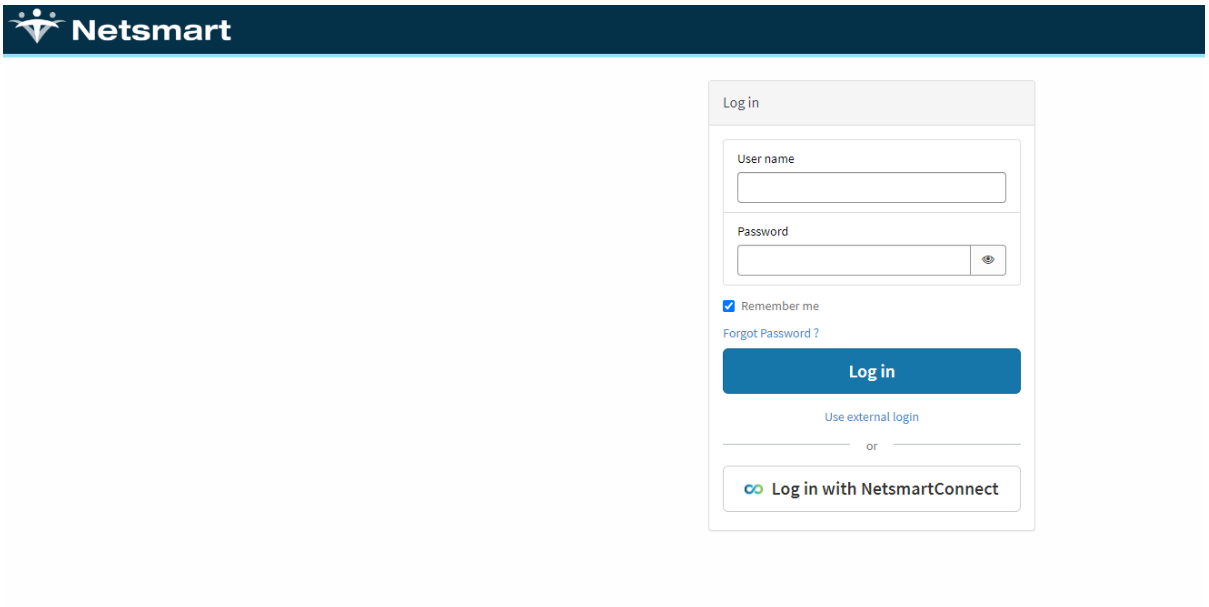
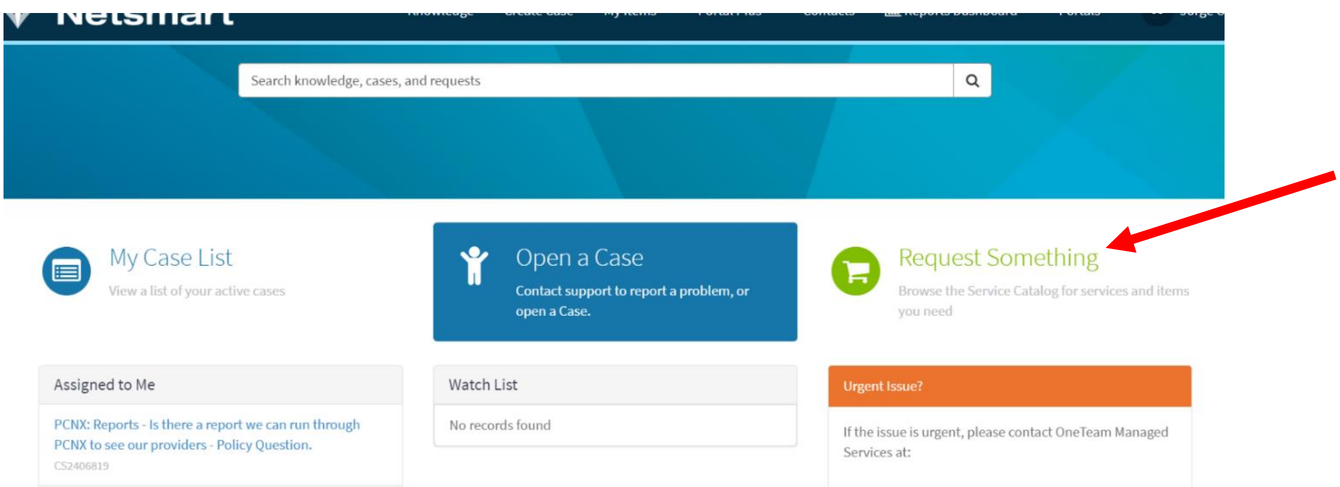
Online Sage User Provisioning Workflow

The Sage Help Desk will be utilizing the Online Sage User Provisioning Workflow for Creation, Modification, and Termination of Sage User Accounts. The steps to submit the request is as follows:

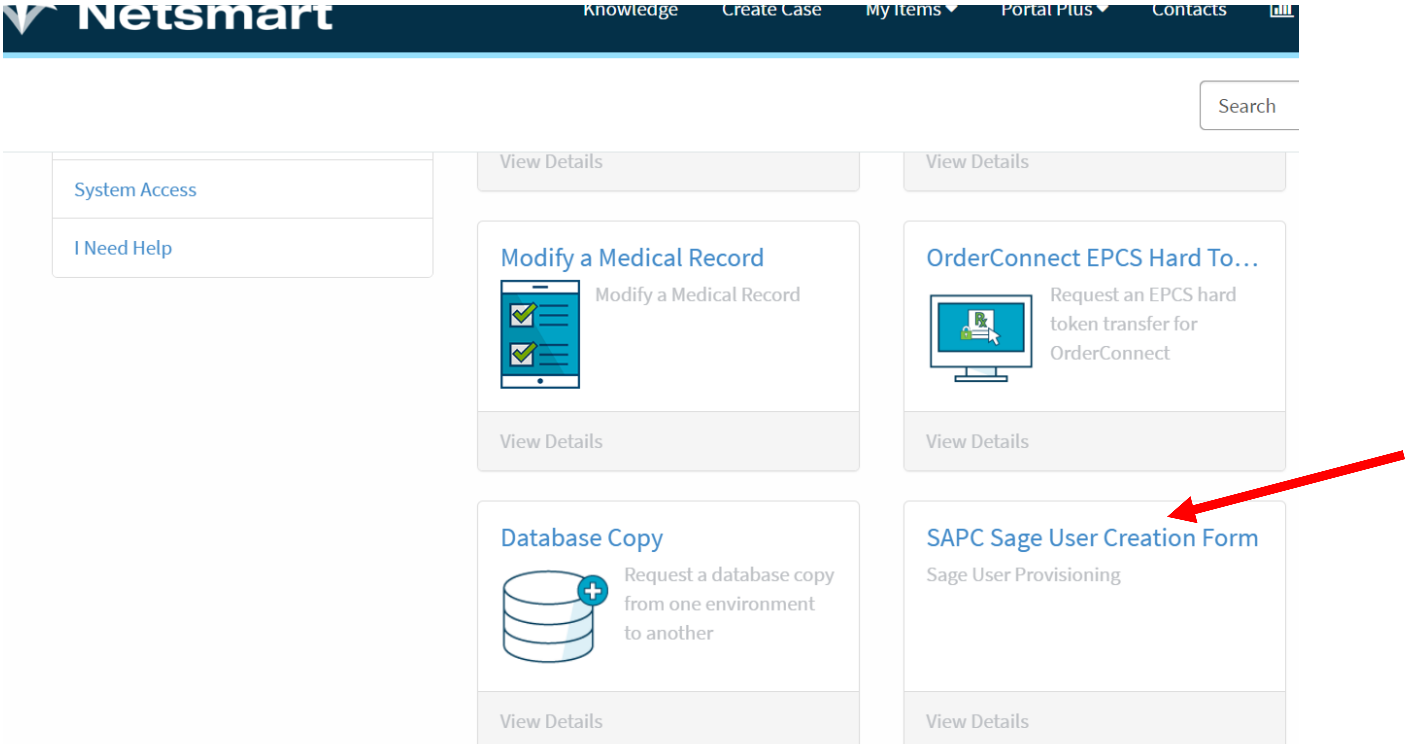
Step One: Log into the Sage Service Now Portal at https://netsmart.service-now.com/plexussupport



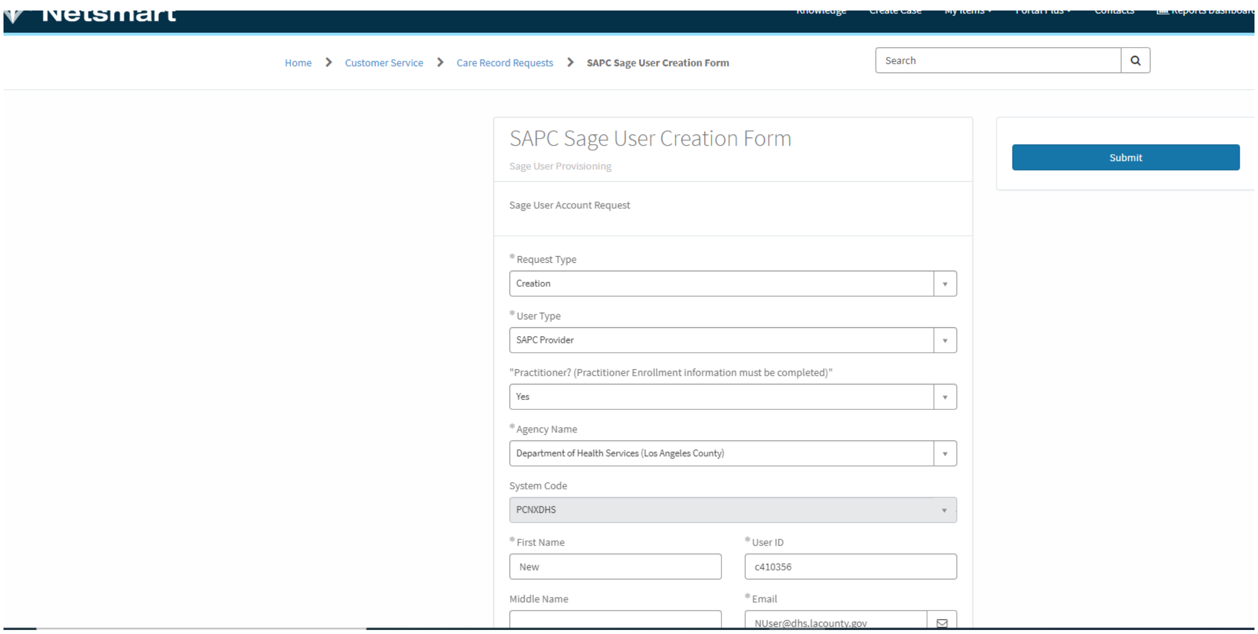
Step Two: Click on "Request Something"



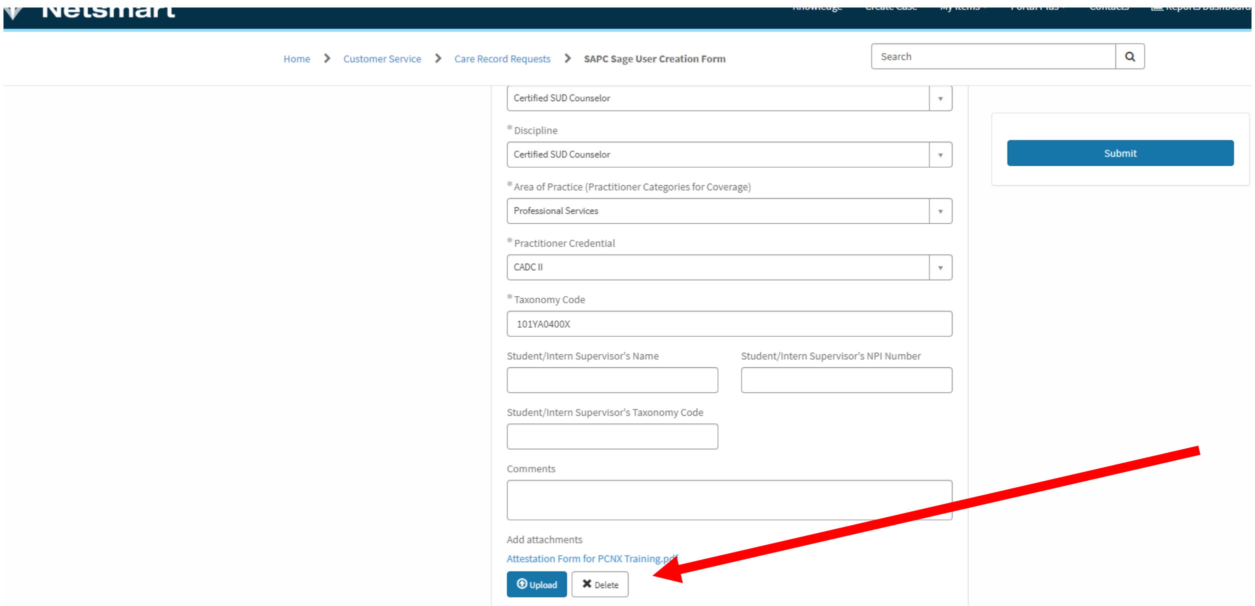
Step Three: Click on "SAPC Sage User Creation Form" to start a request



Step Four: Fill in the SAPC Sage User Creation Form with the required information



Step Five: Upload any attachments needed to process the request



The following are documents needed to be uploaded when submitting the request:

Practitioners (LPHA/License Eligible LPHA/Counselor)

- Copy of ASAM training certificate for LPHA/License Eligible LPHA/Counselor
- Copy of License/Credential for the LPHA/License Eligible LPHA/Counselor
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

Clinical Trainees

- Completed Student-Intern Attestation Form
- Completed PCNX Training Attestation Form
- Completed Credentialing Attestation From

License Vocational Nurse (LVN)/Licensed Psychiatric Technician (LPT)/Medical Assistant (MA)

- Copy of License (LVN & LPT), Copy School Certificate (MA)
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

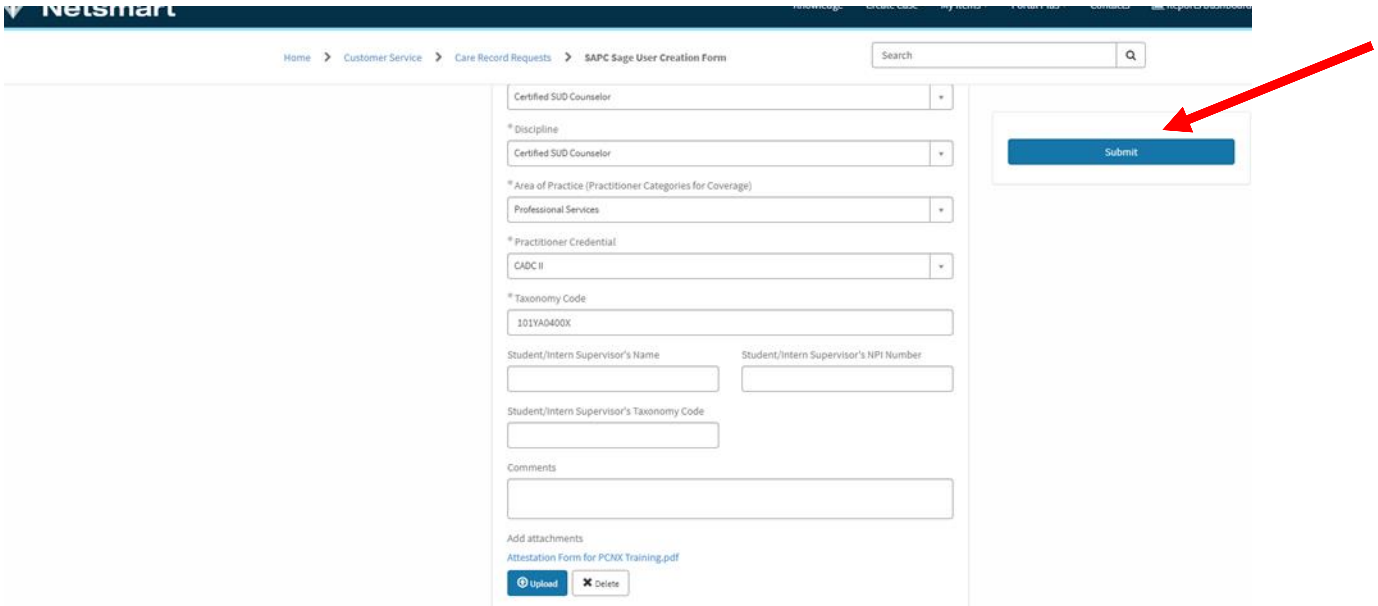
Peer Support Specialists

- Copy of California Mental Health Services Authority (CalMHSA) Certificate
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

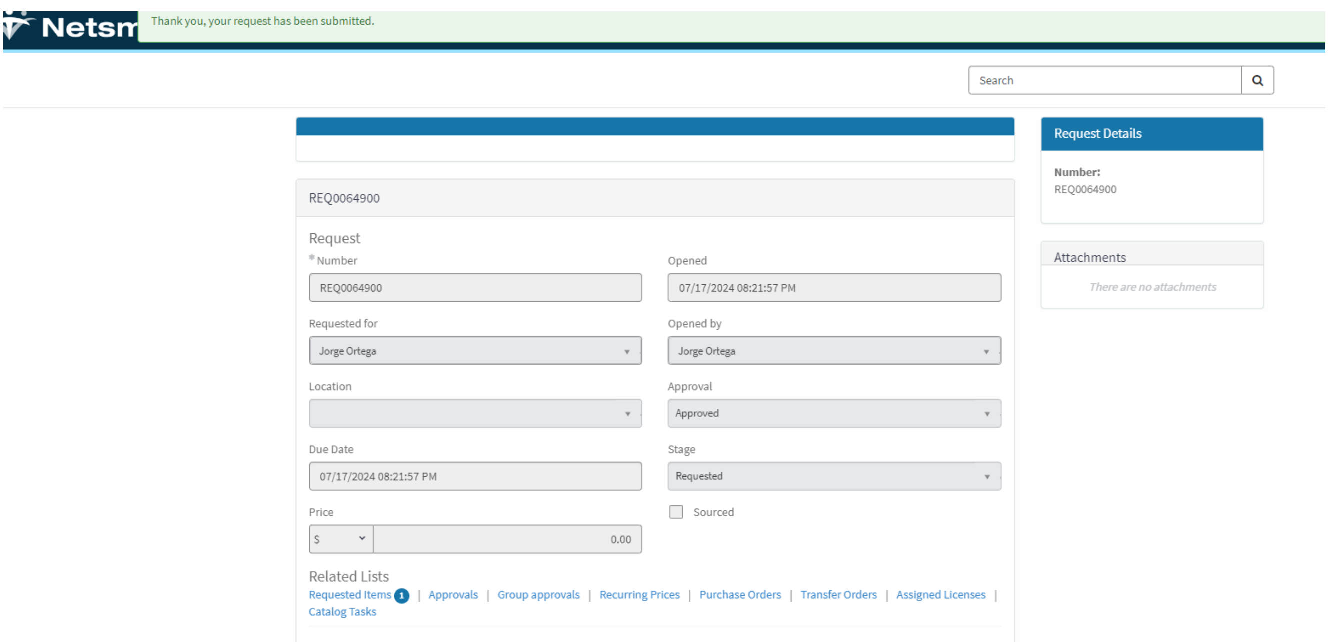
Non-Practitioners

- Completed PCNX Training Attestation Form

Step Six: Submit the request



Step Seven: The system will generate a case number and the request will be forwarded to SAPC's Sage Access Management Section (SAMS) for review and approve



Step Eight: Once approved by SAMS the Sage Help Desk will create the Sage user account and will send an email to the user that the Sage user account has been created