



Sage Notification: C-Number Deactivation for Users with 60 Days of Inactivity

5/29/2024 @ 3:00pm

Dear SAPC Treatment Providers,

Due to enhanced security protocols to aid in mitigating future security risks, Los Angeles County Internal Services Division will begin disabling contractor numbers (c-numbers) that have not been active for **60 days** on **Thursday, 06/06/2024**. An active Sage user is defined as a user who has logged into Sage-PCNX within the last 60 days. Therefore, users that have not logged in for more than 60 days are considered inactive.

On **Thursday 06/06/2024** if a Sage user has not accessed the Sage system in over 60 days their account will be disabled. Sage users with a disabled c-number will not be able to log in to Sage. C-numbers can be reactivated by:

- a. Contacting the DPH Helpdesk at (213) 462-1411
- b. Contacting SAPC Contracts at sageforms@ph.lacounty.gov

If a Sage user allows their c-number to remain inactive for over 90 days then their Sage account will be deactivated and their c-number will be permanently deactivated. If a Sage user allows their c-number to remain inactive for over 90 days—no log-in activity, their Sage account will be deactivated, and their c-number will be permanently deactivated. If the user needs to regain access to Sage, they will have to request a new c-number from SAPC Contracts by submitting a new User Creation form to request a new c-number and a modification to their Sage account to update their Sage account with the new c-number via Sageforms@ph.lacounty.gov.

To prevent deactivation, users should log into Sage before 06/06/2024. View only user roles that were created for billing and documentation only, who do not need access to the system, will not be impacted.