

# LA County DPH

## Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

**Note: This Instruction is for staff who are already using the Sage application.**


### Purpose

This document describes the steps needing to be taken to log into the Sage ProviderConnect LIVE (Production) environment which utilizes a new Single Sign-on (SSO) feature.

- Your access must refresh in order to continue using Sage ProviderConnect. In some cases, you may need to clear your browser cache to enable this.
- Please utilize the instructions based on the supported browser you are using – Microsoft Internet Explorer or Google Chrome.

**WARNING:** If you do not complete the steps below, you may have trouble continuing to access the Sage system using a Google Chrome browser.

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## LA County DPH

# Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

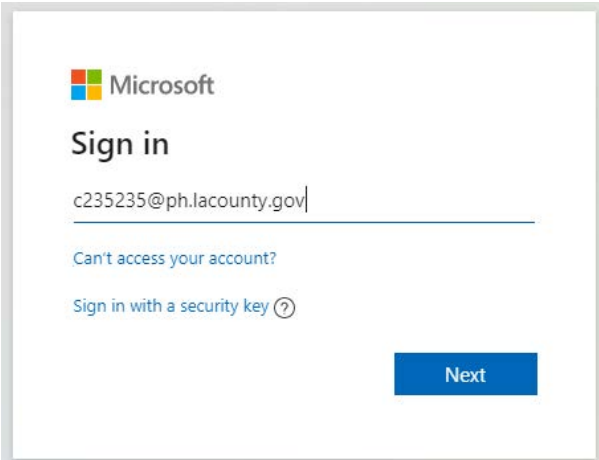
## Google Chrome Instructions

Step 1 - Logging into Sage ProviderConnect (LIVE environment)

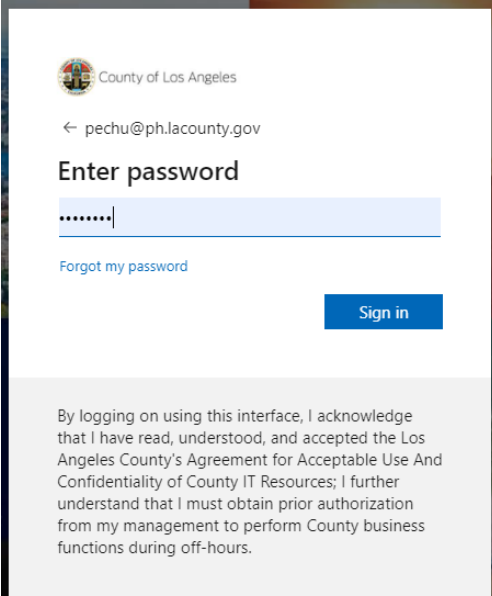
**Step 1A.** Close any open browser window or tab.

**Step 1B.** Open a new Chrome Browser window and **COPY and PASTE** the link below in order to navigate to the LIVE (Production) environment: <https://sage.healthagency.lacounty.gov/pc>

**Step 1B.** You will be redirected to Microsoft MFA Login. Enter your User Login (ex. c#####@ph.lacounty.gov) and password to proceed.



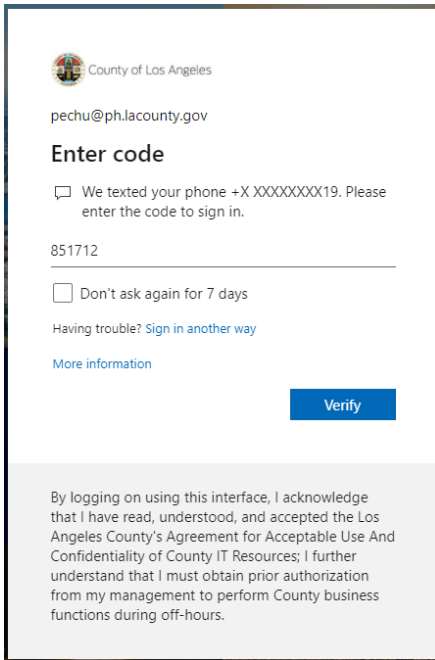
The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "c235235@ph.lacounty.gov". Below the input field are two links: "Can't access your account?" and "Sign in with a security key". At the bottom right of the form is a blue "Next" button.



The screenshot shows the County of Los Angeles password entry page. At the top left is the County of Los Angeles logo. Below it, the text "County of Los Angeles" is displayed. Below that is a back arrow and the email address "pechu@ph.lacounty.gov". The main heading is "Enter password". Below this is a password input field with masked characters ".....". Below the input field is a link "Forgot my password". At the bottom right of the form is a blue "Sign in" button. At the bottom of the page 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."

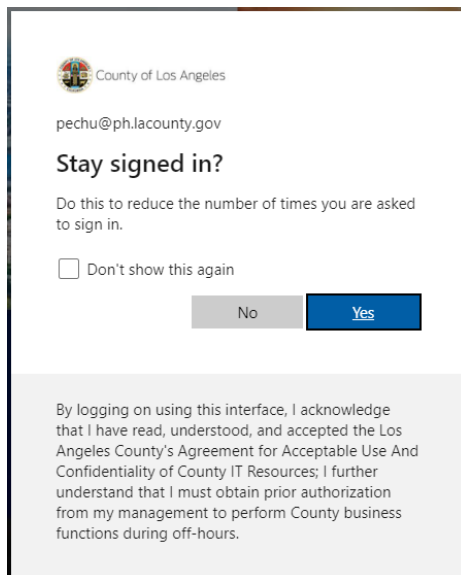
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**Step 1C.** Next, enter the security code you will receive on your cell phone.



The screenshot shows a login verification page for the County of Los Angeles. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Enter code". Below this is a checkbox labeled "We texted your phone +X XXXXXXXX19. Please enter the code to sign in." followed by a text input field containing the number "851712". There is another checkbox labeled "Don't ask again for 7 days". Below these are links for "Having trouble? Sign in another way" and "More information". A blue "Verify" button is positioned at the bottom right. At the bottom of the page, there is a grey box containing 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."

**Step 1D.** Select Yes or No on whether you would like to reduce the number of times you are asked to sign in.

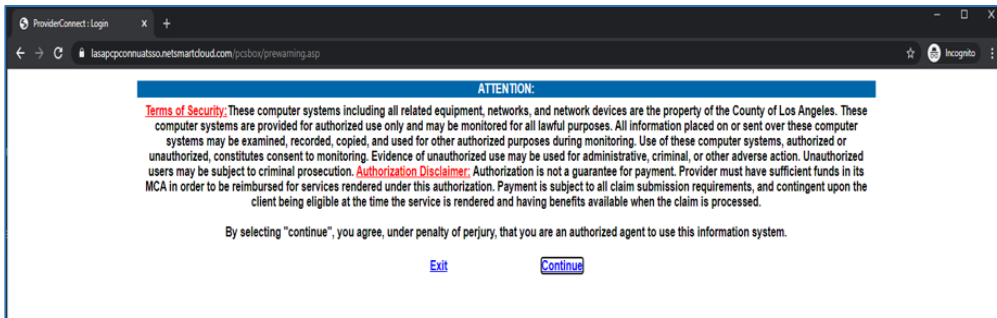


The screenshot shows a confirmation screen for the SSO login. At the top left is the County of Los Angeles logo and the email address `pechu@ph.lacounty.gov`. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." followed by a checkbox labeled "Don't show this again". Below the checkbox are two buttons: a grey "No" button and a blue "Yes" button. At the bottom of the page, there is a grey box containing 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."

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**Step 1E.** You will now see SAGE ProviderConnect’s Terms of Security notification page. Click Continue to log into ProviderConnect.

*Note: some users who have permissions to multiple Provider organizations may need to first choose an organization*



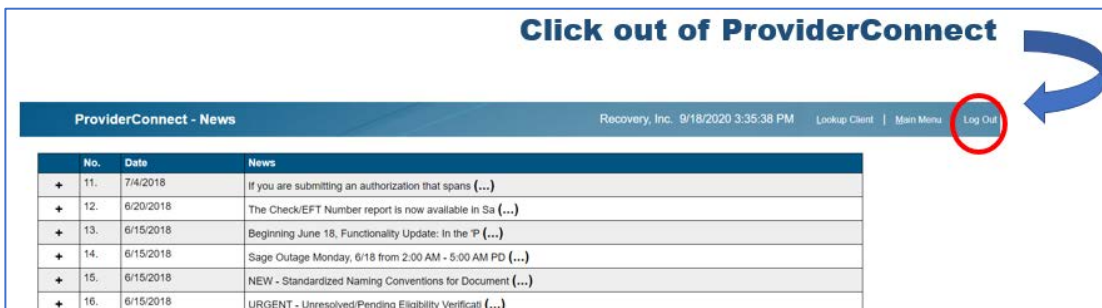
### Step 2 - Process to Log-Out

There is a 2-step process to Log-Out of ProviderConnect.

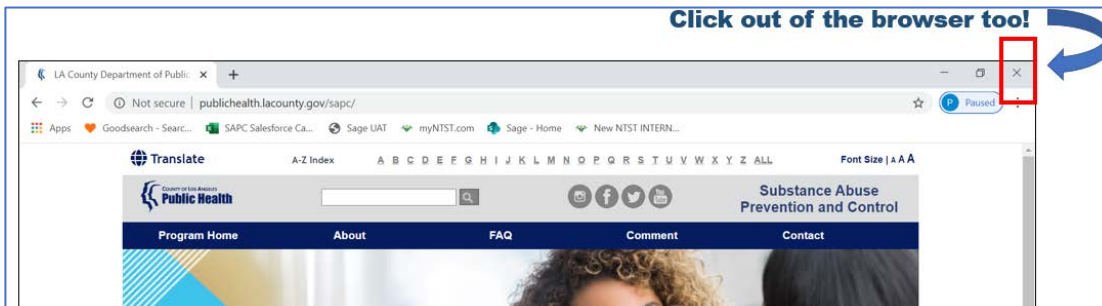


**WARNING!** It is VERY important to always perform BOTH STEPS.

**Step 2A.** When you are done with your session, please remember to always click on “Log Out” to exit ProviderConnect.



**Step 2B.** Ensure to always click on the “X” to log out of the browser



## Sage ProviderConnect SSO Login Procedure LIVE (Production) Environment – Chrome Browser

### Troubleshooting Chrome Browser Errors



**IMPORTANT!** If you receive any error when trying to access Sage, the first troubleshooting step is to clear your browser cache. Typically, an error received means the URL link is not being captured or “understood” correctly. Clearing the cache should remove ‘old’ URL links and allow the correct URL to be utilized.

There are common errors that Chrome users may get when trying to log into Sage ProviderConnect when using Chrome:

1. [Blank White Screen](#)

Error Description: a browser window appears that contains no content

2. [AADSTS\[#####\] Error](#)

Error Example:

```
AADSTS50011: The reply URL specified in the request does not match the reply URLs configured for the application: '1d5d9ea6-cdd1-4f64-8126-7b94bfab3828'.
```

3. [Request to Login to Sage ProviderConnect](#)

Error Example:



The screenshot shows the Sage ProviderConnect login page. At the top, it says "ProviderConnect A Continuum of Interactive Community Healthcare". Below that is "Secure Login" and "Please enter your username and password below." There are two input fields: "Username:" and "Password:". Below the fields is a red "LOGIN" button. At the bottom, there is a note: "When entering your password, please ensure that your Caps Lock key is not depressed."

If you experience any of these errors above, you will need to clear your browser cache.

4. [Invalid Login Attempt](#)

Error Example:



The screenshot shows the Sage ProviderConnect login page with an error message. The error message is: "Your login attempt was invalid. This account can only sign in via single sign on." The rest of the page is the same as the previous screenshot.

If you receive this error, please call the Sage Help Desk at Phone: 855-346-2392. The Sage Help Desk representative will validate your Sage Account configuration.

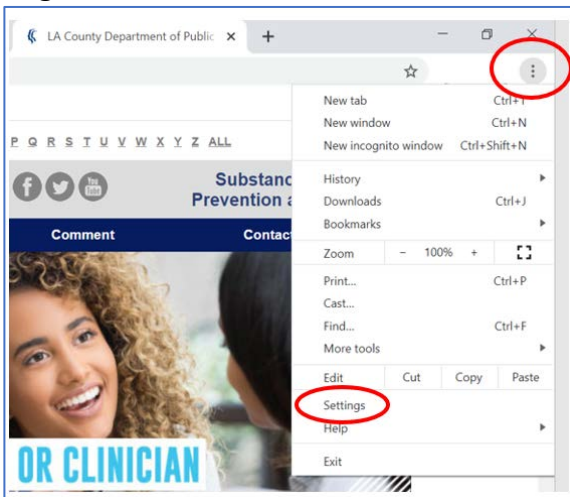
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### Step 3 - Clearing Google Chrome Browser Cache

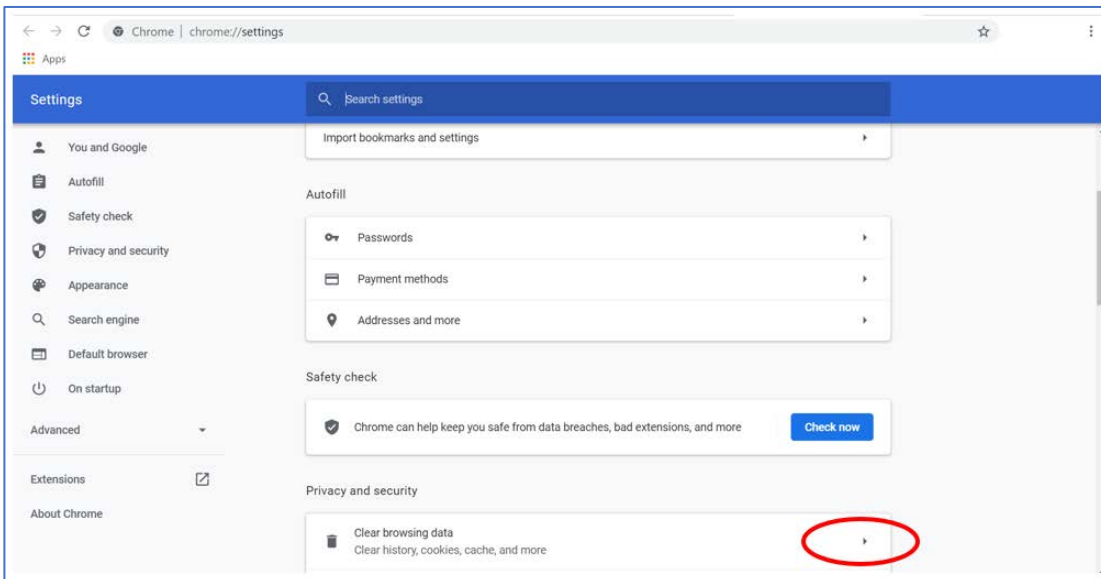
**Step 3A.** Close any open browser window or tab.

**Step 3B.** Open a new browser window.

**Step 3C.** In the upper right menu, click on the “**3 dots**,” on the top right corner of the browser and click on “**Settings**”.

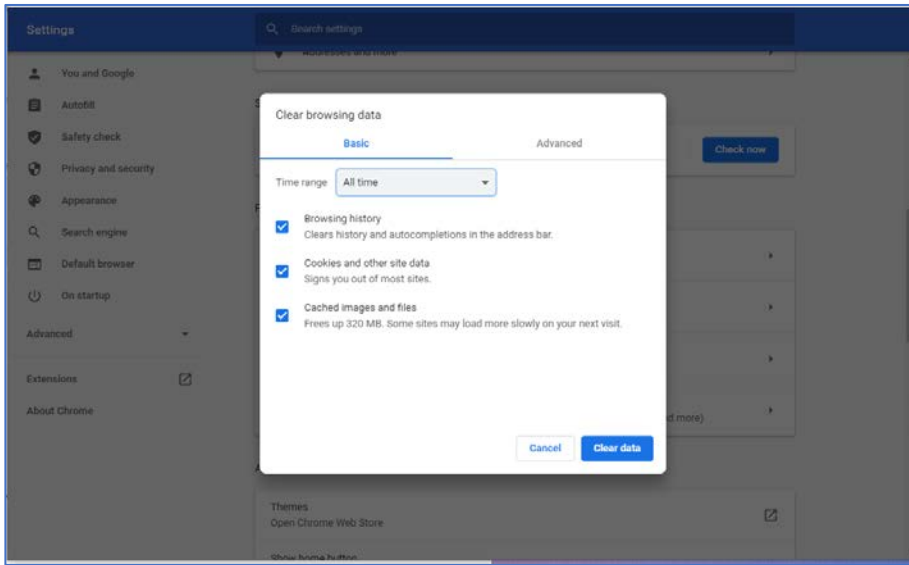


**Step 3D.** Scroll down to “**Privacy and Security**” section and click on “**Clear browsing data**.”



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**Step 3E.** Change the “Time Range” to **All Time**. Make sure **Browsing history, Cookies and other site data, and Cached images and files** are all checked. Click “Clear Data” to clear the cache.



**Step 3F.** Exit out (close) the browser window.

**Step 3G.** Repeat the actions in [Step 1 - Logging into ProviderConnect](#)

**Step 3H.** If you get an error at this point, please phone the Sage Help Desk team

### Need Sage Help?

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**Portal Link:** [www.netsmart.service-now.com/plexussupport](http://www.netsmart.service-now.com/plexussupport)  
**Phone:** 855-346-2392