



Health*ideas* SAE

Secure Analysis Environment User Guide for Third Party Users

Version 1.1 — February 2021

Data Management and Stewardship Branch (DMS)

Health Sector Information, Analysis and Reporting Division

Contents

1.0	Overview	3
2.0	Getting started	3
2.1	Pre-requisites for connecting to the SAE	3
2.2	Installing Citrix Receiver	4
2.3	Logging in to the SAE for the first time	6
2.4	Getting familiar with the Windows Server 2012 user interface.....	8
2.5	Setting up Windows for the first time.....	13
2.6	Working with the Citrix Receiver window	20
2.7	Moving information into or out of the SAE	22
2.8	Printing information from the SAE.....	22
2.9	Using secure file storage within the SAE	23
2.10	Accessing Health <i>ideas</i> web applications	23
2.11	Running desktop applications.....	24
3.0	Managed Transfer Process (MTP)	25
3.1	Installing a Secure File Transfer Protocol (SFTP) Application.....	26
3.2	Moving files into the SAE	26
3.3	Moving files out of the SAE.....	30
4.0	Accessing Health<i>ideas</i> data	34
4.1	Requesting access to Health <i>ideas</i> data sets.....	34
4.2	Connecting to Health <i>ideas</i>	34
5.0	Sharing data within the SAE	35
5.1	SAE LAN Folders	35
5.2	Team schemas.....	36
SAE software applications		37
5.3	Applications available within the SAE	37
5.4	Requesting access to installed software.....	37
5.5	Requesting unavailable software	37
6.0	Service offerings	37
7.0	Contact matrix	38

1.0 Overview

The Secure Analysis Environment (SAE) is a portal to the Ministry of Health's Health*ideas* data warehouse, which is available to Third Parties for research and analysis. For the purposes of this document, the term "Third Party" is defined as:

any person, group of persons or organization with which the public body (i.e. Ministry of Health) has an information-sharing agreement (regardless of the form of the agreement, for example, information-sharing agreement, information-sharing plan, research agreement, memorandum of understanding, common or integrated program agreement, etc.)

The SAE enables access to Health*ideas* data assets while ensuring that personal and sensitive information is secure. It controls access to Health*ideas* through a virtual desktop environment with the following enhanced security features:

- *Restricted outbound data transfer*
Data cannot be copied from within the SAE to a user's physical computer;
 - No copy and paste from the SAE to the user's own computer desktop; and
 - No e-mail, internet access, printer or normal LAN within the SAE
- *Managed data transfer protocols*
Transfer of data in or out of SAE is controlled through a Secure File Transfer Protocol (SFTP) that logs all transfers of files in or out of the SAE.
- *Secure LAN file storage*
The SAE provides secure LAN folders for users to store files that will remain available through multiple log-in sessions. These folders enable sharing of files within a team (if approved).

2.0 Getting started

This section describes how to access the SAE for the first time, and how to set up the environment so you can begin working with data in Health*ideas*.

2.1 Pre-requisites for connecting to the SAE

We will provide you with the following log-in credentials so you can connect to the SAE:

- SAE "IDIR" account to log in to the SAE. If you are provided with an MTP account, you will use the same IDIR account to log in.
- Health*ideas* Oracle ID (OID) account, which grants you access to the Health*ideas* database environments.

Please note: Chrome is the preferred browser for working within the SAE.

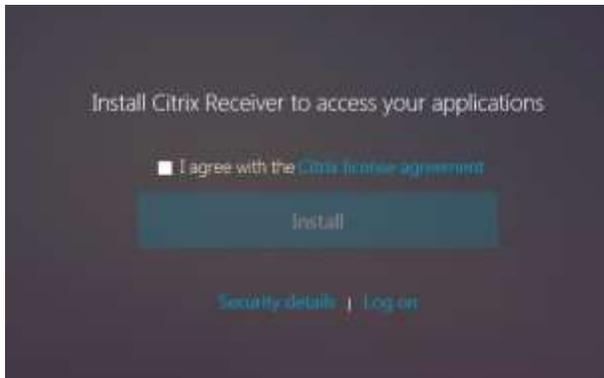
2.2 Installing Citrix Receiver

The SAE utilizes Citrix XenApp to present a “published desktop”, which requires installation of Citrix Receiver on your local machine. This software is required in order to access the SAE.

When you log into the SAE website for the first time, you may be prompted to download and install Citrix Receiver.

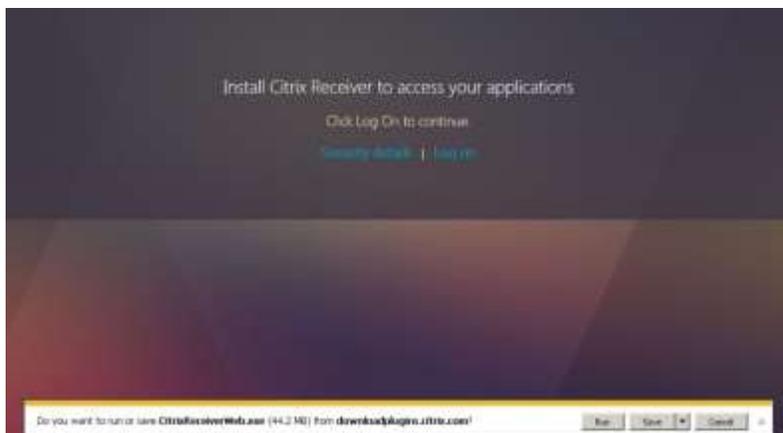
Follow the following steps to download Citrix Receiver from the SAE website:

1. In your web browser, navigate to <https://sae.healthideas.gov.bc.ca/> and sign on using your IDIR credentials. The following screen will appear, prompting you to install Citrix Receiver.



If you are not prompted to download and install Citrix Receiver from the SAE website, please download Citrix Receiver from another source on the Internet and install it.

2. Read the Citrix license agreement and, if you agree, click the checkbox to show your agreement. Then click **Install**. A prompt window will display, asking you to Run or Save the install program. Click **Run**.



Once the installation has completed, the **Citrix Receiver** setup window will be displayed:



3. Click **Start**.

The License Agreement window displays:



4. Review the agreement. If you agree, select the "I accept" checkbox and then click **Install**.

After installation of Citrix Receiver has completed, the following "Installation successful" window will be displayed:



5. Click **Finish**.

Once the installation has completed, you will be prompted to log on to SAE website.
If this web page does not display, click on the following link:
<https://sae.healthideas.gov.bc.ca/>

2.3 Logging in to the SAE for the first time

1. Open a web browser and navigate to <https://sae.healthideas.gov.bc.ca/>
2. The following log-in screen will be displayed:



3. Enter your SAE IDIR username and password and click **Log On**.

If prompted to change your SAE IDIR password, please ensure your new password does not contain any of these special characters:

- “,” - comma, “.” - dot, “*” - asterisk, “;” - semicolon

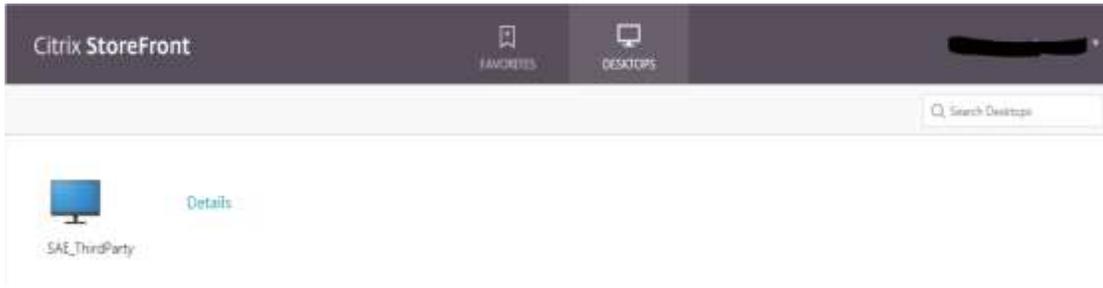
To increase the strength of your SAE IDIR password, you may use the following characters:

- “#” - hash, “_” - underscore

Please note: if you are connecting to the SAE for the first time, you will be prompted to download and install Citrix Receiver, which is the application that displays the remote desktop. Please refer to Section 2.2 above.

4. The Citrix Receiver “StoreFront” page will be displayed. It will open to the Favorites tab.

Click the **DESKTOPS** icon along the top of the screen to open the DESKTOPS tab. An icon for the SAE_ThirdParty desktop configuration will be displayed. All users accessing the SAE from outside of the Ministry of Health need to use this configuration:



To add a desktop to the FAVORITES tab (which is what first appears when you log into SAE website, click on the **Details** link and then click **Add to Favorites**.

5. Click on the icon to access the desktop. Windows Server 2012 will display the following security warning:



6. Click **OK**. You will then be logged into the SAE desktop.

Note: if you are logging in for the first time, Windows will need to build your account information and create a profile for you. This may take a few minutes. However future logins will be much quicker.



2.4 Getting familiar with the Windows Server 2012 user interface

If you have not used a version of Windows later than Windows 7, you will notice a significantly different user interface in the SAE. This interface (known as “Metro”) is the version used by Windows Server 2012: it is very similar to Windows 8, though there are some differences.

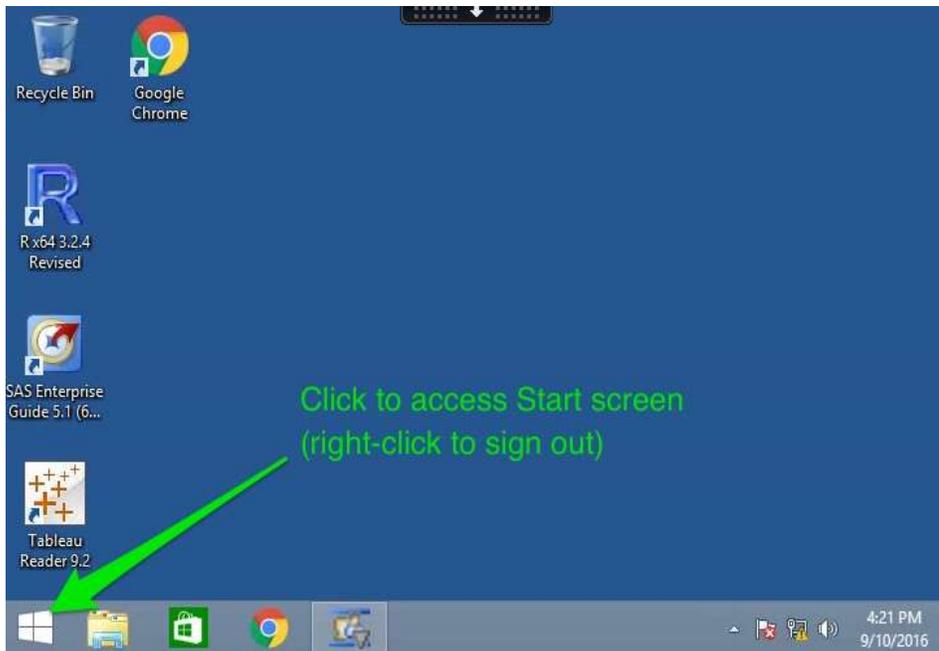
This section gives a brief introduction to the interface. For a more complete tutorial on how to use this interface, you might find it helpful to watch “The Missing Windows 8 Instructional Video” by Scott Hanselman, which is available at the following link:

<http://www.hanselman.com/blog/TheMissingWindows8InstructionalVideo.aspx>

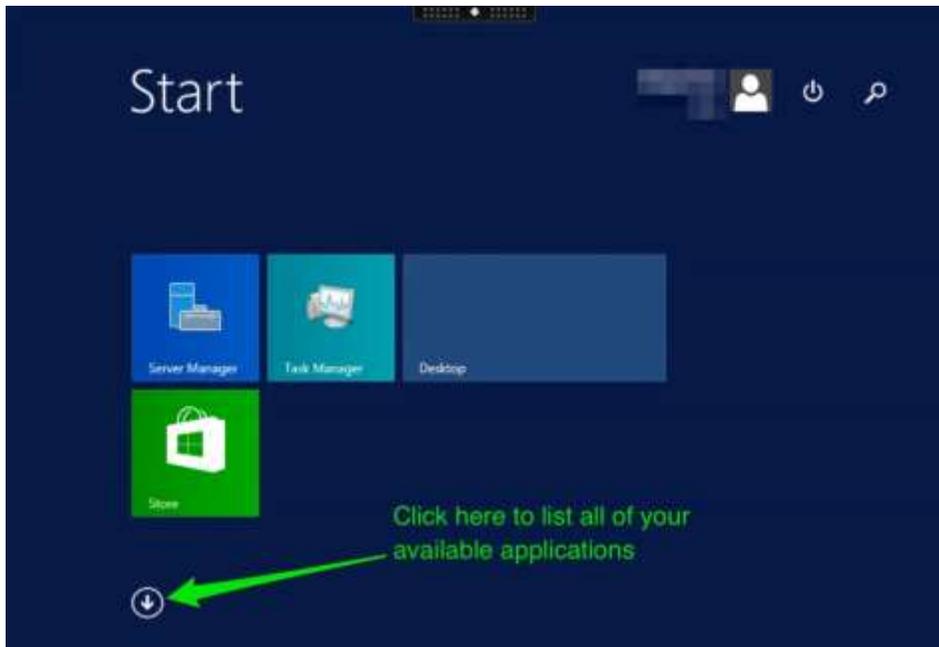
Many of the basic concepts and features of the desktop shown in the video are the same as the virtual desktop of the SAE, however there are some differences. (One notable difference is the lack of functionality within SAE to constantly stream information from the internet, such as weather and stock information, Facebook and Twitter updates.)

2.4.1 *Where is the Start menu?*

Windows Server 12, like Windows 8, does not include a Start menu. Instead, it has a Start screen, which you can access by clicking on the Windows icon at the bottom left corner of the screen (or by pressing the Start key on your keyboard):



This displays the Start screen, which will look something like this when you first start using SAE:



The Start screen is similar to the Start menu as it lists common applications that you use. You can add or remove applications to this screen and move them around.

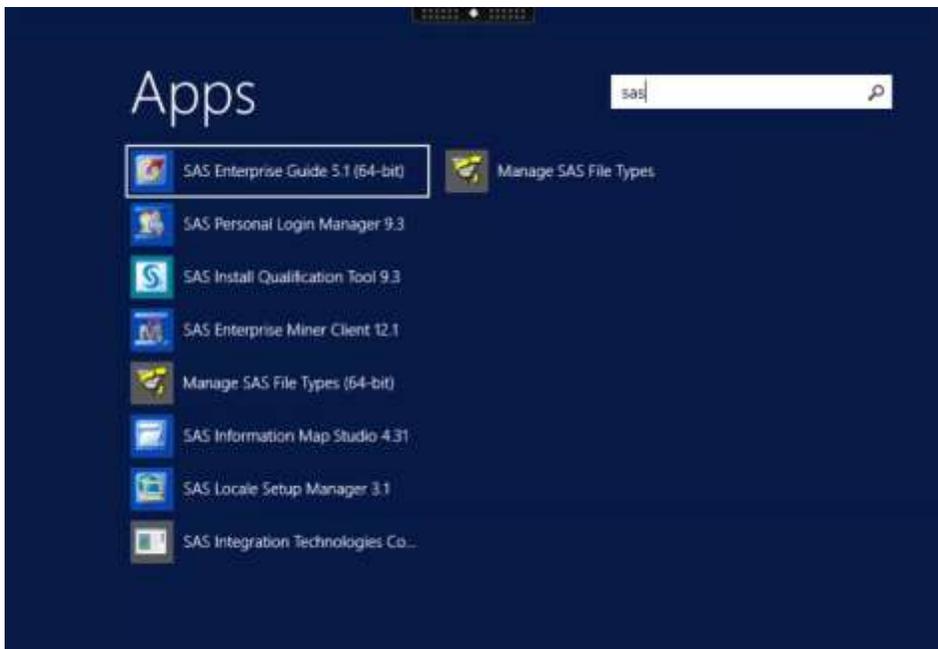
To view a full list of applications, click the small down arrow at the bottom of the Start screen. This takes you to the Apps screen (called “All Applications” in Windows 8).



From this window, you can:

- Scroll through the full list of applications installed on the desktop;
- Use the search field to find a specific application;
- Click on an application to open it;
- Right-click on an application icon to pin it to your Start screen or taskbar.

For example, in the search bar, type “SAS” and the SAS programs installed in SAE will be listed:

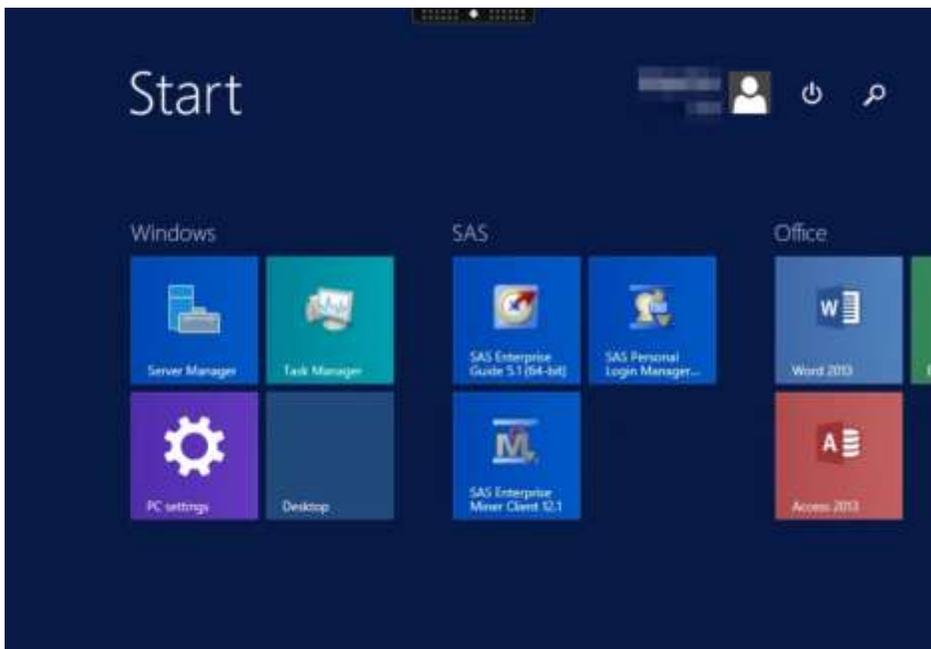


Right-click on a program to pin it to the Start screen or taskbar:



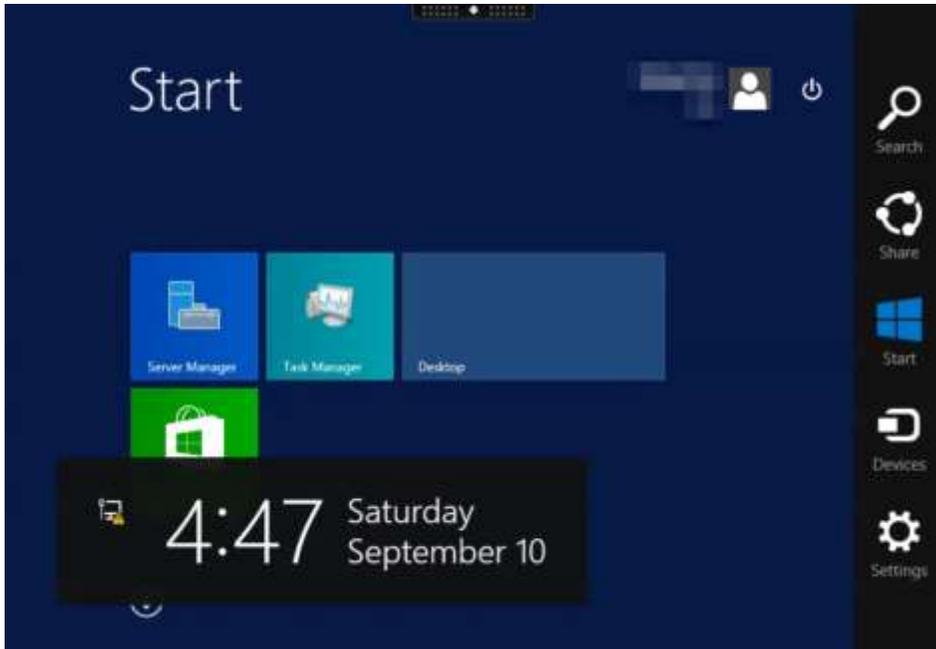
2.4.2 Customizing the Start screen

There are many different features for customizing your Start screen: you can pin whatever app you want, organize apps into groups, name the groups, change the sizes of individual icons, etc. Here is an example of what it can look like with a bit of tweaking:



2.4.3 Start screen “hot corners”

On the Start screen, if you hover your mouse pointer over one of the corners it will activate a navigation feature. For example, hovering at the lower-right portion of the screen opens the Windows “Charms”:



2.4.4 Signing out of the SAE

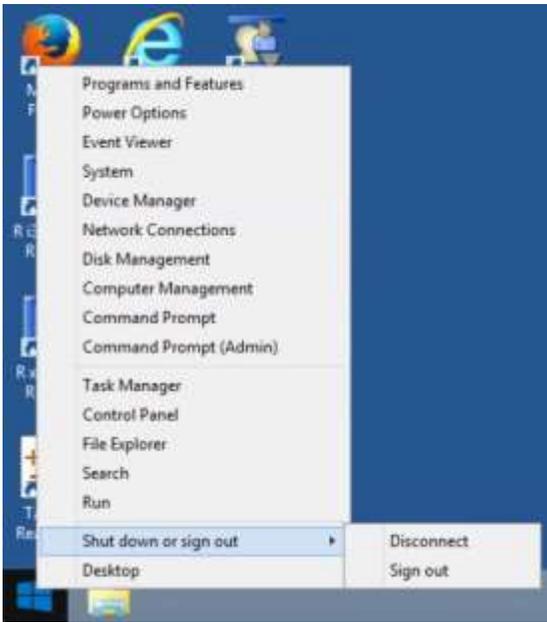
As the SAE is a virtual desktop, you cannot shut it down. Instead, when you have finished working in the SAE, you sign out to close your session. **Do not disconnect the session.** Make sure you have saved all your work before you sign out of your session. Do not leave a session running over night or the weekend.

To sign out from your **Start** screen, click your User login icon, and then from the fly-out menu, and then select **Sign out**.



To sign out from your SAE Desktop:

1. Right-click on the Start icon to open its context menu:



2. Click **Shut down or sign out**, and then from the fly-out menu click on **Sign out**.

Note: Please refrain from using the “Disconnect” option. This will leave your session running on the server, which increases server loads and interferes with server maintenance.

Do not click on Disconnect (as it would leave an unattended session running which may cause problems the next time you attempt to sign in)

2.5 Setting up Windows for the first time

When you sign into the SAE for the first time, please keep in mind that it is like using a new computer for the first time. This means that:

- Windows needs to set up your initial profile — when you log in for the first time, it can take one or two minutes before your desktop displays.
- File types are not associated with applications by default. You will need to select the program to use when you want to open a Word document or a PDF.
- The home page in your browser is by default set to internet web pages (such as on microsoft.com) which are not accessible through the SAE. We recommend that you change your default home page to the main application you will use in the SAE.
- In some cases, Microsoft Office programs may block you from opening downloaded content. This will require you to change some options in these programs.

2.5.1 Setting your default file types for Microsoft Office

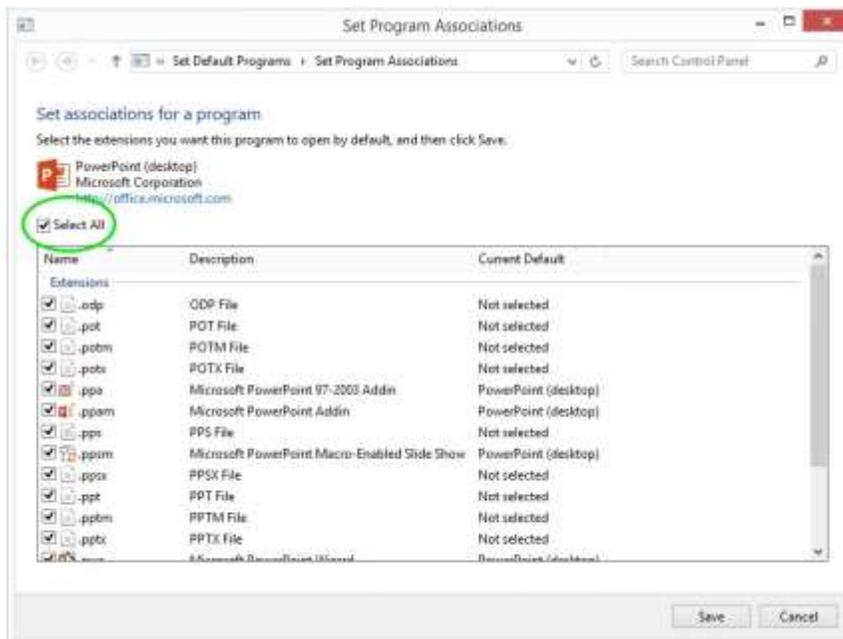
When you open a Word document or Excel spreadsheet for the first time, the application will prompt you to select the default file types to associate with the program. As it can be confusing when this dialog box pops up when you are opening a file for the first time, we recommend that you open each program directly, check the “Select All” checkbox when you are prompted for the file types, and then close the program.

1. Open a Microsoft Office program such as Word or Excel (in this example PowerPoint is used).

The following prompt will display, asking if you want to set the application as the default program. Check the “Don’t show this message again” box and then click Yes.



2. The Set Program Associations screen displays. Check **Select All** and then click **Save**.

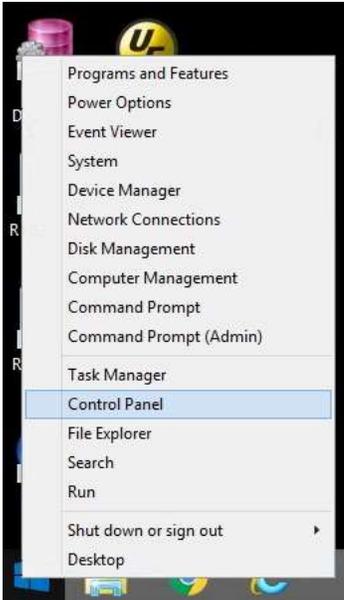


3. Repeat this process for each of the Office applications you intend to use.

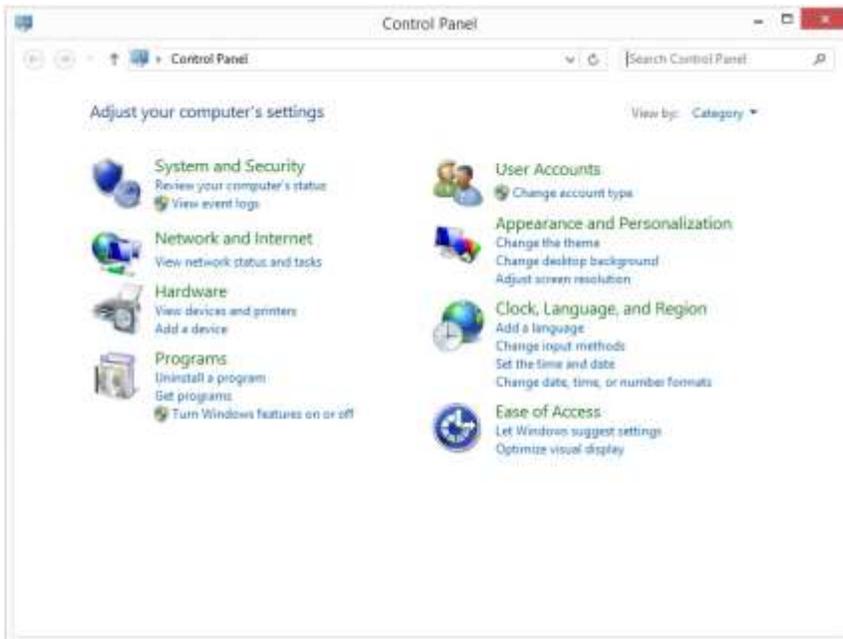
2.5.2 *Setting program associations for other file types*

You will also want to set up default program associations for other file types, such as .PDF, .TXT, and .SQL. The easiest way to do this is through the Control Panel.

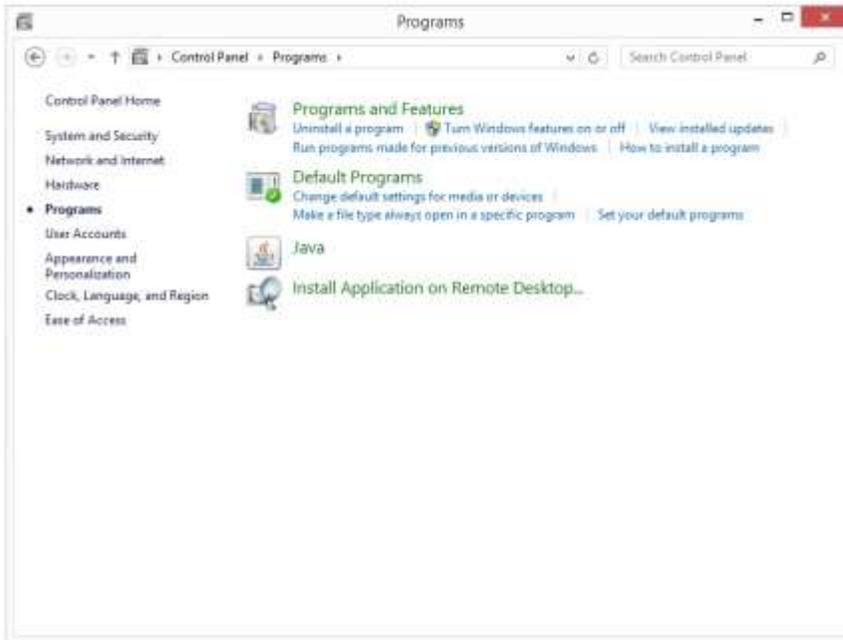
1. Right-click on the Start icon to display the following context menu.



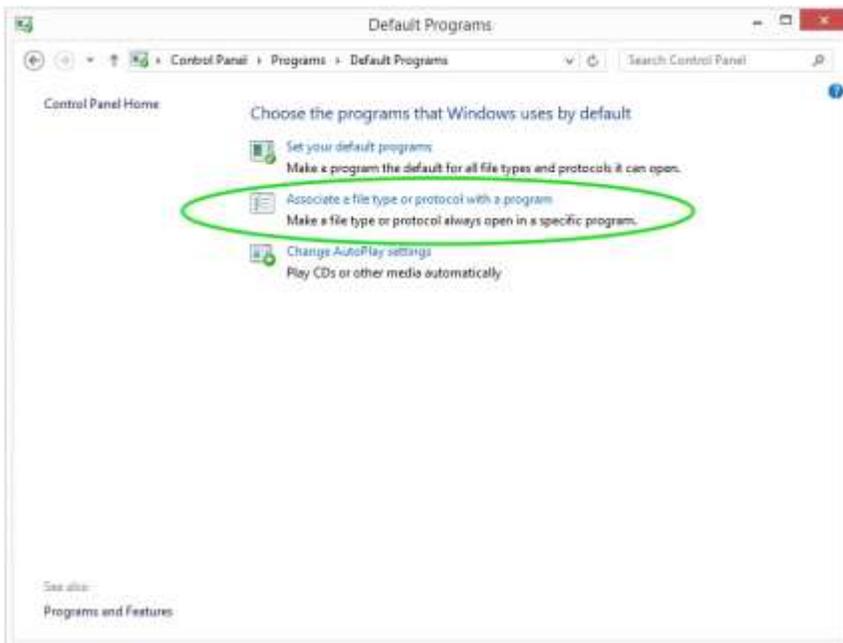
2. Select Control Panel.



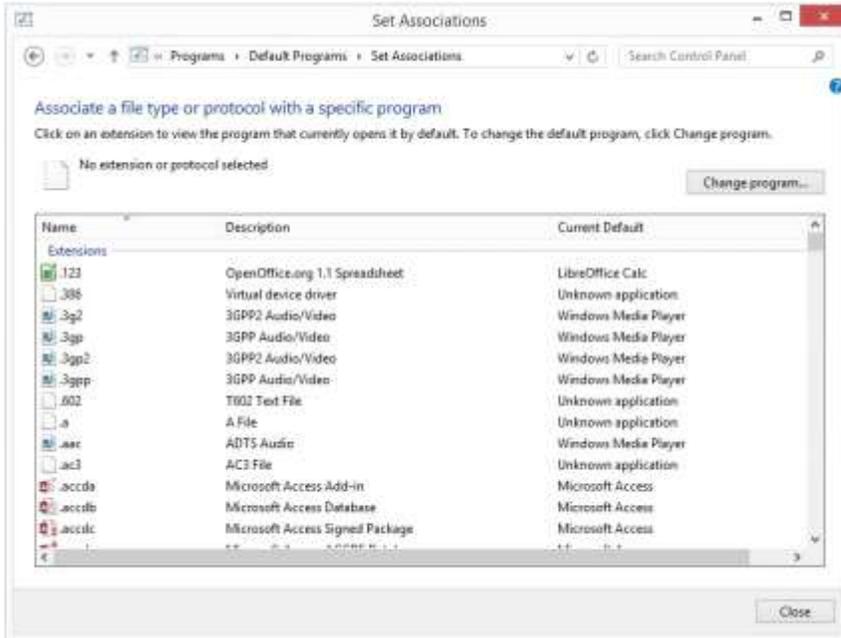
3. Select Programs.



4. Select Default Programs.

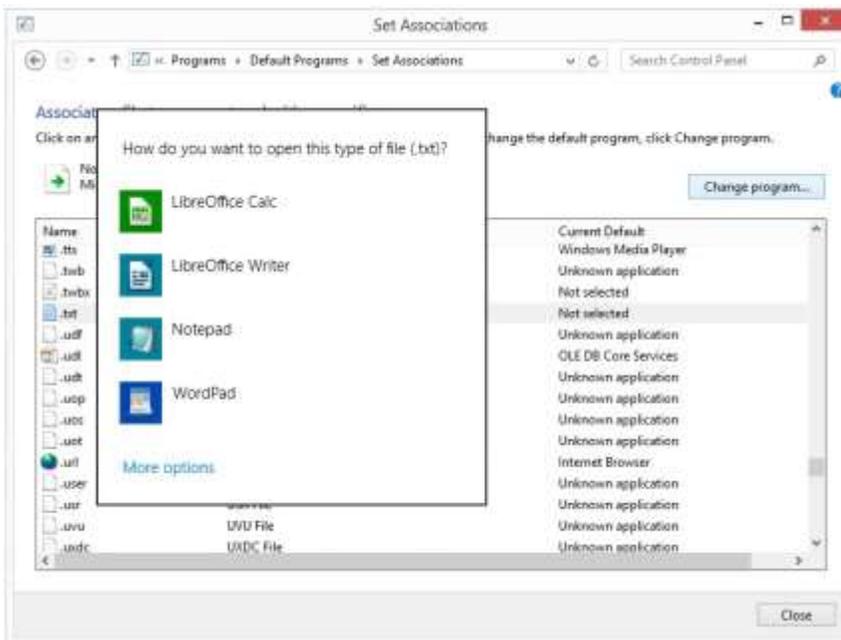


5. Select **Associate a file type or protocol with a program.**



6. In the list, scroll down to a file type (for example, “.txt”) and select it.
7. Click Change program.

A window appears which lists programs you can use to open that file type.



8. Select the program that you prefer from the list. If the program is not on the list, click **More options** to expand the list with additional programs to select from.
9. If the application that you want does not appear in the list, go to the bottom of the list, and click **Look for another app on this PC.**

10. The “Open with” screen is then displayed. Select the program you want to use. By default, this screen displays programs in the C: drive, but you may need to navigate to E:\APPS to find the program that you want.
11. When you find the program, select it, and click **Open**.
12. Repeat steps 6 to 11 for each file type. The following section lists some of the common ones you might want to change.

Recommended program associations:

When setting default program associations for files within SAE, the following are recommended.

File type	Recommended program	Location In SAE
.PDF	Google Chrome	C:\Program Files (x86)\Google\Chrome\Application\chrome.exe
.TXT	Notepad++	E:\APPS\Notepad++\notepad++.exe

2.5.3 Setting your browser’s default home page

The SAE includes several web browsers, including Chrome, Internet Explorer, and Firefox. When you first open one of these applications, the default home page is set to the web site of the application’s publisher (e.g. Microsoft for Internet Explorer). As the SAE does not include internet access, the default home page will be blocked.

We recommend that you set the default home page to the Health*ideas* web app that you use most frequently. To do this, follow the steps below, which are applicable to your preferred web browser.

Chrome

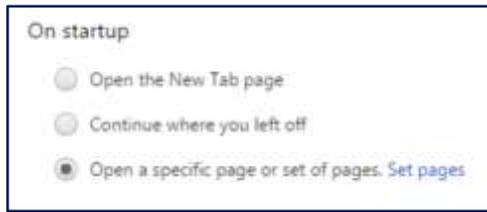
1. In your browser, navigate to the page that you want to set as your home page.
2. In the toolbar, click the menu icon:



3. Click **Settings**.
4. Update the following sections:

On startup

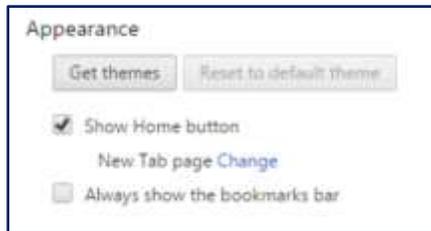
- a. Select **Open a specific page or set of pages**.



Click the **Set pages** link and enter the applicable URL:
<https://secure.healthideas.gov.bc.ca/>

Appearance

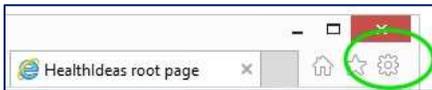
- a. Checkmark **Show Home button**:



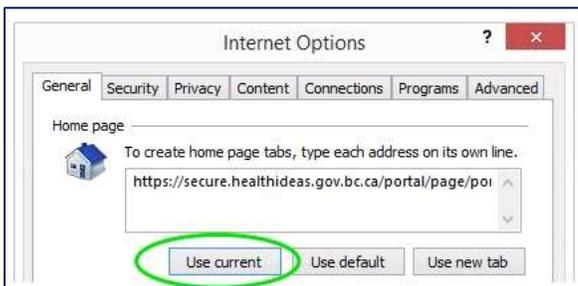
- b. Click **Change** and enter the applicable URL.

Internet Explorer

1. In your browser, navigate to the page that you want to set as your home page.
2. In the toolbar, click the Tools icon:



3. Select **Internet Options**.
4. On the Internet Options screen, make sure that your home page is set as you want it and click **Use current**.

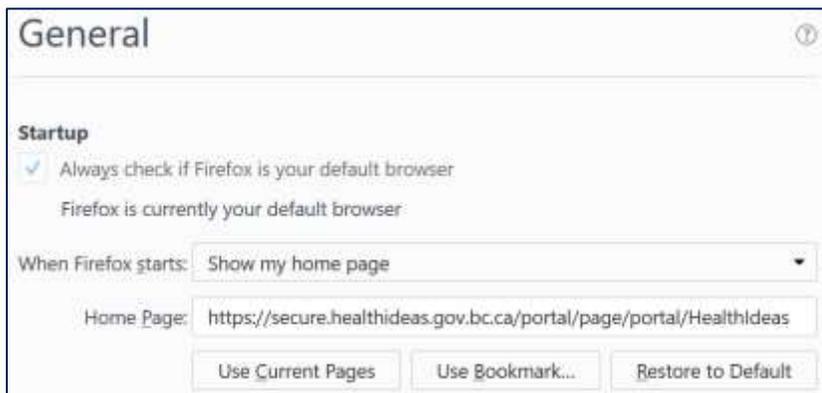


FireFox

1. In your browser, navigate to the page that you want to set as your home page.
2. In the toolbar, click the Menu icon:



3. Select **Options**.
4. On the General page, make sure that your home page is set as you want it and click **Use Current Pages**.

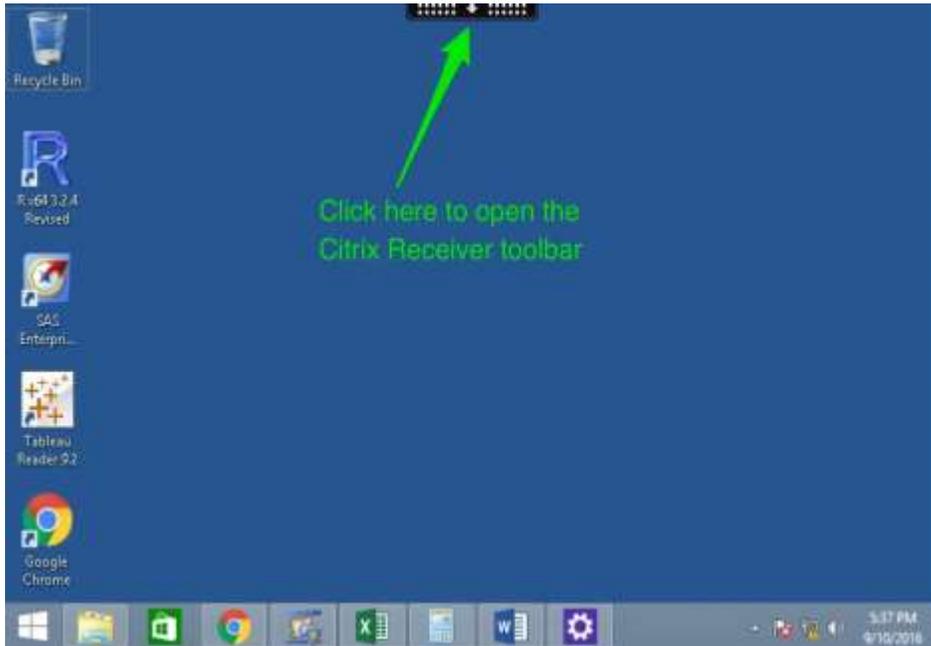


2.6 Working with the Citrix Receiver window

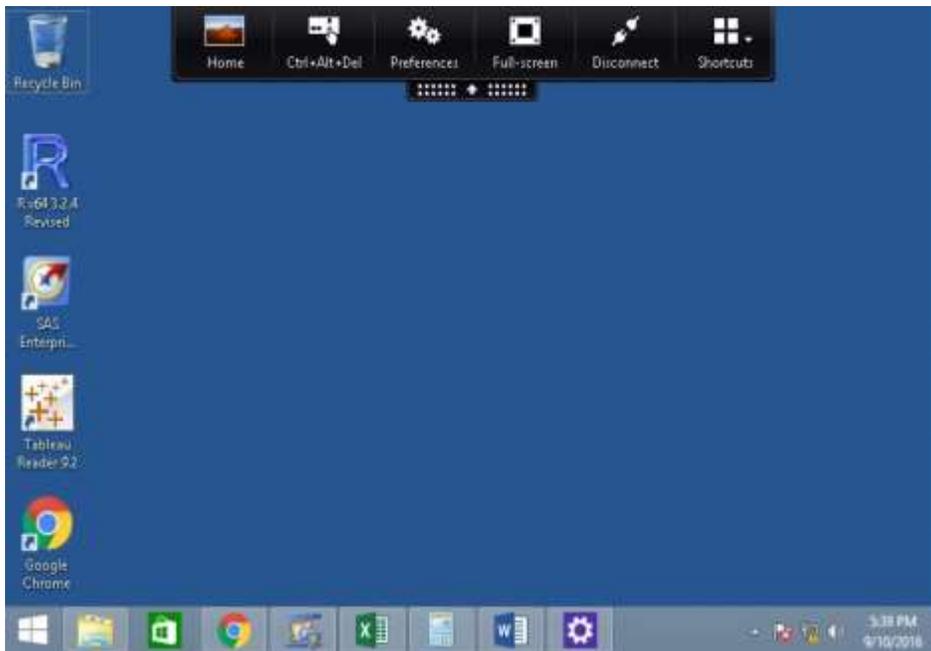
When working in the SAE, you are essentially running two separate desktop computers at the same time. This can cause a bit of confusion, particularly when using your keyboard. For example, when you press the Start key, do you want to open the Start menu on your local desktop, or the Start screen in the SAE? When you copy or cut some text, is the text copied to your clipboard on your local machine, or the clipboard in SAE (or both)? This section describes how to move back and forth between the Citrix desktop and your local desktop.

2.6.1 Using the Citrix toolbar menu

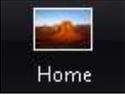
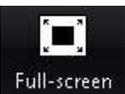
The Citrix toolbar menu is located at the top of the SAE desktop:



Click on the toolbar to expand it.



The following table describes the buttons on the Citrix Receiver toolbar.

Citrix Menu Icon	Function
 Home	Minimizes Citrix Receiver and returns you to your own desktop. To return to Citrix, click the Citrix Receiver icon in your taskbar: 
 Ctrl+Alt+Del	Sends Ctrl-Alt-Delete keystrokes to the virtual desktop. This provides an alternative method for disconnecting the session, or accessing Task Manager.
 Preferences	Displays preferences for Citrix Receiver. Preferences mainly involve options for how the virtual desktop communicates with your local workstation: these capabilities are generally not available within SAE.
 Full-screen	Toggles between displaying the SAE desktop in full-screen mode or in a scalable window on your desktop.
 Disconnect	Disconnects when you want to keep an SAE session running due to ongoing processing. Note: Disconnecting from the SAE is not recommended. This option should only be used for specific purposes, such as ongoing processing. Disconnected sessions will be terminated without warning during announced outage periods.
 Shortcuts	This menu includes shortcuts for standard Windows commands, such as displaying the Start screen and the Charms toolbar.

2.7 Moving information into or out of the SAE

The SAE does not allow for the direct movement of files into or out of the SAE by drag-and-drop, the clipboard, or saving files directly to the workstation desktop. The MTP must be used to transfer files (see section 3.0).

2.8 Printing information from the SAE

The SAE does not include connections to any printers. If you need to print a document, you must first transfer it out of the SAE using the Managed Transfer Process (MTP). Most applications include a “Save as PDF” feature, which can also be used when creating a document to transfer out of the SAE.

2.9 Using secure file storage within the SAE

Within the SAE, all of your data is stored on the SAE LAN folder, either in your personal folder or in a shared group folder.

Folder	Location	Purpose
Personal folder (H:) 	My computer >> H:	Each user in SAE has their own H: drive, which is automatically mapped when you sign on to the SAE.
Shared group folder 	SAE Desktop >> Groups_shortcuts	The “Groups” folder is the main share on the secure LAN server (Semillon). This location includes folders for the various work groups that use the SAE. Depending on what data you access, you may have access to one or more of these folders. To access a shared group folder, you will first need to map to it

2.10 Accessing Health*ideas* web applications

Although the SAE does not provide internet access, you can access specific internal Health*ideas* secure web applications, including MicroStrategy and secure reports application

To log in to Health*ideas* from within the SAE:

1. Open your web browser and navigate to the Health*ideas* secure portal:
<https://secure.healthideas.gov.bc.ca/>
2. Log in using your Health*ideas* OID (e.g. **alice_smith_lv13**).

Similarly, to access your secured applications:

1. Open your web browser and navigate to the required secure application:
 - Secure Reports: <https://secure.healthideas.gov.bc.ca/reportsAQYP>
 - MicroStrategy: <https://bi.hlth.gov.bc.ca/microstrategy/asp/main.aspx>
3. Log in using your Health*ideas* OID (e.g. **alice_smith_lv13**).

Note: Chrome and Internet Explorer are the recommended browsers for accessing Health*ideas* Web Applications within the SAE.

2.10.1 Pinning a webpage to your Start screen

For commonly used web pages, you can add a link to the page directly to your Start screen. In Internet Explorer, you can do this two-step process when you have the page open:

1. In Chrome, click the options icon:



2. Under **More Tools** select **Add to desktop...**
3. A shortcut file will appear on the desktop:



Right click the icon for the web page and select **Pin to Start**. Windows adds an icon for the web page to your Start screen.

2.11 Running desktop applications

To see the list of available applications from the SAE desktop:

1. Display the Start menu (double click the Windows icon in the toolbar )
2. Access the Apps list by clicking the down arrow ()
3. Either search for or scroll through the list of applications.
4. Click on the application to launch it and log in, if applicable.

Note: If you do not see your application in the list, you can search for it on the SAE desktop. Once you have found it, you can add it to your apps list, and pin it to your start screen or task bar, as described in section 2.4.1.

3.0 Managed Transfer Process (MTP)

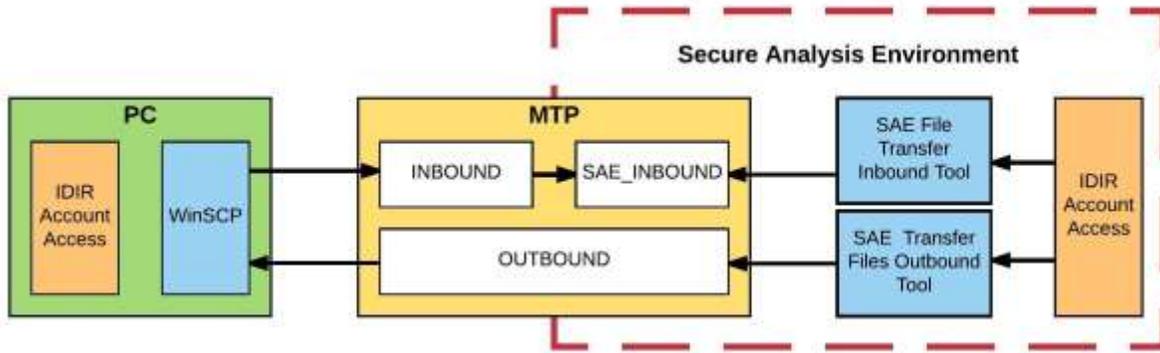
The Managed Transfer Process (MTP) is the only way to move files into or out of the SAE. The MTP acts as a gatekeeper between the SAE and the outside world. Access to the MTP is managed using permissions on user IDIR accounts and special tools developed to manage the upload and download of files to and from SAE.

As stated in the *Healthideas Data Warehouse Standards for Third Party Users*: “Third Party use of the Managed Transfer Process (MTP) for transferring files in or out of the SAE must be defined in an authorized MTP Plan.”

A Third Party's MTP Plan will be in accordance with associated information sharing agreement(s) and will identify the individual(s) at the Third Party organization who will be responsible for authorizing and completing file transfers. Use of the MTP is limited to the least number of individuals possible and all data import and export is overseen by MTP approver(s) and the Ministry.

IMPORTANT: Please note that users transferring files into or out of the Secure Analysis Environment (SAE) **must** fill out an MTP Cover Form for every transfer. This form is available from the SAE Desktop or online at the following link: [MTP Cover Form \(DOCX, 54KB\)](#). Please transfer the completed MTP Cover Form alongside the file(s) you are transferring.

For more information and assistance with the MTP please contact healthideas@gov.bc.ca.



3.1 Installing a Secure File Transfer Protocol (SFTP) Application

To use the MTP service, an SFTP tool will be required. We recommend using FileZilla. If you do not currently have FileZilla installed on your workstation, you can download the client application from this site, which provides step by step installation instructions:

<https://filezilla-project.org/download.php?type=client>

Note that the application must be installed to your local workstation, outside of the SAE.

3.2 Moving files into the SAE

3.2.1 Uploading files to your Globalscape Inbound folder

Select the files from your desktop that you would like to move into the SAE:

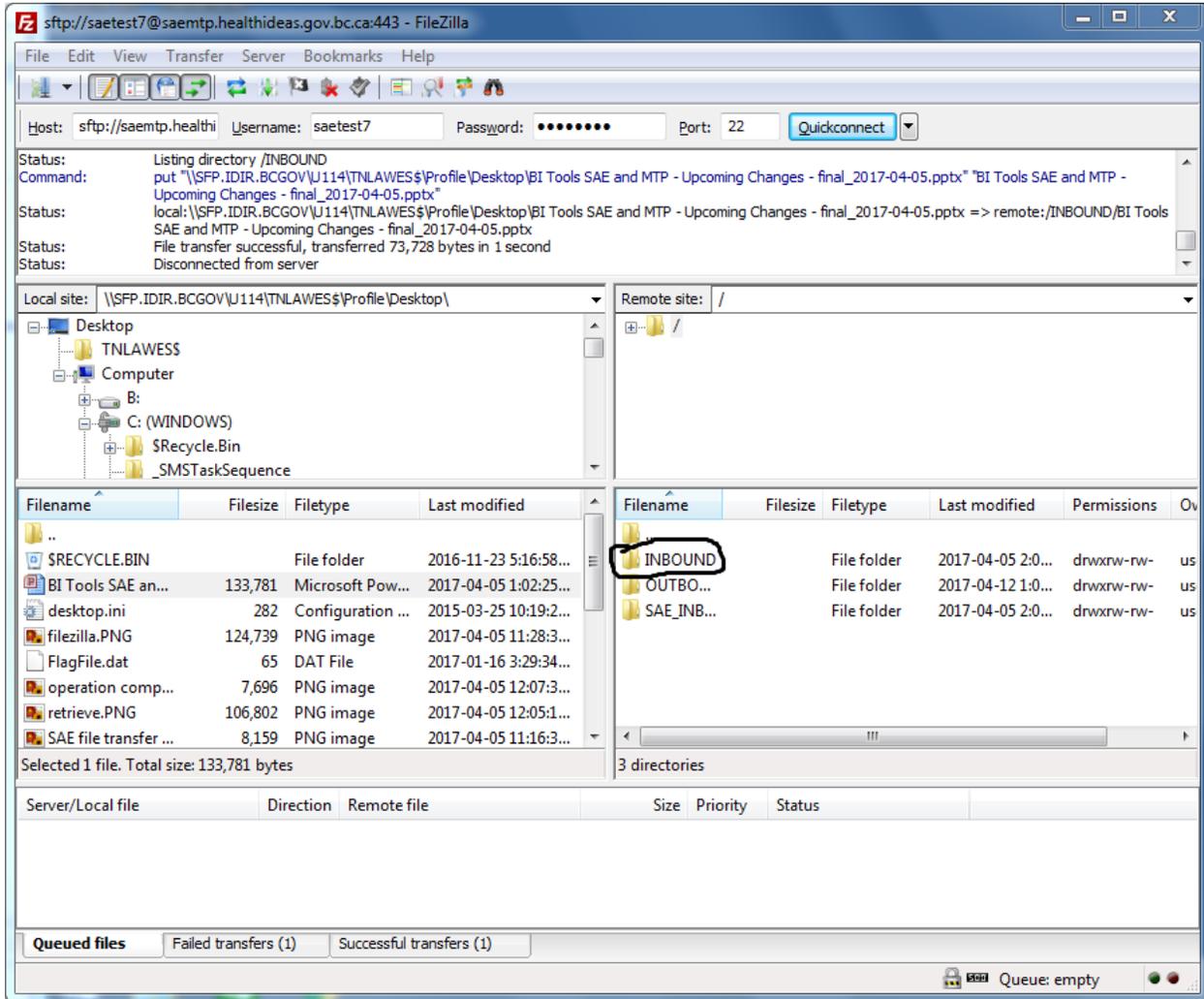
Note: FileZilla is recommended as it does not require initial set-up. If you prefer to use WinSCP then follow the following instructions:

1. From outside of the SAE, access the SAE MTP site by using your SFTP tool (FileZilla) and enter the host: **saemtp.healthideas.gov.bc.ca**
2. Enter your SAE IDIR account and password.
3. Enter port 22, then click **Quickconnect**



4. Click on the INBOUND folder to open it.
5. From the local desktop region in the SFTP tool, drag and drop the files you want to transfer

The files will automatically transfer into the **SAE INBOUND** folder.



3.2.2 Downloading inbound files from Globalscape into the SAE

To select the files you would like to download from the SFTP server to your SAE desktop:

1. Navigate to <https://sae.healthideas.gov.bc.ca/> and log in to SAE.

From inside the SAE, open the **SAE File Transfer Inbound** tool from your desktop.



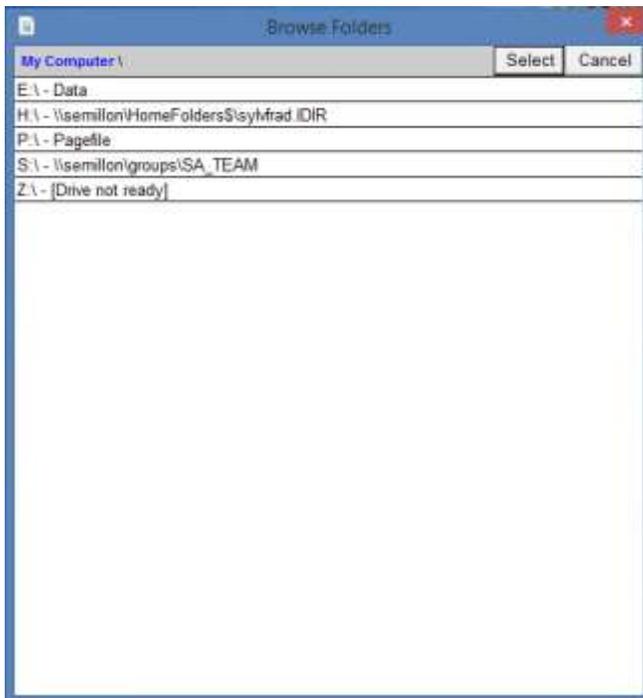
2. The following dialog box will appear. Enter your SAE IDIR username and password. Select the **Show files on SFTP Server** button.



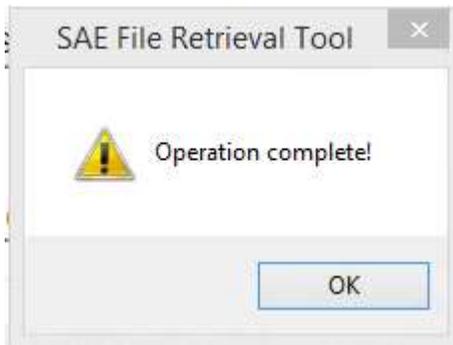
3. Select the files from the "available files" selection box. To download multiple files into the SAE at once, hold down the CTRL key to select multiple files in the list box.



4. Select the “Browse...” button to select the target location in the SAE to download the files to. The folder selection dialog box is displayed, as shown below:



5. Select the destination folder and click on the **Select** button. The main screen will appear and show the progress of the download to the local SAE folder selected.
6. When the files have successfully downloaded, a dialog box will display showing 'Operation Complete'. Select the **OK** button; the SAE File Transfer Inbound dialogue box will automatically close.



3.3 Moving files out of the SAE

To move files out of the SAE, the **SAE File Transfer Outbound** tool is used.

3.3.1 *Uploading files to the OUTBOUND folder*

To select the files that you would like to move out of the SAE:

1. From inside the SAE, open the **SAE File Transfer Outbound** tool from the desktop.



The following dialog box will appear.

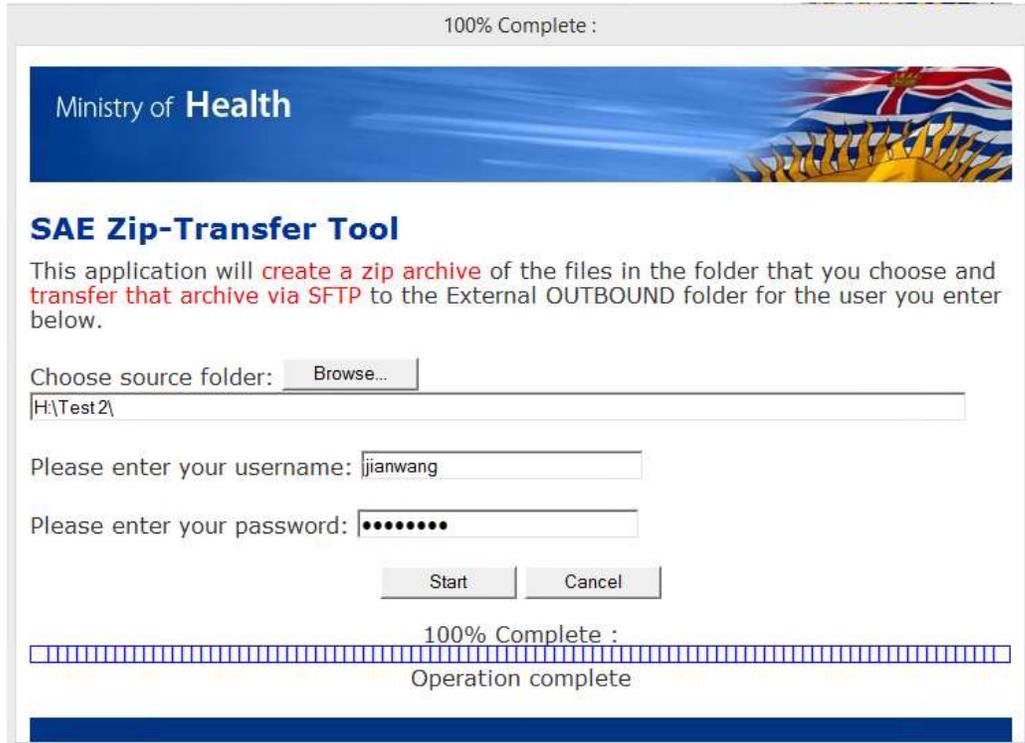


2. Click on the **Browse** button to select the folder that will be compressed to an archive file and uploaded to the OUTBOUND folder.

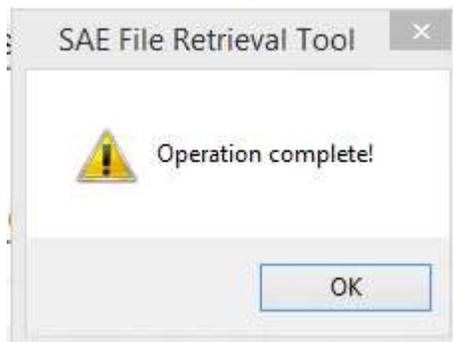
Navigate to and select the folder to upload to the OUTBOUND folder.



3. Enter your SAE IDIR account and password and click on the **Start** button. The progress bar will show the progress of the upload to the OUTBOUND folder.



Once completed you will see the following pop-up window:



Note: At this time, data can only be transferred out at the folder level and not the file level (i.e. individual files).

3.3.2 Downloading outbound files from Globalscape out of the SAE

When your files have been transferred to the OUTBOUND folder, you can download them from the SAE MTP server onto your local desktop using the SFTP client tool.

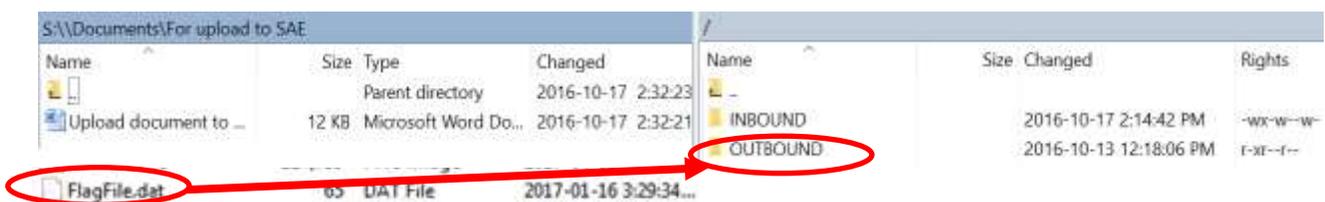
1. From your local desktop, access the SAE MTP site by using your SFTP tool and entering the host **saemtp.healthideas.gov.bc.ca** and port 22
2. Enter your SAE IDIR and password.
3. Click on the OUTBOUND folder to open it. You will see one or more files in the folder.
4. From the OUTBOUND folder region in the SFTP tool, drag and drop the files you want to download to a location on the local desktop or LAN.
5. Close the SFTP client tool.

3.3.3 Decrypting outbound files from the SAE

Files sitting in the SAE MTP file server will be encrypted for protection if they are not picked up and removed within 30 minutes.

Once files are encrypted, you will have to decrypt them before downloading them from archive. To do this:

1. Contact healthideas@gov.bc.ca and request a copy of the FlagFile.dat key file.
2. Save the FlagFile.dat either to a local folder or on to your desktop.
3. Upload the FlagFile.dat file to the OUTBOUND folder in the SFTP application by dragging it to the OUTBOUND folder.
4. The file will automatically decrypt. Once this has finished, you will see the files in the OUTBOUND folder with the .ZIP extension



3.3.2 Tips for setting up the MTP process

As mentioned previously, use of the MTP is limited to the least number of individuals possible and all data import and export must be overseen by an MTP approver(s). The MTP approver(s) are the individual(s) at the Third Party organization who will be responsible for authorizing and completing file transfers.

Below are some tips on how to set up the MTP process:

- Set up shared folders on both on the SAE LAN and the local LAN for the purposes of transferring and retrieving files. Once files are ready to be exported, they can be stored to the SAE shared folder and notification can be sent to the MTP approver that the file is ready for transfer.
- Create a named folder (time / date stamped) for each data release.
- Establish naming conventions for each file that is transferred.
- Ensure that the data being imported / exported is in accordance with the information-sharing agreement.
- Ensure that only the final work product is being transferred (files do not include any row level identifiable data).

4.0 Accessing Health*ideas* data

4.1 Requesting access to Health*ideas* data sets

Access to Health*ideas* data sets requires creation of a database account for each user. The data that is available to you is governed by the information sharing agreement between your organization and the Ministry of Health.

When SAE access is granted to a new user, access to the appropriate Health*ideas* data sets will also be granted to the user. Additionally, a user may require data access that was not initially granted during account creation. In these cases, a request should be sent to healthideas@gov.bc.ca for assistance.

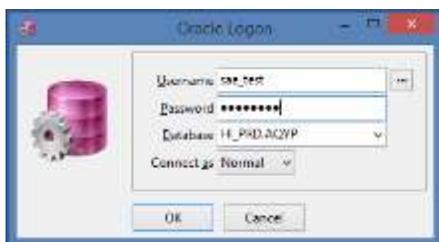
4.2 Connecting to Health*ideas*

4.2.1 Using PLSQL Developer

1. Double click the Windows icon in the toolbar () to display the Start menu.
2. Click on the down arrow () to access the Apps list.
3. Click on the **plsqldev** icon to launch the application.



4. In the Username box, enter your Health*ideas* OID and password in the login window and select HI_PRD.AQYP as the Database.



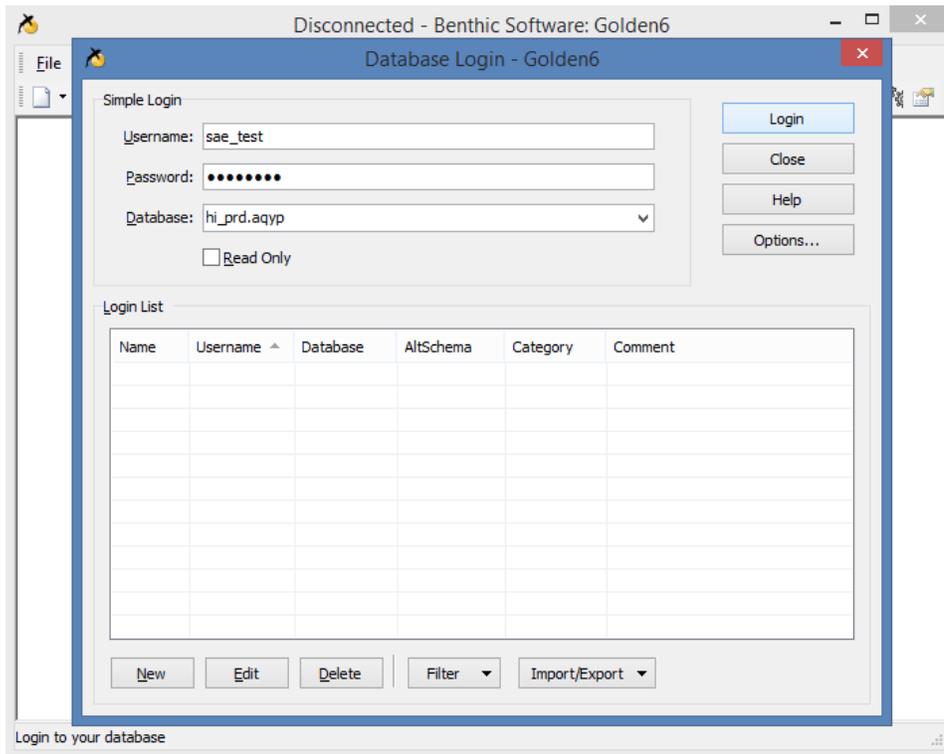
5. Click on OK.

4.2.2 Using Golden

1. Double click the Windows icon in the toolbar () to display the Start menu.
2. Clicking the down arrow () to access the Apps list.
3. Click on the Golden6 icon to launch the application.



4. In the Username box, enter your Health *ideas* OID and password in the login window and select HI_PRD.AQYP as the Database.



5. Click on **Login**.

5.0 Sharing data within the SAE

5.1 SAE LAN Folders

The SAE LAN is an access-controlled folder that allows for the storage and access of files inside the SAE. Team members can share data using the SAE Secure LAN.

SAE LAN folder – Best Practices

1. Data should be stored in this folder on a temporary basis.

2. Every folder is created with a set expiry date that coincides with the information sharing agreement expiry date.
3. After the information sharing agreement expiry date, the folder will be deleted.
4. If there is a breach of information-sharing agreements, this folder can be deleted by Ministry of Health without prior notice.
5. This folder may be subject to random audits.

5.1.1 Requesting access to the SAE LAN

To request access to the SAE LAN, email the following information to the Health*ideas* mailbox (healthideas@gov.bc.ca).

5.1.2 Requesting creation of an SAE LAN folder

To request creation of an SAE LAN folder, email the following information to the Health*ideas* mailbox (healthideas@gov.bc.ca):

- a. Subject: Request for new SAE LAN folder
- b. Team/group name/project name
- c. Folder name
- d. User list – who would be accessing this folder?
- e. Supervisor's name and email / Designated approver
- f. Expiry Date

5.2 Team schemas

You can use Oracle schemas to store data. Each user has access to a personal schema that allows for the storage of created database objects. In addition, team schemas can be created to enable secure sharing of database objects between team members. Similar storage structures can be created for SAS and secure LAN; these are referred to as SAS and LAN team folders.

These database structures require specialized roles to be created in order to access them. When a user has access to a team schema, that user has access to any data placed within the team schema. As a result, access approval to a team schema is strictly controlled. Your organization's information-sharing agreement will have identified the requirement for a team schema structure.

Team schemas can be requested by submitting the 7076 form available on the following webpage:

<https://www2.gov.bc.ca/gov/content/health/conducting-health-research-evaluation/data-access-health-data-central>

SAE software applications

5.3 Applications available within the SAE

The following applications are available within the SAE:

Core Applications (available to all SAE users)

- Microsoft Office (Word, Excel)
- MS Access
- Notepad
- Explorer
- Chrome
- Firefox
- 7-Zip

Business Intelligence (BI) Tools

- MicroStrategy
- SAS (availability is dependent on licensing criteria)

Please see section 2.11 for details on how to access these applications.

5.4 Requesting access to installed software

Some of the applications listed above require creation of a user account. Please contact healthideas@gov.bc.ca for assistance.

5.5 Requesting unavailable software

If software you need to perform your analysis within the SAE is not available, please contact healthideas@gov.bc.ca. Software acquisitions will have an associated cost, which must be approved by the appropriate spending authorities.

6.0 Service offerings

If you have question about any of the following services or would like to request any of the services, contact healthideas@gov.bc.ca

The following is a list of the services available to SAE users:

Service	Description
SAE user setup request	Setting up a new SAE user account.
Revoke SAE user access	Removes an existing SAE Account.
Assign IDIR to SAE security group request	Assignment of IDIR to an existing / new IDIR Group.
Health <i>ideas</i> data access request	This includes the setup of an OID and configuration and assignment of access security level. See section 6.
User setup for Managed Transfer Process (MTP)	Enable the ability to transfer files in and out of the SAE using the Managed Transfer Process (MTP). See section 3.0.
New/update shared storage structures request	Creation of new SAE Group Folders.
Access to shared storage structures request	Setup access to an existing SAE Group Folder. See section 7.1.
New application installation request	Setup access to software not installed in SAE. See section 8.1.
Access existing application request	Setup access to software already installed in SAE. See section 8.2.
General service request	All other requests, including problems arising during the use of existing services.
Emergency operations request	SAE operational processes that requires troubleshooting/expediting of issues, address it to healthideas@gov.bc.ca

7.0 Contact matrix

Group name	Contact e-mail address	Purpose
Agreements	healthdatacentral@gov.bc.ca	<ul style="list-style-type: none"> • Requests to access Ministry of Health data • Questions on information-sharing agreements

		<ul style="list-style-type: none"> Changes to existing information-sharing agreements
Health <i>ideas</i>	healthideas@gov.bc.ca	<ul style="list-style-type: none"> SAE Access Secure LAN Folder Access MTP Access Dataset related questions or Training Healthideas or SAE related incidents or issues.
Data Set Access Management	HLTH.DataSetAccessManagement@gov.bc.ca	<ul style="list-style-type: none"> Data Access Oracle ID password reset
Helpdesk	Helpdesk@gov.bc.ca	<ul style="list-style-type: none"> SAE IDIR password reset

Document metadata

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	February 2021	Version 1.1	DMS
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