

PREVENTION AND EARLY INTERVENTION

HHS Portal Account Registration & Maintenance

Welcome to the secure, easy-to-use portal that allows you to access and request or modify access to multiple state applications from one site! The portal is available 24 hours a day, 7 days a week from any computer, tablet or smartphone! Just follow these simple steps to setup your portal account.

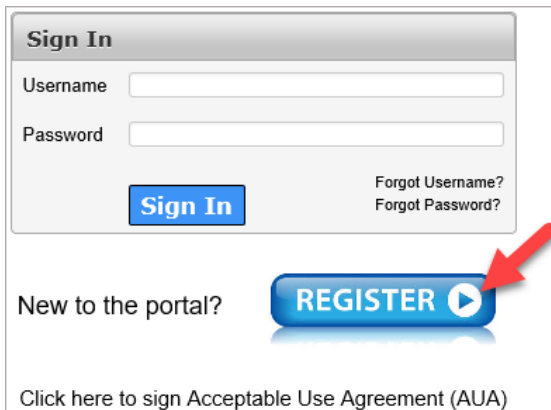
HHS Portal Registration

Setting up the HHS Enterprise Portal is the first step in gaining access to the Prevention and Early Intervention Reporting System or PEIRS. After you register in the HHS portal, you will need to take additional steps to request access to the PEIRS tool. These instructions assume that your organization has already been registered with HHSC as a partner organization. If you are unsure of this, contact your supervisor.

1. Access the portal at: <https://hhsportal.hhs.state.tx.us/>.
2. For the latest information about registering for a portal account, getting access to an application, or managing your account, click the **Portal Web Help** link at the bottom of the page and search or select your option from tiles.



3. When the home page displays, select **Register**.

A screenshot of the HHS Portal sign-in and registration interface. It features a 'Sign In' section with 'Username' and 'Password' input fields, a 'Sign In' button, and links for 'Forgot Username?' and 'Forgot Password?'. Below this is a 'New to the portal?' section with a prominent blue 'REGISTER' button with a play icon, which is pointed to by a red arrow. At the bottom, there is a link that says 'Click here to sign Acceptable Use Agreement (AUA)'.

4. Select a user type.
 - a. You may click the question mark on the screen if you are unsure about your user type.
 - b. If you work for an external organization, select **I'm an Employee of an External Partner Organization**.
 - c. Add your agency or organization's EIN in the fields provided, then select **Next**. If you do not know the EIN, click the link titled **Search Partner Organization**.
 - d. If you receive an error message about the EIN ID, please contact HHSC at HomeVisiting@hsc.state.tx.us.

PREVENTION AND EARLY INTERVENTION

Self Registration ?

I am an HHS Employee.

I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.

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

None of the above.

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

[Search for Organization](#)

Enter EIN *

Re-enter EIN *

5. Fill out your profile details. Read the rules for picking a username before choosing your username. Fields marked with asterisks are required. Select **Next**.

Request Access: Partner Employee

Personal Information

Prefix: Ms

First Name*: Suzie

Middle Name:

Last Name*: Helping

Suffix:

Preferred Name: Suzie

Personal Email: HelpingSuzie@ymail.com

Enterprise Portal Information

Username*: helpings ✓

User Type*: Partner Employee

Organization Name: Trainer Business Partner

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

Agency Information

Physical Address:

City:

State:

Zip:

6. The request must go through the approval process, which may take from one to ten days. After it is approved, you will receive an email with a link to the portal, your username, and a temporary password. Click on the link to the portal and add your username and temporary password in the fields provided, then select **Sign In**.
7. Read the **Acceptable Use Agreement**, then check the box beside the confirmation agreement. This box will not be enabled until you have finished scrolling through the document. Entering your name in the fields provided acts as your electronic signature. Select **Next**.

PREVENTION AND EARLY INTERVENTION

Acceptable Use Agreement

Please review and agree to the terms of the Acceptable Use Agreement. **You must scroll to the end of the agreement to enable the checkbox.**

Health and Human Services Acceptable Use Agreement (AUA)
(Formerly known as the Computer Use Agreement or CUA)

Please read the following agreement carefully and completely before signing.

Purpose

- Proper authorization is required for access to all information owned by HHS Agencies, except for information that is maintained for public access.

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.

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

First Name

Last Name

8. Read the password rules, then enter your new password in the fields provided. The red x's in the list of password rules will turn green as you are typing your password, showing that you are adhering to the rules. Select **Next**.

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 6 passwords used.
- ★ The password will expire after 90 days and must be changed after expiration.

PREVENTION AND EARLY INTERVENTION

9. Finally, choose three different security questions and enter answers for them. These questions will be used to retrieve your username and/or password if needed. Select **Next** to complete your registration. You will be directed to your My Profile page to make changes to your profile data if desired.

Security Questions

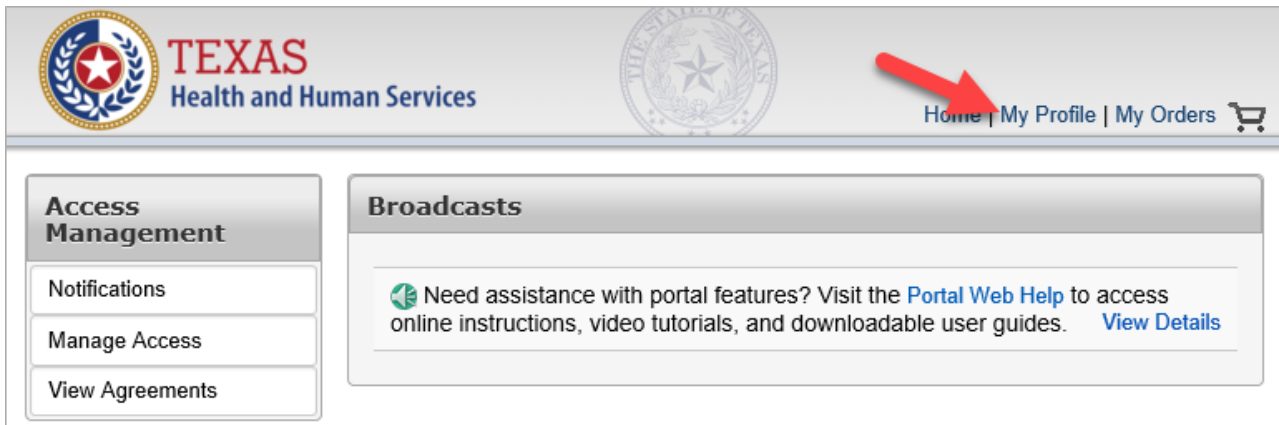
To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question *	What is your favorite pet's name?	▼
Response *	<input type="text"/>	
Confirm *	<input type="text"/>	
Question *	What is your favorite sport?	▼
Response *	<input type="text"/>	
Confirm *	<input type="text"/>	
Question *	Who was your favorite teacher?	▼
Response *	<input type="text"/>	
Confirm *	<input type="text"/>	

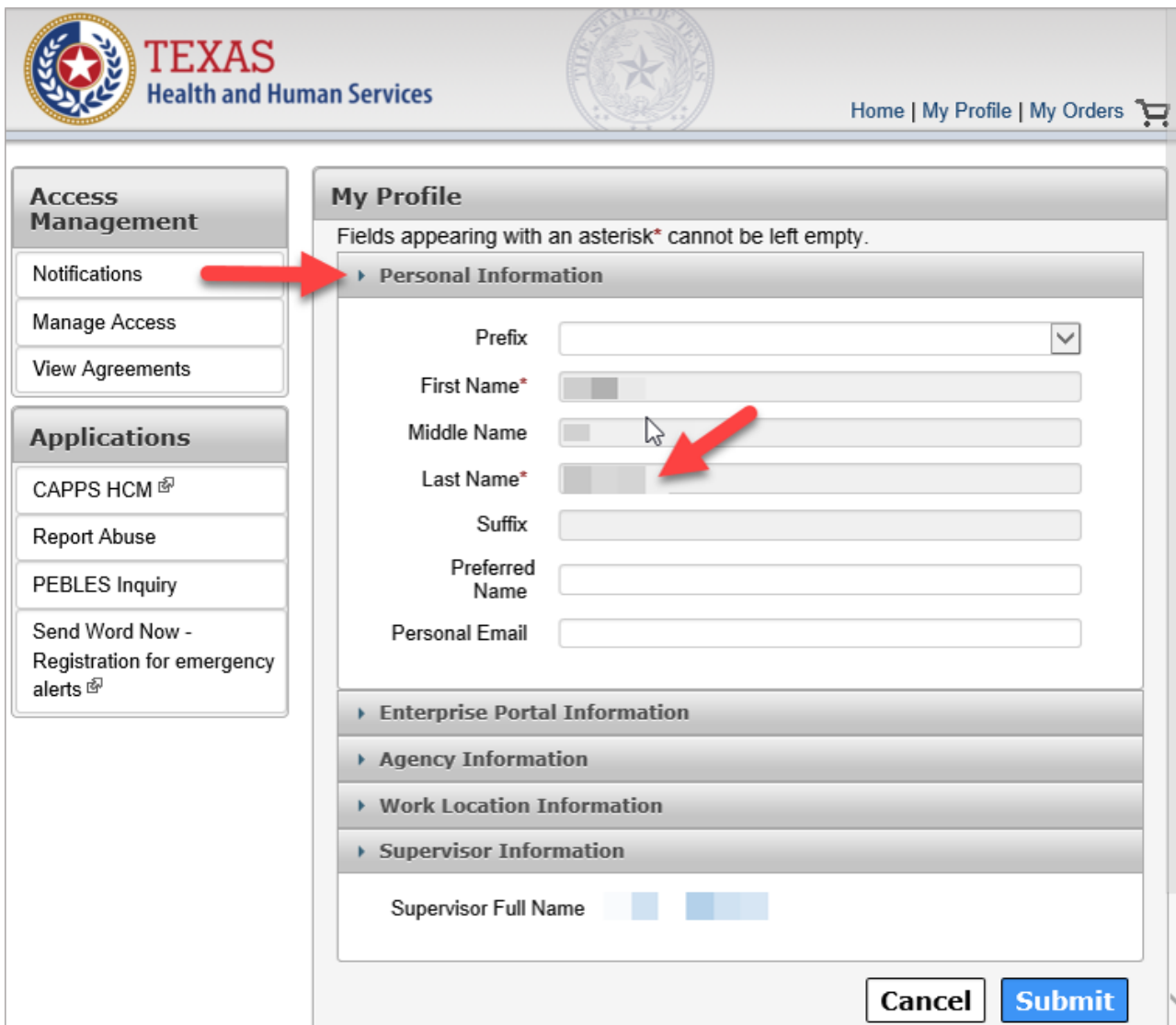
PREVENTION AND EARLY INTERVENTION

Manage Account Profile

1. Sign in to the portal and select **My Profile**.



2. To change your password or security questions, select the links at the top of the **My Profile** page.
3. You can add, remove, or modify data in fields that have been enabled. Click **Submit** when you have completed your changes. Contact your Supervisor to change data in disabled fields.

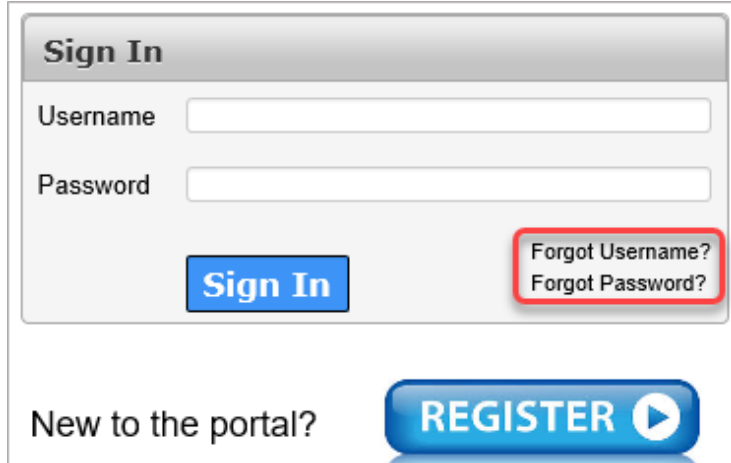


PREVENTION AND EARLY INTERVENTION

Forgot Username/Password

The HHS Enterprise Portal has some features that allow you to recover your username or password. If you forget them, go back to the sign in section at the HHS Portal.

1. Select **Forgot Username?** or **Forgot Password?** on the portal Welcome page.



The screenshot shows the 'Sign In' section of the HHS Enterprise Portal. It includes input fields for 'Username' and 'Password', a blue 'Sign In' button, and two links: 'Forgot Username?' and 'Forgot Password?'. The links are enclosed in a red rectangular box. Below the sign-in area, there is a 'New to the portal?' prompt and a blue 'REGISTER' button with a play icon.

Forgot Username

1. Enter the email assigned to your account and select **Next**.

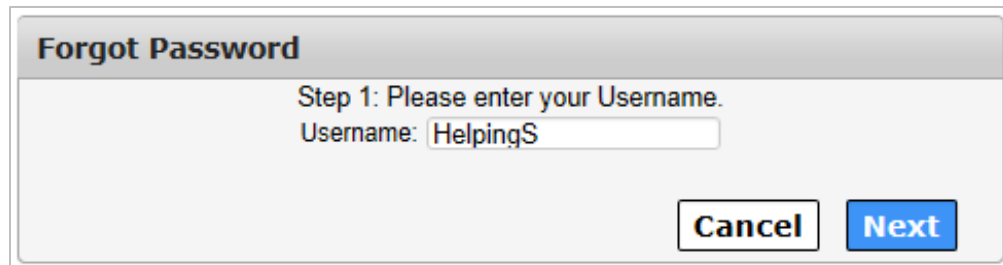


The screenshot shows the 'Forgot Username' form. It has a title bar 'Forgot Username' and a message: 'Please use the email id that you used when you registered with the HHS Portal. Note: for HHS employees, the username is the employee id.' Below the message is an 'Email Address' input field containing 'HelpingS@StarryCare.org'. At the bottom right, there are 'Cancel' and 'Next' buttons.

2. Enter answers to the security questions and select **Next**.
3. The portal will display your username.

Forgot Password

1. Enter your portal username and select **Next**.



The screenshot shows the 'Forgot Password' form, Step 1. It has a title bar 'Forgot Password' and a message: 'Step 1: Please enter your Username.' Below the message is a 'Username:' input field containing 'HelpingS'. At the bottom right, there are 'Cancel' and 'Next' buttons.

2. You will receive an email with a temporary password.
3. Sign in to the portal with the temporary password to change your password.

PREVENTION AND EARLY INTERVENTION

Request Access to the PEI Application

After you have registered and your HHS Portal account is approved, you may request access to portal applications. You are required to pass a background check before being granted access to the PEI application.

My Applications

1. Access the HHS Portal at: <https://hhsportal.hhs.state.tx.us/iam/portal>.
2. Enter your Username and Password, and select **Sign In**.

Sign In

Username

Password

Sign In [Forgot Username?](#) [Forgot Password?](#)

New to the portal?

REGISTER

3. At the portal Home Page, you can review **My Access** and **My Applications** in the left column. The main section provides updates under **My Notifications**. The user in this example already has access to some applications under **My Applications**.
4. Select **Manage Access** to request access to additional applications.

TEXAS
Health and Human Services

Home | My Profile | My Orders

Access Management

- Notifications
- Manage Access**
- View Agreements

Applications

- CAPPS HCM
- Report Abuse
- PEBLES Inquiry
- Send Word Now - Registration for emergency alerts

Broadcasts

Need assistance with portal features? Visit the [Portal Web Help](#) to access online instructions, video tutorials, and downloadable user guides. [View Details](#)

PREVENTION AND EARLY INTERVENTION

Request Access

1. To find the PEI application, type PEI in the search box, or scroll through the list.
2. Select PEI by checking the check box next to the name. After you have made your selection, click **Next**.

The screenshot shows the Texas Health and Human Services portal interface. At the top, there is a header with the Texas state seal and the text 'TEXAS Health and Human Services'. Navigation links include 'Home | My Profile | My Orders' with a shopping cart icon.

The main content area is divided into several sections:

- Access Management:** Contains links for 'Notifications', 'Manage Access', and 'View Agreements'.
- Applications:** Contains links for 'CAPPS HCM', 'Report Abuse', 'PEBLES Inquiry', and 'Send Word Now - Registration for emergency alerts'.
- Select Items:** This is the primary section. It features a search box and a table of items. The table has columns for 'Access Name', 'Description', and 'Username'. The 'PEI' item is selected, indicated by a checked checkbox and a red rectangular highlight around the row. Below the table are 'Cancel' and 'Next' buttons. A red arrow points to the 'Next' button.
- Agency:** A list of checkboxes for agencies: HHSC, DADS, DFPS, DSHS, and Other.
- Categories:** A list of checkboxes for categories: Online Forms, Downloadable IT Forms, and links for 'Show all categories' and 'Clear category filters'.
- Selected Items:** A list showing '1. PEI'.

PREVENTION AND EARLY INTERVENTION

3. A caution symbol in the Status column indicates a requirement before submitting the order. In this example, the user needs to provide some information. Click the **Information Required** link.

The screenshot displays the 'Review Order' interface. The header includes the Texas Health and Human Services logo and navigation links: Home | My Profile | My Orders (1). The left sidebar contains 'Access Management' (Notifications, Manage Access, View Agreements) and 'Applications' (CAPPS HCM, Report Abuse, PEBLES Inquiry). The main table lists the order details:

Item Name	Request Type	Submitted For	Status
PEI	New Access	Valerie L Bergloff	⚠

Below the table, a red box highlights the 'Information Required' link, and another red box highlights the warning triangle in the Status column. A red arrow points from the 'Information Required' link to the warning triangle. At the bottom right, there are 'Return To List' and 'Submit Order' buttons.

Submit Your Order

1. Enter your Name, Date of Birth, and Identification Type. The selection for "Do you have an SSN" is set to Yes. This is why the Identification Type field = SSN. If you select No, the Identification Type field clears and you have to select from a list of the following options: Canadian SIN, Driver's License, Military ID, Passport, Permanent Residency Card, State Photo ID. In the Comments section, please be sure to indicate the level of access you are requesting. Refer to your PEIRS manual for the different access levels.

PREVENTION AND EARLY INTERVENTION

2. Enter the required information and click **Next**.

Access Management

- Notifications
- Manage Access
- View Agreements

Applications

- Report Abuse test
- Report Abuse uat
- Report Abuse train

Provide Information: PEI

Complete the following information before submitting your request.

First Name:

Middle Name:

Last Name:

Date of Birth: *

Do you have Social Security Number (SSN)?
 Yes No


Identification Type: *

Identification No: *


Comments (Maximum character length is 250)

3. A checkmark in a green circle indicates that the Status is ready to submit.




4. Read the agreement and check the box indicating that the request is true and necessary. Click **Submit Order**.



TEXAS
Health and Human Services

Home | My Profile | My Orders  1

Review Order

Item Name	Request Type	Submitted For	Status
 PEI	New Access		

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

PREVENTION AND EARLY INTERVENTION

5. After your order is submitted, you will receive a Confirmation notice along with a confirmation number.

The screenshot shows the Texas Health and Human Services portal. At the top left is the Texas state seal and the text "TEXAS Health and Human Services". At the top right are navigation links: "Home | My Profile | My Orders" with a shopping cart icon. On the left side, there are two main sections: "Access Management" with links for "Notifications", "Manage Access", and "View Agreements"; and "Applications" with links for "CAPPS HCM", "Report Abuse", "PEBLES Inquiry", and "Send Word Now - Registration for emergency alerts". The main content area is titled "Confirmation" and contains the following text: "Thank you! Your order has been successfully submitted. A confirmation email will be sent to you shortly. Your Order Number is 1154969. Please use this number in any correspondence regarding this order. We'll keep you updated via email alerts regarding your order, but you can also check for updates by visiting the My Orders link at the top of the page." Below this text is a table with the following columns: "Request Number", "Item Name", "Request Type", "Submitted For", and "Status". The table contains one row with the following data: "8901632708281217018", "PEI", "New Access", a blurred area, and a green checkmark icon. At the bottom right of the confirmation area is a "Back To Home" button.

Request Number	Item Name	Request Type	Submitted For	Status
8901632708281217018	PEI	New Access	[Blurred]	✓

6. After requesting access to PEI, the web service will check if you have a cleared background check for the contract. If your account does not exist in the data base, or for some reason does not have a background check for the contract, a background check will be initiated by the system and you will receive a 'Subject Submitted Background Check Request' email. This allows you to submit your own background check. You should check every 6 hours until the background check results are returned so you can complete PEI registration once the background check service returns cleared. There are certain situations where the request will fail and the PEI approver or supervisor will need to either submit the background check for you or send the 'Subject Submitted Background Check Request' email to you. You would then re-request PEI access once the background checks have returned as cleared.

PREVENTION AND EARLY INTERVENTION

Accessing the Application

1. When you return to the Home page, your notifications will inform you that your request is awaiting supervisor approval.

TEXAS Health and Human Services

Home | My Profile | My Orders

Access Management

- Notifications
- Manage Access
- View Agreements

Notifications

- ✓ Access request for PEI is awaiting Supervisor approval. [View Details](#) | [Dismiss](#)

2. When your access is approved, you will receive an email stating that access has been granted. A similar notice will appear under **My Notifications**. You will see the PEI application under **My Applications**.
3. Click PEI to start using it.

TEXAS Health and Human Services

Home | My Profile | My Orders

My Access

- Manage Access
- View Agreements

My Applications

- PEI
- E-Report
- New_ETravel
- MIMS - Training

My Notifications

- Enterprise Portal update is now complete. Click "View Details" for release notes [View Details](#)
- Available April 4: Review and certify your staff members' access online. [Click here](#) for more details.
- The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. [View Details](#)