Summary
Supervisors are required to review and recertify their staff’s access to all applications offered via the HHS Enterprise Portal on an annual basis.

Timeline

- **Days 1-15**
  Supervisors are notified their staff’s access is up for review via email and portal notifications. Additional email reminders will be sent on the Day 5 and 10 if immediate action is not taken.

- **Days 16-30**
  If no action is taken by the supervisor within 15 days, the request is escalated to the 2nd-level supervisor (supervisor’s supervisor) on Day 16. Both the supervisor and the 2nd-level supervisor have 15 days to review and recertify user access. Two more reminder emails will be sent on Day 20 and 25 if no action has been performed.

  - Reminder emails will stop after an action has been performed.

- **Day 31-60**
  If no action is taken by either supervisor by Day 30, access will be suspended, and a notification will be sent to the designated information owner. The first line supervisor may restore suspended access up to Day 60.

- **Day 61**
  If the account is not restored by the end of Day 60, access will be deleted permanently on Day 61. To re-establish the access to applications and/or systems, the supervisor must request new access.

Recertify
Supervisors will be notified to recertify staff access via email and on the portal’s **Access Management** ➔ **Notifications** page.

Click **View Details** to review user’s access.
Review user access and certify, modify, or suspend the access accordingly.

FIGURE 4- OPTIONS: MODIFY, SUSPEND, AND CERTIFY

Some types of access cannot be modified and will only have the **Certify** or **Suspend** options available.

FIGURE 5 - OPTIONS: SUSPEND AND CERTIFY
Modify (For Immediate Supervisors Only)

If user access needs to be modified, navigate to the Manage Staff page and click Submit. After the order is submitted, copy the request number from the confirmation page, then return to the previous page, and click Modify.

Enter or paste the request number in the pop-up and click Certify. (Request number can be found under My Orders also).
Modification can only be initiated by a user or a user’s supervisor. Delegates, 2nd-level supervisors, information owners, and partner sponsors cannot modify user access.

**FIGURE 8 - DELEGATE, 2ND SUPERVISOR, INFORMATION OWNER, AND PARTNER SPONSOR ARE UNABLE TO MODIFY**
Suspend Access

If a user no longer requires access to an application, click **Suspend** to suspend the access.

![Figure 9 - Suspend Access](image)

On the **Add Details** pop-up, enter information under **Comments**, then click **Suspend**. (Comments must be more than 10 characters.)

![Figure 10 - Enter Comments to Suspend Access](image)
Delegation

→ The Delegation feature only applies to HHS employees.
→ Delegates need to be assigned prior to the 1st of the certification month. If the action is performed between the Day 1-15, then the delegate will receive a certification email on the Day 16.
→ Day 16 escalation: the task will be escalated to the 2nd-level supervisor.
→ The delegate may certify or suspend access but cannot modify access.
FAQs

What is Access Compliance Review (ACR) & Recertification and why is it important?
Supervisors are required to review their staffs’ access for all applications accessible via the HHS Enterprise Portal on an annual basis. Reviewing and recertifying access is an important security measure that ensures all staff have up-to-date access to the right applications, and no access to applications not required for performing their job functions.

How do I review and certify user access?
Under Access Management → Notification → Certifications, click View Details beside each user to review their access and certify, modify or suspend it.

How many days do I have to review and certify user access?
You have 30 days to review and certify staff access after you receive the first email notification. We recommend that you review and certify staff access within the first 15 days, otherwise it will be escalated to the 2nd-level supervisor.

Besides supervisor who else can certify?
2nd level supervisor, delegate, application sponsor and information owner can certify once it is escalated after 15 days.

How does delegation work?
Supervisors can assign any employee as a delegate to take actions on their behalf. Click the Delegate link on the portal homepage to assign and schedule a delegate. (This feature is available to the HHS employees only.)

Where can I find the request number?
Supervisors can obtain the request number in the portal under My Orders.

I am a delegate/2nd-level supervisor/information owner/partner sponsor. How do I modify access?
Access modification can only be initiated by a user or a user’s supervisor.

What does “suspending access” actually mean?
Suspended access means the access will be deleted.

When is access actually suspended?
Fully integrated application will be suspended immediately, but for manual application a suspend request is initiated. It will require manual suspension by the designated provisioners.

Would supervisors get reminder emails for recertification?
Supervisors will receive reminder emails on the Days 5, 10, 16, 20, and 25.
For more information about access compliance review and certification, please contact the HHSC Help desk help@hhsc.state.tx.us