



LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.



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/>

Get help now: LACDMH 24/7 Help Line (800) 854-7771 or Contact Crisis Text Line ("LA" to 741741)

English

f t i y

SEARCH



LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
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OUR SERVICES ▾ FOR PROVIDERS ▾ ABOUT DMH ▾ CONTACT INFORMATION ▾ EVENT CALENDAR

GET HELP NOW!

Reports Committee Calendar

Reports Committee

Calendar

Contacts

Documentation

Forms

Reports

Resources

REPORTS

List of reports available for Contract Providers:
For more information on how to access these reports, please click [here](#) to open the Quick Reference Guide.

FFS	NGA	OMA
704	Schedule 3	
705	Schedule 5	
706	701UP	TBD
	701U	
	630B (Under Development)	

Contact Information



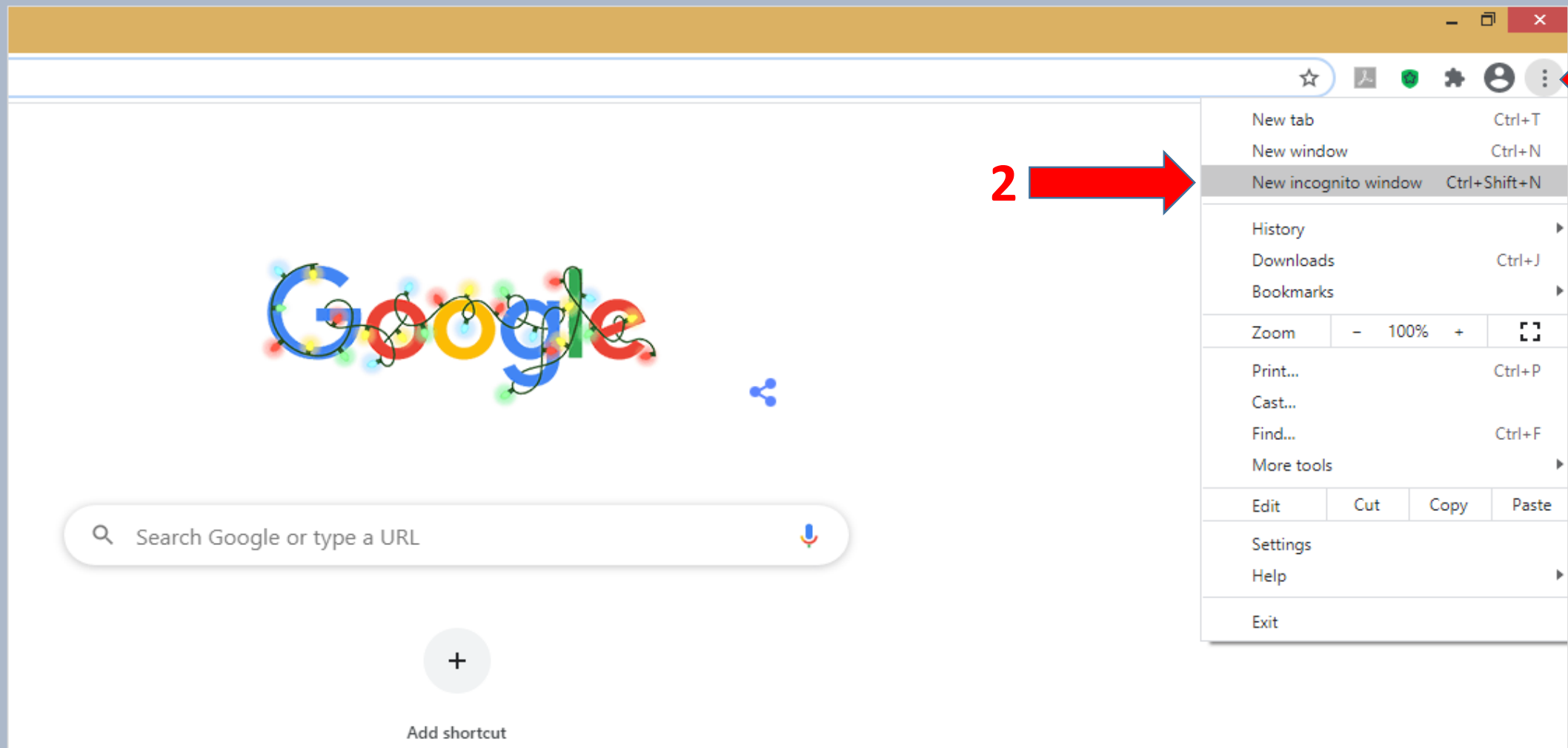
- CBO : CBO@dmh.lacounty.gov
- PAO: systemsaccessunit@dmh.lacounty.gov
- Reporting: reporting@dmh.lacounty.gov
- Please contact DMH Help Desk for any issues with MFA set up and password at helpdesk@dmh.lacounty.gov
- For all other technical issues, please contact the DMH Help Desk or open a ticket using the HEAT Self-Service portal.

Part I:

MFA Setup

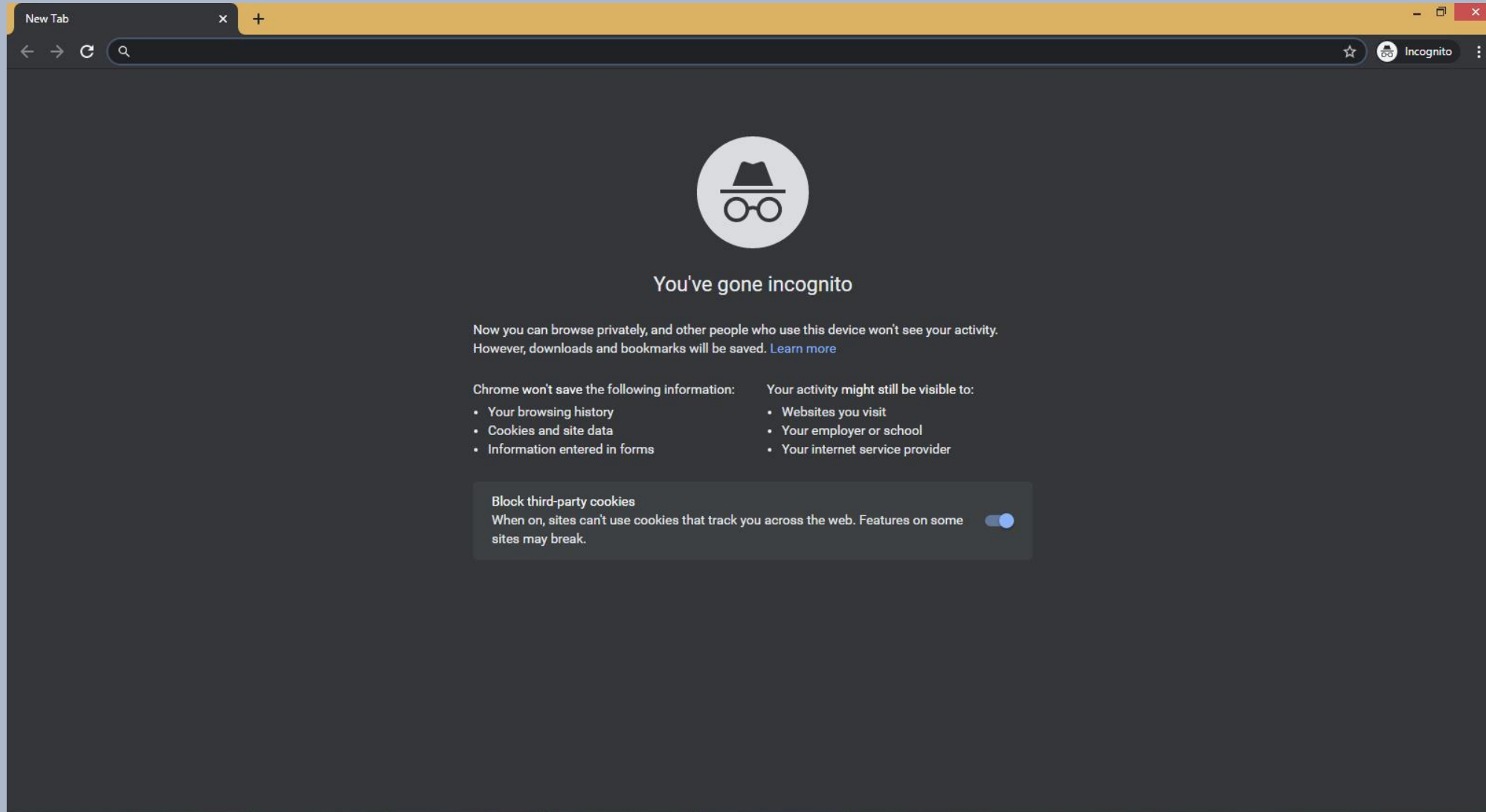


Login with Chrome

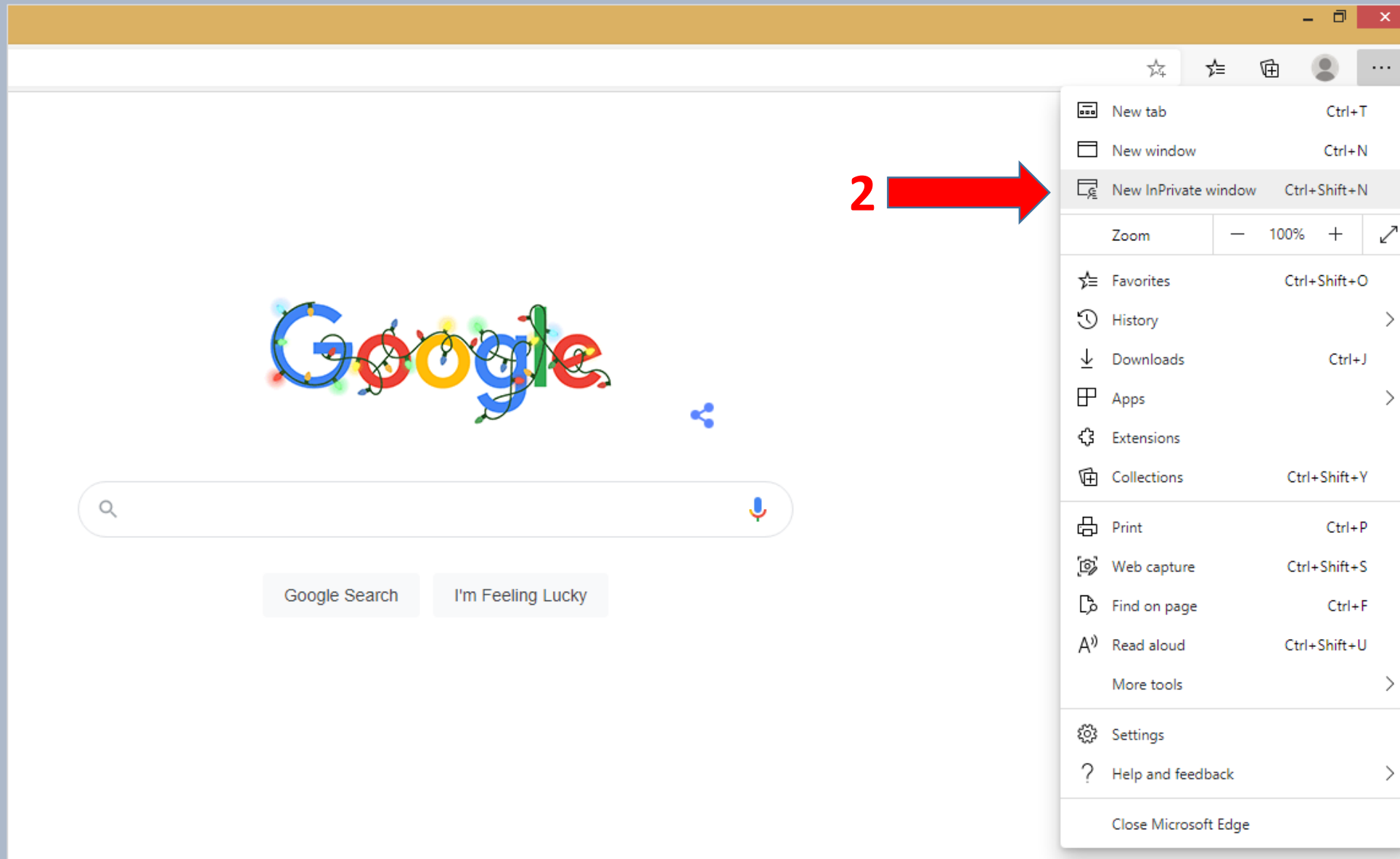




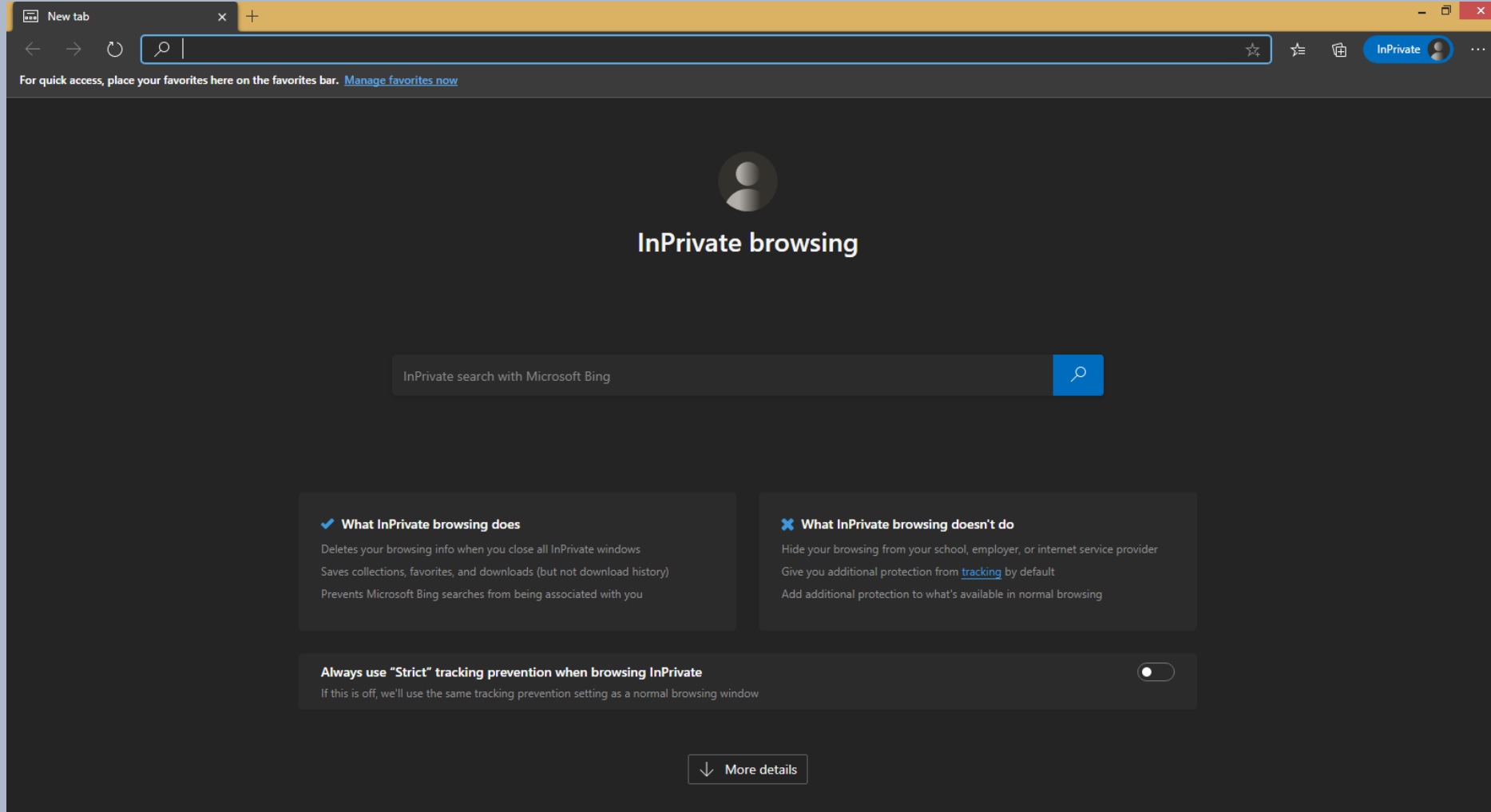
Chrome Incognito mode



Microsoft Edge Chromium

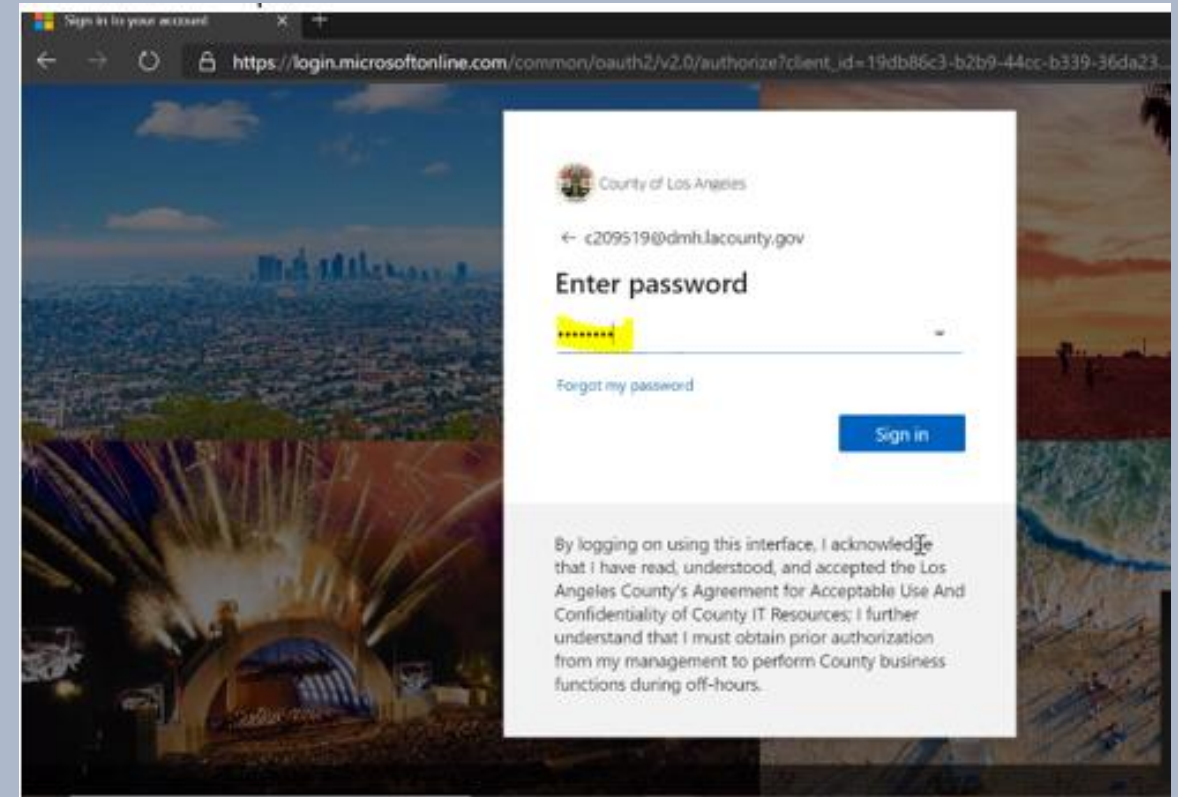
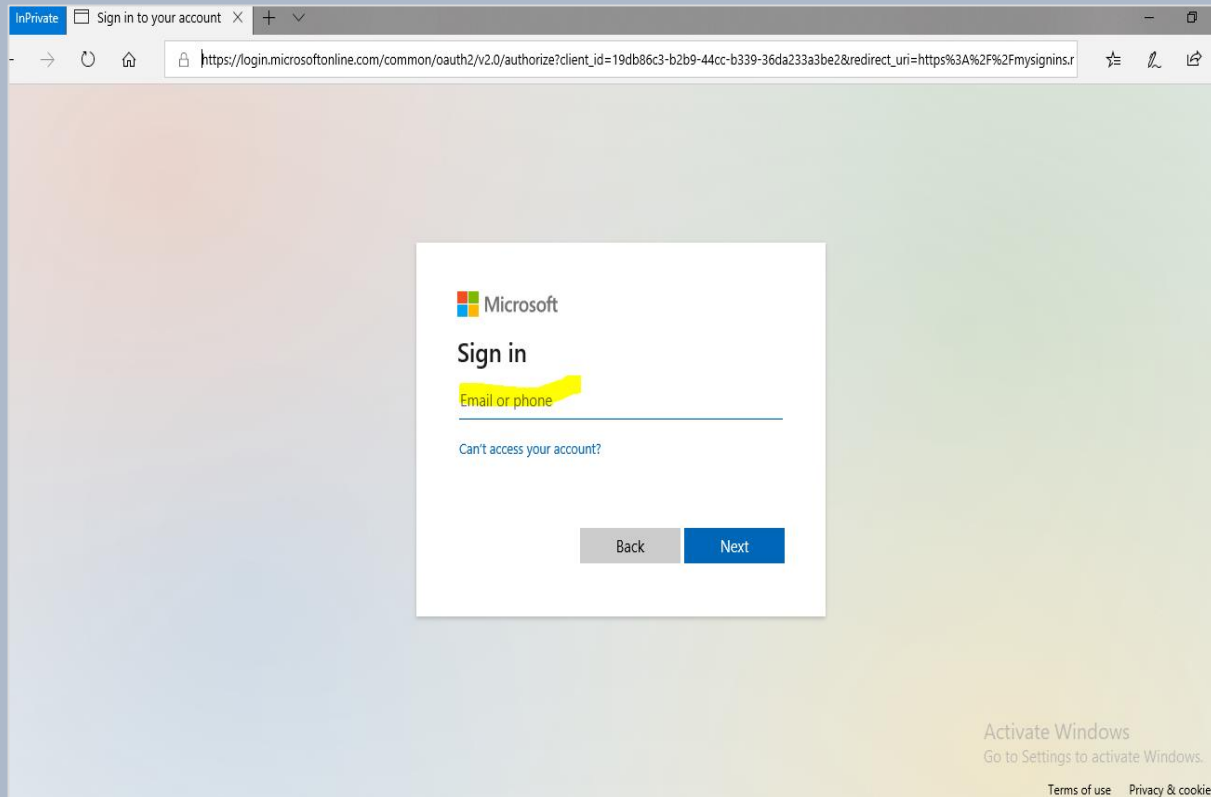


Microsoft Edge InPrivate mode



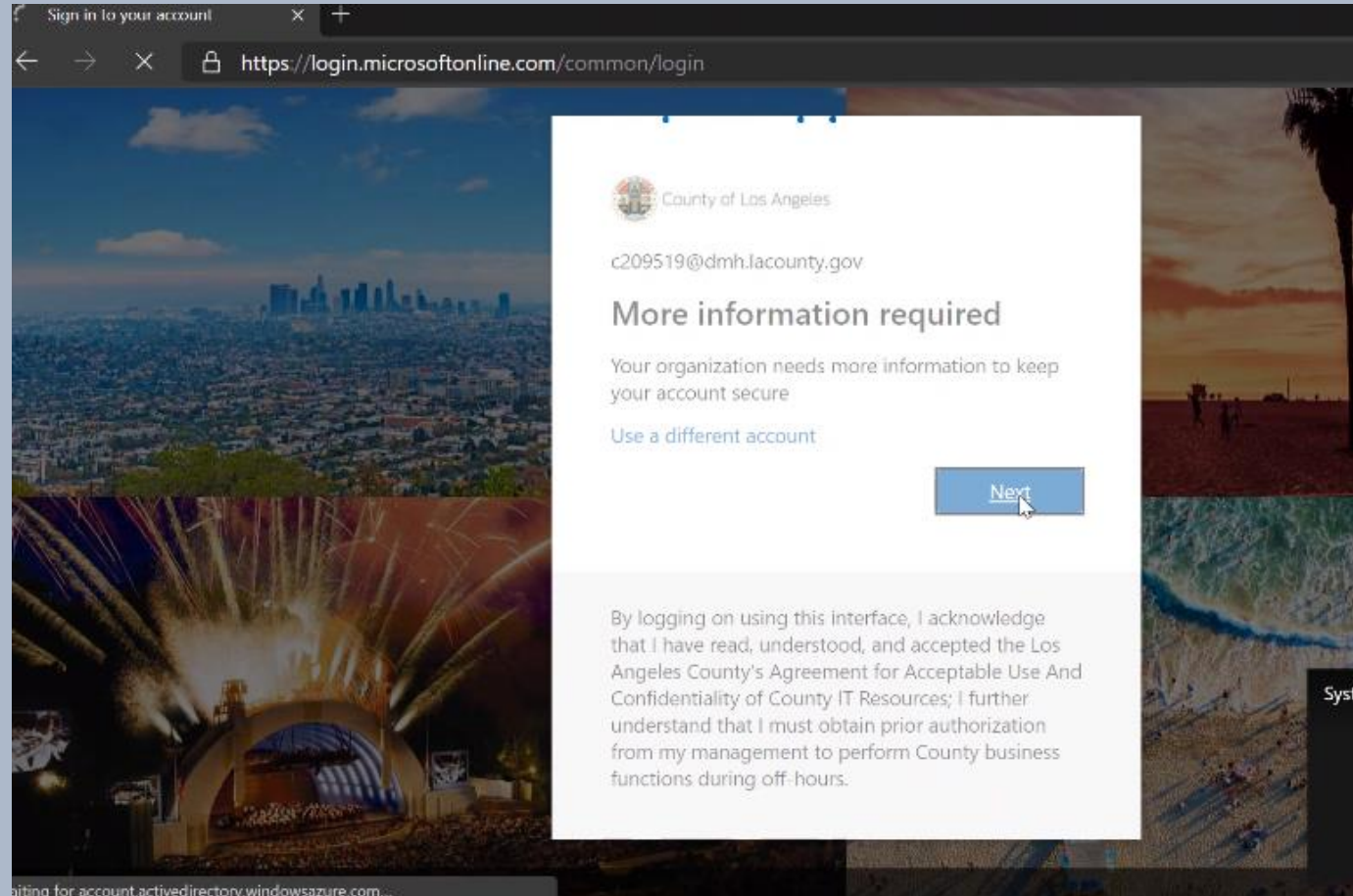
My Sign-in page Login

<https://aka.ms/mysecurityinfo>

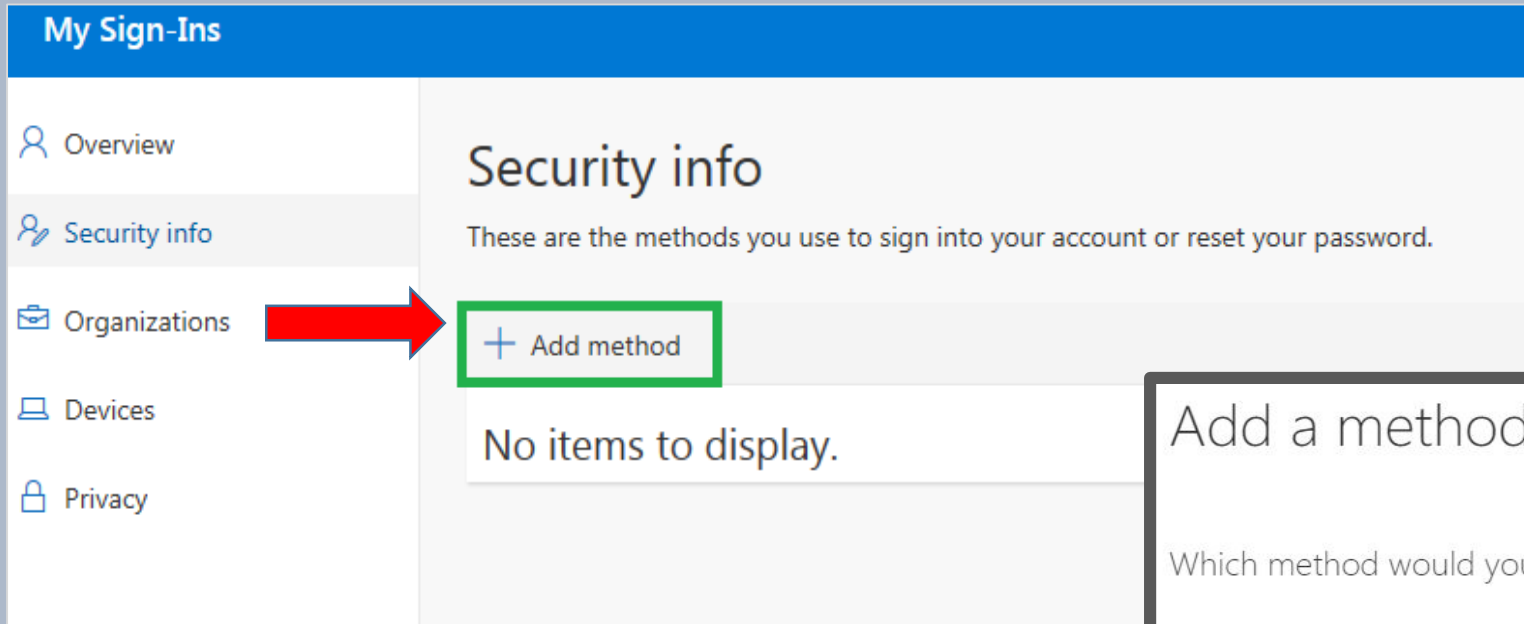


Enter your DMH user ID which will be your Cnumber@dmh.lacounty.gov
(Example: C123456@dmh.lacounty.gov)

My Sign-in page (continued)



Security Info section



My Sign-Ins

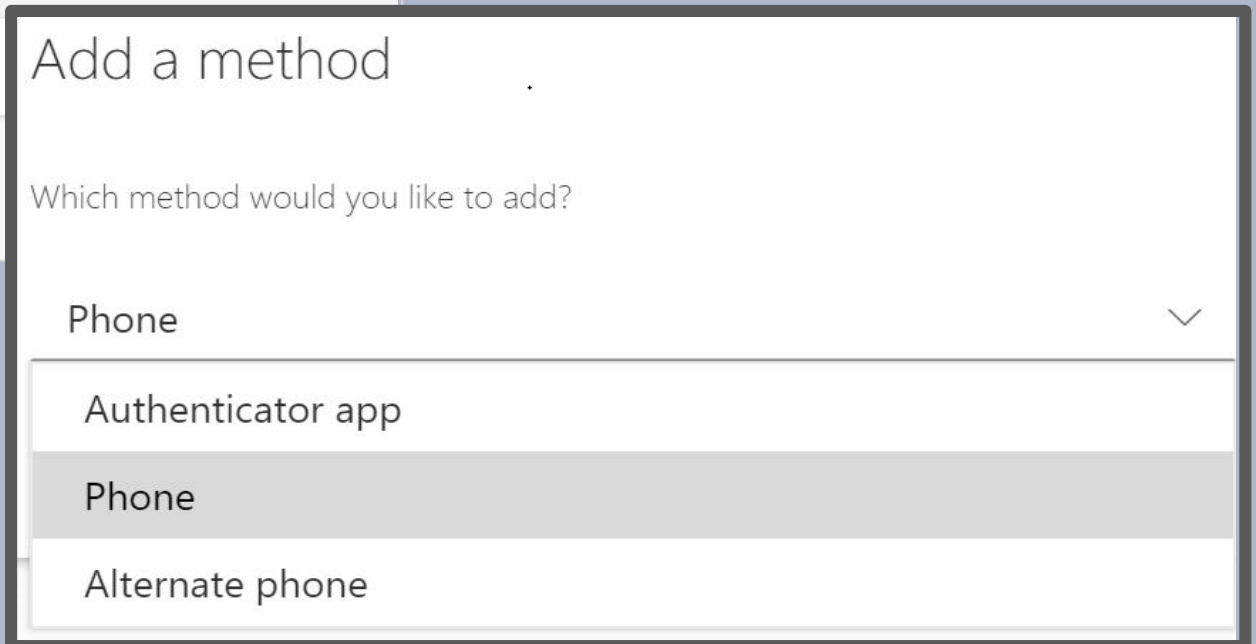
- Overview
- Security info**
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

[+ Add method](#)

No items to display.

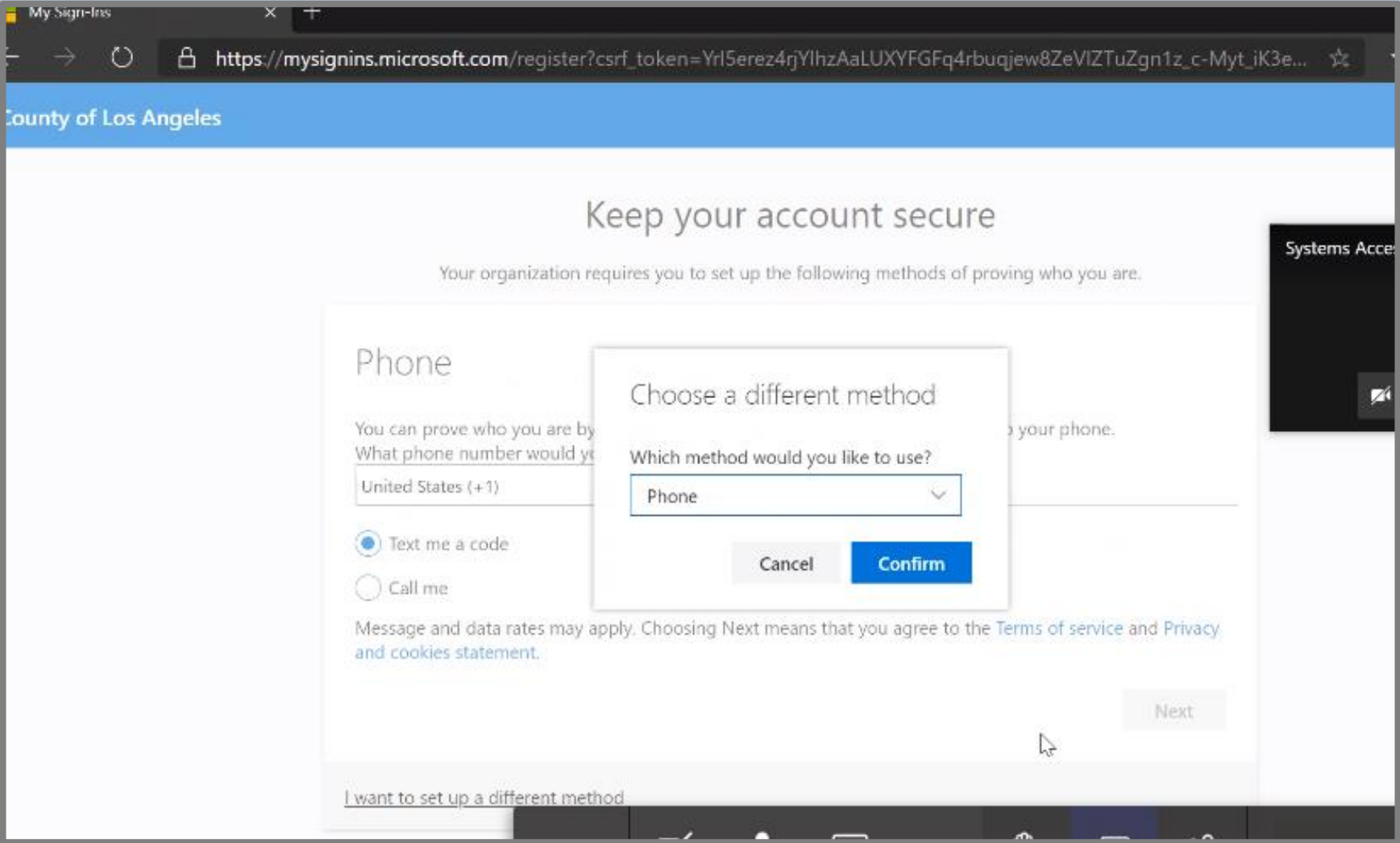


Add a method

Which method would you like to add?

- Phone
- Authenticator app
- Phone**
- Alternate phone

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

Multi-Factor Authentication

Login



User ID

Password

Notification



Authenticate



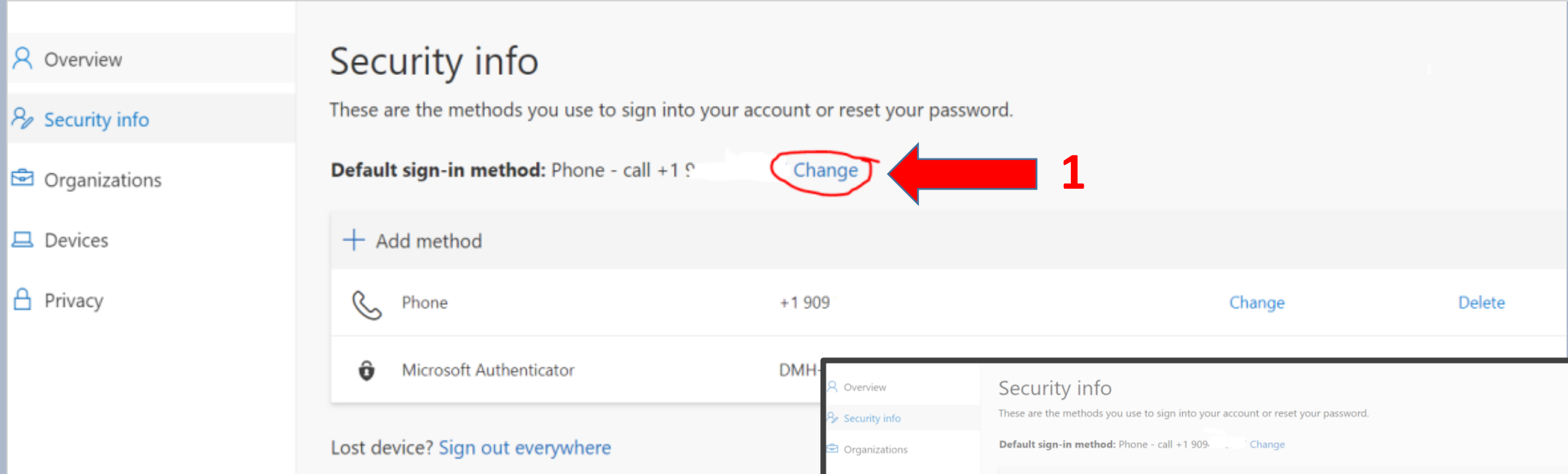
Approve



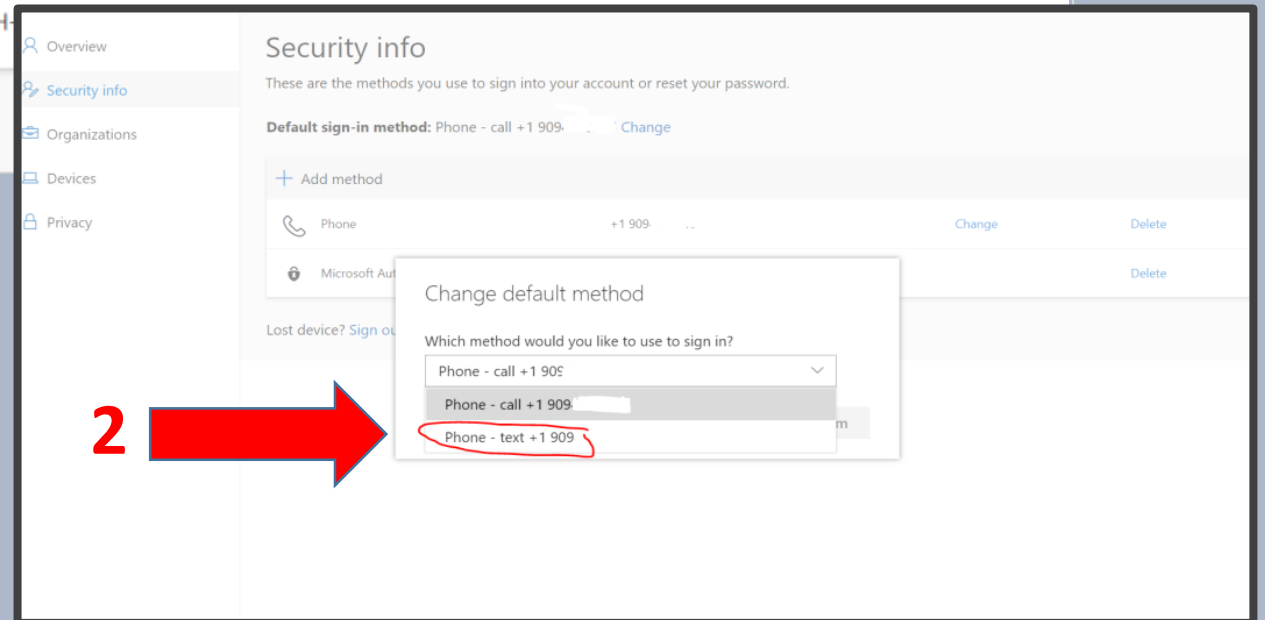
Access



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\Pul
seUninstall.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.lacou
nty.gov/dmh/co
ntractor/mfa](https://era.lacounty.gov/dmh/contractor/mfa)

6



Login to
your
account

7



Download
and install
Pulse
secure

8



Restart
computer

9

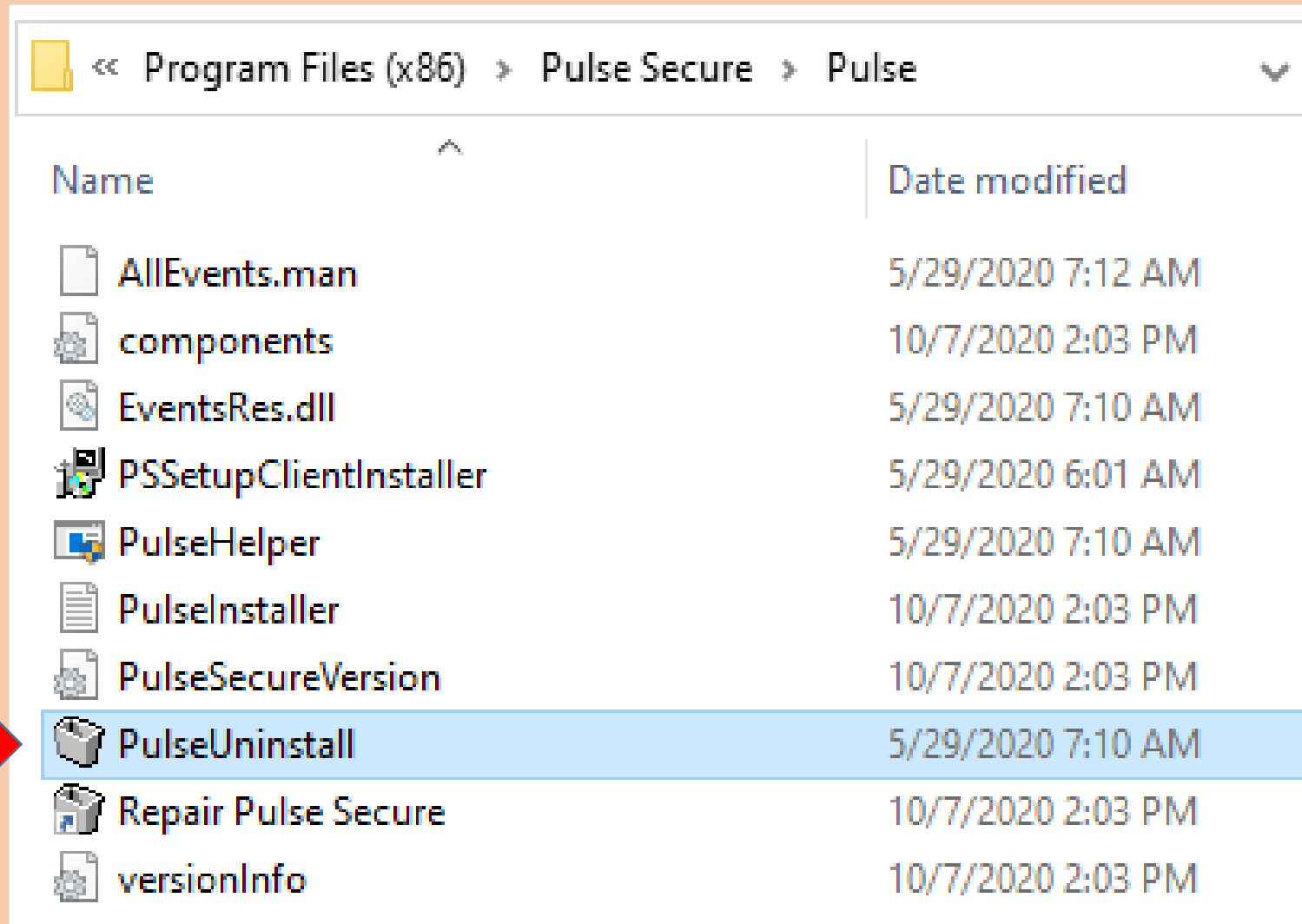


Login to
your
account



Uninstall Pulse secure

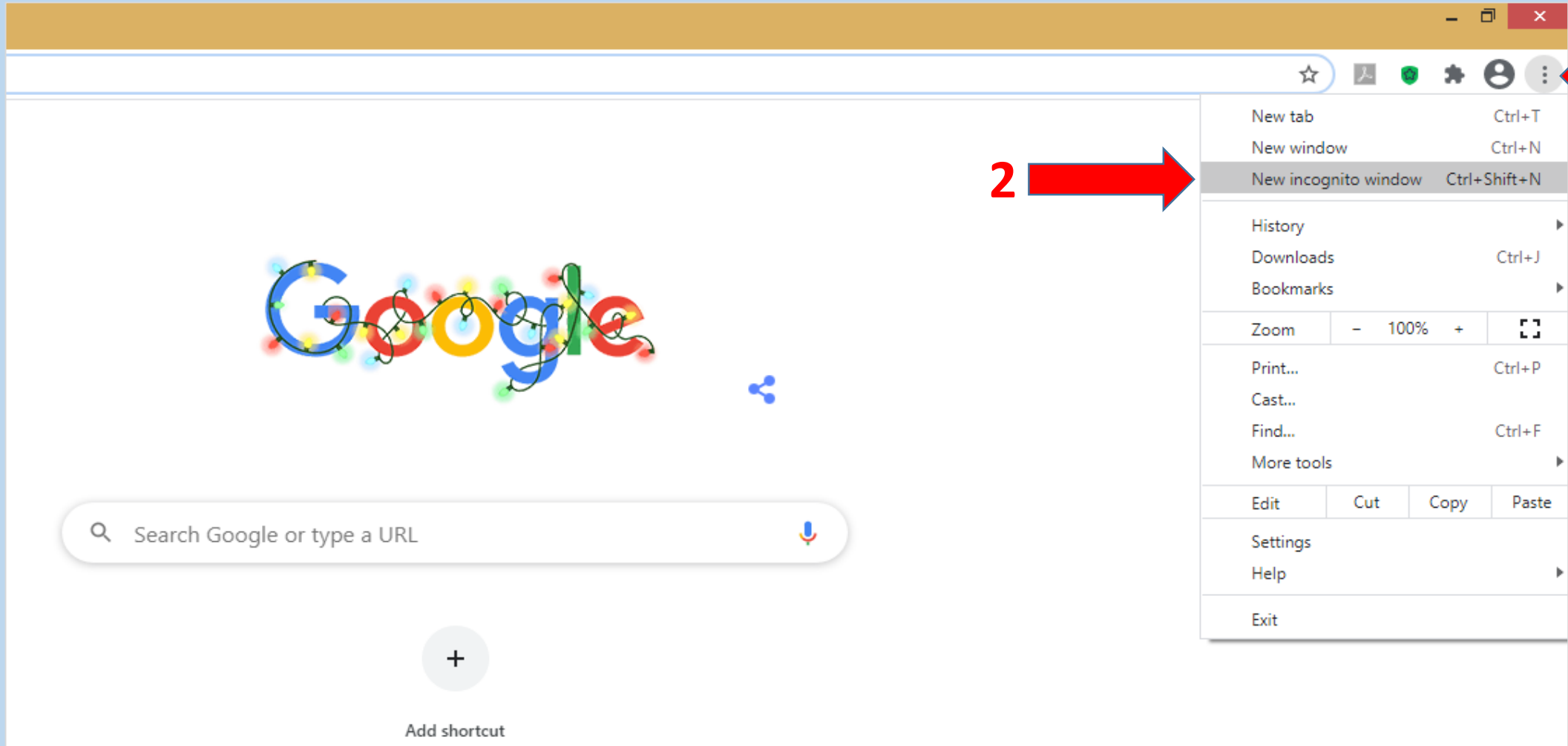
C:\Program Files (x86)\Pulse Secure\Pulse\PulseUninstall.exe



Note: Administrator rights is required to uninstall properly

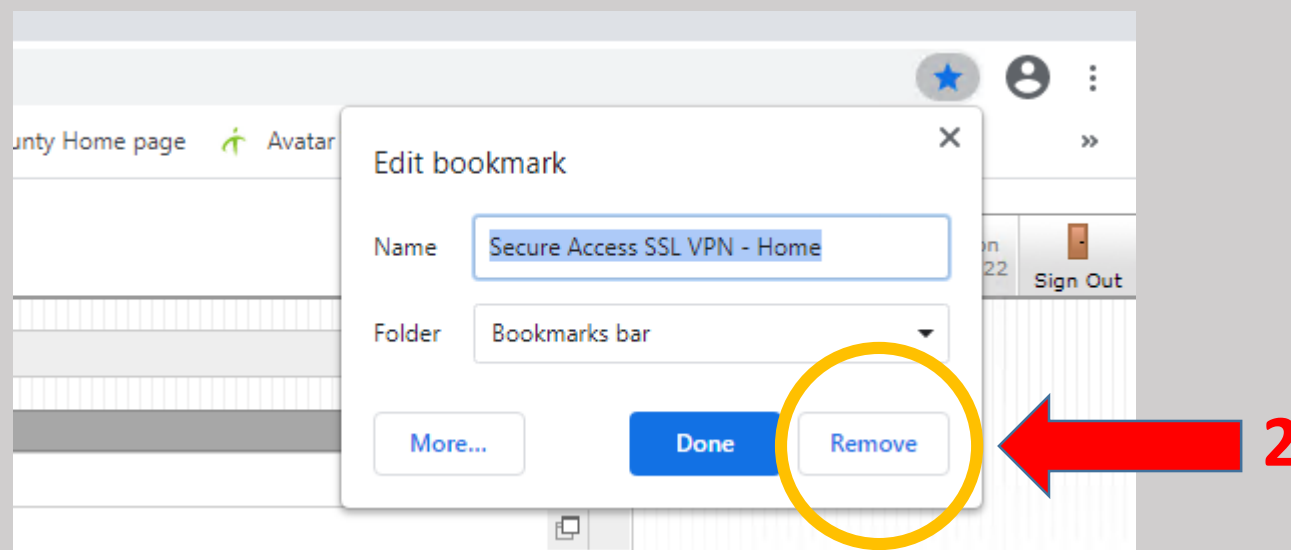
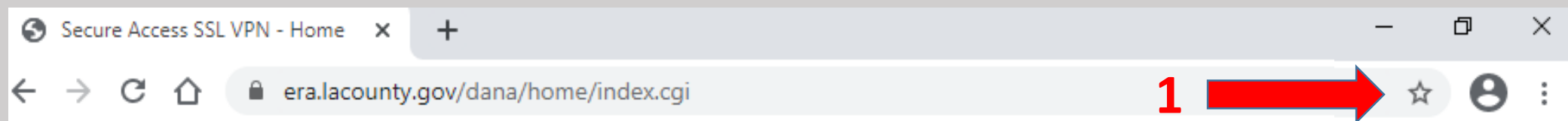


Login with Chrome



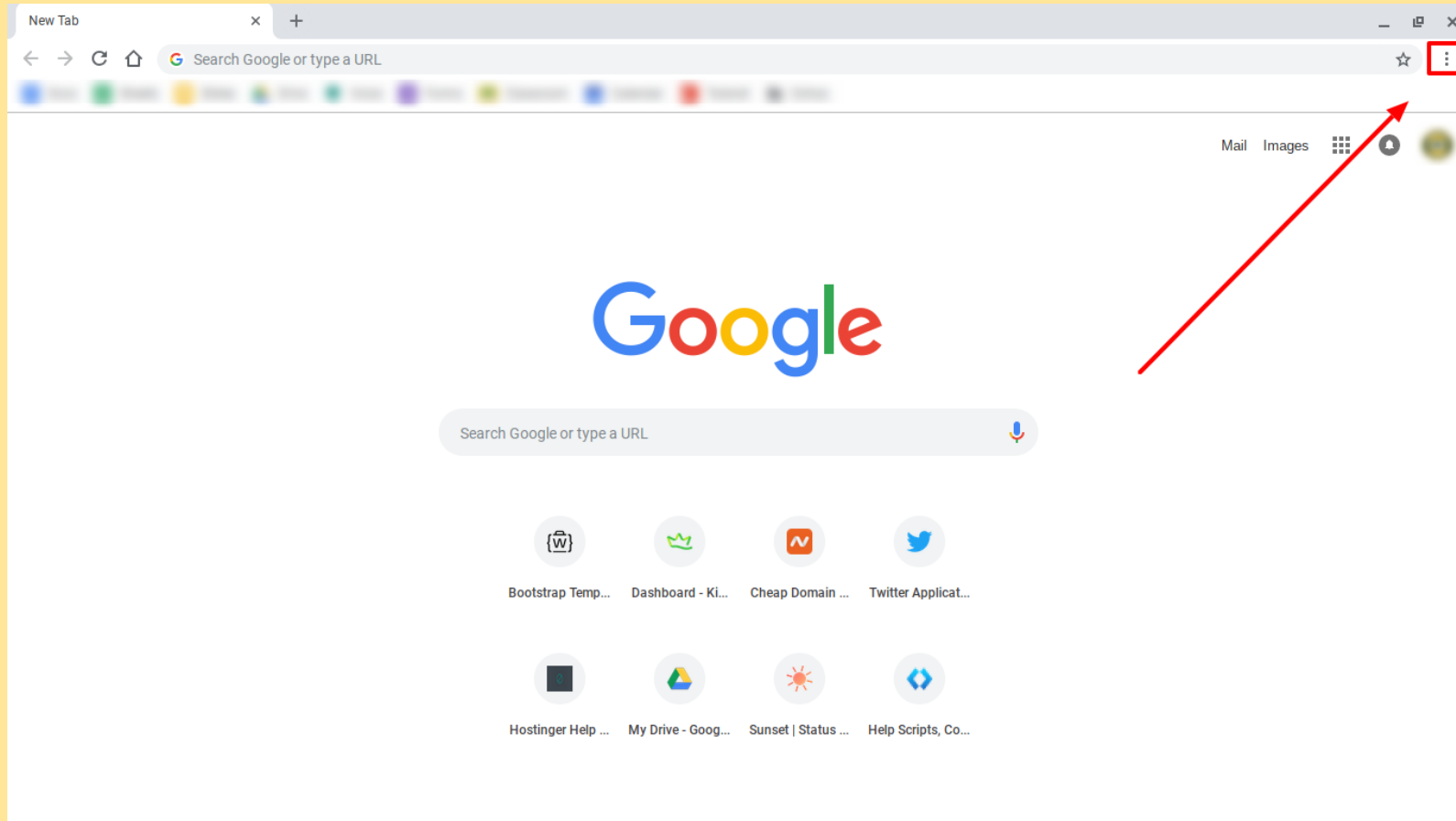


Remove the old bookmark





Clear Browser Cache





Clear Browser Cache (Continued)

1. Hover over "More tools"

2. Click "Clear browsing data..."

The screenshot shows a Google Chrome browser window with a new tab open. The address bar shows the Google homepage. The 'More tools' menu is open, displaying options such as 'Save page as...', 'Clear browsing data...', 'Extensions', 'Task manager', 'Take screenshot', and 'Developer tools'. The 'Clear browsing data...' option is highlighted. Red arrows point from the instructions to the 'More tools' button and the 'Clear browsing data...' option.

Option	Shortcut
Save page as...	Ctrl+S
Clear browsing data...	Ctrl+Shift+Backspace
Extensions	
Task manager	Search+Esc
Take screenshot	
Developer tools	Ctrl+Shift+I



Clear Browser Cache (Continued)

Keep these unchecked

Use a web browser
Smarter search

Send a "Do not track" request

Allow sites to use your location

Enable VeriSign

Keep Wi-Fi on when the screen is off

Manage cellular data usage

Manage HTTP cookies

Content settings

Control what data is collected

Clear browsing data

Clear history

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

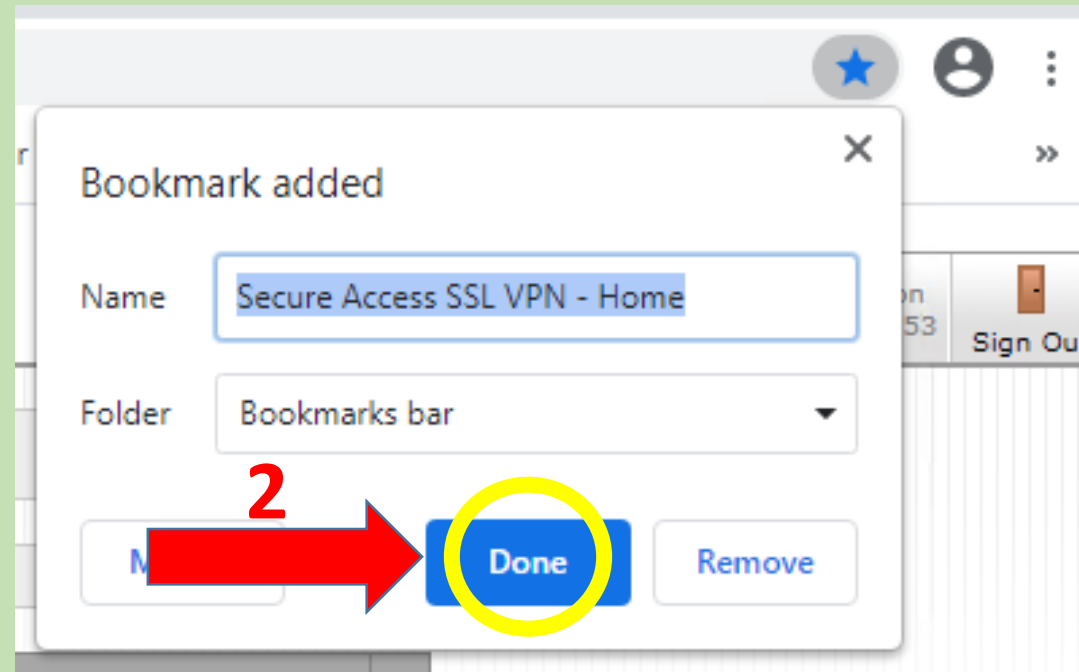
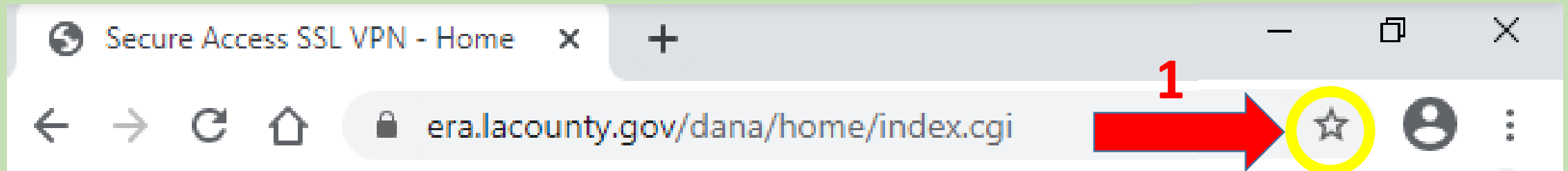
Click "Clear data"



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

Chrome File Edit View History Bookmarks People Tab Window Help Thu 4:13 PM 73% Incognito

Sign in to your account

login.microsoftonline.com/07597248-ea38-451b-8abe-a638eddbac81/saml2?SAMLRequest=pZLLTsMwEEV%2FJfLeiZ30kVhNUaFCVOJRQ...

 County of Los Angeles

Sign in

C123456@dmh.lacounty.gov

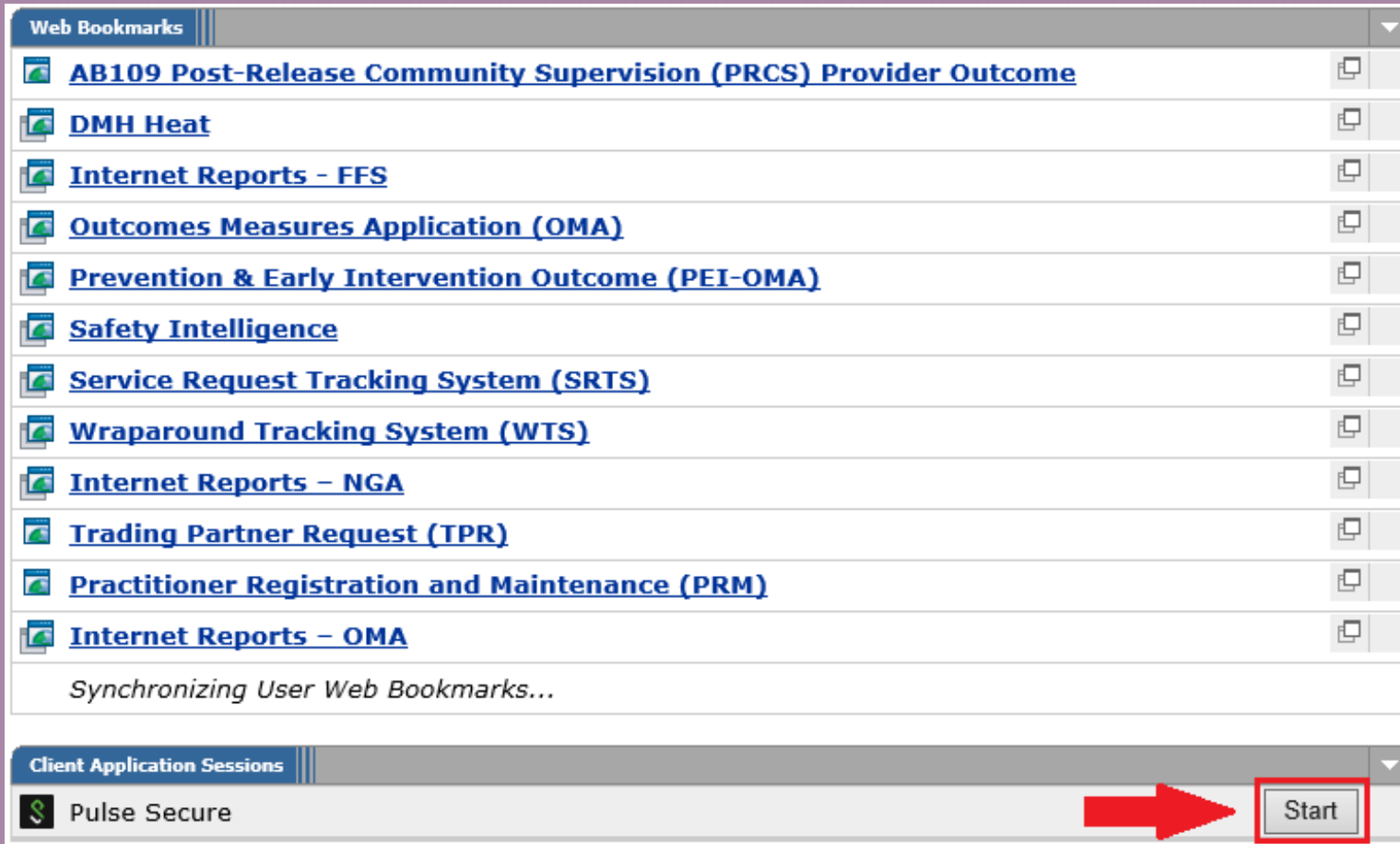
[Can't access your account?](#)

[Back](#) [Next](#)

By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours.



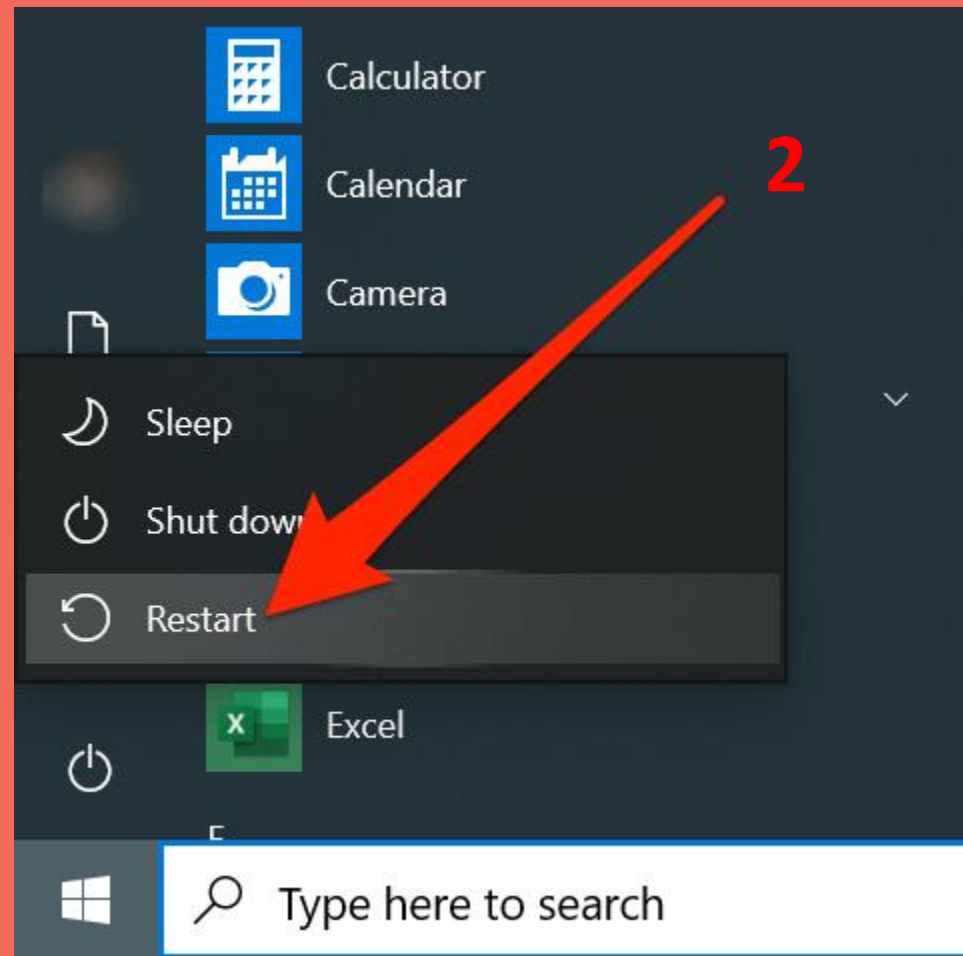
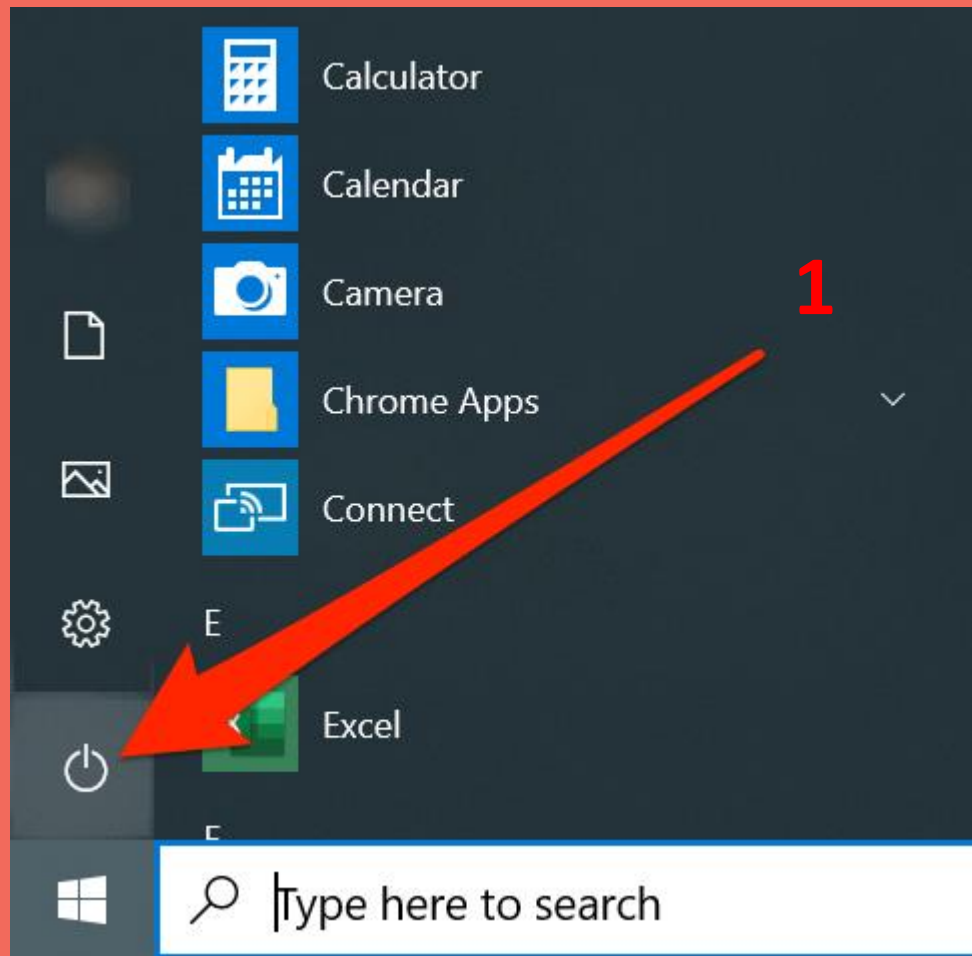
Download and install Pulse Secure



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

The screenshot shows a web browser window with the address bar displaying a Microsoft Online login URL. The page features a central white login box with the County of Los Angeles logo and the text "Sign in". Below this, the email address "C123456@dmh.lacounty.gov" is entered. There are "Back" and "Next" buttons. A disclaimer at the bottom states: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

And run the Pulse secure by clicking the start button

The screenshot displays a web application interface. At the top, there is a "Web Bookmarks" section with a list of links, each preceded by a small icon. The links include "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)", and "Internet Reports - OMA". Below this list is a "Client Application Sessions" section. In this section, there is a row for "Pulse Secure" with a green icon. To the right of this row is a red arrow pointing to a button labeled "Start", which is highlighted with a red border.

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English



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