FREQUENTLY ASKED QUESTIONS

1.   Question: If I just want to complete a survey or Deployment Mental Health Assessment (MHA), what is my Login ID?

Answer: Your Social Security Number

2.   Question: On the EDHA website, when I click on "Forgot Your Password?" and input all the required information, I keep getting an error message "Entered information does not match database. Please re-enter then try again". I am sure I put the correct information. Why is that?

Answer: Could be one of two things. First, make sure you use the (mm/dd/yyyy) format when entering your Date of Birth. Secondly, and most common mistake, make sure you entered the rank you used during initial account set up or from your last deployment.

3.   Question: Is there another way of accessing the site other than Internet Explorer?

Answer: No. It requires at least Internet Explorer 6.0 with pop-up blocking turned off.

4.   Question: How do I obtain Local Administrator's access to the eDHA system?

Answer: If you require Local Administrator's access, you will have to complete a SAAR Request Form (OPNAV 5239/14), which is located on the website and have it signed by a Department Head or higher or someone with "By-Direction" Authority. The completed form will then be faxed to us (757)953-0685/DSN 377-0685 or e-mailed to NMCPHC-EDHAHelpDesk@med.navy.mil.

5.   Question: If we are out on a ship and have no or limited internet connectivity, is there a way we can still access the site to do our surveys and MHAs?

Answer: We have a standalone version which is similar to the internet version where Sailors and Marines can complete any of the three surveys. They will then be imported to the internet version by the Local Administrator.

6.   Question: Can anyone be a Provider?

Answer: Providers should be a Physician, Physician Assistant, Nurse Practitioner, Advanced Practice Nurse, Independent Duty Corpsman, Independent Duty Medical Technician, or Special Forces Medical Sergeant.

7.   Question: If I am a Provider or Local Administrator, can I use the same Login ID if I personally want to do a survey for my deployment?

Answer: The answer is no. To access the site to complete your own survey for your deployment you will need a User account, in which your Login ID will be your SSN.

8.   Question: If I am a Local Administrator, can I grant Provider access to all my Providers, IDCs, or IDMT?

Answer: Local Administrators can no longer issue Provider accounts nor reset their passwords.

9.   Question: If I want to be a Local Administrator, Provider, or Provider Screener, how do I know where to go to get the information on becoming one?

Answer: You have two websites you can go to:

https://data.nmcphc.med.navy.mil/eDHA - then click on "Instructions for EDHA Access".

http://www.med.navy.mil/sites/nmcphc/deployment-health/Pages/default.aspx - then click on EDHA link at "Visit the EDHA website".

10.   Question: I am logged on as a Provider and I am trying to certify a member's survey but all his information is grayed out, what is causing that?

Answer: As a Provider, you have to complete the mandatory Mental Health Assessment (MHA) training located on the Login page in the paragraph that begins with "FOR PROVIDERS ONLY:"

11.   Question: As a Local Administrator, is there a way I can "Generate Survey Status Report" on numerous SSNs?

Answer: After you click on "Generate Survey Status Report", you will then click on "Browse" and locate the file that has the list of SSNs on it. For best result, save the list of SSN in Notepad format and location should be on your Desktop. You will then click on "Import SSNs" and you will notice the SSNs will now be included in the "SSN List:" Then click "Create Report".

12.   Question: As a Provider or Provider Screener, is there a way I can see a list of SSNs to review.

Answer: After you click on "Review Assessment(s)", you will then click on "Browse" and locate the file that has the list of SSNs on it. For best result, save the list of SSN in Notepad format and location should be on your Desktop. You will then click on "Import SSNs" and you will notice the SSNs will now be included in the "SSN List:" Then click "Get Assessment(s)".

13. **Question**: I am a Local Administrator and not a Provider but I am required to print surveys and place in the member's medical record. Is there a special access I can be given to accomplish this task?

Answer: According to the HIPAA and Privacy Act policies, only the member and Providers are to view and print their deployment surveys. However, we can grant you a special access called Provider Screener access which allows you to view and print surveys and its read only. This means you cannot make changes or certify the surveys. ONLY your Commanding Officer (C.O.) or Executive Officer (X.O.), can approve this request by completing the Supervisor's section (blocks 15-16b) on the SAAR Request Form (OPNAV 5239/14) located at: https://data.nmcphc.med.navy.mil/eDHA/Login.aspx

14. **Question:** As a User, how can I tell the timeframe for specific surveys?

Answer: Once logged in as a User and on the "User Main Page", under "Instructions:" there is information regarding timeframes for Assessments and MHAs.

15. **Question:** I am trying to log on to the eDHA system and I click on "Click here to login using your CAC card" and it will not let me. Why is this?

Answer: If you haven't already registered your CAC to your password, you will have to click on "Forgot Your Password?" and follow the steps.

16. **Question:** With this new CAC-card Login, do I still need to remember the Login IDs and passwords for my User, Local Administrator, Provider, and Provider Screener?

Answer: Once you are logged in with your CAC, you will select the specific role you will need at the current time. If you are at home and you want to complete a survey or MHA on your home computer, then you will need to log in with your Login ID and password.

17. **Question:** I logged in using my CAC and another member's SSN is listed under my profile as a role for me to select from. Why is that?

Answer: That happens when Providers allow patients to use their computer to complete a survey or MHA with their CAC enclosed in the keyboard. That member's information is then stored under your profile. The only way to clear it is to contact the eDHA Help Desk at (757)953-0717/0794. MAKE SURE YOUR CAC CARD IS REMOVED BEFORE ALLOWING ANOTHER MEMBER TO COMPLETE A SURVEY OR MHA.