

PROVIDER PORTAL 2.0

What you need to know...

Pre Cutover

1. Provide agency domain email address (due 01/04/2018)
2. Ensure every agency user has an agency domain associated email address (due 01/04/2018)
3. Confirm internet browser compatibility with Chrome, Firefox, or Internet Explorer (due 01/04/2018)
4. Provide agency staff member roles, via spreadsheet (due 01/04/2018)



Day 1—January 8th, 2018

1. Register with DUO: See Accessing DOU and Portal reference guide
2. Validate that you can log onto Portal 2.0
3. Administrators and supervisors—assign children to case managers

Post Cutover Support

- ✓ Monday (01/08) — Thursday (01/11), if assistance is needed to troubleshoot an issue, contact the Post Cutover Support Help Line at 888-363-4734, access code 2428230
- ✓ After 01/11/2018, contact the Georgia SHINES Help Desk for assistance with user issues at 800-764-1017

QUICK TIPS

- Enrollment link to DUO: <https://guide.duo.com/enrollment>
- First step to troubleshooting an issue — review all documents provided
- URL for Portal 2.0: <https://shines.dhs.ga.gov:8443/#/login>