

This CAHAN Pocket User's Guide has been designed so that you can keep it safely in your wallet for easy reference.



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 <p><b>California</b> <b>Health Alert Network</b> <b>Secure Web Portal</b></p> <p><b>Pocket User's Guide</b></p>	<p><b>San Joaquin County</b> <b>PHS</b> <b>Public Health Services</b></p>  <p><b>1601 East Hazelton</b> <b>P.O. 2009</b> <b>Stockton, CA 95201</b> <b>(209) 468-3411</b></p>	<p><b>Logging into CAHAN</b></p> <ol style="list-style-type: none"> <li>Go to: <b>CAHAN.CA.GOV</b> (no www)</li> <li>Enter your User ID:</li> <li>Enter your Password:</li> </ol> <p>(Your password is cAsE-sEnSITIVe!)</p> <p><b>Note:</b> The CAHAN Secure Web Portal software requires a Microsoft Windows compatible PC and browser. Test your CAHAN login from all computers you may use to ensure you have access.</p> <p>* Microsoft Internet Explorer browser Version 5.5 or later ONLY.</p> <p>For Security reasons, DO NOT write your User ID or Password in this guide.</p>	<p><b>5 Ways to Confirm Alerts</b></p> <p><b>#1 Phone Confirmation</b></p> <ul style="list-style-type: none"> <li>Enter your 4-digit pin.</li> <li>Listen to the message.</li> <li>Press 1 to confirm.</li> </ul> <p><b>#2 E-mail Confirmation</b></p> <ul style="list-style-type: none"> <li>Click the blue "Click to Confirm..." link below the message.</li> </ul> <p><b>#3 Web Confirmation</b></p> <ul style="list-style-type: none"> <li>Log into CAHAN &amp; confirm.</li> <li>Log into CAHAN.</li> <li>Click on the Active Alert.</li> <li>Click "Confirm Receipt of Alert."</li> </ul> <p><b>#4 E-mail Reply Confirmation</b></p> <ul style="list-style-type: none"> <li>Click "Reply" in your E-mail system.</li> <li>Type "Confirm" at the end of the Subject Line. Send the reply.</li> </ul> <p><b>#5 Admin Confirmation</b></p> <ul style="list-style-type: none"> <li>Call or E-mail the San Joaquin County CAHAN Administrator.</li> </ul> <p><b>Confirm every alert! This is how we know you got the message.</b></p>
<p><b>What is an Alert?</b></p> <p>San Joaquin County Public Health will use CAHAN to "Alert" you to incidents or emergencies that may affect Public Health.</p>  <p>There are 3 alert priorities:</p> <ul style="list-style-type: none"> <li><b>High:</b> Immediate danger.</li> <li><b>Medium:</b> Serious threat.</li> <li><b>Low:</b> Routine information.</li> </ul> <p>Alerts can be sent to:</p> <ul style="list-style-type: none"> <li>Phones &amp; Cell Phones</li> <li>E-mail</li> <li>Fax machines</li> <li>E-mail enabled pagers</li> </ul>	<p><b>San Joaquin County</b> <b>CAHAN Administrator</b></p> <p>For questions, assistance, training, or password reset:</p> <p>Phillip Cook Wilfrido Paniagua Long Term Care Facilities</p> <p><b>Phone:</b> Direct: (209) 468-6818 Cell: (209) 351-0323</p> <p><b>E-Mail:</b> PCook@sjgov.org wpaniagua@sjcphs.org</p>	<p><b>Your CAHAN Profile</b></p> <p>Your CAHAN Profile contains the contact information that allows you to receive alerts. Every 30 days, upon login, you will be asked to review and update your profile.</p> <p><b>Maintaining Your Profile:</b></p> <ul style="list-style-type: none"> <li>Click on <b>My Profile</b> in the blue menu bar.</li> <li>Click on <b>Change My Profile</b> on the left side.</li> <li>Review and change data.</li> <li>Scroll to the bottom and click the <b>Save</b> button when done.</li> </ul>	<p><b>Your Alerting Profile</b></p> <p>You maintain your alerting profile to specify how, when, and where you receive alerts.</p> <ul style="list-style-type: none"> <li>Click on <b>My Profile</b> in the Blue menu bar.</li> <li>Click <b>Change My Alerting Profiles</b> on the left side.</li> <li>Choose the profile to edit.</li> <li>Click the <b>Edit</b> button.</li> <li>Edit the profile and <b>Save</b>.</li> </ul> <p><b>Changing Password or Pin</b></p> <ul style="list-style-type: none"> <li>Click <b>My Profile</b>.</li> <li>Click <b>Change My Password</b> or <b>Change My Alerting Security Code</b> on the left.</li> <li>Change and <b>Save</b>.</li> </ul>

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