



# **HHS Enterprise Portal Re-certification Help Guide**

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**Identity and Access Management**

**February, 2022**



**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.

## Certifying Access

The certification process is a unique feature of the Enterprise Portal designed specifically for supervisors and designated partner approvers.

To ensure your staff's access is current, you are required to review and certify their access during the annual certification month for each application. You will receive email and Enterprise Portal notifications when certifications are due for each application. You have 30 days to certify your staff's access for each application before their access is suspended or deleted. If no action is taken to restore your staff's access, their accounts are deleted for each application that is not certified. Different applications are due for recertification each month.

Staff members may require certification to applications not listed under their User Summary screen. Only applications that have been implemented into the HHS Enterprise Portal are available for review and certification.

## Recertification Timeline

**Day 1:** Supervisor receives an email and portal notification instructing you to review and certify your staff's access. The user also receives an email.

**Day 5: 1st reminder email** is sent to the supervisor and staff alerting them of the upcoming due date.

**Day 10: 2nd reminder** email is sent to the supervisor and staff alerting them of the upcoming due date.

**Day 16: Escalation – 3rd reminder email** is sent to the supervisor and the 2<sup>nd</sup> level supervisor alerting them of the upcoming due date. A second level supervisor is the supervisor of the supervisor or someone with a supervisor role. The supervisors can act and have 15 days to complete the certification before the user's account is suspended or deleted.

**Day 20: 4th reminder email** is sent to the staff, supervisor, and 2<sup>nd</sup> level supervisor alerting them of the upcoming suspension.

**Day 25: 5th reminder email** is sent to the staff, supervisor, and 2<sup>nd</sup> level supervisor alerting them of the upcoming suspension.

**Day 31:** Staff's access to integrated applications is suspended immediately for automatically provisioned applications. The process for manually provisioned applications is initiated. The supervisor or user have 30 days to restore the staff's suspended account before it is deleted.

**Day 61:** Staff account is deleted if no action is taken to restore access.

When a staff member's access is up for review, you will receive an email reminder and a notification on the **Notifications** screen of the portal. Select **Review** on the notification to access the staff member's **User Summary** screen.

## Certify Access

1. Click **Notifications** to view your certifications and notifications.

**Figure 1. Certifications and Notifications Screen**

Access Management

Notifications

Manage Access

View Agreements

Staff Management

Manage Staff

Manage Onboarding

Applications

Report abuse Test

Report abuse UAT

PEBLES Inquiry

Send Word Now - Registration for emergency alerts

Help

Help

Certification(s)

Search:

Application Name	User Name	Due Date	Action
PSWIN	George Smith	02/01/2021 12:45 PM	<a href="#">View Details</a>
PSWIN	Jane Hostly	02/01/2021 12:45 PM	<a href="#">View Details</a>

Notification(s)

Request for Jane Hostly to receive PSWIN access was granted by the Provisioner.

[View Details](#) | [Dismiss](#)

Request for George Smith to receive PSWIN access was granted by the Provisioner.

[View Details](#) | [Dismiss](#)

Request for George Smith to receive PSWIN has been submitted and routed for further action.

[View Details](#) | [Dismiss](#)

Request for Jane Hostly to receive PSWIN has been submitted and routed for further action.

[View Details](#) | [Dismiss](#)

2. Click **View Details** to open the **Certify Request** screen.

**Figure 2. Certify Request Screen**

Access Management	Certify Request (PSWIN)
Notifications	Name: <b>George Smith</b>
Manage Access	Phone No: <b>999-999-9999</b>
View Agreements	Email: <b>@hhs.texas.gov</b>
<b>Staff Management</b>	Supervisor Name: <b>Lois Lane</b>
Manage Staff	Supervisor Email: <b>@hhs.texas.gov</b>
Manage Onboarding	Security Group * DHS Basic Users
<b>Applications</b>	PSWIN requires Texas Medicaid & Healthcare Partnership (TMHP) access via VPN. Users without active TMHP VPN access will be granted access when PSWIN is provisioned.
<b>Help</b>	Do you have active TMHP VPN access? *
Help	<input checked="" type="radio"/> Yes
	<input type="radio"/> No
	Comments (Maximum character length is 250)
	<div></div>
	<div>Back Modify Suspend Certify</div>

3. Click **Certify**. You can also **Modify** or **Suspend** access from this screen.

## Certify and Modify

You can also certify the user's access while modifying the access.

1. Click **View Details** to open the **Certify Request** screen.

**Figure 3. Certify Request screen**

Access Management	Certify Request (PSWIN)
Notifications	Name: <b>George Smith</b>
Manage Access	Phone No: <b>999-999-9999</b>
View Agreements	Email: <b>@hhs.texas.gov</b>
<b>Staff Management</b>	Supervisor Name: <b>Lois Lane</b>
Manage Staff	Supervisor Email: <b>@hhs.texas.gov</b>
Manage Onboarding	Security Group * DHS Basic Users
<b>Applications</b>	PSWIN requires Texas Medicaid & Healthcare Partnership (TMHP) access via VPN. Users without active TMHP VPN access will be granted access when PSWIN is provisioned.
<b>Help</b>	Do you have active TMHP VPN access? *
Help	<input checked="" type="radio"/> Yes
	<input type="radio"/> No
	Comments (Maximum character length is 250)
	<div></div>
	<div>Back Modify Suspend Certify</div>

2. Click the **Modify** button to open the **Provide Information** screen for that application.
3. Make your modifications as necessary.

4. Click **Submit** to submit your order. This opens the order **Confirmation** screen.

**Figure 4. Order Confirmation screen**

Confirmation

Thank you!

Your order has been successfully submitted. A confirmation email will be sent to you shortly.

Your Order Number is **1014985**. 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
3519335889973283603	PALMS	Modify Access	Tom Cochran	

Back

Certify

5. Click **Certify**.