

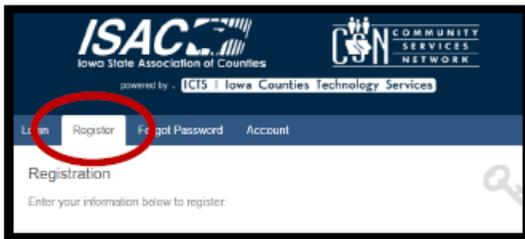
CSN USER SET UP GUIDE

** * * Please Register for your CSN User Account by 06/08/22 * * **

CSN MANUAL REFERENCES: PAGES 19 - 22

CSN ACCESS:

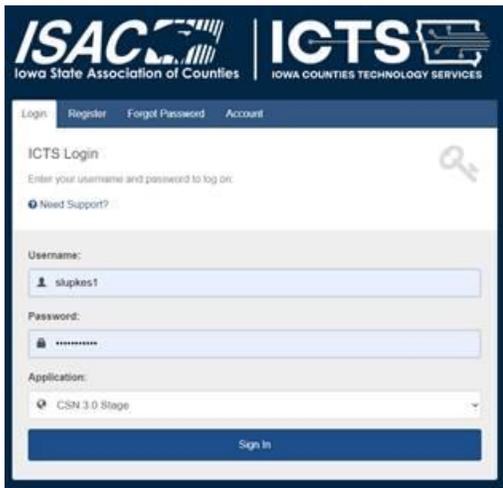
1. Enter the following web address into the web browser:
 - a. Please use the staging link for training - <https://ssostage.iacsn.org/>
 - b. After training, you will need to register for the CSN Production link – we'll share later.
2. Select the 'Register' tab and complete the required fields indicated by red colored field names
3. You must have the access code to create an account for security purposes. This access code is: **99Counties**



4. Email addresses are checked for duplicates within CSN to eliminate multiple accounts created with the same email address.
 - a. If an email address is currently in CSN, the system will inform the user registering that there is already an account linked with that email address.
 - b. The user can then use the 'Forgot Password' tab and follow the steps to retrieve their password.
5. Check Your Email: After the user has successfully filled out the required fields and clicked the 'Register' button, a verification email will be sent to the email address entered during registration.
 - a. The user must log into their email account and follow the link to verify that an appropriate email was used when the account was created for CSN.
 - b. **If you do not receive the email, check your junk mail and ask your IT department to add "iowacounties.org" to the white list.**



- c. On the ICTS Login screen, select the correct Application (You will register twice. Once for testing/training = CSN 3.0 Staging and a second time for the Live/Production Site = CSN 3.0. The staging Application is shown below.)



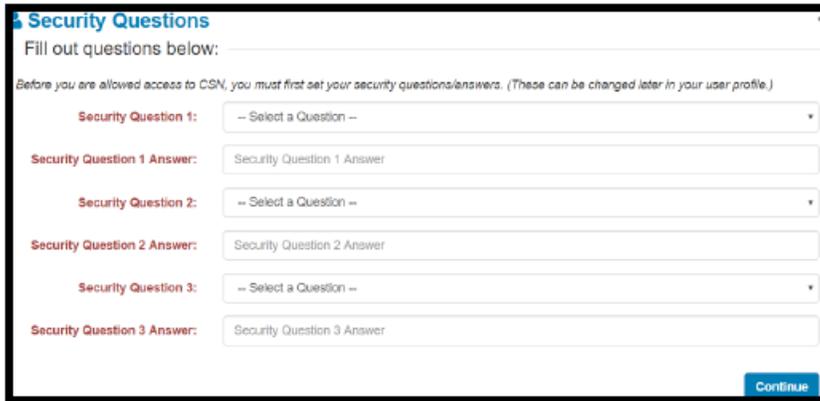
REQUEST ACCESS:

6. Once a user's account has been verified, please submit a ticket using the "Need Support" link and ask for Entity and roles. You cannot fully log into CSN without these roles.



SECURITY QUESTIONS:

7. When the account is set up with an entity and roles, the user can then sign in and will be taken to the security questions page. The user will select three different security questions and be required to provide the answers, the answers are free form text boxes which means they will be case sensitive. **This means if you capitalize a letter in one of your answers, you must always capitalize the letter when presented with the questions.**



Security Questions
Fill out questions below:

Before you are allowed access to CSN, you must first set your security questions/answers. (These can be changed later in your user profile.)

Security Question 1: -- Select a Question --
Security Question 1 Answer: Security Question 1 Answer

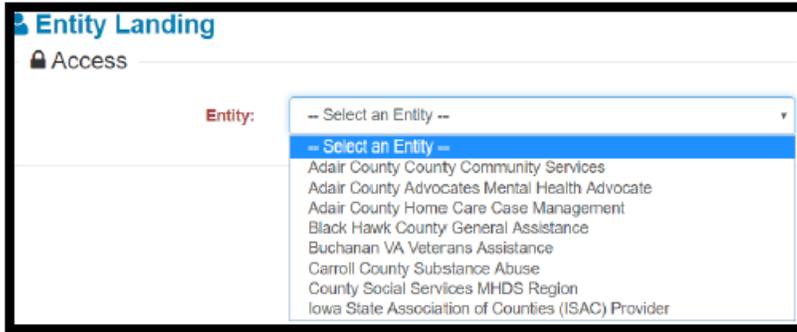
Security Question 2: -- Select a Question --
Security Question 2 Answer: Security Question 2 Answer

Security Question 3: -- Select a Question --
Security Question 3 Answer: Security Question 3 Answer

Continue

ENTITY/PROVIDER SELECTION:

8. After passing through the security questions, the user will be taken to the entity listing screen where there will be a drop-down menu of the entity/entities that the user can log in under. **If you do not have an entity to choose from, please talk to your expert user, user administrator, or send in a ticket to get an entity assigned.** It is important for users to be aware of the entity they are logging in under because the work completed is going to be associated with that entity, especially if there are multiple entities available to log in under.
 - a. Users logging in as Service Providers, will select your Provider Organization.
 - b. **PLEASE NOTE: Access Point Users completing delegated Region functions, will have a Polk County Region | MHDS Region Entity. Additionally; if those same Users also bill for services, you will have a second Entity (your Provider Organization).**
 - c. The entity/entities within the drop-down menu are populated based on the access granted through the request access process.



CONFIDENTIALITY & SECURITY:

9. **The first time a user signs into the system, they must sign a confidentiality agreement and either enter a date of their last HIPAA training or watch a HIPAA Video within CSN before proceeding.**
 - a. **A CSN HIPAA video is required to continue**, once the user is made active.
 - i. HIPAA Training link (20 minute video on how security is structured in CSN) - https://www.youtube.com/watch?v=iv8m7Q2EYEW&list=PLdhRIKaUJKEYWXhJy_hlzEXk-Xd-b9686&index=2&t=95s
 - ii. write down or remember the date they watched the HIPAA video
 - b. The CSN HIPAA Video can be skipped, but if no HIPAA Date is entered that is less than a year ago or the video is skipped for 30 days, a user's account can become inactive.
 - c. *Any user who's account is made inactive for not meeting the requirement, an email alert will also go out to anyone with the CEO or Data Integrity role for any entities the user has assigned as well.*

USER PROFILE DETAILS:

10. **Every user will have access to their own profile, however, only users with the User Administration role will be able to view, add, or edit other user's profiles. To view your own user profile, click on the magnifying glass, click the CSN User Tab, and search on yourself. Click the blue folder next to your name.**
11. Selecting the blue 'Administration' tab on the top navigation bar will take the user to the Administration dashboard. If the cursor is hovered over the blue 'Administration' tab a white drop-down menu with the options of Entity, User, and Lookups will be shown. Selecting the white User tab will take the user to the User Listing screen.



12. The user's record will be shown in the grid, select the blue folder icon to open the user profile details.

ID	Username	First Name	Last Name	Work Phone	Employer	Active	Last Access D
4	lschack	Laz	Schack	(515) 369-7028	ISAC	Yes	12/29/2016

- The user's information can be updated in the profile details, when necessary, with a profile photo, digital signature, and security questions. CSN trainings will be updated after a user successfully completes qualifying trainings.
- If any information is updated or removed, the user will need to select the blue "Save Changes" button at the bottom right side of the page for the system to accept the new data.
- If a user needs reactivated, there is a protocol to follow, such as making sure the user still works for the organization, they have roles under. There is a toggle that must be switched to "Yes" before the user can be activated.

Active: Yes

I verify that I have confirmed all the information and this user can be reactivated in the system:

No

CONGRATULATIONS & SEE YOU AT TRAINING!!