# PROVIDER PORTAL 2.0

## Accessing the Portal

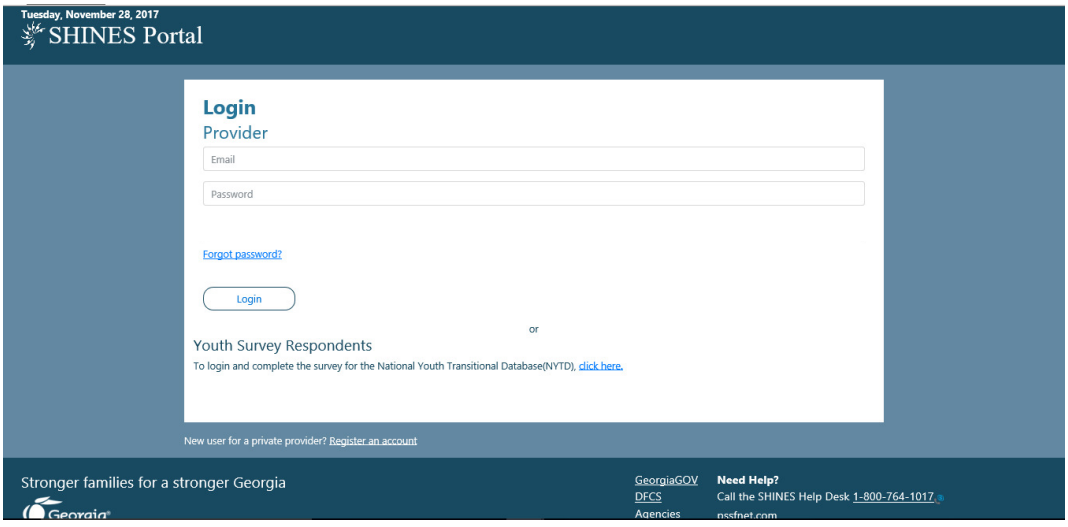
Provider Portal 2.0 (also referred as Portal 2.0) has new access and log in requirements. Accessing the Portal 2.0 requires the following:

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.

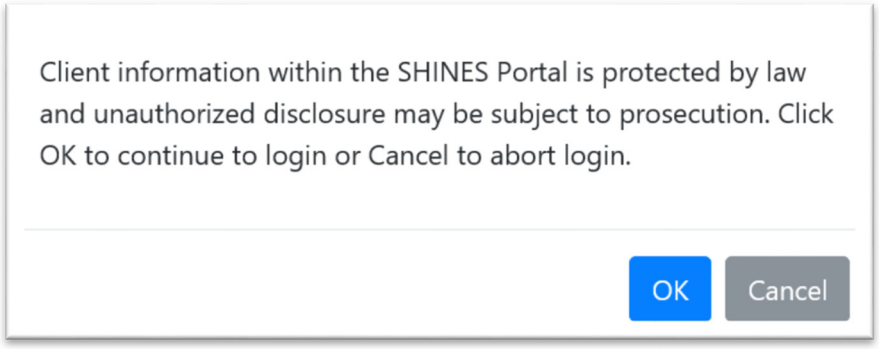
## I. GETTING STARTED – CREATING A DUO ACCOUNT

| 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' |

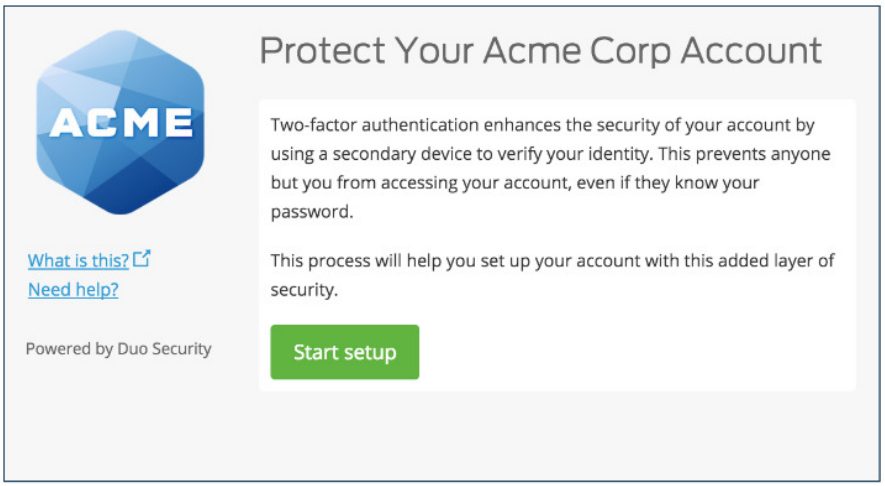



| STEP | ACTION/TASK |
|---|---|
| 3 | A confidentiality dialogue box will display; click 'OK' |

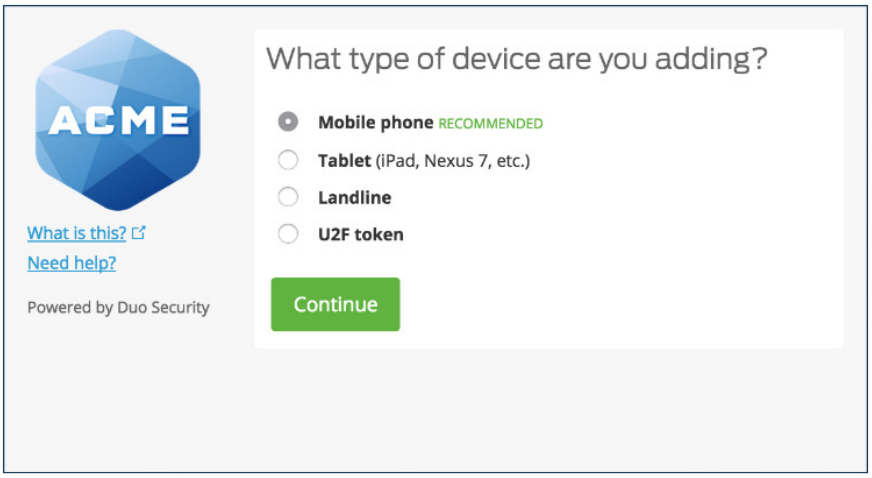
| STEP | ACTION/TASK |
|---|---|
| | *Users are redirected to the Duo website after clicking 'OK'.* |



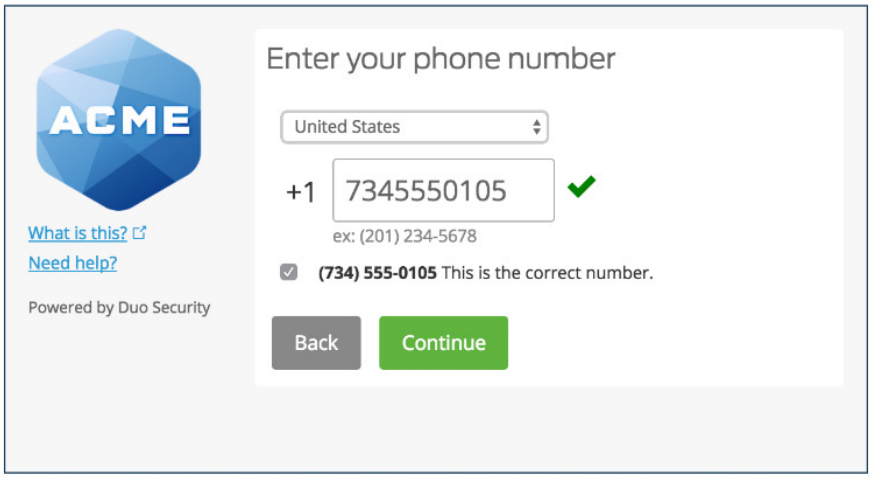

| STEP | ACTION/TASK |
|---|---|
| 4 | **Register your device/account with Duo** – click the 'Start setup' button |



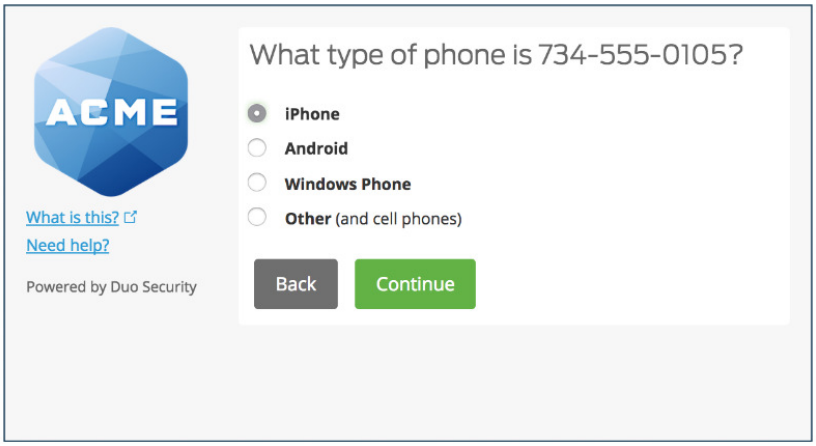

| STEP | ACTION/TASK |
|---|---|
| 5 | **Choose an authentication device type** – select a the type of device; click the 'Continue' button<br><br>*Duo recommends using a smartphone for the best experience, but users can also enroll a landline telephone, a U2F token, or iOS/Android tablet.* |




| STEP | ACTION/TASK |
|---|---|
| 6 | **Enter phone number** – select country (United States) in the dropdown box; enter phone number<br><br>*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.***<br>*If you're enrolling a tablet you aren't prompted to enter a phone number.* |
| 7 | Click 'Continue' |

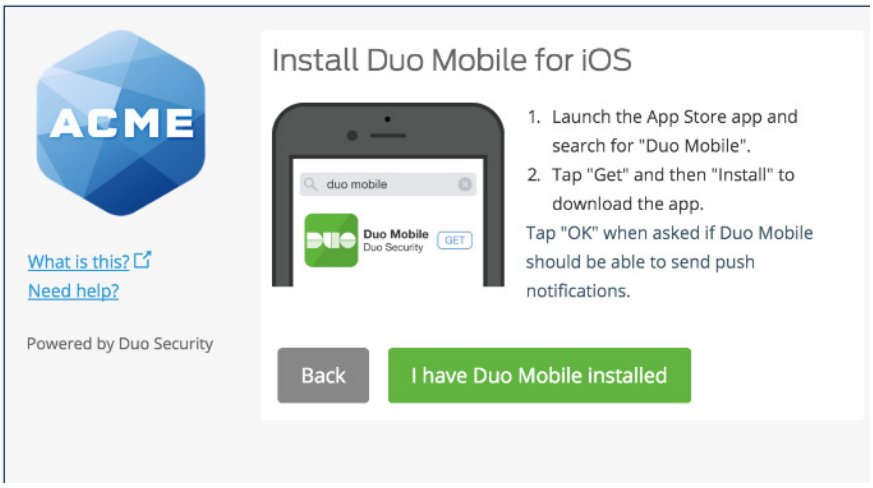



| STEP | ACTION/TASK |
|---|---|
| 8 | **Choose a platform** – select device operating system; click 'Continue' |

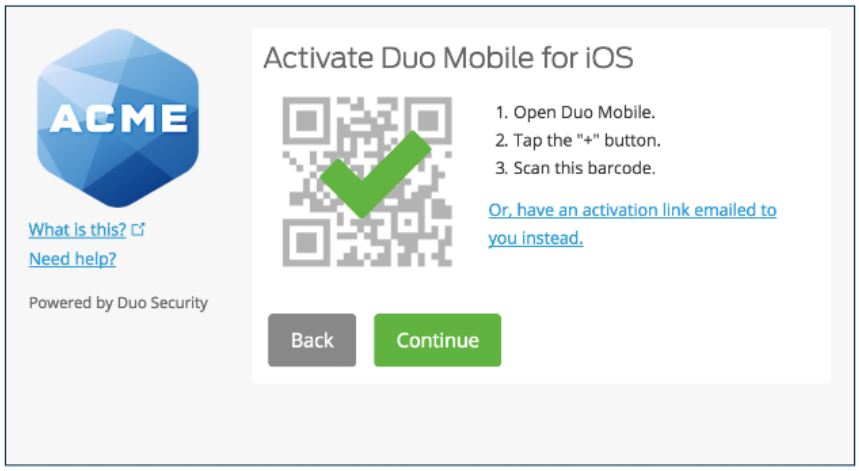

ACME
What is this?
Need help?
Powered by Duo Security
What type of phone is 734-555-0105?
iPhone
Android
Windows Phone
Other (and cell phones)
Back
Continue

## II. INSTALL DUO MOBILE APP

| STEP | ACTION/TASK |
|---|---|
| 1 | Go to your APP store; download the Duo Mobile app<br><br>*Duo is supported by the following devices:*<br><br> <br><br><br>*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' |



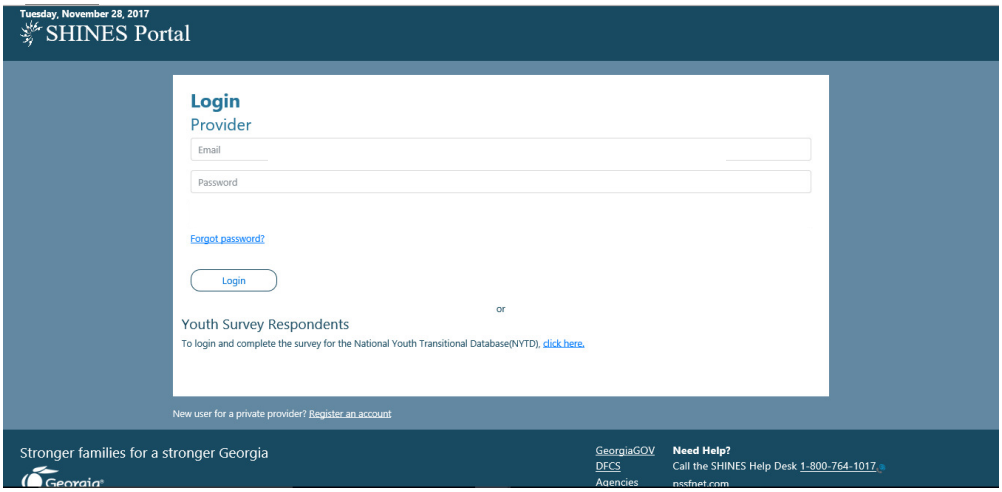

| STEP | ACTION/TASK |
|---|---|
| 4 | **Activate Duo Mobile** – activating the app links it to users account and can be used for authentication<br><br>*On **iPhone, Android, and, Windows Phone** activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform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



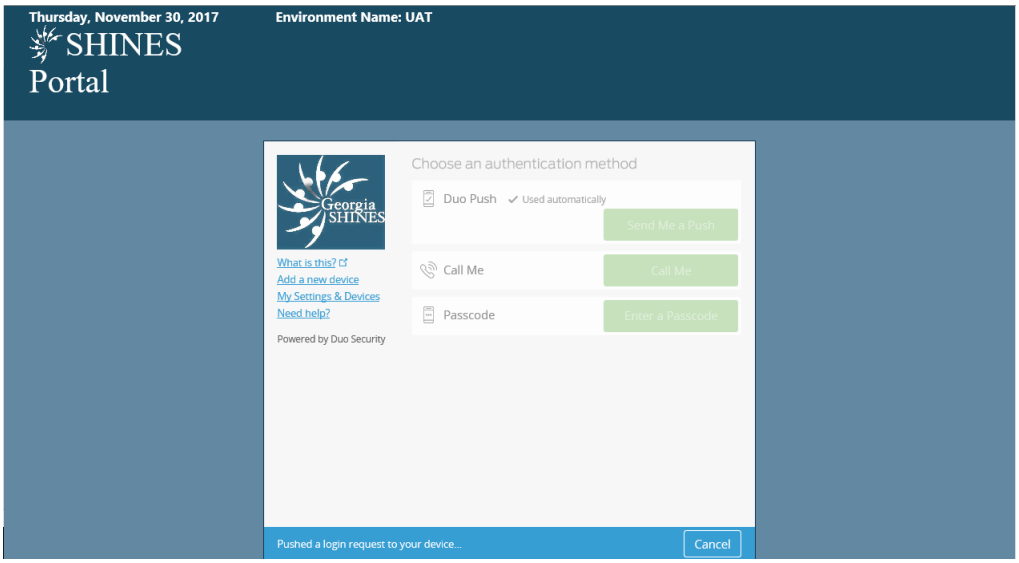

**You will be redirected to the Portal Landing Page upon successful authentication through Duo.**

## III. LOGGING ONTO PORTAL 2.0

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




| 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<br><br>*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.* |




**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.