



Communication Release

9/25/2020

IMPORTANT! DATES FOR SAGE PROVIDERCONNECT SSO LOGIN PROCESS

ProviderConnect SSO Effective Date: Wednesday, September 30, 2020 at 12:00 PM

Dear Treatment Providers,

As previously announced, Sage ProviderConnect is moving to a Single Sign-on (SSO) login process. This process will reduce the number of login screens users will have to go through to access Sage. Providers will now encounter a single login process using the County's Microsoft Multi-Factor Authentication process and no longer have to then sign-in using a ProviderConnect username and password. The screenshots below will demonstrate that the process is very similar to what is currently being done today. The URL for ProviderConnect will not change.

The date for this change is Wednesday, September 30, 2020. At 12:00 pm on 9/30/2020, all ProviderConnect users will utilize the process outlined below to login to ProviderConnect. In order to make the needed system changes, **ProviderConnect will be unavailable from 4:00 pm on Tuesday, September 29, 2020 to 12:00 pm on Wednesday, September 30, 2020. During the times noted, providers will not have access to Sage.**

Providers are permitted to utilize paper-based forms of documentation during this planned downtime. As noted in SAPC Bulletin No. 17-11 (attached), providers must maintain documentation in hard copies or other formats that would not be impacted by the inability to access Sage. Please see the attached bulletin for additional information on downtime requirements.

SAPC will be providing login instruction guides for Internet Explorer and Chrome users on Tuesday, September 29, 2020. Technical provider staff that attended the Technical Presentation Webinar on Thursday, 9/24/2020 received a detailed view of the login process as well as the instructions to implement this new process. The instruction guides outline troubleshooting steps that users can reference if they encounter any issues when using the new SSO login process.

Login Process

Step 1. Open an internet browser (Internet Explorer/Chrome) and navigate to the Sage URL (Reminder: The URL for ProviderConnect will not change).

Step 2. You will be redirected to Microsoft MFA Login. Enter your e-mail address and password to proceed.

The first screenshot shows the Microsoft Sign in page. It includes the Microsoft logo, the text "Sign in", the email address "c235235@ph.lacounty.gov", a "Next" button, and links for "Can't access your account?" and "Sign in with a security key".

The second screenshot shows the County of Los Angeles MFA page. It includes the County of Los Angeles logo, the email address "@ph.lacounty.gov", a password field with a "Forgot my password" link, and a "Sign in" button.

Step 3. Next, enter the security code you will receive on your phone.

Step 4. Select Yes or No on whether you would like to reduce the number of times you are asked to sign in.

Step 5. You will now see Sage ProviderConnect's Terms of Security notification page. Click Continue to log into Provider Connect.

Note: users who have access to multiple provider agencies will need to first choose their agency

Logout Process

There is a 2-step process to logout of ProviderConnect. It is VERY important to always perform both steps of this process to prevent accidental exposure of patient records.

Step 1. When you are done with your session, please remember to always click on “Log Out” to exit ProviderConnect.

No.	Date	News
11.	7/4/2018	If you are submitting an authorization that spans (...)
12.	6/20/2018	The Check/EFT Number report is now available in Sa (...)
13.	6/15/2018	Beginning June 18, Functionality Update: in the P (...)
14.	6/15/2018	Sage Outage Monday, 6/18 from 2:00 AM - 5:00 AM PD (...)
15.	6/15/2018	NEW - Standardized Naming Conventions for Document (...)

Step 2. Ensure to always click on the “X” to log out of the browser.