SeGov Training Browser Users Download Files from SeGov

PA DHS/OA/BIS/DTE

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- **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.
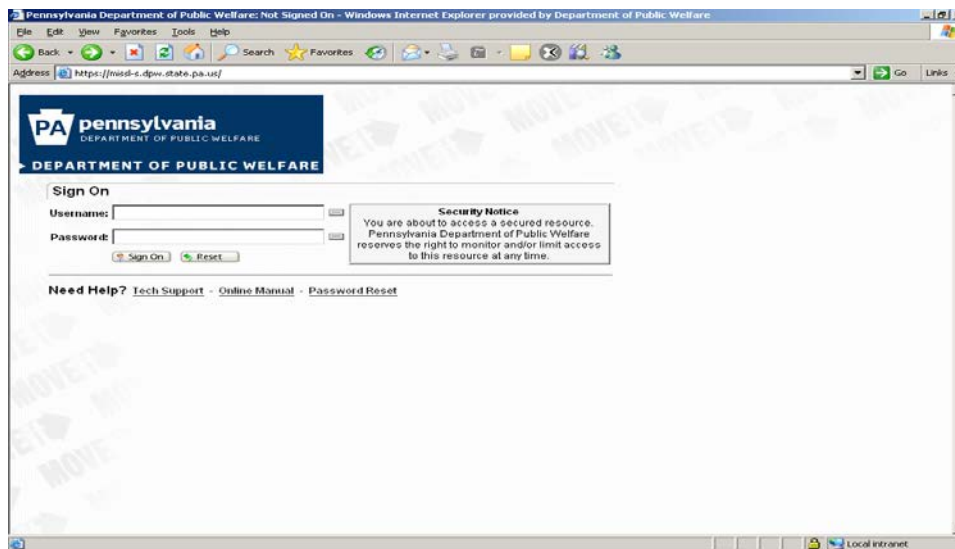
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URL to log into SeGov:

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.

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To get started, click the following URL to see the SeGov webpage
https://missl.dhs.state.pa.us

If the user's browsers 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"

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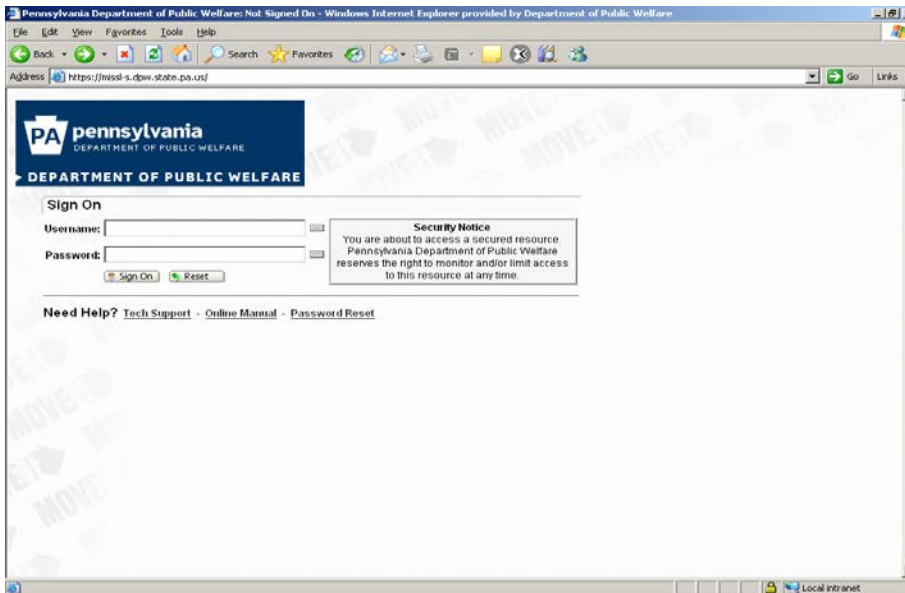
Create Hint Questions

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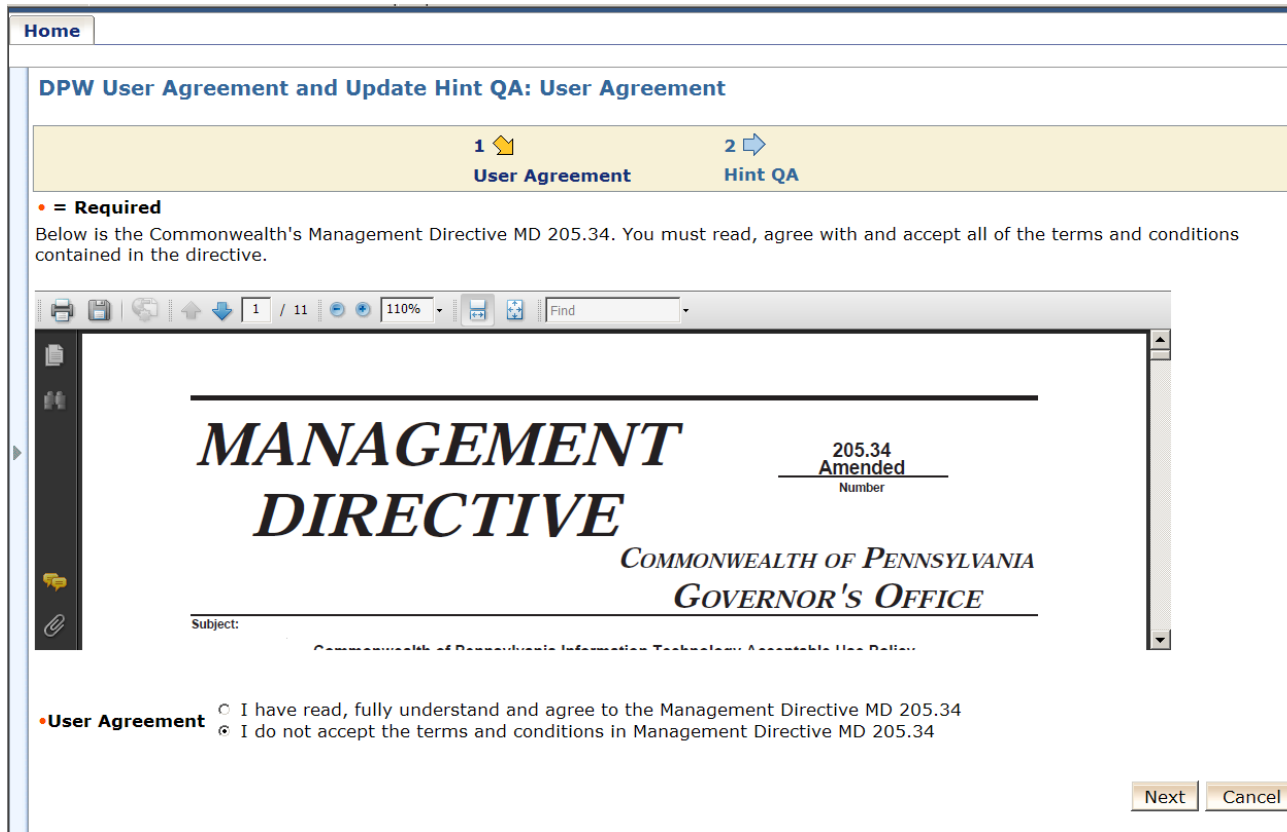
Passwords can be changed only when the user creates hint questions and then their respective answers.

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://missl.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"

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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".

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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.

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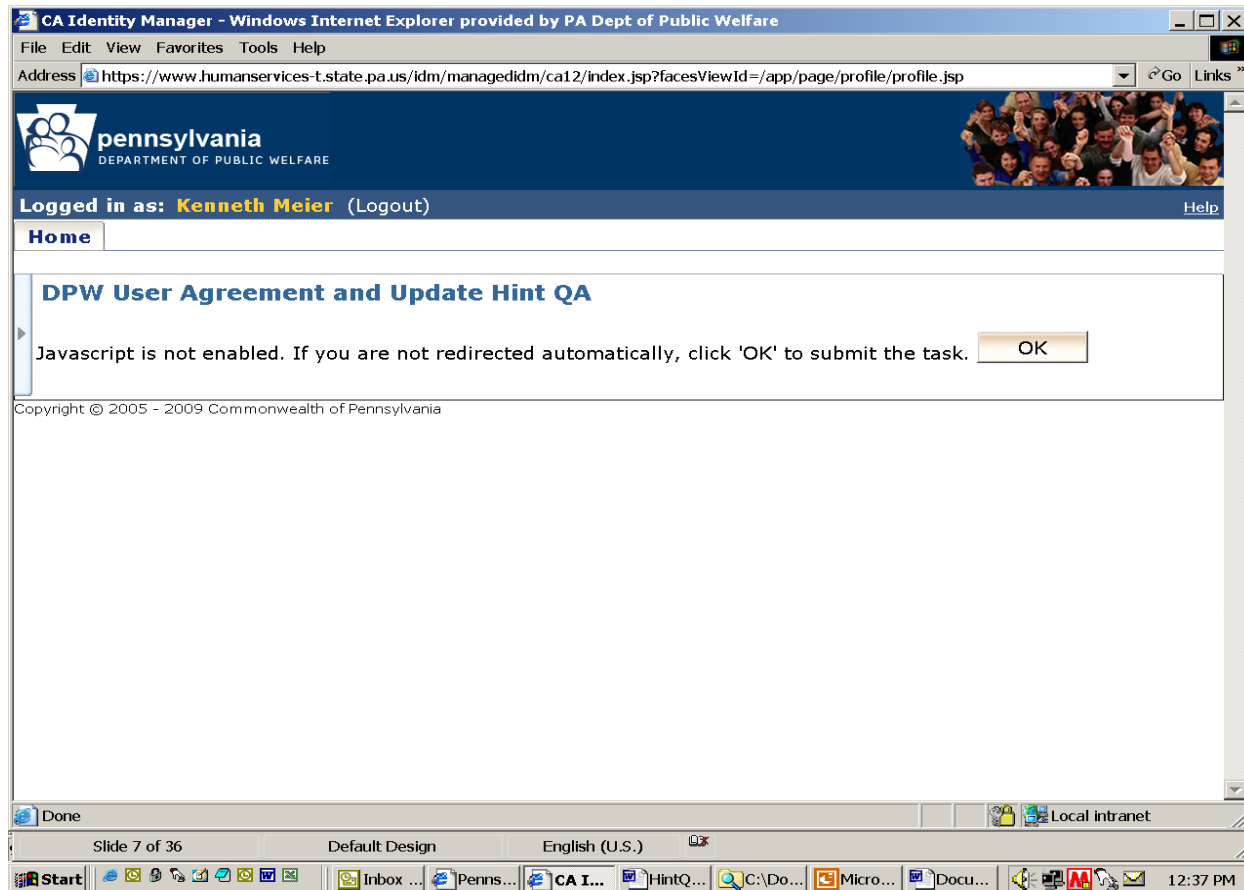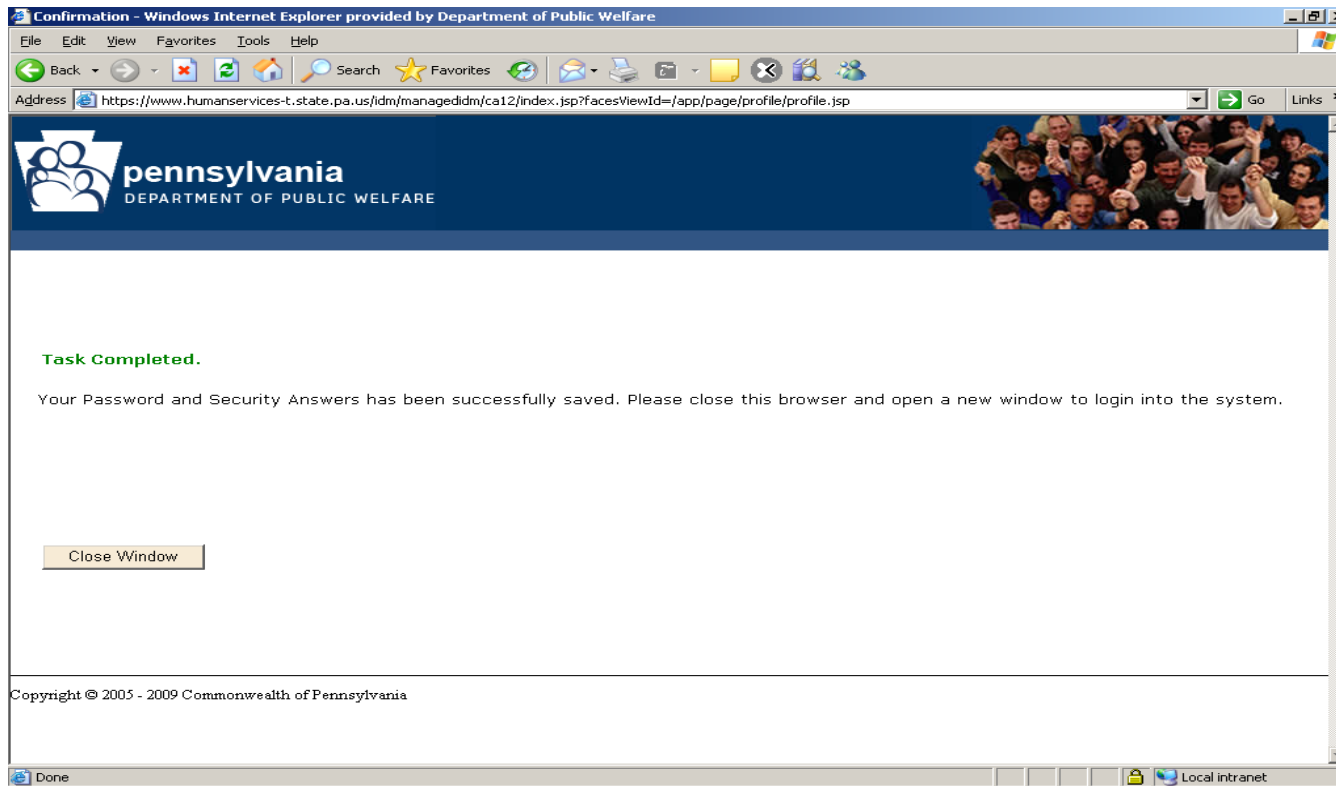
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Next, a "Task Completed" message will appear on the screen. Click "Close Window" and then log out of SeGov by Clicking "Sign Out". Close the browser by clicking the "X" in the top right of the screen. User is now able to access login page. https://missl.dhs.state.pa.us

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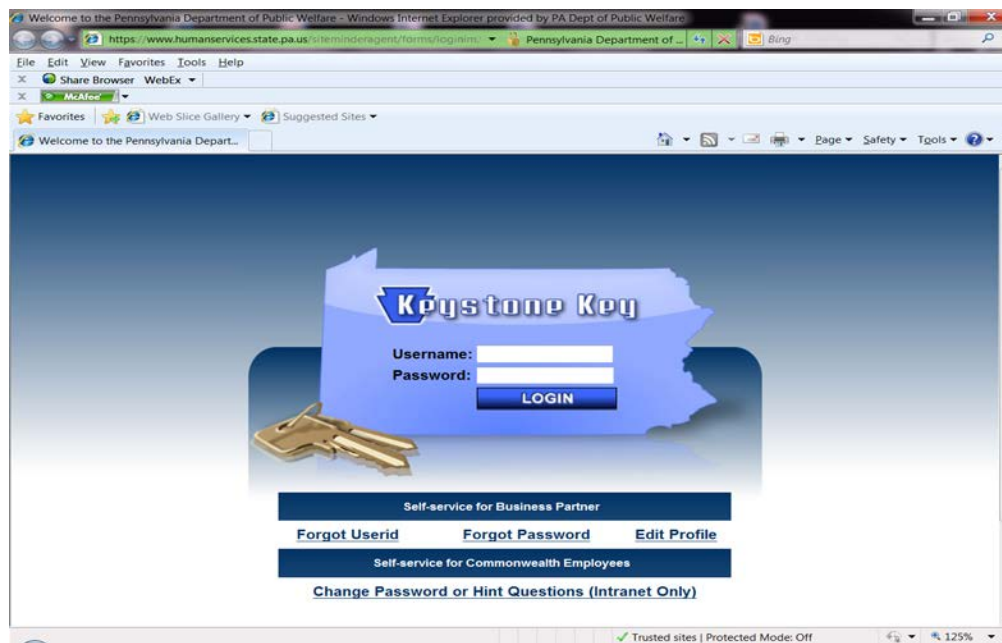DEPARTMENT OF HUMAN SERVICES

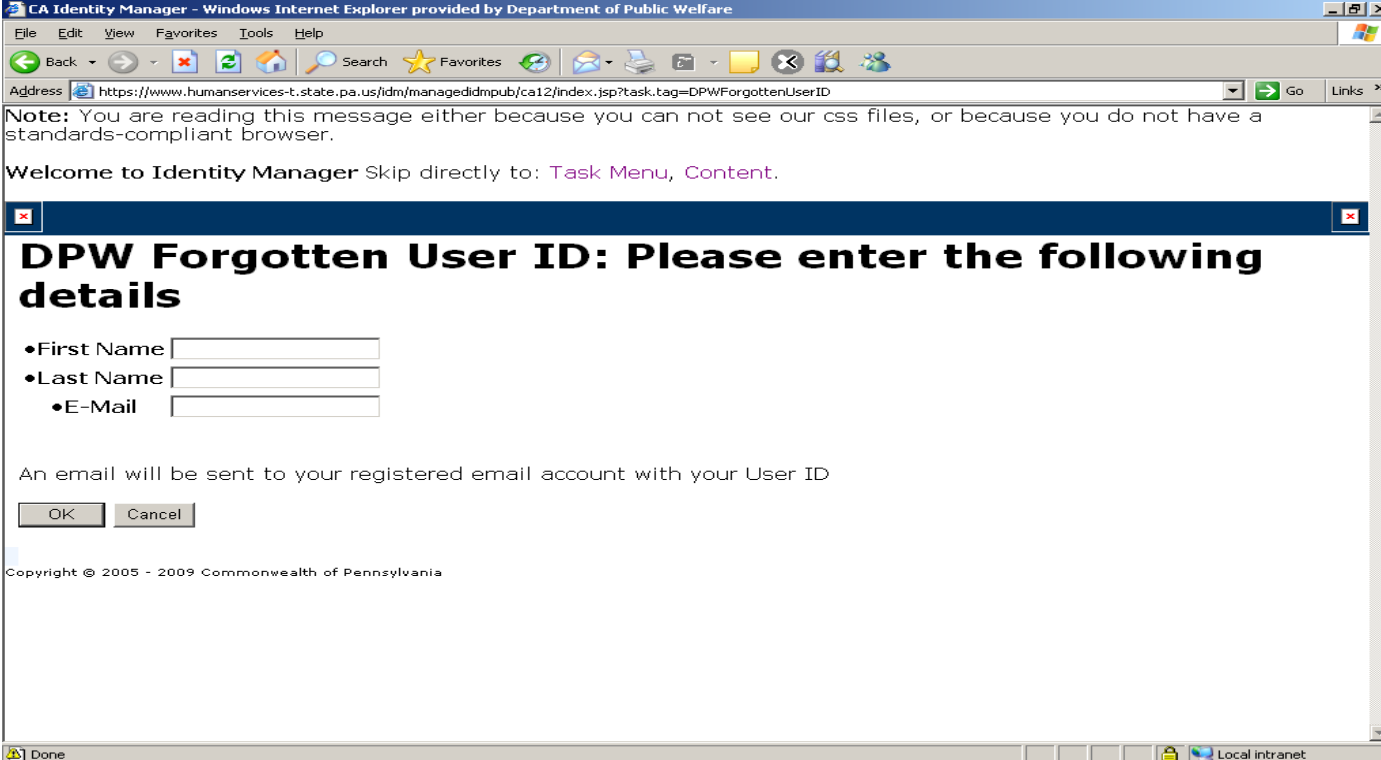## Procedure to Login When You Forget Your UserID

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?**".

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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".**
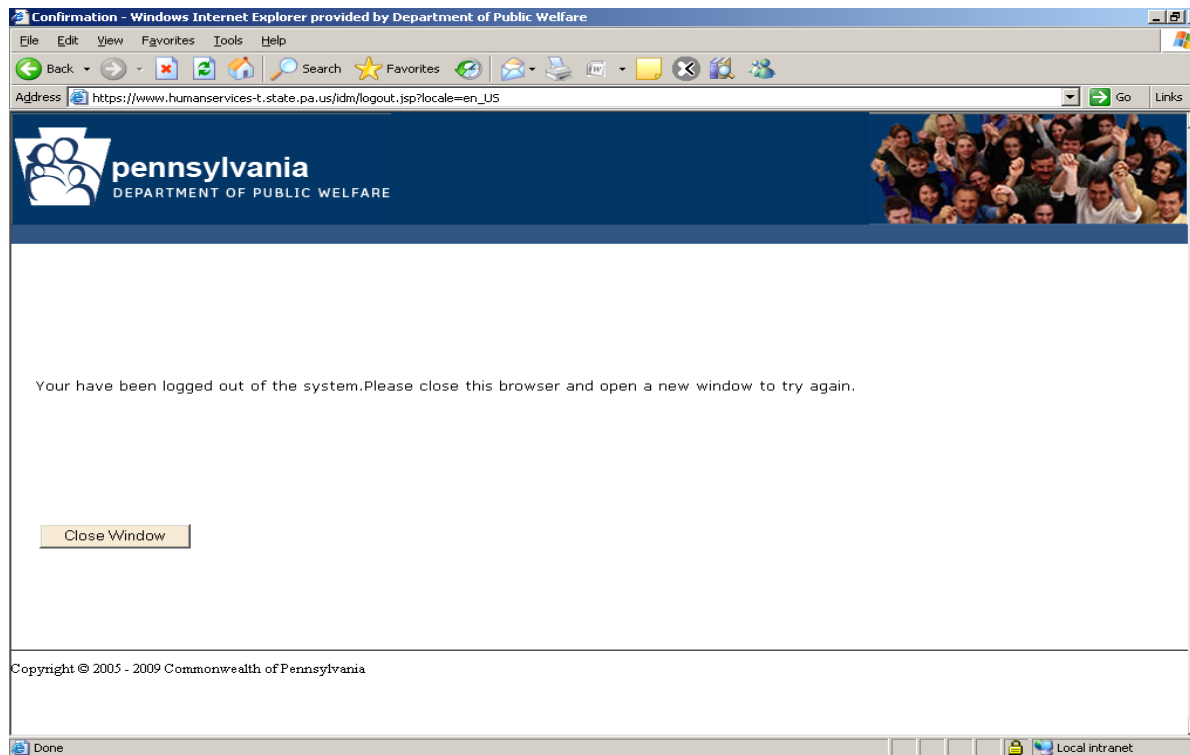
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User will receive a "Task Completed" screen.
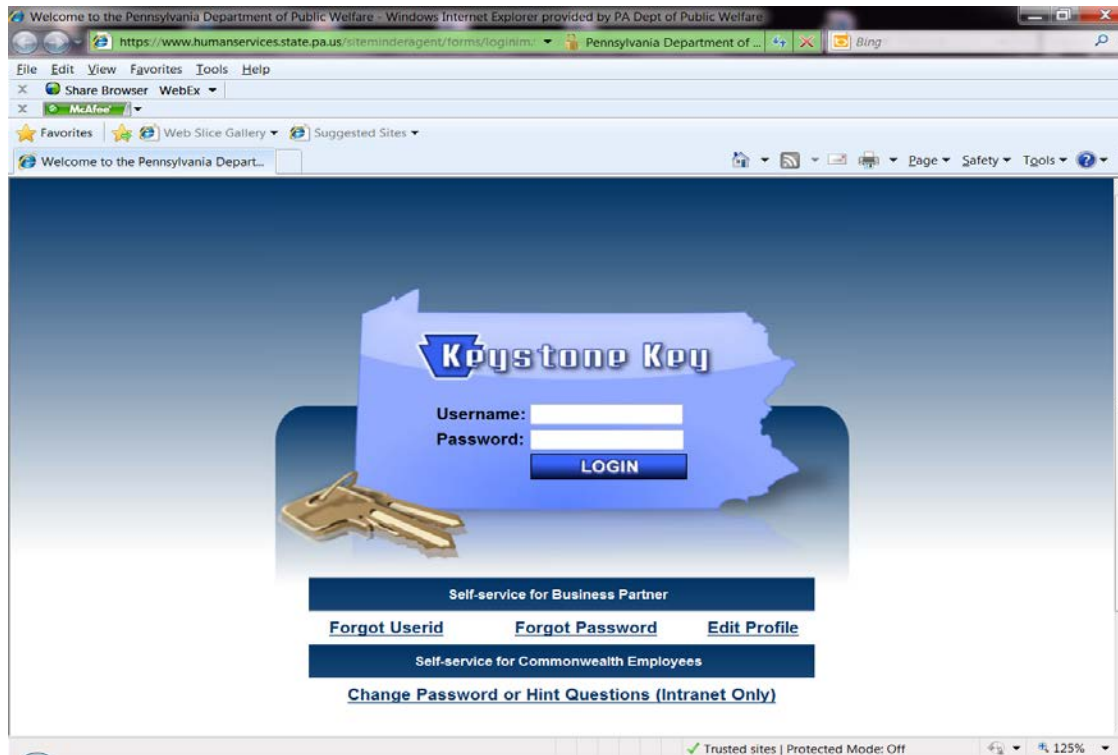Click **"**Close Window" and then log out of SeGov by clicking "**Sign Out**".
User will receive an email from "automatedemail" stating what your UserID is.
Close the browser by clicking the "X" in the top right of the screen.

Procedures to Use "Password Reset".

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

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

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Users must answer two of the Hint Questions they had previously provided.

Click "**OK**".

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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".

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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.

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Using the SeGov System to Download files

Go to the SeGov URL.

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

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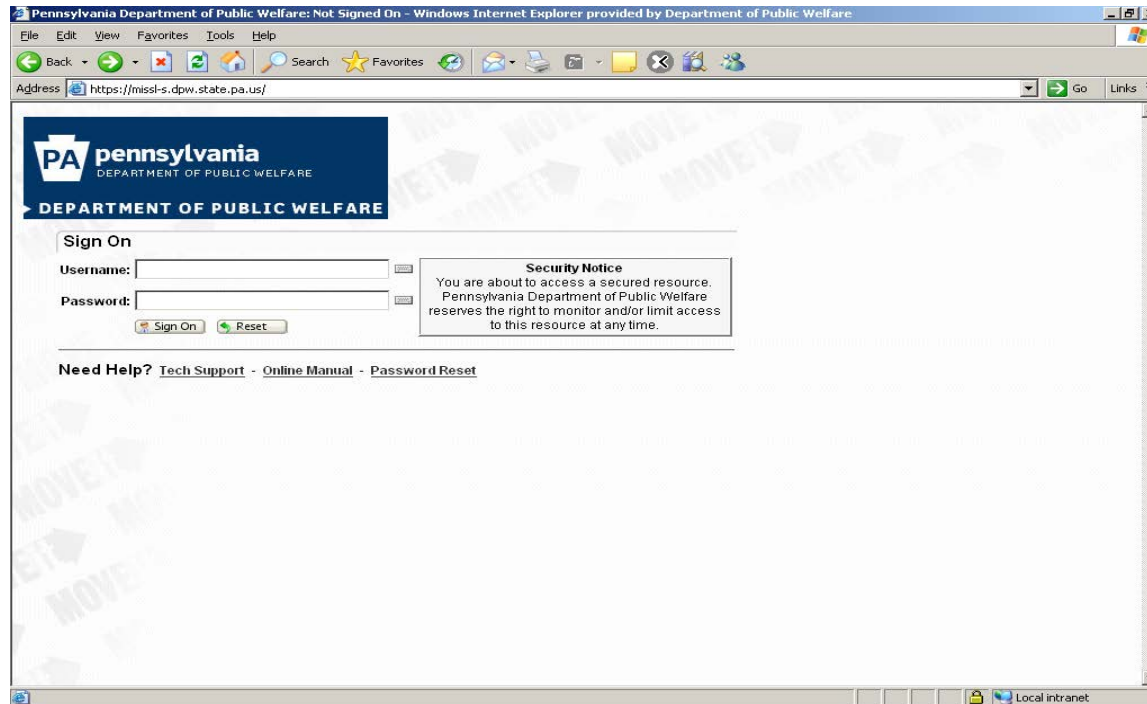
Troubleshooting Tips:

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.

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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.

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

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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.

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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.

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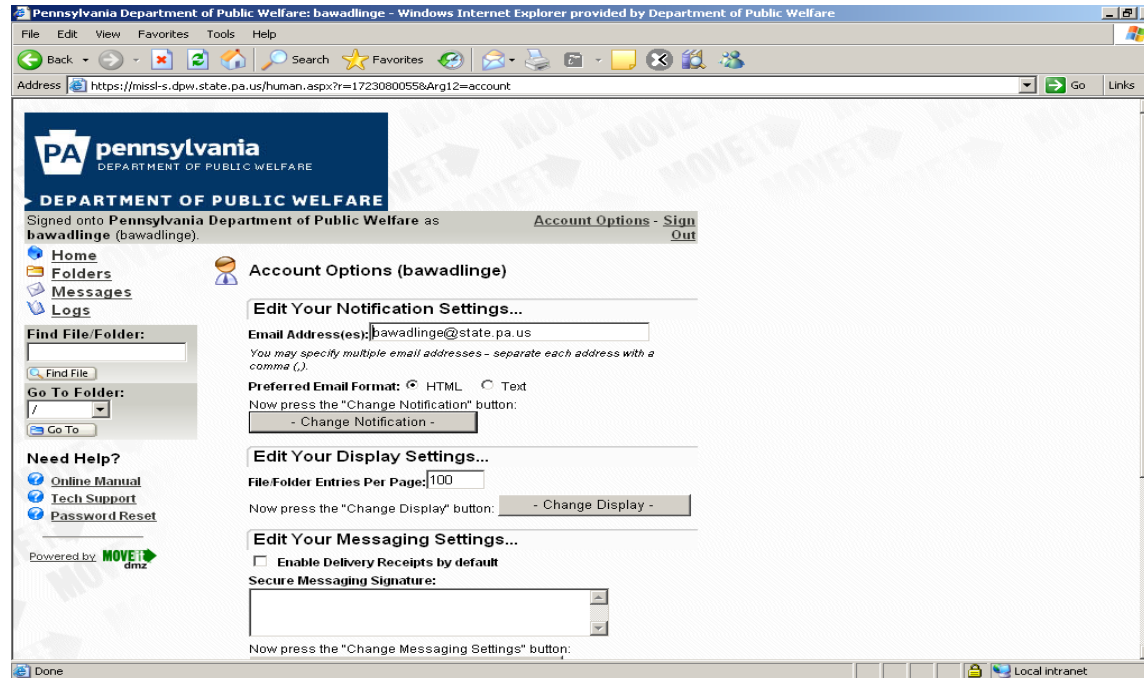
Screen shot of email notice when file is sent out and ready for download.

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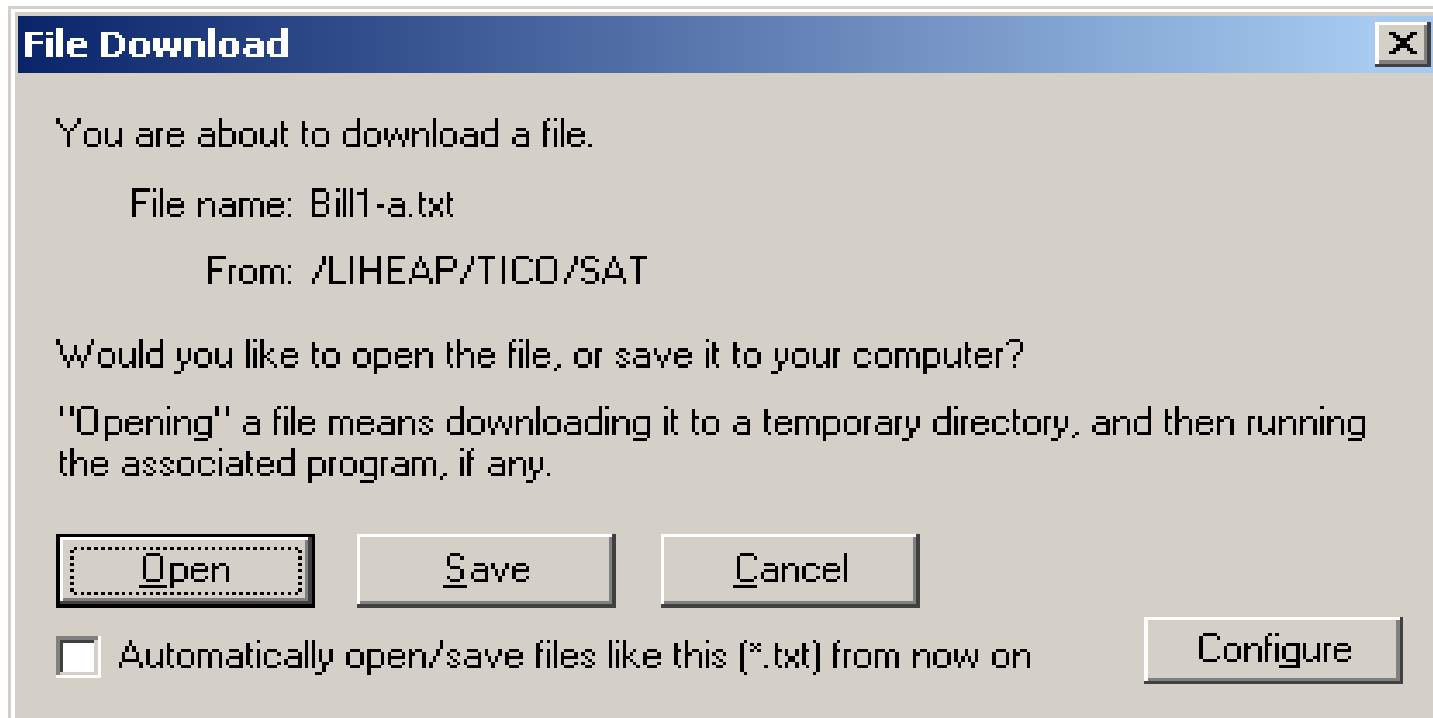
Please use the following URL and your username/password to DOWNLOAD or view the current status of this file, including its full upload and download history. (**https://missl-s.dpw.state.pa.us/human.aspx?OrgID=7767&Arg12=fileview&Arg07=622663129&Arg06=609800973**)

Regards,
Pennsylvania Department of Human Services Notification Service

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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:

File Download

You are about to download a file.

File name: Bill1-a.txt

From: /LIHEAP/TICO/SAT

Would you like to open the file, or save it to your computer?

"Opening" a file means downloading it to a temporary directory, and then running the associated program, if any.

[Open]   [Save]   [Cancel]

☐ Automatically open/save files like this (*.txt) from now on   [Configure]

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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.

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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.

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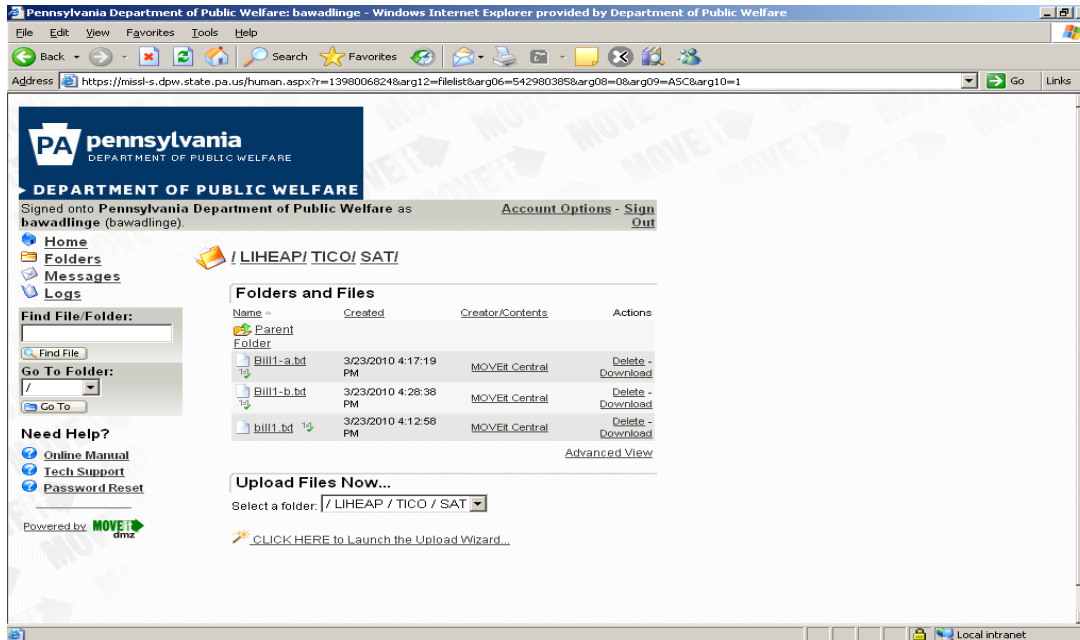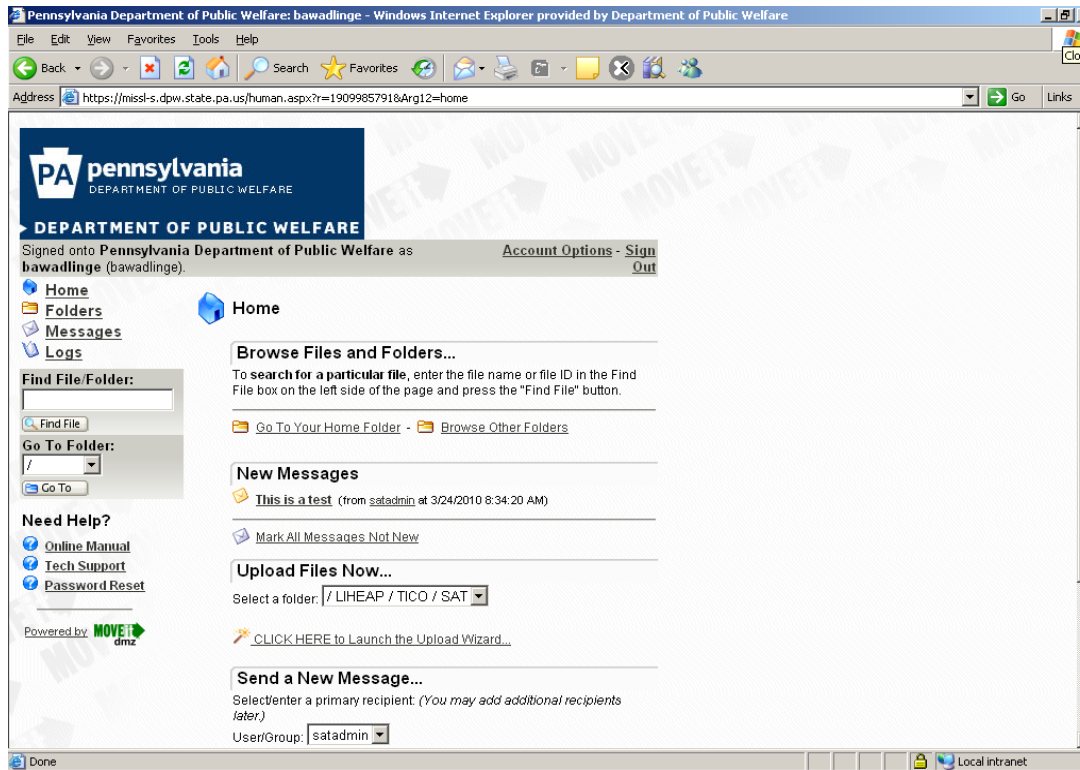

File mask will be displayed.

"**Are You Sure**" question will be asked.

Click "**Yes**" - file will be deleted.

Click "**No**" - file will **NOT** be deleted.

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Access to Multiple Folders

One user may have access to multiple folders.

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When finished, click "**Sign Out**".

Please log off the computer by "**restarting**" the PC.

You have now completed this SeGov Browser User Training