



Communication Release

9/30/2020

NEW SAGE SSO LOGIN PROCESS STARTS TODAY AT APPROXIMATELY 12:00 P.M.

Dear Treatment Providers,

As a reminder, SAPC and Netsmart are finalizing system configurations to enable the new Sage ProviderConnect Single Sign-on (SSO) Login process. You will be notified when the Sage system is available to access.

For convenience, we have again included the set of instructions for logging into Sage ProviderConnect using the SSO process for the first time. These instructions are by common browser type and include not only step-by-step screenshots of the login process, but also provide valuable troubleshooting tips if you experience an error with your initial login. Under routine use of your system, once the error is resolved at initial login, it should not re-occur.

Please remember:

- If you get an error when initially logging in, use the information in the troubleshooting section of the attached guides to help resolve it.
- If, after trying the recommended resolution process, you continue to have an error, please contact your organization's support team or the Sage Help Desk at (855) 346-2392.
- These instructions are for staff who are already using the Sage application and who have recently used the application. If you have an account but have not logged into ProviderConnect in the last 3 months, you must take other actions to first reactivate your account before following the new login steps. Contact the Sage Help Desk if you need to access Sage and your account needs to be reactivated.

While Sage is in this planned downtime, please ensure you continue following your organization's downtime procedures until you receive notification that Sage is available for use.

Thank you,
The Sage Team

LA County DPH

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Note: This Instruction is for staff who are already using the Sage application.


Purpose

This document describes the steps needing to be taken to log into the Sage ProviderConnect LIVE (Production) environment which utilizes a new Single Sign-on (SSO) feature.

- Your access must refresh in order to continue using Sage ProviderConnect. In some cases, you may need to clear your browser cache to enable this.
- Please utilize the instructions based on the supported browser you are using – Microsoft Internet Explorer or Google Chrome.

WARNING: If you do not complete the steps below, you may have trouble continuing to access the Sage system using a Google Chrome browser.

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LA County DPH

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

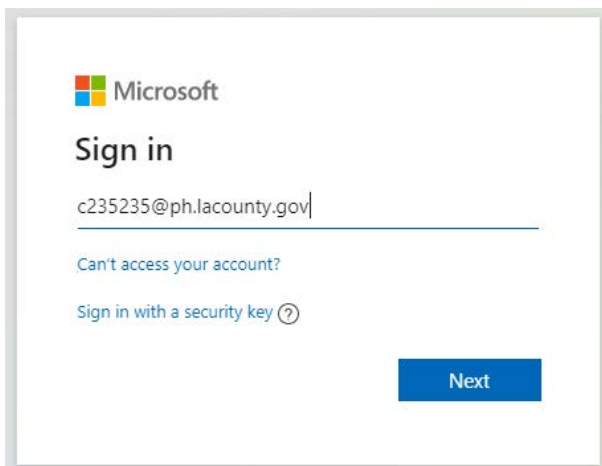
Google Chrome Instructions

Step 1 - Logging into Sage ProviderConnect (LIVE environment)

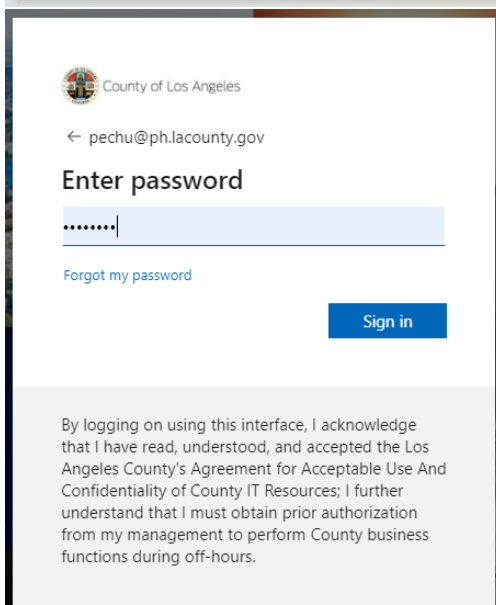
Step 1A. Close any open browser window or tab.

Step 1B. Open a new Chrome Browser window and **COPY and PASTE** the link below in order to navigate to the LIVE (Production) environment: <https://sage.healthagency.lacounty.gov/pc>

Step 1B. You will be redirected to Microsoft MFA Login. Enter your User Login (ex. c#####@ph.lacounty.gov) and password to proceed.



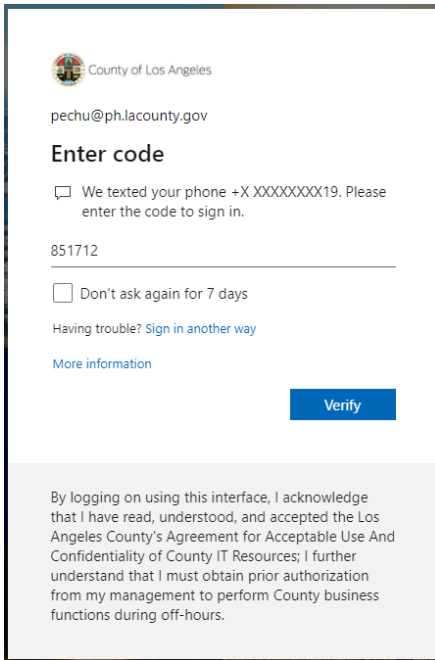
The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "c235235@ph.lacounty.gov". Below the input field are two links: "Can't access your account?" and "Sign in with a security key". At the bottom right is a blue "Next" button.



The screenshot shows the County of Los Angeles password entry page. At the top left is the County of Los Angeles logo. Below it is the text "County of Los Angeles". Below that is a back arrow and the email address "pechu@ph.lacounty.gov". The main heading is "Enter password". Below it is a password input field with masked characters ".....". Below the input field is a link "Forgot my password". At the bottom right is a blue "Sign in" button. At the bottom of the page is a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

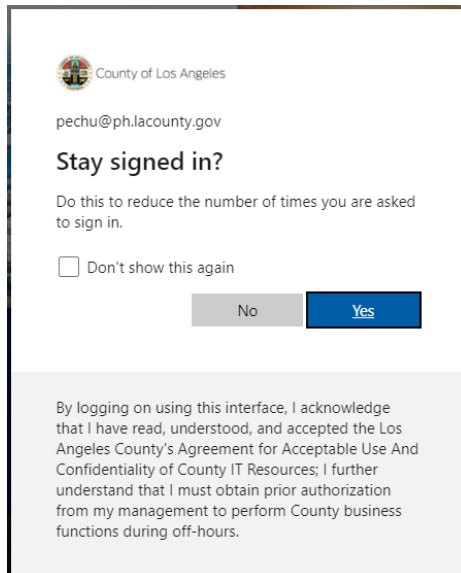
Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Step 1C. Next, enter the security code you will receive on your cell phone.



The screenshot shows a login verification page for the County of Los Angeles. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Enter code". Below this is a checkbox labeled "We texted your phone +X XXXXXXXX19. Please enter the code to sign in." followed by a text input field containing the number "851712". There is another checkbox labeled "Don't ask again for 7 days". Below these are links for "Having trouble? Sign in another way" and "More information". A blue "Verify" button is positioned at the bottom right. At the bottom of the page, there is a grey box containing a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Step 1D. Select Yes or No on whether you would like to reduce the number of times you are asked to sign in.

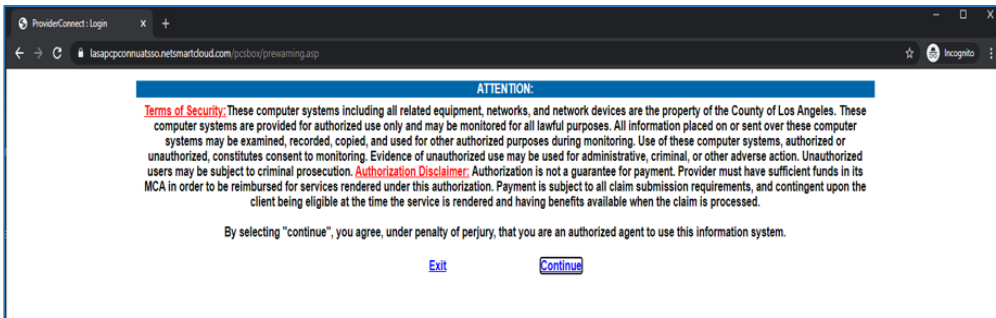


The screenshot shows a confirmation screen for the SSO login. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." followed by a checkbox labeled "Don't show this again". Below the checkbox are two buttons: a grey "No" button and a blue "Yes" button. At the bottom of the page, there is a grey box containing a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Step 1E. You will now see SAGE ProviderConnect’s Terms of Security notification page. Click Continue to log into ProviderConnect.

Note: some users who have permissions to multiple Provider organizations may need to first choose an organization



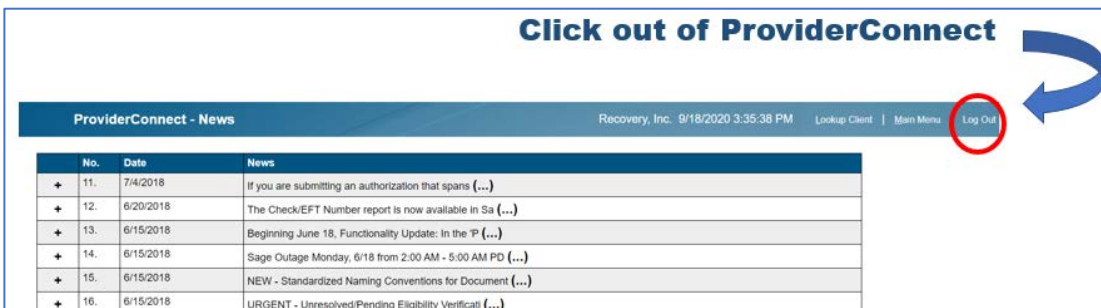
Step 2 - Process to Log-Out

There is a 2-step process to Log-Out of ProviderConnect.

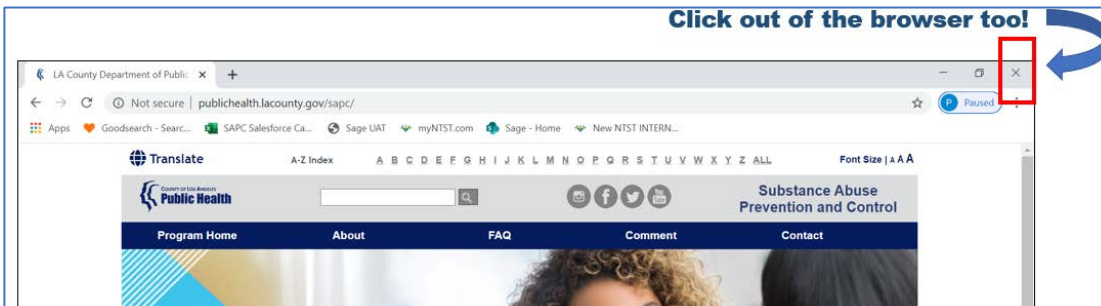


WARNING! It is VERY important to always perform BOTH STEPS.

Step 2A. When you are done with your session, please remember to always click on “Log Out” to exit ProviderConnect.



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



Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Troubleshooting Chrome Browser Errors



IMPORTANT! If you receive any error when trying to access Sage, the first troubleshooting step is to clear your browser cache. Typically, an error received means the URL link is not being captured or “understood” correctly. Clearing the cache should remove ‘old’ URL links and allow the correct URL to be utilized.

There are common errors that Chrome users may get when trying to log into Sage ProviderConnect when using Chrome:

1. [Blank White Screen](#)

Error Description: a browser window appears that contains no content

2. [AADSTS\[#####\] Error](#)

Error Example:

AADSTS50011: The reply URL specified in the request does not match the reply URLs configured for the application: '1d5d9ea6-cdd1-4f64-8126-7b94bfab3828'.

3. [Request to Login to Sage ProviderConnect](#)

Error Example:



The screenshot shows the Sage ProviderConnect login page. At the top, it says "ProviderConnect A Continuum of Interactive Community Healthcare". Below that is "Secure Login" and "Please enter your username and password below." There are two input fields: "Username:" and "Password:". Below the fields is a red "LOGIN" button. At the bottom, there is a note: "When entering your password, please ensure that your Caps Lock key is not depressed."

If you experience any of these errors above, you will need to clear your browser cache.

4. [Invalid Login Attempt](#)

Error Example:



The screenshot shows the Sage ProviderConnect login page with an error message. The error message is: "Your login attempt was invalid. This account can only sign in via single sign on." The rest of the page is the same as the previous screenshot.

If you receive this error, please call the Sage Help Desk at Phone: 855-346-2392. The Sage Help Desk representative will validate your Sage Account configuration.

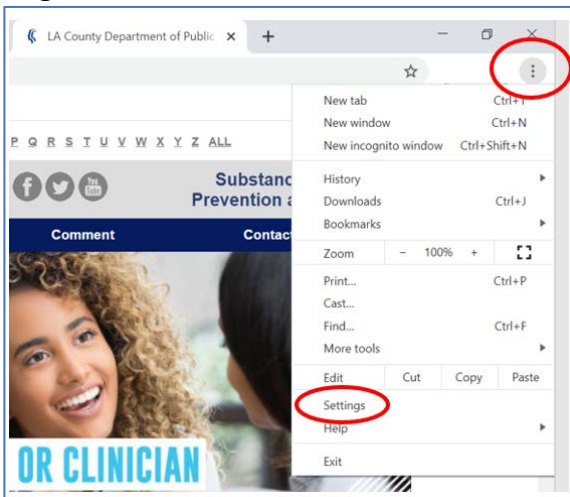
Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Step 3 - Clearing Google Chrome Browser Cache

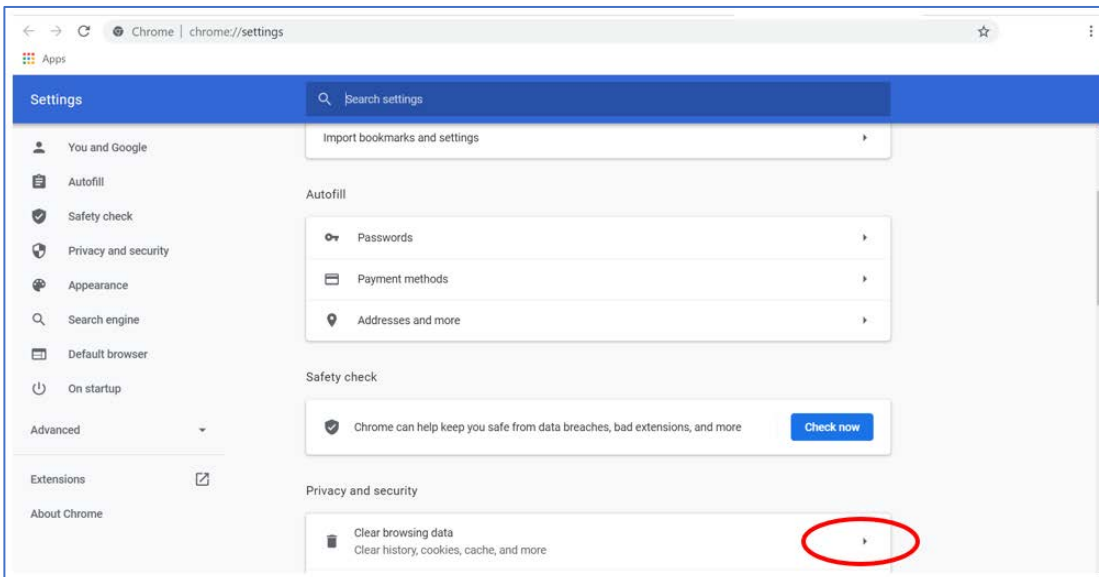
Step 3A. Close any open browser window or tab.

Step 3B. Open a new browser window.

Step 3C. In the upper right menu, click on the “**3 dots**,” on the top right corner of the browser and click on “**Settings**”.

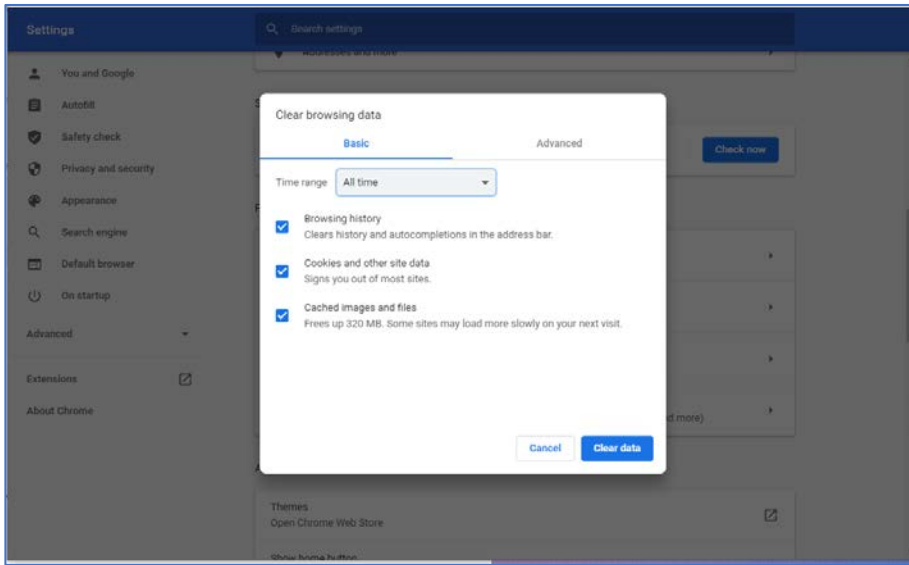


Step 3D. Scroll down to “**Privacy and Security**” section and click on “**Clear browsing data**.”



Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

Step 3E. Change the “Time Range” to **All Time**. Make sure **Browsing history, Cookies and other site data, and Cached images and files** are all checked. Click “Clear Data” to clear the cache.



Step 3F. Exit out (close) the browser window.

Step 3G. Repeat the actions in [Step 1 - Logging into ProviderConnect](#)

Step 3H. If you get an error at this point, please phone the Sage Help Desk team

Need Sage Help?

Portal Link: www.netsmart.service-now.com/plexussupport

Phone: 855-346-2392

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Note: This Instruction is for staff who are already using the Sage application.


Purpose

This document describes the steps needing to be taken to log into the Sage ProviderConnect LIVE (Production) environment which utilizes a new Single Sign-on (SSO) feature.

- Your access must refresh in order to continue using ProviderConnect. In some cases, you may need to clear your browser cache to enable this.
- Please utilize the instructions based on the supported browser you are using – Microsoft Internet Explorer or Google Chrome.

WARNING: If you do not complete the steps below, you may have trouble continuing to access the Sage system using a Microsoft Internet Explorer browser.

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Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 

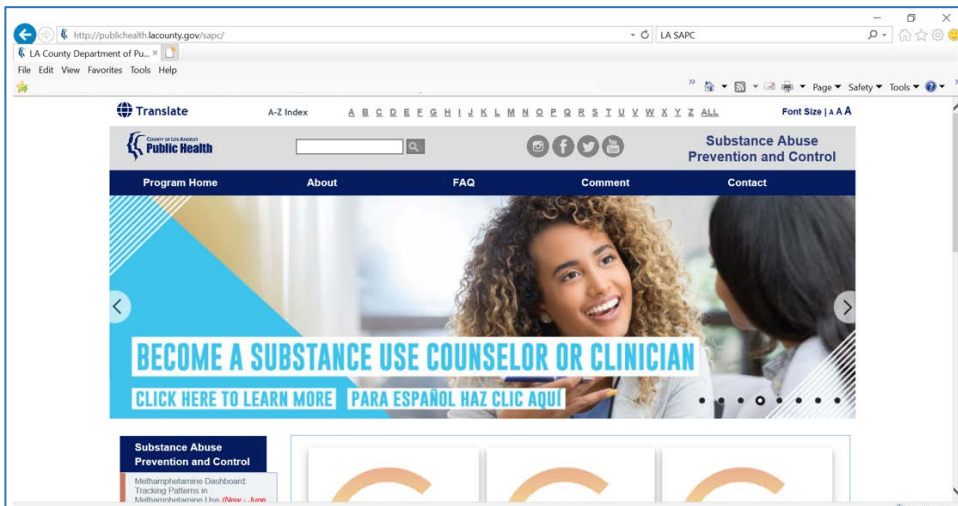
Microsoft Internet Explorer Instructions

Step 1 - Pre-Login Set up Step

The following steps are important to complete to ensure your browser is aligned to access the configuration that was changed.

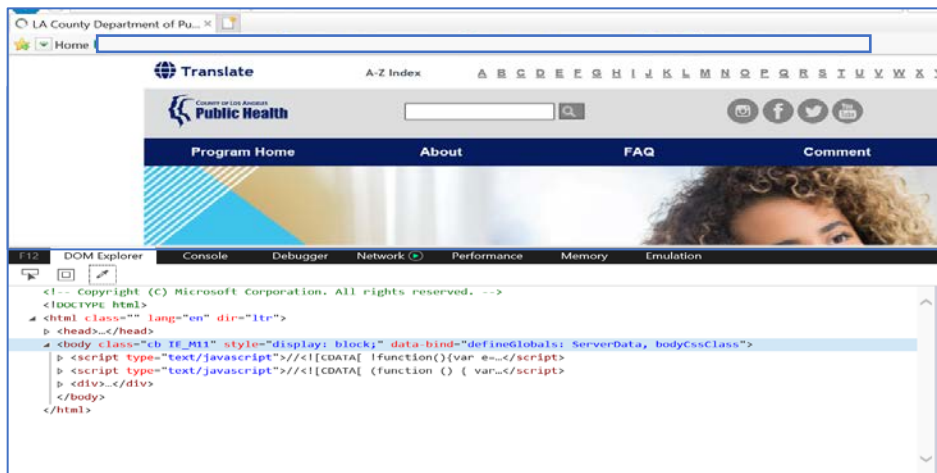
Step 1A. Exit out of (close) all browser windows/tabs.

Step 1B. Open your Internet Explorer browser. 



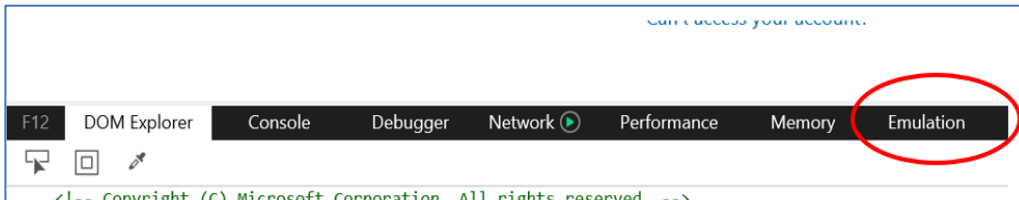
Step 1C. Press F12 key on your keyboard.

Result: Another screen should appear, similar to the one below:

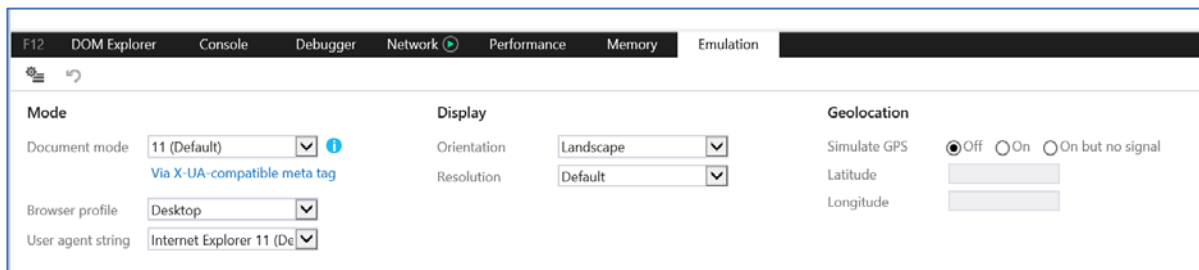


Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

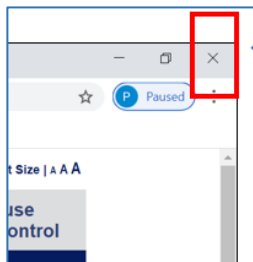
Step 1D. Click on the “Emulation” tab




Step 1E. Align your Emulation settings as shown below and then press F12 on your keyboard to close the emulation window.



Step 1F. Exit out of (close) your browser.



Step 1G. Validate that the emulation settings saved.

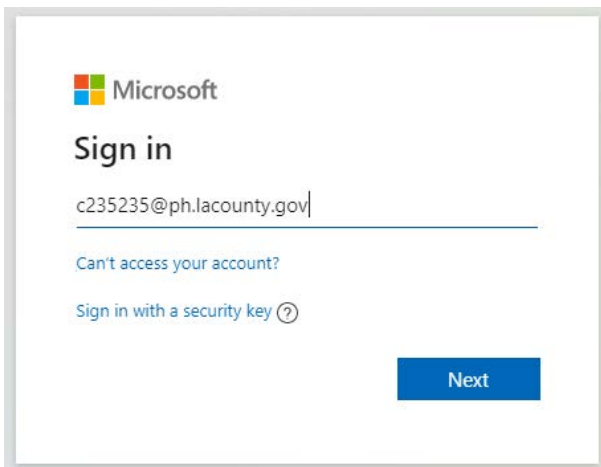
1. Open your Internet Explorer browser. 
2. Press F12 key on your keyboard.
3. Review your Emulation settings to ensure they match those above.
4. Press F12 on your keyboard to close the emulation window.
5. Exit out of (close) all browser windows/tabs.

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

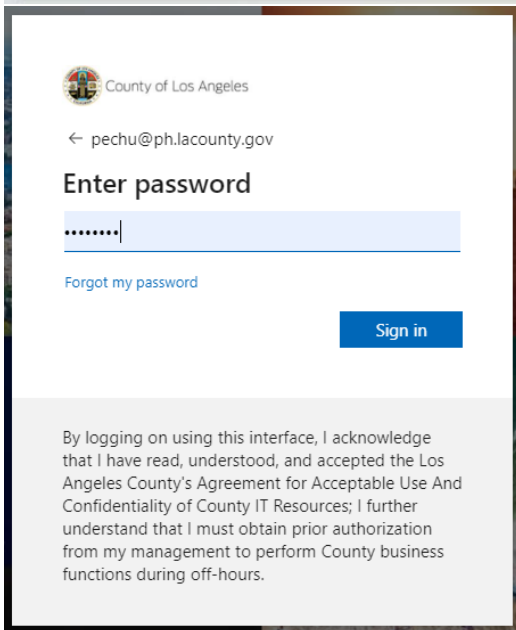
Step 2 - Logging into ProviderConnect

Step 2A. Open a new Internet Explorer Browser and **COPY and PASTE** the link below to navigate to the LIVE (Production) environment: <https://sage.healthagency.lacounty.gov/pc>

Step 2B. You will be redirected to Microsoft MFA Login. Enter your User Login (ex. c#####@ph.lacounty.gov) and password to proceed.



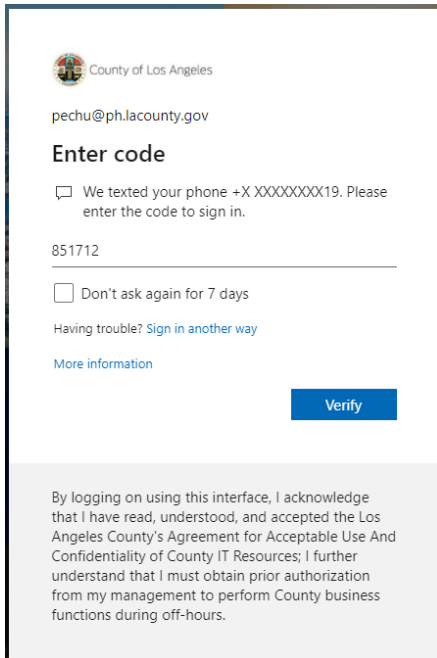
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "c235235@ph.lacounty.gov". Below the input field are two links: "Can't access your account?" and "Sign in with a security key" with a help icon. A blue "Next" button is positioned at the bottom right of the sign-in area.



The screenshot shows the County of Los Angeles password entry page. At the top left is the County of Los Angeles logo. Below it, the text "County of Los Angeles" is displayed. A back arrow and the email address "pechu@ph.lacounty.gov" are shown. The main heading is "Enter password". Below it is a password input field with masked characters ".....". A link "Forgot my password" is located below the input field. A blue "Sign in" button is at the bottom right. At the bottom of the page, there is a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

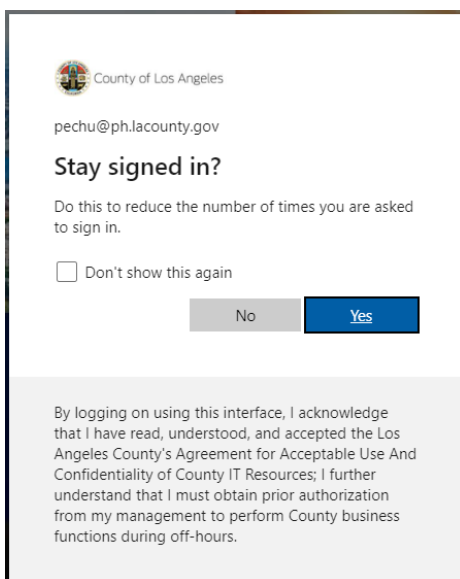
Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Step 2C. Next, enter the security code you will receive on your phone.



The screenshot shows a login page for the County of Los Angeles. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Enter code". Below this is a checkbox with the text "We texted your phone +X XXXXXXXX19. Please enter the code to sign in." A text input field contains the code "851712". Below the input field is another checkbox with the text "Don't ask again for 7 days". There is a link "Having trouble? Sign in another way" and a link "More information". A blue "Verify" button is positioned at the bottom right of the form area. At the bottom of the page, there is a grey box containing a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Step 2D. Select Yes or No on whether you would like to reduce the number of times you are asked to sign in.



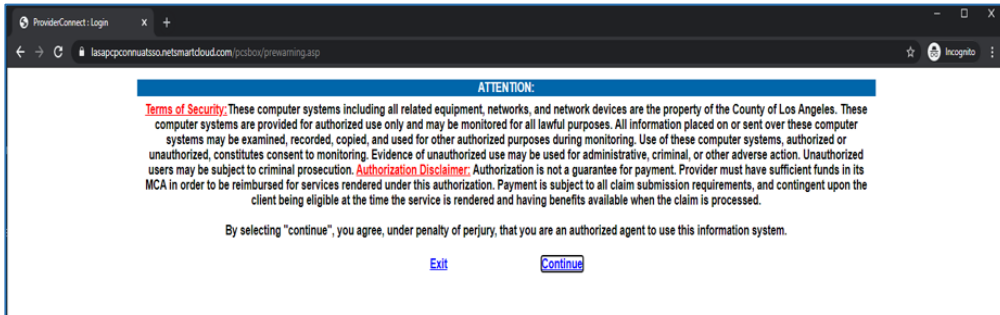
The screenshot shows a confirmation page for the County of Los Angeles. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." and a checkbox with the text "Don't show this again". At the bottom of the form area are two buttons: a grey "No" button and a blue "Yes" button. At the bottom of the page, there is a grey box containing a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 2E. You will now see **SAGE ProviderConnect’s** Terms of Security notification page. Click Continue to log into ProviderConnect.

Note: some users who have permissions to multiple Provider organizations may need to first choose an organization



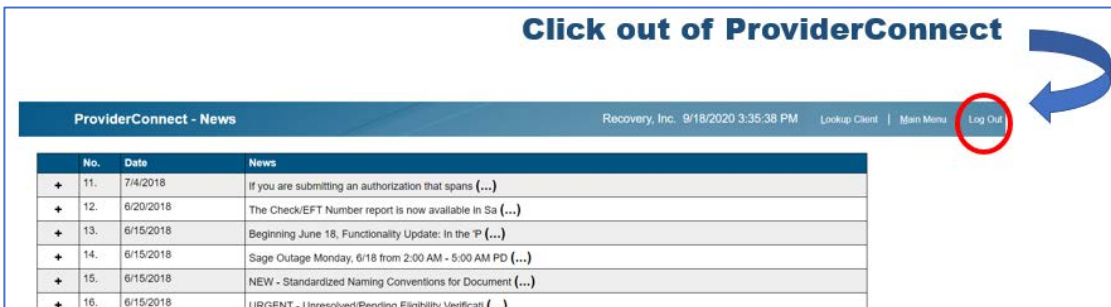
Step 3 - Process to Log-Out

There is a 2-step process to Log-Out of ProviderConnect.

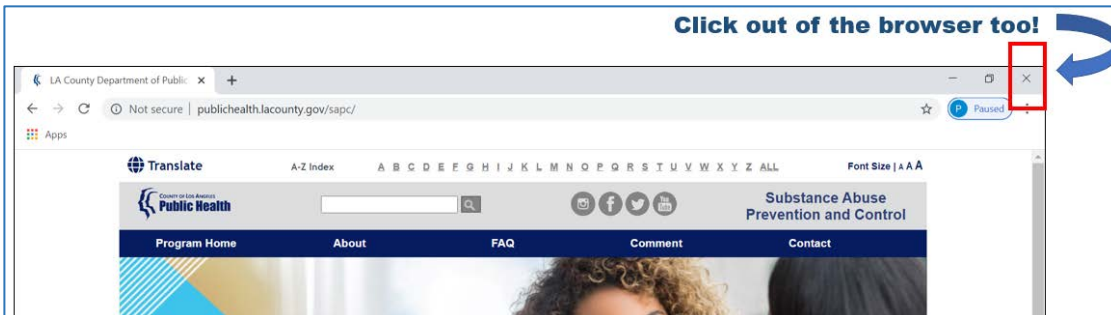


WARNING! It is VERY important to always perform BOTH STEPS.

Step 3A. When you are done with your session, please remember to always click on “Log Out” to exit ProviderConnect.



Step 3B. Ensure to always click on the “X” to log out of the browser



Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 

Troubleshooting MS Internet Explorer Errors



IMPORTANT! If you receive any error when trying to access Sage, the first troubleshooting step is to clear your browser cache. Typically, an error received means the URL link is not being captured or “understood” correctly. Clearing the cache should remove ‘old’ URL links and allow the correct URL to be utilized.

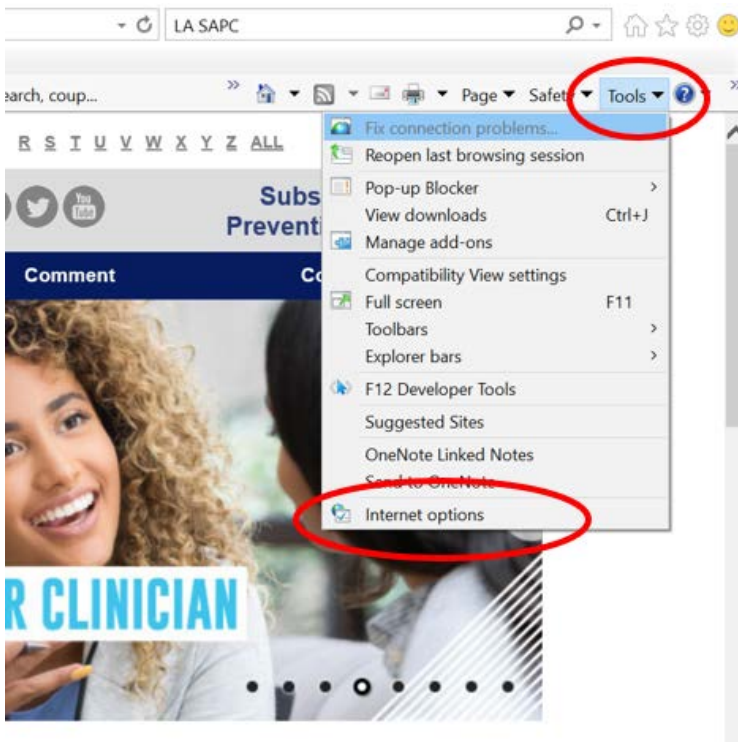
Step 4 – Blank White Screen Error

Error Description: a browser window appears that contains no content
If you run into a **blank white screen**, you will need to clear your browser cache.

Step 4A. Close any open browser window or tab.

Step 4B. Open a new browser window.

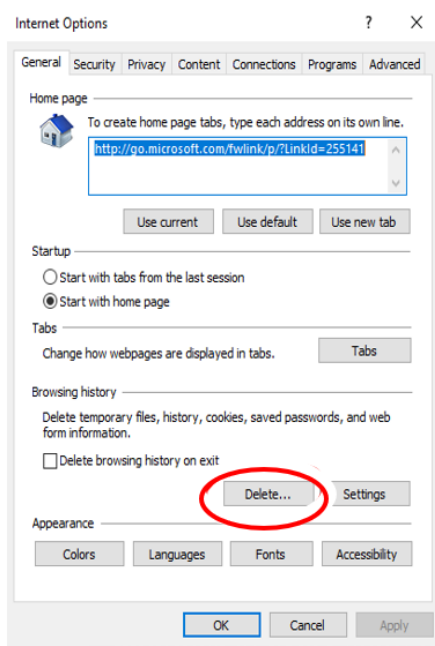
Step 4C. In the upper right menu, click on “Tools” and then Internet Options.



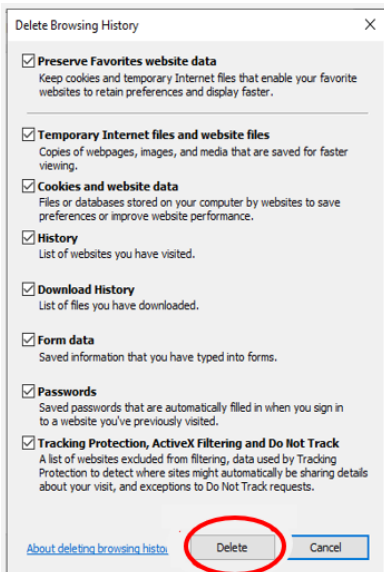
Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 4D. Click on “Delete”.



Step 4E. Mark all the boxes with a checkmark as shown below and click delete:



Step 4F. Click OK to exit out of the Internet Options window.

Step 4G. Exit out (close) the browser window.

Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Microsoft Internet Explorer

Step 4H. Repeat the actions in [Step 2 - Logging into ProviderConnect](#)

Step 4I. If you get an error at this point, please phone the Sage Help Desk team



Step 5 – AADSTS[#####] Error

Error Example:

```
AADSTS50011: The reply URL specified in the request does not match the reply URLs configured for the application: '1d5d9ea6-cdd1-4f64-8126-7b94bfab3828'.
```

If you receive an error similar to the above:

Step 5A. Validate Emulation settings as shown in the image in [Step 1.F above](#).

Step 5B. Clear Cache per series of steps in [Step 4 above](#).

Step 5C. Close all browser windows / tabs.

Step 5D. Open browser and repeat the actions in [Step 2 - Logging into ProviderConnect](#).

Step 5E. If you get an error at this point, please phone the Sage Help Desk team.



Step 6 - Request to Login to Sage ProviderConnect

With the use of the Sage SSO Login, you should never be asked to log into the Sage ProviderConnect application.

Error Example:

Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer 



Step 6A. Clear Cache per series of steps in [Step 4 above](#).

Step 6B. Close all browser windows / tabs.

Step 6C. Open browser and repeat the actions in [Step 2 - Logging into ProviderConnect](#).

Step 6D. If you get an error at this point, please phone the Sage Help Desk team.



Step 7 - Invalid Login Attempt

Error Example:



Step 7A. If you receive this error, please call the Sage Help Desk who will validate your Sage Account configuration.



Sage ProviderConnect SSO Login Procedure

LIVE (Production) Environment – Microsoft Internet Explorer

Step 8 – Possible (rare) Issue: Frequent Need to Clear Cache to Access ProviderConnect

For a few users, you may find that you are rather frequently getting an error when trying to access the link for ProviderConnect with the result that you need to clear your browser cache often. Your browser may be processing in a way that it misses a key “re-direct” code during the login process even though the URL appears to be correct on your screen. There is an alternate workaround to store your book that the Sage Help Desk can provide.



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SAPC BULLETIN NO. 17-11-START

November 22, 2017

TO: Los Angeles County Substance Use Disorder
Contracted Treatment Providers

FROM: Wesley L. Ford, M.A., M.P.H., Division Director
Substance Abuse Prevention and Control *WLF*

SUBJECT: **SAGE OUTAGE PROCEDURE**

It is the policy of Substance Abuse Prevention and Control (SAPC) that all contracted Substance Use Disorder (SUD) treatment providers develop procedures to ensure treatment and other services are not interrupted by planned or unplanned outage events that limit or restrict access to Sage, Los Angeles County's SUD Electronic Health Record system. This bulletin serves to provide guidance and direction in the event of an outage and how to reconcile patient documents post-outage.

Though every effort will be made to conduct maintenance procedures during low activity periods, unforeseen circumstances may require the system to be unavailable. Effective communication, planning and training for these events through written processes and staff preparations can mitigate the impact to the organization, staff, patients, and their ability to provide or receive treatment.

In the event of a planned outage, providers will receive a notice from SAPC's Contract Services Division.

To prepare for such events, SUD treatment providers must maintain the following documents in hard copies or other formats that would not be impacted by their inability to access Sage:

- Current Patient Roster
- American Society of Addiction Medicine Assessment Tool
- Service Request Form Template

- Treatment Plan Template
- Progress Note Template
- Miscellaneous Note Template
- Discharge and Transfer Form Template (for all levels of care)
- Recovery Bridge Housing Authorization Request Form
- Recovery Bridge Housing Discharge Form
- Billing related documents
- All required consents
- Admission/Discharge Forms
- Any other documents required by the County or the organization

Additionally, providers should develop and implement a policy to prepare for planned and unplanned outages. This policy should cover activities to complete prior to outage and activities to reconcile client records once Sage becomes available.

If you have any questions or need additional information, please contact your Contract Program Auditor.

WLF:dd