

# **Provider Portal 2.0: Troubleshooting Guide**

Self help tips to troubleshoot user issues

# **Unable to Register**

A new user's registration will be unsuccessful if the email address domain and the agency/facility domain address in Georgia SHINES do not match. The Portal will display *"The email domain you entered does not match the email domain in SHINES."* 



Steps to resolve:

- Verify the spelling of email domain is correct, e. g. @agencyname.com, @agencyname.net, etc.
- Confirm with agency administrator an agency domain exist and has been provided to DFCS

## **Unable to Assign New Placements**

If a new placement has been received by the Provider and the child does not show up in the To Be Assigned Panel, the child's name will display on All Child Cases List.

Idren > Incoming Placements					
ncoming Placements Submitted Contacts Up	ocoming Waiver End Dates				
HILD NAME . PER	RSON ID A	GE GENDER	PLACEMENT DATE	RESOU	IRCE NAME
lo records exist					
		Showing 0 to 0 of	0 entries.		
					View All Child Cases
0			03/02/18	MWO	
		Showing 1 to 10 o	f 58 entries.		
		« I 2 3 2	« 0 C		
					Reassign Ca
Steps to Resolve:					
<ol> <li>Click on the Child</li> </ol>	dren tab				
2. Click on the View	All Child Case	s button at the t	pottom of the Inc	oming Placeme	ents
lau 3 Click the radio bu	utton to the left (	of the child's no	me that needs to	he assigned	
4 Click on the Reas	ssian Case butt	on at the botton	ne the nade	be assigned	
5. The Reassign bo	x will display an	nd vou will be at	ble to assign the	child to agency	/
worker.	[ 7 -	<b>,</b>	<b>j</b>		
	Reassign	Case		×	
	Assign to:	Select Lo	ation	•	
		Select Lot			
		Select Sta	ff Member	•	
		1	C		
			Submit Assignment	Cancel	
	-				

# Change Password Message with Every Log In

The following message displays when cookies are stored and cache is not cleared (browser history):

Internet Options

#### "That email and password combination is incorrect. Please try a different password."

The above message displays after password has been changed. If you changed your password more than once and continue to receive the password combination message, follow the steps below to clear history:

## **INTERNET EXPLORER (IE)**

- Click on the Spoke Icon ( ) look like a bolt in the upper right corner of window
- 2. Select Internet Options
- 3. In the Browsing History section, click Delete button
- 4. Click the Delete button Note: Selecting the Passwords checkbox will delete saved passwords for all websites

http://intranet.dhs.ga.gov/Departments/Division_of_	
· · · · · · · · · · · · · · · · · · ·	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favori websites to retain preferences and display faster.
Use current Use default Use new tab	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Start with home page Tabs	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
Change how webpages are displayed in tabs. Tabs	List of websites you have visited.
Browsing history Delete temporary files, history, cookies, saved passwords, and web form information.	Download History     List of files you have downloaded.
Delete browsing history on exit     Delete     Delete     Settings	Form data Saved information that you have typed into forms.
Appearance Colors Languages Fonts Accessibility	Passwords Saved passwords that re automatically filed in when you sign in to a website you've previously visited.
Some settings are managed by your system administrator. OK Cancel Apply	Tracking protection, ActiveX Filtering and Do Not Track A lat of website excluded from filtering, data used by Tracking Protection to denot where sites might automatically be sharing de about your wist, and exceptions to Do Not Track requests.

? ×

#### CHROME

#### **Clearing Browser History**

- 1. Click the three vertical dots ( : )
- 2. Select History and History again
- 3. Click Clear Browsing History
- Select 'Cookies and other site data' <u>and</u> 'Cached images and files' checkboxes Note: Time Range field should have 'All Time'
- 5. Click Clear Data button

#### Managing Passwords

- 1. Scroll down and expand the Advanced section
- 2. In the Passwords and Forms section, select Manage Passwords
- 3. Locate all references to SHINES in the list
- 4. Click the three vertical dots; saved passwords display; click the Remove button



	Passwords and forms	
	Autofill settings Enable Autofill to fill out forms in a single click	,
2.	Manage passwords Offer to save your web passwords	,

Q Search settings			
Auto Sign-in Automatically sign in to confirmation every time	websites using stored credentials. If dis before signing in to a website.	sabled, you will be asked for	-
Access your passwords	: from any device at passwords.google.c	tom	
Saved Passwords			
Website	Username	Password	
concursolutions.	.com 00878890@sog.ga.gov	4. @	More actions

## Adding DUO to a new phone

If the phone number has remained the same, DUO can be added to the new phone. Re-install the DUO Mobile app on your cell phone

- 1. Enter your email address and password
- 2. Click My Settings & Devices
- 3. Click Call Me
- 4. Follow the steps when the system calls
- 5. Click Device Options for the number to be reactivated
- 6. Click Reactivate DUO Mobile
- 7. Click I have DUO Mobile Installed
- 8. Follow the steps to complete the reinstallation

her-	Device: Andr	roid (XOX-XOX-5502)	Ŧ
Georgia SHINES What is this? Id Add a new device My Settings & Devices Need help?	Choose an authe	entication method	
	🔄 Duo Push 🗸	Used automatically	Send Me a Push
	🛞 Call Me		Call Me
	Passcode		Enter a Passcode
Pushed a login request to y	our device		Cancel

## Other helpful tips...

- Bookmark Provider Portal 2.0 easy access to site (https://shines.dhs.ga.gov:8443/#/login)
- Children physically placed in agency home but not displaying in the To Be Assigned section (Administrator/Supervisor dashboard) — contact the DFCS case manager and confirm placement has been completed and approved in Georgia SHINES
- Contacts are editable 72 hours from the date the contact was initially entered the Time Remaining to Complete/Edit counts down the 72 hours from the time the contact was entered, providing user time to complete and submit contact
- Passwords must be changed every 45 days passwords can be reset under the My Account section by all Portal users; Password change countdown is located on the Notifications tab and under My Account; check regularly...weekly

#### Still need help?

- ✓ Review the Accessing DUO and Portal Guide (how to set up DUO and access Portal 2.0)
- ✓ Review the **Portal User Guide** (step-by-step to case documentation)
- ✓ Contact the Georgia SHINES Help Desk at 800-764-1017

Tuesday, January 30, 2018 SHINES Portal		IMPORTANT NOTE:
Login Provider Email Password Foreat baseword?		Links available on the login page are quick ref- erence links to state and resource websites.
Login         or           Youth Survey Respondents         To login and complete the survey for the National Youth Transitional Database           New user for a private provider? <u>Besister an account</u>	(NYTD), <u>cick here,</u>	If assistance is needed with accessing and using Portal, contact the Geor- gia SIHNES Help Desk. <b>DO NOT</b> email or call
Stronger families for a stronger Georgia	GeorgiaGC2V Need Help? DFCS Call the SHIVES Help Desk <u>1-800-764-1017</u> Agencies posthet.com	persons listed on the PSSF website Contact page.