

Missouri Department of Health and Senior Services
Automated Security Accessing Processing (ASAP)
Revised: 10-06-2026

Automated Security Access Processing Manual for Local Public Health Agencies (LPHA)

Link: https://healthapps.dhss.mo.gov/asap_web/ASAPLogin.aspx

Overview:

Welcome to the Missouri Department of Health and Senior Services **Automated Security Access Processing (ASAP)** application.

LPHA employees can request new access or change existing access for LPHA email account, health applications, and prod/mainframe that are supported by the Department of Health and Senior Services.

Onboarding New Employee - Creating an ASAP profile:

This step is to be completed only **once** per employee. ASAP profiles are never deleted and can be updated if an employee returns, moves to another agency, or has a name change.

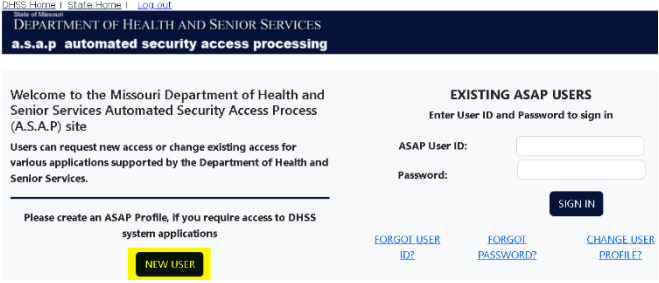
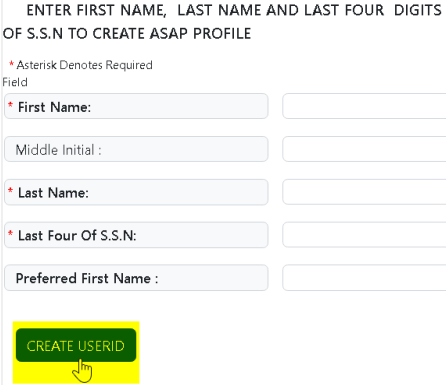
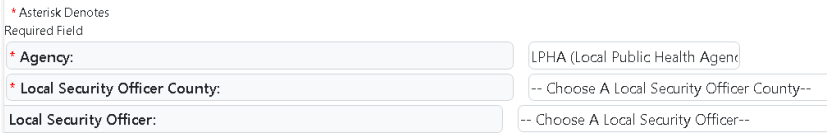
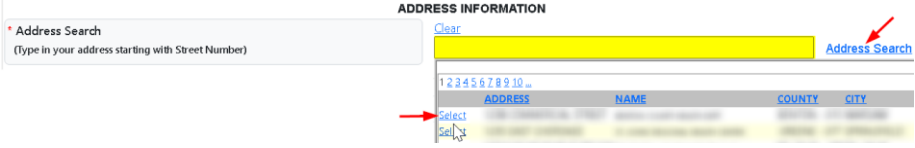
Please read:

If employee already has an ASAP profile, please skip this step.

If unsure that the employee has an ASAP profile, here are a few steps to determine that.

- If employee already has an LPHA email account, health applications and/or prod/mainframe access they most likely have an ASAP profile. An employee could even have a profile due to past employment with another State Department, LPHA, or Private Provider (hospitals, clinics, childcare, nursing homes,...)
- If a red message appears indicating that first name and last name is already in use the employee may already have an ASAP profile. Sometimes it is due to common first and last name combinations. If there is confidence that there is not a profile, in the preferred name field enter the first and middle name (no space) and it should allow the profile creation to continue.

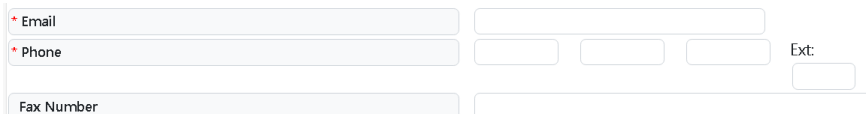
If assistance is needed, please contact the ITSD Call Center at 800.347.0887. The call center can assist with profile updates, password resets, logging into ASAP, and/or submitting requests.

Steps	Screen Print
If employee has not used ASAP before or does not have an ASAP profile, click NEW USER	
Enter First Name, Last Name, and Last Four Digits of S.S.N. Middle Initial and Preferred First Name (optional) Click CREATE USERID	
Select LPHA (Local Public Health Agency) for Agency Choose the COUNTY the local public health agency is in for Local Security Officer County Choose the LSO at the local public health agency for Local Security Officer	To create your profile and receive your user ID, please continue below and click the CREATE PR button when all required fields are completed. 
Begin typing the first part of the LPHAs address (do not space or tab) and click Address Search A list will populate and select the LPHA from the list	

Enter **Email** account. If employee will be requesting a lpha email account, enter their firstname.lastname@lpha.mo.gov

Enter **Phone** Number

Enter **Fax Number** (optional)



Enter a **Password**

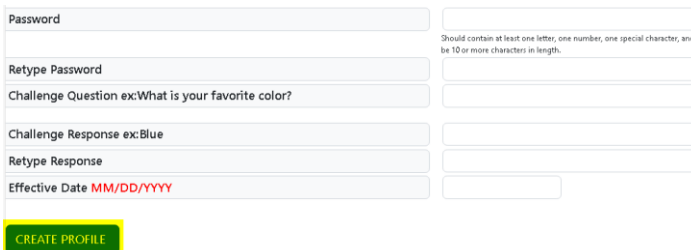
Retype **Password**

Type in a **Challenge Question**

Type in the answer to the challenge question (in the **Retype Response** field)

Enter an **Effective Date** (the start of employment)

Click **CREATE PROFILE**



If ASAP did not prompt to create a password and challenge question. They automatically default to...

Password: first letter of first name, first letter of last name, last four digits of social security number, and four # signs.

Challenge Question: What is the last four digits of SSN?

A message that profile was successfully created should populate. Make note of User ID

Click **Request Access** to submit requests for LPHA email account, DHSS Health Applications, and/or DSS prod/mainframe

PROFILE SUCCESSFULLY CREATED.
Your ASAP User ID has successfully been generated. Your User ID is:

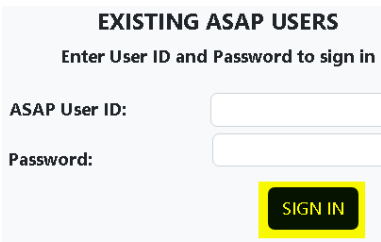
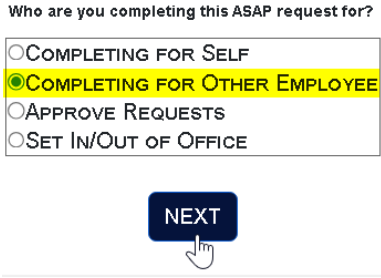
Request Access



Offboarding LPHA Employee - Deleting an employee's access:

Local Security Officers (LSOs) should follow this step when an employee has left the LPHA, and all access needs to be deactivated.

If immediate offboarding is required, please reach out to Stacy Kempker at 573-751-6080 or by email at Stacy.Kempker@health.mo.gov.

Steps	Screen Print
LSO enter their own ASAP login credentials (ASAP User ID & Password) Click SIGN IN	
Click Completing for Other Employee Click NEXT	
Enter the employee's user id and last four digits of SSN Click NEXT	
Confirm that the correct employees profile populates and click NEXT	

Area Type: COMPUTER AND NETWORK REQUEST

Network Area Type: LPHA REQUEST

Request Type: DELETE ACCESS

Comments: Please indicate if employee is leaving the LPHA completely. If you know they are moving to another LPHA, please mention that as well.

Effective Date: Date that access should be deactivated

Action Type: LPHA_EMAIL

* Denotes Required Fields

*Area Type:

COMPUTER AND NETWORK REQUEST

*Network Area Type:

LPHA REQUEST

* Request Type:

DELETE ACCESS

Comments:

PLEASE DEACTIVATE USER ID AND ACCESS

*Effective Date:

*Action Type:

LPHA_EMAIL

Click I Agree

Click Submit Form

THE UNDERSIGNED, AN EMPLOYEE OF
UNDERSTAND THAT APPROVAL AND A
CHANGE ENABLES ME TO ACCESS
PERFORMANCE OF MY ASSIGNED DUTY
ARE NOT REQUIRED IN THE PERFORMANCE
STATUTES REQUIRE CONFIDENTIALITY
USE AND/OR DISCLOSURE OF INFORMATION
DISCIPLINARY ACTION THAT COULD BE
(3) DISMISSAL. I AGREE TO KEEP
PERFORMANCE OF MY OFFICIAL DUTY
WITH ANYONE.

Submit Form

I Agree

LSO should receive a successful message. The printer friendly copy is for LSOs records only. ITSD will not need a copy.

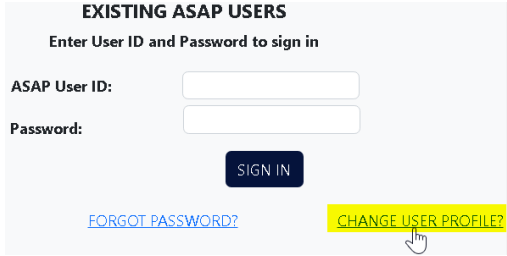
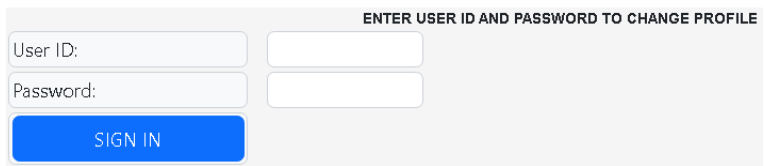
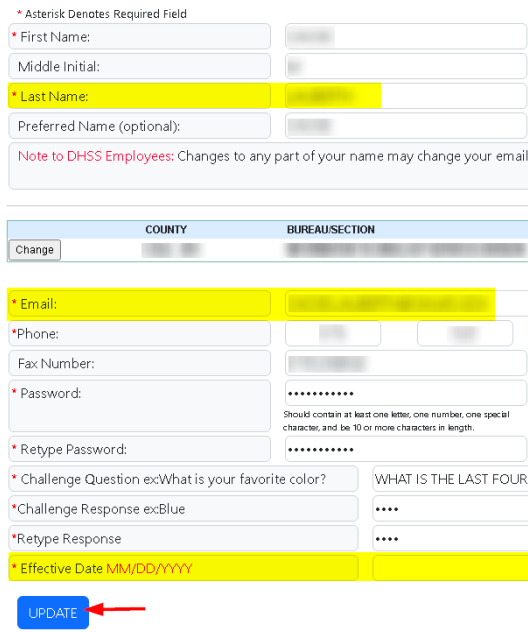
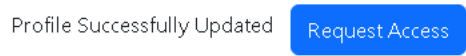
You have successfully completed your request form. Press the button below to view a printer friendly copy of your request for your records.
Please do not send the print copy for Request process.

Printer Friendly Copy

FILL OUT ANOTHER ACCESS FORM

The request will route to the LSOs approval queue and once approved a work ticket will be generated.

Updating an ASAP Profile - Location and name changes:

Steps	Screen Print
This step should be completed by the employee as it requires the ASAP user id and password. Click CHANGE USER PROFILE?	
Enter User ID and Password Click SIGN IN	
Name Change Enter new last name in the Last Name and Email fields Enter Effective Date (date employee would like last name changed) Click UPDATE	
Employees should receive a successful message. Click Request Access to submit requests to have LPHA email account, health applications, and/or DSS prod/mainframe access updated.	

In the comments, please make sure to note the former and new last names.

Location Change

Click **Change**

* Asterisk Denotes Required Field

* First Name:

Middle Initial:

* Last Name:

Preferred Name (optional):

Note to DHSS Employees: Changes to any part of your name must be approved by the HR Department.

COUNTY	BUREAU/SECTION

Change

Select **LPHA (Local Public Health Agency)** for Agency

* Agency:

Begin typing the first part of the LPHAs address (do not space or tab) and click **Address Search**. A list will populate and select the LPHA from the list

ADDRESS INFORMATION

* Address Search [Clear](#) [Address Search](#)

(Type in your address starting with Street Number)

1 2 3 4 5 6 7 8 9 10 ...

ADDRESS	NAME	COUNTY	CITY

Select

Select the **COUNTY** the local public health agency is in for Local Security Officer County

* Local Security Officer County/Division:

* Local Security Officer

Select the **LSO** at the local public health agency for Local Security Officer

Update **EMAIL** and **PHONE**

Enter **Effective Date**

Click **UPDATE**

* Email:	
* Phone:	
Fax Number:	
* Password:	 Should contain at least one letter, one number, one special character, and be 10 or more characters in length.
* Retype Password:	
* Challenge Question ex:What is your favorite color?	WHAT IS THE LAST FOUR DIGITS OF YOUR SSN?
* Challenge Response ex:Blue	
* Retype Response	
* Effective Date MM/DD/YYYY	
UPDATE	

Employees should receive a successful message.

Click **Request Access** to submit requests to have LPHA email account, health applications, and/or DSS prod/mainframe access updated. In comments, please make note of the former and new local public health agencies.

Profile Successfully Updated