

## FREQUENTLY ASKED QUESTIONS

### Can I use my Username and Password to complete a survey?

As a “Deployer,” you may request an exemption with your Username and password by clicking on “Request Temporary CAC Exemption.” This exemption will log you into your account and give you 72 hours to associate your CAC with your account.

### What is my Username?

If you have forgotten your Username, please contact the EDHA Help Desk.

### Why won't the website allow me to login with my CAC?

If you haven't already registered your CAC, click “Associate CAC with Account/Reset Password” to associate CAC with the account.

### How do I register my account with my CAC?

Click “Associate CAC with Account/Reset Password” to associate CAC with the account. The CAC must be in the computer's CAC reader and will automatically associate upon successful login with Username and password. Do not attempt to log on to your account with another Service member's CAC in the system.

### Which CAC certificate should I click?

Please click the PIV authentication.

### Why does my CAC login open another Member's information?

Whenever a Member logs in with their login id and password, the CAC in the system will be associated with that account. DO NOT CHANGE ANY INFORMATION. The only way to disassociate the CAC from the account is to call the EDHA Help Desk.

### Can I have more than one role registered to my CAC?

Yes, once you have registered each account with your CAC, you can select the specific role upon login.

### Can I access EDHA in any Internet browser?

EDHA is best suited for Internet Explorer and Chrome with the pop up blocker turned off. The site is accessible using other internet browsers but functionality may be limited.

### What are the timeframes for the surveys?

#### **DD 2795 Pre-Deployment Survey**

- to be completed no earlier than 120 days prior to start of deployment

#### **DD 2796 Post Deployment**

- to be completed between 30 days before and 30 days after return from deployment

#### **DD 2900 Post Deployment Reassessment - PDHRA**



- to be completed between 90-180 days after returning from deployment

#### **DD 2978 Deployed Mental Health Assessment - DMHA**

- two surveys to be completed between 181-545 days and 546-910 days after returning from deployment

### **How do I become a Local Administrator, Provider, or Provider Screener?**

To request access to EDHA as a Local Administrator, Provider, or Provider Screener, complete the OPNAV 5239/14 (SAAR) posted on the EDHA login page.

- Providers and Local Administrator's SAAR forms should be signed by their Department Head or someone with By direction authority.
- Provider Screener's SAAR form can only be approved by your CO or XO.

### **Can anyone be a Provider?**

Providers must be a Physician, Physician Assistant, Nurse Practitioner, Advanced Practice Nurse, Independent Duty Corpsman, Independent Duty Medical Technician, or Special Forces Medical Sergeant.

### **If I am a Provider or Local Administrator, can I use the same Username if I personally want to do a survey for my deployment?**

No. When accessing the site to complete your own survey, you will select your "Deployer" role after logging on with your CAC or register your CAC with your deployer role by clicking "Register CAC with Account/Forgot Password."

### **As a Local Administrator, can I grant Provider access to all my Providers, IDCs, or IDMT?**

No, Local Administrators cannot issue Provider accounts nor reset their passwords. In order to request provider accounts, please contact the EDHA Help Desk.

### **As a Local Administrator, can I "Generate Survey Status Report" on numerous SSNs?**

Yes. Save the list of SSN in Notepad. After you click "Reports," click "Assessment Status Report." Click in the field "Files to Import" and locate the Notepad file that contains the list of SSNs and click "Open." Then, click "Build Report Table" or "Download Report."

### **As a Provider or Provider Screener, can I see a list of SSNs to review?**

Yes. Save the list of SSN in Notepad. Click "Import SSN List" on the side panel and locate the Notepad file that contains the list of SSNs. Click "Import." The SSNs will now be included in the "SSN List." Scroll through Deployers by clicking "Previous Deployer" or "Next Deployer." When finished, click "I'm done with this individual."

### **Is there a role available to print surveys without being a Provider?**

Provider Screener access will allow you to print and view surveys in read only. You will not be able to make any changes or certify the surveys. Because of HIPAA and Privacy Act policies, only the Commanding Officer (CO) or Executive Officer (XO) can approve Provider Screener requests



by completing the Supervisor's section (blocks 15-16b) on the SAAR Request Form (OPNAV 5239/14) located at: <https://index.nmcphc.med.navy.mil/EDHA/Index.aspx>

### Is there a way we can still access the site to complete our surveys and MHAs with limited or no internet connectivity?

NMCPHC has a standalone version of EDHA available which is similar to the internet version where Sailors and Marines can complete any of the surveys. They will then be imported to the internet version by the Local Administrator. For more information, email the EDHA Help Desk.

**EDHA Help Desk:**

[usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-edha@mail.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-edha@mail.mil)

Phone number 757 953 0737

DSN 312 377 0737

