



Behavioral Health Information System
(BHIS)

Frequently Asked Questions (FAQ)

Version: 1.0

March 30, 2016



Table of Contents

Version History	Error! Bookmark not defined.
1.0 How to enroll as an Approver?.....	3
2.0 How to enroll as a User?.....	3
3.0 How to open Encrypted E-mail	3
4.0 How to turn off POP-UP blocker	9
5.0 How can I get additional Help?	9

1.0 How to enroll as an Approver?

The organization head (County Mental Health Director / Alcohol and Drug Administrator) designates two approvers and one Vendor (if applicable) for each system, by submitting the Approver certification & Vendor designation form, to Department of Health Care Services (DHCS). The approver certification forms are available on the BHIS portal website.


2.0 How to enroll as a User?

- County employee or vendor employee needs to contact the designated county Approver, for the system.


3.0 How to open Encrypted E-mail

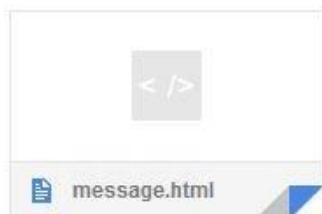
- Once a new account is created in the BHIS Portal, the User/Approver will receive an Encrypted e-mail, with username and temporary password, from "BHIS@dhcs.ca.gov" as seen below: (depending on the setting of your browser you may have to turn off the pop-up blocker the instructions are given at the bottom of this document).
- Please make a note that the temporary password sent here must be changed before you login for the first time to the BHIS Portal. Under no circumstance should you use the temporary password given to login to the BHIS Portal.

 **BHIS@dhcs.ca.gov** via departmentofhealthcareservices.onmicrosoft.com
to me 

You've received an encrypted message from BHIS@dhcs.ca.gov
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: 

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

 Message encryption by Microsoft Office 365



- If you click on the message file (the attachment) it will take you to another screen as shown below:

Encrypted Message

Encrypted message

From
BHIS@dhcs.ca.gov

To

[REDACTED]

To view the message on your computer...

Save and open the attachment (message.html), and then follow the instructions from there.

To view the message on an iPhone or iPad...

Open the message again, tap and hold the attachment, and select **Open in OME Viewer**.

If you don't have the OME Viewer app, [download it now](#).

To view the message on an Android device...

Open the message again, tap the attachment, and select **OME Viewer**.

If you don't have the OME Viewer app, [download it now](#).

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

[→ Sign in](#)

[→ Use a one-time passcode](#)

- Please click on the “Use a one-time passcode” link and you will be directed to another screen as shown below:

Encrypted Message

We sent a passcode to [redacted]

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 5123

Passcode

This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

[Didn't receive the passcode? Click here to get another one.](#)

- As mentioned on this page, please refer to your work e-mail inbox for an e-mail from “MicrosoftOffice365@messaging.microsoft.com” for the one time passcode. You will receive an e-mail as shown below:

 **Microsoft Office 365 Message Encryption** <MicrosoftOffice365@messaging.microsoft.com>
to me 

 Office 365

Use the passcode to sign in

68977588

To view your message, type the passcode into the web page where you requested it. This passcode matches reference code 5123.

NOTE: This passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.

- Use the passcode in the e-mail from “MicrosoftOffice365@messaging.microsoft.com” as shown above and input it into the “Passcode box” as shown in the previous screenshot. Once done correctly you will be directed to the actual e-mail from “BHIS@dhcs.ca.gov” with your BHIS Portal username, a temporary password and a link to change the password to access BHIS Portal.

Encrypted Message

BHIS Web Admin Utility Notification [secure]



DHCS BHIS <BHIS@dhcs.ca.gov>

To: [REDACTED]

Here is your User Name and new temporary password for your BHIS Extranet Account.

Your User name is: [REDACTED]

Your New Temporary Password is: X_o3wN7%H

Please click the link below to update your account information and to create your permanent password.

[REDACTED LINK]

If the above link is not clickable then copy and paste it into your web browsers address bar.

Note: Please change your password within four (4) days from today's date or your account may become inactive and your password will need to be reset.

- Please click on the link, provided in the email, and follow on screen directions to change the temporary password.

4.0 How to turn off POP-UP blocker

Internet Explorer

- a. Go to Tools -> Internet Options -> Security -> Trusted Sites -> Sites
- b. Enter "https://*.ca.gov" click Add

Google Chrome

- a. Go to 'Customize and Control Chrome' > Settings > Show Advanced Settings
- b. Under Privacy option, click 'Content settings'
- c. Under Pop-ups, click 'Manage exceptions'
- d. Type in "*.ca.gov" in the Hostname pattern textbox. Make sure the setting selected is 'Allow'
- e. Click Done > Done. Close the Control window

Safari

- a. Safari does not have an "allowed sites" function. To enable pop-ups only for certain websites in Safari, you will have to turn off the pop-up blocker while on the site and turn it on again when leaving the site.
- b. Go to Settings > uncheck 'Block Pop-up Windows'

5.0 How can I get additional Help?

- Please see Contact Us link on the BHIS Portal website as shown below:

What's new

Welcome to BHIS Portal
You are currently in **TEST** environment

Links

- [Contact Us](#)
- [Approver certification forms](#)
- [Help](#)
- [BHIS Development Website](#)
- [BHIS Staging Website](#)
- [BHIS Production Website](#)

Log in

This is a State of California computer application that is for official use only by authorized users and is subject to being monitored and/or restricted at any time. This application processes, stores, or transmits confidential information. Unauthorized or improper use of this system may result in administrative disciplinary action and/or Civil and criminal penalties. By continuing to use this application you indicate your awareness of and consent to these terms and conditions of use. Do not log in and use this application if you are not an authorized user or you do not agree to the conditions stated in this warning.

Note: *BHIS portal does not allow login using temporary passwords. If you have received a temporary password, please follow instructions in the email to reset it before login in.*

[Log In](#)

[Forgot Password/Username?](#)