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, Google Chrome*, Safari, Internet Explorer
• Go to [https://mhoms.ucsd.edu](https://mhoms.ucsd.edu) to access the system
• System is compatible with computers, tablets, and mobile devices

*For optimal performance, we recommend using Google Chrome to run CYF mHOMS.
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 (!, @, #, $, %, ^, &, *, ( ), =, [ ], ?)

**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, AOD counselor, 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, peer support specialist, or other clinical staff member who will be using CYF mHOMS

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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 cyfmHOMS@ucsd.edu for assistance
**New User Registration**

1. User submits registration in CYF mHOMS
2. 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
3. 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
4. Administrator approves user’s registration; user’s registration is now active
5. 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.

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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: cyfmhoms@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 ensuring 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 Assessment

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 Assessment

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

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 Assessment

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

• Click on the “Print” icon

*Note: The PESQ Summary report should be reviewed by the AD Staff prior to filing in the clients chart*
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 PESQ timepoints once the discharge assessment is created
• For detailed information on these reports, users should reference the **CYF mHOMS User Report Training** handout that is available on the System of Care Evaluation (SOCE) website.
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 cyfmhoms@ucsd.edu
Documents Tab

Documents Tab
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

- 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 the 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 you need additional help, we provide phone and email support during regular business hours
  - Phone: (858) 966-7703 ext. 243604
  - Email: cyfmhoms@ucsd.edu - **DO NOT email client information!**

Thank you!

For further assistance, please contact
CYF mHOMS Help Desk at:
cyfmhoms@ucsd.edu
(858) 966-7703 ext. 243604