



HHS Enterprise Portal Account Re-Certification Timeline



Application
certification begins

Day 1

Supervisor receives email and portal notifications instructing them to review and certify staff access. Employee receives email that access certification is due. *Supervisors have 15 days to complete this action before escalation.*

1st Reminder

Day 5

First reminder email sent to the employee and supervisor alerting them of the upcoming due date.

2nd Reminder

Day 10

Second reminder email sent to the employee and supervisor alerting them of the upcoming due date.

Escalation/
3rd Reminder

Day 16

First escalation/ third reminder email sent to the 2nd level supervisor, alerting them of the upcoming due date. *Supervisors have 15 days to complete action before account suspension.*

4th Reminder

Day 20

Fourth reminder email sent to the employee, supervisor, and 2nd level supervisor, alerting them of the upcoming due date.

5th Reminder

Day 25

Fifth reminder email sent to the employee, supervisor, and 2nd level supervisor, alerting them of the upcoming due date.

Uncertified accounts
suspended

Day 31

Integrated applications suspended immediately. **Provisioners have 10 days to suspend accounts for non-integrated applications. "Certify" link on portal replaced with "Restore". SUPERVISORS HAVE 30 DAYS TO RESTORE ACCOUNTS.*

Account Deletion

Day 61

If no action is taken to restore access, the account is deleted.

**Applications that do not support suspension are deleted.*