

HHS Enterprise Portal Requesting Access for Remedy On Demand

Identity Access Management

July 2022

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Executive Summary

Complete the following steps to request access to Remedy On Demand.

1. Sign into the Enterprise Portal with your **Username** and **Password**.

Figure 1. HHS Enterprise Portal Welcome screen



2. On the landing page, click **Manage Access** under the **Access Management** tab.

Figure 2. HHS Enterprise Portal Home screen

TEXAS Health and Human Service	es Home My Profile My Orders 'E
Provisioning Tools	Broadcasts
Manage Partner Organizations	
Access Management	The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. View Details
Notifications	
Manage Access	
View Agreements	
Applications	
ISIM	A
CAPPS #	
Report Abuse patch	
Report Abuse dev1	
MIMS - Training	
MIMS - Test	
XYMON	
Report Abuse dev2	•

3. On the **Select Items** page, click the box beside ITSM (RoD) (1) and select **Next** (2) to continue.

elect up to 15 items.	Search:	A	jency:
Access Name	Description	_	DFPS DADS
IRIS Cerner Works	Integrated Resident Information System - Cerner Works	G	itegories:
IRIS Dentrix	Integrated Resident Information System - Dentrix		Online Forms Downloadable IT Forms
IRIS Incident Management	Integrated Resident Information System - Incident Management		Show all categories Clear category filters
IRIS P2Sentinel	Integrated Resident Information System - P2Sentinel	Se	elected Items
	Remedy On Demand	1	. ITSM
	Legislative Tracking System		
LTSS	Long Term Services and Supports		
MCATS	MCATS Full Intergration		
MCPAT	Medicaid/CHIP Policy Automated Tracking System	-	

Figure 3. HHS Enterprise Portal Select Items screen

4. On the **Review Order** page, select **Information Required**.

Figure 4. HHS Enterprise Portal Review Order screen

Re	eview Order							
	Item Name	Request Type 🔹	Submitted For	\$ Status			Empty	Cart
I	TSM	New Access		Δ	Infor	mation Re	equired	圃
				Ret	turn To	List	Submit ()rder

5. Select a Licensing Type (1), Application Permission (2), and one or more companies (agencies) where you require access (3).

Figure 5. HHS Enterprise Portal Provide Information screen



6. Under **Primary Support Groups**, select the following required information: a **support company** (1), **support organization** (2), **support group** (3), and at least one **functional role** (4).

Figure 6. HHS Enterprise Portal Provide Information screen - Primary Support Groups

Primary Support Groups	
1 Step 4:Support company * DADS	 4 Step 7:Functional Roles(s) * ✓ Change Coordinator ✓ Change Manager
2 Step 5:Support organization * DADS 3 Step 6:Support group *	Change Approver Work Order Assignee Work Order Manager None
AIVI-Bat	

7. . Select **Add Group** (1) to add your selection to the request. The group will appear in the table below (2).

Figure 7. HHS Enterprise Portal Provide Informatin screen - Primary Support Groups

Primary Support G	roups				
Step 4 Support co	mpany *		Step 7:Functional Ro	bles(s) *	
Select One	*		🗐 Change Coordina	tor	
			🗐 Change Manager		
Step 5:Support org	ganization *		Change Approver		
Select One	•		Work Order Assig	nee	
Step 6:Support gro	oup *		Work Order Mana	iger	
Select One	•				
			1 Add group		
Primary A	Support Company	Support Organization	Support Group	Functional Roles(s)	Action
2 0	DADS	DADS	AM-Bat	Change Coordinator, Change Manager	3 🖞

NOTE:

- The group will be added to your request as a support group by default. If you would like to make your primary group, select the red X under the Primary column in the group's row. The column will change to a green checkmark, showing that it is now the primary group. You CAN have multiple supporting groups, but you CANNOT have more than one primary group.
- You may remove the group by selecting the trashcan under Actions (3).
- Add any additional comments in the field provided (optional) (1) and select Next (2) to return to the Review Order page.

Figure 8. HHS Enterprise Portal Provide Information screen - Comments



9. On the **Review Order** page, read the confirmation and check the box beside it (1) to agree to its statement, then select **Submit Order** (2) to submit your order. You will receive an update to your request within ten business days. Check your inbox and notifications on the portal for updates.

Figure 9. HHS Enterprise Portal Review Order screen

F	Review Order							
							Empty Cart	
	Item Name	Request Type		Submitted For	Status	\$		
	ITSM	New Access			۲	Edit	匬	
I understand that by submitting this order I am agreeing that all information in each request is true and necessary. Return Te							2 Jbmit Order	