pennsylvania
DEPARTMENT OF HUMAN SERVICES

eCIS Registration User's Guide

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Business Partner eCIS Registration Overview

This Quick Reference Guide is designed to assist you in completing your online self-registration.

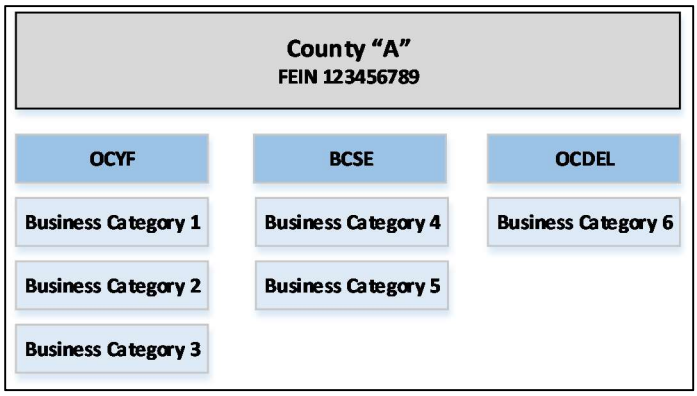
There are three main steps to registering:

1. Register your organization with eCIS.
2. Register at least one, but no more than four, individuals as Delegated Administrators (DA) for each business category relevant to your Commonwealth program affiliation. These individuals will have the responsibility to approve or reject eCIS users within their organization and associated business category.
3. Register eCIS users as appropriate.

Organizations are identified by their Federal Employer Identification Number (FEIN). You will need the FEIN prior to beginning registration.

Business Partner eCIS access is designed specifically for each Commonwealth program and business partner user group. See the appendix at the end of this document for a current list of Commonwealth program areas and affiliated business categories.

An organization may support multiple Commonwealth programs depending on the scope of business conducted. And within a Commonwealth program affiliation, there may be multiple user groups performing different business functions. These business functions are defined as "Business Categories" in the registration process. Below is an illustration of the organization/program office/business category relationship.



To enable the assignment of the appropriate eCIS role, the registration process requires each organization to register for at least one Commonwealth program office affiliation and business category (function). When an organization has multiple Commonwealth program office affiliations and business categories, each must be a separate registration request.

Once the appropriate Commonwealth program office affiliations and business categories have been registered, users will select the option that aligns with the function they perform.

All individuals who require access to eCIS must register, including those with an existing Commonwealth business partner account (b- account).

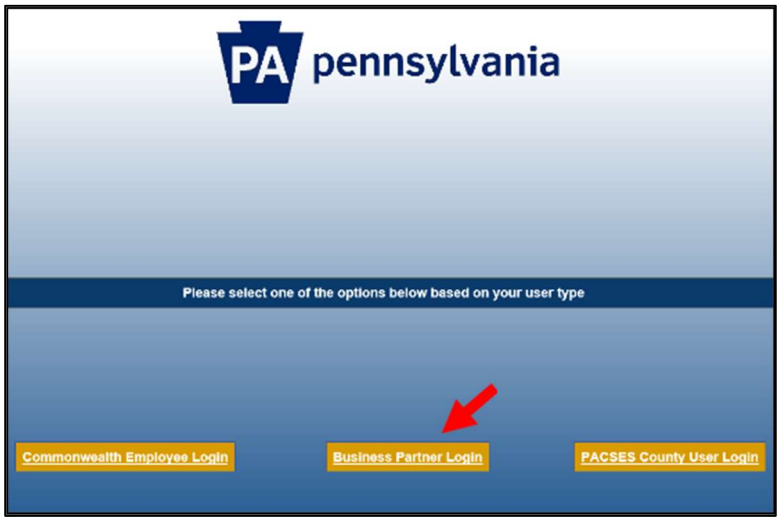
New Commonwealth Account Users

eCIS Organization Registration

In order to register, you will need your organization's Federal Employer Identification Number (FEIN) and an active work email address.

1. From your internet browser navigate to the eCIS landing page
   https://intraapps.dpw.state.pa.us/mci/
2. On the eCIS landing page, click **Business Partner Login** (see Figure 1: eCIS Landing page)

Figure 1: eCIS Landing page

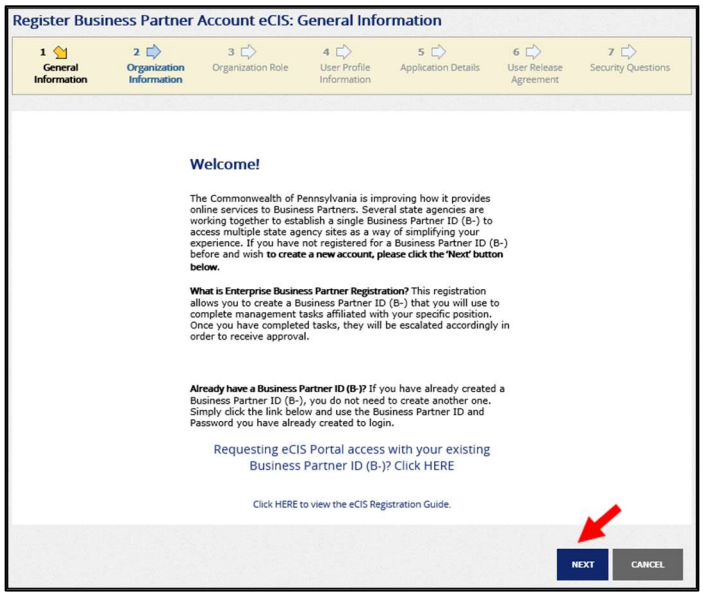


3. On the eCIS Login page, click Register for eCIS (see Figure 2: eCIS Login page)
   - No need to login – just click the link under Self-service for Business Partner

Figure 2: eCIS Login page

4. On the General Information page (see Figure 3: General Information page), click **Next**

Figure 3: General Information page



5. On the Organization Information page, enter the Organization Name and Tax ID (FEIN), then click **Next**.

Note: The messages and Organization Profile screen will vary slightly between organizations that have been previously registered with a DHS system and those that are unknown to DHS systems. These sequences are outlined in A, B and C below.

A. Registered Organizations, No eCIS Business Category

- If your organization has a registered status, you will receive a message indicating that the organization does not have any business categories (see Figure 4: Organization Information page)
- Click **Register eCIS Business Category** button.
- A pop-up window will appear, click **OK** to continue with registering a Business Category.
- After leaving the Organization Information page, you will be taken to the Organization Profile page. Enter all required fields (see Figure 5: Organization Profile page).
  - Select the Commonwealth Program Office with whom you do business from the drop down.
  - Select the Business Category from the drop down that aligns with the services you provide.
  - Scroll down on the page and enter your contact information. The name entered here will need to be the same name entered on the Data Release Agreement Page on page 10 of this document.
  - Enter a detailed description of your operational need for access to DHS client information. Information noted here will be used to determine approval for access.
  - Answer security question.
  - Click **Next**.

Figure 4: Organization Information page

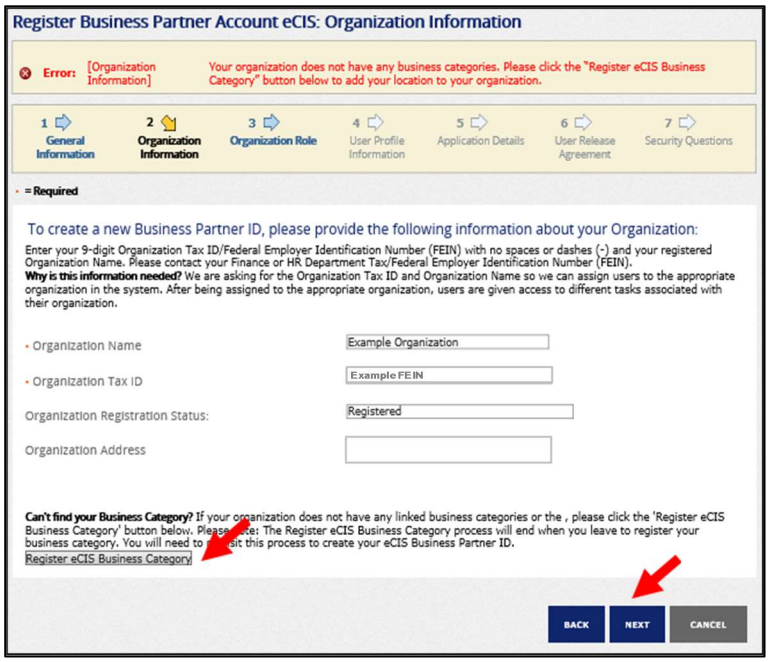
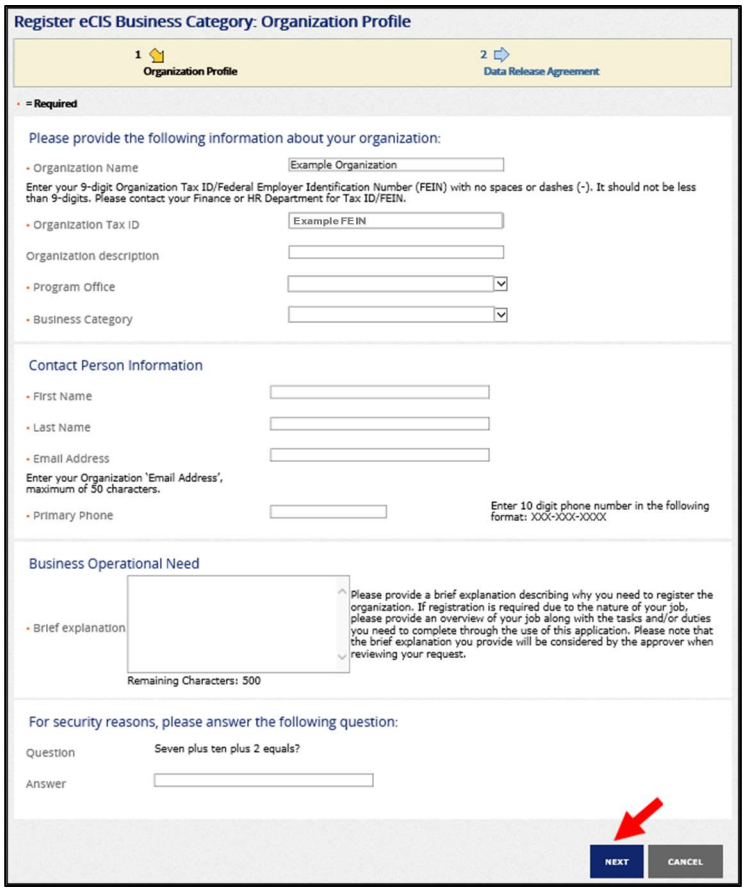


Figure 5: Organization Profile page



B. Registered Organizations, eCIS Business Category Needed Not Listed

- The system will display all eCIS Business Categories currently registered under the FEIN.
- Click the **Register eCIS Business Category** button (see Figure 6: Organization Information page).
- A pop-up window will appear, click **OK** to continue with registering a new Business Category.
- After leaving the Organization information page, you will be taken to the Organization Profile page. Enter all required fields (see Figure 7: Organization Profile page)
  - Select the Commonwealth Program Office with whom you do business from the drop down.
  - Select the Business Category from the drop down that aligns with the services you provide.
  - Scroll down the page and enter your contact information.
  - Enter a detailed description of your operational need for access to DHS client information. Include the Commonwealth program area you support (i.e. OCYF, OMAP, BCSE, etc.). Information noted here will be used to determine approval for access.
  - Answer security question.
  - Click **Next**.

Figure 6: Organization Information page

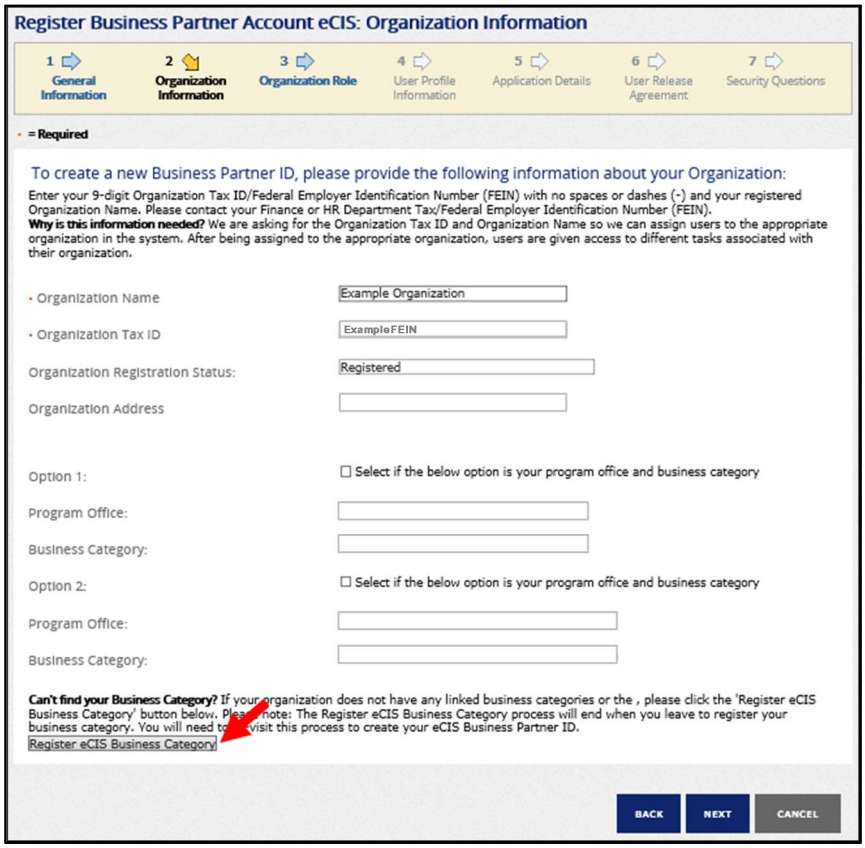
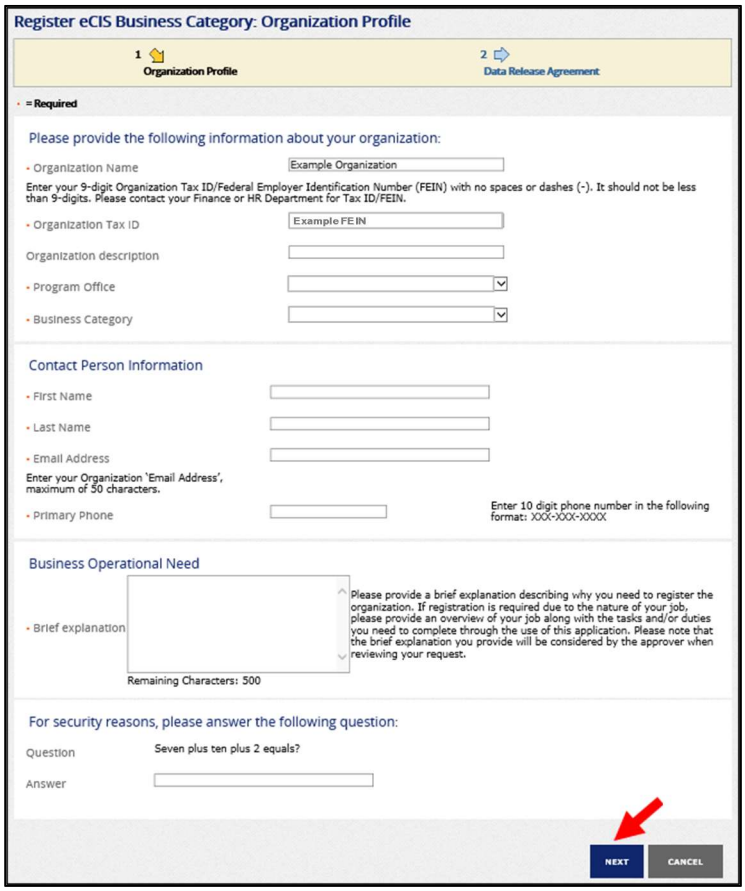


Figure 7: Organization Profile page



C. Organizations Unknown to DHS Systems

- If your organization is not known to DHS systems, you will receive a message indicating that the organization doesn't exist (see Figure 8: Organization Information page) Click **Register eCIS Organization** button.
- A pop-up window will appear, click **OK** to continue with registering a new organization.
- After leaving the Organization information page, you will be taken to the Organization Profile page. Enter all required fields (see Figure 9: Organization Profile page).
  - Enter the name, description, and address of the organization.
  - Select the Commonwealth Program Office with whom you do business from the drop down.
  - Select the Business Category from the drop down that aligns with the services you provide.
  - Scroll down on page and enter your contact information.
  - Enter a detailed description of your operational need for access to DHS client information. Information noted here will be used to determine approval for access
  - Answer security question.
  - Click **Next**.

Figure 8: Organization Information page

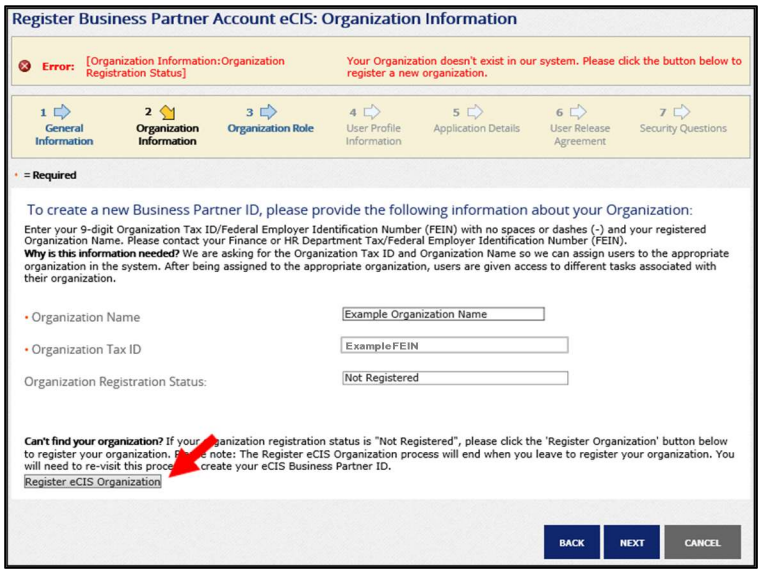
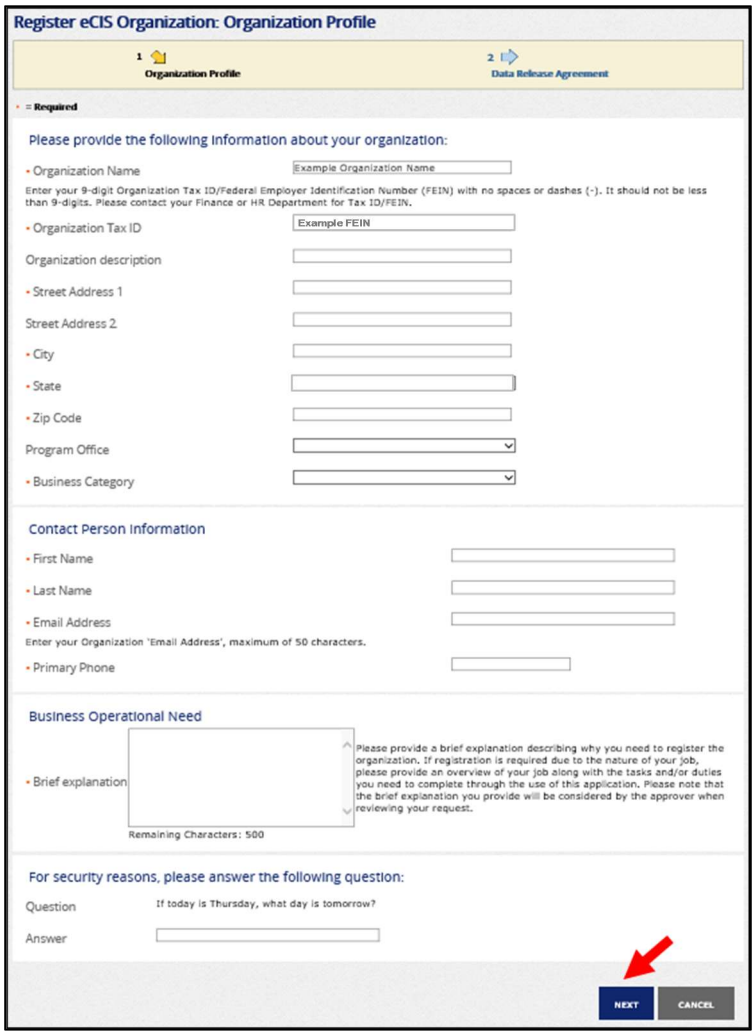
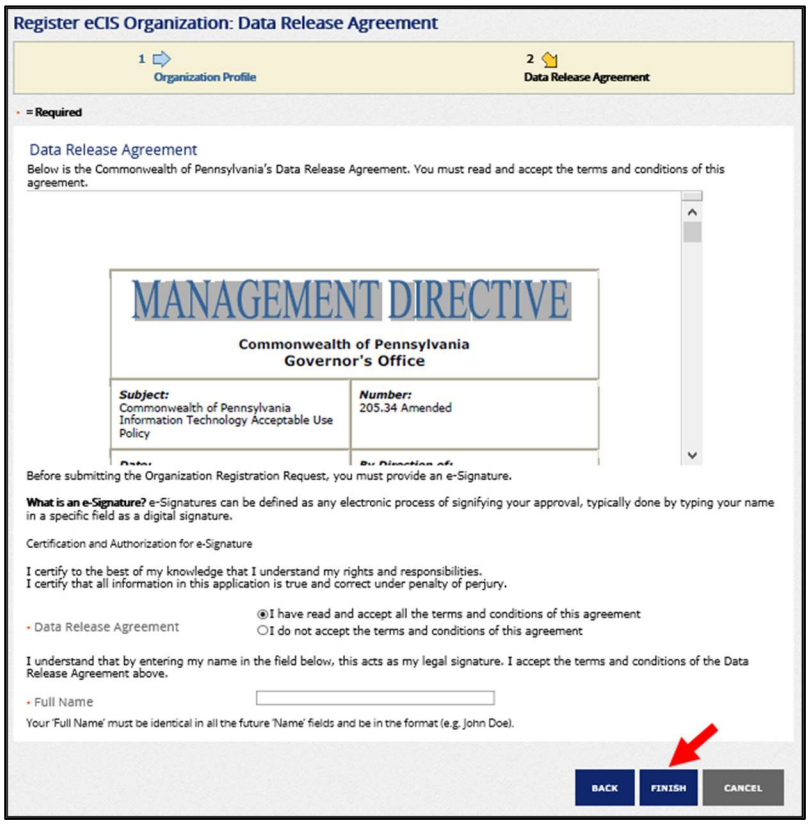


Figure 9: Organization Profile page

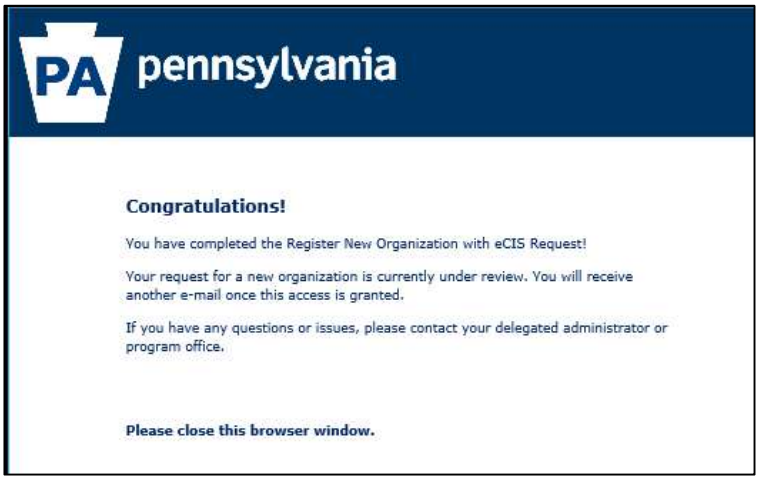


6. On the Data Release Agreement page, review the Data Release Agreement and accept if you agree to the terms and conditions. Enter your full name to e-Sign and click **Finish** (see Figure 10: Data Release Agreement page).
   - **Important** – The name entered as the signature must match the name entered to create account or an error will occur.

Figure 10: Data Release Agreement page



7. A message will be displayed stating the request has been successfully submitted and is waiting on approval. You will receive two emails: one confirming the request submission and another including the Program Office review outcome (approved or denied).



eCIS User Registration

Once you receive a confirmation email that your organization has been approved, individuals may begin to register for eCIS access.

The first individual user to register must be your organization's Delegated Administrator (DA). These individuals will be responsible for reviewing and approving/rejecting user requests for eCIS access. DAs are specific to an Organization/Program Office Affiliation/Business Category. Each registered organization and business category may have up to four DAs. At least one DA must be registered to enable user registration to begin.

In order to register, you will need your organization's Federal Employer Identification Number (FEIN) and an active work email address.

1. From your internet browser navigate to the eCIS landing page
   https://intraapps.dpw.state.pa.us/mci/
2. On the eCIS landing page, click **Business Partner Login** (see Figure 1: eCIS Landing page)

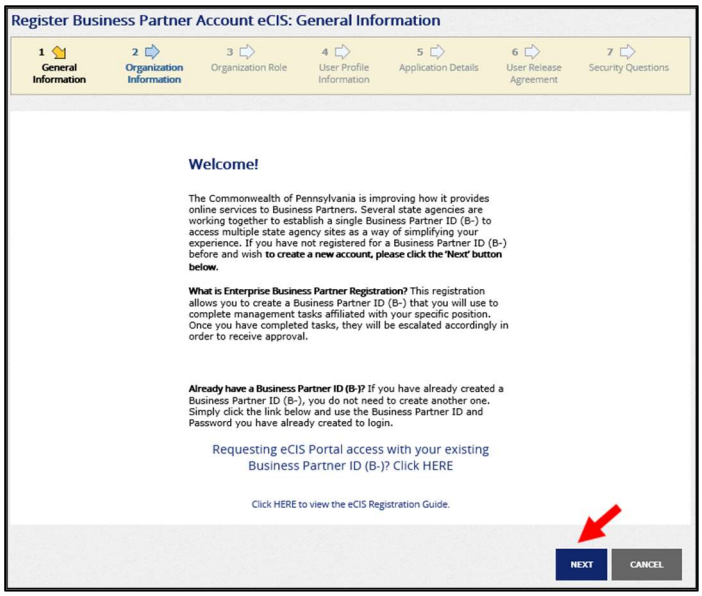
Figure 1: eCIS Landing page

3. On the eCIS Login page, click **Register for eCIS** (see Figure 2: eCIS Login page)
   - No need to login – just click the link under Self-service for Business Partner

Figure 2: eCIS Login page

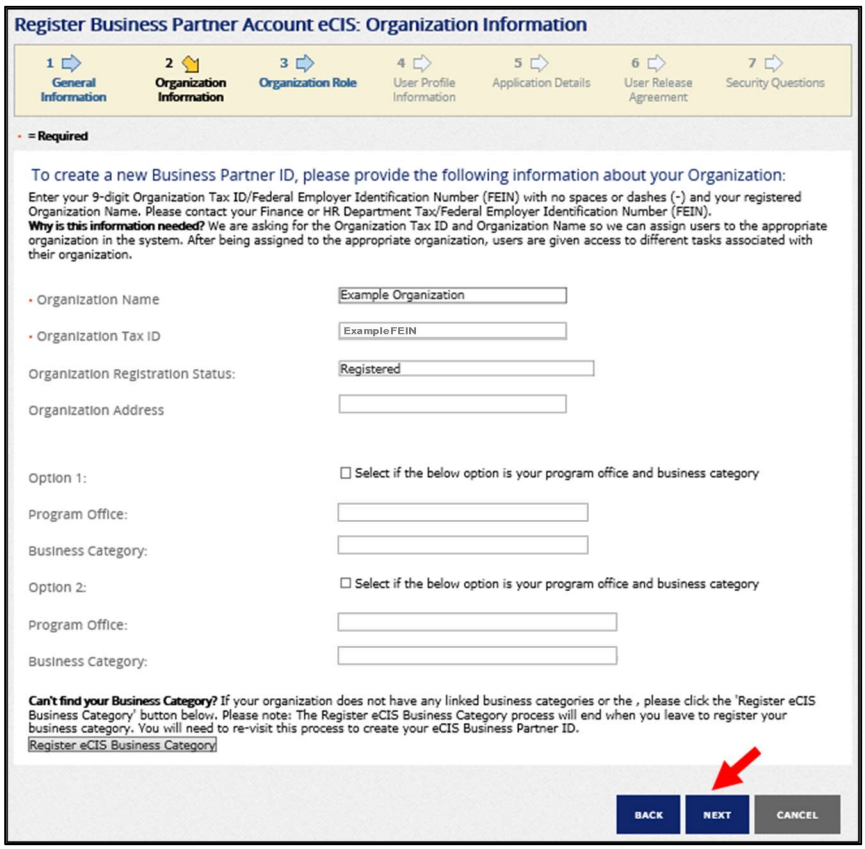
4. On the General Information page (see Figure 3: General Information page), click **Next**

Figure 3: General Information page



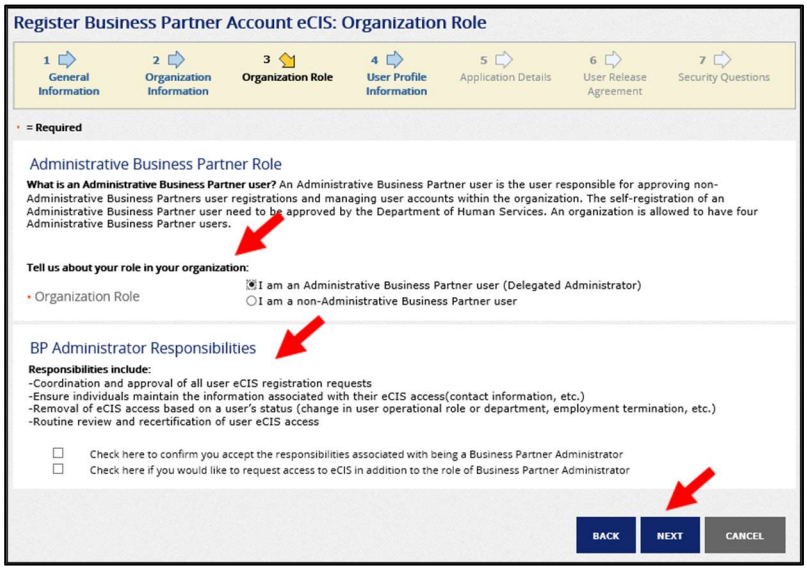
5. On the Organization Information page, enter the Organization Name and Tax ID (FEIN) (see Figure 4: Organization Information page).
   - The system will display all Business Categories currently registered under the FEIN, select the Business Category that describes your operational function. Click **Next**

Figure 4: Organization Information page



6. On the Organization Role page, select the type of user function to be requested (see Figure 5: Organization Role page).
   - Click one of the radio buttons to indicate the type of user role required.
     - If the Administrative Business Partner user (Delegated Administrator) role is chosen, review and accept the associated responsibilities and click the check box to confirm. Click the second check box if you would like to request eCIS access in addition to the Administrative Business Partner role.
   - Click **Next**

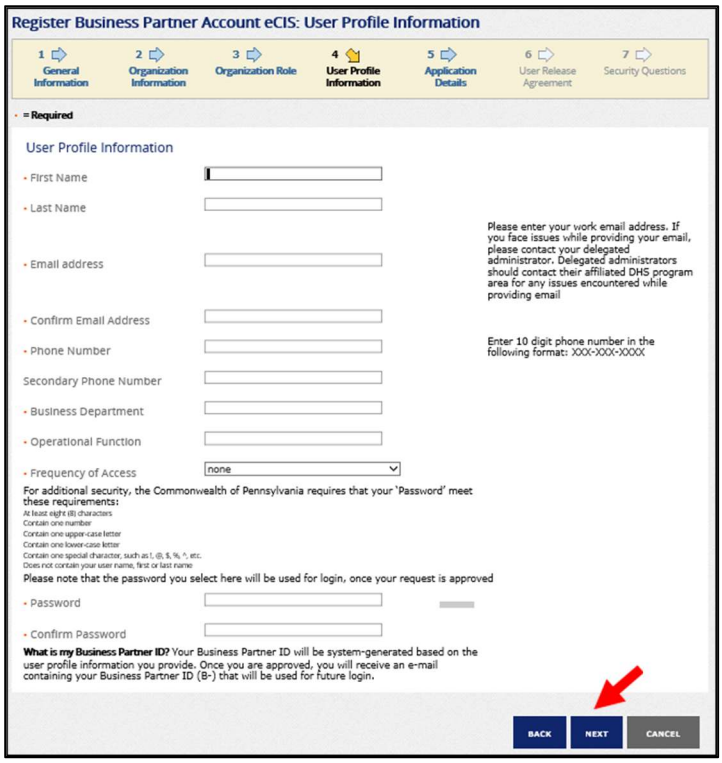
Figure 5: Organization Role page



7. On the User Profile Information page, fill out all required information (see Figure 6: User Profile Information page). Click **Next.**

   Note: If your email address is already in use with another DHS account, please follow the registration flow for an existing user. If the account associated with the email address is not yours, contact your organization's eCIS Delegated Administrator.

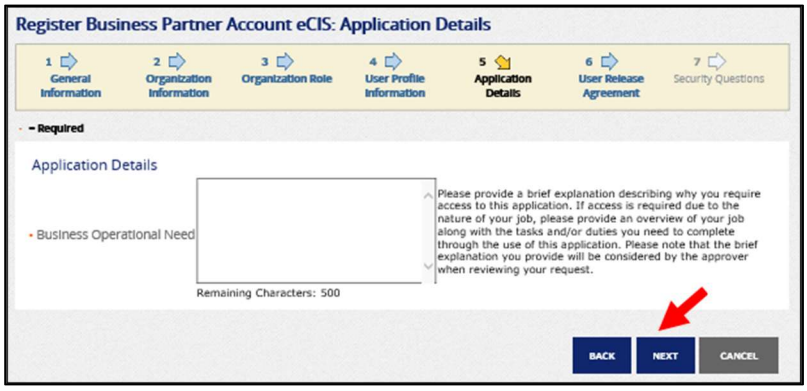
Figure 6: User Profile Information page



On the Application Details page, enter a detailed description of your operational need for access to DHS client information (see Figure 7: eCIS Application Details page). Click **Next**.

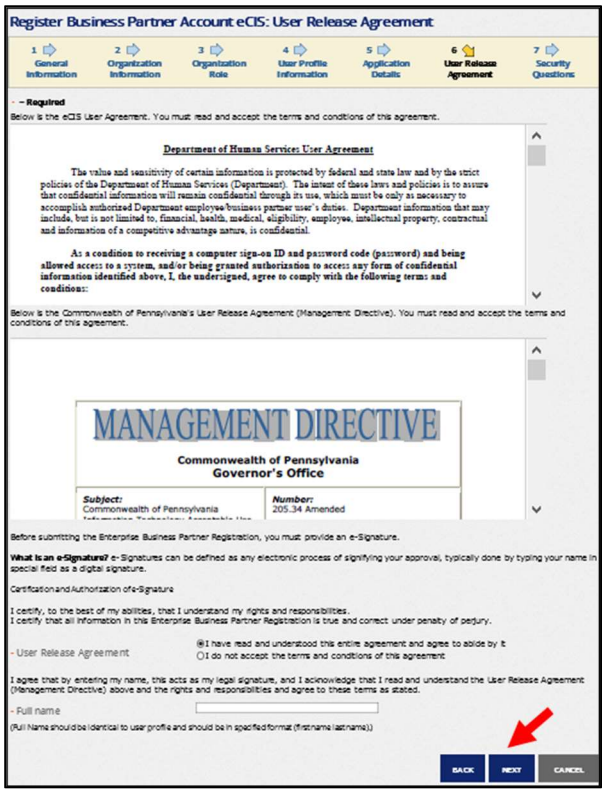
Information noted here will be used to determine approval for access.

Figure 7: eCIS Application Details page



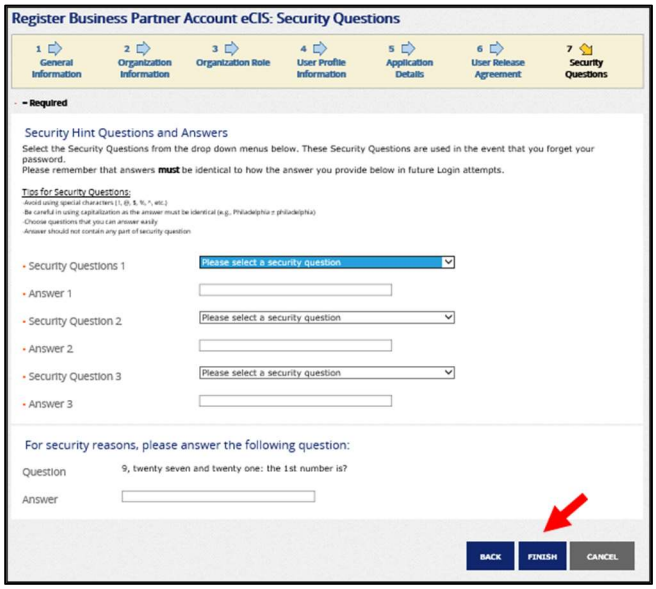
8. On the User Release Agreement page, read the User Confidentiality Agreement and Management Directive (see Figure 8: User Release Agreement page). Select that you have read and understand the entire agreement. Enter your Full Name in the box to e-Sign. Click **Next**.

Figure 8: User Release Agreement page



9. On the Security Questions page, select and answer the three security questions (see Figure 9: Security Questions page). It is important you remember the answer to these questions as you will use them to access your account if you forget your password. Scroll down to answer the security question. Click **Finish**.

Figure 9: Security Questions page



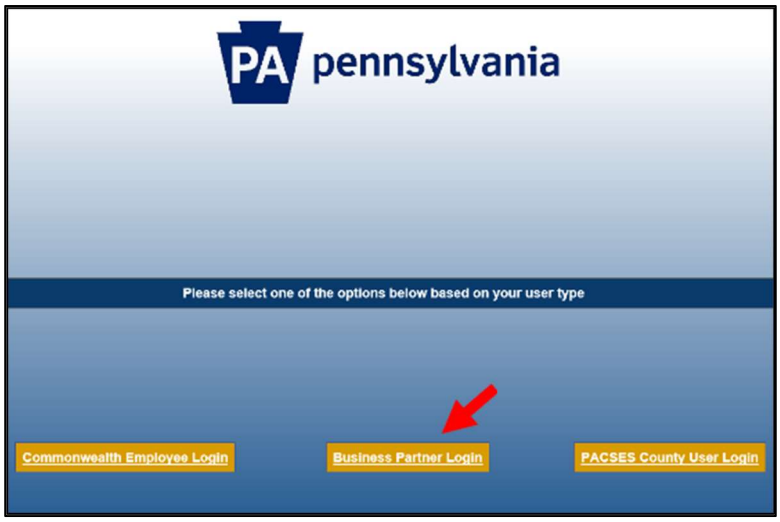
10. When you have finished, a message will be displayed stating the request has been successfully submitted and is waiting on approval. You will receive an email noting the outcome of your request. If approved, your Business Partner ID will be emailed to you.

Existing Commonwealth Account Users

eCIS Organization Registration

1. From your internet browser navigate to eCIS landing page https://intraapps.dpw.state.pa.us/mci/
2. On the eCIS Landing page, click **Business Partner Login** (see Figure 1: eCIS Landing page).

Figure 1: eCIS Landing page

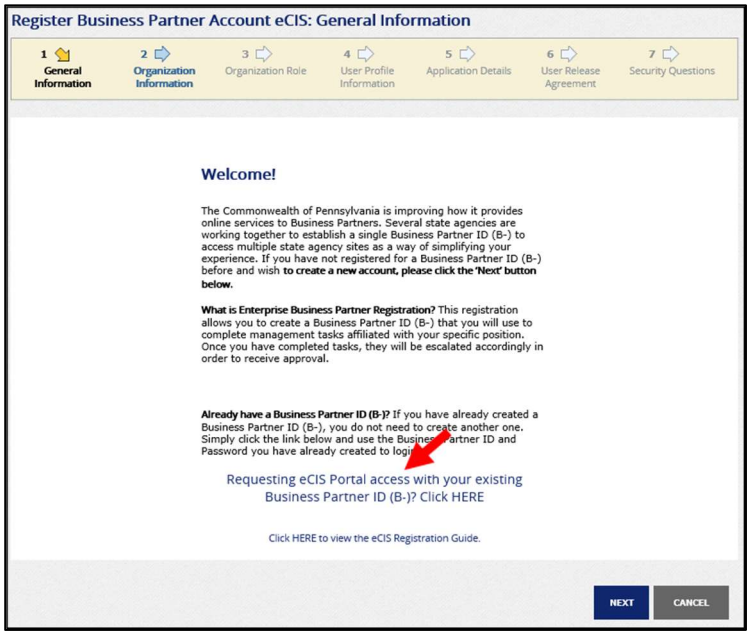


3. On the eCIS Login page, click **Register for eCIS** (see Figure 2: eCIS Login page)
   - No need to login – just click the link under Self-service for Business Partner

Figure 2: eCIS Login page

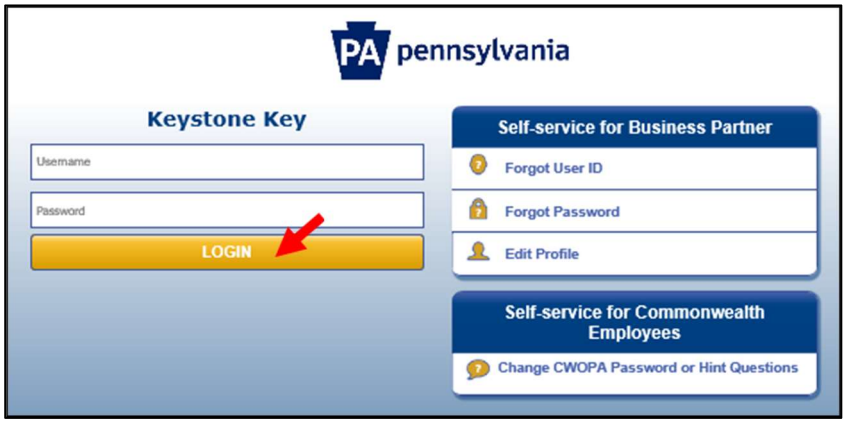
4. On the General Information Welcome page (see Figure 3: General Information page), click **Requesting eCIS Portal access with your existing Business Partner ID (B-)? Click HERE.**

Figure 3: General Information page



5. On the Identity Manager Landing page, enter your user name and password (b- account) and **Login** to the eCIS registration process (see Figure 4: Identity Manager Login page).

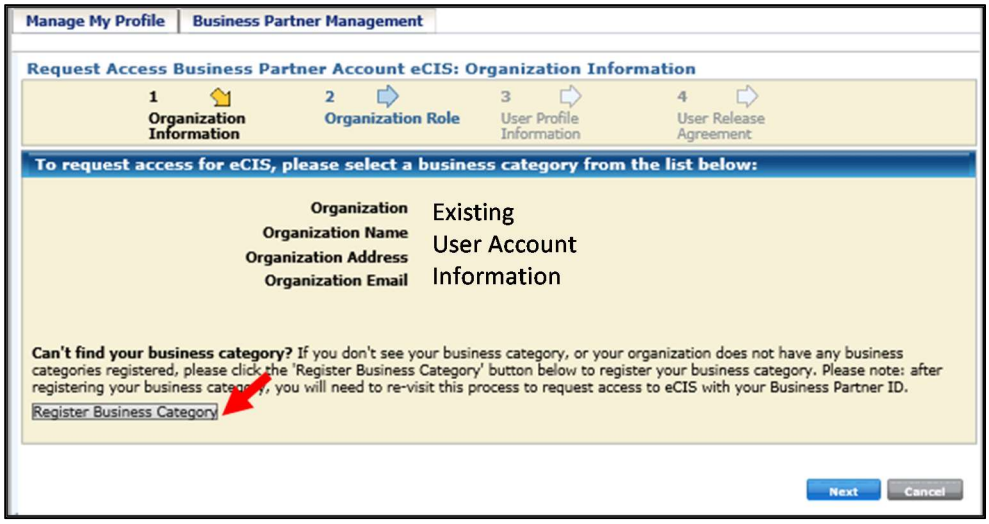
Figure 4: Identity Manager Login page



6. On the Organization Information page:
   - Your existing b- account information will be prepopulated.
   - If your organization has not yet been registered for eCIS, there will be no Program Office or Business Category listed (see Figure 5: Organization Information page), click **Register Business Category** button.
   - Or, if you do not see the appropriate Program Office and Business Category (see Figure 6: Organization Information page), click **Register Business Category** button.
   - A pop-up window will appear, click **OK** to continue with registering a Business Category.
   - After leaving the Organization information page, you will be taken to the Organization Profile page. Enter all required fields (see Figure 7: Organization Profile page).

- Select the Commonwealth Program Office with whom you do business from the drop down.
- Select the Business Category that aligns with the services you provide from the drop down list.
- Enter a detailed description of your operational need for access to DHS client information. Information noted here will be used to determine approval for access to eCIS.
- Click **Next**.

Figure 5: Organization Information page



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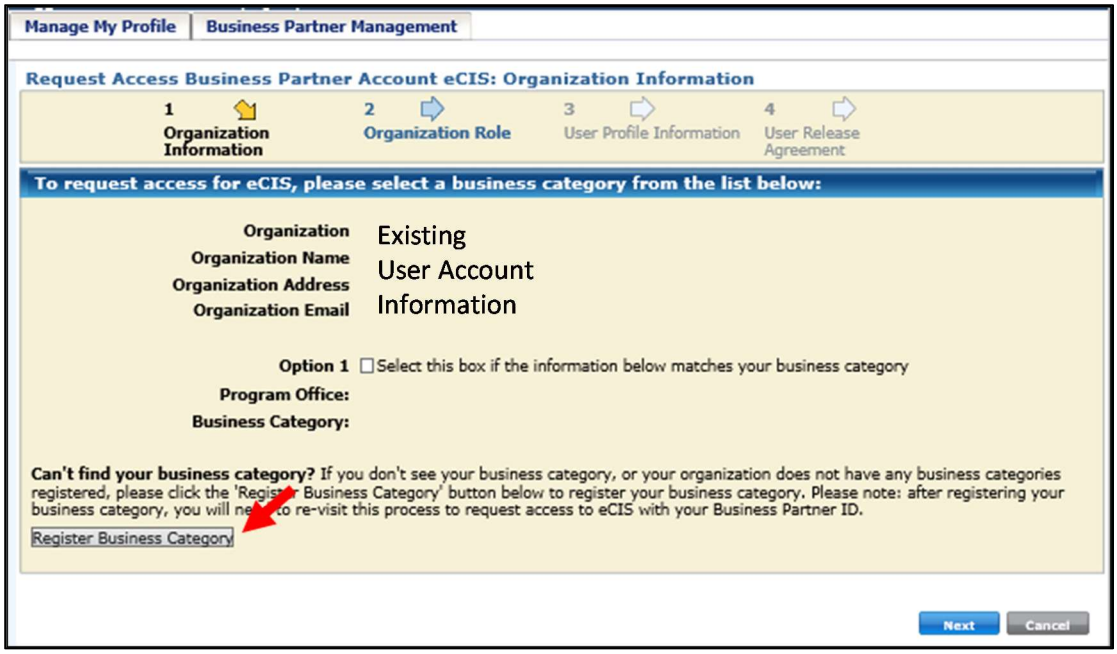
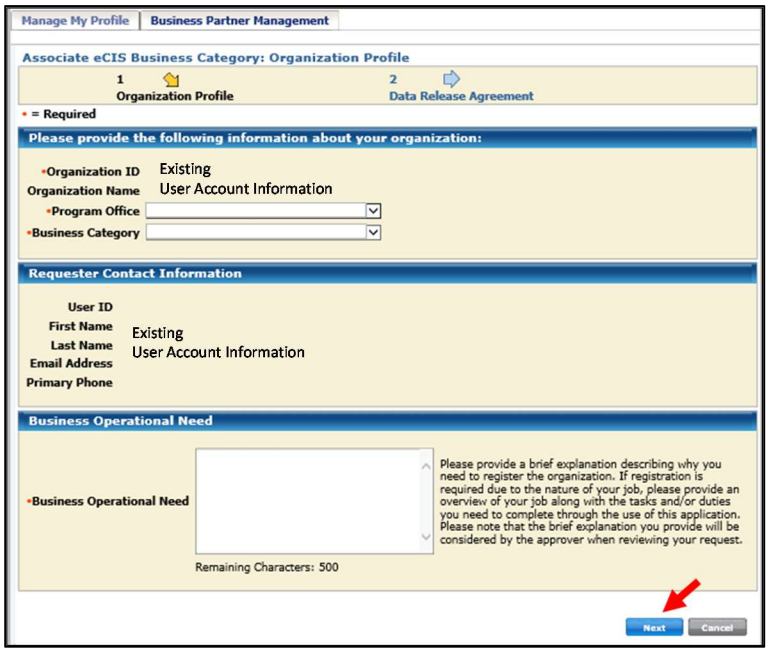


Figure 7: Organization Profile page



7. On the Data Release Agreement page, review the Data Release Agreement and accept if you agree to the terms and conditions (see Figure 8: Data Release Agreement page). Enter your full name to e-Sign. Click **Finish**.
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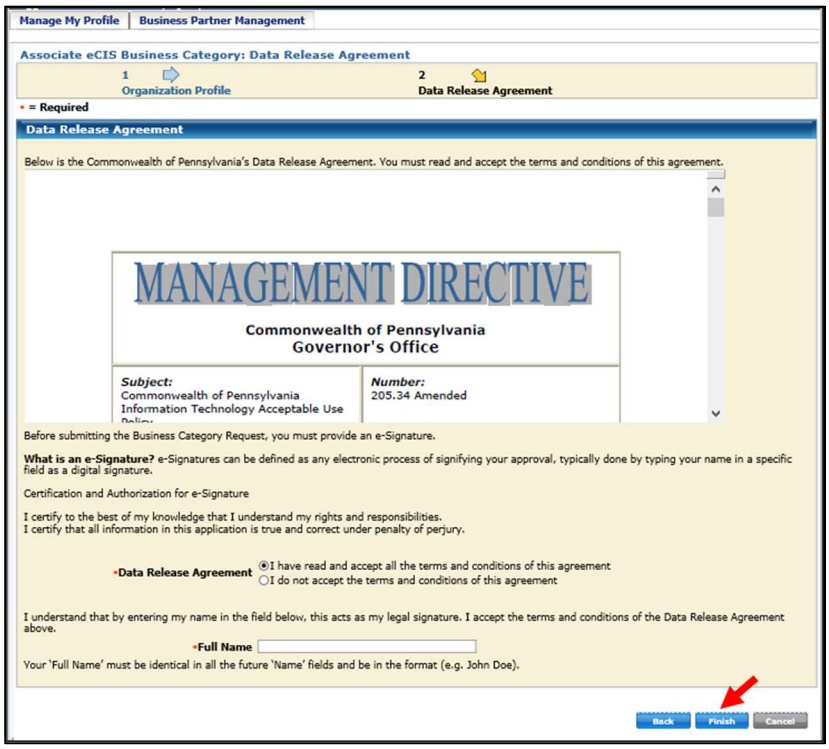

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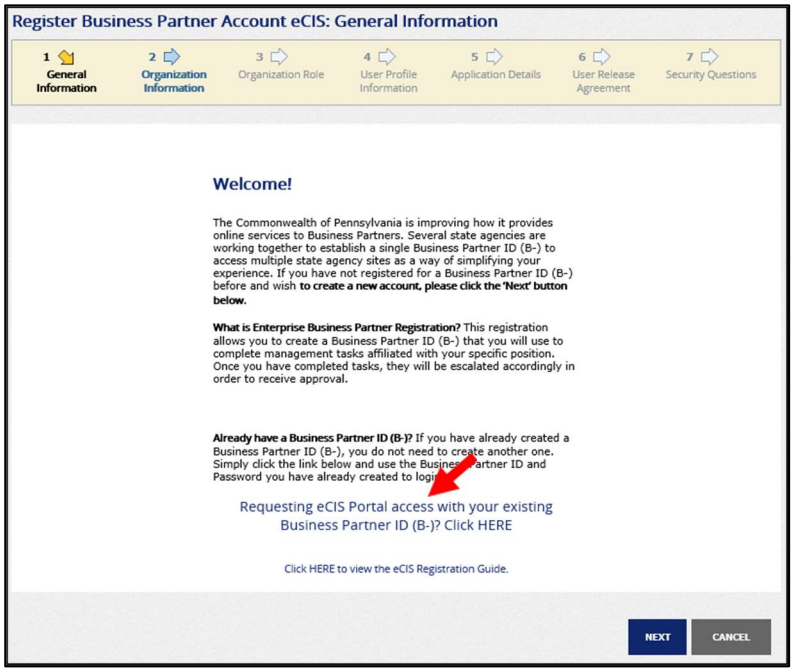

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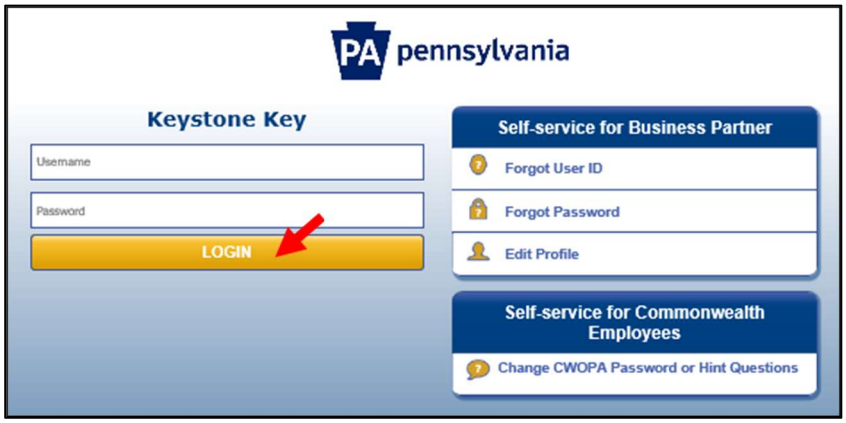
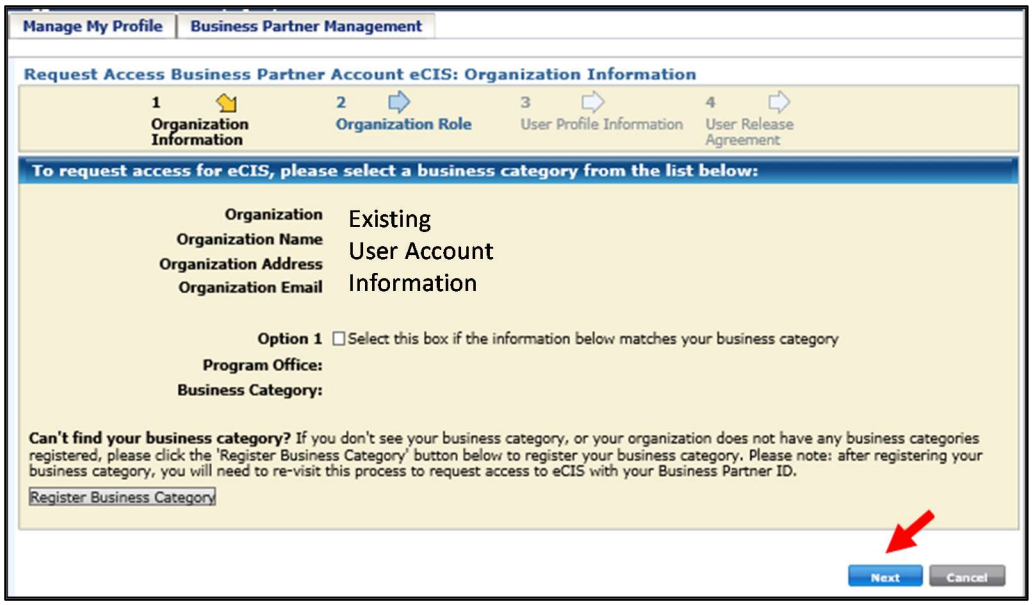
Figure 4: Identity Manager Login page



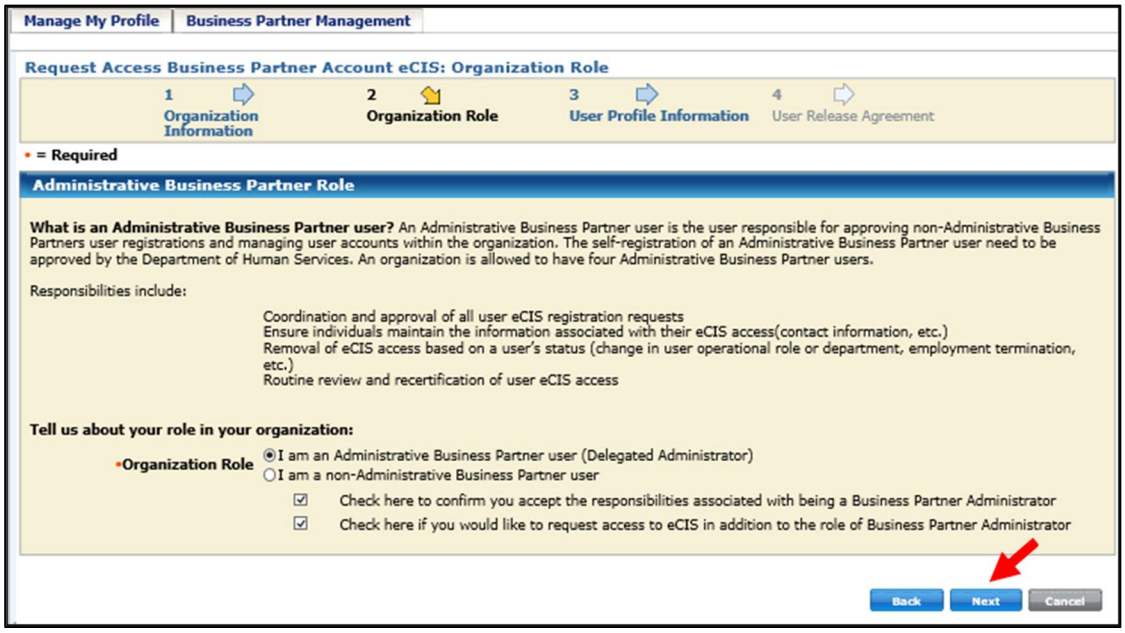
6. On the Organization Information Page, all eCIS Business Categories registered with the FEIN will be listed, select the Business Category that describes your operational function (see Figure 5: Organization Information page). Click **Next.**

Figure 5: Organization Information page



7. On the Organization Role page, select the type of user function to be requested (see Figure 6: Organization Role page)
   - Click one of the radio buttons to indicate the type of user role required
     - If the Administrative Business Partner User (Delegated Administrator) role is chosen, review and accept the associated responsibilities and click the check box to confirm. Click the second check box if you would like to request eCIS access in addition to the Administrative Business Partner role.
   - Click **Next.**

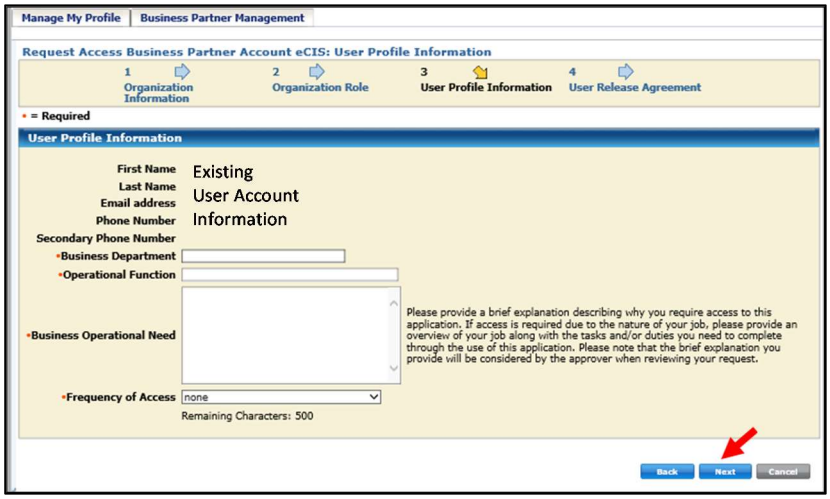
Figure 6: Organization Role page



8. On the User Profile Information page, enter all required information and click **Next** (see Figure 7: User Profile Information page).

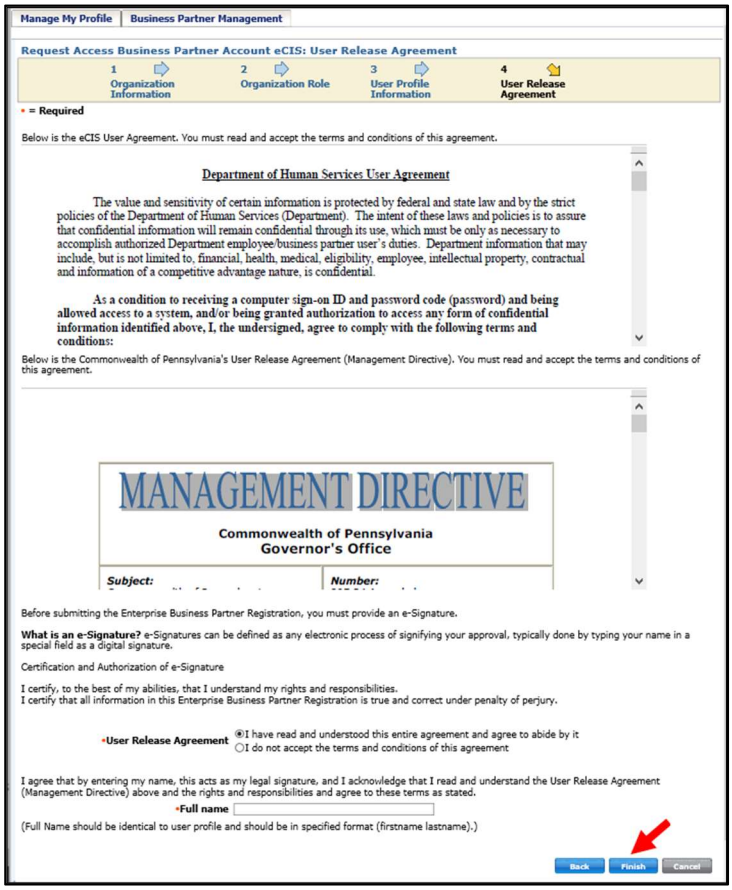
   Note: Information included here will be used to determine approval for access.

Figure 7: User Profile Information page



9. On the User Release Agreement page, read the User Confidentiality Agreement and Management Directive (see Figure 8: User Release Agreement page). Select that you have read and understand the entire agreement. Enter your Full Name in the box to e-Sign. Click **Finish**.

Figure 8: User Release Agreement page



10. When you have finished, a message will be displayed stating the request has been successfully submitted and is waiting on approval. You will receive an email noting the outcome of your request. If approved, your Business Partner ID will be emailed to you.

Identity Manager Console

Logging In

Identity Manager (IDM) is where user and organization management occurs.

1. From your internet browser navigate to the IDM login page.
   https://www.hhsidm.state.pa.us/iam/im/businesspartners/
2. On the IDM login page, enter your user name and password (b- account) to **Login** to the Identity Manager console (see Figure 1: Identity Manager Login page). **Please note**: There is no access to the eCIS registration process from this page. Refer to the instructions outlined in previous sections of this document to register for eCIS access.

Figure 1: IDM Login page

Manage My Profile

Under the Manage My Profile tab a user can change their email, password, security questions, and view their user agreement by clicking on the links in the left hand navigation pane or the short-cuts in the main panel. Follow the instructions on the screen for each option.

There is also an online help manual link to assist with completing the manage profile tasks.

Business Partner Management

Manage Organization

Under the **Manage Organization** task, a user may associate a new business category to their organization.

Manage Users

Under the **Manage Users** task, a user may request promotion to, or demotion from, a Delegated Administrator role. Follow the instructions on the screen to complete the task.

View eCIS User Agreement

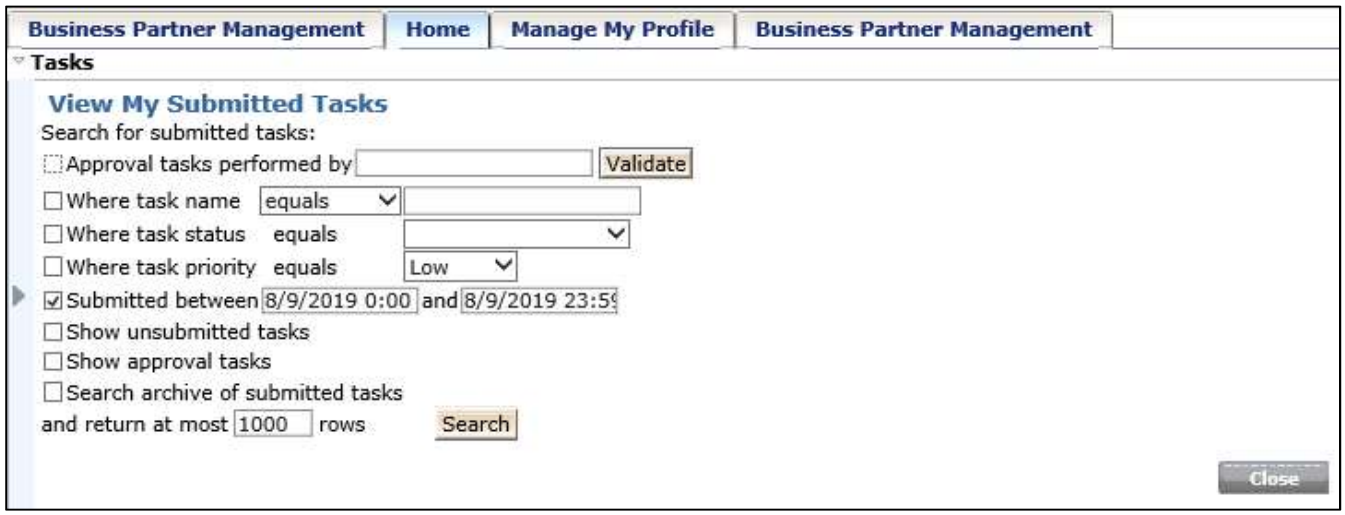
The eCIS user agreement and management directive presented during registration may be viewed here as a PDF. Click the **View eCIS User Agreement** link to view.

Delegated Administrators Only

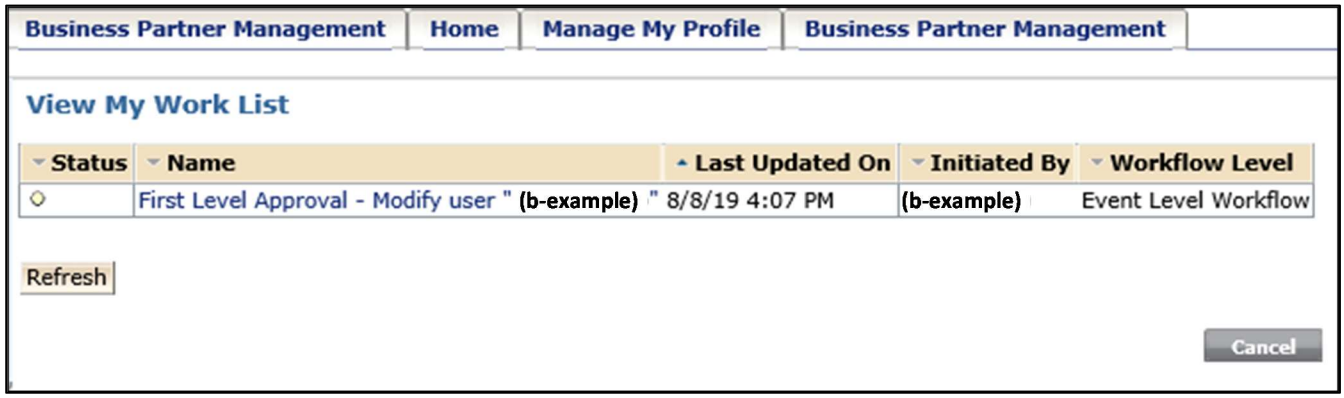
Home Page – Tasks and Work List

The Home page provides access to view current and previous registration work items.

The **My Submitted** task, allows a user to search for work items by several criterion. Follow the instructions on the screen to search for work items.



The **View My Work** List contains pending registration work items.



1. Click on the request to open the full registration request.
    - Confirm the individual is within your organization and fits the business category selected (see Figure 1 for below for a current b-account user and Figure 2 for a new user account request).
    - Evaluate the User Information provided justifies the need for eCIS access.
    - Add comments as needed.
    - Select a decision from the drop down box.
    - Click the **Approve** or **Reject** button as appropriate (these buttons will appear after a decision is selected).
    - An email notification with the outcome of the request will be sent to the user.
    - The request will be automatically sent to the appropriate Commonwealth Program Office Representative for processing.

Figure 1: Current b-account user request

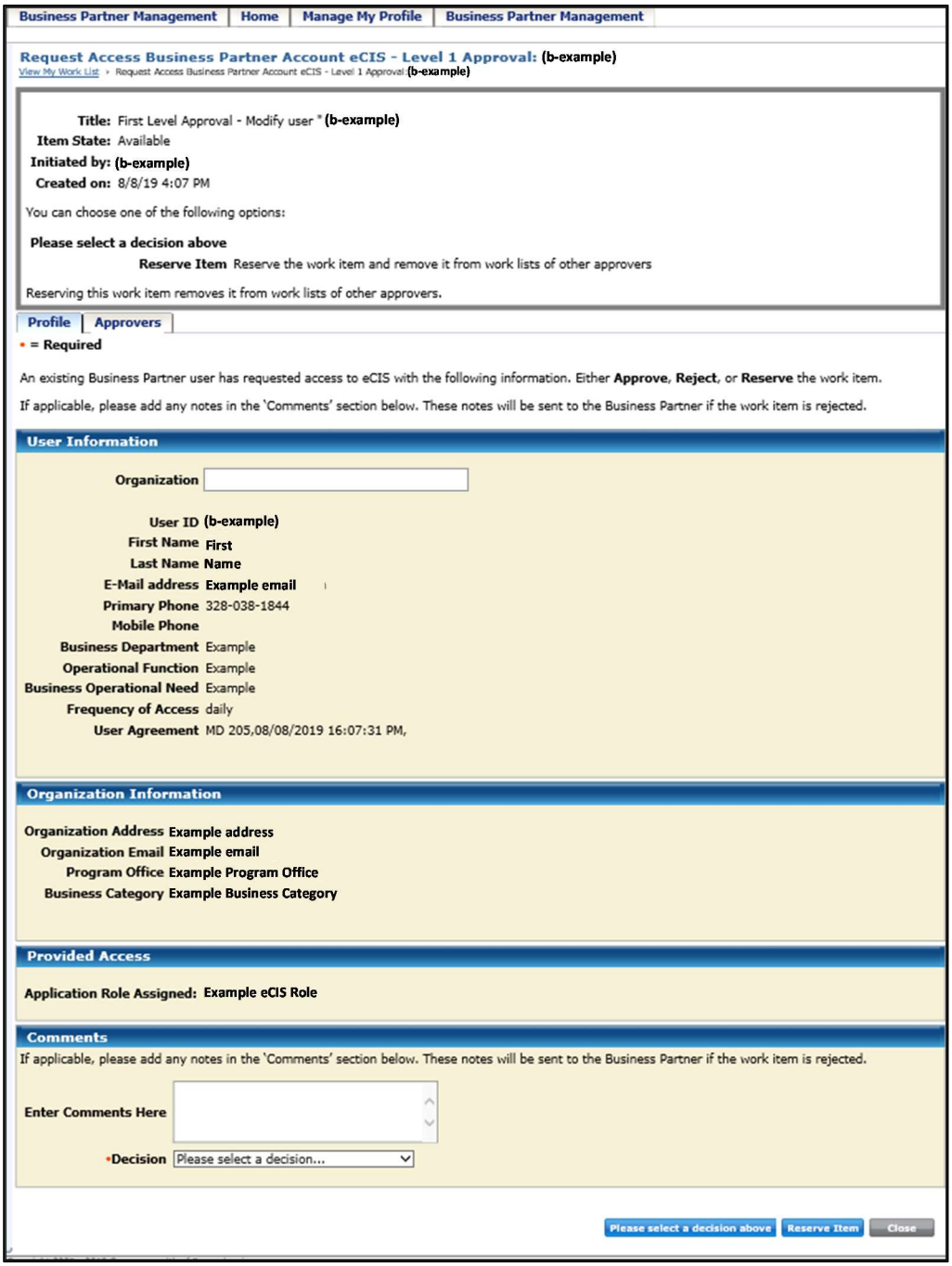
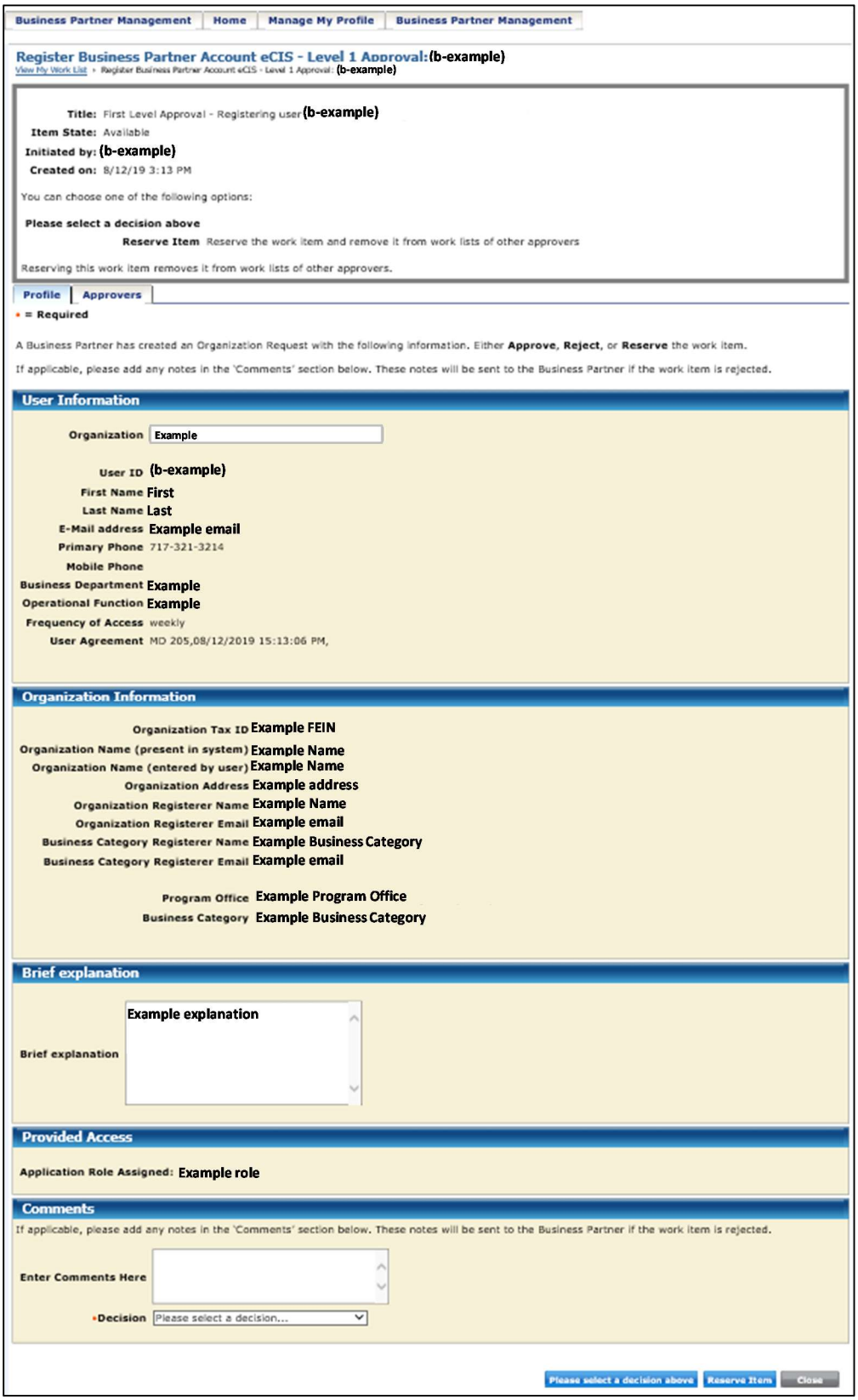


Figure 2: New User Account Request



Delegated administrators will also receive an **email notification** when users within their organization and business category submit an eCIS registration request. A **link** to the Identity Manager login page will be included in the body of the email. A sample email is provided below.

From: automatedmailDONOTREPLY@pa.gov [mailto:automatedmailDONOTREPLY@pa.gov]
Sent: Friday, August 09, 2019 11:06 AM
To:
Subject: Action Required: Request for Register Business Partner Account eCIS Approval: OU=NonFEINOU : b-exatester

Please do not reply to this e-mail, all replies are sent to an unmonitored account.

A new eCIS Business Partner Registration Request, created on 08.09.19, requires your approval. This request has been added to your work list. More information about the request is below:

- Username: **b-exatester** has initiated a request for approval on **08.09.19**.
- First Name: Example
- Last Name: Tester

- Program Office:
- Business Category:

Please login via this **link** to take further action on this request.

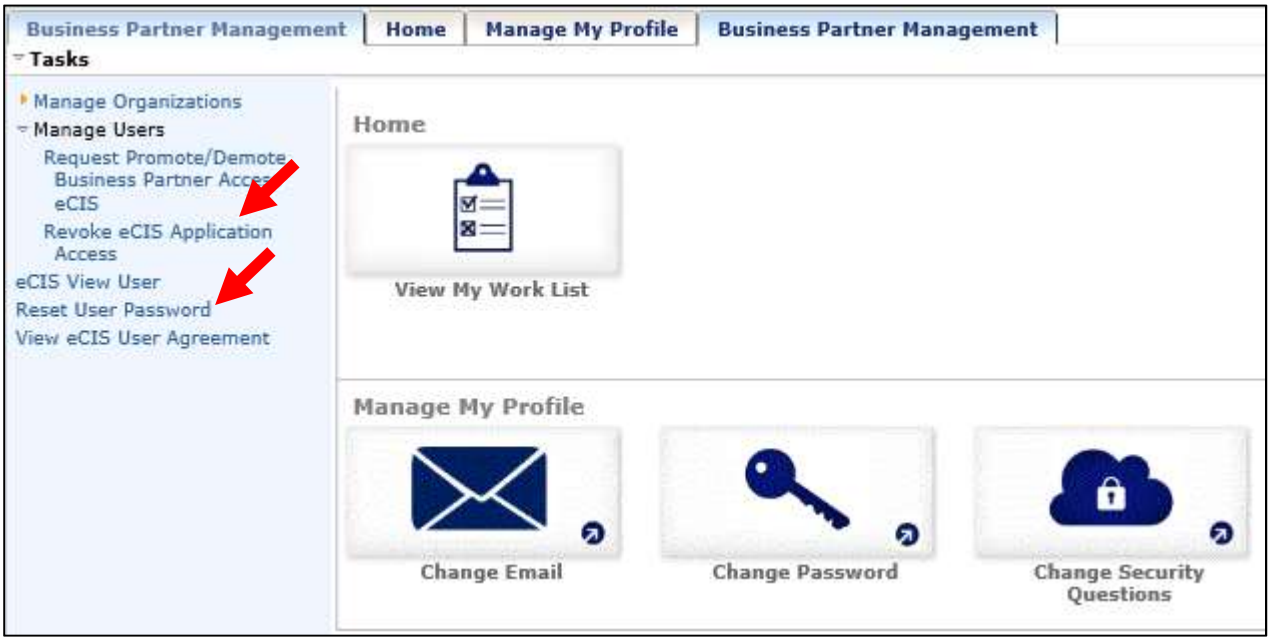
Business Partner Management

Delegated Administrators have additional functionality under the Business Partner Management tab.

Under the Manage Organization task, Delegated Administrators may request to update their organization's address. Follow the instructions on the screen.

Under the Manage Users task, Delegated Administrators have the ability to revoke eCIS access for users in their organization and business category.

Delegated Administrators also have the ability to reset a password for users in their organization and business category. Follow the instructions on the screen.



Appendix

Commonwealth Program Areas and Associated Business Categories (as of 12/19/19)

Commonwealth Program Area	Business Category
Office of Medical Assistance Programs (OMAP)	MA Managed Care Organization – Physical Health
	Enrollment Assistance Contractor
Children's Health Insurance Program (CHIP)	CHIP Managed Care Organization
Office of Developmental Programs (ODP)	ODP ID/A Administration
Office of Children, Youth and Families (OCYF)	CYA - Intake/Investigation Worker
	CYA - Eligibility Determination
	CYA - Healthcare Liaison
	CYA - Diligent Search
Office of Child Development and Early Learning (OCDEL)	Early Learning Resource Centers
	Early Intervention Support Coordinator
Bureau of Child Support Enforcement (BCSE)	Domestic Relation Sections
	BCSE IT Contractor
Bureau of Employment Programs (BEP)	Schools and Universities
	Workforce Development Organization
Office of Long-Term Living (OLTL)	CHC Choice Counseling
	HCBS Enrollment
Department of Health	WIC Provider
Office of Mental Health and Substance Abuse	County Mental Health Office - CCRI Initiative or Behavioral Health HealthChoices Contract
	MA Managed Care Organization – Behavioral Health