HHS Enterprise Single Sign-On

User Guide

Topics

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What is ESSO?

- ESSO applies a single authentication – the user's Windows username and password – to store credentials for multiple applications. This process enables single sign-on access to all applicable HHS applications.

- Easy to use and simple to manage; it only requires a small application (AccessAgent) to be installed on the end users' desktops. (Currently on all HHSC PCs and many that were previously DADS and DSHS)

- AccessAgent stores user's credentials for profiled applications in a secure "wallet," which is synchronized with a central IMS Server.

What are the benefits of using ESSO?

- Convenience. Users only need to remember one set of login details.

- Boost to Productivity. Reducing the amount of time employees spend trying to remember (and sometimes recover or reset) a laundry list of passwords, increases the time that employees can spend being productive.

- Accessibility. Because the applications are easier to access, they will be accessed more often and used more effectively.

- Less Help Desk Tickets. By giving users fewer passwords to remember, ESSO helps reduce the strain on the HHSC Consolidated Help Desk, bringing the number of tickets and their associated costs down.

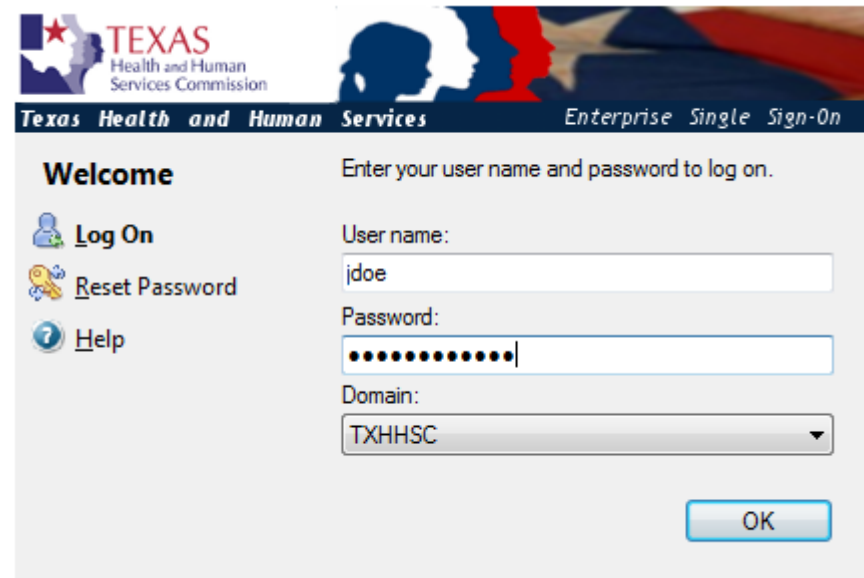# ESSO: How do I get started?

ESSO should already be installed in all HHS computers.

To get started, open the ESSO AccessAgent icon in the icon tray.
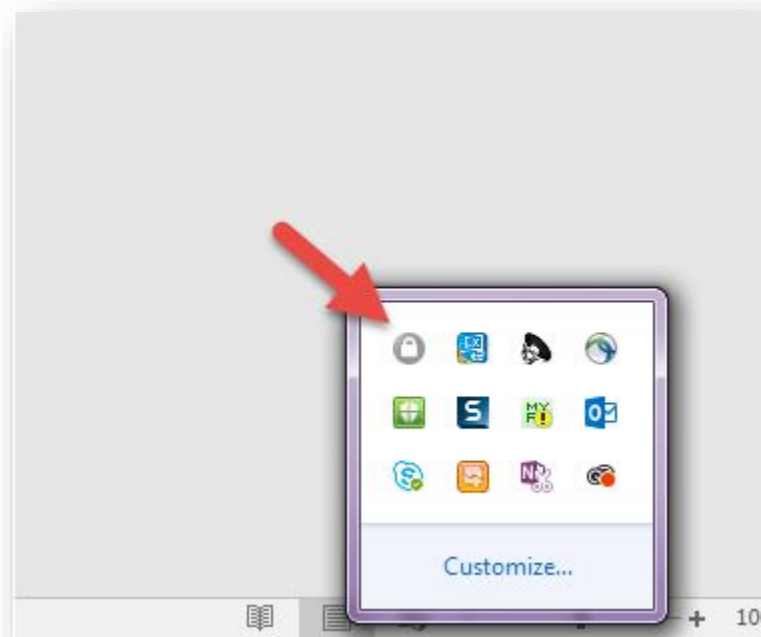
ESSO: How do I get started? (Part II)

Enter your Windows username and password.

ESSO: How do I get started? (Part III)

When you sign in the first time, the AccessAgent will create a new wallet that contains your Windows (Active Directory) username and password.

After you login for the first time, the ESSO AccessAgent will automatically run whenever you log into Windows.

ESSO: How do I get started? (Part IV)

What is a wallet? Term used to describe the group of encrypted passwords for a user. Only the user can access his or her wallet. Not even the ESSO administrators at HHS or IBM (creators of the software) can see the contents of a wallet.

What if my ESSO AccessAgent does not start up with Windows? This is usually caused by network issues or software bugs. Contact the Help Desk at 512-438-4720 or help@hhsc.state.tx.us to open a ticket for this issue.

Do not try to reset your password on the ESSO AccessAgent! This action cannot be done, because the feature is actually disabled on the backend. All Window passwords must be changed through Windows (Ctrl + Alt + Delete > "Change Password").

Manage Your Access With ESSO
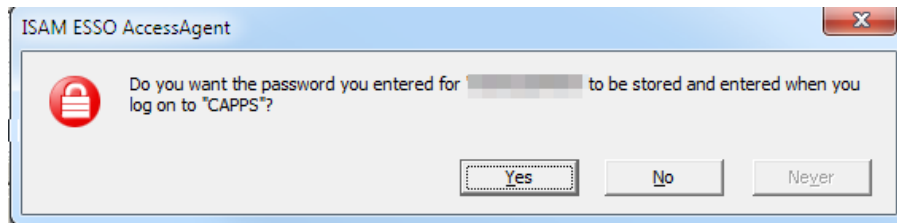
Now that you have an ESSO account and wallet, the AccessAgent will ask if you want to store the credentials for an application when it detects that you have signed onto an application that uses ESSO.

- Click **Yes** to store the user name and password in your Wallet.

- Click **No** if you do not want the user name and password to be stored yet. The next time you log on to the application, AccessAgent displays the same dialog box for confirmation.

- Click **Never** if you do not want your user name and password to be stored for this application. The next time you log on to the application, AccessAgent no longer displays the dialog box for confirmation.

ISAM ESSO AccessAgent

Do you want the password you entered for _____ to be stored and entered when you log on to "CAPPS"?

Yes   No   Never

Manage Your Access With ESSO Part II

ISAM ESSO AccessAgent

You have a different password stored for the user name ▓▓▓▓▓▓ on "CAPPS" in your Wallet. Do you want to replace it with the one you just entered?

[Yes] [No] [Never]
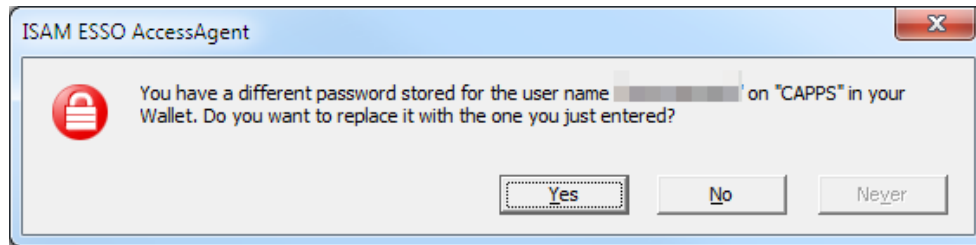
- If you clicked **Yes**, the next time you sign into the application, your username and password will already be filled in with the login credentials.
- The AccessAgent can detect when you change your application password, and will confirm that you want it changed in the wallet as well.

Tip: In cases where you have multiple accounts for one application, you will be prompted to select that account that you wish to access.

Manage Your Wallet

Right-click on the **AccessAgent** icon in the notification area, then select **Manage Wallet**.

OR

Access your Wallet by using the Manage Wallet link in the AccessAgent navigation panel.

Search Your Credentials

1. Use the Credential Search field to find credential details in the Wallet Manager.

2. Enter any of the following details:
   - Authentication service name
   - Username
   - Type
   - Password entry

3. As you enter the credential in the field, entries that match the search item are highlighted on the list.

View Application Passwords

1. From your wallet, click an entry.

2. Select Actions> Show password. You can also right-click on the entry and select Show password.

3. Enter your Windows password. The password from the application that is selected in the wallet is displayed.

Delete Credentials from an Approved Service

1. In the Wallet Manager, click the user name of an authentication service.

2. Delete the user through either of these options:
   - Click **Delete**.
   - Right-click on the entry and select **Delete Credential**.

3. The entry is removed from the list of authentication services in your Wallet.

Questions?

Contact us at identitymanagement@hhsc.state.tx.us