



EMERGENCY PREPAREDNESS OFFICE (EPO)

Helping Californians Respond to Public Health Threats

California Health Alert Network (CAHAN) First Time User Guide

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GLOBALSECURE SYSTEMS* ONE FOCUS. ONE RESULT.

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: <u>https://cahan.ca.gov</u>. 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.

CA HAN Secure Web Portal	Single Sign-On Page
	Please enter your user id and password: User ID: Password: Login

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.





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	Prefix:	×		
	First Name:	Suzie *		
	Last Name:	Smyth *		
	Business Category:	v		
	Professional Licenses:	Educator Environmental Food/Nutrition Law Enforcement		
	Specialties:	None Allergist/Immunologist Anesthesiologist Colon & Rectal Surgeon Dermatologist		
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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.) <u>This is confidential and secure information that is used only to reach you during an alert.</u>

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

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	Home State/Province:	*		
	Home Zip/Postal Code:			
	Home Phone:	4155551212		
	Alternate Contact			
	Cell Phone:	4157472482		
	Numeric Pager:		**	
	Alpha Pager Email:	4155156162@verizon.net		
	Alternate Phone:	4155156162		
	Alternate Email:			
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	Other Means of Contact	:	**	
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When completed, simply left click on "Save."

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

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5. 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."

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Back to BTRS Home	
 Change My Profile Change My Alerting Profiles Change My Password Set My Alerting Security Code 	Set My Alerting Security Code Our records indicate that you have not set an Alerting Security Code! You must set your Alerting Security Code before creating Alerting Profiles. An Alerting Security Code insures the delivery of secure alerts over automated voice systems. The Alerting Security Code entered must consist of exactly 4 numbers.
	New Alerting Security Code: Verify New Alerting Security Code: Save Cancel
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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*."

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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.

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

Alert Level	Contact Location	Use	Examples of Use
High	 Cell phone Work phone Alpha pager email Work email Home phone 	 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	Work emailWork phoneHome phone	 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	• Work email only	General information onlyRequires no action	Available trainings, upcoming exercises

CAHAN Alert Level Information and Examples of Recommended Profile

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.

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₹ Back to BTRS Home	-
 Change My Profile Change My Alerting Profiles Change My Password Change My Alerting Security Code 	Create an Alerting Profile Our records indicate that you have not set up an alerting profile! Your alerting profile contains the preferred methods of contact in the event an alert is sent to you. Click New create an alerting profile.
	Default Alerting Profile: (none)
	Set as Default New Edit Delete Scheduler

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).

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 Change My Profile 	Profile Name: Normal
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	Location 1: (None)
	Location 2: (None)
	Location 3: Work Email
	Home Phone Location 4: Cell Phone
	Location 5: Alt. Phone
	Medium Priority Alert Alpha Pager
	Location 1: (None)
	Location 2: (None) 💌
	Location 3: 🛛 🔽 🔽
	Location 4: 🛛 🔽
	Location 5: 🛛 🔽 💌
	↓ Low Priority Alerts
	Location 1: (None)
	Location 2: (None)
	Location 3: (None)
	Location 4: (None) 💌
	Location 5: (None) 💌
Done	

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."

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	Location 4:	Work Phone 🔤	~
	Location 5:	Home Phone	¥
	Medium Priority Aler	ts	
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	Location 2:	Cell Phone	~
	Location 3:	Work Email	~
	Location 4:	(None)	~
	Location 5:	(None)	~
	↓ Low Priority Alerts		
	Location 1:	Work Email	~
	Location 2:	(None)	*
	Location 3:	(None)	¥
	Location 4:	(None)	¥
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8. 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.

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Home Search Categories Document Li	prary Subscriptions Alerts Directory My Profile BIRS Admin Logoff
Back to BTRS Home	
 Change My Profile Change My Alerting Profile Change My Password Change My Alerting Security Code 	Change My Alerting Profiles Your existing alerting profiles are listed below. To create a new profile, click New. To update an existing profile, select any profile and click Edit. To set your default alerting profile, select a profile and click Set as Default . To set your alerting profile schedule, click Scheduler.
	Default Alerting Profile: Standard
	Standard
	Set as Default New Edit Delete Scheduler
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Actions Information * Back to BTRS Home Change My Profile • Change My Alerting Profiles Change My Password • Change My Alerting Security Code Current Password, then enter your new password information and click 'Save'. • We Password Information • We Password Information • We Password: Information • Save Cancel	CA HAN Secure Web Portal Home Search Categories Document Li	My Profile brary Subscriptions Alerts Directory My Profile BTRS Admin Logoff	Help
e Back to BTRS Home • Change My Profile • Change My Alerting Profiles • Change My Alerting Security Code • Current Password: • Ourrent Password: • Verify New Password: • Verify New Password: • Save • Save • Cancel	Actions	Information	
• Change My Alerting Profile • Change My Alerting Profile • Change My Alerting Security Code Current Password: • Current Password: • Wew Password: • Wew Password: • Save Cancel • Save Cancel • Data of the security Code • Current Password: • Other Password: •	Back to BTRS Home		
Done 🚵 Totarnat	 Change My Profile Change My Alerting Profiles Change My Password Change My Alerting Security Code 	Change My Password Enter your current password, then enter your new password information and click 'Save'. Current Password: New Password: Verify New Password: Save Cancel	G BTRS 4.1
	Done	2 17	

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

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Change My Profile Change My Alerting Profiles Change My Alerting Security Code Change My Alerting Security Code Current Password: New Password: New Password:	
Verify New Pass Verify New Pass Verify New Pass Verify New Pass OK Cancel	9

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

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Home Search Categories Document Library Subscriptions Alerts Directory My Profile BTRS Admin Logoff				
Password Change Confirmation		-		
Password successfully changed!				
You need to log in with your new password. Close all of your browser windows and come back to the portal.				

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

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Password Change Confirmation		
Password successfully changed! You need to log in with your new password. Close all of OK	Cahan.ca.gov Liser name: Password: CK Cancel	S BTRS 4.1
Opening page https://cahan.ca.gov/cahanbtrs/MyProfile.aspx		V Internet

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