



RSA Adaptive Authentication Registration Guide For DMH Contracted Providers

Purpose

DMH is migrating to RSA Adaptive Authentication (RSA AA), a new secure remote access service, which will replace the hard token/fob and fixed password (aka soft token) that is currently utilized by the trading partners to access the IS, AB109, DTA, Internet Reports, OMA, OTAR, PEI-OMA and SRTS.

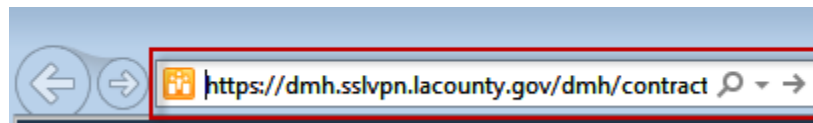
Instructions – Resetting Your Password

First time users will be required to initiate a password reset for your RSA AA account by calling the County’s Internal Services Department Customer Assistance Center (ISD CAC). ISD CAC is available 24/7.

1. Please call the ISD CAC at (562) 940-3305.
2. Press 2 – (You are a Contractor).
3. Enter the numeric portion of your Contractor ID followed by the # sign (e.g. 123456#).
4. Press 4 – (You need help on all other issues) and wait to speak to an ISD CAC Analyst.
5. Explain to the Analyst that you are a DMH Contractor and need your RSA AA password reset. You may be required to provide the RSA AA URL: dmh.sslvpn.lacounty.gov/dmh/contractor.
6. The Analyst will walk you through resetting your password.
7. Proceed to Instructions – Registering Your RSA AA.

Instructions – Registering Your RSA AA

1. Click on the following URL or copy and paste it into the Internet Explorer address bar:
<https://dmh.sslvpn.lacounty.gov/dmh/contractor>



2. Enter your “C” number username (e.g. C456789) and password.


Los Angeles County
Mental Health SSLVPN

c+ContractorID

Hosted Password

By logging on using
Confidentiality of
off hours.

3. You will be re-directed to the “Security Enhancements” page if you have successfully logged in.
4. Please read the Security Enhancements below and click “Continue”.

SECURED BY


Security Enhancements


Please note: To further protect the security of your information on our website, we've made some changes to our account login.

Let us know it's really you - If you sign in from a computer we do not recognize, we will verify your identity using the information that you provide in the following screens.

What are the next steps?

- ▶ Select and answer 3 challenge questions.
- ▶ Register your computer.
- ▶ Confirm your settings.

5. Please select 3 challenge questions and type an answer for each question. (**Do Not Forget Your Answers**) Once you have selected three questions and answers please click “Continue”.

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Select and Answer your Challenge Questions

If you sign in from a computer we do not recognize, you will be asked to answer challenge questions. [How does it work?](#)

Select and answer 3 challenge questions * = Required Fields

Note: Your answers should be no more than 30 characters (no symbols)

Question 1 :

* - Please select a challenge question -

Answer:

Question 2 :

* - Please select a challenge question -

Answer:

Question 3 :

* - Please select a challenge question -

Answer:



- Review your security questions and answers to ensure spelling and content accuracy. Click **“Update your Settings”** if any changes are required.

Confirmation
You have successfully set up the following login information:

Challenge Questions

Question 1: What is your best friend's first name?
Answer: [REDACTED]

Question 2: What was the nickname of your grandfather?
Answer: [REDACTED]

Question 3: What was your favorite restaurant in college?
Answer: [REDACTED]

Would You Like Us to Remember this Computer? [Learn More](#)

Yes. I plan to use this computer in the future to access my account.

No. This is a public computer or one I do not plan on using often to access my account.

- Select **“No”** and click **“Finish”**.
- You will be redirected back to the log in page below. Please type your **“C”** number username (e.g. C456789) and password.

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9. You will now be asked to verify your identity. The challenge question will vary from the 3 questions you've selected during the registration process. Click "Continue".

SECURED BY

Identity Verification

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Answer Challenge Question * = Required Fields

What is your best friend's first name?

(Not case sensitive)

Would You Like Us to Remember this Computer? [Learn More](#)

Yes. I plan to use this computer in the future to access my account.

No. This is a public computer or one I do not plan on using often to access my account.

10. You will be re-directed to the DMH SSL VPN portal page in which you can then select the appropriate application. Each URL will require individual security rights to access the application.

Welcome to the Secure Access SSL VPN, [REDACTED]

Web Bookmarks

- [AB109 Post-Release Community Supervision \(PRCS\) Provider Outcome](#)
- [Internet Reports Application](#)
- [Outcomes Measures Application \(OMA\)](#)
- [Outpatient Authorization Request System \(OTAR.NET\)](#)
- [Prevention & Early Intervention Outcome \(PEI-OMA\)](#)
- [Service Request Tracking System \(SRTS\)](#)
- [Integrated System \(IS\)](#)
- [Day Treatment Authorization System](#)



Instructions – Resetting Your Security Questions and Answers

Users will be required to contact ISD CAC if issues with security answers occur.

1. Please call the ISD CAC at (562) 940-3305.
2. Press 2 – (You are a Contractor).
3. Enter the numeric portion of your Contractor ID followed by the # sign (e.g. 123456#).
4. Press 4 – (You need help on all other issues) and wait to speak to an ISD CAC Analyst.
5. Explain to the Analyst that you are a DMH Contractor and need your RSA AA security questions reset. If asked, the RSA AA URL is: dmh.sslvpn.lacounty.gov/dmh/contractor. You may be required to re-register your RSA AA account; if so, please follow **Instructions – Registering Your RSA AA** on page 1 of this document.