

HHS ENTERPRISE PORTAL

Application Access

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.
4. View agreements on p. 6.

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.

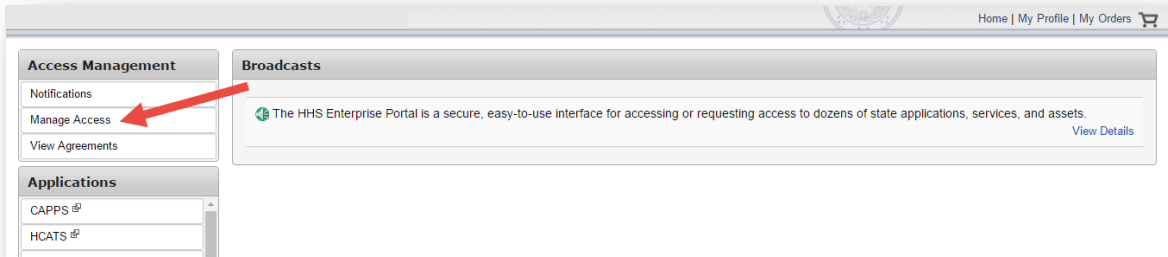
1. Applications that are fully integrated in the portal will open within the portal.
2. Partially integrated applications will open in a different tab or window, depending on your browser settings.
3. If you do not see an application in the list, it is possible that it has not been integrated into the 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.

tip

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

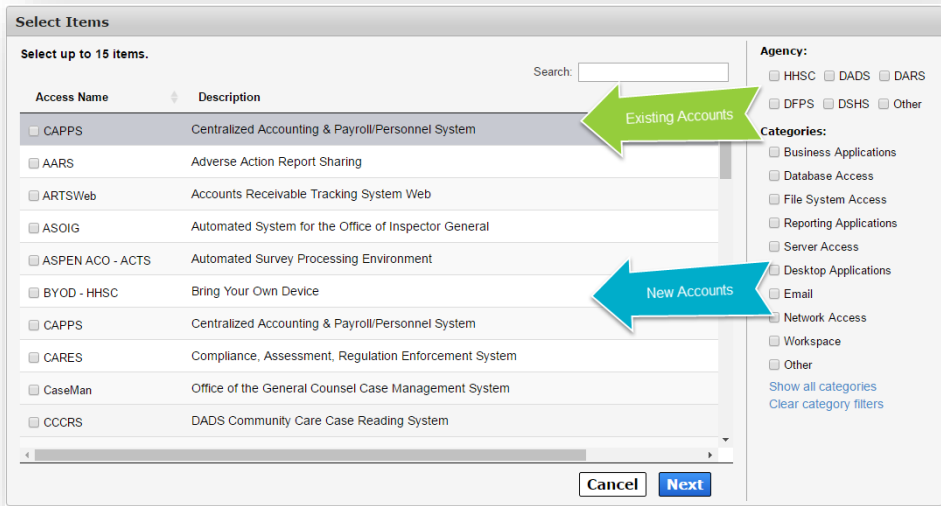


Figure 2 Select Items

- 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.

tip

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.

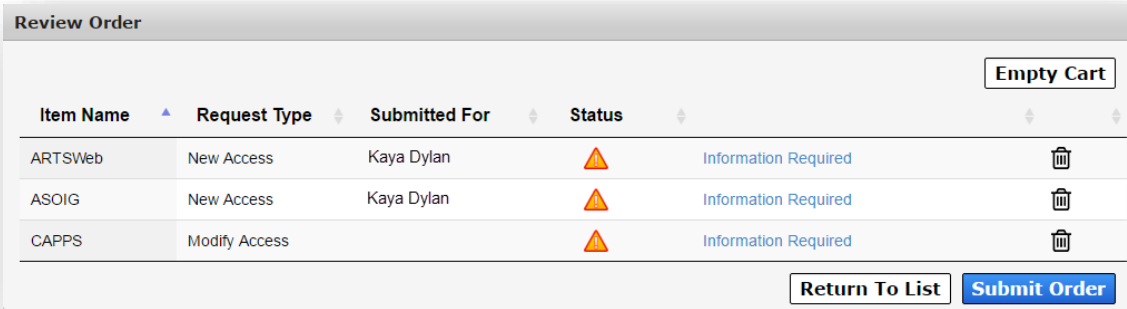


Figure 3 Review Order

- 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**.

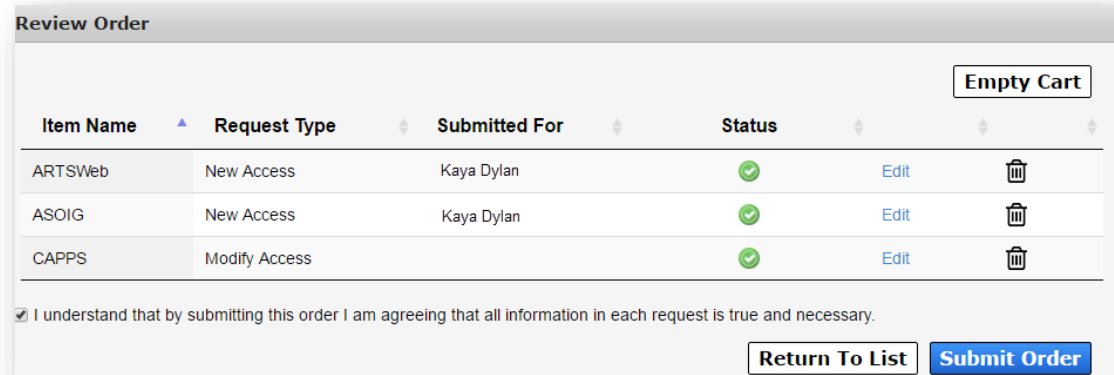


Figure 4 Review Order with Confirmation Checked

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.

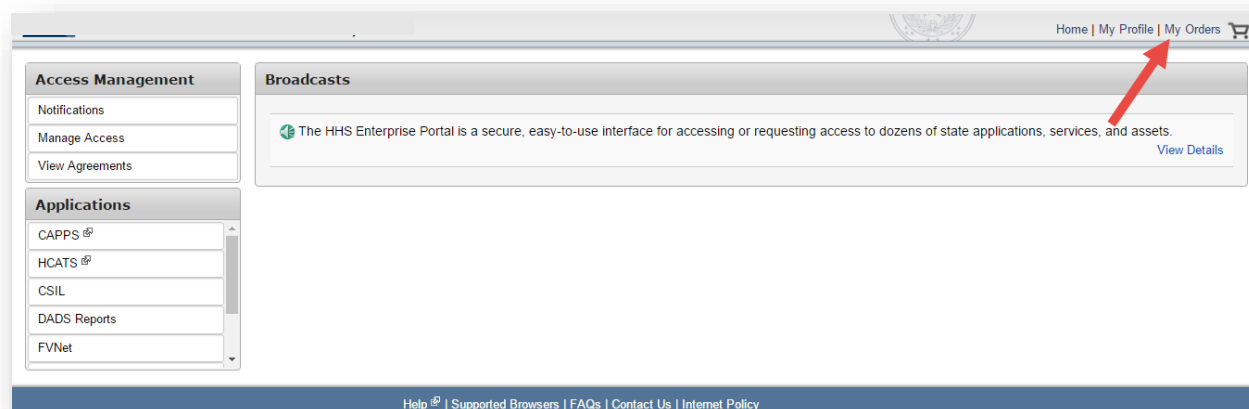



Figure 5 My Orders link

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.



Order Number	Submitted Date
1004478	10/23/2015 09:57 AM
1004414	10/15/2015 03:19 PM
1004382	10/13/2015 04:05 PM
1004378	10/13/2015 02:22 PM

Figure 6 My Orders - Request Number

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.



Orders for Kaya Dylan					
Order Number: 1004470					
Request Number	Item Name	Request Type	Submitted For	Status	Actions
1161776048961781855	ASPEN		Kaya Dylan	In Progress	
1161755124600502619	Form 4013		Kaya Dylan	In Progress	

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Figure 7 Order Details - Request Number

3. On the **Request Detail** 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.



Request Detail for: 6761601276159276706					
	Request History	Received Date	Completed Date	Completed By	Status
View Detail	New Access	10/12/2015 03:55 PM	10/12/2015 04:15 PM		
View Detail	Supervisor Approval Required: CAPPS access request for Kaya Dylan	10/12/2015 03:55 PM	10/12/2015 03:56 PM	Jimmy Seymour	APPROVED

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Figure 8 Order Details - View Detail

VIEW AGREEMENTS

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.



Figure 9 Home - View Agreements

- 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.

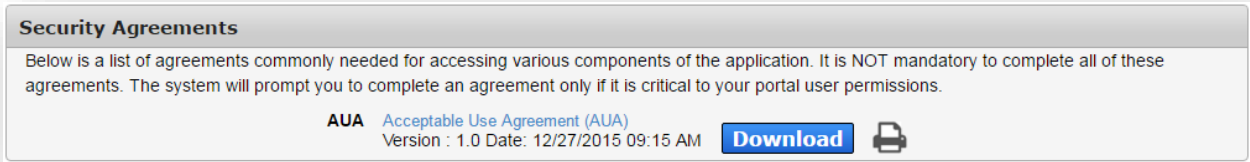


Figure 10 My Agreements