

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 HR0314 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
- HHSC: Health and Human Services Commission
- TIERS: Texas Integrated Eligibility Redesign System
- HR0314 Form: HHSC Computer Use Agreement

Requirements/Responsibilities:

It is responsibility of the local TIERS manager, 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.

**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 Computer User Agreement" (HR0314) 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. Digital signatures are not permitted.

- 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: Digital signatures are not permitted. 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: The access request forms contain Personally Identifiable Information (PII) that must be protected. Please password-protect the documents before emailing them to the TIERS Access Administration team.

- If you are a WDA TWIST Administrator, use the password that has been designated for your Board location.
- If you are a TWC employee, please email us the documents password in a separate email message.

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 Computer Use Agreement (HR0314 FORM).

The HR0314 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 HR0314 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 HR0314 Form provides fields to collect required user information. Complete each field with legible print and select the appropriate checkboxes as follows:

- **Name:** Print the user's full name.
- **Employee Number/User ID:** Enter ID if applicable. (TWC Employees: Print your employee number. WDA employee leave blank.)
- **Agency (or Employer, if not an HHSC Agency: Enter WDA number and name.** (Print WDA number and name of the WDA organization)
- **Unit/Section: Enter user's unit and section** (TWC employees: Print the name of your section/department and division. WDA employees: Print the name of your section/department within your organization)
- **Work Email Address: enter the user's work place e-mail address.** (Print your business email address. Personal email addresses are not accepted.)
- **Work Phone Number (including Area Code): Enter user's work place phone number.** (Print your business telephone number, including the area code.)
- **Employee Initials and Date:** User must initial and date page 1 and 2. The user's full signature and date is required on page 3. User initials and signature indicate they comply fully with the HHSC Computer Use Agreement. Digital signatures are not permitted.
- **Date 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 Computer User Agreement" (HR0314) 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. Digital signatures are not permitted.

- 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: Digital signatures are not permitted. 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: The access request forms contain Personally Identifiable Information (PII) that must be protected. Please password-protect the documents before emailing them to the TIERS Access Administration team.

- If you are a WDA TWIST Administrator, use the password that has been designated for your Board location.
- If you are a TWC employee, please email us the documents password in a separate email message.

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 HHSC Computer Use Agreement (HR0314 FORM).

The HR0314 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 HR0314 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 HR0314 Form provides fields to collect required user information. Complete each field with legible print and select the appropriate checkboxes as follows:

- **Name:** Print the user's full name.
- **Employee Number/User ID:** Enter ID if applicable. (TWC Employees: Print your employee number. WDA employee leave blank.)
- **Agency (or Employer, if not an HHSC Agency: Enter WDA number and name.** (Print WDA number and name of the WDA organization)
- **Unit/Section: Enter user's unit and section** (TWC employees: Print the name of your section/department and division. WDA employees: Print the name of your section/department within your organization)
- **Work Email Address: enter the user's work place e-mail address.** (Print your business email address. Personal email addresses are not accepted.)
- **Work Phone Number (including Area Code): Enter user's work place phone number.** (Print your business telephone number, including the area code.)
- **Employee Initials and Date:** User must initial and date page 1 and 2. The user's full signature and date is required on page 3. User initials and signature indicate they comply fully with the HHSC Computer Use Agreement. Digital signatures are not permitted.
- **Date 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 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 HR0314 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. At the very least, provide the User's Name, Social Security Number, 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 contain sensitive information (names and Social Security Numbers) that must be protected. Please password-protect the documents before emailing them to the TIERS Access Administration team.

- If you are a WDA TWIST Administrator, use the password that has been designated for your Board location.
- If you are a TWC employee, please email us the documents password in a separate email message.

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.