Digital Certificate Management - Initial Installation Guide

Integrated Behavioral Health Information Systems (IBHIS) Project

Los Angeles County Department of Mental Health
Chief Information Office Bureau
Project Management Division
Integration Section

Version 1.3

9/28/2017

DOCUMENT REVISION HISTORY

Version	Release Date	Revised by	Comments/ Indicate Sections Revised
1.0	04/02/2014	DMH Integration Team	Separated document from TPR User Manual. Added a Note to address the 48 hour turnaround time to establish interface access.
1.1	04/22/2014	DMH Integration Team	Fixed link on page 21.
1.2	04/05/2016	DMH Integration Team	Modified instructions in "Downloading the digital certificate" section based on changes to current process.
1.3	09/28/2017	DMH Integration Team	Modified document based on changes to current process.

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A. DIGITAL CERTIFICATE – ASSIGNMENT PROCESS TEST and PRODUCTION

This document describes the process by which Trading Partners are to install and configure their assigned Digital Certificate for data exchange with the Los Angeles County Department of Mental Health. For assistance with backing up or transferring digital certificates to multiple systems please see the **Digital Certificate Management – Back Up and Configuration Guide**:

Contract Providers: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htm
Network Providers: http://lacdmh.lacounty.gov/hipaa/ffs_IBHIS_EDI_Guides.htm

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PLEASE NOTE:

The following instructions should be performed on the system that will be connecting to DMH.

Currently, Internet Explorer versions 8 through 11 are the only supported browsers for certificate installation. For IE versions 10 and 11, "Compatibility View" must be enabled.

In order to successfully download/install the DMH Digital Certificate, your computer must have Active-X enabled/installed. If the system does not meet the above conditions, please contact your IT Support Group.

A.1. Installing the Digital Certificate

Obtaining the Enrollment Code

In order to download the organizations certificate, an enrollment code is provided by DMH. This enrollment code can be obtained from the Trading Partner Request (TPR) Application by clicking on the following link:
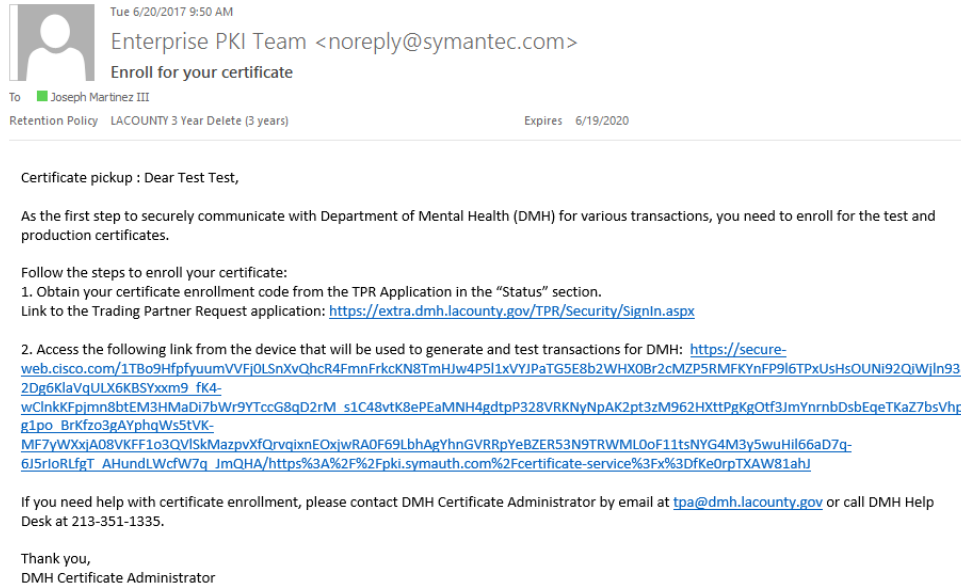
https://extra.dmh.lacounty.gov/TPR/Security/SignIn.aspx

> **NOTE:** If you do not have access to the TPR Application, please ask the user in your organization that does have access to get the enrollment code for you.

Once logged into the TPR Application, select your Entity and locate enrollment code under the Entity Certificate panel in the Status Details page. Please note this code as it is used subsequently in your installation process.

> **NOTE:** When a production certificate is issued, the enrollment code will be updated.

Downloading the Digital Certificate

- The Symantec PKI System will send an e-mail notifying the digital certificate issued to the organization is ready for installation. The notification will be sent to the e-mail provided for the Technical Contact in the TPR application.

- Open the link provided in the email sent from Enterprise PKI Support using Internet Explorer.
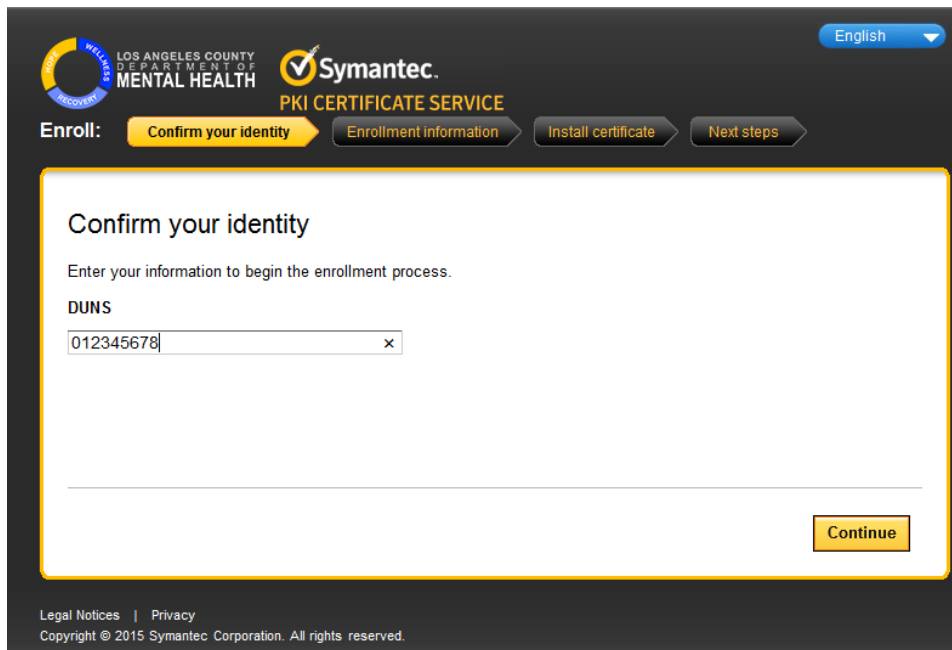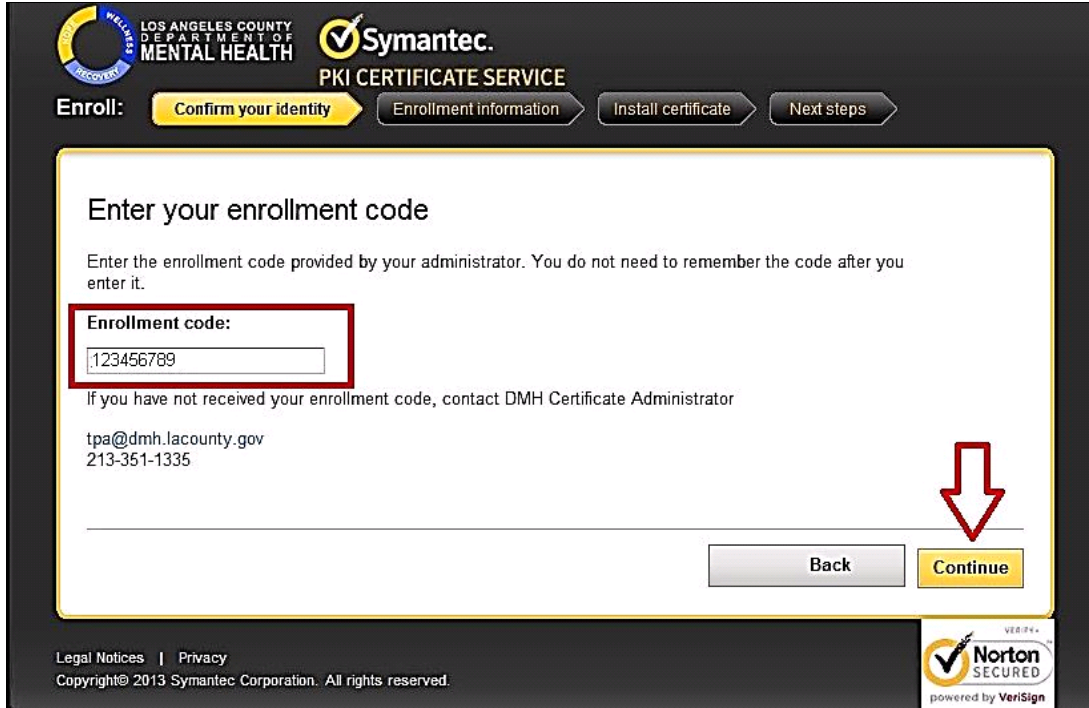
Tue 6/20/2017 9:50 AM

Enterprise PKI Team <noreply@symantec.com>
Enroll for your certificate

To ☐ Joseph Martinez III

Retention Policy   LACOUNTY 3 Year Delete (3 years)   Expires   6/19/2020

Certificate pickup : Dear Test Test,

As the first step to securely communicate with Department of Mental Health (DMH) for various transactions, you need to enroll for the test and production certificates.

Follow the steps to enroll your certificate:
1. Obtain your certificate enrollment code from the TPR Application in the "Status" section.
Link to the Trading Partner Request application: https://extra.dmh.lacounty.gov/TPR/Security/SignIn.aspx

2. Access the following link from the device that will be used to generate and test transactions for DMH: https://secure-web.cisco.com/1TBo9HfpfyuumVVFj0LSnXvQhcR4FmnFrkcKN8TmHJw4P5l1xVYJPaTG5E8b2WHX0Br2cMZP5RMFKYnFP9l6TPxUsHsOUNi92QiWjln93l2Dg6KlaVqULX6KBSYxxm9_fK4-wClnkKFpjmn8btEM3HMaDi7bWr9YTccG8qD2rM_s1C48vtK8ePEaMNH4gdtpP328VRKNyNpAK2pt3zM962HXttPgKgOtf3JmYnrnbDsbEqeTKaZ7bsVhpg1po_BrKfzo3gAYphqWs5tVK-MF7yWXxjA08VKFF1o3QVlSkMazpvXfQrvqixnEOxjwRA0F69LbhAgYhnGVRRpYeBZER53N9TRWML0oF11tsNYG4M3y5wuHil66aD7q-6J5rloRLfgT_AHundLWcfW7q_JmQHA/https%3A%2F%2Fpki.symauth.com%2Fcertificate-service%3Fx%3DfKe0rpTXAW81ahJ

If you need help with certificate enrollment, please contact DMH Certificate Administrator by email at tpa@dmh.lacounty.gov or call DMH Help Desk at 213-351-1335.

Thank you,
DMH Certificate Administrator

- Symantec's digital certificate **Enroll** page will be displayed.

To confirm your identity – enter the organizations DUNS number in DUNS field. The DUNS number can be obtained from the TPR Application.

Note: If you do not have access to the TPR Application, please ask the user in your organization that does have access to get you the DUNS number.

- Click **Continue**.

Enter the **Enrollment Code.** The Enrollment Code can be obtained from the TPR Application under Entity Certificate panel in the Status Details page.
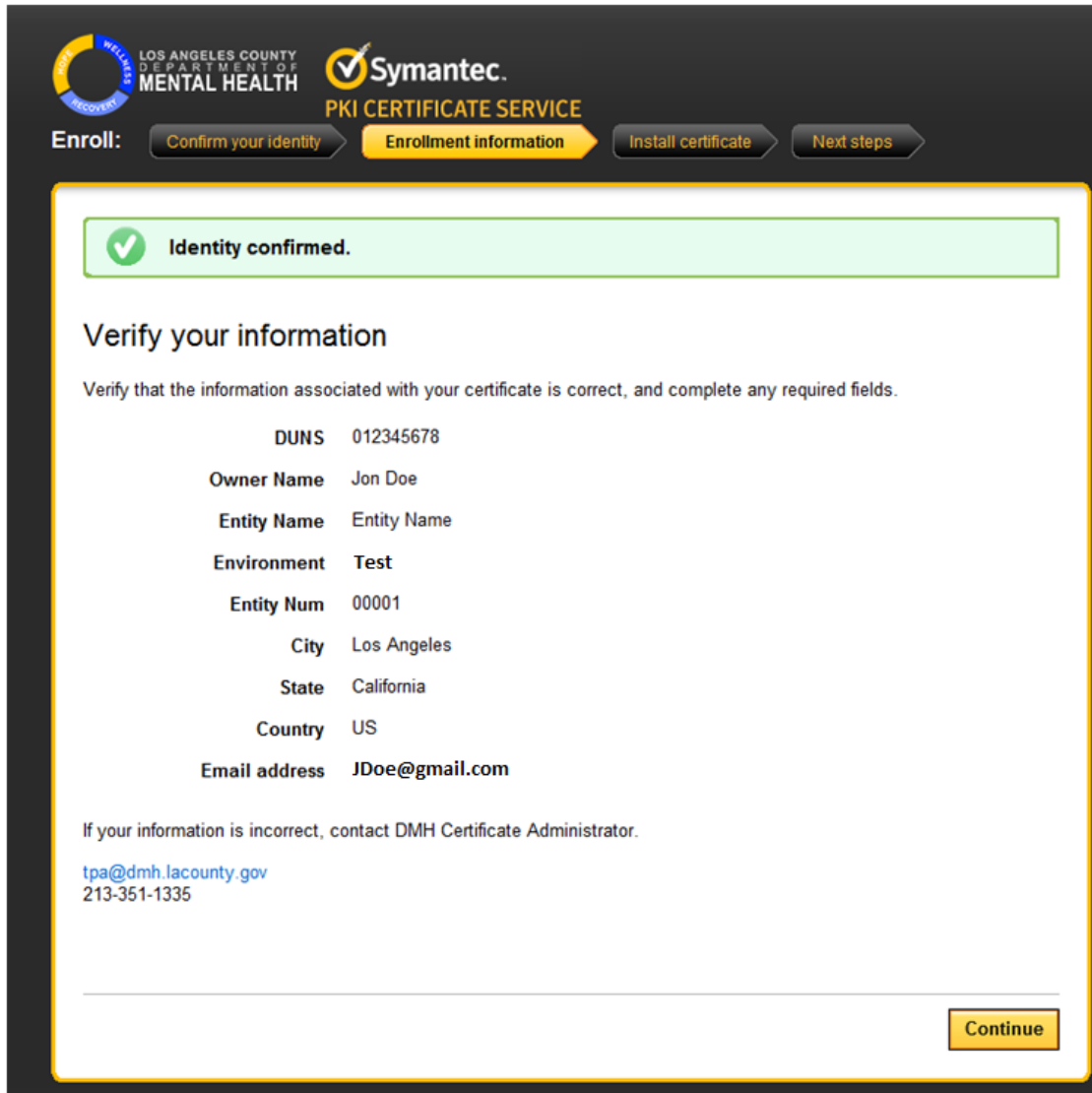
- Click **Continue**.

Once identity is confirmed, please review and validate the information displayed.
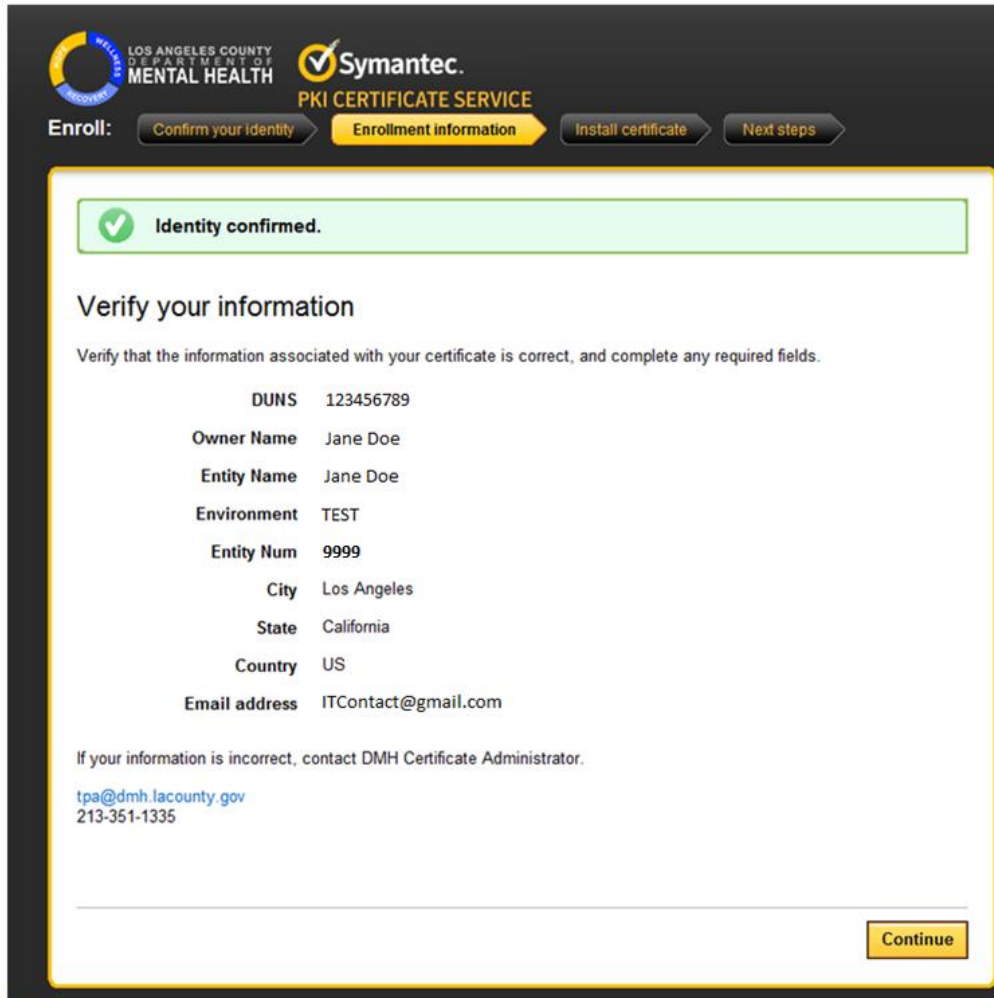
- If information provided is correct, click **Continue.**

For changes, please contact LA County's DMH Certificate Administrator at TPA@dmh.lacounty.gov.

Legal Entities Example

FFS Network Providers Example
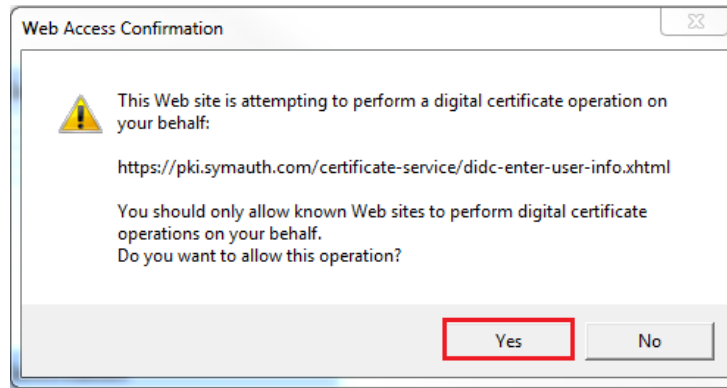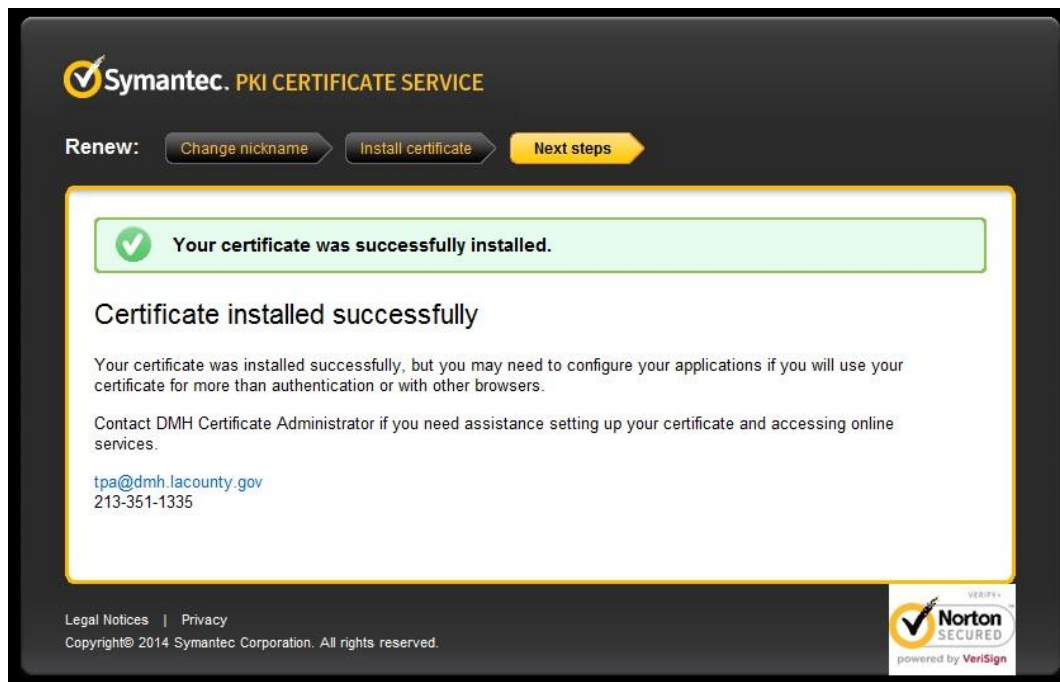
- Click **Install certificate**.

You will be prompted with a security warning asking whether you would like to allow the Symantec site to continue, to confirm, click **Yes.**

Note: The message below will appear twice. When prompted again, click **Yes** to proceed.

Upon successful installation, the following message will appear.

A.2. Configuring Los Angeles County Department of Mental Health Certificate Authority

After initial installation the Los Angeles County Department of Mental Health CA is not recognized as a public trusted certification authority.
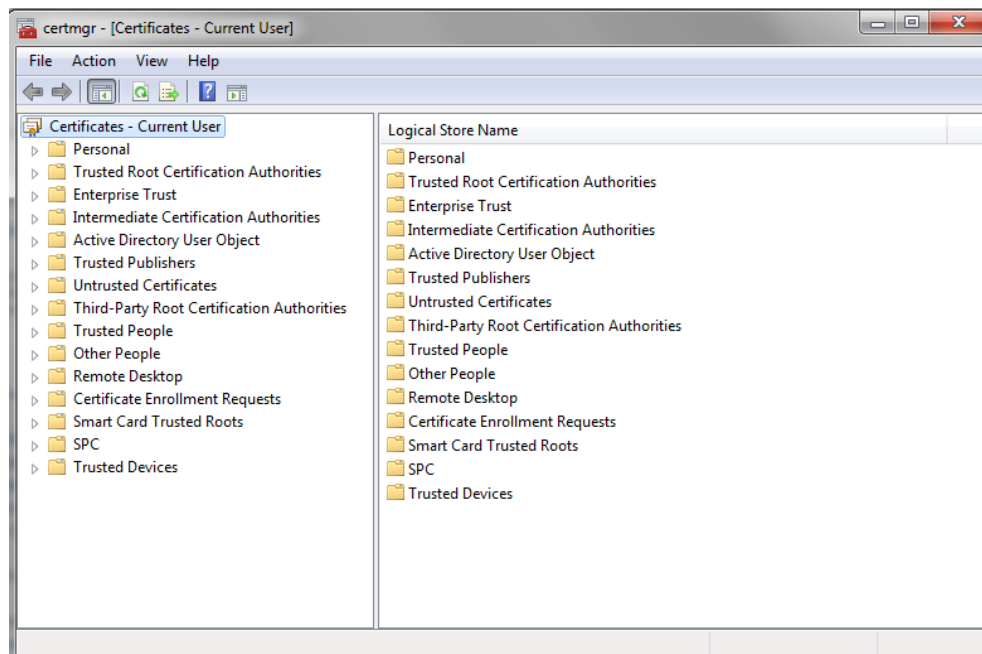
The following steps will configure the Los Angeles County Department of Mental Health CA as a Trusted Root Certification Authority.

Open the Certificates Manager Console
For Windows XP or higher click the **Start →Run** and type **certmgr.msc** and press **Enter**.
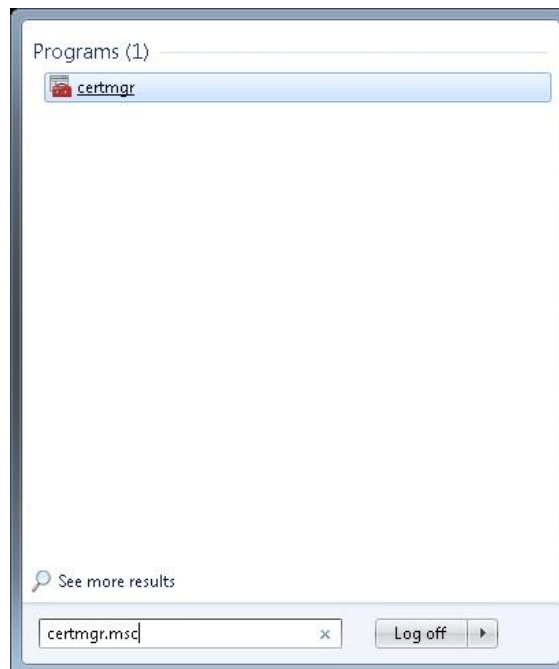
- The certificate manager console will appear.

1. Expand the **Personal store.**
2. Click on **Certificates** in the left pane.
3. The certificates contained should appear on the right pane.
4. Open the certificate by double clicking the certificate issued.
5. The certificate is named after the Entity Name (for Legal Entities) and Trading Partner name (for FFS Network Providers).

In the examples below the certificate has been issued to LAC DMH TEST for LE and John Doe Test for FFS Network Provider.
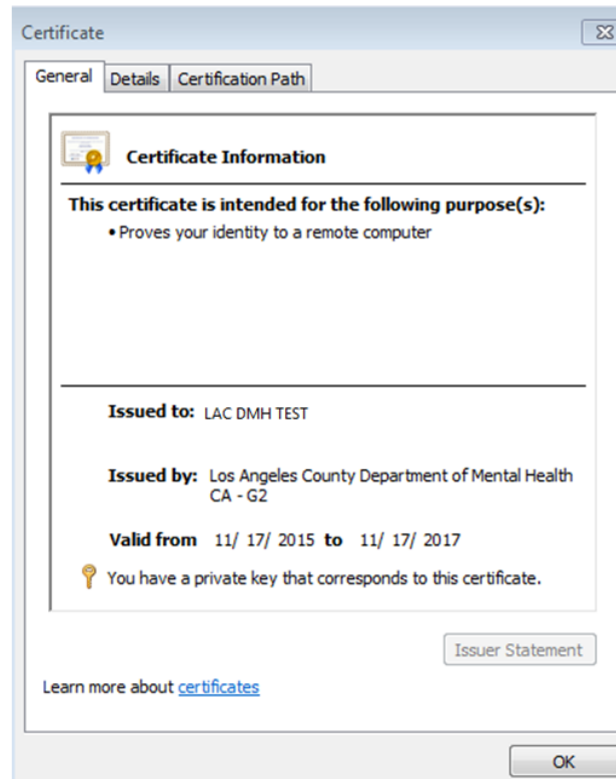
Legal Entity Example
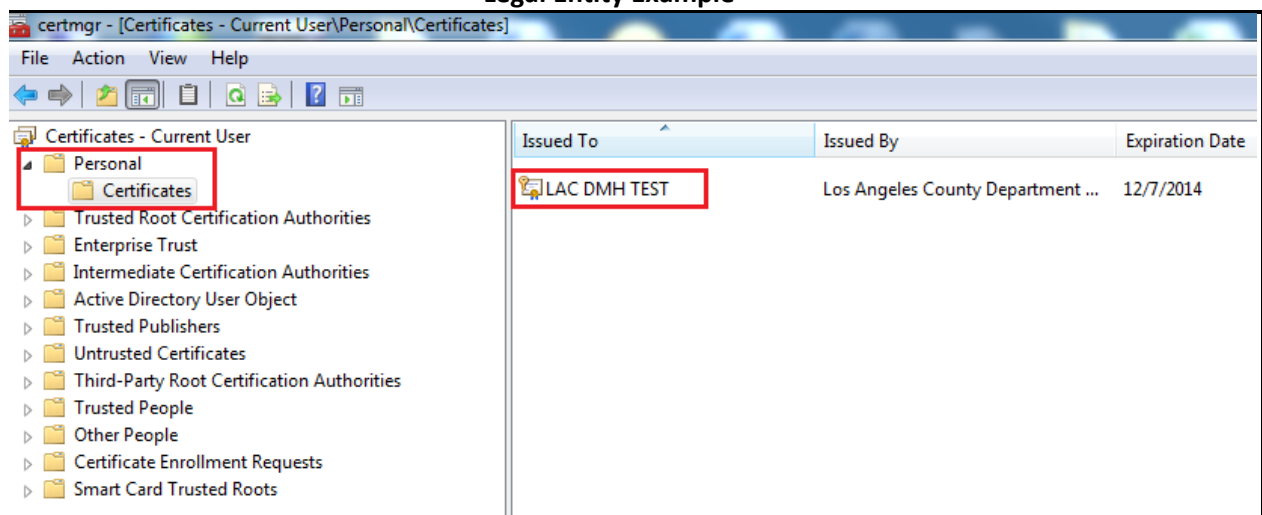
FFS Network Provider Example
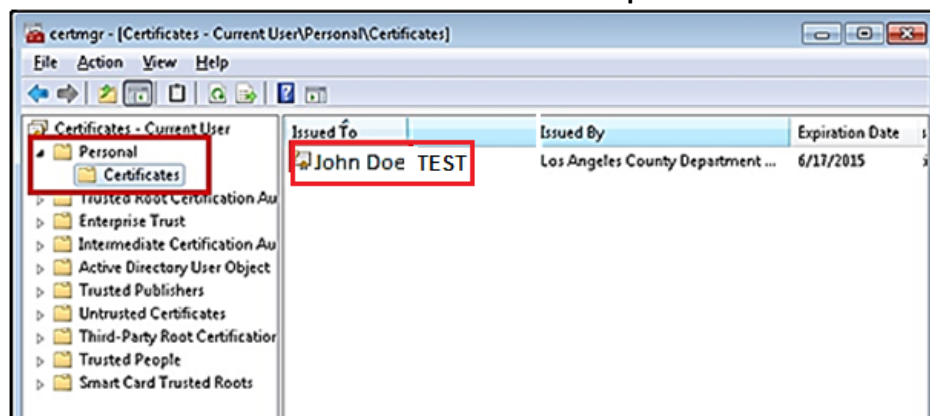
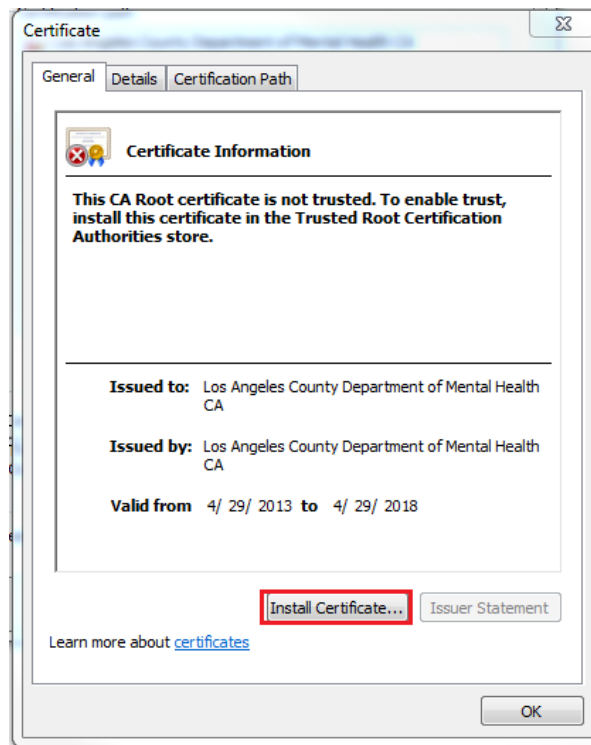The certificate properties window will appear.

1. Click the **Certification Path** tab.
2. Click the entry **Los Angeles County Department of Mental Health CA**.
3. Click **View Certificate**.

This will open the certificate for the **Los Angeles County Department of Mental Health CA**

Note: The LACDMH CA Root certificate is not trusted.

4.   Click **Install Certificate**.
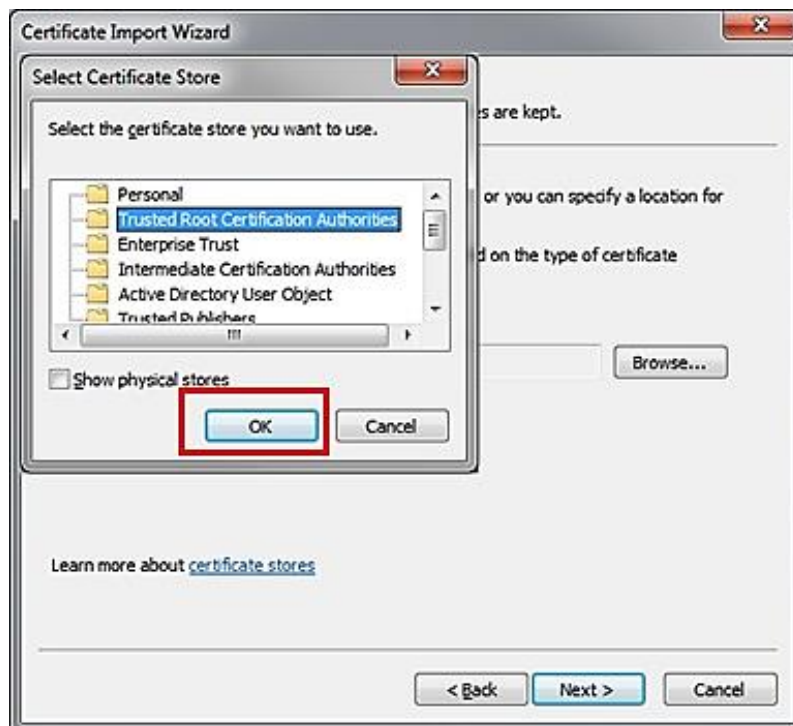
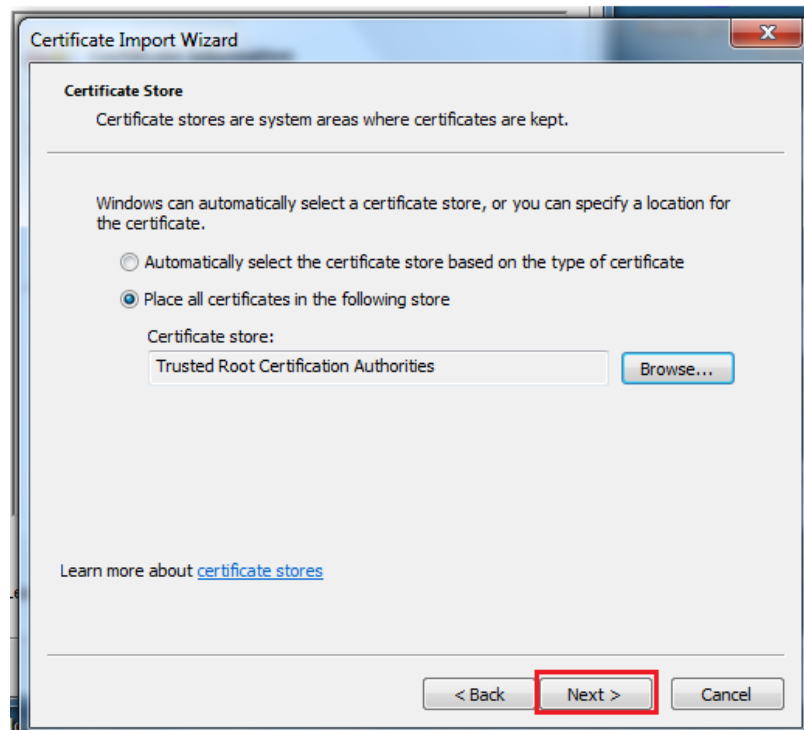# Importing the Certification Authority

1. Click **Next**.

2. Select **Place all certificates in the following store** option.
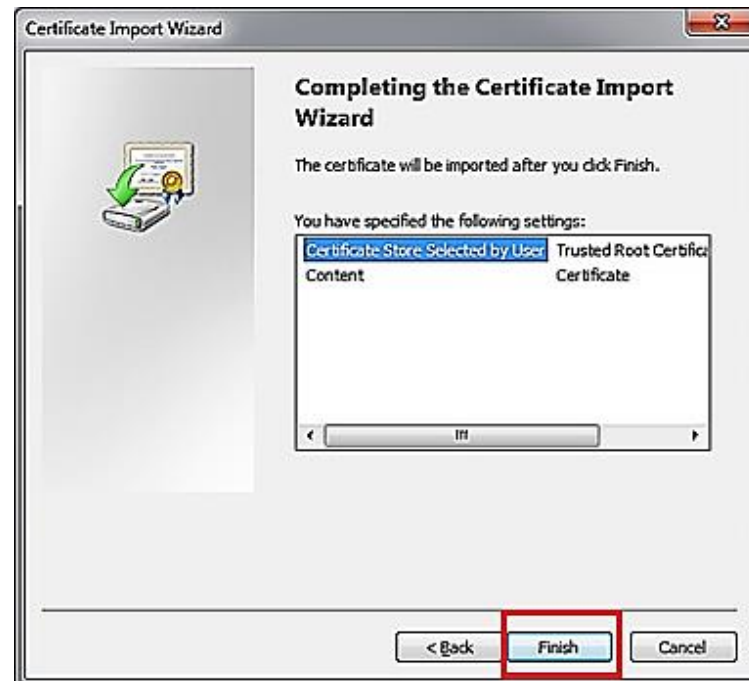3. Click **Browse.**

4. Select **Trusted Root Certification Authorities** folder.
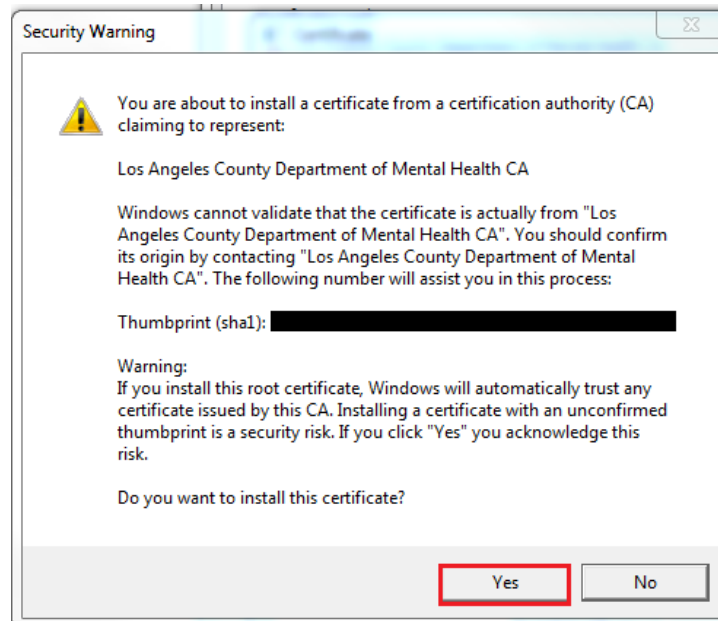5. Click **OK**.

6. Click **Next**.

7. Click **Finish**.

The following warning should be displayed confirming that you are about to install the **Los Angeles County Department of Mental Health CA**.
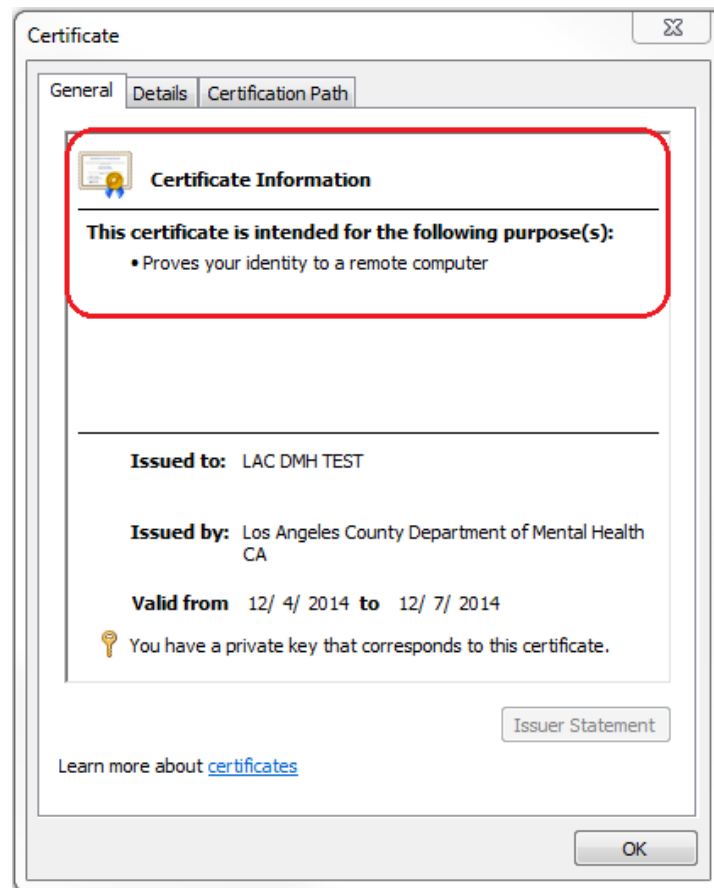
- Click **Yes** to proceed.

The following message should display confirming "The import was successful".

- Click **OK.**

Verifying the installation

Return to the Certificates Manager Console and open the certificate by double clicking the name under **Issued To**.

This icon should display next to the Certificate Information section. The system should now trust the **Los Angeles County Department of Mental Health CA** and any certificates issued by it.

Next Step: Test Connectivity with DMH.

Additional Guides for reference are:

- For documentation on exporting and or backing up certificates, refer to "Digital Certificate Management – Back up and Configuration Guide".
- For documentation on connectivity testing, refer to "IBHIS Secure File Exchange Instructions".

Contract Providers: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htm
Network Providers: http://lacdmh.lacounty.gov/hipaa/ffs_IBHIS_EDI_Guides.htm

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NOTE:

ONCE CERTIFICATE HAS BEEN INSTALLED, PLEASE ALLOW UP TO 48 HOURS PRIOR TO TESTING CONNECTIVITY WITH DMH

Certificates are valid for 2 years. The LA County DMH Certificate Administrator will send reminders to the IT Contact email registered in the Trading Partner Request Application starting 90 days from expiration date.