HHS ENTERPRISE PORTAL

Features for HHS/DFPS Partner Supervisors

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 just one location! The 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 portal and the applications they access through the portal.

These actions include:

- → Reviewing employee's 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

Questions? Comments? Suggestions? Please contact us at identitymanagement@hhsc.state.tx.us. You may also find additional help on the HHS Enterprise Portal Web Help.

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Home Screen

When you first sign into the portal, you will be directed to your **Home** screen. Here are a few actions you can perform on this screen.

Figure 1 Home screen

Review Notifications

Broadcast notifications (1) provide important information about the portal.

To view notifications specific to you, click **Notifications** under Access Management on the Main Menu. (2) These notifications will alert you when an update has been performed on a request that you are following or a staff's access request is waiting for review.

To view more details or perform an action, select the hyperlinks inside the notification.

View Orders

Select the **My Orders** link at the top right of the screen (4). To learn more about reviewing orders, see Review Your Orders and Requests on p. 11.

View and Manage Employee Access

On the Main Menu, select **Manage Organization** under the Staff Management tab on the Main Menu (3). This action opens the **My Organization** screen (Figure 2 My Organization screen).

My Organization Screen

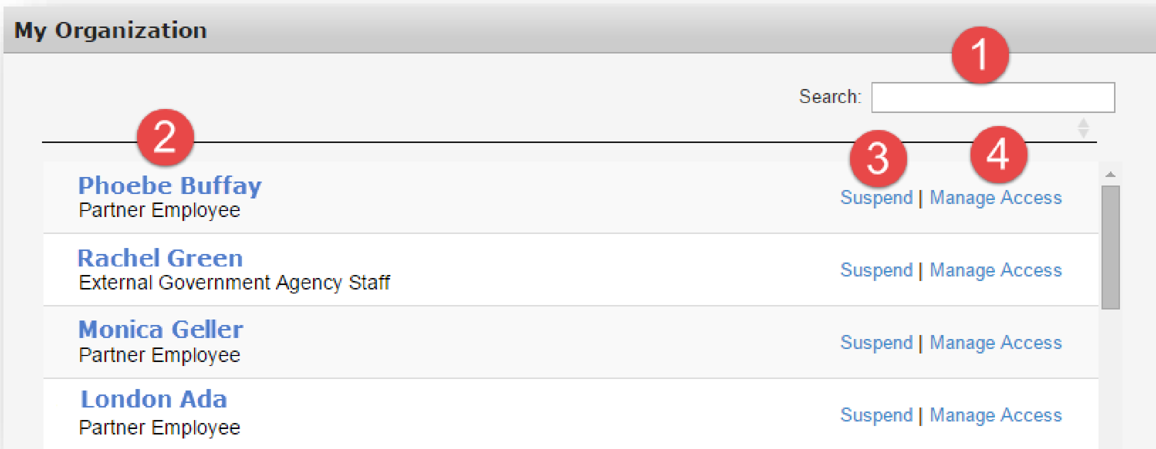

Figure 2 My Organization screen

Search for a Specific Employee

Enter their name in the search field (1).

View Employee's Portal Profile Information

Select the employee's name (2).

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

Select the **Suspend** link in the employee's row (3).

View and Manage Employee Access

Select the **Manage Access** link in the employee's row (4). This will take you to the **User Summary** screen (Figure 3 User Summary screen).

User Summary Screen

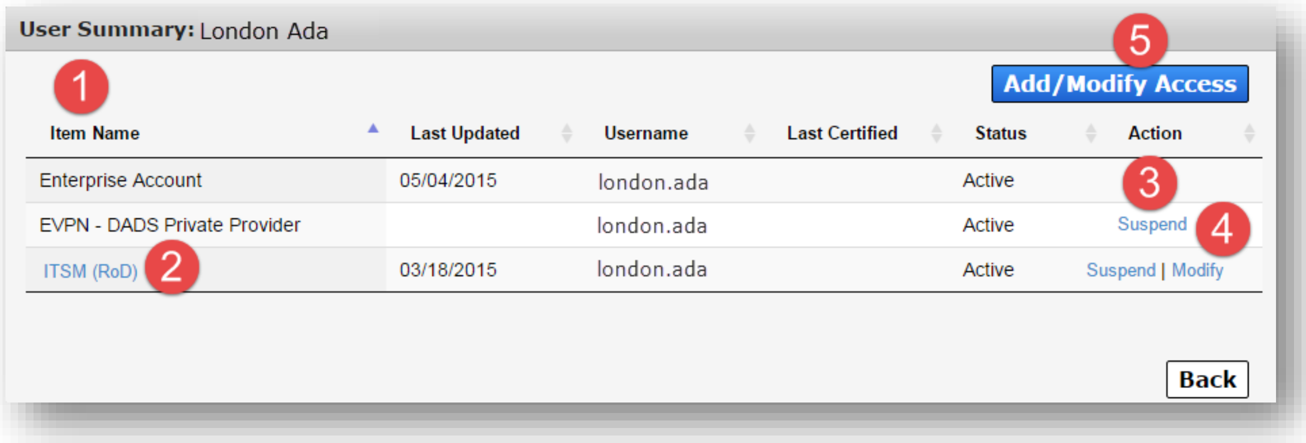

Figure 3 User Summary screen

View List of Applications and Their Statuses

Applications are listed under **Item Name** (1). Each row includes:

- → Last day the access was updated
- → Your employee's username for the application
- → Last day the access was reviewed
- → The employee's access status for that application

View Access Details

Select the item name (2).

Suspend User's Access

Select **Suspend** in the application's row (3).

Keep in mind: 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.

Note: Applications with a suspended status will have the **Restore** option available.

Modify User Access for a Specific Application

Select **Modify** in the application's row (4). This action opens the **Review Orders** screen (8). See Figure 6 Review Order - Information Required on p. 9 to learn more about this screen.

Add Access for User /Modify Access for Multiple Applications

Select **Add/Modify Access** at the top of the screen. This action opens the **Select Items** screen (5). See Figure 5 Select Items screen on p. 8 to learn more about this screen.

Review an Employee's Access Request

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

At a minimum, the standard **Review Request** screen displays:

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

Other fields will be available depending on the user and request type. (If you are supervising contractors, you will also approve their profile from this page.)

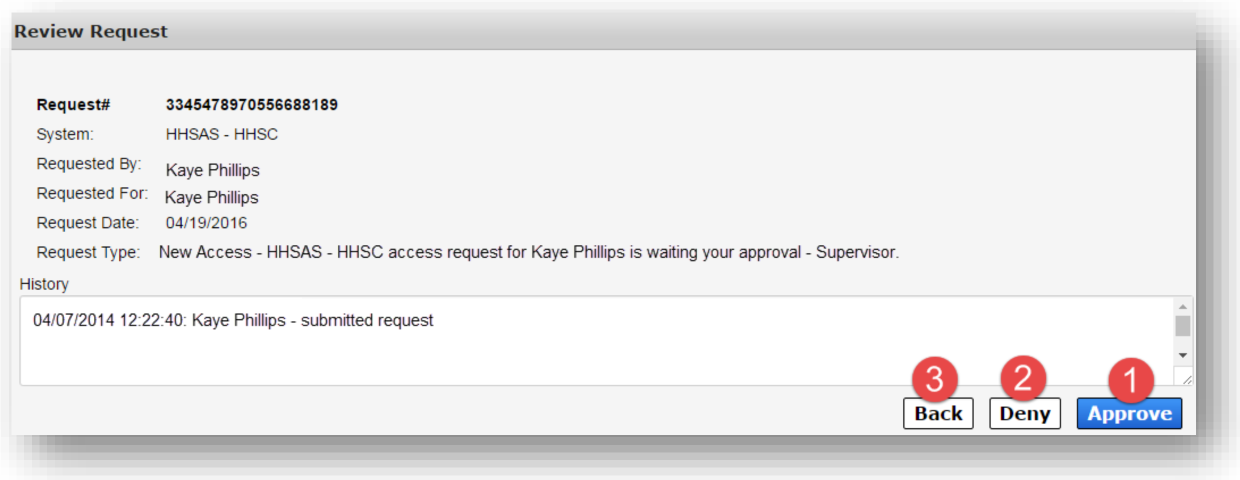

Figure 4 Review Request screen

Approve Access Request

Select **Approve** to approve the request (1).

NOTE: Some requests will allow you to edit the selections before approving.

The **Add Details** window will open. Entering details is not required if you are approving the request. Select **OK** to complete the approval.

Deny Access Request

Select **Deny** to deny the request (2). This will prompt the **Add Details** window to open. Details are required if you are denying the request. Select **OK** to finalize the action.

If you're not ready to commit…

Select **Back** to exit the request without performing an action (3).

You have 10 days to perform an action on a request. If you do not act on the request within 10 days, the system will cancel the request and the requester will have to resubmit the request again.

Request New/Modified Access for an Employee

On the **Select Items** screen, items for which the employee currently has access will be listed at the top in highlighted rows (1). Select these items if you would like to modify their existing access. If needed, use the horizontal scrollbar to view the employee's username for a specific application. You should also select items in these rows if you want to restore or suspend access for this item.

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

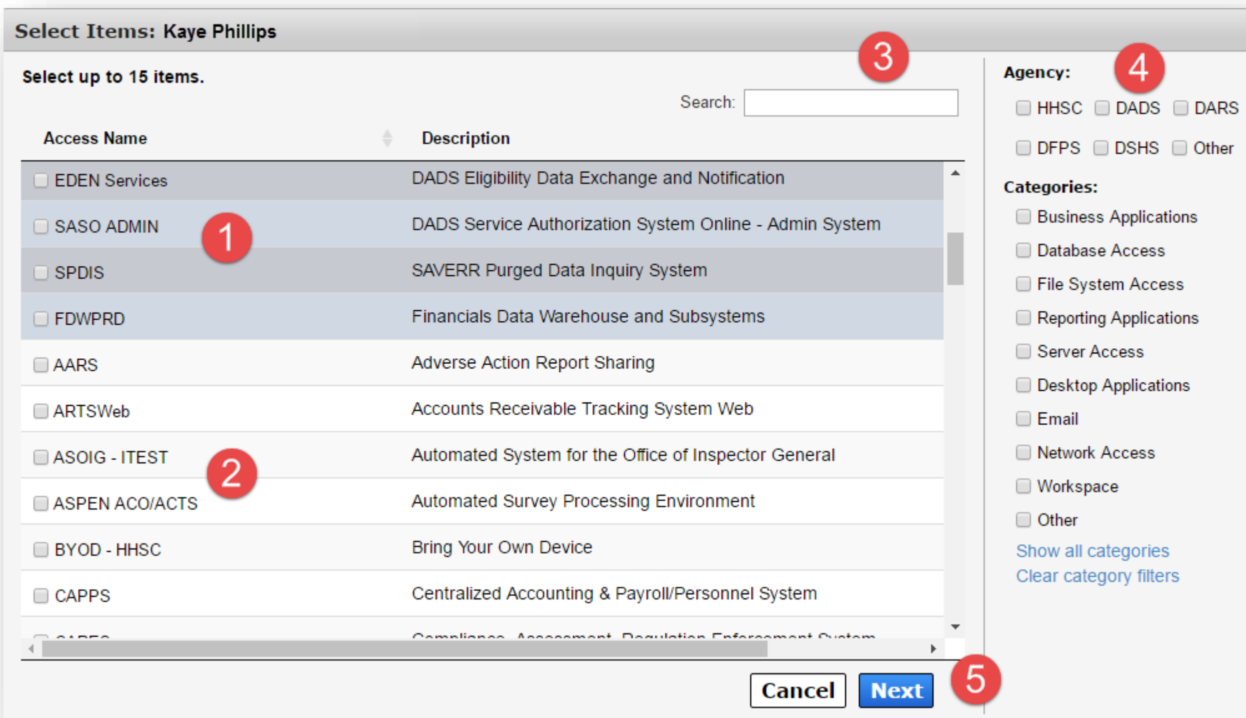

Figure 5 Select Items screen

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

Select **Next** when you have completed making your selections (5).

On the **Review Items** screen, items that require additional information will have links under **Status** in their row. Select each of these links to provide the necessary information (1). The process for providing this information differs from app to app.

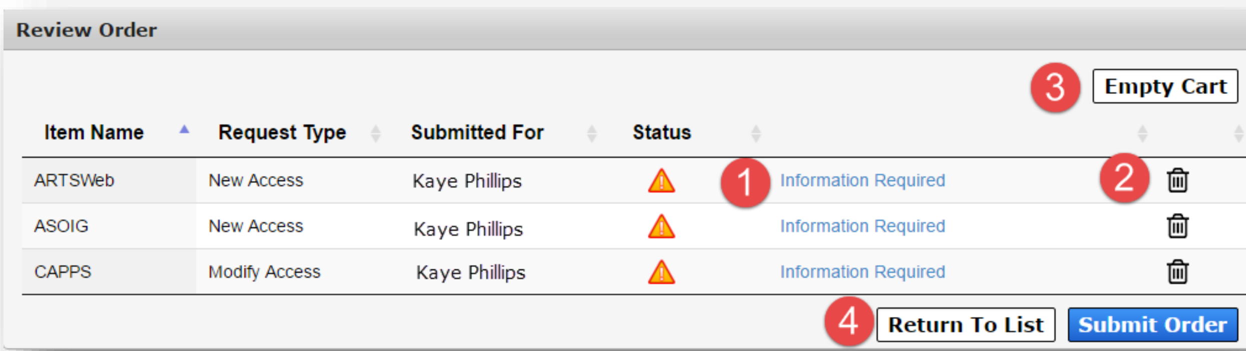

Figure 6 Review Order - Information Required screen

Other actions:

→ Select the **trashcan icon** to remove a single item from your cart (2).
→ Select **Empty Cart** to remove all items from your cart (3).
→ Select **Return to List** to add more items to your cart (4).

After you have entered the required information for all items in your cart, a confirmation message will appear. Read and click the box beside the message to agree to its terms (5). Select **Submit Order** to finalize the request (6).

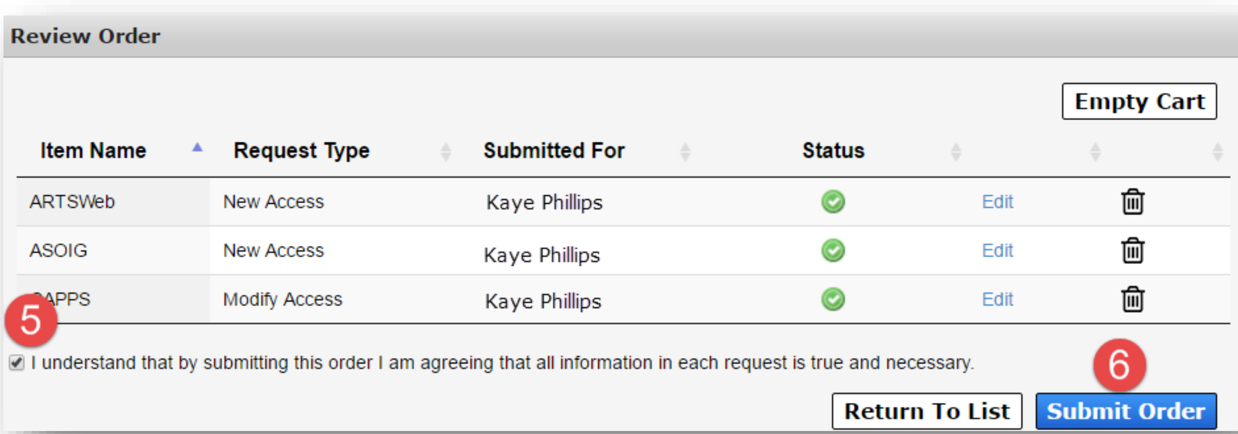

Figure 7 Review Order - Confirmation screen

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. See Review Your Orders and Requests on p. 11 to learn more this feature.

Review Your Orders and Requests

When an update has been made to your order, you will be informed via email and portal notifications. You may also check the status of your order and requests by selecting the **My Orders** link at the top right of any portal screen.

Figure 8 Home - My Orders screen

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 thereby is given an individual request number.

1. On the **My Orders** screen:
    a. Orders that you created within the last six months are displayed, starting with the most recent.
    b. 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 also have the option to cancel the order.
    c. Select the **Order Number** to open details about a specific order.

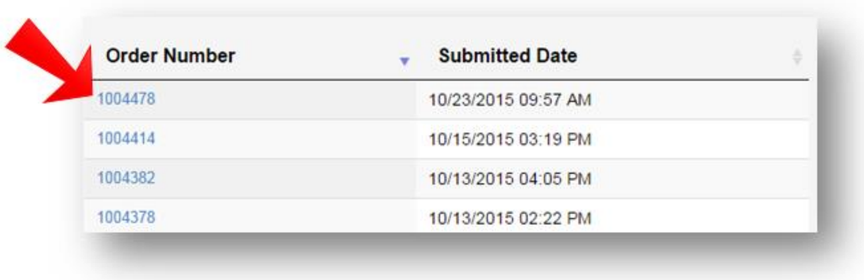

Figure 9 List of Orders screen

2. On the **Order Details** screen:
    a. Order details include the request number, item name, request type, who the request was submitted for, the status, and actions taken against the request.
    b. Select the **Request Number** in the row of a request to view more information.

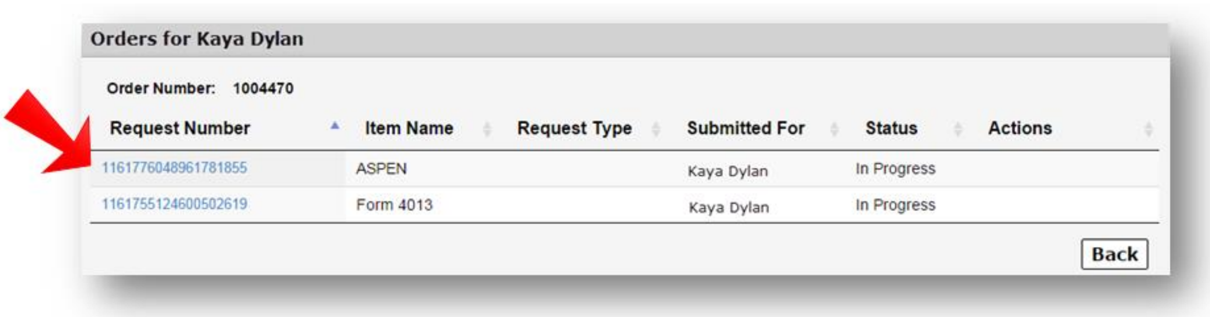

Figure 10 Order Details screen

3. On the **Request Detail** screen:
    a. Request details include the history, received/completed date, who the request was completed by, and its status.
    b. Select **View Details** in the row of an activity to learn more information on that specific activity.

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