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

Internet Reports

Quick Reference Guide for DMH Contractors

Contents

Purpose

To provide guidance and instructions to users on how to access Internet Reports using the updated version of Cognos Analytics. It has a new user interface requiring users to follow new user login protocol. In addition, the user interface has been restructured including new menu, navigation bars, and reporting folder structures.

Requirements, Recommended Operating System and Web Browser (MFA)

Requirements	Recommended Operating System	Recommended Web Browser
Local admin rights is required to access Incognito or InPrivate mode. Refer to your agency's IT to check if you have local admin rights to access Incognito mode or InPrivate mode on your browser.	Windows 10 must be at least 22H2 System must be up-to-date.	Chrome 114.0.1823.43 Chromium-based Edge Browser 114.0.1823.43

Do NOT use Internet Explorer.

Do NOT click the back button or it will create duplicate profiles.

Use Google Chrome or Microsoft Edge Chromium.

We will be setting up the Multi-factor authentication in Incognito mode in Google Chrome or InPrivate browsing in Microsoft Edge Chromium.
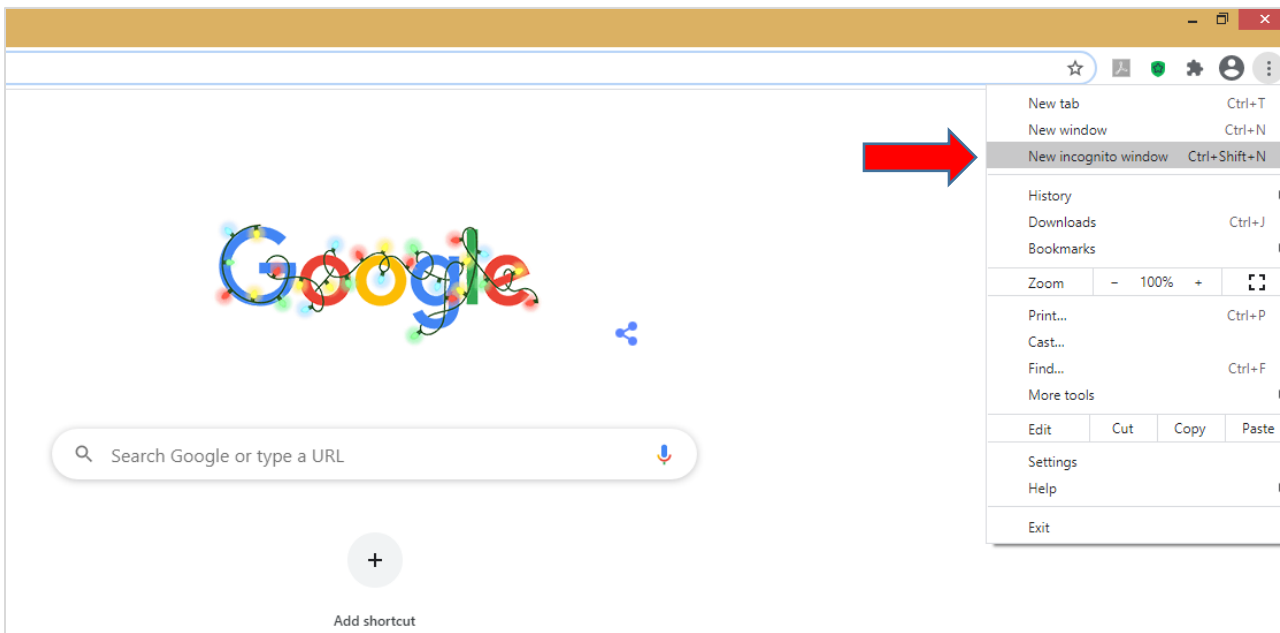
We have to use this method as we are establishing a new Microsoft account and if your organization already uses Multi-factor authentication it will cause conflicts with existing accounts.
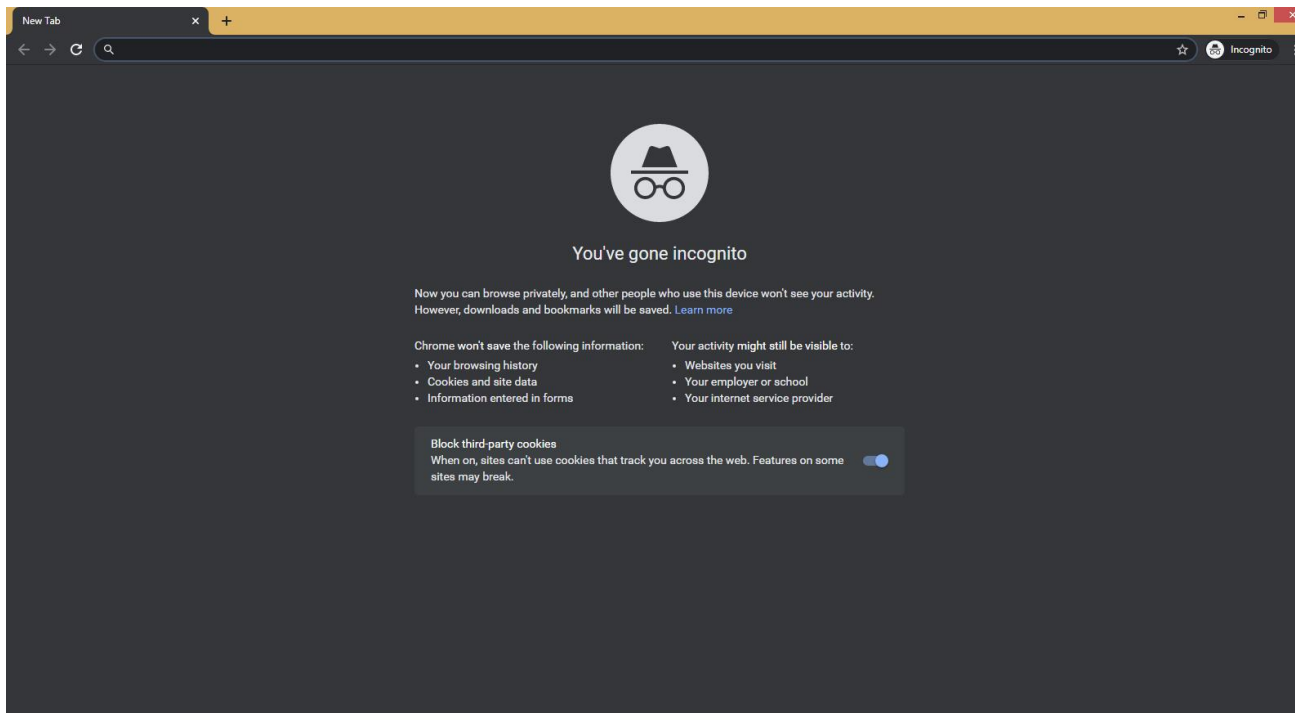
For Google Chrome:
Click on the elipses in the top right corner.
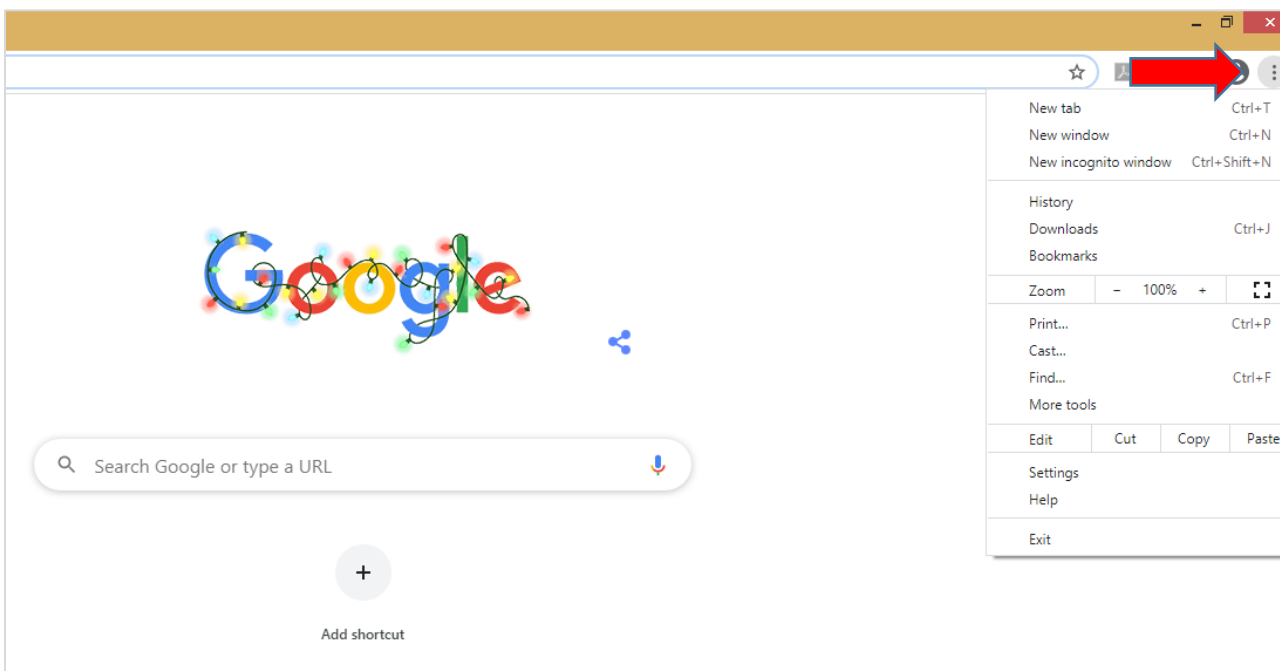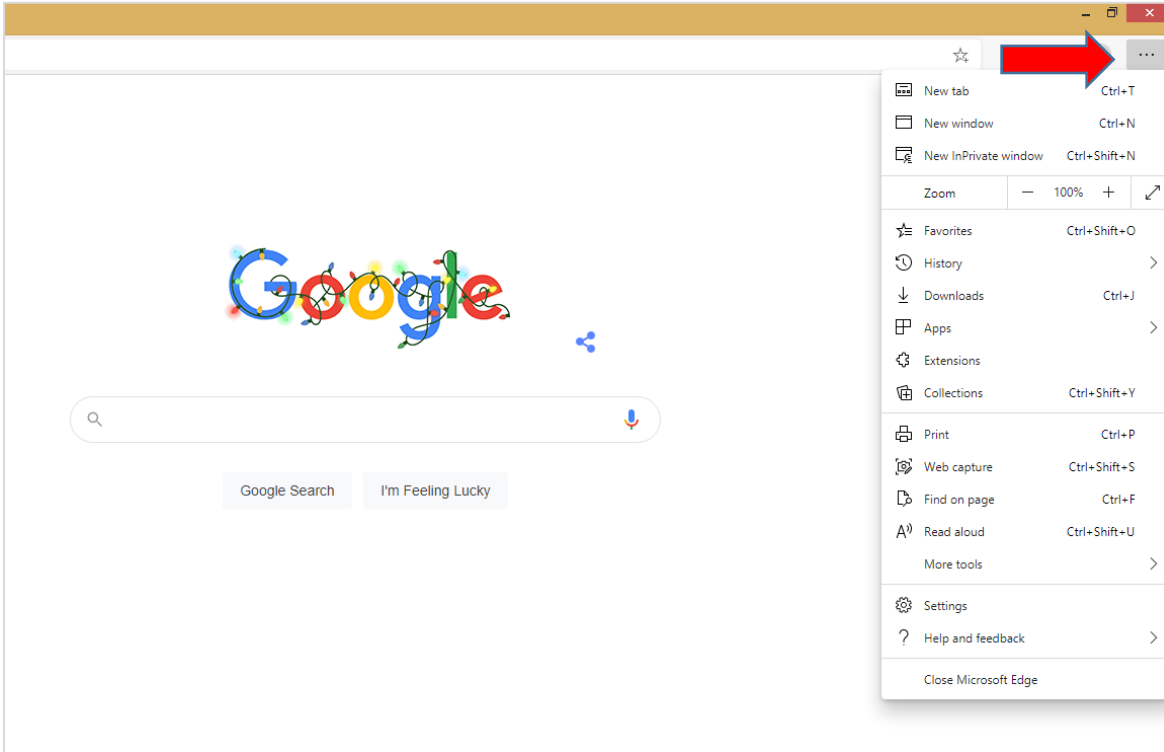
Select "New incognito window."

Your browser will then change into incognito mode and look similar to this.
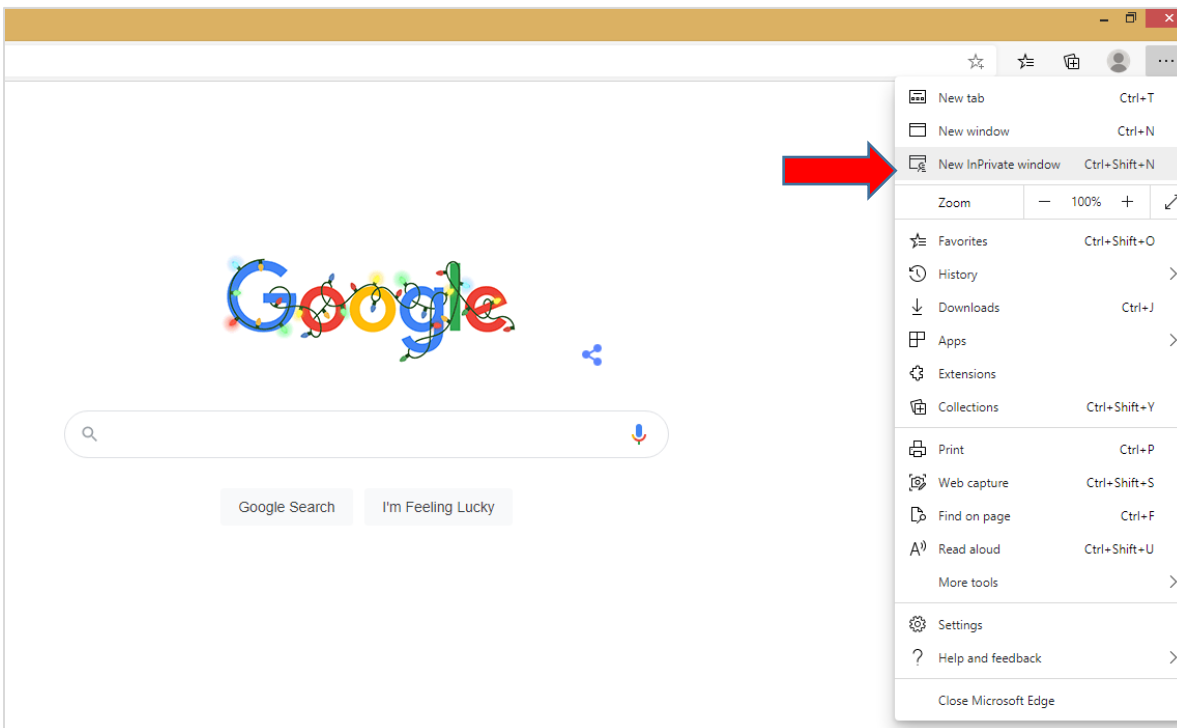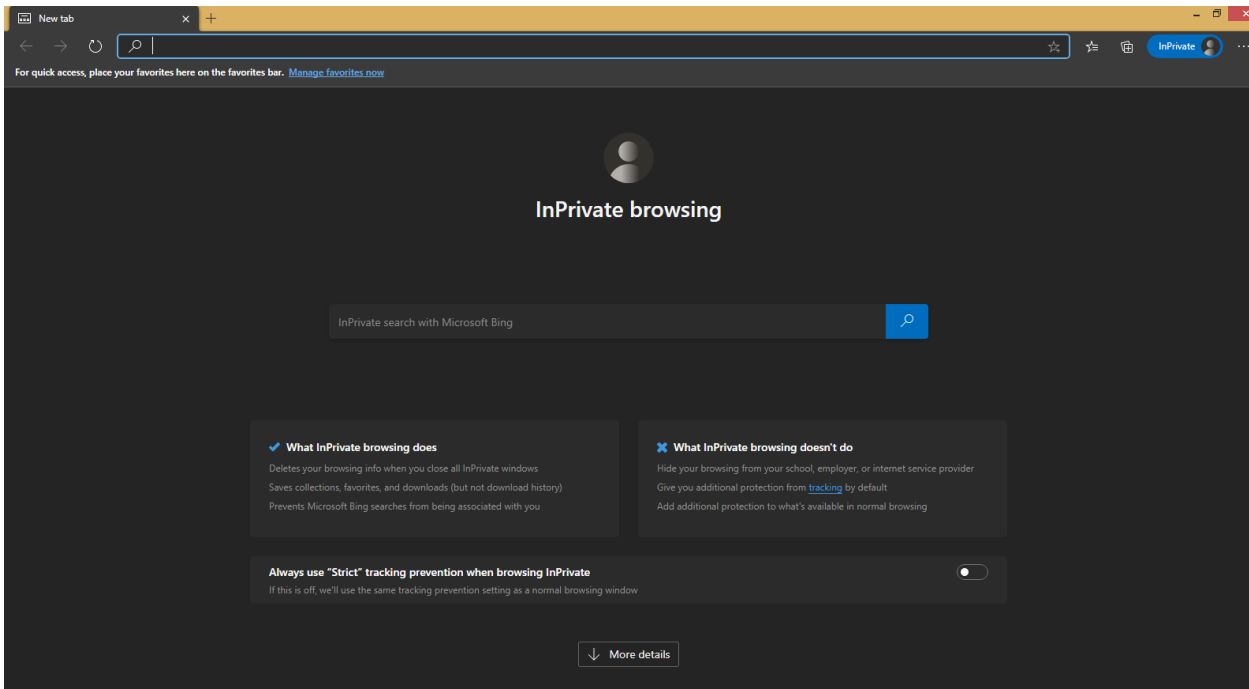
For Microsoft Edge Chromium:

Click on the horizontal elipses in the top right corner.

Select "New InPrivate window."

Your browser will then change into InPrivate window and look similar to this.

Copy and paste the following link into your browser
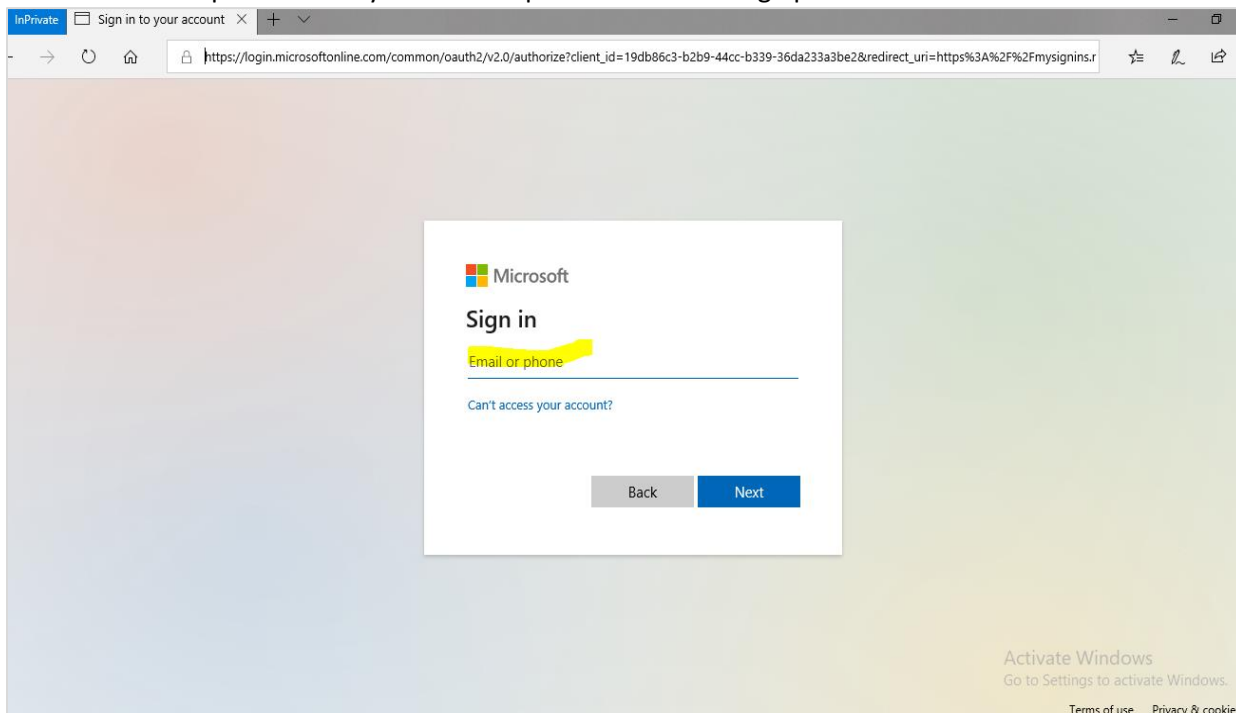https://aka.ms/mysecurityinfo
You will be directed to the Microsoft security site Sign In window.
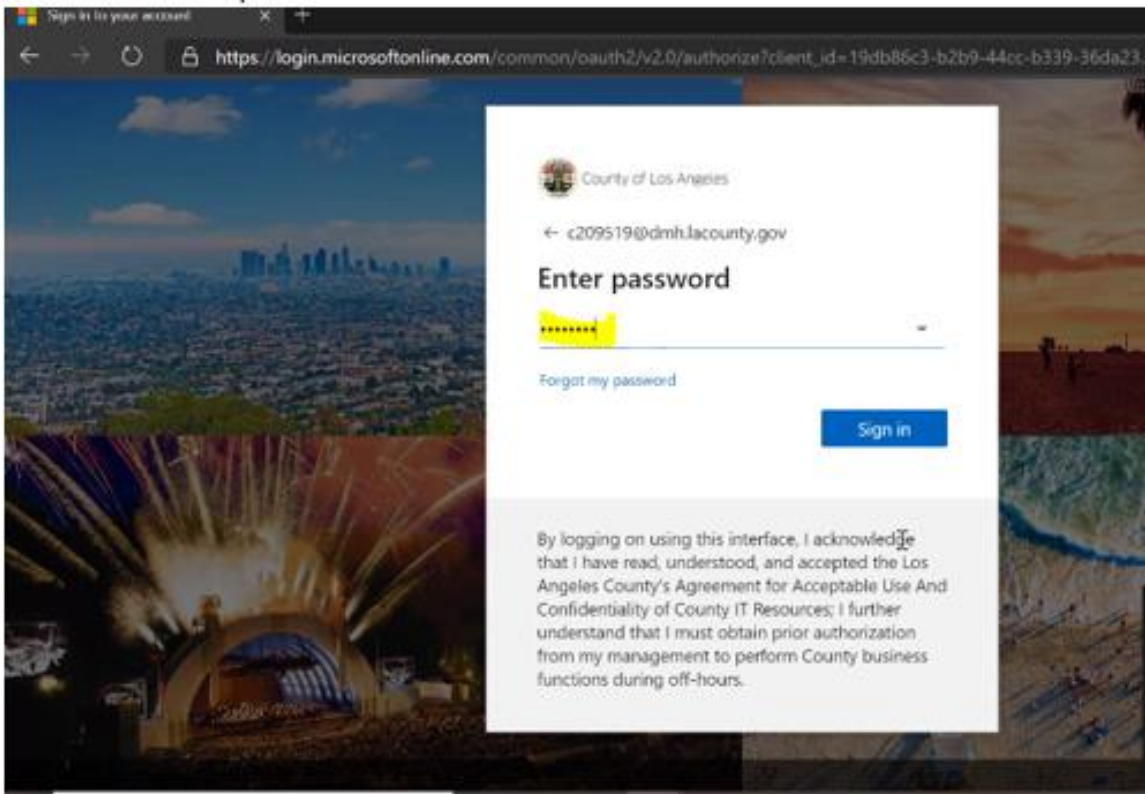
Microsoft Security site login

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

Contact DMH Help Desk for any issues with passwords or setting up MFA: 213-351-1335

Enter your SSLVPN password.

Enter any additional information requested.
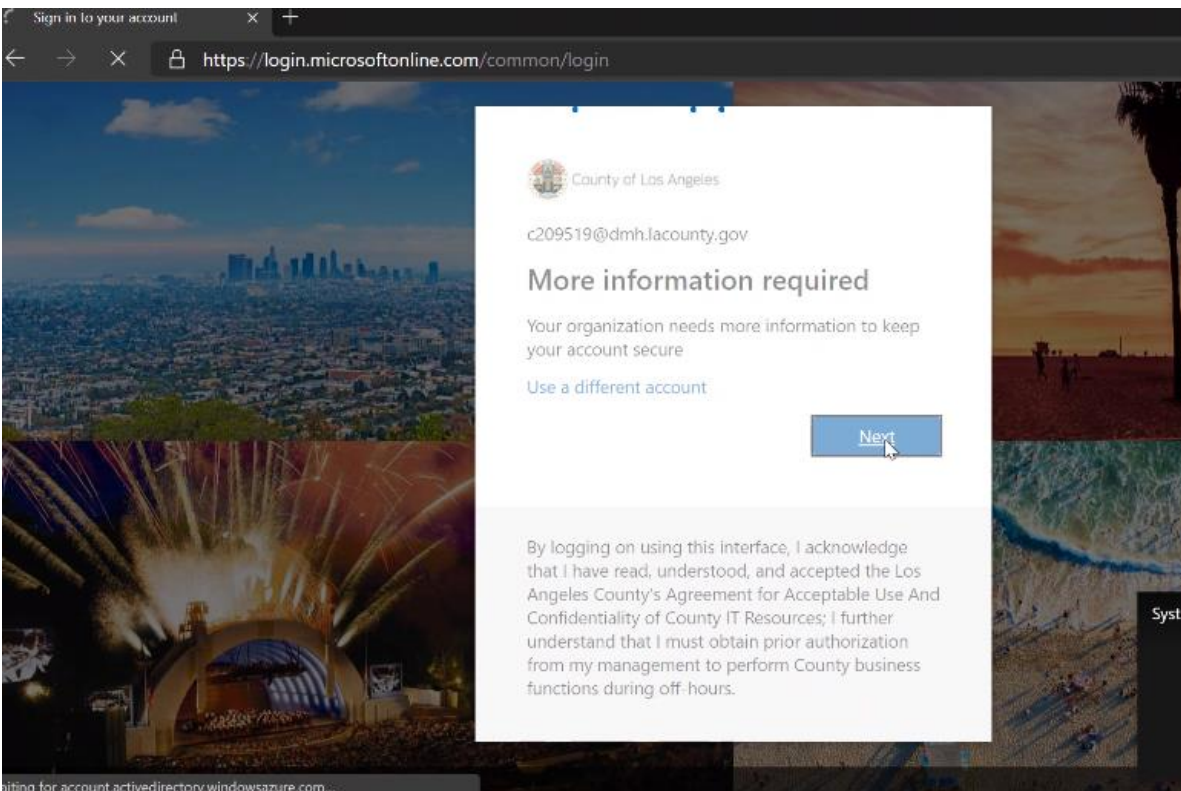
You have the option to use the Microsoft Authenticator app on your mobile phone, or you can add your mobile number to receive text messages for authentication. Click "I want to set up a different method" if you do not want to use the app.
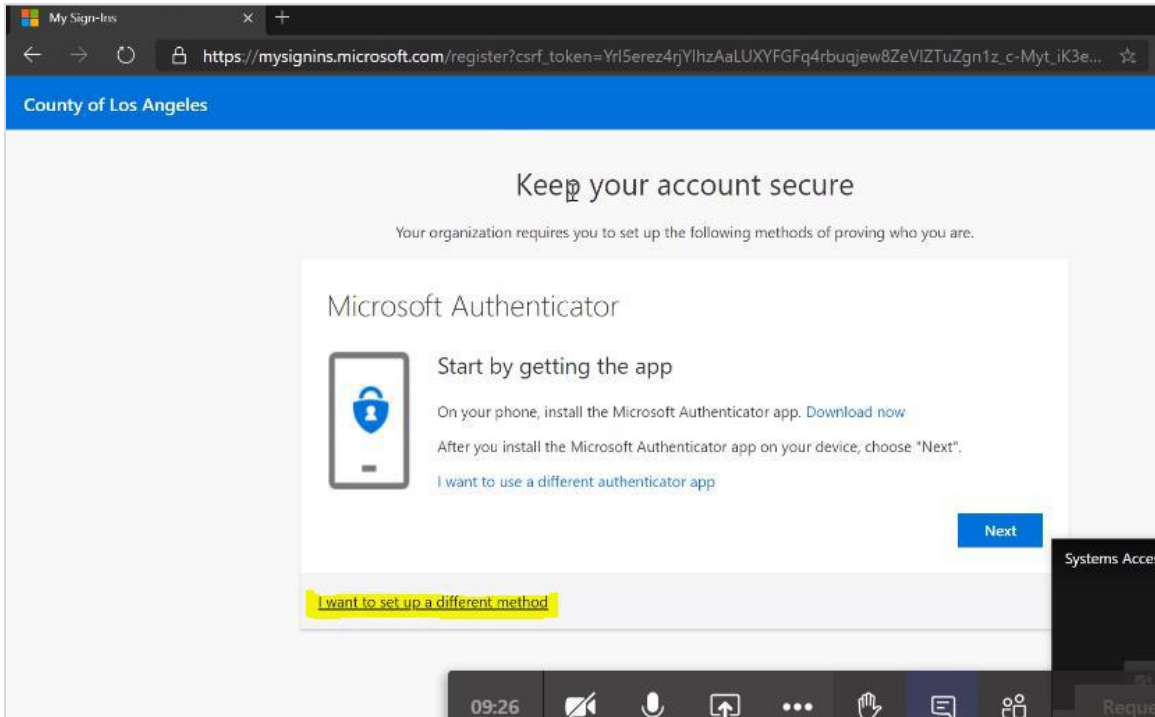
Phone Method Enrollment

Go to "+Add Method" and from the dropdown menu and select "Phone"
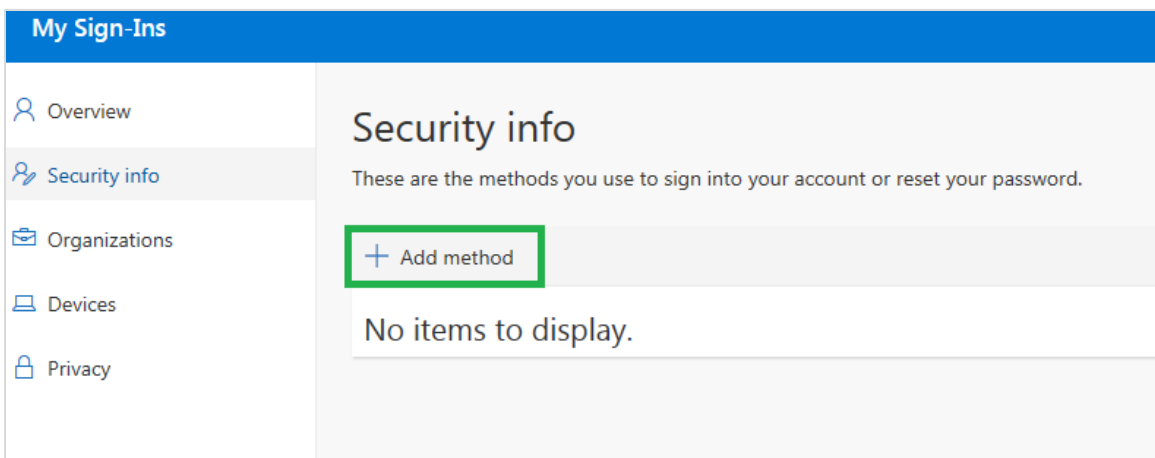
You can choose a different method.

Select "Phone' from the drop down menu and click "Confirm".

1) Add a phone number to receive texts or phone calls for verification (Personal or Company issued cell phone).

2) Select either "Text me a code" or "Call me"

3) Click "Next"

If "Text me a Code" was selected, enter the 6-digit code that was provided to the phone number you entered and click "Next"

Phone

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

Enter code

Resend code

Back   Next

4) You have completed the Phone Verification.

After entering the method(s), the setup process is complete.

If you chose the Phone-Text Method Option, you will need to perform these additional steps.

Go to Link: (https://aka.ms/mysecurityinfo).

Click on "Change" for Default Method.

Security info

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

Default sign-in method: Phone - call +1 9   Change

+ Add method

	Phone	+1 909	Change	Delete
	Microsoft Authenticator	DMH-iPhone-F71X41QZJ5KM (disabled, please...		Delete

Lost device? Sign out everywhere

- Overview
- Security info
- Organizations
- Devices
- Privacy

Change from Phone - call to Phone - text.
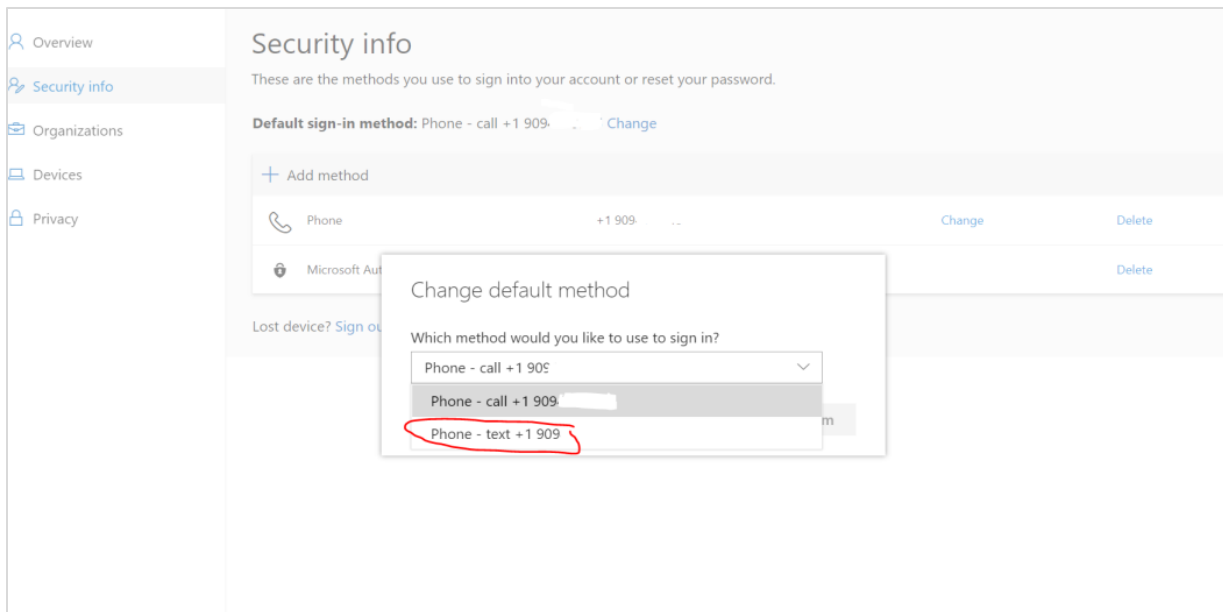
Requirements, Recommended Operating System and Web Browser (Pulse Secure & Cognos)

Requirements	Recommended Operating System	Recommended Web Browser	Required Pulse Secure Client (W10 and Mac)
Local admin rights is required to install Pulse Secure. Refer to your agency's IT to check if you have local admin rights to install Pulse Secure on your computer. Uninstall older version of Pulse Secure	Windows 10 must be at least 22H2 System must be up-to-date.	Chrome 114.0.1823.43 Chromium-based Edge Browser 114.0.1823.43	9.1R15.2 (MSI) 9.1R15.2 (DMG)

A way to uninstall older version of Pulse Secure from your computer
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.
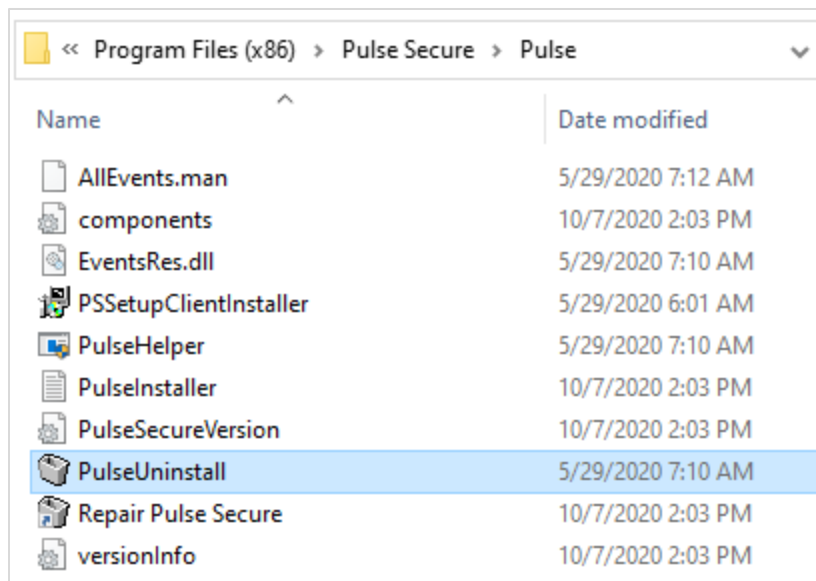
Note: Administrator rights is required to uninstall properly.

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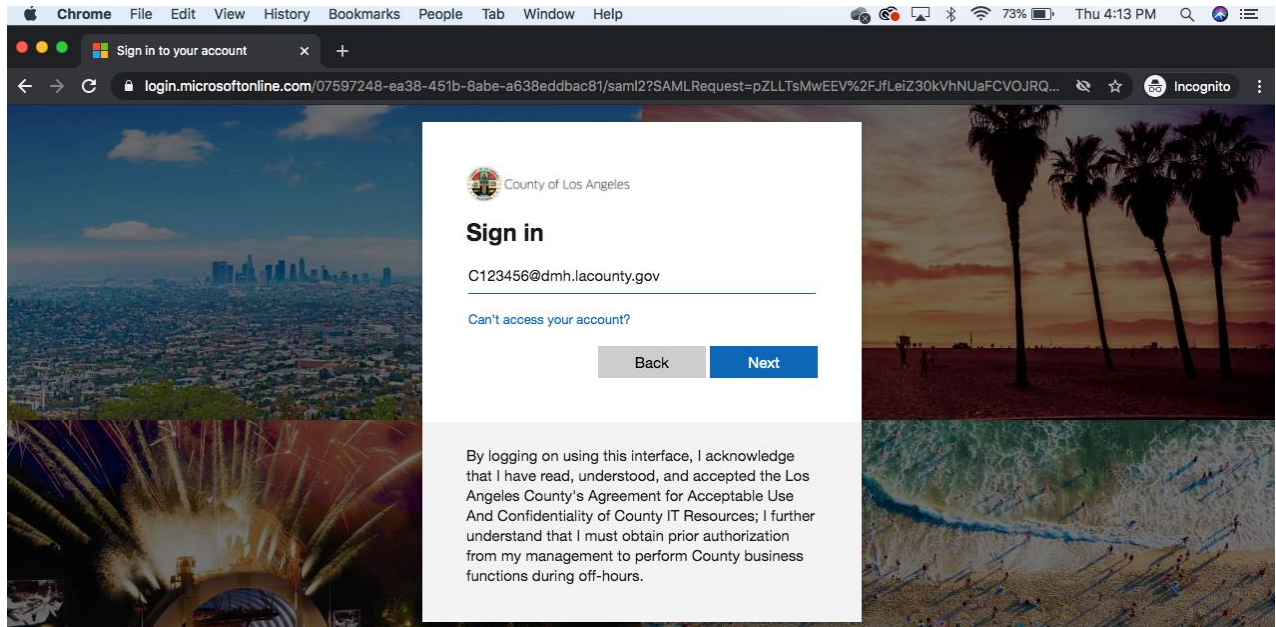
USERNAME: c+ContractorID@dmh.lacounty.gov   **Example:** c123456@dmh.lacounty.gov
PASSWORD: Hosted Password

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

Pulse Secure

To update or install the required Pulse Client, click on the link below and locate the necessary installer in one of the folders displayed:

CGO-Access PUB - DMH Contractors Instructions - All Documents (sharepoint.com)

Download and double click on the MSI installer to begin the installation.
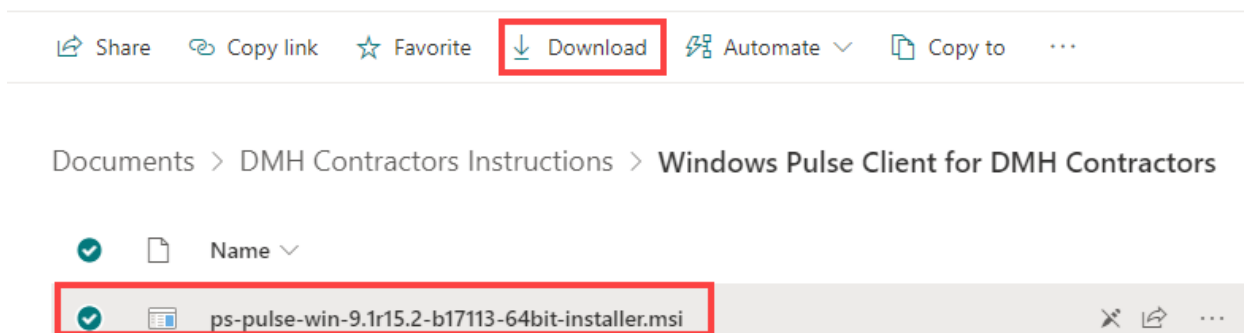
Click Next.
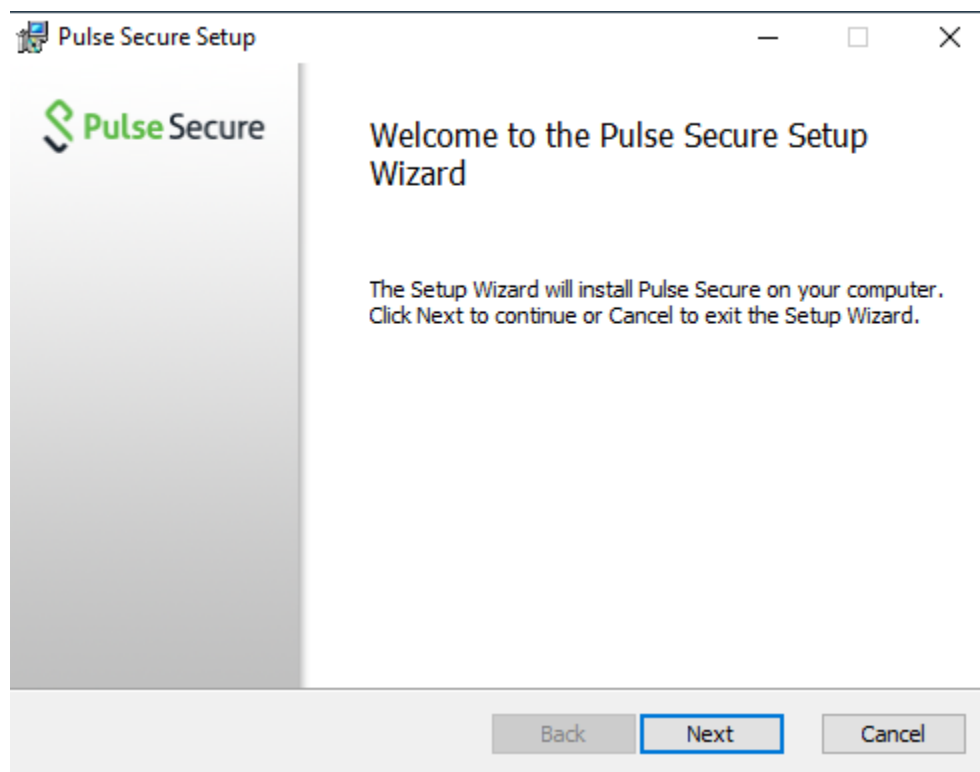
Click Install to begin the install process.
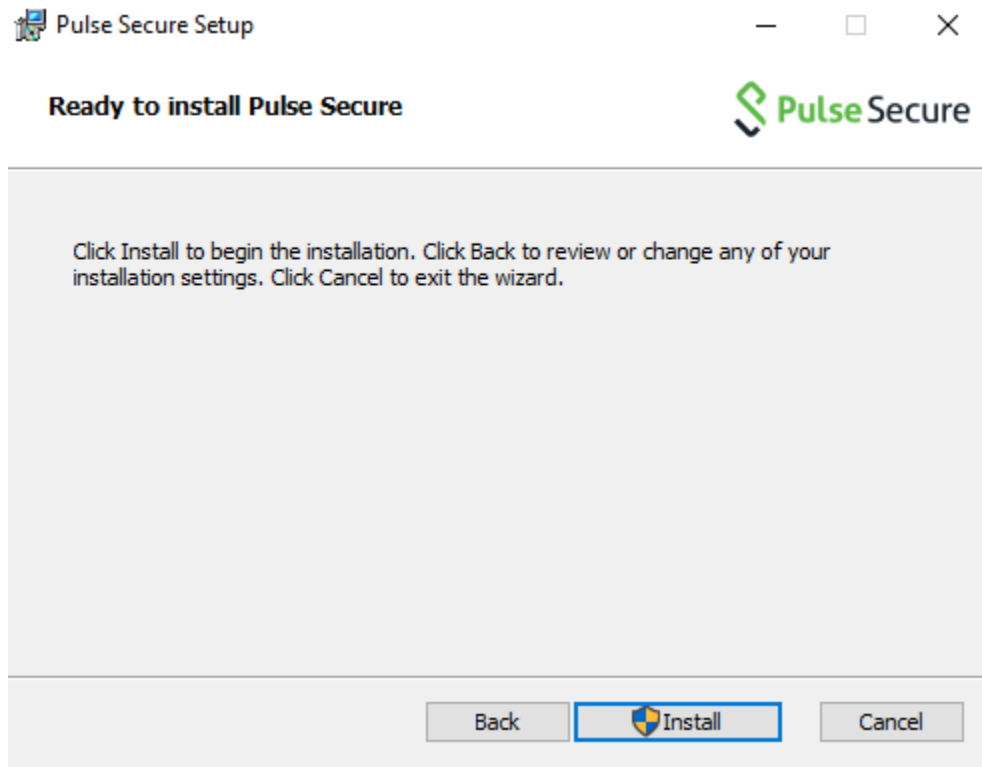
Click Yes, if prompted by the UAC control (See Image below).
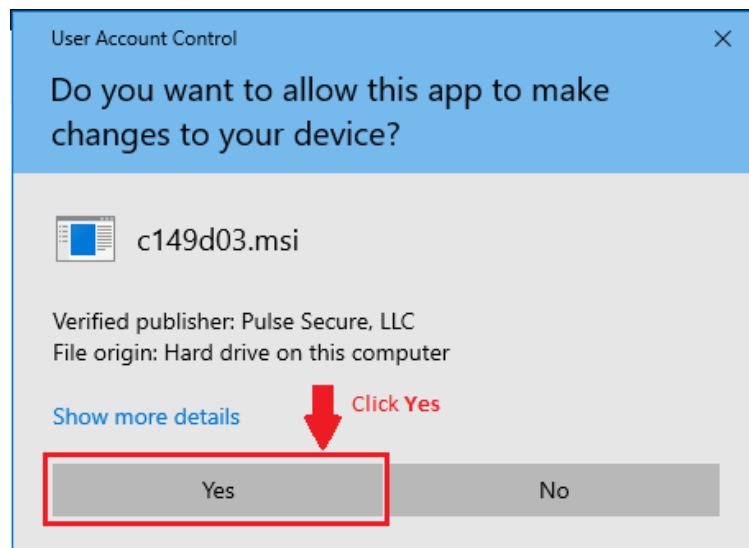
Wait for the installation of the Pulse Client to complete.
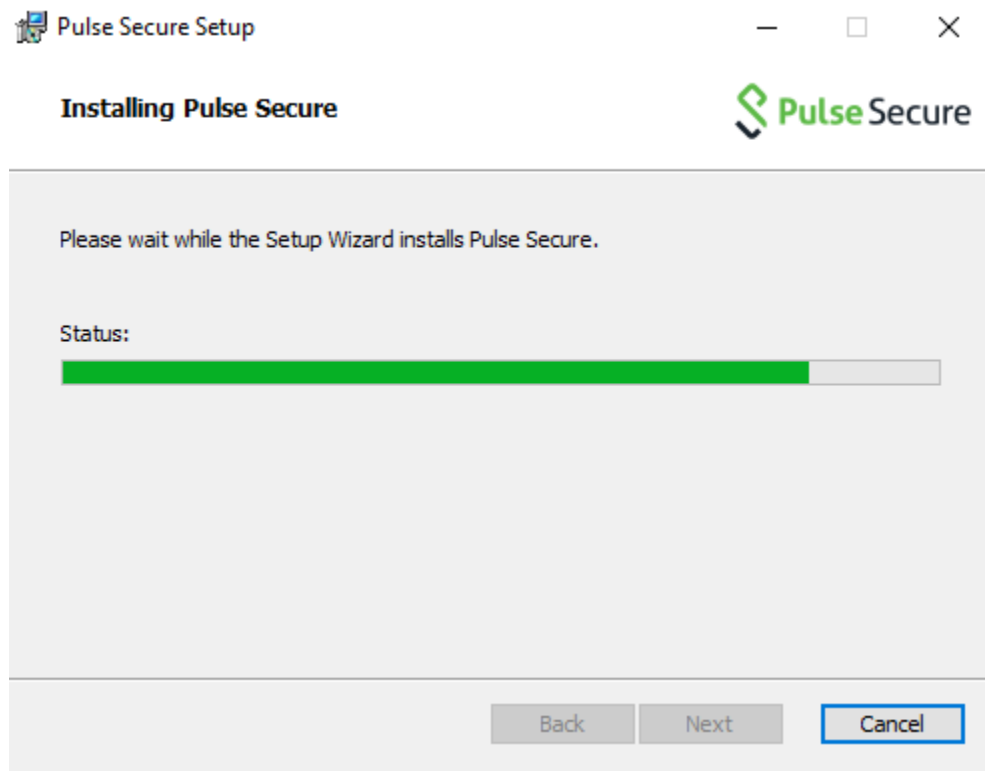
Click Finish to complete the installation of Pulse Secure Client.
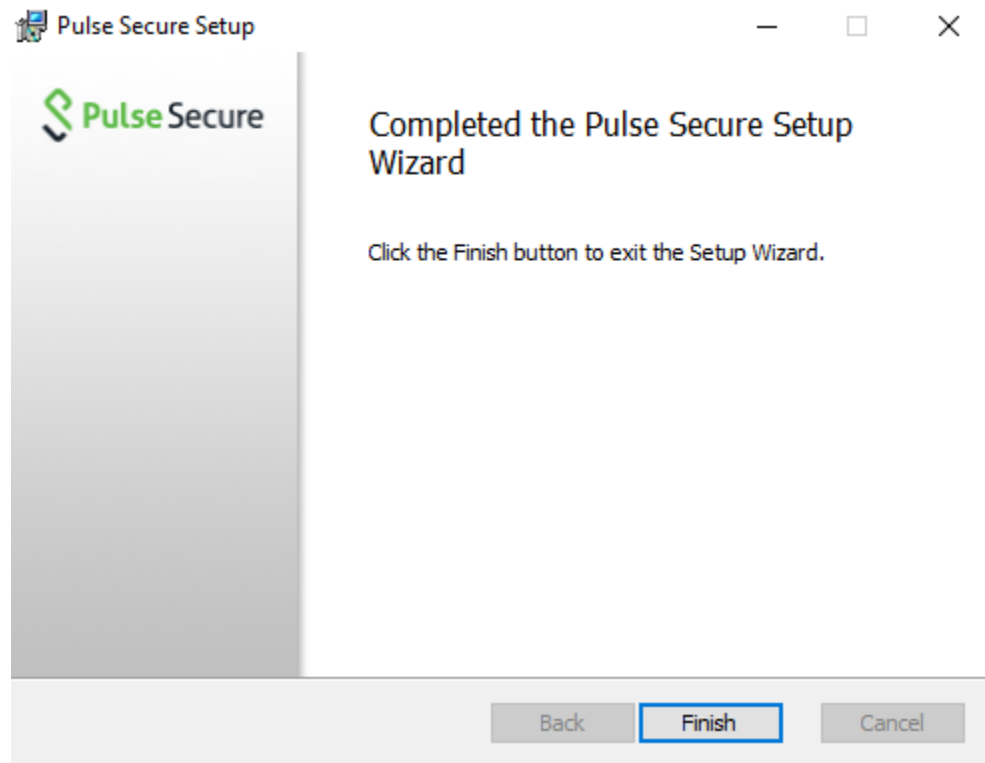
For first time users

You will need to also install the "Pulse Secure Application Launcher" by clicking on the link below and waiting for the Host Checker to fail and redirect the SSLVPN site:

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

Click the Download button to obtain the Pulse Secure Application Launcher installer.

Double click on the MSI installer for the Pulse Secure Application Launcher to start the installer. When the installer is complete, click OK as shown below.

Locate the link labeled **"HERE", and click on it to resume the process to launch the LA County SSLVPN website.**

After the application launcher has completed downloading, follow these installation steps.

Once you have completed the above steps, click HERE to continue with the launch.
We recommend selecting "remember" and "always" during the installation process.

If you do not want to proceed, please click here to go back.

When the application launch is invoked by the web browser click Open to launch the Pulse Secure Client from the browser.

This site is trying to open Pulse Secure Ap...ation Launcher.

https://era.lacounty.gov wants to open this application.

☐ Always allow era.lacounty.gov to open links of this type in the associated app

Click **Open**   Open   Cancel
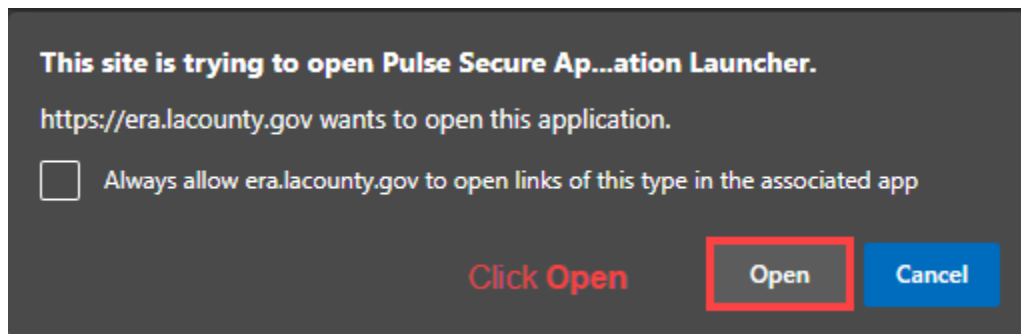
When prompted to trust the download and installation of the Host Checker from the era.lacunty.gov server click on Yes.

Pulse Secure Application Launcher - Warning

Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?

Server Name :   **era.lacounty.gov**

Product Name :   **Host Checker**

Click **Yes**

Always   Yes   No
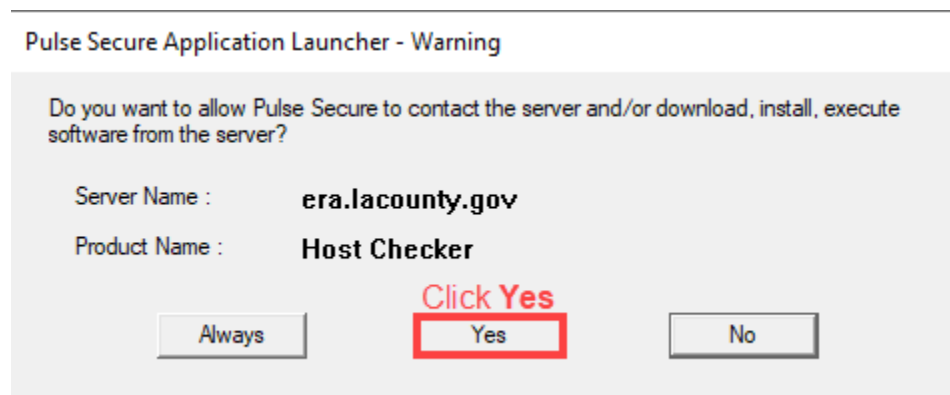
Wait for the Host Checker to download and install automatically.
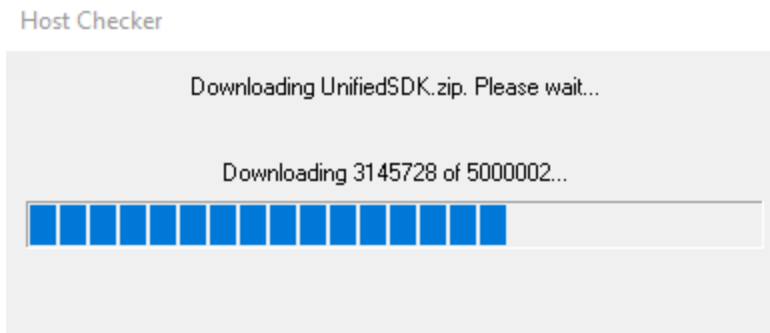
Once the Host Checker software is installed, it will confirm the computer meets the security qualifications to access the LA County SSLVPN page. (Note the green status light as confirmation of the Host Checker being installed and working properly.)
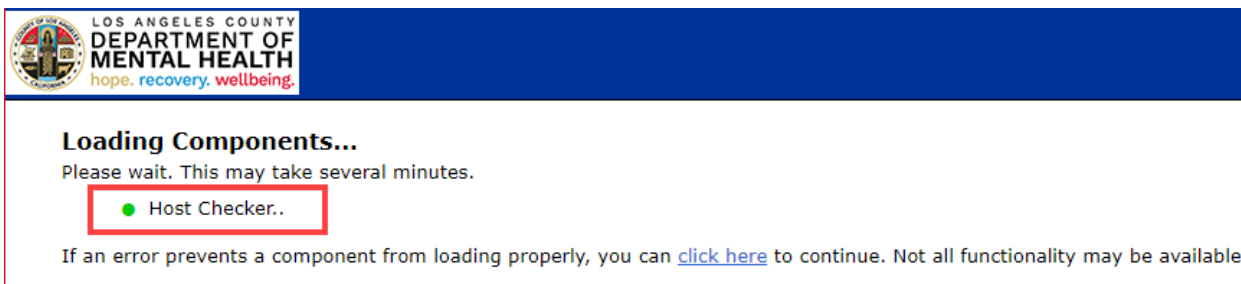
When the Host Checker completes its validation scan, the LA County SSLVPN website will load successfully.
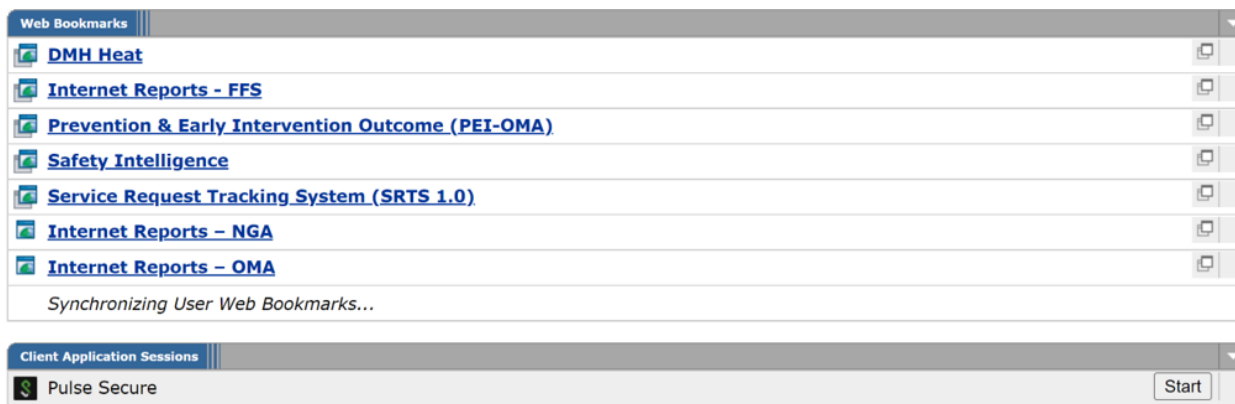
Click on the Start button to launch and initiate the SSLVPN connection within the Pulse Secure Client.

If prompted once more to allow communication to the era.lacounty.gov server, click Yes.

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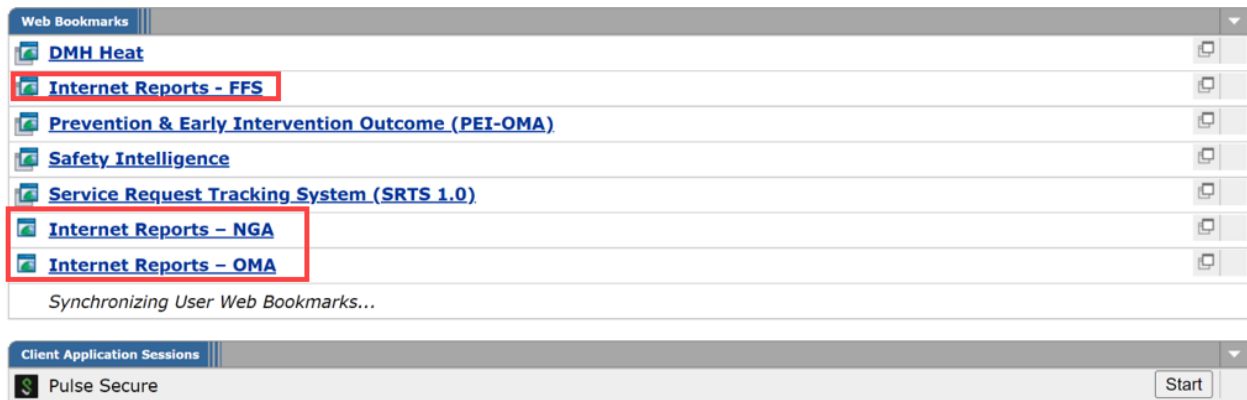
For returning users

You need to click on the link below and authenticate using their DMH Account (C#@dmh.lacounty.gov) in order to access the LA County SSLVPN site:

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

Allow the Host Checker software to will confirm the computer meets the secuirty qualifications to access the LA County SSLVPN page. (Note the green status light as confirmation of the Host Checker being installed and working properly.)

If prompted to allow communication to the era.lacounty.gov server, click Yes.
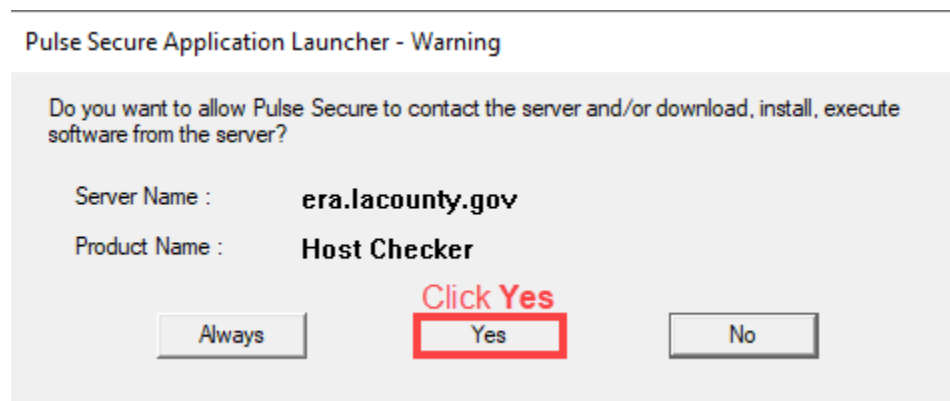
Click the Pulse Secure "**Start**" button to establish a secure connection prior to clicking on a link for any of the Internet Reports.
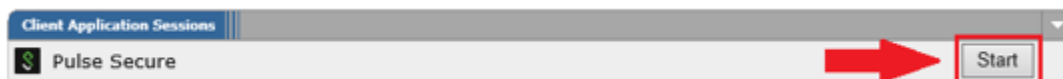
If prompted to allow communication to the era.lacounty.gov server, click Yes.

Pulse Secure Application Launcher - Warning
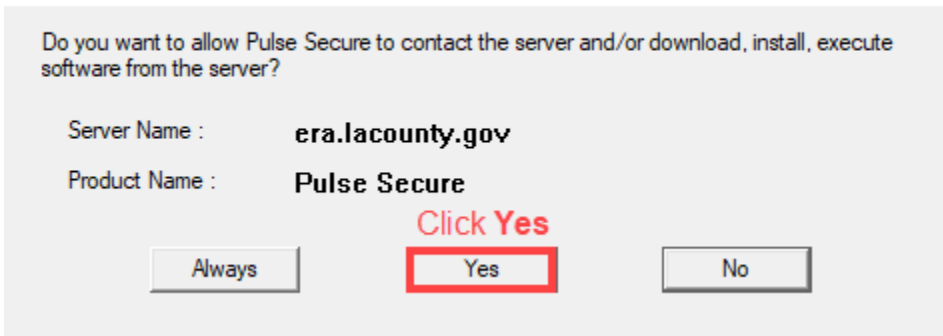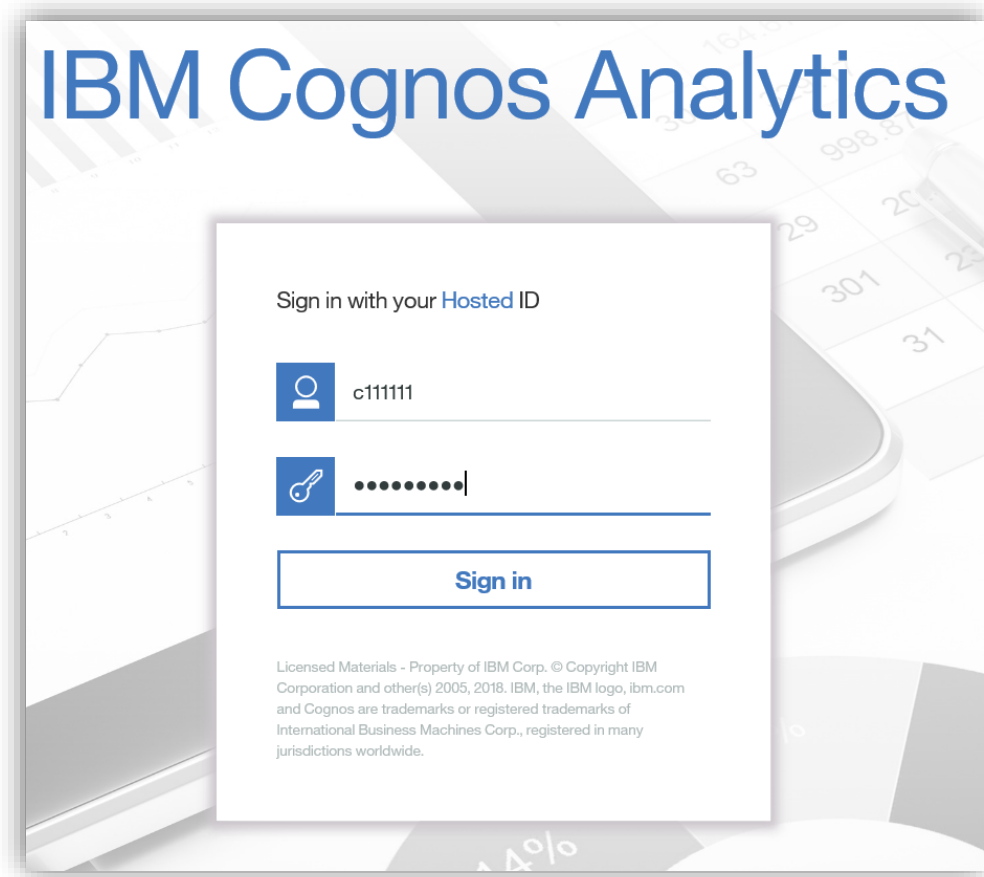
Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?

Server Name :   era.lacounty.gov
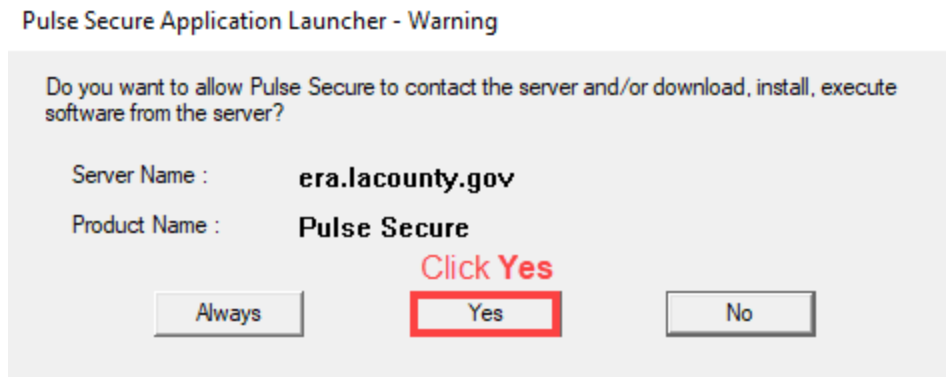
Product Name :   Pulse Secure

Click Yes

| Always | Yes | No |

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

DMH Heat

Internet Reports - FFS

Prevention & Early Intervention Outcome (PEI-OMA)

Safety Intelligence

Service Request Tracking System (SRTS 1.0)

Internet Reports – NGA

Internet Reports – OMA

Synchronizing User Web Bookmarks...

Client Application Sessions

Pulse Secure   Start
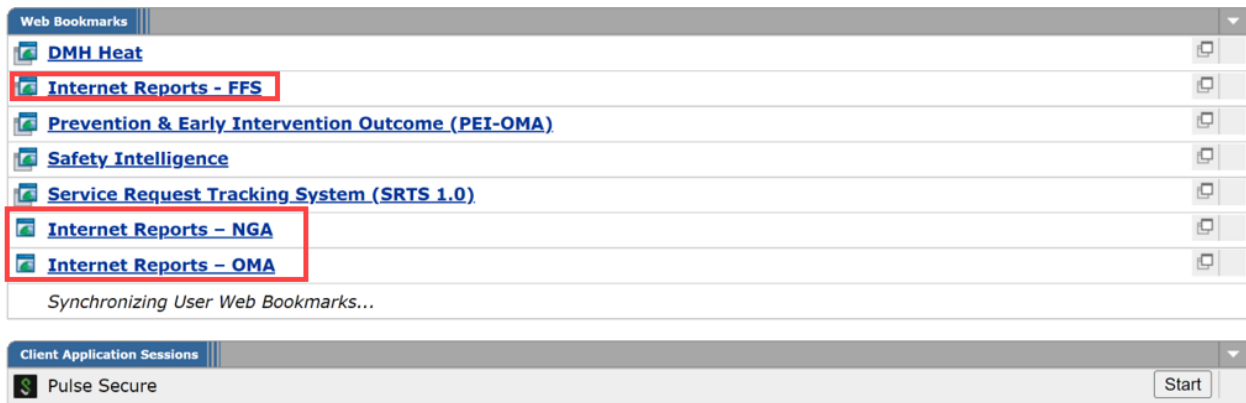
IBM Cognos Analytics – DMH Contractor Login

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

USERNAME:	c+ContractorID	**Example:**	c111111
PASSWORD:	Hosted Password		

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.

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

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
701U Report	701U Claim Units Report	Monthly
701UP Report	701UP Claim Units Report	Monthly
NACT Checklist	The NACT Check List report will display the Network Adequacy details entered into the NACT portal for each Legal Entity or FFS Provider.	Daily
Schedule 3	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 CMMD@dmh.lacounty.gov or contact the LE lead manager.	Quarterly
Schedule 5	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 CMMD@dmh.lacounty.gov or contact the LE lead manager.	Quarterly

FSP OMA Reports TOC | PEI OMA Reports TOC

LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH
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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
FSP Employment Report		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.
FSP Employment Exception Report - 1101	1101	This report includes those clients that did not meet data requirements for the Employment reports.
FSP Baseline with No KEC - 1107	1107	This report includes clients with Baselines in FSP OMA that do not have any Key Event Changes entered.
FSP Living Arrangement Exception Report - 1116	1116	This report includes those clients that did not meet data requirements for the FSP Living Arrangement reports.
Client Current Living Arrangement Report - 1219	1219	This report lists the current living arrangement for clients based on their current provider and program.
Current Living Arrangement Cluster - 1220	1220	This report list current living arrangments category for clients based on current program, provider.
High Outlier Residential Status by Program Name - 1233	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.
Current FSP Employment by Program - 1225	1225	This report lists clients current living arrangement based on current FSP program.
Current Employment Status - 1226	1226	This report lists clients current employment status based on current program and provider.
FSP Living Arrangement Report - 1236	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.
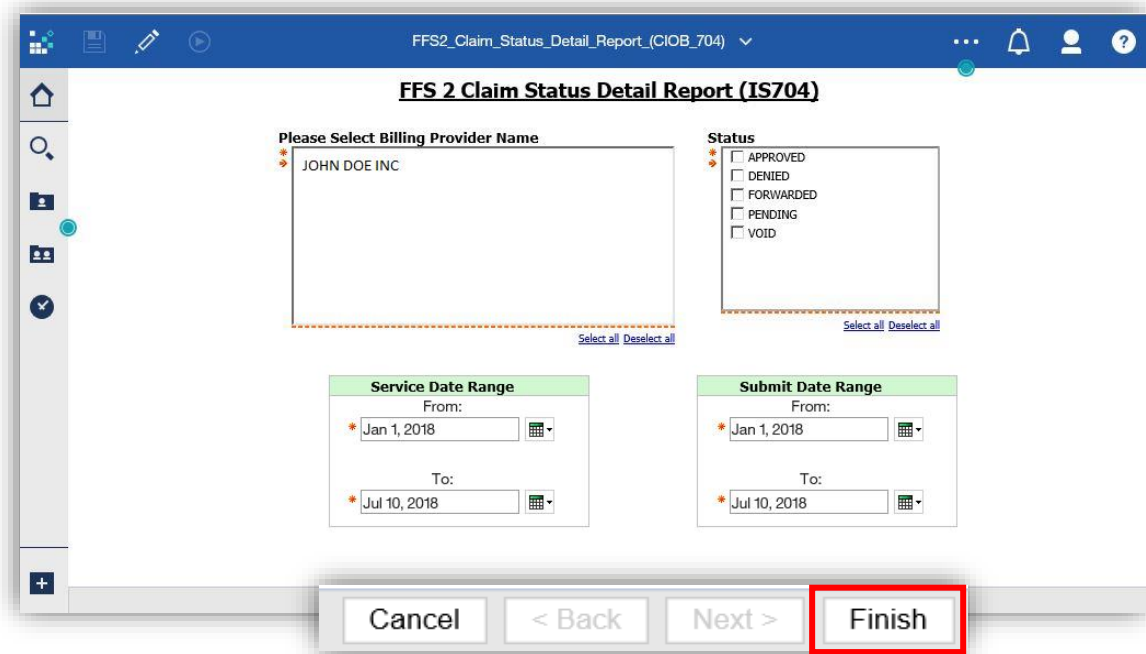
How to use "Reset prompts and run" and "Refresh"

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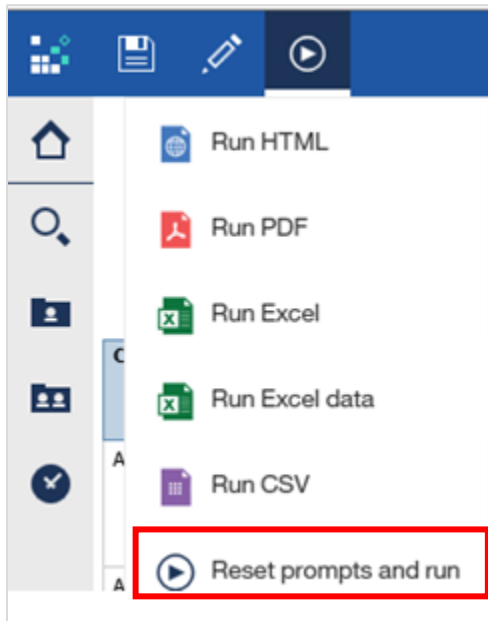
To refresh the report, click on the Refresh icon. This icon appears when you run a report.

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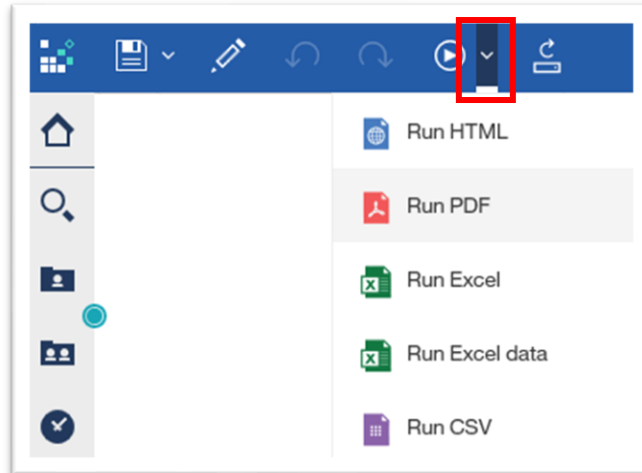
2) When the report is run multiple times, click the Report Run button and select the preferred format.

Report Formats

Users can generate reports in various formats. Each format has unique sets of properties as listed below.
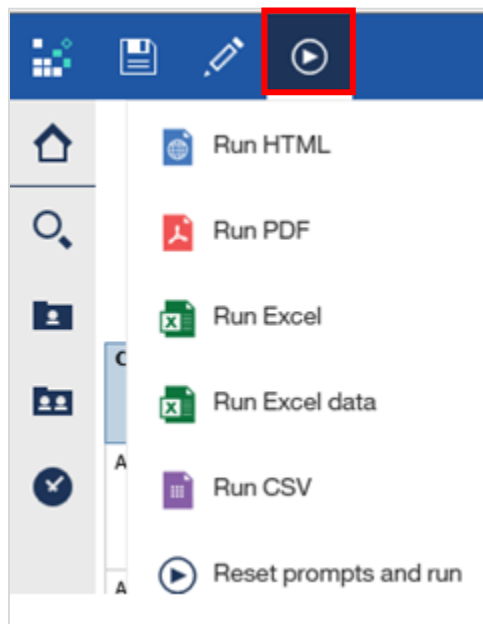
| Properties	Report Formats				
	HTML	**PDF**	**Excel** fully formatted	**Excel Data** minimal format	**CSV** delimited text
Conditional Style	Yes	Yes	Yes	No	No
Heading	Yes	Yes	Yes	No	No
Row Title(s)	Yes	Yes	Yes	Yes	Yes
Filter	Yes/No[2]	No	Yes[1]	Yes[1]	Yes[1]
Sorting	Yes/No[2]	No	Yes[3]	Yes	Yes
Group/Ungroup	Yes/No[2]	No	Yes	Yes	Yes
Current Date	No	No	No	No	No
Report with Summarized Data					
Is the summary format supported?	Yes	Yes	Yes	No	No

[1] Requires user to turn on filters in Excel.

[2] Ability to filter, sort, and group data depends on the report design.

[3] 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.
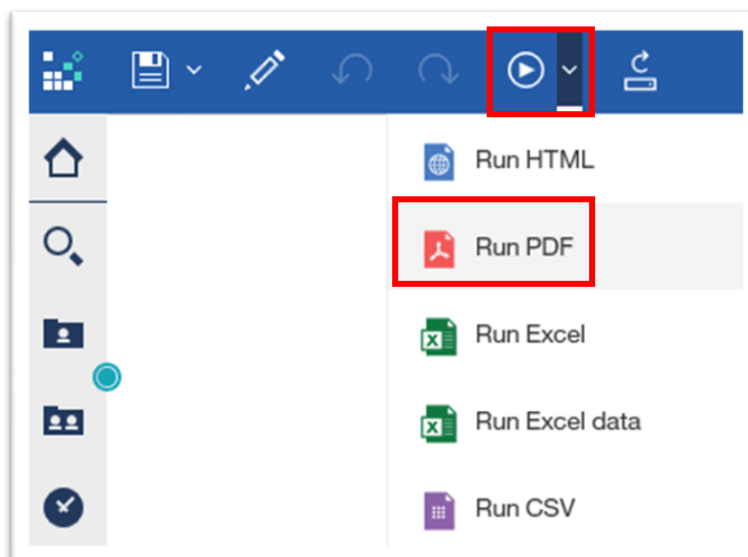
How to Close a Report

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	• Created Quick Reference Guide for DMH Contractors
08/06/2018	v2	• Removed 'Web Browsers Compatibility' and 'ActiveX Control Installation' • Added 'Operating System and Browser Compatibility' • Added 'Windows Secure Application Manager'
09/12/2018	v3	• Included 'Internet Reports – NGA'
01/29/2019	v4	• Included 'Internet Reports – OMA'
09/09/2019	v5	• Updated logo on front page • Updated SSL VPN Link: https://dmh.era.lacounty.gov/dmh/contractor • Updated screenshots for login and report contents • Added troubleshooting steps to the Appendix

10/13/2020	v6	• Requirements, Recommended Operating System and Web Browser
		  o User must refer to their agency's IT and have local admin rights to install Pulse Secure
		  o Older version of Pulse Secure must be uninstalled
		  o System must be up-to-date
		  o Provided recommended operation system and web browser
		• Replaced Windows Secure Application Manager with Pulse Secure
		• Added updated screenshots for Pulse Secure Installation

03/03/2021	v7	• Added MFA (Multi-factor authentication) login instructions to access the contractor profile • Added Login via Google Chrome • Added Login via Microsoft Edge Chromium • Updated DMH Contractor Login URL • Updated Contractor Log In screenshot and instructions • Removed Appendix 1: SSLVPN Troubleshooting
03/05/2021	v8	• Updated SSLVPN Username and password reset link
09/06/2023	v9	• Updated OS, Web Browser and Pulse Client Recommendations and Requirements • Updated instructions to install the Pulse Secure Client • Provided an official link for Contract Providers to access Pulse Secure Resources, (eg. Pulse Client Installers and How-To documentation) • Updated, Removed, and Added new images for the Pulse Secure Client Installation process and Internet Reports landing page.