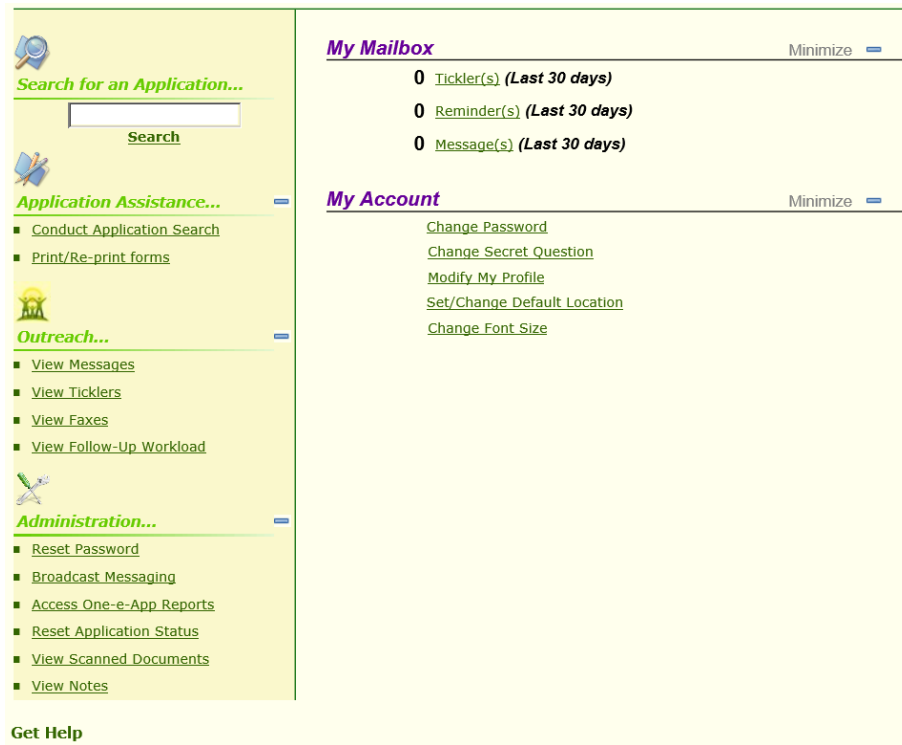# One-e-App – System Administrator Guide
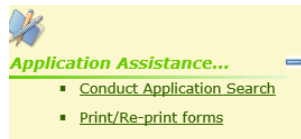
Revised September 2015

The System Administrator Dashboard

Below is the Dashboard for the System Administrator User in One-e-App.

Section – Application Assistance

1. **Conduct Application Search** is used to search for individual applications. An application search can be accomplished through several methods;

- Unique identifier such as person or application ID

- Personal detail such as first/last name, gender, date of birth and mother's maiden name

- Applicant's contact information such as their phone number or email address or

- Assistor or application date range

Exact or Scored search:

The exact match will search for only the information provide such John Doe, male, DOB 01/01/1980. If there is no match, no application will be returned.

A scored match will return results that are similar to the information provided along with a score (80% or 95%) showing a similar application. For example, a search of John Doe, male, DOB 1/7/1980 may return a result of John Doe, male, DOB 1/1/1980 with a percentage to let the user decide whether the two are the same person. This is where the use of a mother's maiden name is recommended to narrow a search result where an applicant's name, gender and DOB are the same. Below is an example of an application match.

Search Result - Match Found

Click on the Application ID number to view the Application Summary. This summary has application details.

Clicking this icon will show you whether there are uploaded documents, more information under View Scanned Documents

Submitted Applications

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID	Score	Notes	Documents
☐	Greg Iles	1/1/1980	Jorge Staff	7/24/2014	Medi-Cal - Restricted No Share of Cost	Fax	190022014204001233	1900201032204142	100.00		
☐	Greg Iles	1/1/1980	Jorge Staff	7/24/2014	My Health LA	Fax	190022014204001233	1900201032204142	100.00		

2. **Print/Re-print forms** – This link takes you to the Conduct Application Search feature. At the bottom of the screen is a link Print Blank Forms, click on the link to see the sample forms.

Result Type Application View ▼

— **Unique Identifier**
Application ID ▢
Person ID ▢
Social Security Number ▢ ▢ ▢

— **Person Detail**
First Name ▢
Middle Name ▢
Last Name ▢
Suffix -------Select One------- ▼
Gender ○ Male ○ Female
Date of Birth ▢ ▢ ▢
Mothers Maiden Name ▢

— **Contact Detail**
Phone 1 ▢ ▢ ▢
Phone 2 ▢ ▢ ▢
E-Mail Address 1 ▢
E-Mail Address 2 ▢

The search results can be further filtered by person's place of birth, the assistor's name, the application date range and/or the Eligible Program Name.

➕ **Person Place of Birth**

➕ **Application Assistor**

➕ **Date Range**

➕ **Eligible Program Name**

Search | Reset | Print Blank Forms

Click on Print Blank Forms

Print Blank Forms

Print Blank Forms

You can print the following blank forms.

| Program Name	Document
My Health LA	My Health LA Rights and Declarations
Healthy Kids	Healthy Kids Program Information
My Health LA	Profit and Loss Statement
My Health LA	Sample Affidavit
Medi-Cal	Rights, Responsibilities & Other Important Information (SAWS2AQR)

Language

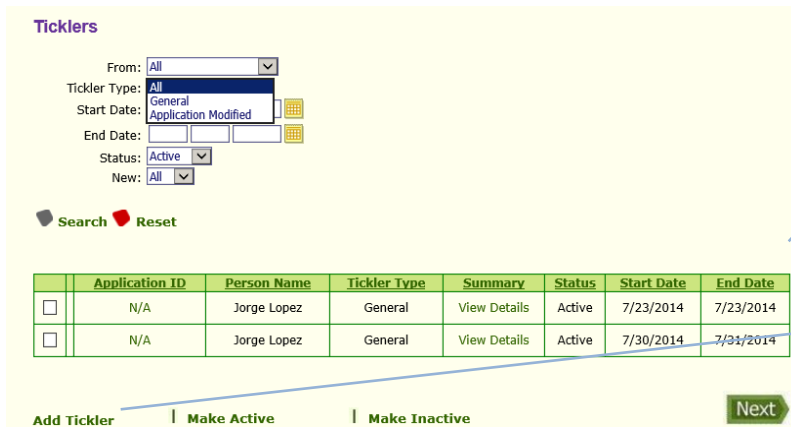**Get Help**
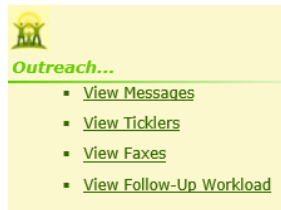
1. **View Messages** - This link allows you to see Broadcast Messages sent by you as your agency's System Administrator.   Below is the screen where the message is posted.
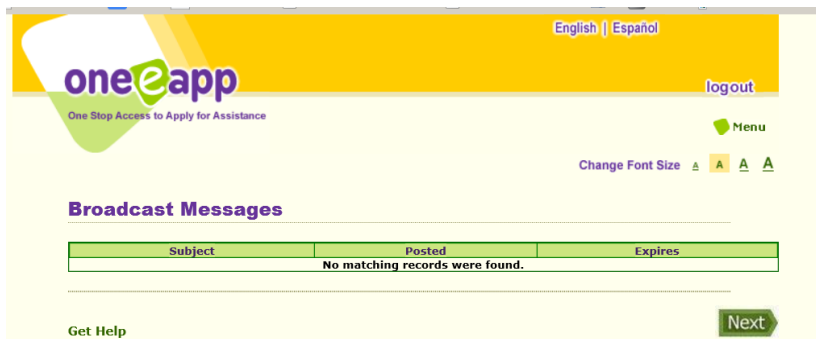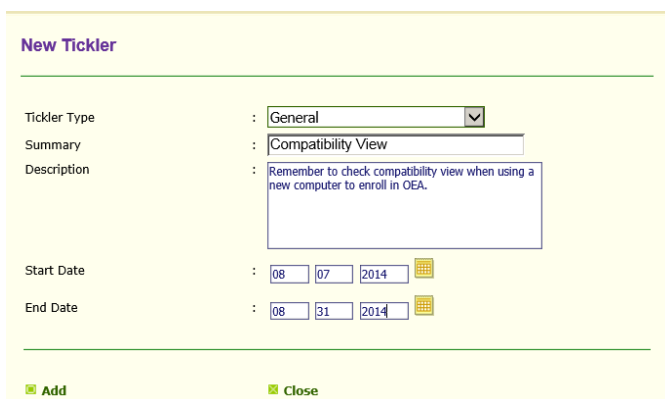

2. **View Ticklers** - This link shows your ticklers. This screen is the same as the tickler link on the dashboard. A tickler will only be sent and seen by you as the user.

Ticklers created. You can activate or inactivate already created ticklers.

Click Add Tickler to create a new tickler

This screen allows you to create a new tickler.

3

Ticklers

From: All
Tickler Type: All
Start Date: [ ] [ ] [ ]
End Date: [ ] [ ] [ ]
Status: Active
New: All

🛡 Search 🔻 Reset

	Application ID	Person Name	Tickler Type	Summary	Status	Start Date	End Date
☐	N/A	Jorge Lopez	General	View Details	Active	7/23/2014	7/23/2014
☐	N/A	Jorge Lopez	General	View Details	Active	7/30/2014	7/31/2014
☐	N/A	Jorge Lopez	General	View Details	Active	8/7/2014	8/31/2014

Add Tickler | Make Active | Make Inactive   Next

The new tickler will appear on your list of ticklers.

Clicking "View Details" on the screen above will show this pop up screen.

You will also see the tickler alert on your dashboard.

one-e-app - Windows Internet Explorer provided by LADHS

https://www.assistedoneeapp.info/App/TicklerDetails.aspx?tId=54489

Message from Jessica Lopez

Date Sent   : 8/7/2014
Person Name   : Jorge Lopez
Tickler Type   : TICKGE
Start Date   : 8/7/2014
End Date   : 8/31/2014
Description   : Compatibility View Remember to check compatibility view when using a new computer to enrol in OEA.
CEC   : Jessica Lopez

☒ Close

🚨 **You Have 1 New Ticklers**

My Mailbox   Minimize ▬

1 Tickler(s) *(Last 30 days)*

3. **View Faxes** – This link takes you to the Conduct Application Search feature. A better search of faxes is through the View Scan Document link described below. It has instructions on viewing faxed and scanned documents.

4. **View Follow Up Workload** – This link is not applicable to your user type because you do not complete applications.

Section – Administration

Administration...
- Reset Password
- Broadcast Messaging
- Access One-e-App Reports
- Reset Application Status
- View Scanned Documents
- View Notes

1. **Reset Password** – This link allows you to reset, inactivate or reactivate a One-e-App (OEA) user's password or account. See screen on the next page.

User Summary

Status	-----Select One----- ▼						
Organization	Department of Health Services						
Location	-----Select One----- ▼						
User Type	-----Select One----- ▼						
User ID							

Application User

First Name	jorge
Last Name	lopez

🔍 Search 🔴 Reset

	User Name	User ID	Organization	Location	Status	Last User Logon	User Type	Phone
☐	Lopez, Jorge	Jlopez	Department of Health Services	Department of Health Services	Active	08/07/2014	Program Analyst Certified Enrollment Counselor CEC Supervisor Program Analyst Supervisor Program Advocate Fax Administrator Report Administrator Read Only User System Administrator Program Advocate Supervisor Member Services Member Services Supervisor	(626) 299-5328

Reset Password | | | Reactivate | Inactivate   Next ▶

2. **Broadcast Messaging** – This link allows the System Administrator to create and send messages to all OEA users. The message will appear on the user's dashboard and will show the complete message when users click on their View Messages link.

One-e-App Broadcast Messaging

◉ Create a New Message
○ Delete a Message
○ Edit Current Messages
○ Edit and Rebroadcast Future and Expired Messages
○ Stop a Current Message

Get Help

Edit and Reschedule Message

Should this broadcast message display only one time in the system?   ○ Yes ◉ No

Language: English ▼

✂ 📋 📋 ↺ ↻ B I U ≡ ≡ ≡ ≡ ⠿ ⠿ ⓘ
- SIZE - ▼ - FONT - ▼ -COLOR- ▼ -HIGHLIGHT- ▼

Subject:

Eligibility Training - Next Week

✂ 📋 📋 ↺ ↻ B I U ≡ ≡ ≡ ≡ ⠿ ⠿ ⓘ
- SIZE - ▼ - FONT - ▼ -COLOR- ▼ -HIGHLIGHT- ▼

Remember to complete your applications

Body:

Create the message. Determine the organization and the user types who will receive the message. Click Save

Schedule a Message

Determine whether the message will be continuous or recurring and enter the time period; several features are available.

○ Create a New Message
● Delete a Message
○ Edit Current Messages
○ Edit and Rebroadcast Future and Expired Messages
○ Stop a Current Message

This is where you delete a message.

Click on the message title to delete the message.

Stop a Current Message

To stop a message, click on the message title.

Message [?]	Start Date	End Date
Eligibility Training - Next Week Remember to complete your applications Published by jlopez on 8/5/2014 4:51:36 PM Last Modified by jlopez	8/5/2014 12:00:00 AM	8/6/2014 11:59:59 PM

3. **Access One-e-App Reports** – These reports are only available to the System Administrator. There are demographic, metric and statistical reports that can be generated. You can generate a report by agency site and/or assistor. You have the option to save the information to Excel.

One-e-App Reports

● Access One-e-App Program Demographics Report
○ Access One-e-App Program Metrics Report
○ Access One-e-App Application Statistical Report

Demographic Report includes information on:

- Household by Language spoken
- Household by Language written
- Household by City of Residence
- Household by zip code
- Ethnicity Distribution of Persons
- Gender of Persons

One-e-App Program Demographics Report

Report Criteria

Please specify the criteria with which you would like to generate the report.

Program	My Health LA
Organization	Department of Health Services
Location	ALL
Application Types	All Applications
Assistor	ALL

Generate Report

One-e-App Program Demographics Report as of 8/7/2014 2:53 PM

Creation Date: 8/7/2014
Created By: Jorge Lopez - System Administrator

Note: The totals for variables when "No Program Filter" is selected may not equal the sum total when individual programs are selected, due to duplication of person or application counts.

Description	Aug '13	Sep '13	Oct '13	Nov '13	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14	Jun '14	Jul '14	Aug '14	Total
Household by language spoken														
Albanian	0	0	0	0	0	0	0	0	0	0	0	1	0	1
English	0	0	0	0	0	0	0	0	0	1	10	41	11	63
Italian	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Spanish	0	0	0	0	0	0	0	0	0	0	15	17	2	34
Total	0	0	0	0	0	0	0	0	0	1	27	59	13	100
Household by language Written														
Albanian	0	0	0	0	0	0	0	0	0	0	0	1	0	1
English	0	0	0	0	0	0	0	0	0	1	10	41	12	64
Italian	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Spanish	0	0	0	0	0	0	0	0	0	0	15	17	1	33
Total	0	0	0	0	0	0	0	0	0	1	27	59	13	100
Households by City of Residence(Home Address)														
	0	0	0	0	0	0	0	0	0	0	1	3	3	7
Alhambra	0	0	0	0	0	0	0	0	0	0	1	1	0	2

Metric Report includes information on:

- Applicants by Preliminary Eligibility Status
- Applicants for Local Programs
- Ineligible Applicants

One-e-App Program Metrics Report

Report Criteria

Please specify the criteria with which you would like to generate the report.

Program	My Health LA
Organization	Department of Health Services
Location	ALL
Application Types	All Applications
Assistor	ALL

Generate Report

One-e-App Program Metrics Report as of 8/7/2014 3:07 PM

Creation Date: 8/7/2014
Created By: Jorge Lopez - System Administrator

Note: The totals for variables when "No Program Filter" is selected may not equal the sum total when individual programs are selected, due to duplication of person or application counts.

Description	Aug '13	Sep '13	Oct '13	Nov '13	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14	Jun '14	Jul '14	Aug '14	Total
Applicants By Preliminary Eligibility Status														
Eligible	0	0	0	0	0	0	0	0	0	0	2	7	3	12
Ineligible	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Total	0	0	0	0	0	0	0	0	0	0	2	8	3	13
Applicants for Local Programs														
My Health LA	0	0	0	0	0	0	0	0	0	0	2	4	1	7
Healthy Kids	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	2	4	1	7
Ineligible Applicants														
My Health LA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Healthy Kids	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Statistical Reports include information on:

- Total Number of Applications Created
- Total Number of Individuals on Application
- Total Number of Individuals Applying for Coverage
- Total Number of Individuals Not Applying for Coverage
- Total Number of Applicants Preliminarily Eligible for MHLA
- Total Number of Disenrolled Individuals
- Total Number of Applications that Changed Medical Home

Medical Home Summary Reports

- Includes listing and total number of applications by Agency, Medical Home, and Application Disposition (Approved, Denied, Disenrolled or Pending).

Complete instructions on downloading and reading the Medical Home Summary Report see "Reading Medical Home and OEA Summary Reports" on the MHLA at: http://dhs.lacounty.gov/mhla. For access to the "For DHS and Community Partners" link use: Username: mhlacpp. Password: Lacounty1**.**

4. **Reset Application ID** – This feature will reset a Pending Status application and convert it to an In Progress status. This feature will not reset a submitted application. Enter the Application ID in the box below and click Reset.

Reset Application Status

Application Id : [   ]

Reset

5. **View Scanned Documents** – This link takes you to the Conduct Application Search feature. Conduct an application search. Below are three options to view application documents.

Submitted Applications

		Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID	Score	Notes	View Documents
☑	⊕	Jorge C	1/1/1980	Jorge Staff	7/24/2014	My Health LA	Fax	19002201420400628	31900201077204147	100.00		

Note: Each **R** indicates a renewal application.
Note: Each ◉ indicates a renewal application which has started and not completed through final eligibility review.
Note: Each 👓 indicates a link to view verification documents.
Note: Each ▨ indicates program closed application(s)/person(s).
Note: Each 🗋 is a link to a person's application summary.
Note: Each ⊕ is a link to add a person to the clipboard.
Note: Each ✎ is a link to application workflow history.
Note: Each ▨ indicates IDR pending application(s)/person(s).

Total number of applications in progress : 0
Total number of determined applications pending submission : 1
Total number of submitted persons : 1

Export Results to Excel
Add Notes | Search | View/Attach Scanned Documents
View Clipboard

[Next]

> **Three Options**
> 1. Click this icon and the uploaded/faxed documents appear.
> 2. Click hand icon and click on the green links on the next screen.

> 3. Checkmark the box and click on the link View/Attach Scanned Documents. You will be taken to the screen below.

Attach Scanned Documents to My One-e-App Application

You will need to provide several documents to verify the information you entered in your application. The *Attach Scanned Documents* will list the types of proof required for the person(s) entered into the system, based off of the information you entered into the system. You can upload scanned documents that will be electronically attached to your application. Please use the *Browse* button to locate the document and then the *Attach* button to upload the document to the system.

Maximum file size per upload: 7MB

Application ID: 19002201420400628

Select All Documents ☐

Select All Permanent Verification Documents ☐

Documents in this Upload	Person Name	Permanent Verification Documents	FAX 07/24/2014
☐	Jorge C	Proof of Identification	☑
☐	Jorge C	My Health LA Rights & Declarations	☑

Select All Temporary Verification Documents ☐

Documents in this Upload	Person Name	Temporary Verification Documents	FAX 07/24/2014
☐	Jorge C	Proof of Income	☑
☐	Jorge C	Proof of County Residency	☑

[   ] [Browse...] [Attach]

Merge and View attached documents | [   ] | **Print Document Cover Sheet**

View Application Summary
| **Get Help**   [Next]

> Click on the green link to see the application's documents. The link displays the date and whether the documents were uploaded or faxed.

6. **View Notes** – This link takes you to the Conduct Application Search feature. Search for the application and once the application is found if you see the icon under Notes, there were notes created. You can view the notes through the View Application Summary, click on the Application ID.

Submitted Applications

		Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID		Score	Notes		View Documents
☐	✚	Isabel Allende	1/1/1980	Jorge Lopez	8/5/2014	My Health LA	Fax	19002201421600440	31900201056216147	⚑	100.00	📄	👆	N/A

This icon will show when there are notes. The user who created the note can click on the icon and see the note.

Any other OEA user can view the note through the View Application Summary feature. Click the Application ID.

This is a sample of the note in the View Application Summary.

Notes

Name	Notes
Isabel Allende	I am testing this feature.