



Trading Partner Agreement (TPA) Request Application – User Manual

Integrated Behavioral Health Information Systems (IBHIS) Project

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

Version 1.2

10/02/2013



DOCUMENT REVISION HISTORY

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DRAFT	09/05/2013	DMH Integration Team	Draft Version of User Manual
Release Version 1.0	09/16/2013	DMH Integration Team	Release Version
Release Version 1.1	09/18/2013	DMH Integration Team	Addition of IBHIS Enrollment Section and other minor changes
Release Version 1.2	10/02/2013	DMH Integration Team	Addition of IE10 compatibility release; Additional instructions regarding Active-X plug-in to download Digital Key.



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A. INTRODUCTION

A.1. Purpose

The purpose of this application is to manage the process of electronically collecting Trading Partner Agreement (TPA) forms, and pertinent information, from Legal Entities and Network Providers who will be exchanging information with the Department of Mental Health (DMH) via Electronic Data Interchange (EDI) for the Integrated Behavioral Health Information System (IBHIS). Those with a current TPA for electronic data exchange with the Integrated System (IS) and those who have never completed a TPA for data exchange with the IS must complete a TPA to initiate the credentialing process for electronic data exchange with the IBHIS.

A.2. Overview

There are many benefits the use of this Application provides; the following are some:

- With this “electronic” process, you will not submit paper forms.
- Contract Providers (CPs) will be able to download, sign, scan and upload their TPAs.
- CPs will be notified via emails regarding the submission and approval of their respective TPAs.
- Instead of calling the Helpdesk, CPs will be able to view their status throughout the credentialing process.
- DMH staff members will be able to track the credentialing process status of all CPs.

B. IBHIS Enrollment

The purpose of Integrated Behavioral Health Information System (IBHIS) Enrollment is so that Trading Partners can start the IBHIS Electronic Data Interchange (EDI) Process with the Department of Mental Health (DMH).

The Legal Entity and Network providers must submit and receive transactions for claiming services in accordance with their DMH Agreement. For EDI, providers are required to exchange transactions via an Electronic File Transfer (EFT) method. The requirements for this method are included in the **Trading Partner Agreement (TPA)**.

To enroll in the EDI process, Legal Entity and Network providers must complete a TPA request online.

B.1. Accessing the TPA Request Application

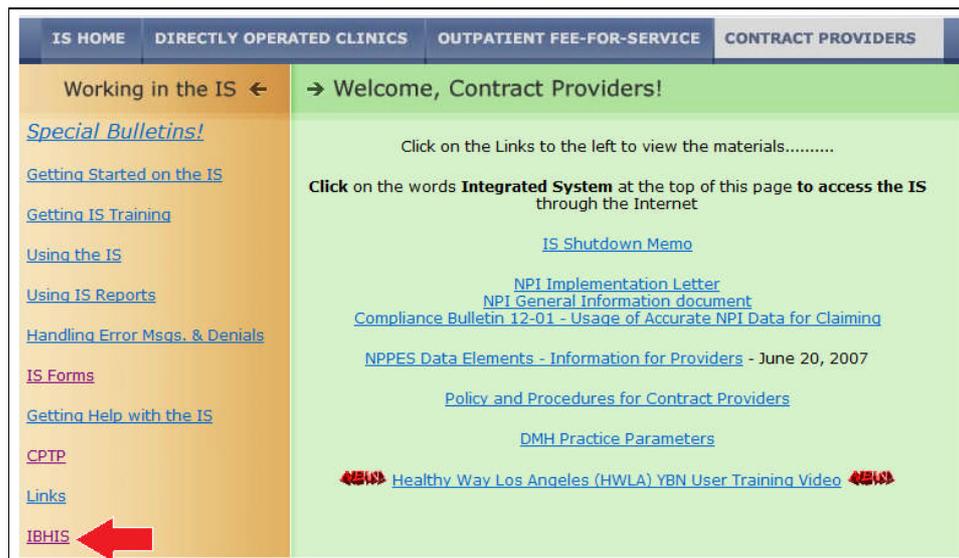
1. Access the **IBHIS Website** by clicking or typing the following URL in your browser:
<http://lacdmh.lacounty.gov/hipaa/index.html>
2. From the home page, choose one the following appropriate actions:

For Legal Entity providers:

- 1) Click the **Contract Providers** tab.



- 2) Click the **IBHIS** link.



For Network providers:

- 1) Click the **Outpatient-Fee-For Service** tab.

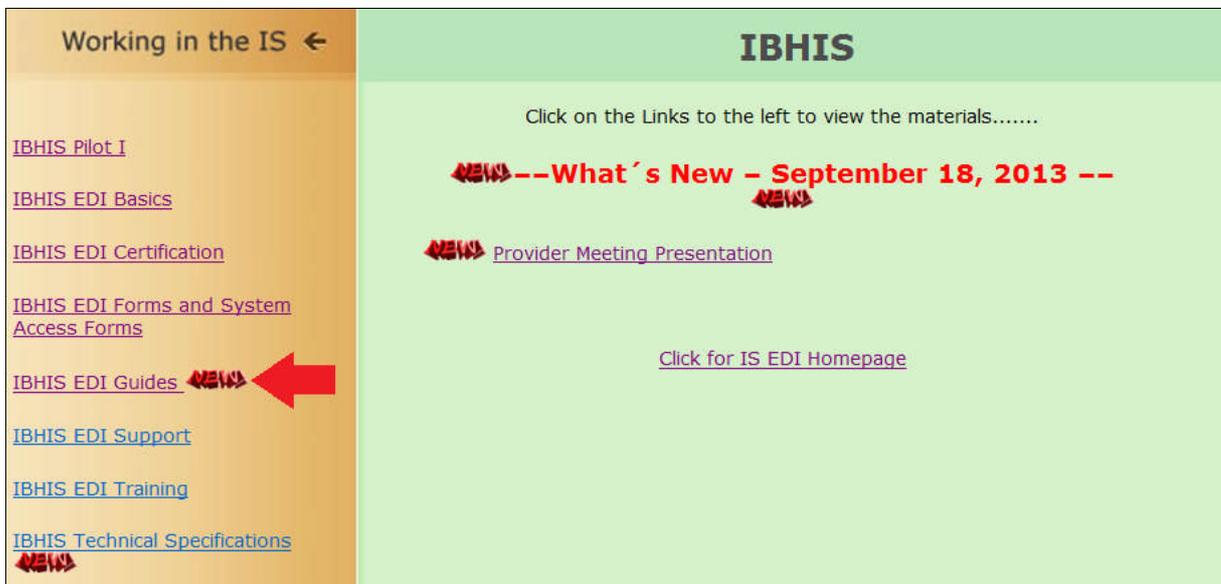


- 2) Click the **IBHIS** link.



For Legal Entity and Network providers:

1. From the IBHIS page, click the **IBHIS EDI Guides** link.



2. Click the **TPA Application Link**.





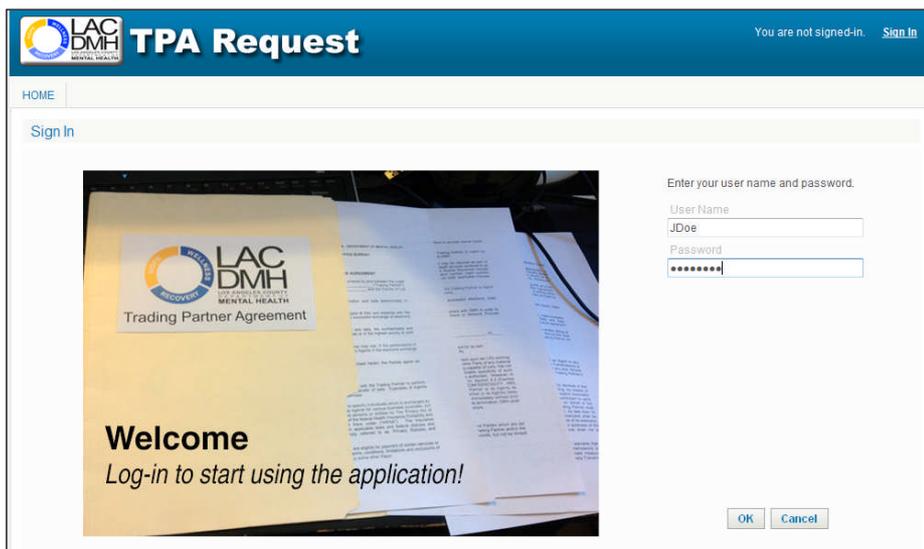
C. TPA PROCESS

NOTE: This system is designed for Internet Explorer browser (VERSIONS 7, 8, 9 and 10). Users experience may vary with other browsers (e.g. Safari, FIREFOX, CHROME, etc.)

C.1. Login into the TPA Request Application

1. Log into the application by entering your **User Name** and **Password**.
2. Click **OK**, or hit Enter.

NOTE: The user name and password is the same used to login to the Integrated System (IS). If you do not know your IS User Name and Password, please contact the DMH helpdesk to reset it at (213) 351-1335.



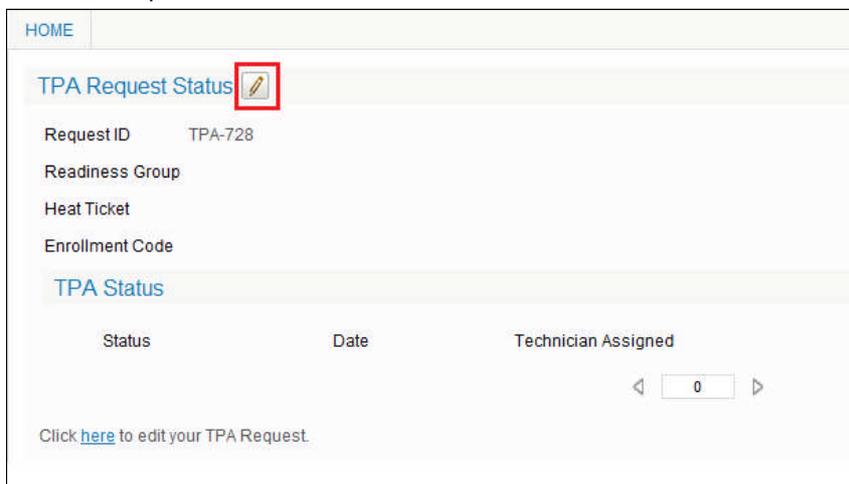
Note: Only one (1) TPA Request may be submitted per Trading Partner.

Once you are logged in:

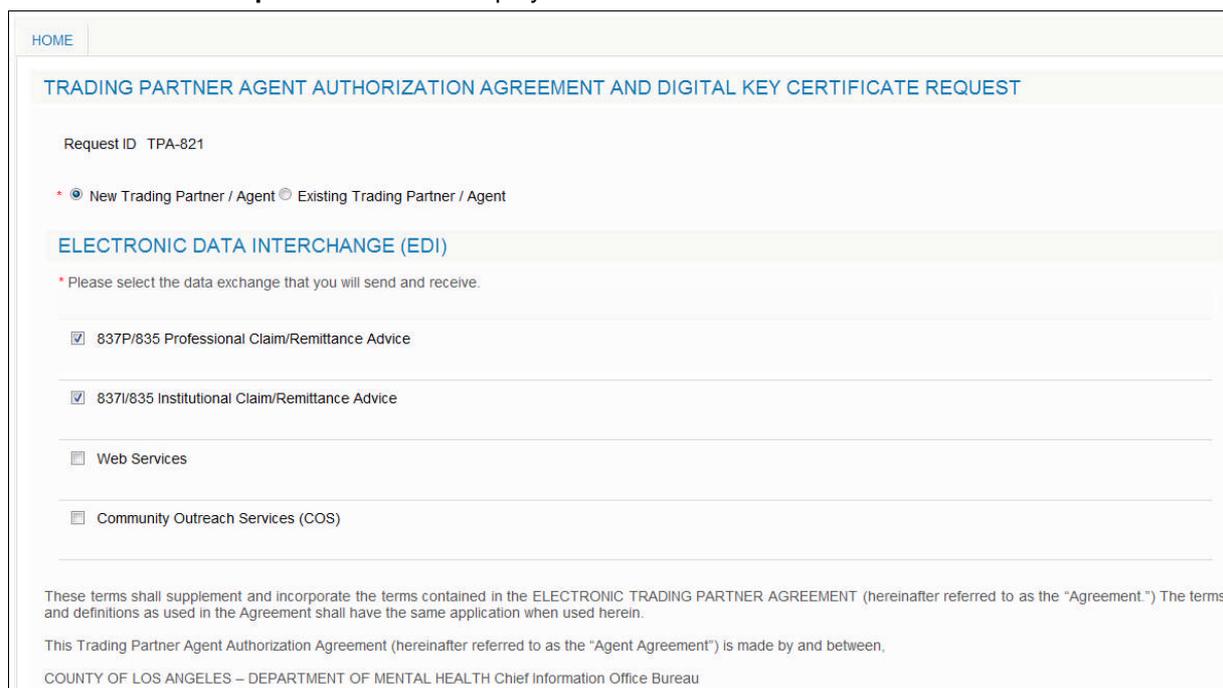
Step 1- For a Legal Entity and Network Providers (associated to one (1) provider): The **TPA Request Status** page will be displayed.

Note: For Network Providers associated to multiple providers, skip to Step 1a.

- To start the TPA request, click the  Edit Icon.

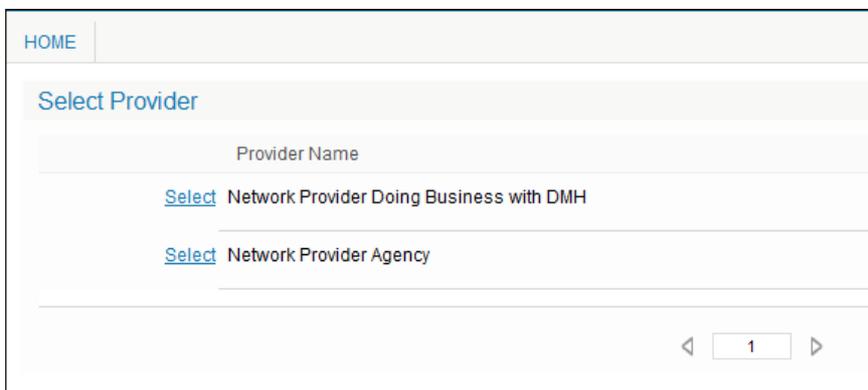


- The **TPA Request** form will be displayed.

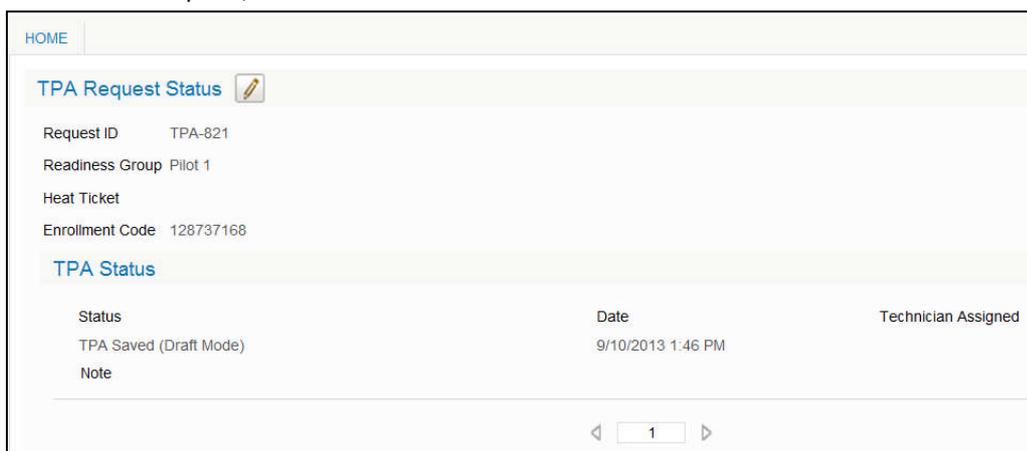


Note: Legal Entity and Network Providers associated to one (1) provider, skip to Section B2.

Step 1a- For Network Providers (with multiple providers): The **Select Provider** page will be displayed. You will have the option to select the provider you wish to create the TPA request for.



- To start the TPA request, click the  Edit Icon.



Status	Date	Technician Assigned
TPA Saved (Draft Mode)	9/10/2013 1:46 PM	Assigned
Note		



- The **TPA Request** form will be displayed.

HOME

TRADING PARTNER AGENT AUTHORIZATION AGREEMENT AND DIGITAL KEY CERTIFICATE REQUEST

Request ID TPA-821

* New Trading Partner / Agent Existing Trading Partner / Agent

ELECTRONIC DATA INTERCHANGE (EDI)

* Please select the data exchange that you will send and receive.

837P/835 Professional Claim/Remittance Advice

837I/835 Institutional Claim/Remittance Advice

Web Services

Community Outreach Services (COS)

These terms shall supplement and incorporate the terms contained in the ELECTRONIC TRADING PARTNER AGREEMENT (hereinafter referred to as the "Agreement.") The terms and definitions as used in the Agreement shall have the same application when used herein.

This Trading Partner Agent Authorization Agreement (hereinafter referred to as the "Agent Agreement") is made by and between,

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH Chief Information Office Bureau



C.2. Create Request

Step 1- Fill out the TPA Form:

1. Select whether you are a New Trading Partner / Agent or an Existing Trading Partner / Agent.

TRADING PARTNER AGENT AUTHORIZATION AGREEMENT

Request ID TPA-821

* New Trading Partner / Agent Existing Trading Partner / Agent

Electronic Data Interchange (EDI)

2. Select the data interchange that applies to you (more than one may be selected).

ELECTRONIC DATA INTERCHANGE (EDI)

* Please select the data exchange that you will send and receive.

837P/835 Professional Claim/Remittance Advice

837I/835 Institutional Claim/Remittance Advice

Web Services

Community Outreach Services (COS)



Trading Partner Information (* indicates information is required)

3. **Trading Partner Type:** Select whether you are a Legal Entity or a Network Provider.
4. **Legal Entity / Network Provider Name:** This field will be pre-populated with the Legal Entity or Network Provider name. Verify that the information is correct.
5. **Legal Entity / Network Provider Number:** This field will be pre-populated with the Legal Entity or Network Provider number. Verify that the information is correct.
6. **Payee NPI Number:** This field must be a 10-digit number.
7. **DUNS Number:** This field must be a 9-digit number.
8. **Authorized Contact Name:** This field must be the name of the individual that is authorized to sign the Trading Partner Agreement.
9. **Authorized Contact Title:** This field must be the title of the individual that is authorized to sign the Trading Partner Agreement.
10. **Address:** This field must be the agency’s address.
11. **State:** This field must be the agency’s State.
12. **City:** This field must be the agency’s City.
13. **Zip:** This field must be the agency’s Zip.
14. **Telephone:** This field must be the Telephone of the individual who will install the Digital Key. Follow this telephone number format: 9999999999.
15. **Fax Number:** This field must be the Fax Number of the individual that will install the Digital Key.
16. **Email Address:** This field must be the e-mail of the individual who is responsible for downloading the IBHIS Digital Key in your organization. **Note:** The e-mail, you will provide, will be used to setup the profile, in order for your organization to receive Test and Production Digital Keys.

TRADING PARTNER INFORMATION

* indicates field is required.

* Trading Partner Type	<input type="text" value="Legal Entity"/>		
* Legal Entity Name	<input type="text" value="Legal Entity Doing Business with DMH"/>		
* Legal Entity Number	<input type="text" value="00999"/>		
* Payee NPI Number	<input type="text" value="9999999999"/>		
* DUNS Number	<input type="text" value="999999999"/>		
* Authorized Contact Name	<input type="text" value="John Doe"/>		
* Authorized Contact Title	<input type="text" value="CEO"/>		
* Address	<input type="text" value="1234 S. Lane Street"/>		
* City	<input type="text" value="Los Angeles"/>	* State	<input type="text" value="California"/>
		* ZIP	<input type="text" value="90099"/>
* Telephone	<input type="text" value="9999999999"/>		
Fax Number	<input type="text"/>		
* Email Address	<input type="text" value="JDoe@gmail.com"/>		

Step 2- Of the following; provide the information that is applicable to your request:

Billers Information, Clearinghouse Information, Software Vendor Information, Consultant Information, Trading Partner Business and/or Technical Information.

Trading Partner Business Contact: This is the section where you can submit contact of a person who is an expert in business operations at your agency.

Trading Partner Technical Contact: This is the section where you can submit information of a technical person at your agency.

- Click  to expand or collapse each section.

WHEREAS, DMH has authorized the Trading Partner and/or its Agent to submit and receive Data Transmissions in standardized electronic formats pursuant to the terms and conditions of the above-referenced Agreement, and

WHEREAS, the Trading Partner has specifically designated and authorized its Agent as identified specifically herein, to perform the above-referenced services on behalf of the Trading Partner and the Trading Partner acknowledges its willingness to be bound by the acts or omissions of said Agent,

NOW THEREFORE, by submitting this information and providing DMH with the requested information concerning the Trading Partner's designated Agent, the Trading Partner expressly acknowledges and agrees that it will be fully bound by the acts and omissions of its Agent and both Parties further acknowledge and agree that the terms of the above-referenced ELECTRONIC TRADING PARTNER AGREEMENT are applicable to any and all Data Transmissions and other transactions between DMH and the Trading Partner's Agent on behalf of the Trading Partner.

BILLER INFORMATION

IF CLEARINGHOUSE WILL BE USED FOR DATA INTERCHANGE, PLEASE COMPLETE THE FOLLOWING FIELDS:

CLEARINGHOUSE INFORMATION

IF SOFTWARE VENDOR WILL BE USED FOR DATA INTERCHANGE, PLEASE COMPLETE THE FOLLOWING FIELDS:

SOFTWARE VENDOR INFORMATION

IF CONSULTANT WILL BE USED FOR DATA INTERCHANGE, PLEASE COMPLETE THE FOLLOWING FIELDS:

CONSULTANT INFORMATION

By execution hereof by duly authorized representatives, acknowledge, agree to and shall be bound by all the conditions of this Agreement.

TRADING PARTNER BUSINESS CONTACT INFORMATION

Name

Title

Address

City State ZIP

Telephone

Fax Number

Email Address

TRADING PARTNER TECHNICAL / EDI CONTACT INFORMATION

Name

Title

Address

City State ZIP

Telephone

Fax Number

Email Address

Step 3- The signed TPA must be attached for the request to be processed. Follow the steps described below to download, print, sign, scan, and upload the original TPA form with your TPA request.

1. Click the word **here** to download the blank TPA form.
2. Print it, sign it, scan and save it to your PC in any convenient location.

NOTE: The person signing must have contract signing authority.

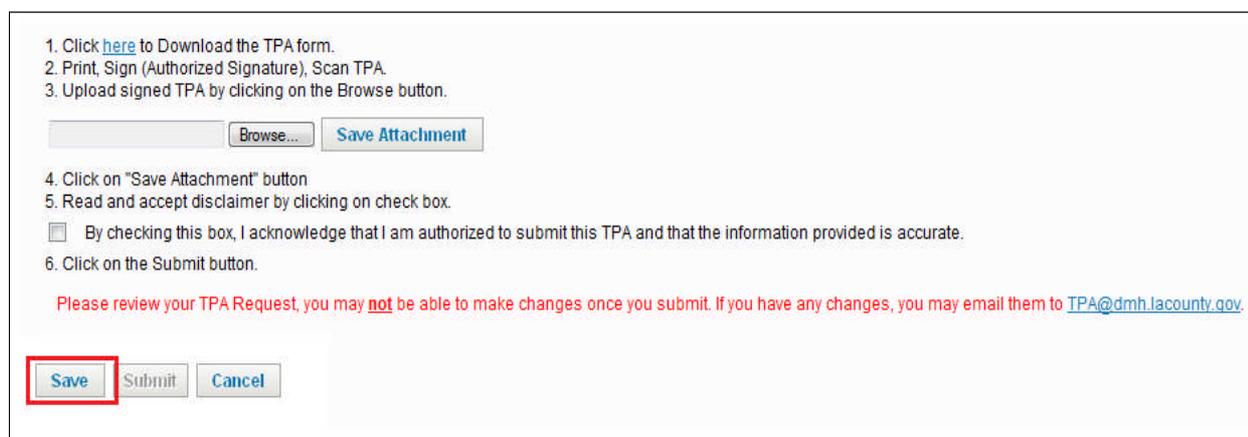
3. Click the **Browse** button to find the TPA document which you have saved in the step above, and select it.

NOTE: You may only save these file formats: PDF, JPG, PNG, BMP and/or Jpeg.

4. Click the **Save Attachment** button. You will get a confirmation notification that your file has been uploaded.
5. Click the check box to acknowledge that you have authority to submit the TPA and that all information is accurate.

C.3. Save/Draft Request

The TPA form may be saved until it is ready to be submitted by clicking the “**Save**” button, if needed.



1. Click [here](#) to Download the TPA form.
2. Print, Sign (Authorized Signature), Scan TPA.
3. Upload signed TPA by clicking on the Browse button.

4. Click on "Save Attachment" button
5. Read and accept disclaimer by clicking on check box.

By checking this box, I acknowledge that I am authorized to submit this TPA and that the information provided is accurate.

6. Click on the Submit button.

Please review your TPA Request, you may **not** be able to make changes once you submit. If you have any changes, you may email them to TPA@dmh.lacounty.gov.

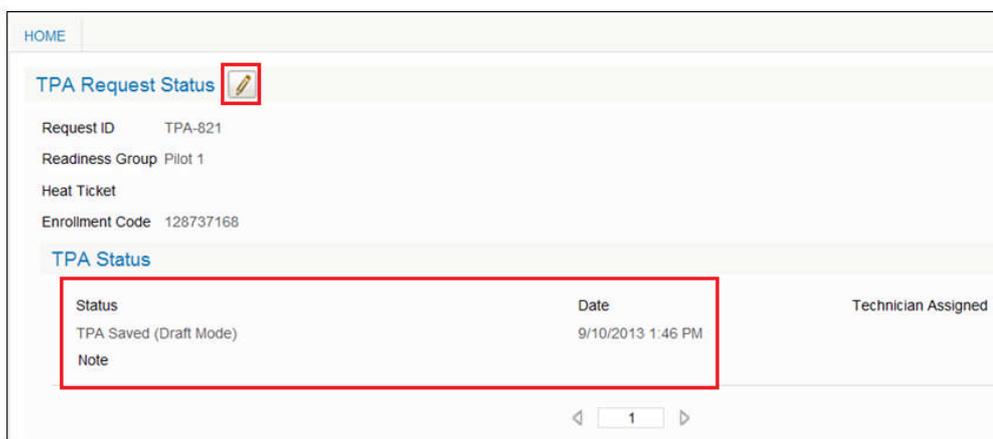
- Once the form has been saved, click the **Home** tab to be routed to the **TPA Status** page to view the status of your request.

Note: The next time you login to the system, you will be routed to **TPA Status** page.

C.4. Edit Request

While on Draft Mode, the edit icon will continue to be enabled, and the **TPA Status** will display “TPA Saved (Draft Mode)”.

To edit a TPA Request form while on Draft Mode, click the  icon. Make any necessary changes before submission.



The screenshot shows a web interface for 'TPA Request Status'. At the top left is a 'HOME' link. The main heading is 'TPA Request Status' with a red-bordered edit icon to its right. Below this, the following information is displayed:

- Request ID: TPA-821
- Readiness Group: Pilot 1
- Heat Ticket:
- Enrollment Code: 128737168

Below this information is a section titled 'TPA Status' containing a table:

Status	Date	Technician Assigned
TPA Saved (Draft Mode)	9/10/2013 1:46 PM	
Note		

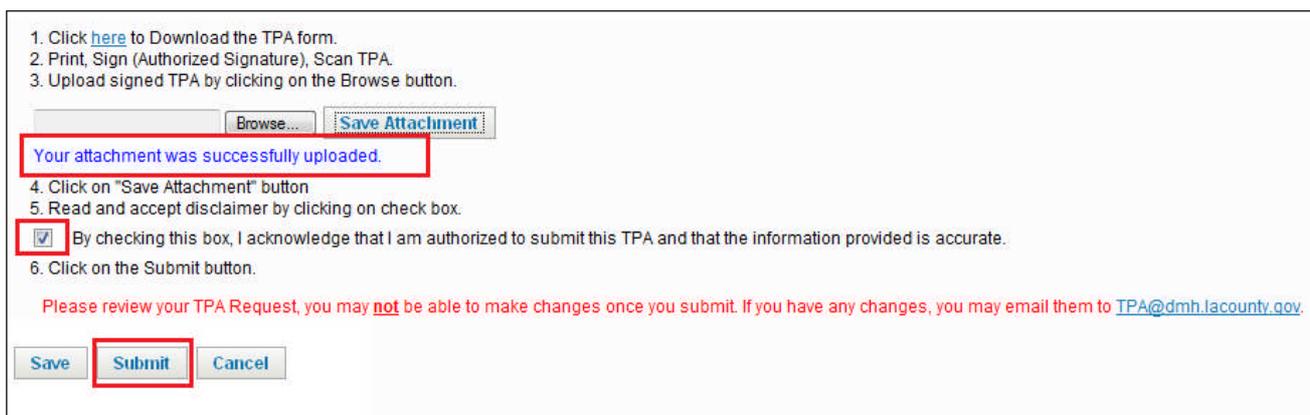
At the bottom of the table is a pagination control showing '1' between left and right arrow icons.

Note: Only one (1) TPA Request may be submitted per Trading Partner. Once the form has been submitted, during this process **you may NOT edit the information**. If you need to modify a TPA, you will need to e-mail changes to: TPA@dmh.lacounty.gov. You will receive confirmation when the change has been made.

C.5. Submit Request

Step 1- To submit the TPA Request form, complete the required information, ensure that the signed original TPA form is attached and the acknowledgment checkbox is selected.

- Once the acknowledgment checkbox is selected, the **Submit** button will be enabled.
- Click on the **Submit** button.



1. Click [here](#) to Download the TPA form.
2. Print, Sign (Authorized Signature), Scan TPA.
3. Upload signed TPA by clicking on the Browse button.

Your attachment was successfully uploaded.

4. Click on "Save Attachment" button
5. Read and accept disclaimer by clicking on check box.
 By checking this box, I acknowledge that I am authorized to submit this TPA and that the information provided is accurate.
6. Click on the Submit button.

Please review your TPA Request, you may **not** be able to make changes once you submit. If you have any changes, you may email them to TPA@dmh.lacounty.gov.

Step 2- Once the TPA form has been submitted, a confirmation page and TPA Request confirmation number will be displayed. Click the **OK** button to be routed to the TPA Status Page.



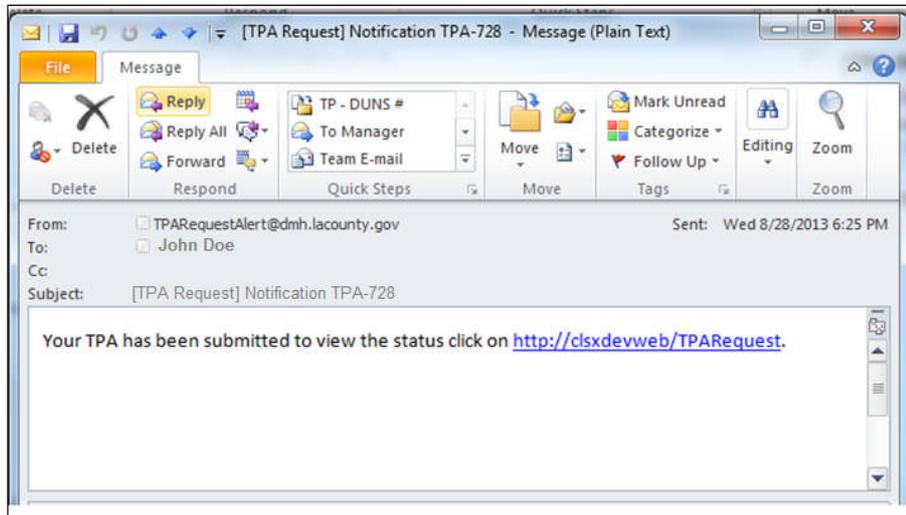
HOME

Trading Partner Agreement Sent

Your TPA Request ID is **TPA-821**. Please click OK to return HOME.



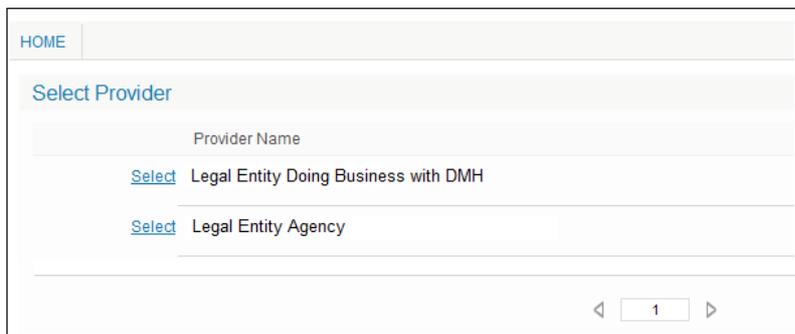
- After the TPA Request has been submitted an email notification will be sent to the individual submitting the TPA.



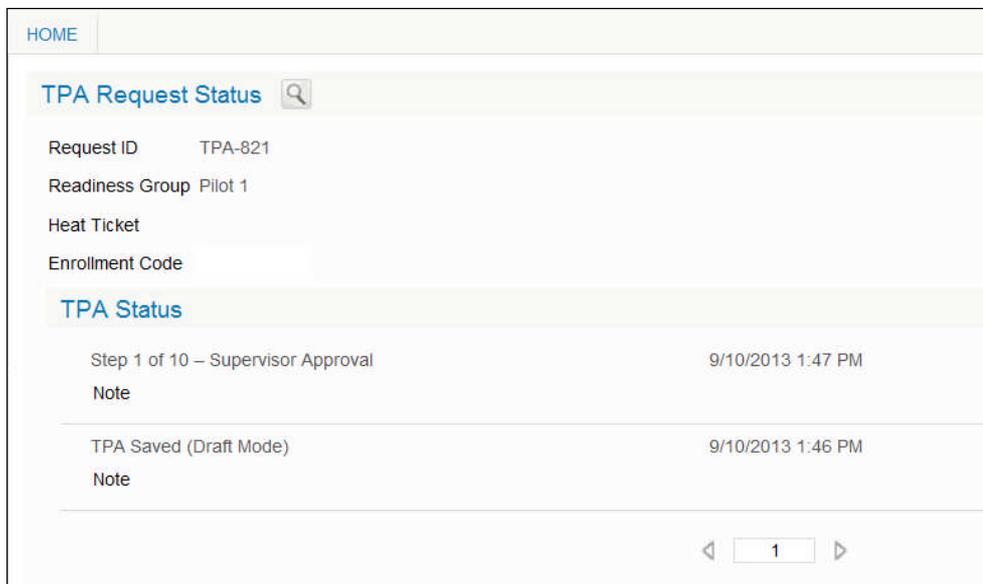
C.6. View Status of a Request

Step 1- To view the TPA status for a provider; select the provider you wish to see the status for.

Note: If you are only associated to one provider, skip to Step 2.



Step 2- The **TPA Request Status** page will display the status of the request.



The screenshot shows a web application interface for 'TPA Request Status'. At the top left is a 'HOME' link. Below it is a search bar with the text 'TPA Request Status' and a magnifying glass icon. The main content area displays the following information:

- Request ID: TPA-821
- Readiness Group: Pilot 1
- Heat Ticket: [Redacted]
- Enrollment Code: [Redacted]

Below this information is a section titled 'TPA Status' containing a table of activity:

Activity	Date/Time
Step 1 of 10 – Supervisor Approval Note	9/10/2013 1:47 PM
TPA Saved (Draft Mode) Note	9/10/2013 1:46 PM

At the bottom right of the table area, there are navigation arrows and a page number '1'.

Step 3- Click the  Show icon to view the completed TPA Request form.

Once your TPA is approved, a technician will be assigned to process this request. You may log in to the application to see the status at any time.



The following are the descriptions of the steps:

TPA Saved (Draft Mode): This status will be shown when you click on the **Save** button.

Step 1 of 10 – Supervisor Approval: After reviewing the TPA request and validating the signatures of the authorized party in the attached agreement, this status shows that the request was approved by the DMH Administrator.

Step 2 of 10 – Technician Assigned: This status reflects that a Provisioning Technician has been assigned to work on your request.

Step 3 of 10 – Enrollment Code Added: This status indicates that after validating and setting up your profile to receive a Test Digital Key, a unique Code has been added to your TPA request. In order for you to download the Test Digital Key, you will be prompted to enter your Enrollment Code.

Step 4 of 10 – Test Keys sent to TP: This status specifies that the link to download your Test Digital Key has been sent to your email address.

Step 5 of 10 – Acknowledge Files Received: Using your newly installed Test Digital Key, you will be instructed to connect to the IBHIS file drop-off location to drop sample test file(s) to test the digital key. This status is to confirm that DMH has established successful communications with your agency.

Step 6 of 10 – HIPAA Validation Status: This status reflects whether these sample EDI test files conform to HIPAA rules

Step 7 of 10 – Structural Validation Status: This status indicates whether these sample EDI test files, or Community Outreach Services (COS) sample flat file(s), conform(s) to structural rules

Step 8 of 10 – Business Rule Validation Status: This status indicates that the Test files have passed the structural validation and are ready for IBHIS Business Rules validation.

Step 9 of 10 – Ready for Production: This status will let the Provisioning Technician know that the Test file(s) have successfully passed the IBHIS Business Rules.

Step 10 of 10 – Production Key Packet Set: Similar to the link you would have received in Step 4 of 10, this status indicates that DMH has sent you a link to install the Production Digital Key for your Production environment.

Modified TPA: This status is to track TPA's that have been modified by the Administrator or Provisioning Technician if requested by the Trading Partner.



Contact Technician - The purpose of this status is for the technician(s) to reach out and ask the user to call them, (if the technician has no success reaching the user). The reason and contact information should be indicated in the note section.

Additional Comments - The purpose of this status is for a technician to add additional comments outside of the 10 steps.

*****IMPORTANT*****

The next step will be to install a test certificate on your computer.

Winthin a week you will receive an e-mail from:

Enterprise PKI Support <support@pki.symantec.com>

Once you receive the e-mail, follow the next steps.

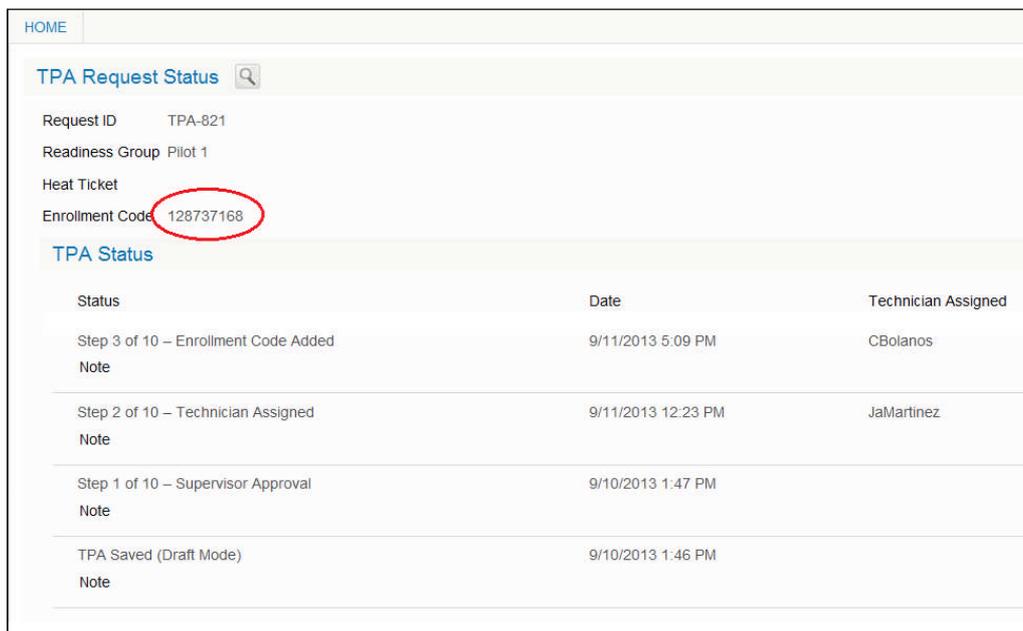
D. DIGITAL KEY – ASSIGNMENT PROCESS

D.1 Install the Key

Please follow the following steps to successfully install the Key.

Step 1: You will get an email from the Symantec system. There will be two steps to follow.

First, get your certificate enrollment code from your **TPA Request Application** status section.



The screenshot shows a web interface for 'TPA Request Status'. It includes a search bar, a 'HOME' link, and a table of status updates. The 'Enrollment Code' is highlighted with a red circle.

Status	Date	Technician Assigned
Step 3 of 10 – Enrollment Code Added Note	9/11/2013 5:09 PM	CBolanos
Step 2 of 10 – Technician Assigned Note	9/11/2013 12:23 PM	JaMartinez
Step 1 of 10 – Supervisor Approval Note	9/10/2013 1:47 PM	
TPA Saved (Draft Mode) Note	9/10/2013 1:46 PM	

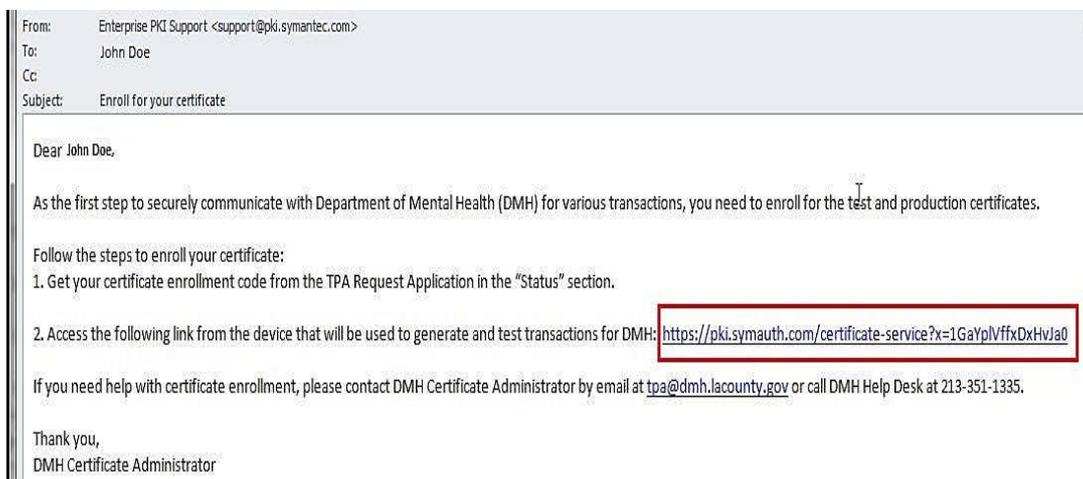
Second, log onto the computer you will be using to generate/test transactions for DMH.

- Click the link and open it up in Internet Explorer.

STOP!!!

Before installing certificate, Internet Explorer browser is recommended as we do not support other versions or browsers (e.g. Safari, FIREFOX, CHROME, etc.).

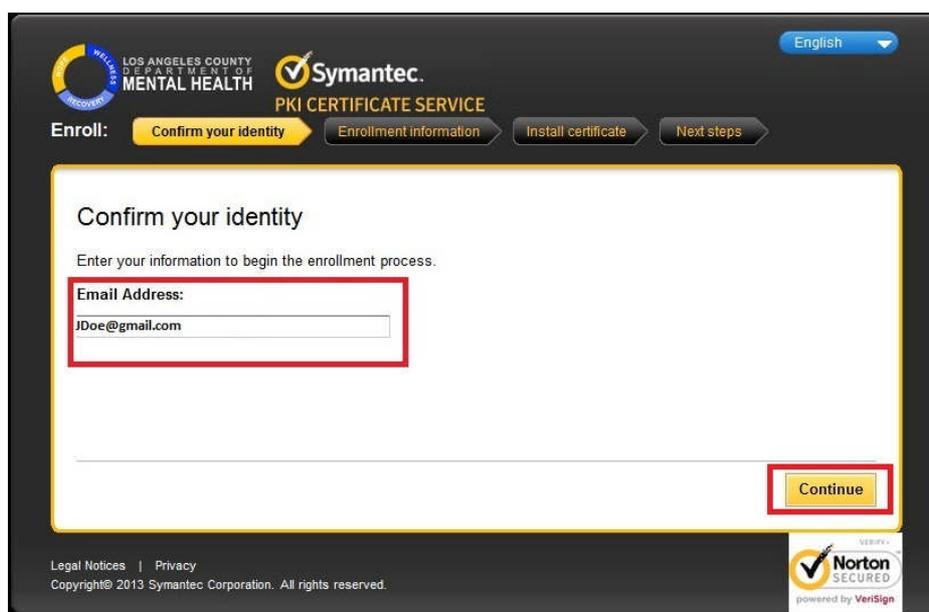
In order to successfully download DMH Digital Key, your computer must have Active-X plug-in installed. An administrator from your organization can help setting up the Active-X plug-in for your machine.



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

Step 2: To confirm your identity – enter your email address in the **Email Address** field. This should be the same email you provided DMH in the TPA Request Form.

- Click on the **Continue** button.



The screenshot shows a web interface for the 'PKI CERTIFICATE SERVICE' by Symantec. The page title is 'Confirm your identity'. Below the title, it says 'Enter your information to begin the enrollment process.' There is a text input field labeled 'Email Address:' with the value 'JDoe@gmail.com' entered. A red box highlights this field. At the bottom right of the form area, there is a yellow 'Continue' button, also highlighted with a red box. The top navigation bar includes 'Enroll:' followed by 'Confirm your identity' (active), 'Enrollment information', 'Install certificate', and 'Next steps'. The footer contains 'Legal Notices | Privacy' and 'Copyright © 2013 Symantec Corporation. All rights reserved.' along with a 'Norton SECURED powered by VeriSign' logo.



Step 3: Enter the enrollment code you received from the TPA Request Application Status page in the **Enrollment code** box.

- Click on the **Continue** button.

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH

Symantec. PKI CERTIFICATE SERVICE

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:
123456789

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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Norton SECURED powered by VeriSign



Step 4: You'll get a message showing **Identity confirmed**. Verify all the information. If anything needs to be corrected, contact LA County's DMH Certificate Administrator at TPA@dmh.lacounty.gov. Otherwise, click **Continue**.

The screenshot shows the Symantec PKI Certificate Service enrollment interface. At the top, there are logos for Los Angeles County Department of Mental Health and Symantec. A progress bar indicates the current step is 'Enrollment information'. Below this, a green box with a checkmark states 'Identity confirmed.' The main section is titled 'Verify your information' and contains a list of fields with their corresponding values:

Other Name (UPN)	JDoe
First name	John
Last name	Doe
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

Below the table, there is a note: 'If your information is incorrect, contact DMH Certificate Administrator.' followed by the email tpa@dmh.lacounty.gov and the phone number 213-351-1335. A large red arrow points down to a yellow 'Continue' button.

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Step 5: Click on the **Install certificate** button.

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.

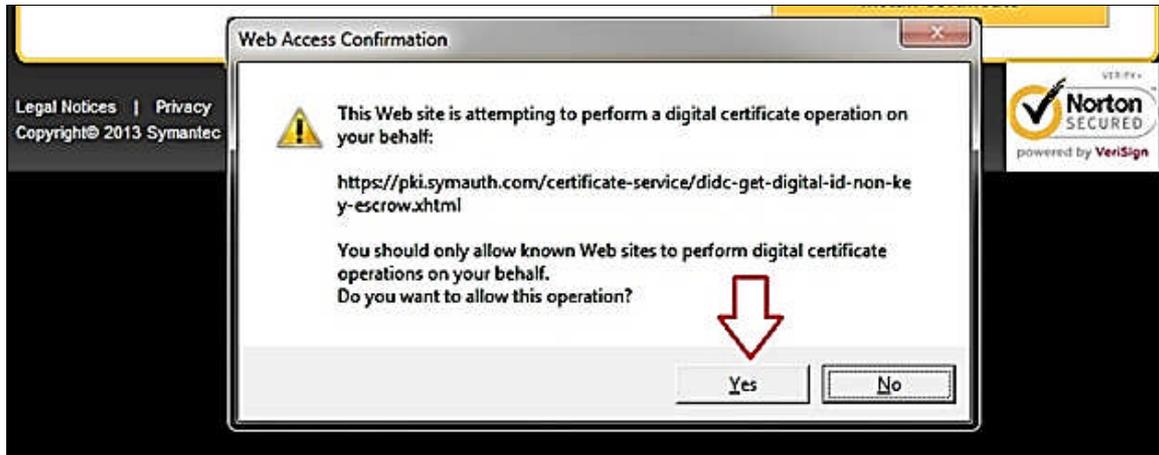
Install certificate

Legal Notices | Privacy
Copyright© 2013 Symantec Corporation. All rights reserved.



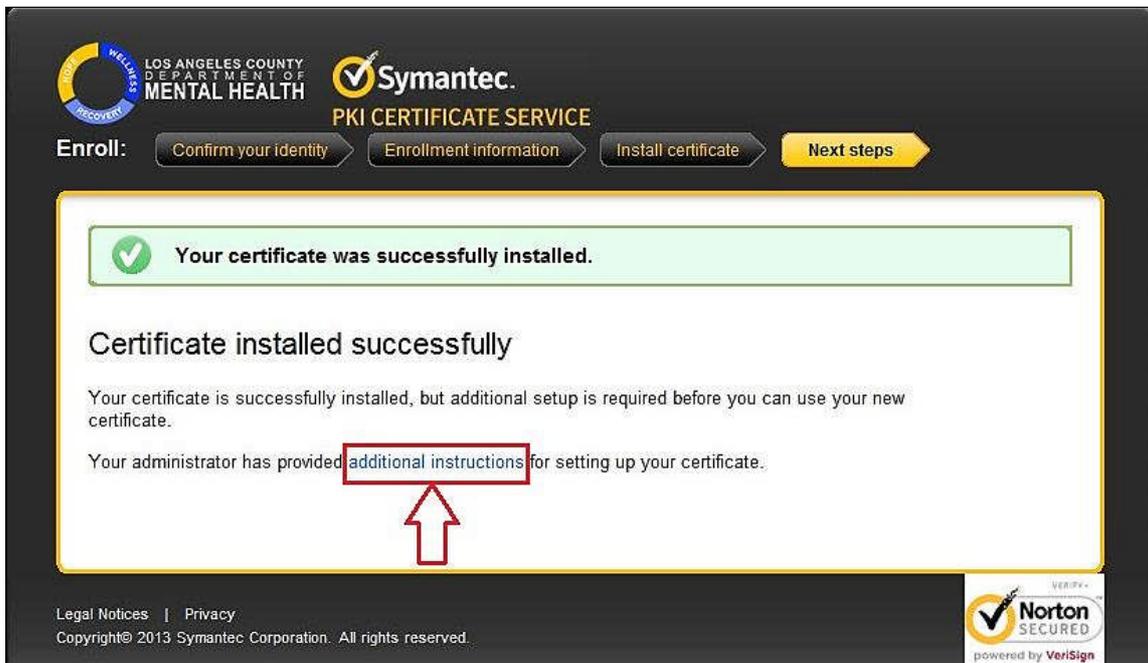
Step 6: Click **Yes** for the confirmation message.

Note: You'll get the same message again. Click on the **Yes** button to confirm it again.



Step 7: The system will show that **your certificate was successfully installed**.

- Click **additional instructions** to set up the certificate on your computer.
- Close out the **Enroll** window and follow the steps in the **additional instructions**.





D.2 Additional Instructions (Key Set Up)

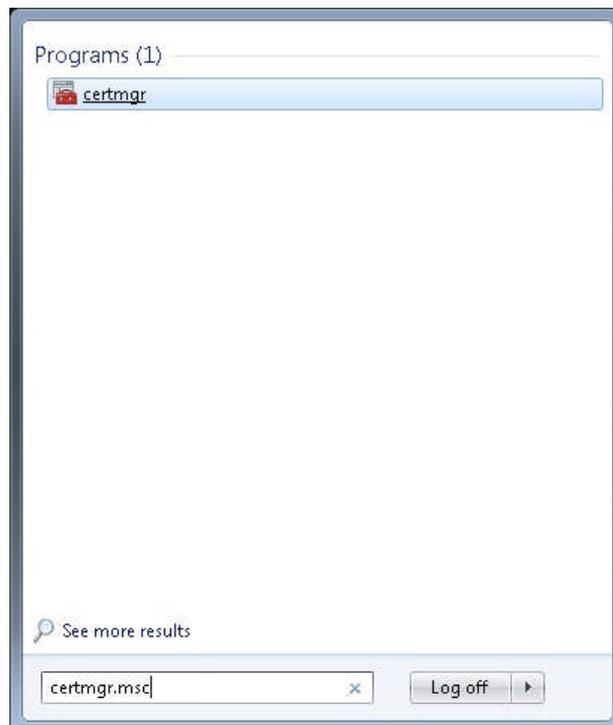
Your certificate has been installed but your computer will not trust the certificate because the issuer (Los Angeles County Department of Mental Health) is not recognized as a public trusted certification authority such as VeriSign or GoDaddy.

Follow the steps to install the Los Angeles County Department of Mental Health public key in order to validate the digital certificate and keys you were just issued.

Note: You do not need to be part of the local administrators group to complete these steps.

Step 1: Open the Certificates Manager Console

1. For Windows 7: Click the **Start button**  and type **certmgr.msc** and press **Enter**.



- This will open the certificate manager console.

2. Navigate to the folder **Personal\Certificates** and open the certificate by double clicking the name the certificate is issued to (the **Authorized Person** whose name was provided in the TPA Request Application).

In this example it has been issued to John Doe by Los Angeles County Department of Mental Health.



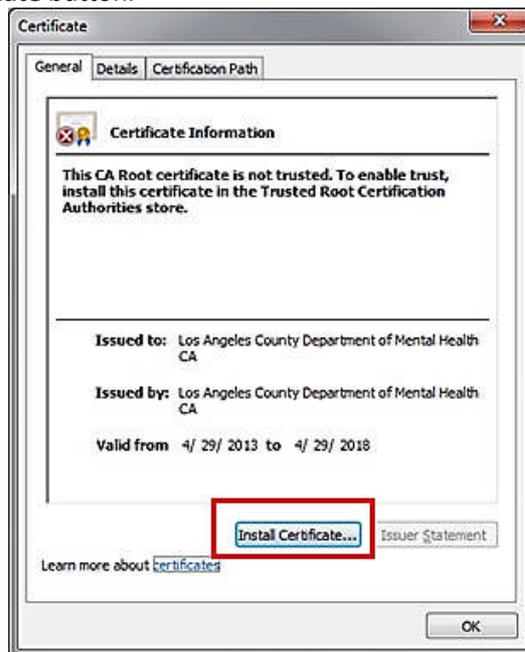
Step 2: Open the CA certificate

1. Double click the name under **Issued To** and it will open the Certification Authority certificate.
2. Once the certificate is open, click the **Certification Path** tab.
3. Click the entry **Los Angeles County Department of Mental Health CA**.
4. Click the **View Certificate** button.





- This will open the certificate containing the public key of **Los Angeles County Department of Mental Health CA** and indicating the CA Root certificate is not trusted.
5. Click the **Install Certificate** button.

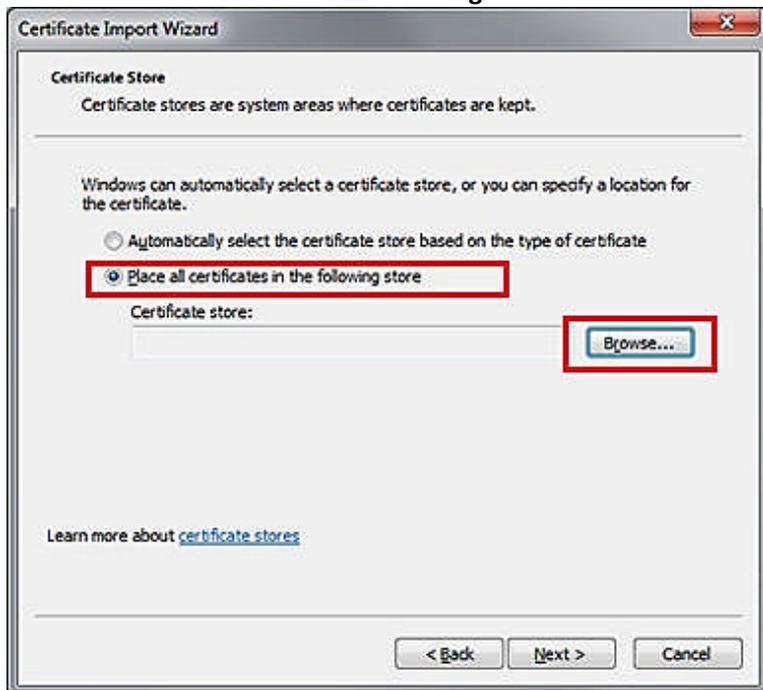


Step 3: Import the Certification Authority certificate

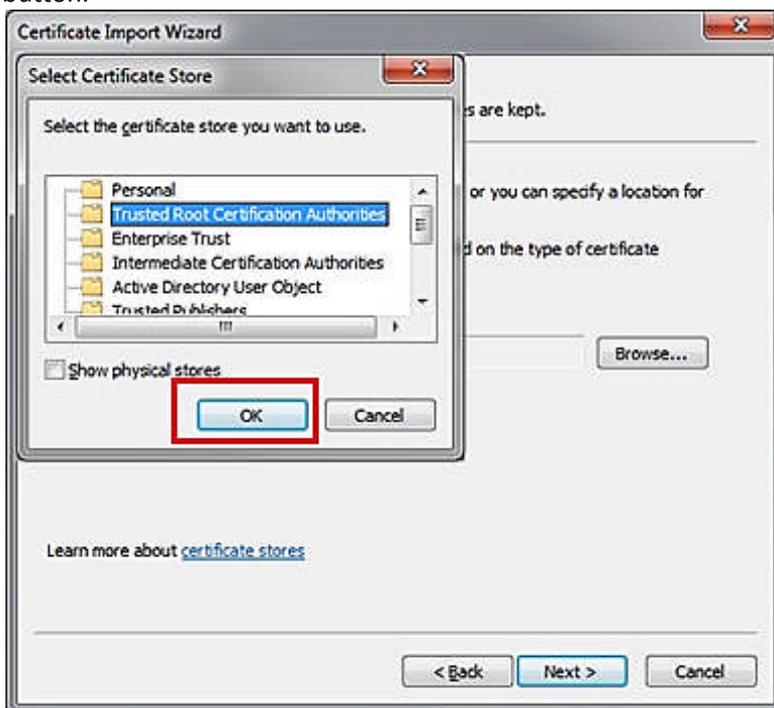
- 1. Click the **Next** button.



2. Select the option **Place all certificates in the following store** and click the **Browse** button.

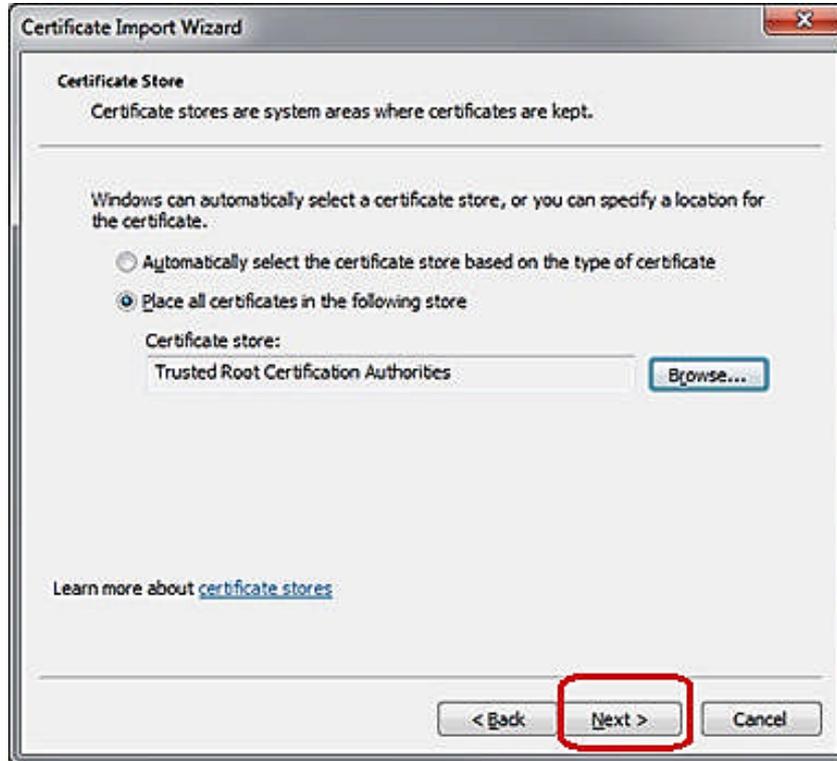


3. Select the folder **Trusted Root Certification Authorities**.
4. Click the **OK** button.

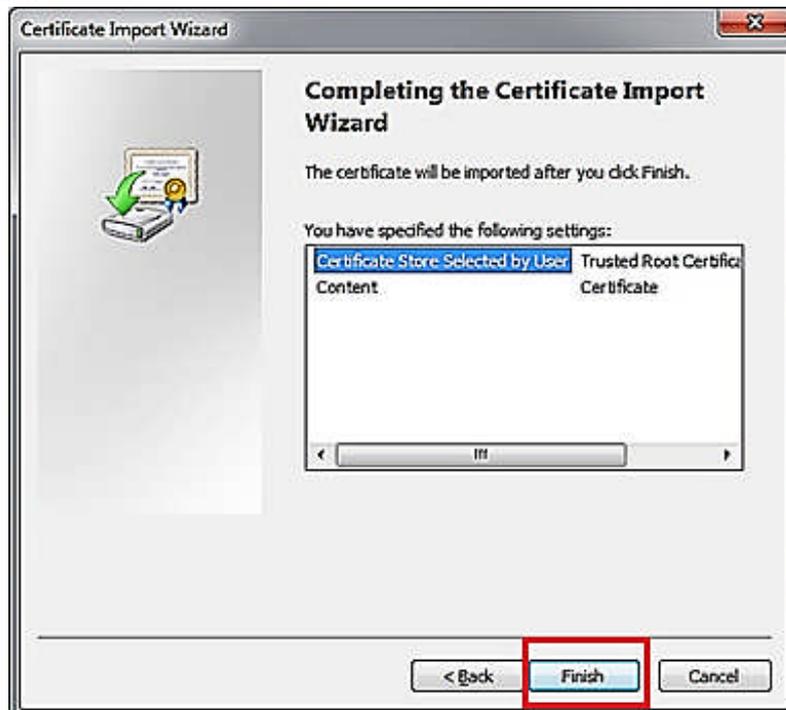




5. Click the **Next** button.



6. Click the **Finish** button.





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

- Click the **Yes** button.



The following message should display stating “The import was successful”.

- Click the **OK** button in the message box to close it.



- Click the **OK** button in all other windows to close all of them.



Step 4: Verify the installation

Repeat Steps 1 and 2 to return to the Certificates Manager Console and open your certificate by double clicking the name under **Issued To**.

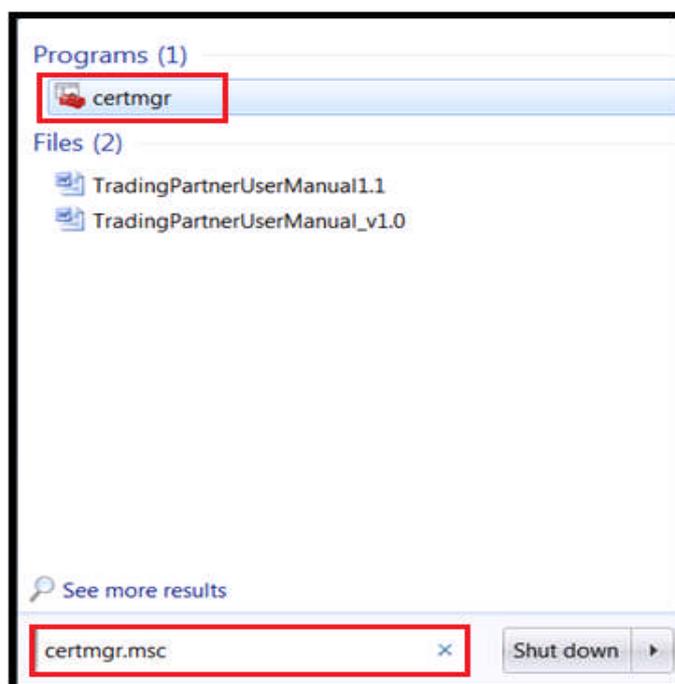


This icon  should display next to the Certificate Information section. Your computer should now be able to trust the **Los Angeles County Department of Mental Health CA** and any certificates issued by it.

Step 5: Export the certificate

Note: It is important to retain a backup of your certificate for recovery purposes.

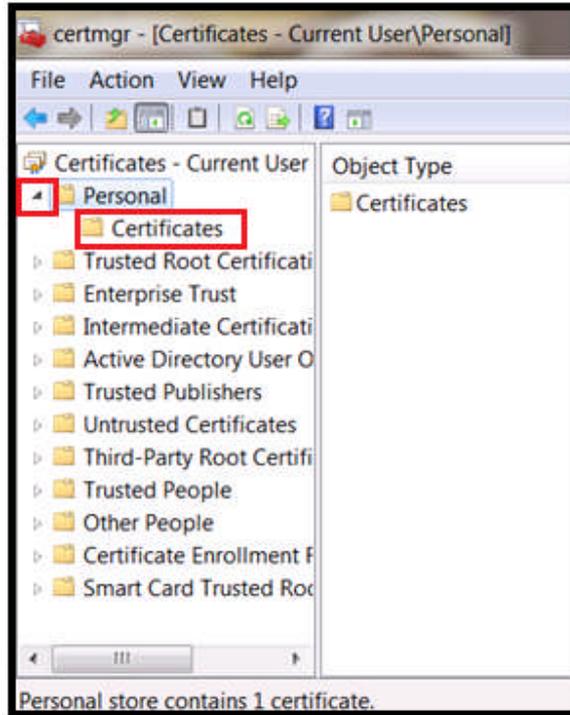
1. For Windows 7: Click the **Start button**  and type **certmgr.msc** and press **Enter**.



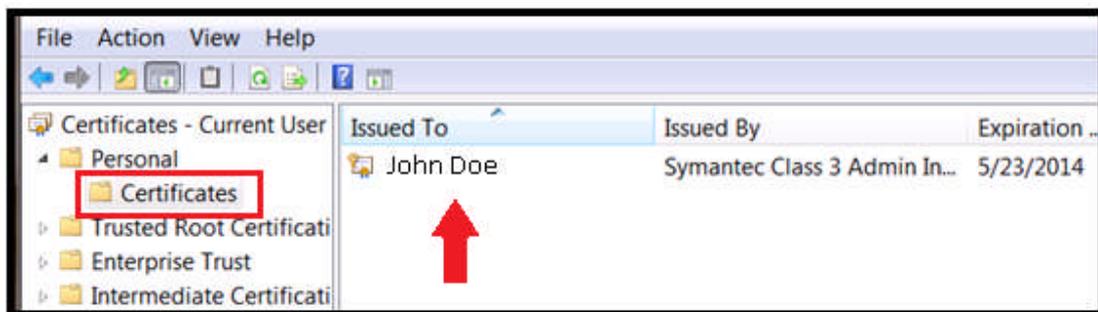
2. This will open the Certificate Manager Console.



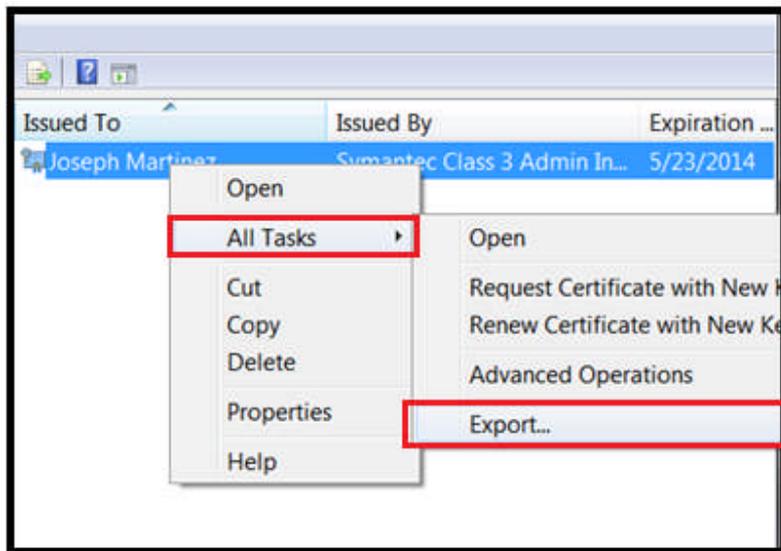
3. Navigate to the folder **Personal\Certificates**.



4. In the **Certificates** folder, locate the certificate issued by DMH.



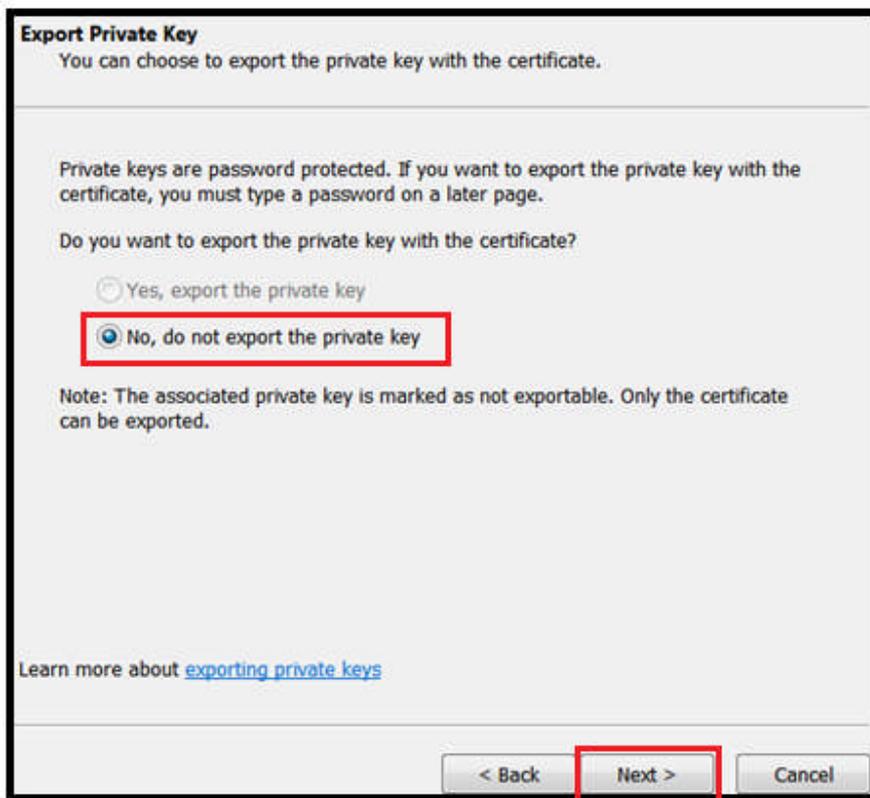
5. Right click on the certificate.
6. Hover over **All Task**.
7. Click **Export**.



8. This will open the **Certificate Export Wizard** window.
9. Click **Next**.



10. To export the “Public Key”, click on **“No, do not export private key”**.
11. Click **Next**.



Export Private Key
You can choose to export the private key with the certificate.

Private keys are password protected. If you want to export the private key with the certificate, you must type a password on a later page.

Do you want to export the private key with the certificate?

Yes, export the private key

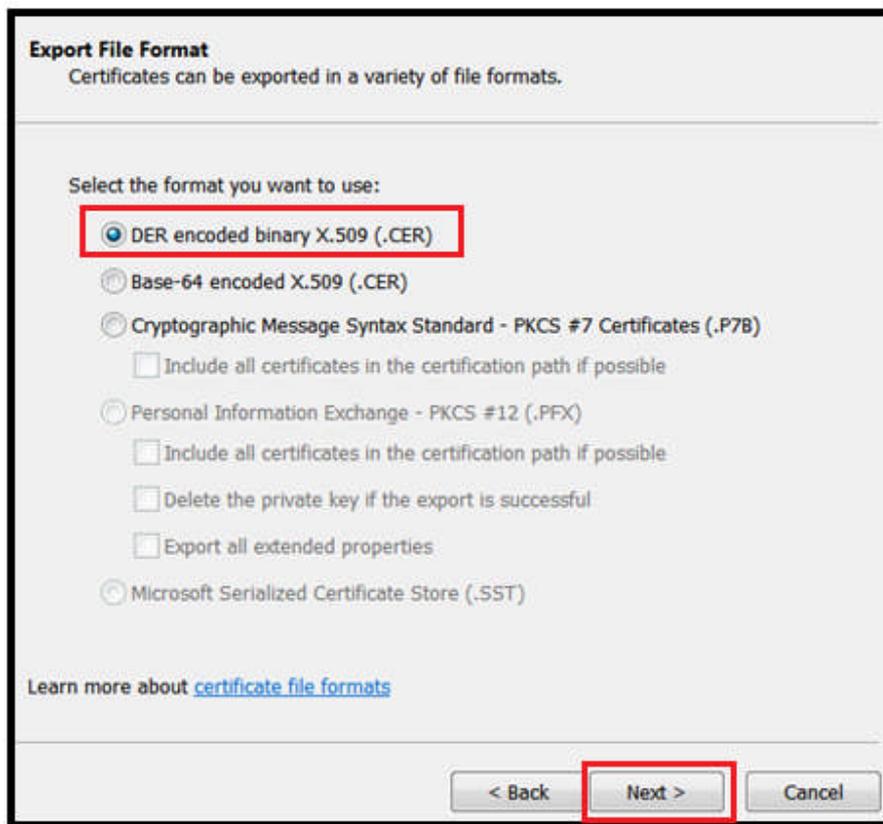
No, do not export the private key

Note: The associated private key is marked as not exportable. Only the certificate can be exported.

Learn more about [exporting private keys](#)

< Back **Next >** Cancel

12. Select **DER encoded binary X.509 (.CER)**.
13. Click **Next**.



Export File Format
Certificates can be exported in a variety of file formats.

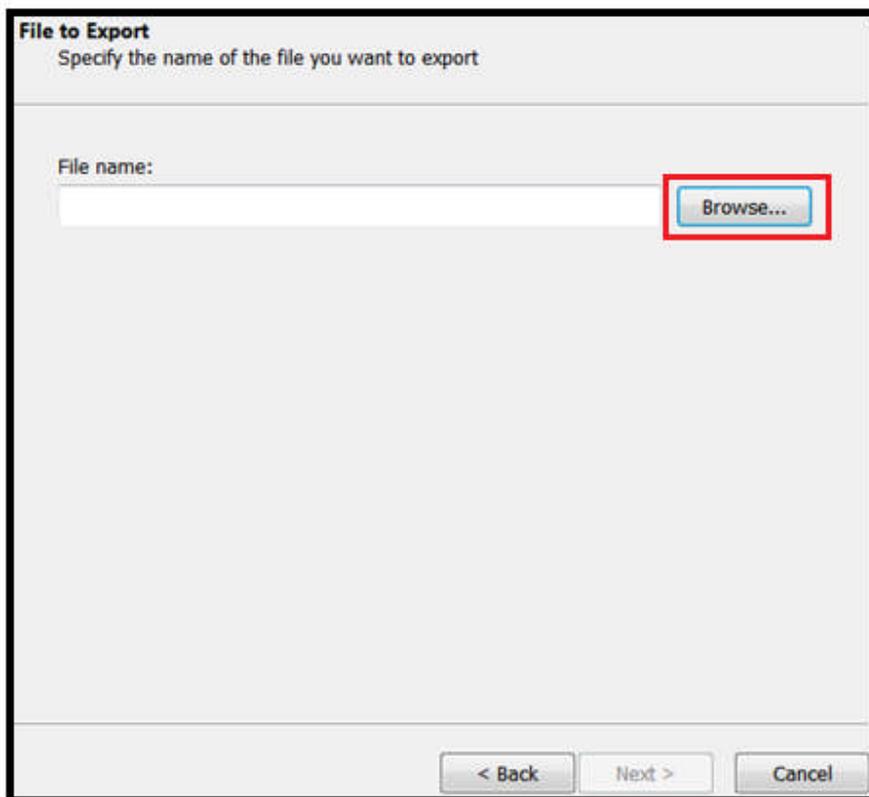
Select the format you want to use:

- DER encoded binary X.509 (.CER)**
- Base-64 encoded X.509 (.CER)
- Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)
 - Include all certificates in the certification path if possible
- Personal Information Exchange - PKCS #12 (.PFX)
 - Include all certificates in the certification path if possible
 - Delete the private key if the export is successful
 - Export all extended properties
- Microsoft Serialized Certificate Store (.SST)

Learn more about [certificate file formats](#)

< Back **Next >** Cancel

14. Click **Browse** to name the file and specify location to save.



File to Export
Specify the name of the file you want to export

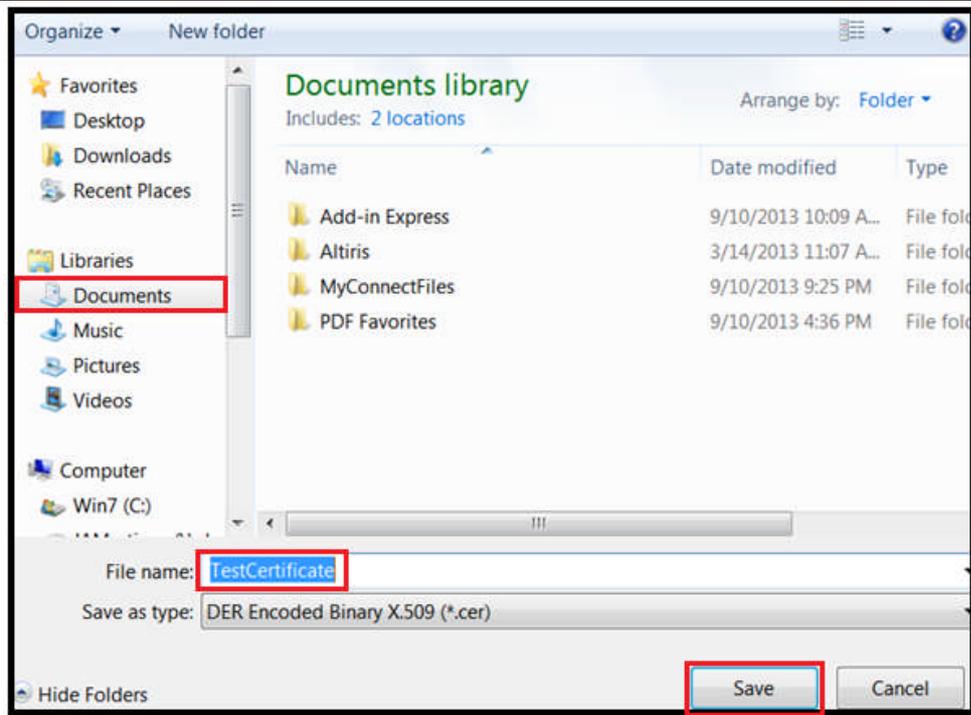
File name: **Browse...**

< Back Next > Cancel

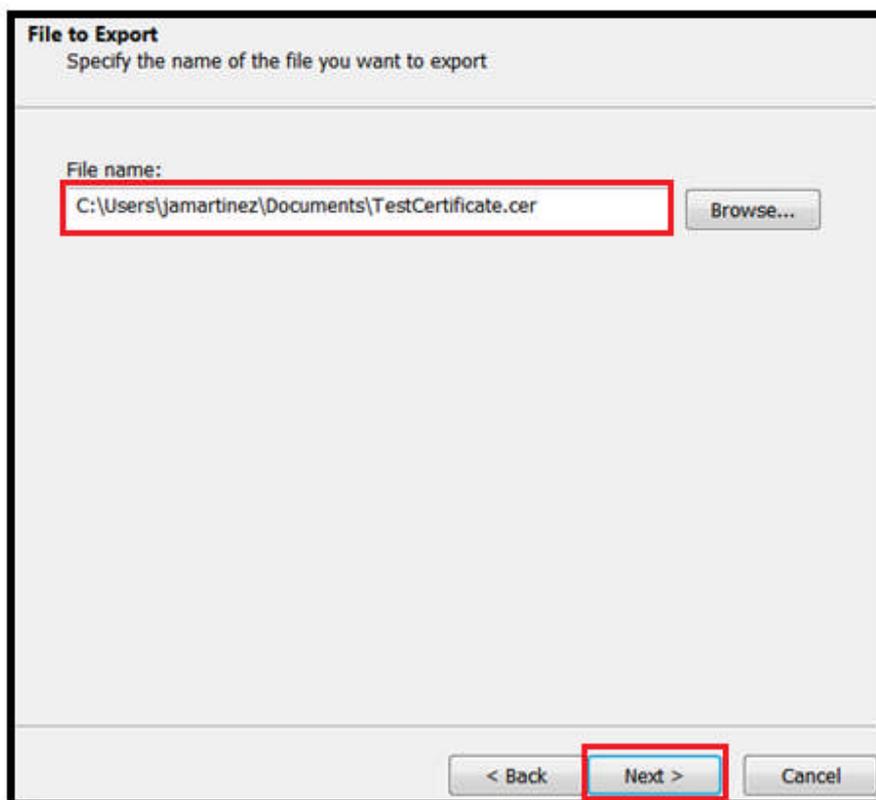


15. Click on **Documents**.
16. Enter a **file name** for your certificate.
17. Click **Save**.

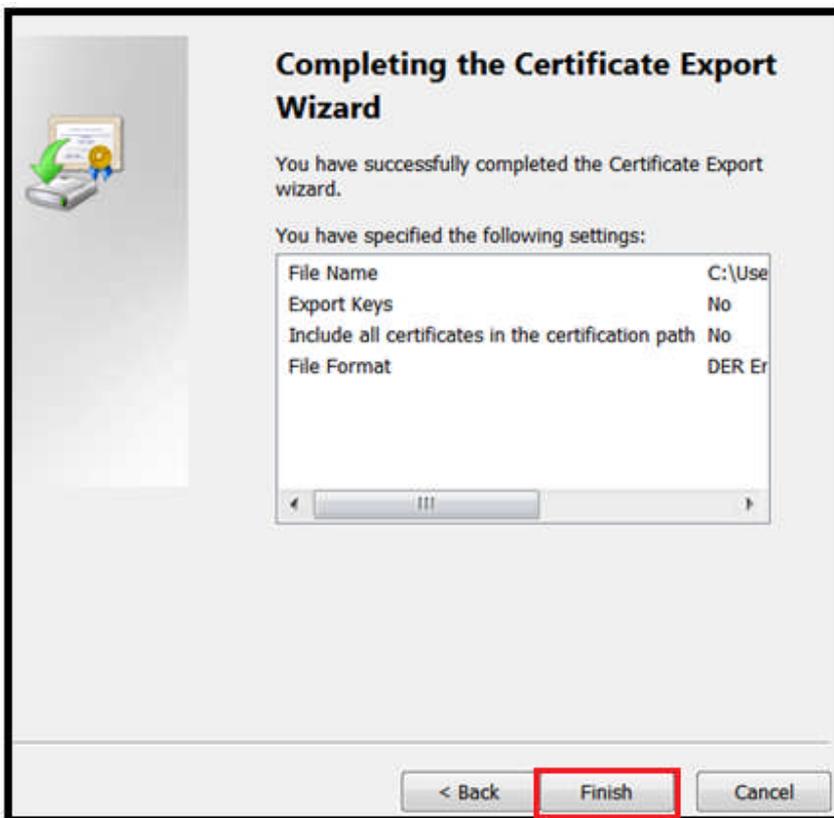
Note: You can choose a different folder to save certificate.



18. Verify the path where the certificate is being saved.
19. To export the “Private Key”, click on “**Yes, export the private key**” in above mentioned step # 11, and please repeat Step 5 numbers 11 to 18.
20. Click **Next**.



21. To complete the **Certificate Export Wizard**, click **Finish**.



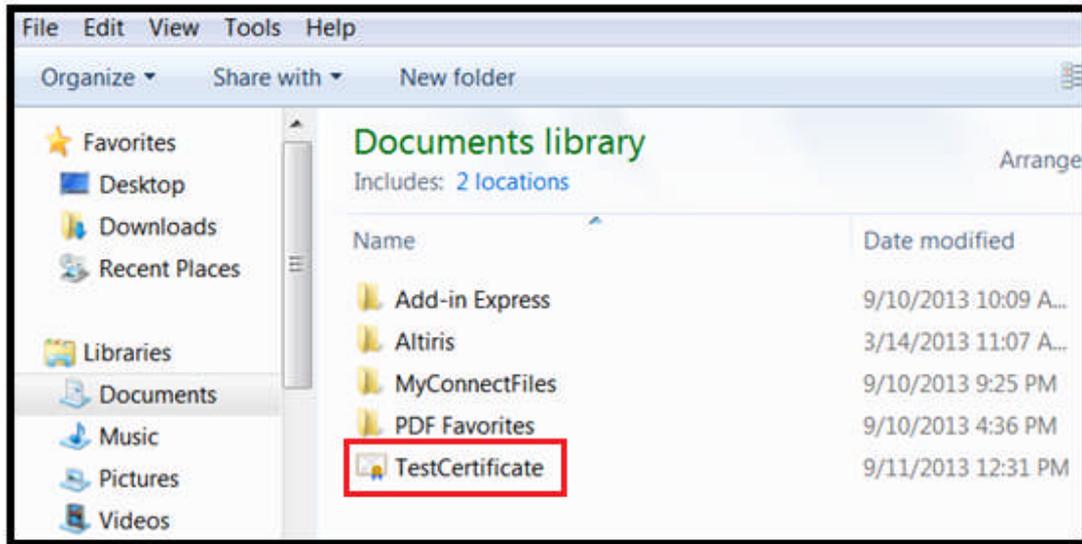
22. A message indicating that **the export was successful** will be displayed.
23. Click **OK**.





24. To verify that the certificate was exported, locate the folder in which the certificate is saved.

In this example, the file is located under Libraries folder/Documents.



Note: To **remove** the certificate from computer, contact your administrator. The administrator should be the person that installed the certificate in the computer. These steps will be provided in a separate user manual.

Note: The valid timeframe for a certificate is 2 years. The Symantec MPKI system will send weekly reminders a month prior to certificate expiring to the e-mail on file. Trading Partners will have the ability to renew the certificate through Symantec MPKI system. These steps will be provided in a separate user manual.