



EMERGENCY
PREPAREDNESS
OFFICE (EPO)
Helping Californians
Respond to Public Health Threats

California Health Alert Network (CAHAN) First Time User Guide

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Welcome

Welcome to the California Health Alert Network (CAHAN). CAHAN is the emergency preparation and notification system for the California Department of Health Services, Emergency Preparedness Office. It serves as a single, central point for finding, creating, and sharing information. CAHAN has been deployed to provide alerting and emergency preparation tools for state and local officials. Please read these instructions carefully.

As a CAHAN user, you need to create a user profile that contains information about yourself, including your work location, job description and duties, and your preferred methods to be contacted in the event that an alert needs to be sent to you. In addition, while creating your profile, you can set and change passwords and alerting security codes in order to log on to CAHAN and to confirm alerts.

Maintaining updated and accurate information in your user profile is critical to the success of the CAHAN alerting system. As phone numbers, email addresses, and job locations often change, CAHAN will prompt you periodically to verify your information.

Logging into CAHAN

1. Using the most current version of Microsoft Internet Explorer, log on to CAHAN using the following address: <https://cahan.ca.gov>. This will take you to the Single Sign-On page.
2. It may be helpful to bookmark this address under your Favorites for quick reference in the future.



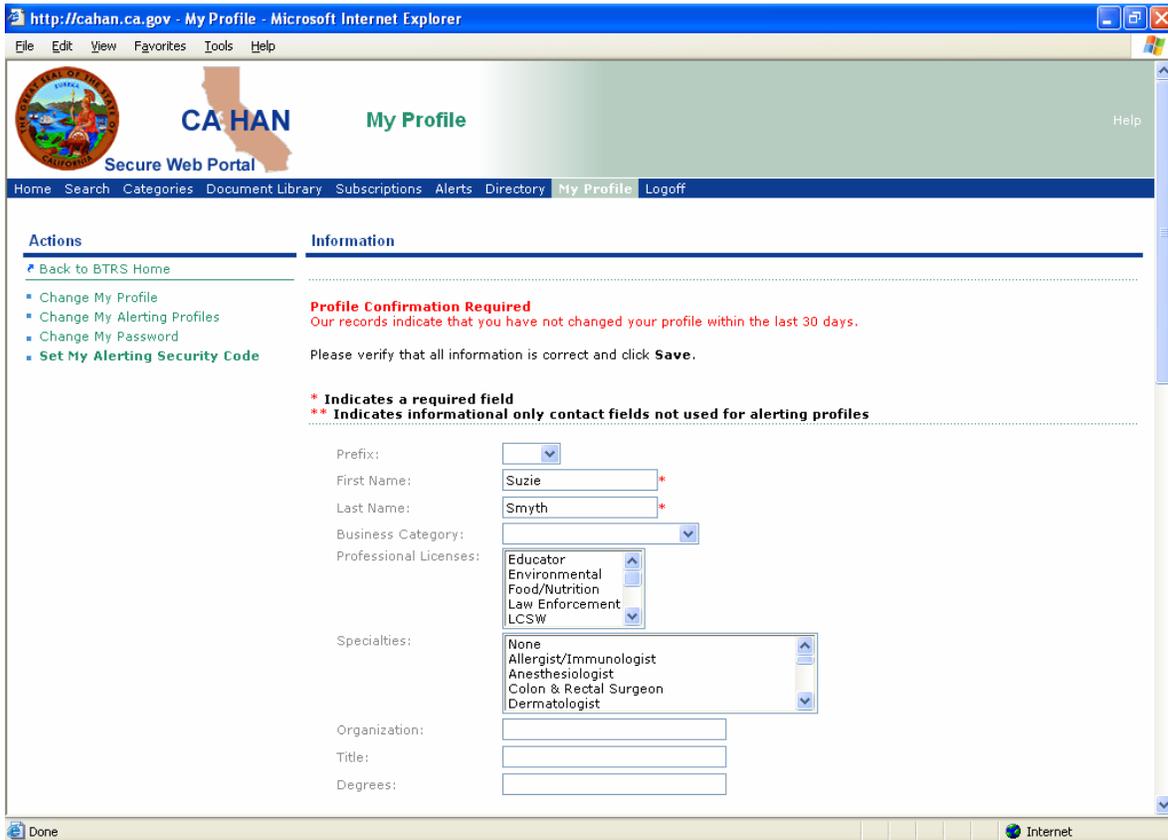
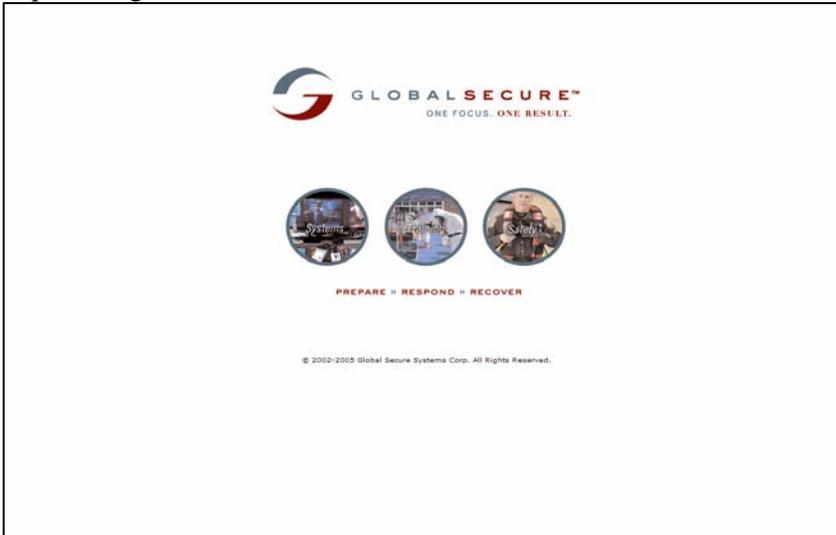
The screenshot shows the CAHAN Single Sign-On Page. On the left, there is a circular logo with a map of California and the text 'CA HAN Secure Web Portal'. To the right of the logo, the text 'CA HAN' is displayed in a large, bold font, with 'Secure Web Portal' underneath it. Further right, the text 'Single Sign-On Page' is displayed in a smaller font. Below this, there is a prompt: 'Please enter your user id and password:'. There are two input fields: 'User ID:' and 'Password:'. A 'Login' button is positioned below the password field.

3. Log on by entering your User ID and Password provided to you by your CAHAN administrator and click on the Login button. The password field IS case sensitive.

Important Note: If asked if you want to save the password in your password list, select “no” or do not check the box to select that option.

The first time you log in, you will see a brief splash page (below) before being sent directly to your “My Profile” page.

“Splash Page”



4. Enter **all** the information on this page that is applicable for you (e.g. work location and address, home phone, alternate contact information, languages spoken, etc.)

This is confidential and secure information that is used only to reach you during an alert.

NOTE: If you have no professional licenses or specialties, you are not required to select one, and you may simply leave those fields unselected.

When completed, simply left click on “Save.”

Work Zip/Postal Code:

Work Email: *

Work Phone:

Work Fax:

Home Contact

Home Address:

Home City:

Home State/Province:

Home Zip/Postal Code:

Home Phone:

Alternate Contact

Cell Phone:

Numeric Pager: **

Alpha Pager Email:

Alternate Phone:

Alternate Email:

Satellite Phone: **

Other Means of Contact: **

Misc.

Lang. Spoken:

- English
- Spanish
- Chinese
- Arabic
- Armenian

Misc. Info: CPR Certified

Once you left-click on Save, then the following screen will appear, confirming that your profile has been successfully changed. Left click on “OK.”

CAHAN My Profile

Secure Web Portal

Home Search Categories Document Library Subscriptions Alerts Directory My Profile Logoff

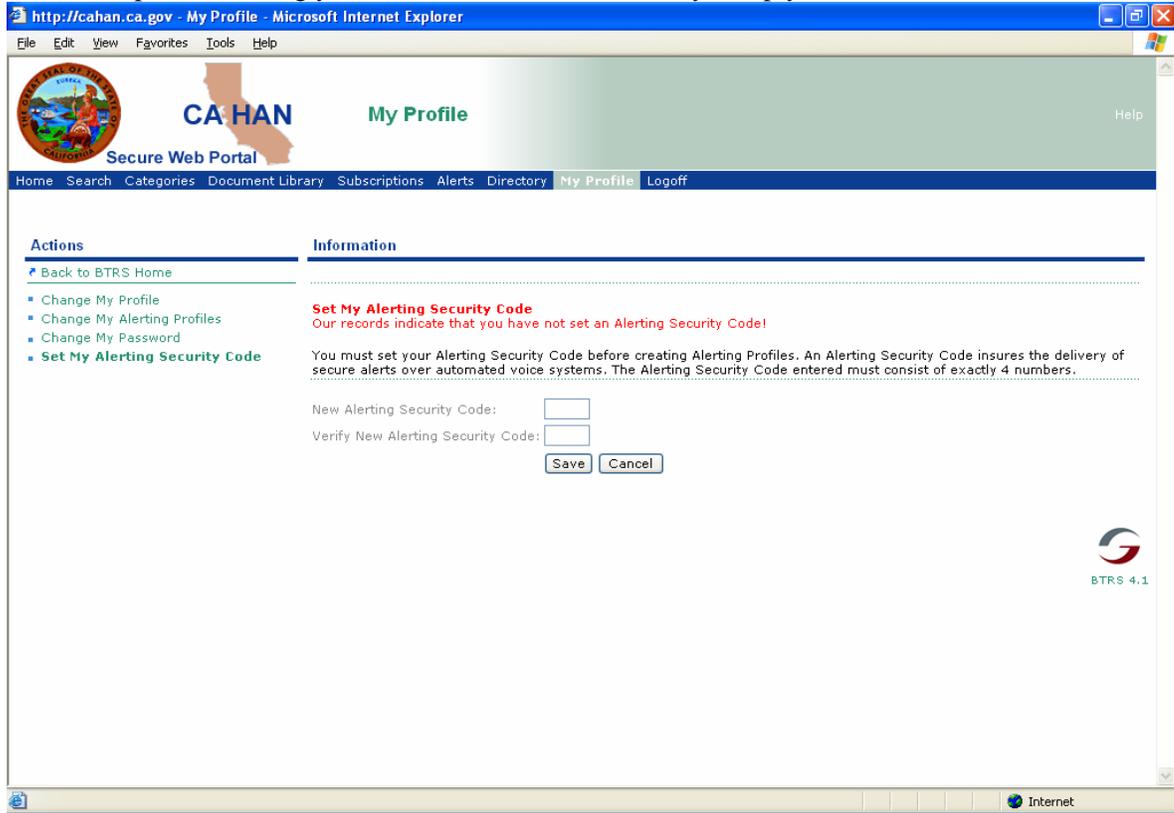
User Profile Change Confirmation

Profile successfully changed!

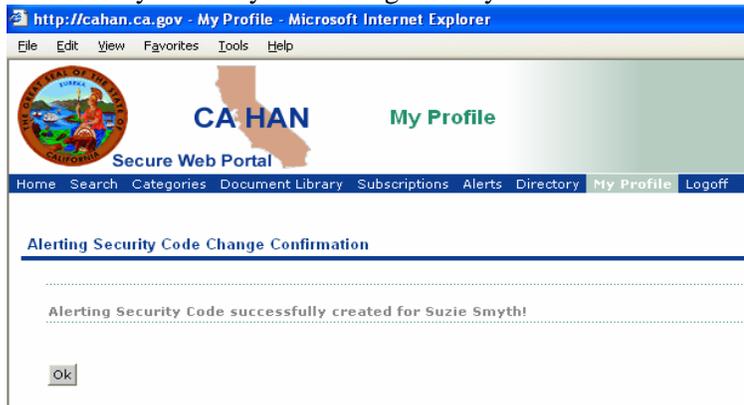
- The next page that you will be directed to automatically (below) will prompt you to enter an Alerting Security Code. This code is a four-digit number (similar to a debit card PIN) that you must enter to confirm an alert via phone. When you receive an alert via phone at a designated location, you will be prompted to enter this code to confirm your identity before the alert message will be read. This code is totally confidential and will be known only to you. If you forget it, it cannot be retrieved for you, but it can be reset.

NOTE: Some suggestions for PINs include using the code for accessing your voice mail, an ATM pin, or the last four digits of your social security number.

When completed entering your code a second time to verify, simply left click on “Save.”



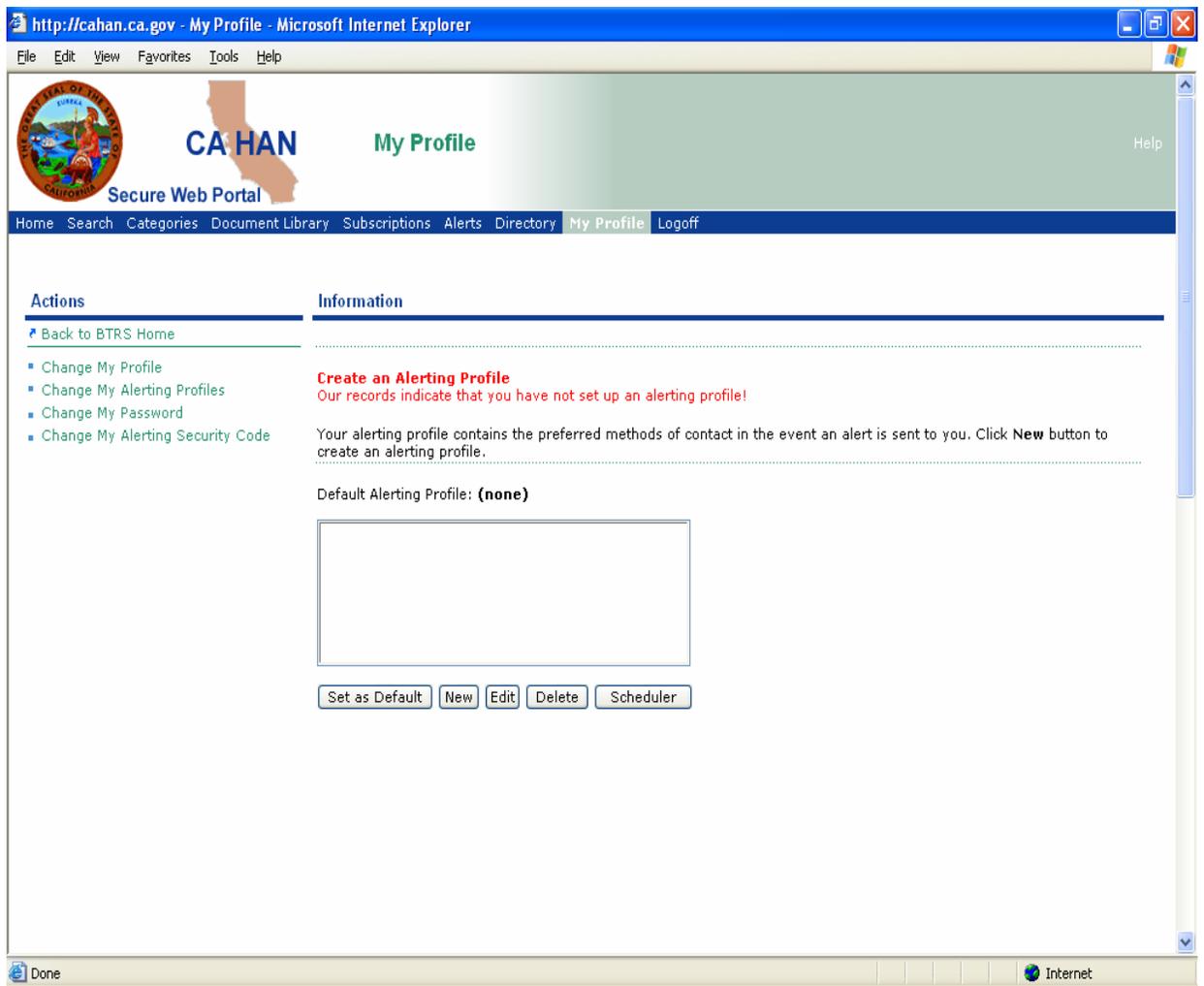
Once you left click on Save, the following screen will appear, confirming that you have successfully created your alerting security code. Left click on “OK.”



6. The next page that you will be directed to automatically (below) will prompt you to create an alerting profile. Creating an alerting profile simply provides you a way to tell the system how you want to be notified in the event that an alert needs to be sent to you. Depending on the public health event or critical incident, you may be alerted at various times of the day and days of the week, including while at home, during the night and on weekends.

The system will allow you to create an automated list of contact methods (e.g. cell phone, e-mail, and pagers), for low, medium, and high priority alerts. In addition, you can specify which of those contact methods you want to use for each type of alert priority (low, medium, or high) and the order in which the alert is sent to each device.

NOTE: You have the ability to create, edit, and activate several different alerting profiles to meet your needs and tailor to your lifestyles. You are unlimited in the number of alerting profiles to create.



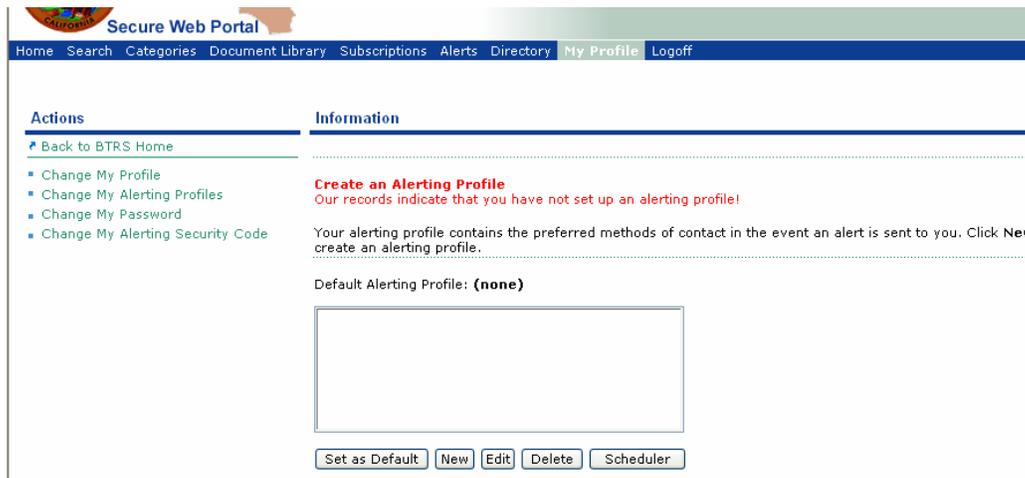
Below is a table of alerting priority levels and the corresponding recommended usage.

CAHAN Alert Level Information and Examples of Recommended Profile

Alert Level	Contact Location	Use	Examples of Use
High	<ul style="list-style-type: none"> • Cell phone • Work phone • Alpha pager email • Work email • Home phone 	<ul style="list-style-type: none"> • Requires activities to respond to a public health emergency • Action requested immediately, i.e. a public health emergency is in progress, and workers are needed • Regular, but infrequent drills during off-hours* 	A public health emergency occurring in the county
Medium	<ul style="list-style-type: none"> • Work email • Work phone • Home phone 	<ul style="list-style-type: none"> • Provides information that requires awareness and/or preparatory activities • Alerting for potential need in the near future, including things that can be done to prepare for service • Periodic drills during business hours 	A strain of pandemic influenza is circulating somewhere outside of the U.S., and we are expecting to be impacted within the next 6 weeks.
Low	<ul style="list-style-type: none"> • Work email only 	<ul style="list-style-type: none"> • General information only • Requires no action 	Available trainings, upcoming exercises

Confirmation takes only seconds upon receipt of the alert, as it consists of just entering your 4-digit security code into the telephone and confirming.

Left-click on “New” to create a profile and enter a profile name such as: “standard”, “regular”, “normal”, “my profile”, “default”, “work,” etc.



7. For each type of alerting priority (low, medium, or high), using the drop-down lists, select the applicable location(s) to which you would like your alerts to be sent (refer to the table on page 7 for guidance).



NOTE: Select only those locations for which you have entered information in the “My Profile” section on the portal (e.g. if you do not have an alpha pager email, do not select that as a contact location to receive alerts.)

Once you have set your locations for each priority, left click on “Save.”

[Back to BTRS Home](#)

- Change My Profile
- Change My Alerting Profiles
- Change My Password
- Change My Alerting Security Code

Profile Name:

Set as Default:

! High Priority Alerts

Location 1:

Location 2:

Location 3:

Location 4:

Location 5:

Medium Priority Alerts

Location 1:

Location 2:

Location 3:

Location 4:

Location 5:

↓ Low Priority Alerts

Location 1:

Location 2:

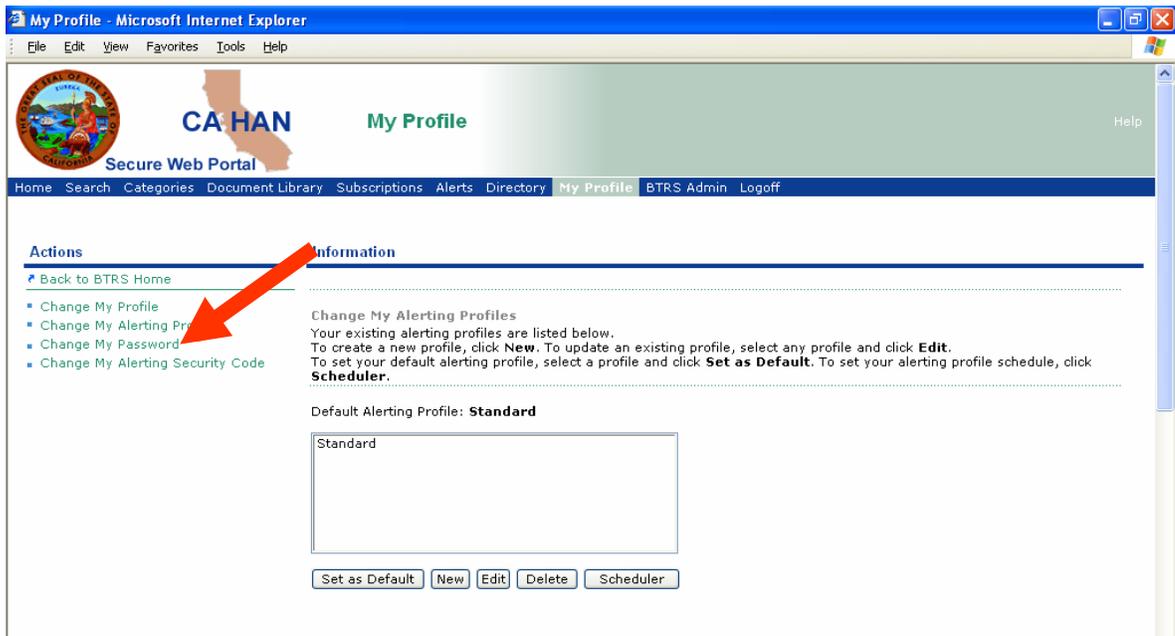
Location 3:

Location 4:

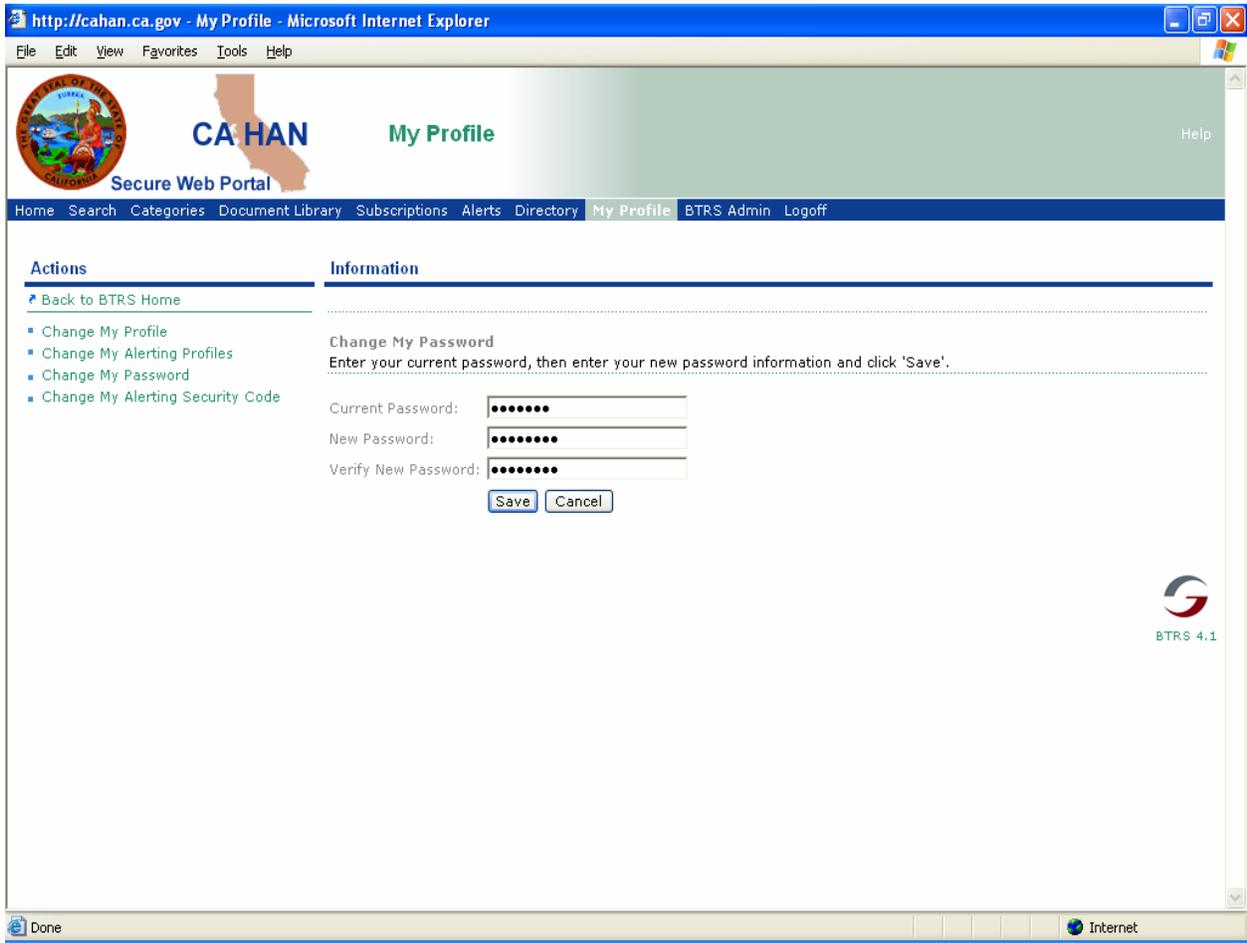
Location 5:

- The final step is to change your password that you use to log onto CAHAN (this is different than the alerting security code used to receive alerts via phone).

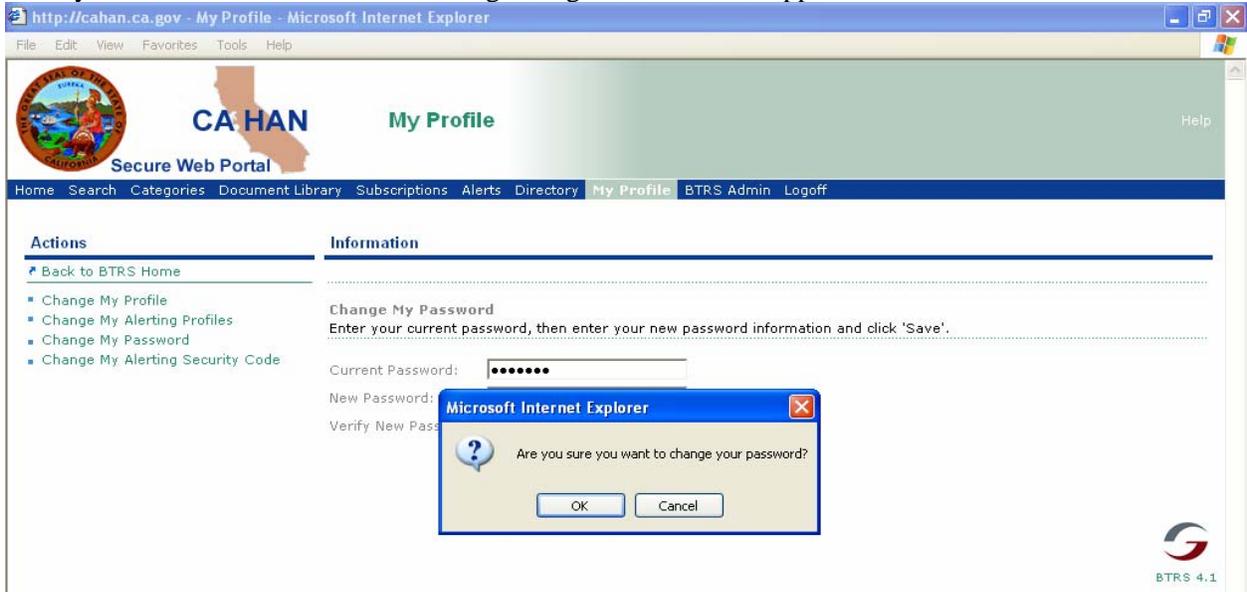
Within the “My Profile” section, left click on “*Change My Password*” underneath Actions on the left-hand side of the page.



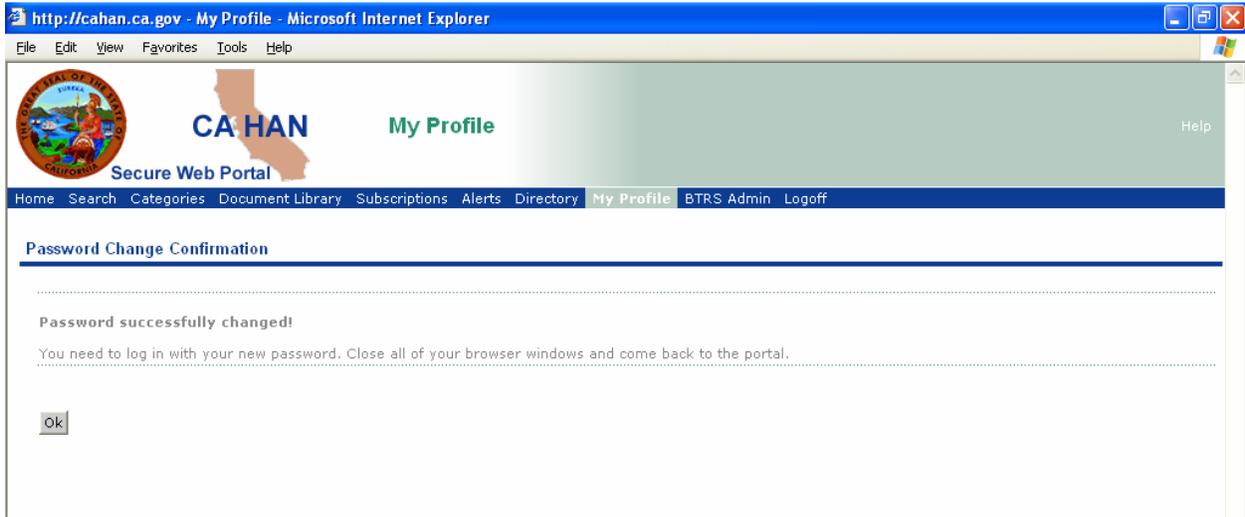
Follow the instructions on the screen and left click on “Save.”



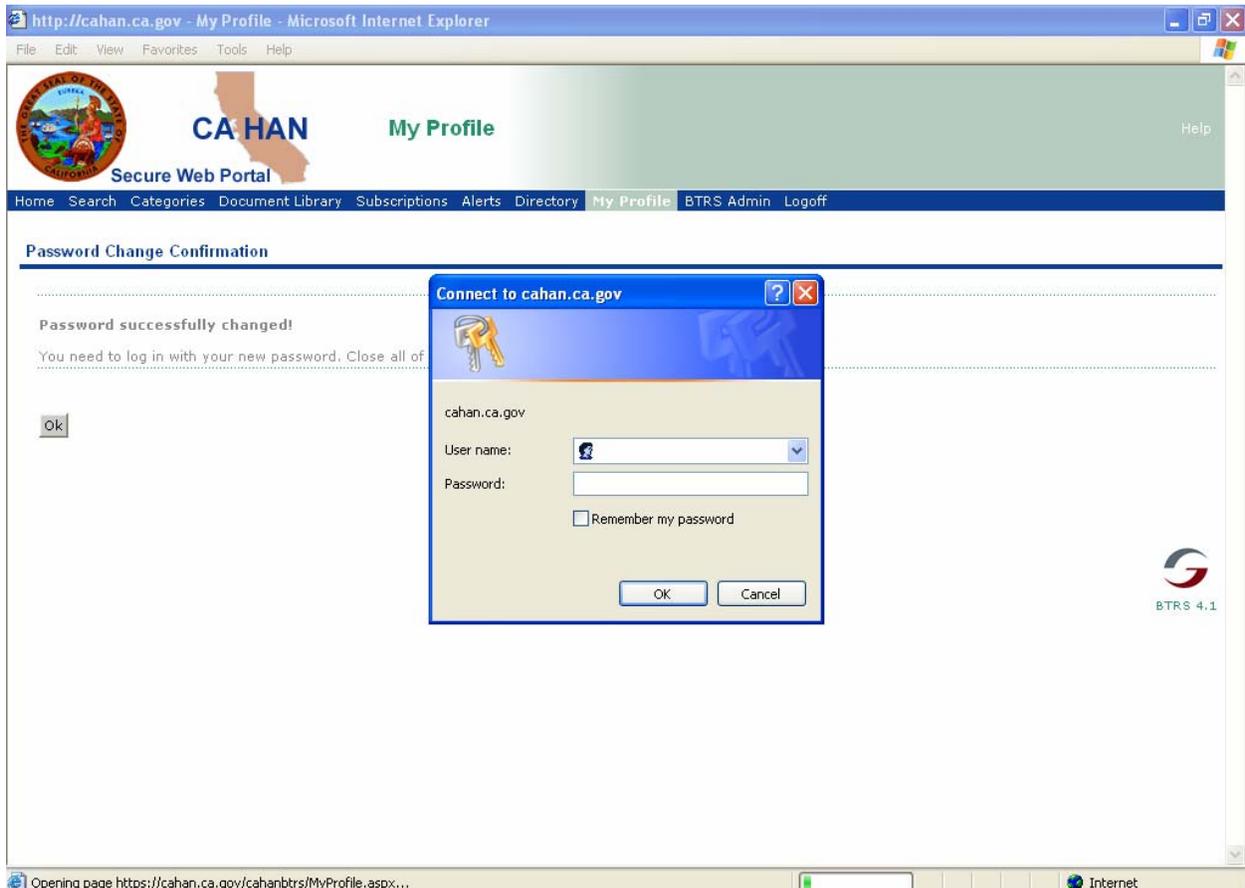
Once you left click on Save, the following dialog box below will appear and left click on "OK."



When you will then receive the following screen, denoting that you have you successfully changed your password, then, left click on “OK.”



9. A new sign-on dialog box (such as the one below) will appear. **Close it and close your browser.**



That's it, you're finished! You have now set up your CAHAN account.