# Wisconsin Department of Health Services

Division of Care and Treatment Services

# PPS PORTAL Access Administrator Guide

As an Access Administrator for your agency, you must approve two types of access for your agency colleagues who are requesting access to the PPS PORTAL MH/AODA Reports. First, you must approve their access to your agency's account in ForwardHealth, which provides access to state DHS systems in general. Secondly, you must approve their access to your agency's specific account in the PPS MH/AODA database. For security reasons, you must follow the two sets of steps outlined below.

1. As an Access Administrator, it is your responsibility to approve or deny requests for access to your county's data, as available through the ForwardHealth Portal. When there are requests that require your attention, you will be sent an email to let you know. These emails are sent on a nightly basis, so you will receive a notification the morning after the request was submitted. In order to review access requests, log into the ForwardHealth Portal with the account credentials you specifically set up for the PPS PORTAL MH/AODA Reports. On the right-hand side of the screen, select **Partner Request Search [Admin].** In this context, "Partner" is a reference to your colleagues within your agency who are requesting access.
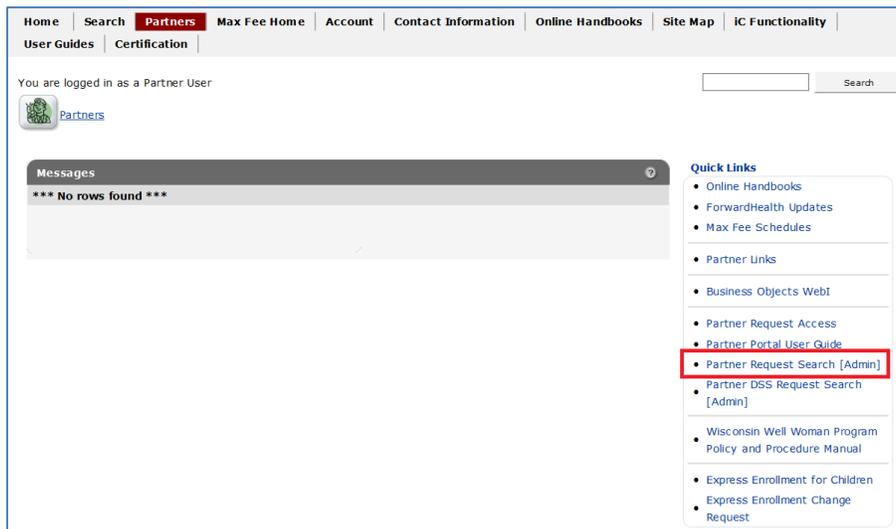


2. The screen you will arrive at after clicking the link gives you an option to filter the access requests. You do not need to fill out any of these fields. Simply leave them blank and click **Search.**
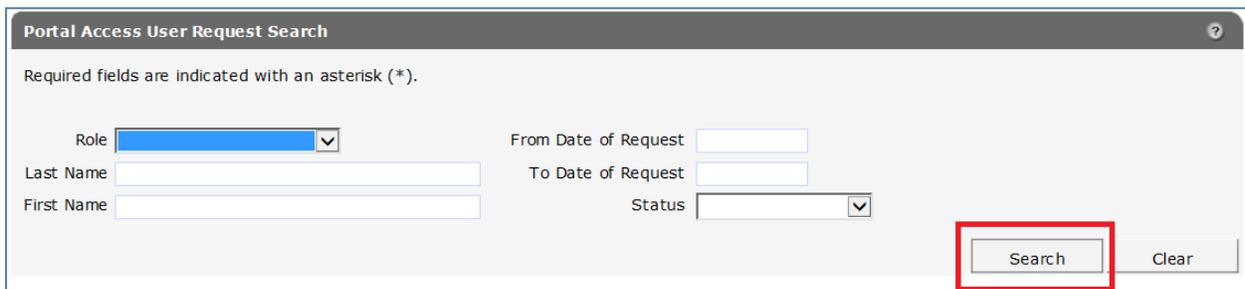
3. You will then be taken to a list of requests. You can see the status of each of these requests under the **Status** column. Requests that need you to take action on them will have a status of **Requested.**

| Search Results | | | | | | | |
|---|---|---|---|---|---|---|---|
| First Name | Last Name | Requested User ID | Role | Cert/Agency | Date Requested | Status | Status Date |
| ELLIE | HOLZHAUSEN | HOLZHAUSEN1 | Partner Admin | Florence Co. HSD | 20160217 | Approved | 20160316 |
| ELIZABETH | HOLZHAUSEN | ELHOLZ12 | PPS MH & AODA Reports | Florence Co. HSD | 20160509 | Requested | 20160509 |

4. To update a request, click anywhere on the request's row.

**Request User Profile**

User Information

| | | | |
|---|---|---|---|
| First Name | ELIZABETH | Requested User ID | ELHOLZ12 |
| Last Name | HOLZHAUSEN | Date Requested | 05/09/2016 |
| E-Mail | elizabeth.holzhausen@dhs.wiscons | Status | Requested |
| Work Phone Number | (715)579-5316 Ext. | Status Date | 05/09/2016 |
| Role | PPS MH & AODA Reports | | |
| Certifying Agency/Site Code | Florence Co. HSD | | |

5. For any request, you should only update the **Status** field. If it is appropriate that the requestor has access to your county's data, chose **Request Approved.** If the requestor should not have access to your county's data, chose **Request Denied.**

**Request User Profile**

User Information

| | | | |
|---|---|---|---|
| First Name | ELIZABETH | Requested User ID | In Work / Request Approved / Request Denied / Requested |
| Last Name | HOLZHAUSEN | Date Requested | |
| E-Mail | elizabeth.holzhausen@dhs.wiscons | Status | |
| Work Phone Number | (715)579-5316 Ext. | Status Date | 05/09/2016 |
| Role | PPS MH & AODA Reports | | |
| Certifying Agency/Site Code | Florence Co. HSD | | |

6. After you have chosen the appropriate Status for the requestor, click **Save.**

7. Navigate back to the Partner home page and choose the **Partner DSS Request Search [Admin].** Repeat steps 2 through 6 for the same person. You must complete the approval process for each person in this way—technically there are two types of access that you're approving, but for our purposes you just need to remember to approve each type—otherwise, your users will not gain access to the PPS PORTAL reports.



# Where to Get Help

For questions related to your ForwardHealth logins or any errors that you are experiencing, please contact the ForwardHealth Portal Help Desk:

Email: vedswiedi@wisconsin.gov

Phone: 1-866-908-1363