



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

Internet Reports

Quick Reference Guide for DMH Contractors

Data Management & Information Technology Administration Division
Reporting Unit

Revised 9/11/24



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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 128.0.6613.120 Chromium-based Edge Browser 128.0.2739.67

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.

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 setup MFA.
- Step 2: Once MFA is setup, 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/:b:/r/sites/ISD-CGOAccessPUB/Shared%20Documents/DMH%20Contractors%20Instructions/Contract%20Provider MFA%20and%20Password%20Reset%20Guide_Ver08232024.pdf?csf=1&web=1&e=sWzVWQ](https://lacounty.sharepoint.com/:b:/r/sites/ISD-CGOAccessPUB/Shared%20Documents/DMH%20Contractors%20Instructions/Contract%20Provider%20MFA%20and%20Password%20Reset%20Guide_Ver08232024.pdf?csf=1&web=1&e=sWzVWQ)

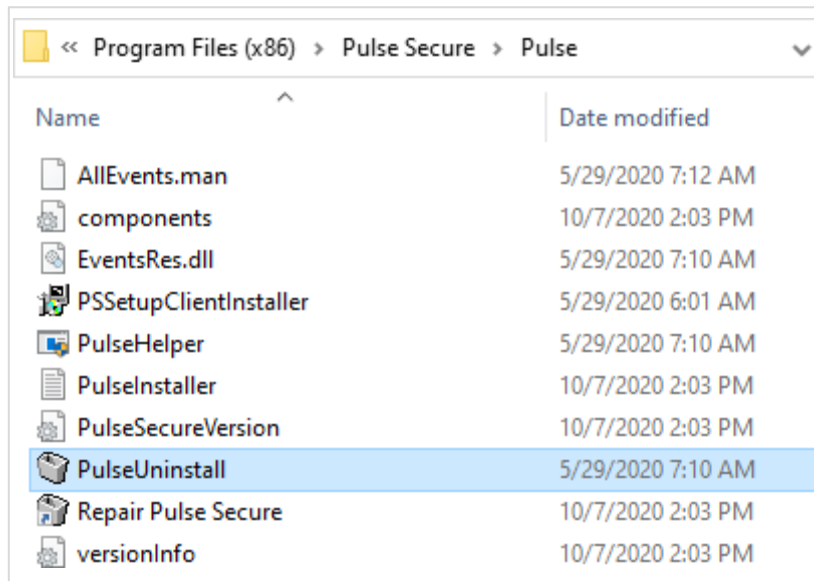
Name	Modified
Mac Pulse Client for DMH Contractors	August 24, 2023
Windows Pulse Client for DMH Contractors	August 24, 2023
CA 11 Quick Reference Guide for DMH Contractors v8_090823.pdf	September 8, 2023
Contract Provider_MFA and Password Reset Guide_Ver08232024.pdf	5 days ago

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 128.0.6613.120 Chromium-based Edge Browser 128.0.2739.67	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.

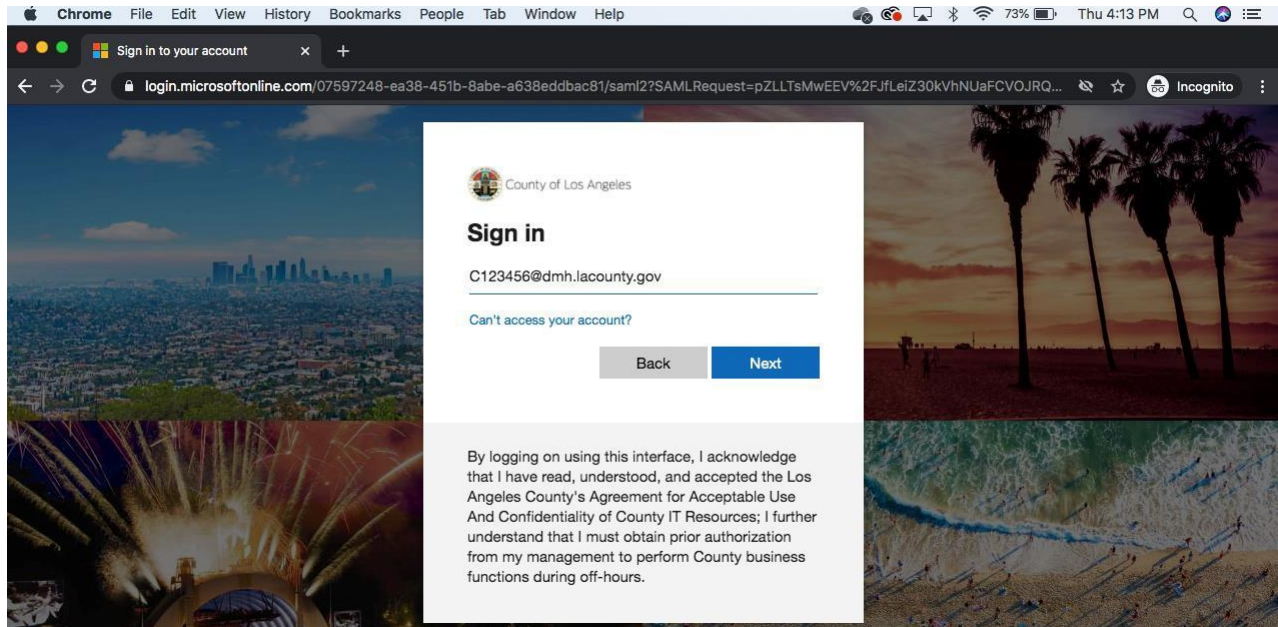


Note: Administrator rights is required to uninstall properly.

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

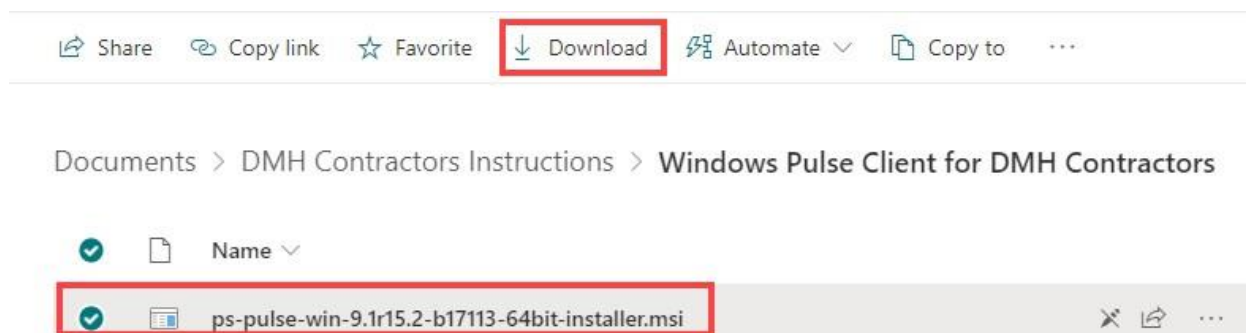
To update or install the required Pulse Client, click on the link below and locate the necessary installer in one of the folders displayed:

CGO-Access PUB > DMH Contractors Instructions

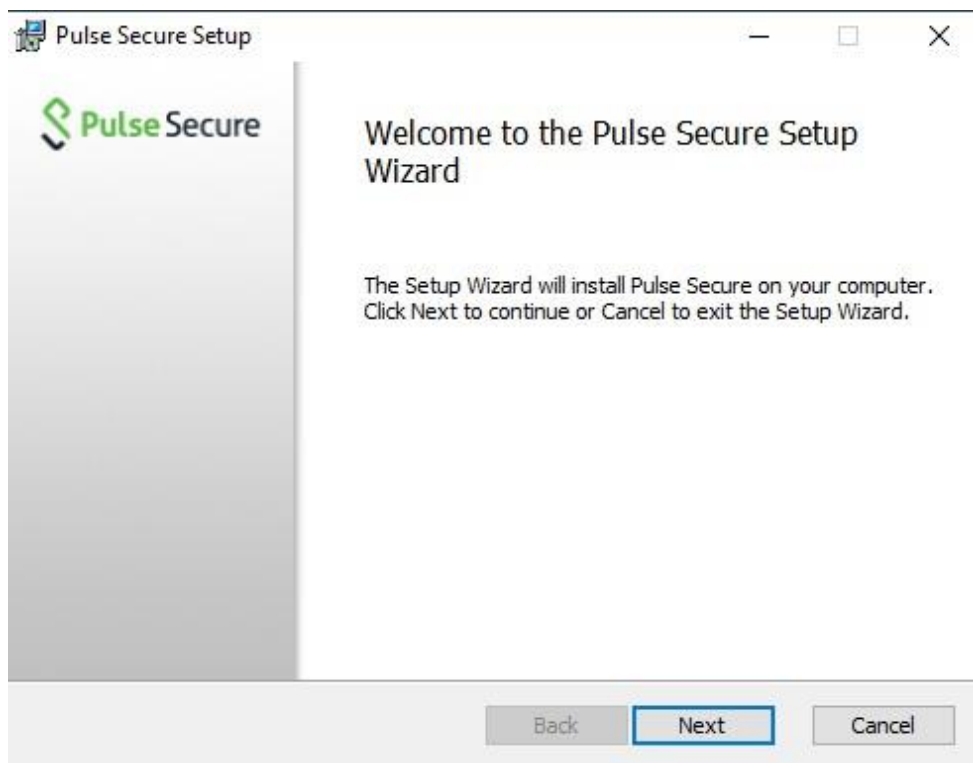
<https://lacounty.sharepoint.com/sites/ISD-CGOAccessPUB/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FISD%2DCGOAccessPUB%2FShared%20Documents%2FDMH%20Contractors%20Instructions&viewid=f674edc8%2D2ab8%2D4efe%2D868d%2D18fdf3c899d8>

Name	Modified
Mac Pulse Client for DMH Contractors	August 24, 2023
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CA 11 Quick Reference Guide for DMH Contractors v8_090823.pdf	September 8, 2023
Contract Provider_MFA and Password Reset Guide_Ver08232024.pdf	5 days ago

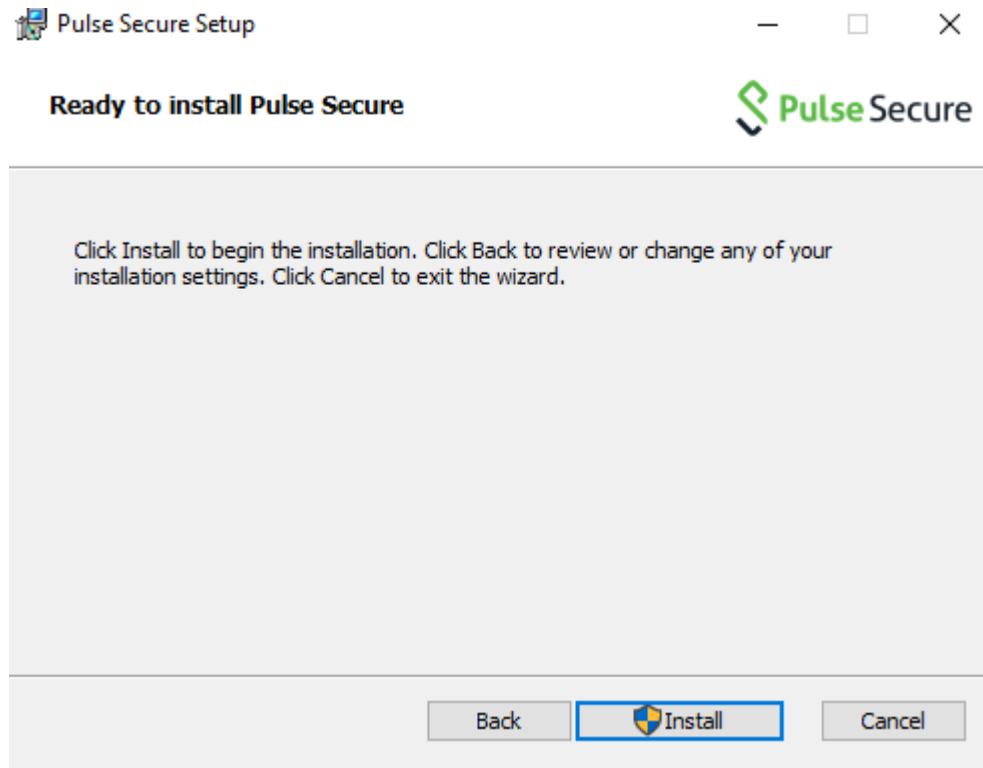
Download and double click on the MSI installer to begin the installation.



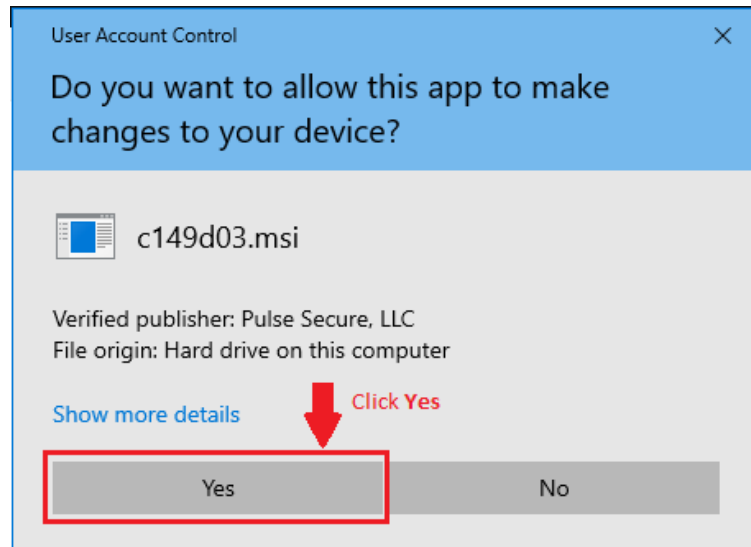
Click Next.



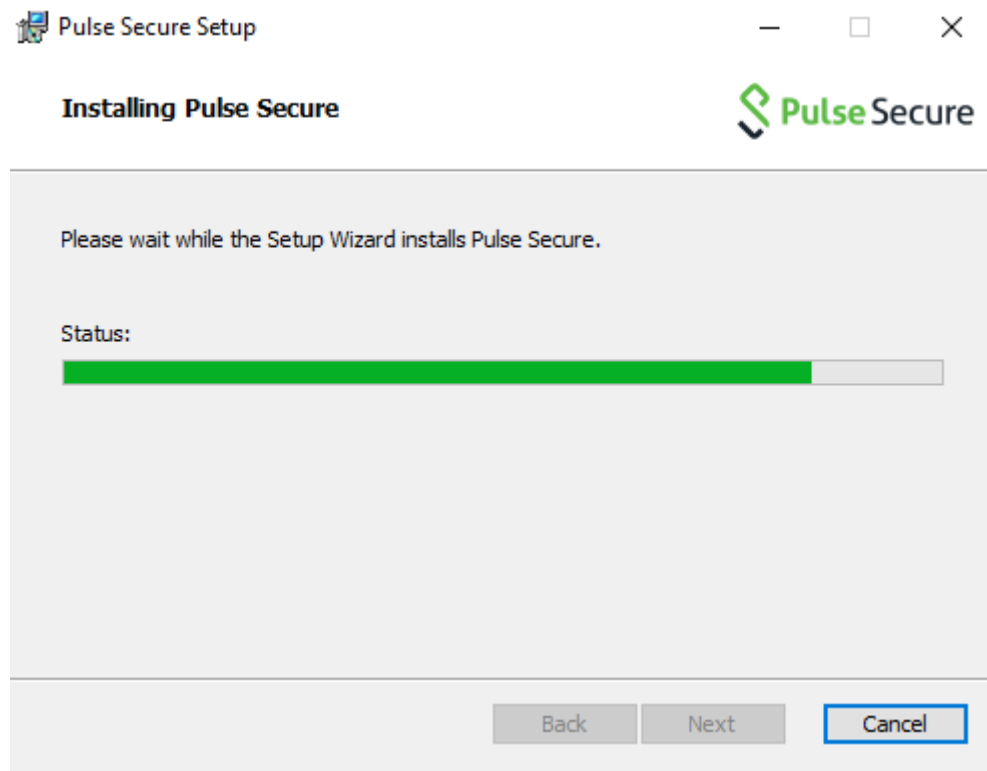
Click Install to begin the install process.



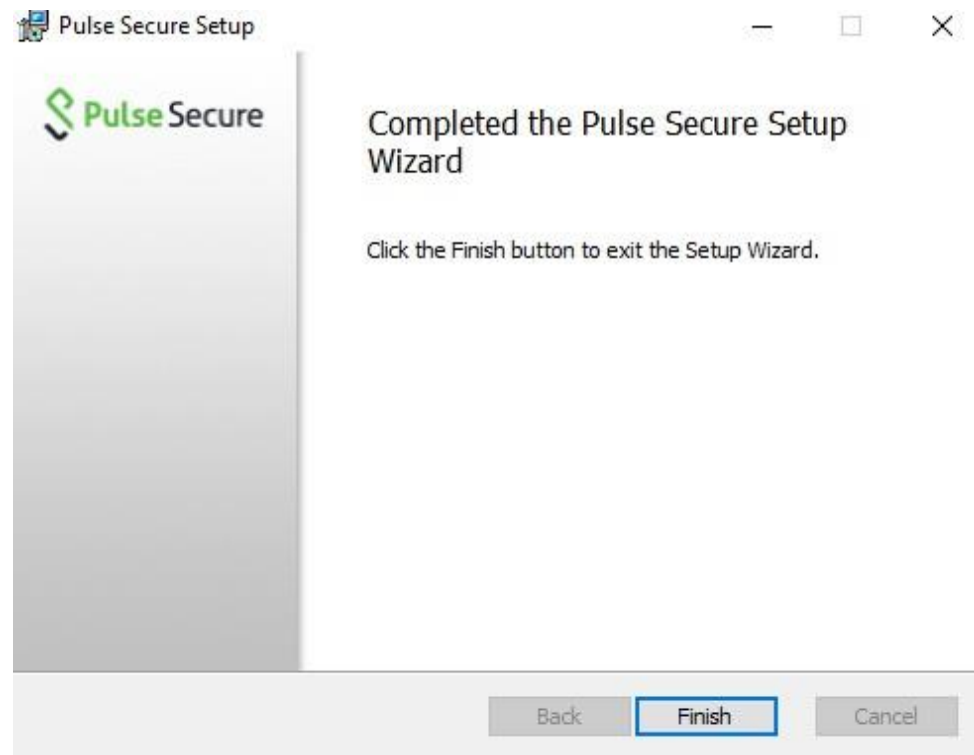
Click Yes, if prompted by the UAC control (See Image below).



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>



Loading Components...

Please wait. This may take several minutes.

- Host Checker

If an error prevents a component from loading properly, you can [click here](#) to continue. Not all functionality may be available.

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



It appears that the application launcher is not installed. Download now to proceed.

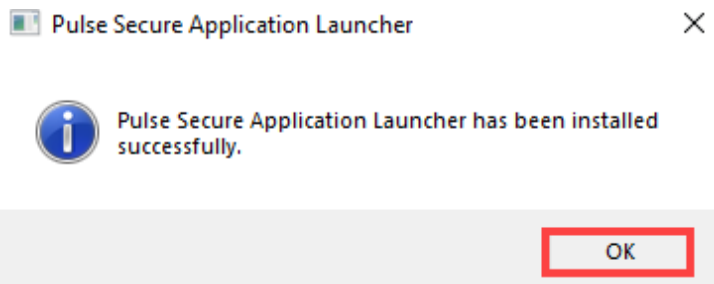
[Click Download](#)

Download

Or, if you still believe that the application launcher is already installed, you can [Try Again](#) to find it.

If you do not want to proceed, please click [here](#) to go back.

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.

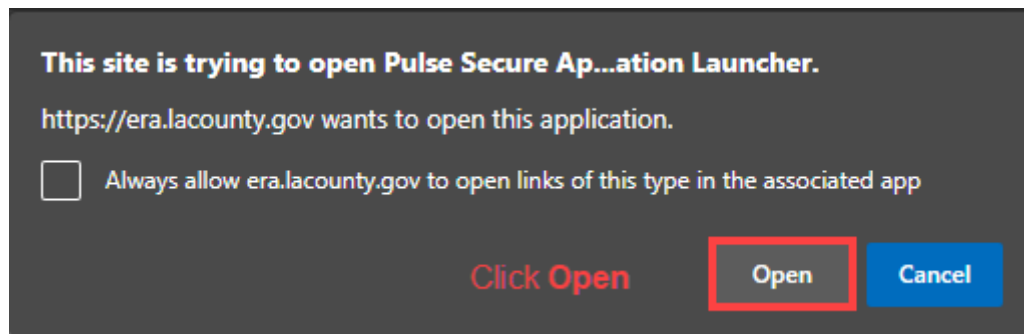
After the application launcher has completed downloading, follow these installation steps.



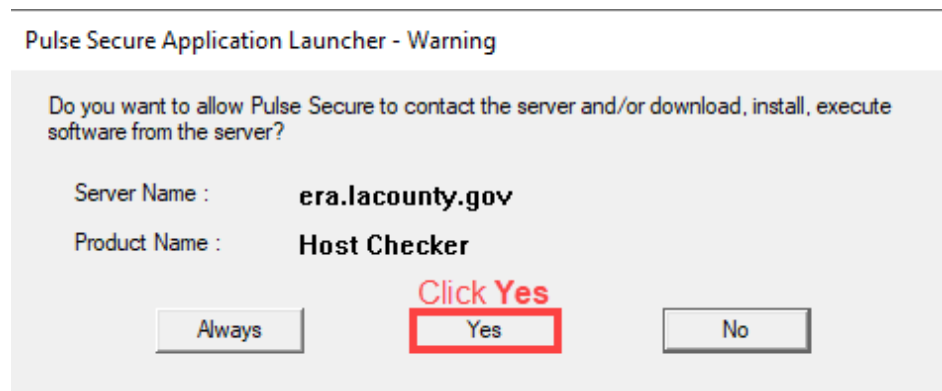
Once you have completed the above steps, click **HERE** to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

If you do not want to proceed, please click [here](#) to go back.

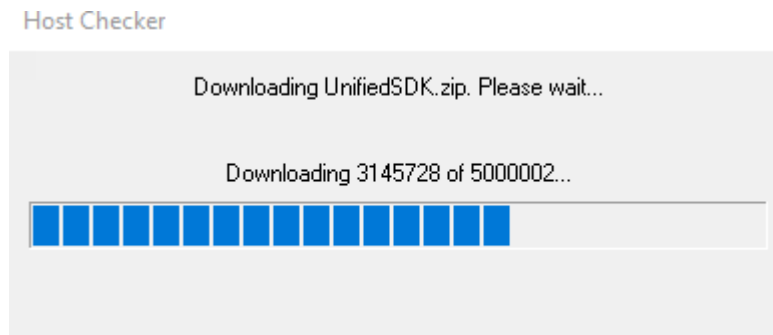
When the application launch is invoked by the web browser click Open to launch the Pulse Secure Client from the browser.



When prompted to trust the download and installation of the Host Checker from the era.lacounty.gov server click on Yes.



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.)



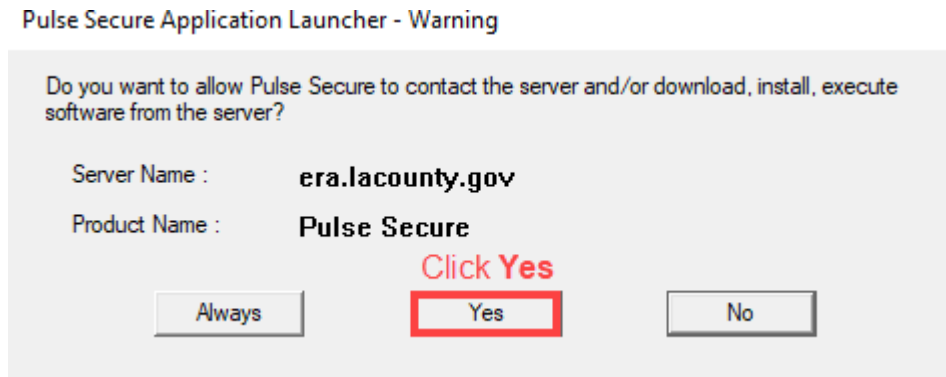
When the Host Checker completes its validation scan, the LA County SSLVPN website will load successfully.



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).

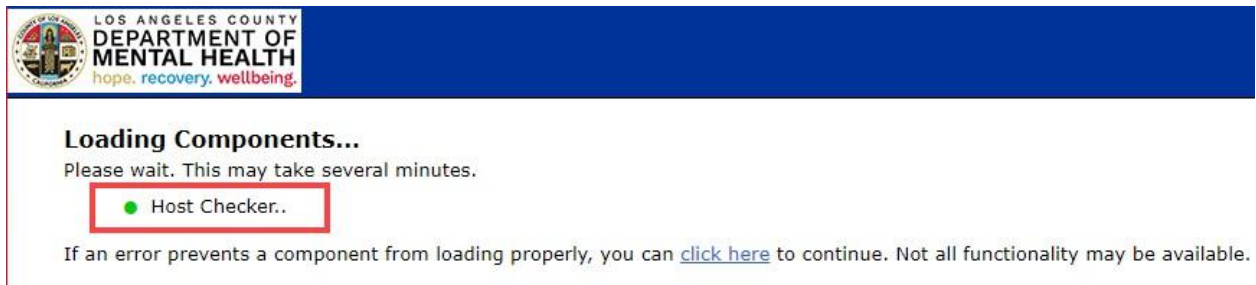


For returning users

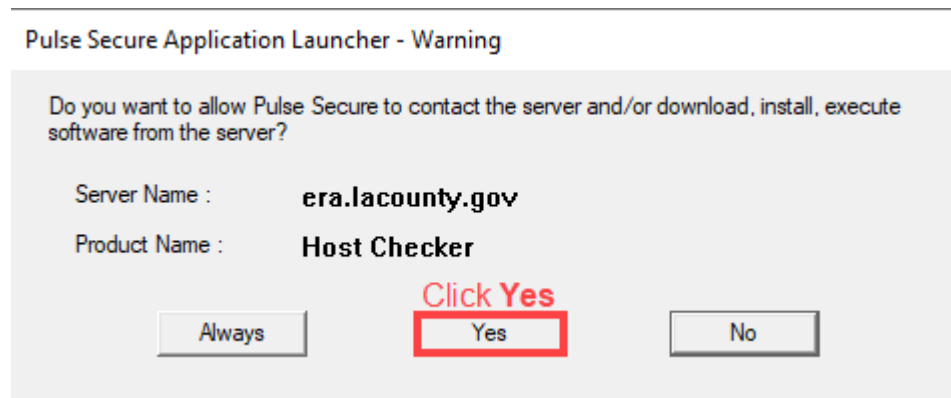
You need to click on the link below and authenticate using their DMH Account (C#@dmh.lacounty.gov) in order to access the LA County SSLVPN site:

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

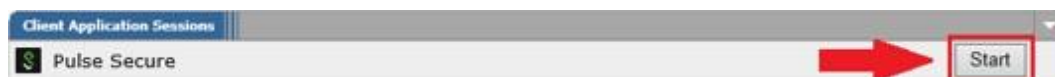
Allow the Host Checker software to will confirm the computer meets the security qualifications to access the LA County SSLVPN page. (Note the green status light as confirmation of the Host Checker being installed and working properly.)



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

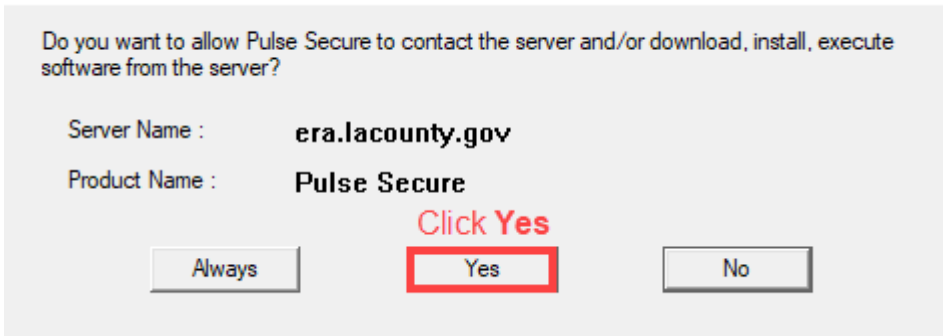


Click the Pulse Secure **“Start”** button to establish a secure connection prior to clicking on a link for any of the Internet Reports.



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

Pulse Secure Application Launcher - Warning

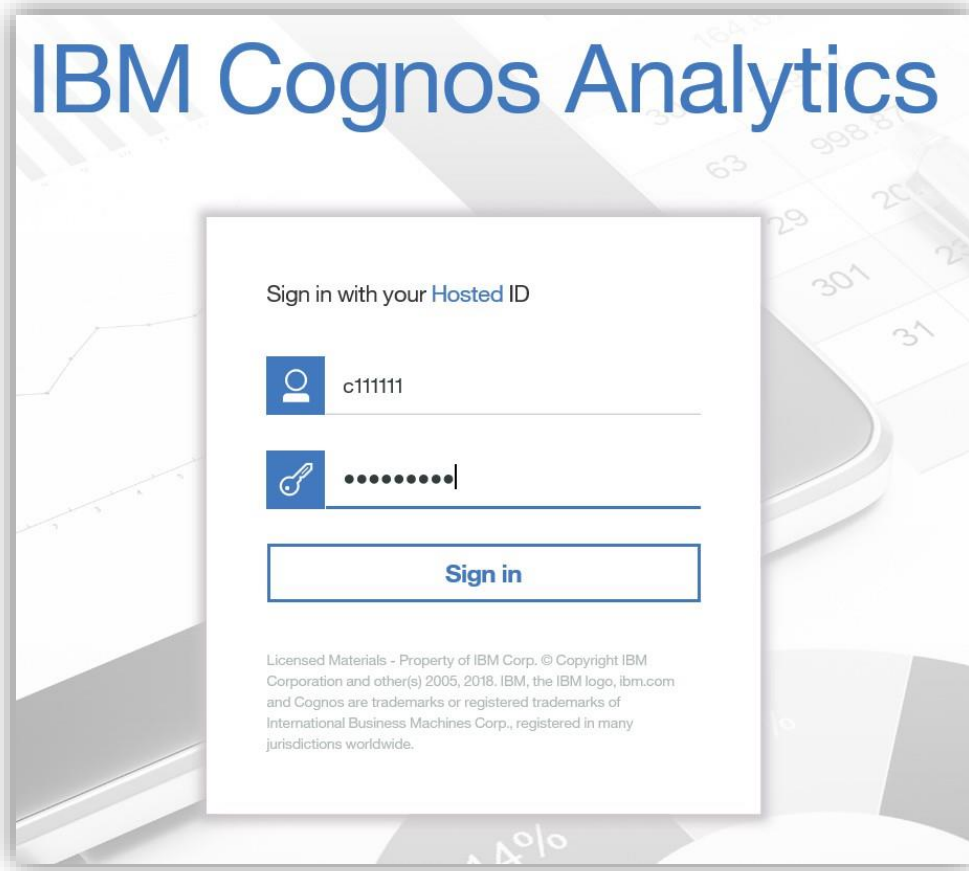


Once connected to the VPN, click the link to **Internet Reports** specific to your line of business (e.g. FFS, NGA or OMA).



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.



Report Name	Note
Claims Reconciliation Report (CIOB 706A)	
FFS Claim Status Detail Report (CIOB 704) IBHIS	IBHIS data only
FFS2 Claim Status Detail Report (CIOB 704)	IS data only
FFS2 Processed Claims Summary Report (CIOB 705A)	

 <p>LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbeing.</p>	<p>County of Los Angeles Department of Mental Health NGA</p> <p>Table of Contents</p>	
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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

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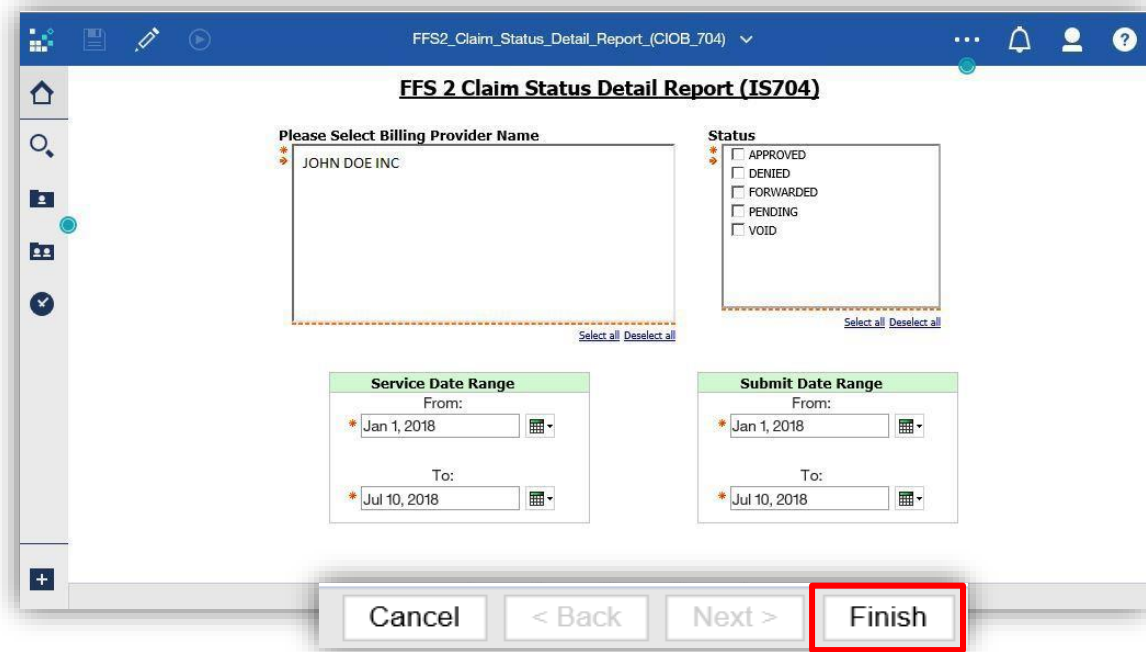
Oct 1, 2020

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 arrangements 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.

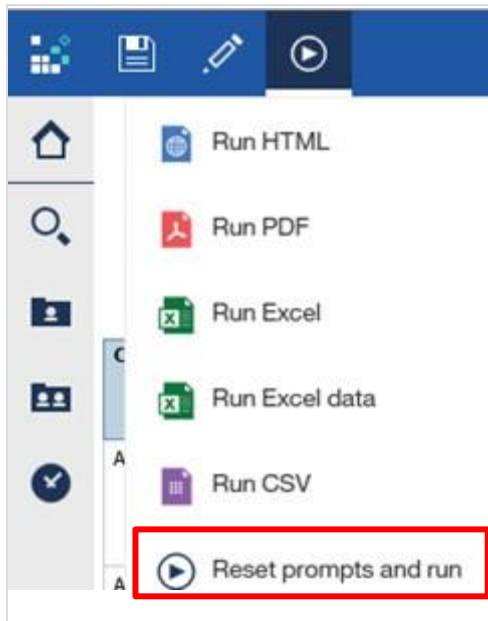
Make sure to specify all the required data in order to enable the **Finish** button.

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**.



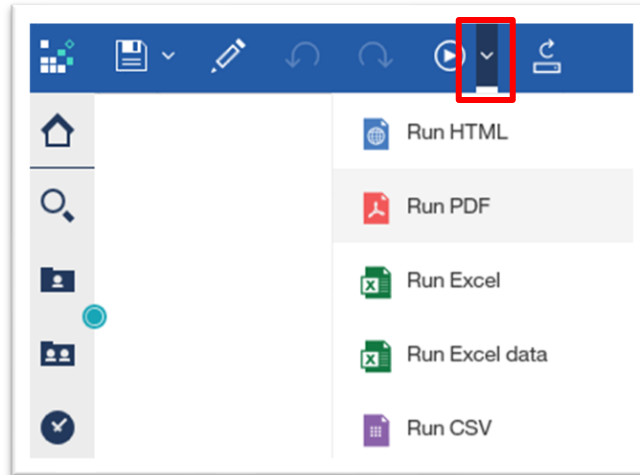
To refresh the report, click on the Refresh icon. This icon appears when you run a report.



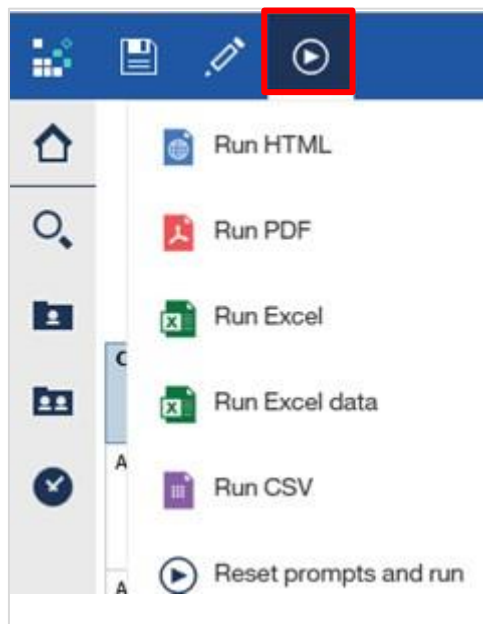
How to Run PDF, Excel, Excel data, CSV Report

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

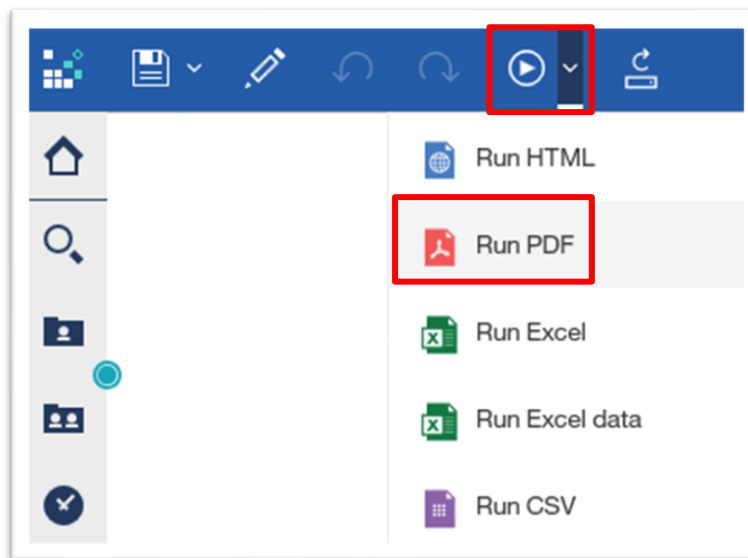
¹ Requires user to turn on filters in Excel.

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.



The screenshot shows a report header with a blue top bar and a white main area. The top bar contains the text "FFS2_Claim_Status_Detail_Report_(CIOB_704)" followed by a downward-pointing arrow icon, both enclosed in a red rectangular box. Below this, a light gray bar contains a document icon, the same text "FFS2_Claim_Status_Detail_Report_(CIOB_704)", and a circular icon with an "x" inside, also enclosed in a red rectangular box. The main white area features the following text: **County of Los Angeles - Department of Mental Health**, **FFS2 CLAIM STATUS DETAIL REPORT(CIOB 704)**, and "Data Last Updated: 7/9/18".

Revision Summary

Date	Revision History	Comments
07/20/2018	v1	<ul style="list-style-type: none"> • Created Quick Reference Guide for DMH Contractors
08/06/2018	v2	<ul style="list-style-type: none"> • Removed 'Web Browsers Compatibility' and 'ActiveX Control Installation' • Added 'Operating System and Browser Compatibility' • Added 'Windows Secure Application Manager'
09/12/2018	v3	<ul style="list-style-type: none"> • Included 'Internet Reports – NGA'
01/29/2019	v4	<ul style="list-style-type: none"> • Included 'Internet Reports – OMA'
09/09/2019	v5	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Requirements, Recommended Operating System and Web Browser <ul style="list-style-type: none"> ○ User must refer to their agency's IT and have local admin rights to install Pulse Secure ○ Older version of Pulse Secure must be uninstalled ○ System must be up-to-date ○ 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Updated SSLVPN Username and password reset link
09/06/2023	v9	<ul style="list-style-type: none"> • 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.

Revision Summary (continued)

Date	Revision History	Comments
09/11/2024	v10	<ul style="list-style-type: none">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.