

**e-Services
Portal
User
Guide**

**HOSPITAL
SIGNAGE
REPORTING**

VERSION 1.0

**Section
26**

1 Introduction

Welcome to HCAI Electronic Services Portal Client Access (eCA) User Guide

This section provides users with step-by-step instructions for creating and submitting a Hospital Signage Reporting using eCA.



Remember: This user guide provides step-by-step help to submit the signage reporting application. For help with submitting an application, user account, or other, contact us at eserv@hcai.ca.gov or 916-440-8400.

What should you know about submitting a Hospital Signage Reporting application.

- Each Hospital Signage Reporting application is for **only one building**. **Submit a separate application for each building at a facility.**
- A floor plan showing the location of the sign(s) and the notice (signage) used are required.

2 Hospital Signage Reporting

2.1 Page Flow Overview

Users must follow the predefined steps to create and submit Hospital Signage Reporting. Below is an illustration of the page flow steps.

Table 1: eCA Pageflow

Page No.	Page Title	Description
Hospital Signage Reporting		
1	Record Type	User must select Hospital Signage Reporting on this step.
2	Select Facility	User selects the facility from HCAI’s facility database. eCA auto-populates the facility, address, and facility owner information. Only General Acute Care facilities are required to submit signage reporting.
3	Contact	User enters facility authorized agent that HCAI/OSHPD will communicate with while reviewing the submittal.
4	OSHPD Building #s	User identifies the OSHPD building number. Visit Facility Details web page.
5	Attachments	User uploads attachments such as floor plan and Notice (Signage) and other documents.
6	Facility Authorization	User enters a valid Facility PIN code. Usually entered by Facility Representative but may be entered by any user with the valid PIN.
7	Review	User reviews the data entered on the application for accuracy; edits can still be made if necessary.
8	Confirmation	Application submitted to HCAI. eCA issues a record ID number. User prints summary sheet.
9		

2.2 Basic rules of page flow

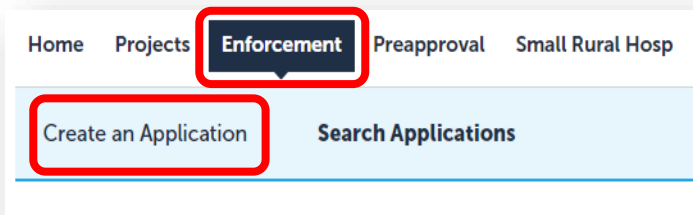
Below are some basic rules of submitting an application using the eCA page flow:

- ✓ To start creating an application for a new signage reporting, or to resume an existing in-progress application, user must start from the first page flow step.
- ✓ User can navigate back and forth within the completed pages.
- ✓ User must click on “Continue Application” or “Save and Resume Later” button to save the data entered on the page.
- ✓ If a page contains a section that allows for multiple records to be added, for example multiple licensed professionals or multiple contacts, user must click the “Save” button in the section to save each professional/contact to the record to add the next.
- ✓ It is recommended that user clicks the “Save and Resume Later” button as needed to prevent data loss due to data entry errors.
- ✓ If any required data is missing from the page, when the “Continue Application” button is clicked, an error message is displayed on the top of the page. User must correct any errors before continuing to the next page flow screen.

2.3 Create and Submit a Hospital Signage Reporting

The following information will guide users through the steps necessary to create an application for Hospital Signage Reporting

If you do not have an eClient Access login, click the “**Register for an Account**” link on the eClient Access site at <https://esp.oshpd.ca.gov>.



Step 1. Start Create a Hospital Signage Reporting

Only registered users may create an Application for Hospital Signage Application. Begin by clicking on the **Enforcement** module and then “**Create an Application**”.



Note: You must submit a separate Hospital Signage Reporting application for each building at your facility.

Online Application

Welcome to the HCAI eServices Portal Client Access online project tracking system. Using eCA you can submit project applications, pay fees, and track the status of your projects - all from the convenience of your home or office, 24-hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the HCAI Privacy Policy below before beginning your application.

HCAI Privacy Policy
By continuing, I have read and accept the HCAI privacy policy.
<https://hcai.ca.gov/home/privacy-policy/>

I have read and accepted the above terms.

Continue Application >

Step 2. Accept HCAI Privacy Policy

Click on the link in the window to review the privacy policy. Check "I have read and accepted the above terms" then click on "Continue Application" button.

Step 3. Select Record Type

Select the "Hospital Signage Reporting" then click on "Continue Application" button.

- ▶ **Compliance Enforcement Applications**
 - Re-Open Closed Project
- ▶ **Hospital Reporting**
 - Hospital Services Reporting
 - Hospital Signage Reporting**
- ▶ **SNF/ICF Assessments**
 - SNF Backup Power Assessment

Step 1: Facility Information > Facility Details

Facility

Enter the HCAI Facility ID for this Project (or select 'Auto-fill' if available) and select a facility from the returned list. Both the Address and Owner sections will be auto-populated from our database. **Please verify that this information is correct.** If the facility information is incorrect or to add a new facility.

* Facility ID: Facility Name:

Type of Facility:

County Code:

Search **Clear**

Step 4. Enter Facility Information

Enter the HCAI Facility ID or Facility Name then click on "Search" button. If the facility is found, the facility information, address, and owner fields will be automatically populated and become read-only.

To search for another facility or reset and start over, click on "Clear" button in Facility, Address and Owner section. This

clears the previous entered facility. Repeat step 4 above. Once the correct facility is selected, to advance to the next page flow step, click on "Continue Application".

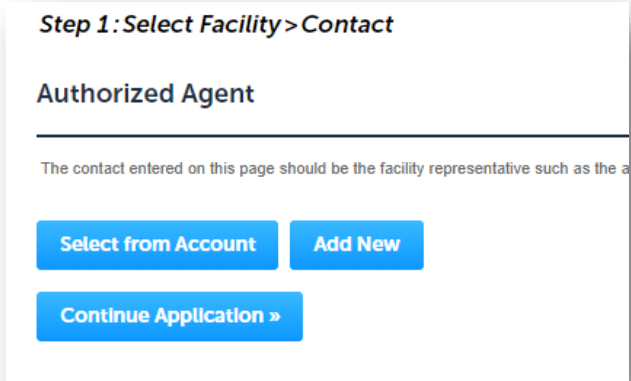
Step 5. Enter Contact

A Contact is the individual representing the Facility to whom correspondence will be copied.

- If the logged in user is the contact, click **“Select from Account”** to add the contact.
- If the logged in user is not the contact, click **“Add New”** to enter the information. Click **Continue** to return to application.

Missing data from required fields must be completed to continue the application.

When entered, click on **“Continue Application”**.



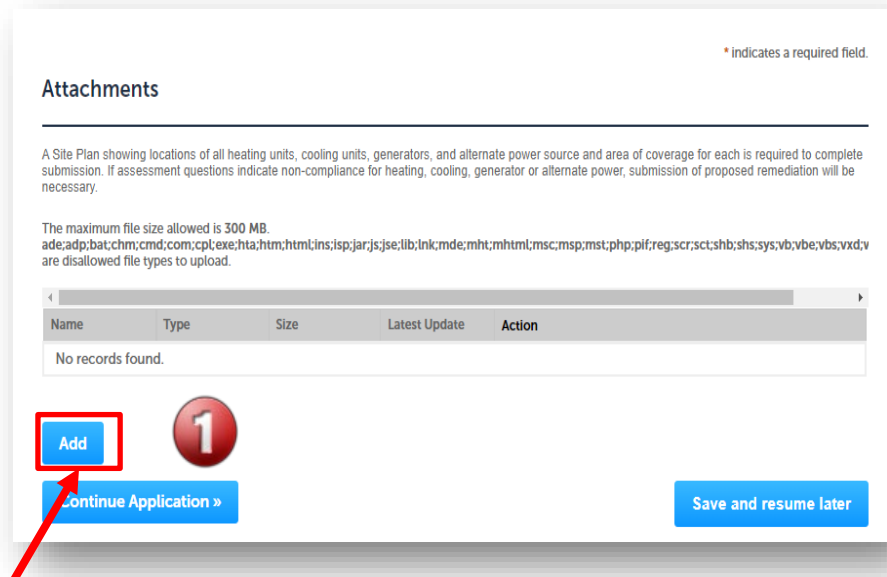
Step 6. OSHPD Building Number

Enter the OSHPD building number. Visit [Facility Details](#) web page to determine the number and type of buildings at each facility. If other buildings exist at the facility that do not have a building number, contact SeismicComplianceUnit@hcai.ca.gov. Building numbers will be issued for those buildings.

Step 7. Attachments

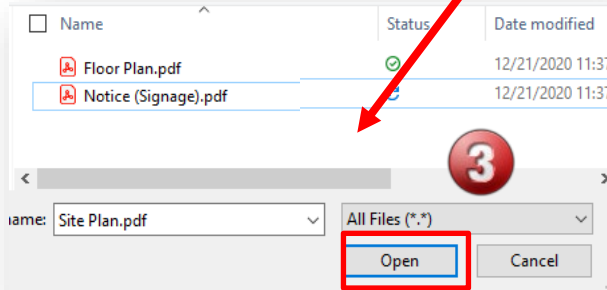
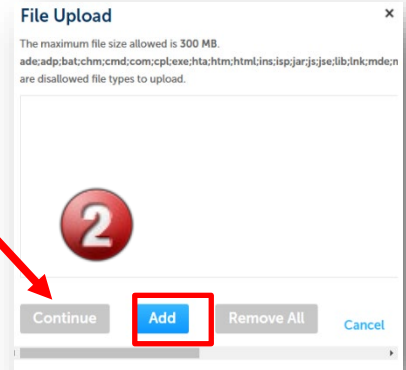
A Floor Plan showing location of all signs in building and a document showing the sign used are required to complete this section.

To add an attachment, click **“Add”**.

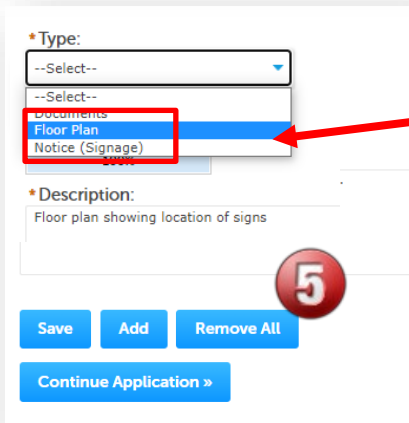
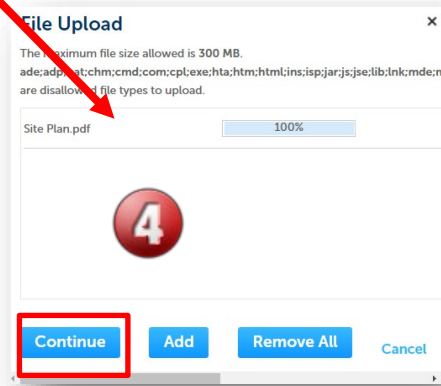


On the next window, click “Add” to navigate to find the files.

Select one or more files and click “Open”.



Once each file is uploaded 100%, click “Continue”.



Select document type and enter description. Click “Save”.

Repeat to add more documents.

Then, click “Continue Application”

Step 8. Facility PIN If you are authorized by the facility and have obtained a valid Facility PIN, enter it on the screen, then click on “Continue Application” button to proceed to the next page flow screen.

If you do not have a valid Facility PIN code, click on “Save and Resume Later” button to save the record.

* indicates a required field.

PIN

SECURITY
 Please enter your Facility's six digit PIN below. **You will not be able to complete this project without a valid PIN.** If you do not know your Facility's PIN, click "Save pending submittal" now. This will save your record and issue a temporary project number (e.g. 17TMP-00014); a confirmation email will be sent to you.

If you do not know the PIN but a PIN has been issued, forward the confirmation email to the PIN holder.

If your facility has not been issued a PIN, or you having other access issues, please contact the eCA Access Manager at eCA.Access.Manager@oshpd.ca.gov or call (916) 440-8400.

Continue Application »

Save and resume later

If you click the “Save and Resume Later” button, the application process stops, and user is redirected to the record List page. eCA issues a temporary Project ID and displays the application in user’s record list. Users can “**Resume Application**” at a later time.

✔

Your partial application (23TMP-GAC-00035) has been successfully saved.
To resume the application(s), go to the Records section and click the Resume Application link.

Showing 1-10 of 32 | [Download results](#) | [Add to collection](#)

	Date	Record Number	Record Type	Project Name	Status	Action
<input type="checkbox"/>	01/31/2023	23TMP-GAC-00035	Hospital Signage Reporting			Resume Application

If user enters an invalid Facility PIN, eCA displays an error message and prevents user from proceeding to the next screen. The application will be locked. Click “**Save and Resume Later**” and when resumed, select “**Start from Beginning**”

Step 9. User reviews the data entered and makes edits if needed.

On this screen, user can click on “Edit” button in each application step to make necessary changes.

Hospital Signage Reporting

1
2 Hospital Signage Reporting
3 Apply use PIN code
4 Review
5 Pay Fees
6 Record Issuance

Step 4: Review

Continue Application »
Save and resume later

Please review all information below. Click the “Edit” buttons to make changes to sections or “Continue Application” to move on.

Record Type

Hospital Signage Reporting

Facility

Edit

Facility ID 10625
 Facility Name Sutter Medical Center, Sacramento
 Responsible Region: North Region
 Type of Facility: General Acute Care
 Geographic Region: North Region
 County Code: 34 - Sacramento
 RCO: PMOHAN
 ACO: CCERVANTES
 DSE: ABASHARK
 Field FLSO: JTRUMBAUER
 Closure PT: SACPT2
 Senior Architect: DHARRIS
 Plan Review PT: SACPT1

Once all data is verified, click on “**Continue Application**” to submit the application.

Step 10. Submission confirmation.

On this final screen, eCA displays an application submission confirmation including the record number. User can print a record summary from this screen. These documents are in PDF format and may be saved or emailed. User can view the detailed information about the project by clicking on “**View Record Details**” button.

Hospital Signage Reporting

1	2 Hospital Signage Reporting	3 Apply use PIN code	4 Review	5 Pay Fees	6 Record Issuance
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Step 6: Record Issuance



Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.

Your Record Number is **GACSIGN-2023-00011.**

[View Record Details »](#)

Email confirmation is automatically sent to the public user that started the application and to the public user that approved the application (Owner Representative).

Congratulations! You have successfully submitted an application for Hospital Signage Reporting to HCAI!

HCAI will review the submittal and if deemed acceptable, an HCAI field staff will visit the site to confirm placement of signs.