



Accessing the Ministry Of Health Online Business Services

Access Administrator's Guide For Employers Using 'MSP Direct'

Installing Digital Certificates & Confidentiality Undertaking

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1. Introduction

This guide includes:

- Responsibilities of the Access Administrator (AA.)
- Instructions to register your organization for MSP Direct Online access.
- Instructions to add/edit/delete new users, signing authorities, and access administrators.
- Instructions for installing the provided Ministry of Health Data Access Services digital certificate on to each computer that will be used to access the Ministry Online Business services.
- Guidelines for completing a Confidentiality Undertaking. A sample is provided for purposes of customizing, or incorporating into your organization's confidential document.
- Ministry Health Data Access services does not provide HelpDesk support for the use of browsers other than Internet Explorer 6.0 - 9.0. However, if you do use a previous version, the screens presented may not be the same. If this is the case, please reference the Help provided with your version of the browser in order to complete any activities described in this document.

2. Browser Encryption Strength

The encryption strength of your browser is important. The Ministry of Health wants to provide strong protection for the personal information that is transmitted. Browsers support either strong encryption or weak encryption. Ministry Online business services use strong encryption (128-bit) so your browser must be able to support this strong encryption level.

To find out the strength of encryption your browser supports, you will need to look at the browser's "**Help**" menu item called "**About Internet Explorer**". An "About box" should appear, and in the middle of the box you should see: "**Cipher Strength: 128-bit**". If it says "**40-bit**" or "**56-bit**" instead of "**128-bit**", then the encryption strength is too weak and the encryption strength of the browser must be upgraded. Visit the Microsoft.com site should you need to upgrade your browser.

3. Access Administrator Responsibilities

The Access Administrator ('AA') is responsible for:

- Advise Health Data Access Services of any user account updates - request new user accounts or edit existing accounts. Users who change jobs, duties, or leave the organization, and no longer require access to Ministry Online service, must have their User IDs revoked. The AA will advise Health Data Access Services of these changes, as soon as possible.
- Confidentiality Undertaking – ensure it is signed and securely stored for each user (*see Section 12*)
- Digital certificate - install on each computer and ensure secure storage of this file. (*See Section 5*)

4. Receiving a Digital Certificate through Email

As the Access Administrator, you will receive the digital certificate, as an attachment (approximately 3kb in size), within an email with the subject line: Request # -New Access Request Confirmed", from Health Data Access Services. Save the digital certificate on a secure drive to which only the AA has access.

To Save the Digital Certificate from the email to a LAN drive:

1. Double-click on the attachment file within the email
2. On the **Opening Mail Attachment** dialog box, select **Save as...**
3. Browse to the folder you want to save the file
4. **Save** the file to that drive.

This file will be required to install the digital certificate to each machine where users require access to Ministry online services.

Security Note:

This file should be retained in a secure location.

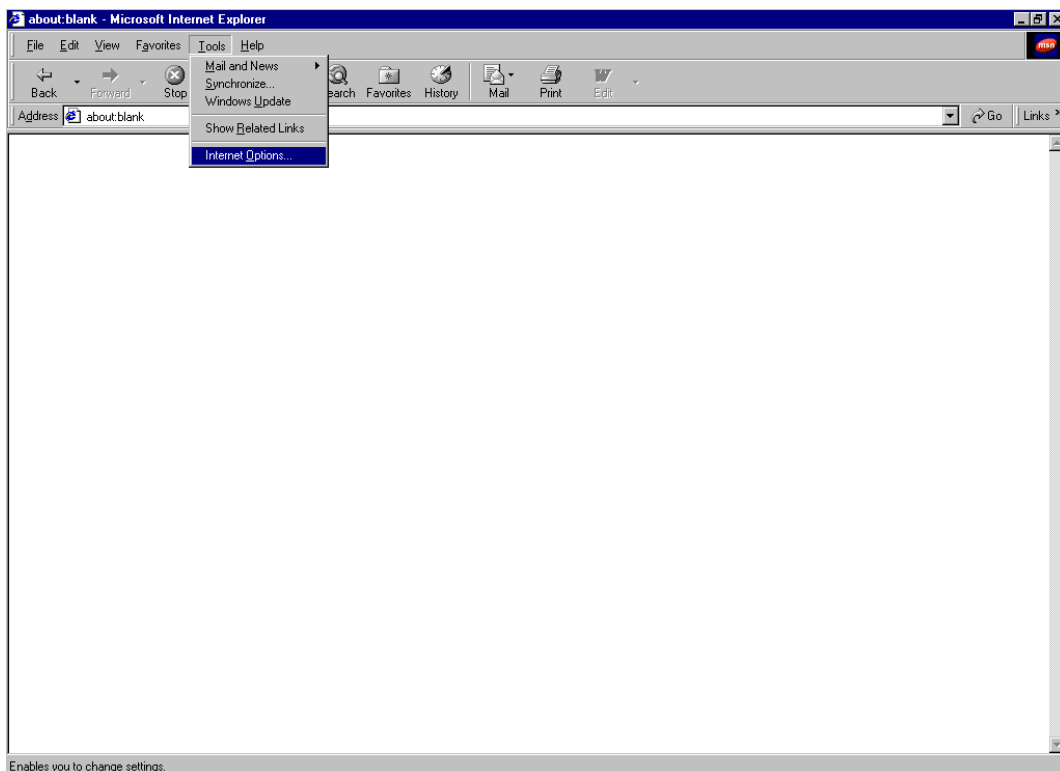
5. Installing a digital certificate into a Browser

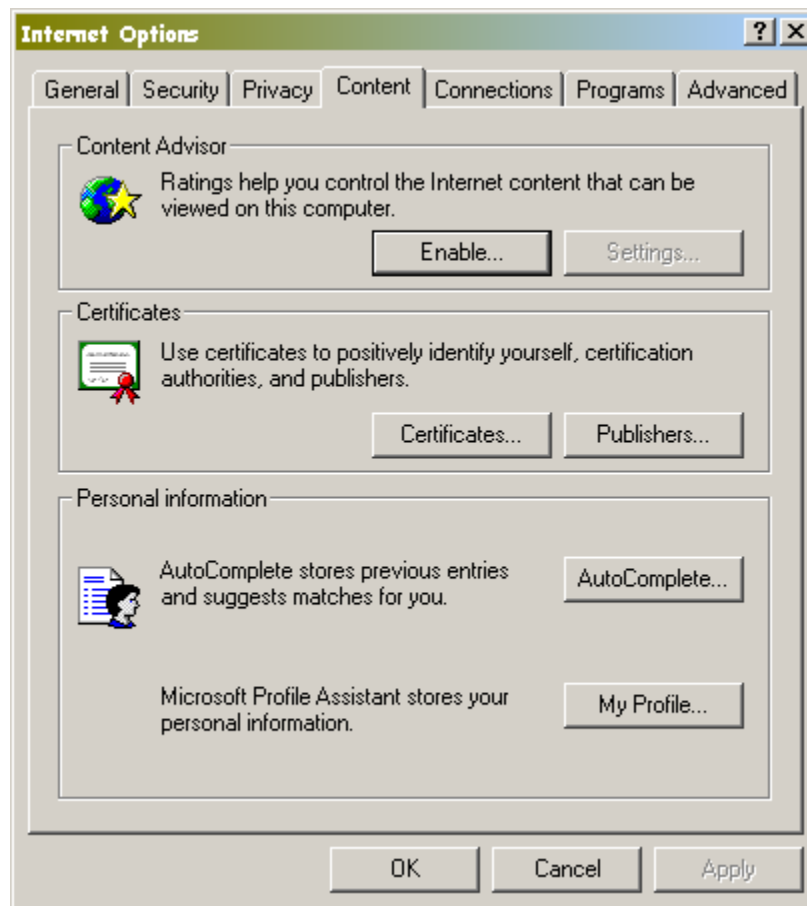
The digital certificate issued in your organization must be installed on all computers that will be used to access the MSP Direct online services. After phoning and getting your digital certificate password from the Ministry HelpDesk, you are ready to install it to each machine that will be used to access the MSP Direct online services.

IMPORTANT NOTE:

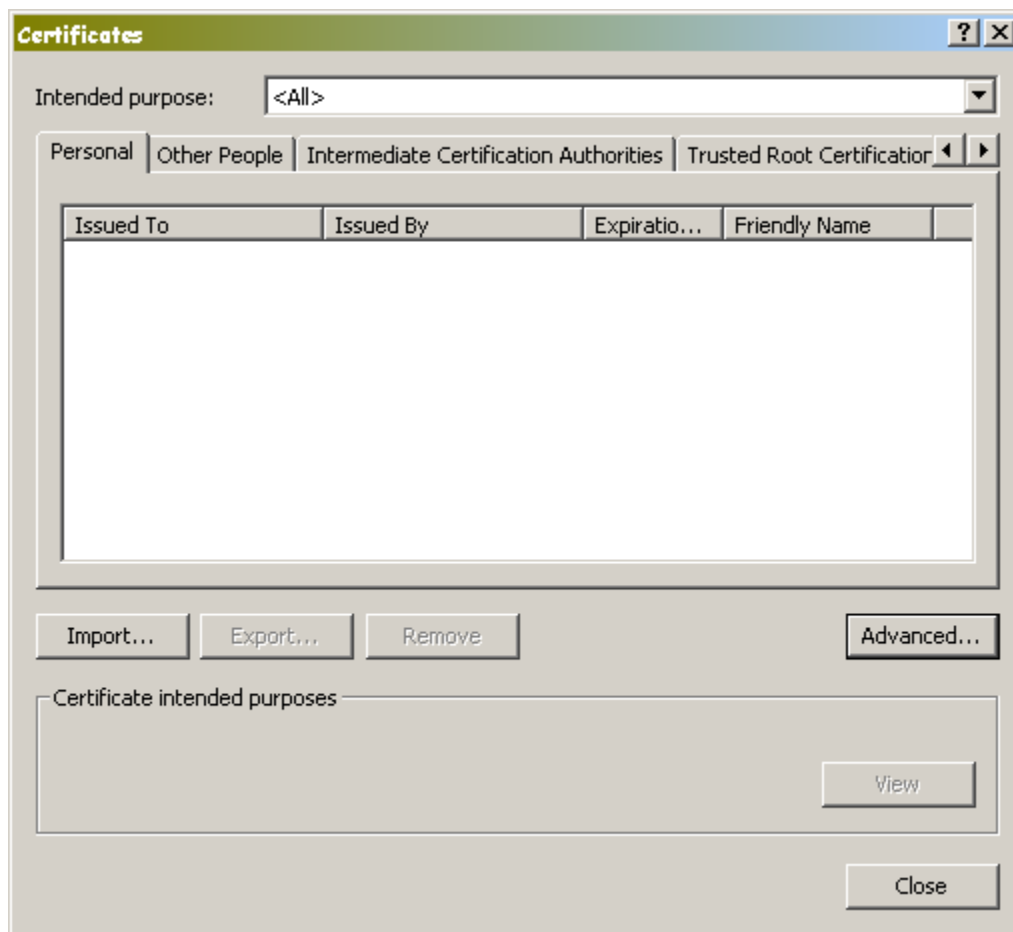
Each user must be logged onto his/her machine, at the time the certificate is installed on that machine.

1. Open **Internet Explorer** Browser.
2. Click on the **T**ools menu from the top function bar.
3. Choose **I**nternet **O**ptions.





4. Click on the **Content** tab.
5. Click on the [**Certificates...**] button.

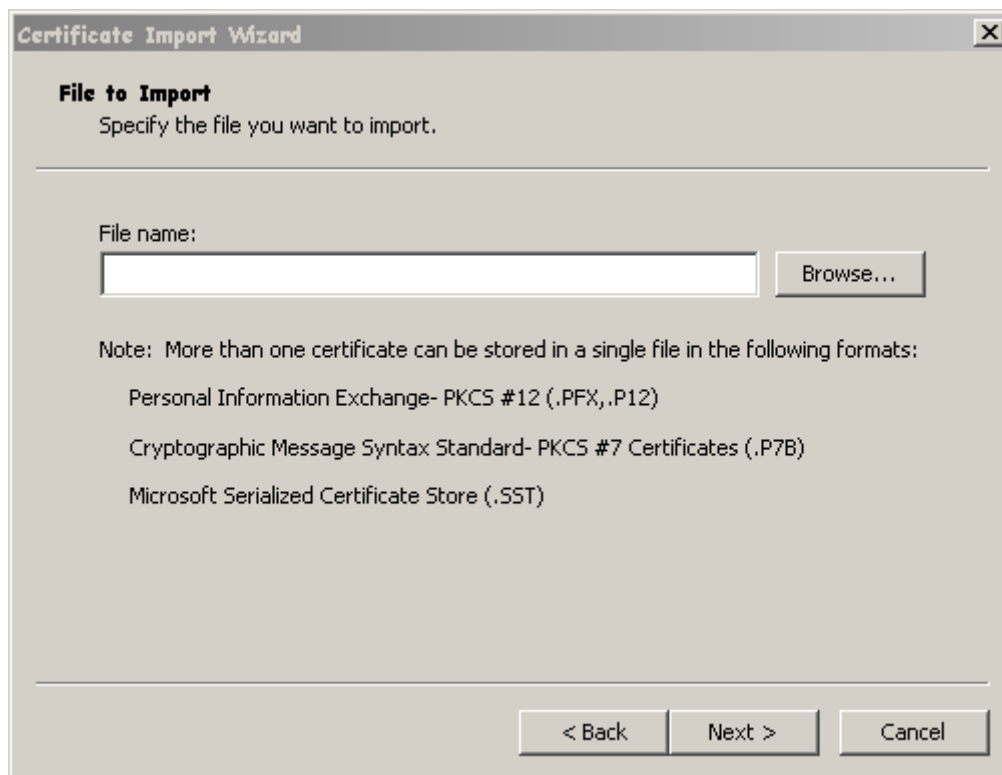


6. Click on the [**I**mport...] button

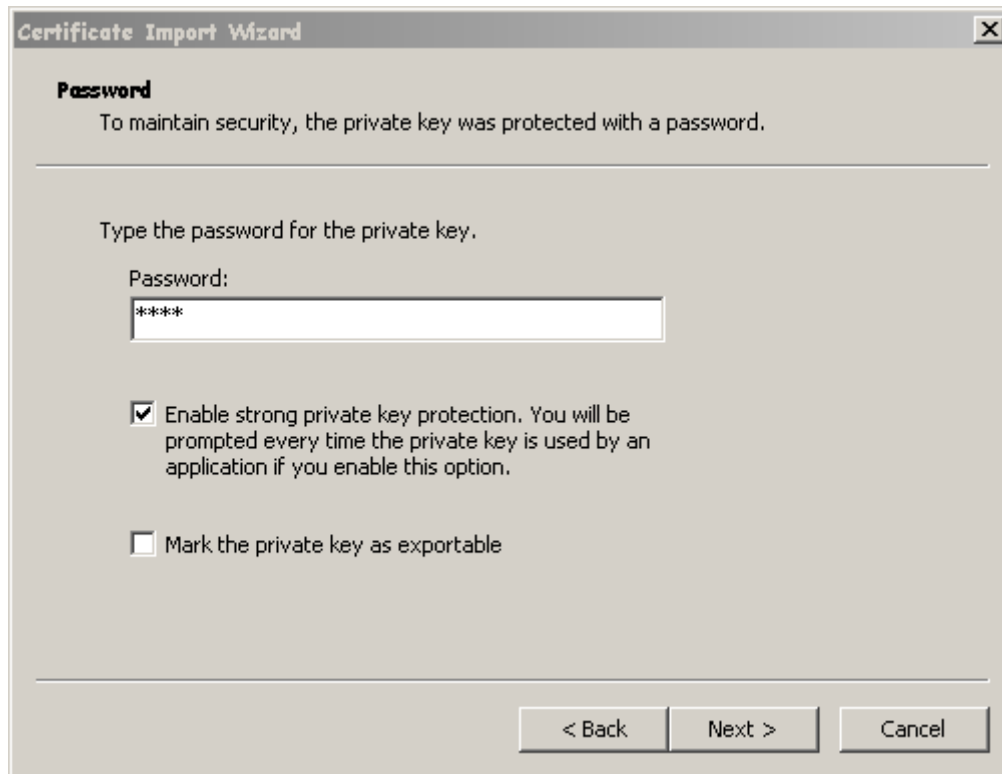
NOTE: Your Browser will present only those certificates that you have imported.



7. Click on the [**N**ext >] button.



8. Click on the [**Browse...**] button.
9. Browse to the location on which you saved the site digital certificate.
10. Ensure that you select All Files <*. *> in the Files of Type field.
11. Click on your **Certificate** filename.
12. Click on the **Open** button.
13. Click on the [**N**ext >] button.

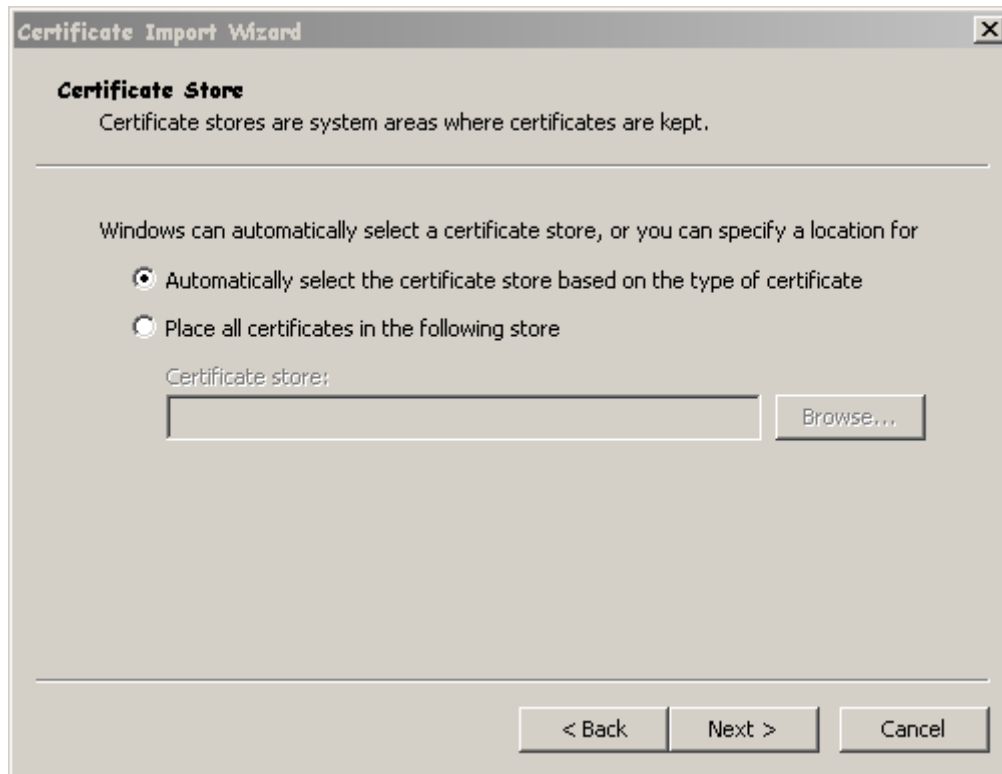


14. **Type in the password** that was provided to you by the Ministry HelpDesk.
15. Click in the box beside **Enable strong private key protection**, to select that option.

IMPORTANT NOTE:

Do NOT select “Mark the private key as exportable”.

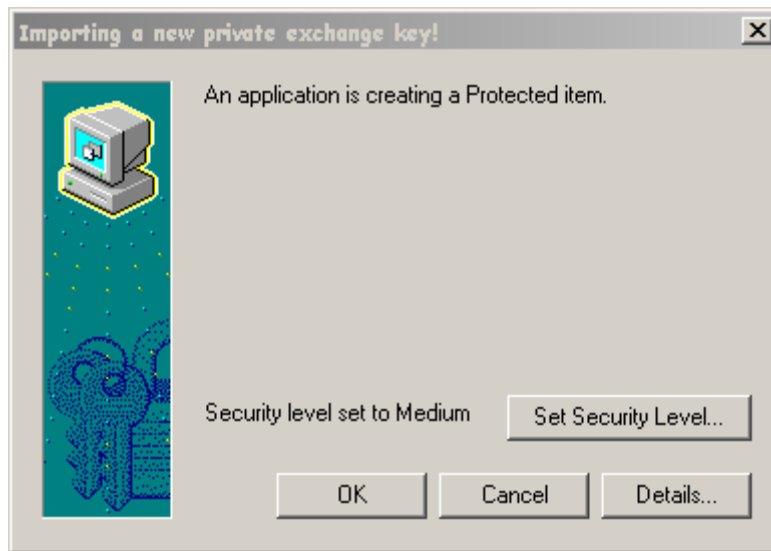
16. Click on the [**N**ext >] button.



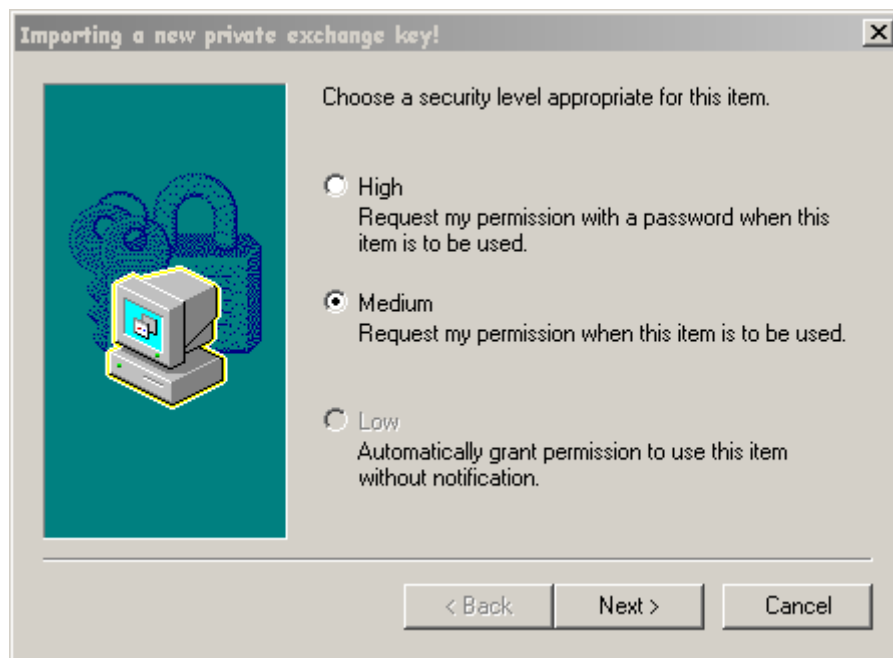
17. Ensure that 'Automatically select the certificate store based on the type of certificate' is selected. Click on the **[Next >]** button.



18. Click on the [**Finish**] button.

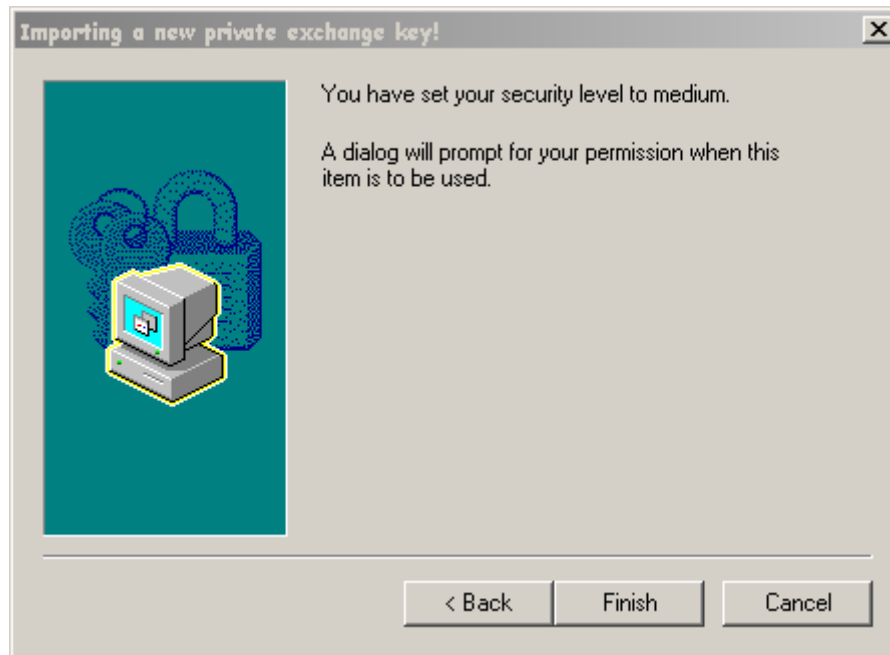


19. Click on the [Set Security Level...] button.

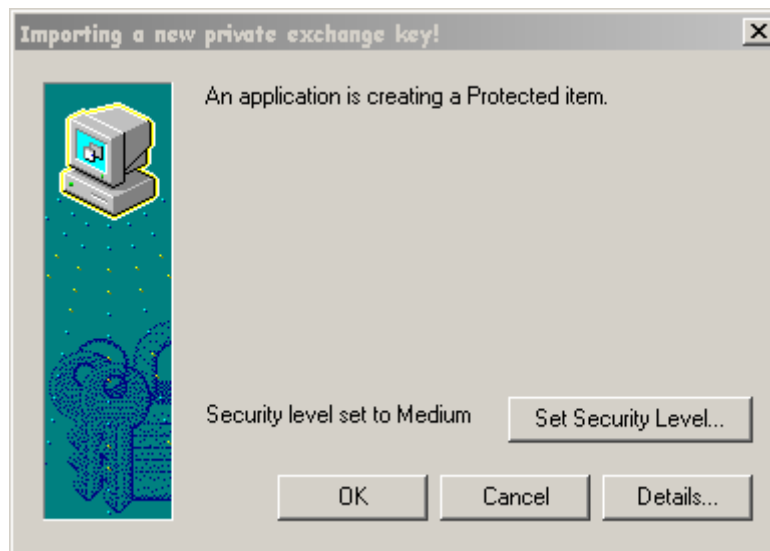


20. Click in the circle beside **Medium**, to select that security level option.

21. Click on the [Next >] button.

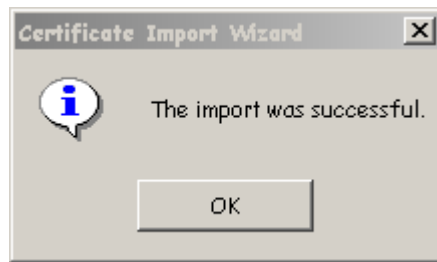


22. Click on the [**F**inish] button.

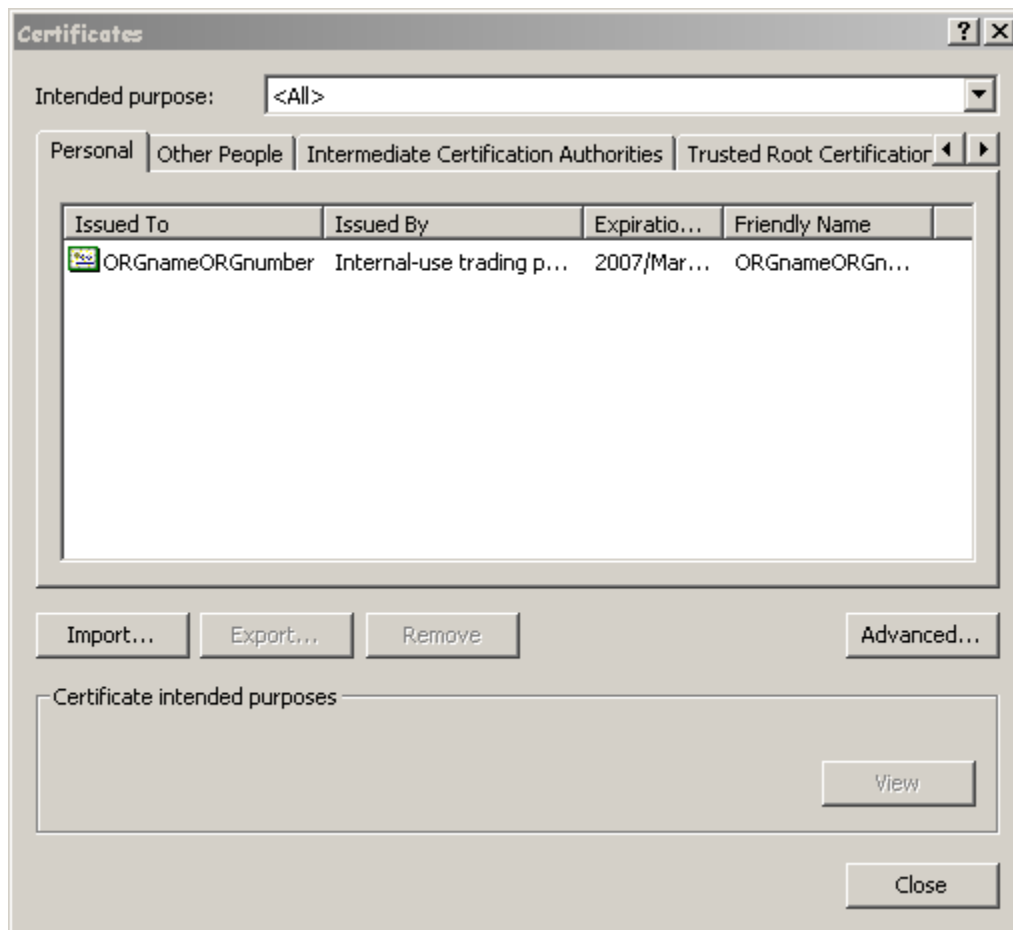


The security level has now been set, and displays on the screen beside the [**S**et Security Level] button

23. Click on the [**O**K] button.

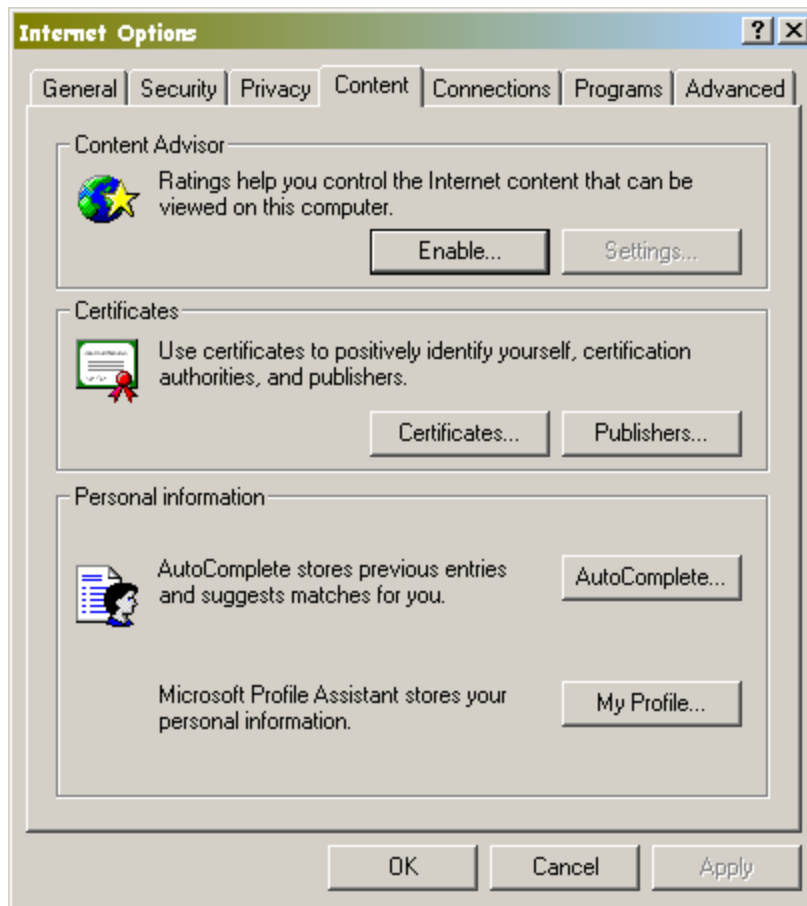


24. Click on the [OK] button.



The import of the digital certificate is now complete.

25. Click on the [Close] button.



26. Click on the [OK] button, to exit Internet Options.

Proceed with further installs of the digital certificate on any other machines that will be used to access the Ministry Web business services.

6. Register for MSP Direct

As the Access Administrator, you can register your organization for access to the MSP Direct web site.

To register for MSP Direct go to:

<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Ministry of Health website. The header includes the logo and navigation links. The main content area is titled "MSP Coverage Maintenance" and lists the following requirements:

To complete this MSP request you will need the following:

1. The name, job title, phone number, and email address of the:
 - o **Signing Authority** (this is the person who has the authority to sign any legal document and binds the Organization to the terms and conditions of the documents).
 - o **Access Administrator** (this is the person who will be the primary contact within the Organization for all questions and concerns about user access. They are responsible for registering users, assigning and cancelling access permissions, and co-coordinating the installation of the digital certificate on users computers).
 - o Each **MSP User** (these are the persons who will be accessing MSP Direct on behalf of the Organization).
2. If you are contracting a 3rd Party to administer MSP Direct on your behalf, you will need to know their Ministry-assigned Organization Number (this is an 8 digit number). If your 3rd Party Administrator does not have a Ministry-assigned Organization Number, they will have to submit a Request for MSP Direct Services for their Organization before you can submit your request.
3. Your MSP Group Numbers (if you don't know them, contact Health Insurance B.C. at 1-877-955-5656 for further information).
4. Access to a printer.

At the bottom of the list is a button labeled "Proceed to MSP form".

7. Add/Edit/Delete Signing Authority

As the Access Administrator, you can add/edit/delete a signing authority. There can only be one signing authority listed for an organization, if the current SA is leaving, delete the current SA and add the new SA.

To update the Signing Authority for MSP Direct go to:
<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Ministry of Health website. The header includes the logo and navigation links. The main content area is titled "MSP Coverage Maintenance" and contains a list of requirements for adding, editing, or deleting a signing authority. A "Proceed to MSP form" button is visible at the bottom of the list.

BRITISH COLUMBIA
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All B.C. Government Ministry of Health

Search Go

Main Index Help Contact Us

Text Size - +

B.C. Home » Ministry of Health » MSP Coverage Maintenance

Printer Version

Ministry of Health

To Add/Edit/Delete a Signing Authority you will need the following:

1. Your Ministry-assigned Organization Number (this is an 8 digit number).
2. If adding a new Signing Authority, you will need their Name, Job Title, Phone Number, Fax Number and Email Address.
3. If changing information or deleting an existing Signing Authority, you will need their Email Address and Ministry-assigned User ID (if known.)

[Proceed to MSP form](#)

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Quick access to information based on government's structure

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8. Add/Edit/Delete Access Administrator

As the Access Administrator (AA,) you can add/edit/delete an Access Administrator. If the current AA is leaving, have them submit a request to add a new AA and delete the current AA. If the current AA has left the organization without designating a new AA, the Signing Authority (SA) for the organization will have to submit a request to add the new AA.

To update the Access Administrator for MSP Direct go to:
<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Ministry of Health website. The header includes the logo and navigation links for 'All B.C. Government' and 'Ministry of Health'. A search bar is present with a 'Go' button. The breadcrumb trail reads 'B.C. Home » Ministry of Health » MSP Coverage Maintenance'. The main content area features a banner image of a doctor and patients, followed by the heading 'To Add/Edit/Delete an Access Administrator you will need the following:' and a numbered list of requirements. A 'Proceed to MSP form' button is located below the list. The left sidebar contains navigation links for 'B.C. Home', 'Ministry of Health MSP Coverage Maintenance', 'Contact Health Data Services', and 'Resources'.

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All B.C. Government Ministry of Health

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Search Go

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B.C. Home » Ministry of Health » MSP Coverage Maintenance

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Ministry of Health

To Add/Edit/Delete an Access Administrator you will need the following:

1. Your Ministry-assigned Organization Number (this is an 8 digit number).
2. If you are adding an Access Administrator, you will need to know their Name, Job Title, Phone Number, Fax Number and Email Address.
3. If you are changing information for an existing Access Administrator or deleting the current Access Administrator, you will need their Email Address and Ministry-assigned User ID (if known).

Proceed to MSP form

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9. Add/Edit/Delete MSP Users

As the Access Administrator, you can register staff members for access to the MSP Direct web site. Each new User will be given a User ID and password and will be able to maintain your Group MSP Accounts on the web site.

To add/edit/delete MSP Direct users go to:

<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Government website interface. At the top left is the logo for British Columbia, "The Best Place on Earth". To the right are navigation links for "All B.C. Government" and "Ministry of Health", a search bar with a "Go" button, and links for "Main Index", "Help", and "Contact Us". Below the search bar is a breadcrumb trail: "B.C. Home » Ministry of Health » MSP Coverage Maintenance". A "Printer Version" icon is also visible. The main content area features a banner image of a diverse group of people with the text "Ministry of Health". Below the banner, the heading reads "To Add/Delete/Edit MSP Users you will need the following:" followed by a numbered list of three requirements. A "Proceed to MSP form" button is located below the list. On the right side of the page, there is a "Top" link with an upward arrow icon.

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All B.C. Government Ministry of Health

Search

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Text Size

B.C. Home » Ministry of Health » MSP Coverage Maintenance

Ministry of Health

To Add/Delete/Edit MSP Users you will need the following:

1. Your Ministry-assigned Organization Number (this is an 8 digit number).
2. The Name, Job Title, Phone Number, Email Address of each new MSP User (these are the persons who will be accessing MSP Direct on behalf of the Organization).
3. To modify or delete an existing user you will also need the Ministry-assigned User ID of the person whose access is being changed.

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10. Add/Delete MSP Vendors

As the Access Administrator, you can assign a 3rd party administrator to manage MSP Direct Accounts on your behalf. Your 3rd party administrator MUST be registered for MSP Direct Online Services first before you can submit your request.

To update your 3rd party administrator(s) for MSP Direct go to:
<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Ministry of Health website. The header includes the logo and navigation links for 'All B.C. Government' and 'Ministry of Health'. A search bar is present with a 'Go' button. The main content area is titled 'MSP Coverage Maintenance' and features a banner image of a family. Below the banner, the text reads: 'To change your 3rd Party Administrator or Vendor you will need the following:'. A numbered list follows, detailing requirements for organization numbers and printer access. A 'Proceed to MSP form' button is located at the bottom of the list. The left sidebar contains navigation links for 'B.C. Home', 'Ministry of Health', 'MSP Coverage Maintenance', 'Contact Health Data Services', 'Resources', 'News', 'Statutes and Regulations', 'Reports and Publications', 'B.C. Government Directory', 'Government', and 'Quick access to information based on government's structure'.

Ministry of Health

To change your 3rd Party Administrator or Vendor you will need the following:

1. Your Ministry-assigned Organization Number (this is an 8 digit number).
2. The Ministry-assigned Organization Number of your 3rd Party Administrator(s) (this is an 8 digit number).
If your 3rd Party Administrator does not have a Ministry-assigned Organization Number, they will have to submit a Request for MSP Direct Services for their Organization before you can submit your request.
3. If the 3rd Party Administrator is not administering ALL of your MSP Groups, the MSP Group Numbers that you are assigning them.
4. Access to a printer.

[Proceed to MSP form](#)

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11. Add/Edit/Delete MSP Groups

As the Access Administrator, you can list the MSP Group Numbers that you will be administering for your organization. MSP Group numbers must be a valid group number, if you do not know your MSP group numbers contact Health Insurance B.C. at **1-877-955-5656** for further information.

To update your MSP Group Numbers for MSP Direct go to:
<http://www.health.gov.bc.ca/access/mspcover.html>

The screenshot shows the British Columbia Ministry of Health website. The header includes the logo and navigation links for 'All B.C. Government' and 'Ministry of Health'. A search bar is present with a 'Go' button. The breadcrumb trail reads 'B.C. Home >> Ministry of Health >> MSP Coverage Maintenance'. The main content area features a banner image of a family and the heading 'Ministry of Health'. Below this, the text reads 'To Add/Delete MSP Group Numbers you will need the following:' followed by a numbered list: 1. Your Ministry-assigned Organization Number (this is an 8 digit number). 2. Your MSP group numbers (if you don't know them, contact Health Insurance B.C. at 1-877-955-5656 for further information). A 'Proceed to MSP form' button is located below the list. The left sidebar contains navigation links for 'B.C. Home', 'Ministry of Health', 'MSP Coverage Maintenance', 'Contact Health Data Services', 'Resources', 'News', 'Statutes and Regulations', 'Reports and Publications', 'B.C. Government Directory', and 'Government'.

12. Confidentiality Undertaking Document

The template on the following page is a sample of the Ministry's Confidentiality Undertaking. The organization **MUST** use this wording, but may choose to either use it as a stand alone confidentiality pledge for their employees, or to incorporate this wording within the organization's existing confidentiality agreement structures.

Access Administrators must ensure that these agreements are signed before granting access to Ministry of Health online services. Signed confidentiality undertakings are to be retained by the organization and used in conjunction with an education program related to privacy and confidentiality of client records.

Every **private sector** user of Ministry online services must sign a pledge or undertaking, prior to accessing the Ministry online services, which binds them to the confidential treatment of all information related to Ministry clients.

Users within the **public sector** (hospital employees, etc.) are covered by the *Freedom of Information and Protection of Privacy (FOI/POP) Act*, and as such are assumed already to have signed an appropriate confidentiality undertaking, as a requirement of their employment.

The organization must produce the signed undertaking for review and audit at the request of the Ministry of Health.

13. Support

If you experience any problems during the digital certificate installation, registration, or completing the online forms, please contact the Ministry of Health Helpdesk.

Helpdesk Toll Free Number: **1-888-764-2323**

Phone: **1-250-952-1234**

E-Mail: HLTH.Helpdesk@gov.bc.ca