### Revision History

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<td>V1.0</td>
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1 User Login

To sign in to your account, visit link [CDPH Certificates, Licenses, Permits, and Registrations Portal](https://informassistance.cdph.ca.gov/content/cdph-global/). 

1.1 Creating a user account

If you are a first-time visitor, you will need to create an account by clicking the **Create an Account** button. You will be redirected to the **Create a user account** screen.
Once you create your account you will see a popup window confirming that your account has been created.

![Registration popup window](image)

You should also receive a confirmation to the email address provided during account registration.

![Confirmation email](image)

1.2 Reset password?

If you have forgotten your password but you have the email address you used to create and register your account, you can click on **Reset Password** link to trigger a temporary password to the email address provided.
1.3 Forgot your username/email?
If you have forgotten your username but you have the email address you used to create and register your account, you can click on **Forgot your username/email?** link to retrieve your username.

Once you login to the application, you will see the Application Landing Screen. Click on **Apply Now** under **Apply for Facility Licensure** to gain access to the GACH/APH Online Application.
LET’S GET STARTED

Apply for Facility License
Select this option if you would like to submit a health facility application for a General Acute Care Hospital (GACH) or Acute Psychiatric Hospital (APH).

Palliative Care Program Report
Select this option if you represent a licensed hospice and want to submit an annual Palliative Care Pilot Program (PCPP) Report.

Waiver or Program Flexibility
Select this option if you want to submit a Patient Needs Waiver or a Workforce Shortage Waiver application.

End of Life Option Act Forms
Select the option if you want to submit an End of Life Option Act (EOL) form.

Apply Now
Submit Report
Submit Waiver
Submit Form
2   GACH/APH Online Application Access

Access to the GACH/APH Online Application is controlled at two levels

1) Application Landing Page – Only users authorized to access the Apply for Facility Licensure will be allowed to go past this screen. When an unauthorized user clicks on **Apply Now** under the Apply for Facility Licensure, they will get an Authorization Error popup.

2) To request access to the GACH/APH Online Application, the user will need to complete the User Access Request form by clicking the **click here** link on the Authorization Error popup. This will open the User Access Request form in a new tab. Once the request is submitted, CAB will review the request and if approved, grant the necessary access to the user.
3) Once approved, you will be given access to the facility that you requested under Step 2. You will not be permitted to access the information for a facility that you do not have access to. If you require access to a different facility, follow the instructions under Step 2 above to request access for this facility.
Note: If there are multiple authorized users submitting applications for multiple facilities, a separate User Access Request will be required for each user and each facility.
3 Online Application Components

3.1 Homepage

All new users, when they login to the GACH/APH Online Application for the first time, will land at the application homepage.

They will have the option to choose the application type they wish to start with.

If the application is for an existing facility, the user will also have an option to search for this facility by name and location, license number or facility ID.
Once the results are populated, the user can select one of the list facilities and click on **Next** to gain access to the facility details (this is assuming the user is authorized to see details for the selected facility).
3.2 My Applications

On this screen, the provider will be able to see all the in-progress and submitted applications. The users can also navigate to this page from any screen by clicking on the My Applications link at the top right of the page.

If the user is already associated with a facility and has access to the facility details, then they will see an additional option to navigate to the facility details page.
If there are corrections pending for an application submitted by the provider, they will see an additional section at the top of the My Applications page to navigate them through the corrections process.
3.3 Facility Details

This page will provide the summary level information regarding the selected facility. This will serve as the central navigation point from where the provider can initiate Report of Change applications, by clicking on the **Change** buttons next to the boxes.
3.4 Online Forms

The online application is built using adaptive forms. The system behavior and information presented on the screen will be based on the user actions on the prior sections. Hint text and expected data format will be available under the data entry fields where applicable.

All optional fields will be indicated by the text (if applicable) next to the field labels. Unless specified all fields must be treated as mandatory for the form submission.

Errors during data entry will be highlighted to the users and the error message will be displayed under the field.
If the application requires the user to submit an attachment, they will be able to do so by clicking the Attach button. The users will be able to remove these attachments by clicking on X next to the attachment labels.

Some of these attachments sections will allow the users to upload multiple files (one after the other). Review the question above the Attach button to verify if the requirement is to upload one or more files. If the system does not allow attaching multiple files but you have a need to provide additional documentation, consider merging the documents into one file and then attach them under the appropriate question.

If the requirement is to upload a document in a specific format, links will be provided which will redirect the user to an external website.
Clicking on **Save** will save the current state of the form and store the data in the In-Progress section under My Application. The user can use this option to save the work in-progress application and return to it at a future time.
3.5 Form Tiles

For Initial Applications, Change of Ownership, Change of Location and Change of Service applications, the larger application form is split into individual tiles, each representing a distinct form. The providers will need to complete all the mandatory forms before they can complete their application.

Forms that are not yet started will show as Not Started on the tiles.

Forms that are in progress will show as In Progress on the tiles.
Forms that are completed will show as **Completed** on the tiles.

In case corrections are needed on the forms represented by these tiles, they will appear as Correction, and the guidance on what needs to be corrected will be available at the top of the screen.

(Disclaimer will always reappear on the form anytime correction is required)
3.6 Services Selection Tiles

3.6.1 Onsite Services

The services selection screen for onsite services is broken down into three parts,

1) Existing Services – This will provide a list of all the basic and non-basic services which are currently available at the facility location. The user will have an option to change the non-basic services, and to expand/relocate the basic services.

2) New Services – This will provide a list of all the non-basic services which are currently not available at the facility location. The user will have an option to add these non-basic services.

3) Other Changes – This will include all the common information that are applicable across services such as Construction and Disclaimer, and non-mandatory information such as Equipment.
CHANGE OF SERVICES - ONSITE

Existing Services
To remove, suspend, reactivate, or expand services at the Onsite location, click on the "Change" button.

- Basic Emergency Medical
- Nuclear Medicine - Diagnostic Breast Center
- Outpatient Services - Bronchoscopy
- Outpatient Services - Interventional Radiology

New Services
To add services at the Onsite location, click on the "Add" button.

- Acute Respiratory Care Service
- Burn Center
- Cardiac Catheterization Laboratory Services
- Cardiovascular Surgery

Other Changes
To request other changes at the Onsite location, click on the "Change" button.

- Construction
- Equipment
- Disclaimer
3.6.2 Offsite Services
To add offsite services for an offsite location, the provider will be required to first include the address information for the offsite location.

Once the offsite location information is added, the provider will have an option to add services and provide the necessary information for those services.
In case there are more than one offsite location, the provider will be required to follow the same process of adding additional offsite locations and then adding the services associated with that location.
4 **Troubleshooting**

- If you are unable to login to the application try forgot username or reset your password links.
- If the validation error message on the forms do not go away, click outside the field (text box, etc.) once you have corrected the data. This should reset the validation and allow you to proceed by clicking **Complete**.
- If the text entry field does not allow you to enter special characters, remove the special characters and enter the information.
- If you wish to attach multiple documents in response to a question, and the system does not allow you to attach more than one document, consider merging the documents into a single file and then attach it to the form.
- If you have received a notification for corrections, open the form on the online application and make sure to review all the pages by clicking **Back** until you reach the page(s) where correction is needed.
- For questions on application process, click on **Online Support** link at the top right of the page for additional guidance on most frequently asked questions.
- For all other issues, click on **Contact Us** link at the top right of the page.