PROVIDER PORTAL 2.0

Accessing the Portal

Provider Portal 2.0 (also referred as Portal 2.0) has new access and log in requirements. Accessing the Portal 2.0 requires the following:

- 1. Email address associated with agency domain
 - Users will no longer be able to access Portal 2.0 with email accounts associated with GMAIL, Yahoo, Hotmail, etc.
- 2. Multifactor authentication more than one method to authenticate users' identity
 - An email address (user ID) is one method of identifying user
 - Duo, a multifactor authentication tool, is used as the second verification method to access Portal 2.0
 - Duo is a second layer of security that keeps accounts secure even when passwords are compromised
 - Duo alerts users immediately (via mobile phone) if an unauthorized person is attempting to log in as users MUST have Duo Push

This document provides guidance on how to access the Portal 2.0, including creating a Duo account, logging into Duo, and logging into Portal 2.0.

I. GETTING STARTED – CREATING A DUO ACCOUNT

STEP	ACTION/TASK
1	Access Portal 2.0 website using the following URL: https://shines.dhs.ga.gov:8443/#/login
2	Enter your agency email address and password in the appropriate fields and click 'Login'

Tuesday, November 28, 2017	tal			
	Login Provider Email Password			
	Eorgot password?			
	or Youth Survey Respondents To login and complete the survey for the National Youth Transitional Database(NYTD), <u>click here</u> .			
	New user for a private provider? Register an account			
Stronger families for a s	tronger Georgia	<u>GeorgiaGOV</u> <u>DFCS</u> Agencies	Need Help? Call the SHINES Help Desk <u>1-800</u> pssfnet.com	-764-1017

STEP	ACTION/TASK
3	A confidentiality dialogue box will display; click 'OK'

STEP	ACTION/TASK
	Users are redirected to the Duo website after clicking 'OK'.
	Client information within the SHINES Portal is protected by law and unauthorized disclosure may be subject to prosecution. Click OK to continue to login or Cancel to abort login.
	OK Cancel

STEP	ACTION/TASK
4	Register your device/account with Duo – click the 'Start setup' button

	Protect Your Acme Corp Account
ACME	Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.
<u>What is this?</u> 다 <u>Need help?</u>	This process will help you set up your account with this added layer of security.
Powered by Duo Security	Start setup

STEP	ACTION/TASK
5	Choose an authentication device type – select a the type of device; click the 'Continue' button
	Duo recommends using a smartphone for the best experience, but users can also enroll a landline telephone, <u>a U2F token</u> , or iOS/Android tablet.

What is this? L ⁴ Need help?	What type of device are you adding? Mobile phone RECOMMENDED Tablet (IPad, Nexus 7, etc.) Landline U2F token Continue

STEP	ACTION/TASK
	Enter phone number – select country (United States) in the dropdown box; enter phone number
6	Use the smartphone, landline, or cell phone number you will have with you when logging onto Duo (protected service). An extension can be used if 'Landline' was selected as Type of Device. Double-check phone number.
	If you're enrolling a tablet you aren't prompted to enter a phone number.
7	Click 'Continue'

ACME	Enter your phone number United States
What is this? C [*] Need help?	+1 7345550105 ex: (201) 234-5678 ✓ ✓ (734) 555-0105 This is the correct number.
Powered by Duo Security	Back Continue

STEP	ACTION/TASK
8	Choose a platform – select device operating system; click 'Continue'



II. INSTALL DUO MOBILE APP

STEP	ACTION/TASK
	Go to your APP store; download the Duo Mobile app
	Duo is supported by the following devices:
1	iPhone & Android Windows Cell Phones Hardware Token
	Duo Mobile is an app that runs on smartphone devices and helps authenticate quickly and easily. Without it, users are still be able to log in using a phone call or text message, but for the best experience, it's strongly recommended that users use Duo Mobile app.
2	Follow the platform-specific instructions on the screen to install Duo Mobile
3	After installing, return to the enrollment window; click 'I have Duo Mobile installed'



STEP	ACTION/TASK
	Activate Duo Mobile – activating the app links it to users account and can be used for authentication
4	On iPhone, Android, and, Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform specific instructions for your device. The 'Continue' button is clickable after you scan the barcode successfully.



You will be redirected to the Portal Landing Page upon successful authentication through Duo.

III. LOGGING ONTO PORTAL 2.0

STEP	ACTION/TASK
1	In internet browser, enter <u>https://shines.dhs.ga.gov:8443/login/Login/</u> Bookmark site for future reference.

Tuesday, November 28, 2017 SHINES Portal	
Login Provider	
Email Password	
Eorgot, password?	
Login	
Youth Survey Respondents To login and complete the survey for the National Youth Transitional Database	(NYTD), <u>dick here</u> ,
New user for a private provider? <u>Register an account</u>	
Stronger families for a stronger Georgia	<u>GeorgiaGOV</u> Need Help? <u>DFCS</u> Call the SHINES Help Desk <u>1-800-764-1017</u> Agencies nsthet.com

STEP	ACTION/TASK
2	Enter your agency email address in the 'Email' field
3	Enter your password in the 'Password' field
4	Click Login
5	Read the Confidentiality statement; click 'Ok'
6	The Duo authentication box displays If user set up your DUO account to send a DUO Push to cell phone automatically, open the DUO app or tap the notification on cell phone. Tap the 'Approve' button. If any other authentication method was selected, follow the on-screen instructions.

Thursday, November 30, 2017 SHINES Portal	Environment Name: UAT	
	Choose an authentication method Choose an authentication Choose	
	Pushed a login request to your device Can	

All users are required to authenticate access <u>each time</u> logging into the Portal. Upon successful authentication, Portal 2.0 the Landing page displays.