



AVS Portal Security User Guide

Oregon Department of Human Services

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I. ACCESS OVERVIEW

This user guide is intended to introduce security users to the AVS Portal and to provide step-by-step instructions on the features available to those with security permissions. Access to the AVS portal's functions is limited by the user role assigned. The chart below identifies the different roles and the portal functions that can be accessed by each role. Security users will be responsible for setting up new users, as well as disabling users, changes to user preferences, reset passwords, and unlock accounts as needed.

Below are the set of the currently available user roles in the OR AVS Portal. Each row is a different user role and corresponding sections detail what type of access each is granted currently. If there are any questions about user roles or portal functions, please reach out to AVS.Support@state.or.us

Note: Below are all the user roles currently available for use in production. The state can select the roles that would best fit the needs of their staff.

AVS Portal User Role Matrix:

User	Case Queue - View	Case Queue – Assign	Make Eligibility Decisions	Search/ View Cases	Reports	Eligibility History	Ad Hoc Requests	Results After Decision	Manage Users
Eligibility	District	No	ALL	ALL	NO	ALL	ALL	Yes	No
Supervisors/ Leads	District	ALL	ALL	ALL	District	ALL	ALL	Yes	No
DM's	All	No	No	All	All	All	No	No	No
APD Security Admin	No	No	No	No	No	No	No	No	Yes All Users
Case Assignment	District	ALL	NO	ALL	NO	NO	NO	NO	NO
Security Sub-Admin	No	No	No	No	No	No	No	No	District

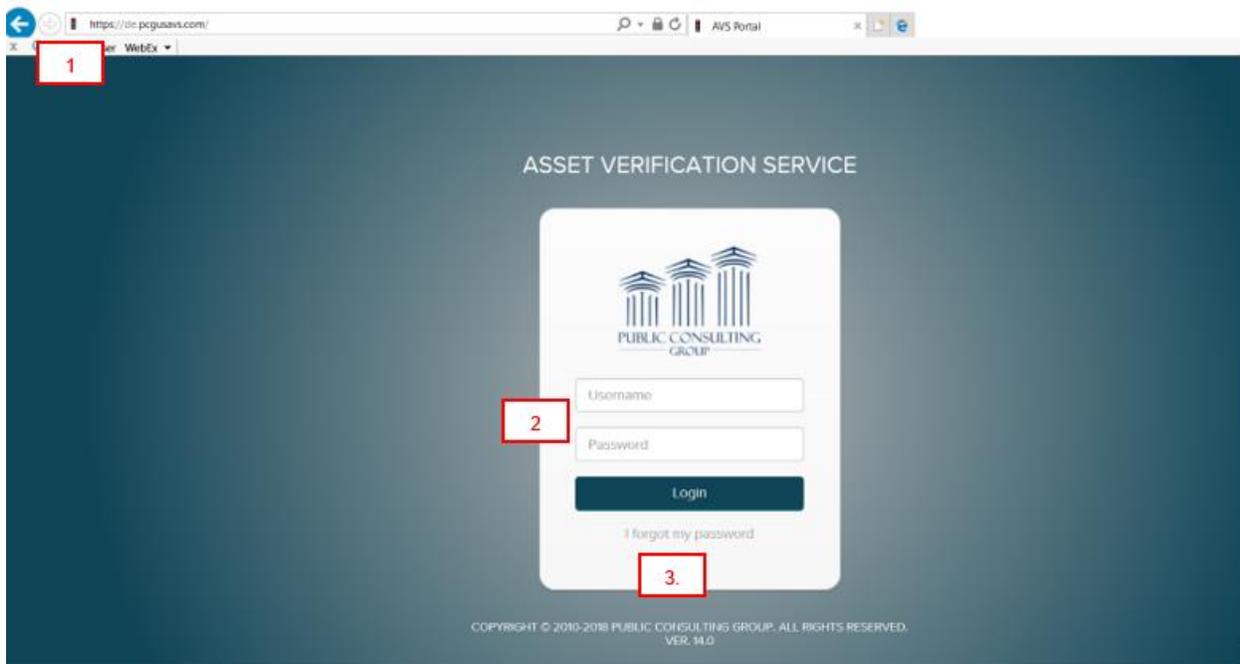
II. AVS PORTAL

2.1 AVS PORTAL LOGIN

Refer to the screenshots as needed to identify the portal's various elements and to get started with AVS. Screenshots are carefully labeled with numbers and followed by corresponding definitions.

Upon initial setup, when a user logs in for the first time they will have to complete their profile with their security questions and change their temporary password.

Logging in (or logging on or signing in or signing on), is the process by which a user gains access to the AVS Portal by identifying and authenticating themselves with a username and matching password. Three key elements featured in the AVS Portal Login screen include:



1. Login site: <https://or.pcgusavs.com/>
2. Login credentials: OR or P# with a temporary password (at initial setup).
3. Forgot Password: a self-service approach for users to reset a password using usernames and answering security questions.
 - After 3 failed login attempts the user will be blocked from accessing the Portal for 15 minutes.
 - Users will have to update their passwords after a 90-day period has elapsed.
 - The previous 10 passwords cannot be recycled in the AVS Portal.

Please note that access to the AVS Portal is protected by IP address constraints. Therefore, the portal will only be accessible to users within the physical office space. To further protect the data, the AVS Portal directs users back to the login screen after 15 minutes of inaction.

2.2 SECURITY USER PORTAL VIEW

Upon logging in the Sub-Admin home screen will be the Manage Users page. Sub-Admins will not have access to any case information held within the AVS Portal. From this screen Sub-Admins will be able to create and manage existing users in the AVS Portal in their district, both active and inactive as well.

Name	User Name	District	Office	Unit	Worker	Change Password	Unlock User	Active User
NY DistrictUserManager	NYDistrictUserManager	01			NYDistrictUserManager	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dawn Osorio	500n54	66	588	NHED	osor2772	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marie Pierre-Mondelus	500n41	66	588	NHED	pier4130	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Charmaine Rossman	500r87	66	588	NHED	ross6185	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tester 1	Tester1	07	4	Admin	admin	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
qa 1	qatest1	01	1	State	qa123456789445455567	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
tester 1234	tester1234	01	2		Tester2	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
worker 2	worker2test	66	588	NHED	worker2test	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tester 2	Tester2	01	2	State	Tester2	Change Password	<input type="checkbox"/>	<input type="checkbox"/>
a a	testwithdrawal	66	588		22222	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q a	qaTestClose	66		Admin	qatest	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
John Abraham	RegAdmYN	01		Admin	NYDOH	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
nir Adhi	n				11	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2.3 SECURITY USER MENU BAR



Home Screen: returns user to the User Management page.



Search: pinpoint different users by entering first or last name, AVS username, or worker ID. Note: searching by name will show partial or multiple matches. Users can also select to search by districts or offices.



Tools: Another way to navigate to Manage Users screen.



Account Settings: users can edit their profile and establish security questions, as well as change passwords.



Help Center: navigate to Help screen. Note: most videos will not be applicable to security users.

III. SUB-ADMIN INSTRUCTIONS

This section is designed to help users review basic portal functions, particularly those processes that can be supported by visual confirmation. Each section will detail certain functions an AVS Sub-Admin can perform. Before adding or updating a user, you must have a completed 784 IUP from the manager requesting the user be granted AVS access.

3.2 USER LOCATION SETUP

- Under the location section of the page ensure that the appropriate district and office is being selected.
- The location assignments will determine what cases will be accessible to the user. I.E. users are restricted to seeing the caseload for only their respective district.
- While assigning a user’s location it is important to consult the user role chart on page 1 to cross reference if the role’s access level is in line with what location restrictions are being assigned.

3.3 EDIT A USER’S ACCOUNT

- Sub-Admins also have the ability to edit other AVS users account’s permissions.
- First, locate the necessary user in the User Management page that was detailed on pages 5-6.
- After selecting the appropriate account to edit the screen will display the user’s information as was previously configured.
- Sub-Admins will be able to edit all fields as necessary except for the AVS Username.
- Most common edit requests may have to do with editing an account’s permissions. Sub-Admins can assign new AVS user roles. **(Exception: Sub-Admin roles should not be permitted with any other user roles)**
- After any edits are made select the ‘Save’ option to complete the adjustments.
- Any reporting add-on access is controlled by PCG and cannot be completed by Sub-Admins accounts. Please contact AVS.Support@state.or.us any questions or for assistance.

PCG Health
Public Focus. Proven Results.™

subsecurity
Dist. 0

Manage Users

district worker

AVS Username: district0worker

First Name: district

Last Name: worker

Email: Enter Email

State Worker Id: district0worker

LOCATION

District: 0 - Central

Office: Select...

Unit: **Not being used** Select...

RIGHTS & ROLES

Roles:

- OR Case Transfer Support Staff
- OR District Manager
- OR Eligibility Worker
- OR Sub-Admin Security User
- OR Supervisor and Lead

Cancel Save

All information here can be edited with the exception of the User name which should always be the OR# or the P#.

3.4 CHANGE YOUR ACCOUNT'S PASSWORD

- To update your own password, sign into the AVS Portal.
- Click the 'Settings' icon from the navigation bar and select 'Change Password' from the drop-down menu.
- Choose a password that is a minimum of 6 characters long, contain at least one number, one upper case character [A-Z], one lower case character [a-z], and one special character (!, #, \$, @);
- Enter the new password information, then select 'Save'. For security reasons, passwords must be updated every 90 days. Note: password rules are configurable if changes need to be made.



3.5 RESETTING PASSWORDS FOR OTHER USERS AS A SUB-ADMIN:

- Sub-Admins have the access to change or reset another AVS user's password from the Manage Users or Home page.
- Select the appropriate user row from the 'Change Password' column noted below;

Name	User Name	District	Office	Unit	Worker	Change Password	Unlock User	Active User
NY DistrictUserManager	NYDistrictUserManager	01			NYDistrictUserManager	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dawn Osorio	500x54	66	588	NRHD	osor2772	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marie Pierre Mondelus	500x41	66	588	NRHD	pier4130	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Charmaine Rossman	500x87	66	588	NRHD	ross6385	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tester 1	Tester1	07	4	Admin	admin	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
qa 1	qa1test1	01	1	State	qa123456789445455567	Change Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- After selecting the 'Change Password' option, a new window will appear on the page designating the Sub-Admin to enter in a new password, and then confirm it.
- If the new password does not comply with the state's password security rules, then the text boxes will be highlighted in red and the mandatory password rules will display below.
- For the state of Oregon, the password security rules are: Password must be a minimum of 6 characters long, contain at least one number, one upper case character [A-Z], one lower case character [a-z], and one special character.

Name	User Name	District	Office	Unit	Worker	Unlock User	Active User
Grayson Allen	grayson.allen				grayson.allen	<input type="checkbox"/>	<input checked="" type="checkbox"/>

New Password:

Confirm Password:

Password must be a minimum of 10 characters long, contain at least one number, one upper case character [A-Z], one lower case character [a-z], and one special character

The password and confirmation password do not match.

Cancel

- Once the password has been changed, a success message will appear at the top of screen. Indicating that the new password has been accepted.
- Note: The Portal will block any attempts to recycle the 10 previously used passwords for an account.



3.6 UNLOCK A USER'S ACCOUNT

- Sub-Admins have access to unlock other AVS user's accounts.
- This would result from a user being denied access due to too many invalid login attempts. The user must wait 15 minutes before attempting to log in again after denied access due to too many invalid login attempts.
- Chief Data Steward or Sub-Admins will have the ability to then lift the restrictions on any impacted users by selecting the appropriate user's checkbox noted below in the Unlock User column.
- The Sub-Admin can then reach out directly to the impacted user(s) via email. By selecting the account, the user's email address should be noted in the 'User Information' section.

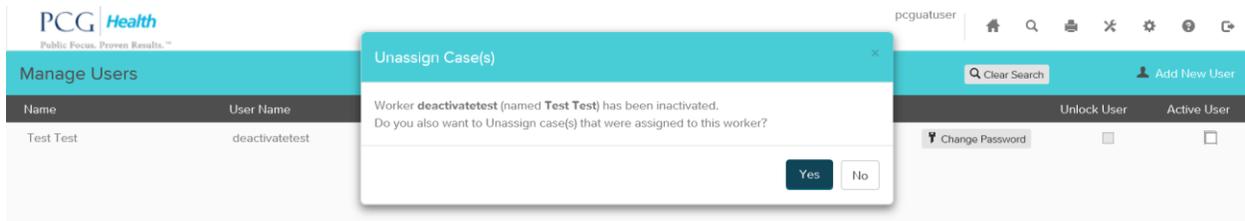
Name	User Name	District	Office	Unit	Worker	Change Password	Unlock User	Active User
worker 3	worker.3	01	LTC		wk3	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
District Admin	vdistrictadmin	01	LTC		vdistrictadmin	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jason Allen	JAllen2	01	Non-LTC		JAllen2	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jason Allen	JAllen	01	LTC		JAllen	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thelma Beaudin	TBeaudin2	01	Non-LTC		TBeaudin2	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

3.7 DEACTIVATE A USER'S ACCOUNT

- Another essential function security users have is the ability to deactivate AVS user's accounts.
- This may be needed if state employees transfer to another office/department or retire.
- Deactivating or re-activating users is done directly through the main User Management page.

Name	User Name	District	Office	Unit	Worker	Change Password	Unlock User	Active User
worker 2	worker2test	66	588	NI-ED	worker2test	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tester 2	Tester2	01	2	State	Tester2	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input type="checkbox"/>
a a	testwithdrawal	66	588		22222	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q a	qaTestClose	66		Admin	qatest	<input type="button" value="Change Password"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Under the 'Active User' column are checkboxes, an empty checkbox indicates the corresponding account is inactive. A box that has a checkmark indicates the account is still active.
- To deactivate an account, find the appropriate account and select the Active User checkbox on the far right of the screen. After do so the following message will appear;



- The message reads as: "Worker (*AVS Username, named firstname lastname*) has been inactivated. Do you also want to Unassign case(s) that were assigned to this worker?"
Select Yes.

For additional assistance with security set up and user management, please contact AVS.Support@state.or.us or APD.Security-requests@state.or.us