



HMS User Guide Healthy Start QA/QI

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Overview

Healthy Start coalition staff has the ability to view records and information inputted into HMS by their service providers for Quality Assurance/Quality Improvement purposes. There are a wide variety of search criteria that can be inputted to obtain the desired information, or to randomize the search as much as possible. Staff has the ability to view the following data:

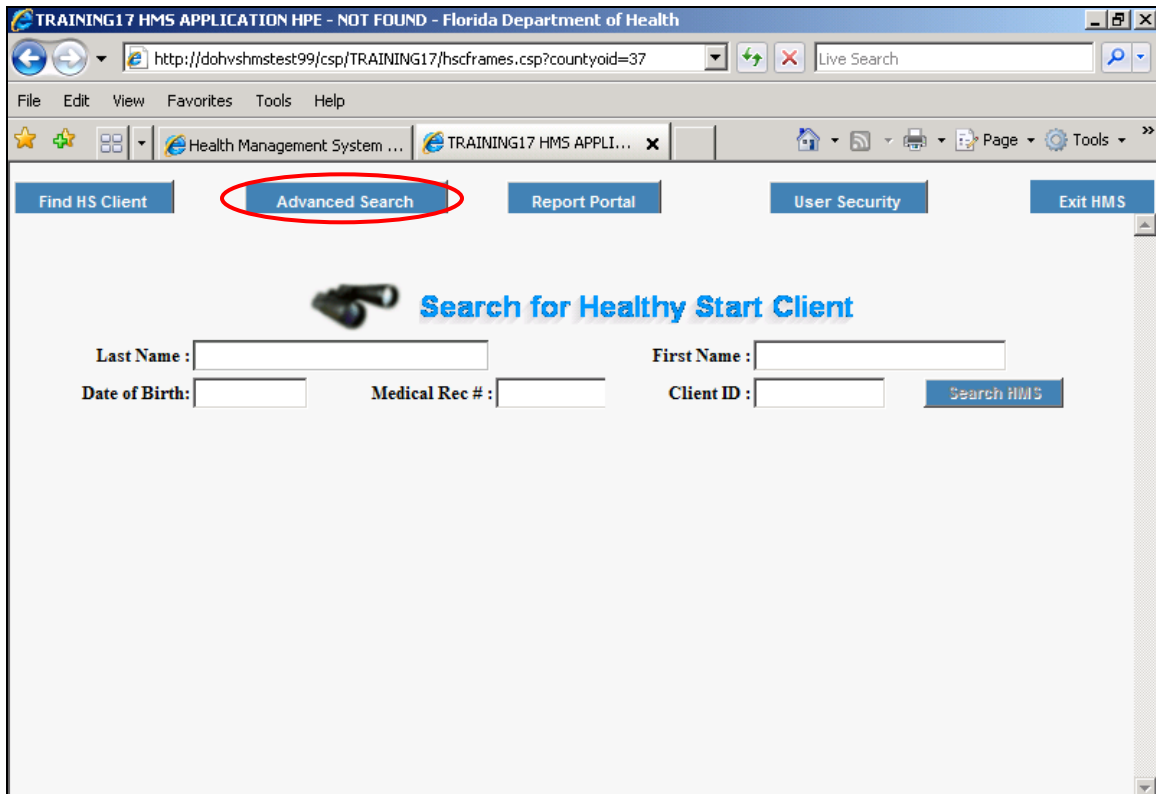
- All coded services for a client
- Care plan details
- Initial Assessments
- Initial Contacts
- Progress Notes
- Outcomes
- Old Assessments (Old Initial Contact, Initial Assessment and Outcomes)
- Selected Reports from the Report Portal

The above information can be a very helpful monitoring tool to ensure service providers are correctly coding services, updating care plans, entering outcomes and performing initial contacts and assessments properly. This guide will help navigate you through the system and process of accessing this data.

Note: The records that are available to the coalition in this view are those which have a “HIPAA = Yes” on the client demographics page of HMS. If it is noted that clients that received services are not showing up, it is important for the care coordination staff to indicate if the client indicated ‘Yes’, ‘No’ or ‘Revoked’ in the HIPAA box, or else you will not be able to view the information.

Searching the System

After logging in to the system, you will be brought to the Default Search Screen seen below. If you want to view a specific client's record, use this search by entering either name, DOB, Medical Record # or Client ID. To perform a more complex search, click on the blue "Advanced Search" button at the top of the screen.



The screenshot shows a web browser window with the title "TRAINING17 HMS APPLICATION HPE - NOT FOUND - Florida Department of Health". The address bar contains the URL "http://dohvshstest99/csp/TRAINING17/hscframes.csp?countyoid=37". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's toolbar shows "Health Management System ..." and "TRAINING17 HMS APPLI...". The main content area features a navigation bar with buttons for "Find HS Client", "Advanced Search" (circled in red), "Report Portal", "User Security", and "Exit HMS". Below the navigation bar is a search form titled "Search for Healthy Start Client" with a magnifying glass icon. The form includes input fields for "Last Name", "First Name", "Date of Birth", "Medical Rec #", and "Client ID", and a "Search HMS" button.

Advanced Search

You will now be brought to the advanced search screen seen here:

TRAINING17 HMS APPLICATION HPE - NOT FOUND - Florida Department of Health

http://dohvshstest99/csp/TRAINING17/hscframes.csp?countyoid=37

File Edit View Favorites Tools Help

Health Managemen... TRAINING17 H... HMS Report Portal ...

Find HS Client Advanced Search Report Portal User Security Exit HMS

Search for Healthy Start Client

[Advanced Search Section]

Program Component : All Program Component... HMC Code : Search HMS

Care Coordination Site : All Care Coordination Site...

CC Team Member : S

Classification Level : All Levels...

Care Plan Opened in Specified Date Range below

Care Plan Closed in Specified Date Range below

Start : Clear End : Clear

Active Care Plan Only

None of the Above

Closure Reason : Select one

Remove from List

No closure reason selected

You can search by any the following, combining criteria when desired:

- Program Component
- HMC Code
- Care Coordination Site
- Care Coordination Team Member (enter last name first)
- Classification Level
- Care Plan Opened/Closed in Specific Date Range
- Active Care Plan Only
- Closure Reason (multiples can be selected)
- Zip Code

After you have entered your search criteria, click the blue “Search HMS” button at the top right. You will then be brought to the populated search screen seen below:


TRAINING17 HMS APPLICATION HPE - NOT FOUND - Florida Department of Health

http://dohvshstest99/csp/TRAINING17/hscframes.csp?countyid=37

File Edit View Favorites Tools Help

Health Management System ... TRAINING17 HMS APPLI...

Find HS Client Advanced Search Report Portal User Security Exit HMS

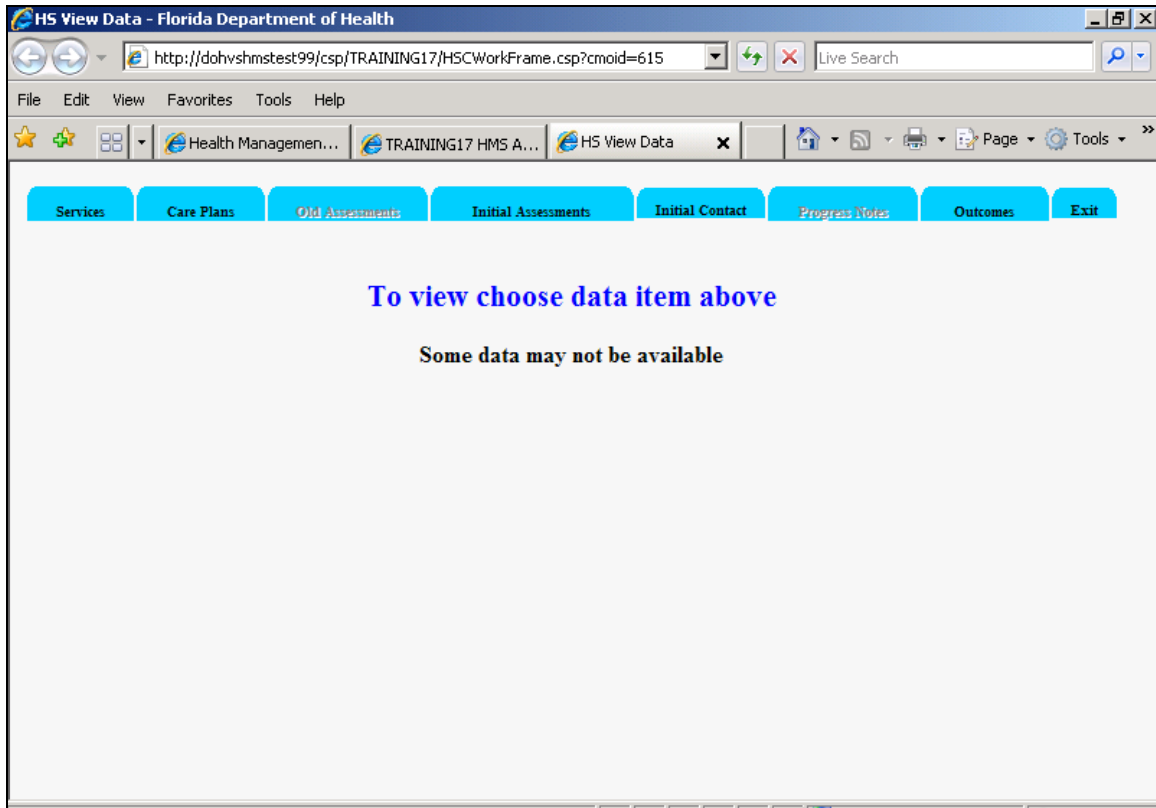
 **Search for Healthy Start Client**

22 Possible Client matches have been found.
If correct Client is shown, highlight care plan row and click to choose to view that Client's data.

Name	Client ID	DOB	Family ID	Med Rec #
Program - Service Site	Care Coordinator	Open Date	Close Date	Classification
DIRECT MATCH HAS BEEN FOUND FOR CRITERIA ENTERED:				
BRONTE, EMILY	EXB101982	10/19/1982	370042278-01	111111111111
27 BBB SERVICE SITE	FEELGOOD, FRED F	01/14/2010		HSP LEVEL 3
CHRISTMAS, MERRY	MXC122579	12/25/1979	370041856-01	101ABC427
27 LEON COUNTY HEAL	JONES, BRENDA M	10/01/2007		HSP LEVEL P
27 SEVEN SITE	JONES, BRENDA M	09/09/2007	09/30/2007	HSP LEVEL 3
DUST, PIXIE	PXD102976	10/29/1976	370042137-01	6578902567
27 LEON COUNTY HEAL	JONES, BRANDY M	11/23/2009		HSP LEVEL 1
27 LEON COUNTY HEAL	JONES, BRANDY M	07/14/2009	08/24/2009	HSP LEVEL 2
FISH, ALEXANDRA	AXF021059	02/10/1959	370041492-02	PENDING
27 LEON COUNTY HEAL	BAKER, ROBBY B	01/24/2006	08/11/2009	

Here you are given a list of all clients along with the care plans that fit your search criteria, giving the name, Client ID, DOB, Family ID, Medical Record Number, Program Component, Service Site, Care Coordinator, Open Date, Close Date, and Classification Level. If a client has multiple care plans, you will see multiple entries under the client's name and should select the care plan you want to review. If doing as a randomized search for QA/QI, select the client whose information you wish to view by clicking on the line below the client's name that starts with the program component number. This will bring up the following screen, displaying all of the information inputted for that client.

QA/QI Data



This screen contains tabs that hold all of the client's information inputted into HMS. Tabs include:

- Services (all HMC codes entered for the client)
- Care Plans
- Old Assessments (Old Initial Contact, Initial Assessment and Outcomes)
- Initial Assessment
- Initial Contact
- Progress Notes
- Outcomes

The desired information can be brought up by clicking any of the tabs above.

Services

The screenshot shows a web browser window titled "HS View Data - Florida Department of Health". The address bar contains the URL: <http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=615>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page features a navigation bar with tabs: Services (highlighted), Care Plans, Old Assessments, Initial Assessments, Initial Contact, Progress Notes, Outcomes, and Exit. Below the navigation bar is a header for "Healthy Start Data Report" with a "Print" button. A patient information summary is displayed, including: INFORMED,MISS; DOB: 10/19/1982; Client ID: MXI-10-1982; MRN: 101ABC550; Race: WHITE; Mailing Address: 4321 NOWHERE ST., TALLAHASSEE, FL 32399; Phone: . The main content area is titled "SERVICES Data between 05/15/2010 and 05/24/2010" and lists two service entries:

Program : 27
Service Codes : HMC-3303,
Service : OC ATTEMPT TO CONTACT
Service Site : LEON COUNTY HEALTH DEPARTMENT
Date Service : 05/20/2010
Service Provider : REEVES,ADAMY
Unit : 4
Service Status : Provided
Comments : Called client's home and no answer. Will try back later with a f2f.

Program : 27
Service Codes : HMC-3320,
Service : OC FACE TO FACE CARE COORD
Service Site : LEON COUNTY HEALTH DEPARTMENT

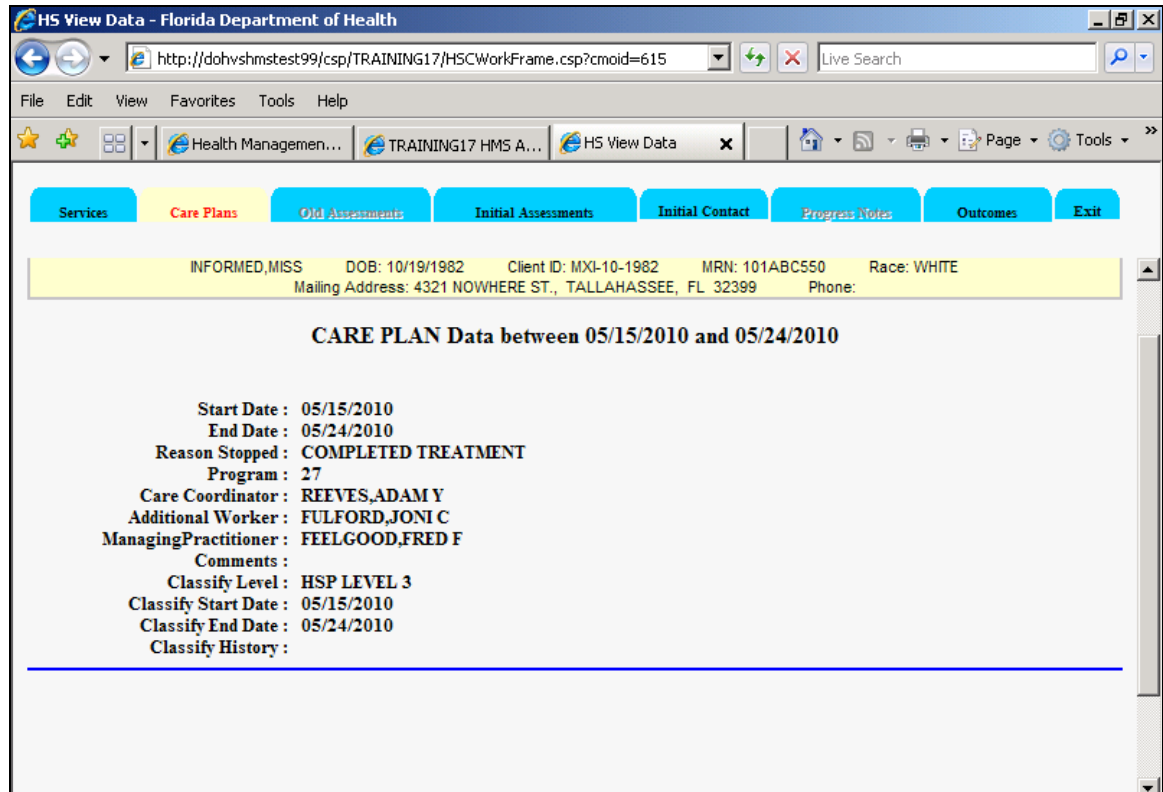
The services screen lists any HMC code entered by a service provider and gives the following level of detail:

- Program component
- Service Code (number)
- Service Description (name)
- Service Site
- Date of Service
- Service Provider
- Units of Service
- Service Status
- Comments

This can help give an excellent snapshot of the services provided, attempts to contact, referrals made, education provided, etc., and how much time the service provider is spending on each activity. This is a great tool for monitoring and helping to determine problem areas. The comments section and progress notes tab can give additional insight into the logic behind the care coordinator's coding.

Care Plans

The next tab contains the care plan information for the client, seen below:



The screenshot shows a web browser window titled "HS View Data - Florida Department of Health". The address bar contains the URL "http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=615". The browser has several tabs open, including "Health Managemen...", "TRAINING17 HMS A...", and "HS View Data". The application interface features a navigation bar with tabs for "Services", "Care Plans", "Old Assessments", "Initial Assessments", "Initial Contact", "Progress Notes", "Outcomes", and "Exit". The "Care Plans" tab is selected. Below the navigation bar, a yellow header displays client information: "INFORMED,MISS", "DOB: 10/19/1982", "Client ID: MXI-10-1982", "MRN: 101ABC550", "Race: WHITE", and "Mailing Address: 4321 NOWHERE ST., TALLAHASSEE, FL 32399". Below this, the text "CARE PLAN Data between 05/15/2010 and 05/24/2010" is centered. The main content area lists the following details:

- Start Date : 05/15/2010
- End Date : 05/24/2010
- Reason Stopped : COMPLETED TREATMENT
- Program : 27
- Care Coordinator : REEVES,ADAM Y
- Additional Worker : FULFORD,JONI C
- ManagingPractitioner : FEELGOOD,FRED F
- Comments :
- Classify Level : HSP LEVEL 3
- Classify Start Date : 05/15/2010
- Classify End Date : 05/24/2010
- Classify History :

The care plan includes the following information:

- Start Date
- End Date
- Reason Stopped
- Program Component
- Care Coordinator
- Additional Worker
- Managing Practitioner
- Comments
- Classify Level
- Classify Start Date (date a classification level was initially entered)
- Classify End Date (date a classification level ended)
- Classify History (all changes to a classification level)

This gives a nice picture of the current status of the client, as well as the history associated with their level of care. This can be used to help determine if care coordinators are leveling appropriately.

Old Assessments

HS View Data - Florida Department of Health

http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=448

File Edit View Favorites Tools Help

Health Managemen... TRAINING17 HMS A... HS View Data

Services Care Plans **Old Assessments** Initial Assessments Initial Contact Progress Notes Outcomes Exit

Healthy Start Data Report Print

DUST, PXIE DOB: 10/29/1976 Client ID: PXD-10-2976 MRN: 6578902567 Race: OTHER
Mailing Address: 345 SLEPPY HOLLOW LANE, TALLAHASSEE, FL 32308 Phone:

ASSESSMENT Data between 07/14/2009 and 08/13/2009 Expand/Collapse Sections

Assessment Type : HS IA - PRENATAL/WOMAN Assessment Date : 07/15/2009 Assessed By : JONES, BRANDY M

CATEGORY	INDICATOR	DETAIL ANSWER
Contact	01. Method of contact	Face-to-face
Family Concerns	04. Daycare	Yes
Family Resources	01. Father involvement	Yes
Family Resources	02. Access to transportation	Yes
Family Resources	03. Stable employment	Yes
Family Resources	04. Adequate housing	Yes
Family Resources	05. Social support network	Yes
Comments :	Clients husband is very supportive and excited about the new baby.	
Family Resources	08. Access to health care	Yes
Comments :	Client has BCBS through her employer.	

Done Local intranet 100%

Start Inbox - Microsoft O... RE: QA/QI Training... HS View Data - Fl... Screen Caps 3:31 PM

This section includes all assessments completed prior to the most current updates. It displays all of the information from the old templates for the Initial Assessment, as well as old Initial Contacts and Outcomes. Though these templates are now obsolete, they can still give a good insight into the level of service and documentation the care coordinator has been providing historically.

Initial Assessment

The screenshot displays a web browser window titled "HS View Data - Florida Department of Health". The address bar shows the URL: <http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=615>. The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with various icons. The main content area features a navigation bar with buttons for Services, Care Plans, Old Assessments, Initial Assessments (highlighted in red), Initial Contact, Progress Notes, Outcomes, and Exit. Below the navigation bar is a header for "Healthy Start Data Report" with a "Print" button. A patient information bar contains the following details: INFORMED,MISS; DOB: 10/19/1982; Client ID: MXI-10-1982; MRN: 101ABC550; Race: WHITE; Mailing Address: 4321 NOWHERE ST., TALLAHASSEE, FL 32399; Phone: . The main section is titled "INITIAL ASSESSMENT" and includes an "Expand/Collapse Sections" button. The assessment data is as follows:

- Assessment Date 05/07/2010 Created By REEVES,ADAM Y 2010-05-24
- Family Assets, Strengths and Resources Comments : Parental support, loving family, clean home, supportive boyfriend, financial security.
- Family Concern Comments : Unemployed, not married, depressed, smoking, alcohol/drug use reported, questionable mental health.
- Receiving WIC : Yes
- Comments :
- Special Diet : No
- Comments :
- Hyperemesis(morning sickness) : Yes
- Comments :
- Food Allergies : Yes
- Comments : Peanuts
- Meals Per Day : 3
- Comments :

This section includes all of the information that has been inputted into the most current initial assessment (released December 2009). Every piece of the IA is here and you will see exactly what the care coordinator has entered into HMS for this section (as well as anything not addressed). This is a great way to see the level of detail captured by the care coordinator, and what issues have been addressed or need to be addressed in the future.

Initial Contact

The screenshot displays a web browser window titled "HS View Data - Florida Department of Health". The address bar shows the URL: <http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=615>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for navigation and actions. The main content area features a navigation menu with buttons for Services, Care Plans, Old Assessments, Initial Assessments, Initial Contact (highlighted in red), Progress Notes, Outcomes, and Exit. Below the navigation menu is a section titled "Healthy Start Data Report" with a "Print" button. A yellow banner displays patient information: INFORMED,MISS; DOB: 10/19/1982; Client ID: MXI-10-1982; MRN: 101ABC550; Race: WHITE; Mailing Address: 4321 NOWHERE ST., TALLAHASSEE, FL 32399; Phone: . Below this is a section titled "INITIAL CONTACT Data between 05/15/2010 and 05/24/2010" with an "Expand/Collapse Sections" button. The data is presented as a list of key-value pairs:

- Initial Contact Conducted By : REEVES,ADAM Y Initial Entry User/Date : REEVES,ADAM Y 2010-05-24
- Healthy Start Care Coordinator : REEVES,ADAM Y
- Healthy Start Care Coordinator Address :
- Health Care Provider :
- Health Care Provider Address :
- Health Care Provider County :
- Date of Risk Screen : 04/18/2010
- Date Received by CHD : 04/25/2010
- 1st Attempt Date : 05/01/2010
- 2nd Attempt Date : 05/03/2010
- 3rd Attempt Date :
- Completion Date :
- Completion Method :
- Healthy Start Contact Info Provided :

This section includes all of the information that has been inputted into the most current initial contact. Every piece of the IC is here and you will see exactly what the care coordinator has entered into HMS for this section. This is a great way to see the level of detail captured by the care coordinator, and what issues have been addressed or need to be addressed in the future.

Progress Notes

The screenshot shows a web browser window titled "HS View Data - Florida Department of Health". The address bar contains the URL: <http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=464>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows icons for Home, Back, Forward, Stop, Refresh, Print, and Page. The application interface features a navigation bar with buttons for Services, Care Plans, Old Assessments, Initial Assessments, Initial Contact, Progress Notes (highlighted in red), Outcomes, and Exit. Below the navigation bar is a header for the "Healthy Start Data Report" with a Print button. The report content includes the following information:

Client Information:
DUST,PIXIE DOB: 10/29/1976 Client ID: PXD-10-2976 MRN: 6578902567 Race: OTHER
Mailing Address: 345 SLEPPY HOLLOW LANE, TALLAHASSEE, FL 32308 Phone:

Program component : 27
Observation date : 09/28/2009
Observed by : JONES,BRANDY M

Progress note : Healthy Start coding provides information on types and quantities of services at the county and state levels. In the aggregate, Healthy Start codes can show the numbers of people who are at risk, who are in need of particular intensities of service, and who are receiving services that are Healthy Start funded. The coding of services also provides the opportunity to link intensity and duration of service delivery to outcomes in order to evaluate the effective implementation and impact of Healthy Start services.

Coding is critical for monitoring the Healthy Start program. Coding identifies services provided which are reimbursable by Medicaid for eligible women and infants enrolled in the Healthy Start system.

The Health Management System (HMS) is used to collect public health service and time data at the program component level for reporting data. At the state-

This section provides any progress notes the care coordinator has inputted during the course of their contact with the client. These notes can serve as a great supplemental tool to the information inputted into the other modules, and can help clear up areas of confusion for the person reviewing the electronic record.

Outcomes

The screenshot shows a web browser window titled "HS View Data - Florida Department of Health". The address bar contains the URL: `http://dohvshstest99/csp/TRAINING17/HSCWorkFrame.csp?cmoid=615`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and printing. The main content area features a navigation bar with buttons for Services, Care Plans, Old Assessments, Initial Assessments, Initial Contact, Progress Notes, Outcomes, and Exit. The "Outcomes" button is highlighted in yellow.

Below the navigation bar is a section titled "Healthy Start Data Report" with a "Print" button. The patient information is displayed in a yellow box:

INFORMED,MISS DOB: 10/19/1982 Client ID: MXI-10-1982 MRN: 101ABC550 Race: WHITE
Mailing Address: 4321 NOWHERE ST., TALLAHASSEE, FL 32399 Phone:

The report is for "OUTCOMES Data between 05/15/2010 and 05/24/2010". A button labeled "Expand/Collapse Sections" is visible. Below this, it states "Outcome Created By: REEVES,ADAMY On :2010-05-24 12:58:10".

The "Outcomes : Unknown" section includes a "Comments :" field. The "Birth/Death Outcome:" section contains the following data:

Outcome Type	Weight	Height	Gestational Age	Other Info
SINGLETON BIRTH	4000 grams	8 lbs 14 ozs	35 Gestation Weeks	
SINGLETON BIRTH	500 grams	1 lbs 2 ozs	35 Gestation Weeks	Child Death: NEONATAL DEATH Age: 0

Each row in the table has a "Birthoutcome Comments :" field below it.

This section contains all of the information included in the most current outcomes module of HMS. Every piece of the outcomes section is here and you will see exactly what the care coordinator has entered into HMS. This is a great way to see the level of detail captured by the care coordinator.

Report Portal

The report portal section gives the user the ability to create and view reports on a variety of factors to give a statistical analysis of the data in your area, and is a good place to start for identifying potential problems in your area and/or with care coordinators.

Note: The portal is still being worked on, and it is not uncommon for an error message to come up, or for the system to time out. Keep trying and eventually you will be successful. If you keep getting an error, try at a different time of day (early morning or late afternoon seem to work best as server traffic is more minimal).

Available reports include the following:

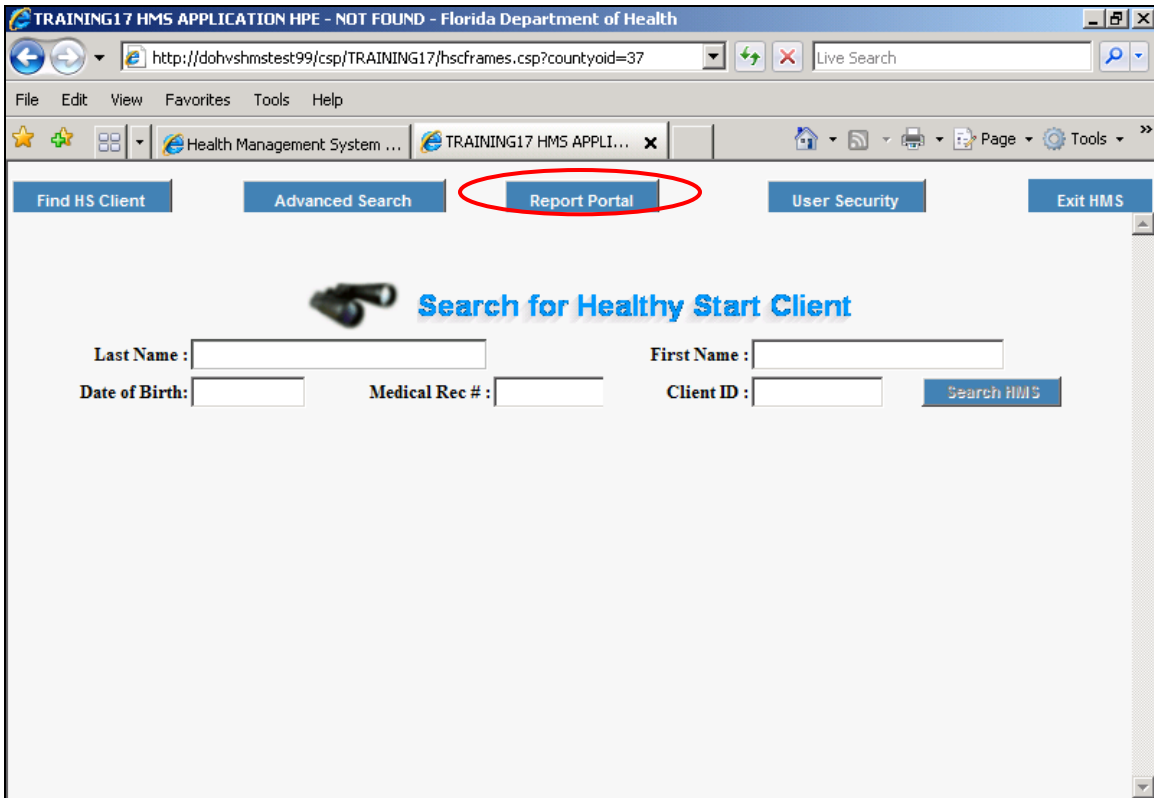
- Case Client Directory by Emergency Contact
- Client Visits Service by Service Provider
- Client Visits Services by Service Provider and by Site
- Prenatal Screens by Age
- Services by Provider
- Substance Exposed Clients

The following reports are based on the obsolete versions of the Initial Contact, Initial Assessment and Outcomes and contain historical information only (No data after 2008).

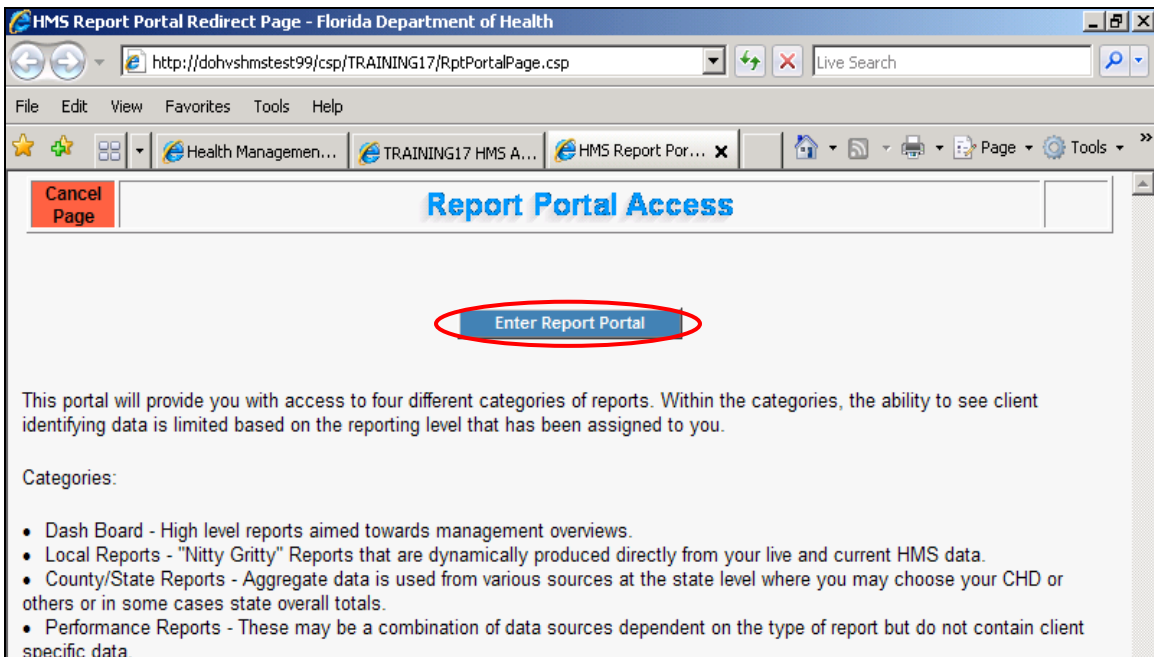
- Healthy Start Clients Who Smoke
- Prenatal Screens by Question 12 (Mental Health Counseling)
- Healthy Start Clients Who Smoke by Outcome
- Prenatal Screens by Trimester
- Prenatal Outcomes
- Prenatal Screens by Question 14 (Previous Poor Outcome)
- Healthy Start Clients who Drink Alcohol
- Healthy Start Clients who Drink Alcohol by Outcome
- Prenatal Screens by Question 11 (Depression)

At the bottom of the report portal screen you will also see links to an Ad Hoc report user help document, as well as a report portal help document if you have any questions.

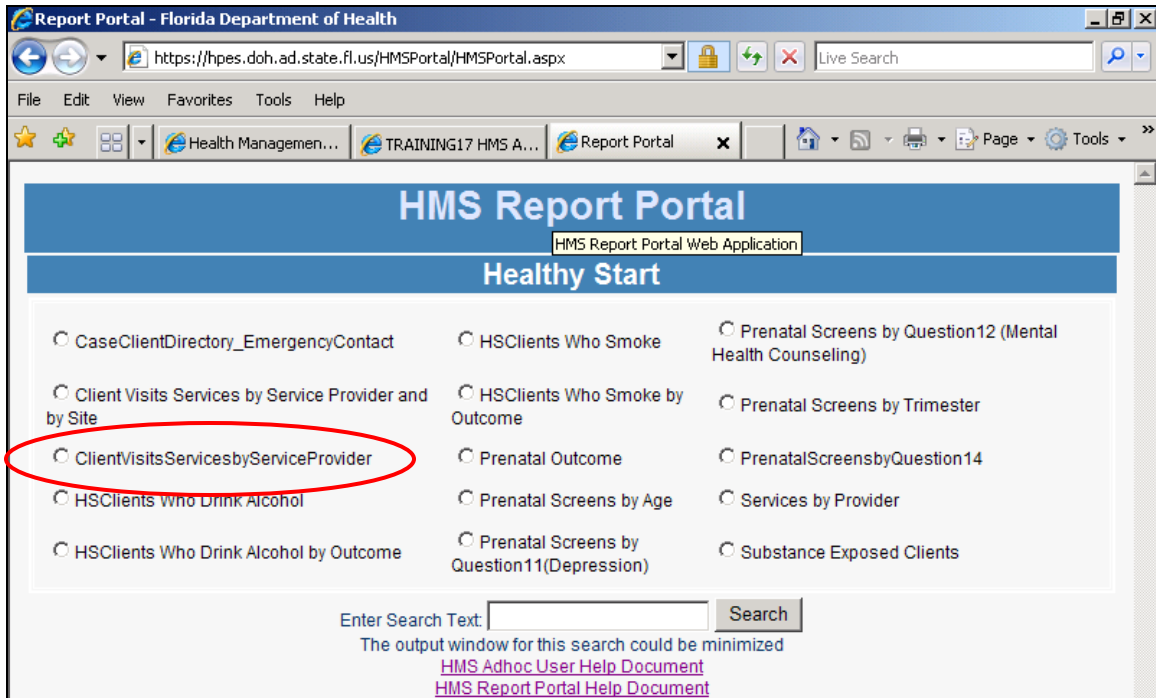
The report portal is accessed from the default search screen seen below:



After clicking the link you will be brought to the following screen:



Click the “Enter Report Portal” Button above, and you will be brought to the following screen:



This gives you the list of all available reports as well as links to the help documents. Say you want to get a report on all services coded by your area service providers for QA/QI. You'd click the appropriate radio button above, and be brought to the screen below.

Selection Pages - Florida Department of Health

https://hpes.doh.ad.state.fl.us/HMSPortal/SelectionPages.aspx?ID=XHb

File Edit View Favorites Tools Help

Health Mana... TRAINING17... Report Portal Selection... x

FLORIDA DEPARTMENT OF HEALTH

Services by Provider

County: Leon

Service Start Date

Service End Date

Select Program Component

- Select All
- 22: HEALTHY START INTERCONCEPTION (NON CHD)
- 26: HEALTHY START PRENATAL (NON-CHD)
- 27: HEALTHY START PRENATAL (CHD)

Select HMCCode

- Select All
- 0000: DIRECT SERV TIME
- 01A1: DTP 1ST DOSE
- 01A2: DTP 2ND DOSE

GetReport

Here you would enter the date range you're looking for, and either the program component, specific HMC Code, both, or neither. Results will look like the following, based on your search criteria:

DisplayReports - Florida Department of Health

https://hpes.doh.ad.state.fl.us/HMSPortal/SelectionPages.aspx?ID=XHb

File Edit View Favorites Tools Help

Health Mana... TRAINING17... Report Portal DisplayR... x

Florida Department of Health HMS

Services by Provider

Service Dates: Jan 01, 2009 - May 25, 2010

Selected Program Codes : 27,31

Selected HMCCodes : ALL

BAKER,BOBBY B		
3314		1
3320		4
Total Services by Provider - BAKER,BOBBY B		5
BARNES,SANDY M		
3102		1
3103		2
3111		7
3113		1
3115		10
3202		1
3215		1
6620		2
8004		1
8008		1
8024		1
Total Services by Provider - BARNES,SANDY M		28

Here we are shown all the services provided by a specific individual, broken out by codes. This can be helpful in determining how much or little a service provider is coding a certain action.

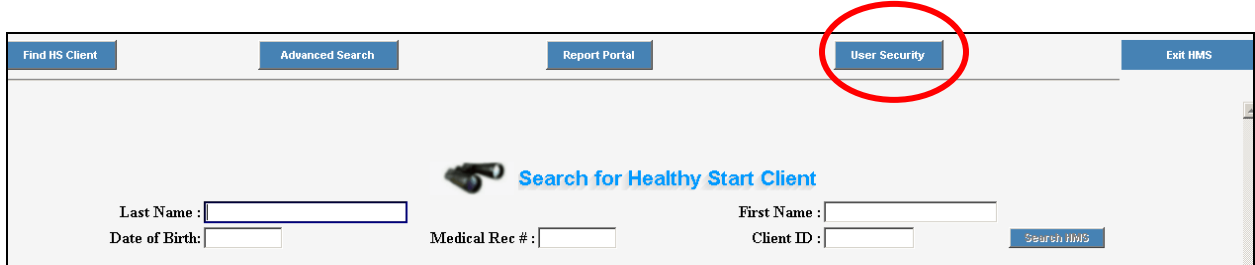
You can play around with the other reports to see what kind of data will be most useful to you in your monitoring of service providers.

User Security

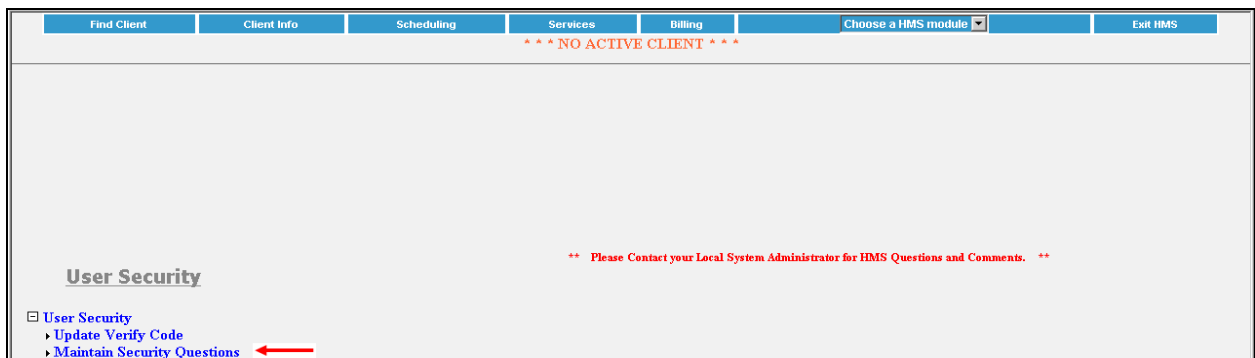
SETTING UP SECURITY QUESTIONS IN HMS

You can set up security questions in HMS. By doing this you can unlock your HMS account if it is locked. Follow the instructions below to set up your security questions.

1. Click on User Security.



2. These questions will be given when the users attempts to change the verify code, update the security questions or unlock their account after a failed login. If there are no entries in the security questions the account will be locked.



3. The user must enter the current access and verify codes before they can enter or edit the security questions. Choose the blue button labeled "Authenticate" to continue.

Cancel Page **Authentication**

To authenticate enter your login Access and Verify codes and press 'Authenticate':

Access *

Verify *

Authenticate

- There are 16 questions to choose from. The user is required to enter a minimum of 6 questions and answers. At the bottom of the screen the user can enter questions. The field is free text.

Cancel Page **Update Security Questions/Answers** **Save Page**

Instructions :
You are required to choose and answer a minimum of 6 questions. The 6 questions may include 2 of your own. ←

Question	Answer
Choose Question...	<input type="text"/>
Choose Question...	<input type="text"/>
IN WHAT YEAR DID YOU BUY YOUR FIRST CAR	<input type="text"/>
WHAT CITY WERE YOU BORN IN	<input type="text"/>
WHAT IS THE NAME OF YOUR GRADUATION HIGH SCHOOL	<input type="text"/>
WHAT IS YOUR CURRENT PETS NAME	<input type="text"/>
WHAT IS YOUR DATE OF BIRTH	<input type="text"/>
WHAT IS YOUR FATHERS FIRST NAME	<input type="text"/>
WHAT IS YOUR FAVORITE COLOR	<input type="text"/>
WHAT IS YOUR FAVORITE NUMBER	<input type="text"/>
WHAT IS YOUR HOME ADDRESS ZIP CODE	<input type="text"/>
WHAT IS YOUR MOST FAVORITE BOOK	<input type="text"/>
WHAT IS YOUR MOST FAVORITE MOVIE	<input type="text"/>
WHAT IS YOUR MOST FAVORITE SONG	<input type="text"/>
WHAT IS YOUR MOTHERS FIRST NAME	<input type="text"/>
WHAT IS YOUR MOTHERS MAIDEN NAME	<input type="text"/>
WHAT KIND OF ANIMAL WAS YOUR FIRST PET (DOG, CAT, FISH, LIZARD, ETC)	<input type="text"/>
WHAT WAS THE COLOR OF YOUR FIRST CAR	<input type="text"/>
Create Your Own Question Below	Answer Your Question
<input type="text"/>	<input type="text"/>

- If a question is selected or entered an answer must be entered. The user is not required to enter the extra questions. Once completed choose save page to continue.

Cancel Page **Update Security Questions/Answers** **Save Page**

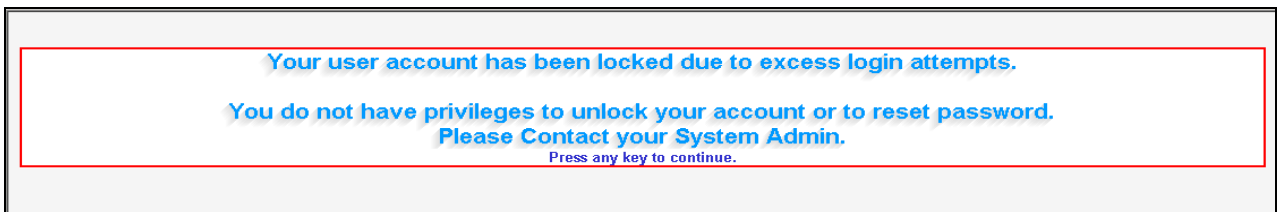
Instructions :
You are required to choose and answer a minimum of 6 questions. The 6 questions may include 2 of your own. ←

Question	Answer
IN WHAT YEAR DID YOU BUY YOUR FIRST CAR	1970
WHAT CITY WERE YOU BORN IN	JACKSONVILLE
WHAT IS YOUR CURRENT PETS NAME	LUCY
WHAT IS THE NAME OF YOUR GRADUATION HIGH SCHOOL	PAXON
WHAT IS YOUR FATHERS FIRST NAME	JACK
WHAT IS YOUR FAVORITE COLOR	BLUE
Choose Question...	<input type="text"/>
Choose Question...	<input type="text"/>
Choose Question...	<input type="text"/>
Choose Question...	<input type="text"/>
Create Your Own Question Below	Answer Your Question
WHAT YEAR DID HPE MOVE TO SOUTHWOOD	1999
WHAT IS YOUR FAVORITE ICE CREAM	VANILLA

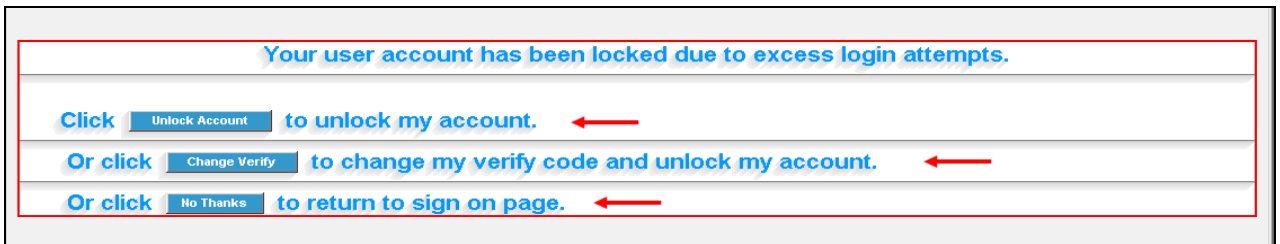
- When the user attempts to access HMS and fails four times. The user will be given the opportunity to unlock the account or change the verify.



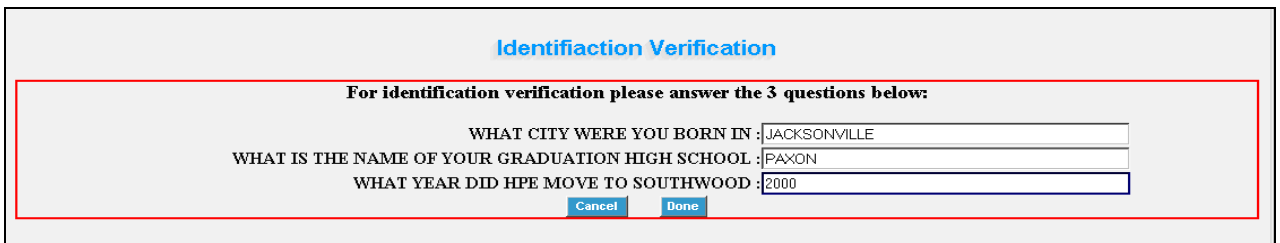
If there are no entries in the security questions the account will be locked. The user will receive the following screen. The user must then contact the HMS help desk at dlhmssupport@doh.state.fl.us.



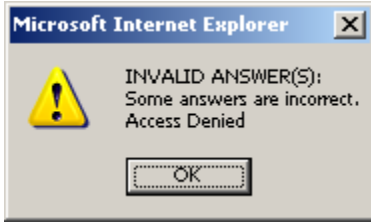
- After four attempts the user will receive three options. The first is to unlock the account. The second is to change the verify and unlock the account. The third option is to return to the log on page and make no changes.



- When the user chooses to unlock the account, the user is given three questions from the previously entered security questions. If all the answers are correct the user will be returned to the HMS login screen. The account will be unlocked.



9. If one of the three questions is incorrect the user will be locked out of HMS and must contact the System Administrator to release the lock.



10. When the user chooses to change the verify code and unlock the account, the user is given three questions from the previously entered security questions. If all the answers are correct the user will be returned to the HMS login screen. The user will be given the Change Verify screen.

A screenshot of a web form titled "Identification Verification". Below the title, it says "For identification verification please answer the 3 questions below:". There are three questions with text input fields: "WHAT IS YOUR CURRENT PETS NAME" with the value "LUCY", "WHAT IS THE NAME OF YOUR GRADUATION HIGH SCHOOL" with the value "PAXON", and "WHAT YEAR DID HPE MOVE TO SOUTHWOOD" with the value "1999". At the bottom of the form are "Cancel" and "Done" buttons.

11. Enter the verify two times and choose Done when complete. The user also has the option to return to the "Sign On" page. However, the account is still locked.

A screenshot of a web form titled "Change Verify (Password)". At the top, there is a link "Or click No Thanks to return to sign on page." with a red arrow pointing to the left. Below the title, there are two text input fields: "New Verify" and "Confirm New Verify", both with red asterisks. A red arrow points to the right between these two fields. At the bottom are "Cancel" and "Done" buttons.

12. The account is locked after three failed attempts to login or if the security questions are not answered correctly. If your account is locked, contact the HMS help desk at dlhmssupport@doh.state.fl.us.

Your user account has been locked due to excess login attempts.

You do not have privileges to unlock your account or to reset password.

Please Contact your System Admin.

Press any key to continue.

This comprises the Read-Only QA/QI system for Healthy Start staff. If you have any questions related to the system or login access, please email DLHMSSupport@doh.state.fl.us.