

# Requesting Access for Remedy OnDemand (ITSM)

1. Sign in to the Enterprise Portal with your username. (If you do not have a portal account, [click here to learn how to register.](#))

2. On the landing page, click **Manage Access** under the **Access Management** tab.

The screenshot shows the top of the Texas Health and Human Services portal. It features the state seal and the text "TEXAS Health and Human Services". Below the header is a "System Use Notification" section with a warning about privacy and security. To the right is a "Sign In" box with fields for "Username" (containing "00000112233") and "Password" (masked with dots). There are "Sign In" and "Forgot Username?" / "Forgot Password?" links. Below the sign-in box is a "New to the portal?" section with a "REGISTER" button and a link to "Click here to sign Acceptable Use Agreement (AUA)".

The screenshot shows the main menu of the Texas Health and Human Services portal. It features the state seal and the text "TEXAS Health and Human Services". Below the header is a navigation menu with three main sections: "Provisioning Tools", "Access Management", and "Applications". The "Access Management" section is highlighted, and the "Manage Access" link is selected. The "Applications" section lists several applications: ISIM, CAPPS (d), Report Abuse patch, Report Abuse dev1, MIMS - Training, MIMS - Test, XYMON, and Report Abuse dev2. To the right of the menu is a "Broadcasts" section with a message about the portal's security and a "View Details" link.

3. On the **Select Items** page, click the box beside ITSM (RoD) (1) and select **Next** (2) to continue.

4. On the **Review Order** page, select **Information Required**.

5. Required: Select a **Licensing Type** (1), **Application Permission** (2), and one or more **companies** (agencies) where you require access (3).

6. Under **Primary Support Groups**, select the following required information: a **support company** (1), **support organization** (2), **support group** (3), and at least one **functional role** (4).

7. Select **Add Group** (1) to add your selection to the request. The group will appear in the table below (2).

Primary Support Groups

Step 4:Support company \*

Select One

Step 5:Support organization \*

Select One

Step 6:Support group \*

Select One

Step 7:Functional Roles(s) \*

☐ Change Coordinator

☐ Change Manager

☐ Change Approver

☐ Work Order Assignee




☐ Work Order Manager

☐ None

1 Add group

Primary	Support Company	Support Organization	Support Group	Functional Roles(s)	Action
2	DADS	DADS	AM-Bat	Change Coordinator, Change Manager	3

NOTE:

- The group will be added to your request as a support group by default. If you would like to make your primary group, select the  under the Primary column in the group's row. The column will change to a , showing that it is now the primary group. **You CAN have multiple supporting groups, but you CANNOT have more than one primary group.**
- You may remove the group by selecting the  under Actions (3).

8. Add any additional comments in the field provided (optional) (1) and select **Next** (2) to return to the **Review Order** page.

Comments (Maximum character length is 250)

1



2

BackNext

9. On the **Review Order** page, read the confirmation and check the box beside it (1) to agree to its statement, then select **Submit Order** (2) to submit your order.

Review Order

Empty Cart

Item Name	Request Type	Submitted For	Status	
ITSM	New Access			Edit 

1

☒ I understand that by submitting this order I am agreeing that all information in each request is true and necessary.

2

Return To ListSubmit Order

**You will receive an update to your request within ten business days. Check your inbox and notifications on the portal for updates.**