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:
1. Verify the spelling of email domain is correct, e. g. @agencyname.com, @agencyname.net, etc.
2. 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.

Steps to Resolve:
1. Click on the Children tab
2. Click on the View All Child Cases button at the bottom of the Incoming Placements tab
3. Click the radio button to the left of the child's name that needs to be assigned
4. Click on the Reassign Case button at the bottom of the page
5. The Reassign box will display and you will be able to assign the child to agency worker.

Change Password Message with Every Log In

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

"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)

1. 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
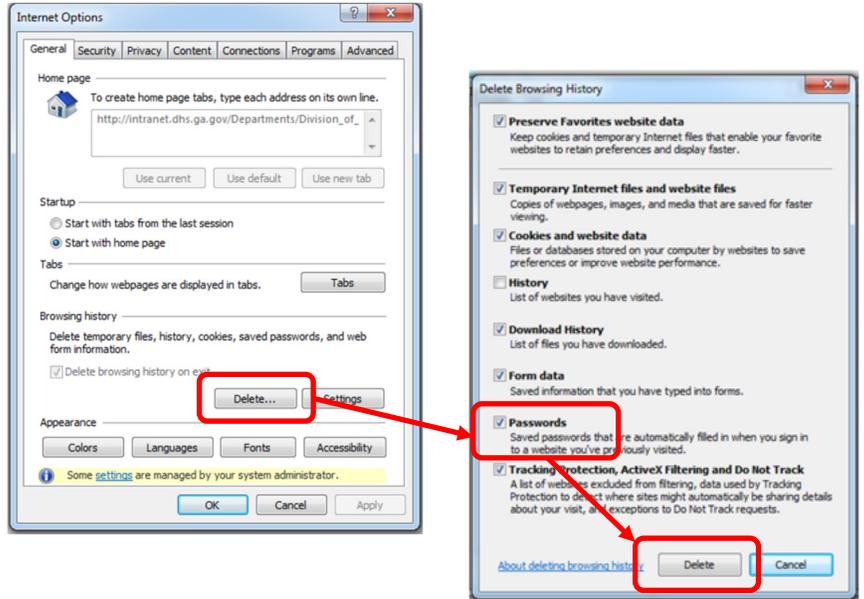

CHROME

Clearing Browser History

1. Click the three vertical dots (⋮)

2. Select History and History again

3. Click Clear Browsing History

4. Select 'Cookies and other site data' **and** 'Cached images and files' checkboxes
   Note: Time Range field should have 'All Time'

5. Click Clear Data button
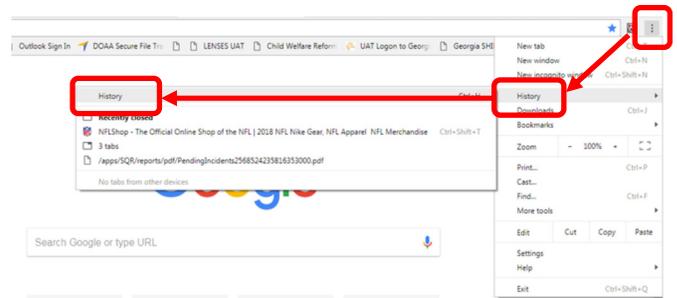

Managing Passwords

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
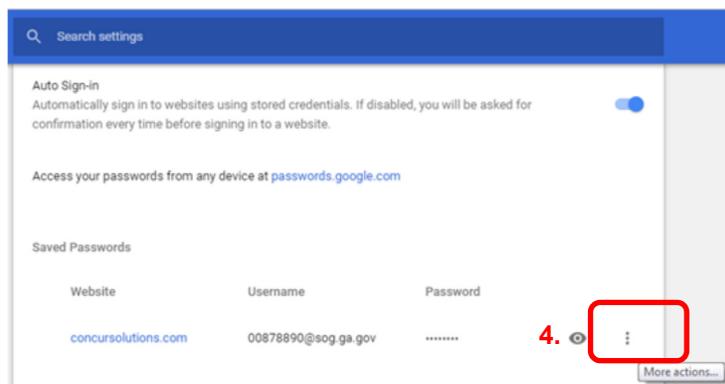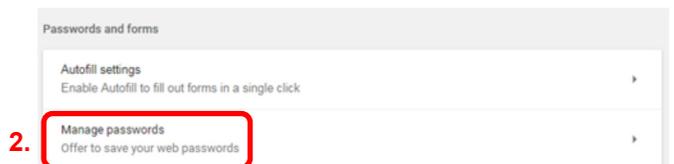
Adding DUO to a new phone

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 re-installation
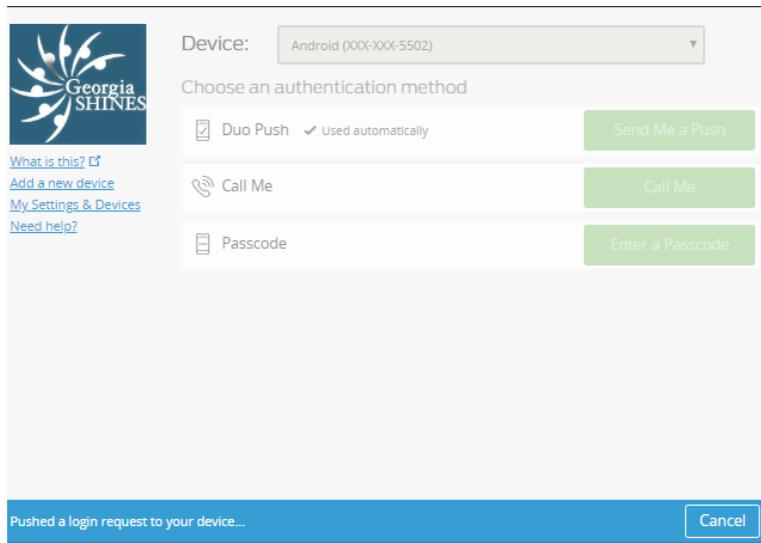
Other helpful tips...

- *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
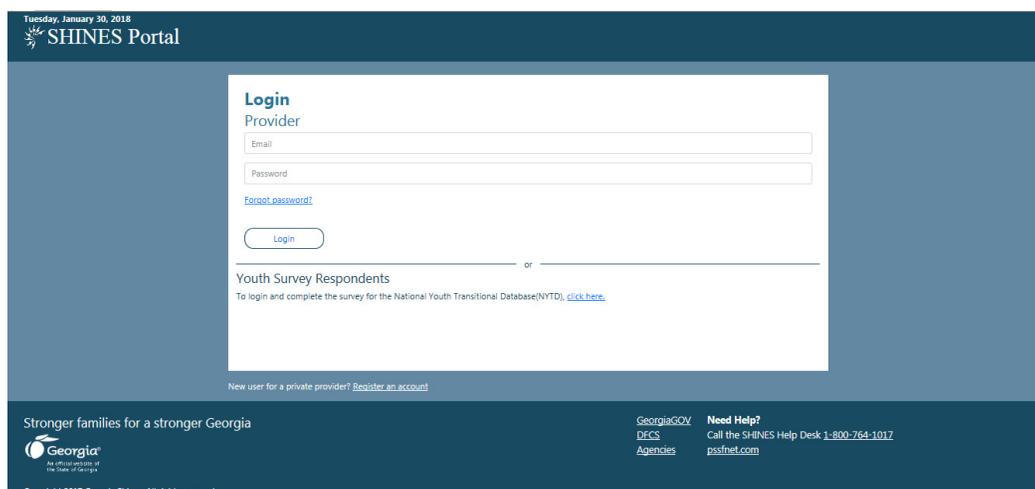
IMPORTANT NOTE:

Links available on the login page are quick reference links to state and resource websites.

If assistance is needed with accessing and using Portal, contact the Georgia SIHNES Help Desk. **DO NOT** email or call persons listed on the PSSF website Contact page.