CHAPTER 1

Getting Started

The One-e-App website is: **https://thecenter.oneeapp.org**. You will be taken to the Welcome Page where you select "English" or Spanish". This will take you to the User Login page.

User Login

Please login using the username (with county extension) and password that were assigned to you.
Example username: For a username of "caa" and County ID of "ccc" enter "caa.ccc" username.

User ID csmith.sfo
Password ●●●●●●●

Click here if you have forgotten your password or your account has been disabled.

Logging On

You will receive your User ID and password information from your agency One-e-App System Administrator.

Enter your assigned User ID and password.

Your User ID will most likely be some variation on your first initial and last name. The User ID has a limit of 15 characters. Then add ".sfo", to let One-e-App know which county you are from. For example, Cheryl Smith's would logon using csmith.sfo.

Password Management Tips

ONE-E-APP

Password Requirements:
  8 characters in length
  Contain at least one number, one upper case character <u>and</u> one special character (#, @, %)
  Case sensitive (It matters if you type in capital or lower case letters)

Forgot your password or password is disabled: Click on the Hyperlink, "Click here" to reset your password if you forgot it or if your account has been disabled after you entered five incorrect passwords. You will need to answer your secret question correctly for your password to be reset to the default password (available from your Agency One-e-App System Administrator). If this doesn't work, contact your Agency One-e-App System Administrator to reset or reactivate your password.

Passwords Expire Every 30 Days: Seven days before your One-e-App password expires, you will receive a tickler reminder that your password is about to expire.

HEALTH-E-APP
Because One-e-App sends Medi-Cal for children and pregnant women and Healthy Families applications electronically to the Health-e-App website, One-e-App stores the Health-e-App password in One-e-App. These are best practices for managing your Health-e-App password to support this submission process.

Passwords Expire Every 30 Days: Health-e-App passwords expire every 30 days. It is recommended that you change your Health-e-App password on the Health-e-App website or by calling the Health-e-App help desk every time you change your One-e-App password. This will help prevent data transfer errors from the Health-e-App website caused by an expired password. Go to www.healtheapp.net or call (866) 861-3443.

Best practices for synchronizing your One-e-App and Health-e-App Passwords: You can use the One-e-App Password for Health-e-App (but not the reverse). When you get the One-e-App reminder tickler, follow these steps:
1. Change your password in One-e-App
2. Modify your profile in One-e-App to change your Health-e-App Password (the same one you changed it to in One-e-App)
3. Go to Health-e-App and change your password to the new password.

User Types

Select the appropriate User Type from the drop-down box. Each User Type provides you access to different menu functions in One-e-App. Depending on your job function, you may have access to one or more One-e-App User Types. See the box below for a description of each User Type.

Additional user types are covered in separate documents.

USER TYPES		
User Type	Description	For more information, go to:
Certified Application Assistant (DPH II)	CAAs have the ability to process applications for all programs available in One-e-App. Every CAA has a CAA Supervisor assigned to them.	Chapter 2: CAA Menu Functions Chapter 3 & 4: Creating Applications
CAA Supervisor (DPH III)	In addition to all the CAA functions, a CAA Supervisor can manage and assign applications, among other functions.	Chapter 5: CAA Supervisor
CHDP Provider	This is for users from CHDP Provider agencies that can process applications through the CHDP Gateway. Users can submit applications to the CHDP Gateway only and can refer applicants to CAAs for the full One-e-App screen.	Page 117
DPH I	DPH I users have the ability to enter information in the data entry mode in One-e-App.	**Page 16**
HSF Verification Status	User can obtain current enrollment status, eligibility date, and medical home assignment.	Chapter 8: HSF Enrollment
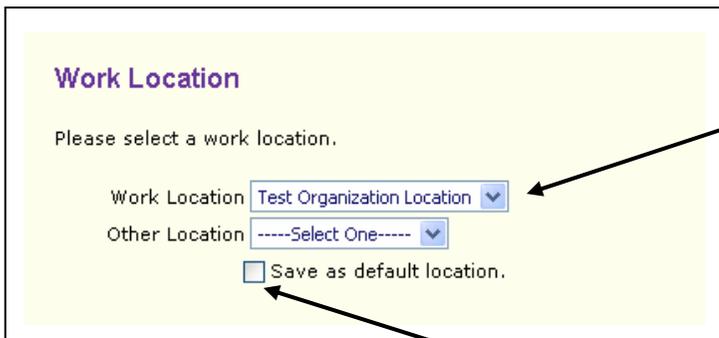
Work Location

Select the location where you are doing application assistance each time you log on.

The Work Location lists various sites your agency uses for One-e-App application assistance, such as a clinic, a community center, or a health fair. It is not which organization you are from. This will track where applications have been taken

You can click on the box below to save a location as the "default location". This will automatically appear every time you log on unless you make a change.