

**Userid Self-Registration
Step-by-Step Instructions
for requesting access to
DPW's CIS Application for DPW Business
Partners Users**

5/2/14

DPW, Bureau of Information Systems

- Background
- Overview of Self-Registration Steps
- Self-Registration Step-by-Step for new Business Partner users
- Self-Registration to Add CIS Access for existing Business Partner Users
- DPW Approval Process
- Business Partner Notification
- How to Get Additional Help

Why is DPW asking its Business Partners to Perform Self-Registration to access the DPW CIS Application?

- Elimination of SSN userids and 6-digit numeric passwords for DPW CIS mainframe transaction security is the driving force for self-registration for Business Partner users
- Self-Registration for all Business Users was initiated to facilitate having accurate and consistent information about all Business Partner users to protect all parties (Commonwealth, Business Partners and recipients).
- Improve identity protection for Business Partner users since their SSN is not requested by DPW for access to CIS transactions.
- Shorten the amount of time needed to create a userid for new Business Partners users by streamlining the process for DPW and the Business Partners.

Self-Registration Steps



Overview

Plan for 15 minutes to complete the on-line DPW Self-Registration process after gathering the required background information about your organization.

1. Gather required business information about your organization
2. Click on the 'Click here to start Self Registration for DPW Business Partner Users Only' link on the DPW websites, <https://www.dpwtxns.state.pa.us> or <http://hsha.dpw.state.pa.us>.
3. Enter the requested data on each of the 6 screens in the Self-Registration process.
 1. General Information screen
 2. Organization Information screen (information about the Business Partner company, agency, or organization)
 3. User Profile Information screen
 4. User Agreement screen
 5. Select your Application(s) screen
 6. Security Questions screen

Step 1. Gather Required Business Partner background information

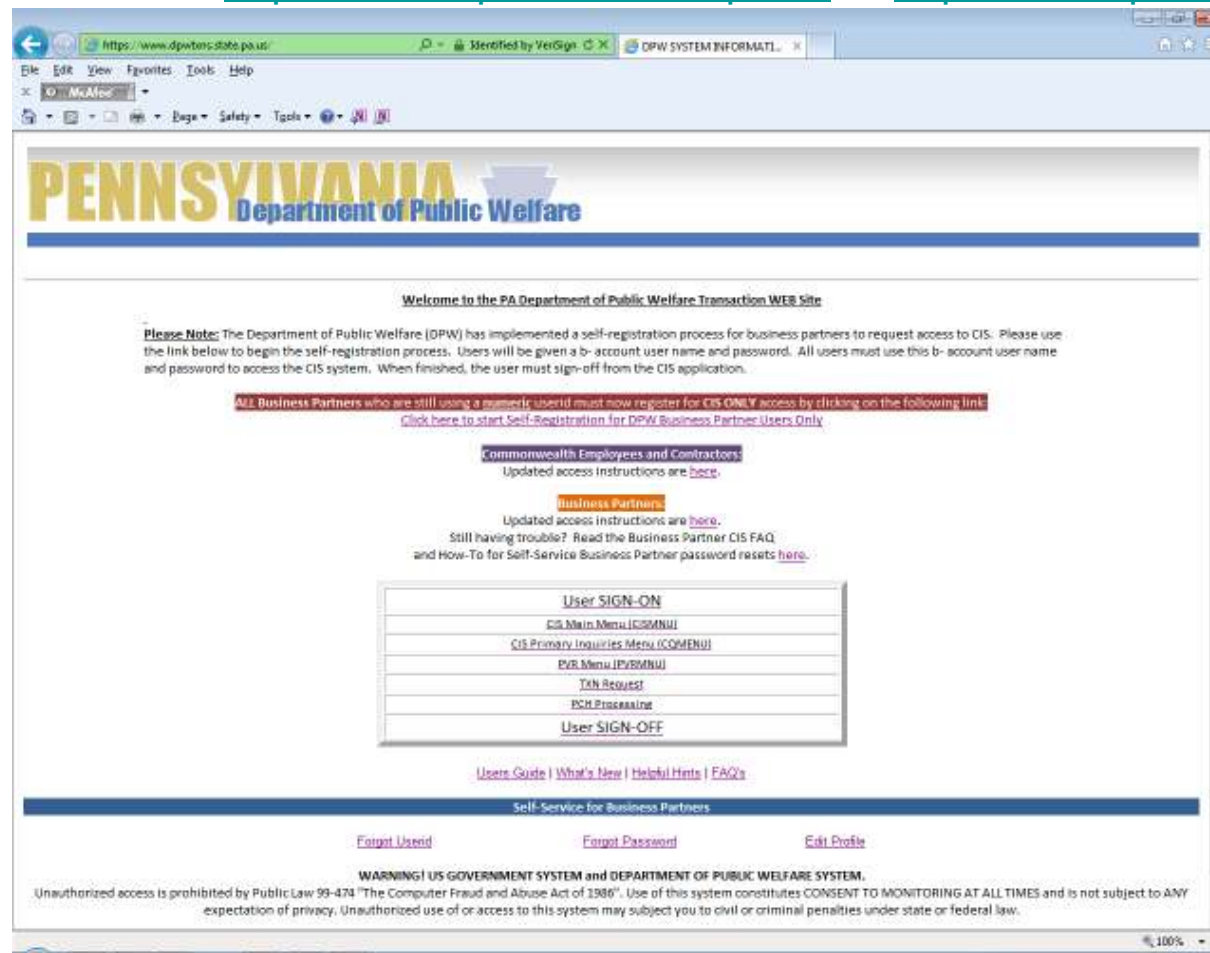
The Self-Registration process requires the following information that the user will need to have about the organization, agency, or company that the user works for. This information can be obtained from the user's manager.

1. Organization Federal Employer Identification Number (FEIN) or Tax-ID number.
2. Organization Name as it appears on the employer's federal tax documents.
3. Organization Street Address
4. Organization City, State, Zip Code

Starting Self-Registration



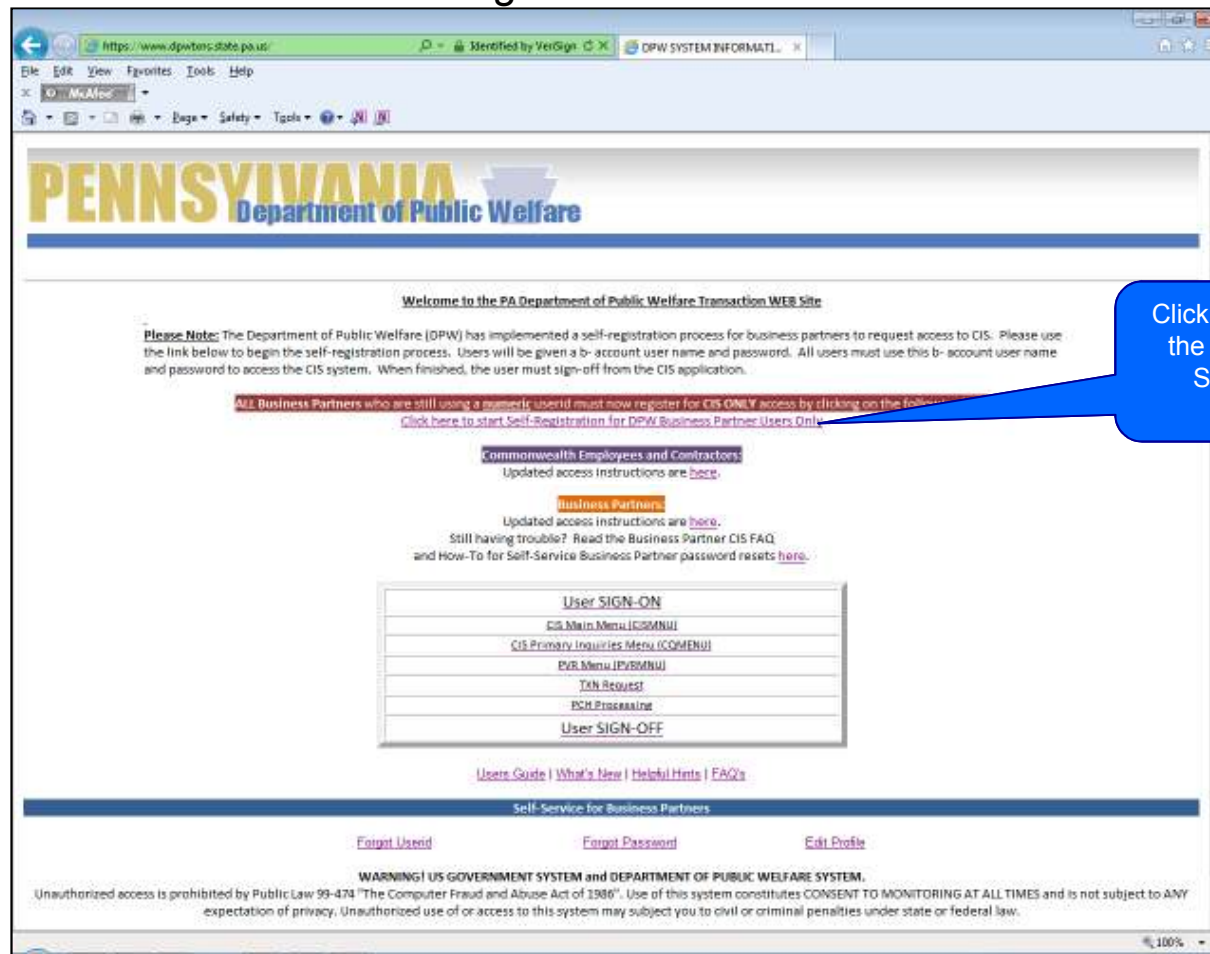
1. Go to the DPW site <https://www.dpwtxns.state.pa.us> or <http://hsha.dpw.state.pa.us>



Starting Self-Registration



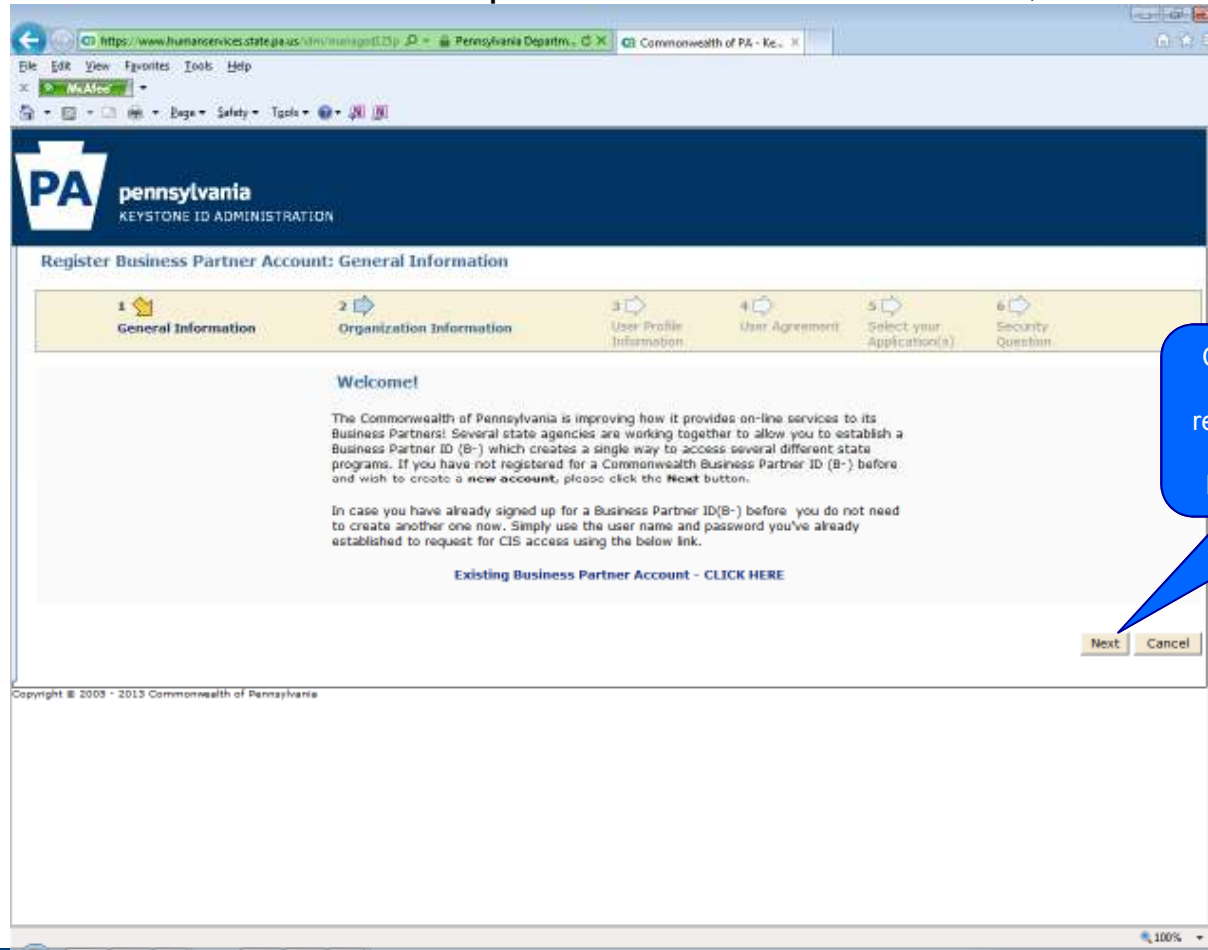
2. Click on 'Click here to start Self-Registration for DPW Business Partner Users Only'



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3. General Information screen is displayed. If the Business Partner user **does not** already have a DPW Business Partner userid/password that starts with 'b-', click on the Next button.

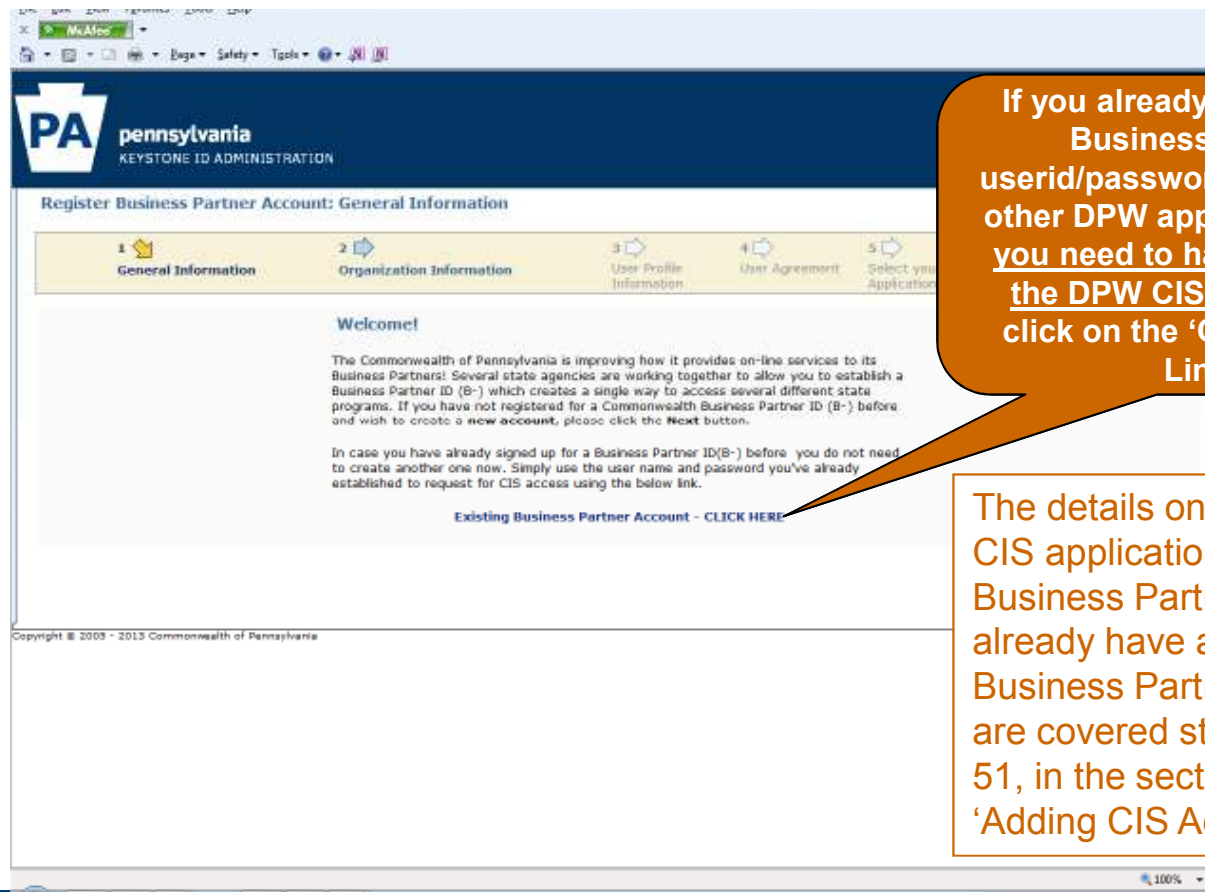


Click on the Next button if you want to do self-registration and you **do not** have a DPW Business Partner userid/password.

Executing Self-Registration



3. General Information screen is displayed. If the Business Partner user **already has** a DPW Business Partner userid that starts with 'b-', and now needs access to the CIS application, click on the 'CLICK HERE' link.



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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" form. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/manager/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The form title is "Register Business Partner Account: Organization Information". A progress bar at the top shows six steps: 1. General Information, 2. Organization Information (current step), 3. User Profile Information, 4. User Agreement, 5. Select your application(s), and 6. Security Question. Below the progress bar, a legend indicates that an asterisk (*) denotes required fields. The main form area contains the instruction: "To create a new Business Partner ID, please provide the following information about your organization:". The form fields are: Organization Tax ID (with a note: "(enter your 9 digit Tax ID/Federal Employer Identification Number(FEIN) without '-')"), Organization Name, Street Address 1, Street Address 2, City, State (a dropdown menu currently showing "AK"), and Zip Code. At the bottom right of the form are "Back", "Next", and "Cancel" buttons. The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manage/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". A progress bar at the top shows six steps: 1. General Information, 2. Organization Information (active), 3. Profile Information, 4. User Agreement, 5. Select your application(s), and 6. Security Question. Below the progress bar, a legend indicates that fields marked with an asterisk (*) are required. The main form area contains the instruction: "To create a new Business Partner ID, please provide the following information about your organization:". The form fields are: Organization Tax ID (with a note: "(enter your 9 digit Tax ID/Federal Employer Identification Number(FEIN) without '-')"), Organization Name, Street Address 1, Street Address 2, City, State (a dropdown menu currently showing "AK"), and Zip Code. At the bottom right of the form are "Back", "Next", and "Cancel" buttons. The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces.

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" screen. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manage/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The main heading is "Register Business Partner Account: Organization Information". Below this is a navigation bar with tabs: "1 General Information", "2 Organization Information" (selected), "3 Profile Information", "4 User Agreement", and "5". A legend indicates that fields with a red asterisk (*) are required. The form contains the following fields: "Organization Tax ID" (with a note: "(enter your 9-digit Tax ID/Federal Employer Identification Number(FEIN) without '-')"), "Organization Name", "Street Address 1", "Street Address 2", "City", "State" (a dropdown menu currently showing "AK"), and "Zip Code". At the bottom right of the form are "Back", "Next", and "Cancel" buttons. The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces.

Enter your organization's name as it appears with the EIN (Tax-ID) number..

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" page. The page has a navigation bar with tabs for "General Information", "Organization Information", "Profile Information", and "User Agreement". The "Organization Information" tab is active. Below the navigation bar, there is a section titled "Required" with a list of fields: "Organization Tax ID", "Organization Name", "Street Address 1", "Street Address 2", "City", "State", and "Zip Code". Each field has a small asterisk next to its label. The "Organization Tax ID" field has a placeholder text: "(enter your 9-digit Tax ID/Federal Employer Identification Number(FEIN) without '-')". At the bottom of the form, there are "Back", "Next", and "Cancel" buttons. Three blue callout boxes with white text and arrows pointing to the form fields provide instructions: the top callout points to the "Organization Tax ID" field, the middle callout points to the "Organization Name" field, and the bottom callout points to the "Street Address 1" and "Street Address 2" fields. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/...". The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces.

Enter your organization's name as it appears with the EIN (Tax-ID) number..

Enter the street address for your organization. Use Street Address 2 if your organization has a two-line address.

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" form. The form is titled "Register Business Partner Account: Organization Information" and has a navigation bar with tabs for "General Information", "Organization Information", "Profile Information", and "User Agreement". The "Organization Information" tab is active. The form contains several required fields, each marked with a red asterisk (*):

- Organization Tax ID: (enter your 9-digit Tax ID/Federal Employer Identification Number(FEIN) without '-')
- Organization Name
- Street Address 1
- Street Address 2
- City
- State: (dropdown menu showing "AK")
- Zip Code

Four blue callout boxes with white text and arrows pointing to the corresponding fields provide instructions:

- Callout 1 (top): "Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces."
- Callout 2: "Enter your organization's name as it appears with the EIN (Tax-ID) number.."
- Callout 3: "Enter the street address for your organization. Use Street Address 2 if your organization has a two-line address."
- Callout 4 (bottom): "Enter the city where your organization is located."

At the bottom of the form, there are "Back", "Next", and "Cancel" buttons. The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

A screenshot of a web browser displaying the "Register Business Partner Account: Organization Information" form. The form is titled "Register Business Partner Account: Organization Information" and has a navigation bar with tabs for "General Information", "Organization Information", "Profile Information", and "User Agreement". The "Organization Information" tab is active. Below the navigation bar, there is a section for "Required" fields. The form contains several input fields: "Organization Tax ID" (with a placeholder "(enter your 9-digit Tax ID/Federal Employer Identification Number(FEIN) without '-')"), "Organization Name", "Street Address 1", "Street Address 2", "City", "State" (a dropdown menu currently showing "AK"), and "Zip Code". Five blue callout boxes with white text and arrows pointing to the respective fields provide instructions: 1. "Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces." (points to Organization Tax ID). 2. "Enter your organization's name as it appears with the EIN (Tax-ID) number.." (points to Organization Name). 3. "Enter the street address for your organization. Use Street Address 2 if your organization has a two-line address." (points to Street Address 1). 4. "Enter the city where your organization is located." (points to City). 5. "Select the state where your organization is located." (points to State). The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

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4. Organization Information screen is displayed. Enter the information that you gathered about your organization. All fields with an '*' must contain data.

The screenshot shows a web browser window displaying the "Register Business Partner Account: Organization Information" form. The form is titled "Organization Information" and includes a navigation bar with "General Information", "Organization Information", "Profile Information", and "User Agreement". A legend indicates that fields marked with an asterisk (*) are required. The form fields are: Organization Tax ID (with a note: "(enter your 9-digit Tax ID/Federal Employer Identification Number(FEIN) without '-')"), Organization Name, Street Address 1, Street Address 2, City, State (with a dropdown menu showing "AK"), and Zip Code. Six blue callout boxes with arrows point to these fields, providing instructions: "Enter your organization's 9-digit EIN (Tax-ID) number. Do Not include any dashes or spaces." (points to Tax ID), "Enter your organization's name as it appears with the EIN (Tax-ID) number.." (points to Organization Name), "Enter the street address for your organization. Use Street Address 2 if your organization has a two-line address." (points to Street Address 1), "Enter the city where your organization is located." (points to City), "Select the state where your organization is located." (points to State), and "Enter the Zip Code for the address where your organization is located." (points to Zip Code).

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5. User Profile Information screen is displayed. Enter information about you, the Business Partner user that is requesting access to DPW's CIS transaction application.

A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/mnmg013.jsp". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". A progress bar at the top shows six steps: 1. General Information, 2. Organization Information, 3. User Profile Information (current step), 4. User Agreement, 5. Select your Application(s), and 6. Security Question. The form contains several required fields: First Name, Last Name, Password, Confirm Password, E-Mail address (with a note: "Email address must be in a valid format and cannot be more than 50 characters in length."), Confirm E-Mail Address, Desk Phone (with a note: "Phone Number must be 10 digits long and in XXX-XXX-XXXX format"), and Mobile Phone. Below the fields, a section titled "To ensure online security, the Commonwealth of Pennsylvania requires passwords that :" lists requirements: at least eight characters long, at least one number, at least one upper case letter, at least one lower case letter, at least one special character (e.g., @, #, %, ^, ~), and no inclusion of user name, first name, or last name. "Back", "Next", and "Cancel" buttons are at the bottom right. The footer shows "Copyright © 2005 - 2010 Commonwealth of Pennsylvania" and a zoom level of 100%.

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A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manager/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The form has a progress bar with six steps: 1. General Information, 2. Organization Information, 3. User Profile Information (current step), 4. User Agreement, 5. Select your Application(s), and 6. Security Question. Below the progress bar, a section titled "Required" lists fields for First Name, Last Name, Password, Confirm Password, E-Mail address, Confirm E-Mail Address, Desk Phone, and Mobile Phone. A password requirements section is also present. At the bottom right, there are "Back", "Next", and "Cancel" buttons. A blue callout box with a white border points to the "First Name" input field, containing the text "Enter your first name." The footer of the page reads "Copyright © 2005 - 2010 Commonwealth of Pennsylvania".

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A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manager/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The form has a progress bar with six steps: 1. General Information, 2. Organization Information, 3. User Profile Information (current step), 4. User Agreement, 5. Select your Application(s), and 6. Security Question. The form contains several required fields: First Name, Last Name, Password, Confirm Password, E-Mail address, Confirm E-Mail Address, Desk Phone, and Mobile Phone. Below the fields, there are instructions for password requirements: "To ensure online security, the Commonwealth of Pennsylvania requires passwords that:" followed by a list of rules: at least eight characters long, at least one number, at least one upper case letter, at least one lower case letter, at least one special character (e.g., @, #, %), and no inclusion of user name, first name, or last name. At the bottom right of the form are "Back", "Next", and "Cancel" buttons. Two blue callout boxes with white text are overlaid on the form: one pointing to the "First Name" field with the text "Enter your first name.", and another pointing to the "Last Name" field with the text "Enter your last name." The footer of the browser window shows "Copyright © 2005 - 2010 Commonwealth of Pennsylvania" and a zoom level of "100%".

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A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manager/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The form has a progress bar with four steps: "General Information", "Organization Information", "User Profile Information" (current step), and "User Agreement". Below the progress bar, it says "Required" and "To create a new Business Partner ID, please provide the following information:". The form fields include: "First Name", "Last Name", "Password", "Confirm Password", "E-Mail address" (with a note: "(Email address must be in a valid format and cannot be more than 50 characters in length.)"), "Confirm E-Mail Address", "Desk Phone" (with a note: "(Phone Number must be 10 digits long and in XXX-XXX-XXXX format)"), and "Mobile Phone". At the bottom, there is a section titled "To ensure online security, the Commonwealth of Pennsylvania requires passwords that:" followed by a list of password requirements.

1 General Information 2 Organization Information 3 User Profile Information 4 User Agreement Select

Required

To create a new Business Partner ID, please provide the following information:

*First Name
*Last Name
*Password
*Confirm Password
*E-Mail address (Email address must be in a valid format and cannot be more than 50 characters in length.)
*Confirm E-Mail Address
*Desk Phone (Phone Number must be 10 digits long and in XXX-XXX-XXXX format)
Mobile Phone

To ensure online security, the Commonwealth of Pennsylvania requires passwords that :

- are at least eight characters long.
- contain at least one number.
- contain at least one upper case letter.
- contain at least one lower case letter.
- contain at least one special character, such as @,&,*,%,\$, or ^.
- do not include any of your user name, your first name, or your last name.

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Enter your first name.

Enter your last name.

Enter the password that you would like to use for accessing DPW CIS Transactions.

Passwords are required to be:

1. At least 8 characters long.
2. Contain at least one number.
3. Contain at least one UPPER case letter.
4. Contain at least one LOWER case letter.
5. Contain at least one special character, like @, &, *, %, \$, or ^.
6. DO NOT contain either your first name, your last name or your DPW userid.

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A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manager/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The form title is "Register Business Partner Account: User Profile Information". Below the title is a progress bar with four steps: "1 General Information", "2 Organization Information", "3 User Profile Information" (which is the active step), and "4 User Agreement". The form contains several input fields with asterisks indicating they are required: "First Name", "Last Name", "Password", "Confirm Password", "E-Mail address", "Confirm E-Mail Address", "Desk Phone", and "Mobile Phone". There are also instructions for password requirements: "To ensure online security, the Commonwealth of Pennsylvania requires passwords that :". The password requirements list includes: "are at least eight characters long.", "contain at least one number.", "contain at least one upper case letter.", "contain at least one lower case letter.", "contain at least one special character, such as @&^%\$^", and "do not include any of your user name, your first name, or your last name." At the bottom right of the form are "Back", "Next", and "Cancel" buttons. The footer of the page says "Copyright © 2005 - 2010 Commonwealth of Pennsylvania".

Enter your first name.

Enter your last name.

Enter the password that you would like to use for accessing DPW CIS Transactions.

Re-enter the password so that you can confirm that it matches what you entered.

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5. User Profile Information screen is displayed. Enter information about you, the Business Partner user that is requesting access to DPW's CIS transaction application.

A screenshot of a web browser displaying the "Register Business Partner Account: User Profile Information" form. The form is titled "Register Business Partner Account: User Profile Information" and has a progress bar with four steps: "1 General Information", "2 Organization Information", "3 User Profile Information", and "4 User Agreement". The "3 User Profile Information" step is currently active. The form contains several required fields: "First Name", "Last Name", "Password", "Confirm Password", "E-Mail address", "Confirm E-Mail Address", "Desk Phone", and "Mobile Phone". Below the fields, there is a section titled "To ensure online security, the Commonwealth of Pennsylvania requires passwords that:" followed by a list of password requirements. At the bottom right of the form, there are "Back", "Next", and "Cancel" buttons. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/manager/IDp...".

Enter your first name.

Enter your last name.

Enter the password that you would like to use for accessing DPW CIS Transactions.

Re-enter the password so that you can confirm that it matches what you entered.

Enter your business e-mail address for your organization.

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5. User Profile Information screen is displayed. Enter information about you, the Business Partner user that is requesting access to DPW's CIS transaction application.

The screenshot shows a web browser window displaying the "Register Business Partner Account: User Profile Information" form. The form is titled "Register Business Partner Account: User Profile Information" and includes a progress bar with four steps: "General Information", "Organization Information", "User Profile Information" (the current step), and "User Agreement". Below the progress bar, there is a "Required" section with a list of fields: "First Name", "Last Name", "Password", "Confirm Password", "E-Mail address", "Confirm E-Mail Address", "Desk Phone", and "Mobile Phone". Each field has a corresponding callout box with instructions. The "Password" and "Confirm Password" fields have a callout box stating: "Enter the password that you would like to use for accessing DPW CIS Transactions." and "Re-enter the password so that you can confirm that it matches what you entered." respectively. The "E-Mail address" and "Confirm E-Mail Address" fields have callout boxes stating: "Enter your business e-mail address for your organization." and "Re-enter your business e-mail address for your organization so that you can confirm that it matches what you entered." respectively. The "First Name" and "Last Name" fields have callout boxes stating: "Enter your first name." and "Enter your last name." respectively. Below the form, there is a section titled "To ensure online security, the Commonwealth of Pennsylvania requires passwords that:" followed by a list of password requirements: "are at least eight characters long.", "contain at least one number.", "contain at least one upper case letter.", "contain at least one lower case letter.", "contain at least one special character, such as @&^%\$^", and "do not include any of your user name, your first name, or your last name." At the bottom right of the form, there are "Back", "Next", and "Cancel" buttons. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/...".

Enter your first name.

Enter your last name.

Enter the password that you would like to use for accessing DPW CIS Transactions.

Re-enter the password so that you can confirm that it matches what you entered.

Enter your business e-mail address for your organization.

Re-enter your business e-mail address for your organization so that you can confirm that it matches what you entered.

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Enter your first name.

Enter your last name.

Enter the password that you would like to use for accessing DPW CIS Transactions.

Re-enter the password so that you can confirm that it matches what you entered.

Enter your business e-mail address for your organization.

Re-enter your business e-mail address for your organization so that you can confirm that it matches what you entered.

Enter your business phone number.
Use format xxx-xxx-xxxx

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5. User Agreement screen is displayed. You will need to use the scroll bar at the right to move down to complete the user agreement.

A screenshot of a web browser displaying the "Register Business Partner Account: User Agreement" page. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". A progress bar at the top shows five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement (highlighted with a yellow background), and 5. Select your Application(s). Below the progress bar, a section titled "Required" contains a paragraph of text: "Below is the Commonwealth's Management Directive MD 205.34. You must read, agree with and accept all of the terms and conditions contained in the directive." This text is displayed within a scrollable window that shows a document titled "MANAGEMENT DIRECTIVE" with the number "205.34 Amended Number" and "COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE". Below the scrollable window, there is a section for "Certification and Authorization for e-Signature" with a paragraph of text: "Before you submit this user registration request, you need to provide an e-Signature. This is the same thing as signing with a pen at the bottom of a paper form. I certify to the best of my knowledge that I understand my rights and responsibilities. I certify that all information in this application is true and correct under penalty of perjury." The browser's status bar at the bottom shows "Done" and "100%".

Click on the scroll bar and drag your mouse down to view the fields that need to be completed on the User Agreement screen.

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5. User Agreement screen is displayed. Please read the Commonwealth of Pennsylvania IT Acceptable Use Agreement. Scroll down through the top frame for the entire agreement..

A screenshot of a web browser window showing a user agreement page. The browser's address bar displays "https://www.humanresources.state.pa.us/vm/manage/03p...". The page content includes a header for "MANAGEMENT DIRECTIVE" with the number "205.34 Amended" and "COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE". Below the header, there is a section for "Certification and Authorization for e-Signature" with a "User Agreement" section containing two radio button options: "I have read and understood this entire agreement and agree to abide by it." (which is selected) and "I do not accept the terms and conditions of this agreement." Below this, there is a text input field for "Full name" and a "Back" button. The browser's status bar at the bottom shows "Done" and "100%".

Click on the scroll bar and drag your mouse down to read the Commonwealth IT Acceptable Use Directive.

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5. User Agreement screen is displayed. Two final steps need to be completed on this screen.

A screenshot of a web browser displaying a user agreement screen. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/manage/03.jsp". The page content includes the title "MANAGEMENT DIRECTIVE" and "205.34 Amended Number". Below the title, it states "COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE". The main text reads: "Before you submit this user registration request, you need to provide an e-Signature... the same thing as signing with a pen at the bottom of a paper form." Under the heading "Certification and Authorization for e-Signature", there is a certification statement: "I certify to the best of my knowledge that I understand my rights and responsibilities, I certify that all information in this application is true and correct under penalty of perjury." Below this, there are two radio button options for the "User Agreement": "I have read and understood this entire agreement and agree to abide by it." (which is selected) and "I do not accept the terms and conditions of this agreement." At the bottom, there is a text input field labeled "Full name" and a "Back" button. The footer of the page contains the text "Copyright © 2009 - 2015 Commonwealth of Pennsylvania".

Click on the button that indicates that you have read and will abide by the Commonwealth of Pennsylvania IT User Agreement.

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5. User Agreement screen is displayed. Two final steps need to be completed on this screen.

A screenshot of a web browser displaying a user agreement screen. The page title is "MANAGEMENT DIRECTIVE" and "205.34 Amended Number". The text reads: "COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE". Below this, it says "Before you submit this user registration request, you need to provide an e-Signature...". There is a section for "Certification and Authorization for e-Signature" with a checkbox for "User Agreement" and a text input field for "Full name". Two blue callout boxes with arrows point to the "User Agreement" checkbox and the "Full name" input field. The first callout says "Click on the button that indicates that you have read and will abide by the Commonwealth of Pennsylvania IT User Agreement." The second callout says "Enter your full name." The browser address bar shows "https://www.humanresources.state.pa.us/...".

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5. User Agreement screen is displayed. Two final steps need to be completed on this screen.

A screenshot of a web browser displaying a user agreement screen. The page title is "MANAGEMENT DIRECTIVE" and "205.34 Amended Number". The text on the page includes "COMMONWEALTH OF PENNSYLVANIA" and "GOVERNOR'S OFFICE". Below the title, there is a section for "Certification and Authorization for e-Signature" with a checkbox for "User Agreement" and a text input field for "Full name". The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/manage/03.jsp".

Click on the button that indicates that you have read and will abide by the Commonwealth of Pennsylvania IT User Agreement.

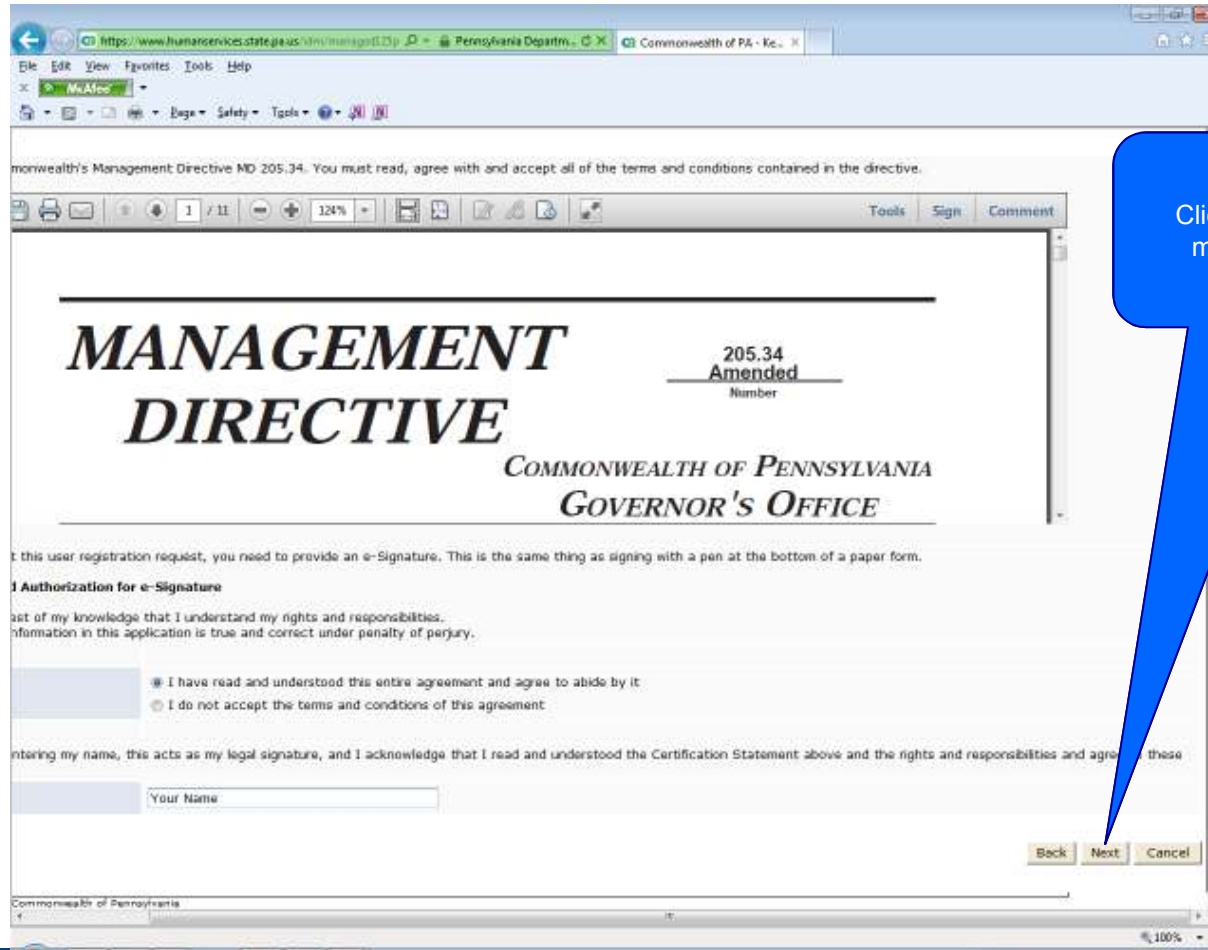
Enter your full name.

Scroll to the right to reveal the Next button.

Executing Self-Registration



5. User Agreement screen is displayed. Click on the 'Next' button to move to the next screen.



Click on the 'Next' button to move to the next screen.

Executing Self-Registration



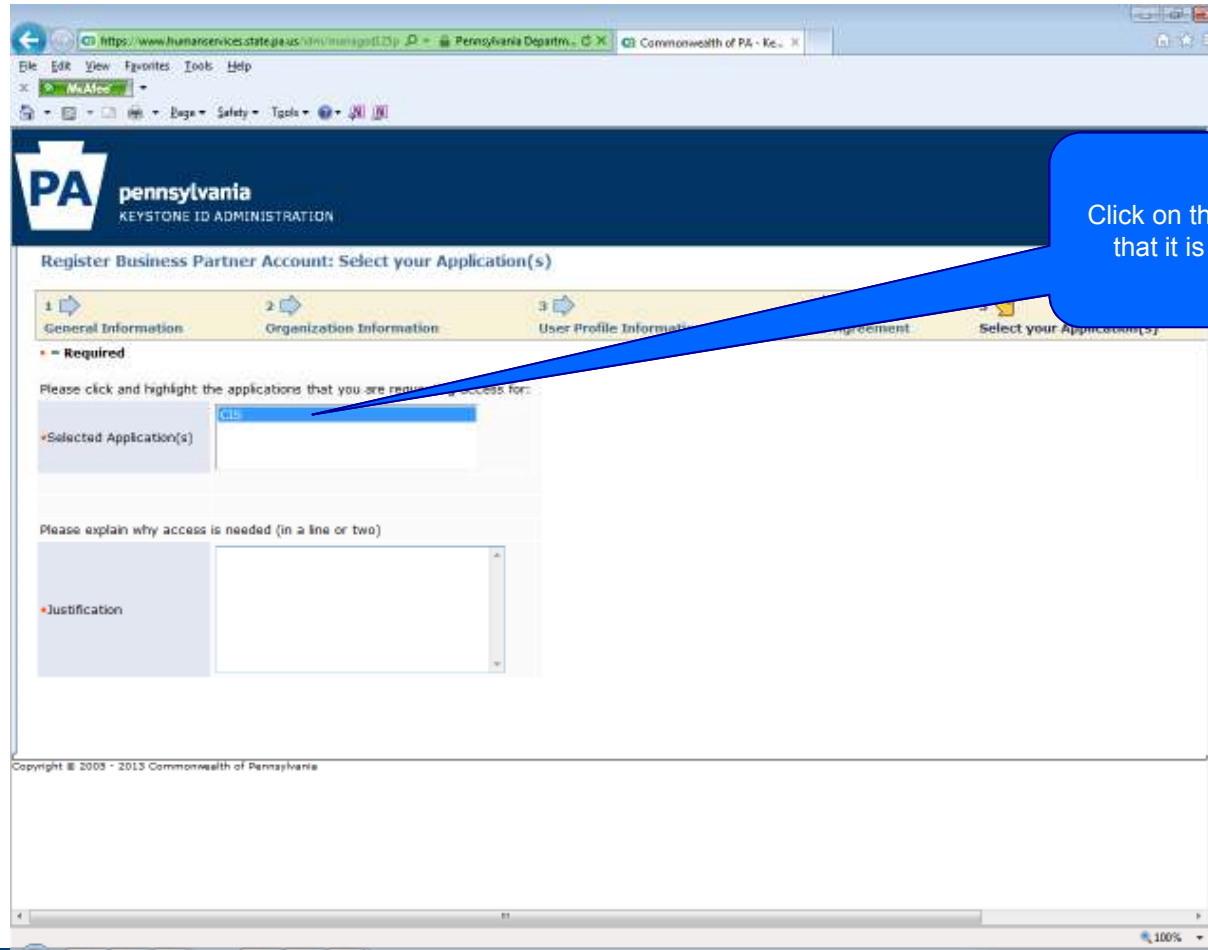
6. The Select your Application(s) screen is displayed.

A screenshot of a web browser displaying the "Register Business Partner Account: Select your Application(s)" page. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/mnaga03.jsp". The page header includes the "PA pennsylvania KEYSTONE ID ADMINISTRATION" logo. The main content area has a yellow navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Application(s) (which is highlighted with a yellow background and a yellow arrow). Below the navigation bar, there is a "Required" section with the instruction "Please click and highlight the applications that you are requesting access for:". This section contains a "Selected Application(s)" field with "CIS" entered. Below this is a "Justification" field with the instruction "Please explain why access is needed (in a line or two)". The footer of the page reads "Copyright © 2009 - 2013 Commonwealth of Pennsylvania".

Executing Self-Registration



6. The Select your Application(s) screen is displayed.



Click on the 'CIS' application so that it is highlighted in blue.

Executing Self-Registration



6. The Select your Application(s) screen is displayed.

A screenshot of a web browser displaying the "Register Business Partner Account: Select your Application(s)" page. The page has a dark blue header with the "PA pennsylvania KEYSTONE ID ADMINISTRATION" logo. Below the header is a navigation bar with five tabs: "General Information", "Organization Information", "User Profile Information", "Agreement", and "Select your Application(s)". The "Select your Application(s)" tab is active. The main content area is titled "Required" and contains two sections. The first section, "Please click and highlight the applications that you are requesting access for:", has a list of applications with "CIS" selected and highlighted in blue. The second section, "Please explain why access is needed (in a line or two)", has a text area containing the text "CIS access request to perform verification of benefits." Two blue callout boxes with white text point to the "CIS" application and the justification text. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/vm/manage/Disp...".

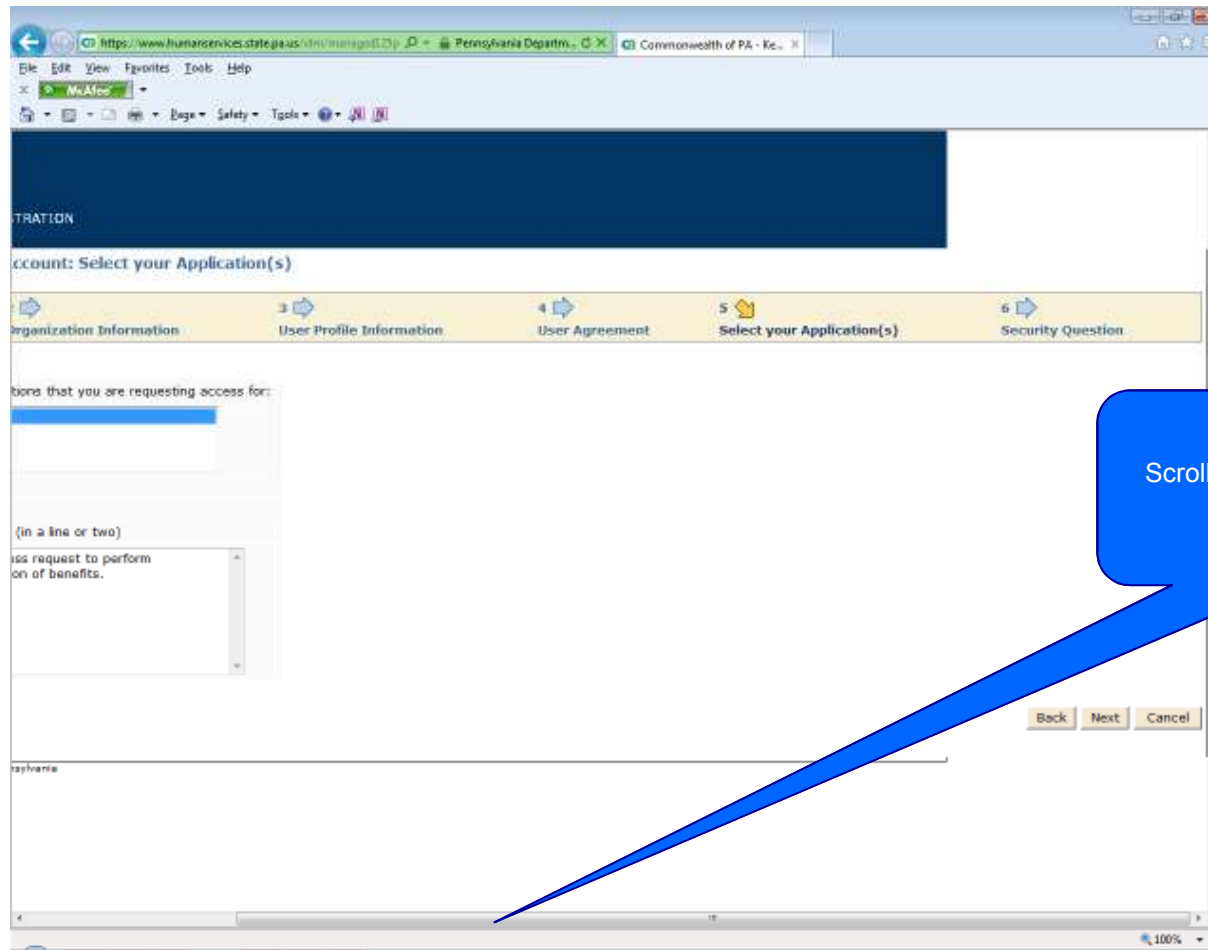
Click on the 'CIS' application so that it is highlighted in blue.

Enter one or two sentences describing why you need access to the DPW CIS application.

Executing Self-Registration



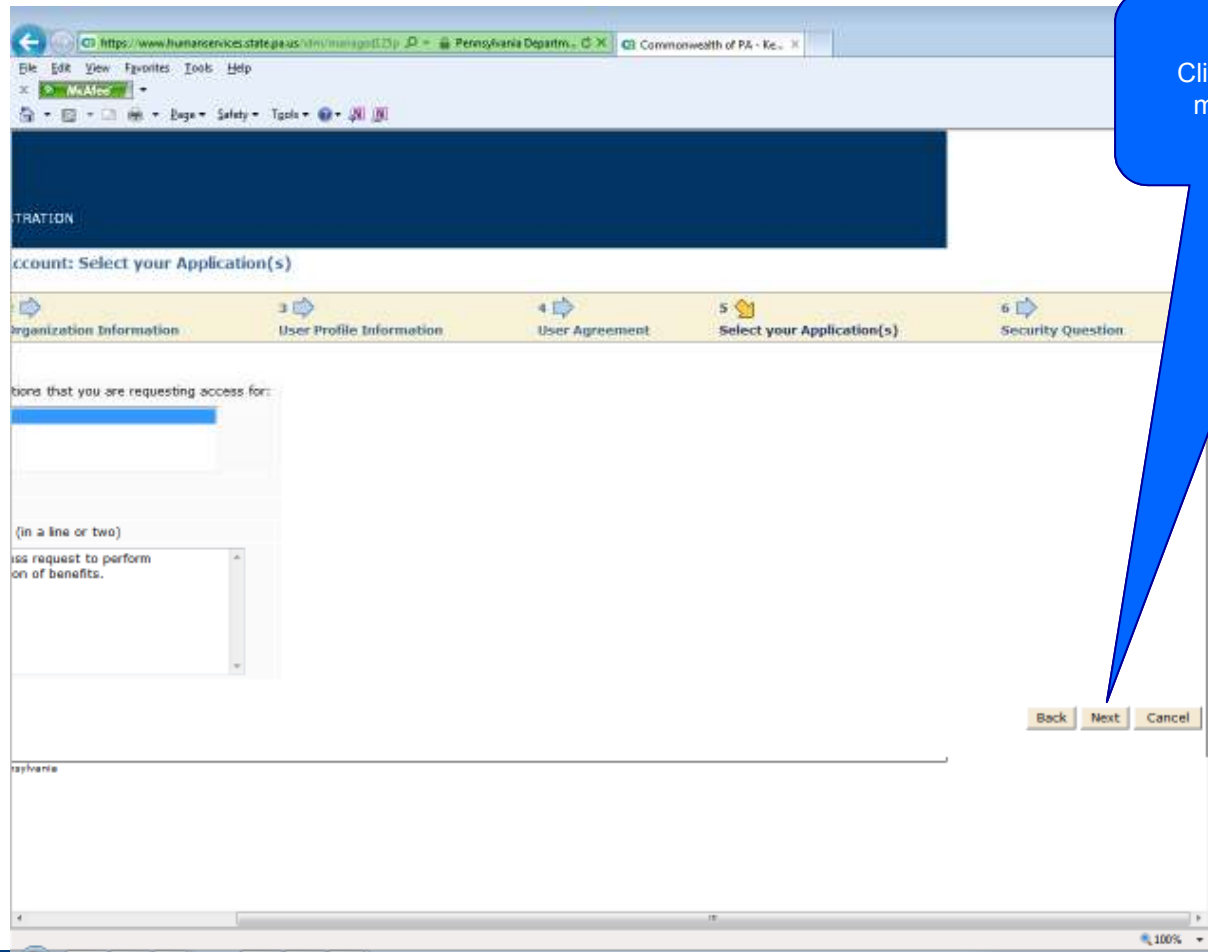
6. The Select your Application(s) screen is displayed.



Executing Self-Registration



6. The Select your Application(s) screen is displayed.



Click on the 'Next' button to move to the next screen.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manage/IDp...". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". A progress bar at the top shows five steps: 1. General Information, 2. Organization Information, 3. User Profile Information (current step), 4. User Agreement, and 5. Select your Application(s). Below the progress bar, a "Required" section states: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." A "Security Question Tips" section lists instructions: "Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.", "Answers must be typed exactly the same way, every time. So, if you capitalize 'Philadelphia' or if you write 'Philadelphia PA' here, you must do so every time you use the question.", "Avoid using special characters (\$@%&) and punctuation (', - .) in your answers.", "You cannot use the same question more than once.", and "Answer cannot contain any phrase of the question." Below the tips are three sets of input fields for "Security Question 1", "Security Question 2", and "Security Question 3", each with a dropdown menu for the question and a text box for the answer. At the bottom, a "Page Section" contains a sample question: "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an "Answer" text box.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a blue header with the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". Below the header is a progress bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is "Select your Account". The main content area is titled "Required" and contains instructions for selecting security questions. A blue callout bubble points to a dropdown menu for "Security Question 1" which is currently open, showing a list of questions. The first question in the list is "Please select a security question" and the second is "What city was your spouse born in?".

Register Business Partner Account: Security Question

1 General Information 2 Organization Information 3 User Profile Information 4 User Agreement 5 Select your Account

Required

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.

Security Question Tips

- Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.
- Answers must be typed exactly the same way, every time. So, if you capitalize "Philadelphia" or if you write "Philadelphia PA" here, you must do so every time you enter the question.
- Avoid using special characters (#%&) and punctuation (', -) in your answers.
- You cannot use the same question more than once.
- Answer cannot contain any phrase of the question.

*Security Questions 1 Please select a security question
*Answer 1 Please select a security question
*Security Question 2 What city was your spouse born in?
*Answer 2 What is the first line of your favorite song or poem?
*Security Question 3 What is the first school you attended?
*Answer 3 What is the last name of your first-grade teacher?
*Security Question 4 What is your favorite author's last name?
*Answer 4 What is your favorite movie?
*Security Question 5 What is your favorite quotation?
*Answer 5 What was the first name of your childhood best friend?
*Security Question 6 What was the model of your first automobile?
*Answer 6 What was the name of the city where you were born?
*Security Question 7 What was the name of the hospital where you were born?
*Answer 7 What was the name of the street you lived on when you grew up?
*Security Question 8 What was the name of your childhood pet?
*Answer 8 What was your favorite childhood toy?
*Security Question 9 Which of the following is your favorite?
*Answer 9 Who did you want to go to the prom with?
*Security Question 10 Who do you most admire?
*Answer 10 Who is your favorite musical artist?

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is "Select your Account". Below the navigation bar, there is a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Underneath, there are "Security Question Tips" and a list of security questions. The question "What is your favorite movie?" is highlighted in blue. A blue callout bubble points to this question with the text: "Now, click on the question that you will always remember the answer to. In this example, we chose, 'What is your favorite movie?'". The browser's address bar shows "https://www.humanresources.state.pa.us/...", and the taskbar at the bottom shows various application icons and the system clock at 1:34 PM.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform user self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information (active), 4. User Agreement, and 5. Select your Agency. Below the navigation bar, there is a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Underneath are "Security Question Tips" and three sets of "Security Question" and "Answer" fields. The first set shows the question "What is your favorite movie?" with the answer "Fried Green Tomatoes" entered. The second and third sets show "Please select a security question" in the dropdown menu. At the bottom, there is a "Page Section: For security reasons, please answer the following question." with a question "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an empty "Answer" field.

Now, enter the answer to the question that you will always remember. In this example, we entered, 'Fried Green Tomatoes' is our favorite movie.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform user self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Application. The current step is 3. Below the navigation bar, there is a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Underneath are "Security Question Tips" and a list of security questions. The second question, "Please select a security question", is highlighted in blue, and a blue callout bubble points to it with the text: "Click on the triangle on Security Question 2, 'Please select a security question' line to reveal the reminder questions." The list of questions includes: "What is your favorite movie?", "What city was your spouse born in?", "What is the first line of your favorite song or poem?", "What is the first school you attended?", "What is the last name of your first-grade teacher?", "What is your favorite author's last name?", "What is your favorite movie?", "What is your favorite quotation?", "What was the first name of your childhood best friend?", "What was the model of your first automobile?", "What was the name of the city where you were born?", "What was the name of the hospital where you were born?", "What was the name of the street you lived on when you grew up?", "What was the name of your childhood pet?", "What was your favorite childhood toy?", "Who did you want to go to the prom with?", "Who do you most admire?", and "Who is your favorite musical artist?".

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a blue header with the "PA pennsylvania KEYSTONE ID ADMINISTRATION" logo. Below the header is a progress bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is "Select your Account". The main content area is titled "Required" and contains instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Below this are "Security Question Tips" and a list of security questions. The first question is "What is your favorite movie?" with the answer "Fried Green Tomatoes". The second question is "Please select a security question" with a dropdown menu. The third question is "What is the first school you attended?" with the answer "What is the first school you attended?". A blue callout bubble points to this question. At the bottom, there is a "Page Section: For security reasons" section with a question and an answer field.

Now, click on the question that you will always remember the answer to. In this example, we chose, 'What is the first school you attended?'

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform user self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information (active), 4. User Agreement, and 5. Select your Application. Below the navigation bar, there is a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." A "Security Question Tips" section lists several guidelines. The main form area contains three security question entries. The first entry has the question "What is your favorite movie?" and the answer "Fried Green Tomatoes". The second entry has the question "What is the first school you attended?" and the answer "Springfield School". The third entry has the question "Please select a security question" and an empty answer field. Below this is a "Page Section: For security reasons, please answer the following question." with a question "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an empty answer field.

Now, enter the answer to the question that you will always remember. In this example, we entered, 'Springfield School' is first school that we attended.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is "Select your Account". The page contains a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." There are "Security Question Tips" and a list of 20 potential security questions. A blue callout bubble points to the first question, "Please select a security question", with the text: "Click on the triangle on Security Question 3, 'Please select a security question' line to reveal the reminder questions." Below the list of questions, there are three sections for "Security Question 1", "Security Question 2", and "Security Question 3", each with an "Answer" field. At the bottom, there is a "Page Section: For security reasons, please answer the following question." with a question: "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an "Answer" field.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a blue header with the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". Below the header is a progress bar with four steps: "1 General Information", "2 Organization Information", "3 User Profile Information", and "4 Select your Account". The main content area is titled "Required" and contains instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." There are "Security Question Tips" on the left and a list of questions on the right. A blue callout bubble points to the question "What city was your spouse born in?". Below the list is a section for "Security Questions 1", "2", and "3" with corresponding answer fields. At the bottom, there is a "Page Section: For security reasons, please answer the following question." with a question: "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an answer field.

Now, click on the question that you will always remember the answer to. In this example, we chose, 'What city was your spouse born in?'

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is 3. The page contains a "Required" section with instructions and "Security Question Tips". Below this are three security questions with input fields for answers. The first question is "What is your favorite movie?" with the answer "Fried Green Tomatoes". The second question is "What is the first school you attended?" with the answer "Springfield School". The third question is "What city was your spouse born in?" with the answer "Allentown". A blue callout bubble points to the "Allentown" answer. At the bottom, there is a "Page Section" with a question: "Which of the following is a vegetable: toe, cat, fish, broccoli, get?" and an empty answer field. The browser's address bar shows the URL "https://www.humanresources.state.pa.us/...".

Now, enter the answer to the question that you will always remember. In this example, we entered, 'Allentown' is city where our spouse was born.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is 5. The page contains a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Below this are "Security Question Tips" and three security questions with their respective answers:

*Security Questions 1	What is your favorite movie?
*Answer 1	Fried Green Tomatoes
*Security Question 2	What is the first school you attended?
*Answer 2	Springfield School
*Security Question 3	What city was your spouse born in?
*Answer 3	Allentown

At the bottom, there is a "Page Section: For security reasons, please answer the following question." with a question: "Question: Which of the following is a vegetable: toe, cat, fish, broccoli, get" and an "Answer:" field.

Now, enter the answer to the final question on this screen from the multiple choices.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform userid self-service in the future.

A screenshot of a web browser displaying the "Register Business Partner Account: Security Question" page. The page has a navigation bar with five steps: 1. General Information, 2. Organization Information, 3. User Profile Information, 4. User Agreement, and 5. Select your Account. The current step is 5. Below the navigation bar, there is a "Required" section with instructions: "To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password." Underneath are "Security Question Tips" and a list of three security questions with their answers:

*Security Questions 1	What is your favorite movie?
*Answer 1	Fried Green Tomatoes
*Security Question 2	What is the first school you attended?
*Answer 2	Springfield School
*Security Question 3	What city was your spouse born in?
*Answer 3	Allentown

At the bottom of the page, there is a "Page Section: For security reasons, please answer the following question." with a question: "Which of the following is a vegetable: tomato, cat, fish, broccoli, get?" and an answer field containing "broccoli".

We entered 'broccoli' to the final question.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform user self-service in the future.

A screenshot of a web browser displaying the "Security Question" screen. The browser address bar shows "https://www.humaneservices.state.pa.us/...". The page title is "Security Question". The navigation bar includes "Organization Information", "User Profile Information", "User Agreement", "Select your Application(s)", and "Security Question". The main content area contains instructions: "Select and provide answers for security questions. These questions will be used if you forget your password. Do not recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. If you recall the answers, do not write down the questions and answers, as this undermines their usefulness as a security tool. Do not recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. Do not recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool." Below the instructions are three security questions with dropdown menus and text input fields. The first question is "What is your favorite movie?" with the answer "Fried Green Tomatoes". The second question is "What is the first school you attended?" with the answer "Springfield School". The third question is "What city was your spouse born in?" with the answer "Allentown". At the bottom of the form, there is a section for "Additional questions, please answer the following question." with a question "What is your favorite vegetable: toe, cat, fish, broccoli, gir?" and a text input field. At the bottom right of the form, there are "Back", "Finish", and "Cancel" buttons. A blue callout bubble points to the "Finish" button.

Scroll to the right to reveal the 'Finish' button.

Executing Self-Registration



6. The Security Question screen is displayed. You will now be asked to select three security questions and provide answers for each to allow you to perform user self-service in the future.

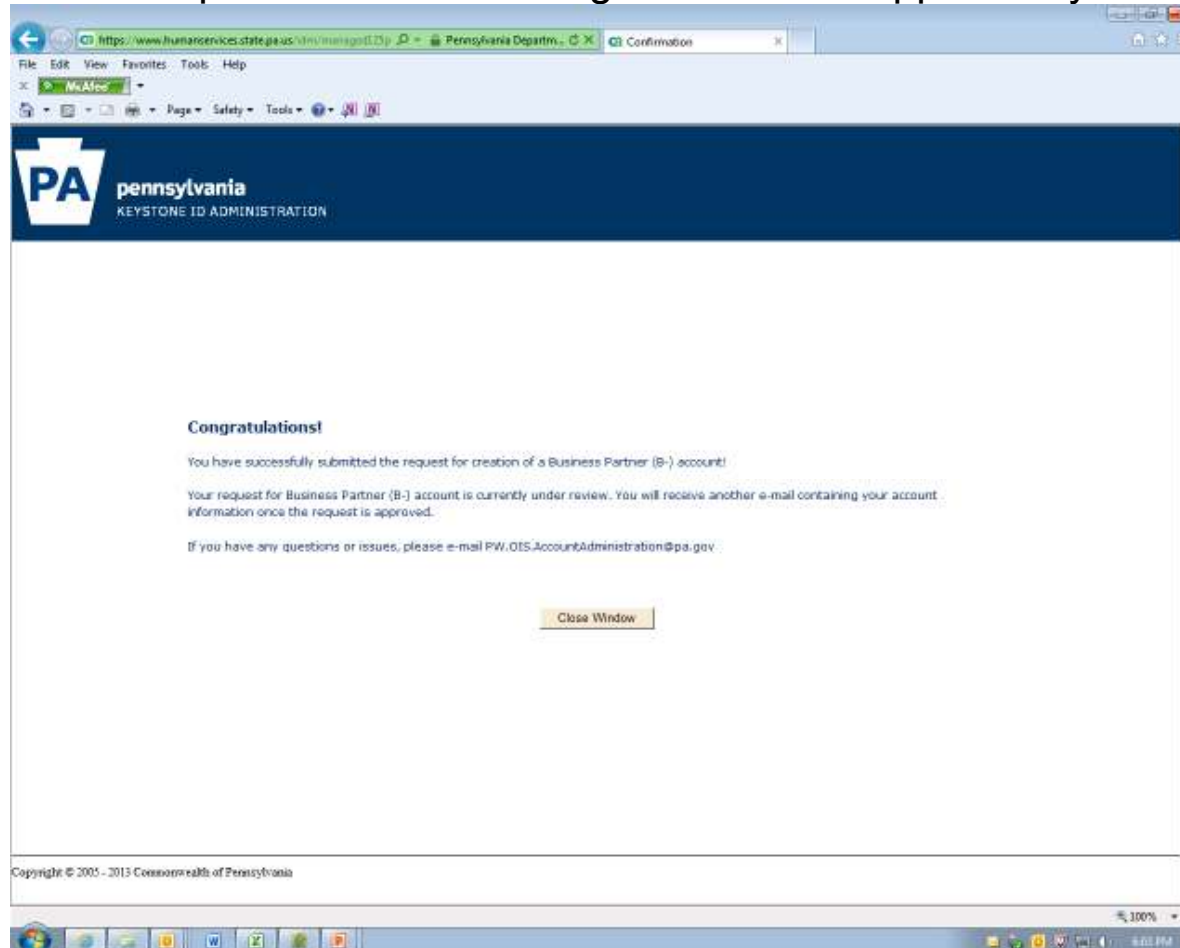
A screenshot of a web browser displaying the "Security Question" screen. The browser address bar shows "https://www.humaneservices.state.pa.us/dm/messaging(DP)". The page title is "Account: Security Question". A navigation bar at the top contains five tabs: "Organization Information", "User Profile Information", "User Agreement", "Select your Application(s)", and "Security Question". The main content area contains instructions: "Select and provide answers for security questions. These questions will be used if you forget your password. Do not recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. Please recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. Please recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. Please recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool." Below the instructions are three questions with dropdown menus and text input fields: "What is your favorite movie?" (Fried Green Tomatoes), "What is the first school you attended?" (Springfield School), and "What city was your spouse born in?" (Allentown). At the bottom of the form, there is a section for "Additional questions, please answer the following question." with a text input field containing "vegetable: toe, cat, fish, broccoli, girl?". At the bottom right of the form are three buttons: "Back", "Finish", and "Cancel".

Click on the 'Finish' button to move to complete the DPW Business Partner Self-Registration Process.

Executing Self-Registration



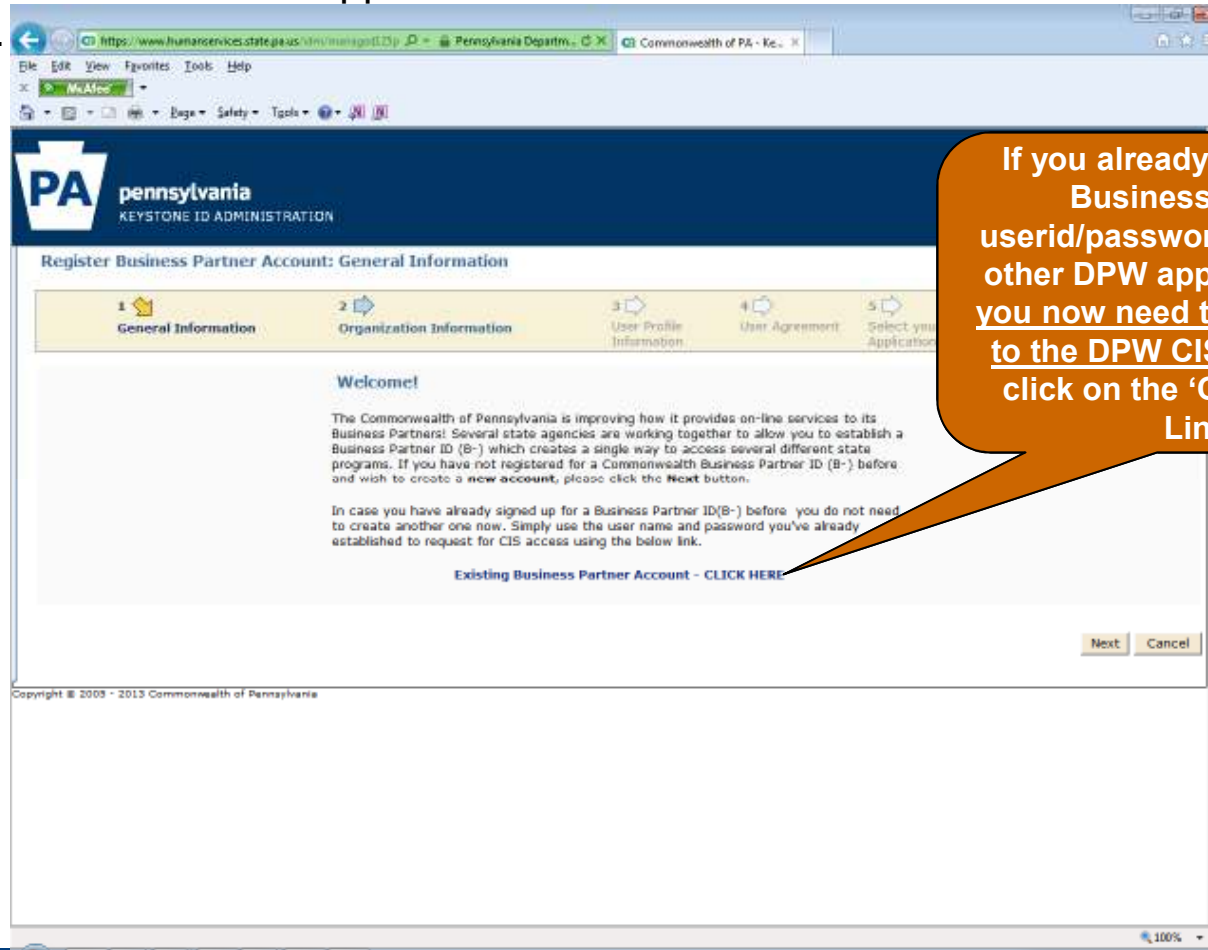
7. The Congratulations screen is displayed. Your request for a DPW Business Partner account has been accepted and is now being reviewed for approval by DPW personnel.



Adding CIS Access



1. Situations can occur where DPW Business Partners that already have a 'b-' userid may now need access to the CIS application. This section shows how to add CIS access for these users.

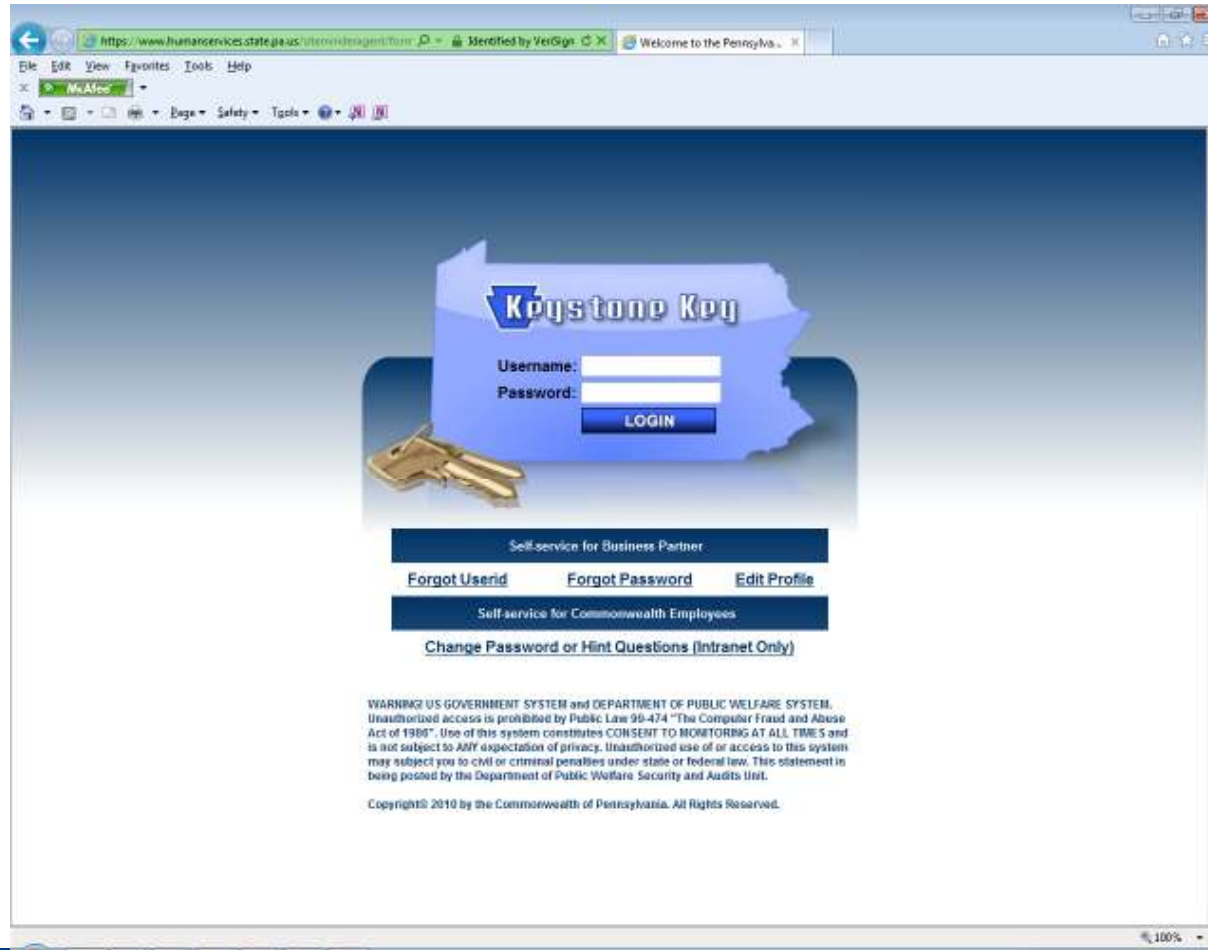


If you already have a DPW Business Partner userid/password for use with other DPW applications, and you now need to have access to the DPW CIS application, click on the 'CLICK HERE' Link.

Adding CIS Access



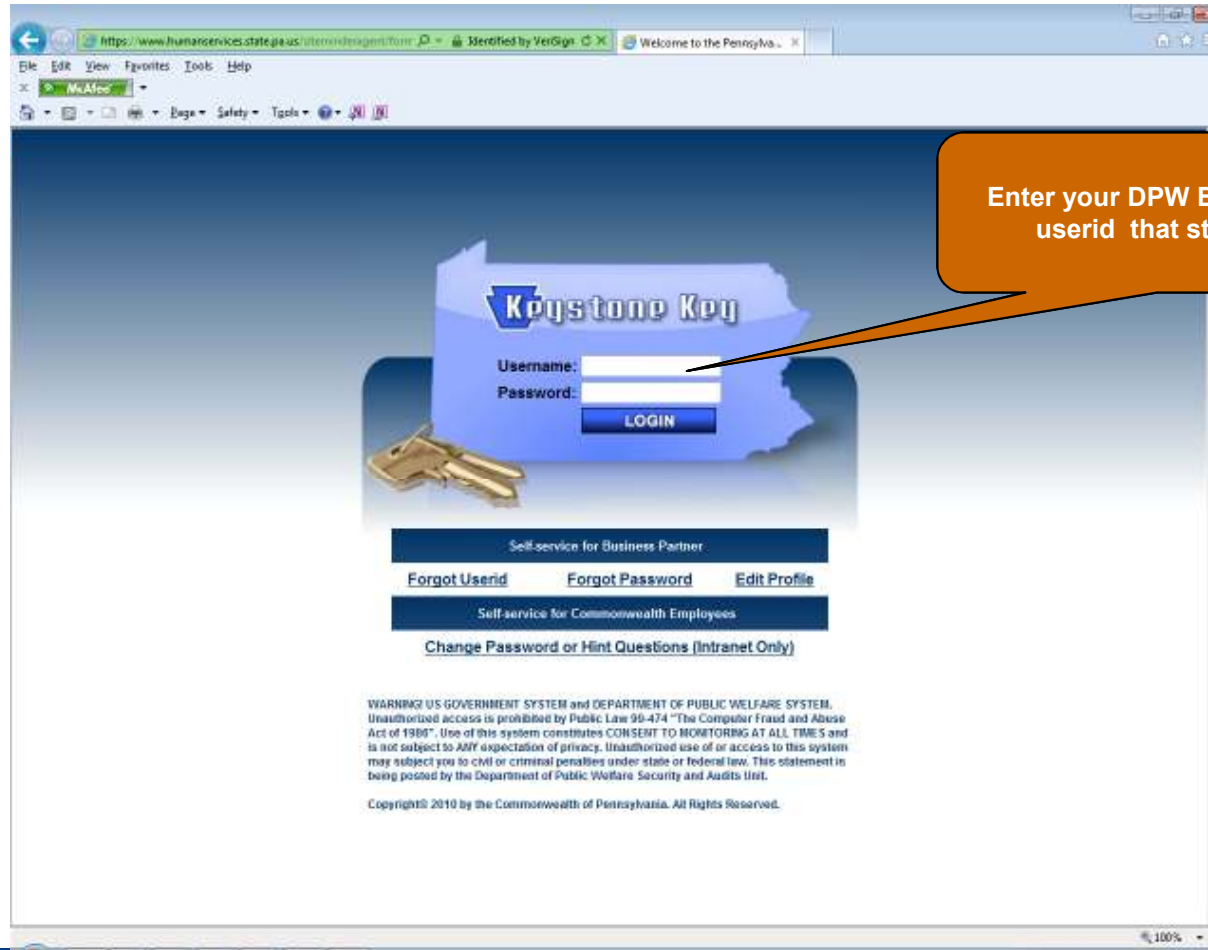
2. The user will receive the Keystone Key screen so they can sign-on to request CIS access.



Adding CIS Access



2. The user will receive the Keystone Key screen so they can sign-on to request CIS access.



Enter your DPW Business Partner
userid that starts with 'b-'

Adding CIS Access



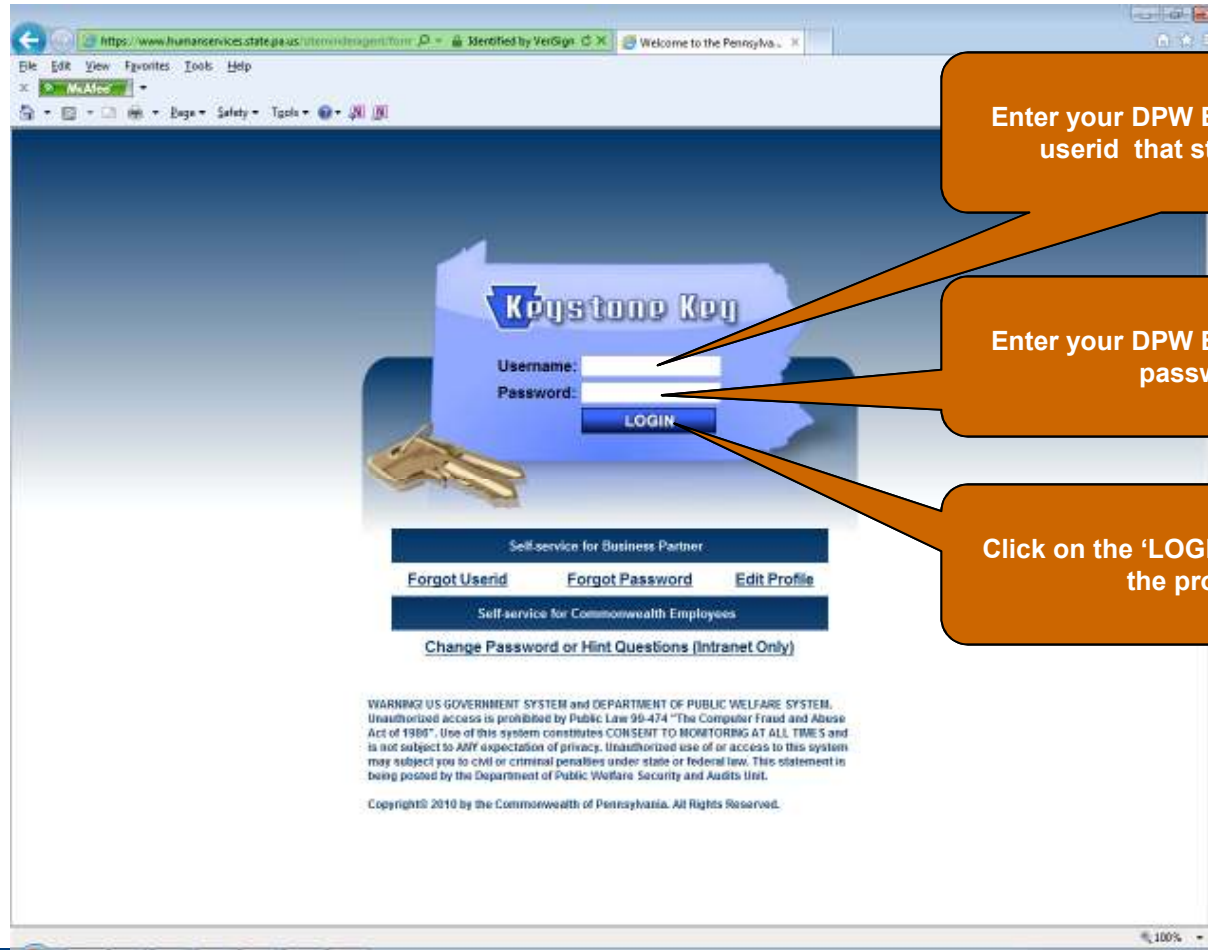
2. The user will receive the Keystone Key screen so they can sign-on to request CIS access.

A screenshot of a web browser displaying the "Keystone Key" login page. The page has a blue header with the "Keystone Key" logo and a map of Pennsylvania. Below the logo are two input fields: "Username:" and "Password:", each with a white text box and a blue underline. A blue "LOGIN" button is positioned below the password field. To the left of the login fields is a graphic of a gold key. Below the login fields are two blue buttons: "Self-service for Business Partner" and "Self-service for Commonwealth Employees". Under the first button are links for "Forgot Userid", "Forgot Password", and "Edit Profile". Under the second button is a link for "Change Password or Hint Questions (Intranet Only)". At the bottom of the page is a "WARNING" section in small text, followed by a copyright notice: "Copyright © 2010 by the Commonwealth of Pennsylvania. All Rights Reserved." Two orange callout boxes with white text are overlaid on the right side of the screenshot. The top callout points to the Username field and contains the text "Enter your DPW Business Partner userid that starts with 'b-'". The bottom callout points to the Password field and contains the text "Enter your DPW Business Partner password." The browser's address bar shows the URL "https://www.humanresources.state.pa.us:utem/keystonekey/loginform" and the page title "Welcome to the Pennsylvania...". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's status bar at the bottom right shows "100%".

Adding CIS Access



2. The user will receive the Keystone Key screen so they can sign-on to request CIS access.



Adding CIS Access



3. The user will receive the Request CIS Access screen that will contain the user's information from the user's existing Business Partner 'b-' userid account.

A screenshot of a web browser displaying the "Request CIS Access" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/mnaga/1234". The page header includes the Pennsylvania Department of Public Welfare logo and "KEYSTONE ID ADMINISTRATION". The user is logged in as "bjdoe". The form has a "Required" section for "Profile Information" with the following fields: Organization (Lehigh County Housing Authority), User ID (b-jdoe), First Name (John), Last Name (Doe), Email (John.doe@lehighhousing.org), Desk Phone, and Mobile Phone. Below this is a "Request Justification" section with a text area. At the bottom right are "Submit" and "Cancel" buttons. The footer shows "Copyright © 2005 - 2012 Commonwealth of Pennsylvania".

Organization	Lehigh County Housing Authority
User ID	b-jdoe
First Name	John
Last Name	Doe
Email	John.doe@lehighhousing.org
Desk Phone	<input type="text"/>
Mobile Phone	<input type="text"/>

The existing DPW Business Partner user's information is supplied on the screen. The sample screen shown here shows fictitious sample data for a user, John Doe'

Adding CIS Access



4. The user will need to enter a brief justification for why the user is requesting access to the DPW CIS application.

A screenshot of a web browser displaying the "Request CIS Access" form. The browser address bar shows "https://www.humanresources.state.pa.us/vm/manage/1234". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The user is logged in as "bjdoe". The form is titled "Request CIS Access" and has a "Required" section. Under "Profile Information", there is a text area with instructions: "Please review and confirm your information below. In case of any questions, please reach out to PW.OIS.AccountAdministration@pa.gov mailbox. Please note that you only need to go through this process once to get CIS access. Please cancel this task if you have undergone these confirmation steps before." Below this, there are fields for "Organization" (Lehigh County Housing Authority), "User ID" (b-jdoe), "First Name" (John), "Last Name" (Doe), "Email" (John.doe@lehighhousing.org), "Desk Phone", and "Mobile Phone". The "Request Justification" section has a text area containing "Request CIS access to be able to perform my job duties." At the bottom right of the form are "Submit" and "Cancel" buttons. The footer of the page reads "Copyright © 2005 - 2012 Commonwealth of Pennsylvania".

The user will need to enter a brief description to justify to DPW why they are requesting CIS access.

Adding CIS Access



5. The user will need to click on the 'Submit' button to have the CIS access request sent to DPW for consideration.

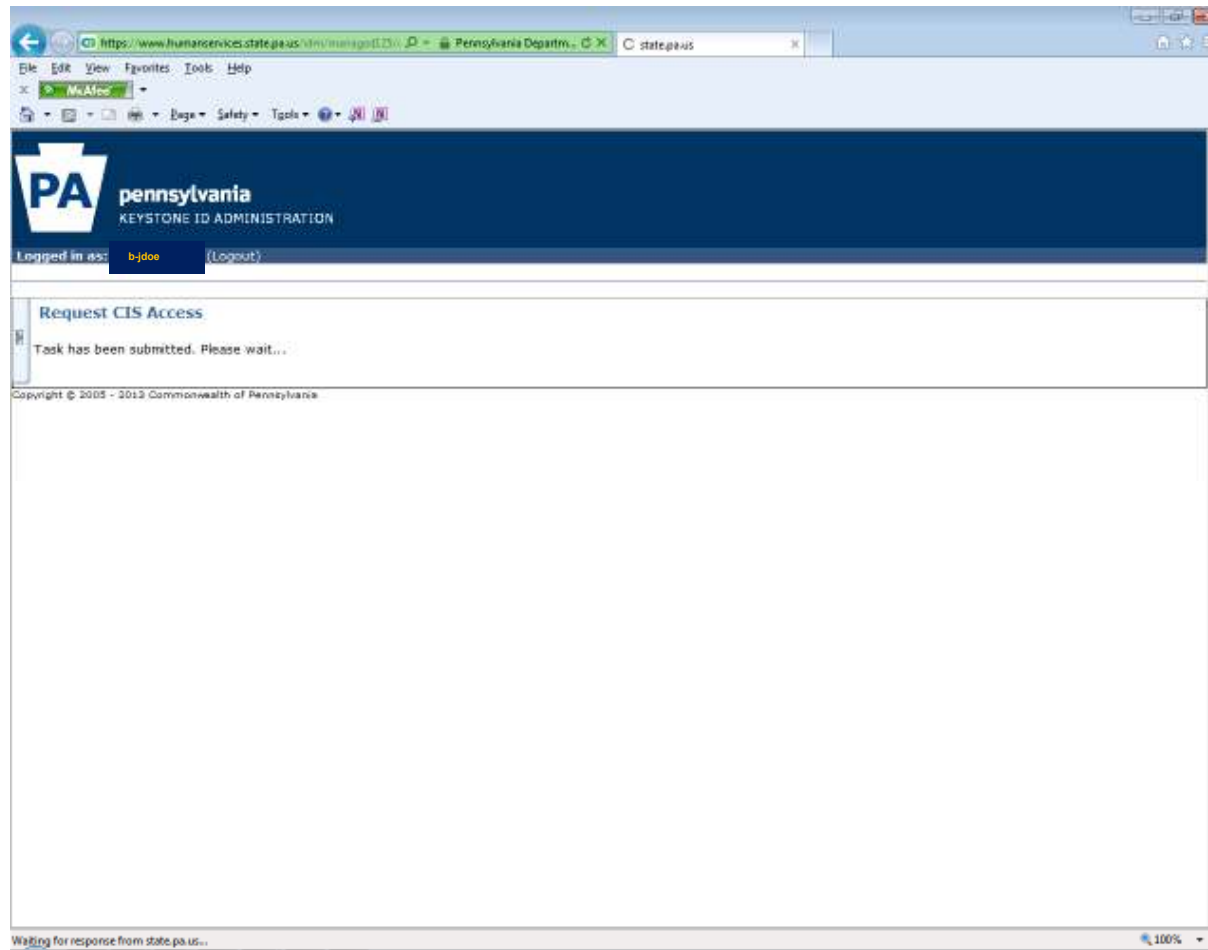
A screenshot of a web browser displaying the "Request CIS Access" form. The browser address bar shows "https://www.humanresources.state.pa.us/vims/mnaga/1234". The page header includes the Pennsylvania logo and "KEYSTONE ID ADMINISTRATION". The user is logged in as "bjdoe". The form is titled "Request CIS Access" and has a "Required" section. Under "Profile Information", there is a text area with instructions: "Please review and confirm your information below. In case of any questions, please reach out to PW.OIS.AccountAdministration@pa.gov mailbox. Please note that you only need to go through this process once to get CIS access. Please cancel this task if you have undergone these confirmation steps before." Below this, there are fields for "Organization" (Lehigh County Housing Authority), "User ID" (b-jdoe), "First Name" (John), "Last Name" (Doe), "Email" (John.doe@lehighhousing.org), "Desk Phone", and "Mobile Phone". The "Request Justification" section has a text area containing "Request CIS access to be able to perform my job duties." At the bottom right of the form are "Submit" and "Cancel" buttons. The footer of the page reads "Copyright © 2005 - 2012 Commonwealth of Pennsylvania".

Click on the 'Submit' button to send your CIS access request to DPW for consideration.

Adding CIS Access



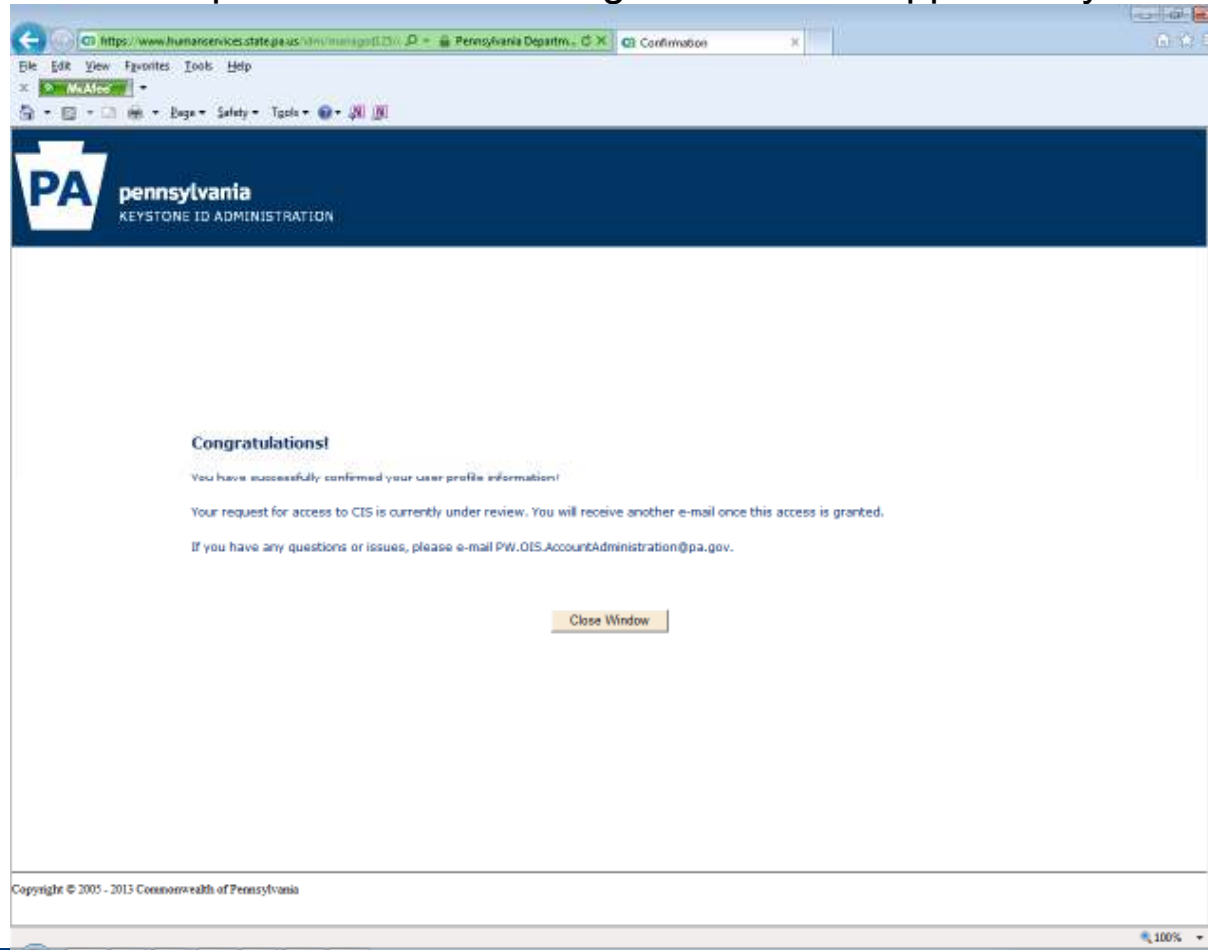
6. The following screen is sent while the CIS access request is being sent to DPW.



Adding CIS Access



7. The Congratulations screen is displayed. Your request for a DPW Business Partner account has been accepted and is now being reviewed for approval by DPW personnel.



DPW Approval Process



The approval process for DPW Program Office personnel that have the responsibility for approving CIS access requests is:

1. The DPW approvers will receive an automatic e-mail after Self-Registration requests have been received.
2. The DPW approvers click on the link in the e-mail that will automatically open an application that will allow them to review the Self-Registration requests.
3. The DPW approvers will review the list of pending CIS access requests for their DPW Program Office.
4. The DPW approvers then click on individual CIS access requests and review the information about the user and justification for the request.
5. The DPW approvers will then approve or reject requests for CIS access based on the information supplied in the request.

Business Partner Notification



DPW Business Partner users will receive two e-mails after submitting their requests for CIS access through the Self-Registration process.

1. The first e-mail will notify the Business Partner user that their request has been received by DPW and is under review.

A sample of the under review e-mail is shown here.

- The e-mail will come from automatedmailDONOTREPLY@pa.gov
- The subject of the e-mail will be “Pennsylvania Business Partner ID – userid – Additional Information”

From: automatedmailDONOTREPLY@pa.gov [mailto:automatedmailDONOTREPLY@pa.gov]

Sent: Thursday, May 01, 2014 3:06 PM

To: Doe, John

Subject: Pennsylvania Business Partner ID - b-jdoe - Additional information

This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your business partner ID, please contact the help desk for the program you're interacting with.

This e-mail is to confirm that you have successfully requested access to CIS. **If you did not do this, please contact the Help desk immediately.**

Your request for access to the CIS is currently under review. You will receive another e-mail once this access is granted. If you have any questions or issues, please e-mail PW.OIS.AccountAdministration@pa.gov

Business Partner Notification



DPW Business Partner users will receive two e-mails after submitting their requests for CIS access through the Self-Registration process.

2. The second e-mail will notify the Business Partner user that their request has been approved by DPW.

A sample of the approval e-mail is shown here.

- The e-mail will come from automatedmailDONOTREPLY@pa.gov
- The subject of the e-mail will be “Request CIS Access : Request Approved”

From: automatedmailDONOTREPLY@pa.gov [mailto:automatedmailDONOTREPLY@pa.gov]
Sent: Thursday, May 01, 2014 3:23 PM
To: Doe, John
Subject: Request CIS Access : Request Approved

This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.

Congratulations!

Your request for CIS access has been approved. Your access to the Client Information System (CIS) will be processed in 24 hours upon which time you should start using your existing Business Partner UserID "b-jdoe" for accessing CIS.

If you have any questions or issues, please e-mail PW.OIS.AccountAdministration@pa.gov.

How to Get Further Help



You can obtain help from DPW's Account Administration team by e-mail or phone.

- The e-mail address for DPW Account Administration team is: OISAccountAdministration@pa.gov
- The toll-free phone number for DPW Account Administration is: (800) 281-5340.
 - Organizations located in south central Pennsylvania can also call (717) 346-4330