



# **HHS Enterprise Portal Requesting Access for Remedy On Demand**

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**Identity Access Management**

**July 2022**



**TEXAS**  
Health and Human  
Services

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# Executive Summary

Complete the following steps to request access to Remedy On Demand.

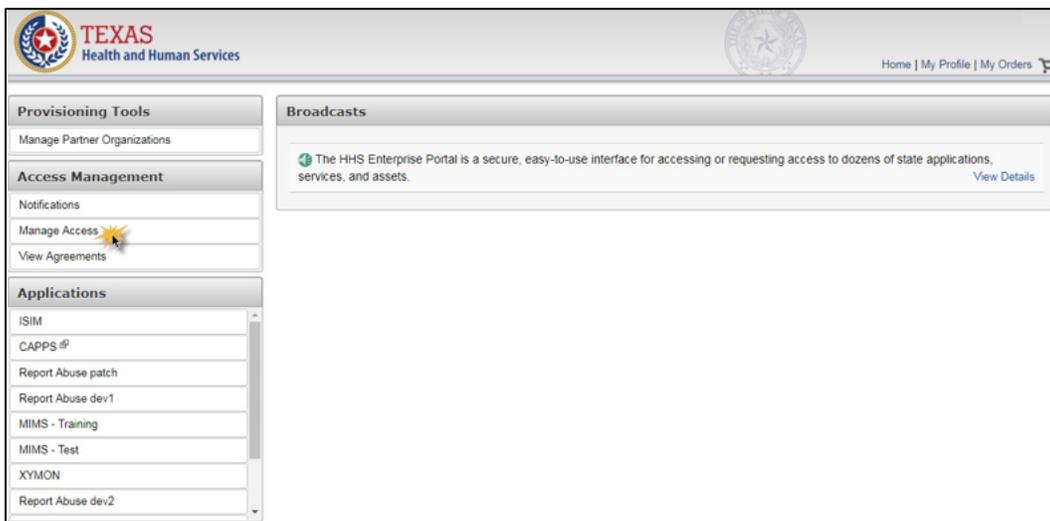
1. Sign into the Enterprise Portal with your **Username** and **Password**.

**Figure 1. HHS Enterprise Portal Welcome screen**



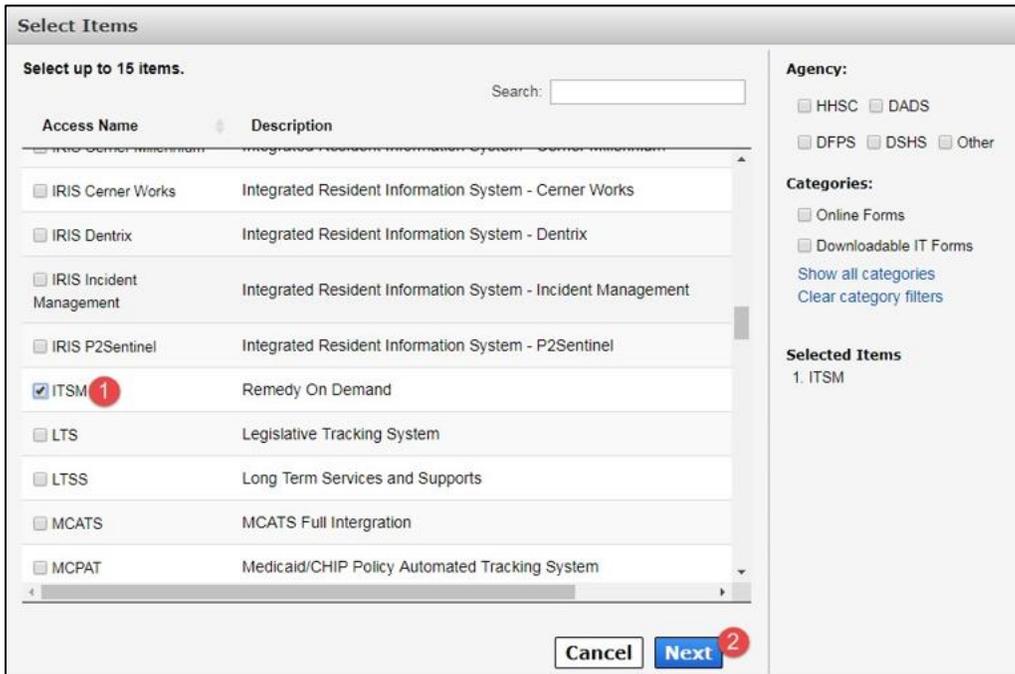
2. On the landing page, click **Manage Access** under the **Access Management** tab.

**Figure 2. HHS Enterprise Portal Home screen**



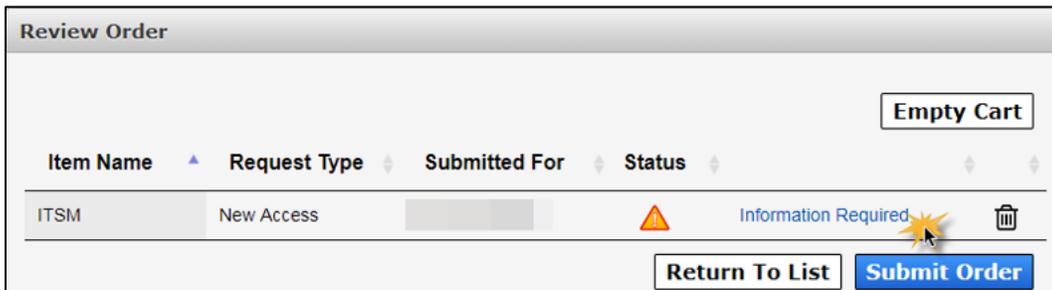
3. On the **Select Items** page, click the box beside ITSM (RoD) (1) and select **Next** (2) to continue.

**Figure 3. HHS Enterprise Portal Select Items screen**



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

**Figure 4. HHS Enterprise Portal Review Order screen**



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

**Figure 5. HHS Enterprise Portal Provide Information screen**

**Provide Information: Remedy On Demand (ITSM)**

Complete the following information before submitting your request:

Step 1: License type \*  
 Floating

Step 2: Application Permission \*  
 Asset Viewer

Step 3: Company Access \*  
 DADS  
 DFPS  
 DSHS  
 HHS  
 HHSC

- 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)**.

**Figure 6. HHS Enterprise Portal Provide Information screen - Primary Support Groups**

**Primary Support Groups**

Step 4: Support company \*  
 DADS

Step 5: Support organization \*  
 DADS

Step 6: Support group \*  
 AM-Bat

Step 7: Functional Roles(s) \*  
 Change Coordinator  
 Change Manager  
 Change Approver  
 Work Order Assignee  
 Work Order Manager  
 None

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

**Figure 7. HHS Enterprise Portal Provide Information screen - Primary Support Groups**

**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

**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 red X under the Primary column in the group's row. The column will change to a green checkmark, 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 trashcan 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.

**Figure 8. HHS Enterprise Portal Provide Information screen - Comments**



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

**Figure 9. HHS Enterprise Portal Review Order screen**

