



E-Form Help Guide

How to Complete an E-Form

Mission Statement:

To maximize the recovery, resilience and wellness of all eligible Alameda County residents who are developing or experience a serious mental health, alcohol or drug concern.

Created by:
ACBH IS Support Group
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Version 1.3

Electronic Form Requests (E-Forms)

E-Forms are web-based data entry forms that are similar to PDF forms but are accessed via your web browser (Google Chrome or Edge). E-Forms are dynamically created and can change based upon the input of the user. Once the E-Form is submitted, the form is automatically emailed to the IS Support Help Desk for processing via a workflow. Numerous ACBH forms have been converted into the E-Form format and are accessible from the ACBH web site.

The E-Forms can be accessed from two different areas depending on your entry point. Basic ACBH network users access the E-Forms via the standard ACBH Forms page, whereas approved CBO users (Community Based Organizations) can access the E-Forms via the Web Portal the same way Clinician's Gateway or INSYSY is accessed.

Accessing E-Forms (ACBH Network Users)

Click on the link to the required E-Form from the ACBH Forms page

<https://acgovt.sharepoint.com/sites/BehavioralHealth/SitePages/ACBH.aspx>

SharePoint

Health Care Services Agency

ac bh Behavioral Health

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BEHAVIORAL HEALTH FORMS

ACBH Forms

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*forms may only be opened in Internet Explorer

- [Help - How to Complete an E-Form](#)

Information Systems Service Requests

Complete the requests on-line!! The completed forms will automatically be emailed to the IS Support Service Help Desk for review and implementation.

- [Confidentiality, Security and Usage Agreement \(CSU\) / Electronic Signature Agreement \(ESA\)](#)
Required for any person accessing Alameda County Behavioral Health (ACBH) systems (Network, Clinicians Gateway and/or INSYSY).
- [Confidentiality Statement](#)

COVID-19 SELF-SCREENING ASSESSMENT

ALCOWeb

ACBH Public Homepage

Alameda County

Clinician's Gateway MHS

Clinician's Gateway SUD

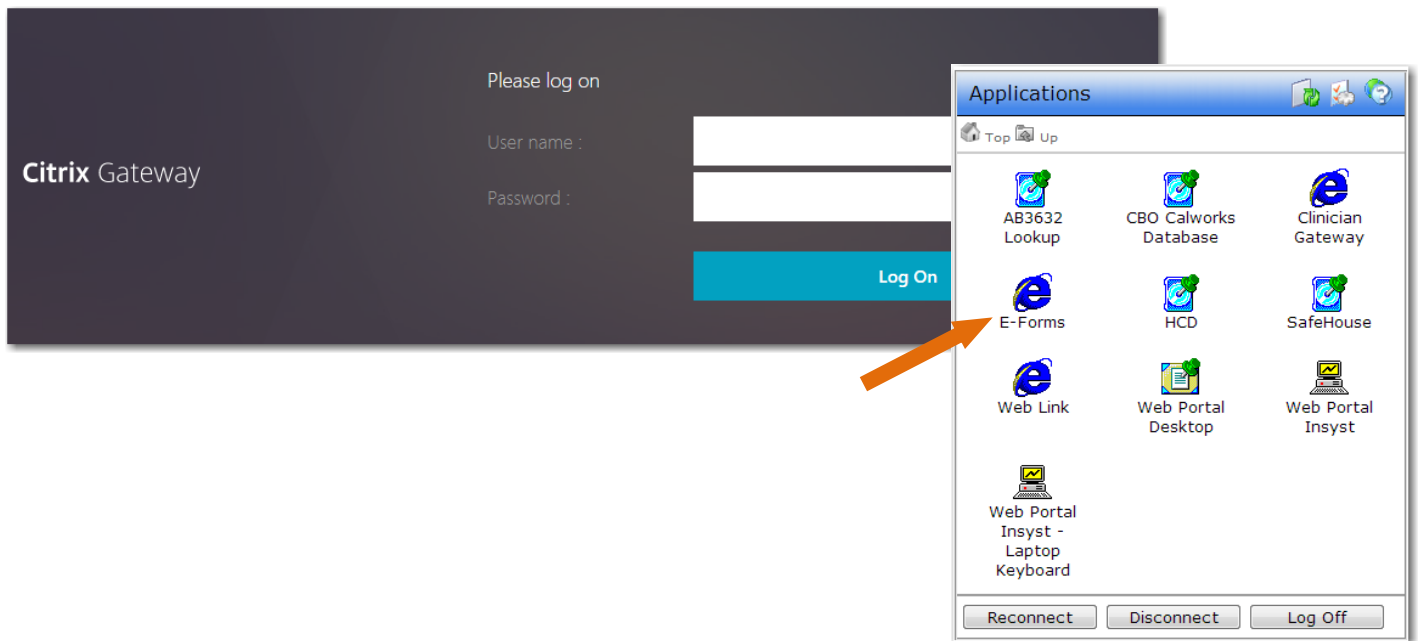
DocuSign

Accessing E-Forms (Web Portal Users)

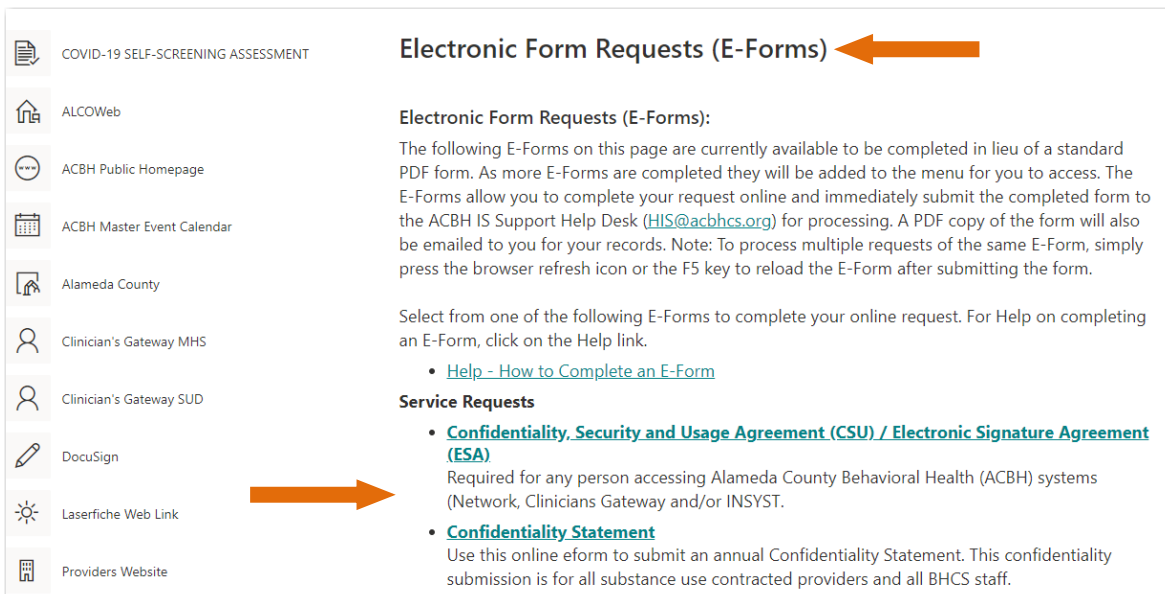
Approved CBO users (Community Based Organizations) can access the E-Forms via the ACBH Web Portal. This is the same access point from which Clinician's Gateway and INSYST are accessed. From the Applications page of the Web Portal, click on the link to the E-Form page.

Web Portal Access (CBO Users)

<https://go.bhcsportal.org/logon/LogonPoint/index.html>








The forms page contains various online forms that can be completed.





E-Form Data Entry

Completing an e-form is straight-forward and easy.

1. Select from the Forms menu the appropriate form to complete
2. Enter the appropriate information into each field. Press TAB to continue to the next field.
3. For Help on each field, click on the round GREEN button next to the field.
4. Click on the "**Submit xx Request**" button at the bottom of the page to submit the form.

	The TAB key takes you to the next data entry field.
	The F5 key clears the fields and reloads the E-Form page
	The RED dot to the left of the field description indicates the field is REQUIRED and that the field must be populated in order to submit the form.
	The GREEN dot to the left of the field description indicates the required field has been populated.
	The GREEN button to the right of the data field is a Help menu for that field. Click on the button for information regarding the field.

Approval Access

Approval Access :

Contact Information



Clinician Gateway Staff Authorization Request


Please complete this form and allow 3 business days for processing. This form is used to request creation, updating or disabling of a CG staff account. Incomplete forms will be rejected and must be resubmitted. **New CG Accounts cannot be created without a Staff Number. Please ensure a Staff Number Request has been submitted for the staff. The CG Authorization Request form also contains a copy of the Confidentiality Agreement and an E-Signature Agreement.** After submitting the request, print the documents and have the user sign the two agreements. Fax the signed agreements to the IS Help Desk at (510) 567-8161 or email a scanned copy of the signed agreements to his@acgov.org.


Use the TAB key to navigate through each field. Click on the GREEN circles for help on each field. When you have completed the form, click on the "Submit CG Authorization Request" button. The completed form will be emailed to the IS Support Help Desk (HIS@acgov.org) and you will receive a copy for your records. Note: To process another request, simply press the Refresh icon or the F5 key to reload the form.


NOTE: All requests must be signed by a supervisor or manager to ensure that the policy for: "need to know" and only "minimum necessary amount of PHI or PI" required to perform business functions (HIPAA Requirement) has been followed.

Supervisor/Manager Only authorize the level of access to PHI that is necessary for the employee to perform their job per HIPAA.

● Today's Date :  

● Indicate Type of Request : 

● Contact Person's First Name : 

● Contact Person's Last Name : 

Submitting

1. Click on the "**Submit xx Request**" button at the bottom of the page to submit the form.
2. If any required data is missing, the form will highlight the fields in yellow and require you to go back and populate those fields.
3. If the form is complete, a message box will be displayed indicating your form is complete.
4. A copy of the form will be displayed for viewing. Simply click on the Close button to close the display.
5. The completed form will be automatically emailed to the IS Support Help Desk for processing and a copy of the form will be emailed to the contact person for their records.

