California Healthcare Eligibility, Enrollment, and Retention System
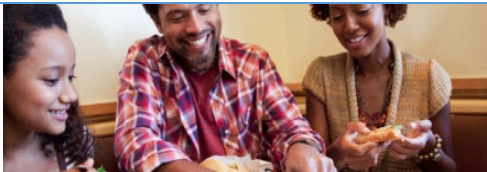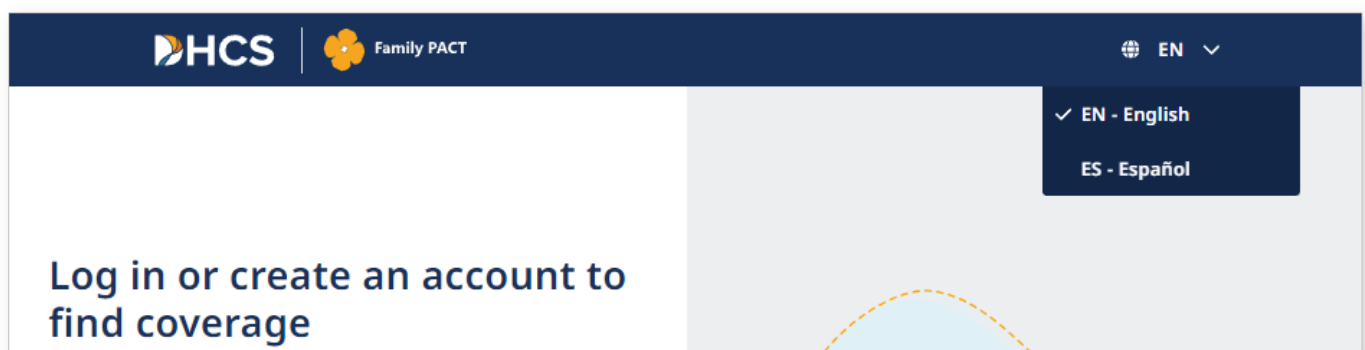
September 19, 2025

This Job Aid illustrates the features of the Family Planning, Access, Care, and Treatment (Family PACT) Global header. It is intended for Service Center Representatives (SCRs), Super Admin, Site Certifiers, and Provider Staff assisting Clients. The Global header offers quick access to the language selection, help functions, and general navigation.

Some links and icons displaying in the Global header are dynamic and based on the type of user.

Global Header – Before Log In

Before logging into Family PACT the Global header displays the same general icons for all users. Pages in the Pre-Application Survey, Account Creation, and Log in processes display the following:
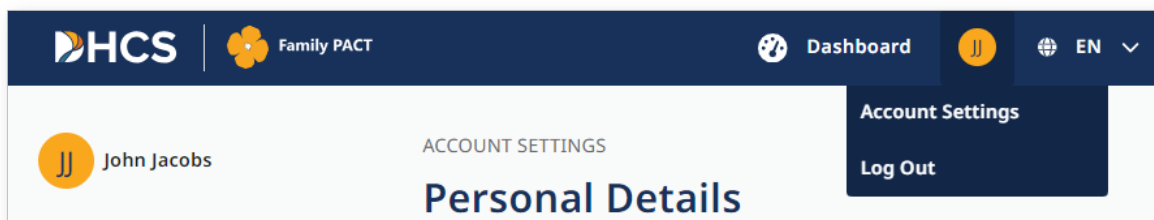
- DHCS logo

- Family PACT logo

- **Globe** icon displays with the selected language abbreviation and a **caret** icon. Clicking the caret displays the options to change the text language of the page. The option selected by the user displays a check mark

    - **EN – English**: the default selection

    - **ES – Español** (Spanish)

JOB AID: GLOBAL HEADER

Global Header – Logged In for All Users

After logging into Family PACT, the Global header displays the user's initials in a **Profile** icon. Clicking the **Profile** icon displays the following buttons for all users at the top of each Family PACT page:
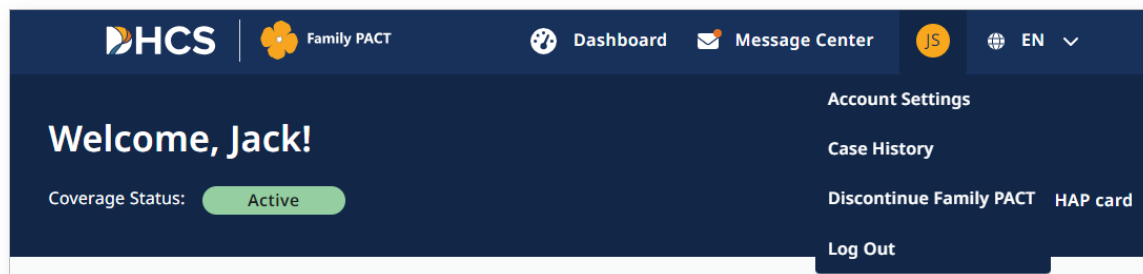
- **Account Settings** button – Navigates the user to their *ACCOUNT SETTINGS* on the *Personal Details* page

- **Log Out** button – Logs the user out of the Family PACT portal and displays the *Log in or create an account to find coverage* page

Global Header – Clients

The Global header displays the following buttons and icons for Clients after logging into Family PACT:

- **Dashboard** button – Navigates to the Client Dashboard

- **Message Center** button – Navigates to the *Message Center*. A dot displays when the user has unread messages in their inbox
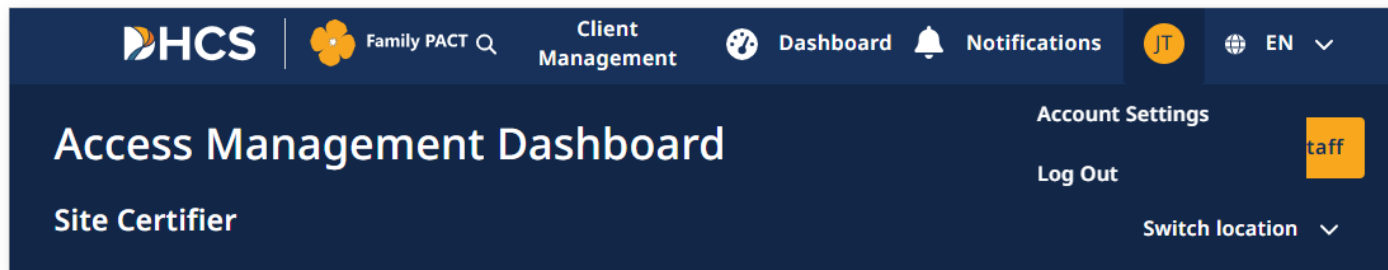

- **Profile** icon – Displays the following buttons for Clients:

  - **Account Settings** – Navigates the user to their *Account Settings* on the *Personal Details* page

  - **Case History** – Navigates the Client to the *Case History* page

  - **Discontinue Family PACT** – Navigates the Client to the *Discontinue Family PACT* page and only displays when a Client's status is Active

  - **Log Out** – Logs the Client out of the Family PACT portal and displays the *Log in or create an account to find coverage* page
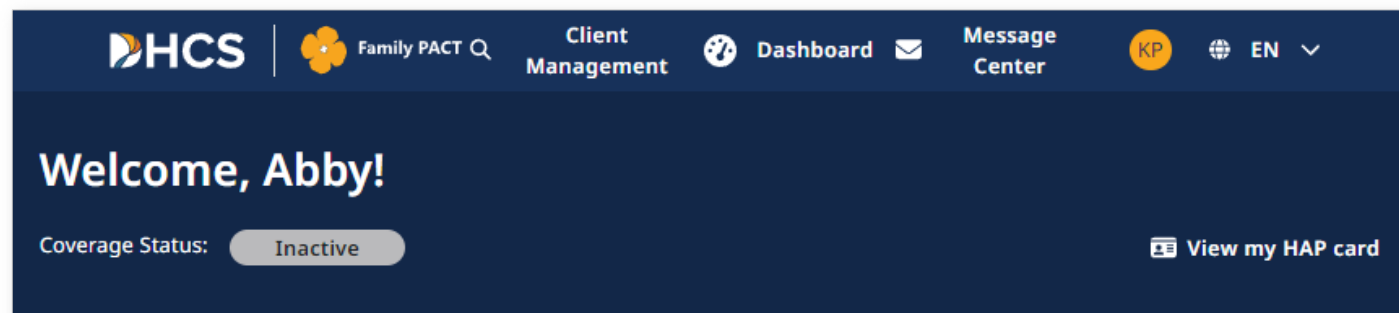
Global Header – Site Certifier [and Provider Staff]

The Global header displays the following buttons and icons for Site Certifiers [and Provider Staff who have been granted privileges (up to two per site location)]:

- **Client Management** button– Navigates to the *Client Management* page

- **Dashboard** button – Navigates to the [*Access Management*] *Dashboard*

- **[Notifications** button – Navigates to the *Notifications* page]

- **Profile** icon – Displays the following buttons for Site Certifiers:

  o **Account Settings** – Navigates the user to *Account Settings*

  o **Log Out** – Logs the Site Certifier out of the Family PACT portal and displays the *Log in or create an account to find coverage* page
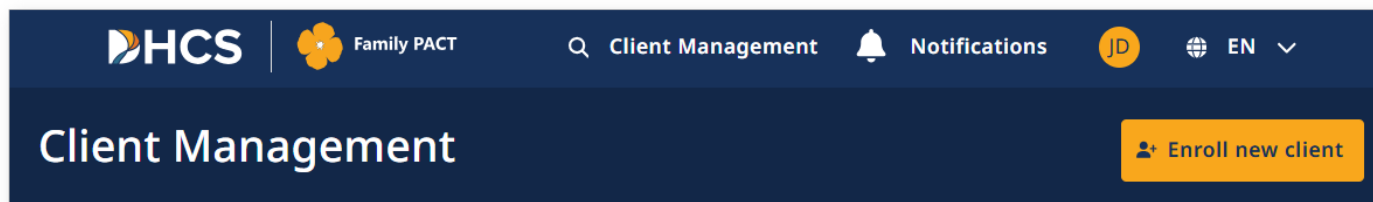

- The **Message Center** button displays for Site Certifiers when accessing the Client Dashboard. Clicking the **Message Center** button navigates the Site Certifier to the *Message Center* page

Global Header – Admin Read-Only Provider Staff

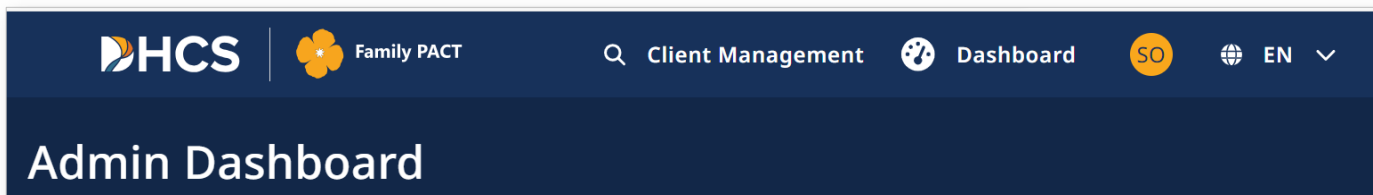The Global header displays the following buttons for Admin Read-Only Provider Staff:

- **Client Management** button –Navigates the Provider Staff to the *Client Management* page

- **[Notifications** button – Navigates the Provider Staff to the *Notifications* page]

Global Header – Super Admin

The Global header displays the following buttons and icons for Super Admins:

- **Client Management** button – Navigates the Super Admin to the *Client Management* page

- **Dashboard** button – Navigates the Super Admin to the *Admin Dashboard*

- **Profile** icon – Displays the following buttons for Super Admins:

  o **User Accounts Administration** – Navigates the Super Admin to the *User Accounts Administration* page

  o **Account Settings** – Navigates the user to their *ACCOUNT SETTINGS* on the *Personal Details* page

  o **Log Out** – Logs the user out of the Family PACT portal and displays the *Log in or create an account to find coverage* page