

Title: Completing the Required Health and Human Services Commission's Request Forms for TIERS Access

Purpose: To provide guidance for properly completing the Request for User Access to HHSC Systems form (for the TIERS system) and the HHS AUA form to the Texas Workforce Commission TIERS Access Administration Team.

Scope: This is a set of process-based instructions for authorized points of contact wishing to submit request forms to TIERS Administration to create, modify, or delete user accounts that have access to HHSC's TIERS system through TWC.

Abbreviations & Definitions:

- TWC: Texas Workforce Commission
- HHS: Health and Human Services Commission
- TIERS: Texas Integrated Eligibility Redesign System
- HHS AUA Form: Health and Human Services Acceptable Use Agreement

Requirements/Responsibilities:

It is the responsibility of the local Supervisors/TWIST Administrators manage, the user accessing any HHSC system and the TWC TIERS Access Administration team to comply with these instructions and HHSC and TWC confidentiality and security policies and standards.

Important Notice:

TIERS Access Administration cannot accept request forms that are incomplete or feature modifications to the form or corrections to the data entered on the form (including strikethroughs, "write-overs", or correction fluid like "White Out" or similar).

Checking your forms before submitting them to make sure they are complete and do not feature such modifications will help us to fulfill your requests promptly.

NOTE: Print CLEARLY and NEATLY to insure readability and minimize data entry errors.

Procedure: Completing the Request for User Access to HHSC Systems Form (Add New User).

To request new access for a TIERS user, two forms will need to be submitted to TIERS Access Administration:

- The TWC's "Request for TWC-Provided User Access to HHSC Systems" form
- The HHSC's "Health and Human Services Acceptable Computer User Agreement" (HHS AUSA) form

Follow these instructions to request a new TIERS user account:

The "Request for TWC-Provided User Access to HHSC Systems" form is broken down into five small sections: Complete the TWC's "Request for TWC-Provided User Access to HHSC Systems" form as follows:

- a. Section 1: Type of Request: Mark with an "X" the "ADD" box.
- b. Section 2: User Identifying Information:
 - Fill out the fields according to their labels.

NOTE: Email Address must be a work (business) email address. Personal email addresses or email addresses with "generic" domains like Yahoo, MSN, AOL, etc. are not accepted by HHSC.
 - In the "Agency" field, mark the box that indicates whether or not the user is an Internal TWC user or is working at a WDA (Workforce Board). If the user is working at a WDA, please specify the board number in the space provided.
- c. Section 3: Signatures.

All required personnel must sign and date before submitting the request for access. Personnel must sign on their respective signature space at the bottom of the form.

- If the user is working at a WDA (Workforce Board), both the user's supervisor and the WDA TWIST Administrator need to sign and date the form in the spaces provided.
- If the user is a TWC employee, only the user's supervisor needs to sign and date the form in the respective signature

NOTE: All signature dates must not be older than 30 days from the date the forms are received by TIERS Access Administration team.

d. Section 4: Contact Information.

- This section provides the contact information for TIERS Access Administration.
- Access request forms may be submitted to the TIERS Access Administration team via Fax, Email or US Postal Service. Please note that these forms must be submitted by (for WDA employees) one of the designated TIERS/TWIST Administrators at that Workforce Board, or (for internal TWC employees) the prospective user's supervisor.
- The forms can be emailed by first scanning them to an electronic file.

NOTE: Since the request forms no longer contain sensitive Personally Identifiable Information (PII) there is no need to send the information protected or encrypted.

e. Section 5: TWC Security Coordinator Use Only.

This section is used by personnel at TIERS Access Administration only. Please leave it blank.

Procedure: Completing the HHSC Acceptable Use Agreement (HHS AUA).

The HHS AUA Form is maintained by the Health and Human Services Commission (HHSC) and must be completed by the requesting user before any access can be provided to HHSC resources (TIERS). It is an agreement between the user and the HHSC and should be read carefully before signing as it regards the sensitive information contained in the HHSC systems.

The HHS AUA Form must be submitted to the TWC TIERS Access Administration team along with the TWC's "Request for TWC-Provided User Access to HHSC Systems" form.

The HHS AUA Form provides fields to collect required user information. Complete each field with legible print and select the appropriate checkboxes as follows:

- **Employee Initials and Date:** User must initial and date page 1, 3 and 6. The user's full signature and date is required on page 7. User signature indicate they comply fully with the HHSC Acceptable Use Agreement.
- **HHS Employee Signature** (TWC employees signature required)
- **HHS Contractor Signature** (WDA employee signature required)
- **HHS Employee/Contractor Name Printed** (Print the user's full name.)

- **Employee Number/User ID:** Enter ID if applicable. (TWC Employees: Print your employee number. WDA employee leaves blank.)
- **HHS Agency and Department or Division:** (TWC employees: Print the name of your section/department and division. WDA employees: Print the name of your section/department within your organization.)
- **Date Agreement Signed:** the date the user signed the form.

NOTE: The user's signature and signature date must not exceed 30 days from to the date the form is received by TIERS Access Administration.

Procedure: Completing the Request for TWC-Provided User Access to HHSC Systems Form (Reactivate an existing TIERS account that was disabled for inactivity).

The HHSC will disable TIERS user accounts that are inactive for 90 days and may disable accounts for other reasons at their discretion. To re-activate a user account that has been disabled, two forms will need to be submitted to TIERS Access Administration:

- The TWC's "Request for TWC-Provided User Access to HHSC Systems" form
- The HHSC's "Health and Human Services Acceptable User Agreement" form

Follow these instructions to request an existing TIERS account be reactivated:

The "Request for TWC-Provided User Access to HHSC Systems" form is broken down into five small sections, with space for comments at the bottom. Complete the TWC's "Request for TWC-Provided User Access to HHSC Systems" form as follows:

- a. Section 1: Type of Request: Mark with an "X" the "REACTIVATE" box.
- b. Section 2: User Identifying Information:
 - Fill out the fields according to their labels.

NOTE: Email Address must be a work (business) email address. Personal email addresses or email addresses with "generic" domains like Yahoo, MSN, AOL, etc. are not accepted by HHSC.

- In the "Agency" field, mark the box that indicates whether or not the user is an Internal TWC user or is working at a WDA (Workforce Board). If the user is working at a WDA, please specify the board number in the Form space provided.

c. Section 3: Signatures.

All required personnel must sign and date before submitting the request for reactivation. Personnel must sign on their respective signature space at the bottom of the form.

- If the user is working at a WDA (Workforce Board), both the user's supervisor and the WDA TWIST Administrator need to sign and date the form in the spaces provided.
- If the user is a TWC employee, only the user's supervisor needs to sign and date the form in the respective signature

NOTE: All signature dates must not be older than 30 days from the date the forms are received by TIERS Access Administration team.

d. Section 4: Contact Information.

- This section provides the contact information for TIERS Access Administration.
- Access request forms may be submitted to the TIERS Access Administration team via Fax, Email or US Postal Service. Please note that these forms must be submitted by (for WDA employees) one of the designated TIERS/TWIST Administrators at that Workforce Board, or (for internal TWC employees) the prospective user's supervisor.
- The forms can be emailed by first scanning them to an electronic file.

NOTE: Since the access request forms no longer contain sensitive Personally Identifiable Information (PII) there is no need to send the information protected or encrypted.

e. Section 5: TWC Security Coordinator Use Only.

This section is used by personnel at TIERS Access Administration only. Please leave it blank.

f. Comments:

The Comments section can be used to add information that might be helpful to your request. If known, please add the user ID of the existing account here.

Procedure: Completing the Health and Human Services Acceptable Use Agreement (HHS AUA)

The Acceptable Use Agreement (HHS AUA) Form is maintained by the Health and Human Services Commission (HHSC) and must be completed by the requesting user before access to HHSC resources (TIERS) can be reactivated. It is an agreement between the user and the HHSC and should be read carefully before signing as it regards the sensitive information contained in the HHSC systems.

The HHS AUA Form must be submitted to the TWC TIERS Access Administration team along with the TWC's "Request for TWC-Provided User Access to HHSC Systems" form.

The HHS AUA Form provides fields to collect required user information. Complete each field with legible print and select the appropriate sections as follows:

Employee Initials and Date: On the blank line at bottom of the following pages the user must initial and date page 1, 3 and 6. The user's full signature and date is required on page 7. User initials and signature indicate they comply fully with the HHS Acceptable Use Agreement.

- **HHS Employee Signature:** (TWC Employees signature required.)
- **HHS Contractor Signature:** (WDA employee signature required.)
- **HHSC Employee/Contractor Name Printed:** (Print the user's full name.)
- **HHSC Employee ID: Enter ID if applicable** (TWC employees: Print your employee number. WDA employees leave blank.)
- **HHS Agency and Department or Division.** (TWC employees: Print the name of your section/department and division. WDA employees: Print the name of your section/department within your organization.)

Date Agreement Signed: the date the user signed the form

NOTE: The user's signature and signature date must not exceed 30 days from the date the form is received by TIERS Access Administration.

Procedure: Completing the Request for User Access to HHSC Systems Form (Delete User from HHSC Systems).

The Request for TWC-Provided User Access to HHSC Systems form is the only form needed for requesting the deletion of a user from both HHSC systems (TIERS). The AUA form is not needed. Complete the form with legible print and marking of the appropriate checkboxes as follows:

The “Request for TWC-Provided User Access to HHSC Systems” form is broken down into five small sections, with space for comments at the bottom:

- a. Section 1: Type of Request: Mark with an “X” the “DELETE” box.
- b. Section 2: User Identifying Information:

- Fill out the fields according to their labels.

NOTE: Email Address must be a work (business) email address. Email addresses with Yahoo, MSN, AOL, etc. are not accepted by HHSC.

- In the “Agency” field, mark the box that indicates whether or not the user is an Internal TWC user or is working at a WDA (Workforce Board). If the user is working at a WDA, please specify the board number in the space provided.

NOTE: Please provide as much information as possible. Provide the User’s Name, Email Address, Phone Number and Agency. This information will enable the TIERS Access Administration team to locate the correct account for deletion.

- c. Section 3: Signatures.

Required personnel must sign and date before submitting the request for user deletion. Personnel must sign on their respective signature space on the bottom of the form.

- If the user being deleted is/was working at a WDA (Workforce Board), the WDA TWIST Administrator needs to sign and date the form in the spaces provided.
- If the user being deleted is/was a TWC employee, only the user’s supervisor needs to sign and date the form in the respective signature space.

- d. Section 4: Contact Information.

- This section provides the contact information for TIERS Access Administration.

- Access request forms may be submitted to the TIERS Access Administration team via Fax, Email or US Postal Service.
- The forms can be emailed by first scanning them to an electronic file.

NOTE: The access request forms no longer contain sensitive information therefore does not require that it be protected or encrypted.

e. Section 5: TWC Security Coordinator Use Only.

This section is used by personnel at TIERS Access Administration only. Please leave it blank.

f. Comments:

The Comments section can be used to add information that might be helpful to your request. If known, please add the user ID of the existing account here.