User Access Instructions

Virginia Department of Health (VDH) Division of Disease Prevention (DDP)
HIV Care and Prevention Data System
"VA Provide" Enterprise
Non-VDH Users

Who Needs Access to VA Provide Data System?

Staff who perform the following duties will require access to the VA Provide Data System:
- VDH Central Office and/or local health department staff who manage HIV care and prevention programs within the Division of Disease Prevention (DDP) at the Virginia Department of Health (VDH).
- VDH Central Office staff who provide data collection and/or analysis duties for HIV care and prevention programs within DDP.
- Local agencies who provide direct services to clients served by HIV care and prevention programs in order to record, manage, and report required client-level data.

How to request access to the VA Provide Data System:

To request access to the VA Provide Data System, you will need to:

- ✓ Submit a User Request within the VA Provide System to receive a user name and password (performed by your agency supervisor)
- ✓ Install Provide Enterprise on your individual computer/workstation. These instructions will be emailed to the New User once their account is approved by VDH administrators.

How to Submit a New User Request for a VA Provide Account and receive a User Name and Password:

1. For initial access to the DDP VA Provide Data System, the designated Agency Supervisor at your agency will initiate a New User Request within the VA Provide User Management module. Each registered agency has been assigned at least one Agency Supervisor to perform this duty. Only Agency Supervisors will have permission to perform this function within VA Provide.

How to Set up Your VA Provide User Account:

1. If the User Request is **approved**, the New User will receive an email with the following information:
   - Instructions for installing the Provide Enterprise software on your device (if not already received or completed)
   - If you do not have Administrator Rights on your computer/device, you will need to contact your Information Technology department for assistance in installing the client application software on your computer.
   - An assigned user name and temporary password, which must be reset immediately.
   - Your password must meet the following minimum requirements:
     - Not contain significant portions of the user's account name or full name
     - Be at least 10 characters in length
     - Not contain a full word from the dictionary
     - Not be changed incrementally
     - Contain characters from three of the following four categories:
       - English uppercase characters (A-Z)

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- English lowercase characters (a-z)
- Base 10 digits (0-9)
- Non-alphabetic characters (for ex: . $ # !) (Do not use ' or ")
- You will be not be allowed to reuse a password until you have changed it to five other values. This is to ensure you do not keep using the same password.

2. **Set up Security Questions for your account**: Once you have signed into the system using your temporary password and updated your account using a new password, you will be prompted to set up security questions for your account. This will allow you to reset your password without contacting VDH or a systems administrator and will decrease the time needed to reset your password if needed. Please take the time to ensure your security questions are set up when you log into the system.

3. **Changes to your User Account:** If the VDH System Administrator needs to make changes to your user request (modify requested role, access or privileges), the Agency Supervisor and User will be notified by email of these changes. Changes are documented on the User Request Form within the Provide Data System User Management module.

4. Please allow 2-3 business days for user verification and account setup. The Agency Supervisor will be contacted by a system administrator by email if your account or user roles are not approved or if further information is needed in order to process your request.

<p style="text-align:center">**IMPORTANT Security and Confidentiality Requirements:**</p>

Please review the following security requirements and guidelines carefully and completely:

✓ It is the Agency Supervisor's responsibility to verify that every User has read and signed the DDP Data Security and Confidentiality Guidelines BEFORE requesting User Access to the VA Provide Data System. The policy and verification form located here: http://www.vdh.virginia.gov/content/uploads/sites/10/2017/05/Final-DDP-Security-and-Confidentiality-Policies-and-Procedures-1.pdf.

✓ Agencies are required to maintain signed S & C policy verification forms for every user and update them annually based on requirements outlined in their state contracts with VDH.

✓ By submitting the User Request form within the Provide Data System, the Agency Supervisor is attesting that the agency has received and reviewed a copy of the User's DDP S&C policy verification form and it can be made available to a VDH representative upon request.

✓ Agency Supervisors are required to notify VDH of the following related to User Access in the VA Provide Data System:
   o Designated Agency Supervisors are required to notify DDP of users who are no longer with their agency within **one business day** of their departure so access to the data system can be terminated immediately. The Agency Supervisor registered in Provide **is responsible** for this task.
   o Agencies and supervisors are required to notify DDP of users who will be on leave from their agency duties for 30 days or longer within **one business day** of notification. The Agency Supervisor registered in Provide **is responsible** for this task.
   o Agencies and supervisors are required to notify DDP of users who have been suspended from their agency duties for disciplinary reasons within **one business day**. The Agency Supervisor registered in Provide **is responsible** for this task.

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VA Provide General Information and User Manuals:

DDP - Provide System

VA Provide Training Resources and Recorded Training Sessions:

http://www.providecm.com/va/vatraining.aspx

Questions and Technical Assistance

For questions with getting access to the Provide DDP Data System, please contact: vaprovide@vdh.virginia.gov

For general questions about Provide, please call 414.454.0161 or email provide.help@grouptech.com.

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