

WORKFORCE DEVELOPMENT DIVISION
Workforce Service Delivery
Technical Assistance Bulletin #135

Program: **Choices and Food Stamp Employment and Training**

Topic: **Forms for Obtaining Access to the Texas Health and Human Services Commission's Texas Integrated Eligibility Redesign and Systems for Applications of Verifications, Eligibility, Referral, and Reports Systems**

Date: **November 8, 2006**

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with new forms and instructions for obtaining access to the Texas Health and Human Services Commission's (HHSC) Texas Integrated Eligibility Redesign System (TIERS) and Systems for Applications of Verifications, Eligibility, Referral, and Reports (SAVERR).

The following forms have been replaced and will no longer be used:

- HHSC Form 4743, Request for Applications System Access (formerly required for TIERS access)
- HHSC Form 4014, Computer Security Agreement (formerly required for TIERS and SAVERR access)
- TWC Form WDA_REQ_TDHS-1, WDA Request for User Access to the TDHS Mainframe

Only one set of forms is now required to obtain access to the TIERS and SAVERR systems. Previously, two different combinations of the forms listed above were required, depending on which HHSC system the user needed to access—TIERS or SAVERR.

Effective immediately, Boards must begin using the new Request for User Access to HHSC Systems form and the HHS Enterprise Architecture & Security Management Security and Privacy Agreement (SPA) form to:

- request new user access to the TIERS and SAVERR systems;
- modify existing user access; and
- delete user access.

TIERS Password Reset Procedures

Users who forget their TIERS password can reset it themselves if they have completed a security profile.

For step-by-step instructions on setting up an individual security profile, use the attached TIERS Login and Reset Tool Information from the Updated TIERS Inquiry Reference Guide.

Boards can also refer to the Updated TIERS Inquiry Reference Guide on the TWC Intranet for additional instructions on accessing TIERS.

SAVERR Password Reset Procedures

Users who forget their SAVERR password will still need to contact their Security Coordinator to have their SAVERR password reset.

Please distribute this information to the appropriate staff. Inquiries regarding this TA Bulletin may be directed to the local Systems Administrator for your local workforce development area.

Attachments:

1. Request for User Access to HHSC Systems
2. HHS Enterprise Architecture & Security Management Security and Privacy Agreement (SPA) Form
3. Instructions: When to Complete the Request for User Access to HHSC Systems
4. Instructions: When to Complete the HHS Security and Privacy Agreement (SPA) – Form HHS Enterprise Architecture and Security Management SPA
5. TIERS Login and Reset Tool Information

TIERS Login and Reset Tool Information

Accessing TIERS Login

HHSC provides a secure means for external users, such as Workforce Center staff, to gain access to the TIERS application from anywhere on the Internet. The browser must support 128-Bit SSL(Secure Socket Layer) connectivity.

The user account is maintained in HHSC's Directory Service and not on the mainframe. A unique user name is in the following format:

Agency Designator+first initial of first name+last name

All Workforce Center staff user names are preceded by "twc."

Example: If John Doe is a Workforce Center staff member, his user name is: twcjdoe.

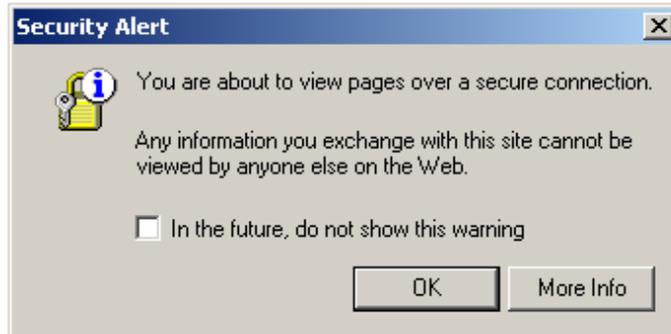
The TIERS login user name is a maximum 30 characters.

Users gain access to the TIERS System through the Internet. The Internet address is <https://www.txtiers.net/portal>.

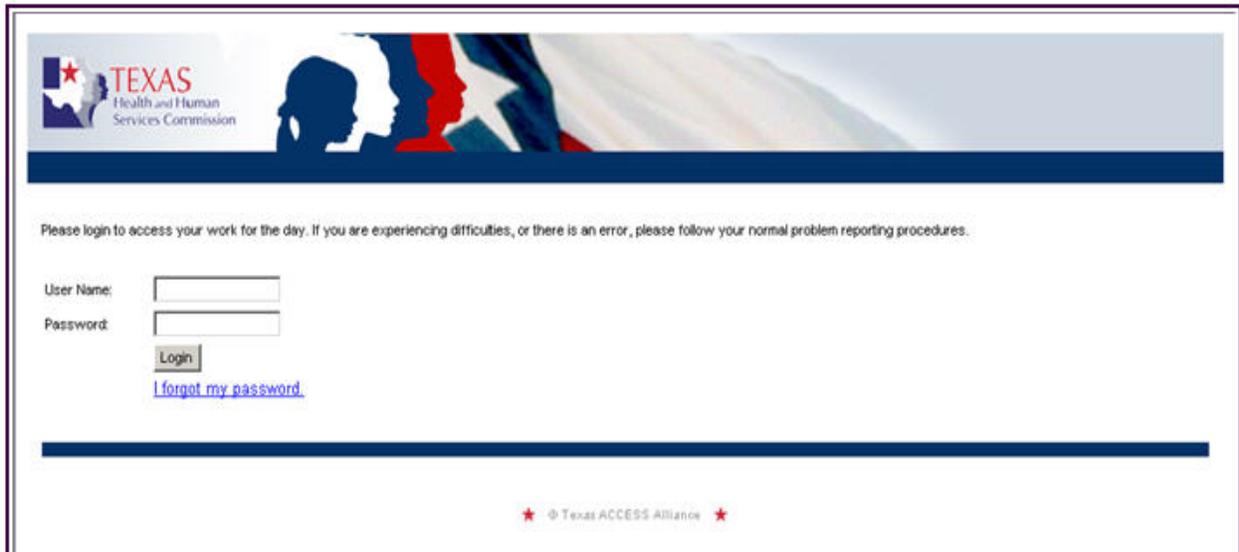
Note: Password 90 Day Rule-Users must change their password every 90 Days. If users do not change their password, TIERS will lock them out of the system and they will need to go through TWC/WDA procedures to gain access.

Initial Login

1. Navigate to the TIERS Web site using <https://www.txtiers.net/portal>. Activation of the URL prompts users to accept a Security Alert.



2. Click OK on this Security Alert screen to accept. Users can check the "In the future, do not show this warning" before clicking OK.
3. The login page, the Texas ACCESS Alliance (TAA) State Portal Login displays.

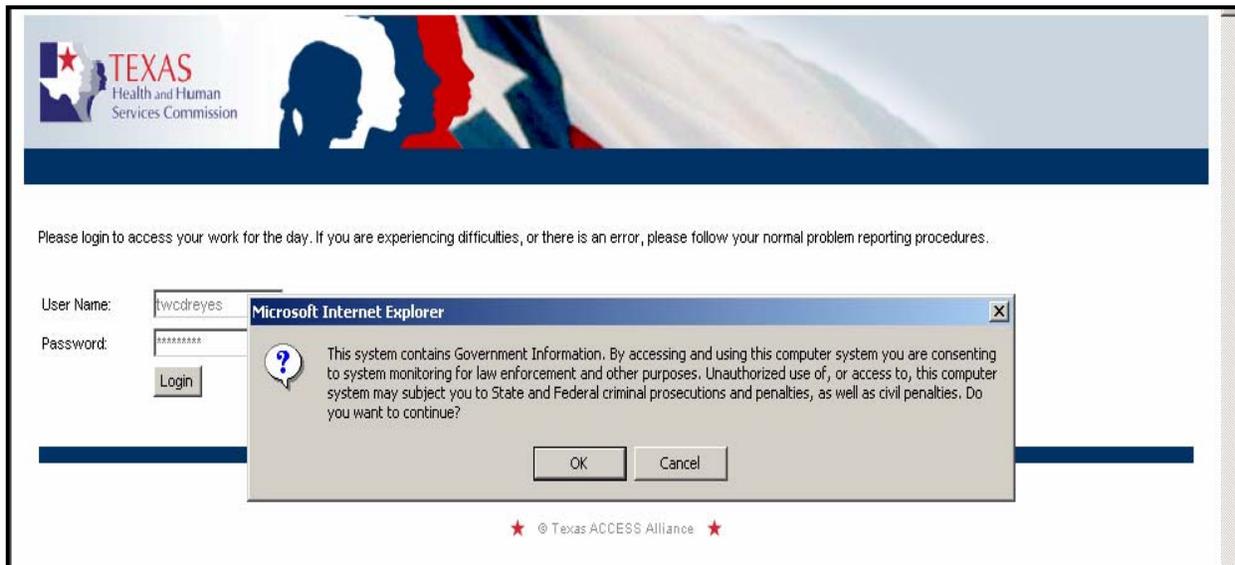


4. In the User Name field, type your TIERS user name.
5. In the Password field, type your TIERS password.

**Initial Login
(continued)**

Note: Password 90 Day Rule-Users must change their password every 90 Days. If users do not change their password, they will be locked out of the TIERS system and will need to go through TWC/WDA procedures to gain access.

6. Click the Login button.



7. The Microsoft Internet Explorer message displays. Read the message and click OK, or click Cancel if you do not want to access the system at this time.

Note: The Microsoft Internet Explorer message may appear several times; repeat the process indicated above.

8. A message displays if this is your first time logging on to TIERS to update your password.

**Initial Login
(continued)**

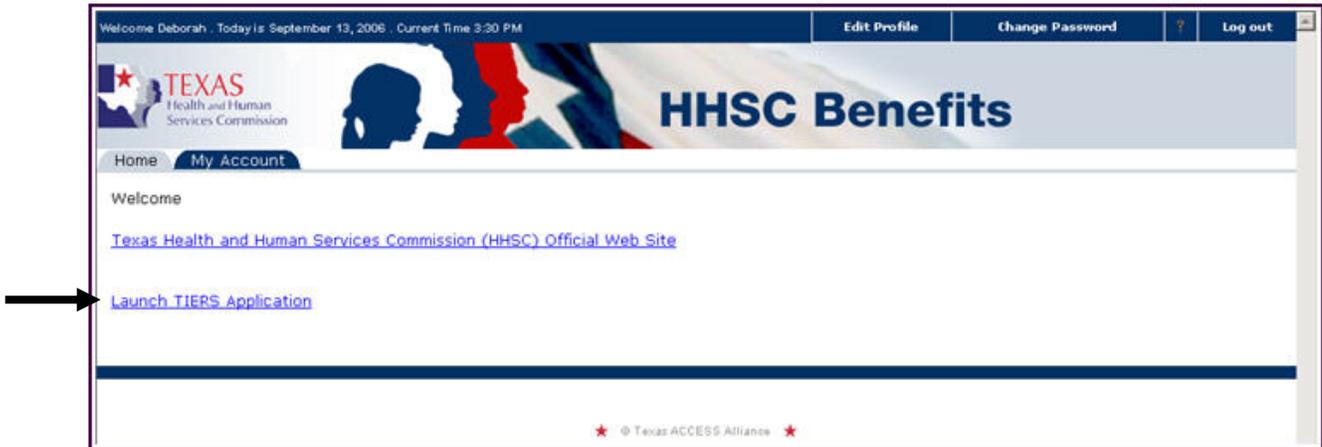
9. One of the following reasons may display:
 - If your password does not meet current password policies, a prompt displays to create a new password. For detailed instructions, see Password Policies. The page shot lists only part of the policies.
 - If your user name and/or password are invalid, a prompt to try again displays. You are allowed three login attempts, after which you receive an Authentication Error message.



Note: If you receive an Authentication Error, **do not** contact the TAA Help Desk. Follow TWC/LWDA procedures to report error and request password reset.

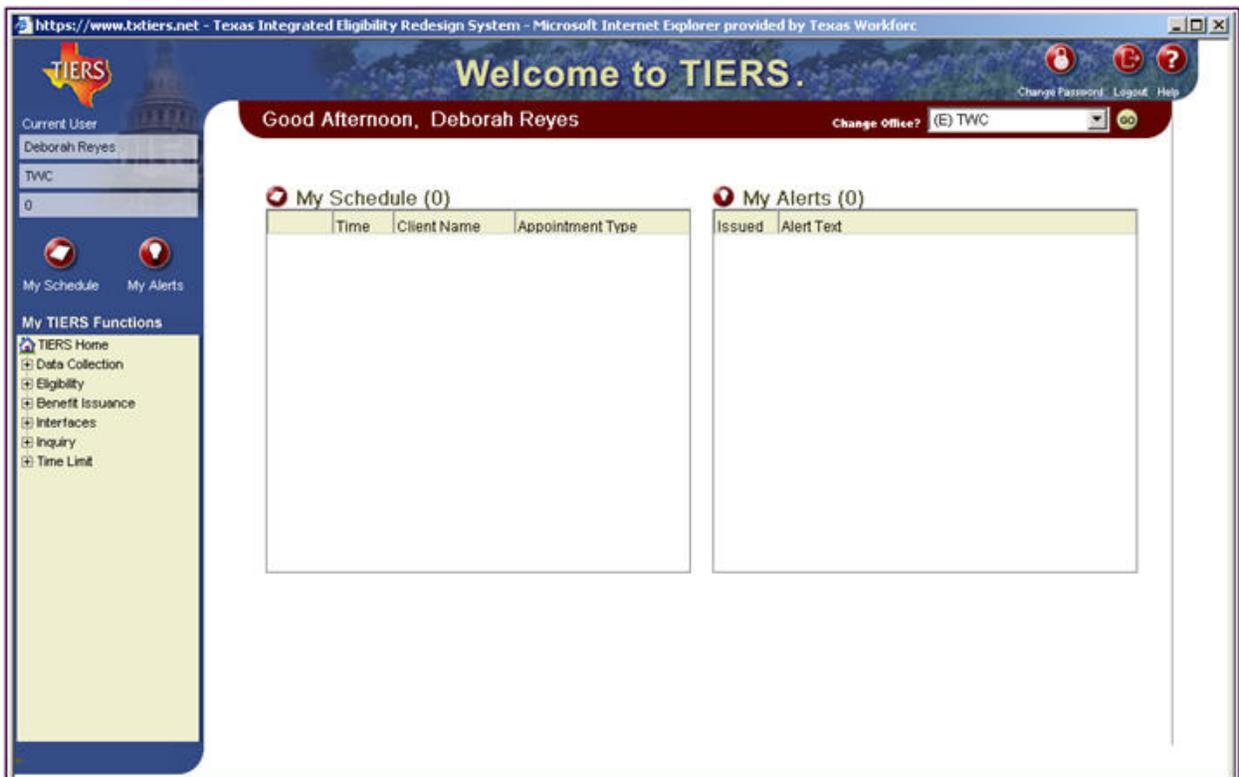
- If your login is successful, the Texas ACCESS Alliance (TAA) State Portal Login page displays.

**Initial Login
(continued)**



10. Click Launch TIERS Application hyperlink.

11. You are now logged in to TIERS.



Password Policies

If your password did not meet current password policies, a prompt displays to create a new password according to the new security policies.

TEXAS Health and Human Services Commission

PASSWORD MIGRATION TOOL

Your old password does not meet the password policy implemented by TAA. Please enter your current TIERS username and password along with a new password meeting the Password Policy below and click the "Migrate" button.

User Name:

Current TIERS Password:

New Password:

Re-enter New Password:

Password Policy
User-chosen passwords must conform to the following:

- Passwords must be a minimum of 8 characters.
- Passwords must have at least two numeric characters as part of the 8 character string.
- Passwords must be changed at least once every 90 days.
- The same password may not be used more frequently than once every 12 months.
- Passwords may not have consecutive duplicate characters such as 99 or BB.
- Passwords may not be consecutive-count numbers or letters such as 1234 or abcd.
- Passwords may not be dates such as birth dates or anniversaries.

Passwords may not be:

- TIERS name

Review the Password Policy displayed on these pages before starting.

Extract of HHSC Enterprise Security Password Policy –

User-chosen passwords must conform to the following:

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- Passwords must be changed at least once every 90 days.
- The same password may not be used more frequently than once every 12 months.
- Passwords may not have consecutive duplicate characters such as 99 or BB.

**Password
Policies
(continued)**

- Passwords may not be consecutive-count numbers or letters such as 1234 or abcd.
- Passwords may not be dates such as birth dates or anniversaries.

Passwords may not be:

- User's name
- User's employee number
- Name of a family member
- Nickname
- Social Security Number
- Birthday
- License plate number
- Pet's name
- User's address
- User's phone number
- Names of towns or cities
- Names of holidays
- Department name
- Street name
- Makes or models of vehicles
- Slang words or obscenities
- Technical terms

Password Policies
(continued)

- School names or slogans
- Favorite information known about user (food, color, etc.)
- Any of the above items in reverse
- ***Any common word that appears in a dictionary***

TEXAS
Health and Human
Services Commission

PASSWORD MIGRATION TOOL

Your old password does not meet the password policy implemented by TAA. Please enter your current TIERS username and password along with a new password meeting the Password Policy below and click the "Migrate" button.

User Name:

Current TIERS Password:

New Password:

Re-enter New Password:

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- Passwords may not have consecutive duplicate characters such as 99 or BB.
- Passwords may not be consecutive-count numbers or letters such as 1234 or abcd.
- Passwords may not be dates such as birth dates or anniversaries.

Passwords may not be:

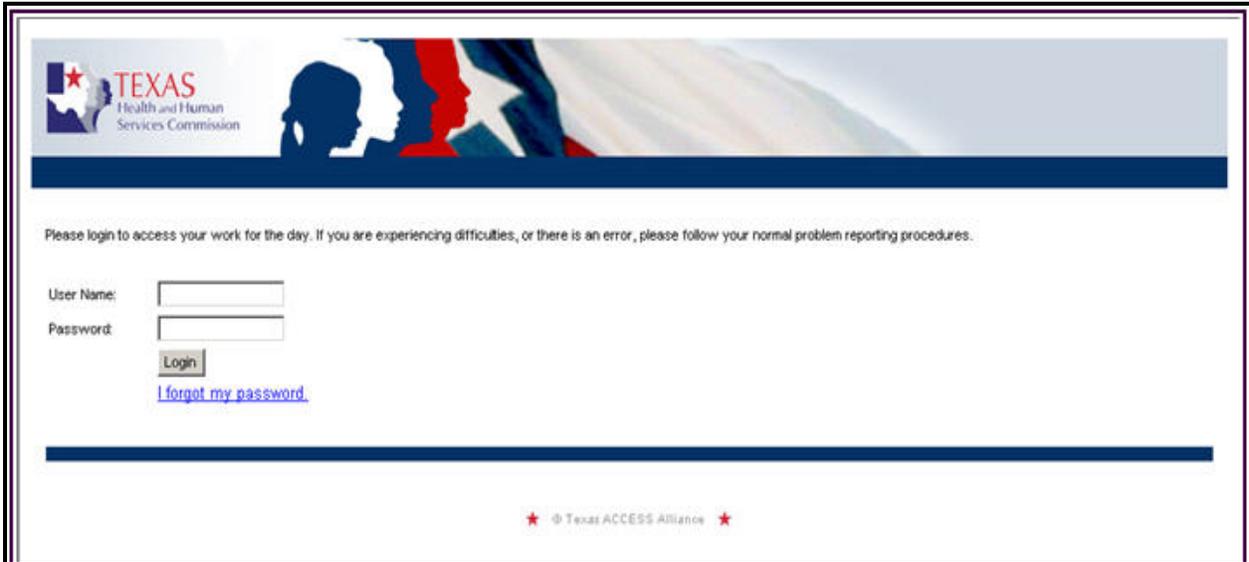
- TIERS user name

1. In the User Name field, type your TIERS user name.
2. In the Current TIERS Password field, type your current TIERS password.
3. In the New Password field, type a password that meets the Password Policy.
4. In the Re-enter New Password field, retype the password that meets the Password Policy.
5. Click the Migrate button.
6. If you are successful, continue with Login process.

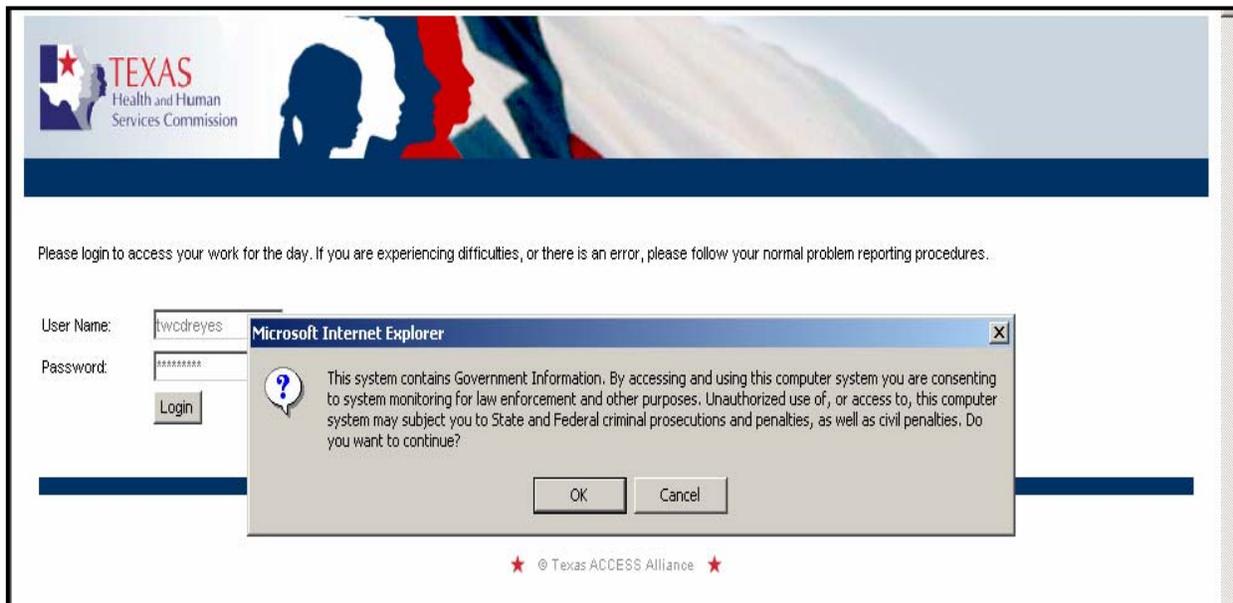
Regular Login

TIERS regular login after initial login:

1. Navigate to the TIERS Web site using <https://www.txtiers.net/portal>.

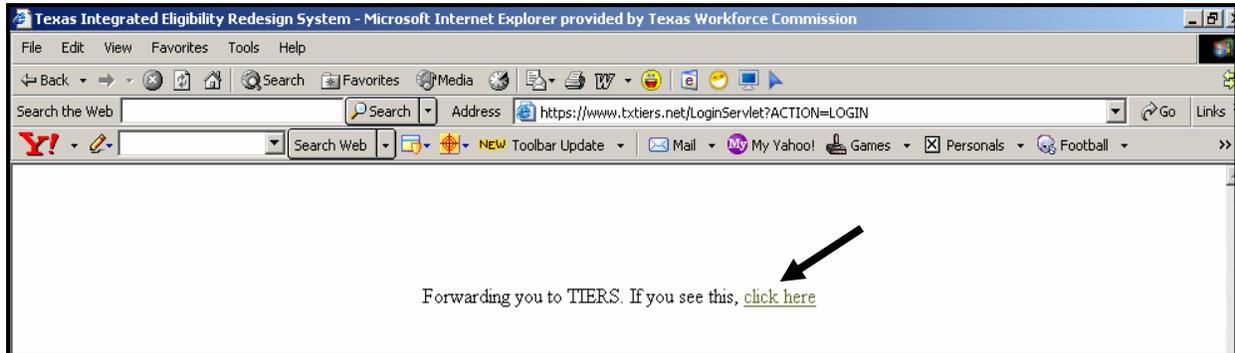


2. In the User Name field, type your TIERS user name.
3. In the Password field, type your TIERS password.
4. Click the Login button.
5. Review the message and click OK.



**Regular Login
(continued)**

6. Wait for TIERS Homepage to display, or if you see the message below, select the click here link.



7. You are now logged in to TIERS.
-

**Password Reset
Tool**

Use the Password Reset Tool if staff forgets the TIERS Password.

The password reset tool is a portlet with the State Portal that allows users to reset their password by answering three security questions.

Before using this feature, staff must first complete a security profile that provides staff's specific e-mail address and selects three security questions and answers.

1. Navigate to the TIERS Web site using <https://www.txtiers.net/portal>.

Password Reset Tool (continued)

Please login to access your work for the day. If you are experiencing difficulties, or there is an error, please follow your normal problem reporting procedures.

User Name:

Password:

[I forgot my password.](#)

★ Texas ACCESS Alliance ★

2. In the User Name field, type your TIERS user name.
3. In the Password field, type your TIERS password.
4. Click the Login button.
5. Review the message and click OK.

Users can access the My Profile page by either clicking the Edit Profile link or the My Account portlet link in the State Portal as displayed below.

Welcome Deborah Today is August 23, 2006 Current Time 1:24 PM

Edit Profile Change Password ? Log out

Home My Account

Welcome

[Texas Health and Human Services Commission \(HHSC\) Official Web Site](#)

[Launch TIERS Application](#)

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6. Click either My Account or Edit Profile.

Password Reset Tool (continued)

Welcome User6 Office111 - Today is April 11, 2008 - Current Time 2:29 PM

Case Data Search MAXe IE Image Research Complaints Scheduler Self Service Start Process Reschedule Process PrintPopUp My Account

My Profile Change Password

My Profile

Message

Please update your profile so you can reset your password in the future. You will continue to see this message when you log in until you provide an email and answer the security questions below.

User Information

Please provide and confirm your email address.

User ID : User6Office111
First Name : User6 Office111
Last Name : Office111
Email :
Confirm Email :

Update User Information

Security Questions

Please select and answer three security questions so that we may identify you if you lose your password.

Note: For security reasons, your answers will not be displayed once they are updated successfully.

Question 1 : What is your mother's maiden name?
Answer 1 :
Question 2 : What is your mother's maiden name?
Answer 2 :
Question 3 : What is your mother's maiden name?
Answer 3 :

Update Security Questions

[Return to Home Page](#)

7. Enter current work e-mail address, and confirm it.
8. Click Update User Information button.
9. Select three questions from the drop-down list.
10. Type in answers.

Note: Users must remember the exact spelling of the answers, and the answers are case sensitive. If users forget the exact answer, this reset tool does not work.

11. Click Update Security Questions button.
12. Click Return to Home Page and launch the TIERS Application.

Password Reset Tool (continued)

After the initial set-up of the My profile page, users access My Profile page at any time to make updates.

Welcome Deborah . Today is August 23, 2006 . Current Time 10:35 AM

[Edit Profile](#) [Change Password](#) [?](#) [Log out](#)

TEXAS
Health and Human
Services Commission

HHSC Benefits

[Home](#) [My Account](#)

My Profile [Change Password](#)

My Profile [?](#) [-](#) [□](#)

User Information

Please provide and confirm your email address.

User ID : twcdreyes
First Name : Deborah
Last Name : Reyes
Email :
Confirm Email :

Security Questions

We have your answers to the following Security Questions.

Question 1 : What is your favorite pastime?
Question 2 : What is your mother's maiden name?
Question 3 : What was your high school mascot?

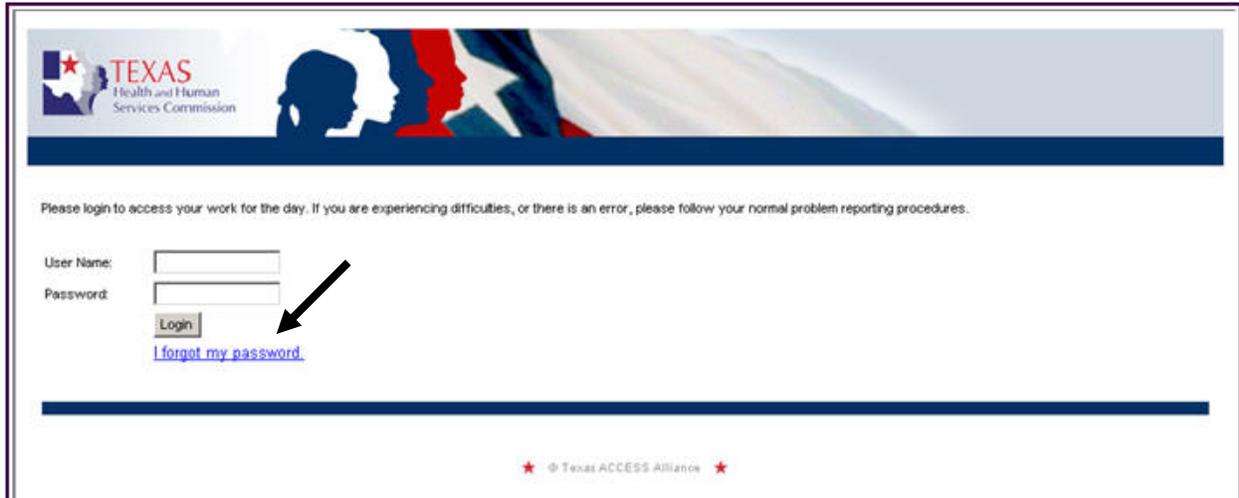
Please [click here](#) to update your Security Question and Answers.

[Return to Home Page](#)

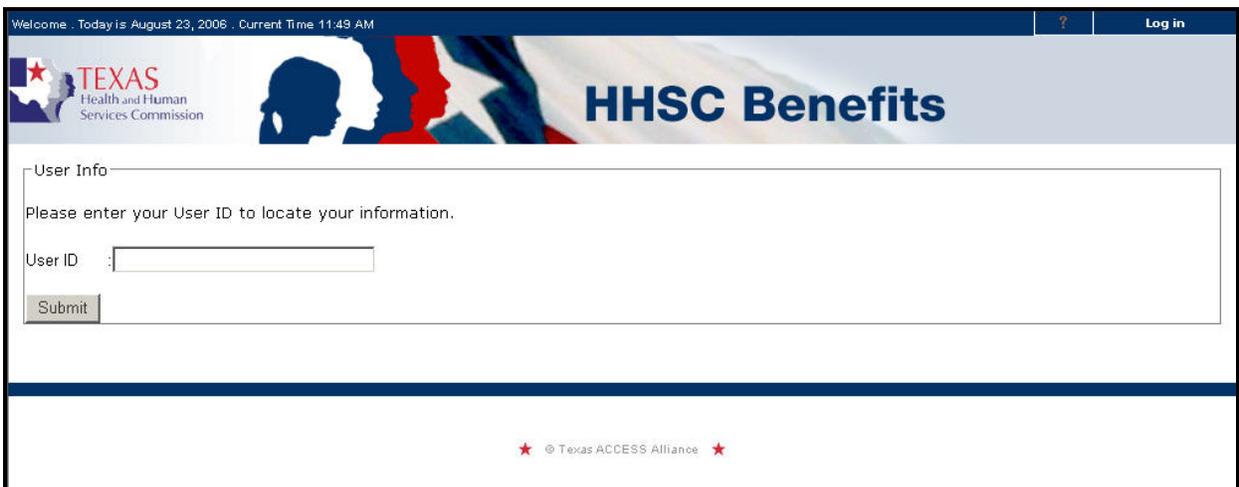
★ © Texas ACCESS Alliance ★

Forgot Password

If a user forgets the TIERS password, the user can access the password reset tool by clicking the ***I forgot my password*** link on the Login page of the State Portal.



After you select ***I forgot my password*** link, the reset tool displays.



1. In the User ID field, type in your TIERS User Name.
2. Click Submit button.

**Forgot
Password
(continued)**

Welcome . Today is August 23, 2008 . Current Time 11:50 AM

TEXAS Health and Human Services Commission

HHSC Benefits

User Info
User ID : twcdreyes
Email : deborah.reyes@twc.state.tx.us

Questions & Answers
Please answer the following security questions to verify your identity.

Question 1 : What is your favorite pastime?
Answer 1 :

Question 2 : What is your mother's maiden name?
Answer 2 :

Question 3 : What was your high school mascot?
Answer 3 :

Submit

★ © Texas ACCESS Alliance ★

3. Enter three security answers exactly the way you initially set them up. (Remember: Exact spelling and case sensitive.)
4. Click Submit button. (If the page blinks, click Submit button again.)
5. If you provide incorrect answers, the error message on the next page displays.

**Forgot
Password
(continued)**

The screenshot shows a web browser window with the following content:

- Header: "Welcome - Today is August 23, 2006 - Current Time 11:51 AM" and "Log in" link.
- Logo: "TEXAS Health and Human Services Commission" and "HHSC Benefits".
- Error Message: "The answers you have provided below do not match those in the system." (indicated by a black arrow pointing to the text).
- User Info: "User ID : twcdreyes" and "Email : deborah.reyes@twc.state.tx.us".
- Questions & Answers section with three questions and their corresponding answers:
 - Question 1: "What is your favorite pastime?" Answer: "drawing"
 - Question 2: "What is your mother's maiden name?" Answer: "campbell"
 - Question 3: "What was your high school mascot?" Answer: "horse"
- Submit button.
- Footer: "© Texas ACCESS Alliance".

6. Close completely out of TIERS and the Internet.

Note: You may be able to close out of TIERS; however, it is a good idea to close completely out of the Internet to refresh the system.

7. Log in to TIERS using <https://www.txtiers.net/portal>.

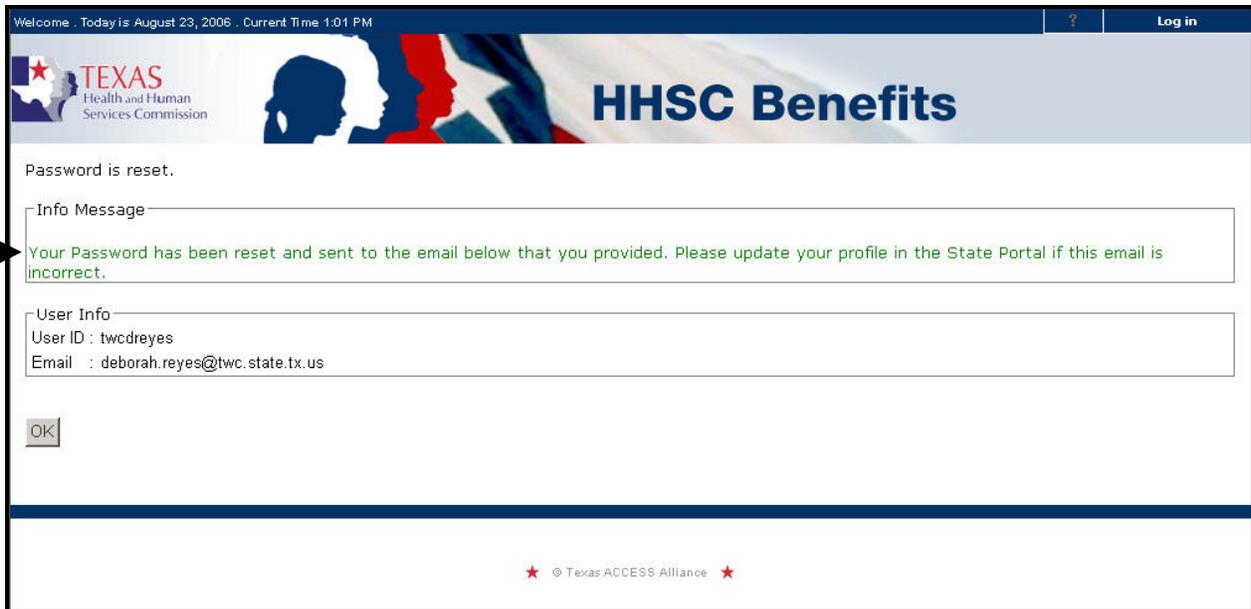
8. Select ***I forgot my password*** link.

9. Repeat steps 1-4.

10. If you get locked out of TIERS, follow TWC/WDA procedures to get your password reset.

11. When successful, the Password Reset Tool displays a confirmation page as shown on the next page.

**Forgot
Password
(continued)**



12. Click OK button.

The Texas Access Alliance (TAA) e-mails the new password to the e-mail address you registered in My Profile.

13. Close out of the TIERS system and the Internet.

14. Check your e-mail for your new password.

15. Use <https://www.txtiers.net/Portal> to log back into TIERS.

16. In the User Name field, type your TIERS user name.

17. In the Password field, type your new TIERS password.

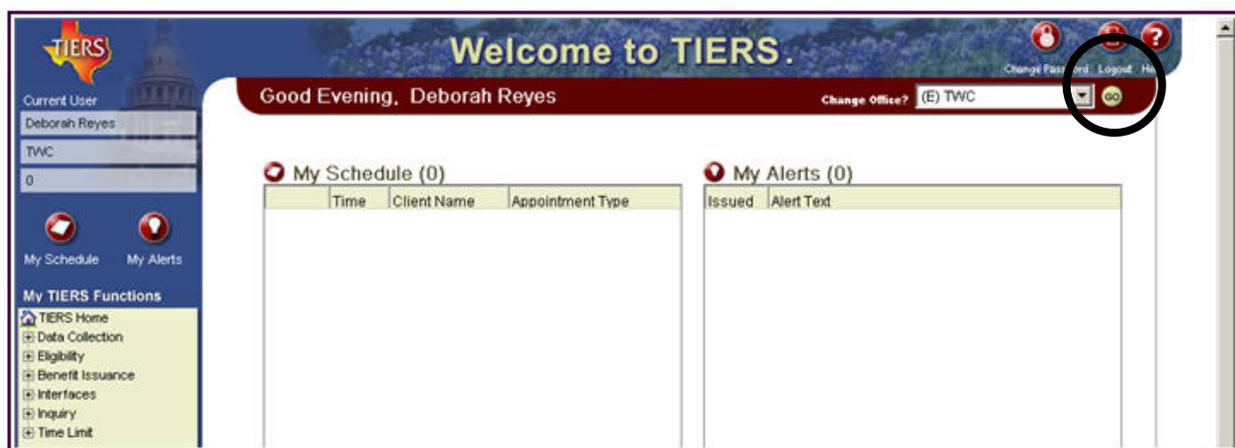
18. TIERS prompts you to change your password.

19. Enter and confirm the new password e-mailed to you.
If you need Password Polices help, see section earlier in this guide.

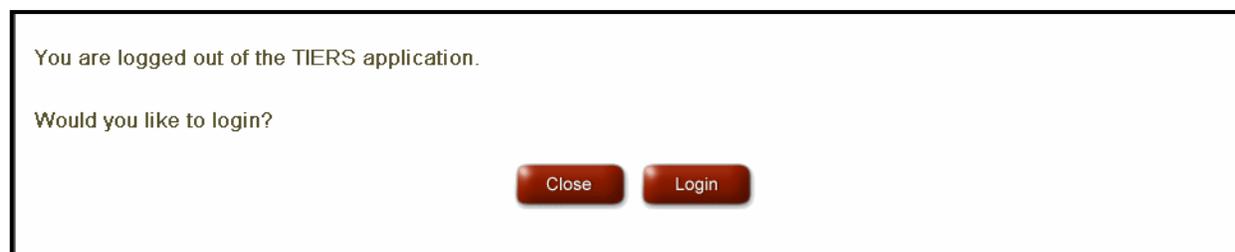
Logging Out

Always use the logout icon to exit TIERS. Closing the browser any other way or going to another Web site may cause the shutdown routine to hang, and you will not be able to log back into TIERS for 30 minutes, because the system still sees you as logged in. If you close the browser or use another Internet site, this does not deactivate your TIERS session appropriately. When logging out, complete the following steps.

1. Click the Logout icon.



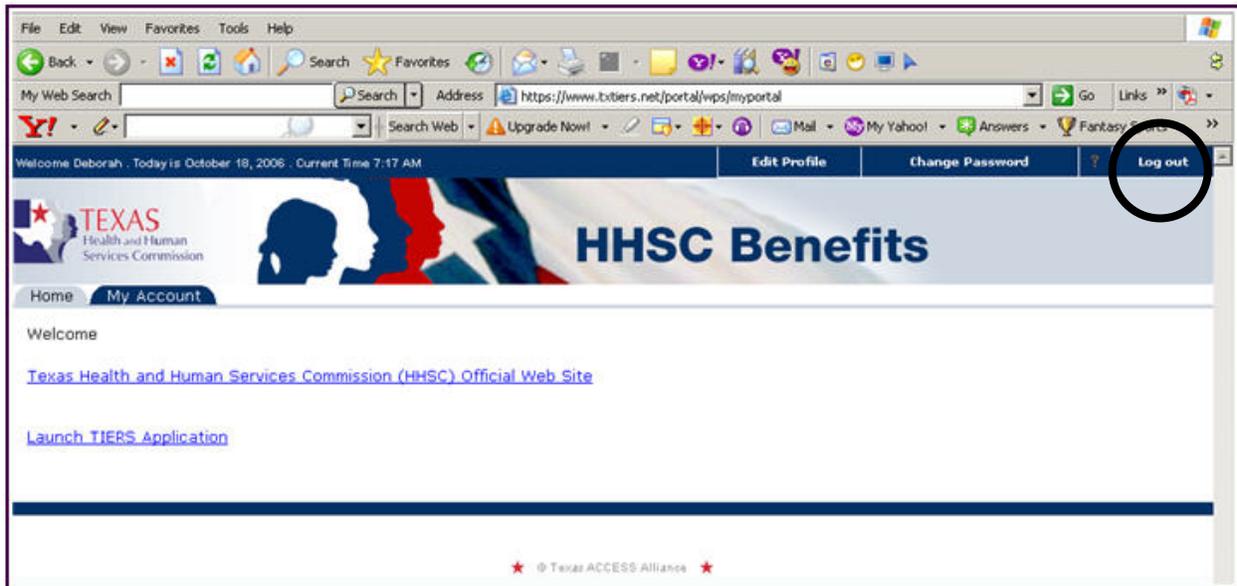
2. A message appears verifying you are logged out of the TIERS application.



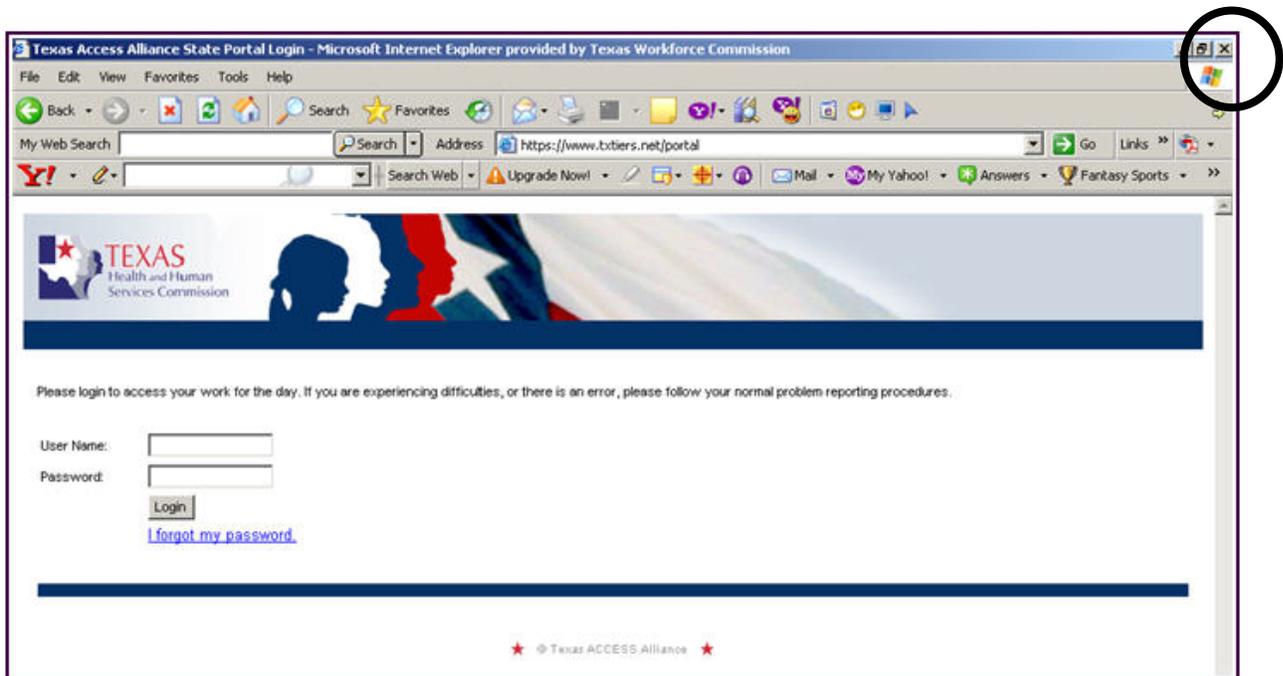
3. Click the Close button to continue logout process, or click Login to return to TIERS Home page.

The next page shot continues the logout process.

Logging Out (continued)



4. Click Logout to exit the Texas ACCESS Alliance portal.



5. Click "X" in upper right corner to complete log out process.

**Getting
“Booted” Off
TIERS**

The TIERS system automatically times out when there are significant lapses in time between responses. If a user is on any page other than the Home Page, the system automatically times out. To avoid timing out, return to the TIERS Home page by selecting:

- the Texas TIERS icon or
- TIERS Home from the Left Navigation Bar.

Once on the Home Page, you can minimize the screen, and the system will not automatically time out.



**Getting
“Booted” Off
TIERS
(continued)**

When the TIERS system automatically times out, users see the Session Error Page, Session Timed Out message.



Logging out and logging back in is safe and easy and does not cause corruption to any data.

1. To log back in to TIERS from the Session Error Page, click the Login button.
2. To exit TIERS from the Session Error Page,
 - click the Exit button (box with the “X”) in the upper right corner on the Title Bar, or
 - click File>Exit.

**Need
Assistance?**

For TIERS issues, including system resets, password resets, outages and unavailability, and functionality questions, contact your supervisor, system administrator or follow your TWC/WDA procedures before contacting the Texas ACCESS Alliance help desk.

**HHS Enterprise Architecture & Security Management
SECURITY AND PRIVACY AGREEMENT (SPA) FORM**

Employee ID Number

COMPLETED FORM IS TO BE SIGNED, MAILED TO, AND RETAINED BY HHS ENTERPRISE SECURITY MANAGEMENT

User ID:		Date of Birth: (mm/dd)	
User Name:		Work Email:	
Facility Name/Department:		<input type="checkbox"/> TWC Employee	OR <input type="checkbox"/> TWC WDA

The purpose of this agreement is to help you understand your duties regarding confidential information.

Check ONE box below:

EMPLOYEE of TWC I am a full-time or part-time employee of TWC, with TWC sponsored access to HHSC Systems, and to what this agreement refers to as "confidential information." (EXCLUDES Volunteers, Contractors, and other users NOT on TWC payrolls)

Other (TWC WDA) I am a full-time or part-time with TWC sponsored access to HHSC Systems and to what this agreement refers to as "confidential information."

Confidential information includes patient/client identifying information, patient/client medical information, or any information (patient or otherwise) that is classified confidential by federal or state law. You may have access to some or all of this confidential information through a computer system or through your associated activities with HHS Systems.

Confidential information is valuable and sensitive and is protected by law and by HHS policies. The intent of these laws and policies is to assure that confidential information will remain confidential - that is, that it will be used only as necessary to accomplish the organization's mission. As a user of HHS systems, you are required to conduct yourself in conformance to applicable laws and HHS policies governing confidential information. Your principle obligations in this area are outlined below. You are required to read and to abide by these principles. The violation of any of these duties will subject you to discipline which might include, but is not limited to, **termination of access privileges, termination of employment, and/or legal liability.**

You understand that you will have access to and **are not to divulge** confidential information which may include, but is not limited to, information relating to:

- + Patient/client (such as records, conversations, admittance information, diagnosis, prognosis, treatment plan, financial information, etc).
- + ANY INFORMATION by which the identity of a client can be determined, either directly OR indirectly.
- + Employees, contractors, volunteers (such as home addresses, home phone numbers, social security numbers, etc).
- + HHS information (such as financial information, internal reports, memos, contracts, peer review information, communications, proprietary computer software, etc.).
- + Third party information (such as vendor information, etc).

Accordingly, as a condition of and in consideration of your access to confidential information, **you promise that:**

1. You will use confidential information only as needed to perform legitimate duties. This means, among other things, that:
 - + You will only access confidential information for which you have a need to know; and
 - + You will not in any way divulge, copy, release, sell, loan, review, alter, or destroy any confidential information except as properly authorized within the scope of your activities; and
 - + You will not misuse confidential information or carelessly handle confidential information.
2. You will safeguard and will not disclose your password or any other authorization you have that allows you to access confidential information, except as permitted by law.
3. You accept responsibility for all activities undertaken making use of your User ID/password and other authorization.
4. You will report activities by any other individual or entity that you suspect may compromise the confidentiality, integrity or availability of confidential information. Reports are made in good faith about suspect activities and will be held in confidence to the extent permitted by law, including the name of the individual reporting the activities.
5. You understand that your obligations under this Agreement will continue after termination of your association with HHS or HHS applications.
6. You understand that your privileges hereunder are subject to periodic review, revision, and if appropriate, renewal.
7. You understand that you have no right or ownership interest in any confidential information referred to in this Agreement. HHS may revoke your access code or other authorized access to confidential information.
8. You will, at all times, safeguard and retain the confidentiality, integrity and availability of confidential information.
9. You understand that your failure to comply with this Agreement may also result in the loss of access privileges to HHS applications.

_____ **User's Signature** _____ **User's Printed Name** _____ **Date Signed (mm/dd/yyyy)**

By completing this form, you are providing the requested information to HHS Enterprise Architecture and Security Management in order to gain access to secured systems. This information will not be shared in any manner or for any reason not permitted by the laws of the State of Texas. You may, in writing, request copies of this information at any time and may request that any information in error be corrected.

INSTRUCTIONS

When to Complete the HHS Security and Privacy Agreement (SPA) - Form HHS Enterprise Architecture and Security Management SPA (HHS SPA Form TWC.xls):

1. To add new user's access you must complete this form along with the Request for User Access to HHSC Systems (HHSC Systems Access Form.doc) to obtain access to the Texas Health and Human Services Commission (HHSC) systems.
 - When a user is deleted from any HHSC system for non-use* their current HHSC Access Request (HHSC Access Req.doc) and Security and Privacy Agreement (SPA) form (HHSC SPA Form TWC.xls) are no longer valid. According to HHSC policy, being deleted for non-use requires that new forms be submitted. Re-submitting current forms is unacceptable because according to HHSC policy, forms submitted for the purpose of requesting access to HHSC systems cannot be older than 30 days from today's date.
 - *HHSC deletes users who have not logged in to their system in 90 days. If you have access to HHSC SAVERR and TIERS systems you must log into both systems within 90 days to retain access.

Required Approvals:

1. The user's supervisor must approve his/her access to the requested HHSC system by completing and signing the Request for User Access to HHSC Systems. This approval indicates that the access is job-related.
2. If you are employed by a TWC WDA the TWIST System Administrator must also approve it. This approval indicates that the user has completed and signed all of the relevant security agreements, and that he/she has met any additional requirements of interagency data access agreements.

How to complete the HHS Security and Privacy Agreement

Action: Only complete the required fields listed below, all other fields are reserved for HHSC internal use.

Identifying Information

1. **Date of Birth:** Enter user birth month and day (mm/dd).
2. **User Name:** Enter in the user's name (Last, First, Middle Initial).
3. **Work Email:** enter the user's work place e-mail address.
4. **Facility Name/Department:** Mark the appropriate check box to indicate who the user is employed by.
 - If the user is working for the **WDA**, mark the TWC WDA check box.
 - If the user is a **TWC Employee**, mark the TWC Employee check box.
 - If the user is working for some **Other** agency or a contractor, enter the agency or contractor's name also.

Security and Privacy Acknowledgement

5. **Purpose:** the user must read and agree to comply with all of the Security and Privacy information provided in this section.
6. **Check ONE Box Below:** Mark the appropriate check box to indicate who the user is employed by.
 - If the user is a TWC Employee, mark the **TWC Employee** check box.
 - If the user is working for a TWC WDA, mark the **Other (TWC WDA)** check box.
7. **User Signature:** The user must read and sign this form, acknowledging agreement to comply with all aspects of HHS Enterprise Architecture & Security Management, Security and Privacy Agreement (SPA).
8. **Users Printed Name:** enter the users printed name.
9. **Date Signed:** enter the date the user signed the form.
10. Submit completed and signed form(s) to the appropriate TWC Security Coordinator via scanned e-mail, fax or mail.

The following Forms must be submitted together when requesting new user access.

HHS Security and Privacy Agreement (HSC SPA Form TWC.xls)

Request for User Access to HHSC Systems (HHSC Systems Access Form.doc)

Request for User Access to HHSC Systems

Action: <input type="checkbox"/> Add New User Access <input type="checkbox"/> Modify Existing User Access <input type="checkbox"/> Delete User Access
--

TWC WDA – e-mail (scan), fax, or mail to:

Mary Blake (primary)	E-mail: mary.blake@twc.state.tx.us
Brenda Bauser (secondary)	E-mail: brenda.bauser@twc.state.tx.us
TWC - TWIST Project	Fax Number: (512) 339-0320
12312 North Mopac	
Austin, TX 78758	

TWC State Office – e-mail, (scan), fax, or mail to:

Phyllis Jamar (primary)	E-mail: Phyllis.jamar@twc.state.tx.us
Linda Burmeister (secondary)	E-mail: Linda.burmeister@twc.state.tx.us
TWC Data Processing, Room 336	Fax Number: (512) 936-3190
101 E. 15 th Street	
Austin, TX 78758	

User Identifying Information

User Name	SSN	Local Office No.
Agency <input type="checkbox"/> TWC <input type="checkbox"/> WDA (Specify #)	Email Address	Phone Number () -

HHSC Accesses

A signed and dated HHSC Security and Privacy Agreement (SPA Form) must be on file for all requests for new user access to HHSC systems					
Add / Modify / Delete			HHSC Application Name	Transaction Code	TPSM4 Designation
‘A’	‘M’	‘D’			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SAVERR TAMENU Inquiry	TAMENU	ATTY GEN child support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TIERS TWC Inquiry		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SAVERR Client Eligibility Inquiry	TVCC	Child Care (TVCC)

X _____		X _____
User's Supervisor's Signature Date		WDA TWIST System Administrator's Signature Date

TWC TWIST Security Coordinator Use Only

TAMENU Initial Password	Comments
TIERS Initial Password	

X _____	_____
TWC-TWIST Security Coordinator Signature	Date

INSTRUCTIONS

When to Complete the Request for User Access to HHSC Systems (HHSC System Access Form.doc):

1. To add new user's access you must complete this form along with the HHS Enterprise Architecture & Security Management Security and Privacy Agreement (SPA) Form EASM_SM_002 (HHSC SPA Form TWC.xls) to obtain access to the Texas Health and Human Services Commission (HHSC) systems.
2. To modify or delete an existing users access.
 - When a user is deleted from any HHSC system for non-use* their current HHSC Access Request and Security and Privacy Agreement (SPA) form are no longer valid. According to HHSC policy, being deleted for non-use requires that new forms be submitted. Re-submitting current forms is unacceptable because according to HHSC policy, forms submitted for the purpose of requesting access to HHSC systems cannot be older than 30 days from today's date.
 - *HHSC deletes users who have not logged in to their system in 90 days. If you have access to HHSC SAVERR and TIERS systems you must log into both systems within 90 days to retain access.

Required Approvals:

1. The user's supervisor must approve his/her access to the requested HHSC system. This approval indicates that the access is job-related.
2. If you are employed by a TWC WDA the TWIST System Administrator must also approve it. This approval indicates that the user has completed and signed all of the relevant security agreements, and that he/she has met any additional requirements of interagency data access agreements.

How to complete the Request for Access to HHSC Systems

1. **Action:** Mark the appropriate check box to indicate the action being requested.
 - **Add New User Access** – Add access to selected HHSC systems for a new user or a prior user who has lost access due to lack of use for 90 days.
 - **Modify Existing User Access** – Modify access for existing HHSC system users (i.e. name change, etc.)
 - **Delete Existing User Access** – Delete access for employees who have moved to another job function and no longer need access to do their job or for individual whose employment is terminated.

Identifying Information

2. **User Name:** Enter in the user's name.
3. **SSN:** Enter in the user's Social Security Number.
4. **Local Office #:** Enter the user's local office number.
5. **Agency:** Mark the appropriate check box to indicate the agency the user is employed by.
 - If the user is working for the **WDA**, enter the WDA local office number also.
 - If the user is working for some **Other** agency or a contractor, enter the agency or contractor's name also.

6. **Email Address:** enter the user's work place e-mail address.
7. **Phone Number:** enter the user work place phone number.

HHSC Accesses

8. Access can be granted to the following HHSC Systems:
 - **SAVERR TAMENU Inquiry**
 - **SAVERR Client Eligibility Inquiry – Child Care**
 - **TIERS TWC Inquiry**
9. Access to HHSC systems can be added, modified or deleted:
 - Enter the letter "**A**" in the applicable column and rows to add new access to the designated HHSC system(s).
 - Enter the letter "**M**" in the applicable column and rows to modify existing access to the designated HHSC system(s).
 - Enter the letter the letter "**D**" in the applicable column and rows to delete existing access to the designated HHSC system(s).
10. **Signatures:** If the request is from a TWC WDA the user's supervisor and the WDA TWIST System Administrator must both sign the completed HHSC Access Request form. If the request is from a TWC employee only the user's supervisor is required to sign the HHSC Access Request form.
11. Submit completed and signed form(s) to the appropriate TWC Security Coordinator via scanned e-mail, fax or mail.