

- MEMORANDUM -

DATE: March 1, 2023

TO: All Alameda County Behavioral Health (ACBH) Providers

FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*

SUBJECT: **Clinicians Gateway (CG) Users Auto-Disable**

The purpose of this memorandum is to announce a new process involving the disabling of user accounts for staff that do not login to Clinicians Gateway (CG) for a period of time. This action is vital to comply with standard security requirements.

Background

Currently user access is not impacted when users do not access CG for some time. Access remains in place regardless of how much time elapsed since the user last logged in. To ensure that the ACBH Electronic Health Record, CG, meets all standard security protocols, changes are being made to limit user access in certain circumstances.

Process DescriptionEffective Date:

This change will become effective on March 20, 2023. The system will check on a weekly basis thereafter.

Disabling Users:

Any user who has NOT logged into CG during the last 120 days will have their account disabled. CG will check every week and will automatically disable users that meet this criterion.

Re-enabling Users:

In order to re-enable a user, their supervisor will need to submit an "Update" request using the Clinician Gateway Staff Authorization Request - E-Form: https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/CG_Authorization.

Suggested Strategy to Minimize Adverse Impact:

Users who only occasionally use CG may wish to log into CG every 90 days and reset their CG password at the same time that they are required to reset their ACBH network password. This CG login will prevent CG disabling for the next 120-day period.

Next Steps

Please communicate this change to your teams, as appropriate.

For questions, please contact QATA@acgov.org.

