



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CWIS County Children and Youth Services Agency Delegated Administrator User Guide

Revised January 12, 2015

Background

The instructions in this document provide guidance to county delegated administrators (DAs) on how to do the following:

- **Approve County b-dash User CWIS Access Request** (for both new b-dash users and existing county b-dash users needing CWIS access)
 - **Reset (Unlock) County b-dash User Password** (for a county b-dash user who has locked their password or forgotten it)
 - **Revoke County b-dash User Access** (for a county b-dash user who has left the organization or no longer needs access to CWIS)
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- Delegated administrators CANNOT create a b-dash account for users in their county -- ONLY the individual user can request a new account (instructions provided in a separate document)

Approve County b-dash User CWIS Access Request

Scenario:

A county user has just registered for a CWIS b-dash account via the CWIS worker portal; or an existing county b-dash user (without CWIS access) requests access from the CWIS worker portal. The DA will receive an email notification of the request. The DA then logs in to approve the request.

Approve County b-dash User CWIS Access Request: Step 1

Once the user requests CWIS access, you (the delegated administrator) will receive an email notification.

- Open the email. You will see the user who requested CWIS access.
- Click the **link** in the email
- OR
- Navigate to the following web address:

<https://www.hhsapps.state.pa.us/iam/im/businesspartners/ca12/index.jsp>



Approve County b-dash User CWIS Access Request: Step 2

- On the **Keystone Key** screen, login to the security application with your b-dash userID and password.



Keystone Key

Username:

Password:

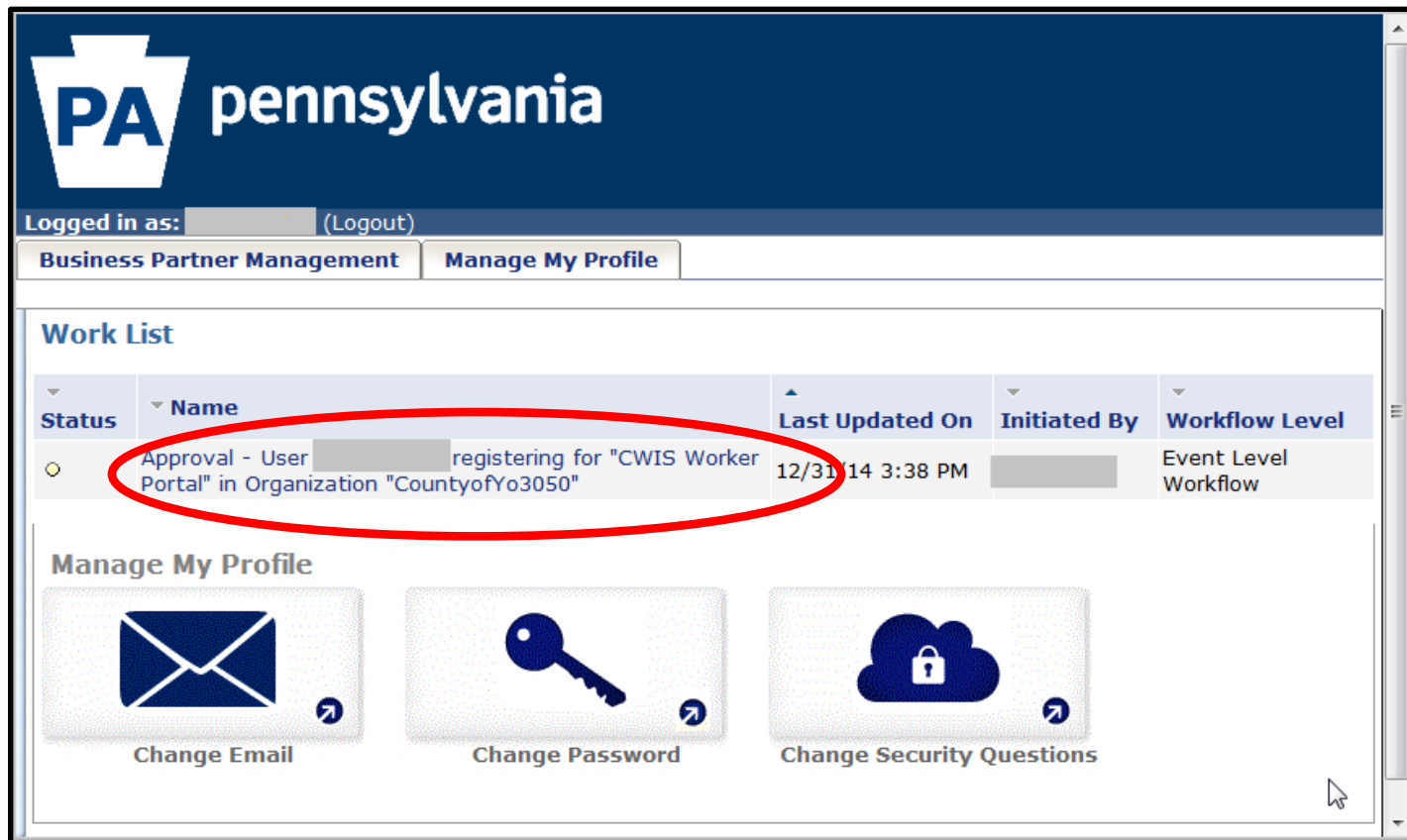
LOGIN

(Business Partner LoginID starting with "b-")

[Forgot Userid?](#) [Forgot / Change Password](#)

Approve County b-dash User CWIS Access Request: Step 3

- If there are any open requests for you to process, the **Work List** screen on the **Business Partner Management** tab will display with the request(s). (Note: in the example here, a user has submitted a CWIS access request)
- Click the request hyperlink (circled below) to open it.



The screenshot shows the Pennsylvania Business Partner Management interface. At the top, there is a header with the PA logo and the word "pennsylvania". Below the header, there is a navigation bar with "Business Partner Management" and "Manage My Profile" tabs. The main content area is titled "Work List" and contains a table with the following columns: Status, Name, Last Updated On, Initiated By, and Workflow Level. The first row of the table is circled in red and contains the following information:

Status	Name	Last Updated On	Initiated By	Workflow Level
○	Approval - User [redacted] registering for "CWIS Worker Portal" in Organization "CountyofYo3050"	12/31/14 3:38 PM	[redacted]	Event Level Workflow

Below the table, there is a section titled "Manage My Profile" with three buttons: "Change Email", "Change Password", and "Change Security Questions".

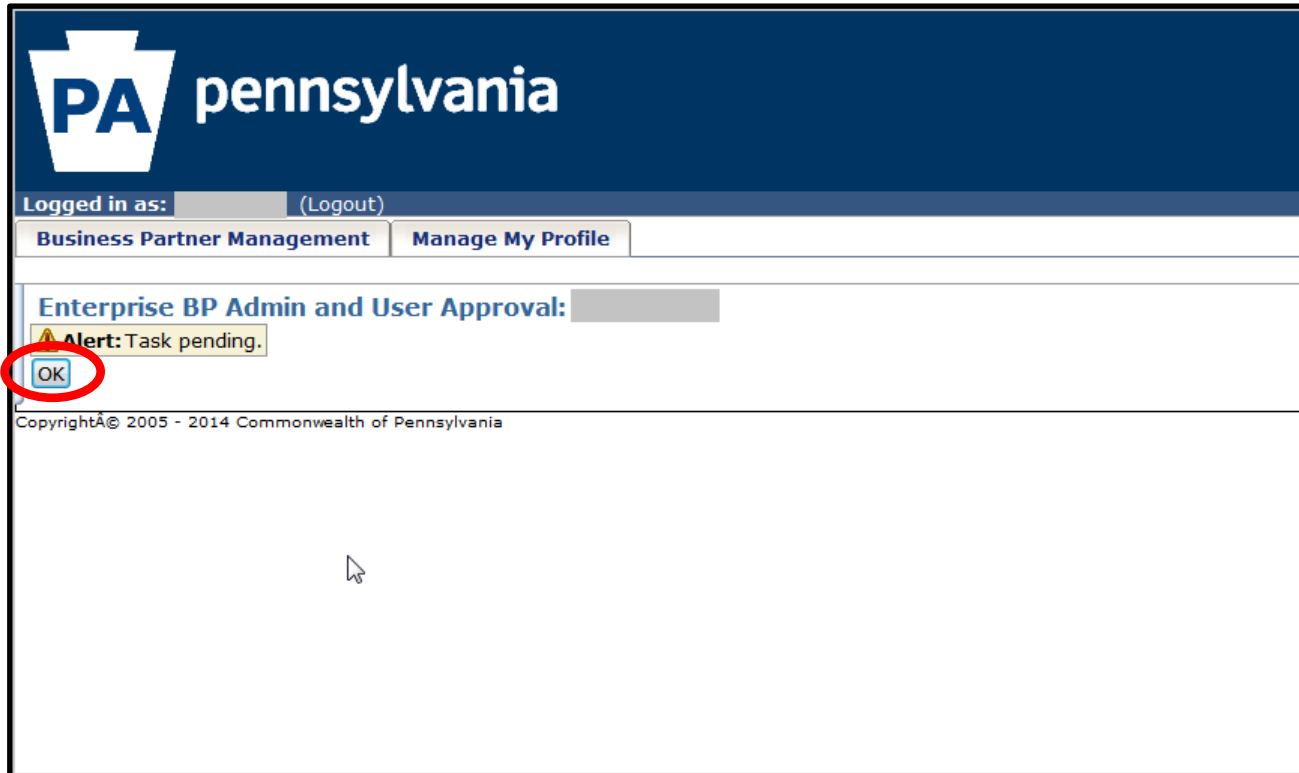
Approve County b-dash User CWIS Access Request: Step 4

- On the **Enterprise BP Admin and User Approval** screen, scroll down to the bottom of the screen and click the **APPROVE** button.

The screenshot displays the Pennsylvania Department of Human Services' Enterprise BP Admin and User Approval interface. The top navigation bar includes the PA logo and the text 'pennsylvania'. Below this, there is a 'Logged in as:' section with a '(Logout)' link, and two menu items: 'Business Partner Management' and 'Manage My Profile'. The main content area is titled 'Enterprise BP Admin and User Approval: [redacted]'. A central panel shows an approval request for a user registering for 'CWIS Worker Portal' in an organization. This panel is divided into three sections: 'Rationale' with a text area containing 'CWIS', 'Provided access' showing 'Application Role Assigned: CWIS County Worker', and 'Comments Section' with a text area. At the bottom of this panel are four buttons: 'Approve', 'Reject', 'Reserve Item', and 'Close'. A red circle highlights the 'Approve' button. A separate callout box at the bottom right provides a magnified view of these four buttons, with the 'Approve' button circled in red.

Approve County b-dash User CWIS Access Request: Step 5

- On the **Enterprise BP Admin and User Approval** screen, a task pending alert displays.
- Click **OK** to continue.



Approve County b-dash User CWIS Access Request: Next Steps

- New b-dash users will receive an email with their new b-dash user ID.
- Existing b-dash users will receive an email notifying them of their new access.

SCENARIO COMPLETE

Reset (Unlock) County b-dash User Password

Scenario:

The county delegated administrator receives a contact from a county b-dash user stating that they need a password reset for several reasons (e.g., the user has forgotten their password, or they have attempted to login too many times and locked their account, etc.). Note: the b-dash user has the ability to reset/(unlock) their password, too. So, the delegated administrator should first ask the user if they have attempted to unlock their account.

Reset (Unlock) County b-dash User Password: Step 1

- Navigate to the Keystone Key web page by entering this URL in your web browser:
<https://www.hhsapps.state.pa.us/iam/im/businesspartners/ca12/index.jsp>



Keystone Key

Username:

Password:

LOGIN

(Business Partner LoginID starting with "b-")

[Forgot Userid?](#) [Forgot / Change Password](#)

Reset (Unlock) County b-dash User Password: Step 2

- On the **Business Partner Management** screen, click the *“Reset User Password”* link.



Reset (Unlock) County b-dash User Password: Step 3

- On the **Reset User Password** screen, enter search information (User ID, last name, etc.) and click **SEARCH**.
- Select the **radio button(s)** next to the user(s) whose password(s) you want to reset.
- Click **SELECT**.

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Logged in as: (Logout)

Business Partner Management Manage My Profile

Tasks

Reset User Password: Select User

Search for a user

Search for a user where User ID = * Search Clear

Search Results

1-1 of 1


Select	User ID	Last Name	First Name	Organization Name	Email
<input checked="" type="radio"/>				CountyofYo3050	

1-1 of 1

Select Cancel

Reset (Unlock) County b-dash User Password: Step 4

- On the next **Reset User Password** screen, click **SUBMIT** to complete the process.



The screenshot shows the Pennsylvania Business Partner Management interface. At the top, there is a dark blue header with the PA logo and the word "pennsylvania". Below the header, a navigation bar shows "Logged in as: [redacted] (Logout)" and two tabs: "Business Partner Management" and "Manage My Profile". A "Tasks" dropdown menu is open, showing "Reset User Password: [redacted]". The main content area contains a form with the following fields: "Organization" (CountyofYo3050), "User ID" ([redacted]), "First Name" ([redacted]), "Last Name" ([redacted]), and "Email" ([redacted]). Below the form, there is a note: "Click on submit to generate users's temporary password". At the bottom left, there is a link "Return to Search". At the bottom right, there are two buttons: "Submit" (circled in red) and "Cancel".

Reset (Unlock) County b-dash User Password: Step 5

- Click the **OK** button to complete the process.



The screenshot displays the Pennsylvania Department of Human Services portal. At the top left is the PA logo and the word "pennsylvania". Below this, it shows "Logged in as: [redacted] (Logout)". There are two main navigation tabs: "Business Partner Management" and "Manage My Profile". Under "Business Partner Management", there is a "Tasks" section with a dropdown arrow. The tasks listed are "Reset User Password", "Revoke CWIS Application Access", and "View Data Release Agreement". The "Reset User Password" task is selected, and a confirmation message is displayed: "Reset User Password: [redacted] Confirmation: Task completed." Below the confirmation message are two buttons: "Return to Search" and "OK". The "OK" button is circled in red, and a mouse cursor is pointing at it. At the bottom of the page, there is a copyright notice: "Copyright © 2005 - 2014 Commonwealth of Pennsylvania".

Reset (Unlock) County b-dash User Password: Next Steps

- The user(s) will receive an email with the subject line “Password Reset” and a temporary password.
- At the next login, they will need to use this password; and then they will be prompted to create a new permanent password in addition to set up new security questions again.

SCENARIO COMPLETE

Revoke County b-dash User Access

Scenario:

The county delegated administrator needs to remove CWIS access for a user who no longer works at the county, or does not need CWIS access, or any similar reason.

Revoke County b-dash User Access: Step 1

- Navigate to the **Keystone Key** web page by entering this URL in your web browser:
<https://www.hhsapps.state.pa.us/iam/im/businesspartners/ca12/index.jsp>



Keystone Key

Username:

Password:

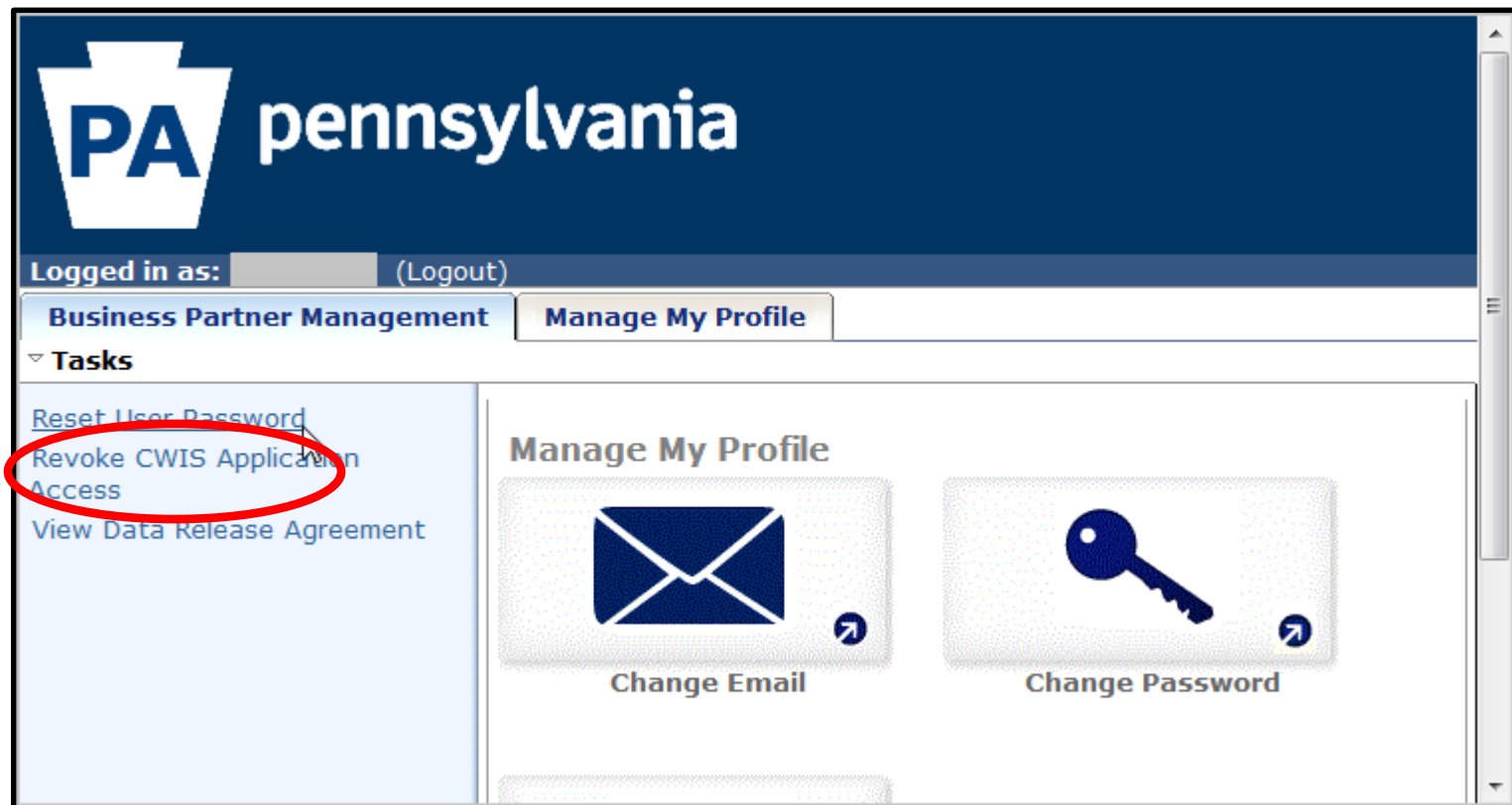
LOGIN

(Business Partner LoginID starting with "b-")

[Forgot Userid?](#) [Forgot / Change Password](#)

Revoke County b-dash User Access: Step 2

- On the **Business Partner Management** screen, click the *“Revoke CWIS Application Access”* link.



Revoke County b-dash User Access: Step 3

- On the **Revoke CWIS Application Access** screen, enter search information (User ID, last name, etc.) and click **SEARCH**.
- Select the **radio button(s)** next to the user(s) whose CWIS application access you want to revoke.
- Click **SELECT**.

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Logged in as: [redacted] (Logout)

Business Partner Management Manage My Profile

Tasks

Revoke CWIS Application Access: Select User

Search for a user

Search for a user
where [dropdown] = [dropdown] * [dropdown] Search Clear

Search Results

1-1 of 1

Select	User ID	Last Name	First Name	Organization Name
<input type="radio"/>	[redacted]	[redacted]	[redacted]	CountyofYo3050

1-1 of 1

Select Cancel

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Revoke County b-dash User Access: Step 4

- On the next **Revoke CWIS Application Access** screen, enter comments into the **Comments** field (if needed).
- Click **SUBMIT**. (Note: once you remove a user's CWIS access, they will no longer display in any search results. Only users from your organization with CWIS access will display in the search results).

The screenshot displays the 'Revoke CWIS Application Access' interface. At the top, the Pennsylvania logo and name are visible. Below the header, there is a 'Logged in as:' section with a '(Logout)' link. Navigation tabs for 'Business Partner Management' and 'Manage My Profile' are present. A 'Tasks' dropdown menu is open, showing the current task: 'Revoke CWIS Application Access: [redacted]'. The user profile information includes: User ID [redacted], First Name [redacted], Last Name [redacted], Email [redacted], Desk Phone [redacted], and Mobile Phone [redacted]. The Organization Name is 'CountyofYo3050' and the Revoking CWIS Roles are 'PW-CWIS-COUNTYWORK'. A text area for 'Comments' is highlighted with a red oval. At the bottom right, the 'Submit' button is also highlighted with a red oval, next to a 'Cancel' button.

Revoke County b-dash User Access: Step 5

- Click the **OK** button to complete the process.
- The user will **NOT** receive notification that their CWIS access has been revoked.



SCENARIO COMPLETE