Review and Certify User Access

The HHS Enterprise Portal

Click Here to Begin
This is an interactive document. Click the highlighted sections on the screenshots or the action buttons to move to the next step.
To ensure your staff members’ access is current, you are required to review and certify, suspend, or modify their access on an annual basis—within 30 days after the anniversary of their hire date. You can perform this review for most applications on the HHS Enterprise Portal.

If you do not perform an action on your staff’s access by the 30th day, then their access will be suspended and you will need to restore it via the portal. If you do not restore their access by the 60th day, then your staff’s access will be permanently deleted.
A notification appears on your **Notifications** page when a staff member's access is up for review. Click **Review**.
Applications that are up for review have **Suspend/Certify** in their row. Some applications also have the **Modify** option.
Only applications that have been implemented or partially implemented into the HHS Enterprise Portal are listed here. There may be applications that are up for review that cannot be certified through the portal.
Click the application’s name to view details of the user’s access
Select **Suspend** in the application’s row to suspend the user’s access.
• Immediate suspension occurs only for applications that are fully integrated into the 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 will change from **Active** to **Inactive** after a suspension request is complete.
• Applications with a suspended status will have the **Restore** option available.
• You can restore access up to 30 days after you have suspended access. On the 31\textsuperscript{st} day, access will be permanently deleted.
Select **Certify** in the application’s row to certify access.
After you select Certify, wait a moment, then select **Refresh** to refresh the page. Your changes should be reflected on the page.
Certification notifications remain on your Notifications page for 30 days, regardless of whether or not you have reviewed and performed actions on the access. Please ignore certification notifications for access you have already reviewed. Performing duplicate actions on a user’s access may cause a system error.
Select **Modify** in the application’s row to modify specific access.
Click **Information Required** to make changes to the access.
After you have made the changes, read the confirmation message and check beside it to agree to its terms, then select **Submit Order.**
Back on the User Summary page, if you need to modify access to multiple applications, or add new access, select the **Add/Modify** option.
To modify existing access, select items in highlighted rows (Item 1). To add new access, select items in non-highlighted rows (Item 2). Click Next when you are ready.
Follow the steps previously outlined in this document to submit the order.
Accounts will be suspended if they have not been certified within the 30-day timeframe. To restore access, go to your staff’s User Summary Page and click Restore & Certify in the rows of the access that you want to restore.
You will receive an update via portal notification and 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.

What do you want to do next?

Learn about requesting changes to one application

Learn about requesting access changes to multiple applications, and adding new access

Go to HHSC EIAM contact information
For more information about access review and certification, contact the HHSC Enterprise Identity and Access Management team at identitymanagement@hhsc.state.tx.us.