

# SeGov Training Browser Users Download Files from SeGov

PA DHS/OA/BIS/DTE

- **Requirements for Browser-to-Server SeGov Computers:**

- PC Operating Systems which support the Browsers below:
  - Internet Explorer 9.0, 10.0, & 11.0 (Windows only)
  - Mozilla Firefox (Windows, Mac and RedHat Linux)
  - Chrome (Windows Only)
  - Safari (Mac Only)
- ActiveX is required for all Windows browsers. The SeGov-BrowserInstructions.doc manual provides procedures to install ActiveX. Instructions are also provided to new UserID personnel to install ActiveX as a prerequisite to any training session.
- JAVA is required for Mozilla, Chrome, & Safari browsers. The SeGov-BrowserInstructions.doc manual provides procedures to install the JAVA. Instructions are also provided to new UserID personnel to install JAVA as a prerequisite to any training session.

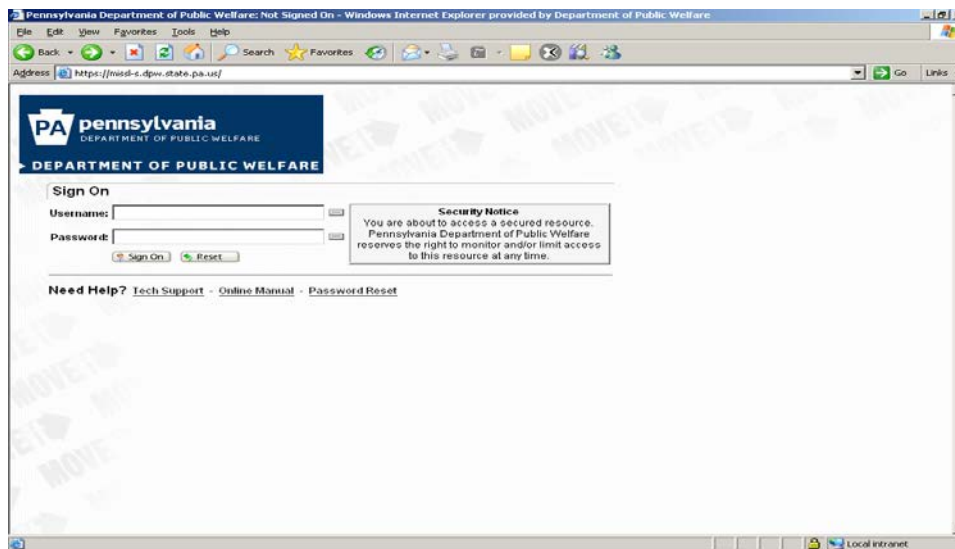
**URL to log into SeGov:**

[HTTPS://missl.dhs.state.pa.us](https://missl.dhs.state.pa.us)

UserIDs are Managed Domain accounts (start with b-).

Passwords MUST be renewed every 60 Days.

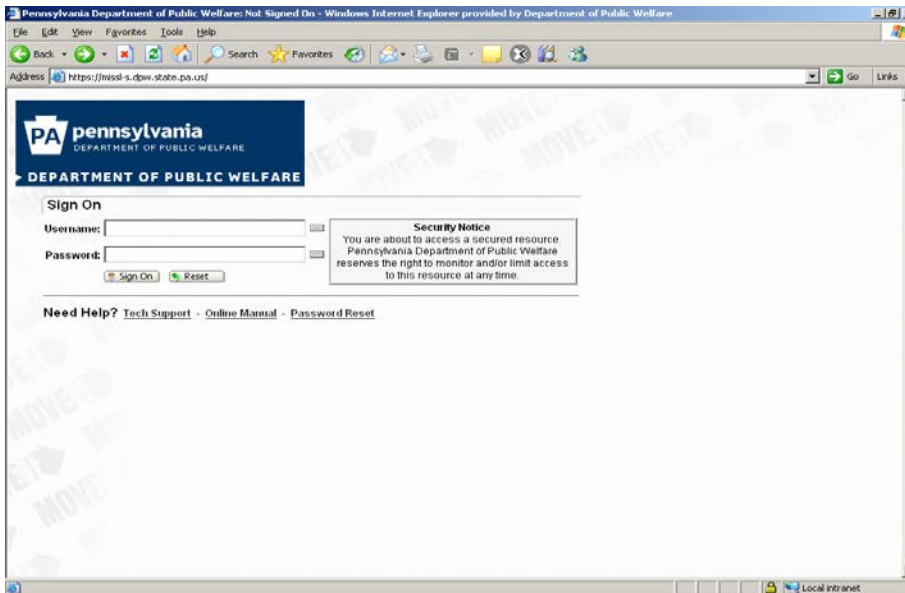
Email notice is sent out when file is ready for download.



To get started, click the following URL to see the SeGov webpage

<https://missl.dhs.state.pa.us>

If the user's browser is Internet Explorer, save this URL as your "favorite" in Internet Explorer as a shortcut to the SeGov "Sign On" webpage. From the "Sign On" Screen, select "Password Reset"



## Create Hint Questions

In order to utilize the “Password Reset” functionality, the Self Service Password Hint Question and Answer process must be completed first.

Since this is a one-time process, there is no need to revisit this page once completed.

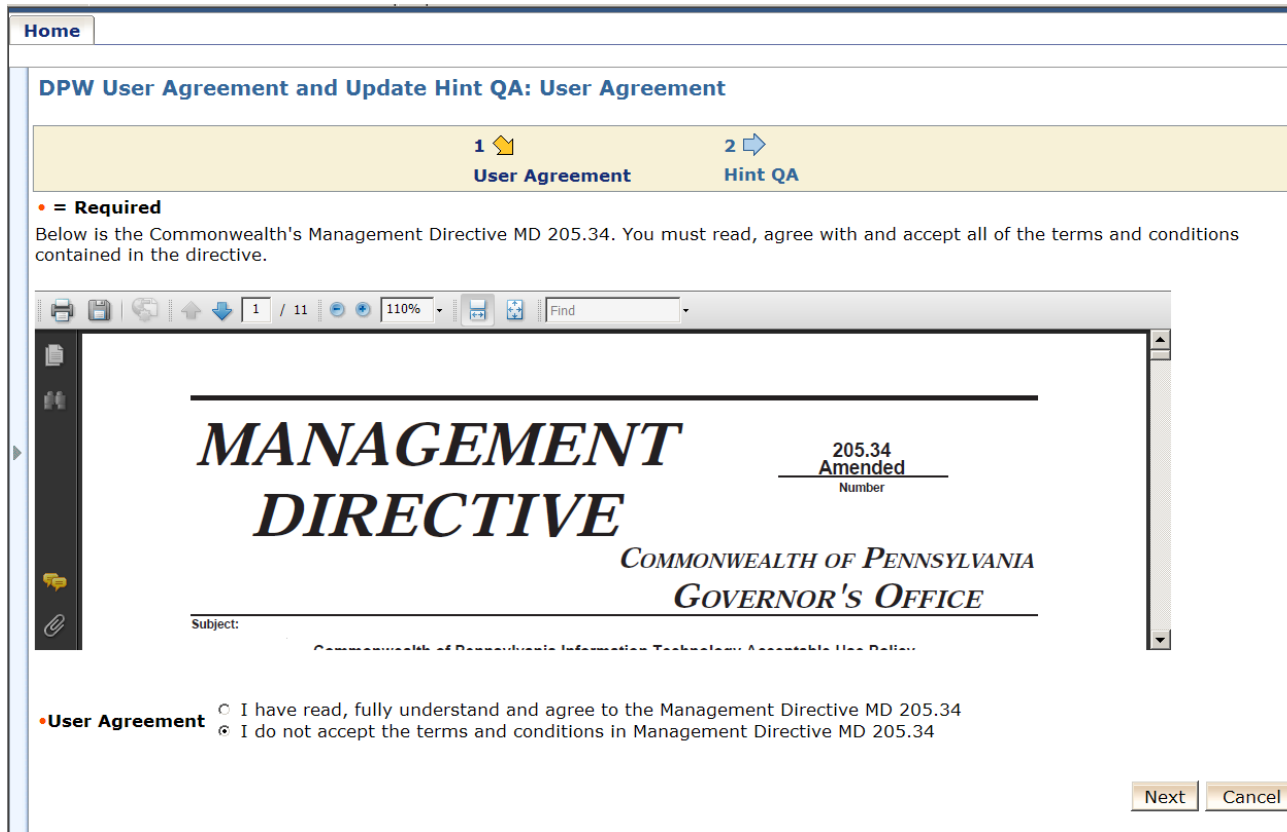
Passwords can be changed only when the user creates hint questions and then their respective answers.

Each user must provide answers to three of the questions in the drop-down menus on the next page.

To complete the Hint Questions, do the following procedures:



1. Click the following URL to get to the SeGov “Sign On” page:
  - a. <https://misssl.dhs.state.pa.us>
  - b. Do **NOT** log in! Just click the “Password Reset”.
2. On the “Keystone Key” page, enter your Username (SeGov UserID) and Password.
3. Click “Login”

You must now confirm acceptance of the User Agreement by clicking, "I have read, fully understand, and agree to the Management Directive MD 205-34". Please read the Management Directive MD 205-34 in the SeGov User Manual before this training. Then click "Next".



Home

## DPW User Agreement and Update Hint QA: User Agreement

1  **User Agreement**      2  **Hint QA**

• = Required

Below is the Commonwealth's Management Directive MD 205.34. You must read, agree with and accept all of the terms and conditions contained in the directive.

1 / 11    110%    Find

**MANAGEMENT DIRECTIVE**

205.34 Amended Number

COMMONWEALTH OF PENNSYLVANIA  
GOVERNOR'S OFFICE

Subject: Commonwealth of Pennsylvania Information Technology Acceptable Use Policy

• **User Agreement**

I have read, fully understand and agree to the Management Directive MD 205.34

I do not accept the terms and conditions in Management Directive MD 205.34

Next    Cancel

# SeGov Training for Browser Users



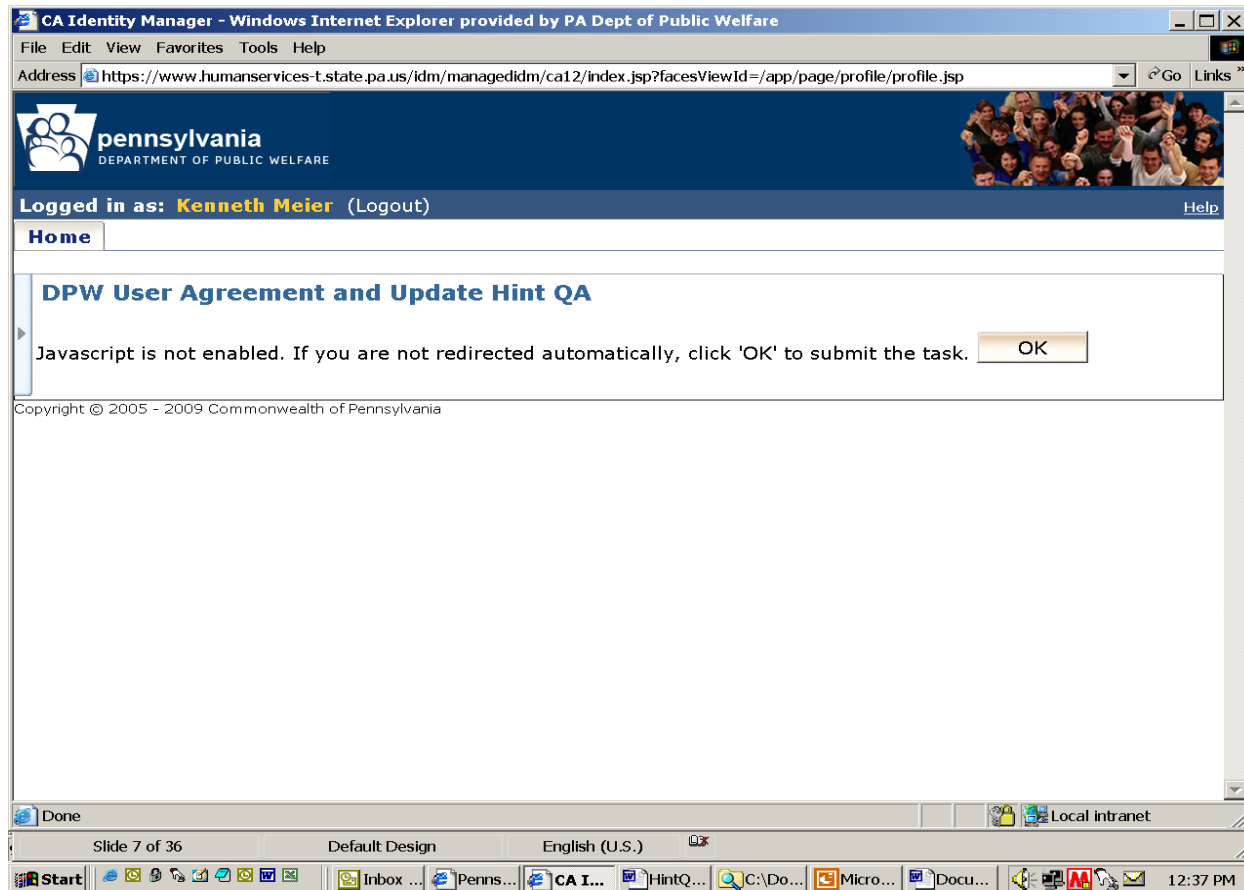
1. Enter a new password in the “password” field, and then confirm that same new password in the “Confirm Password” field.
2. Confirm your email address is correct in both “email” and “Confirm Email” fields.
3. Click on the drop-down menu for each of the three questions, answering each question. You must remember the answers to these Hint Questions! When done, click “Finish”.
4. If user contacts OIS Account Admin to reset password, the HINT questions must be re-established.

A screenshot of a web browser window showing a form titled "DPW User Agreement and Update Hint QA: Hint QA". The browser's address bar shows "https://www.hun...". The form has a yellow header with "1 User Agreement" and "2 Hint QA". Below the header, it lists user information: "User ID b-kemeier", "First Name Kenneth", and "Last Name Meier". There are two password fields: "Password" and "Confirm Password", both with masked characters. To the right of the password fields is a "Password Policy Requirement" section with a list of rules. Below the password fields are "Email" and "Confirm Email" fields, both containing "kmeier@state.pa.us". There are three "Security Question" fields with drop-down menus and corresponding "Answer" fields. The questions are: "What is the first school you attended", "What was the name of the city where you were born", and "What was the model of your first automobile". At the bottom, there is a "Primary Phone" field containing "(717) 772-7974". At the bottom right of the form are three buttons: "Back", "Finish", and "Cancel". The footer of the page reads "Copyright © 2005 - 2009 Commonwealth of Pennsylvania".

# SeGov Training for Browser Users



A “Please Wait” message may appear on the screen or the following screen may tell you that “Javascript is not enabled.” If the “Javascript is not enabled” screen shows up, Click “OK”.

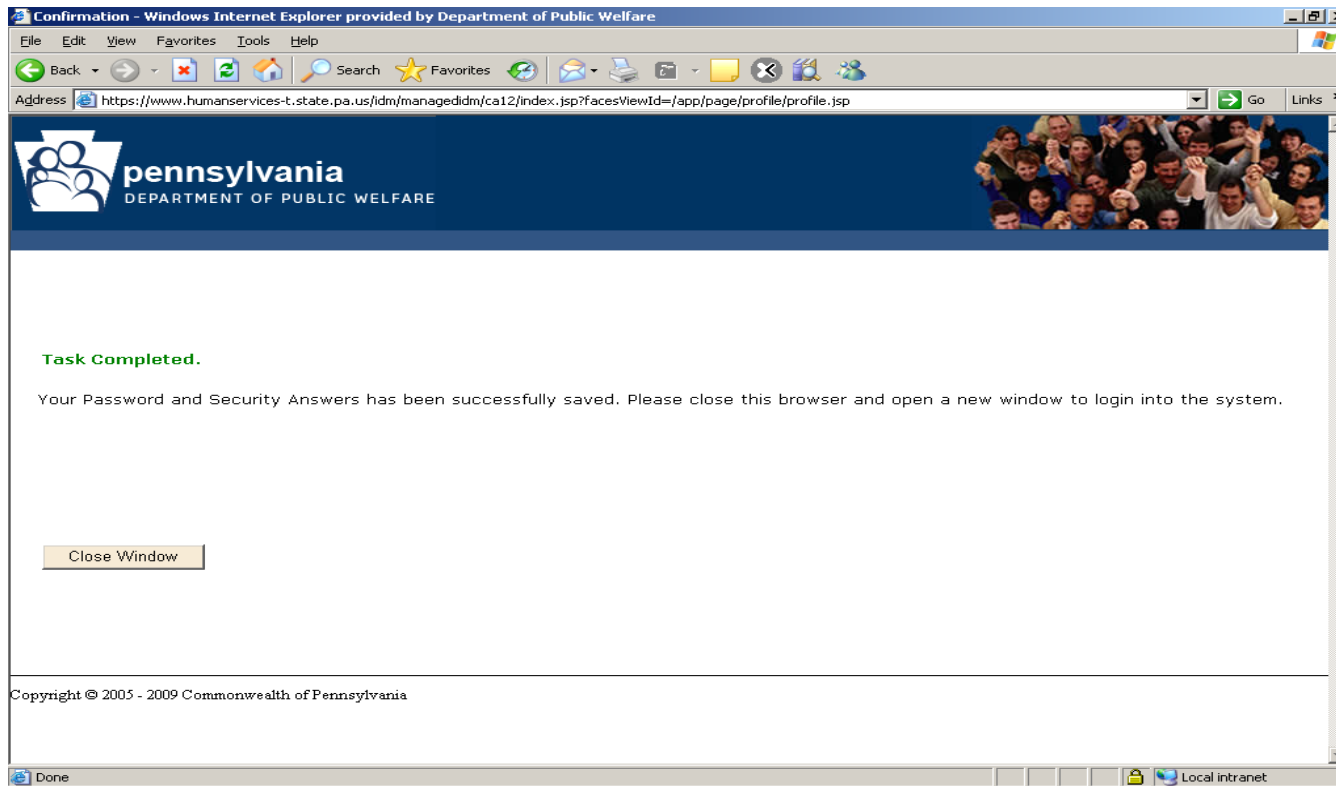




# SeGov Training for Browser Users



Next, a “Task Completed” message will appear on the screen. Click “Close Window” and then log out of SeGov by Clicking “Sign Out”. Close the browser by clicking the “X” in the top right of the screen. User is now able to access login page. <https://missl.dhs.state.pa.us>

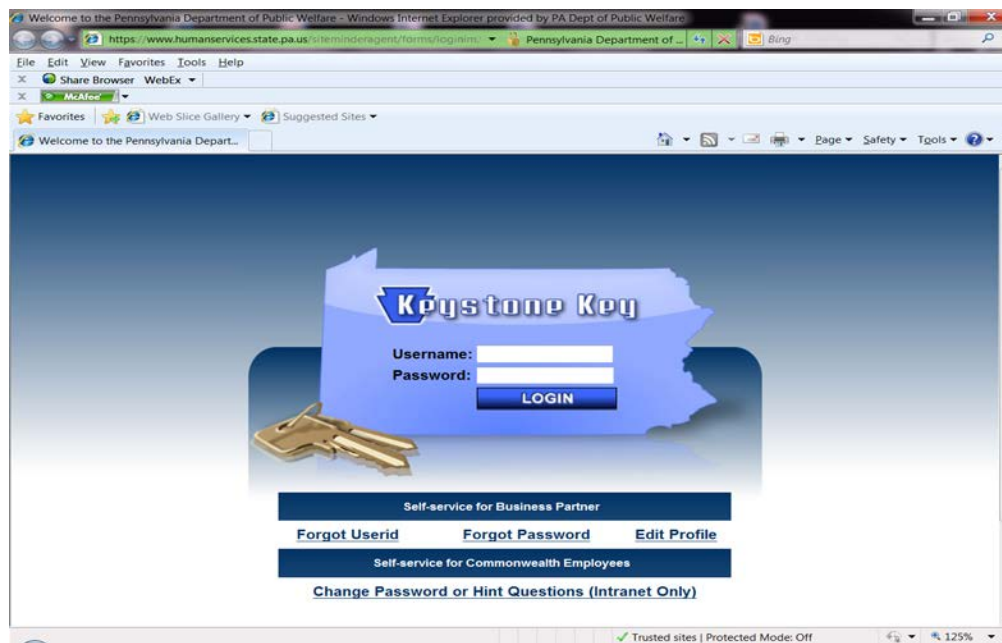


## Procedure to Login When You Forget Your UserID

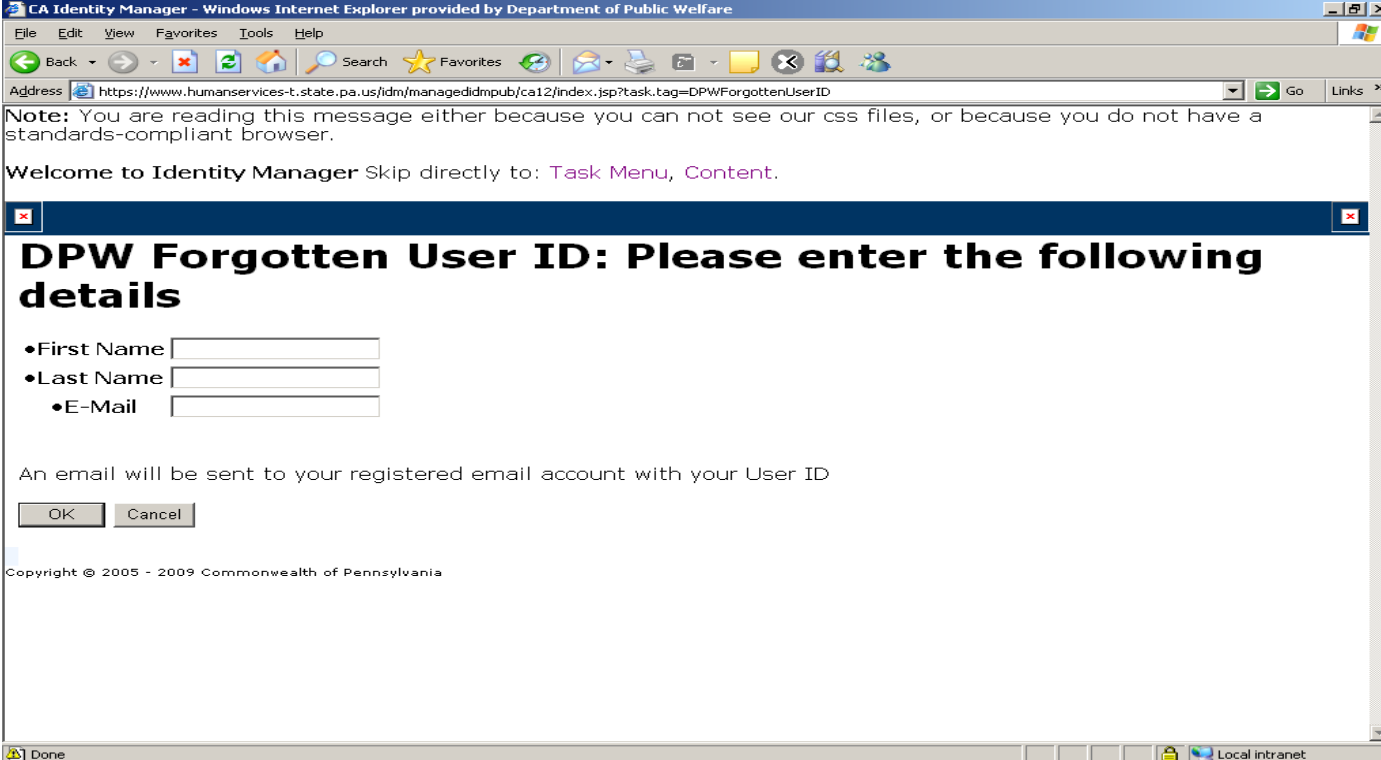
Users can receive an email advising “forgotten” UserID. The correct User email MUST be registered with Unified Security (USEC).

From the “Sign On” Screen, just select “**Password Reset**”.

On the “Keystone Key” Login screen below, select “**Forgot UserID?**”.



Complete the information requested. First Name, Last Name, and Email Address **MUST** match what is on file with Active Directory in USEC (Unified Security). Note that the email address may be a “Group Distribution” email address. Then click “OK”.



CA Identity Manager - Windows Internet Explorer provided by Department of Public Welfare

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Print Mail

Address <https://www.humanservices-t.state.pa.us/idm/managedidmpub/ca12/index.jsp?task.tag=DPWForgottenUserID> Go Links >>

Note: You are reading this message either because you can not see our css files, or because you do not have a standards-compliant browser.

Welcome to Identity Manager Skip directly to: [Task Menu](#), [Content](#).

**DPW Forgotten User ID: Please enter the following details**

- First Name
- Last Name
- E-Mail

An email will be sent to your registered email account with your User ID

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Done Local intranet

# SeGov Training for Browser Users

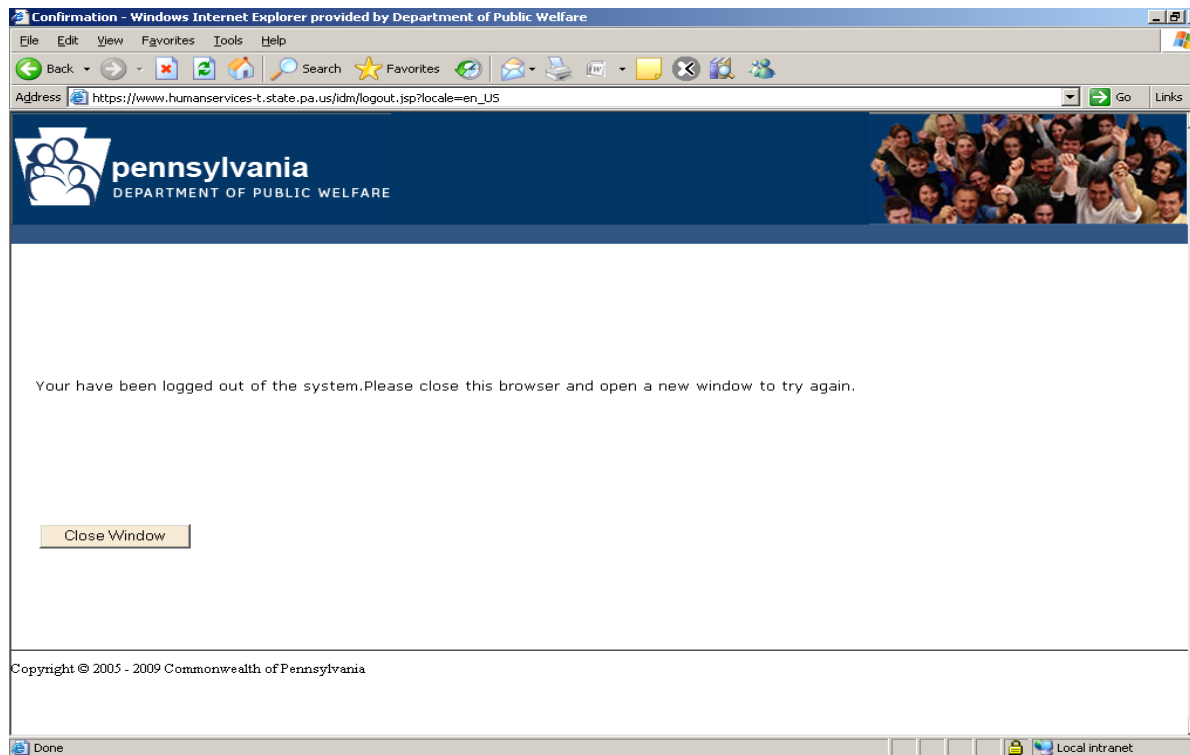


User will receive a "Task Completed" screen.

Click "Close Window" and then log out of SeGov by clicking "**Sign Out**".

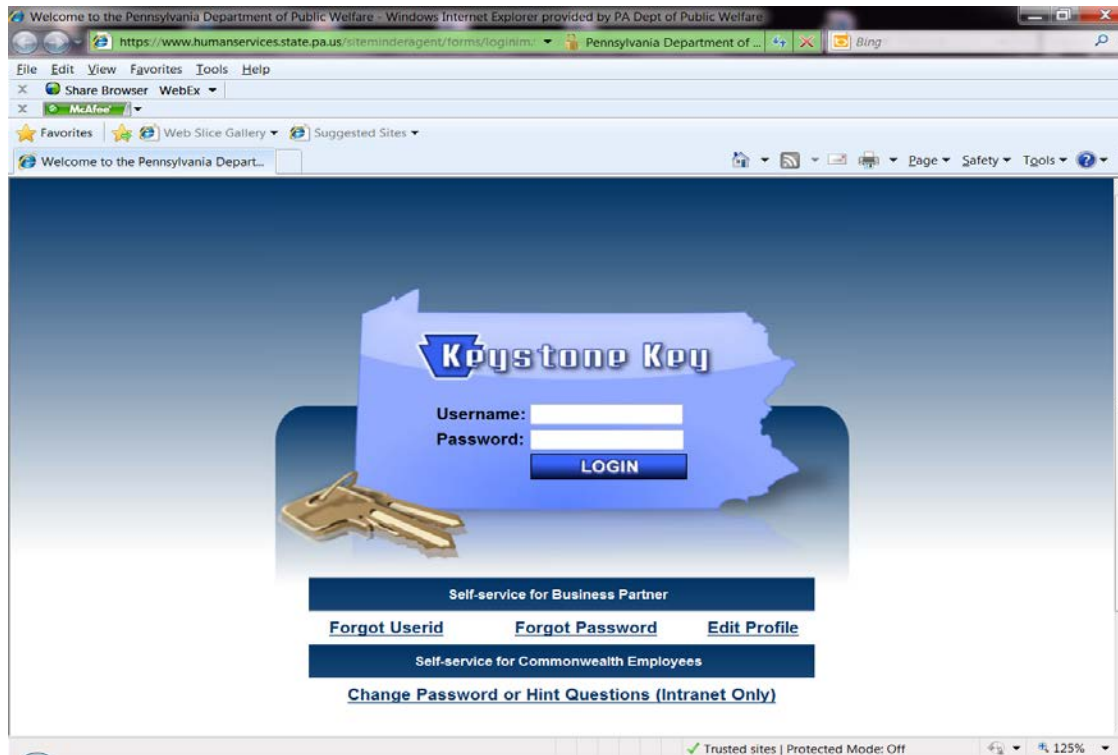
User will receive an email from "automatedemail" stating what your UserID is.

Close the browser by clicking the "X" in the top right of the screen.



## Procedures to Use “Password Reset”.

Click on “**Password Reset**” from the “**Sign On**” page.  
Click “**Forgot Password**” on the “**Keystone Key**” Login page.



# SeGov Training for Browser Users



Enter your UserID (b-account)  
Click "OK".

A screenshot of a Windows Internet Explorer browser window. The title bar reads "CA Identity Manager - Windows Internet Explorer provided by Department of Public Welfare". The address bar shows the URL "http://pwwmhbgsmi30.dpw.state.pa.us/idm/managedidmpub/ca12/index.jsp?task.tag=PWForgottenPasswordReset". The page content features the Pennsylvania Department of Public Welfare logo and a header image of a diverse group of people. The main content area contains the text "DPW Forgotten Password Reset: Please enter the following to identify yourself" and a form with a "User ID" label and an empty text input field. "OK" and "Cancel" buttons are positioned to the right of the input field. At the bottom of the page, there is a copyright notice: "Copyright © 2005 - 2009 Commonwealth of Pennsylvania". The browser's status bar at the bottom shows "Done" and "Local intranet".

# SeGov Training for Browser Users



Users must answer two of the Hint Questions they had previously provided.  
Click “OK”.

A screenshot of a Windows Internet Explorer browser window. The title bar reads "CA Identity Manager - Windows Internet Explorer provided by Department of Public Welfare". The address bar shows the URL "https://www.humanservices-t.state.pa.us/idm/managedidmpub/ca12/index.jsp?facesViewId=/app/page/screen/fp\_identify\_user.jsp". The page content includes the Pennsylvania Department of Public Welfare logo and a heading "DPW Forgotten Password Reset: Please enter the following to verify your identity". Below the heading is a form with the following fields:

User ID	b-bawadlinge
First Name	Barbara
Last Name	Wadlinger
Password Hint	What was the model of your first automobile
• Answer	<input type="text"/>
Password Hint	What was the first name of your childhood best friend
• Answer	<input type="text"/>

At the bottom right of the form are "OK" and "Cancel" buttons. The footer of the page reads "Copyright © 2005 - 2009 Commonwealth of Pennsylvania". The browser's status bar at the bottom shows "Done" and "Local intranet".

# SeGov Training for Browser Users



Upon successful answers to the two Hint Questions, users will be allowed to change their password. User information will be displayed on the screen. If the information on the screen is **NOT** correct, please contact the LIHEAP Vendor Unit at 877-537-9517. Add a new password in the “New Password” field, and enter that same password in the “Confirm New Password” field. Click “Submit”.

A screenshot of a web browser window showing the "CA Identity Manager" interface. The browser title is "CA Identity Manager - Windows Internet Explorer provided by Department of Public Welfare". The address bar shows the URL: "https://www.humanservices-t.state.pa.us/idm/managedidmpub/ca12/index.jsp?facesViewId=/app/page/screen/fp\_identify\_user.jsp". The page header features the Pennsylvania Department of Public Welfare logo and a group photo of people. The main content area is titled "DPW Forgotten Password Reset" and includes a legend for required fields (red dot). The form contains the following fields:

- Organization: UAT
- User ID: b-bawadlinge
- First Name: Barbara
- Last Name: Wadlinger
- New Password: [text input field]
- Confirm New Password: [text input field]

To the right of the password fields, there is a "Password Policy Requirement" section with the following rules:

- minimum eight characters.
- at least one Uppercase Letter.
- at least one Lowercase Letter.
- at least one Number (digit).
- at least one Special Character (e.g. #!%&\*).
- May neither contain the user ID, nor any part of the user's full name.
- May not reuse any of the last ten previously used passwords.

At the bottom right of the form are "Submit" and "Cancel" buttons. The footer of the page reads "Copyright © 2005 - 2009 Commonwealth of Pennsylvania". The browser status bar at the bottom shows "Done" and "Local intranet".



User will receive message, "**Task has been submitted**".

User will also see a "**Please Wait**" screen.

User will receive a "**Task Completed**" screen if the password was reset successfully.

If the user receives an error message that the password cannot be reset, the user must then re-enter password information according to rules Displayed on the screen and then click "**Submit**".

When finished, click "**Close Window**" and then log out of SeGov by clicking "**Sign Out**".

Close the browser by clicking the "**X**" in the top right of the screen.

Go to the SeGov URL and login.

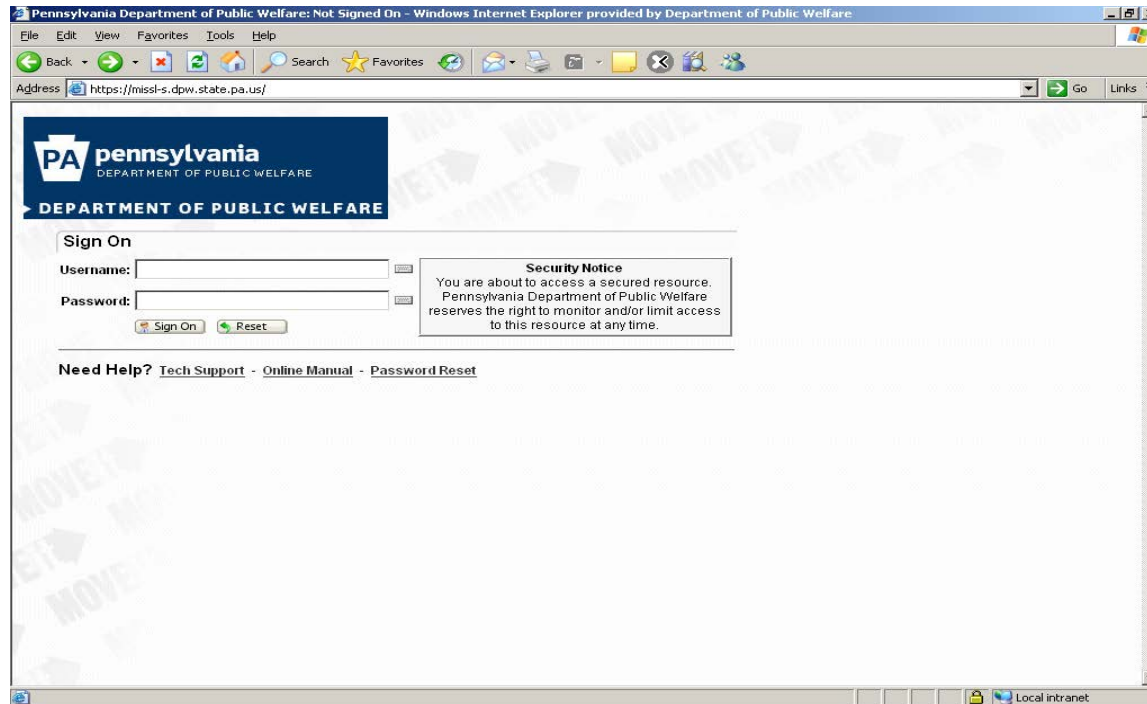
# SeGov Training for Browser Users



## Using the SeGov System to Download files

Go to the SeGov URL.

Sign on to SeGov with your Managed UserID (b-account) and password.



## Troubleshooting Tips:

If user receives a “**Page Cannot be Displayed**” error, do the following:

Validate that the URL is correct (i.e. <https://missl.dhs.state.pa.us>)

Validate that your IP address matches the IP address supplied at registration

Contact your Local User IT Support area to answer any questions regarding static routable IP address to the Internet

If the User IP address has changed, contact the LIHEAP Vendor Unit at 877-537-9517: User will provide new IP address and old IP address to be removed

NOTE: User **MUST** access the SeGov Sign On page from the correct IP address (i.e. The IP address that is registered in the Commonwealth of PA Internet Firewall). User will experience **failure** message until the correct IP is registered in the Commonwealth of PA Internet Firewall.



## Troubleshooting Tips (continued):

If user receives “**Invalid username/password**” or “**not allowed to sign on from this location**” errors:

Validate that UserID is correct.

Validate that Password is correct.

Passwords expire every 60 days.  
Go to the “**Procedures to Use Password Reset**” section and follow procedures.

# SeGov Training for Browser Users



After successful sign on to SeGov, users will be placed in their designated “Homepage”.

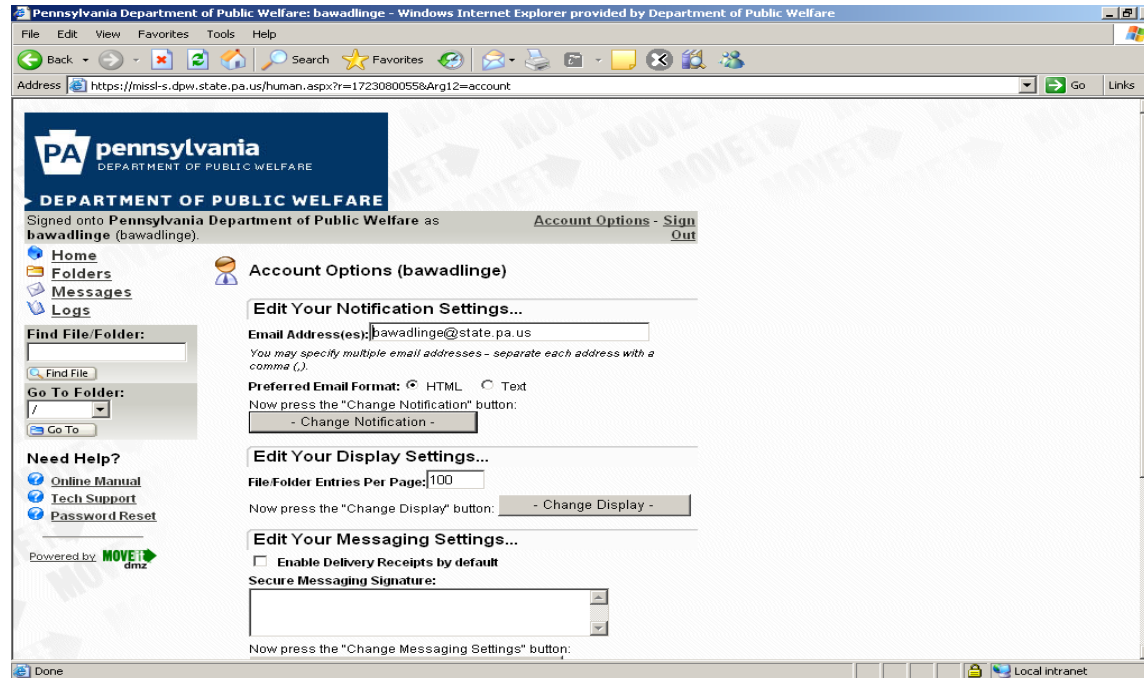
A screenshot of a Windows Internet Explorer browser window. The title bar reads "Pennsylvania Department of Public Welfare: bawadlinge - Windows Internet Explorer provided by Department of Public Welfare". The address bar shows "https://missl-s.dpw.state.pa.us/human.aspx?r=972269752". The main content area displays the Pennsylvania Department of Public Welfare homepage. At the top left is the PA logo and "DEPARTMENT OF PUBLIC WELFARE". Below this, it says "Signed onto Pennsylvania Department of Public Welfare as bawadlinge (bawadlinge)." with links for "Account Options" and "Sign Out". A navigation menu on the left includes "Home", "Folders", "Messages", and "Logs". Below the menu is a "Find File/Folder:" search box and a "Go To Folder:" dropdown menu. A "Need Help?" section lists "Online Manual", "Tech Support", and "Password Reset". At the bottom left, it says "Powered by MOVEit dmz". The main content area features a "Welcome to Pennsylvania Department of Public Welfare! Please watch this area for important messages." message. Below that is a "Home" section with "New Files" listed: ".LIHEAP/TICO/SAT" folder, "Bill1-b.txt" (uploaded 3/23/2010 4:28:38 PM), "Bill1-a.txt" (uploaded 3/23/2010 4:17:19 PM), and "bill1.txt" (uploaded 3/23/2010 4:12:58 PM). There are "Download" links for each file. Below the files are links for "Go To Your Home Folder", "Browse Other Folders", and "Mark All Files Not New". A "New Messages" section shows "This is a test" (from satadmin at 3/24/2010 8:34:20 AM) and a "Mark All Messages Not New" link. At the bottom, there is an "Upload Files Now..." button. The browser's status bar at the bottom right shows "Local intranet".

After the User accesses their Home Page, the User will get a notice that the Upload/Download Wizard is not installed, and the user can be sent to a page from which the user can install one of two “**Wizards**”, or choose to disable either one (i.e. “**ActiveX**” or JAVA).

1. If using an Internet Explorer browser, user will be prompted to install ActiveX (through the “**Wizard**”). Follow the steps on the screen and ActiveX will be installed on your computer. User can continue using SeGov.
2. If using a browser that is **NOT** Internet Explorer, user will be prompted to install Java (through the “**Wizard**”). Follow the steps on the screen and Java will be installed on your computer. User can continue using SeGov.

## Account Options

1. From the “**Home Page**”, a user can access “**Account Options**”. Click “**Account Options**” to their email notification. Changes to the email address must be provided to 877-537-9517.
  2. Notices are sent to the user when a file is uploaded to SeGOV by the user or when a file is available for download by the user.
- NOTE: UserIDs are UNIQUE to the User – they MAY **NOT** BE SHARED.



Screen shot of email notice when file is sent out and ready for download.

**\*\*\*This function is temporarily disabled.\*\*\***

**From:** ra-wmadmins@state.pa.us  
**Sent:** Thursday, June 17, 2010 1:58 PM  
**To:** Meier, Kenneth  
**Subject:** New File in the TEST Folder (from MOVEit Central)

## **New File Notification**

A new file has arrived into the [/ODP / TEST](#) folder.

**Name:** AL-ODPTESTFILE1.txt  
**Tracking ID:** 622663129  
**Original Size:** 154 bytes

*For non-repudiation purposes, it has been confirmed that the file received by MOVEit DMZ is IDENTICAL to the file uploaded by MOVEit Central.*

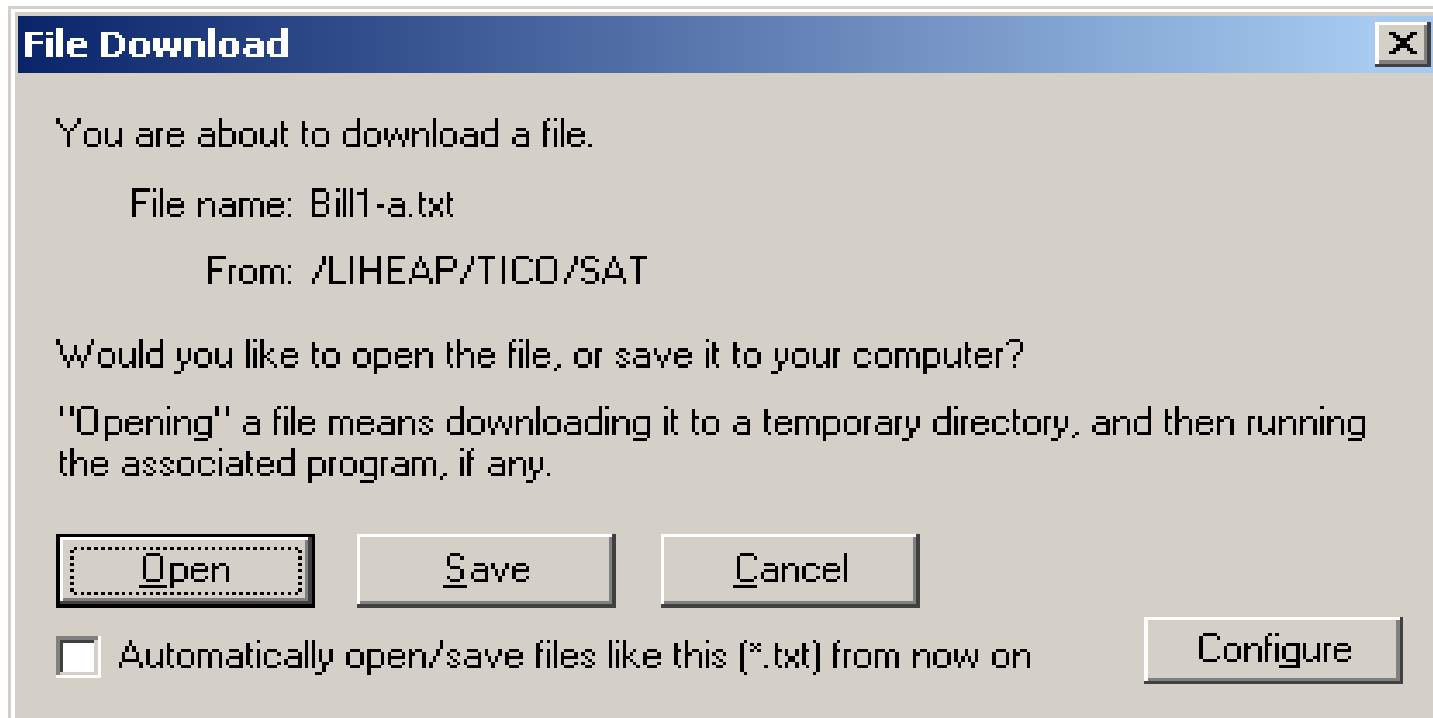
Please use the following URL and your username/password to **DOWNLOAD** or view the current status of this file, including its full upload and download history.  
(<https://missl-s.dpw.state.pa.us/human.aspx?OrgID=7767&Arg12=fileview&Arg07=622663129&Arg06=609800973>)

Regards,  
Pennsylvania Department of Human Services Notification Service



## Procedures to Download New Files:

From the “**Home Page**”, click “**New Files**”. Files available for download will be displayed. To download a file, click the “**Download**” button that is under the file that you want to download. See the next slide for procedures to use the screen shot below:



User has option to “**Open**” or “**Save**” the file.

Click “**OPEN**” and file contents will be displayed. The User can “**Print**” or “**Save**” the file to their Personal Computer (PC) or network server.

**NOTE:** It is the User’s responsibility to save the file and delete from SeGOV. After seven days, an email alert notification will be sent to the User stating that the file has not been downloaded. After 30 days, an email alert notification will be sent to the User stating that the file has been deleted.

Click “**SAVE**” and the file will be saved to an area designated by the user. The file **MUST** be saved on the User’s local network. The file can be renamed by the user if necessary.

## Procedures to Delete Files that have been Downloaded Off of SeGov

After the file has been downloaded, the user is responsible for deleting the files from the SeGov Home Page. SeGov folders are NOT intended to be storage areas for Business Partner files.

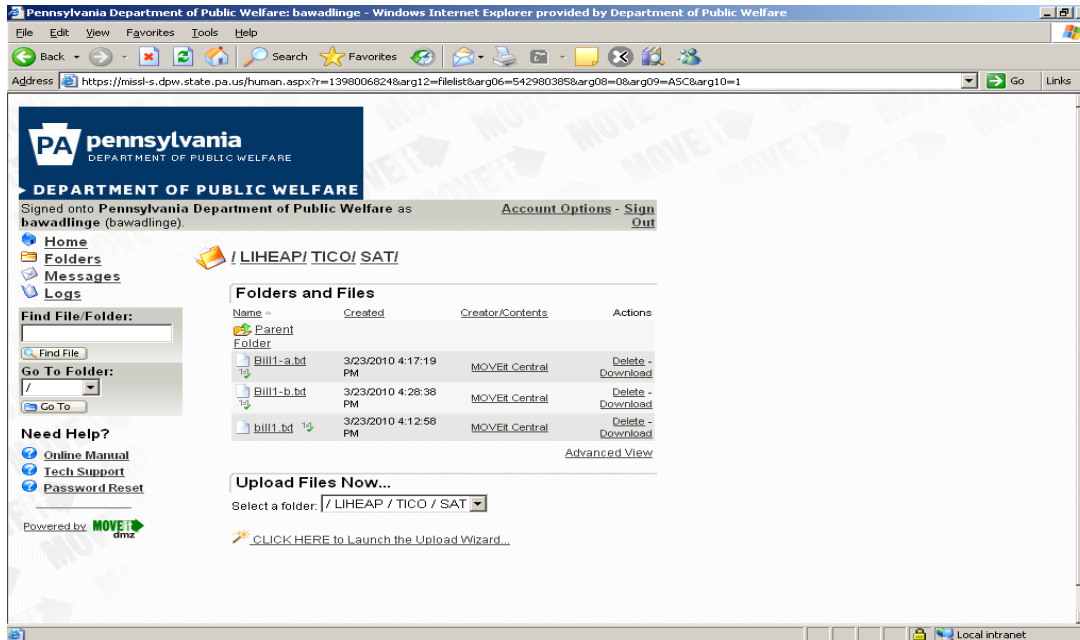
If a file not downloaded after 7 days, the user will be notified that file has not been downloaded.

If a file is not removed from the User's Home Page after 30 days, the file will be deleted.

To delete files that have been downloaded, go to the User's "**Home Page**" and click the "**DELETE**" button to right of file name.

All requests for files to be resent **MUST** be directed to the LIHEAP Vendor Unit at 877-537-9517.

# SeGov Training for Browser Users



File mask will be displayed.

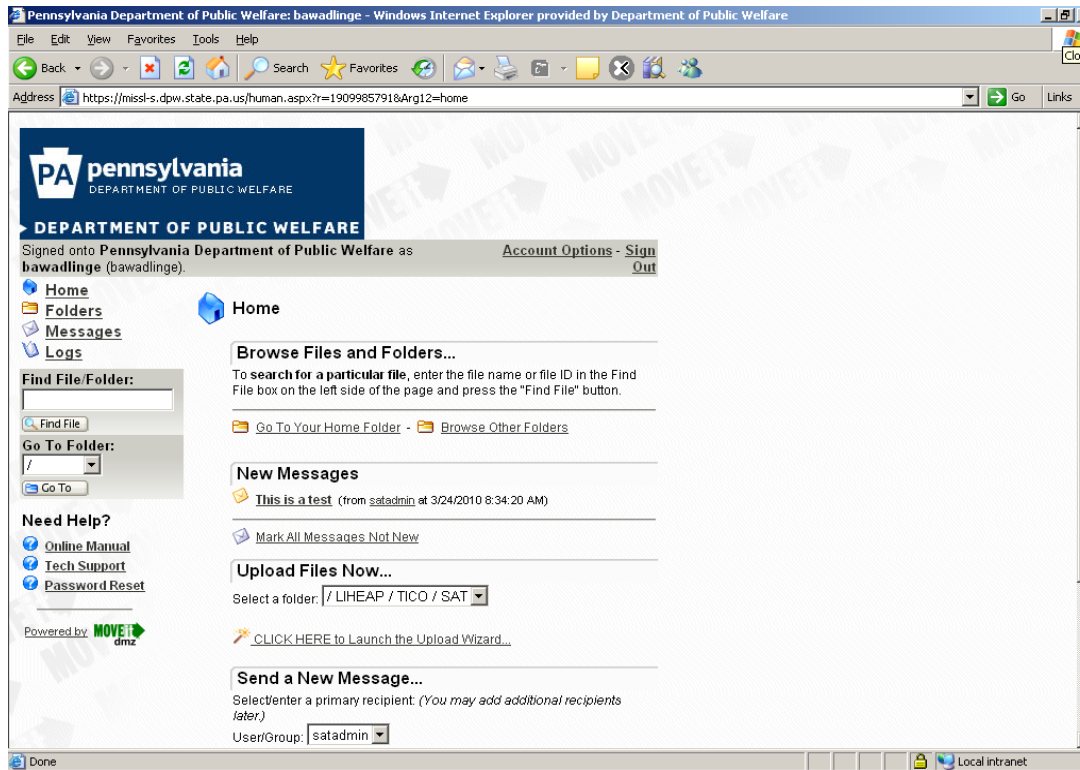
“Are You Sure” question will be asked.

Click “Yes” - file will be deleted.

Click “No” - file will **NOT** be deleted.

## Access to Multiple Folders

One user may have access to multiple folders.



**PA pennsylvania**  
DEPARTMENT OF PUBLIC WELFARE

**DEPARTMENT OF PUBLIC WELFARE**

Signed onto **Pennsylvania Department of Public Welfare** as **bawadlinge** (bawadlinge). [Account Options](#) - [Sign Out](#)

[Home](#) [Folders](#) [Messages](#) [Logs](#)

**Find File/Folder:**

[Find File](#)

**Go To Folder:**

[Go To](#)

**Need Help?**

- [Online Manual](#)
- [Tech Support](#)
- [Password Reset](#)

Powered by **MOVEit dmz**

**Home**

**Browse Files and Folders...**

To search for a particular file, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

[Go To Your Home Folder](#) - [Browse Other Folders](#)

**New Messages**

[This is a test](#) (from [satadmin](#) at 3/24/2010 8:34:20 AM)

[Mark All Messages Not New](#)

**Upload Files Now...**

Select a folder:

[CLICK HERE to Launch the Upload Wizard...](#)

**Send a New Message...**

Select/enter a primary recipient: (You may add additional recipients later.)

User/Group:

Done Local intranet



When finished, click **“Sign Out”**.

Please log off the computer by **“restarting”** the PC.

You have now completed this SeGov  
Browser User Training