



DELTA Overview

Department of Behavioral Health and Developmental Services and Office of
Licensing Incident Management Unit

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 State Facilities, Community Service Boards (CSBs), and private providers.

Each user that works with the DBHDS application, Computerized Human Rights Information System or (CHRIS), must first log into the DELTA system to access the applications.

DELTA Application

The Delta application is available at the bottom of the Department's webpage. <https://dbhds.virginia.gov/>





Tweets by VirginiaDBHDS



Virginia Department of
Behavioral Health &
Developmental Services





Central Office
1220 Bank Street
Richmond, Virginia 23219

Mailing Address
P.O. Box 1797
Richmond, VA 23218-1797

Phone: (804) 786-3921
Voice TDD: (804) 371-8977
Fax: (804) 371-6638

FOIA Policy
HIPAA Policy
Web-Policy
View Expenditures
Staff Directory
Emergency Information



**Click On the
DELTA
Application**

If you or someone you know is in crisis, contact the 988 Suicide and Crisis Lifeline by calling or texting 988 or visiting 988lifeline.org

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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 should not have the access 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.

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

DELTA Supervisor

The DELTA Supervisor is chosen by the agency to manage the DELTA accounts for their location. The Supervisor role is assigned to the individuals who are familiar with the agency's employees, their responsibilities and how those responsibilities relate to the DBHDS application.

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.

DELTA Supervisor's Task

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

DELTA Roles: Supervisor

- DELTA Supervisor's Role only has one item under "**Manage Users**"
 - Account Request Form
- To create a user's account, the DELTA Supervisor will click on **Account Request Form** under the **Manage Users** menu.



DELTA Security Officer

The DELTA 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.

The tasks completed by the DELTA Security Officer are:

- Approving or denying pending DELTA account access
- Resetting passwords

DELTA Roles: Security Officer

- DELTA Security Officer has two items under their “**Manage Users**”
 - Admin Account Reset
 - Pending Account Request
- The Security Officer will log in to DELTA and click **Pending Account Requests** under the **Manage Users** menu.



DELTA Local Administrator

The Local Administrator is selected by the DELTA Supervisor and is the primary contact at an agency for a particular DBHDS application or applications.

The Local Administrator is familiar with the application and the access each user of the application needs.

Each agency can have one Local Administrator for all DBHDS applications used at their location, or a Local Administrator may be assigned to each separate application. **Once accounts have been requested and approved, the Local Administrator approves the requests for application access needed by users to perform their jobs.**

The tasks completed by the Local Administrator are:

- Approving or denying pending DBHDS application access

DELTA Roles: Local Administrator

- DELTA Local Administrator's Role only has one item under "**Manage Users**"
 - Pending Application Requests
- To approve a user's application account, the DELTA Local Administrator will click on **Pending Application Request** under the **Manage Users** menu.

The DELTA Local Administrators from the organization can contact DELTA Production to request a new account to be created or request a password reset when a staff is experiencing a problem.



DELTA Users

Anyone who uses DBHDS application to perform a specific job or function is a DELTA User. DELTA 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.

DELTA Users do not perform any specific DELTA tasks.

Creating Delta Accounts

Before any user can access DBHDS applications they must first log on through the DELTA security portal.

Each provider must set up their users with Delta Accounts.

The DELTA User Manual Details this process.

Virginia.gov

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

My Account

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

Manage Users

- Admin Account Reset
- Account Request Form
- Pending Account Requests

DELTA Help

Please contact the DELTA Security Officer(s) at your location for additional support and questions.

- [DELTA Portal Overview](#) (pdf)
- [DELTA User Quick Reference Card2](#) (pdf)
- [DELTA Supervisor Quick Reference Card2](#) (pdf)
- [DELTA Security Officer Quick Reference Card2](#) (pdf)
- [DELTA Quick Reference Card - Local Admin](#) (pdf)
- [DELTA User Manual V1-1](#) (pdf)
- [DELTA Account Request Form \(Save and Use\)](#)

Creating DELTA Accounts

The Figure shows the steps to create DELTA Account.

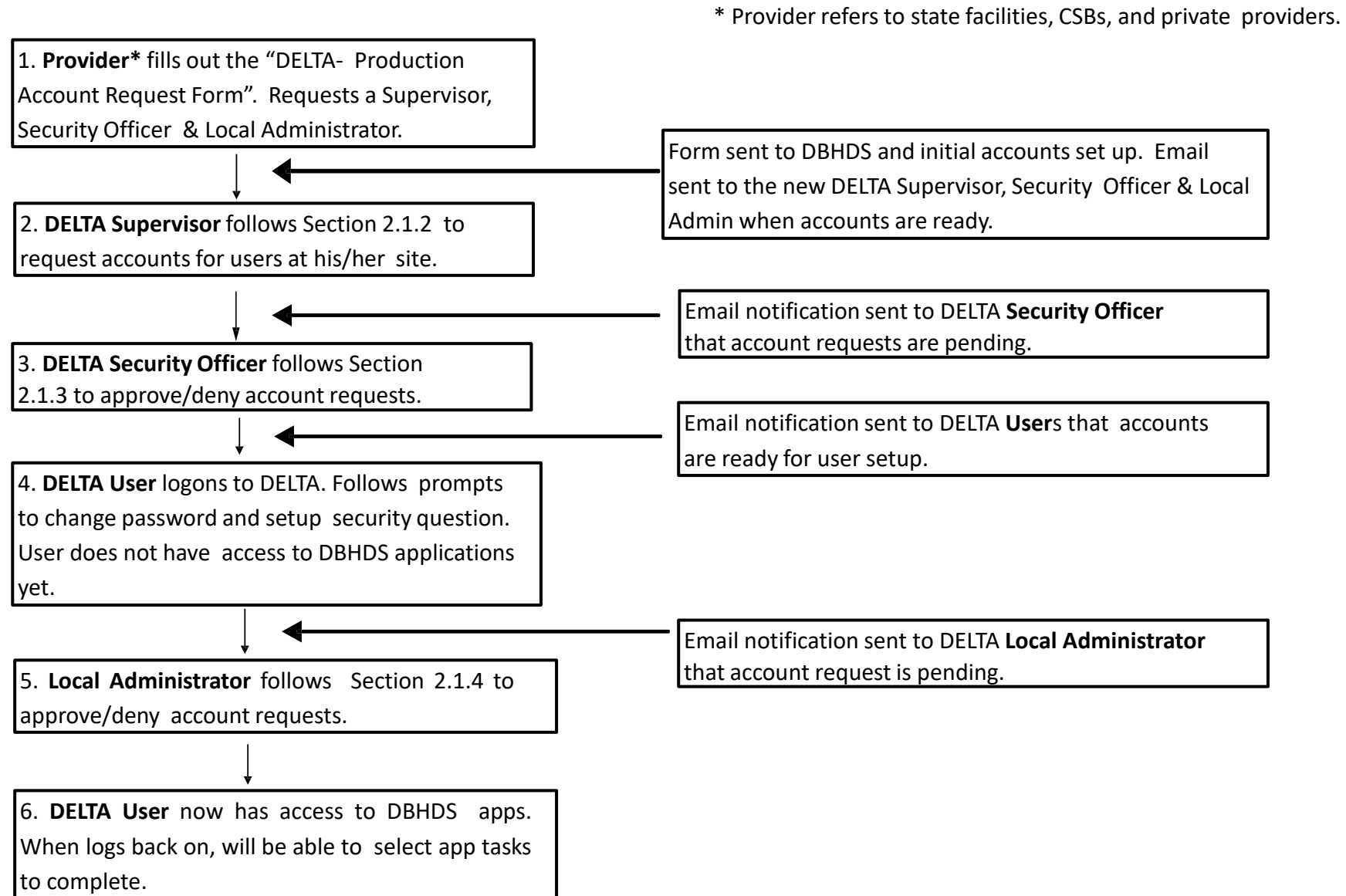
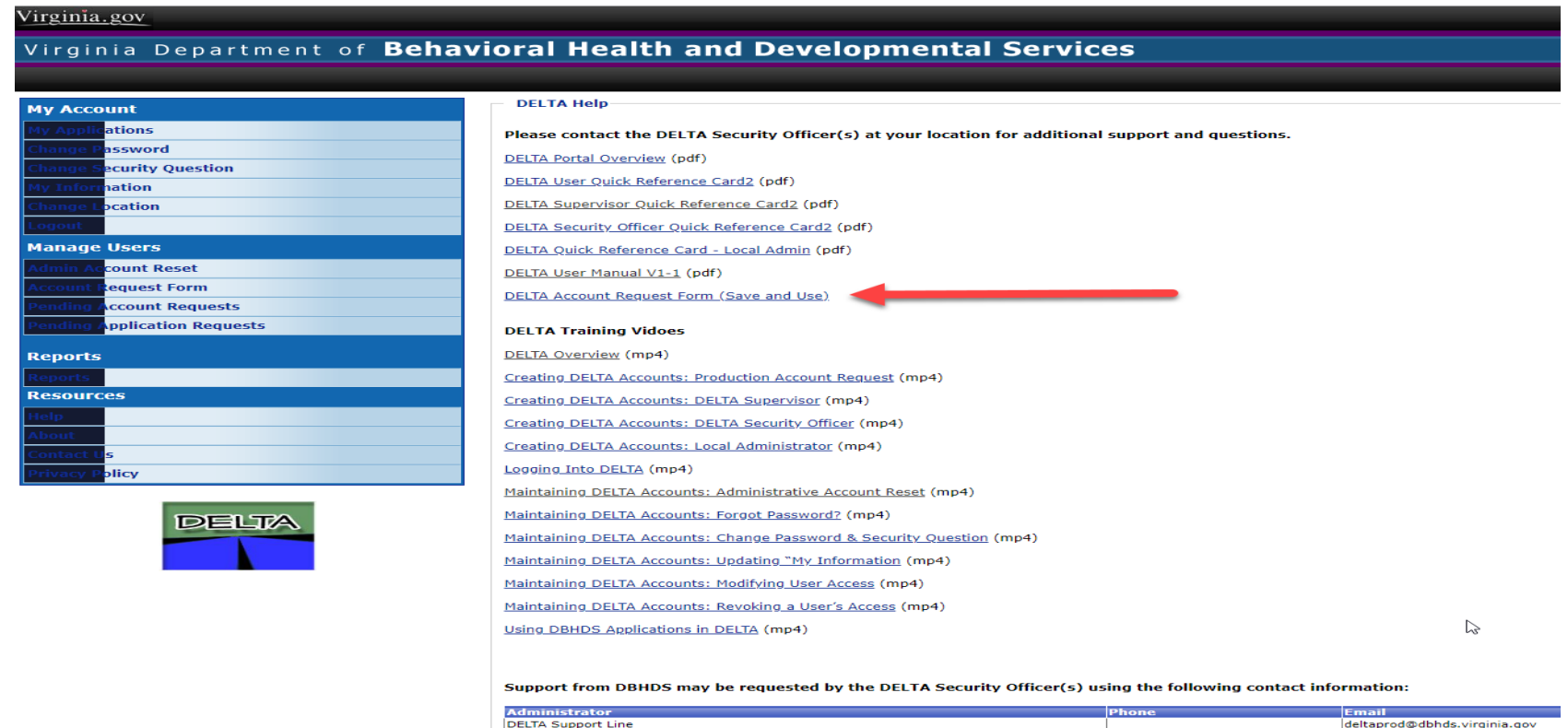


Figure 2.1-1 Creating DELTA Accounts

DELTA -Production Account Request

The first task in creating an account is completed by the provider. The provider 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 located at DETLA Help. One form is completed for each person, indicating which role he/she will fulfill.



Virginia.gov

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

My Account

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

Manage Users

- Admin Account Reset
- Account Request Form
- Pending Account Requests
- Pending Application Requests

Reports

- Reports

Resources

- Help
- About
- Contact Us
- Privacy Policy

DELTA Help

Please contact the DELTA Security Officer(s) at your location for additional support and questions.

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- [DELTA Quick Reference Card - Local Admin](#) (pdf)
- [DELTA User Manual V1-1](#) (pdf)
- [DELTA Account Request Form \(Save and Use\)](#)

DELTA Training Videos

- [DELTA Overview](#) (mp4)
- [Creating DELTA Accounts: Production Account Request](#) (mp4)
- [Creating DELTA Accounts: DELTA Supervisor](#) (mp4)
- [Creating DELTA Accounts: DELTA Security Officer](#) (mp4)
- [Creating DELTA Accounts: Local Administrator](#) (mp4)
- [Logging Into DELTA](#) (mp4)
- [Maintaining DELTA Accounts: Administrative Account Reset](#) (mp4)
- [Maintaining DELTA Accounts: Forgot Password?](#) (mp4)
- [Maintaining DELTA Accounts: Change Password & Security Question](#) (mp4)
- [Maintaining DELTA Accounts: Updating "My Information"](#) (mp4)
- [Maintaining DELTA Accounts: Modifying User Access](#) (mp4)
- [Maintaining DELTA Accounts: Revoking a User's Access](#) (mp4)
- [Using DBHDS Applications in DELTA](#) (mp4)

Support from DBHDS may be requested by the DELTA Security Officer(s) using the following contact information:

Administrator	Phone	Email
DELTA Support Line		deltaprod@dbhds.virginia.gov

DELTA Account Request Form



Resources
Help
About
Contact Us
Privacy Policy



Resources
Help
About
Contact Us
Privacy Policy



DELTA Help

Please contact the DELTA Security Officer(s) at your location for additional support and questions.

[DELTA Portal Overview](#) (pdf)

[DELTA User Quick Reference Card2](#) (pdf)

[DELTA Supervisor Quick Reference Card2](#) (pdf)

[DELTA Security Officer Quick Reference Card2](#) (pdf)

[DELTA Quick Reference Card - Local Admin](#) (pdf)

[DELTA User Manual V1-1](#) (pdf)

[DELTA Account Request Form \(Save and Use\)](#)

DELTA-Production Account Request Form

Submit completed form via email to: deltaproduct@dbhds.virginia.gov

DELTA-PROD USER INFORMATION-CHRIS			
Location* (Agency Name)			
DBHDS License # *			
Email*			
First Name*			
Middle Name			
Last Name*			
Position/Title			
Mailing Address			
City, State, Zip			
Phone Number*			
Fax Number			
CHRIS Location Role*	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Security Officer	<input type="checkbox"/> CHRIS Local Admin

* Required Field

DELTA -Production Account Request

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.



DELTA-Production Account Request Form

Submit completed form via email to: 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

DELTA -Production Account Request

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

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

DELTA -Production Account Request

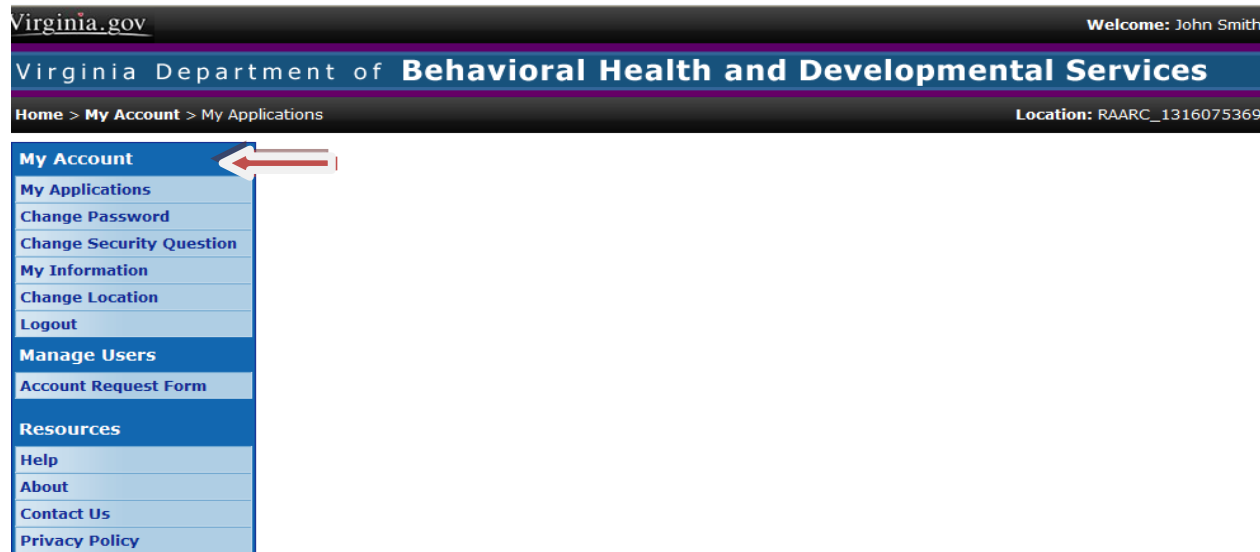
5. When the forms are submitted, DBHDS will create these DELTA accounts. The Supervisor, Security Officer, and Local Administrator will receive email notification of approval to access DELTA.
6. To create accounts the DELTA Supervisor would follow the same steps

Creating DELTA Accounts

The DELTA Supervisor begins the creation of all user accounts

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

Logon to DELTA.



Creating DELTA Accounts

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

The screenshot shows a web application interface for user management. At the top, there is a header bar with the Virginia.gov logo on the left and a welcome message 'Welcome: John Smith' on the right. Below this is a blue banner with the text 'Virginia Department of Behavioral Health and Developmental Services'. A breadcrumb trail indicates the current path: 'Home > Manage Users > Account Request Form'. On the right side of the header, the location 'Location: RAARC_1316075369' is displayed.

On the left side, there is a vertical navigation menu with several sections: 'My Account' (containing links for My Applications, Change Password, Change Security Question, and My Information), 'Manage Users' (containing links for Change Location, Logout, and Account Request Form), and 'Resources' (containing links for Help, About, Contact Us, and Privacy Policy). The 'Account Request Form' link is highlighted with a red arrow pointing to it.

The main content area is titled 'Search for a user'. It contains a prompt 'Enter at least one search criteria.' followed by five input fields: 'Username:', 'First Name:', 'Middle Name:', 'Last Name:' (with 'Jones' entered), and 'Email Address:'. Below these fields are two buttons: 'Search' and 'Reset'. At the bottom of the main content area, there is a section titled 'Results'.

Creating DELTA Accounts

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

The screenshot shows the 'Account Request Form' on the Virginia Department of Behavioral Health and Developmental Services website. The page has a dark blue header with the Virginia.gov logo and a 'Welcome: John Smith' message. Below the header, a navigation bar shows 'Home > Manage Users > Account Request Form' and a 'Location: RAARC_1316075369' indicator. The main content area is divided into two columns. The left column contains a sidebar with links for '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'. The right column is titled 'Account Details' and contains a form with fields for 'Email', 'First Name', 'Middle Name', 'Last Name', 'Position', 'Address', 'City', 'State', 'Zip Code', 'Phone Number', and 'Fax Number'. A red arrow points to the 'Last Name' field, which contains the text 'Jones'. At the bottom of the form are 'Back', 'Next', and 'Cancel' buttons. A DELTA logo is visible in the bottom left corner of the page.

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: Fairfaxcsb@gmail.com

First Name: Albert

Middle Name:

Last Name: Jones

Position:

Address:

City:

State: Select a state...

Zip Code:

Phone Number: () -

Fax Number: () -

Back Next Cancel

DELTA

Creating DELTA Accounts

4. 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

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
Select	CJ6eda4c	Clarence	Jones	(804) 837-0083	Richmond
Select	CJ970eda	Catrina	Jones		

DELTA

Creating DELTA Accounts

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.

Creating DELTA Accounts

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 of the DELTA manual 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.

Virginia.gov
Virginia Department of Behavioral Health and Developmental Services
Home > Manage Users > Account Request Form
Welcome: John Smith
Location: RAARC_1316075369

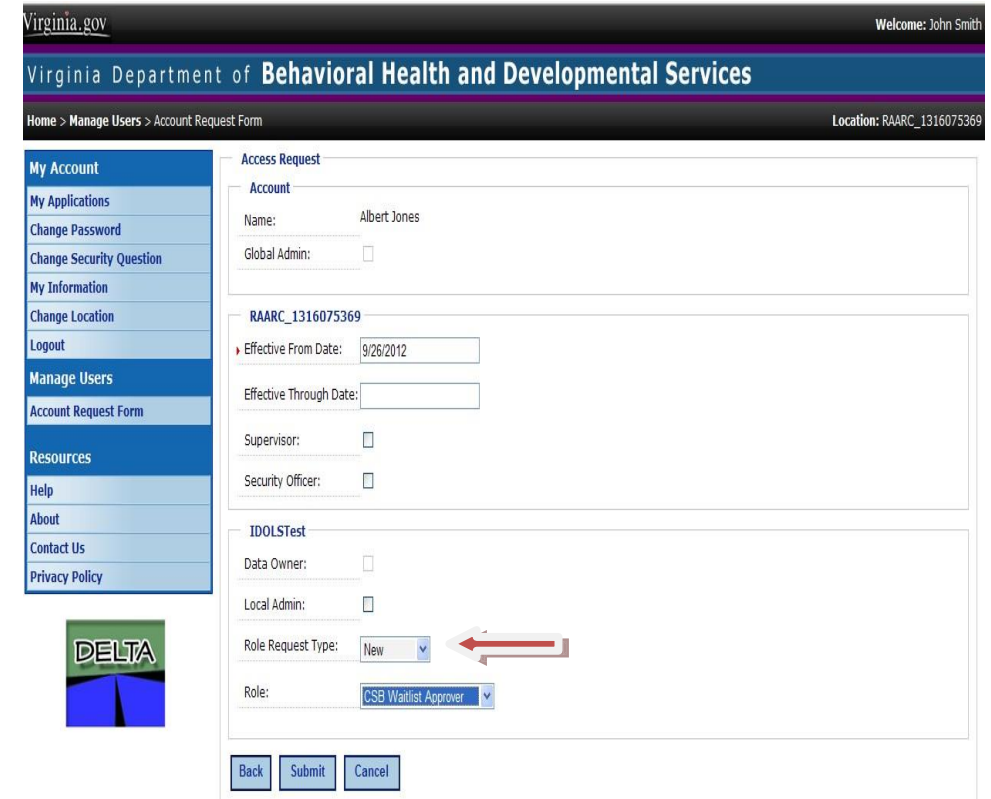
My Account
My Applications
Change Password
Change Security Question
My Information
Change Location
Logout
Manage Users
Account Request Form
Resources
Help
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Privacy Policy

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: CBR Waitlist Approver
Back Submit Cancel

Creating DELTA Accounts

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.



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: ☐

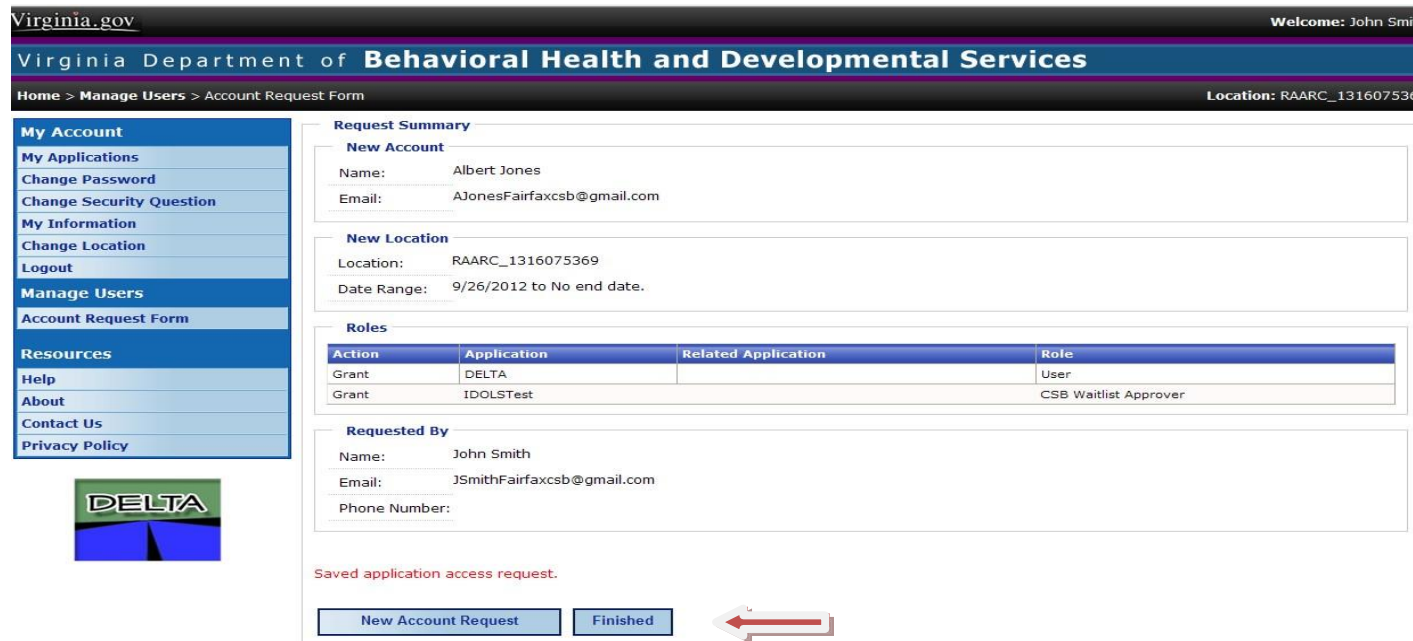
Role Request Type: New 

Role: CSB Waitlist Approver

Back Submit Cancel

Creating DELTA Accounts

8. 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**.



The screenshot shows the 'Account Request Summary' page. The header includes 'Virginia.gov', 'Welcome: John Smith', and 'Virginia Department of Behavioral Health and Developmental Services'. The breadcrumb trail is 'Home > Manage Users > Account Request Form'. The location is 'RAARC_1316075369'. A left sidebar contains links for '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'. Below the sidebar is a 'DELTA' logo. The main content area is titled 'Request Summary' and contains sections for 'New Account' (Name: Albert Jones, Email: AJonesFairfaxcsb@gmail.com), 'New Location' (Location: RAARC_1316075369, Date Range: 9/26/2012 to No end date.), and 'Roles' (a table with 4 columns: Action, Application, Related Application, Role). The 'Roles' table has two rows: 'Grant DELTA User' and 'Grant IDOLSTest CSB Waitlist Approver'. Below the roles is a 'Requested By' section (Name: John Smith, Email: JSmithFairfaxcsb@gmail.com, Phone Number:). At the bottom, a red message says 'Saved application access request.' and there are two buttons: 'New Account Request' and 'Finished'. A red arrow points to the 'Finished' button.

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.

New Account Request Finished

Creating DELTA Accounts

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

1. When a DELTA Supervisor submits a new account request, you receive an email notification.

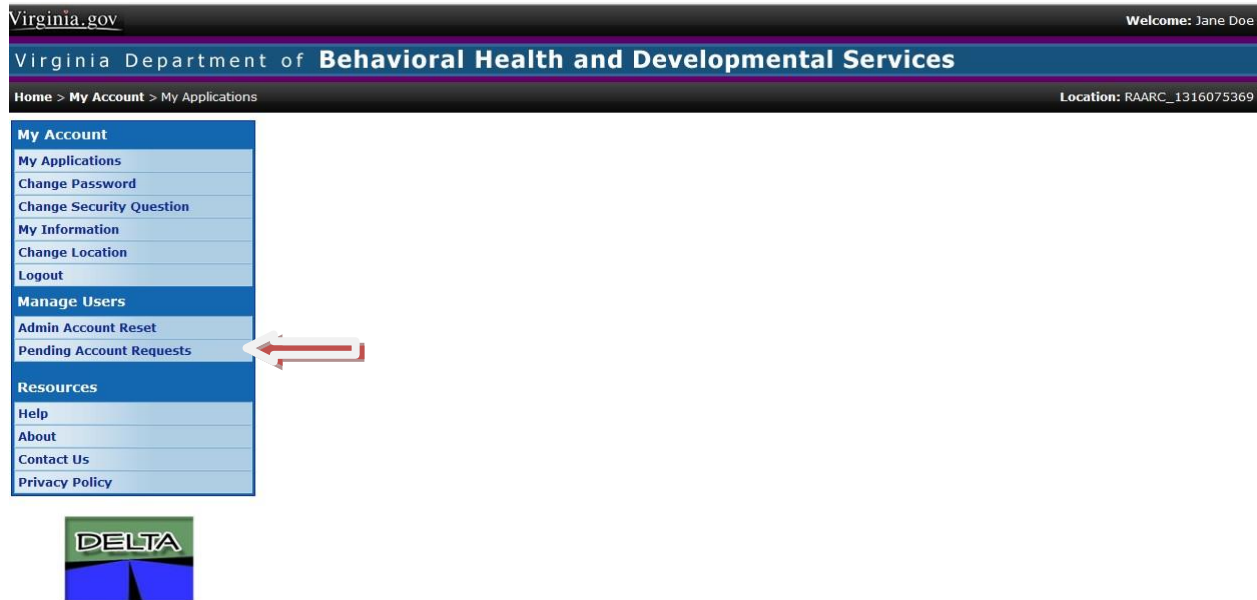
***** DELTA Email Notification *****

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.

Creating DELTA Accounts

2. Enter DELTA from the DBHDS website <http://www.dbhds.virginia.gov>.
3. Click **Pending Account Requests** under the **Manage Users** menu.



Creating DELTA Accounts

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

The screenshot shows a web application interface for the Virginia Department of Behavioral Health and Developmental Services. The top navigation bar includes the Virginia.gov logo, a welcome message for Jane Doe, and the department name. A breadcrumb trail indicates the current location is 'Home > Manage Users > Pending Account Requests'. A sidebar on the left contains links for 'My Account', 'Manage Users', and 'Resources'. The main content area displays a table of 'Pending Account Requests' with columns for Username, First, Last, Position, Email, and Date. A red arrow points to the 'Process' link next to the first entry.

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

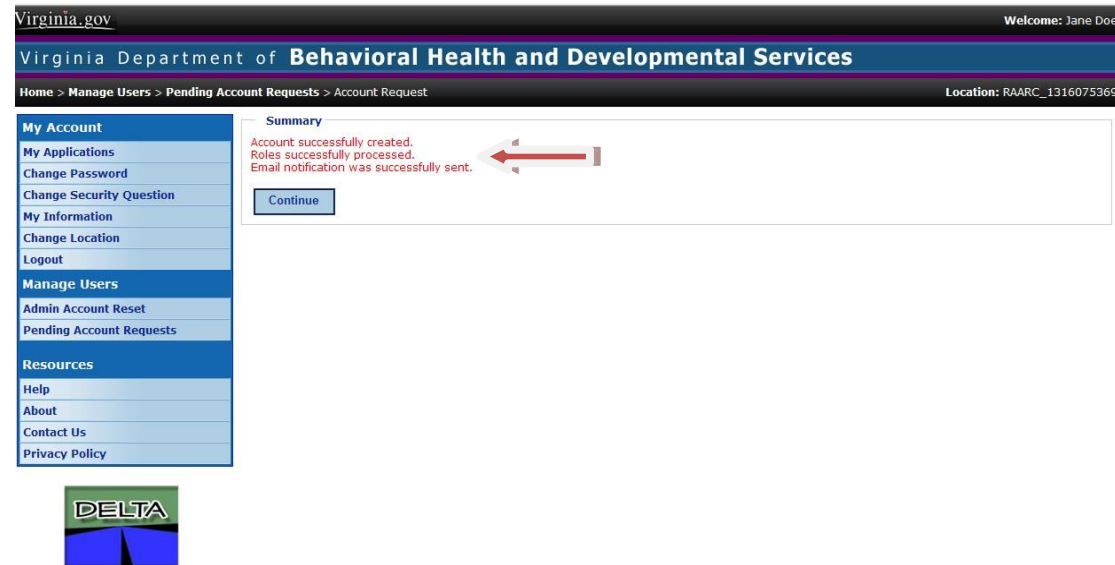
Pending Account Requests

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



Creating DELTA Accounts

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



DELTA Accounts

6. 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**.

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:

Approve Deny Cancel

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.

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.

Dear XXXXXX

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: XX521618 Initial
Password: x7ktEG!3
Email: xxxxFairfaxsb@gmail.com Title:
Location: RAARC_1316075369 Phone
Number:
Fax Number:

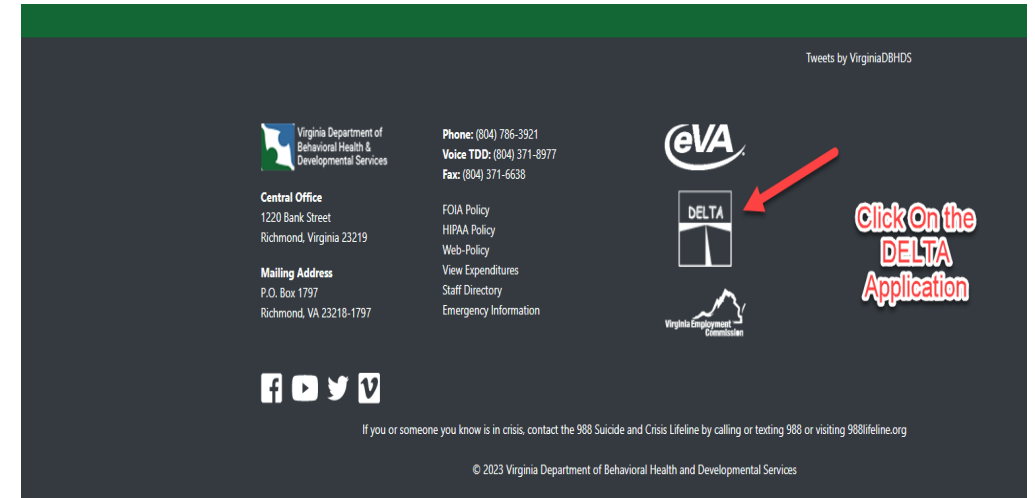
When you logon to DELTA for the first time, you will be prompted to change your password and set up your security questions. You must complete this step by 10/8/2012. Also, specific application access will not be granted until you have completed this step.

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.

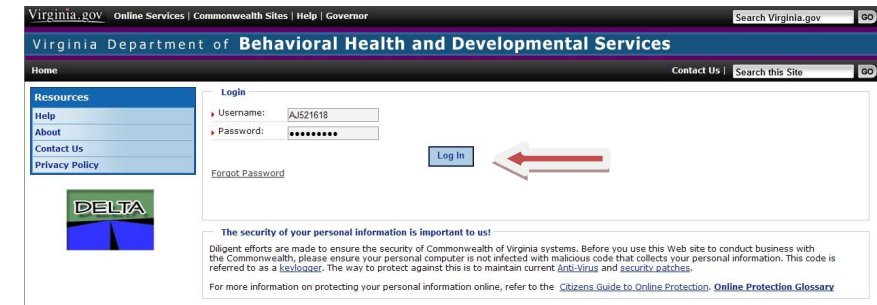
DELTA Accounts

2. Enter DELTA from the DBHDS website

<http://www.dbhds.virginia.gov>



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.



DELTA Accounts

4. 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

5. A confirmation screen will be displayed.

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Virginia Department of Behavioral Health and Developmental Services

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DELTA

Change Password

Your password has expired. Please change it now.

Password: [input field]
New Password: [input field]
Confirm New Password: [input field]

Change Password

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Virginia Department of Behavioral Health and Developmental Services

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DELTA

Change Password Complete
Change Password Complete
Your password has been changed!

Continue

DELTA Accounts

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 the 'Change Security Question' form in the DELTA system. The form is titled 'Change Security Question' and includes the following fields:

- Username: AJS21618
- Password: A masked input field with 10 dots.
- Security Question: A dropdown menu with 'What model was my first car?' selected. A red arrow points to this dropdown.
- Security Answer: A text input field containing 'mitsubishi'.
- Save Answer: A blue button.

The page header includes 'Virginia.gov', 'Online Services | Commonwealth Sites | Help | Governor', and a search bar. The page title is 'Virginia Department of Behavioral Health and Developmental Services'. The left sidebar contains a 'Resources' menu with links to 'Help', 'About', 'Contact Us', and 'Privacy Policy'. The DELTA logo is visible in the bottom left corner.

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



The screenshot shows the confirmation screen after the security question and answer have been successfully changed. The page title is 'Change Security Question'. The message states: 'Security Question and Answer have been successfully changed.' A blue 'Continue' button is visible. A red arrow points to the 'Continue' button.

The page header and sidebar are identical to the previous screenshot, including the 'Virginia.gov' header, 'Online Services | Commonwealth Sites | Help | Governor' navigation, search bar, 'Virginia Department of Behavioral Health and Developmental Services' title, 'Resources' menu, and DELTA logo.

DELTA Accounts

The last step to creating DELTA is to approve the request for a user's permissions to DBHDS application. 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.

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

A new application access request has been submitted for XXXXX to have access to CHRIS 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.

DELTA Accounts

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

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.



DELTA Accounts

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.

****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**.**

Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests > Application Request 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

Request Summary

Account:

Name: Albert Jones

Email: AJonesFairfaxsb@gmail.com

Location:

RAARC_1316075369

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

Roles

Action	Application	Related Application	Role
Change	IDOLSTest		CSS Submitter

Requested By:

Name: John Smith

Email: JSmithFairfaxsb@gmail.com

Phone Number:

Approve Deny Cancel

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

Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests > Application Request Location: RAARC_1316075369

Summary

Application roles successfully changed.

Continue

DELTA Accounts

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**.

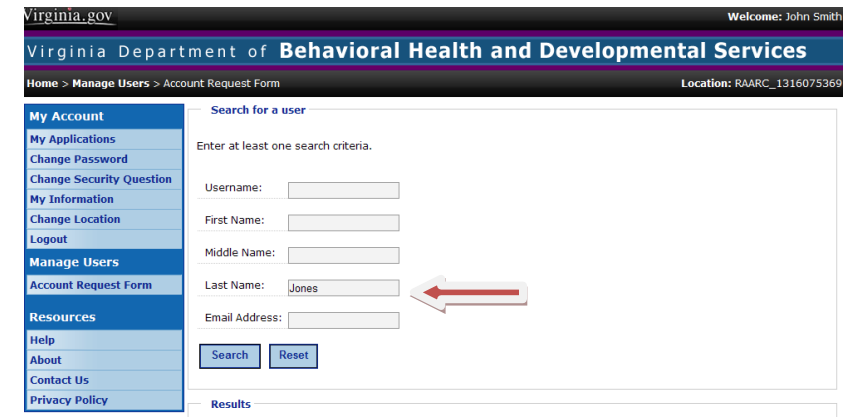
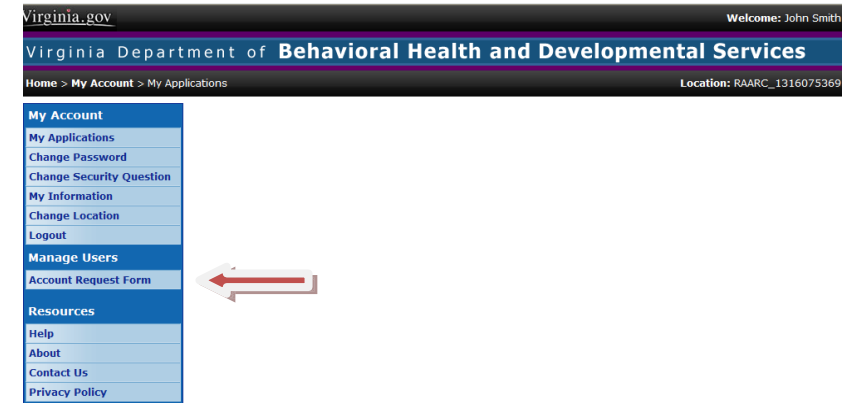
Modifying DELTA Accounts

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 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.

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.

Modifying DELTA Accounts

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



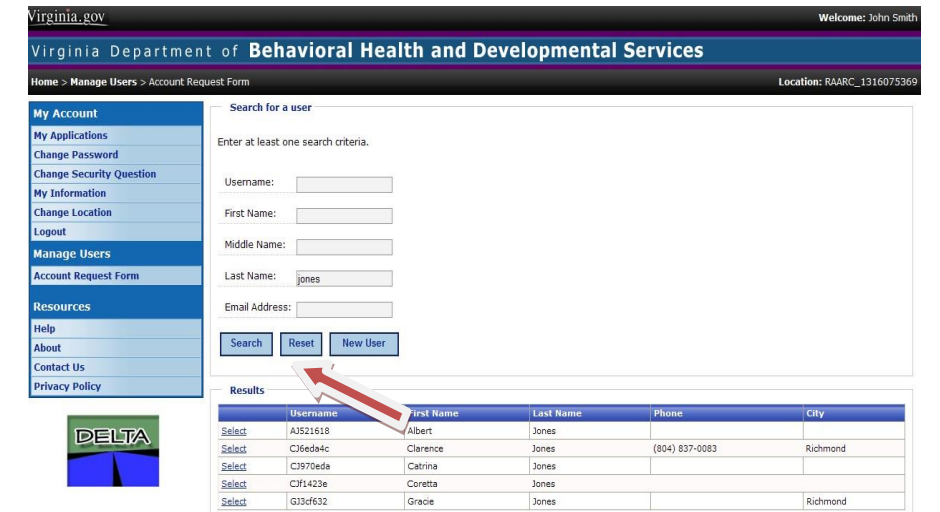
Modifying DELTA Accounts

4. The results are displayed at the bottom of the screen.

Click **Select** next to the Username to choose that user for your account request.

5. 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. The DELTA Supervisors must be familiar with the DBHDS applications and their roles, as used in their agency.



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
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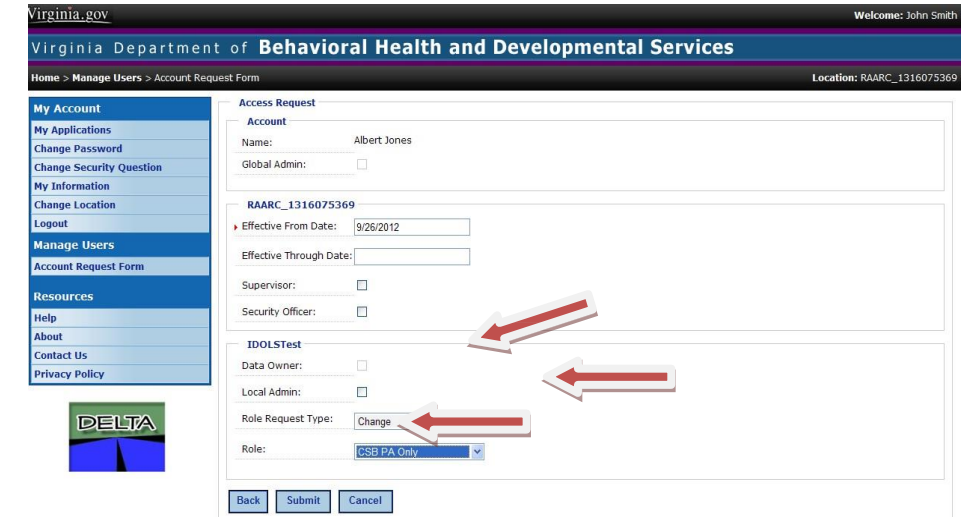
Search for a user

Enter at least one search criteria.

Username:
First Name:
Middle Name:
Last Name:
Email Address:

Results

	Username	First Name	Last Name	Phone	City
Select	AJ521618	Albert	Jones		
Select	CJ6eda4c	Clarence	Jones	(804) 837-0083	Richmond
Select	CJ970eda	Catrina	Jones		
Select	CJF1423e	Coretta	Jones		
Select	GJ3cf632	Gracie	Jones		Richmond



Virginia.gov Welcome: John Smith

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Account Request Form Location: RAARC_1316075369

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Access Request

Account

Name:
Global Admin: ☐

RAARC_1316075369

Effective From Date:
Effective Through Date:

Supervisor: ☐
Security Officer: ☐

IDOLSTest

Data Owner: ☐
Local Admin: ☐

Role Request Type:
Role:

Modifying DELTA Accounts

6. 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**.

7. The DELTA Local Administrator receives an email message to process the user's account.

8. 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.

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

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Request Summary

Existing Account

Name: Albert Jones
Email: AJonesFairfaxcb@gmail.com

Location

Location: RAARC_1316075369
Date Range: 9/26/2012 to No end date.

Roles

Action	Application	Related Application	Role
Change	IDOLTest		CSB PA Only

Requested By

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

Saved application access request.

New Account Request Finished

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

A new application access request has been submitted for XXXX to have access to CHRIS 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.

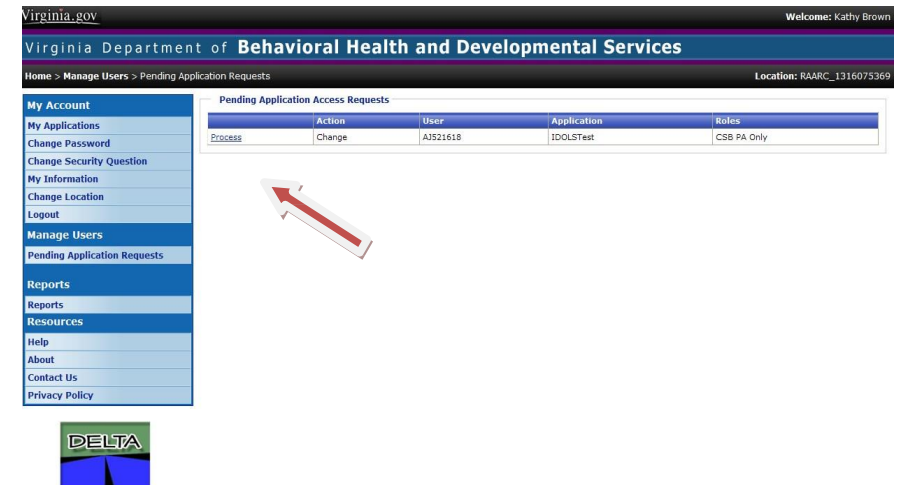
Modifying DELTA Accounts

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



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.



Modifying DELTA Accounts

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**.

Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests > Application Request Location: RAARC_1316075369

My Account

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

Manage Users

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Request Summary

Account

Name: Albert Jones
Email: AJonesFairfaxsb@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: JSmithFairfaxsb@gmail.com
Phone Number: [Red Arrow points here]

Approve Deny Cancel

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

Virginia.gov Welcome: Kathy Brown

Virginia Department of Behavioral Health and Developmental Services

Home > Manage Users > Pending Application Requests > Application Request Location: RAARC_1316075369

Summary

Application roles successfully changed.

Continue [Red Arrow points here]

Revoking DELTA User's Application Access

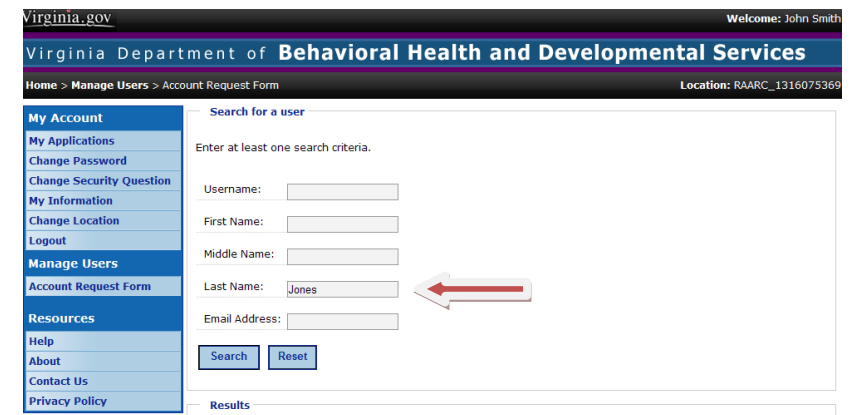
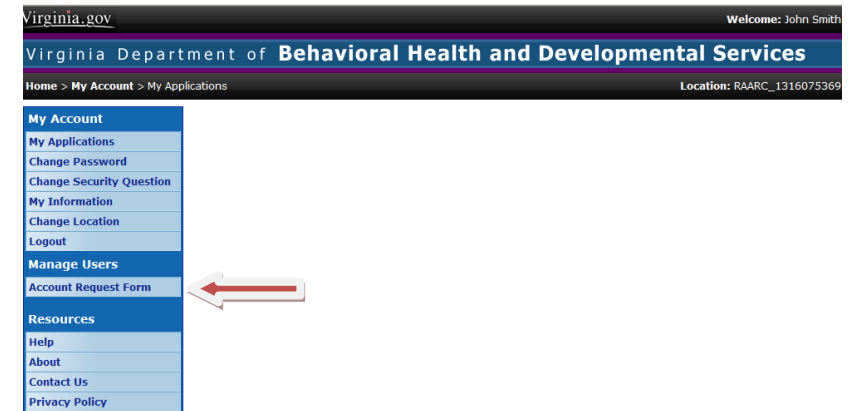
When a staff member is no longer working at your location, the DELTA Supervisor must revoke his or her access to DELTA and the DBHDS applications used at the provider location.

1. Enter DELTA from the DBHDS website

<http://www.dbhds.virginia.gov>. Logon to DELTA, following the steps outlined in Logging In to Delta.

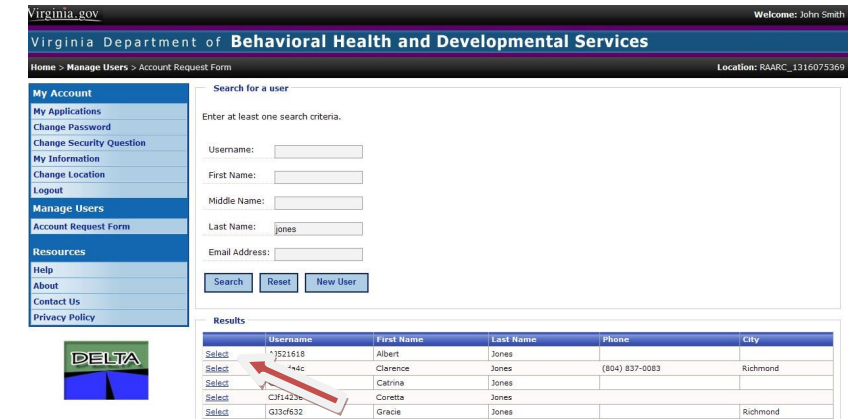
2. Click **Account Request Form** under the **Manage Users** menu.

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.



Revoking DELTA User's Application Access

4. 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

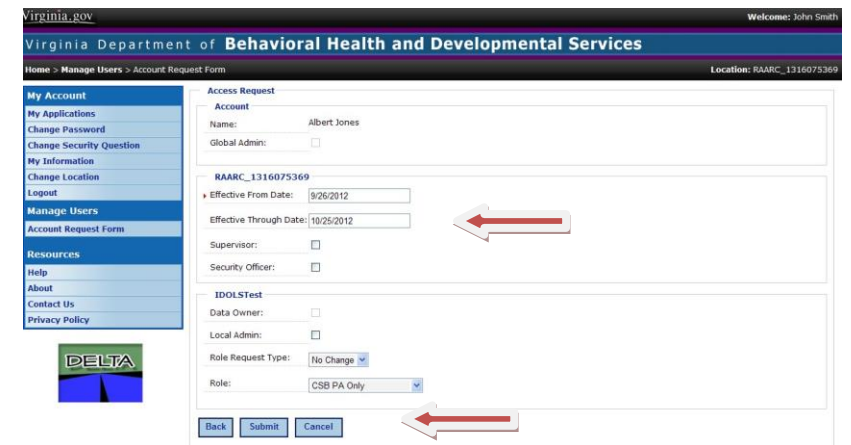
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Search for a user
Enter at least one search criteria.
Username:
First Name:
Middle Name:
Last Name:
Email Address:
Search Reset New User

Results

	Username	First Name	Last Name	Phone	City
Select	*J521618	Albert	Jones		
Select	*44c	Clarence	Jones	(804) 837-0083	Richmond
Select		Catrina	Jones		
Select	CJF423	Coretta	Jones		
Select	G33CF632	Gracie	Jones		Richmond

5. 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.



Virginia.gov Welcome: John Smith
Virginia Department of Behavioral Health and Developmental Services
Home > Manage Users > Account Request Form Location: RAARC_1316075369

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Access Request

Account
Name:
Global Admin: ☐

RAARC_1316075369
Effective From Date:
Effective Through Date:
Supervisor: ☐
Security Officer: ☐

IDOLSTest
Data Owner: ☐
Local Admin: ☐
Role Request Type:
Role:

Back Submit Cancel

Revoking Users Access to CHRIS

It is the provider's responsibility to immediately revoke an employee's user access to DELTA and DBHDS applications when the employee separates from the organization in order to prevent the inadvertent disclosure of PHI for those who should no longer have access to it.

Revoking the separated employee's user access to DELTA helps to prevent the inadvertent disclosure of PHI.

Failure to immediately revoke a separated employee's user access to DELTA constitutes a violation of the Licensing Regulations (12 VAC 35-105-150(1), 12 VAC 35-105-150(4), and 12 VAC 35-105-870); Children's Residential Regulations (12VAC35-46-60(I), 12VAC35-46-70, and 12 VAC 35-46-660 (c)), and the Human Rights Regulations (12VAC35-115-80).

Revoking Users Access to CHRIS

As a result, providers who fail to revoke the DELTA user access of separated employees may be subject to the sanctions enumerated within Code of Virginia §37.2-419 and, for providers of non-children's residential services, 12 VAC 35-105-100 as well.

In addition, providers who fail to revoke DELTA user access for separated employees may also be subject to the negative actions enumerated within 12 VAC 35-105-110 for non-children's residential providers and 12 VAC 35-46-130 and 12VAC35-46-90(B) for children's residential providers

Revoking Users Access to CHRIS

Revoking Users Access assistance is located in DELTA under Help.

<https://delta.dbhds.virginia.gov/DELTA/Help/revoke%20access.mp4>

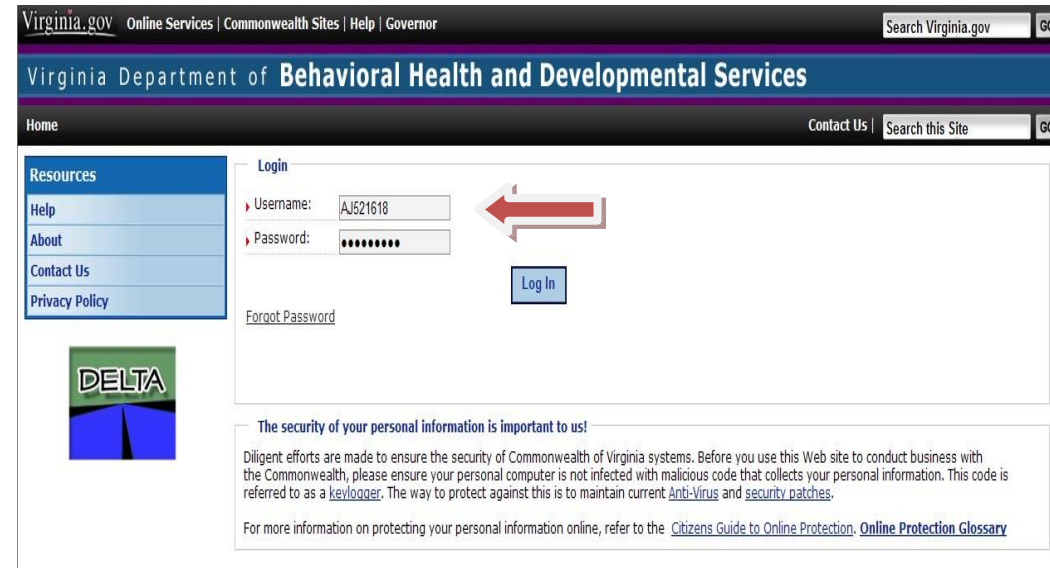
*On March 3, 2020, DBHDS began to remove access to individuals who have not accessed the CHRIS application after January 1, 2019.

*Starting July 1, 2020, DBHDS will begin to remove access to individuals who have not accessed the CHRIS application in six (6) months.

Logging into DELTA

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

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



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DELTA

Login

Username: AJ521618

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](#)

Logging into DELTA

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.

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DELTA

Your password has expired. Please change it now.

▶ Password:

▶ New Password:

▶ Confirm New Password:

Change Password

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DELTA

Change Password

Change Password Complete
Your password has been changed!

Continue

Logging into DELTA

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.



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DELTA

Change Security Question

Username: ISd440b5


Password: [masked]

Security Question: What model was my first car?

Security Answer: mitsubishi

Save Answer

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.



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DELTA

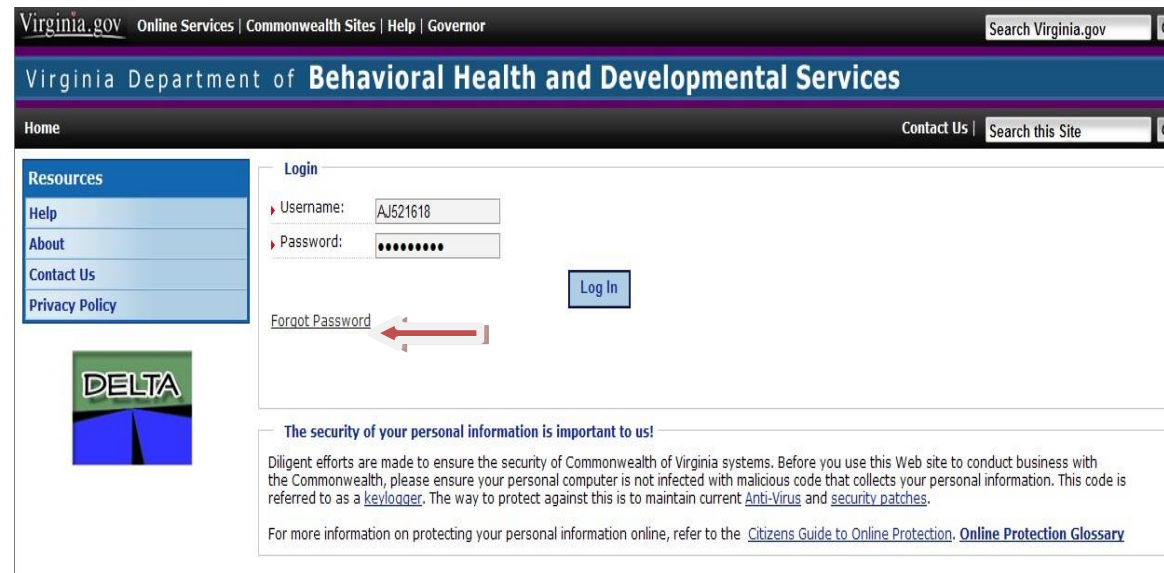
Change Security Question

Security Question and Answer have been successfully changed. Continue

DELTA: Forgot Passwords

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.



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DELTA

Login

Username: AJ521618

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](#)

DELTA: Forgot Passwords

Users can reset their own password by using the Forgot Password button on the DELTA login screen.



1. Click Forgot Password, the Forgot Password screen is displayed
2. Enter your Username
3. Click Submit
4. Your security question will be displayed on the screen.
5. You must answer the question correctly for your password to be reset. Click **Submit** for a temporary password to be created.

DELTA: Forgot Passwords

6. 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 .

Dear XXXX,

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?8I

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.

DELTA: Resetting Passwords

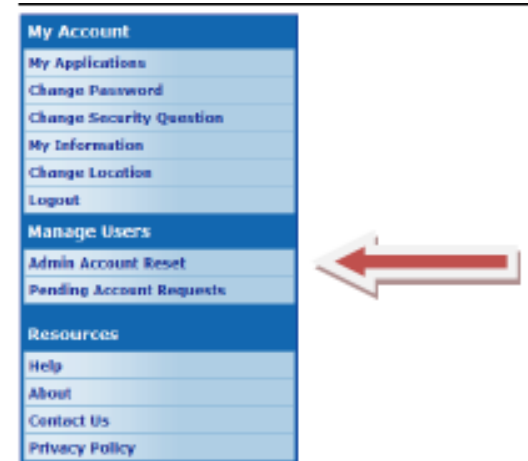
One of the tasks completed by the **DELTA Security Officer** is to reset passwords due to:

- 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.

DELTA: Resetting Passwords

To reset a password:

1. Log into DELTA
2. Select **Admin Account Reset** from the **Manage Users** menu.
3. The **Search for a User** screen is displayed. Enter at least one search criteria. Select **Search**.



A screenshot of the 'Search for a user' screen in the DELTA system. The screen has a left sidebar with the same 'My Account' menu as the previous image. The main area is titled 'Search for a user' and contains a form with several input fields: 'Username:', 'First Name:', 'Middle Name:', 'Last Name:' (with 'Jones' entered), and 'Email Address:'. Below the fields are 'Search' and 'Reset' buttons. A large red arrow points from the right towards the 'Last Name' field, and another red arrow points from the right towards the 'Search' button. Below the form is a section labeled 'Results'.

My Account
My Applications
Change Password
Change Security Question
My Information
Change Location
Logout
Manage Users
Admin Account Reset
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Search for a user

Enter at least one search criteria.

Username:

First Name:

Middle Name:

Last Name:

Email Address:

Results

DELTA: Resetting Passwords

The results are displayed at the bottom of the screen. Click **Select** next to the Username to choose the correct account.

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
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- 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
Select	821618	Albert	Jones		
Select	8047088	Clarence	Jones	(804) 827-8080	Richmond
Select	8047088	Catrina	Jones		
Select	C2F1603a	Conetta	Jones		
Select	G130630	Gracie	Jones		Richmond

DELTA: Resetting Passwords

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.

Administrative Account Reset	
User to reset:	A0521018
Name:	Albert Jones
Email:	AJonesFairfaxsb@gmail.com
Position:	
Address:	
Phone Number:	
Fax Number:	
Last Activity:	9/26/2012 5:08:40 PM GMT
<div><button>Reset Password</button><button>Cancel</button><button>Return to Search</button></div>	

DELTA: Changing Password

Currently DELTA password 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.



DELTA: Changing Password

You may change your Security Question at any time.

1. Enter DELTA from the DBHDS website

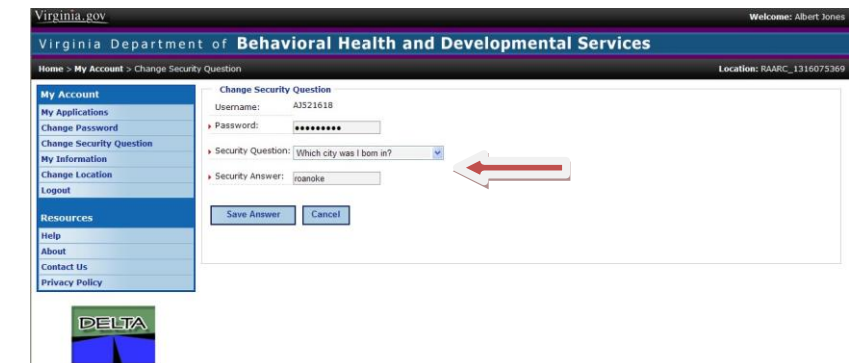
<http://www.dbhds.virginia.gov>.

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.



CHRIS Backup

DBHDS Office of Licensing issued a memorandum in October 2019 titled CHRIS Updates (<http://www.dbhds.virginia.gov/assets/doc/QMD/OL/10.01.19-chris-updates-memo.pdf>). In the memorandum CHRIS Reporting Expectations were explained. In the memorandum it states:

“All providers are required to have a **back-up person** to enter incidents into CHRIS. When one individual is locked out of CHRIS the **back-up individual** will be able to submit the incident within the 24 hour time frame.”

Each reporter must have their own unique DELTA username and password.

CHRIS Late Reporting

If you are having problems entering in an incident in CHRIS, which will cause late reporting of the incident. Please notify the Incident Management Unit (IMU) at **incident_management@dbhds.Virginia.gov**.

Directly submitting serious incident reports **only** to your licensing specialist when you are locked out of your account or need a password reset is **no longer acceptable**.

You can notify your licensing specialist and DELTA production to get assistance with logging into CHRIS.

However, if you do not notify IMU the incident will still be considered late.

The only exception to this will be when there is a system error in CHRIS/DELTA or a network outage.