Security Management System (SMS)
Frequently Asked Questions

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Different User ID for each facility

Q. I am responsible for two facilities. Am I required to use a different User ID for each facility in SMS?

A. Yes, you need a separate User ID and token for each facility. After being designated and registering as Security Manager at your facility, contact the Executive Director at the second facility. Ask them to request and forward the Security Manager email from the second facility to you. You will have 2 User IDs and soft tokens – one for each facility.

Token

Q. I've lost my token. How do I replace it? Or my soft token is no longer working. Can someone help me reset it.

A. Please contact the OMH Help Desk at 1-800-HELP-NYS (1-800-435-7697) and select option 2. After confirming your identity, Help Desk staff will help you replace your token or reset the token.

Q. Do I use the same token for all OMH applications?

A. Yes, the same RSA token is used to access all OMH applications.

![New York State Office of Mental Health logo]

Multiple User IDs

Q. The SMS application assigned me a different User ID than I have for other OMH systems. How can I replace all my User IDs with a single User ID?

A. SMS is designed to prevent this from happening by requesting that the Security Manager enters the staff person's existing User ID when registering for access and advising that User IDs will not be changed later. The Security Manager can put all the access under one User ID and deactivate the ones not needed.

More than one Security Manager

Q. Can I appoint multiple Security Managers?

A. Yes, this will allow you to provide back-up in case of illness, vacation, reassignment, or a Security Manager leaving your agency.

Clear Trust instead of Salute

Q. Why is Clear Trust used for the Security Management System instead of Salute?

A. The NYS Office of Mental Health has moved to a new security login, Clear Trust. This change was made to strengthen the security for patient data maintained by the Office of Mental Health and providers. The new security system makes it easier for providers to manage user access.

PCS Module

Q. When I go into SMS to grant PCS access to users, I do not see the PCS section.

A. Please contact the PCS Help Desk at (800) 430-3586 or pcs@omh.ny.gov, and we will contact the proper department to have your facility's SMS access reconfigured so the PCS module will be visible to you.

We do not provide MH services to recipients

Q. We don't operate MH service programs. Why did we get an email saying that we need to register for SMS?

A. SMS is used to grant access to a variety of data systems maintained by the Office of Mental Health, including some systems accessed by agencies that do not operate OMH-funded programs.

Changing a password

Q. Can a user change his password to one that he prefers?

A. No. RSA Clear Trust will not allow a user to change his password. However, if a user forgets his password, the Security Manager may reset it and a new one will be generated by the SMS application.

NOTE: The user must wait one hour after receiving the email with the new password before using it so that the databases can update.

Resetting a password

Q. When a user receives a new or reset password for one application in SMS, such as the Patient Characteristics Survey, do they use the new or reset password for Salute applications like MHPD?

A. Yes.

Error Message

Q. I received this error message: "Access denied. You do not have access to perform the requested operation." What does it mean?

A. The User ID was added to your agency's list at some point in the past, but no longer exists in our Security systems. This User ID should not be shown on the User List. Please notify the OMH Helpdesk of this error message, and OMH will remove the User ID.

Deactivate button

A. I want to deactivate some users that have not been with our agency for some time. When I go to the Edit User screen, I don't see the Deactivate button. Why is this and how do I deactivate these users?

Q. If you do not see the deactivate button, please contact the Security Help Desk at (800-435-7697. Select option #2). They will assist you in getting the deactivate button to appear in the user you wish to delete.

Date of Birth

Q. Why does SMS ask for DOB and gender?

A. DOB and gender were required fields before 2013. They are no longer required fields and may be ignored.