



HHS Enterprise Portal Features for HHS/DFPS Partner Supervisors

Identity and Access Management

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TEXAS
Health and Human
Services

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HHS Enterprise Portal

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 one location. The Enterprise Portal is available 24 hours a day, 7 days a week from any computer, tablet or smartphone.

The portal provides tools designed specifically to help supervisors manage employees' access to the Enterprise Portal and the applications they access through the Enterprise Portal.

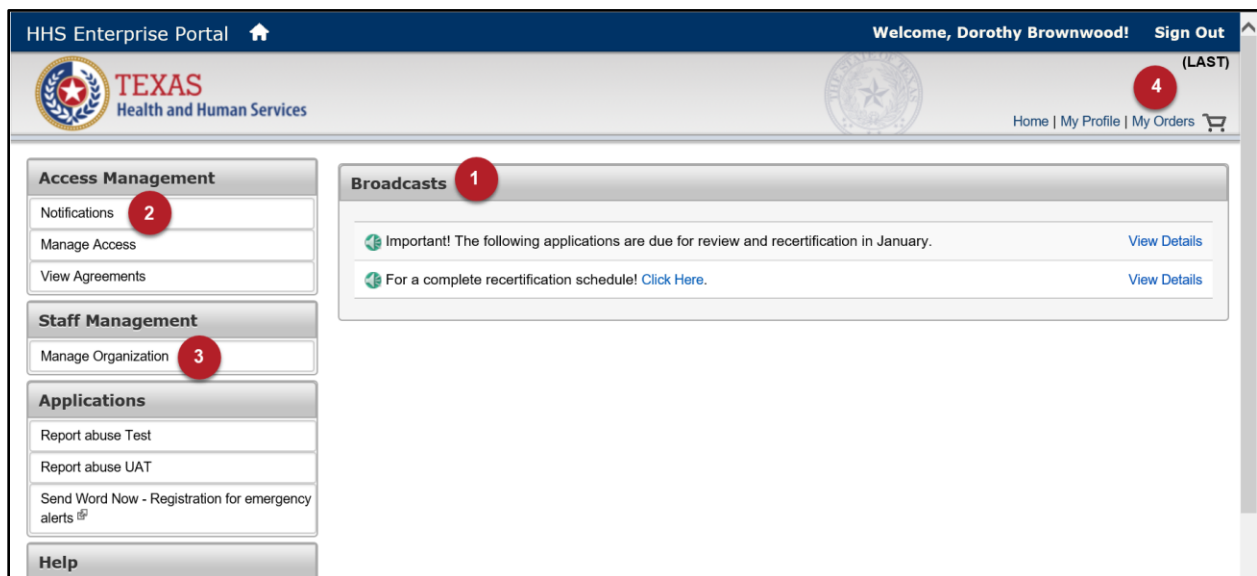
These actions include:

- Reviewing employee's Enterprise Portal profile information
- Reviewing employee's access
- Suspending/restoring application and portal access
- Reviewing and performing actions against employee's access requests
- Requesting new or modified application access on behalf of an employee

For information on Recertification, see the Recertification Help Guide.

When you first sign into the Enterprise Portal, you are directed to the HHS Enterprise Portal Dashboard. Here are a few actions you can perform on this screen.

Figure 1. HHS Enterprise Portal Dashboard



Review Notifications

Broadcast messages provide important information about the Enterprise Portal. Click **Notifications** under **Access Management** to view **Notifications** specific to

you. These notifications will alert you when an update has been performed on a request that you are following, or a staff's request is waiting for review. Click the hyperlinks inside the notification to view more details or perform an action.

View Orders

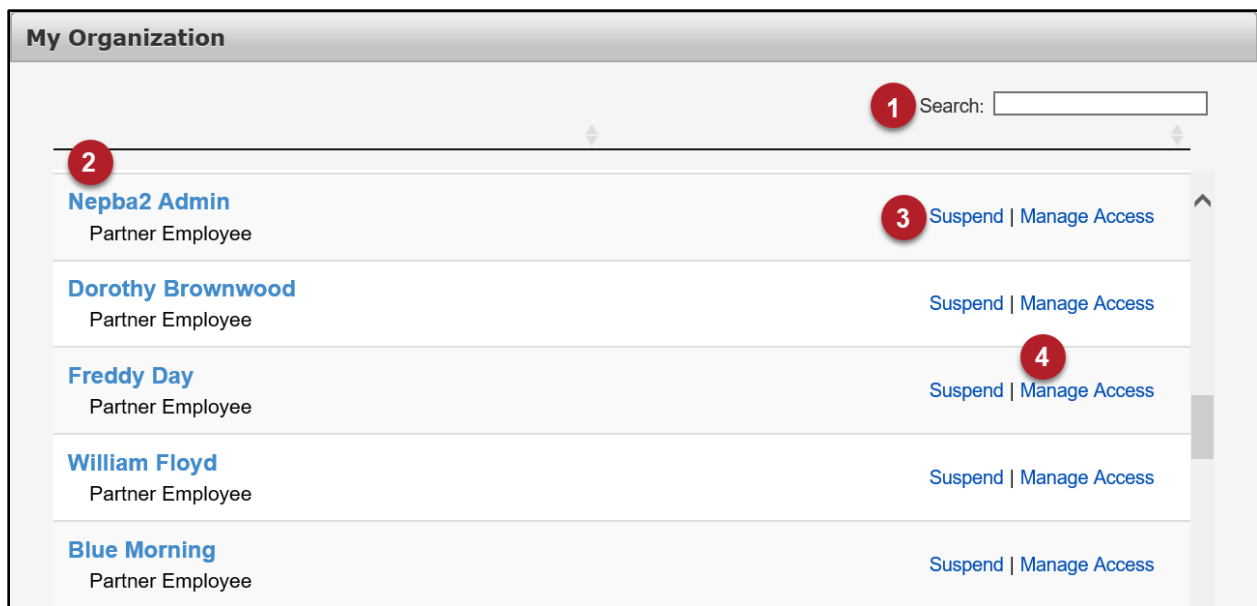
Select the **My Orders** link at the top right of the screen. To learn more about reviewing order, see the section titled [Review Orders and Requests](#).

View and Manage Employee Access

Select Manage Organization under the Staff Management tab to open the **My Organization** screen.

My Organization Screen

Figure 2. My Organization Screen



Search for a Specific Screen

Enter their name in the **Search** field.

View employee's Profile Information

Select the employee's name.

Suspend Employee's Portal Account and Access to all Integrated Applications

Select the **Suspend** link in the employee's row.

Restore Employee's Portal Account and Access to all Integrated Applications

Click the **Restore** link in the employee's row.

View and Manage Employee Access

Click the **Manage Access** link in the employee's row to open the **User Summary** screen.

User Summary Screen

Figure 3. User Summary Screen

User Summary: Ada Southtown

1 **5** **Add/Modify Access**

1 Item Name	Username	Last Certification	Status	Action
2 EFTServer	AdaSouthtown1	11/09/2020	Active	3 Suspend 4 Modify
Enterprise Account	AdaSouthtown1		Active	
ITIM Account	AdaSouthtown1		Active	

Agreements	Version #	Last Signed
Acceptable Use Agreement (AUA)	1.0	10/20/2020 02:55 PM

Back

View List of Applications and their Statuses

Applications are listed under Item Name. Each row includes:

- Your employee's username for the application
- Last Certification
- Status

View Access Details

Select the **Item Name**

Suspend User's Access

Click **Suspend** in the application's row. Immediate suspension occurs only for applications that are fully integrated into the Enterprise Portal. For applications that require manual provisioning, additional time is necessary before the suspension can take effect and the status is updated. The status of the access changes from **Active** to **Inactive** after the suspension request is complete.

Restore User's access

Click **Restore** in the application's row. Immediate restoration occurs only for applications that are fully integrated in the Enterprise Portal. For applications that require manual provisioning, additional time is necessary before restoration can take effect and the status is updated. The status of the access changes from **Inactive** to **Active** after the restoration request is complete.

Modify User Access for a Specific Application

Click **Modify** in the application's row to open the **Review Orders** screen.

Add Access for User/Modify Access for Multiple Applications

Click **Add/Modify Access** at the top of the screen to open the **Select Items** screen.

Review an Employee's Access Request

A notification appears on the Enterprise Portal **Notifications** screen when an employee submits an access request. Select **Review Request** inside the notification to open the request details.

At a minimum the standard request displays the following:

- Request Number
- Name of Application
- Requester
- Recipient of the access request
- Request Type
- Request Date
- History of actions performed against the request

Other fields are available depending on the user and request type. If you are supervising contractors, you approve their requests from this page.

Figure 4. Review Request Screen

The screenshot shows a 'Review Request' window with the following details:

- Request#**: 585657769462694325
- System**: HEART
- Requested By**: Ada Southtown
- Requested For**: [Ada Southtown](#)
- Request Date**: 01/15/2021
- Request Type**: New Access - HEART access request for Ada Southtown is waiting for your approval.

Below the details is a 'History' section with one entry: '01/15/2021 16:18:16: Ada Southtown -'. At the bottom right, there are three buttons: 'Back', 'Reject', and 'Approve'. Red circles with numbers 1, 2, and 3 are placed above the 'Back', 'Reject', and 'Approve' buttons respectively.

Approve an Access Request

Click **Approve** to approve the request to open the **Add Details** window. Some requests allow you to edit the selections before approving. Entering details is not required if you are approving the request. Click **OK** to complete the request. Click the Back button to exit the request without performing an action. You have 10 days to perform an action on a request. If you do not act on the request within 10 days, the system cancels the request and the requester will have to resubmit the request.

Deny an Access Request

Click **Deny** to deny the request and open the **Add Details** window. Entering details is required if you are denying the request. Click **OK** to finalize the denial. Click the Back button to exit the request without performing an action. You have 10 days to perform an action on a request. If you do not act on the request within 10 days, the system cancels the request and the requester will have to resubmit the request.

Request New/Modified Access for an Employee

Items for which an employee currently has access are listed in highlighted rows on the top of the **Select Items** screen in the **Existing Access** section (1). Select these items if you would like to modify their existing access. Use the horizontal scroll bar to view the employee's username for a specific application. Select items in these rows to restore or suspend access.

Items in the non-highlighted rows of the **New Access** section represent new access (2). Select these items if you want to request new access for your employee.

Figure 5. Select Items Screen

Select Items: Dorothy Brownwood

Select up to 15 items.

Existing Access 1

Search:

Access Name	Description	Username
<input type="checkbox"/> EFTServer	Globalscape Security file transfer	DBrownwood

New Access 2

Search: 3

Access Name	Description
<input type="checkbox"/> ABCS	DFPS Automated Background Check System
<input type="checkbox"/> ABCS UAT	DFPS Automated Background Check System UAT Environment
<input type="checkbox"/> AD DSHSCO Test	
<input type="checkbox"/> AD HHSC Test	Active Directory - HHS Test Domain
<input type="checkbox"/> BusinessObjects MBOW	Mental and Behavioral Health Outpatient Warehouse
<input type="checkbox"/> CAPPS HCM	Centralized Accounting & Payroll/Personnel System
<input type="checkbox"/> DFPS Case Connection - Development	

Agency: 4

HHSC DADS
 DFPS DSHS
 Other

Categories:

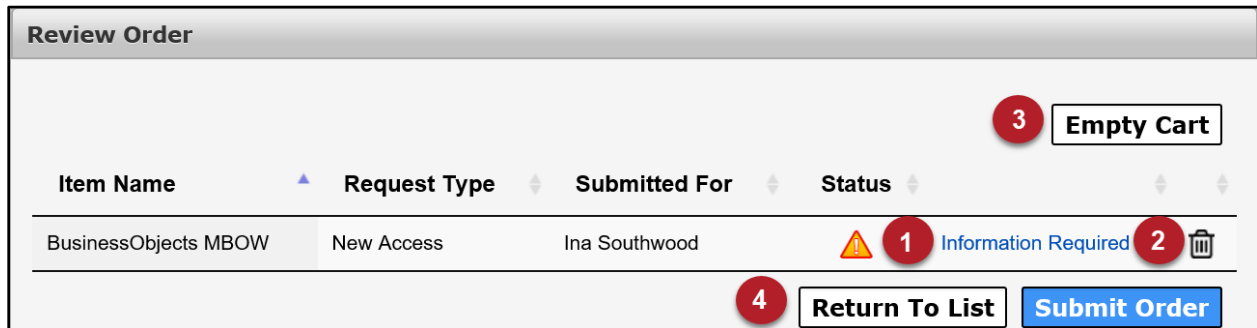
Online Forms
 Downloadable IT Forms
[Show all categories](#)
[Clear category filters](#)

5

(3) Enter text in the **Search** field to find a specific application. You may also take advantage of the filter options to narrow your results (4).

(5) Click **Next** to open the **Review Order** screen.

Figure 6. Review Order Screen



Click the **Information Required** links to complete the additional information required for that application (1). Complete the individual **Information Required** screens.

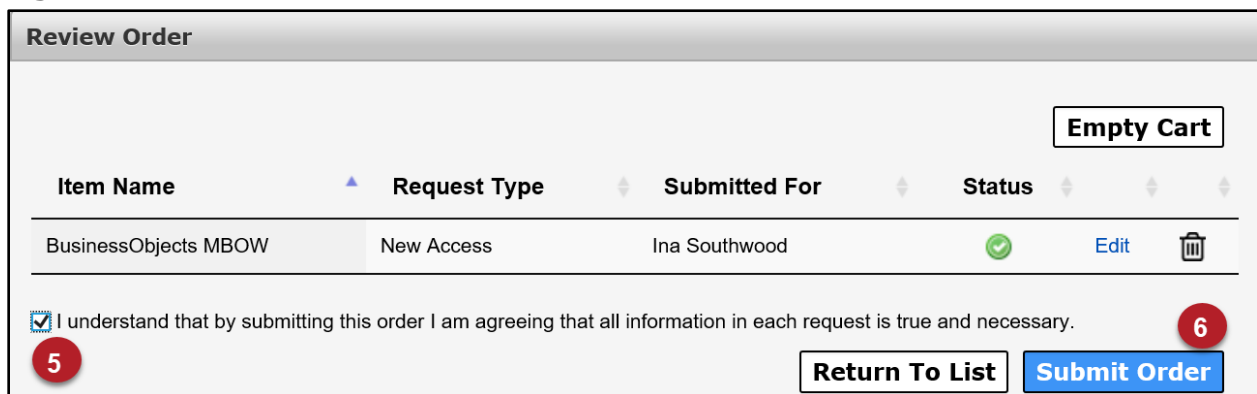
Click the **trash can** icon to remove a single item from your cart (2).

Click **Empty Cart** to remove all items from your cart (3).

Click **Return To List** to add more items to your cart (4).

Click **Submit Order** after you have completed all **Information Required** screens to return to the **Review Order** screen.

Figure 7. Review Order Screen

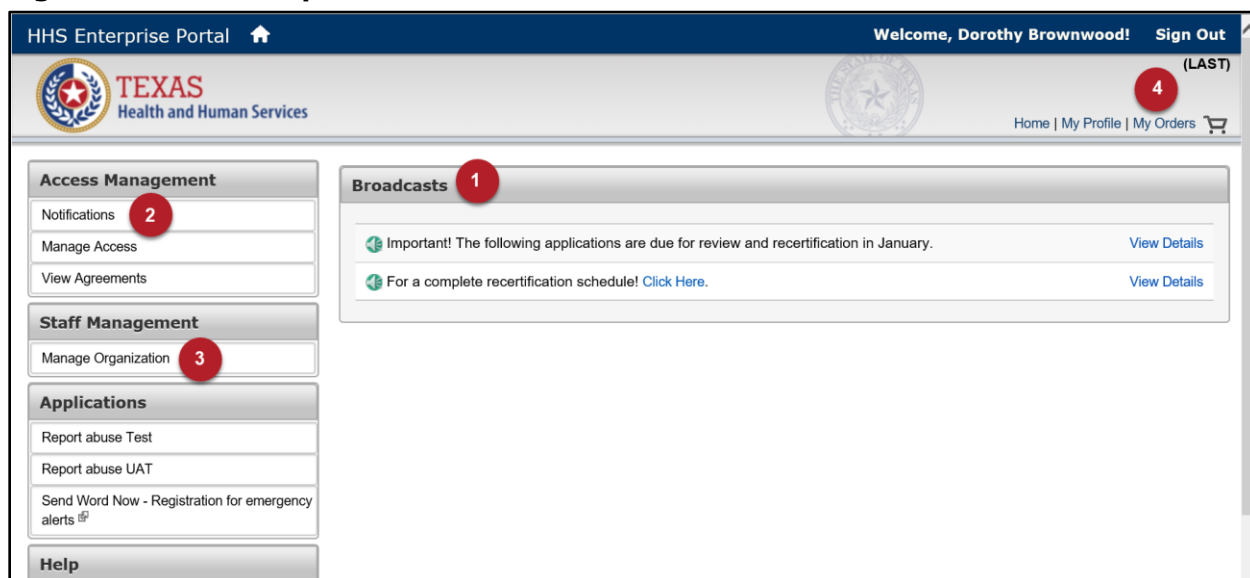


Read and click the box next to the confirmation message to agree to its terms (5). Click **Submit** to submit your order (6) You will receive an update via the Enterprise Portal Notification system as well as an email within 10 days of submitting the order. You may also review updates at any time by selecting the **My Orders** link at the top right of the screen.

Review Orders and Requests

You are informed via Enterprise Portal Notifications and email when an update has been made to our order. You can also check the status of your order by clicking the **My Order** link at the top of the Enterprise Portal Dashboard.

Figure 8. HHS Enterprise Portal Dashboard



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 is given an individual **Request Number**.

My Order Screen

Orders that you created within the last six months are displayed, starting with the most recent.

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 can also cancel the order.

Select the **Order Number** to open details about a specific order.

Figure 9. My Order Screen

My Orders	
Order Number	Submitted Date
1025740	01/14/2021 02:37 PM
1025363	12/04/2020 10:07 AM

Order Details Screen

Order details include the request number, item name, request type, who the request was submitted for, the status, and actions taken against the request.

Select the **Request Number** in the row of a request to view more information.

Figure 10. Order Details Screen

Order Details					
Order Number: 1025740					
Request Number	Item Name	Request Type	Submitted For	Status	Actions
188712561819169137	LIS	Restore Access	Jane Hostly	In Progress	Cancel
<input type="button" value="Back"/>					

Request Details Screen

Request details include the history, received/completed date, who the request was completed by, and its status.

Select [View Details](#) in the row of an activity to learn more information on that specific activity.

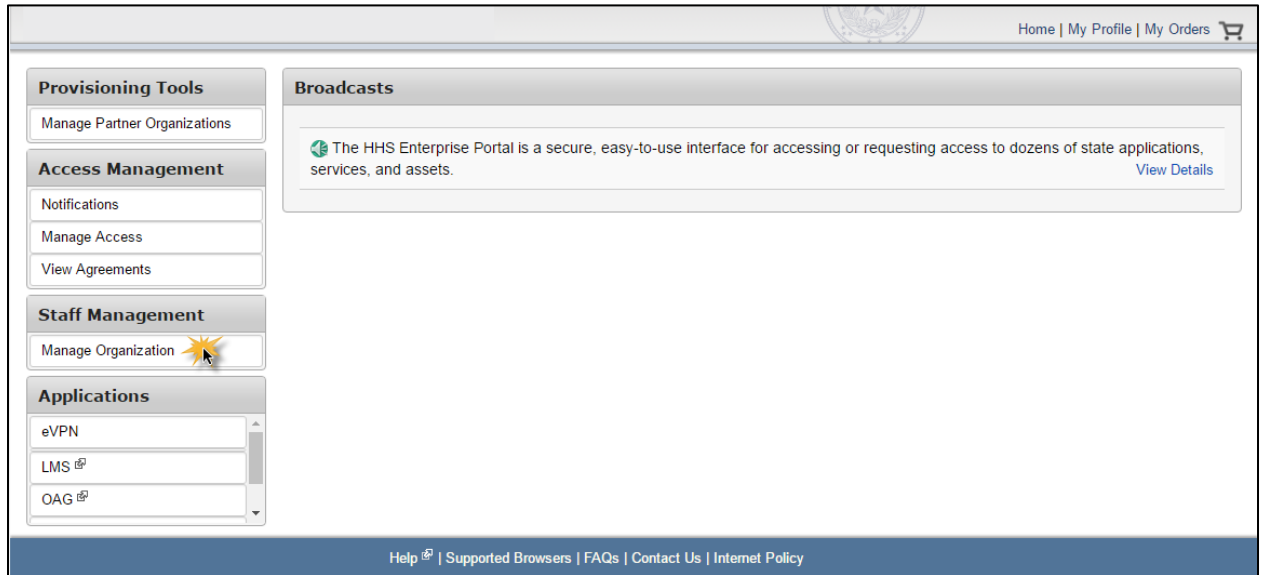
Figure 11. Request Details Screen

Request Details for: 188712561819169137					
	Request Activity	Received Date	Completed Date	Completed By	Status
Details	Restore Access	01/14/2021 02:37 PM			
	Manual Provisioning for Restore Request	01/14/2021 02:38 PM			PENDING
<input type="button" value="Back"/>					

Suspend Enterprise Portal and Access to all Applications

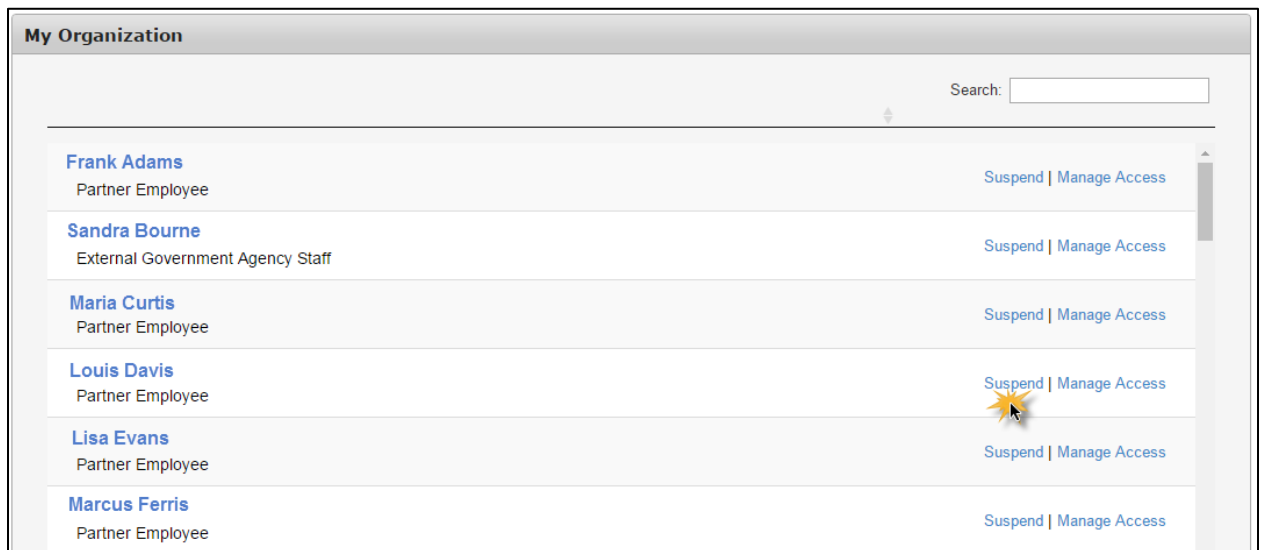
1. On the Main Menu, click **Manage Organization** under **Staff Management**.

Figure 12. Home Page



2. Click the **Suspend** link in the row of a user. This will initiate the suspension request for the HHS Enterprise Portal and all associated applications.

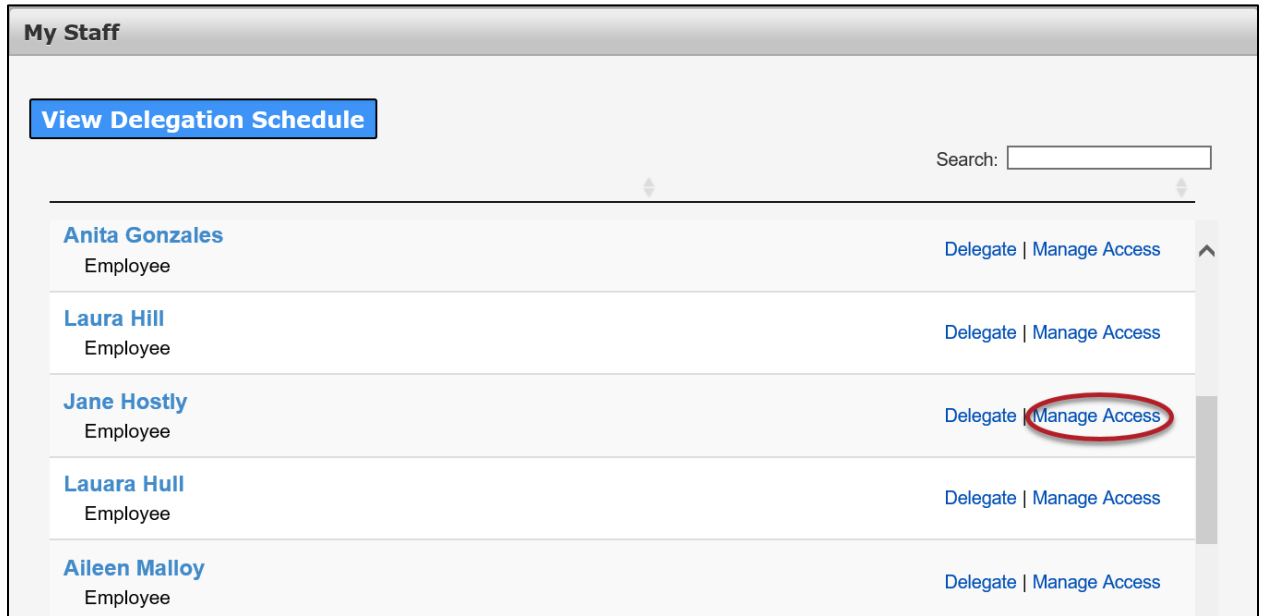
Figure 13. My Organization screen



Remove Application Access

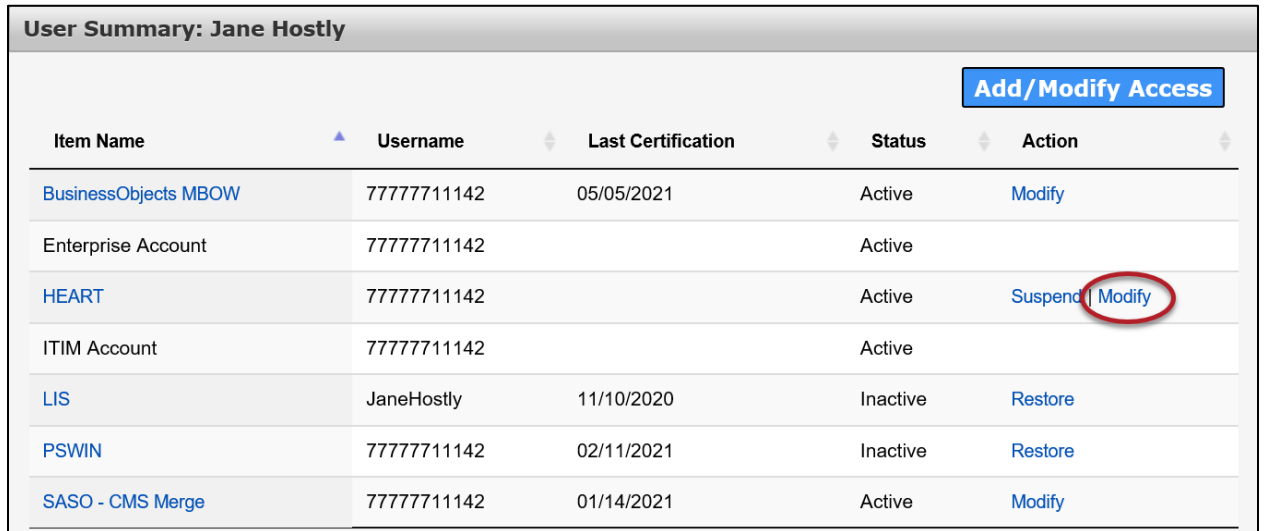
1. Remove an employee's access
2. Log in to the Enterprise Portal.
3. Click **Manage Staff** to open the **My Staff** screen.

Figure 14. My Staff screen




4. Click **Manage Access** in the row of the individual for whom you wish to remove access. This opens the **User Summary** screen and displays a list of applications for which the individual has access.

Figure 15. User Summary screen



5. Click **Modify** in the row of the application you wish to remove. This opens a **Confirmation Dialog** box.
6. Click **Yes** to confirm you wish to proceed. This opens the **Review Order** screen.

Figure 16. Review Order screen

Review Order				
Item Name	Request Type	Submitted For	Status	
HEART	Modify Access	Jane Hostly	 Information Required	

[Back To Manage Staff](#) [Submit Order](#)

7. Click the **Information Required** link to open the **Provide Information** screen for that application.

Figure 17. Provide Information screen

Provide Information

Looks like you already have access! What would you like to do?

Modify Existing Access
 Suspend Access
 Remove Access

[Return to Cart](#) [Next](#)

8. Select **Remove Access**.
9. Click **Next**.
10. Select the effective date for the application removal to return to the **Review Order** screen.

Figure 18. Provide Information screen

Provide Information

Select a date for access removal.

Today's Date
 Select Date

[Back](#) [Next](#)

11. Click the confirmation check-box to indicate you have read and understood the message.

Figure 19. Review Order screen

Review Order				
Item Name	Request Type	Submitted For	Status	
HEART	Remove Access	Jane Hostly		Edit

I understand that by submitting this order I am agreeing that all information in each request is true and necessary.

[Back To Manage Staff](#) [Submit Order](#)

12. Click **Submit Order** to submit your removal order and open the **Confirmation** screen. You will receive an email notifying you of the account deletion.

Figure 20. Confirmation screen

Confirmation				
Thank you! Your order has been successfully submitted. A confirmation email will be sent to you shortly. Your Order Number is 1032378 . Please use this number in any correspondence regarding this order. We'll keep you updated via email alerts regarding your order, but you can also check for updates by visiting the My Orders link at the top of the page.				
Request Number	Item Name	Request Type	Submitted For	Status
3297914365585076943	HEART	Remove Access	Jane Hostly	

[Back To Home](#)