

The purpose of this document is to provide guidance on how to modify registered users' email address in the current Portal website. This is necessary prior to cutover of the new Portal website. All users **MUST** have an email address associated with an agency domain address.

Email addresses can be updated by either an agency Administrator (pages 1 & 2) or by Portal user (page 3). Follow the steps below to update email address.

### Email Address Modified by Administrator

1. Login to legacy application as an Administrator
2. Navigate to Admin tab and select Staff List sub-tab (Admin user can see the staff list who registered with the agency)

The screenshot shows the SHINES Portal interface. At the top, there is a navigation bar with the following text: "Georgia.gov > Agencies & Organizations > Department of Human Services > DFCS > SHINES Portal". To the right of the navigation bar are links for "Help" and "Logout". Below the navigation bar are three tabs: "My Tasks", "Case", and "Admin". The "Admin" tab is highlighted with a red box. Under the "Admin" tab, there are two sub-tabs: "Staff List" and "Pending Staff List". The "Staff List" sub-tab is also highlighted with a red box. Below the sub-tabs, there is a section for "User Name:" and "User ID:". To the right of this section is the text "Staff List". Below this section is a table with the following columns: "Name", "User Type", "Resource Name", "Resource ID", "Status", and "Start". The table contains several rows of data. At the bottom right of the table, there are links for "Previous" and "Next".

Name	User Type	Resource Name	Resource ID	Status	Start
	Placement Provider User	Devereux Foundation Maac Plus	16833875	Active	06/25
	Placement Provider User	Devereux Center	8507251	Active	04/23
	Placement Provider User	Devereux Center	8507251	Active	03/21
	Placement Provider Administrator	Devereux Center	8507251	Active	10/01
	Placement Provider User	Devereux Center	8507251	Active	02/21
	Placement Provider Administrator	Devereux Center	8507251	Active	07/18
	Placement Provider User	Devereux Center	8507251	Active	11/01
	Placement Provider User	Devereux Center	8507251	Active	10/24
	Placement Provider Administrator	Devereux Center	8507251	Active	12/01

3. Click on the user's name hyperlink whose email address needs to be updated; user is navigated to the Staff Detail page
4. Update the email address and click save

## SHINES Portal | Modifying Email Address

The screenshot shows the SHINES Portal interface. At the top, there is a navigation bar with the SHINES Portal logo, 'Production-Like' status, and the Division of Family & Children Services logo. Below this is a breadcrumb trail: Georgia.gov > Agencies & Organizations > Department of Human Services > DFCS > SHINES Portal. There are 'Help' and 'Logout' links. The main menu includes 'My Tasks', 'Case', and 'Admin'. Under 'Admin', there are 'Staff List' and 'Pending Staff List' options. The 'Staff Detail' section is active, showing fields for 'User Name' and 'User ID'. The 'Basic Data' section contains the following fields: First Name, Middle Initial, Last Name, Title (Program Director), Email (@devereux.org), Phone Number, Ext., Office Address (1291 Stanley Road), City (Kennesaw), State (Georgia), and Zip (30152). A 'Save' button is located at the bottom left of the form.

**IMPORTANT NOTE:** If the user attempts to log on with old email, the system will display an error message.

The screenshot shows the SHINES Portal login page. At the top, there is a navigation bar with the SHINES Portal logo, 'Production-Like' status, and the Division of Family & Children Services logo. Below this is a breadcrumb trail: Georgia.gov > Agencies & Organizations > Department of Human Services > DFCS > SHINES Portal. There is a 'Help' link. The main heading is 'Logon to Georgia SHINES Portal'. Below this is an error message box: 'Please correct the following error(s):' followed by a bullet point: 'The e-mail address entered has not been registered for access to the portal.' Below the error message is the login form with fields for 'E-mail Address' (@devereux.org), 'Password' (masked with dots), and 'Logon As ( UserID )'. There is a 'Log On' button. At the bottom, there are two links: 'Click here to register as a new user. This does not apply to NYTD youth user.' and 'Click here to reset your password'.

**Email Address Modified by User**

1. Log onto Portal
2. Navigate to Admin tab and select Staff List sub-tab – non-Admin users will only be able to see his/her information



3. Click on user's name hyperlink; user is navigated to the Staff Detail page
4. Update email address and click save

**IMPORTANT NOTE:** If user attempts to log on with old email, the system will display an error message.

