

Requesting RE VAOS Access

Identity Access Management

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TEXAS
Health and Human
Services

Table of Contents

Requesting RE VAOS Access.....	1
Requesting RE VAOS Access	1
Regional Supervisor Process	5
Grantee RE Access Request	7
Sign the Acceptable Use Agreement (AUA), Change Your Password and Answer Security Questions.....	13

Requesting RE VAOS Access

Staff needing Responsible Entity access in VAOS will need to request access in the HHS Enterprise Portal*.

**COH and SAMHD users need to register with the HHS Portal as a Partner Employee*

Also, if you meet either of the following criteria, you will not be able to request access to VAOS. In this case, if you need access to REVAOS, you should create a second Enterprise Portal account and register as a Partner for this second account:

- Users who login to the Enterprise Portal with 2-4-2 Immtrac ID (e.g., 2 letters-4 numbers-2 letters - Example: ab1234xy).
- Users who already have VAOS account and login to VAOS via the Enterprise Portal.

See one of the following sections below to create your second account if you meet the above criteria:

- [Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization **with** a Known Employer Identification Number \(EIN\).](#)
- [Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization **without** a Known Employer Identification Number \(EIN\).](#)

Requesting RE VAOS Access

1. Log in to the HHS Enterprise Portal.
2. Click **Manage Access** to open the **Select Items** screen.

Figure 1. HHS Enterprise Portal Select Items screen

Select Items

Select up to 15 items.

Existing Access

Search:

Access Name	Description	Username
<input type="checkbox"/> SASO - CMS Merge	Administrative application to split/merge SASO case records	
<input type="checkbox"/> PSWIN	Provider Support Window	
<input type="checkbox"/> LIS	Laboratory Information System	

New Access

Search:

Access Name	Description
<input type="checkbox"/> PEI DEV	Prevention and Early Intervention (PEI)
<input type="checkbox"/> PEI UAT	Prevention and Early Intervention (PEI) UAT
<input checked="" type="checkbox"/> REVAOS	VAOS for REs

Agency:

HHSC DADS DFPS
 DSHS Other

Categories:

Online Forms
 Downloadable IT Forms
[Show all categories](#)
[Clear category filters](#)

Selected Items

1. REVAOS

3. Search for **REVAOS**.
4. Select **REVAOS**.
5. Click **Next** to open the **Review Order** screen.

Figure 2. HHS Enterprise Portal Review Order screen

Review Order

[Empty Cart](#)

Item Name	Request Type	Submitted For	Status
REVAOS	New Access	Jane Hostly	⚠ Information Required

[Return To List](#) [Submit Order](#)

6. Click **Information Required** to open the **Provide Information** screen.

Figure 3. HHS Enterprise Portal Provide Information screen

Provide Information: VAOS for REs (REVAOS) ?

Complete the following information before submitting your request:

Select your user type *
Local Health Department ▾

Region *
REGION 1 ▾

Sub Region *
DSHS Region 1 ▾

Comments (Maximum character length is 250)

Back Next

7. Select your **User Type** from the drop-down list (e.g., Local Health Department or Regional).
 - ◇ For Regional access, select **Region**, then select the appropriate **Region** from the drop-down list.
 - ◇ For LHD access, select **Local Health Department**, then select the appropriate **Region** and **Sub Region**.
8. Click **Next** to open the **Review Order** screen.

Figure 4. HHS Enterprise Portal Review Order screen

Review Order

Empty Cart

Item Name	Request Type	Submitted For	Status			
REVAOS	New Access	Jane Hostly	✓	Edit	🗑️	

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

Return To List Submit Order

9. Click the confirmation dialog box indicating the information you are submitting is true and correct.
10. Click **Submit** order to complete the order and open the **Confirmation** screen.

Once the order is submitted, the user will receive an email titled **Request Submitted: Access to REVAOS** from identitymanagement@hhsc.state.tx.us.

Figure 5. Submitted: Access to REVAOS email example

From: identitymanagement@hhsc.state.tx.us <identitymanagement@hhsc.state.tx.us>
Sent:
To:
Subject: Request Submitted: Access to REVAOS

Hi,

The following request has been submitted.
Please review the details below:

Request for:
Requested by: Self
Application: REVAOS
Status: Waiting for Approval from Supervisor
Request Type: |

You will receive a new status within **ten** calendar days. If you have any questions regarding how to complete this action, please review the HHS Enterprise Portal Web Help <https://hhsportal.hhs.state.tx.us/helpGuide/Content/Home.htm> and FAQs <https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/footer?fromFooter=faq>. For further help or if you believe you have received this email in error, notify the Help Desk at 512-438-4720.

Thank you,
HHS Enterprise Identity and Access Management

Please note: Replying to this email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.

Once the RE's direct supervisor approves the request, the user will receive another email titled **Access to REVAOS**. The request has now been sent to the Central Office.

Figure 6. Access to REVAOS email example

From: identitymanagement@hhsc.state.tx.us <identitymanagement@hhsc.state.tx.us>
Sent:
To:
Subject: Access to REVAOS

Hi,

You have received this notification because your request or a request submitted on your behalf has been updated.
Please review the details below:

Access Request for: REVAOS
Request Type: Add
Status: Approved by
Details: Moved to the next group for processing

You will receive a new status within **ten** calendar days. If you have any questions regarding how to complete this action, please review the HHS Enterprise Portal Web Help <https://hhsportal.hhs.state.tx.us/helpGuide/Content/Home.htm> and FAQs <https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/footer?fromFooter=faq>. For further help or if you believe you have received this email in error, notify the Help Desk at 512-438-4720.

Thank you,
HHS Enterprise Identity and Access Management

Please note: Replying to this email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.

Once approved by the direct supervisor at the Central Office, the RE will receive an email titled **Request Approved by REVAOS Application Approver**.

Figure 7. Request Approved by REVAOS Application Approver email example

From: identitymanagement@hhsc.state.tx.us <identitymanagement@hhsc.state.tx.us>
Sent:
To:
Subject: Request Approved by REVAOS Application Approver: Access to REVAOS

Hello,

The following access request has been approved and has moved to the next group for processing:

Requestee Name:
Supervisor:
Request Access For: REVAOS
Request Type:
Partial Rejection Reason(if any):

You will receive a new status within **ten** calendar days. If you have any questions, please contact your supervisor.

Thank you,
HHS Enterprise Identity and Access Management

Please note: Replying to this email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.

Regional Supervisor Process

Review and approve or deny staff access requests

A notification appears on your Notifications screen when a staff member submits an access request. Click the **Review Request** link to open the request details. At a minimum, the standard **Review Request** screen displays the following information:

- Request Number
- Name of Application
- Requester
- Recipient of the access request
- Request Date
- Request Type
- History of actions performed on the request

Other fields may be available depending on the user and request type. (If you are supervising contractors, you will approve their profile from this page.)

Figure 8. HHS Enterprise Portal Review Request screen

Review Request

Request# 177878111217430683

System: REVAOS

Requested By: Jane Hostly

Requested For: [Jane Hostly](#)

Request Date: 06/20/2022

Request Type: New Access - REVAOS access request for Jane Hostly is waiting for your approval.

Select your user type *

Local Health Department ▾

Region * REGION 1 ▾

Sub Region * DSHS Region 1 ▾

Comments (Maximum character length is 250)

History

06/20/2022 13:55:09: Jane Hostly -

3 **2** **1**

Back **Deny** **Approve**

Approve the Request

Some requests will allow you to edit the requests before approving. If you are not ready to commit to the approval/denial, click **Back** (option 3 in the screenshot) to exit the request without performing an action. You have ten days to perform an action on a request. If you do not act on the request within ten days, the system will cancel the request and the requester will have to resubmit their request.

1. Select **Approve** (option 1 in the screenshot) to approve the request and open the **Add Details** dialog box. Entering details is not required if you are approving the request.
2. Click **OK** to complete the approval.

Deny the Request

1. Click **Deny** (option 2 in the screenshot) to deny the request and open the **Add Details** dialog box. You must enter details if you are denying the request.
2. Click **OK** on the dialog box to complete the denial.

Grantee RE Access Request

Grantee staff (*City of Houston (COH) and San Antonio Metro Health Department (SAMHD)*) and users that are already utilizing their employee ID for a provider VAOS account, need to register with the HHS Enterprise Portal as a Partner Employee (i.e., get a new account with Enterprise Portal for REVAOS). Select one of the following options:

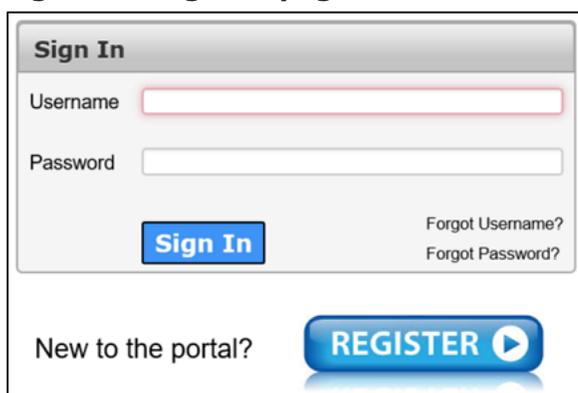
- [Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization **with** a Known Employer Identification Number \(EIN\).](#)
- [Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization **without** a Known Employer Identification Number \(EIN\)](#)

Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization with a Known Employer Identification Number (EIN).

Complete the following steps to register for an Enterprise Portal account:

1. Navigate to the Enterprise Portal <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button to open the **Self Registration** page.

Figure 9. Register page



The image shows a web form for signing in to the HHS Enterprise Portal. At the top, there is a 'Sign In' header. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Password' field are two links: 'Forgot Username?' and 'Forgot Password?'. A blue button labeled 'Sign In' is positioned below the input fields. At the bottom of the form, there is a 'New to the portal?' label and a large blue button labeled 'REGISTER' with a play icon.

3. Select **I work for a Non-HHS Government Agency or Partner Organization**.

Figure 10. Self Registration page

Self Registration ?

- I am an HHS Employee or HHS Contractor, Temporary Worker, Volunteer, or Intern.
- I work for a Non-HHS Government Agency or Partner Organization.
- I represent a business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.
- I am registering as a Term User to request ONLY EFT access. (You must sign the Terms of Use Agreement). (By selecting this option, you will not be able to request access to other applications.)
- None of the above.

Cancel

4. Click **Next**.
5. Enter your **Organization's Employer Identification Number (EIN)** without hyphens.

Figure 11. Self Registration - Search for Organization

Enter your Organization's Employer Identification Number (EIN) without hyphens.

[Search for Organization](#)

Enter EIN *

Re-enter EIN *

Cancel **Next**

6. Click **Next** to open the **Request Access: Non-HHS Agency/Private Organization Employee** page.
7. Complete the information on the **Request Access: Non-HHS Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 12. Request Access: Non-HHS Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type*

Organization Name

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

8. Click **Next**.
9. Click **Done**. Your Enterprise Portal access request will be forwarded to your partner supervisor. An HHS Partner approver is an employee of HHS that is the point of contact or liaison between the partner organization and HHS. Once they have approved the request, you will receive an email with a temporary password.
10. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
11. Follow the instructions contained within this document to sign the AUA, change your One-Time password, and answer security questions.

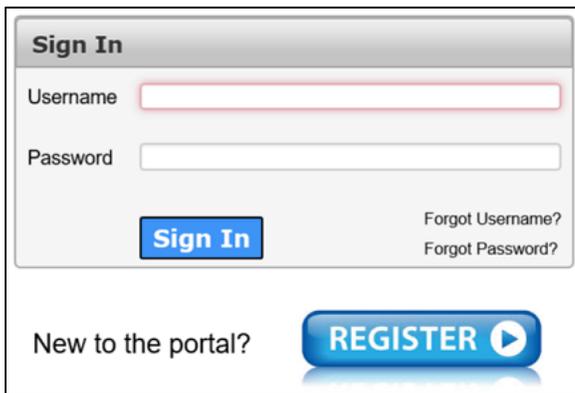
12. Click **Next** to open the **Access Management** page. Complete the steps to request application access.

Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization without a Known Employer Identification Number (EIN)

Complete the following steps to register for an HHS Enterprise Portal account.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

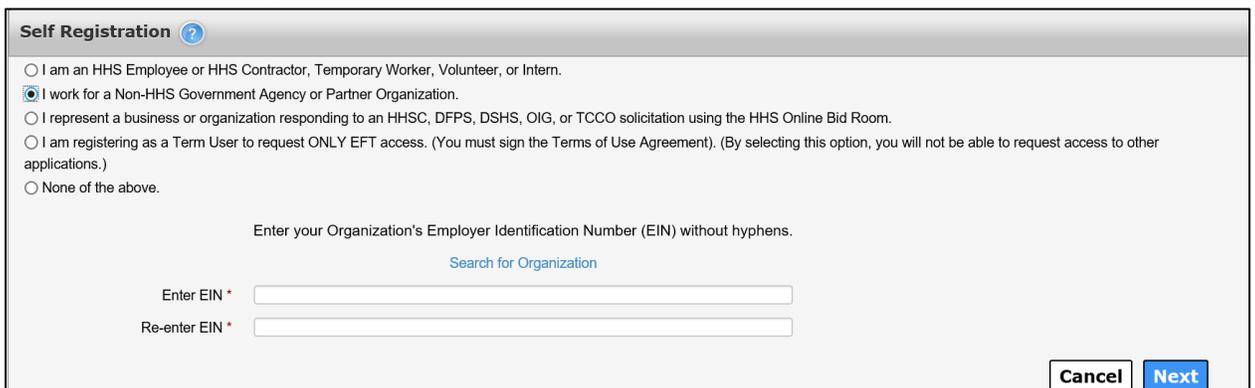
Figure 13. Register page



The screenshot shows a 'Sign In' form with fields for 'Username' and 'Password'. Below the fields is a blue 'Sign In' button. To the right of the button are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom left, it says 'New to the portal?' and at the bottom right is a large blue 'REGISTER' button with a play icon.

3. Select **I work for a non-HHS Government or Agency Partner Organization**.

Figure 14. Self Registration - Search for Organization



The screenshot shows a 'Self Registration' form with a question mark icon. It has five radio button options: 'I am an HHS Employee or HHS Contractor, Temporary Worker, Volunteer, or Intern.', 'I work for a Non-HHS Government Agency or Partner Organization.' (which is selected), 'I represent a business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.', 'I am registering as a Term User to request ONLY EFT access. (You must sign the Terms of Use Agreement). (By selecting this option, you will not be able to request access to other applications.)', and 'None of the above.'. Below the options is the instruction 'Enter your Organization's Employer Identification Number (EIN) without hyphens.' and a blue link 'Search for Organization'. There are two input fields: 'Enter EIN *' and 'Re-enter EIN *'. At the bottom right are 'Cancel' and 'Next' buttons.

4. Select **Search for Organization** if you do not know your organization's EIN.
5. Enter your **Organization Name**.

Figure 15. Search for Organization page

Search for Organization

Search for Organization

Back Search

6. Select **Search** to open the **Search Results** screen.

Figure 16. Search Results page

Search for Organization

Search for Organization test

Back Search

Name	Description	Contact First Name	Contact Last Name
	Test Organization for ABCS testing	SSCC	Test
	Test Organization for ABCS testing	RCCP	Test
	Test Organization for ABCS testing	External Access	Test

7. Locate and click your **Organization** to select it. If you are unable to find your organization, contact the Helpdesk at 512-438-4720 or Toll Free at 1-855-435-7181.
8. Click **Next** to open the **Request Access: Non-Agency/Private Organization Employee** page.
9. Complete the information on the **Request Access: Non-Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 17. Request Access: Non-Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type*

Organization Name

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ . - @
- Numeric only Usernames are not allowed
- A green means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

10. Click **Next**.
11. Click **Done**. Your Enterprise Portal access request will be forwarded to your HHS Partner Approver. Once they have approved the request, you will receive an email with a temporary password.
12. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
13. Follow the instructions contained within this document to sign the AUA, change your password, and answer security questions.

Sign the Acceptable Use Agreement (AUA), Change Your Password and Answer Security Questions

1. Login to your account using your username and the temporary password contained in the email. This opens the **Acceptable Use Agreement** page.

Figure 18. Acceptable Use Agreement page

Health and Human Services Acceptable Use Agreement (AUA)
Information Security Acceptable Use Policy

Please read the following agreement carefully and completely before signing.

1. Purpose

This policy establishes requirements for using and protecting HHS information resources^{SP}. Information resources include HHS data, information systems^{SP}, and equipment.

This policy also ensures that you are informed of and agree to your responsibilities concerning the use and protection of HHS information resources.

This policy supports requirements in the HHS Information Security Policy, HHS Information Security/Cybersecurity Policy, Circular C-021, Texas Administrative Code, Chapter 202, and all other relevant HHS, state, and federal policies and regulations.

2. Scope

This policy applies to all HHS desktop computers, laptops, servers^{SP}, software^{SP}, data^{SP}, mobile devices^{SP}, and any other HHS information resources that are connected to the HHS network or that process HHS data.

The scope of this policy includes equipment not owned by HHS, if it is used to access HHS data or information systems to perform HHS business.

3. Audience

This policy applies to you, if you are authorized to access HHS information resources: that is, if:

By checking this box and typing my name below, I acknowledge that I read, understand, and will comply with the requirements in the information Security Acceptable Use Policy.

Provide an electronic signature by entering your first and last name [?](#) :

First Name

Last Name

2. Read the AUA. You must read and scroll through the entire AUA to activate the **By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms** checkbox.
3. Click the **By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms** checkbox.
4. Enter your **First Name**.
5. Enter your **Last Name**.
6. Click **Next** to open the **Change Password** page.

Figure 19. Change Password page

Change Password

You must change your password to continue.

New Password

Confirm New Password

Password Rules

- ✘ The password should not be empty.
- ✘ There should be at least **one upper** case letter.
- ✘ There should be at least **one lower** case letter.
- ✘ There should be at least **one number**.
- ✘ There should be at least **one non-alphabetic** characters from the following: !@#\$%^&*()_+|~='{}[]:;./
- ✘ Minimum length of the password should be **8 characters**.
- ✘ Maximum length of the password should be **16 characters**.
- ✘ At least **four characters** in the new password must be different from the current password.
- ✘ Both new password fields should contain the same data.
- ✘ The password should not be the same as the username.
- ★ The password should not be the same as your First name or Last name.
- ★ The password should not be the same as the last 24 passwords used.
- ★ The password will expire after 90 days and must be changed after expiration.
- ★ Only one password reset is allowed per 24-hour period.

7. Enter a new **Password** according to the **Password Rules**. As each condition is met, the red X will change to a green check mark.
8. Re-enter your **Password**. You should see that all the red x's have changed to green check marks in the **Password Rules** section.
9. Click **Next** to open the **Security Questions** page.

Figure 20. Security Questions page

Security Questions

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question # 1*

Response # 1*

Confirm # 1*

Question # 2*

Response # 2*

Confirm # 2*

Question # 3*

Response # 3*

Confirm # 3*

10. Complete the **Security Questions**. You must answer and confirm each question.
11. Click **Next** to open the **My Profile** page.
12. Verify your personal information on the **My Profile** page. Your **My Profile** page may look different from the one shown below depending on the type of employee you are.

Figure 21. My Profile page

My Profile

Fields appearing with an asterisk* cannot be left empty.

▶ **Personal Information**

Prefix

First Name*

Middle Name

Last Name*

Suffix

Preferred Name

Personal Email

▶ **Enterprise Portal Information**

Username*

User Type*

Organization Name

▶ **Agency Information**

Work Email*

Work Phone*

Mobile #

Work Fax #

Job Title

Component Code

▶ **Work Location Information**

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

13. Click **Next** to request application access. If you get logged out of the system, log back in using your username and new password.
14. Click **Manage Access**.

15. Follow the instructions in the *Application Access Guide* to request access to specific applications.