



# DELTA User's Manual



# DBHDS DELTA User's Manual

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## 1.0 DELTA Overview

### 1.1 DELTA Program

DELTA is the web-based security portal used by the Department of Behavioral Health and Developmental Services (DBHDS) to ensure the privacy and protection of the health information records used by the State Facilities, Community Service Boards (CSBs), and private providers. Each user that works with DBHDS applications such as the Intellectual Disability On-Line System (IDOLS) and the Computerized Human Rights Information System (CHRIS) must first log in to the DELTA system to access the applications.

### 1.2 DELTA Roles

To safeguard the level of security required for private health records, there are different types of DELTA roles. Each provider needs to fill each of these roles. Depending on the size of the provider's organization, one person may fulfill multiple DELTA roles, but every user at a provider should not have the accesses for all roles. Single person providers will be the exception to this rule. There should be a primary contact for each DELTA role, as well as a backup.

#### 1.2.1 Supervisor

The DELTA Supervisor (Supervisor) is chosen by the agency head to manage the DELTA accounts for their location. The Supervisor role is assigned to individuals who are familiar with the agency's employees and their responsibilities, and how those responsibilities relate to the DBHDS applications. The Supervisors also know when an employee joins or leaves their organization. Supervisors request accounts for the users at their location. If an agency's size requires it, there may be more than one DELTA Supervisor for that agency.

#### 1.2.2 Security Officer

The DELTA Security Officer (Security Officer) is chosen by the agency head to approve the DELTA accounts for their location. The Security Officers are able to validate that users have completed annual HIPAA and any other required security training. Security Officers approve or deny the accounts that have been requested for their location. Security Officers also help users with password resets. If an agency's size requires it, there may be more than one DELTA Security Officer for that agency.

#### 1.2.3 Local Administrator

The Local Administrator (Local Admin) is selected by the DELTA Supervisor and is the primary contact at an agency for a particular DBHDS application or applications. The Local Admin is familiar with the application and the access each user of the application needs. Each agency can have one Local Admin for all DBHDS applications used at their location, or a Local Admin may be assigned to each separate application. Once accounts have been requested and approved, the Local Admin approves the requests for application accesses needed by users to perform their jobs.

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## 1.2.4 DELTA Users

Anyone who uses DBHDS applications to perform a specific job or function is a DELTA User (User). Users have access only to the particular application and data needed to complete their tasks. If additional access is needed, the DELTA Supervisor must request a change to the User's account.

If you are a DELTA Supervisor, Security Officer, or Local Administrator you are still a DELTA user. You will still have the accesses you need to complete your DBHDS application tasks.

## 2.0 Managing DELTA Accounts

Each of the DELTA roles performs specific tasks to manage DELTA accounts. These tasks are not part of the DBHDS applications (i.e., IDOLS or CHRIS), but are done only for DELTA.

The tasks completed by the DELTA Supervisor are:

- requesting DELTA accounts for new DELTA Supervisors, Security Officers, Local Administrators and Users who have never used the DELTA portal before
- requesting Application access for new users
- requesting modifications to a user's application access
- revoking a user's application access

The tasks completed by the DELTA Security Officer are:

- approving or denying pending DELTA account access
- resetting passwords

The tasks completed by the Local Administrator are:

- approving or denying pending DBHDS application access

DELTA Users do not perform any specific DELTA tasks.

## 2.1 Creating DELTA Accounts

Before any user can access DBHDS applications, they must first logon through the DELTA security portal. Each provider must set up their users with DELTA accounts. Figure 2.1-1 shows the steps to create DELTA accounts.

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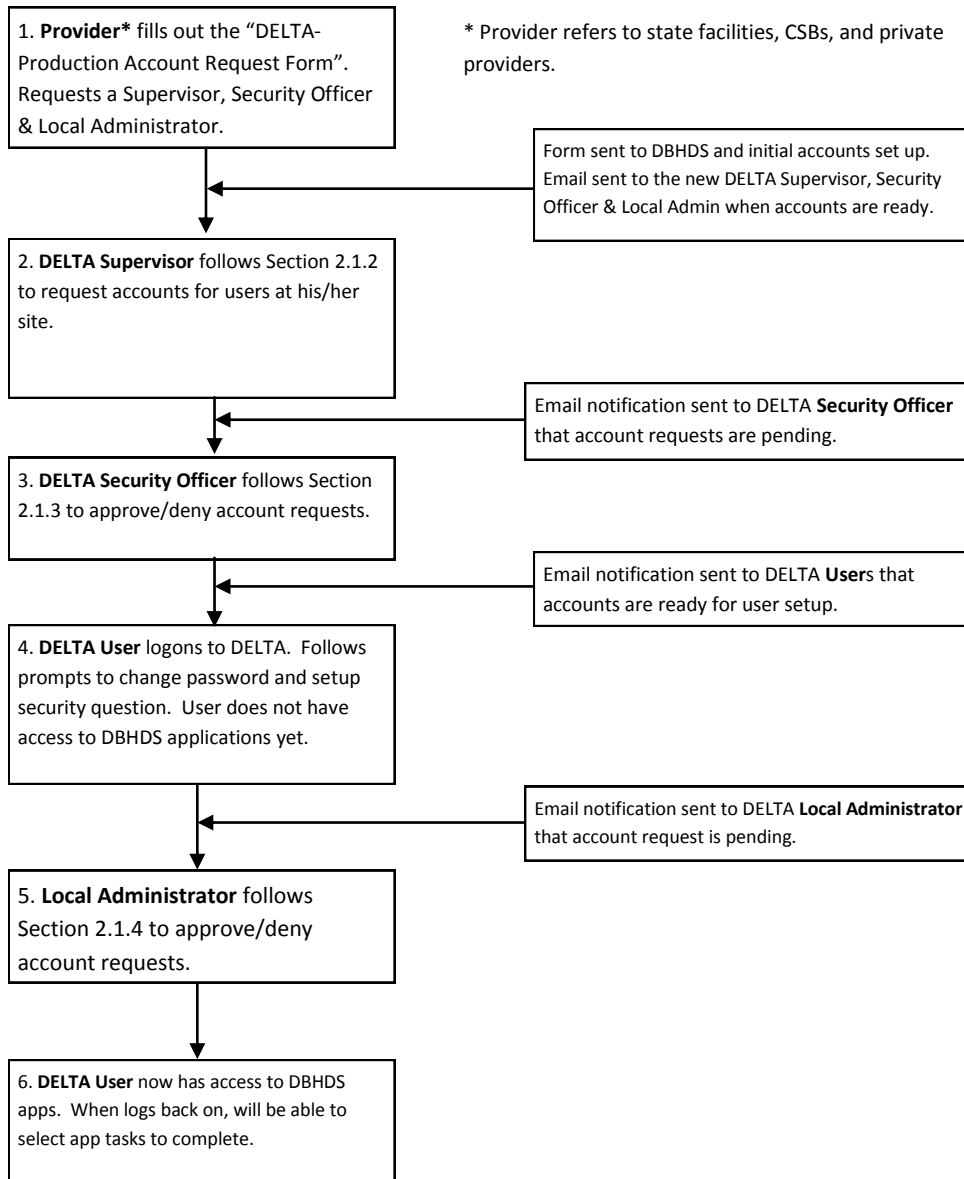


Figure 2.1-1 Creating DELTA Accounts

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## 2.1.1 Production Account Request

The first task in creating an account is completed by the provider's manager. The manager requests DBHDS assignment of the Security Officer role(s) and the Supervisor role(s). This request is made with the **DELTA – Production Account Request Form**. This form can be found [http://www.dbhds.virginia.gov/delta\\_help](http://www.dbhds.virginia.gov/delta_help). One form is completed for each person, indicating which role he/she will fulfill.

1. Open the **DELTA-Production Account Request Form**. This is a Microsoft Word document (those agencies using MS Word 2003 will use the “.doc” version and those using Word 2007 or newer will use the “.docx” version).
2. Fill in all required fields. To create a DELTA Supervisor account, select **Supervisor** for **Location Role**. All required fields are marked with an asterisk.
3. Save the form. Send as an email attachment to DBHDS at the address at the top of the form.
4. Repeat these steps to create a DELTA Security Officer, selecting **Security Officer** for **Location Role**; and repeat again selecting **Local Admin** for the **Location Role**. You may select more than one application for the **Location Role** for your **Local Admin**. **NOTE:** If a single person is filling multiple DELTA roles, the form may be filled out once and all appropriate DELTA **Location Roles** should be checked.



### DELTA-Production Account Request Form

Submit completed form via email to: [deltaprod@dbhds.virginia.gov](mailto:deltaprod@dbhds.virginia.gov)

DELTA-PROD USER INFORMATION	
Location* (Agency Name)	Provider A
NPI/API* (number)	9876
Email*	JSmithFairfaxCSB@gmail.com
First Name*	John
Middle Name	Click here to enter text.
Last Name*	Smith
Position/Title	Click here to enter text.
Mailing Address	Click here to enter text.
City, State, Zip	Click here to enter text., Click here to enter text. Click here to enter text.
Phone Number*	703-555-1235
Fax Number	Click here to enter text.
Location Role*	<input checked="" type="checkbox"/> Supervisor <input type="checkbox"/> Security Officer <input type="checkbox"/> IDOLS Local Admin <input type="checkbox"/> CHRIS Local Admin

\* Required Field

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Dear John Smith,

You have been assigned an account in the DELTA application at Virginia's Department of Behavioral Health and Developmental Services (DBHDS). DELTA is DBHDS' security portal to our web applications.

Following are your user account details:

Username: JSb12f33

Initial Password: d6erOV%0

Email: JSmithFairfaxcsb@gmail.com

Title:

Location: Provider A

Phone Number: 703-555-1235

Fax Number:

When you logon to DELTA for the first time, you will be prompted to change your password and set up your security questions. You must complete this step by 10/5/2012. Also, specific application access will not be granted until you have completed this step.

Please do not reply to this email, this is a system generated notification.

If you need any further assistance, please contact your DELTA Security Officer for support.

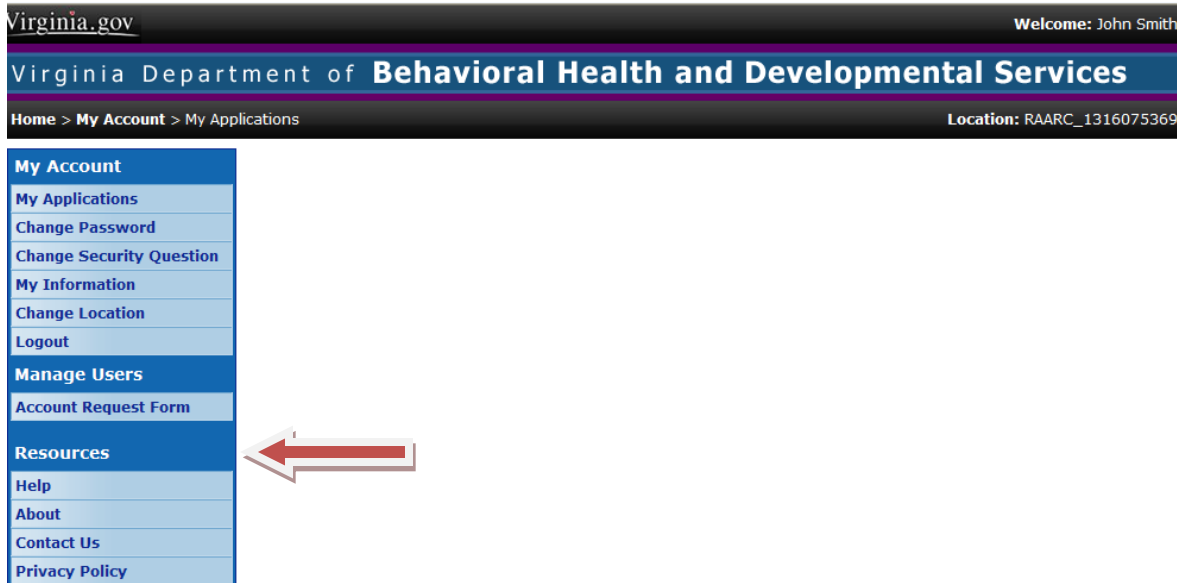
5. When the forms are submitted, DBHDS will create these DELTA accounts. The Supervisor, Security Officer, and Local Administrator will receive email notification of approval to access DELTA.

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## 2.1.2 DELTA Supervisor Tasks for Creating DELTA Accounts

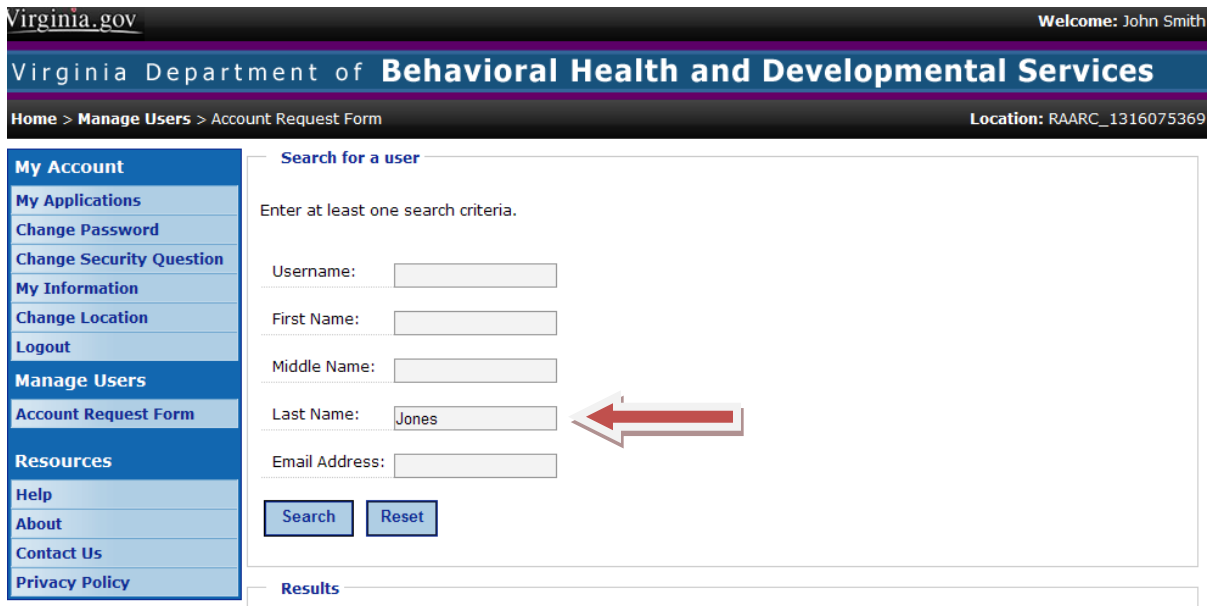
The DELTA Supervisor begins the creation of all user accounts at the provider's location. All of these steps are accomplished within DELTA.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



The screenshot shows the top navigation bar with 'Virginia.gov' on the left and 'Welcome: John Smith' on the right. Below this is a blue banner for the 'Virginia Department of Behavioral Health and Developmental Services'. A breadcrumb trail reads 'Home > My Account > My Applications' and the location is 'RAARC\_1316075369'. A left-hand menu is visible with categories: 'My Account', 'My Applications', 'Change Password', 'Change Security Question', 'My Information', 'Change Location', 'Logout', 'Manage Users', 'Account Request Form', 'Resources', 'Help', 'About', 'Contact Us', and 'Privacy Policy'. A red arrow points to the 'Account Request Form' link under the 'Manage Users' category.

2. Click **Account Request Form** under the **Manage Users** menu.



The screenshot shows the 'Account Request Form' page. The breadcrumb trail is 'Home > Manage Users > Account Request Form'. The page features a search form titled 'Search for a user' with the instruction 'Enter at least one search criteria.' The form includes input fields for 'Username', 'First Name', 'Middle Name', 'Last Name' (with 'Jones' entered), and 'Email Address'. Below the fields are 'Search' and 'Reset' buttons. A red arrow points to the 'Last Name' field.

3. Search for the user. This search returns users not only for your location, but all users in DELTA. In this way, a person who works at multiple locations can use the same Username and Password for all locations. Therefore, before you can determine whether the request is for a new user, you must perform a search of all users. Enter at least 1 search criteria, such as Last Name. Each field in the search finds potential matches based on the value entered as any part of the value



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and values that sound like the value entered. Click **Search** to perform the search and display the results.

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users**
- Account Request Form

**Resources**

- Help
- About
- Contact Us
- Privacy Policy

**Search for a user**

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

**Results**

	Username	First Name	Last Name	Phone	City
<a href="#">Select</a>	CJ6eda4c	Clarence	Jones	(804) 837-0083	Richmond
<a href="#">Select</a>	CJ970eda	Catrina	Jones		

- The results are displayed at the bottom of the screen. If your user is not displayed, click **New User**. If your user is displayed, click **Select** next to the Username to choose that user for your account request.

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users**
- Account Request Form

**Resources**

- Help
- About
- Contact Us
- Privacy Policy

**Account Details**

▶ Email:

▶ First Name:

Middle Name:

▶ Last Name:

Position:

Address:

City:

State:

Zip Code:

Phone Number: ( ) - -

Fax Number: ( ) - -

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5. If you selected a user who already exists in DELTA, skip to Step 7. If you chose to request a New User account, you will be asked to enter details for that user. **Email** is required, must be unique among all accounts in DELTA, and must be in the proper format for an email address. **First Name** and **Last Name** are required. **Middle Name** is not required, but provides additional information about the user that could be helpful in distinguishing this user from another in DELTA with the same first and last names. **Position** provides valuable information as well but is not required. It can help the DELTA Security Officers and Local Administrators determine whether appropriate permissions are being requested for this account. **Address, City, State,** and **Zip Code** should be the user's primary contact address. Since this is a new user, it is usually the address for the provider. **Zip Code** only supports a 5-digit code. **Phone Number** is particularly useful for DELTA Supervisors, Security Officers, and Local Administrators. Complete contact information for a user is important to have in case issues arise. **Phone Number** must include area code. Finally, **Fax Number** is the last piece of contact information and must include the area code. Click **Next** to submit the information and continue.

The screenshot shows the 'Access Request' form in the DELTA system. The form is divided into three main sections: 'Account', 'RAARC\_1316075369', and 'IDOLSTest'. In the 'Account' section, the 'Name' field is populated with 'Albert Jones'. In the 'RAARC\_1316075369' section, the 'Effective From Date' field is set to '9/26/2012', and a red arrow points to this field. The 'Effective Through Date' field is empty. In the 'IDOLSTest' section, the 'Role Request Type' is set to 'New' and the 'Role' is set to 'CSB Waitlist Approver'. There are 'Back', 'Submit', and 'Cancel' buttons at the bottom of the form.

6. On the **Account Request** screen, the user's first and last names are listed. The provider's location is listed in blue. If this is a new location for the account, the **Effective From Date** defaults to the current date. If the user will not begin working at the new location until a later date, change the **Effective From Date** to the date the user will begin work. The **Effective Through Date** is left blank unless the user is terminating from your location or their responsibilities have changed such that they should no longer have access to DELTA; in these cases, see Section 2.2 Maintaining DELTA Accounts for more information. The **Supervisor** and **Security Officer** fields should be checked only if the new user will also be an additional or backup DELTA Supervisor and/or DELTA Security Officer at your location.

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Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users**
- Account Request Form
- Resources
- Help
- About
- Contact Us
- Privacy Policy

**Access Request**

**Account**

Name: Albert Jones

Global Admin:

**RAARC\_1316075369**

Effective From Date: 9/26/2012

Effective Through Date:

Supervisor:

Security Officer:

**IDOLSTest**

Data Owner:

Local Admin:

Role Request Type: New

Role: CSB Waitlist Approver

Back Submit Cancel

7. On the **Account Request** screen, each application that your location may use is listed in separate sections below the location. The name of the application is in blue. Check **Local Admin** only if the new user will be a DELTA Local Administrator for that application. If the user needs to have access to the application, select a **Role Request Type (New)** for new accounts). You will also need to select a **Role** from the drop-down menu. Scroll to the bottom of the screen and click **Submit** to submit the account request. In order to submit a request, at least 1 permission change must have been made. A permission change includes DELTA Supervisor, DELTA Security Officer, DELTA Local Administrator, and application Role.

**NOTE: Role** is specific to each application and each user can only have 1 role per application (for example, CSB Waitlist Approver in IDOLS). The DELTA Supervisors must be familiar with the DBHDS applications and their roles, as used in their agency.

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Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

My Applications

Change Password

Change Security Question

My Information

Change Location

Logout

**Manage Users**

Account Request Form

**Resources**

Help

About

Contact Us

Privacy Policy

**Request Summary**

**New Account**

Name: Albert Jones

Email: AJonesFairfaxcsb@gmail.com

**New Location**

Location: RAARC\_1316075369

Date Range: 9/26/2012 to No end date.

**Roles**

Action	Application	Related Application	Role
Grant	DELTA		User
Grant	IDOLSTest		CSB Waitlist Approver

**Requested By**

Name: John Smith

Email: JSmithFairfaxcsb@gmail.com

Phone Number:

Saved application access request.

- After a request is submitted, the **Account Request Summary** is displayed that shows the details of the request. If you have other user accounts to request, click **New Account Request**. If you are done making requests, click **Finished**.

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## 2.1.3 DELTA Security Officer Tasks for Creating DELTA Accounts

The DELTA Security Officer is the next DELTA role to take action. A user's account isn't created until you, as the DELTA Security Officer, approve the request.

\*\*\*\*\* DELTA Email Notification \*\*\*\*\*

A new account request has been submitted for Albert Jones to have access to DELTA for RAARC\_1316075369. Please process this request at your earliest convenience.

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact your DELTA Security Officer for support.

1. When a DELTA Supervisor submits a new account request, you receive an email notification.
2. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



3. Click **Pending Account Requests** under the **Manage Users** menu.

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Virginia.gov Welcome: Jane Doe

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Pending Account Requests Location: RAARC\_1316075369

**My Account**

My Applications

Change Password

Change Security Question

My Information

Change Location

Logout

**Manage Users**

Admin Account Reset

Pending Account Requests

**Resources**

Help

About

Contact Us

Privacy Policy

**Pending Account Requests**

	Username	First	Last	Position	Email	Date
Process	AJ521618	Albert	Jones		AJonesFairfaxcb@gmail.com	9/26/2012



- A listing of all new account requests waiting for approval is displayed. Click **Process** next to a Username to process that account request.

Virginia.gov Welcome: Jane Doe

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Pending Account Requests > Account Request Location: RAARC\_1316075369

**My Account**

My Applications

Change Password

Change Security Question

My Information

Change Location

Logout

**Manage Users**

Admin Account Reset

Pending Account Requests

**Resources**

Help

About

Contact Us

Privacy Policy

**Request Summary**

**New Account**

Name: Albert Jones

Email: AJonesFairfaxcb@gmail.com

**New Location**

Location: RAARC\_1316075369

Date Range: 9/26/2012 to No end date.

**Roles**

Action	Application	Related Application	Role
Grant	DELTA		User

**Requested By**

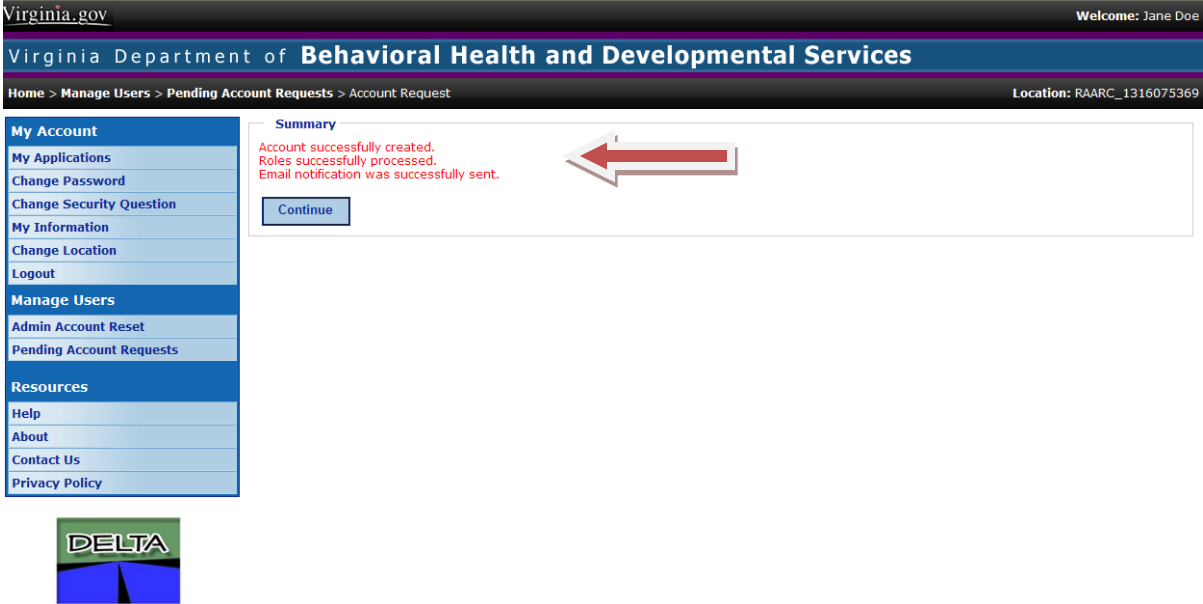
Name: John Smith

Email: JSmithFairfaxcb@gmail.com

Phone Number:

- The details of the account are displayed. An account is approved or denied as a whole. Review the **Request Summary** carefully before approving to ensure the appropriate permissions have been requested for grant, change, or revoke. Click **Approve** for the request to create the user's account. If any part of the request should not be approved, click **Deny**. If you denied the request, you will be prompted for a Denial Reason. Select a reason from the menu and click **Save**.

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6. A summary screen showing the actions taken is displayed.

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### 2.1.4 DELTA User Tasks for Creating DELTA Accounts

The next steps for creating a DELTA account are taken by the actual user of the account. Until the DELTA user logs into DELTA for the first time, changes the temporary password, and sets up the security question, application access cannot be granted.

Dear Albert Jones,

You have been assigned an account in the DELTA application at Virginia's Department of Behavioral Health and Developmental Services (DBHDS). DELTA is DBHDS' security portal to our web applications.

Following are your user account details:

Username: AJ521618

Initial Password: x7ktEG!3

Email: AJonesFairfaxcsb@gmail.com

Title:

Location: RAARC\_1316075369

Phone Number:

Fax Number:

When you logon to DELTA for the first time, you will be prompted to change your password and set up your security questions. You must complete this step by 10/8/2012. Also, specific application access will not be granted until you have completed this step.

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact your DELTA Security Officer for support.

1. When the DELTA Security Officer has approved the request for your account, you will receive an email notification. The email will contain your Username and a temporary password. You will not yet have access to any DBHDS application.



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Home

DBHDS

- About
- Contact Us
- Jobs
- Procurement
- Public Information

PROGRAMS & SERVICES

- Mental Health
- Developmental Services
- Substance Abuse Services
- Child & Family Services
- Human Rights
- Licensing
- Locate Services/Get Help

WELCOME

Available to citizens statewide, Virginia's public mental health, intellectual disability and substance abuse services system is comprised of 16 [state facilities](#) and 40 locally-run [community services boards](#) (CSBs). The CSBs and facilities serve children and adults who have or who are at risk of mental illness, serious emotional disturbance, intellectual disabilities, or substance abuse disorders.

Please click [here](#) if you need immediate help.

DBHDS has been working with a broad network of stakeholders to transform our system to enhance community-based care for individuals, make overdue infrastructure improvements to our state facilities and to change the way services are delivered. Our [strategic plans](#) reflect efforts to fully embrace self-determination, empowerment, and recovery for individuals in our service system. We have also been further examining our system and working with state and local leadership to determine the services that will be needed in the future.

CREATING OPPORTUNITIES  
a plan for advancing  
community-focused services  
in Virginia

RESOURCES

- Item 304.N Fiscal Year 2011 Annual Report
- Behavioral Healthcare for Veterans
- Co-Occurring Mental Health and Substance Use Disorders
- Cultural & Linguistic Competence
- Easy Access for Seniors and Adults with Disabilities
- Infant & Toddler Connection Of Virginia
- Mental Health/Criminal Justice Consortium
- Mental Health Planning Council
- Mental Health Reform
- Money Follows the Person
- Screening for Substance Use
- State Board of Behavioral Health and Developmental Services
- Substance Abuse Services Council
- VA's Public Behavioral Health and Developmental Services System
- Voices of Hope and Recovery
- More Resources

View Department Expenses

Recent News

- Settlement Agreement - Virginia and the U.S. Department of Justice
- Governor McDonnell Announces Approval of Judge's Settlement Agreement Regarding VA's Intellectual and Developmental Disability Services System
- DBHDS Licensing Regulations for Providers-Except Children's Residential Facilities
- 2012 - 2018 Comprehensive State Plan - Final Report

More News Releases

Quick Links

- Forensic Services
- Calendar
- DBHDS Film and Videos
- Forms & Reports Search
- Licensed Provider Search
- Offices & Staff
- Person Centered Practices
- Plans
- ROSI Survey
- SEVTC Advisory Committee
- Voluntary Admission, CSB Prescreening, IE Report Forms
- WorkWORLD™

DELTA

2. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Search Virginia.gov

Virginia Department of Behavioral Health and Developmental Services

Home

Contact Us

Search this Site

Resources

- Help
- About
- Contact Us
- Privacy Policy

DELTA

Login

Username:

Password:

Log In

Forgot Password

The security of your personal information is important to us!

Diligent efforts are made to ensure the security of Commonwealth of Virginia systems. Before you use this Web site to conduct business with the Commonwealth, please ensure your personal computer is not infected with malicious code that collects your personal information. This code is referred to as a [keylogger](#). The way to protect against this is to maintain current [Anti-Virus](#) and [security patches](#).

For more information on protecting your personal information online, refer to the [Citizens Guide to Online Protection](#). [Online Protection Glossary](#)

3. Enter **Username** and **Password** from your email. If you are assigned to more than 1 location, a drop down menu will be displayed. Select the location you are currently working.

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- The **Change Password** screen will be displayed. Enter your temporary **Password** from your email. Enter a **New Password**. Enter the new password again to **Confirm New Password**. Click **Change Password** to update and save.

**NOTE:** Password Tips:

- Passwords must have the following complexity:
  - At least 8 characters long; and
  - Use at least 3 of the following 4:
    - Special characters
    - Alpha characters
    - Numerical characters
    - Combination of upper and lower case



- A confirmation screen will be displayed.

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The screenshot shows the 'Change Security Question' interface. At the top, there is a navigation bar with 'Virginia.gov', 'Online Services', 'Commonwealth Sites', 'Help', and 'Governor'. A search bar for 'Search Virginia.gov' is on the right. Below this is a blue header for the 'Virginia Department of Behavioral Health and Developmental Services'. A secondary navigation bar includes 'Home', 'Contact Us', and 'Search this Site'. On the left, a 'Resources' menu lists 'Help', 'About', 'Contact Us', and 'Privacy Policy'. The main content area is titled 'Change Security Question' and displays the following fields: 'Username: A1521618', 'Password: [masked]', 'Security Question: [What model was my first car?]', and 'Security Answer: mitsubish'. A 'Save Answer' button is at the bottom. A red arrow points to the 'Security Question' dropdown menu.

6. The **Change Security Question** screen will be displayed. Enter your new **Password**. Select a security question from the menu. Enter the **Security Answer**. Click **Save Answer** to update your record.

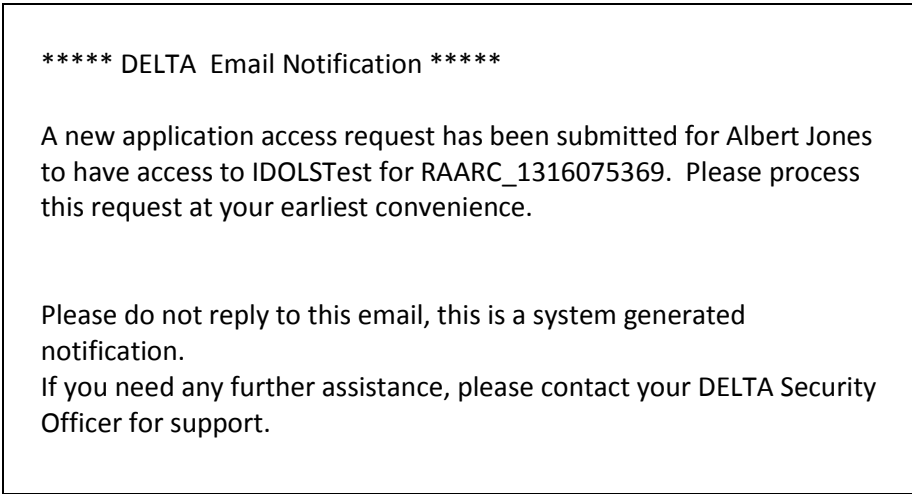
The screenshot shows a confirmation message: 'Security Question and Answer have been successfully changed.' with a 'Continue' button. The page layout is identical to the previous screenshot, including the navigation bars and the 'Resources' menu. A red arrow points to the 'Continue' button.

7. A confirmation screen will be displayed. At this time, you can logout of DELTA.

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## 2.1.5 DELTA Local Administrator Tasks for Creating DELTA Accounts

The last step to creating DELTA is to approve the request for a user's permissions to DBHDS applications. This is done by the DELTA Local Administrator.



1. After the DELTA Security Officer approves the account request and the new user has logged into DELTA for the first time, you will receive an email notification.
2. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



3. Click **Pending Application Requests** in the **Manage Users** menu.

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Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests Location: RAARC\_1316075369

**Pending Application Access Requests**

Process	Action	User	Application	Roles
<a href="#">Process</a>	Change	AJ521618	IDOLSTest	CSB Submitter

4. A listing of submitted application access requests is displayed. Click **Process** next to a Username to process that request.

**NOTE:** If you are a Local Administrator for multiple DBHDS applications, you will be shown a drop down menu to select the application to process requests. However, if you are the Local Administrator for only 1 application, that application will already be selected.

Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests > Application Request Location: RAARC\_1316075369

**Request Summary**

**Account**

Name: Albert Jones  
Email: AJonesFairfaxcsb@gmail.com

**Location**

Location: RAARC\_1316075369  
Date Range: 9/26/2012 to No end date.

**Roles**

Action	Application	Related Application	Role
Change	IDOLSTest		CSB Submitter

**Requested By**

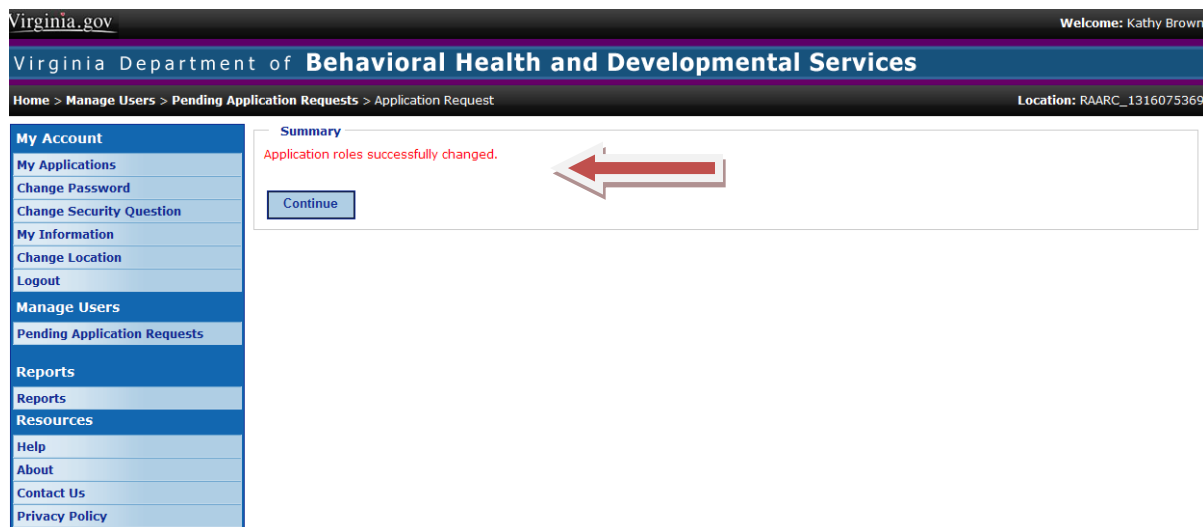
Name: John Smith  
Email: JSmithFairfaxcsb@gmail.com  
Phone Number:

Approve Deny Cancel

5. The details of the request are displayed. An application request is approved or denied as a whole. Review the **Request Summary** carefully before approving to ensure the appropriate permissions have been requested. Click **Approve** to update the user's access to an application.

# DBHDS DELTA User's Manual

If any part of the request should not be approved, click **Deny**. If you denied the request, you will be prompted for a Denial Reason. Select a reason from the menu and click **Save**.



6. A summary screen showing the actions taken is displayed.

## 2.2 Modifying DELTA Accounts

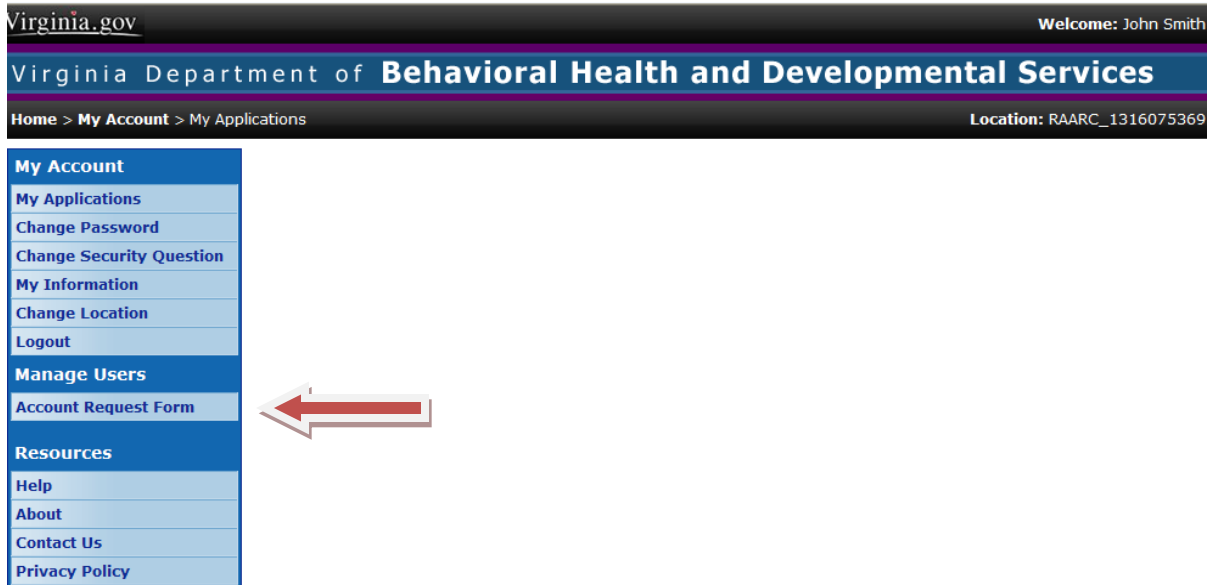
Once the DELTA accounts have been created and are being used, it may be necessary to make changes to the accounts. If a staff person's role in a DBHDS application (for example, IDOLS) changes, the access to the application must be modified as well. If a staff person leaves a job, access to the applications and data must be revoked.

# DBHDS DELTA User's Manual

## 2.2.1 Modifying a DELTA User's Application Access

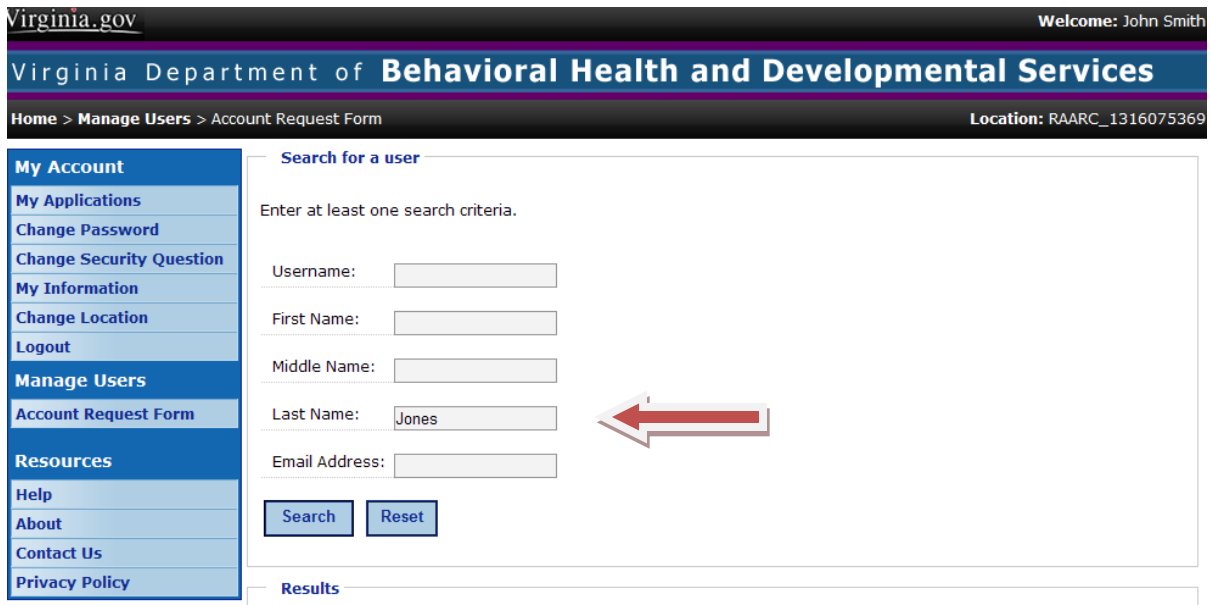
The DELTA Supervisor requests and the DELTA Local Administrator approves the modifications to a user's account ensuring the user has the appropriate privileges to complete his or her tasks.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



The screenshot shows the top navigation bar with 'Virginia.gov' on the left and 'Welcome: John Smith' on the right. Below this is a blue header with 'Virginia Department of Behavioral Health and Developmental Services'. A breadcrumb trail reads 'Home > My Account > My Applications' and the location is 'RAARC\_1316075369'. A left-hand menu is visible with sections: 'My Account' (containing My Applications, Change Password, Change Security Question, My Information, Change Location, Logout), 'Manage Users' (containing Account Request Form), and 'Resources' (containing Help, About, Contact Us, Privacy Policy). A red arrow points to the 'Account Request Form' link under the 'Manage Users' section.

2. Click **Account Request Form** under the **Manage Users** menu.



The screenshot shows the 'Account Request Form' page. The breadcrumb trail is 'Home > Manage Users > Account Request Form'. The page features a search form titled 'Search for a user' with the instruction 'Enter at least one search criteria.' The form includes input fields for Username, First Name, Middle Name, Last Name (with 'Jones' entered), and Email Address. Below the fields are 'Search' and 'Reset' buttons. A red arrow points to the 'Last Name' input field.

3. Search for the user. Enter at least 1 search criteria, such as Last Name. Each field in the search finds potential matches based on the value entered as any part of the value entered. Click **Search** to perform the search and display the results.

# DBHDS DELTA User's Manual

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users
- Account Request Form
- Resources
- Help
- About
- Contact Us
- Privacy Policy

**Search for a user**

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

**Results**

	Username	First Name	Last Name	Phone	City
<a href="#">Select</a>	AJ521618	Albert	Jones		
<a href="#">Select</a>	CJ6eda4c	Clarence	Jones	(804) 837-0083	Richmond
<a href="#">Select</a>	...	Catrina	Jones		
<a href="#">Select</a>	...	Coretta	Jones		
<a href="#">Select</a>	G33cf632	Gracie	Jones		Richmond

- The results are displayed at the bottom of the screen. Click **Select** next to the Username to choose that user for your account request.

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users
- Account Request Form
- Resources
- Help
- About
- Contact Us
- Privacy Policy

**Access Request**

**Account**

Name: Albert Jones

Global Admin:

**RAARC\_1316075369**

Effective From Date: 9/26/2012

Effective Through Date:

Supervisor:

Security Officer:

**IDOLSTest**

Data Owner:

Local Admin:

Role Request Type:

Role:

- The **Access Request** form will be displayed with the user's current application role. Select **Change** for the **Role Request Type**. Select the new **Role** for the user. Click on **Submit** to process the change.

**NOTE:** **Role** is specific to each application and each user can only have 1 role per application (for example, CSB Waitlist Approver in IDOLS). The DELTA Supervisors must be familiar with the DBHDS applications and their roles, as used in their agency.



# DBHDS DELTA User's Manual

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users
- Account Request Form

**Resources**

- Help
- About
- Contact Us
- Privacy Policy

**Request Summary**

**Existing Account**

Name: Albert Jones  
Email: AJonesFairfaxcsb@gmail.com

**Location**

Location: RAARC\_1316075369  
Date Range: 9/26/2012 to No end date.

**Roles**

Action	Application	Related Application	Role
Change	IDOLSTest		CSB PA Only

**Requested By**

Name: John Smith  
Email: JSmithFairfaxcsb@gmail.com  
Phone Number:

Saved application access request.

- After a request is submitted, the **Request Summary** is displayed that shows the details of the request. If you have other user accounts to request, click **New Account Request**. If you are done making requests, click **Finished**.

\*\*\*\*\* DELTA Email Notification \*\*\*\*\*

A new application access request has been submitted for Albert Jones to have access to IDOLSTest for RAARC\_1316075369. Please process this request at your earliest convenience.

Please do not reply to this email, this is a system generated notification.

If you need any further assistance, please contact your DELTA Security Officer for support.

- The DELTA Local Administrator receives an email message to process the user's account.
- The DELTA Local Administrator enters DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.

# DBHDS DELTA User's Manual

Virginia.gov Welcome: Kathy Brown

Virginia Department of **Behavioral Health and Developmental Services**

Home > My Account > My Applications Location: RAARC\_1316075369

- My Account
  - My Applications
  - Change Password
  - Change Security Question
  - My Information
  - Change Location
  - Logout
- Manage Users
  - Pending Application Requests**
- Reports
  - Reports
- Resources
  - Help
  - About
  - Contact Us
  - Privacy Policy

9. Click **Pending Application Requests** in the **Manage Users** menu.

Virginia.gov Welcome: Kathy Brown

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Pending Application Requests Location: RAARC\_1316075369

- My Account
  - My Applications
  - Change Password
  - Change Security Question
  - My Information
  - Change Location
  - Logout
- Manage Users
  - Pending Application Requests**
- Reports
  - Reports
- Resources
  - Help
  - About
  - Contact Us
  - Privacy Policy

**Pending Application Access Requests**

	Action	User	Application	Roles
<a href="#">Process</a>	Change	AJ521618	IDOLSTest	CSB PA Only

10. A listing of submitted application access requests is displayed. Click **Process** next to a Username to process that request.

**NOTE:** If you are a Local Administrator for multiple DBHDS applications, you will be shown a drop down menu to select the application to process requests. However, if you are the Local Administrator for only 1 application, that application will already be selected.

# DBHDS DELTA User's Manual

The screenshot shows the 'Request Summary' page in the DELTA system. The page header includes 'Virginia.gov' and 'Welcome: Kathy Brown'. The main header is 'Virginia Department of Behavioral Health and Developmental Services'. The breadcrumb trail is 'Home > Manage Users > Pending Application Requests > Application Request'. The location is 'RAARC\_1316075369'. The left sidebar contains navigation links: My Account, My Applications, Change Password, Change Security Question, My Information, Change Location, Logout, Manage Users, Pending Application Requests, Reports, Resources, Help, About, Contact Us, and Privacy Policy. The main content area is titled 'Request Summary' and contains the following sections:

- Account:** Name: Albert Jones, Email: AJonesFairfaxcsb@gmail.com
- Location:** Location: RAARC\_1316075369, Date Range: 9/26/2012 to No end date.
- Roles:** A table with columns: Action, Application, Related Application, Role. The table contains one row: Change, IDOLSTest, , CSB PA Only.
- Requested By:** Name: John Smith, Email: JSmithFairfaxcsb@gmail.com, Phone Number: (empty).

At the bottom of the main content area, there are three buttons: 'Approve', 'Deny', and 'Cancel'. A red arrow points to the 'Approve' button.

11. The details of the request are displayed. An application request is approved or denied as a whole. Review the **Request Summary** carefully before approving to ensure the appropriate permissions have been requested. Click **Approve** to update the user's access to an application. If any part of the request should not be approved, click **Deny**. If you denied the request, you will be prompted for a Denial Reason. Select a reason from the menu and click **Save**.

The screenshot shows the 'Summary' page in the DELTA system. The page header includes 'Virginia.gov' and 'Welcome: Kathy Brown'. The main header is 'Virginia Department of Behavioral Health and Developmental Services'. The breadcrumb trail is 'Home > Manage Users > Pending Application Requests > Application Request'. The location is 'RAARC\_1316075369'. The left sidebar contains navigation links: My Account, My Applications, Change Password, Change Security Question, My Information, Change Location, Logout, Manage Users, Pending Application Requests, Reports, Resources, Help, About, Contact Us, and Privacy Policy. The main content area is titled 'Summary' and contains the following sections:

- Summary:** Application roles successfully changed.

At the bottom of the main content area, there is a 'Continue' button. A red arrow points to the 'Continue' button.

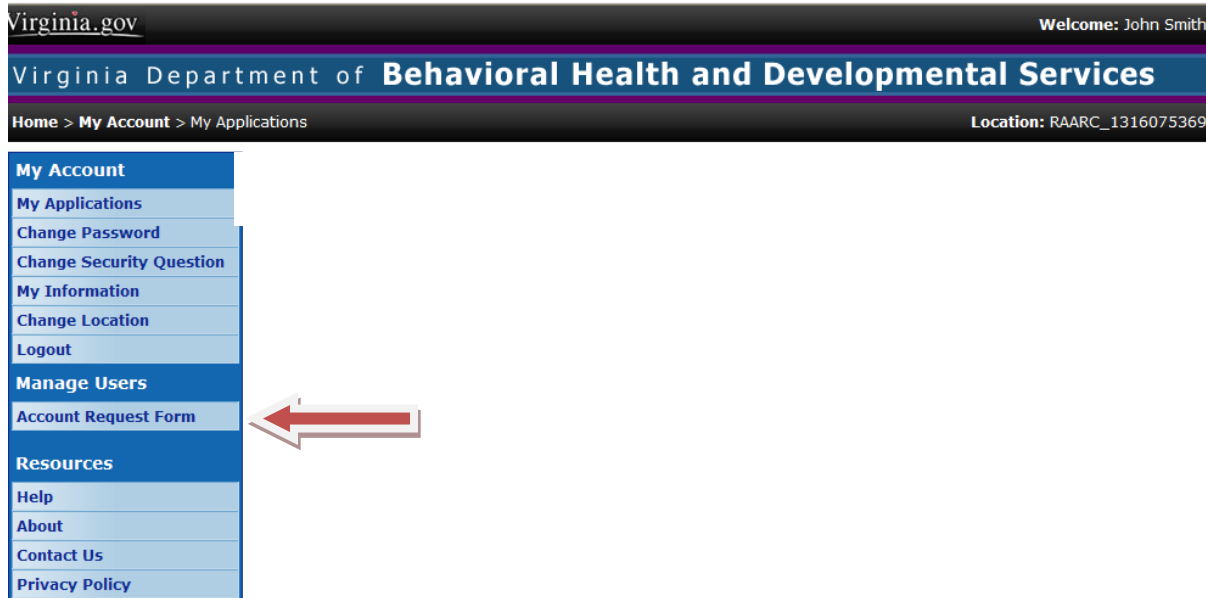
12. A summary screen showing the actions taken is displayed.

# DBHDS DELTA User's Manual

## 2.2.2 Revoking DELTA User's Application Access

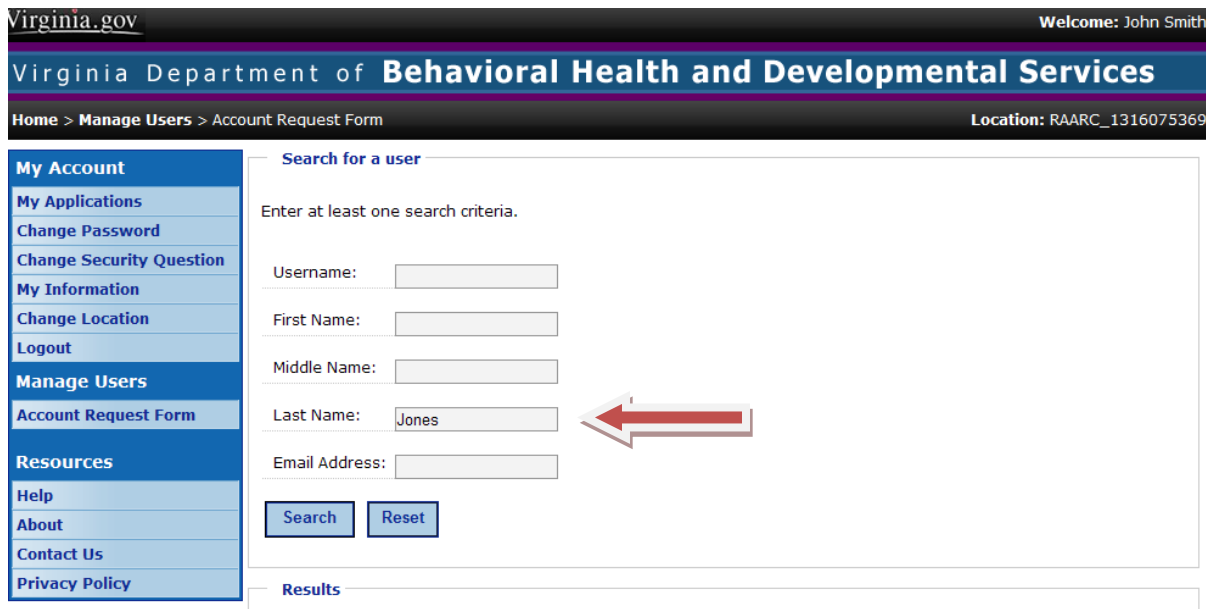
When a staff member is no longer working at your location, the DELTA Supervisor must revoke his or her access to DELTA and the DBHDS applications used at your location.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



The screenshot shows the Virginia.gov website interface. At the top right, it says "Welcome: John Smith". The main header is "Virginia Department of Behavioral Health and Developmental Services". Below the header, there is a breadcrumb trail: "Home > My Account > My Applications" and "Location: RAARC\_1316075369". On the left side, there is a navigation menu with the following items: My Account, My Applications, Change Password, Change Security Question, My Information, Change Location, Logout, Manage Users, Account Request Form, Resources, Help, About, Contact Us, and Privacy Policy. A red arrow points to the "Account Request Form" link under the "Manage Users" section.

2. Click **Account Request Form** under the **Manage Users** menu.



The screenshot shows the "Account Request Form" page. The breadcrumb trail is "Home > Manage Users > Account Request Form". The page has a search section titled "Search for a user" with the instruction "Enter at least one search criteria." Below this are five input fields: Username, First Name, Middle Name, Last Name (with "Jones" entered), and Email Address. There are "Search" and "Reset" buttons. A red arrow points to the "Last Name" field.

3. Search for the user. Enter at least 1 search criteria, such as Last Name. Each field in the search finds potential matches based on the value entered as any part of the value and values that sound like the value entered. Click **Search** to perform the search and display the results.

# DBHDS DELTA User's Manual

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users
- Account Request Form
- Resources
- Help
- About
- Contact Us
- Privacy Policy

**Search for a user**

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

**Results**

	Username	First Name	Last Name	Phone	City
<a href="#">Select</a>	AJ521618	Albert	Jones		
<a href="#">Select</a>	...	Clarence	Jones	(804) 837-0083	Richmond
<a href="#">Select</a>	...	Catrina	Jones		
<a href="#">Select</a>	CJf1423e	Coretta	Jones		
<a href="#">Select</a>	G33cf632	Gracie	Jones		Richmond

- The results are displayed at the bottom of the screen. Click **Select** next to the Username to choose that user for your account request.

Virginia.gov Welcome: John Smith

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Account Request Form Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout
- Manage Users
- Account Request Form
- Resources
- Help
- About
- Contact Us
- Privacy Policy

**Access Request**

**Account**

Name: Albert Jones

Global Admin:

**RAARC\_1316075369**

Effective From Date:

Effective Through Date:

Supervisor:

Security Officer:

**IDOLTest**

Data Owner:

Local Admin:

Role Request Type:

Role:

- The **Access Request** form will be displayed with the user's current application role. Enter the **Effective Through** date. The **Effective Through** date is the date the staff member no longer needs access to DELTA. Click **Submit** to process the request.

## 3.0 Using DELTA

### 3.1 Logging In to DELTA

#### 3.1.1 New Users

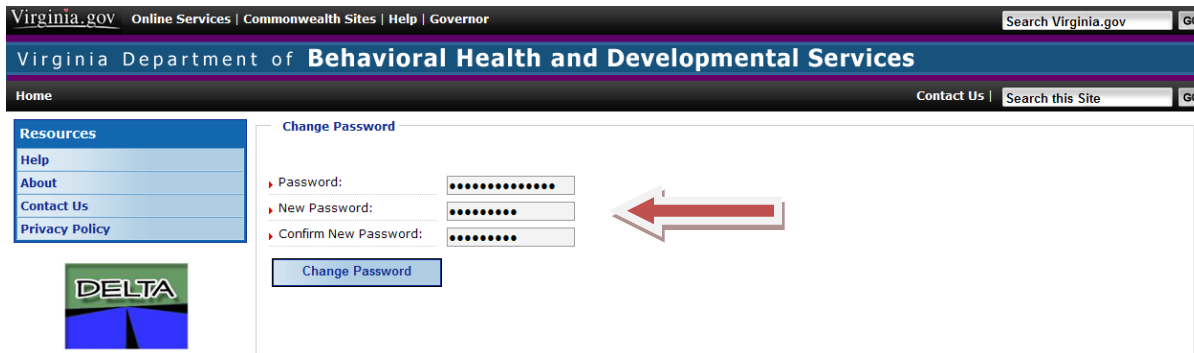
The screenshot shows the DBHDS website home page. The navigation menu on the left includes links for DBHDS, About, Contact Us, Jobs, Procurement, Public Information, PROGRAMS & SERVICES, Mental Health, Developmental Services, Substance Abuse Services, Child & Family Services, Human Rights, Licensing, and Locate Services/Get Help. The main content area features a 'WELCOME' message, a 'CREATING OPPORTUNITIES' graphic, and a 'RESOURCES' list. A red arrow points to the 'DELTA' logo in the bottom left corner of the page.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>

The screenshot shows the Virginia Department of Behavioral Health and Developmental Services login page. The page features a 'Login' form with fields for Username and Password, a 'Log In' button, and a 'Forgot Password' link. A red arrow points to the 'Log In' button.

2. Enter **Username** and **Password** from your email.

# DBHDS DELTA User's Manual



3. The **Change Password** screen will be displayed. Enter your temporary **Password** from your email. Enter a **New Password**. Enter the new password again to **Confirm New Password**. Click **Change Password** to update and save.

**NOTE:** Password Tips:

- Passwords must have the following complexity:
  - At least 8 characters long; and
  - Use at least 3 of the following 4:
    - Special characters
    - Alpha characters
    - Numerical characters
    - Combination of upper and lower case



4. A confirmation screen will displayed.

# DBHDS DELTA User's Manual

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

Virginia Department of Behavioral Health and Developmental Services

Home Contact Us | Search this Site GO

Resources  
Help  
About  
Contact Us  
Privacy Policy

DELTA

Change Security Question

Username: ISd440b5

Password: [masked]

Security Question: What model was my first car? [dropdown arrow]

Security Answer: mitsubishi

Save Answer

5. The **Change Security Question** screen will be displayed. Enter your **Password**. Select a security question from the menu. Enter the **Security Answer**. Click **Save Answer** to update your record.

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

Virginia Department of Behavioral Health and Developmental Services

Home Contact Us | Search this Site GO

Resources  
Help  
About  
Contact Us  
Privacy Policy

DELTA

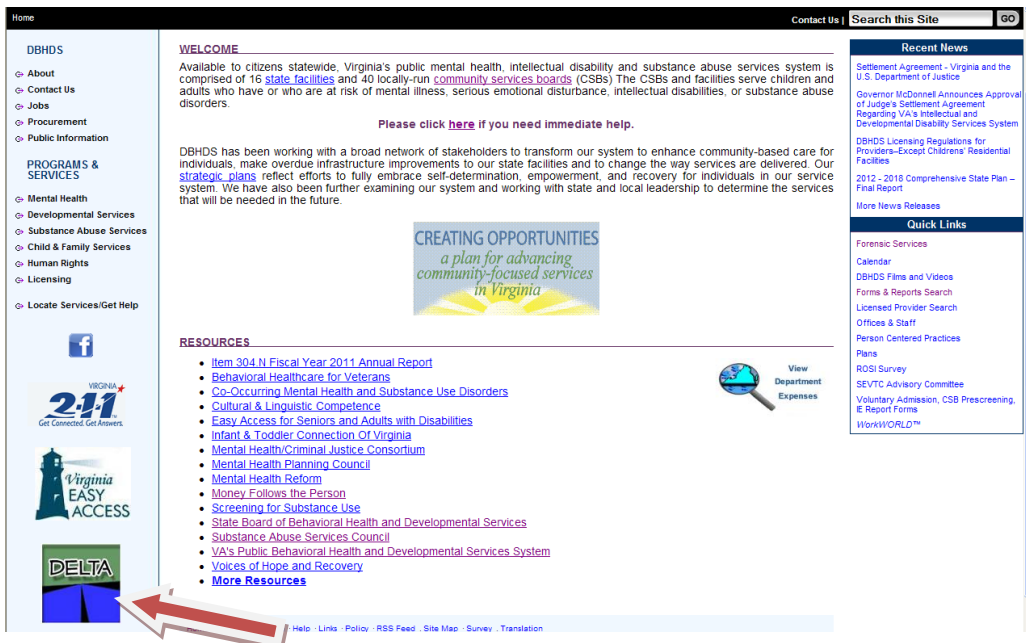
Change Security Question

Security Question and Answer have been successfully changed. Continue

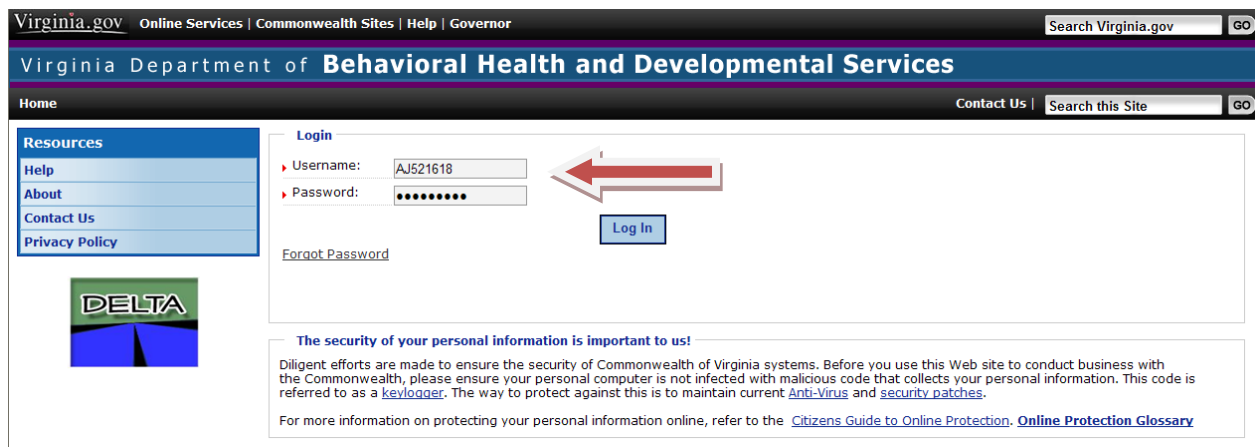
6. A confirmation screen will be displayed. Click **Continue**. You will be returned to the main DELTA screen and can select the DBHDS application you wish to use.



## 3.1.2 Returning Users



1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>



2. Enter **Username** and **Password**

### 3.1.2.1 Forgot Password

If you have forgotten your password, there are two ways to get it reset:

- If you know your location's DELTA Security Officer, you may contact him or her directly and request your password be reset;
- You may use the **Forgot Password** button on the DELTA login screen.

# DBHDS DELTA User's Manual

Home

DBHDS

- About
- Contact Us
- Jobs
- Procurement
- Public Information

PROGRAMS & SERVICES

- Mental Health
- Developmental Services
- Substance Abuse Services
- Child & Family Services
- Human Rights
- Licensing
- Locate Services/Get Help

WELCOME

Available to citizens statewide, Virginia's public mental health, intellectual disability and substance abuse services system is comprised of 16 state facilities and 40 locally-run community services boards (CSBs). The CSBs and facilities serve children and adults who have or who are at risk of mental illness, serious emotional disturbance, intellectual disabilities, or substance abuse disorders.

Please click [here](#) if you need immediate help.

DBHDS has been working with a broad network of stakeholders to transform our system to enhance community-based care for individuals, make overdue infrastructure improvements to our state facilities and to change the way services are delivered. Our strategic plans reflect efforts to fully embrace self-determination, empowerment, and recovery for individuals in our service system. We have also been further examining our system and working with state and local leadership to determine the services that will be needed in the future.

CREATING OPPORTUNITIES  
a plan for advancing community-focused services in Virginia

RESOURCES

- Item 304.N Fiscal Year 2011 Annual Report
- Behavioral Healthcare for Veterans
- Co-Occurring Mental Health and Substance Use Disorders
- Cultural & Linguistic Competence
- Easy Access for Seniors and Adults with Disabilities
- Infant & Toddler Connection Of Virginia
- Mental Health/Criminal Justice Consortium
- Mental Health Planning Council
- Mental Health Reform
- Money Follows the Person
- Screening for Substance Use
- State Board of Behavioral Health and Developmental Services
- Substance Abuse Services Council
- VA's Public Behavioral Health and Developmental Services System
- Voices of Hope and Recovery
- More Resources

DELTA

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Search Virginia.gov

Virginia Department of Behavioral Health and Developmental Services

Home

Contact Us | Search this Site

Resources

- Help
- About
- Contact Us
- Privacy Policy

DELTA

Login

Username:

Password:

Log In

[Forgot Password](#)

The security of your personal information is important to us!

Diligent efforts are made to ensure the security of Commonwealth of Virginia systems. Before you use this Web site to conduct business with the Commonwealth, please ensure your personal computer is not infected with malicious code that collects your personal information. This code is referred to as a [keylogger](#). The way to protect against this is to maintain current [Anti-Virus](#) and [security patches](#).

For more information on protecting your personal information online, refer to the [Citizens Guide to Online Protection](#). [Online Protection Glossary](#)

2. Click **Forgot Password**.

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Search Virginia.gov

Virginia Department of Behavioral Health and Developmental Services

Home

Contact Us | Search this Site

Resources

- Help
- About
- Contact Us
- Privacy Policy

DELTA

Forgot Your Password?

Enter your username to proceed.

Username:

Submit Cancel

3. The **Forgot Password** screen is displayed. Enter your **Username**. Click **Submit**.

# DBHDS DELTA User's Manual

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

Virginia Department of Behavioral Health and Developmental Services

Home Contact Us Search this Site GO

**Resources**  
Help  
About  
Contact Us  
Privacy Policy

**DELTA**

**Forgot Your Password?**  
Answer the following question to proceed.

Username: AJ521618  
Question: What model was my first car?  
Answer:

Submit Cancel

4. Your security question will be displayed on the screen. You must answer the question correctly for your password to be reset. Click **Submit** for a temporary password to be created.

Dear Albert Jones,

A temporary password has been assigned to your account in DELTA. The next time you log in to DELTA, you will be prompted to change your password.

Temporary Password: )vj77[8\*!^D?8!

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact your DELTA Security Officer for support.


5. You will receive an email notification with your new temporary password. When you logon back on to DELTA, you will be prompted to update your password and security questions, just like a new user (see Section 3.1.1 of this User's Manual).

### 3.1.2.2 Resetting Password

One of the tasks completed by the DELTA Security Officer is to reset passwords because a user has forgotten a username and password or, a user has incorrectly entered his or her password three times and has been locked out of his or her account and has contacted you for help.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.

# DBHDS DELTA User's Manual



Virginia.gov Welcome: Jane Doe

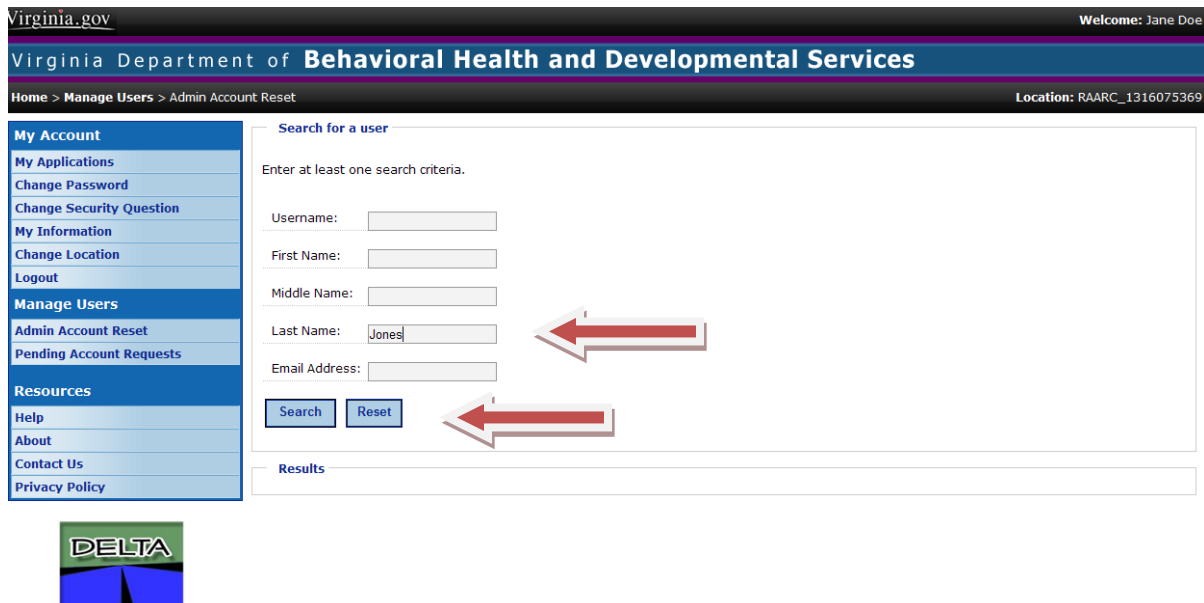
Virginia Department of **Behavioral Health and Developmental Services**

Home > My Account > My Applications Location: RAARC\_1316075369

- My Account
  - My Applications
  - Change Password
  - Change Security Question
  - My Information
    - Change Location
    - Logout
  - Manage Users
    - Admin Account Reset
    - Pending Account Requests
  - Resources
    - Help
    - About
    - Contact Us
    - Privacy Policy

**DELTA**

2. Select **Admin Account Reset** from the **Manage Users** menu.



Virginia.gov Welcome: Jane Doe

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Admin Account Reset Location: RAARC\_1316075369

- My Account
  - My Applications
  - Change Password
  - Change Security Question
  - My Information
    - Change Location
    - Logout
  - Manage Users
    - Admin Account Reset
    - Pending Account Requests
  - Resources
    - Help
    - About
    - Contact Us
    - Privacy Policy

**DELTA**

**Search for a user**

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

**Results**

3. The **Search for a User** screen is displayed. Enter at least one search criteria. Select **Search**.

# DBHDS DELTA User's Manual

Virginia.gov Welcome: Jane Doe

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Admin Account Reset Location: RAARC\_1316075369

**My Account**

- My Applications
- Change Password
- Change Security Question
- My Information
- Change Location
- Logout

**Manage Users**

- Admin Account Reset
- Pending Account Requests

**Resources**

- Help
- About
- Contact Us
- Privacy Policy

**Search for a user**

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

**Results**

	Username	First Name	Last Name	Phone	City
<a href="#">Select</a>	#21618	Albert	Jones		
<a href="#">Select</a>		Clarence	Jones	(804) 837-0083	Richmond
<a href="#">Select</a>	10970e0a	Catrina	Jones		
<a href="#">Select</a>	CJf1423e	Coretta	Jones		
<a href="#">Select</a>	GJ3cf632	Gracie	Jones		Richmond

- The results are displayed at the bottom of the screen. Click **Select** next to the Username to choose that user for your account request.

Virginia.gov Welcome: Jane Doe

Virginia Department of **Behavioral Health and Developmental Services**

Home > Manage Users > Admin Account Reset Location: RAARC\_1316075369

**Administrative Account Reset**

User to reset: A3521618

Name: Albert Jones

Email: AJonesFairfaxsb@gmail.com

Position:

Address:

Phone Number:

Fax Number:

Last Activity: 9/26/2012 5:08:40 PM GMT

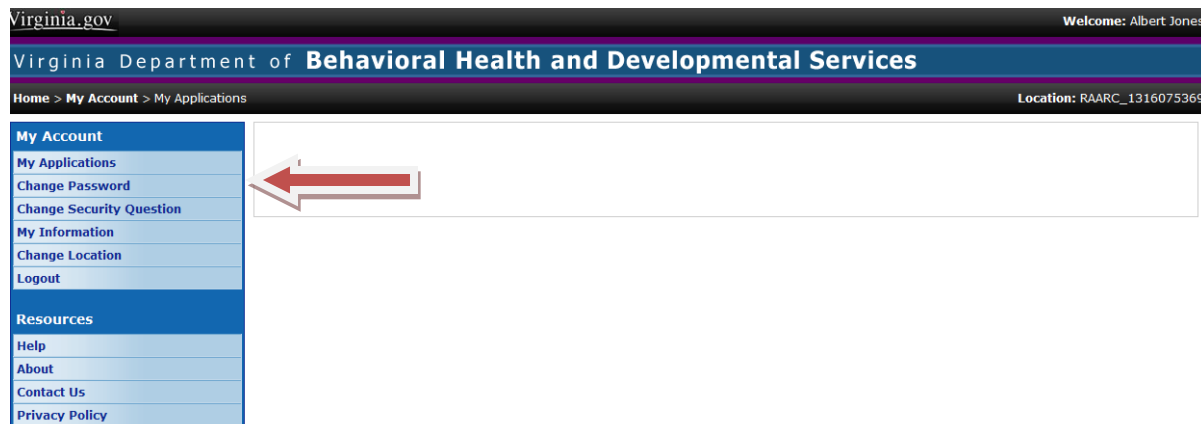
- The **Administrative Account Reset** screen is displayed with the user's account information listed. Click **Reset Password** and a new password will be created. The user will receive an email notification of the new password.

## 3.2 Account Maintenance

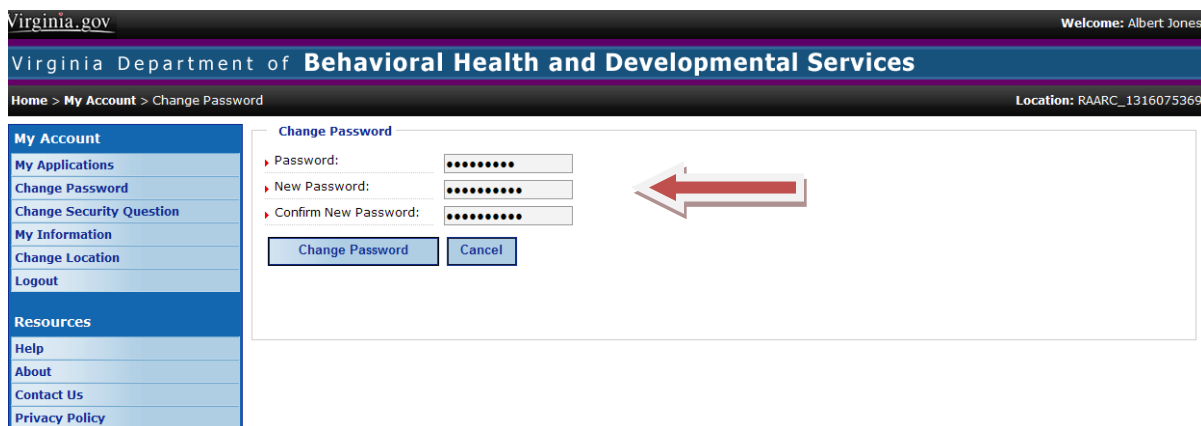
### 3.2.1 Changing Password

Currently, DELTA passwords expire every 90 days. DELTA will display a notification each time you log in for 14 days prior to password expiration. You will need to change your password before it expires

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



2. Select **Change Password** from the **My Account** menu.



3. Enter your current **Password**. Enter your **New Password**. Enter the new password again to **Confirm New Password**. Click **Change Password** to process the request.

**NOTE:** Password Tips:

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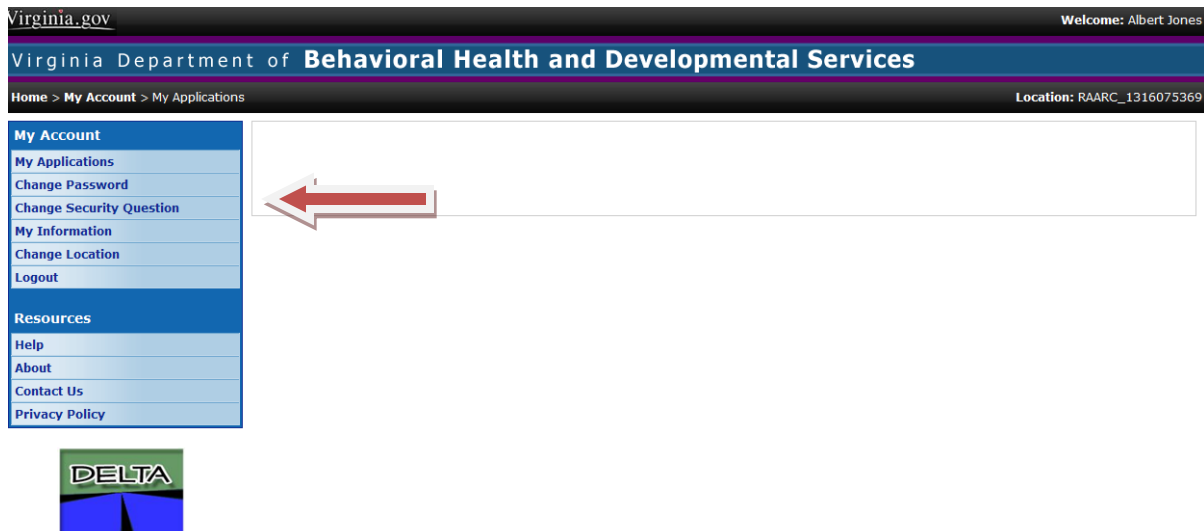
- Passwords must have the following complexity:
  - At least 8 characters long; and
  - Use at least 3 of the following 4:
    - Special characters
    - Alpha characters
    - Numerical characters
    - Combination of upper and lower case

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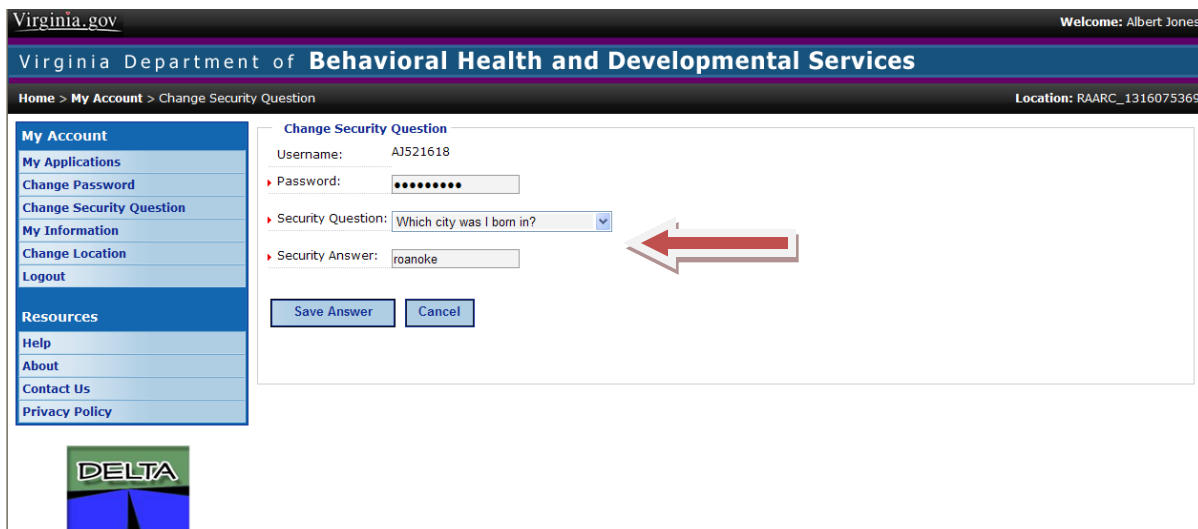
## 3.2.2 Changing Security Question

You may change your Security Question at any time.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.



2. Select **Change Security Question** from the **My Account** menu.



3. The **Change Security Question** screen is displayed. Enter your **Password**, select a new **Security Question** from the drop down menu, enter the **Security Answer**, and click **Save Answer** to process the request. Security answers are not case sensitive.



## 3.2.3 Updating “My Information”

Use the **My Information** page to change your name, position, email address, mailing address, and phone and fax numbers. Once your account has been created, it is your responsibility to ensure this information is up to date.

1. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Section 3.1, Logging In to Delta.

The screenshot shows the top navigation bar with 'Virginia.gov' on the left and 'Welcome: Albert Jones' on the right. Below this is a blue header for the 'Virginia Department of Behavioral Health and Developmental Services'. A breadcrumb trail reads 'Home > My Account > My Applications'. On the right side of the header, it says 'Location: RAARC\_1316075369'. A left-hand menu titled 'My Account' contains the following items: My Applications, Change Password, Change Security Question, My Information (highlighted with a red arrow), Change Location, and Logout. Below this menu is a 'Resources' section with links for Help, About, Contact Us, and Privacy Policy. At the bottom left of the page is the DELTA logo.

2. Select **My Information** from the **My Account** menu.

The screenshot shows the 'My Information' page. The breadcrumb trail is 'Home > My Account > My Information'. The left-hand menu is the same as in the previous screenshot, but 'My Information' is now selected. The main content area contains a form with the following fields: Username (AJ521618), Email (AJonesFairfaxcsb@gmail.com), First Name (Albert), Middle Name (empty), Last Name (Jones), Position (empty), Address (empty), City (empty), State (a dropdown menu showing 'Select a state...'), Zip Code (empty), Phone Number (empty), and Fax Number (empty). At the bottom of the form are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button.

3. Your profile data will be listed. Make the necessary updates and select **Save** to process the changes.

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## 3.3 Using DBHDS Applications in DELTA

### 3.3.1 Launching Applications

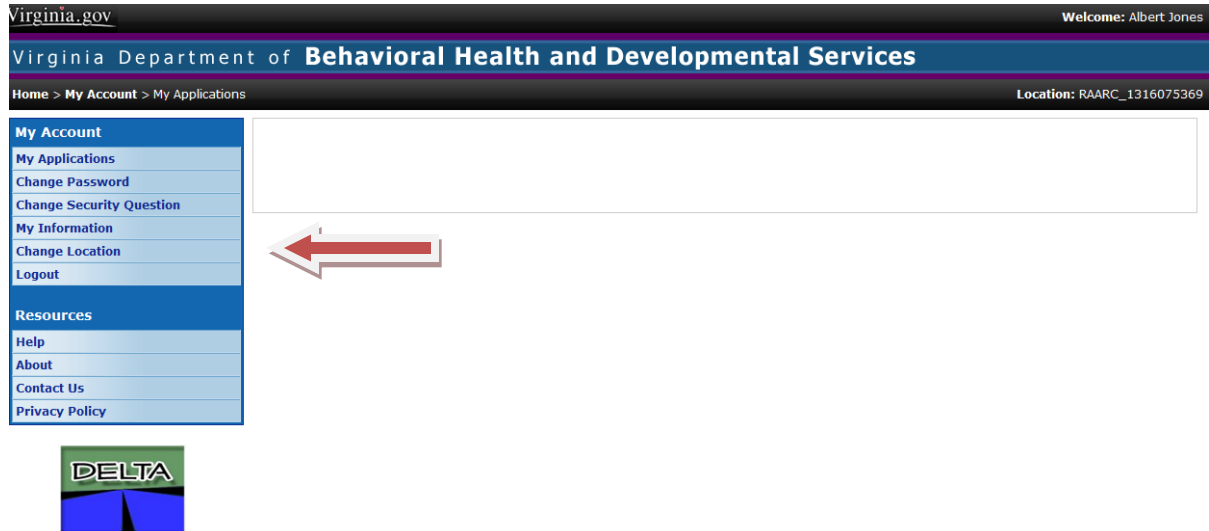
DELTA is the DBHDS' single sign-on solution and security portal. It provides our business partners **access** to the DBHDS web applications. Because the applications contain protected health information, each user will have access only to the application(s) necessary to complete his or her tasks. When a user logs in to DELTA, the **My Applications** page is displayed. It shows the DBHDS applications that you have been granted access to. To get back to this page, click on **My Applications** on the **My Account** window.



### 3.3.2 Changing Locations

Some users work for multiple business partners. Therefore, a user may be assigned to multiple locations, but the data you can view will be limited to one location at a time. You will need to change locations within DELTA to gain access to complete tasks. Use the **Change Location** on the **My Account** menu.

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1. Select **Change Location** from the **My Account** menu.



2. Use the drop-down menu to select the location. Click **Set Location** to change your location in DELTA.