The HHS Enterprise Portal is the secure, easy-to-use site that allows you to access or request new/modified access to multiple state applications from just one location! The portal is available 24 hours a day, 7 days a week from any computer, tablet, or smartphone.

The Application Access Guide contains the following content:

1. Access applications for which you currently have an account on p. 1.
2. Request new or modified access to an application on p. 2.
3. Review orders and requests on p. 4.

Questions? Comments? Suggestions? Please contact us at identitymanagement@hhsc.state.tx.us. You may also find additional help on the HHS Enterprise Portal Web Help.
HOW TO ACCESS YOUR APPLICATIONS

Applications that you currently have an account for are located under the Applications tab on the Main Menu. Click on an application to open it.

1. Applications that are fully integrated in the portal will open within the portal.
2. Partially integrated applications will open in a different tab or window, depending on your browser settings.
3. If you do not see an application in the list, it is possible that it has not been integrated into the portal. Review the list of available applications on the HHS Enterprise Portal Web Help to confirm its availability.

Figure 1 Home page
REQUEST ACCESS TO AN APPLICATION

You may request access to an application or modify your existing access by selecting Manage Access under the Access Management tab on the Main Menu.

1. On the Select Items screen:
   a. To modify existing access, select an item in one of the highlighted rows at the top of the list. You may use the horizontal scrollbar to confirm the username on the account.
   b. To request new access, select an item in a non-highlighted row.
   c. As you select the items, they will appear on the bottom right of the screen. You may select up to 15 items.
   d. Click Next when you have finished making your selection.

Take advantage of the search filters on the right panel to help narrow your results.

Figure 2 Select Items
2. On the **Review Order** screen, select **Information Required** in each item's row to provide more information. The process for supplying the information is different for each application.

![Image of Review Order screen]

**Figure 3 Review Order**

You may see items in your cart that you did not select on the previous page. These items are dependent on one or more items that you did select and have been added to the cart by default. They cannot be removed unless the item that they are dependent upon is removed, and you must provide additional information for them if required.

3. After you have finished adding the required information for all items in your cart:
   a. Read and check beside the confirmation message
   b. Select **Submit Order**.

![Image of Review Order with Confirmation Checked]

**Figure 4 Review Order with Confirmation Checked**

**After you submit your order**, a confirmation message will appear with your order number. You will receive an update to your request(s) within ten business days. To learn about keeping track of your requests, read **Viewing Orders and Requests** on p. 4.
VIEW ORDERS AND REQUESTS

When an update has been made to your request, you will be informed via email and portal notifications. You may also check the status of your requests by selecting the **My Orders** link at the top right of any portal screen.

![Image of My Orders link](image link)

**Figure 5 My Orders link**

**How is an Order Different than a Request?**

An **order** defines the collection of items that you have requested access for in one submission, and is given its own order number. Each item in that order is a **request**, and thereby is given an individual request number.
1. On the **My Orders** screen:
   a. All of your orders created within the last six months are displayed, starting with the most recent.
   b. You can rearrange the list from oldest to most recent by selecting the arrows beside **Order Number** or **Submitted Date**. If the status is **In Progress**, you also have the option to cancel the request.
   c. Select the **Order Number** to open details about a specific order.

2. On the **Order Details** screen:
   a. Order details include the request numbers, item name, request type, who the request was submitted for, the status, and actions taken against the request.
   b. Select the **Request Number** in the row of a request to view more information.

3. On the **Request Details** screen:
   a. Request details include the history, received/completed date, who the request was completed by, and its status.
   b. Select **View Details** in the row of an activity to learn more information on that specific activity.
The portal stores the agreements that you have signed pertaining to the use of the portal and the applications that you access through it. Follow the directions below to view these agreements.

1. Click on the **View Agreements** link under Access Management on the Main Menu.

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Figure 9 Home - View Agreements
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2. On the **View Agreement** screen:
   a. Select the agreement that you wish to view by clicking its hyperlinked name.
   b. You may also print or download the agreement by clicking on the corresponding icons.

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Figure 10 My Agreements
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