FREQUENTLY ASKED QUESTIONS

What is my Login ID to complete a survey?
As a "Deployer," it's your Social Security Number.

Why won't the website allow me to login with my CAC?
If you haven't already registered your CAC, you will need to login with your Login ID and password.

How do I register my account with my CAC?
If a CAC is in the system, upon successful logon with Login ID and password, the CAC will automatically associate with the CAC currently in the system. Do not attempt to log on to your account with another Service member's CAC in the system.

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 9 or 11 with the pop up blocker turned off. However, the site is accessible using other internet browsers but some 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.
- Provider Screener's SAAR form can only be approved by your CO or XO.

Can anyone be a Provider?
Providers should 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 Login ID if I personally want to do a survey for my deployment?

No. When accessing the site to complete your own survey, you will use a "Deployer" role and your Login ID will be your SSN.

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

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.

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-edhahelpdesk@mail.mil

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