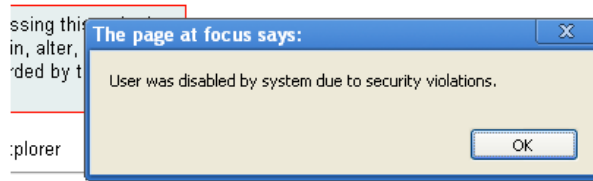


Common Issues With FOCUS

FOCUS states "User was disabled by system due to security violations"



This indicates that the password associated with the account has been typed incorrectly multiple times. In order to reset the password:

1. Click the "I forgot my password" link directly under the login button.

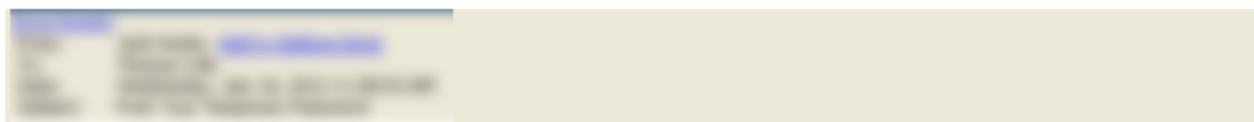
[I forgot my password](#)

2. If you see the following page please enter your FOCUS User ID and the e-mail address associated with your FOCUS account:

A screenshot of the FOCUS login page. The header includes the "FOCUS" logo, "Macomb County Community Mental Health", and a "LOGIN" button. Below the header is a "User Information" section with the prompt "Please identify yourself by answering the following questions:". There are two input fields: "What is your user ID?" and "What is your email address?". Below the fields are "Reset my Password" and "Cancel" buttons. At the bottom, it shows the date and time: "Wednesday, July 18, 2012 11:56 AM Eastern Time" and a copyright notice for PCE Care Management.A screenshot of the FOCUS login page, similar to the one above but with the input fields filled. The "User ID" field contains "jsmith" and the "Email address" field contains "john.smith@mccmh.net". The "Reset my Password" and "Cancel" buttons are still present. The footer text is identical to the previous screenshot.

3. Click continue and you will see the following:

4. Please check your e-mail, you should see an e-mail stating that a temporary password has been assigned to your account, it should look like this:



----- Original Message -----

Subject:Your Temporary Password

Date:Wed, 18 Jul 2012 11:57:18 -0400 (EDT)

From:system.focus@pcesystems.com

To:john.smith@mccmh.net

The temporary password to log in to the Macomb County Community Mental Health Authority system is:

If you are still having problems, please contact IT helpdesk at (586) 783-0917.

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY

5. Go back to the FOCUS login page and type in your Login ID, current temporary password and click 'Login'.



Macomb County Community Mental Health



Help

LOGIN

**Welcome to
Macomb County Community Mental Health**

**Access to this site is limited to authorized
Macomb County Community Mental Health
Personnel and authorized providers.**

**Unauthorized attempt to access the system
is prohibited.**

Please enter your login ID and password

Login ID:

Password:

[I forgot my password](#)

Macomb County Community Mental Health monitors and logs the activities of this web site. By accessing this web site, you are expressly consenting to these monitoring activities. Unauthorized attempts to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited and recorded by the Macomb County Community Mental Health.

This site is best viewed and operated with version 5.0 or higher of Microsoft Internet Explorer

Wednesday, July 18, 2012 12:22 PM Eastern Time

PCE Care Management Copyright © 1999, 2012 PCE Systems Inc. All rights reserved.

6. On the following page you will have to enter your current/temporary password (the one sent to you in the e-mail) and then enter your new password twice. After entering this information click 'Save'.



Macomb County Community Mental Health



Logout

Help

Change Password

Your password has expired, or you were assigned a temporary password. Please enter a new password.

Change Password

User ID: jhurley

Your Current or Temporary Password:

New Password:

Re-type New Password:

Remember: passwords are case sensitive and are stored exactly as typed

Password Do's and Don'ts

Password Do's:

- **Do** select a password that contains at least 6 non-blank characters.
- **Do** include letters and numbers in your password.
- **Do** memorize your password. Choose a password that is easy for you to remember, so that you don't have to write it down.

Password Don'ts:

- **Don't** use passwords that are less than 6 characters long.
- **Don't** use your name in any form (last, first or middle).
- **Don't** use your login ID.
- **Don't** use a birthdate.
- **Don't** use all the same letters.
- **Don't** write down your password.
- **Don't** share your password with others.

If following the steps stated above does not work please feel free to e-mail focus.helpdesk@mccmh.net to reset the password.

Keep in mind that FOCUS requires passwords to be changed every couple of months. This is to ensure that consumer's information is kept secure. It is worthwhile to point out that FOCUS does not let you re-use passwords that have been recently used (in the past 6 - 12 months).

FOCUS states "Inactive"

This indicates that the account has been disabled by the system due to inactivity (a set amount of time going by without an account logging in). If this occurs, please contact Lisa Carrizales at 586-469-5278 or mcosa2@mccmh.net.

Other Problems Using FOCUS

If while using FOCUS you encounter any issues or have any questions or concerns. Please contact the FOCUS Helpdesk at (586) 463-8566 or focus.helpdesk@mccmh.net.