

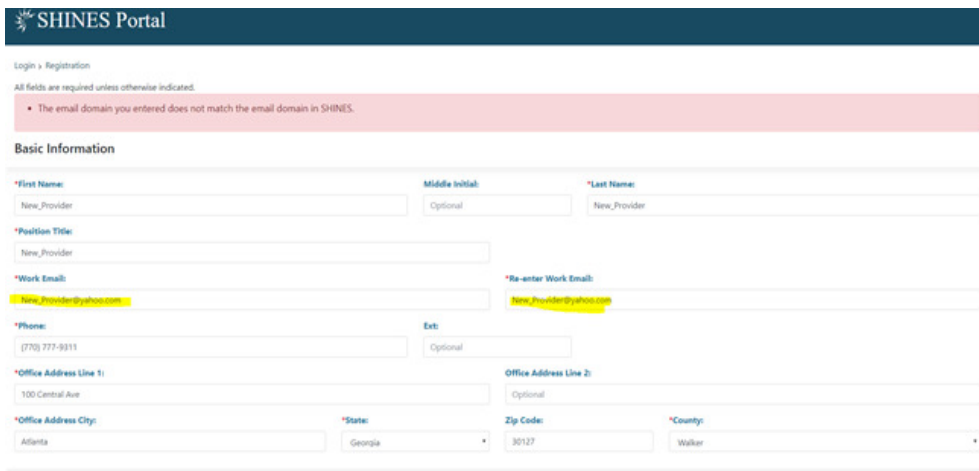


Provider Portal 2.0: Troubleshooting Guide

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:

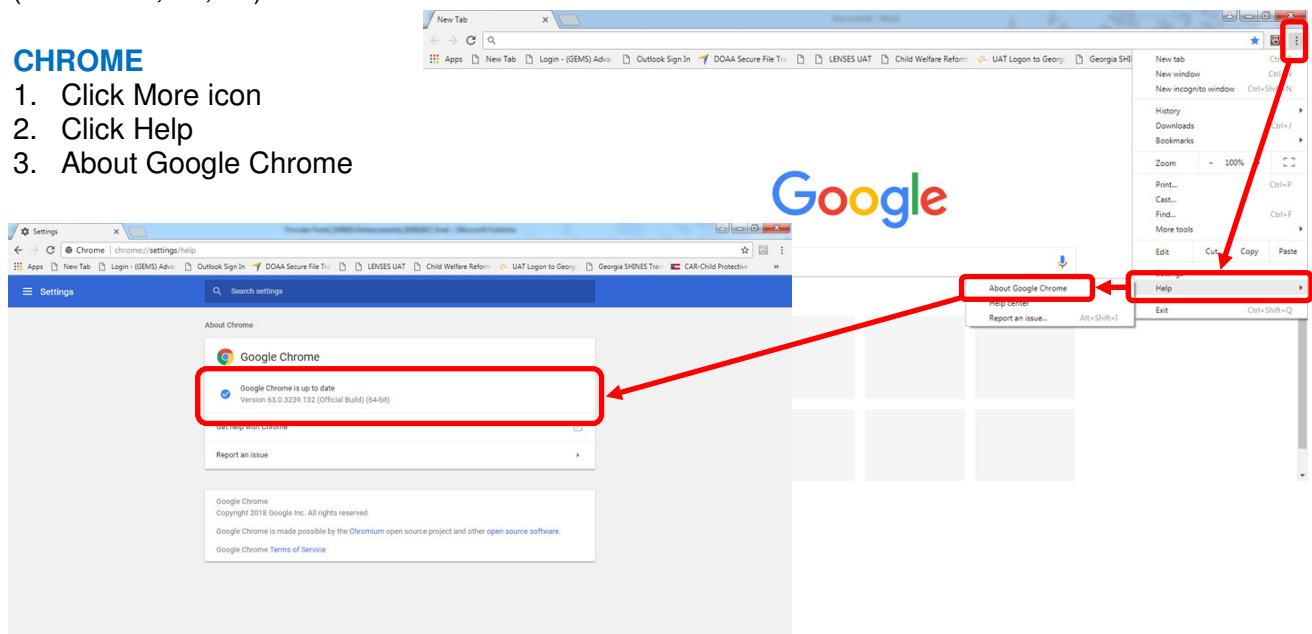
1. Verify the spelling of email domain is correct, e.g. @agencyname.com, @agencyname.net, etc.
2. Confirm with agency administrator an agency domain exist and has been provided to DFCS

Portal Not Loading or Displaying

Verify the version of internet browser. Portal 2.0 is compatible with CHROME (latest version) and IE (versions 9, 10, 11).

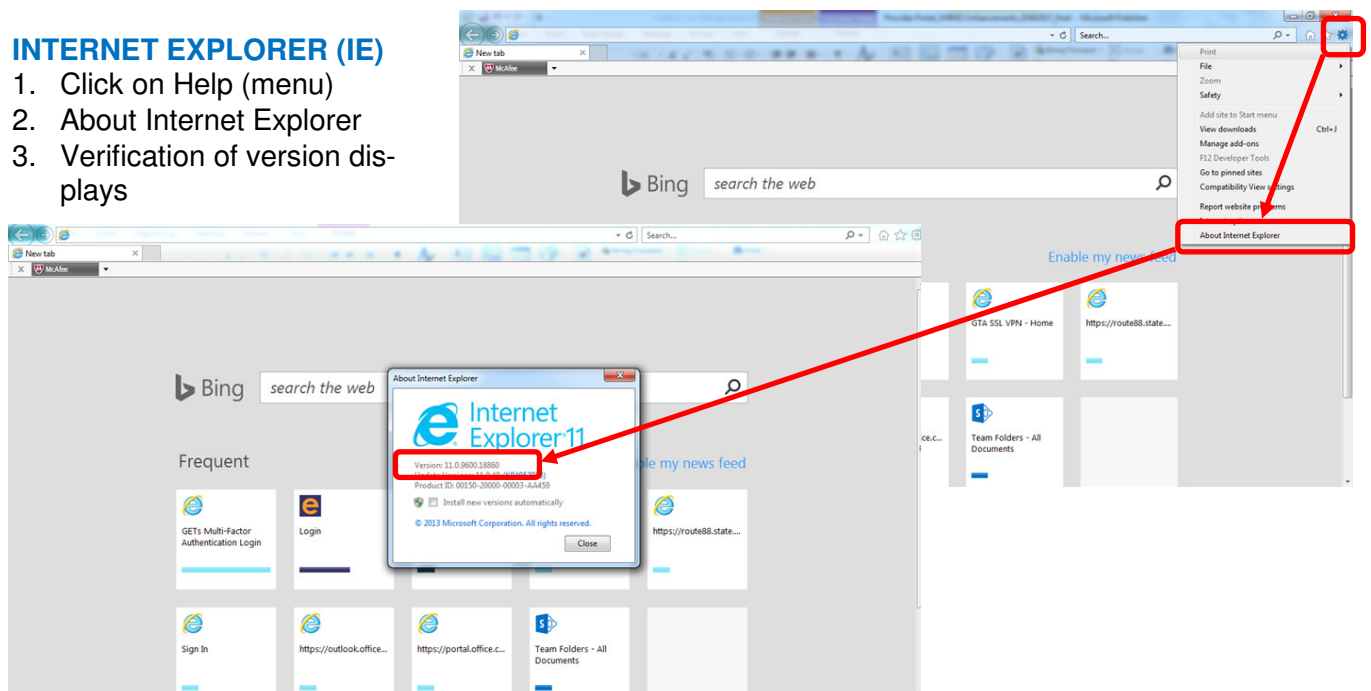
CHROME

1. Click More icon
2. Click Help
3. About Google Chrome



INTERNET EXPLORER (IE)

1. Click on Help (menu)
2. About Internet Explorer
3. Verification of version displays




Change Password Message with Every Login

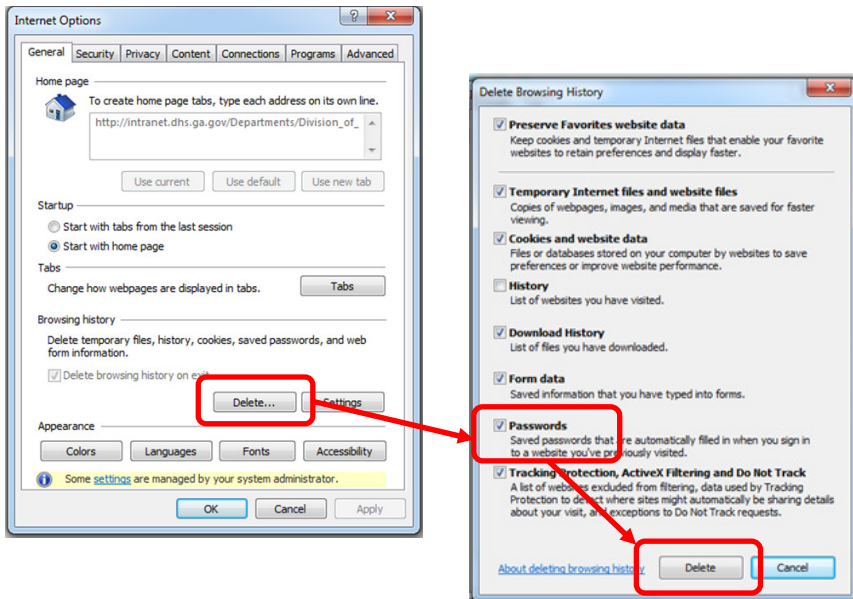
The following message displays when cookies are stored and cache is not cleared (browser history):

“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)

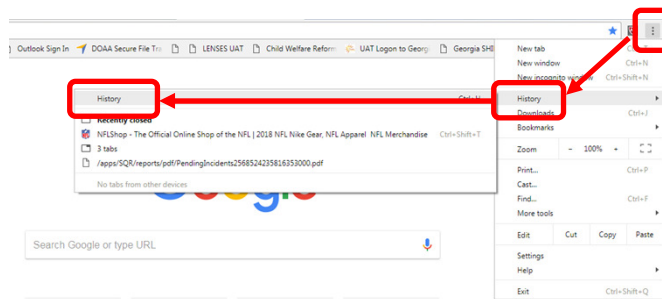
1. Click on the Spoke Icon () - look like a bolt in the upper right corner of window
2. Select Internet Options
3. In the Browsing History section, click Delete button
4. Click the Delete button
Note: Selecting the Passwords checkbox will delete saved passwords for all websites



CHROME

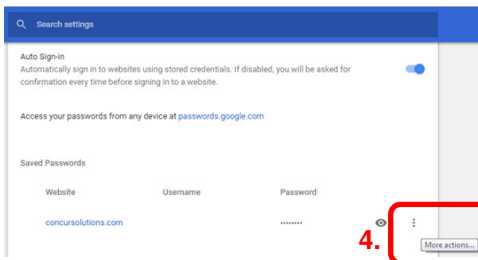
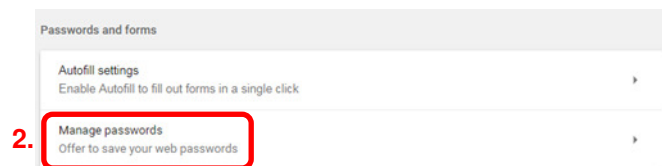
Clearing Browser History

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 or Portal in the list and delete
4. Click the three vertical dots; saved passwords dis-



No Children Displaying on Assigned Children Page

Friday, January 26, 2018 Welcome Wendy! [My Account](#) [Logout](#)

SHINES Portal MY TASKS CHILDREN LOCATIONS SEARCH NOTIFICATIONS

Children > Assigned Children

Assigned Children

CHILD'S NAME	PERSON ID	RESOURCE NAME	PLACEMENT DATE	PROGRAM DESIGNATION	LAST CONTACT DATE
No records exist					

Showing 0 to 0 of 0 entries.

[View All Child Cases](#)

Contact supervisor or administrator and advise that no children have been assigned.

Unable to View Historical Contacts

Contacts entered in prior to January 6, 2018 can be located in the Provider Portal. To view historical contacts, follow the steps below:

1. Click on the Children link
2. Click on the Child's Name hyperlink
3. Click on the Contacts link
4. Expand the Contact Search section
5. Enter a date in the Date From field
6. Click Search, results will display
7. Click View Narrative link

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 SHINES Help Desk. **DO NOT** email or call persons listed on the PSSF website Contact page.