Security Management System

Patient Characteristics Survey Module

Security Management System (SMS) – Discussion Points

- Overview: Role of a Security Manager (SM), Steps to become a Security Manager

- How to Access and Use SMS

- PCS Module - Assigning PCS User Access in SMS (Supervisor vs. Submitter)

- What's coming up in PCS 2023?
  Data Upload Feature notification
  Multifactor Authentication (Internal vs. External users)

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Why SMS? &
What is the Role of the Security Manager?

The Security Management System (SMS) puts user access under the control of the Security Manager (SM)

A Security Manager:

1) Knows who should and should not be granted access
2) Makes sure their staff's access is correct and updated on a regular basis
3) Adds & Deactivates Users
4) Acts as point of contact at facility for Users seeking access to OMH databases
5) Resets users' passwords
6) Only one at your facility who has access to use SMS to register PCS users

NOTE: A facility may have one or more Security Managers, as needed.

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Steps to become a Security Manager

Director contacts OMH Security Group
to request information
Note: Only a new facility or Executive Director is
required to complete a CNDA.

OMH Security Group sends information to
Director and the Director appoints a Security
Manager

Appointed Security Manager uses the
information provided by the Director to
Self-Register for SMS

OMH receives the registration and reviews
for approval

UserID and SecureID token to logon to
SMS issued to Security Manager

Contact the Help Desk at
(1-800-HELP-NYS
select #2)
for further assistance.

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OMH Website: http://www.omh.ny.gov

The OMH Website has a link to Resources & Tools…

Information for Providers

Resources & Tools:

Mental Health Provider Data Exchange (MHPD)
The MHPD supports an accurate and timely master directory of providers in the New York State public mental health system.

Patient Characteristics Survey
Information for providers on PCS survey timeframe, requirements, and obtaining access to the PCS application.

Security Management System (SMS)
Allows state and local facilities the ability to grant their staff access to secure OMH Web-based applications.

Security Management System (SMS) Homepage, where you will find information about SMS, a user manual, and links to the application itself.

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Security Management System Homepage

Security Management System

State and local facilitates can use the SMS to grant their staff access to secured OMH Web-based applications.

SMS allows each facility in the public mental health system to control data access in a secure manner. This gives facilities the flexibility to accommodate staff turnover, reassignment, or leave.

Log into **SMS (User ID and Token Required)**

- Description of SMS
- Signing CNDA Prior to Using SMS
- SMS for PCS Training
    - Webinar Recording
    - Training Slides
- SMS Reference Manual
- OMH Adaptive Logon Setup Instructions
- Frequently Asked Questions

Contact us:

Please send feedback and recommendations on the SMS application and/or Self-registration.

For help with Self-registration, Training Enrollment, Accessing the SMS Application, and other technical issues:

OMH Employees and Contractors: ITS Service Desk
Call: 1-844-891-1786

OMH Local Providers: OMH Local Provider Helpdesk
Call: 1-800-HELP-NYS (1-800-435-7697) Option #2

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How to use the Security Management System

- Log in using your User ID and passcode (token number).

- A Security Manager must use a hard or soft token to access SMS. **A password will not work.**

Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

This resource requires an RSA SecurID log in. Please identify yourself by entering your user ID and your PASSCODE.

User ID:
PASSCODE:

Continue

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- A **hard token** is a thumb sized electronic device with a 6-digit number. The passcode changes once a minute which functions as a secure passcode. It will be mailed to you from OMH. A PIN must be 8-digit number and cannot start with zero.

- A **soft token** is installed on your computer or phone. You type your 8-digit pin in the box and copy and paste your 8-digit token number into your salute log in.
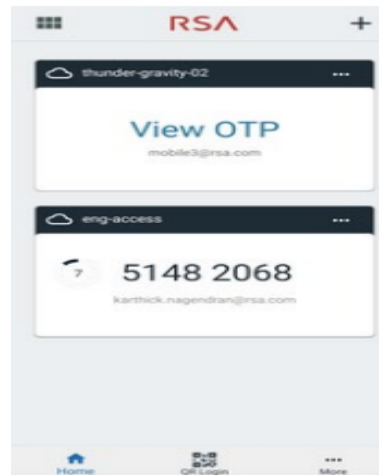
For additional token information, visit
https://its.ny.gov/rsa-token

Once you log in, you will see the SMS User list

- Shows all users at your facility who have access to OMH databases
- Search Criteria allows you to narrow down your user list, making it easier to locate a particular user
- The Help Manual which you can access through the "Help" menu above, has more information

Assigning PCS User Access in SMS

Click the pencil icon to edit a User

Click the "New User" button to add a user

User Information:

User ID: L2222ST

	* First Name:	M.I.:	* Last Name:
Name:	Sms		Testmhpd

Date of Birth: [____] Gender: [____ ▾]

Title: [_____]

* Email: [_____]

* Work Phone #: [_____] Ext.: [____]

* Agency: Test Facility (for user manual)

SecurID® Token: Not assigned

Token Type Needed: ☐ Software Token ☐ Hardware Token

NY Gov ID: L2222ST

Assurance Level 2: No

Last Updated By: **Test User on 07/26/2020 11:00:26 AM**

[New User] [Update] [Deactivate] [Reset Password] [Users]

Patient Characteristics Survey [PCS]

Authentication: Password or Token

Groups:

	Group Name	
☑	PCS Submitter	A Person assigned by the Security Manager to enter/edit data and view/print reports in the PCS application for the units or sites with which he is associated.
☐	PCS Supervisor	Allows user to see and enter data for ALL unit/sites, and further allows user to upload and download facility data and reports.

PCS Access:

⊞	⊞	⊞	Facility/Unit/Site Name		
⊟	☐		Facility:	[2222]	- Test Facility (for user manual)
	⊞	☐	Unit:	[008]	- ACME Mohawk Clinic
	⊞	☐	Unit:	[009]	- Advocacy (test whether added to PCS)
	⊞	☐	Unit:	[005]	- AOT for tst
	⊞	☐	Unit:	[003]	- Blended Case Management
	⊞	☐	Unit:	[002]	- Test Facility - HCBS Waiver
	⊞	☐	Unit:	[007]	- Test Facility Licensed Program #1
	⊞	☐	Unit:	[006]	- Test Unit D

Edit User Screen

- Check the box for either "Submitter" or "Supervisor"
- If choosing "Submitter," select Unit/Sites from the PCS Access list
- Click "Update"
- Any field with an asterisk is required and must be completed before clicking "Update"

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User Information:

User ID:	L2222ST

	* First Name:	M.I.:	* Last Name:
Name:	Sms		Testmhpd

Date of Birth: 05/21/1980   Gender: [▼]

Title: [   ]

* Email: Test_mhpdl@omh.ny.gov

* Work Phone #: [   ]   Ext.: [   ]

* Agency: Test Facility (for user manual)

SecurID® Token: Not assigned

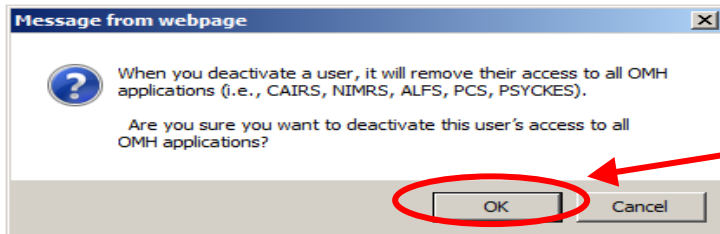Token Type Needed: ☐ Software Token   ☐ Hardware Token

NY Gov ID: L2222ST

Assurance Level 2: No

Last Updated By:

[New User] [Update] [**Deactivate**] [Reset Password] [Users]

Message from webpage ✕

❓ When you deactivate a user, it will remove their access to all OMH applications (i.e., CAIRS, NIMRS, ALFS, PCS, PSYCKES).

   Are you sure you want to deactivate this user's access to all OMH applications?

[OK]   [Cancel]

Employees that Leave your Employ

- To remove access for a user that leaves your employ, the Security Manager clicks the "Deactivate" button
- Be careful when deactivating a user as it will remove ALL accesses to ANY OMH database
- Click "OK" to confirm deactivation

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The user's password has been reset.   [Close]

User Information:

User ID:	MHPD_P2222

	* First Name:	M.I.:	* Last Name:
Name:	Provider	P	2222

Date of Birth:	01/01/2001	Gender:	Male ▼

Title: | Title |

* Email: | Test_mhpdl@omh.ny.gov |

* Work Phone #:	(123) 456-7890	Ext.:	

* Agency: | Test Facility (for user manual) |

SecurID® Token: | Not assigned |

Token Type Needed: | ☐ Software Token   ☐ Hardware Token |

Assurance Level 2: | No |

Last Updated By: | Tester Name   on 07/21/2015 02:57:22 PM |

[New User] [Update] [Deactivate] [Reset Password] [Users]

Reset password:
Users frequently forget their password. This feature will allow you to easily generate a new password that will be emailed to the user. Once you click "Reset Password," you will receive a pop-up message, click "OK" then "Close."

Users Button:
Will take you out of the Edit User screen and back to the list of users

Note: When a user has password reset, they must wait one hour before using it so the databases can update. New password won't work if tried immediately.

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Selecting the Correct User Access

- **PCS Submitter** – A User assigned to enter data and view/print reports in PCS for the Units or Sites with which the User is associated.

- **PCS Supervisor** – A User allowed to view and enter data for **ALL** Unit/Sites at the Facility, to upload and download Facility data and reports. The Supervisor certifies that the Facility has completed its data entry by approving or locking Unit/Sites when they are done or requesting a waiver for a particular Unit/Site that has not provided data.

  Note: Each facility is required to have a minimum of one PCS Supervisor.

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Assigning Unit/Sites to a Submitter

- Once "PCS Submitter" has been selected, the PCS Access list becomes available.

- To assign a Submitter to all unit/sites, click the box on the Facility line and all the boxes below will automatically be populated

- To expand a Unit on the list in order to select specific Sites, click the plus sign. To collapse, click the minus sign.

- Select the appropriate Unit/Sites for which the User needs access.

Patient Characteristics Survey [PCS]

Authentication: Password or Token

Groups:

	Group Name	
☑	PCS Submitter	A Person assigned by the Security Manager to enter/edit data and view/print reports in the PCS application for the units or sites with which he is associated.
☐	PCS Supervisor	Allows user to see and enter data for ALL unit/sites, and further allows user to upload and download facility data and reports.

PCS Access:

⊞	⊞	⊞	Facility/Unit/Site Name		
⊟	☐		Facility:	[2222]	- Test Facility (for user manual)
	⊟	☐	Unit:	[008]	- ACME Mohawk Clinic
		☑	Site:	[1000]	- ACME Mohawk Clinic
		☐	Site:	[1001]	- ACME Mohawk Satellite 1
		☑	Site:	[1002]	- ACME Mohawk Satellite 2
	⊞	☑	Unit:	[009]	- Advocacy (test whether added to PCS)
	⊞	☐	Unit:	[005]	- AOT for tst
	⊞	☐	Unit:	[003]	- Blended Case Management
	⊞	☐	Unit:	[002]	- Test Facility - HCBS Waiver
	⊞	☐	Unit:	[007]	- Test Facility Licensed Program #1

☐ Show units and sites not assigned to the PCS Submitter group:

To see which Unit/Sites have not been assigned, click this box and a list will appear.

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Unit/Sites that have not been assigned…

- Supervisors have access to all Unit/Sites.

- **Note:** ACME Mohawk Clinic (Site code 1000) and Satellite 2 (Site code 1002) have been assigned, and do not appear on the second list.

- Any Unit/Sites that appear on the second list have not yet been assigned to a Submitter.

When Finished with Editing

Security Management System [SMS]

Test Facility (for user manual)

Go To   Help   About   Logout

Edit User

The user's information has been updated.   Close

User Information:

User ID:	L2222SYM		
	* First Name:	M.I.:	* Last Name:
Name:	Sms	S	Mhpd
Date of Birth:	01/10/1980	Gender:	Male
Title:	Title		
* Email:	Test_mhpdl@omh.ny.gov		
* Work Phone #:	(518) 555-1212	Ext.:	
* Agency:	Test Facility (for user manual)		
SecurID® Token:	Not assigned		
Token Type Needed:	☐ Software Token ☐ Hardware Token		
NY Gov ID:			
Assurance Level 2:	No		
Last Updated By:			

New User   Update   Deactivate   Reset Password   Users

- Click "Logout" to logout of SMS and close the program

- Click "Close" to return to Edit User screen for this user. Make edits and click "Update" again to save changes
   OR
- Click "Users" to return to User List and choose another user

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What's Coming Up in PCS…

- [What's New for 2023 (ny.gov)](#) Provides a summary of changes to the form and application.

- In mid-September, we will be conducting PCS trainings via WebEx, and there will be a recorded version for those who cannot attend a training session placed on the PCS Homepage. The PCS Users Manual will also be available for review on the PCS Homepage.

- The **Practice Platform** will be available **September 21st – October 16th** for Users to practice entering and importing data prior to the survey week. Any practice data will be erased before the survey starts.

- More information will be sent out to PCS Coordinators in September.

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Using the Data Upload Feature

Facilities that store their records electronically have the option of formatting their data and uploading it to the PCS. More information is available on-line at:

https://www.omh.ny.gov/omhweb/pcs/submissions/

Please review this information carefully before deciding to use the electronic upload feature. You will be able to test this feature in the Practice Platform.

OMH Website: http://www.omh.ny.gov

The OMH Website has a link to Resources & Tools…

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Services   News   Government

Office of Mental Health

About OMH   Consumers & Families   Behavioral Health Providers   Employment

Resources & Tools:

Patient Characteristics Survey

Information for providers on PCS survey timeframe, requirements, and obtaining access to the PCS application.

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Using the Data Upload Feature

PCS Reference Materials

- 2022 PCS User Manual
- 2023 Survey Form (for informational purposes only – not for data collection)
- 2023 PCS Guidelines – Covers general reporting instructions (PDF)
- 2023 Using the Electronic Data Upload Feature - Contains information on:
    - File Layout
    - Sample Upload File
    - Validations
    - Valid County Zip Code Combinations
    - Valid ICD-10 DSM-5 Codes Sorted by Label
    - Valid ICD-10 DSM-5 Codes Sorted by Codes
    - Data Upload Notification Form
- 2022 Frequently Asked Questions (FAQS)

Other Resources

- Mental Health Provider Data Exchange (MHPD) web page – includes the MHPD Basic User Manual and Facility Survey Manual
- Security Management System (SMS) web page – includes the SMS Reference Manual
- PCS Reports and Data Briefs web page – Access to the PCS public web portal

Questions about the information on this page or issues with document accessibility can be directed to the PCS Team in the Surveillance and Surveys Unit.

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Using the Electronic Data Upload Feature

If your facility maintains an electronic information system, you may prefer to use the **Upload** feature of the Patient Characteristics Survey (PCS) Application. This Upload feature will allow you to extract data from your information system, manufacture a text file containing answers to the PCS questions, and upload the text file to the PCS Application. You may test the uploading of your data file by using the PCS Practice Platform available in late September. Any data entered in the Practice Platform will be deleted before the actual survey starts. **Before deciding to use the Upload feature**, please consider the following:

a) **The number of people you serve.** Typically, a facility serving hundreds of clients during the survey week will benefit from using the upload feature as it replaces the need to manually enter a large quantity of PCS records. A facility serving fewer clients may not receive the same benefit.

b) **How many of the PCS questions can be answered by your information system.** Each provider is expected to complete all the questions in the PCS Survey Form. You may choose to upload a file, even if some of the PCS questions do not exist in your own information system by simply placing a blank (or blanks) at the appropriate spot in the file. Any uploaded record can be opened in the application and the blanks (and other invalid responses) will be flagged by the application. All invalid responses must be corrected manually by the user. For a list of each question and its set of valid responses, please see the link below entitled, "File Layout for Data Upload."

Please read each of the documents below carefully before deciding to proceed.

1) File Layout for Data Upload
2) Validations
3) Valid County/Zip Code combinations
4) Valid ICD10 DSM5 Codes Sorted by Code
5) Valid ICD10 DSM5 Codes Sorted by Label

If your agency decides to upload the data, please complete the data upload notification form and add the PCS Home Page to your favorites. DSM-5 diagnosis and other documents will be added to this page later in the year.

- When you click on Using the Data Upload feature, a document with specifics on how to use the feature appears.

- Click on data upload notification form link at bottom of document

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Data Upload Notification Form
Patient Characteristics Survey (PCS) Unit

As it becomes available, please send information regarding the file upload **to our Survey Coordinator and** the additional email address shown below.

Facility Code (4 digits):

Facility Name or Company:

Additional contact (Survey Coordinator is updated in the Facility Survey in MHPD):

Your E-Mail:

Your Name:

Phone:

Note: The PCS Unit will attempt to notify you of information as it becomes available. In addition, please add the PCS Home Page to your favorites and check the Web site periodically for updated documents.

This form enables visitors to www.omh.ny.gov to submit information to OMH by **UNSECURE EMAIL**. E-mail sent to OMH through this site is not secure, so visitors should **NOT** transmit personal or medical information about themselves or other persons using this function. **OMH CANNOT GUARANTEE THE PROTECTION/ INACCESSIBILITY BY OTHERS OF INFORMATION INCLUDED ON THIS FORM AND SENT TO OMH.**

Clear Form   Send Mail

Data Upload Notification form

Note: You must be assigned a PCS Supervisor role to upload a data file to PCS.

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PCS User Accounts in SMS

Security Managers: Actions Required for PCS User Accounts

1) All existing user accounts on the PCS system must have their passwords reset before the release of the PCS Practice Platform **September 21, 2023.**

2) Deactivate any user accounts that are no longer in use or have been inactive since the last PCS cycle.

3) Deactivate any duplicate PCS user accounts that have the same user.

4) These actions are necessary to ensure the security and functionality of the PCS system and user experience.

 NOTE: PCS users should NOT have more than one account per facility.

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Multifactor Authentication & PCS User Accounts

What is Multifactor Authentication (MFA)?
Is a way of securing your online accounts by requiring more than just a username and password to sign in.

- Added layer of security

- Requires a 2nd authentication

- Protects from unauthorized access

- Needed to access the PCS application!!

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Multifactor Authentication & PCS User Accounts

Internal Users – OMH Providers or State Employees

- "@omh.ny.gov" email account
- OMH Sign In Credentials – another PC/ remote login
- State of NY Enterprise Single Sign On – passcode/ RSA token

External Users – Local Provider or Non-State Employees
- NY.GOV ID (created by Security Manager in SMS)
- Password + OKTA token
- Smartphone or Cellphone needed

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Multifactor Authentication & PCS User Accounts

Internal Users (State Employees)---Login Process Using a Passcode

User goes to the PCS homepage https://omh.ny.gov/omhweb/pcs/submissions/ clicks on application link

Multifactor Authentication & PCS User Accounts

Internal Users (State Employees)---Login Process Using a Passcode

User is navigated to the Sign-in selection landing page and selects Sign-in with

"OMH Providers (State employees)

Multifactor Authentication & PCS User Accounts

Internal Users (State Employees)---Login Process Using a Passcode

State of New York Enterprise Single Sign On

For security reasons. we require additional information to verify your account

Enter your RSA SecurID passcode.

Passcode

Submit   Secured by **RSA**

RSA soft token app: Launch the RSA app on your device and enter your Personal Identification Number (PIN) (*this is the number, you selected when activating the RSA app*). Enter **only** the eight-digit passcode field (do not enter your PIN in the passcode field). Your passcode refreshes every sixty seconds.
Important: If you have difficulty logging in, ensure the correct PIN was entered. Entering the wrong PIN, will generate a passcode that will not work.

RSA hard token: Your hard token generates a random, six-digit passcode every sixty seconds. To complete your login, enter your Personal Identification Number (*this is the number you selected when you activated your hard token*) **and** the token's six-digit passcode, with no spaces between them, into the passcode field.

Important: Five incorrect attempts will lock users out. If you are locked out you will need to reset your PIN in the **Self-Service Portal** at https://mytoken.ny.gov.

Should your require additional assistance logging in with your RSA SecurID Token, please click here.

User is then prompted to enter their passcode either from the hardware or software token.

Multifactor Authentication & PCS User Accounts
Internal Users (State Employees)---Login Process Using a Passcode

Upon authentication, the user is directed to the PCS application homepage

Multifactor Authentication & PCS User Accounts

External Users (Non-State Employees)---Login Process Using OKTA-MFA

Survey Resources

Preparing for the Survey

- 2023 PCS Calendar 📄 – Includes all of the important dates for 2023
- What's New for 2023 📄 – Summarizes changes to the form and application
- Survey Training
    - WebEx Recording
    - Presentation Slides 📄

The Data Entry Web Application

- 2023 PCS Application (User Identification and Password Required)
  Available: October 23 – December 6, 2023
- PCS -OKTA Multi-Factor Authentication (MFA) Guidance
    - User Guide for Internal Users 📄
    - User Guide for External Users 📄

PCS Reference Materials

- 2022 PCS User Manual 📄
- 2023 Survey Form 📄 (for informational purposes only – not for data collection)
- 2023 PCS Guidelines 📄 – Covers general reporting instructions (PDF)
- 2023 Using the Electronic Data Upload Feature 📄 - Contains information on:
    - File Layout 📄
    - Sample Upload File 📄
    - Validations 📄
    - Valid County Zip Code Combinations 📄
    - Valid ICD-10 DSM-5 Codes Sorted by Label 📄
    - Valid ICD-10 DSM-5 Codes Sorted by Codes 📄
    - Data Upload Notification Form
- 2022 Frequently Asked Questions (FAQS) 📄

User goes to the PCS homepage https://omh.ny.gov/omhweb/pcs/submissions/ clicks on application link

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Multifactor Authentication & PCS User Accounts

External Users (Non-State Employees)---Login Process Using OKTA-MFA

User is navigated to the Sign-in selection landing page and selects Sign-in with

"External/Local Provider" (Non-State Employee)

Multifactor Authentication & PCS User Accounts

External Users (Non-State Employees)---Login Process Using OKTA-MFA

Enter username and password
Click on Sign in button

NOTE: To login to the PCS application, users need to use their NY.GOV ID and password. These credentials are the same as your PCS username and password that your Security Manager created in the Security Management System.

🔒 **NY.GOV ID**
Secure Access to New York State Services

Username

L2222PK1

Password

••••••••••••

Sign In

Forgot Username? or Forgot Password?

Create an Account

Need help? Get Assistance

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

Multifactor Authentication & PCS User Accounts

External Users (Non-State Employees)---Set up multifactor authentication
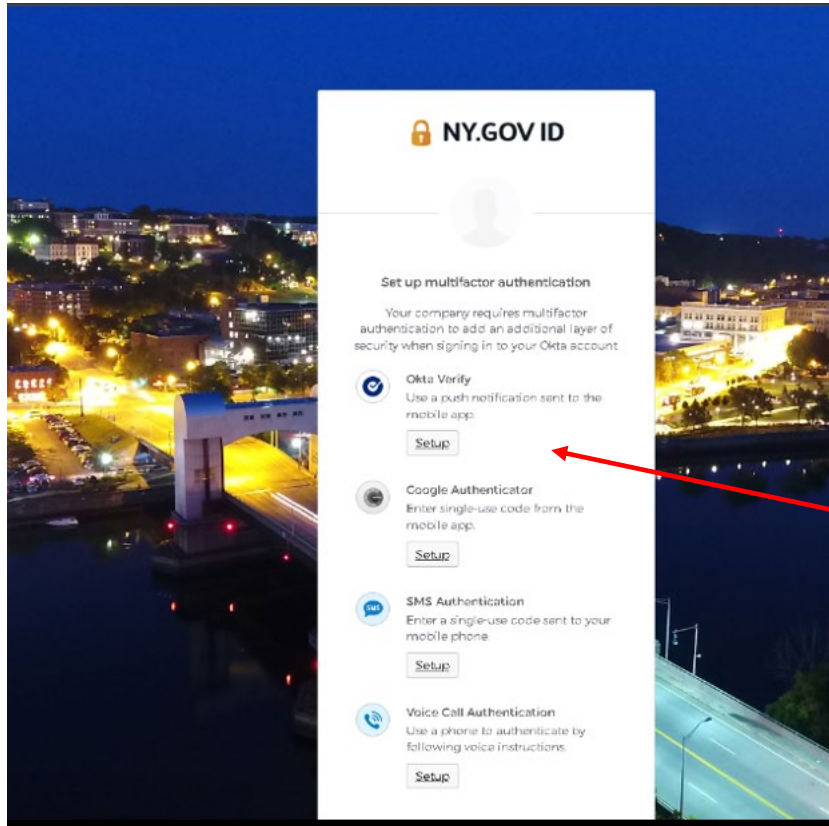
Upon your initial login to PCS, the setup screen will display.

User should set up <u>at least two</u> authentication options.

1) **Okta Verify**
2) **Google Authenticator**
3) **SMS Authentication**
4) **Voice Call Authenticator**

Multifactor Authentication & PCS User Accounts

External Users (Non-State Employees)---Set up multifactor authentication

Upon authentication, the user is directed to the PCS application homepage

Multifactor Authentication & PCS User Accounts

Survey Resources

Preparing for the Survey

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- Survey Training
  - WebEx Recording
  - Presentation Slides 📄

The Data Entry Web Application

- 2022 PCS Application (User Identification and Password Required) Available: March 21 – April 20, 2022
- PCS -OKTA Multi-Factor Authentication (MFA) Guidance
  - User Guide for Internal Users 📄
  - User Guide for External Users 📄

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  - Valid ICD-10 DSM-5 Codes Sorted by Codes 📄
  - Data Upload Notification Form
- 2022 Frequently Asked Questions (FAQS) 📄

Multifactor Authentication (MFS) Step-by-step instructions available on PCS Homepage

https://omh.ny.gov/omhweb/pcs/submissions/

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Resources

If you have any questions, please send them to
pcs@omh.ny.gov

Security Management System (SMS) Home page
https://www.omh.ny.gov/omhweb/sms/

Patient Characteristics Surveys (PCS) Home page
https://www.omh.ny.gov/omhweb/pcs/submissions/

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