



Digital Certificate Management - Initial Installation Guide

Integrated Behavioral Health Information Systems (IBHIS) Project

Los Angeles County Department of Mental Health Chief Information Office Bureau Project Management Division Integration Section

Version 1.0

04/02/2014

DOCUMENT REVISION HISTORY

Version	Release Date	Revised by	Comments/ Indicate Sections Revised
Release Version 1.0	04/02/2014	DMH Integration Team	Separated document from TPA User Manual. Added a Note to address the 48 hour turnaround time to establish interface access.



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A. DIGITAL CERTIFICATE (KEY) – ASSIGNMENT PROCESS TEST and PRODUCTION

This document describes the process by which Trading Partners are to install and configure their assigned Digital Certificate (Key) for data exchange with the Los Angeles County Department of Mental Health. For assistance with backing up or transferring digital certificates to multiple systems please see the **Digital Certificate Management – Back up and Configuration Guide**.

PLEASE NOTE:

The following instructions should be performed on the system that will be connecting to DMH.

Currently, Internet Explorer versions 8 through 11 are the only supported browsers for certificate installation. For IE versions 10 and 11, “Compatibility View” must be enabled.

In order to successfully download/install the DMH Digital Certificate, your computer must have Active-X enabled/installed. If the system does not meet the above conditions, please contact your IT Support Group

A.1. Installing the Digital Certificate (Key)

Obtaining the Enrollment Code

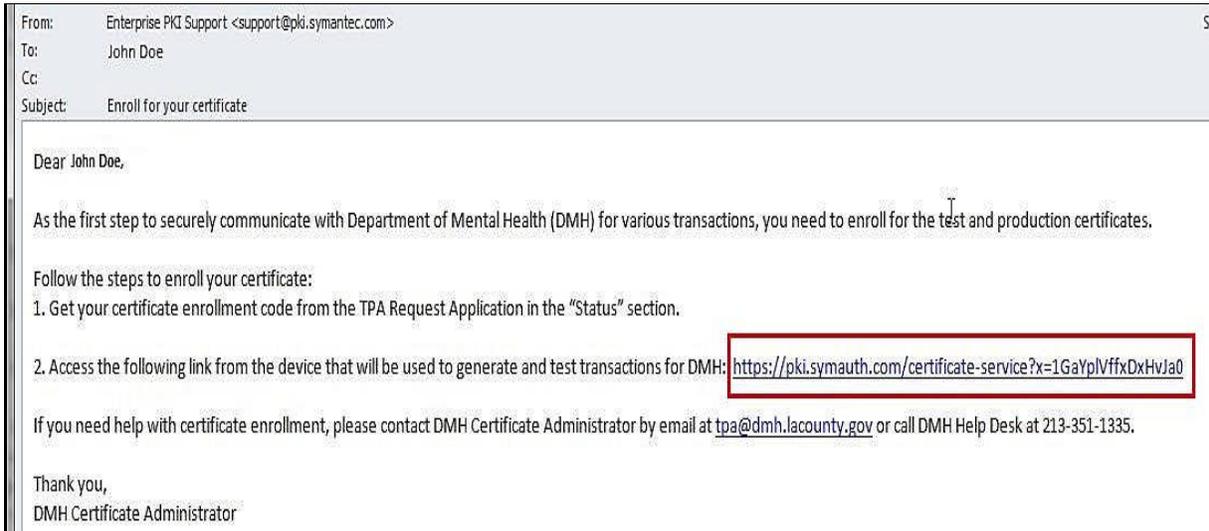
In order to download the organizations certificate, an enrollment code is provided by DMH. This enrollment code can be obtained from the TPA Request Application by clicking on the following link: <https://extra.dmh.lacounty.gov/TPARequest/Security/SignIn.aspx>. Once logged into the TPA Application, Navigate to the **Status** page, and locate enrollment code. Please note this code as it is used subsequently in your installation process.

NOTE: When a production certificate (key) is issued, the enrollment code will be updated.

Status	Date	Technician Assigned
Step 3 of 10 – Enrollment Code Added Note	1/13/2014 7:19 PM	CBolanos
Step 2 of 10 – Technician Assigned Note	1/13/2014 7:18 PM	CBolanos
Step 1 of 10 – Supervisor Approval Note	1/13/2014 7:04 PM	
TPA Saved (Draft Mode) Note	1/13/2014 7:03 PM	

Downloading the Digital Certificate (Key)

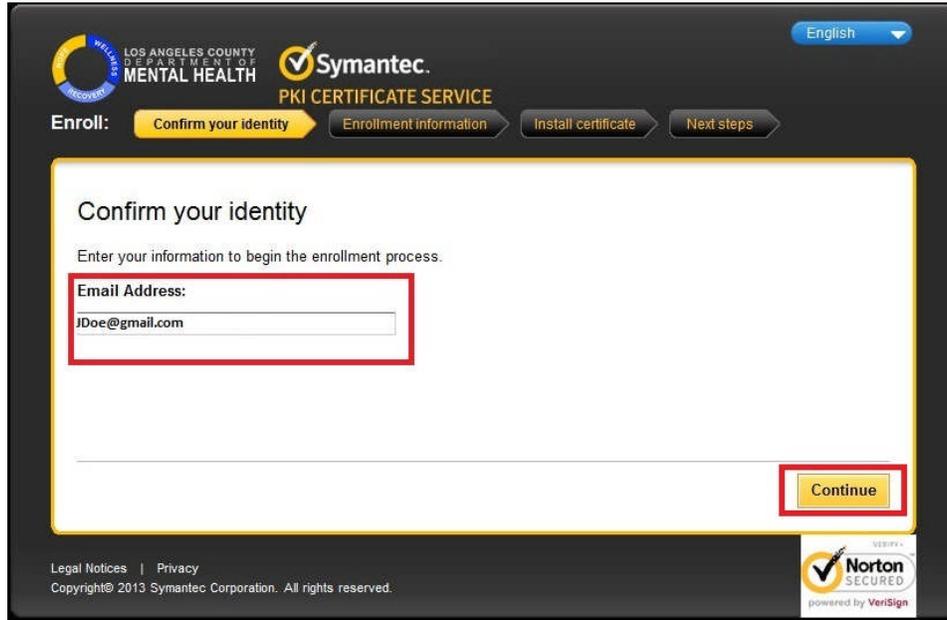
- The Symantec PKI System will send the IT Contact an e-mail notifying the digital certificate (key) issued to the organization is ready for pick-up. Please note this e-mail address is indicated during the TPA process.
- Open the link provided in the email sent from Enterprise PKI Support using Internet Explorer.



- Symantec’s digital certificate **Enroll** page will be displayed.

To confirm your identity – enter your email address in the **Email Address** field. This should be the same e-mail provided in the TPA Request Form.

- Click **Continue**.



English

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Enroll: **Confirm your identity** Enrollment information Install certificate Next steps

Confirm your identity

Enter your information to begin the enrollment process.

Email Address:
JDoe@gmail.com

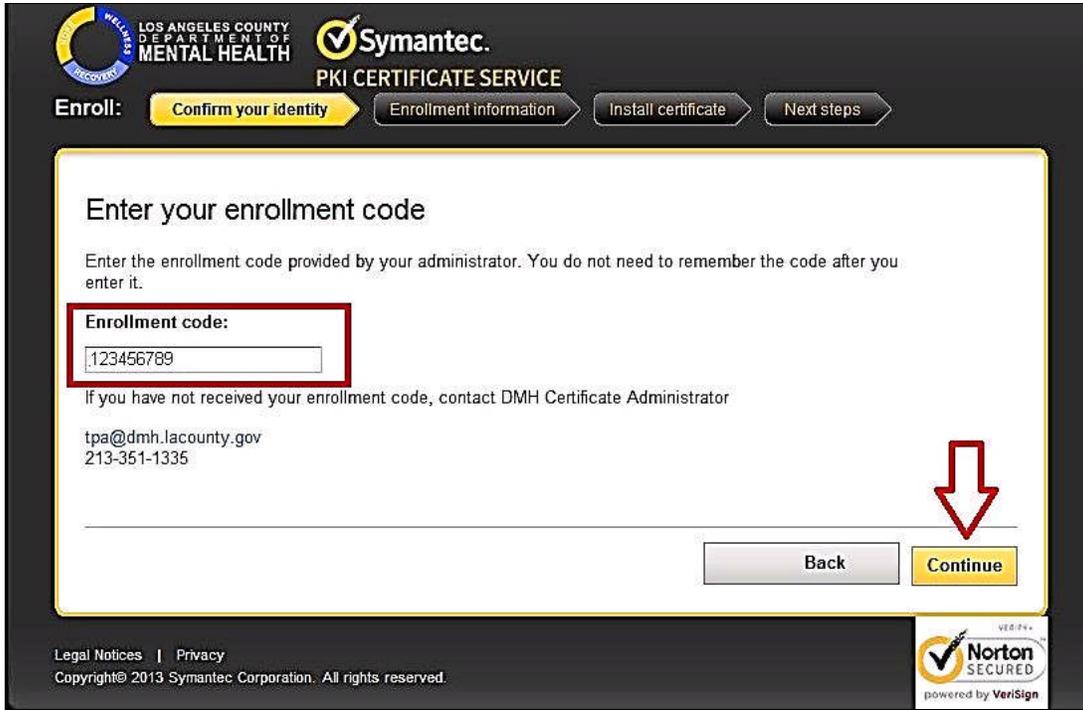
Continue

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Enter the **Enrollment Code** obtained from the TPA Request Application Status page.

- Click **Continue**.



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Enroll: **Confirm your identity** Enrollment information Install certificate Next steps

Enter your enrollment code

Enter the enrollment code provided by your administrator. You do not need to remember the code after you enter it.

Enrollment code:

If you have not received your enrollment code, contact DMH Certificate Administrator

tpa@dmh.lacounty.gov
213-351-1335

Back Continue

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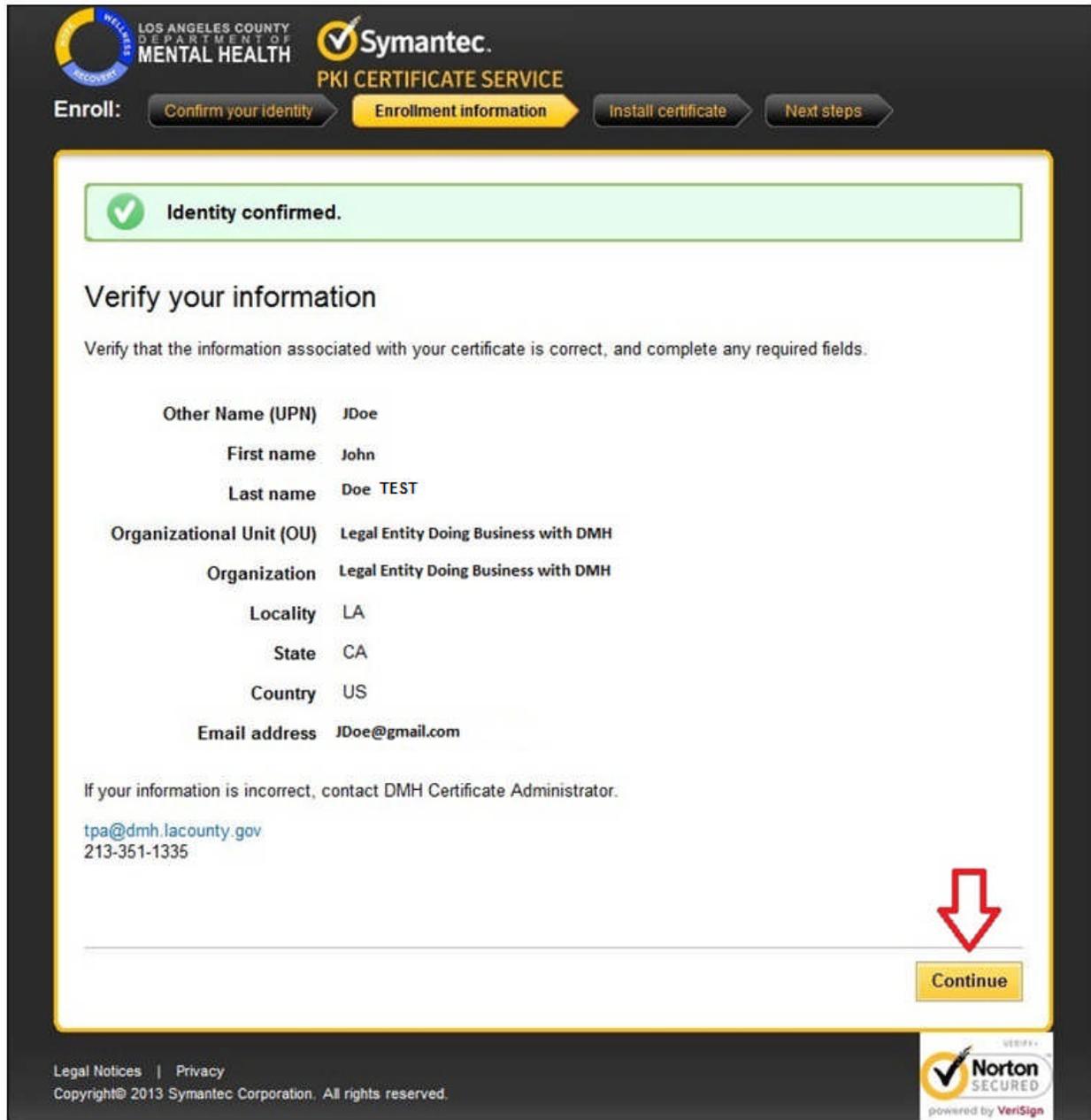
Once identity is confirmed. Please review and validate the information displayed. Click **Continue** if all the information provided is correct.

For changes, please contact LA County’s DMH Certificate Administrator at TPA@dmh.lacounty.gov.

Note:

The “TEST” suffix will be appended to the last name for test certificates.

The “PROD” suffix will be appended to the last name for production certificates.



Enroll: Confirm your identity | **Enrollment information** | Install certificate | Next steps

Identity confirmed.

Verify your information

Verify that the information associated with your certificate is correct, and complete any required fields.

Other Name (UPN)	JDoe
First name	John
Last name	Doe TEST
Organizational Unit (OU)	Legal Entity Doing Business with DMH
Organization	Legal Entity Doing Business with DMH
Locality	LA
State	CA
Country	US
Email address	JDoe@gmail.com

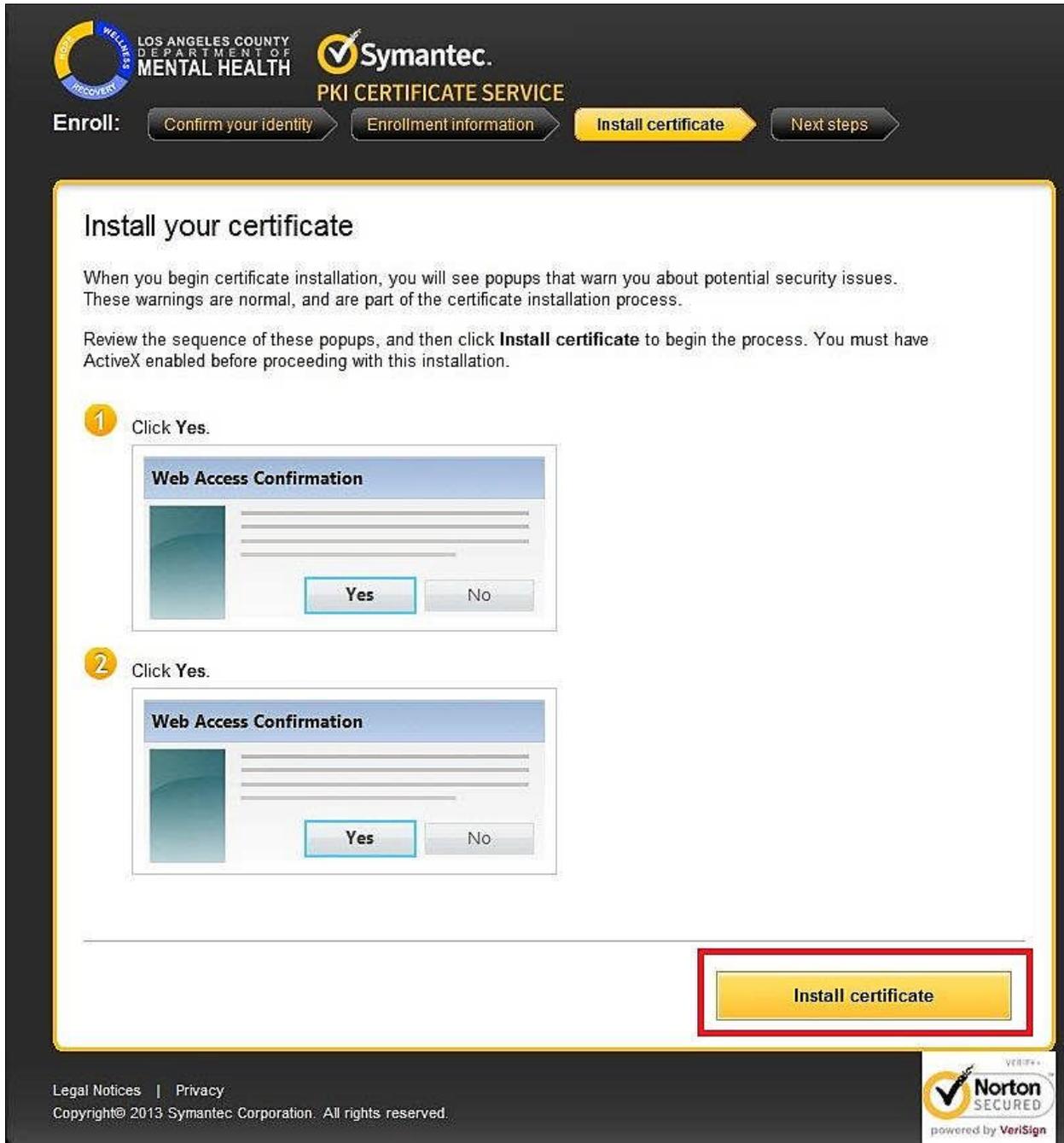
If your information is incorrect, contact DMH Certificate Administrator.
tpa@dmh.lacounty.gov
213-351-1335

Continue

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Click **Install certificate**.



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Enroll: [Confirm your identity](#) [Enrollment information](#) **[Install certificate](#)** [Next steps](#)

Install your certificate

When you begin certificate installation, you will see popups that warn you about potential security issues. These warnings are normal, and are part of the certificate installation process.

Review the sequence of these popups, and then click **Install certificate** to begin the process. You must have ActiveX enabled before proceeding with this installation.

- 1 Click Yes.

- 2 Click Yes.

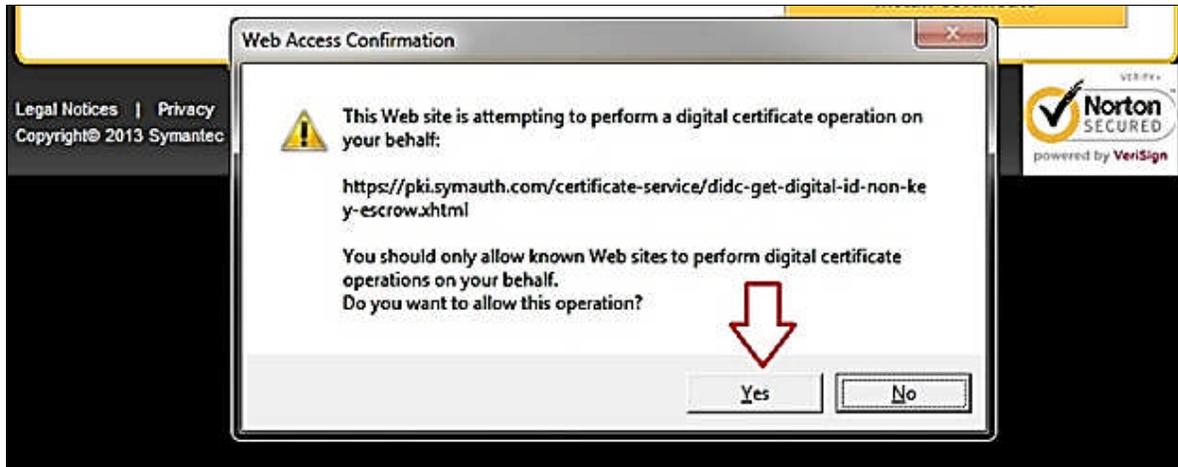

Install certificate

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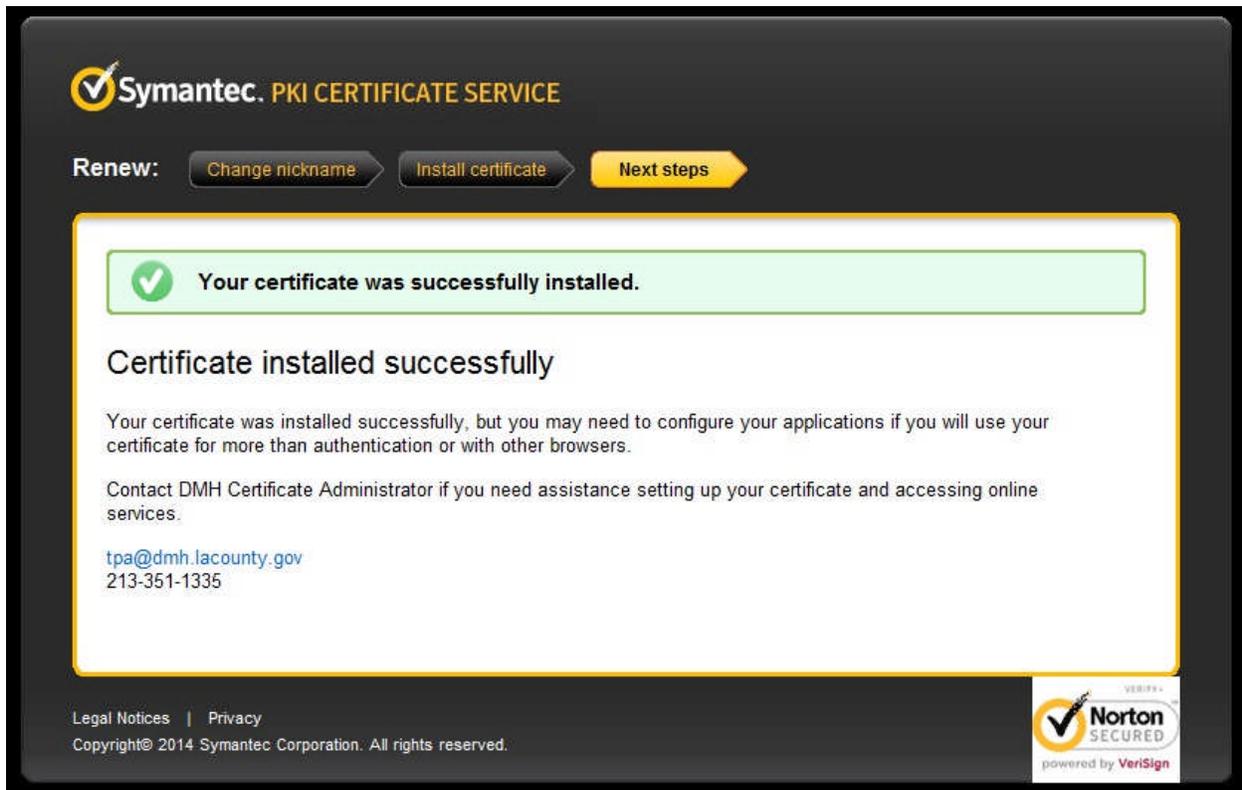
 Norton
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You will be prompted with a security warning asking whether you would like to allow the Symantec site to continue, to confirm, click **Yes**.

Note: The message below will appear twice. When prompted again, click **Yes** to proceed.



Upon successful installation, the following message will appear.



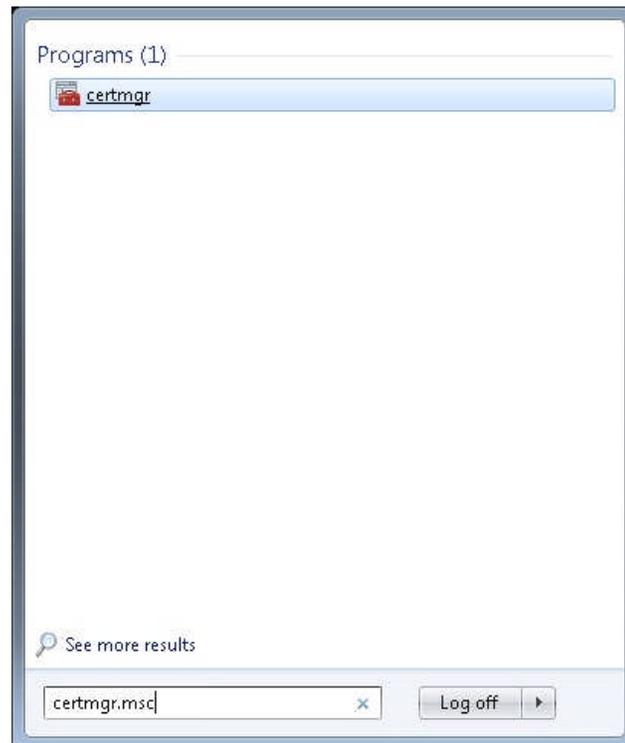
A.2. Configuring Los Angeles County Department of Mental Health Certificate Authority

After initial installation the Los Angeles County Department of Mental Health CA is not recognized as a public trusted certification authority.

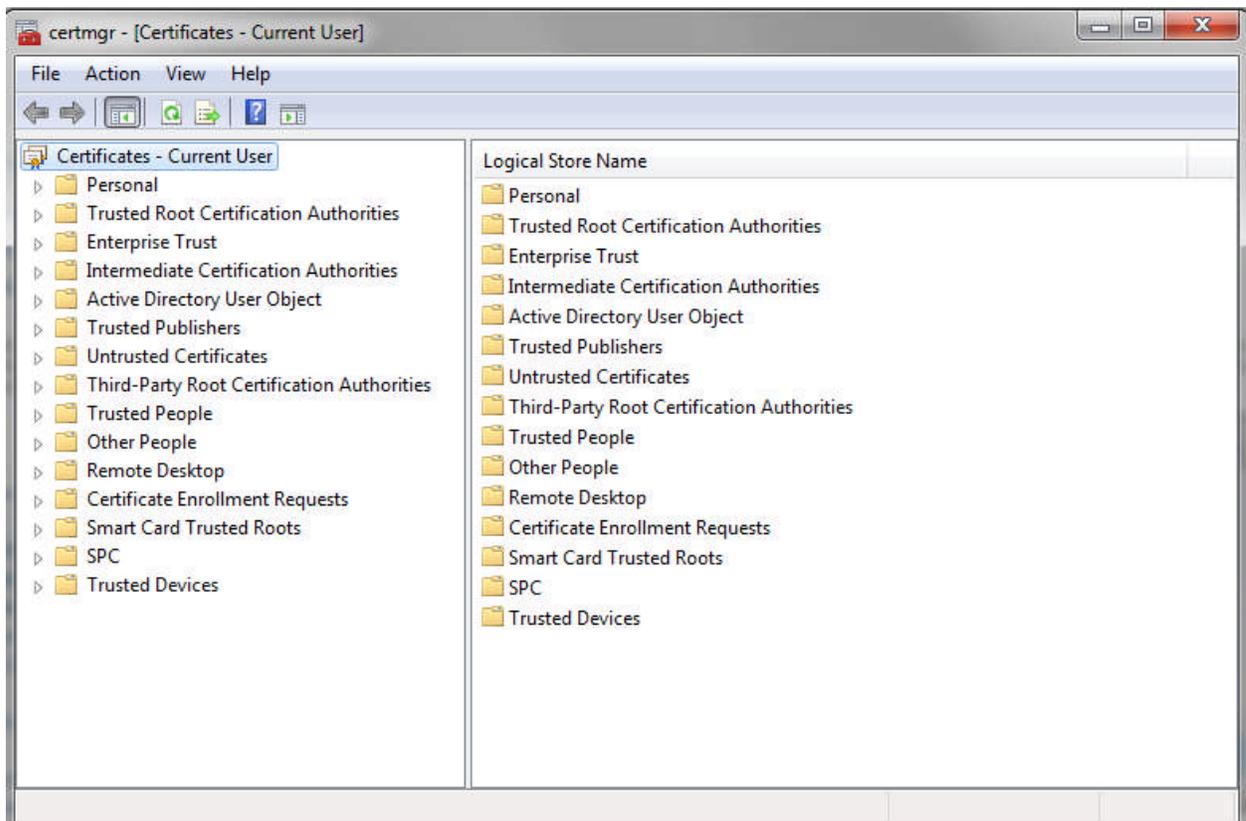
The following steps will configure the Los Angeles County Department of Mental Health CA as a Trusted Root Certification Authority.

Open the Certificates Manager Console

For Windows XP or higher click the **Start → Run** and type **certmgr.msc** and press **Enter**.

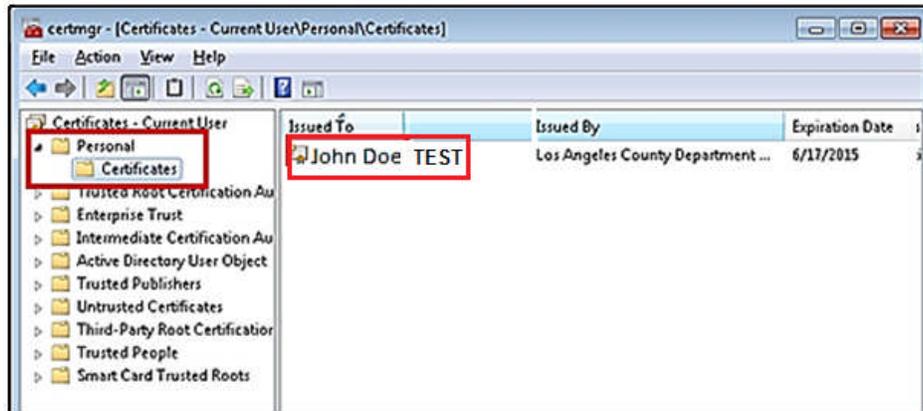


- The certificate manager console will appear.



1. Expand the **Personal store**.
2. Click on **Certificates** in the left pane.
3. The certificates contained should now appear on the right pane.
4. Open the certificate by double clicking the certificate issued.
5. The certificate is named after the **Authorized Person** identified in the TPA Request Application.

In the example below the certificate has been issued to John Doe.



The certificate properties window will appear.



1. Click the **Certification Path** tab.
2. Click the entry **Los Angeles County Department of Mental Health CA**.
3. Click **View Certificate**.



- This will open the certificate for the **Los Angeles County Department of Mental Health CA**
- Note the LACDMH CA Root certificate is not trusted.

4. Click **Install Certificate**.

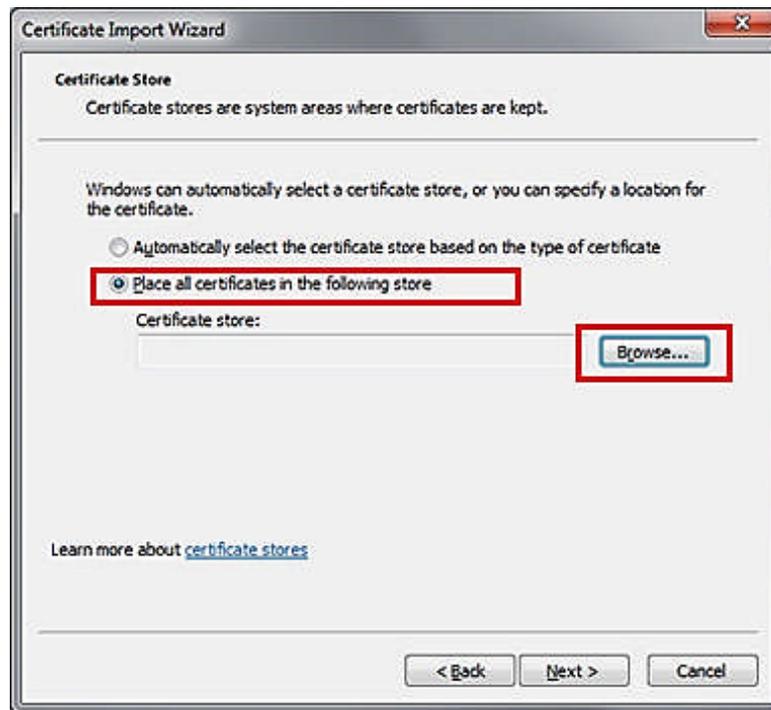


Importing the Certification Authority

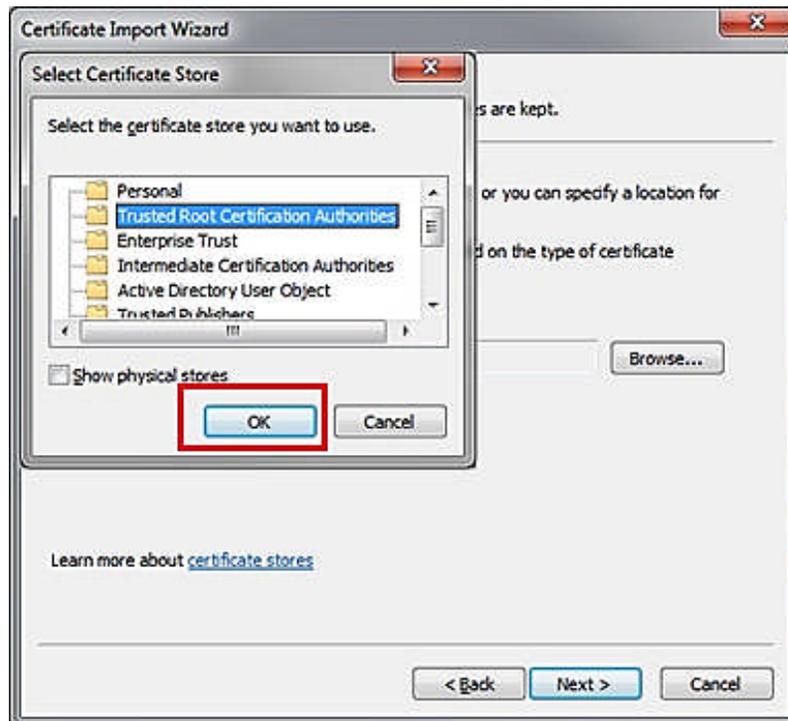
1. Click **Next**.



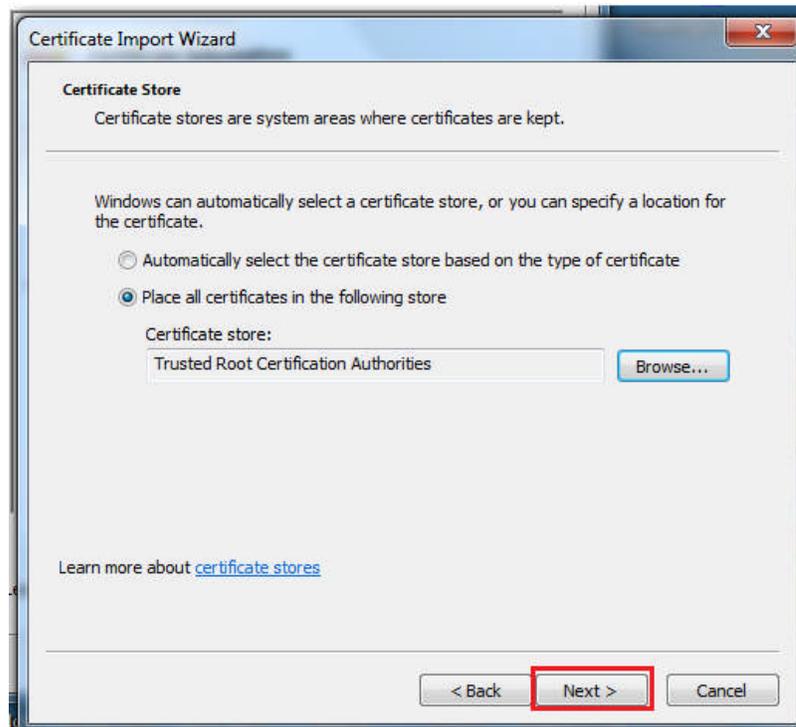
2. Select **Place all certificates in the following store** option.
3. Click **Browse**.



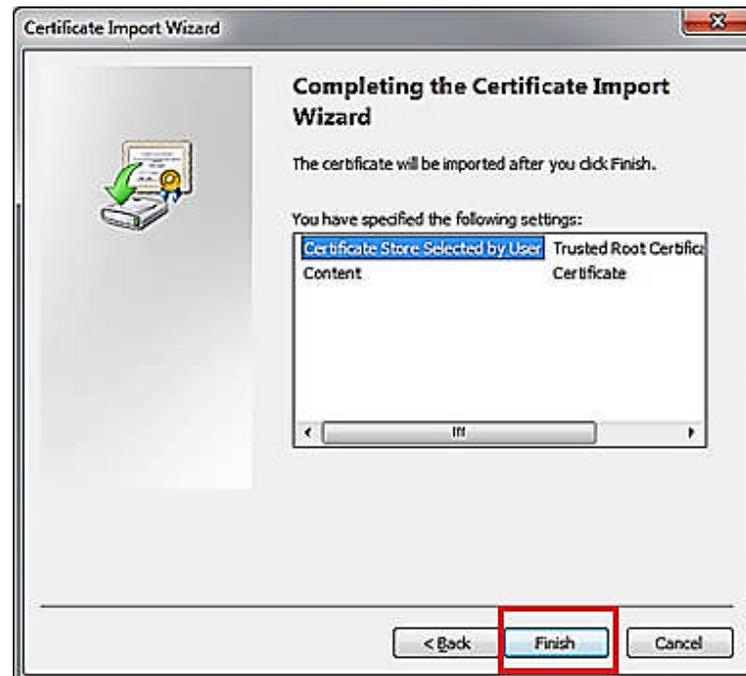
4. Select **Trusted Root Certification Authorities** folder.
5. Click **OK**.



6. Click **Next**.

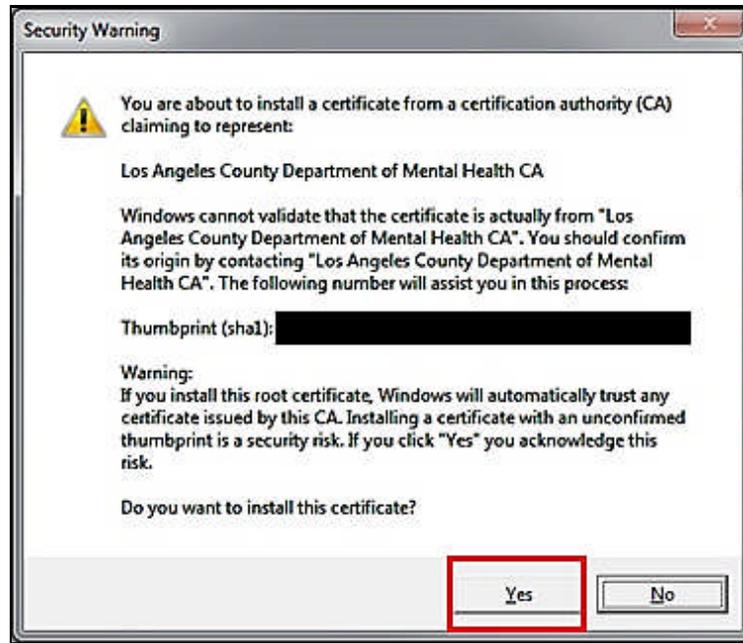


7. Click **Finish**.



The following warning should be displayed confirming that you are about to install the **Los Angeles County Department of Mental Health CA**.

- Click **Yes to proceed**.



The following message should display confirming "The import was successful".

- Click **OK**.



Verifying the installation

Return to the Certificates Manager Console and open the certificate by double clicking the name under **Issued To**.



This icon  should display next to the Certificate Information section. The system should now trust the **Los Angeles County Department of Mental Health CA** and any certificates issued by it.

Next Step: Test Connectivity with DMH.

Additional Guides for reference are:

- For documentation on exporting and or backing up certificates, refer to “Digital Certificate Management – Back up and Configuration Guide”.
- For documentation on connectivity testing, refer to “IBHIS Secure File Exchange Instructions”.

Contract Providers: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htmNetwork

Network Providers: http://lacdmh.lacounty.gov/hipaa/ffs_IBHIS_EDI_Guides.htm

NOTE:

ONCED CERTIFICATE HAS BEEN INSTALLED, PLEASE ALLOW UP TO 48 HOURS PRIOR TO TESTING CONNECTIVITY WITH DMH

Certificates are valid for 2 years. The Symantec MPKI system will send weekly reminders for the month prior to expiration, to the IT Contact email registered in the Trading Partner Agreement Application.