

HHS ENTERPRISE PORTAL

Provisioner Tools

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.

As a Provisioner, you will benefit from the portal's many provisioning tools. These tools allow you to perform the following functions:

- Review and assign tasks to yourself or another Provisioner
- Search for users and view their access, order/request history, and portal profile
- Search for specific orders and requests
- Know when a user's request is ready for you to review and provision
- Submit an access request on behalf of a user
- Review orders and requests that you have submitted

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

After sign-in, the portal opens to the **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 alert you when a request has been updated or is waiting for provisioning. Select the hyperlinks inside the notification to view its details.

Manage Tasks

Select **Manage Tasks** under Provisioning Tools on the Main Menu (3). See Manage Tasks on p. 4 for more information about this feature.

Search for Users

Select **Manage Users** under Provisioning Tools on the Main Menu (4). See

Search for User on p. 5 for more in information on this feature.

Search Orders/Requests

Select **Search Orders/Requests** under Provisioning Tools on the Main Menu (5). See Search for Orders/Requests on p.7 to learn more about this feature.

View Your Orders

Select the **My Orders** link at the top right of the screen (6). To learn more about reviewing orders, see Review Your Orders and Requests on p. 12.

Manage Tasks

On the **Task List** screen, you will see only tasks related to the application that you are assigned to provision.

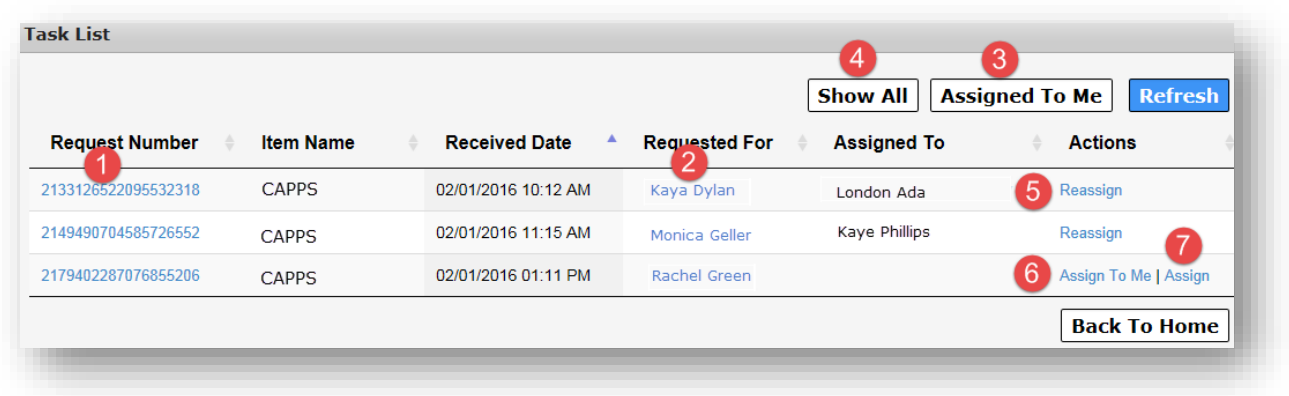


Figure 2 Task List

View Request Details

Select the request number in the row of the task (1).

View Employee Profile Details

Select the employee's name under **Requested For** (2).

View Only Tasks Assigned to You

Select **Assigned to Me** at the top right of the screen (3).

Show All Tasks

Select **Show All** at the top right of the screen (4).

Reassign a Task

Select the **Reassign** link in the row of the request that you would like to reassign (5).

Assign Task to Yourself

Select the **Assign to Me** link in the row of the task you would like to assign to yourself (6).

Assign Task to another Staff Member

Select the **Assign** link in the row of the request that you would like to assign to another staff member (7).

Search for Users

The **Manage Users** screen allows you to search for users to view their recent orders, their user profile, and/or to submit access requests on their behalf. Fill out the information in the fields provided, select **Include Inactive Users** (1) to if you want to include inactive users in your search results, then select **Search** (2). Search results appear at the bottom of the screen.

Be sure to include as much information as possible in the search fields. The system will return an error if it finds more than 100 matches.

Clear Search Criteria

Select **Clear** (3). Reminder: This action will clear the search criteria, not search results if **Search** has already been selected.

Search for User

Please enter or select at least one value.

Last Name

Jones

First Name

Username / EID

Email Id

Agency

All

Location

Employee Type

All

Include Inactive Users

☐

1

Back To Home

Clear3

Search2

Last Name	First Name	Job Title	Agency	Location	Employee Type
Jones4	Adam	CPS INV Unit Admin Asst I	DFPS	FORT WORTH	Employee
Jones	Arnold	Hospital Based Worker II	HHSC	HOUSTON	Employee
Jones	Ashley	Texas Works Supervisor II	HHSC	MARSHALL	Employee

Figure 3 Search for User screen

View User Summary

Select the user's last name (4) in the search results. This action opens the **User Summary** screen.

On the **User Summary** screen, you can:

- 1. View details of the user's current access to the application(s) for which you provision, including the last time it was updated and reviewed, the username, and its status (**Active** or **Inactive**) (1).
- 2. View user profile (2).
- 3. View recent orders (3).
- 4. Submit an access request on behalf of the user (4).

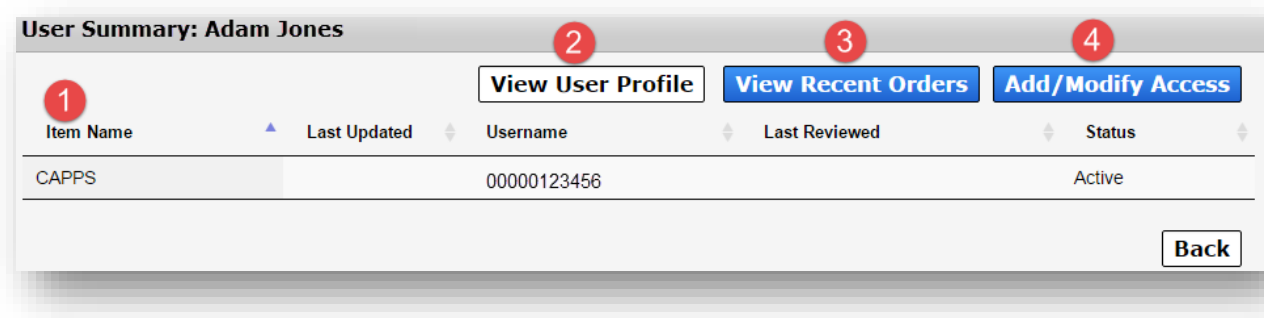


Figure 4 User Summary screen

Search for Orders/Requests

Use the **Search Order/Requests** screen to find users' orders and requests. The screen opens to the requests search by default.

Search for a Request

- 1. To search for requests, enter data in the fields provided. Select the **Search User** link (1) to search for a user.
- 2. Select **Search** when you are ready. (Select **Reset** (3) to remove your search criteria and start a new search.)

Search results will appear the bottom of the screen.

- 3. Select the request number under **Request Number** (4) to view details of the request.

Search Order/Request

What would you like to search for?

☒ Request

☐ Order

Request Number

1

Requested For

Search User

Application Name

ARTSWeb

Submitted From (MM/DD/YYYY)

Submitted To (MM/DD/YYYY)

Status

All

Back To Home

Reset3

Search2

Request Number	Item Name	Request Type	Submitted Date	Requested For	Status
784955196331415434	ARTSWeb	New Access	09/24/2015	Jack Black	Canceled
253691009458559719	ARTSWeb	New Access	08/06/2015	James Brown	Canceled
254237631552554360	ARTSWeb	New Access	08/06/2015	Tom Arnold	Canceled

Figure 5 Search Order/Requests - Search Requests screen

Search for an Order

- 1. Check the **Order** option (5).
- 2. Add the order number in the field provided (6).
- 3. Select **Search** (7).
- 4. Select the order number under **Order Number** (8) to view its details.

Search Order/Request

What would you like to search for?

☐ Request

☒ Order

Order Number

Back To Home

Reset

Search

Order Number	Created Date	Requested By (Username)
1002809	01/28/2016 12:28 PM	00000112233

Figure 6 Search Order/Request - Search Order screen

Review a User's Access Request

A notification appears on your **Home** screen when an access request is ready for you to review and provision. 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.

The screenshot shows a 'Review Request' window with the following details:

- Request#**: 2133126522095532318
- System**: HUB
- Requested By**: HHS
- Requested For**: Kaya Dylan
- Request Date**: 02/01/2016
- Request Type**: User Data Change - Complete Manual Suspend activity for Troy O'Hara to Suspend HUB Account.

Below the details is a 'History' section with the text: 'This is a suspend account request initiated by System.'

At the bottom right are three buttons: 'Back' (labeled 3), 'Reject' (labeled 2), and 'Complete' (labeled 1). The 'Complete' button is highlighted in blue.

Figure 7 Review Request screen

Complete Access Request

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

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

Reject Access Request

Select **Deny** to reject the request (2). This will prompt the **Add Details** window to open. Details are required if you are rejecting 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 must resubmit the request again.

Request Access for a User

On the **Select Items** screen, you will only see applications for which you are allowed to provision for the user. Existing accounts appear in highlighted rows (1). Select these rows to request modification to 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.

Non-highlighted rows represent new access (2). Select this row if you would like to request a new account for this user.

Select **Next** when you have completed making your selections (3).

Select Items: Adam Jones

Select up to 15 items.

Search:

Access Name	Description	U
<input type="checkbox"/> CAPPs	Centralized Accounting & Payroll/Personnel System	00
<input type="checkbox"/> CAPPs	Centralized Accounting & Payroll/Personnel System	

3

Cancel

Next

Agency:

☐ HHSC

☐ DADS

☐ DARS

☐ DFPS

☐ DSHS

☐ Other

Categories:

☐ Business Applications

☐ Database Access

☐ File System Access

☐ Reporting Applications

☐ Server Access

☐ Desktop Applications

☐ Email

☐ Network Access

☐ Workspace

☐ Other

Show all categories

Clear category filters

Figure 8 Select Items screen

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.

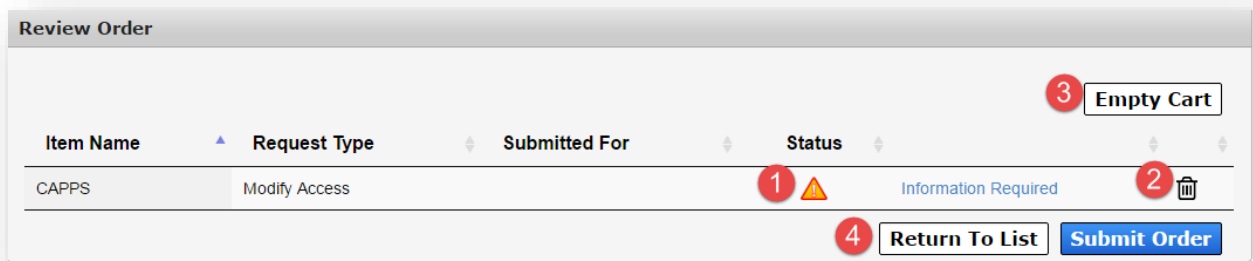


Figure 9 Review Order - Information Required screen

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).

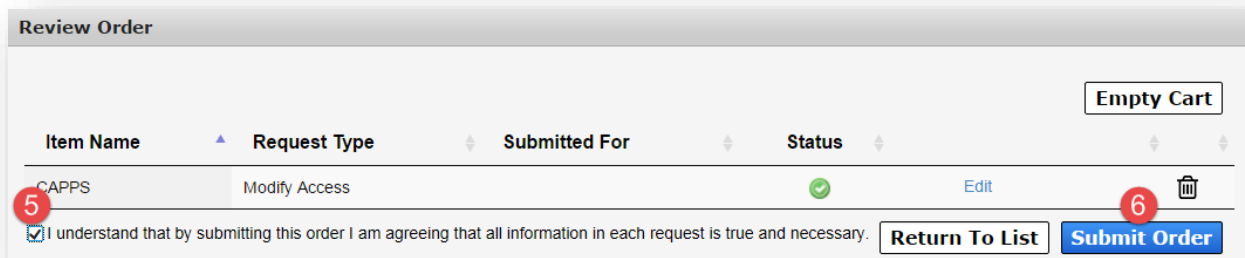


Figure 10 Review Order - Confirmation screen

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. 12 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 11 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.



Order Number	Submitted Date
1004478	10/23/2015 09:57 AM
1004414	10/15/2015 03:19 PM
1004382	10/13/2015 04:05 PM
1004378	10/13/2015 02:22 PM

Figure 12 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.



Orders for Kaya Dylan					
Order Number: 1004470					
Request Number	Item Name	Request Type	Submitted For	Status	Actions
1161776048961781855	ASPEN		Kaya Dylan	In Progress	
1161755124600502619	Form 4013		Kaya Dylan	In Progress	

Back

Figure 13 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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