

# Department Of Health Care Services

## Application Portal

### User: Frequently Asked Questions

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## What is Department Of Health Care Services (DHCS) Application Portal?

The DHCS Application Portal uses Microsoft Office 365 / Azure Active Directory (AAD) for providing access to DHCS Applications.

Users login to the DHCS Application Portal using their Microsoft Office 365 (AAD) account credentials or accept an invitation from the DHCS Directory Administrator.

## How can I prepare for the transition of PEDI application and CMSNet application to DHCS Application Portal?

**Provider Electronic Data Interchange (PEDI) Organizations** will need to make sure their users' emails listed on their accounts within PEDI are their AAD emails.

- Business-to-Consumer user emails within PEDI organizations are no longer allowed to be used to login. User emails will need to be updated to Business-to-Business emails
  - Failing to update Business-to-Consumer will result in losing access to PEDI.
  - Example Business-to-Consumer emails: @gmail.com, @yahoo.com, @hotmail.com
- PEDI Organizations should collaborate with their internal IT department to establish which authenticator application will be used for the MFA login process and how a passcode will be received.

**Children's Medical Services Net (CMSNet) users** will need to make sure the email listed within CMSNet is the same as their AAD email.

- CMSNet users should collaborate with their internal IT department to establish which authenticator application will be used for the MFA login process and how a passcode will be received.

## How will I know my new access to the DHCS Application Portal is set up?

PEDI users will receive an invitation from Microsoft invitations on behalf of DHCS. Accept the invite to setup your MFA.

- Upon acceptance of the invitation from DHCS, the user will be prompted to login with the email affiliated with their PEDI account. The password will be your computer password. Once logged in the user will be prompted to set up their MFA.
- Before setting up your MFA, users should contact their internal IT department for guidance in using an authenticator application in accordance with your organization's protocols.

CMSNet users new to using the DHCS Application Portal will receive an invitation from Microsoft invitations on behalf of DHCS. Accept the invite to setup your MFA.

- Upon acceptance of the invitation from DHCS, the user will be prompted to login with their email affiliated with their CMSNet account. The password will be your computer password. Once logged in the user will be prompted to set up their MFA
- Before setting up your MFA, users should contact their internal IT department for guidance in using an authenticator application in accordance with your organization's protocols.

Existing CMSNet users using the DHCS Application Portal will not receive an invitation. Login as usual and find a new tile for CMS2020.

- If you currently login into DHCS Application Portal to access ServiceNow you will not receive another invitation.

## What new tiles should be on my DHCS portal dashboard?

PEDI tile example:



CMSNet tile example:



## What should I do if my email has changed?

Inform CMSNet Help desk when your email changes. If your email doesn't match our DHCS Active Directory you will lose access to the DHCS Application Portal.

## What to do if I forgot or need to reset my password?

Contact your internal IT help desk to assist with password issues. The same login credentials used to log into your computer is being used to log into the DHCS Application Portal.

## Who will be given access to DHCS Application Portal?

PEDI users who have a business-to- business email registered within PEDI portal and have an active PEDI status

CMSNet users who have an active CMSNet status

## Will I have the same access privileges to complete my workflow?

The changes being made do not impact user access privileges within the applications. Users will have the same access as they did before the MFA was implemented.



## Who can I contact if I can't access the DHCS Application Portal?

**PEDI users** should first contact your PEDI liaison to ensure your account is active within PEDI portal. Contact the CMSNet Helpdesk at [CMSHelp@dhcs.ca.gov](mailto:CMSHelp@dhcs.ca.gov) if your account is active in PEDI.

**CMSNet users** should contact the CMSNet Help Desk through ServiceNow.