh the report, click on the Refresh icon. This icon appears when you run a report.



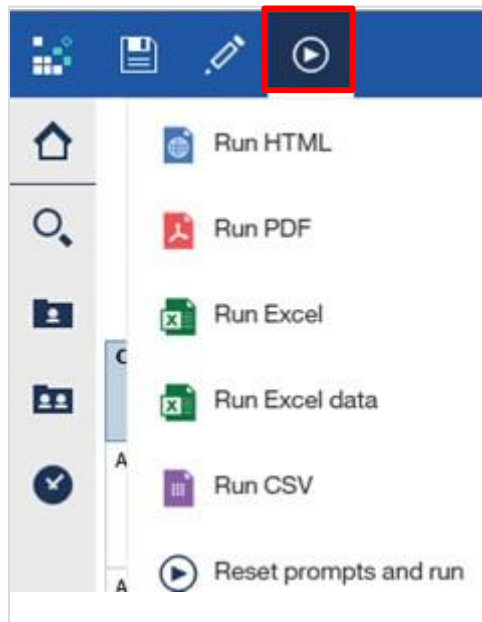
## How to Run PDF, Excel, Excel data, CSV Report

There are two ways to extract and display the report as PDF, Excel, Excel Data, or CSV:

- 1) When the report is run for the first time, a drop-down arrow appears next to the Report Run button. Click it and select which format to run.



- 2) When the report is run multiple times, click the Report Run button and select the preferred format.



## Report Formats

Users can generate reports in various formats. Each format has unique sets of properties as listed below.

| Properties                          | Report Formats      |     |                             |                                 |                       |
|-------------------------------------|---------------------|-----|-----------------------------|---------------------------------|-----------------------|
|                                     | HTML                | PDF | Excel<br>fully<br>formatted | Excel Data<br>minimal<br>format | CSV<br>delimited text |
| Conditional Style                   | Yes                 | Yes | Yes                         | No                              | No                    |
| Heading                             | Yes                 | Yes | Yes                         | No                              | No                    |
| Row Title(s)                        | Yes                 | Yes | Yes                         | Yes                             | Yes                   |
| Filter                              | Yes/No <sup>2</sup> | No  | Yes <sup>1</sup>            | Yes <sup>1</sup>                | Yes <sup>1</sup>      |
| Sorting                             | Yes/No <sup>2</sup> | No  | Yes <sup>3</sup>            | Yes                             | Yes                   |
| Group/Ungroup                       | Yes/No <sup>2</sup> | No  | Yes                         | Yes                             | Yes                   |
| Current Date                        | No                  | No  | No                          | No                              | No                    |
| Report with Summarized Data         |                     |     |                             |                                 |                       |
| Is the summary<br>format supported? | Yes                 | Yes | Yes                         | No                              | No                    |

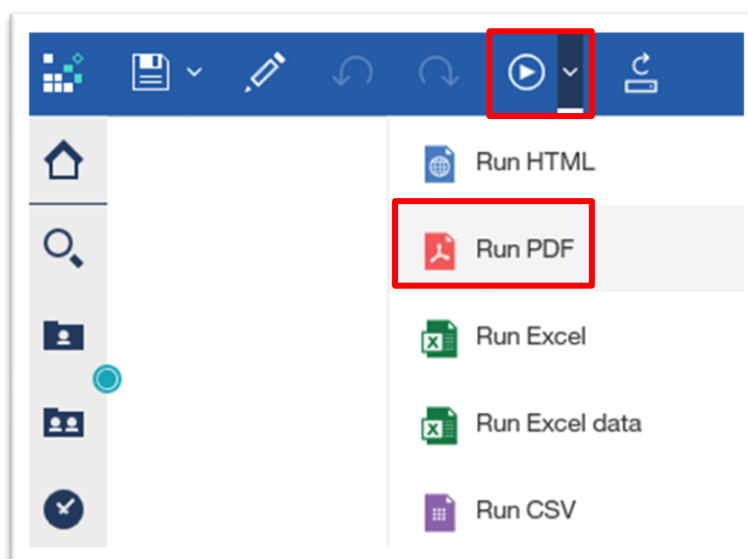
<sup>1</sup> Requires user to turn on filters in Excel.

<sup>2</sup> Ability to filter, sort, and group data depends on the report design.

<sup>3</sup> Requires user to remove merged cells to have the ability to sort.

## How to Print a Report

Run the report onto a printable format (e.g. PDF, Excel, Excel data or CSV) to print.



## How to Close a Report

Click on the drop-down arrow beside the Title Name, and click “x” to close or exit out of the report.



## Revision Summary

| Date       | Revision History | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 07/20/2018 | v1               | <ul style="list-style-type: none"> <li>Created Quick Reference Guide for DMH Contractors</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 08/06/2018 | v2               | <ul style="list-style-type: none"> <li>Removed 'Web Browsers Compatibility' and 'ActiveX Control Installation'</li> <li>Added 'Operating System and Browser Compatibility'</li> <li>Added 'Windows Secure Application Manager'</li> </ul>                                                                                                                                                                                                                                                                                                                     |
| 09/12/2018 | v3               | <ul style="list-style-type: none"> <li>Included 'Internet Reports – NGA'</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 01/29/2019 | v4               | <ul style="list-style-type: none"> <li>Included 'Internet Reports – OMA'</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 09/09/2019 | v5               | <ul style="list-style-type: none"> <li>Updated logo on front page</li> <li>Updated SSL VPN Link: <a href="https://dmh.era.lacounty.gov/dmh/contractor">https://dmh.era.lacounty.gov/dmh/contractor</a></li> <li>Updated screenshots for login and report contents</li> <li>Added troubleshooting steps to the Appendix</li> </ul>                                                                                                                                                                                                                             |
| 10/13/2020 | v6               | <ul style="list-style-type: none"> <li>Requirements, Recommended Operating System and Web Browser <ul style="list-style-type: none"> <li>User must refer to their agency's IT and have local admin rights to install Pulse Secure</li> <li>Older version of Pulse Secure must be uninstalled</li> <li>System must be up-to-date</li> <li>Provided recommended operation system and web browser</li> </ul> </li> <li>Replaced Windows Secure Application Manager with Pulse Secure</li> <li>Added updated screenshots for Pulse Secure Installation</li> </ul> |
| 03/03/2021 | v7               | <ul style="list-style-type: none"> <li>Added MFA (Multi-factor authentication) login instructions to access the contractor profile</li> <li>Added Login via Google Chrome</li> <li>Added Login via Microsoft Edge Chromium</li> <li>Updated DMH Contractor Login URL</li> <li>Updated Contractor Log In screenshot and instructions</li> <li>Removed Appendix 1: SSLVPN Troubleshooting</li> </ul>                                                                                                                                                            |
| 03/05/2021 | v8               | <ul style="list-style-type: none"> <li>Updated SSLVPN Username and password reset link</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 09/06/2023 | v9               | <ul style="list-style-type: none"> <li>Updated OS, Web Browser and Pulse Client Recommendations and Requirements</li> <li>Updated instructions to install the Pulse Secure Client</li> <li>Provided an official link for Contract Providers to access Pulse Secure Resources, (eg. Pulse Client Installers and How-To documentation)</li> <li>Updated, Removed, and Added new images for the Pulse Secure Client Installation process and Internet Reports landing page.</li> </ul>                                                                           |

## Revision Summary (continued)

| Date       | Revision History | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 09/11/2024 | v10              | <ul style="list-style-type: none"> <li>Removed previous Multi-Factor Authentication (MFA) setup guide, which allowed phone enrollment, and provided the link to the current MFA and Contract Provider Account Password Reset Guide, which requires installation of the Microsoft Authenticator app on the smartphone. Also provided current recommended browser versions.</li> </ul>                                                                                                                                                                                                                                                                               |
| 1/30/2025  | V11              | <ul style="list-style-type: none"> <li>Updated the recommended web browser and secure client</li> <li>Included an important update regarding the acquisition of Pulse Secure by Ivanti. As a result of this acquisition, Pulse Secure is now officially rebranded as Ivanti. Updated all the screenshots to show the changes in the Ivanti Secure Access Client including how the SSLVPN desktop client icon in the System Tray and the user interface will be displayed.</li> </ul>                                                                                                                                                                               |
| 2/13/2025  | V12              | <ul style="list-style-type: none"> <li>Updated the screenshots to show the changes in the SSLVPN Web Portal user interface before and after rebranding</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8/11/2026  | V13              | <ul style="list-style-type: none"> <li>Updated Contents</li> <li>Updated Purpose</li> <li>Updated recommended operating system and web browsers for MFA and Ivanti Secure Access Client</li> <li>Removed outdated information regarding the rebranding of Pulse Secure to Ivanti</li> <li>Added new section - Action Required: Update Ivanti Secure Access Client by September 15, 2026</li> <li>Added new section - Action Required: Install and Trust the Updated Root Certificate (LAC-SOF-RootCAII) and Intermediate Certificate (Hosted-EPKI-IssuingCAII) by September 15, 2026</li> <li>Updated First-Time Users</li> <li>Updated Returning Users</li> </ul> |