

## Desk Aid

### *Information for Local Information Security Officers*

The LISO will open (<http://www.wrksolutions.com/systemwide/login.asp>) to access the Workforce Security Database.

#### 1. Setting Up a New User

When requesting access for a new user, the LISO will enter information on the database form. This will create an email sending the information to Workforce Security at H-GAC. Workforce Security will enter the information into the database. Workforce Security will assign user-ids and passwords to requested Workforce Solutions information sources once H-GAC receives a fax (713.993.4578) or emailed copy of the agreement(s) detailed in A and B below.

- A. The Contractor LISO will retain and file the original Information Resources Usage Agreements.
- B. The LISO will retain and file the certificates showing successful completion of the on-line Security and Fraud Trainings.
- C. If requesting staff access to TIERS, the LISO will fax (713.993.4578) the two forms (HHSC REQUEST FORM and SECURITY AND PRIVACY AGREEMENT FORM) to Workforce Security. Workforce Security will forward the forms to TWC. The LISO will retain and file the original, signed forms. State staff will notify the user directly when the TIERS default password is set.

**Note: Do not mail the Security Usage Agreement or the certificates for the On-Line trainings. Keep these documents in your records.**

#### 2. Changes to User Database Not Requiring LISO to Notify Workforce Security

Do not notify Workforce Security when making the following changes to the User Database. LISO's have the responsibility to enter the following information directly into the Workforce Security Database.

- A. Enter the date LISO assigned access or removed access to the TWC Mainframe as appropriate.
- B. Every October, staff must resign Security Usage Agreement. Enter that date. Retain and file the new signed Usage Agreement.
- C. Every October, staff must retake the On-Line Security Training and On-Line Fraud Training. Enter the dates.

**Note: Do not mail the Security Usage Agreement or the certificates for the online training. Keep these documents in your records.**

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### 3. Changes to User Database Requiring LISO to Notify Workforce Security

When requesting any change to the database not addressed in the previous section, the LISO will send an email to Workforce Security ([workforcesecurity@wrksolutions.com](mailto:workforcesecurity@wrksolutions.com)). Provide detail about what changes need to be made in the body of the email.

**Please use this format for the subject line.**

**Subject Line: Last Name, First Name – Subject** (such as “Change to Database” or “Inactivation” or “Reset Password”). **Example: Doe, Joan – Change to Database**

### 4. Inactivating User and Notifying Workforce Security

When notifying Workforce Security a user is inactive, the LISO will send an email to Workforce Security no later than the last day of employment. Please use the format for the subject line described in 3 above.

### 5. Reset Password Requests and Other Communication to Workforce Security

When submitting requests to reset passwords or any other communication regarding staff, the LISO will send an email to Workforce Security. Please use the format for the subject line described in 3 above.

#### **Special rules for requests to reset passwords for TIERS**

The staff person with access to TIERS who needs her password reset will contact the HHSC Consolidated Help Desk directly at 800-214-4175 or 512-438-4720. Staff will:

- A. Choose option 1 and will be directed to the IEE – Tiers Technical Help Desk.
- B. Choose option 2 and will be directed to Password Resets. A staff person will assist with resetting the TIERS password.