CYF mHOMS User Training

MH Programs Enhanced with an AD Counselor

Training Overview

- Accessing CYF mHOMS
- Registering as a user
- Logging into the system
- Overview of the user interface
Accessing the System

Accessing CYF mHOMS

- Use an updated browser:
  - Firefox, Chrome, Safari, Internet Explorer
- Go to https://mhoms.ucsd.edu to access the system
- System is compatible with computers, tablets, and mobile devices
Registering as a User

New User Registration

To register, go to https://mhoms.ucsd.edu and click the “Register” link on the top right of the “Login” page.
New User Registration

Username

• Username should be the users first and last name, all lowercase with no spaces
  ▪ Example: johnsmith

Password

• Passwords are required to have at least:
  ▪ 8 characters
  ▪ 1 uppercase letter (A-Z)
  ▪ 1 lowercase letter (a-z)
  ▪ 1 number (0-9)
  ▪ 1 special character (!, @, #, $, %, ^, &, *, (), =, [], ?)

New User Registration

E-mail

• Notifications, temporary passwords, and additional CYF mHOMS information will be sent to the email address provided

Access Level

• Select either CYF Program Manager, CYF Admin Staff, or CYF Clinicians

• Users with the highest access level must register first, in order to approve registration for users with lower access levels
New User Registration

- **CYF Program Manager**: select if user is a program manager, or other program administrator who is responsible for overseeing or supervising staff using CYF mHOMS

- **CYF Admin Staff**: select if user is an administrative staff member, program QA/QI staff, Site Superuser, or other nonclinical staff who will be using CYF mHOMS

- **CYF Clinicians**: select if user is a clinician, case manager, AD counselor, peer support specialist, or other clinical staff member who will be using CYF mHOMS

New User Registration

Access Level Selection

- **CYF CASRC leads** register first and are responsible for approving CYF Program Managers that register below them

- **CYF Program Managers** register after CYF CASRC leads and are responsible for approving CYF Admin Staff and CYF Clinicians below them

- **CYF Admin Staff and CYF Clinicians** register after Program Managers
Importance of CYF mHOMS Hierarchy

- Registration involves a hierarchical system in which CYF mHOMS administrators are responsible for approving and denying access to individuals registered under them.

- Purpose:
  - Manage CYF mHOMS users (approve new users and deactivate those who have left)
  - Limit access to certain areas of CYF mHOMS

New User Registration

Administrator Selection

- CYF CASRC leads select “HSRC” as their Administrator
- CYF Program Managers select “Nunez, Antonia” as their Administrator
- CYF Admin Staff and CYF Clinicians select their Program Manager as their Administrator

County and Program(s) Selection

- User selects “San Diego” and their program(s)

CCBH Staff ID

- If user does not have this information available, email Antonia@ucsd.edu
New User Registration

User submits registration in CYF mHOMS

User receives email confirmation that registration has been submitted; email includes a link that the user must click to verify his/her email address and confirm the registration request.

Once user clicks the verification link, his/her administrator receives the email alerting him/her of pending registration that requires his/her approval; email includes link to CYF mHOMS and instructions about how to approve a user’s registration.

Administrator approves user’s registration; user’s registration is now active.

User receives email alerting him/her that registration has been approved and is active; email includes link for user to log into CYF mHOMS.

Logging into the System
Once the users registration has been approved by their administrator, they may log into the system using the username and password they created during registration.

Note: all fields are case sensitive.

Click “Forgot your password?” if necessary.

Forgotten password

- Clicking the “Forgot your password?” link will send users to the “Reset Password” form.
- Username, first name, last name, and email fields are case sensitive.
- Upon submitting this form, users will be emailed a temporary password.
- After logging in with the temporary password, the user will be prompted to change their password.
Logging into CYF mHOMS

Incorrect Password
- After 5 incorrect password submissions, the user's password will automatically reset
  - They will receive an email containing a temporary password
  - After logging in with the temporary password, they will be prompted to change their password
- For more information on resetting a user's password, please email Antonia@ucsd.edu

Logging into CYF mHOMS

Temporary Login Code
- Once the user submits a valid username and password, the system will generate a temporary login code as part of the two-step authentication process
  - Users will receive this temporary login code via email (check the spam/junk folder if code is not received within a few minutes)
  - Copy and paste the temporary code from the email into this form and click the “Submit” button to access CYF mHOMS
Logging into CYF mHOMS

Temporary Login Code – Email Sample

Hello Antonia Nunez

Your code is below.

Temporary Code: 483388693

Please enter this code into mHOMS in order to complete your log in. If you have any questions or need assistance, please contact mhoms@ucsd.edu.

Overview of the User Interface
User Interface

- Once logged into the system, the user will automatically be directed to the “Client Data” tab.
- User will choose which type of action they want to perform by using the tabs to navigate through the system.
- Access to certain areas of CYF mHOMS depends on the user access level.

Client Data Tab
Client Data Tab

- The “Client Data” tab gives users the ability to:
  - Look up clients in CYF mHOMS
  - Register new clients
  - Enter, view, and/or edit client assessments
  - View client assessment history reports
  - Edit client information
  - Discharge clients

Client Data Tab

Client Lookup

- Search for clients in CYF mHOMS
  - If the client has not yet been registered in the system, the user will notify the data entry person at the program
  - Avoid duplication of client records by making sure that the information entered in the search field(s) is correct

Quick Tip: If the user is trying to enter a reassessment/discharge and the client does not show, it’s possible that the temporary client number was not updated
Client Lookup

• If all fields are left blank, and the “Submit” button is clicked, the system will produce a list of all registered client records (open and closed)

Client Lookup Tool

• Once the system finds a match, based on the information the user entered in the search field(s), the bottom of the screen will show the clients record
Editing Client Information

If any client information needs to be updated, the user must notify the data entry person at the program.

Client Lookup Tool – Current Assessment

Click “Current Assessment” to enter PESQ information.
Current Assessment

- This screen will display:
  - the number of days it has been since the measure was last submitted
  - the field “Assessment Type” and the “Add Assessment” button, which activates the form that needs to be completed for the selected timepoint

Current Assessment – Add Assessment

- A box with the PESQ form is created for the selected timepoint
  - Notice that the system will auto-populate the date the assessment box was created
  - User will click “PESQ” and begin entering the information
    - If the measure was not completed, the user will select the reason for non-completion endorsed on the PESQ Cover Sheet by the AD staff
Current Assessments

- A confirmation window will show upon completion of the form
- Click “Print” if the program would like to have a copy of this confirmation on file

Current Assessments

- Form Status
  - **Green** = Submitted
  - **Yellow** = Saved/In Progress
  - No color/No Icons = Nothing has been entered for this measure
Current Assessments

Form Icons

- **Continue Form** – form is saved, but NOT submitted
- **Edit Form** – allows users to make changes to a submitted form
- **Review Form** – opens form in “Print Preview” format

Current Assessments

- **Print PESQ Summary**
  - Form status must be **Green**
  - Click “PESQ Summary”

*Note: The PESQ Summary report should be reviewed by the AD Staff prior to filing in the clients chart*
Client Lookup Tool – Client Reports

• To view client reports, look up a client via the “Client Lookup” tool
• Click the “Client Reports” link that corresponds with that client

Client Reports

Coming Soon!
To discharge a client:
1. Go to the “Client Data” tab
2. Search for the client on the “Client Lookup” screen
3. Click on “Current Assessment”
4. Then, select “Discharge” for Assessment Type

- The system will no longer allow for additional timepoints once the discharge assessment is created
Reports Tab
Client Level Reports

- Client-level Reports
  - CANS - Individual Progress Report
  - PSC-P Graph
  - PSC-Y Graph

CANS Reports

- CANS Reports
  - CANS - Average Impact Progress Report
  - CANS - Item Breakdown Progress Report
  - CANS - Key Interventions Report
  - CANS - Strength Over Time Report
  - CANS - Caseload Progress Report
  - CANS - Clinician Support Intensity
Data Check and Administrative Reports

User Management Tab
### Change Password

- Click the “Change Password” link if user needs to change their password
- Enter current password
- Enter and confirm the new password
- Remember that the new password must have at least:
  - 8 characters
  - 1 uppercase letter (A-Z)
  - 1 lowercase letter (a-z)
  - 1 number (0-9)
  - 1 special character (!, @, #, $, %, ^, &, *, (, ), =, [ ], ?)
- Click “Submit”

### User Account Details

- Click the “User Account Details” link to view or edit user account details
User Account Details

- Here, users may edit their email address, access level, administrator, county, and program(s)
- Once the user makes changes to their account, they will click “Submit”
- Note: Changing account information requires re-approval by the user they registered under (i.e., their administrator)
- If other account detail changes need to be made, email Antonia@ucsd.edu

User Management

- Depending on the access level of each user, they might have the responsibility of approving, activating, or inactivating users registering under them
- To manage these users, click on the “User Management” link
User Management – Pending Users

• Here, authorized staff can approve users whose registration is currently pending
• To approve a pending user, check the box under “Approve”
• After clicking “Approve”, click the “Apply changes” button

User Management – Active Users

• Authorized staff can inactivate users whose registration is currently active, but should no longer have access to the system
• To inactivate an active user, check the box under “Inactivate”
User Management – Inactive Users

- Authorized staff may activate users whose registration is currently inactive
- To do so, check the box under “Activate”

Documents Tab
Documents Tab

CYF mHOMS Features & Functions
Notifications

- Notifications in the system are used for:
  - Informing users of important system updates and data collection issues
  - Notifying users of upcoming and overdue assessments
  - Immediate emergency notifications if/when a user or client reports time-sensitive information

Validation, Range Rules, & Missing Value Labels

- Validation, range rules, and missing value labels help ensure data quality
- Standard validation and range rules ensure that data entered are appropriate and in the appropriate format
- If a data validation error occurs after submission, a red error message will indicate which specific items need to be corrected
Save Work

- Use the “Save Work” function if:
  - required fields/items are missing and the AD staff person is not available to provide an immediate response
  - user is unable to enter the entire measure due to unforeseen circumstances

Session Expiring

Timing out
- Timeout and automatic logging off of the system will occur after 20 minutes of user inactivity
  - Inactivity includes not clicking a link or submitting data
- Users have five minutes to reset the 20-minute timer before being logged out
Session Expired

Timing out
- If the user does not reset the five-minute timer, they will be logged out of the system and receive the “Session Expired” warning message
- This message indicates user has been logged out of the system
- To return to the login page:
  - Click “Log Back In”
  - Or go to [https://mhoms.ucsd.edu](https://mhoms.ucsd.edu)

Help Tab
Help Tab

- If additional help is needed, phone and email support can be provided during regular business hours
  - (858) 966-7703 ext. 3604; Antonia@ucsd.edu

Thank you!

For further assistance, please contact Antonia Nuñez at:
Antonia@ucsd.edu
(858) 966-7703 ext. 3604