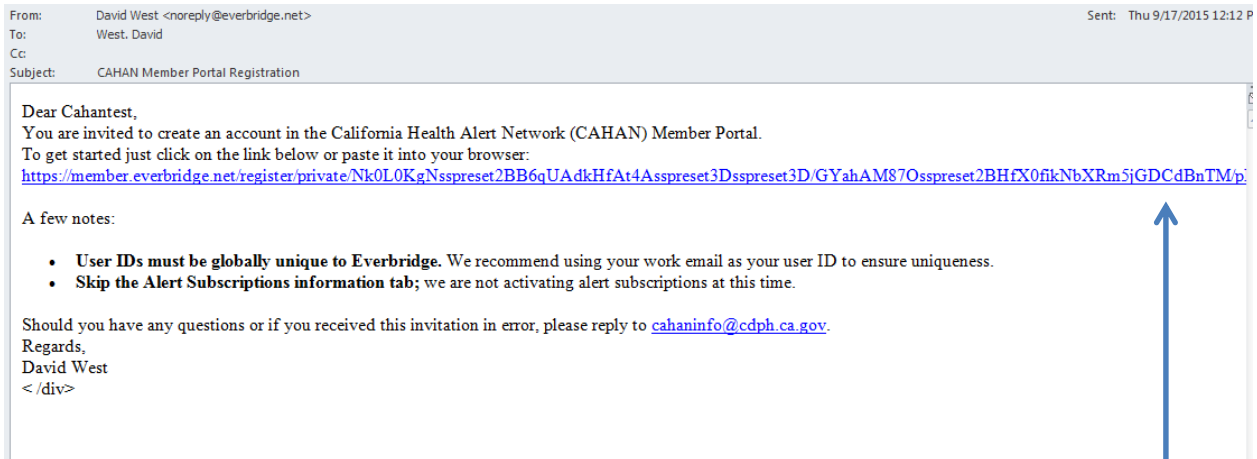


## CAHAN User Account Setup

The new California Health Alert Network (CAHAN) is hosted on the Everbridge system. The CAHAN User Portal is **ONLY** for updating your e-mail, phone, and address contact information. There is no longer a CAHAN portal to view alerts or any other messages, files, or detail. The **ONLY** action that can be done on the new CAHAN User Portal is to update your contact information.

The contact methods you enter (phone, e-mail, and text capable smartphones) will be the devices and methods by which you will receive CAHAN alerts.

### A. You will receive an e-mail with subject line “CAHAN Member Portal Registration”:



- 1) Regardless of how the e-mail is worded, you already have a User Account on CAHAN.
- 2) Your “registration” is simply to confirm, update, and enter your contact methods.
- 3) Click on the blue-underlined “link” provided in the middle of the e-mail.

**B. Your internet browser will open to the CAHAN “Sign up” window.**

Your First name, Last name, and registration e-mail are already displayed

California Department of Public Health CDPH

Login Sign up Overview FAQs

## Sign up

Creating a profile takes just a few minutes. Remember your username and password so you can log in and change your information at any time.

\* Username   
Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (\_), and at symbol (@). No other characters or symbols are permitted at this time.

\* First Name

\* Last Name

\* Password   
Password must be 8 to 64 characters long and contain at least three of the following four items: uppercase letter, lowercase letter, number or special character. Special characters include ! @ # \$ % ^ & \* ( and ).

\* Confirm Password

\* Security Question

\* Answer

Registration Email

I accept the [Terms of Use](#)

You will need to create:

- 1) A Username (recommend your registration e-mail).
- 2) A password (format is described on screen) and confirm it.
- 3) Select a security question and provide an answer (recommend all lower-case and one word)

What is your maternal grandmother's maiden name?  
What is the city or town where your mother and father met?  
What is the name of your favorite childhood friend?  
What is the city or town where you met your spouse/significant other?  
Where was your first job?  
What school did you attend in sixth grade?  
What was your childhood nickname?  
What street did you live on in third grade?  
What was the name of your favorite pet or stuffed animal?  
What was the last name of your favorite teacher?  
What is the city or town of your birth?

Click on the  Button at the bottom of the page when done.

C. The “My Profile” page will display:

Profile Locations Alerts Information Review

## My Profile

\* First Name

\* Last Name

Middle Initials

Suffix

Registration Email

Here's how to contact me. (Complete at least 3 )

1) \* Work Email   
**This field is required.**

2) \* Main Work Line    
**This field is required.**  
Ext

3) Text Work Mobile

4) Call Work Mobile

5) Work TTY

6) Numeric Pager    
Pin   
Pager Service

7) Personal Email

8) Text Personal Mobile



9) Call Personal Mobile

10) Personal/Home TTY

11) Home Landline

12) Additional TTY


13) Satellite Mobile

Mobile Member App **Not logged in**  
Download the Mobile Member App from Google Play  or the iTunes App Store 

[Save & Continue >](#)

Enter appropriate phone numbers and e-mail addresses for the way you want to be contacted. A Work e-mail (already entered) and Main Work Line phone number are required.

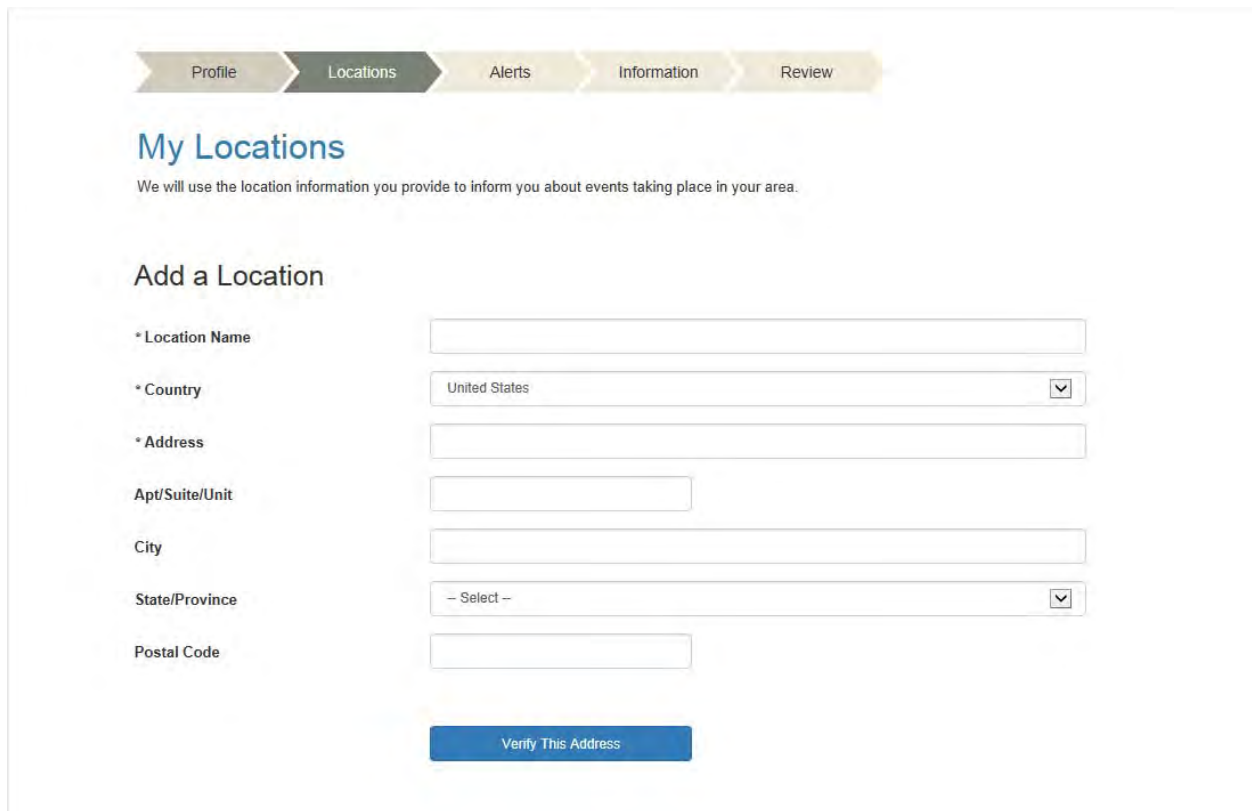
1) Work Email	You main Email address
2) Main Work Line	Your main telephone contact
3) Text Work Mobile	Mobile Phone number for text messages (work)
4) Cell Work Mobile	Cell Phone number (work)
5) Work TTY	TDD number – Telecommunication Device for the Deaf (work)
6) Numeric Pager	Pager number / select service provider from drop-down
7) Personal Email	Personal Email
8) Text Personal Mobile	Mobile Phone number for text messages (personal)
9) Cell Personal Mobile	Cell Phone number (personal)
10) Personal/Home TTY	TDD number – Telecommunication Device for the Deaf (home)
11) Home Landline	Home phone
12) Additional TTY	TDD number – Telecommunication Device for the Deaf
13) Satellite Mobile	Not used.

Click the  button at the bottom of the page when done.

You must enter at least 3 methods of phone, text, and e-mail contacts or you will see the following error message:

**Please enter at least 3 contact path(s)**

**D. The “My Locations” page will display:**



The screenshot shows a user interface for managing locations. At the top, there is a navigation bar with five tabs: Profile, Locations (which is highlighted), Alerts, Information, and Review. Below the navigation bar, the main heading is "My Locations" in blue. Underneath this heading is a small line of text: "We will use the location information you provide to inform you about events taking place in your area." The main section is titled "Add a Location" and contains a form with the following fields:

- \* Location Name: A text input field.
- \* Country: A dropdown menu currently showing "United States".
- \* Address: A text input field.
- Apt/Suite/Unit: A text input field.
- City: A text input field.
- State/Province: A dropdown menu currently showing "-- Select --".
- Postal Code: A text input field.

At the bottom of the form is a blue button labeled "Verify This Address".

You can enter multiple locations.

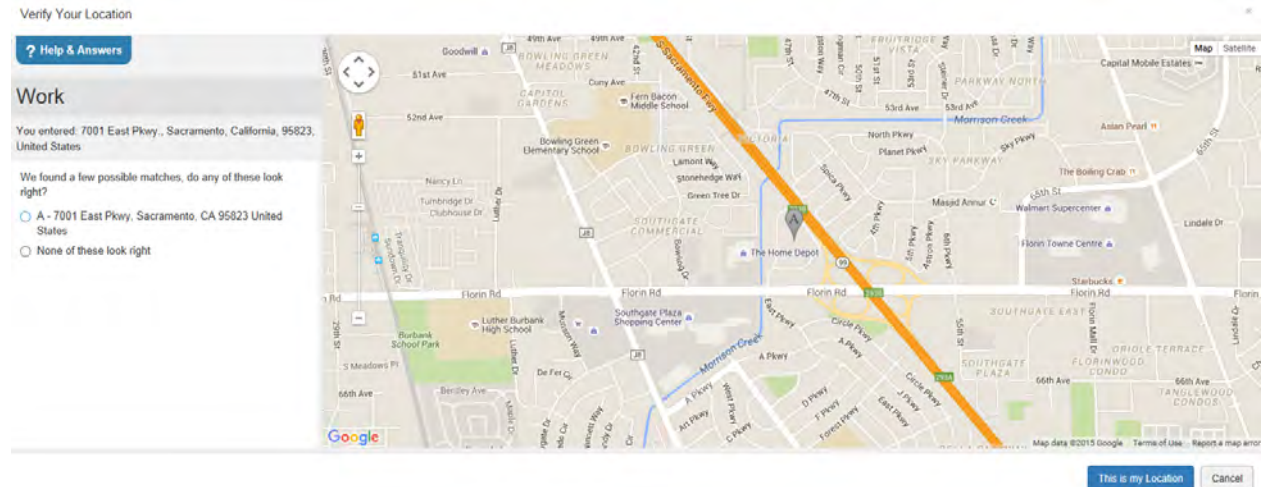
Enter a location name, such as “Work” or “Home.”

Enter a complete address with number, street, city, state, and zip code.

Click on

[Verify This Address](#)

A confirmation map will display with the location selected:



On the left of the map is a list of possible location matches, with the current location on the map listed first. If the location shown on the map is correct, click on the address in the list, then click on:

[This is my Location](#)

If the location is not correct, select “None of these look right.” You will see:

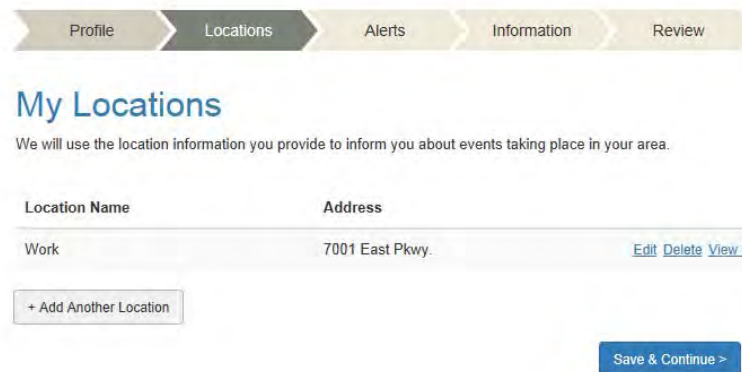
**None of these look right**

Show us - drag the pin to your location

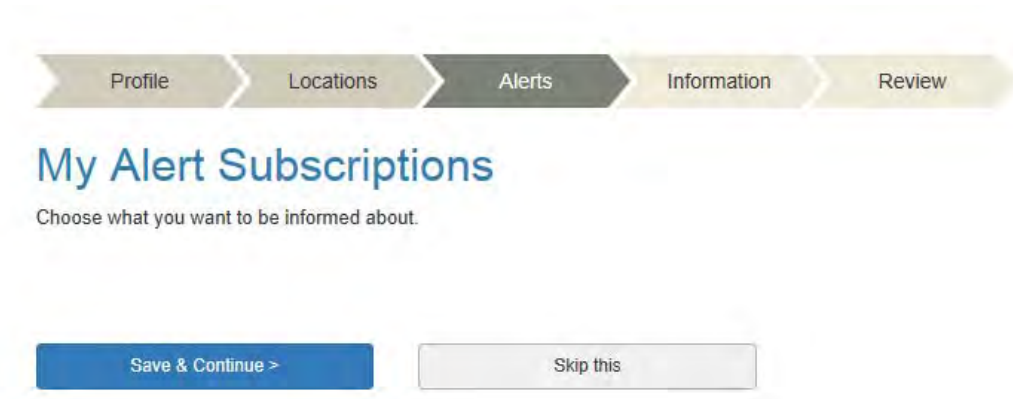
**Continue anyway - use the address as entered**

You can select “Show us – drag the pin to your location”; and then move the pin to the correct location on the map; or select “Continue anyway – use address as entered” to skip this step.

You can enter multiple locations – for work, home, etc. When finished, Click on “Save & Continue.”



**E. The next screen that displays is the “My Alert Subscriptions” screen.** This feature is not used in CAHAN, so simply click on the “Skip this” button at the bottom.



**F. The next screen that displays is the “My Information” screen.**

On the Information screen there are several categories of information you may enter. It is not required for you to enter any information, this screen is optional. Grayed out items cannot be changed.

Categories include:

- Subject Matter Expertise
- Local Required Positions (no changes allowed)
- Hospital Required Positions (no changes allowed)
- Languages
- Professional Licenses
- Specialties
- Facility Type

If you enter data, click the “Save & Continue >” button at the bottom of the screen. If no entries are made, click the “Skip this” button to continue.



## My Information

### Subject Matter Expertise

- Bioterrorism
- Biowatch
- Chemical Analysis
- Chemistry
- CHHS Emergency Planner
- Communicable Disease
- Community Outreach
- Emergency Management
- Emergency Planning
- Environmental Health and Safety
- Environmental Health Investigation
- Epidemiology
- Facilities
- Food and Nutrition
- Hazardous Materials
- Health Physics
- HIPAA
- Human Resources
- Industrial Hygiene
- Infection Control
- Infectious Disease
- Laboratory Chemistry
- Laboratory Microbiology
- Laboratory Radiochemistry
- Licensing and Certification Investigation
- Medical Waste
- Medicine
- Microbiology
- Not Applicable
- Nursing
- Occupational Health
- Occupational Therapy
- Pharmacology
- Public Health Nursing
- Purchasing
- Radiochemistry
- RSS
- Surveying
- Toxicology

**Local Required Position**

- CD Controller
- CHEAC/Health Executive
- Environmental Health Director/CCDEH
- Epidemiologist
- HAN Coordinator
- Health Officer
- HPP Coordinator
- Immunization Coordinator
- LEMSA Administrator
- LEMSA Medical Director
- MCM Coordinator
- Mental/Behavioral Health Director
- MHOAC
- Not Applicable
- Pan Flu Coordinator
- PHEP Coordinator
- Public Health Laboratory Director
- Public Health Nursing Director
- Public Information Officer
- TB Controller

**Hospital Required Position**

- Hospital Administration
- Hospital Emergency Management Coordinator
- Hospital HAN Coordinator
- Hospital Infection Control Practitioner
- Hospital Safety/Security Officer
- Not Applicable



Languages

- American Sign Language
- Arabic
- Armenian
- Burmese
- Cambodian
- Chinese Shanghainese
- Chinese-Cantonese
- Chinese-Mandarin
- Dutch
- English
- Farsi-Persian-Iranian
- French
- German
- Greek
- Gujrati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Indian
- Italian
- Japanese
- Korean
- Liberian
- Navajo
- Palauan
- Persian
- Polish
- Portuguese
- Punjabi
- Romanian
- Russian
- Serbo-Croatian
- Somali Bantu
- Spanish
- Tagalog
- Tongan
- Turkish
- Vietnamese

**Professional Licenses**

- Animal Control Officer/Humane Officer
- Certified Emergency Manager
- Certified Hazardous Materials Manager
- Certified Health Physicist
- Certified Industrial Hygienist
- Chaplain
- Clinical Chemist Scientist
- Clinical Laboratory Scientist
- Clinical Microbiologist Scientist
- Clinical Toxicologist Scientist
- Community Emergency Response Team (CERT) Member
- Dentist
- Disaster Service Worker
- Doctor of Osteopathy
- Educator
- Emergency Medical Technician (EMT)
- HAM Radio Operator
- Hazardous Waste Operations and Emergency Response (HAZWOPER)
- Law Enforcement (POST Certification)
- Licensed Clinical Social Worker (LCSW)
- Licensed Vocational Nurse
- Marriage and Family Therapist (MFT)
- Medical Doctor
- Nurse Practitioner
- Paramedic
- Pharmacist
- Physician Assistant
- Professional Engineer
- Professional Geologist
- Psychologist
- Public Health Microbiologist
- Public Health Nurse
- Registered Environmental Health Specialist
- Registered Nurse
- Toxicologist (Board Certified)
- Translator
- Veterinarian
- Veterinary Assistant

**Specialties**

- Allergy and Immunology
- Anesthesiology
- Biostatistics
- Bioterrorism
- Blowatoh
- Cardiology
- Chemical Dependency
- Clinical Nursing
- Colon and Rectal Surgery
- Communicable Disease
- Critical Care Nursing
- Dermatology
- Emergency Management
- Emergency Medicine
- Emergency Planning
- Engineering
- Environmental Health and Safety
- Epidemology
- Food and Nutrition
- General Practice Medicine
- Hazardous Materials
- Health and Safety
- Health Physics
- Hospice
- Industrial Hyglene
- Infectious Disease
- Internal Medicine
- Laboratory Chemistry
- Laboratory Microbiology
- Laboratory Radiochemistry
- Medical Genetics
- Neurological Surgery
- Neurology
- Nuclear Medicine
- Obetetrics and Gynecology
- Occupational Health
- Ophthalmology
- Orthopedic Surgery
- Osteopathy
- Other
- Otolaryngology
- Pathology
- Pediatrics
- Pharmacology
- Physical Medicine and Rehabilitation
- Physical Therapy
- Plastic Surgery
- Preventive Medicine
- Psychiatry
- Psychology
- Public Information Officer
- Radiology
- Regulator
- Risk Assessor
- RSS
- Sanitary Engineering
- School Nursing
- Surgery
- Thoracic Surgery
- Toxicology
- Urology
- Utilities
- Veterinary Medicine
- Volunteer

**Facility Type**

- Acute Psychiatric Hospital
- Adult Day Health Center
- Alternative Birthing Center
- Ambulatory Surgery Center
- Chemical Dependency/Recovery Hospital
- Chronic Dialysis Center
- Community Care Clinic
- Comprehensive Outpatient Rehabilitation Facility
- Congregate Living Health Facility
- Correctional Treatment Center
- End Stage Renal Dialysis Clinic
- Family Medicine
- Free Clinic
- Intermediate Care Facility
- Other
- Pediatric Day Health and Respite Care
- Physical Medicine and Rehabilitation
- Point of Dispensing/Distribution (POD)
- Primary Care Clinic
- Psychiatric Health Facility
- Psychology Clinic
- Rehabilitation Clinic/Center
- Rural Health Clinic
- Skilled Nursing Facility
- Specialty Clinic
- State Hospital
- Surgical Clinic

Save & Continue >

Skip this

**G. The last screen is the review screen.** It will display all of the data you have entered. If any data is incorrect, there is an [Edit](#) hotlink on each information type that will allow you to change the data for that information element.

Profile Locations Alerts Information **Review**

## Review the information you entered

You will be able to edit it any time.

### My Profile [Edit](#)

Username:

First Name: Cahantest

Last Name: User

Work Email:

Main Work Line: (916) 555-1212

Text Work Mobile: (916) 555-1234

Call Work Mobile: (916) 555-1212

### My Alert Subscriptions [Edit](#)

### My Locations [Edit](#)

Work: 7001 East Pkwy.

### My Information [Edit](#)

[Finish](#)

When you are satisfied that the information is correct, click on the “Finish” button at the bottom.

You are done. Whenever you return to your user profile, you will be presented with a profile review screen that will allow you to select the information element to Edit.

**H. To Change or update your User Profile after this, go to:**

<https://member.everbridge.net/index/892807736722952#/login>

California Department of Public Health CDPH

Login Overview FAQs

Welcome to the California Health Alert Network (CAHAN)

The California Health Alert Network (CAHAN) is the official public health alerting and notification program for California. CAHAN is designed for emergency preparedness information sharing, distribution of pertinent public health related events and alerting materials, dissemination of treatment and prevention guidelines, coordinated disease investigation efforts, preparedness planning, and other initiatives that strengthen state and local preparedness.

**Please log in below to get started!**

**Login to your account**

Username [Forgot username](#)

Password [Forgot password](#)

Keep me signed in (Uncheck if on a shared computer)

Login

Enter your Username and Password. If you have forgotten either, click on the appropriate on-screen link. Once you are logged in you will see the Profile review and edit screen:

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Welcome Logout Home Overview FAQs

? Help & Answers

**My Profile** [Edit](#)

Username: [redacted]

First Name: Cahantest

Last Name: User

Work Email: [redacted]

Main Work Line: (916) 555-1212

Text Work Mobile: (916) 555-1234

Call Work Mobile: (916) 555-1212

**My Alert Subscriptions** [Edit](#)

**My Locations** [Edit](#)

Work: 7001 East Pkwy

**My Information** [Edit](#)