

SISC Secure File Upload System

Site can be accessed at <https://secure.healthx.com/sisc.aspx>

District User Guide

- How to Login First Time
- How to Use "Forgot Password"
- How to Upload Reports/Activity
- How to View Upload History
- How to Manage Your Messages



Self Insured Schools of California Welcomes You



HEALTH BENEFITS
Access to provider networks at some of the lowest rates available

Our Philosophy: Schools Helping Schools
Our goal is to provide the best possible coverage and services to our members at the lowest possible cost.

Login

username:

password:

Login Instructions
Log in by entering the username assigned to you and your password.
Forgot your password? Click [here](#).

If you need assistance logging in, please contact SISC at 1-800-972-1727.

[Login](#) [Forgot Password](#)

How to Login First Time

All district users will be assigned a username and default password for the first time login:

User Name: User's district email address

Default Password: SISC2014

Enter the assigned username and password. You will be prompted to change the default. After entering the updated password, click on **Next**

Please complete the following:	
Change Password Change Secret Information Agree to License Terms	<p>- Change your Password</p> <p>* Password: <input type="text"/></p> <p>* Confirm Password: <input type="text"/></p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"><p>? Help</p><p>Fields in bold are required.</p></div> <p style="text-align: right;"><input type="button" value="Next"/> <input type="button" value="Cancel"/></p>

After changing the password, you will be prompted to select a "secret" question and enter an answer. Click **Next**

Please complete the following:	
Change Password Change Secret Information Agree to License Terms	<p>- Change your secret question and answer</p> <p>Secret Question: <input type="text" value="Select Secret Question"/></p> <p>* Secret Answer: <input type="text"/></p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"><p>? Help</p><p>Fields in bold are required.</p></div> <p style="text-align: right;"><input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p>

Next, you will be required to review and approve the website license agreement. To accept the agreement and proceed to the home page, click on **Finish**

Please complete the following:

[Change Password](#)
[Change Secret Information](#)
[Agree to License Terms](#)

License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Security. You are responsible for changing your password upon entering the system for the first time. You are also responsible for safeguarding and maintaining the secrecy of your password at all times. We believe that we have taken all reasonable security steps to encrypt your personal information so that it cannot be read as the information travels over the Internet. However, nothing is entirely foolproof, and as a customer, you accept the risk of conducting financial and private transactions via the Internet.

Disclosure of Personal Data. You agree to the disclosure of personal data (including but not limited to your Social Security number, medical treatment and other medical information, name, address, age, date of birth, and credit card or other billing information) to the appropriate health care service provider, your employer's health care benefit administrator staff, health insurance payors and claims processing personnel for the purpose of processing and/or paying your health care benefit claims.

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Previous **Finish** Cancel

After successfully logging in, you are directed to the district home page.



SISC III
SELF-INSURED SCHOOLS OF CALIFORNIA

You are currently logged in as: SISC District
[Messages \(0\)](#) | [Profile](#) | [Logout](#)

Home

Home • Home



Submit Reports/Activity
To send any reports, files, or documents through this secure site, click [here](#) to attach and send.

To send any files or documents on this secure site, follow these steps:

Step 1: Click on the "Attachments" tab

Step 2: Click on "Browse" to search for the file or document.

Step 3: Click on the file or document to be uploaded and click on "Open".
Note: Filenames can only include valid characters: alpha numeric, space, underscore, hyphen, and period.

Step 4: Enter any comments in the "Description" box then click "Add".
Note: You can upload more than one file or document. If you do have more, repeat Steps 2 through 4.

Step 5: After all files or documents have been uploaded, click on the "Upload Additional Information" tab.

Step 6: Click on "Submit".

To print these instructions, click [here](#).

SISC Self Insured Schools of California Home [Privacy](#) Phone (661) 636-4410

How to Use "Forgot Password"

If you know your assigned username but have forgotten your password, you can reset your password. Under the Login Instructions, click on *here*



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Login

username:

password:

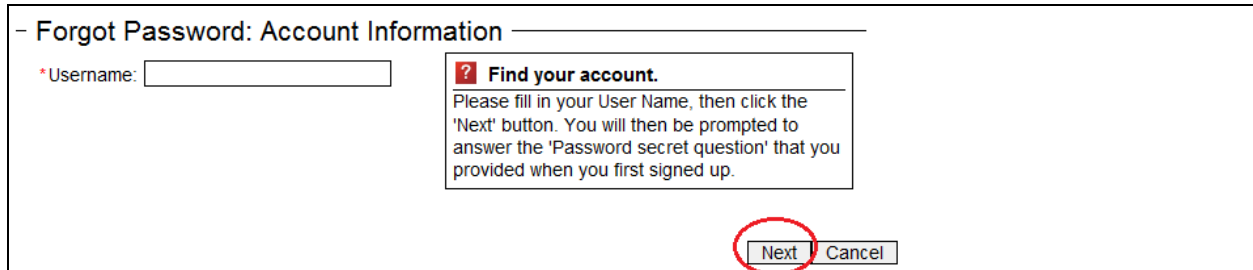
Login Instructions
Log in by entering the username assigned to you and your password.

Forgot your password? [Click here](#)

If you need assistance logging in, please contact SISC at 1-800-972-1727.

[Login](#) [Forgot Password](#)

First enter your assigned username and click on *Next*

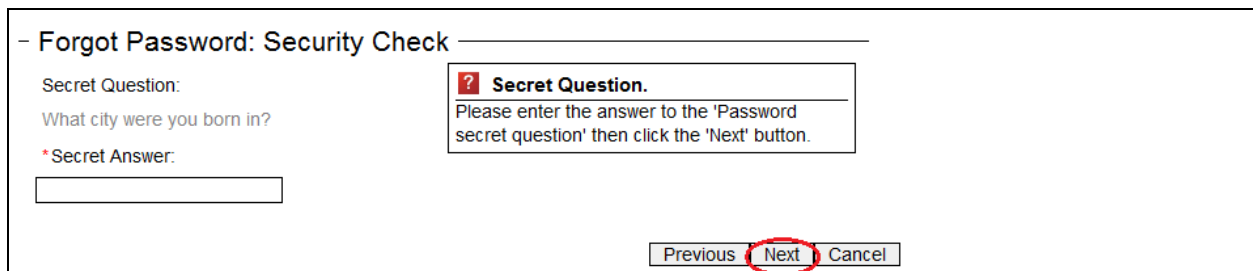


- Forgot Password: Account Information

*Username:

Find your account.
Please fill in your User Name, then click the 'Next' button. You will then be prompted to answer the 'Password secret question' that you provided when you first signed up.

Enter the answer to the displayed Secret Question and click on *Next*



- Forgot Password: Security Check

Secret Question:
What city were you born in?

*Secret Answer:

Secret Question.
Please enter the answer to the 'Password secret question' then click the 'Next' button.

Confirmation that a temporary password was randomly generated and was emailed is displayed. Click on **Finish** to return to the Login page.

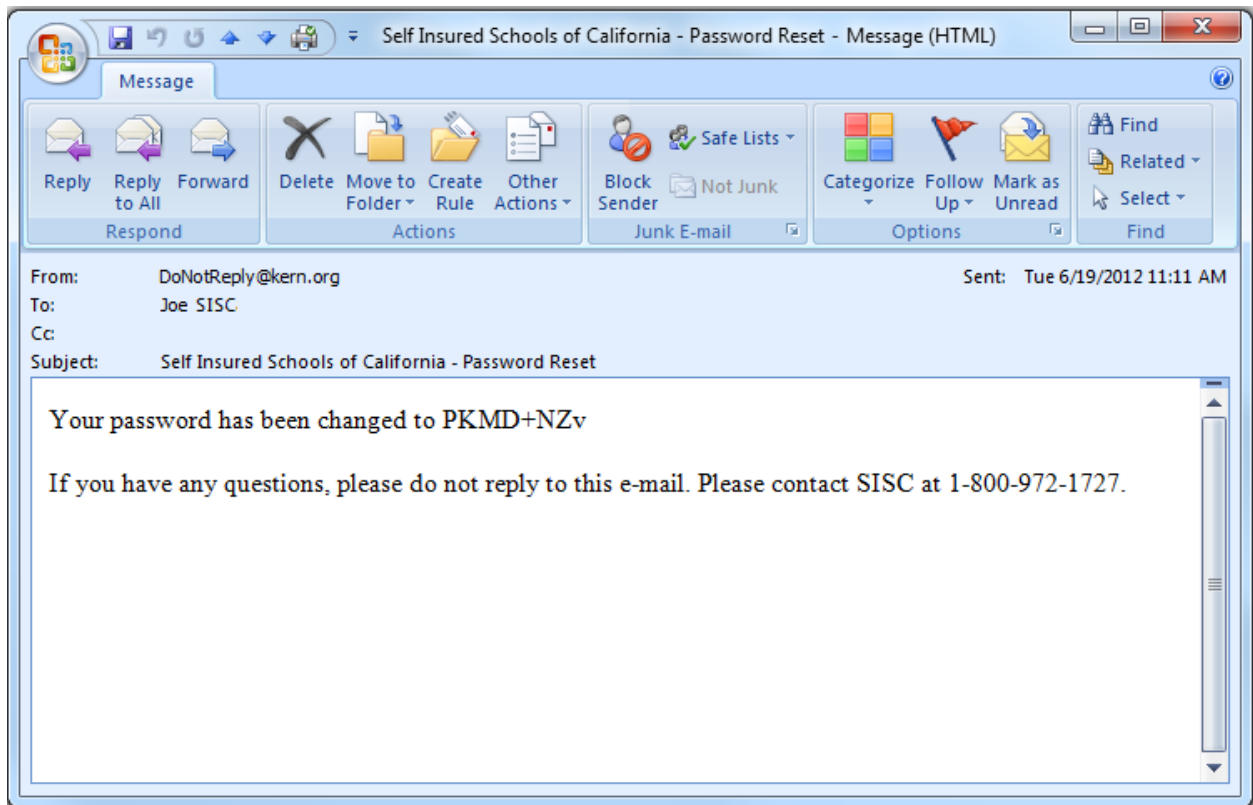
- Forgot Password: Complete

An e-mail with your new password has been sent to the e-mail address on record.

Information Sent
A new password was generated and e-mailed.

Finish Cancel

You will receive an email as confirmation your password was reset along with the new password. When you next login, you will be prompted to change this password.



How to Upload Reports/Activity

To submit reports or activity documents securely to SISC, go to the "Submit Reports/Activity" section on your home page and click on *here*.

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You are currently logged in as: SISC District
Messages (0) | Profile | Logout

Home

Home • Home

Your District Logo

Submit Reports/Activity
To send any reports, files, or documents through this secure site, click [here](#) to attach and send.

To send any files or documents on this secure site, follow these steps:
Step 1: Click on the "Attachments" tab
Step 2: Click on "Browse" to search for the file or document.
Step 3: Click on the file or document to be uploaded and click on "Open".
Note: Filenames can only include valid characters: alpha numeric, space, underscore, hyphen, and period.
Step 4: Enter any comments in the "Description" box then click "Add".
Note: You can upload more than one file or document. If you do have more, repeat Steps 2 through 4.
Step 5: After all files or documents have been uploaded, click on the "Upload Additional Information" tab.
Step 6: Click on "Submit".
To print these instructions, click [here](#).

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You will be directed to the instructions on how to upload documents or files from your desktop.

First click on the **Attachments** tab

Upload Additional Information **Attachments (0)**

Do you need to send additional information?
To send any files or documents on this secure site, follow these steps:
Step 1: Click on the "Attachments" tab
Step 2: Click on "Browse" to search for the file or document.
Step 3: Click on the file or document to be uploaded and click on "Open".
Step 4: Enter any comments in the "Description" box then click "Add".
Note: You can upload more than one file or document. If you do have more, repeat Steps 2 through 4.
Step 5: After all files or documents have been uploaded, click on the "Upload Additional Information" tab.
Step 6: Click on "Submit".

Back Submit

Please note that we will require a file name format to enable efficient processing of your documents.

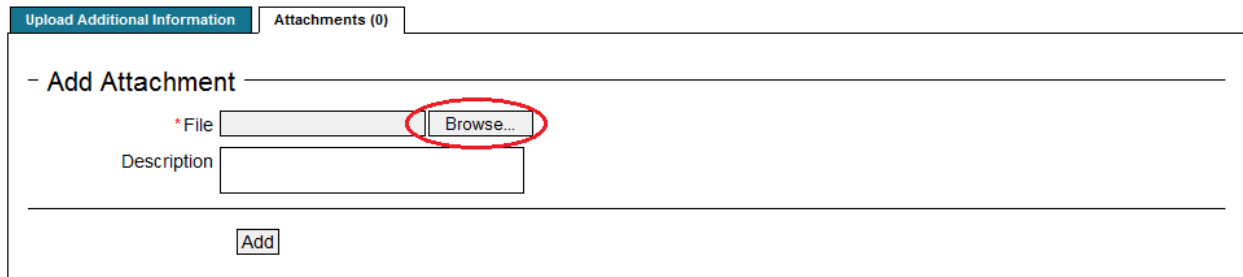
The file name format follows:

- District Name_Month_Year_one or two word description (Term MAR; Changes MAR; Address Change; Enrollments etc.)
- Example: **Vista Unified_July_2014_Changes MAR**

Important: If a file does not have the District Name, the file will be rejected by SISC.

Please refrain from using acronyms for the District Name and special characters or symbols in your file naming convention.

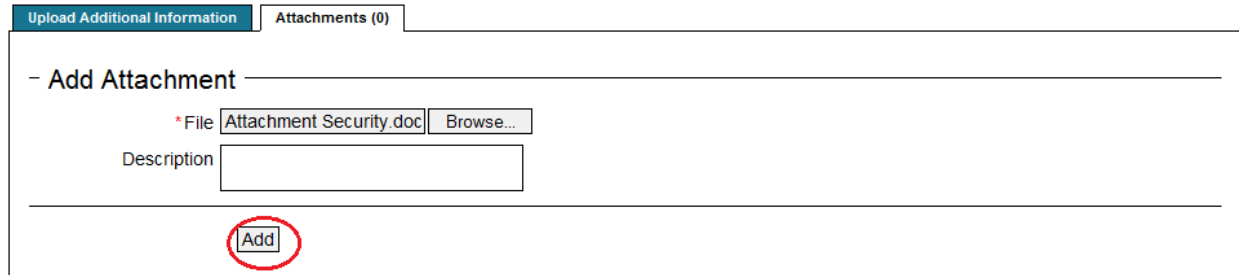
On the "Attachments" page, click on **Browse** to search and then select the appropriate file from your desktop. Additional comments can also be added in the "Description" text box.



The screenshot shows a web interface for adding attachments. At the top, there are two tabs: "Upload Additional Information" (active) and "Attachments (0)". Below the tabs is a section titled "- Add Attachment". It contains a label "* File" followed by a text input field and a "Browse..." button. The "Browse..." button is circled in red. Below the file input is a "Description" label followed by a text input field. At the bottom of the section is an "Add" button.

After the file is selected and comments added, click on **Add** to attach the file. The file will be scanned for any viruses at this time.

- If a virus is detected, the process will reject the file and display a message the file cannot be attached due to a detected virus. The request can still be submitted but without the file
- If the virus scanner is not available for any reason, the process will display a message the file cannot be added at this time



The screenshot shows the same web interface as the previous one, but now the file input field contains the text "Attachment Security.doc" and the "Browse..." button is no longer visible. The "Add" button at the bottom is circled in red.

Depending on the size of the file, please allow a few moments after hitting the **Add** button before proceeding to the next step.

A successfully loaded file will show the yellow file icon on the screen



After the file has been successfully uploaded, you can upload additional files or click on the **Upload Additional Information** tab if there are no more files to upload

The screenshot shows a web interface with two tabs: "Upload Additional Information" (highlighted with a red circle) and "Attachments (1)". Below the tabs, a message states "Attachment Security.doc uploaded successfully." Below this message is a document icon and the text "Attachment Security.doc [Remove]". Underneath is a section titled "- Add Attachment" with a horizontal line. Below the line is a form with a label "* File" next to a text input field and a "Browse..." button. Below that is a "Description" label next to a larger text input field. At the bottom of the form is an "Add" button.

The "Attachments" will show the number of files that have been attached. Click on **Submit** to send the files to SISC.

The screenshot shows the "Attachments (1)" tab. The main content area contains the heading "Do you need to send additional information?" followed by the text "To send any files or documents on this secure site, follow these steps:". Below this are six numbered steps: Step 1: Click on the "Attachments" tab; Step 2: Click on "Browse" to search for the file or document; Step 3: Click on the file or document to be uploaded and click on "Open"; Step 4: Enter any comments in the "Description" box then click "Add"; Note: You can upload more than one file or document. If you do have more, repeat Steps 2 through 4; Step 5: After all files or documents have been uploaded, click on the "Upload Additional Information" tab; Step 6: Click on "Submit". At the bottom right of the form are two buttons: "Back" and "Submit" (circled in red).

The assigned Tracking number for the submission is displayed along with the confirmation message.

The screenshot shows a confirmation message. At the top, it says "Tracking # 1962423" and "Sent by SISC District on 6/19/2012." Below this is a small icon. There are two tabs: "Summary" and "Attachments (1)". Below the tabs is a section titled "- Upload Additional Information" with a horizontal line. Below the line is the text "Thank you! Your files have been successfully uploaded." followed by "If we have any questions, we will contact you."

How to View Upload History

To view the history of files uploaded, click on the *Messages* link on the upper right hand section of your home page.

Activity files or “Messages” are held in different folders depending on their status:

Open - contains activity files received by SISC

Action	Status	Tracking ID	Process	Date Sent	Sender	Date Read
Go to ...	<input checked="" type="checkbox"/>	2943100	Upload Additional Information	6/26/2014 11:33:41 AM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2942030	Upload Additional Information	6/25/2014 2:03:59 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2940423	Upload Additional Information	6/24/2014 7:12:03 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2940094	Upload Additional Information	6/24/2014 7:11:37 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2940284	Upload Additional Information	6/24/2014 7:11:03 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2939430	Upload Additional Information	6/24/2014 4:09:29 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2908485	Upload Additional Information	6/6/2014 12:57:43 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	2903033	Upload Additional Information	6/3/2014 6:10:23 PM	Health Activity, SISC	

Legend:

- Submitted
- Rejected
- Opened
- Saved
- Received
- Cancelled

The Status Legend allows the user to determine if SISC successfully received the file or the file was rejected or cancelled for any reason

Saved – folder remains empty (Files uploaded are saved using the **Search History** function)

Pending - contains files uploaded by district user that have not been opened by SISC

Action	Tracking ID	Process	Date Sent
Go to ...	2962415	Upload Additional Information	7/8/2014 3:12:57 PM

Page 1 of 1

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Search History – allows user to search for files uploaded in 3 ways:

1) **Quick Search** – displays last 10 files

Home • Messages • Search History

Quick Search Date Range Search Tracking Number Search

– Quick Search

Type
 Last 10

Quick Search
Please select a search type

Search

2) **Date Range Search** – displays files within a specified date range

Home • Messages • Search History

Quick Search Date Range Search Tracking Number Search

– Date Range Search

* Start Date

* End Date

Advanced Search
 No
 Yes

Date Range Search
Please select a date range

Search

3) **Tracking Number Search** – displays files by a specific tracking number

Home • Messages • Search History

Quick Search Date Range Search Tracking Number Search

– Tracking Number Search


* Tracking Number


Tracking Number Search
Please enter a tracking number

Search

How to Manage Your Messages





To view the status of files uploaded, click on the *Messages* link on the upper right hand section of your home page

If your file is "Rejected" for any reason, a big red  arrow will be displayed under *Status*.

Action	Status	Tracking ID	Process	Date Sent	Sender	Date Read
Go to ...	<input checked="" type="checkbox"/>	3092610	Upload Additional Information	9/16/2014 6:59:36 PM	Health Activity, SISC	
Go to ...		3092600	Upload Additional Information	9/16/2014 6:31:49 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3088059	Upload Additional Information	9/13/2014 1:27:53 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3081148	Upload Additional Information	9/9/2014 5:06:04 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3071088	Upload Additional Information	9/4/2014 12:50:25 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3068120	Upload Additional Information	9/3/2014 2:30:45 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3068385	Upload Additional Information	9/3/2014 12:33:38 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3067696	Upload Additional Information	9/3/2014 12:29:38 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3064866	Upload Additional Information	9/2/2014 7:17:39 PM	Health Activity, SISC	
Go to ...	<input checked="" type="checkbox"/>	3064857	Upload Additional Information	9/2/2014 7:17:12 PM	Health Activity, SISC	

Page 1 of 2

Legend:

-  Submitted
-  Rejected
-  Opened
-  Saved
- Received
- Cancelled

To view the reason why your file is rejected, under **Action** for that specific tracking number, select **View**.

The reason for the rejection is written directly under the statement:

The request has been rejected.

For this example: The request has been rejected due to **"No file attached."**

Schools Helping Schools

Home

Home • Messages • View 3092600 **Tracking # 3092600**
Rejected by SISC Health Activity on 9/16/2014.

-
-
-

Summary

– Upload Additional Information –

The request has been rejected.
No file attached

Thank you for using the file upload service. SISC will contact you if we have any questions.

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For this example: The request has been rejected due to the district not including the District Name in the file naming convention.

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Messages (40) | Profile | Logout

Home

Home • Messages • View 3066584 **Tracking # 3066584**
Rejected by SISC Health Activity on 9/2/2014.

-
-
-

Summary Attachments (4)

– Upload Additional Information –

The request has been rejected.
Please include district name as part of the file name. Example: Vista Unified_July_2014_Changes MAR

Thank you for using the file upload service. SISC will contact you if we have any questions.

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You can correct this request by clicking on the pencil icon



Please be sure that your file name has been corrected in your desktop before doing this step.

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Schools Helping Schools

Messages (40) | Profile | Logout

Home

Home • Messages • View 3066584 **Tracking # 3066584**

Rejected by SISC Health Activity on 9/2/2014.

•  

• 

• 

Summary Attachments (4)

– Upload Additional Information –

The request has been rejected.

Please include district name as part of the file name. Example: Vista Unified_July_2014_Changes MAR

Thank you for using the file upload service. SISC will contact you if we have any questions.

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By doing so, you will be redirected to the *Upload Additional Information* page.

Upload Additional Information Attachments (0)

Do you need to send additional information?

To send any files or documents on this secure site, follow these steps:

Step 1: Click on the "Attachments" tab

Step 2: Click on "Browse" to search for the file or document.

Step 3: Click on the file or document to be uploaded and click on "Open".

Step 4: Enter any comments in the "Description" box then click "Add".

Note: You can upload more than one file or document. If you do have more, repeat Steps 2 through 4.

Step 5: After all files or documents have been uploaded, click on the "Upload Additional Information" tab.

Step 6: Click on "Submit".

Back Submit

Correcting the rejected request in this manner will allow you to keep the original tracking number.