Reports Committee Meeting
Contract Providers Only

DATA MANAGEMENT & INFORMATION TECHNOLOGY ADMINISTRATION

MARCH 10, 2021 | 10AM – 12PM

Agenda

1. Q&A (CBO-related)
2. SSLVPN with MFA (Demo - Arthur)
3. Q&A

How to navigate the Quick Reference Guide

https://dmh.lacounty.gov/rc/c/reports/

Contact Information

- CBO : CBO@dmh.lacounty.gov

- PAO: systemsaccessunit@dmh.lacounty.gov

- Reporting: reporting@dmh.lacounty.gov

- Please contact DMH Help Desk for any issues with MFA set up and password at helpdesk@dmh.lacounty.gov

- For all other technical issues, please contact the DMH Help Desk or open a ticket using the HEAT Self-Service portal.
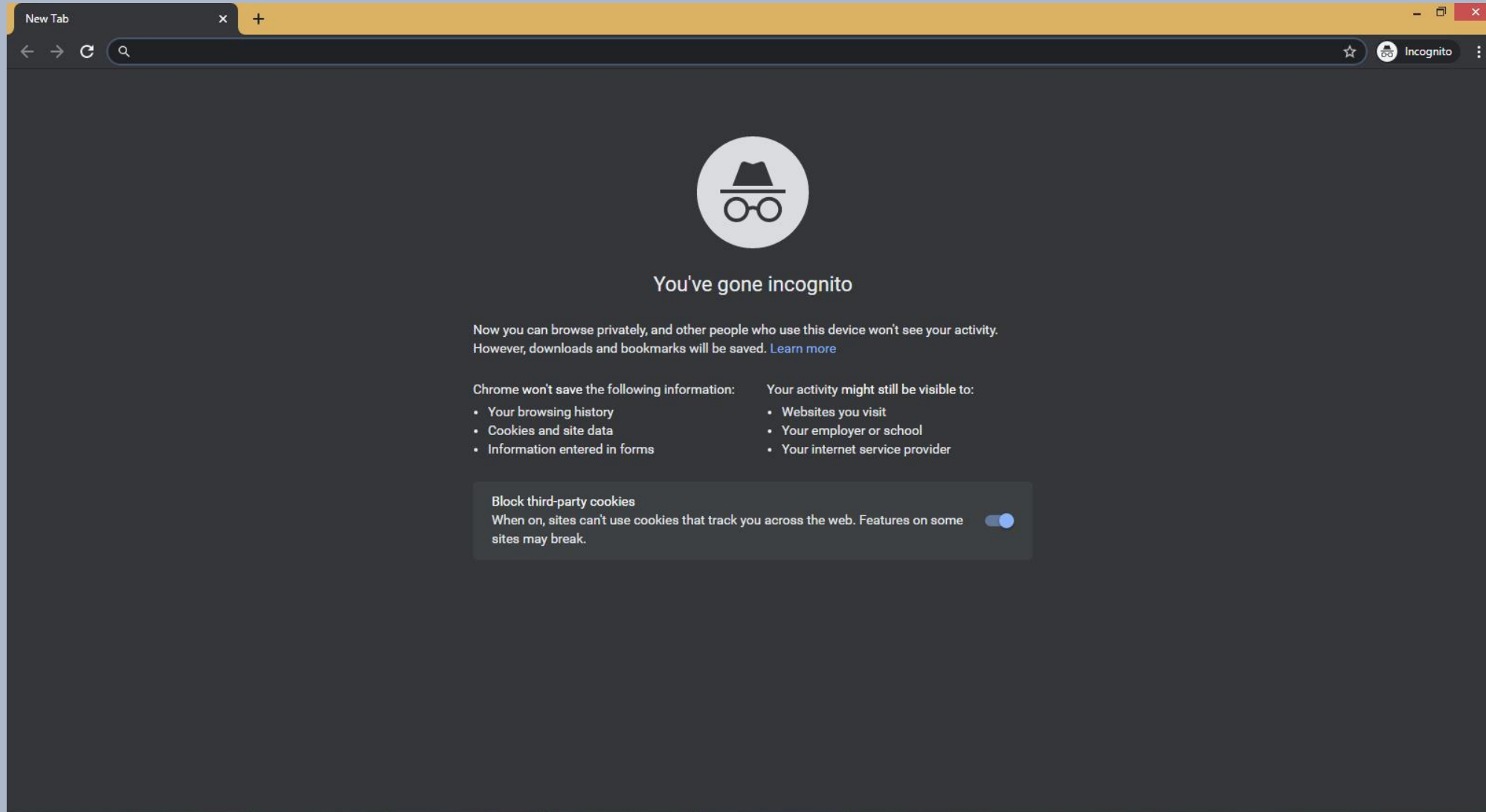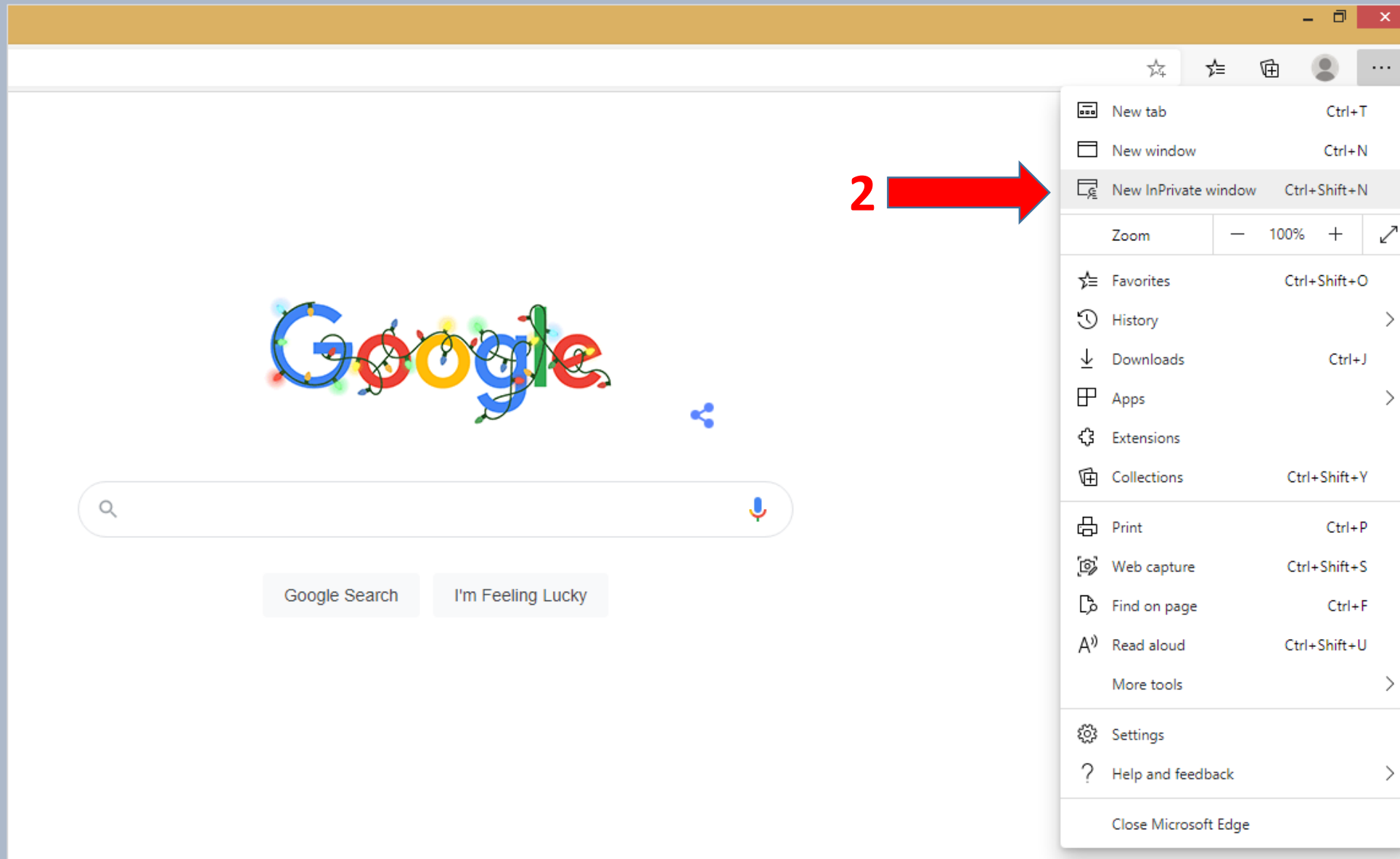
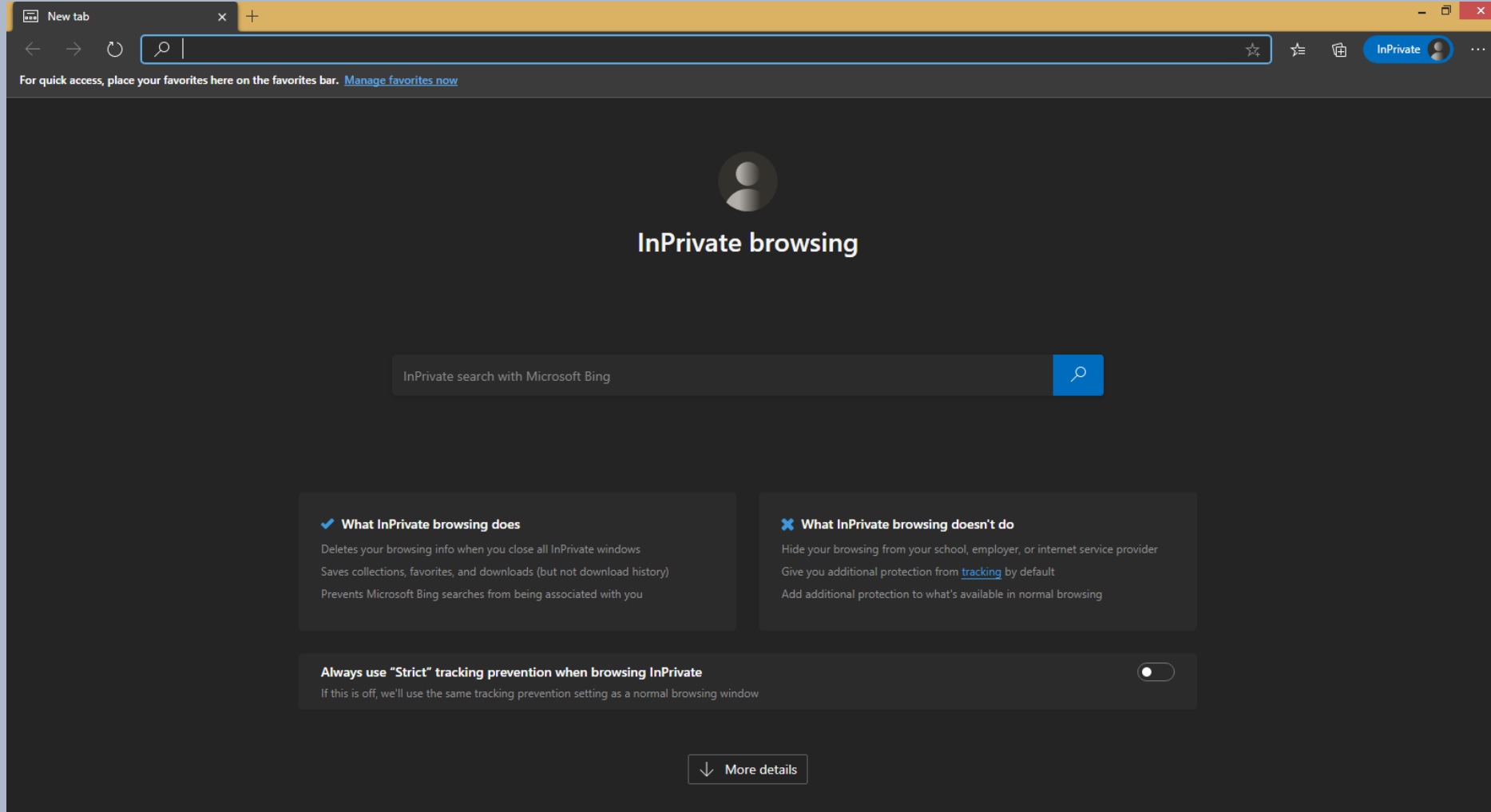# Part I:
MFA Setup

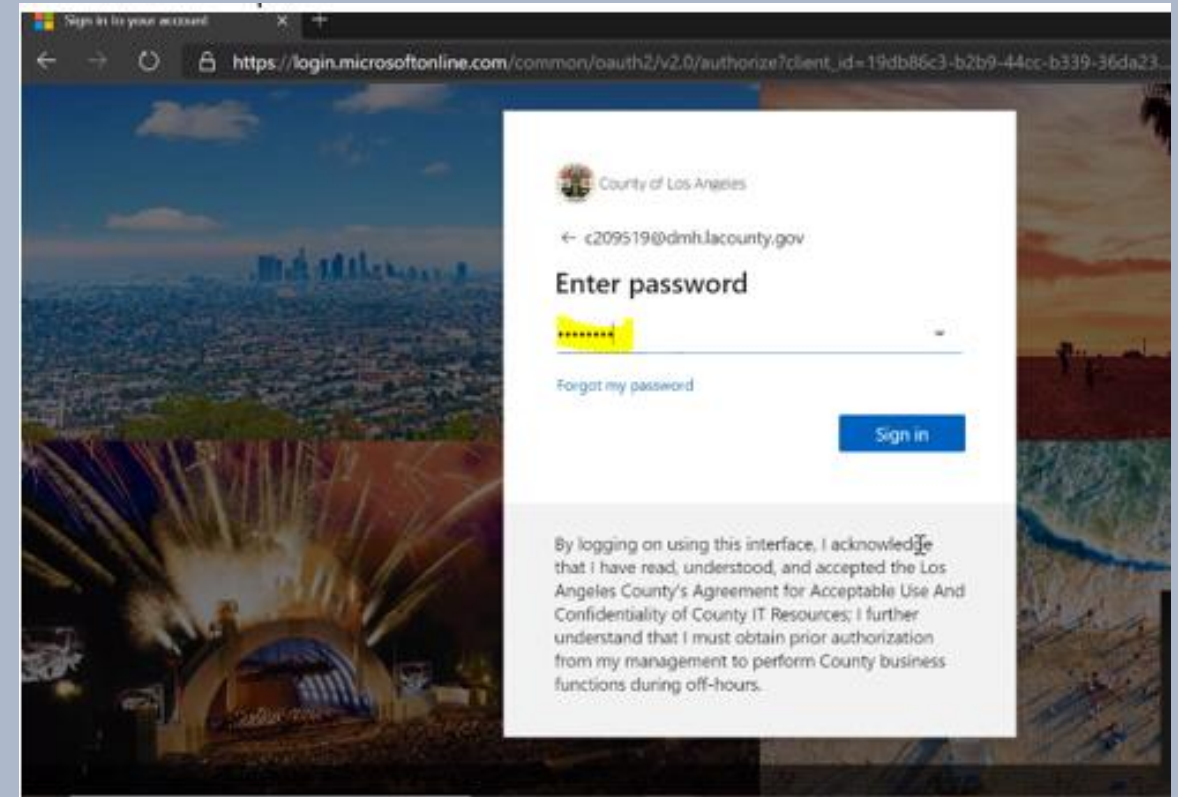# Login with Chrome
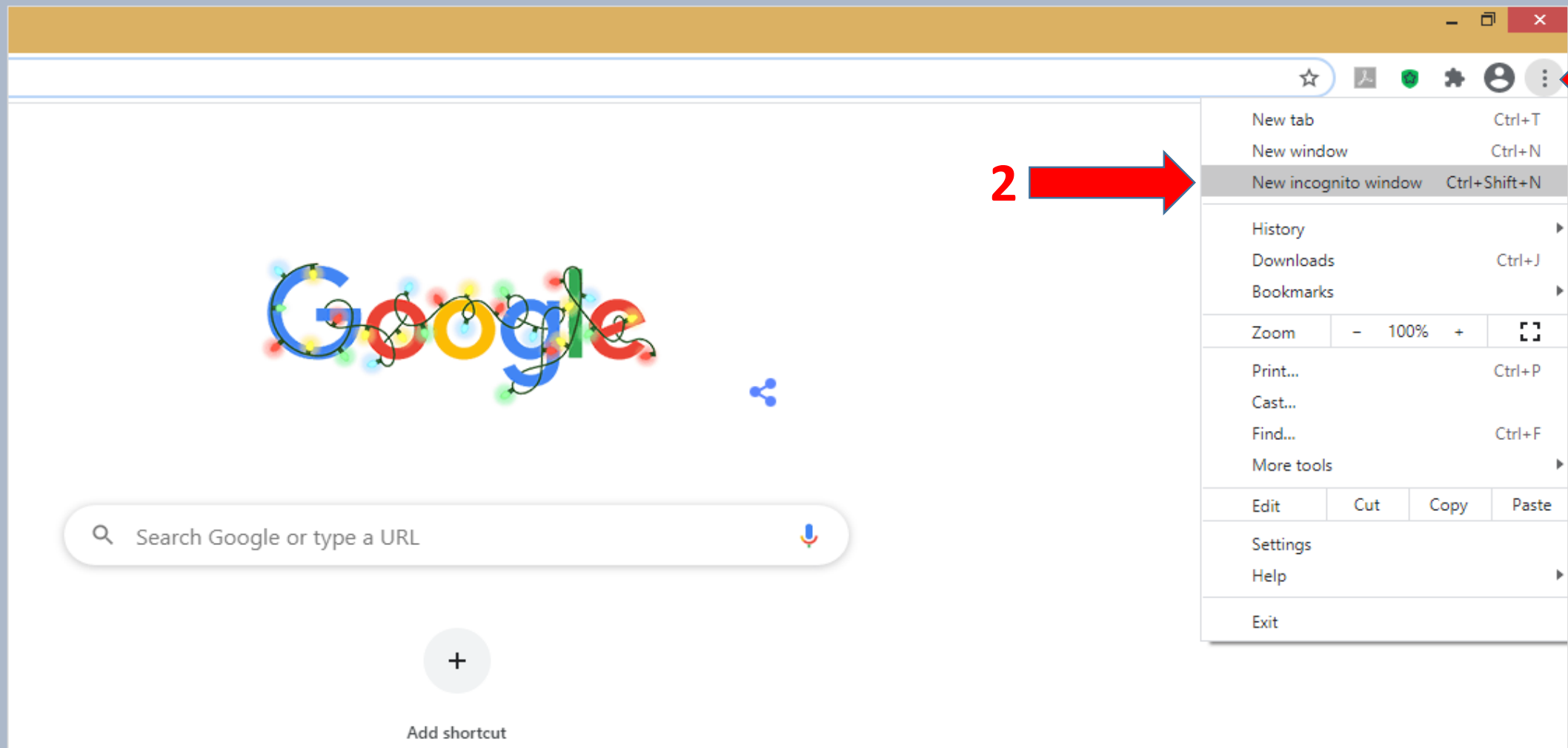
Chrome Incognito mode
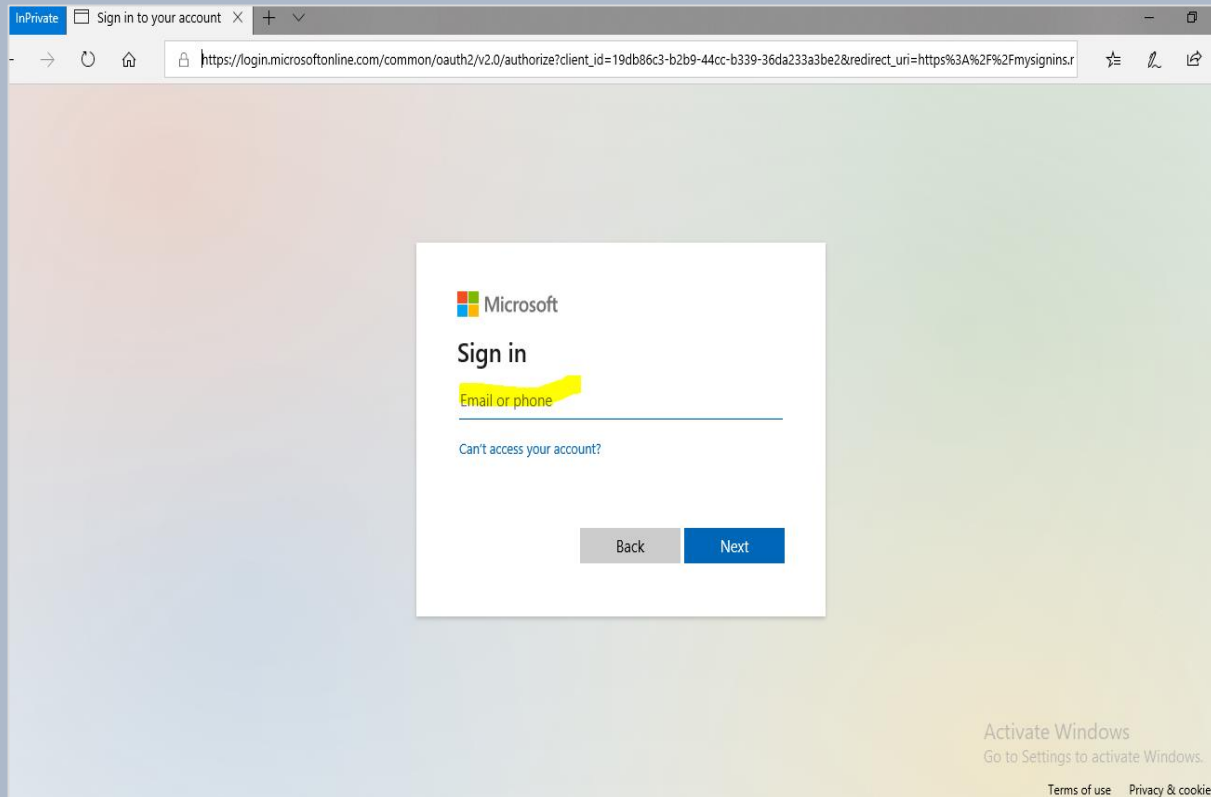
Microsoft Edge Chromium

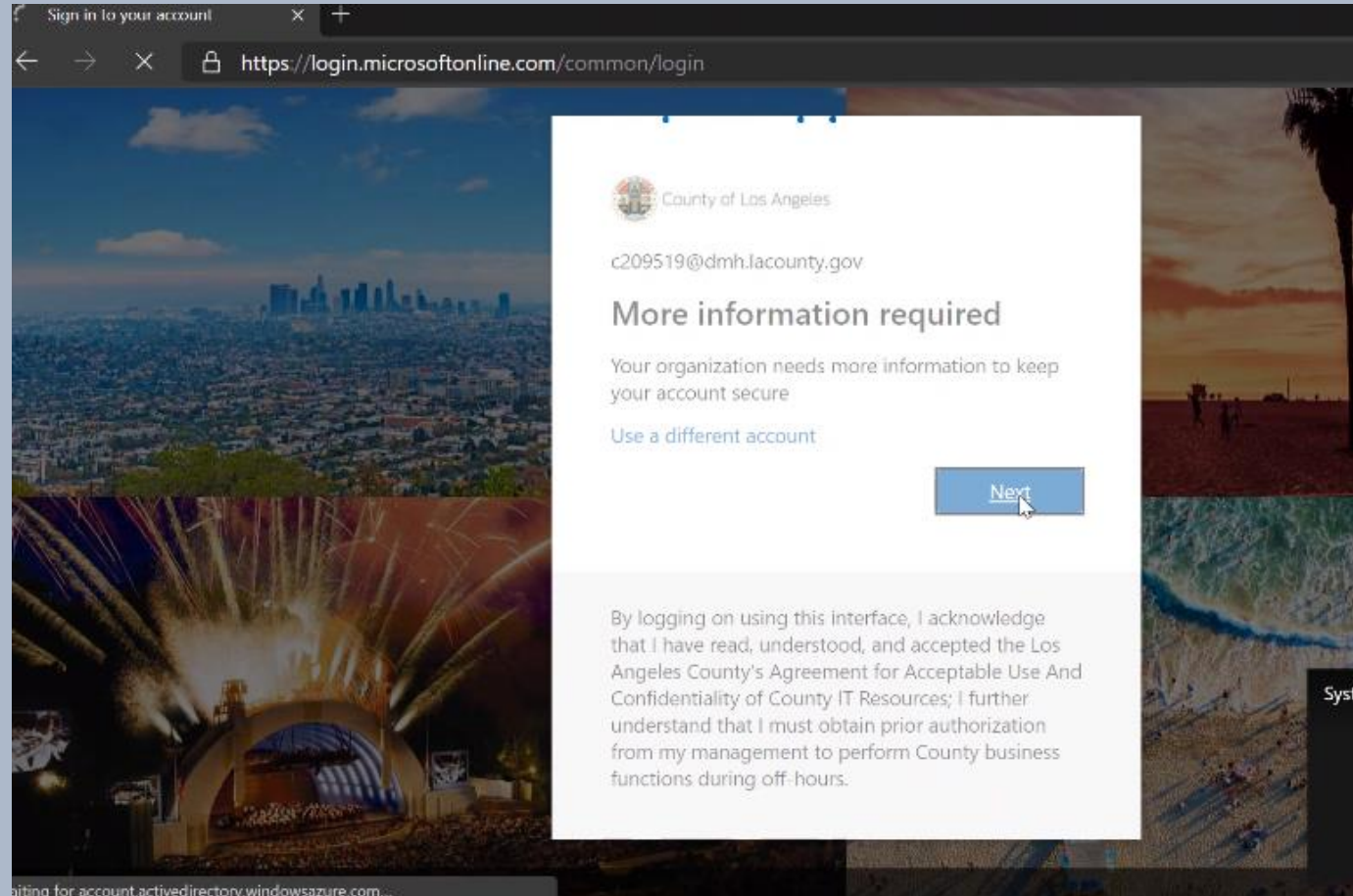# Microsoft Edge InPrivate mode
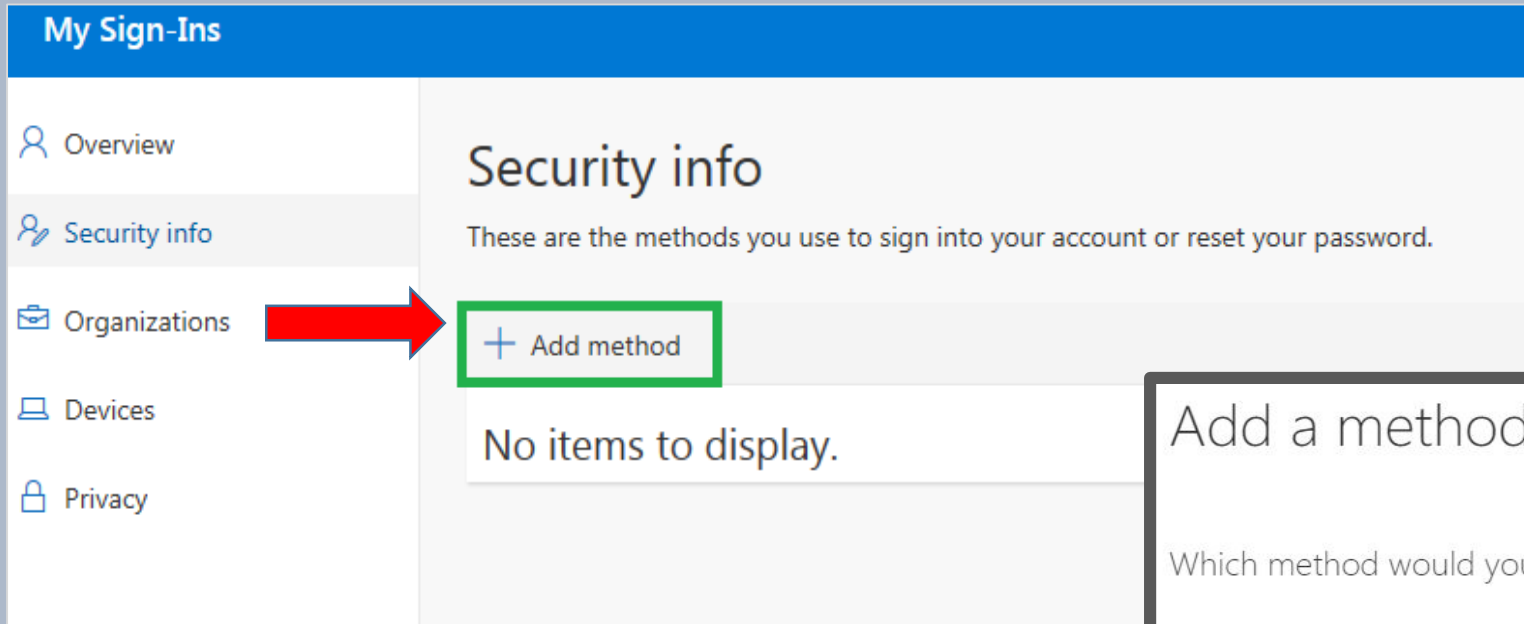
My Sign-in page Login

Enter your DMH user ID which will be your Cnumber@dmh.lacounty.gov
(Example: C123456@dmh.lacounty.gov)

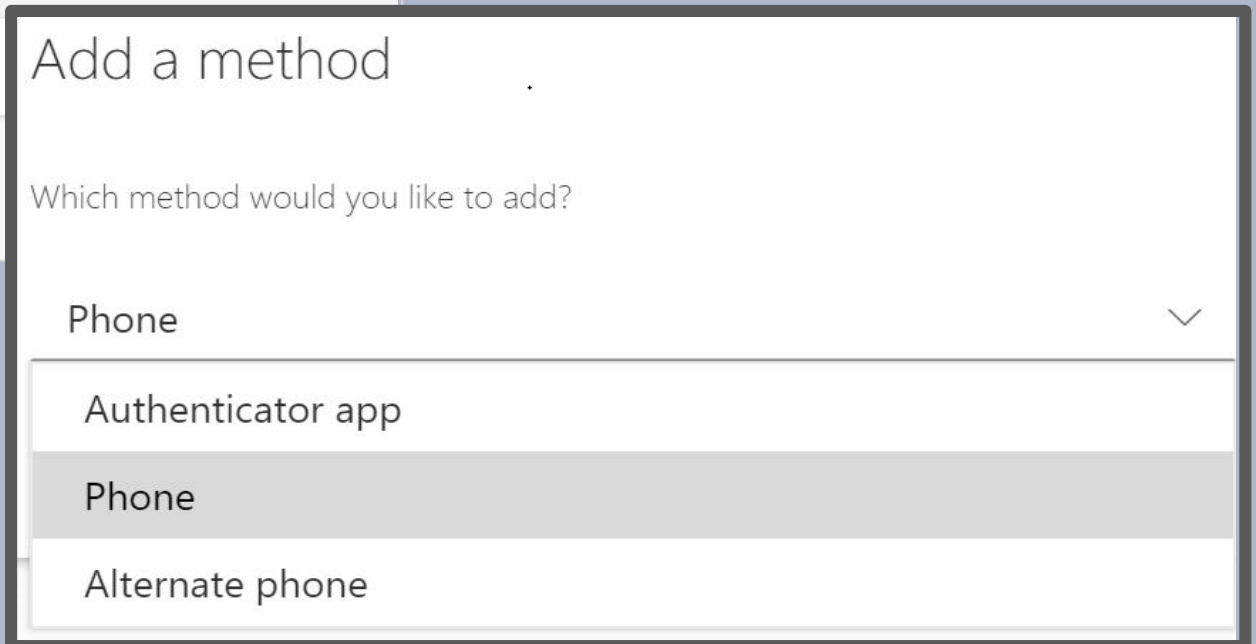# My Sign-in page (continued)

Security Info section
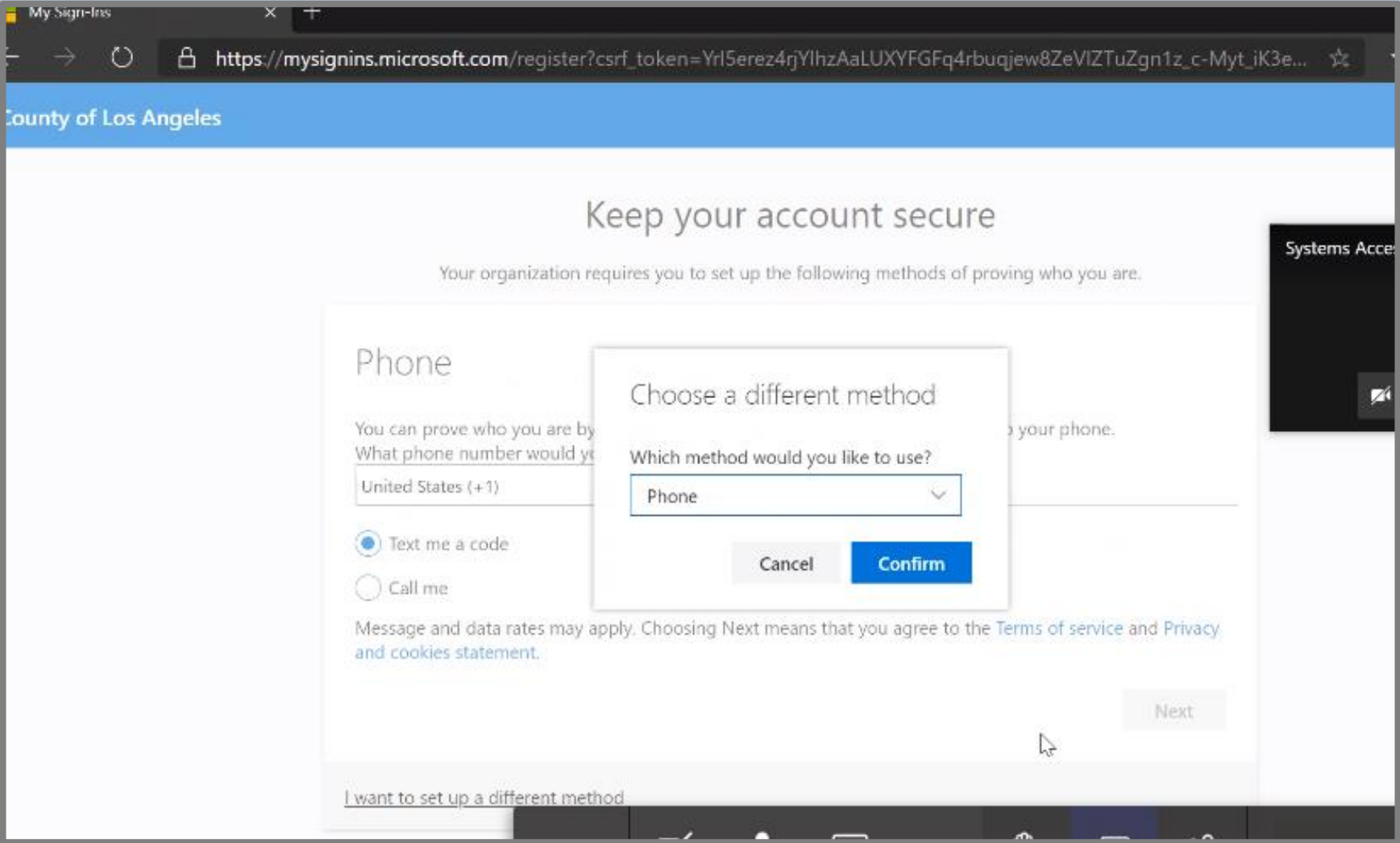
Phone Method

Phone method (continued)

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

| United States (+1) ▼ | 2135551212 |

🔘 Text me a code

⚪ Call me

Message and data rates may apply.

Cancel   **Next**

Phone

We just sent a 6 digit code to +1 213   Enter the code below.

Enter code

Resend code

Back   Next

Phone method: How it works

Extra steps for phone sign-in

https://aka.ms/mysecurityinfo
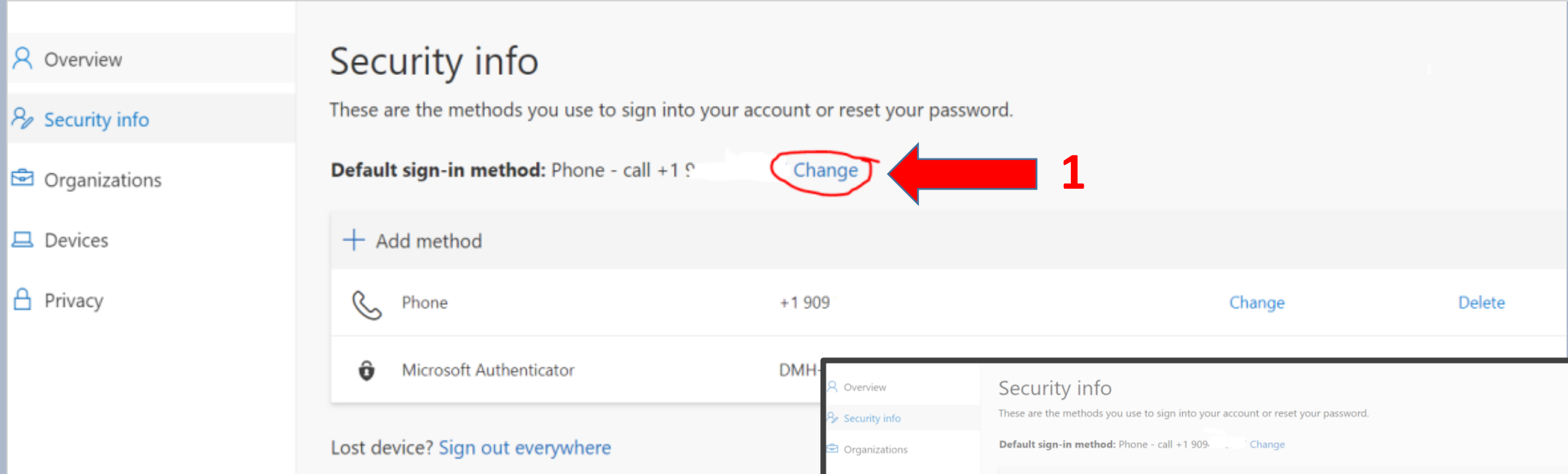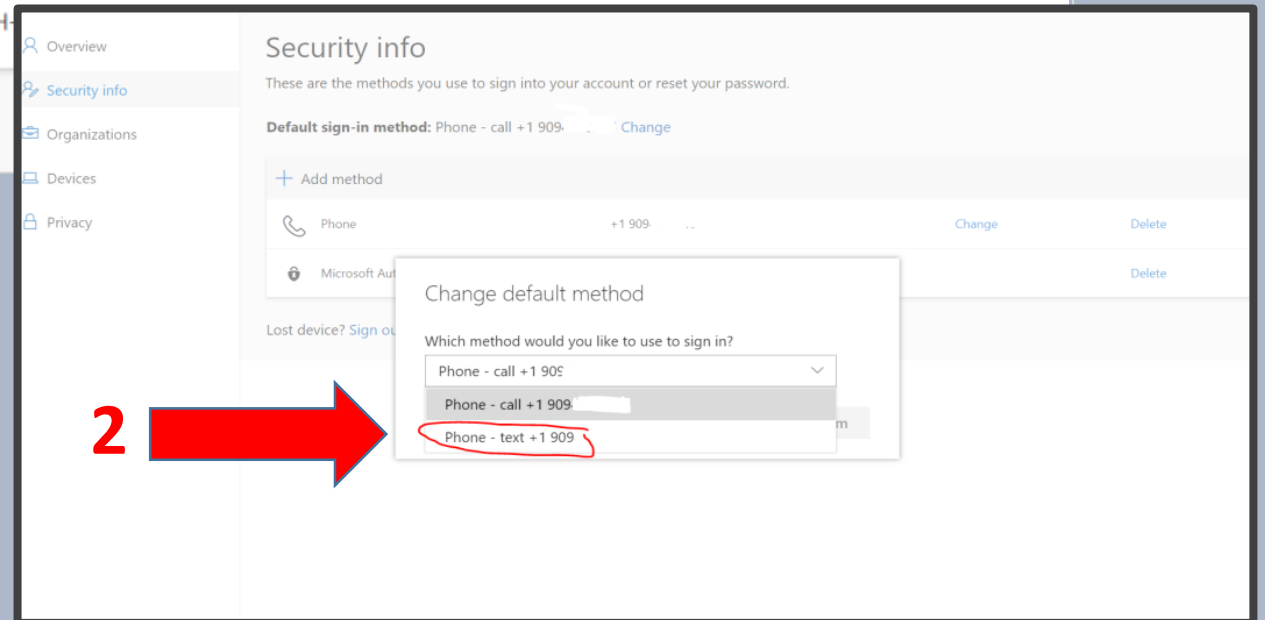
Part II:

Pulse Secure Instruction

1

Uninstall Pulse secure

Go to this location :

C:\Program Files (x86)\Pulse Secure\Pulse\PulseUninstall.exe

2

Login with chrome

3

Remove old bookmark

4

Clear browser cache

5

Create new bookmark

Copy paste this link as a new link and bookmark it.

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

6

Login to your account

7

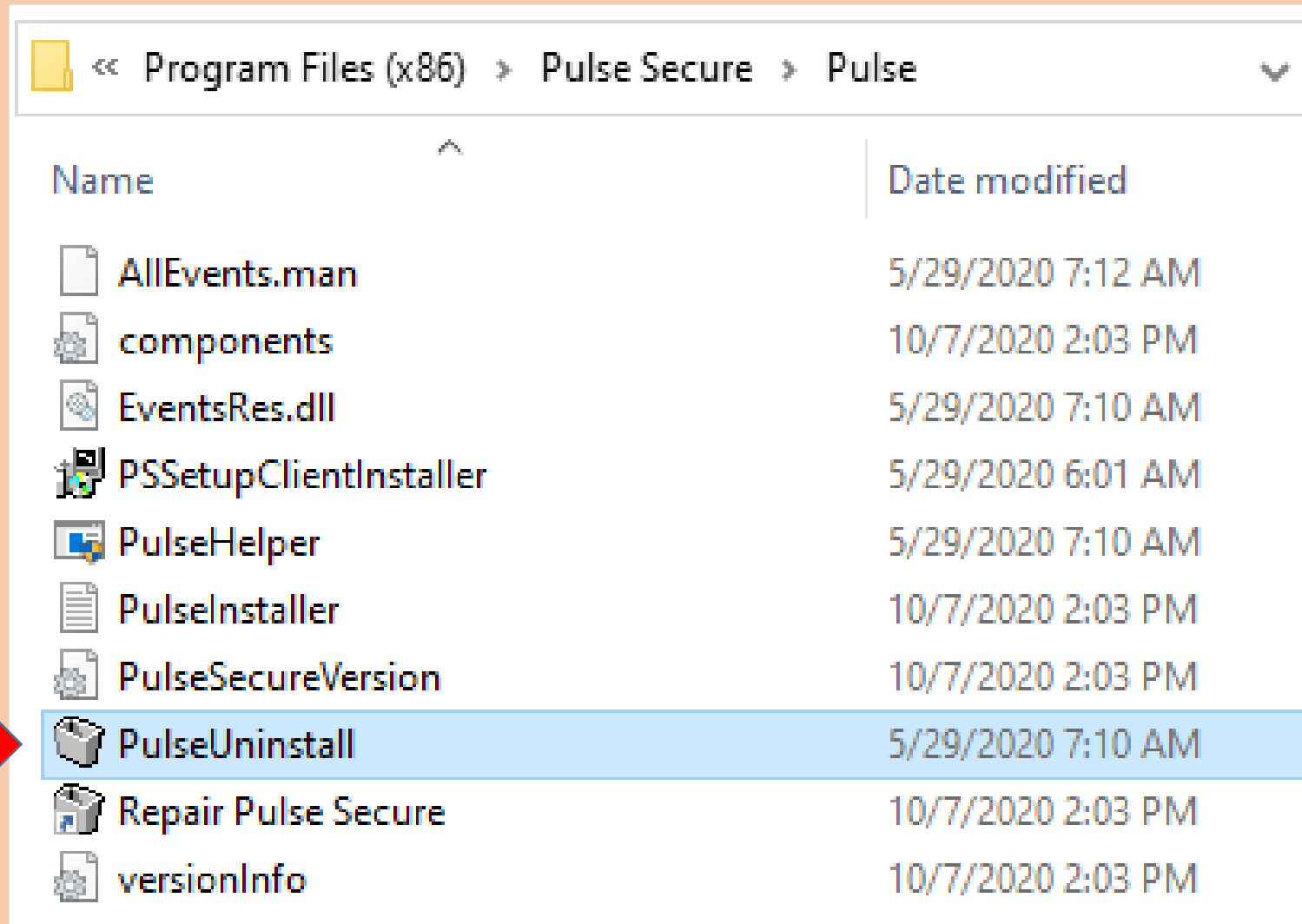Download and install Pulse secure

8

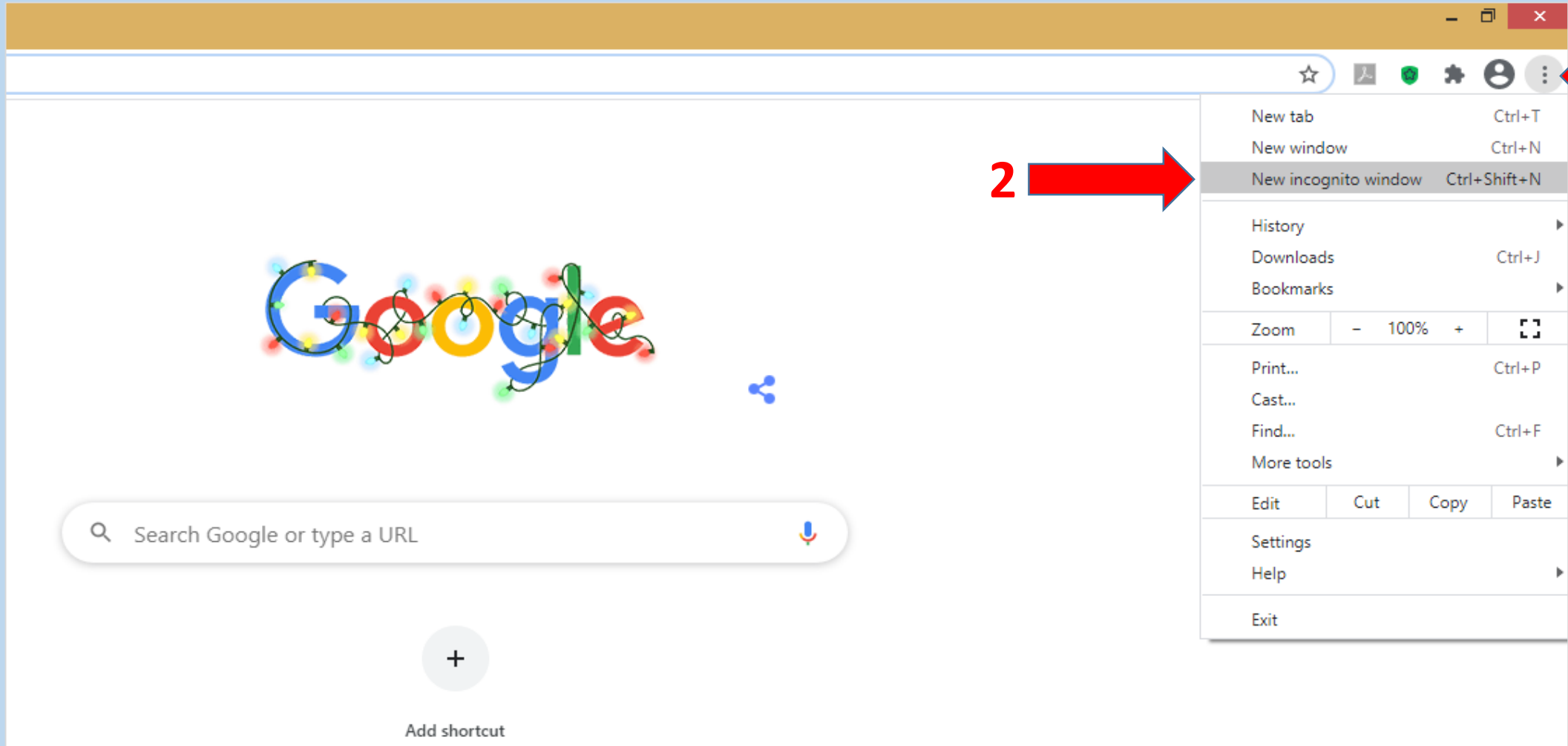Restart computer

9

Login to your account

Uninstall Pulse secure

C:\Program Files (x86)\Pulse Secure\Pulse\PulseUninstall.exe

Name	Date modified
AllEvents.man	5/29/2020 7:12 AM
components	10/7/2020 2:03 PM
EventsRes.dll	5/29/2020 7:10 AM
PSSetupClientInstaller	5/29/2020 6:01 AM
PulseHelper	5/29/2020 7:10 AM
PulseInstaller	10/7/2020 2:03 PM
PulseSecureVersion	10/7/2020 2:03 PM
PulseUninstall	5/29/2020 7:10 AM
Repair Pulse Secure	10/7/2020 2:03 PM
versionInfo	10/7/2020 2:03 PM

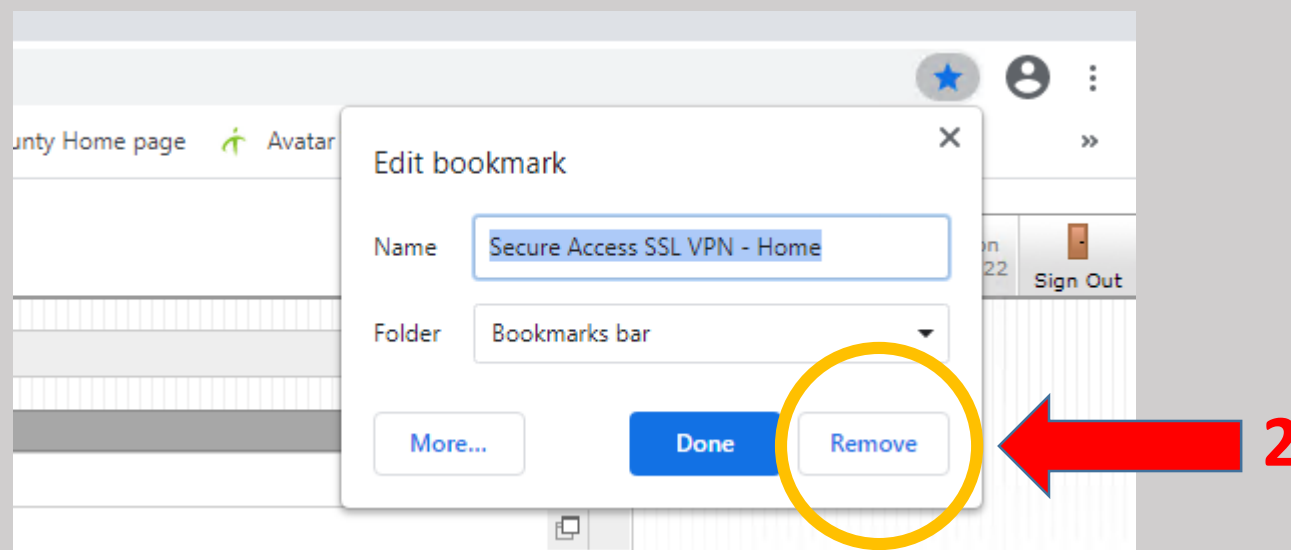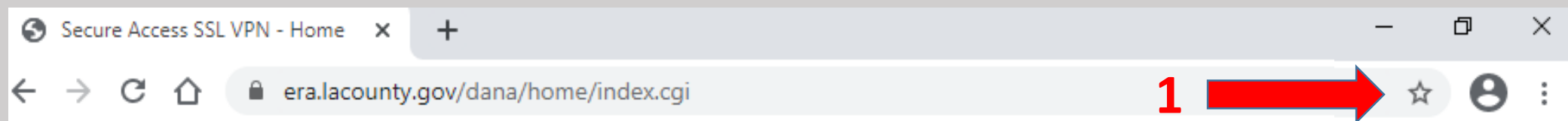**Note:** Administrator rights is required to uninstall properly

Login with Chrome

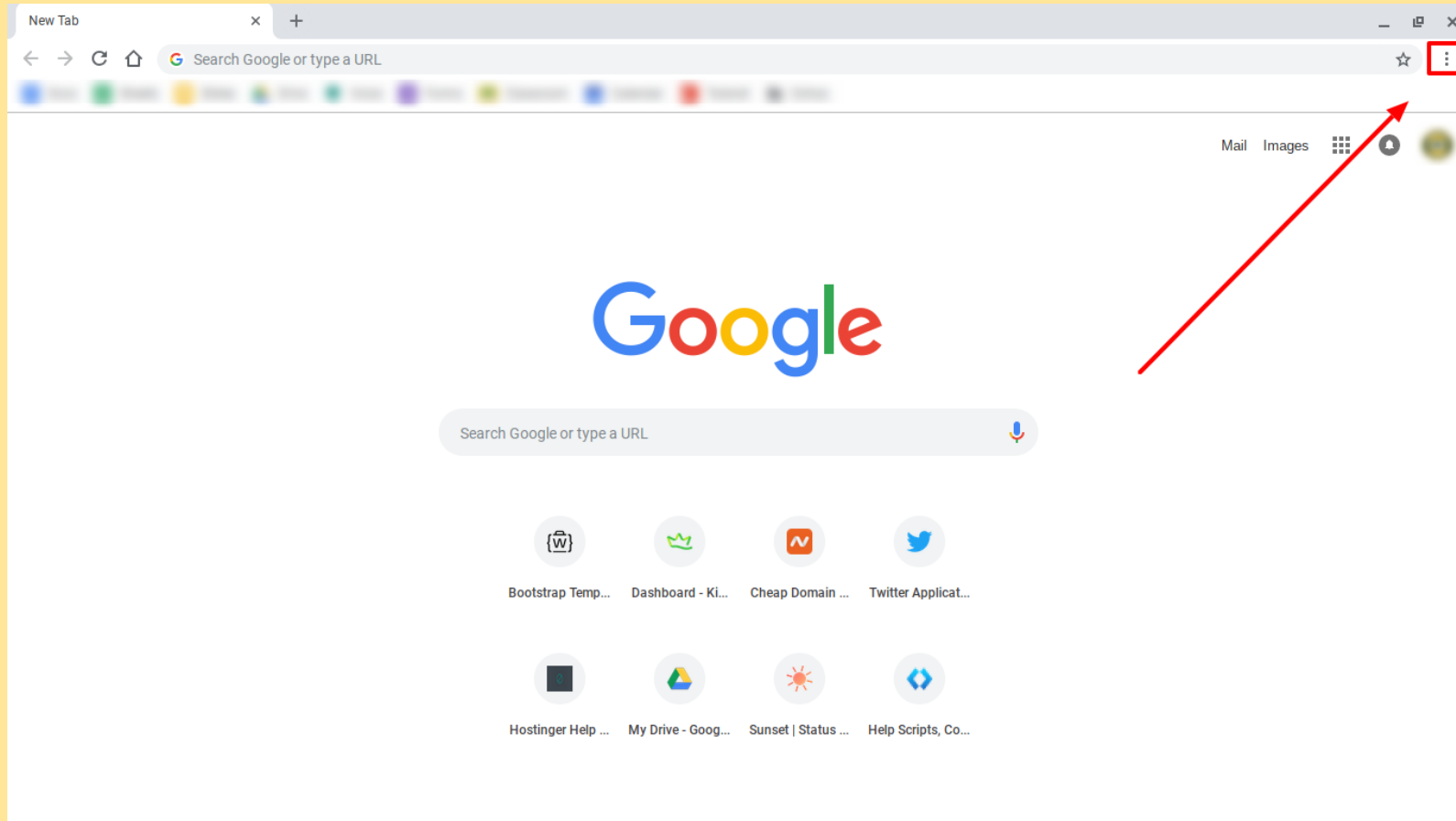# Remove the old bookmark

Clear Browser Cache

Clear Browser Cache (Continued)

1. Hover over "More tools"

2. Click "Clear browsing data..."

Clear Browser Cache (Continued)

Keep these unchecked

Clear browsing data

Basic   Advanced

Time range   All time

☐ Browsing history
Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.

☐ Cookies and other site data
Signs you out of most sites.

☑ Cached images and files
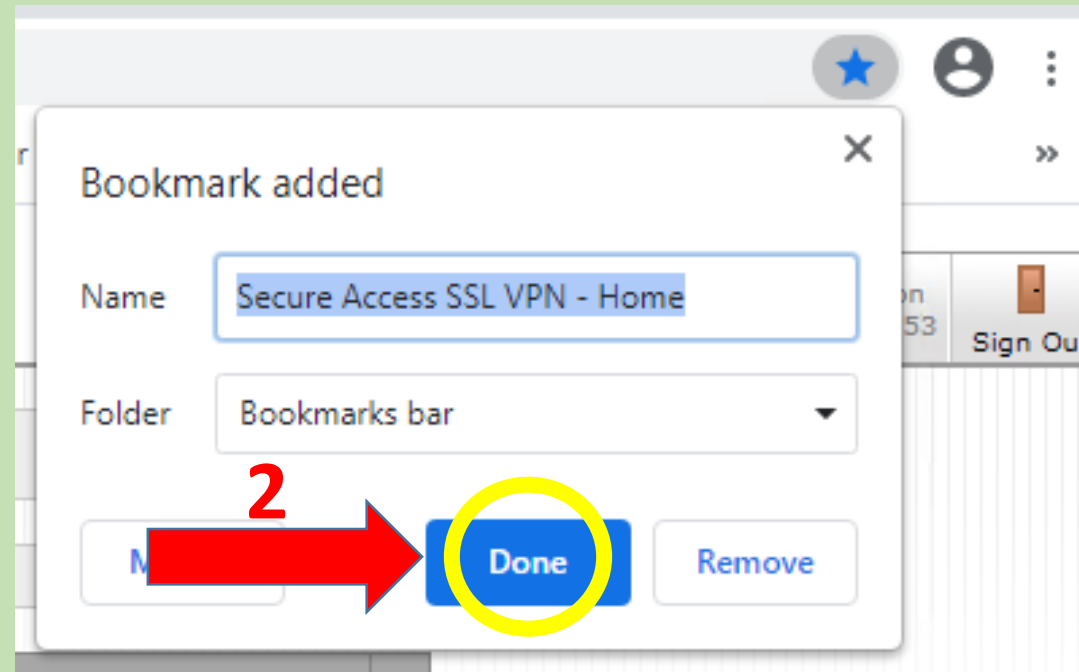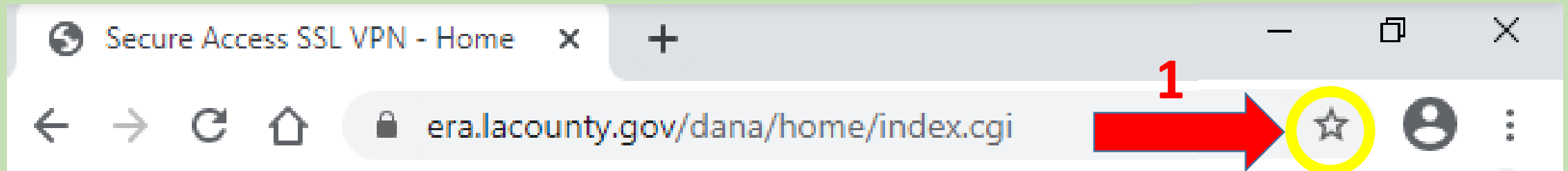Frees up 346 MB. Some sites may load more slowly on your next visit.

Cancel   Clear data

Click "Clear data"

⭐ Create New bookmark

Copy paste this link as a new link and bookmark it.
https://era.lacounty.gov/dmh/contractor/mfa

Login to your account

Download and install Pulse Secure

Web Bookmarks	
AB109 Post-Release Community Supervision (PRCS) Provider Outcome	
DMH Heat	
Internet Reports - FFS	
Outcomes Measures Application (OMA)	
Prevention & Early Intervention Outcome (PEI-OMA)	
Safety Intelligence	
Service Request Tracking System (SRTS)	
Wraparound Tracking System (WTS)	
Internet Reports – NGA	
Trading Partner Request (TPR)	
Practitioner Registration and Maintenance (PRM)	
Internet Reports – OMA	
Synchronizing User Web Bookmarks...	

Client Application Sessions	
Pulse Secure	Start

Make sure you have admin rights to do this step or have an IT staff assist you

Restart the computer
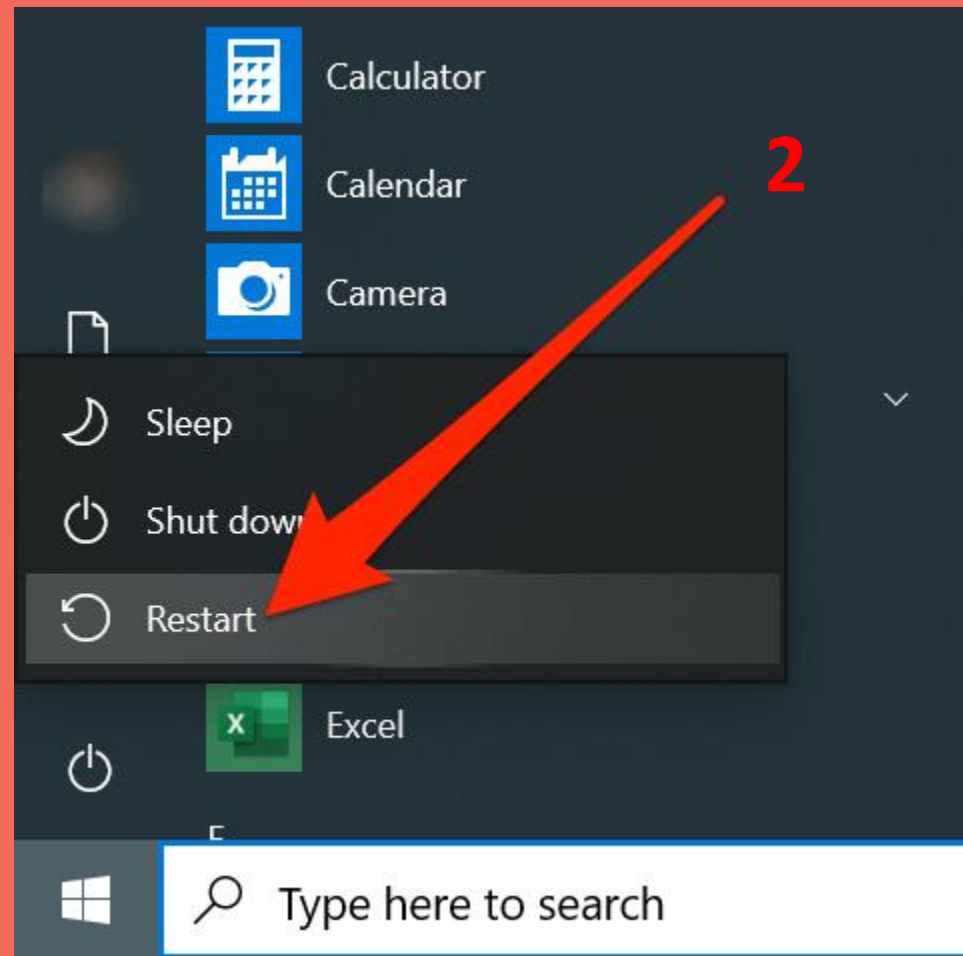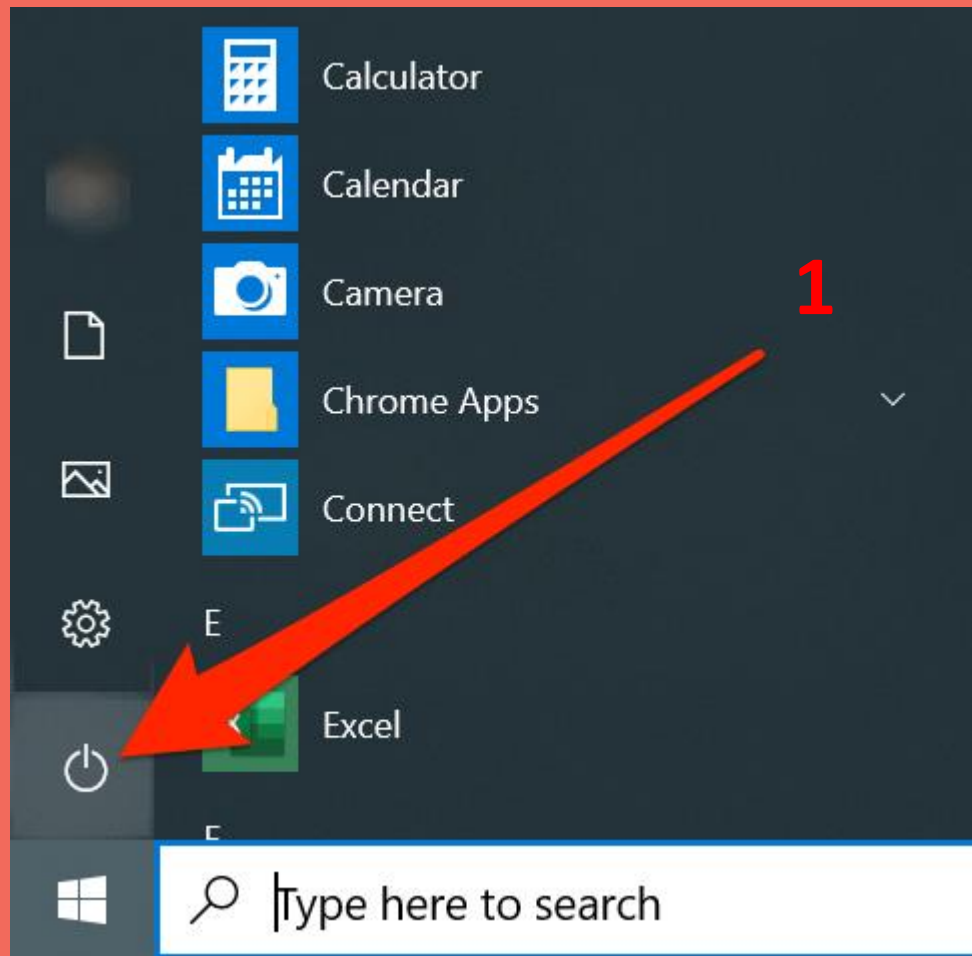
Log back into your account

And run the Pulse secure by clicking the start button

How to Navigate the Quick Reference Guide

https://dmh.lacounty.gov/rc/c/reports/