

TREATMENT COURT PROBATION EXCHANGE AND DRUG COURT (TCPX)

Reference Guide for TCPX System



Los Angeles County Internal Services Division
TCPX Reference

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TCPX QUICK REFERENCE AND TROUBLESHOOTING GUIDE

TCPX – INTRODUCTION

TCPX (Treatment, Court, Probation eXchange) provides a “real-time” connectivity between contracted SUD treatment agencies, the Client Engagement Navigation System (CENS), Probation, and Department of Public Health, Substance Abuse Prevention and Control. Given that accurate records must be maintained to permit patient access to needed services, all treatment providers are required to accurately enter all patients’ data into the TCPX system daily.

Contracted Substance Use Disorder (SUD) treatment agencies accepting referrals from the Probation Department AB109 are required to utilize the TCPX System, which is a web-based data system application designed to support the operational and administrative requirements of Probation Supervision.

TCPX System may be accessed from a web browser:

- Website Direct Access (Token required)
- Public Health Web Portal (Tokenless)

TCPX – STIPULATIONS AND CONDITIONS OF USE

TCPX and DPH-SAPC Requirements:

- According to DPH-SAPC’s Treatment Service data requirements, providers shall enter patient and service activities in TCPX electronic data collection system.
- SAPC contracted SUD treatment providers accepting referrals from the Probation Department are required to utilize the **TCPX System**, data system designed to support the operational and administrative requirements of Probation Supervision.
- Given that accurate records must be maintained to permit patient access to needed services, all treatment providers are required to accurately enter all patients’ data into the TCPX system daily.

For detailed information on TCPX refer to the SUD Treatment Service Manual:

<http://publichealth.lacounty.gov/sapc/NetworkProviders/Privacy/ProviderManual.pdf>

TCPX – HELP CONTACT US

If you do not have access to TCPX or have issues logging on contact TCPX support:

TCPX Support

TCPXSupport@isd.lacounty.gov

SAGE – HELP CONTACT US

If you DO NOT have access to TCPX via SAGE logon; please contact:

SAPC support

Akbar Siddiqui

asiddiqui@ph.lacounty.gov

(626) 299-4599

For further assistance in accessing your applications.

TCPX – BILLING SUPPORT

BILLING QUESTIONS or billing problems should be referred to:

Probation Department

Leydi Evangelista

Leydi.Evangelista@probation.lacounty.gov

SAGE – LOGON (via PUBLIC HEALTH WEB PORTAL)

TCPX via SAGE is accessed by opening your **Internet Explorer**  browser from your computer. Enter the following URL/Link:

<https://DPH.ERA.LACOUNTY.GOV/DPH/SAPC>

In your Internet Explorer  URL address line and hit Enter.

LOGGING ONTO TCPX WEBSITE (via SAPC Web APPLICATION)

The first screen you encounter is the Department of Public Health screen (shown below). This screen and access to it is maintained by Department of Public Health Substance Abuse Prevention and Control (**DPH-SAPC**). If you do not have a “C” number issued by SAPC and assigned to TCPX, you will not be able to logon to TCPX system.

To access TCPX system:

- A “C” number is required for vendors and contractors. “C” number is an identification number starting with a letter “C” and followed by 6-numbers. This identification is assigned to you by SAPC.
- An “E” number is required for LA County Employees. “E” number is an identification number starting with a letter “E” and followed by 6-numbers. This identification is assigned to you by Human Resources or your Department.

Enter your “C” or “E” number in the Hosted Username field and your password in the Hosted Password field; press Sign In.

<https://DPH.ERA.LACOUNTY.GOV/DPH/SAPC>









The screenshot shows the login interface for the Los Angeles County Department of Public Health SSLVPN. At the top, there is a header with the 'lacounty.gov' logo and the Department of Public Health logo. Below the header, the text 'Los Angeles County' and 'Public Health SSLVPN' is displayed. The main content area contains two input fields: 'Hosted Username' and 'Hosted Password'. To the right of these fields is a disclaimer: 'By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off hours.' A 'Sign In' button is located below the input fields.

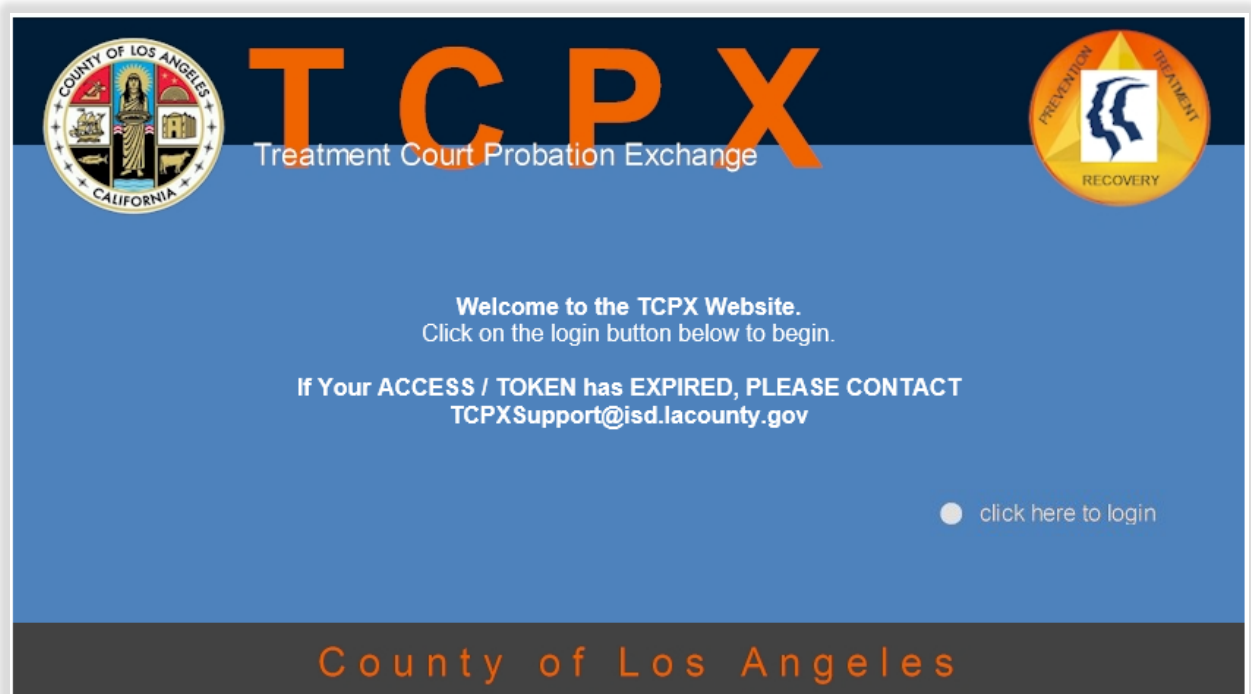
Once you have successfully logged in to the SAGE system; the following page will display the systems & functions you have access to, for example TCPX, Drug Court Management Information System (DCMIS), LA County Portal, SAGE.

Welcome to the SAPC VPN Portal,



Web Bookmarks

-  [LA County Portal](#)
-  [DUI](#)
-  [Contractor Password Reset](#)
-  [Treatment Court Probation eXchange \(TCPX\)](#)
-  [Drug Court Program Management Information System \(DCMIS\)](#)
-  [SAGE](#)

Select TCPX URL link to access the TCPX system. The TCPX screen will appear, as shown below.



TCPX
Treatment Court Probation Exchange

Welcome to the TCPX Website.
Click on the login button below to begin.

If Your ACCESS / TOKEN has EXPIRED, PLEASE CONTACT
TCPXSupport@isd.lacounty.gov

[● click here to login](#)

County of Los Angeles

If you do not have access to TCPX or having issues logging on, contact **TCPX support**:

TCPXSupport@isd.lacounty.gov

LOGGING ONTO TCXP WEBSITE (via SECURID TOKEN)

If you do not have a valid SECURID card, you will be unable to proceed past this screen. Please see the section (in this document) HOW TO OBTAIN A SECURID TOKEN.

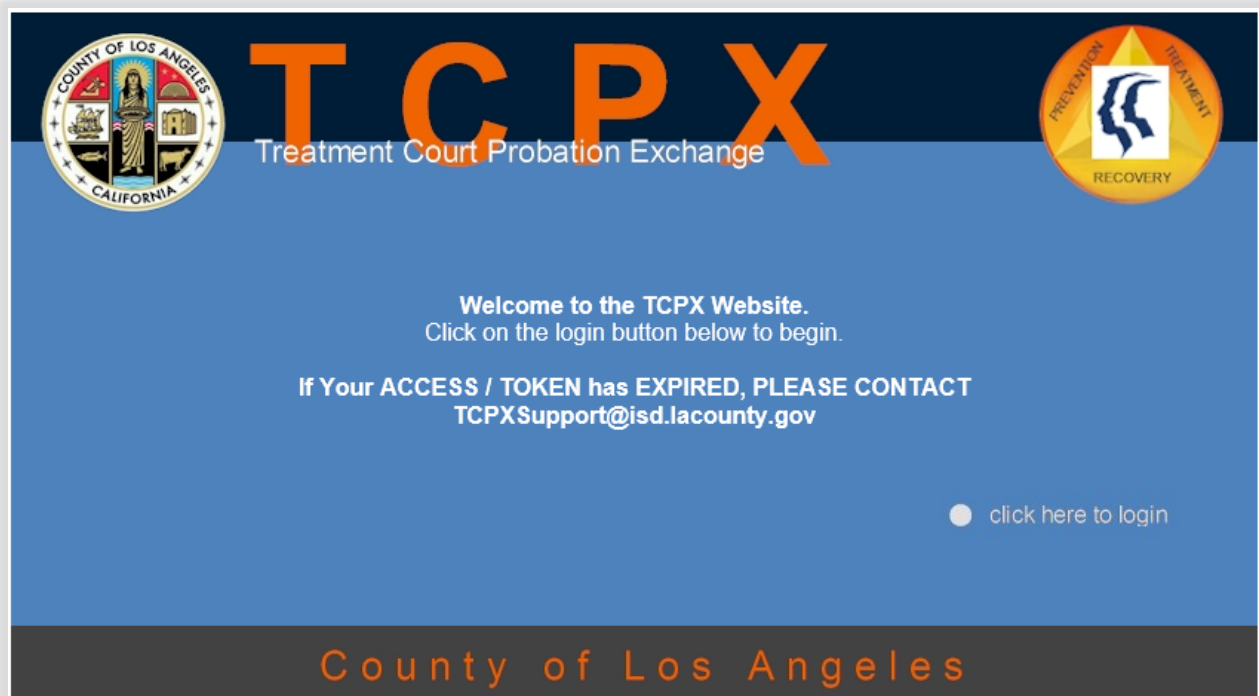
Logon Procedure

Please follow the steps below to logon to TCPX via SECURID TOKEN:

1. Enter the following URL in your Internet Explorer  browser and press enter

<https://prop36.co.la.ca.us/>

2. You will see the following screen:



3. Press the link: ● [click here to login](#) and the SECURID screen, below will display

4. Enter your “C” or “E” number in the **Logon ID** field, for example (C001234)
5. Please Note:
 - a. A “C” number is required for vendors and contractors. “C” number is an identification number starting with a letter “C” and followed by 6-numbers. This identification is assigned to you by SAPC.
 - b. An “E” number is required for Los Angeles County (LAC) Employees. “E” number is an identification number starting with a letter “E” and followed by 6-numbers. This identification is assigned to you by Human Resources or your Department.
6. Enter your four-digit or five-digit PIN number followed by the SECURID number shown on your token’s screen, in the Passcode field.
 - a. **Note that the number in the window changes every 30 seconds.**
 - b. If you do not have PIN number, you can create one. See instructions in this document on “SETTING A PIN ID FOR YOUR SECURID TOKEN”
7. IF YOU EXPERIENCE ANY ERROR MESSAGES when trying to logon, after two attempts, click on the **Reset** button to re-create your PIN. If you continue to have problems, call the Internal Services Division (ISD) Customer Support Line at (562)403-3305 and request to reset your PIN number. WAIT 10 MINUTES and follow the logon steps outlined above
8. Press Enter or click on Log In button
9. The TCPX logon screen will ask you for **User ID** and **Password**. Enter your “C” or “E” number in the **UserID** field and your password in the **Password** field; press Login.

TCPX Application LOGIN

User ID:

Password:

CLICK HERE IF LOGGING IN FOR THE FIRST TIME

Questions? Email
TCPXSupport@isd.lacounty.gov

or call

PH Service Desk (626) 299-4546

Incorrect Probation Data? Email
Leydi.Evangelista@probation.lacounty.gov

10. Once you are successfully logged on to TCPX, your **HOME** screen will show a welcome greeting with your name and location at the top of the screen

Welcome Treatment Provider
BHS - Los Angeles/Outpatient Counseling/Los Angeles

Program Statistics - Active Clients		
Program Type	Court Case	AB 109
Number of Active Clients	1	0
New Transfers from Another Treatment Provider	0	1
Clients approaching 365 days of Primary Treatment	1	
Applicants		
Number of New CASC Referrals	7	3

AUTOMATED HELP REQUEST, ONCE LOGGED ONTO TCPX

Use the **SUBMIT HELP!** feature if (show on the right):

- you have any issues,
- unable to reach us by phone, or
- you would like to email us detailed description of your issue

By clicking on the **SUBMIT HELP!** link on your HOME screen you will see the following screen (shown below), where you can enter your:

- Help request topic
- Your name and contact information
- Your email and
- Description of what type of HELP you are requesting

The screenshot shows a blue-themed interface. At the top is a black bar with the word "SEARCH" in white. Below this is a white input field labeled "Case Number" in yellow, with a "Search" button underneath. The next section is titled "POWER SEARCH" in white. Below that, it says "For Questions Please call Kaz Mohit @ 562-403-6567 KMohit@isd.lacounty.gov" in white and yellow. At the bottom, it asks "Are you having an issue with a TCPX client record? Click SUBMIT HELP below and enter your support requests online." followed by a "SUBMIT HELP!" button in white.

Use the “Need Help On” drop down selection to choose your topic of concern:

The screenshot shows a form titled "Send Help" with the subtitle "Ask for help with TCPX". It features a "Need Help On" dropdown menu with "EDIT CLIENT DETAILS" selected. Below this is a section for "Client Case Details" with a note: "(PLEASE FILL THESE IN SO WE CAN CONTACT THE PROPER COURT IF THIS ISSUE KEEPS HAPPENING)". The form includes fields for "Court Case Number", "Client First Name", and "Client Last Name". A "Your Contact Info" section contains fields for "Email Address", "Contact Phone (Req.)", and "Extension". A large text area for "Comments (Required)" is present, with the instruction "TYPE YOUR REQUEST HERE. PLEASE BE SPECIFIC". A "Submit Help" button is located at the bottom of the form.

Fill in the required fields, make sure your comments are detailed enough to adequately describe your issue. By clicking on the SUBMIT HELP button, your comments are entered in the TCPX problem log. One of the TCPX support staff will review and work on your issue. If additional information is required, we will be contact you. Please include a working phone number.

PASSWORD MANAGER LA COUNTY (AUTOMATED)

The LA County's Password Management System can help you to:

- Reset password
- Unlock your account
- Set password challenge questions and answers for your profile

LA County's Password Management System can be accessed at:

<https://passwordreset.lacounty.gov>


There is on- line instructions to help you proceed with password reset and account unlock, here:

<http://publichealth.lacounty.gov/sapc/Sage/Documentation/PasswordManagerUserSelfServiceGuide.pdf>

HOW TO OBTAIN A SECURID TOKEN

To access TCPX you will need to obtain a SECURID TOKEN. A SECURID TOKEN is requested from LA County Internal Services Division (ISD) by completing the **COUNTY OF LOS ANGELES DOWNEY DATA CENTER REGISTRATION** form.

This form can be obtained by contacting TCPX or LACISD. Complete this form by filling in the required information in the **PROFILE INFORMATION --** section (first page of the form - see sample form below). Please make sure to put your "C" number on in box (3).

		COUNTY OF LOS ANGELES DOWNEY DATA CENTER REGISTRATION For Contractors/Vendors	
PROFILE INFORMATION — print or type completing boxes 1 – 9			
(1) DATE OF REQUEST	(2) TYPE OF REQUEST (Check One) <input type="checkbox"/> REPLACE LOST/STOLEN SECUREID TOKEN		(3) CONTRACT OR VENDOR NUMBER
		<input type="checkbox"/> DELETE LOGON ID	
		<input type="checkbox"/> ADD NEW LOGON ID <input type="checkbox"/> CHANGE LOGON ID ACCESS	
(4) LAST NAME, FIRST NAME MI	(5) E-MAIL ADDRESS		
(6) COMPANY/ORGANIZATION NAME	(7) COORDINATING L.A. COUNTY DEPARTMENT NAME / NUMBER		
(8) WORK MAILING ADDRESS (STREET, CITY, STATE, ZIP)			(9) WORK PHONE NUMBER
IBM DATA CENTER ACCESS — complete each area for required access, as defined by L.A. County management			
(10) LOGON ID	(11) 3-DIGIT MAJOR GROUP CODE	(12) 3-DIGIT LSO GROUP CODE	

Sign the **CUSTOMER'S SIGNATURE** line on the registration form's **SIGNATURES** section. It is outlined in yellow; leave the other lines blank.

SIGNATURES — each signature entry must be completed in full.			
Your signature indicates that you have read and will comply with the above security statement.			
(27) CUSTOMER'S SIGNATURE:			
(28) COUNTY DEPARTMENT MANAGER'S SIGNATURE	(29) PHONE #	(30) PRINT COUNTY DEPARTMENT MANAGER'S NAME	(31) DATE
(32) ISD/APPLICATION COORDINATOR'S SIGNATURE	(33) PHONE #	(34) PRINT ISD/APPLICATION COORDINATOR'S NAME	(35) DATE

An additional signature is required on the last page of the registration form. This section is the **AGREEMENT FOR ACCEPTABLE USE AND CONFIDENTIALITY** section. The same person who signed line 27 and will be using the token, should sign on this line: County IT User's Name.

Complete all the lines that are **highlighted in yellow**. **Leave all other lines blank** (as seen below).

Application forms should be scanned & emailed to Charmel Sanders at CSanders@ph.lacounty.gov. For any questions and follow ups on the status of your applications, please contact **Charmel Sanders at (626) 299-4550**.

I HAVE READ AND UNDERSTAND THE ABOVE AGREEMENT:

County IT User's Name

County IT User's Employee/ID Number

Manager's Name

Manager's Title

County IT User's Signature

Date

Manager's Signature

Date

SETTING A PIN # FOR YOUR SECURID TOKEN

Once you have received your token, you must select and set up a 4-digit or 5-digit PIN, just once. This PIN # is used in addition with your token-generated number to logon on to TCPX.

Save your PIN number in a safe place, as you are the only person who should know your PIN number.

Here are the steps to setup your PIN number for the first time:

- Have your token with you before calling
- Select a 4-digit or 5-digit PIN that you will remember as your PIN number
- Call **ISD Help Desk at (562) 403-3305**
- Once prompted by the automated response system, select either:
 - Employee if you have an "E" #
 - Contractor if you have a "C" #

- Select "All Other Issues" (number 4)
- Once you are connected to a Help Desk representative, let them know you are setting up your PIN number for the first time

- Help Desk representative may ask you to call out two (2) sets of rotating token numbers to sync your token with the verification system
- Help Desk representative will ask you to logon with your Logon ID (E # or your C#) and enter the Passcode (token's rotating number) into TCPX website verification screen:

<https://prop36.co.la.ca.us/>

- You only need to logon to **Logon ID and Passcode Request** screen (below) and NOT the TCPX screen

- Press Enter
- Enter the PIN number you selected. Confirm the PIN number by entering it again, press Enter
- Now your PIN number is set
- Remember and protect your PIN number, as you are the only person who should know this number!

RULES REGARDING THE SECURID TOKEN

- The person to whom the token has been issued, is responsible for making sure that the token is kept in a secure place at all times. In the event the token is lost or stolen, it must be reported to the TCPX support team or ISD Help Desk at (562)940-3305 within 72 hours. Any token reported lost or stolen will be inactivated
- Any one person may not have more than one active token at any given time. Supervisors, managers, or administrative staff should not request tokens unless they are responsible for data entry functions
- DPH-SAPC pays the costs associated with the tokens

- Tokens issued to staff that leave the employment of the Treatment Provider can be re-assigned to other Provider staff, at the Treatment Provider Director's request
- Tokens generally expire after 3 years; the expiration date is engraved on the back of each token