



DFPS

# Getting Started: DFPS Case Connection for CASA

A step-by-step guide to obtaining access to the child's case information in Case Connection

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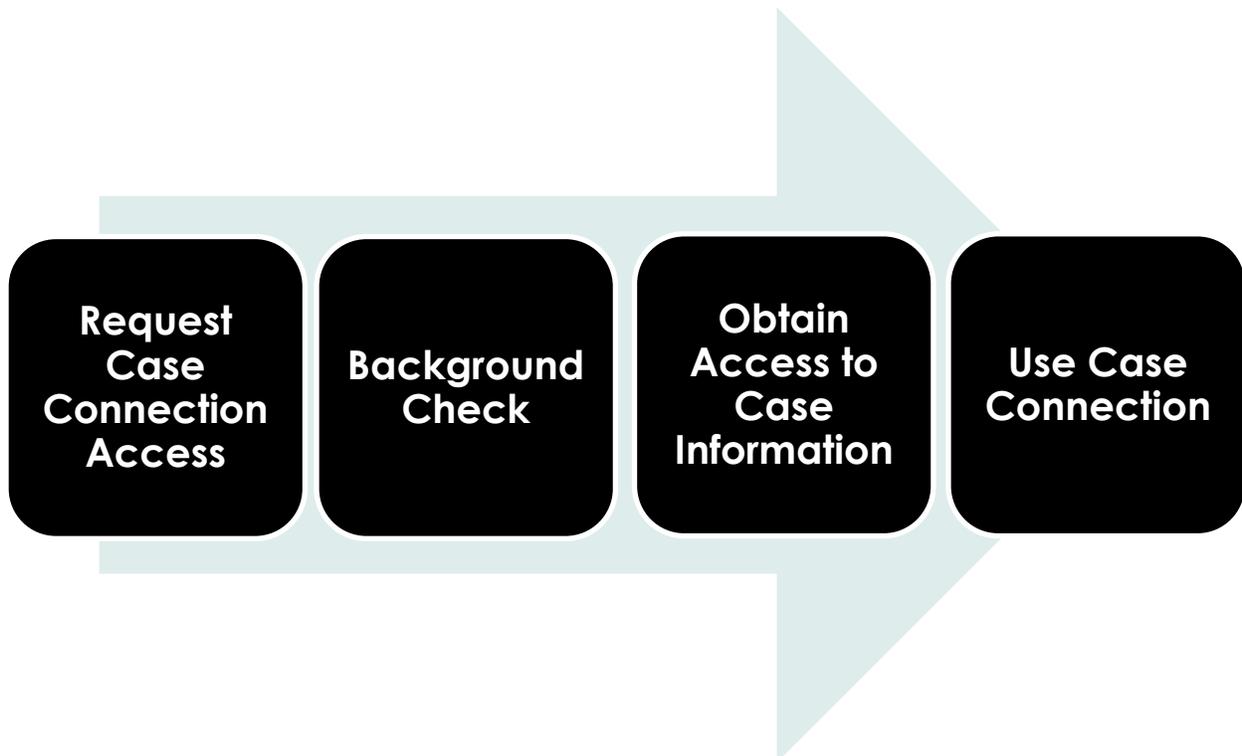
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## Getting Started in Case Connection

### Introduction to the Getting Started Guide

This document will tell you everything you need to do in order to start using Case Connection. The graphic below shows at a high level what steps you need to take to begin using the Case Connection application. Typically you will only need to do the first and second step once. The third step will be completed only when you are assigned to a new case. Once completed, all you'll need to do is login to Case Connection to access information about the children to whom you are assigned.

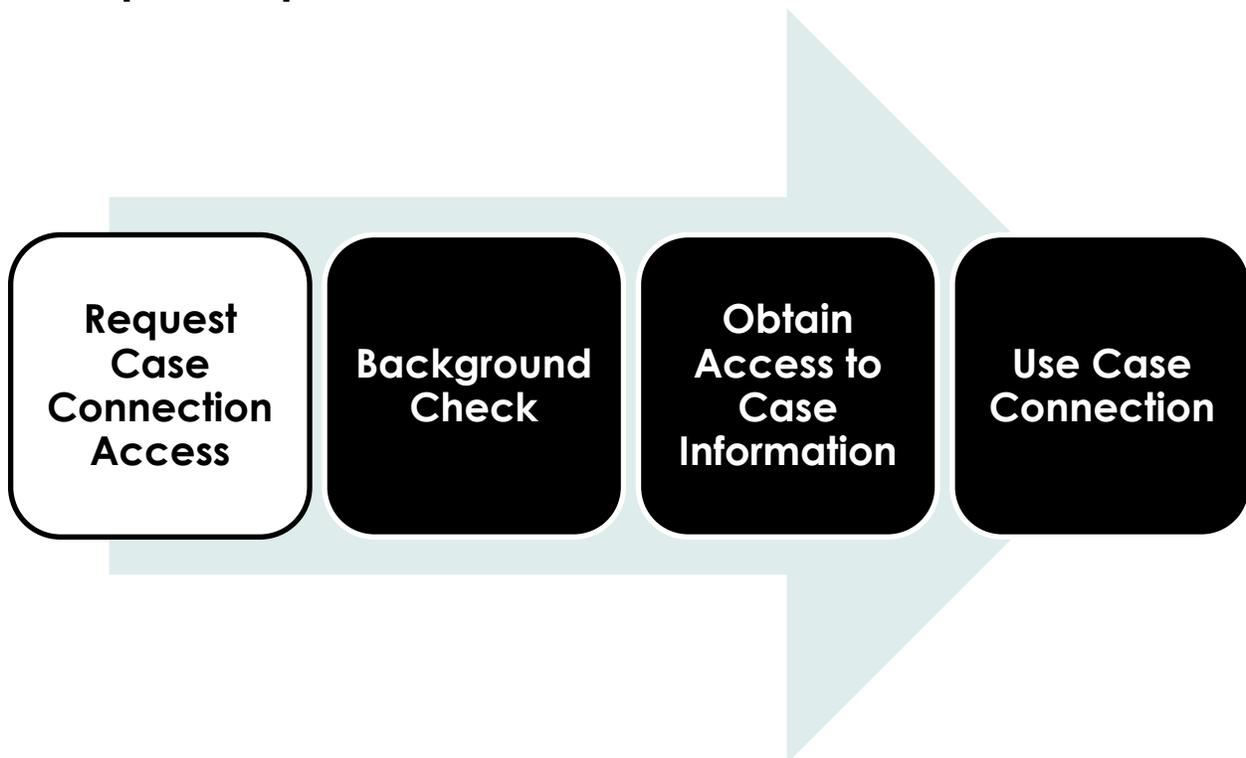
**Figure 1: Process for obtaining access to Case Connection**



## Roles

CASA Staff will need to complete these steps in order to obtain access to Case Connection.

### Step 1: Request Case Connection Access



#### ***1A: Register for a Portal Account***

1. Open your internet browser and navigate to <https://hhsportal.hhs.state.tx.us/iam/portal/DFPS/>

HHS Enterprise Portal

TEXAS  
Department of Family and Protective Services

**System Use Notification**

Warning: This is a Texas Health and Human Services information resources system that contains State and/or U.S. Government information. By using this system you acknowledge and agree that you have no right of privacy in connection with your use of the system or your access to the information contained within it. By accessing and using this system you are consenting to the monitoring of your use of the system, and to security assessment and auditing activities that may be used for law enforcement or other legally permissible purposes. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under applicable law.

**Sign In**

Username

Password

**Sign In** [Forgot Username?](#)  
[Forgot Password?](#)

New to the portal? **REGISTER**

[Click here to sign Acceptable Use Agreement \(AUA\)](#)

**Broadcast Message(s):**

The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. [View Details](#)

IT Forms and EIAMS pages have moved. Please update your bookmarks. [View Details](#)

[Help](#) | [Supported Browsers](#) | [FAQs](#) | [Contact Us](#) | [Internet Policy](#)

NOTE: Since you have not used the portal before, you will not yet have a Username and Password. Your first step will be to register as a new user.

2. Click the **Register Here** button. The *Self-Registration questions appear*. Select - I work for a Non-HHS Government Agency or Private Organization.
3. Enter the Company ID (also known as an EIN Number for your local CASA organization) and click the **Next** button.

HHS Enterprise Portal

TEXAS  
Health and Human Services System

(LAST)

**Self Registration**

I am an HHS Employee.

I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.

I work for a Non-HHS Government Agency or Private Organization.

Enter your Organization's Employer Identification Number (EIN) without hyphens.

Enter EIN\*

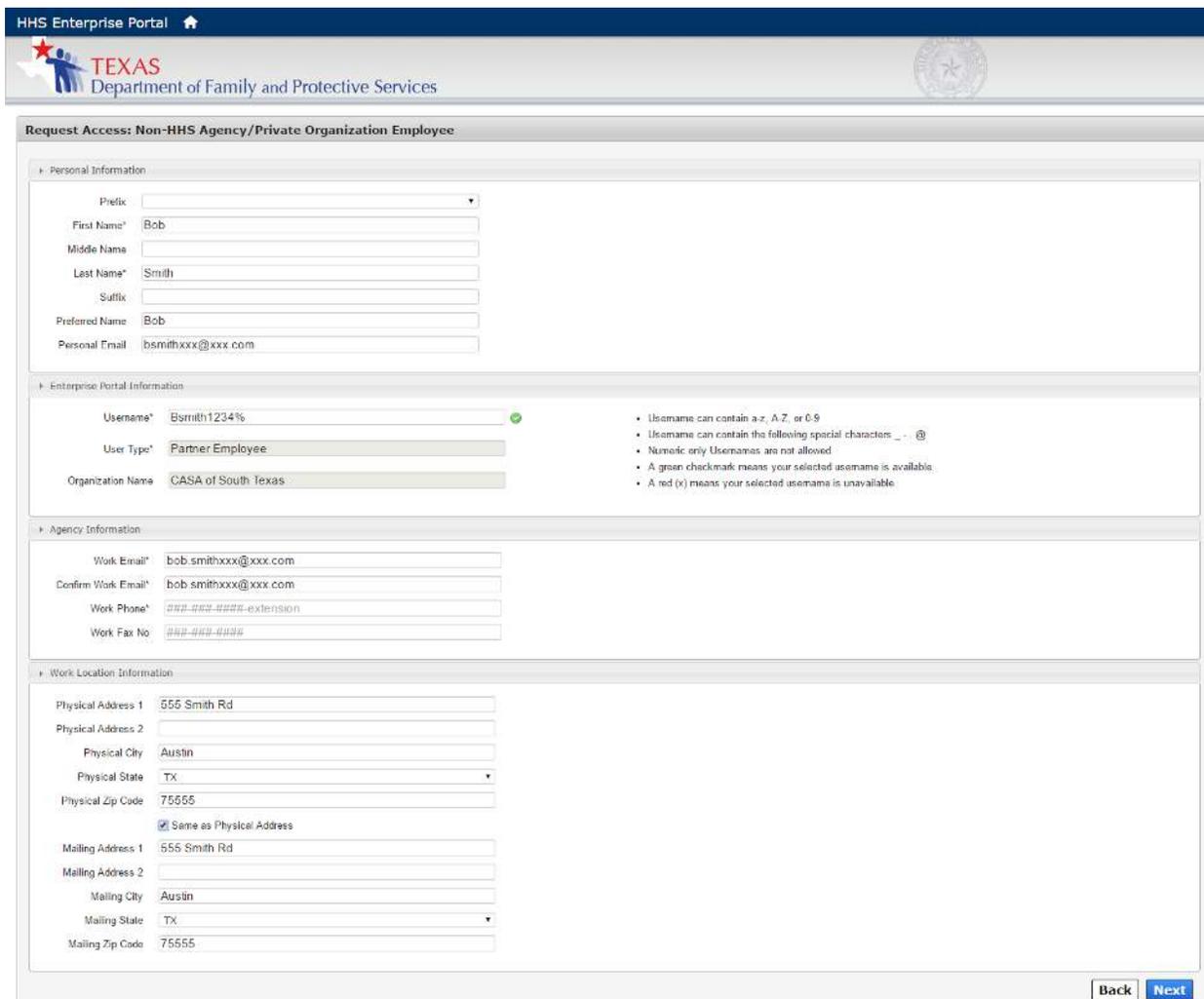
Re-enter EIN\*

[Search for Organization](#)

**Cancel** **Next**

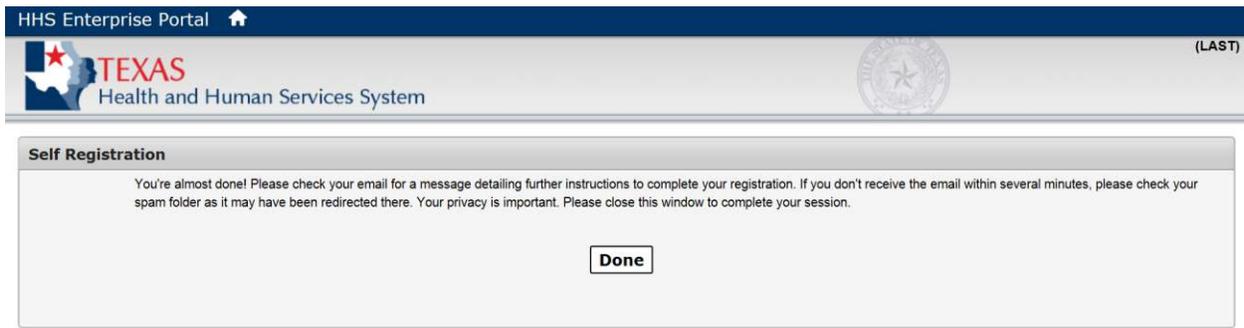
Field	Definition
<b>Company ID</b>	Type the 9-digit EIN number of your CASA local organization. Click on the Search for Organization link to locate the ID corresponding with your CASA organization.

4. Complete the required fields on the data entry screen then click the **Next** button.



Field	Definition
<b>First Name</b>	Enter your legal and full First Name.
<b>Last Name</b>	Enter your legal and full Last Name.
<b>User Name</b>	Type the screen name you wish to use. Choose a user name and type it in this field. You may use letters only, or a combination of letters, numbers and/or special characters indicated on the screen ( _ - . and @).
<b>Work Email Address</b>	Type your work email address  <b>***IMPORTANT***:</b> Make sure you enter your email address correctly. Approval/denial of your request will be sent to you via this email address.
<b>Work Phone</b>	Enter your work telephone number in XXX-XXX-XXXX format.

5. The system displays a message that your request has been received. Click the **Done** button. You will be returned to the login page.



6. You will receive an email informing you that your request has been sent to the approver. The approver will review your request and will update the status within 10 calendar days. You must wait until request is approved before moving forward.

**Figure 2: Sample email stating that your request for portal access has been received.**

Your request to access the HHS Enterprise Portal has been sent to the first level approver(s) at your organization for action. You will receive a new status within 10 calendar days.

If you have any questions regarding this request, please contact any of the approvers at your organization.

7. Receive the email approving or denying your request. If approved, the approval email will include a temporary password and a request to log into the portal to change the temporary password.

Next you will use the portal to request access to Case Connection. Once approved for Case Connection, you will log onto the portal to access Case Connection in order to view case information.

Figure 3: Sample email approving access to the portal

Your request to access HHS Enterprise Portal as the employee of CASA of South Texas has been processed and you have been granted access.

You must logon to the Portal using the Username and one-time password in this email to complete the process and set up your permanent password. Please follow this link: <https://hhsportal.hhs.state.tx.us/iam/portal/DFPS/> to logon to Portal using the following information:

Username: trzwatson  
Password: Washers5

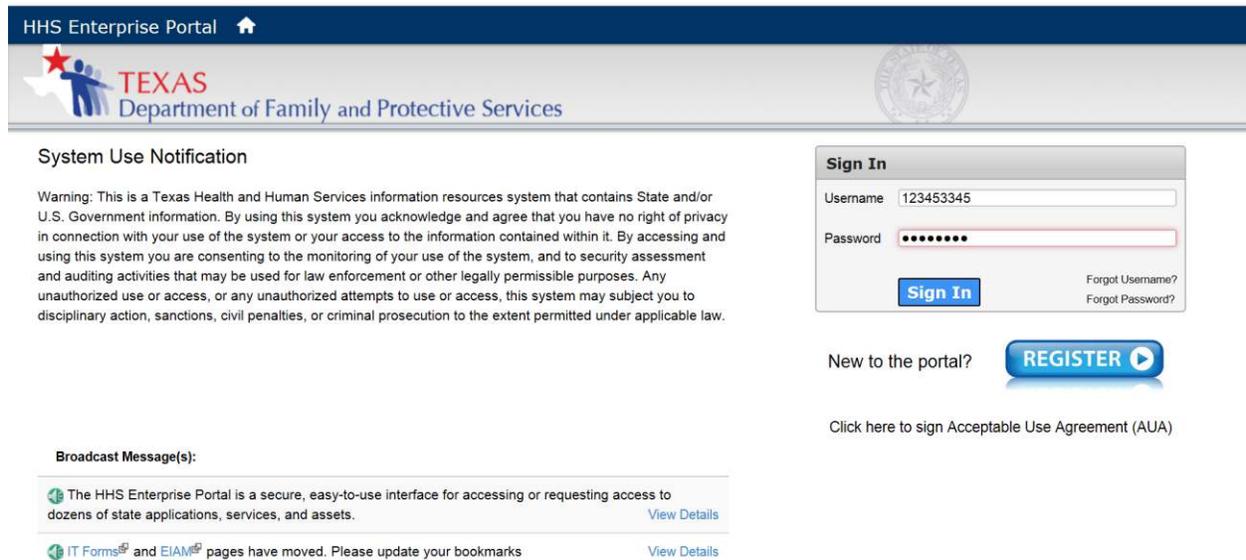
Please note that the password can only be used one time. If you have any questions regarding how to complete this action, please contact Identity Management Testing Support at [IdentityManageTest@hhsc.state.tx.us](mailto:IdentityManageTest@hhsc.state.tx.us).

*NOTE: While it's unlikely, it could take up to 20 days to hear whether the request has been approved. The decision will be sent via email to the email address indicated during registration.*

*If for some reason no action is taken on your access request within a specified period of time, the request will be automatically rejected. If this occurs, contact your CASA IAM Rep for assistance. You may be instructed to make another request.*

### 1B: Request Access to Case Connection

1. Open your internet browser and go to the following webpage: <https://hhsportal.hhs.state.tx.us/iam/portal/DFPS/>. Enter the Username and Password as it appears on the email you received, and then click the **Login** button.



The screenshot shows the HHS Enterprise Portal login interface. At the top, there is a navigation bar with the text "HHS Enterprise Portal" and a home icon. Below this is a banner for the "TEXAS Department of Family and Protective Services" featuring a star and a stylized figure. The main content area is divided into two columns. The left column contains a "System Use Notification" section with a warning about privacy and security. Below this is a "Broadcast Message(s)" section with two messages: one about the portal's security and another about IT Forms and EIAM pages moving. The right column features a "Sign In" form with fields for "Username" (containing "123453345") and "Password" (masked with dots). A "Sign In" button is located below the password field. To the right of the button are links for "Forgot Username?" and "Forgot Password?". Below the sign-in form is a "New to the portal?" section with a "REGISTER" button and a link to "Click here to sign Acceptable Use Agreement (AUA)".

**Getting Started: DFPS Case Connection for CASA**

*NOTE: The Computer Use Agreement appears. The Agreement should be read in full prior to continuing.*

2. Complete the fields at the bottom of the screen as indicated in the table below and click the **Next** button.

Field	Definition
<b>I agree to all terms stated within this Agreement</b>	Check the box to indicate agreement with the terms of the Computer Use Agreement.
<b>Please enter your First Name</b>	Enter your legal and full First Name.
<b>Please enter your Last Name</b>	Enter your legal and full Last Name.

3. Select a new password following the password rules on the right-hand side of the screen, then click the **Next** button.

Field	Definition
<b>New Password</b>	Follow the password rules on the right-hand side of the screen to create a password, and then type it in the "New Password" Field.
<b>Confirm Password</b>	Retype your new password.

*NOTE: You will receive an email indicating that your password has changed*

**Figure 4: Email you will receive after you change your password**

This is to notify you that password for Tara RZ Watson has been changed.  
 If you have any questions, please contact Identity Management Testing Support at [IdentityManageTest@hhsc.state.tx.us](mailto:IdentityManageTest@hhsc.state.tx.us) .

4. Complete the Profile page and press the Next Button

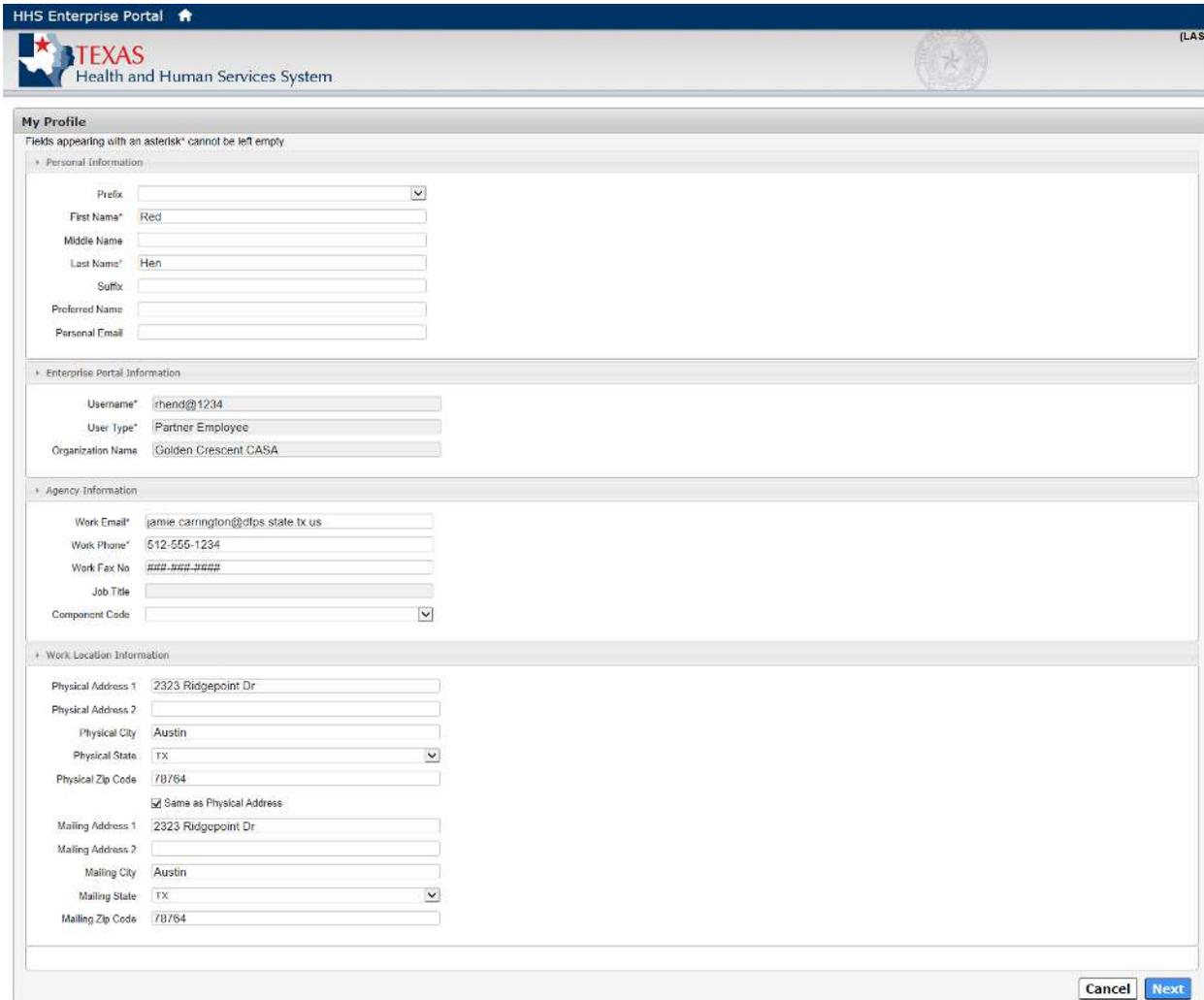
5. Security Questions appear: Select three questions from the drop down menus on the *Security Questions* screen. For each security question selected, type your answers, and then retype them in the fields provided. *Press the Next Button.*

*NOTE: If you ever lose your password, you will be asked the security questions you choose on this screen before you can recover it.*

Field	Definition
<b>Response</b>	Type your response to the question indicated above.
<b>Confirm</b>	Retype your response to ensure it was entered correctly.

*NOTE: The Profile Page appears*

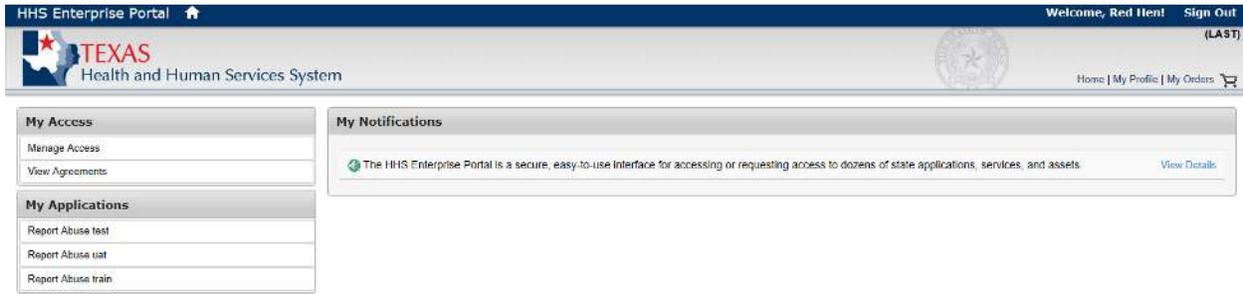
6. Complete the additional fields on the Profile Page and Press the Next Button



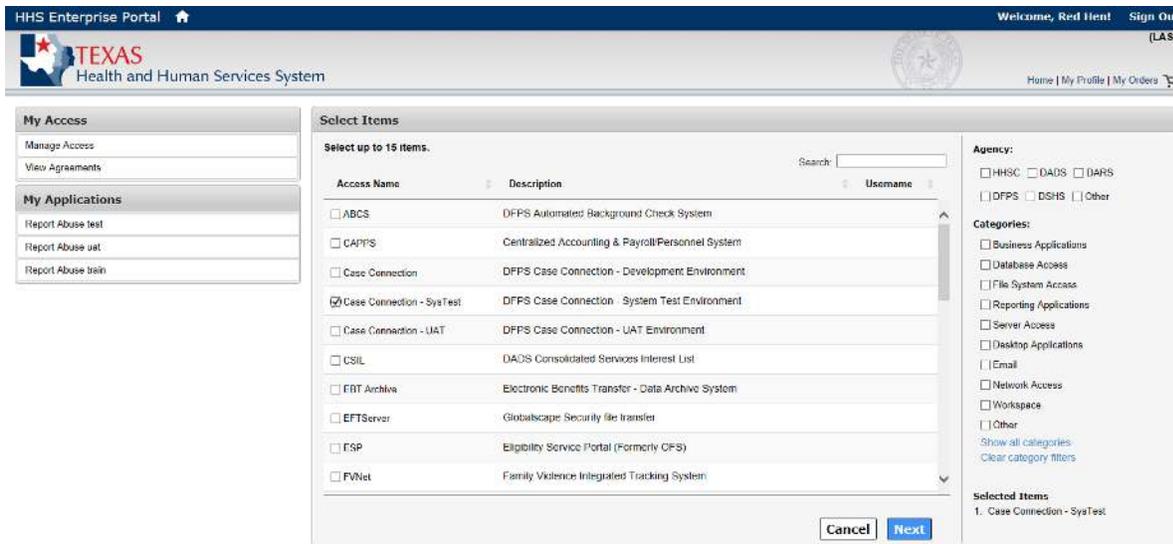
You are now on the Self Service Tasks screen and may request access to Case Connection.

7. Click the "Manage Access" hyperlink.

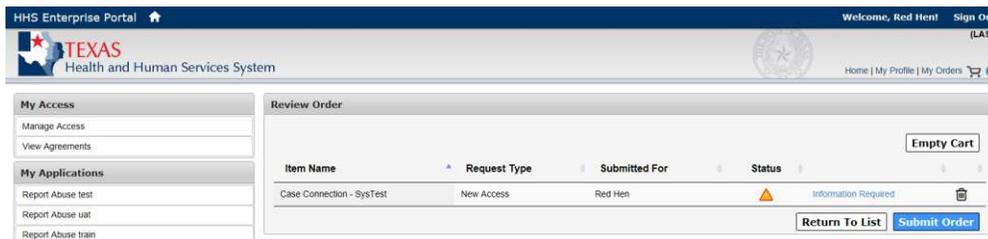
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8. Select the **Case Connection** checkbox, and then click the **NEXT** button.



9. The self-service page appears. More information is needed for this request. Click on the Information Request hyperlink:



10. Complete the Required fields and press the Next Button

11. The Self Service Page appears, notice the Status field has a green checkmark. Press the Submit Order Button to complete the request.

Item Name	Request Type	Submitted For	Status
Case Connection - SysTest	New Access	Red Hen	✔

**NOTE:** The Confirm Page Appears

Request Number	Item Name	Request Type	Submitted For	Status
356352213439321883	Case Connection - SysTest	New Access	Red Hen	✔

12. Review Status- My Notification page will give details on the status of your request.

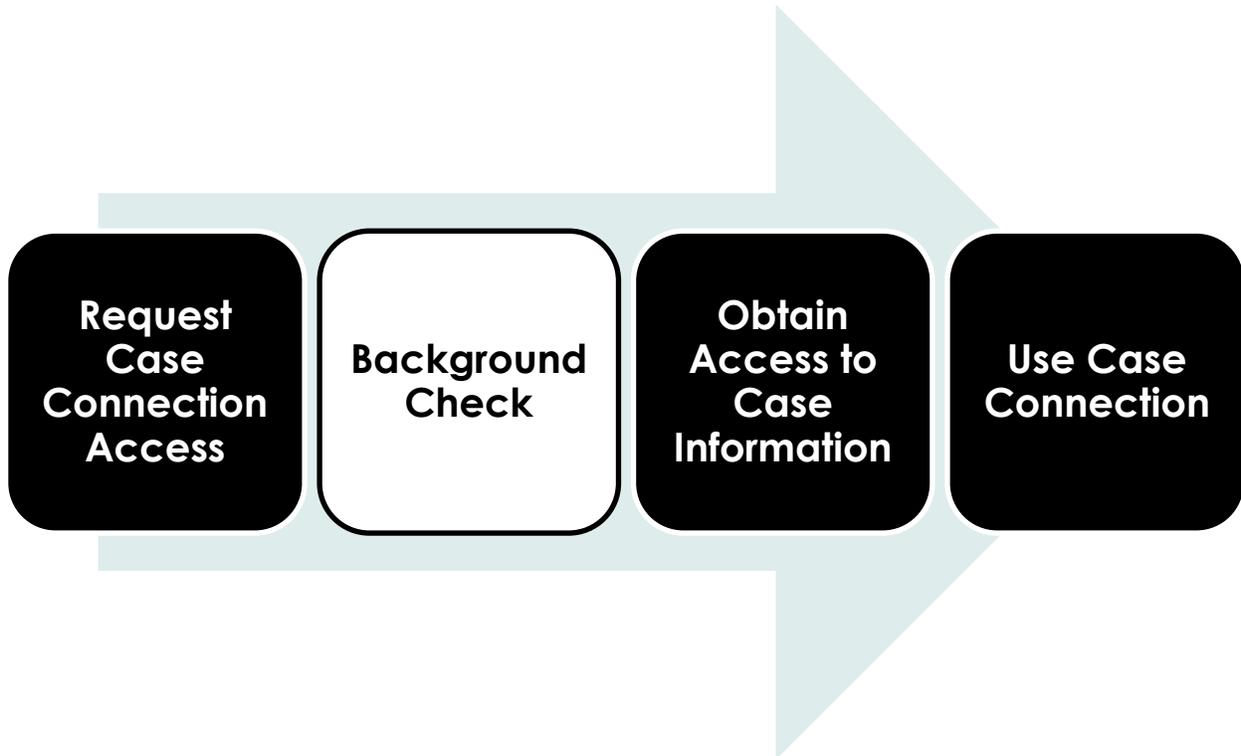


13. Click the **Log Out** hyperlink to exit.

Notifications are sent via email once your request to obtain access to Case Connection has been approved.

Once Case Connection access is approved, the next step will be to obtain access to case information for the specific cases to which you are assigned.

## Step 2: Background Check



### ***Submit Background Check***

1. The Request for Case Connection access will be sent automatically for processing. If a Background Check is needed the system will send an email to complete the Background Check form.
2. Receive email (see **Figure 5**). The email will contain a link to complete the Background check form.

## Getting Started: DFPS Case Connection for CASA

### Figure 5: Email for CASA Background Checks. This email states the link to complete Background Check.

A background check request has been initiated on your behalf through DFPS' Automated Background Check System. If you received this email by mistake, please contact [abctest1@yahoo.com](mailto:abctest1@yahoo.com)

**Please keep in mind the following BEFORE selecting the hyperlink to submit your background check request:**

- The hyperlink is a one-time use. Once you select the hyperlink, you must enter all applicable fields and submit the background check request. You will not be able to save your work and return to the hyperlink.
- Please allot approximately 10 minutes to enter your background check information.
- The hyperlink can only be accessed by you.
- The hyperlink is only valid for seven (7) calendar days from the date the email was sent.
- If you still require a background check request and the hyperlink has expired or is no longer working, please contact [abctest1@yahoo.com](mailto:abctest1@yahoo.com)

**You must have the following information available BEFORE you select the hyperlink:**

- First, Middle and Last Name, (include Alternate Names: Aliases, Maiden Name(s), Nicknames)
- Social Security Number (SSN) OR Valid Alternate Identification (if SSN has not been issued to you). Other Valid Alternate Identification forms of ID include:

o State Issued ID

o Driver's License #

o Military ID

o Permanent Residency Card #

o Passport #

- Date of Birth
- Gender
- Current Address, City, State, County and Zip code
- Primary Phone Number
- Primary E-Mail
- Birth City and State
- Previous Addresses
- Out of Country Addresses
- Felony or Misdemeanor Charges and/or Convictions (if any)
- Allegations of Abuse, Neglect or Exploitation from any state protective agency (if any)
- Role/Job Duty

By selecting the hyperlink below, you can begin the process of submitting your own criminal and/or abuse and neglect background check information.

<https://168.40.172.228/dfptestportal/abcs/ssrequest?subjectRequest=guqp9o74fn5s8jr5ucvor4lqv4>

Sincerely,  
Texas Department of Family and Protective Services

After clicking the hyperlink you will be navigated to the Background Check form within the HHSC Portal:



Resource Name : Casa Background Checks  
Resource ID : 25199107  
Contract ID : 24122431  
Email Address : abcstest1@yahoo.com

## Background Check Request

Please click the link below to review the policy, expectations, and/or requirements related to background check requests processed by DFPS.  
[http://www.dfps.state.tx.us/background\\_checks](http://www.dfps.state.tx.us/background_checks)

### Name

\* First Name:  Middle Name:  \* Last Name:   
Maiden Name:  Suffix:

### Alternate Name(s)

Alternate First Name:  Alternate Middle Name:   
Alternate Last Name:  Alternate Suffix:

Add

### Social Security Number

If you have been issued a Social Security Number (SSN), it must be provided to ensure the background check result is valid. If you do not have a SSN, you must enter a valid alternate number type.

\* Do you have a Social Security Number?  Yes  No

### State Identification

State ID Type:  ID #:  ID State:

### Birth Information

\* Birth Date:  \* Gender:   
Birth City:  Birth State:

### Race / Ethnicity

\* Ethnicity:

\* Race:

Please check all that apply.

- Unable to Determine  Am Indian/AK Native  White  Declined to Indicate  
 Native Hawaiian/Pacif Isl  Black  Asian

## Getting Started: DFPS Case Connection for CASA

### Contract Information

\* External User Type:  \* Role/Job Duty:

Department ID:  Requisition Number:

HHSC Purchase Order Number:

\* Eligible for DFPS Case Connection?  Yes  No

### Current Address

Address(es) entered must be validated prior to submitting the background check request

### Contact Information

\* Primary Phone Type:  \* Primary Phone:  Primary Extension:

Secondary Phone Type:  Secondary Phone:  Secondary Extension:

\* Email:  \* Confirm Email:

Next>>

*After completing the form and selecting next a submission section appears. Select the Acknowledgement checkboxes and press the Submit Button*

### Type of Check

- Abuse/Neglect History Check
- DPS Criminal History Check
- FBI Check

#### Acknowledgements

Authorization statements must be checked in order to submit this request.

- I grant permission for the requesting organization (as identified in the Resource Name) to submit the background check type(s) noted above, using my identifying information. I also grant permission for this organization to receive the results of any such check(s).
- I consent to DFPS' disclosure of any and all information, including confidential information, obtained from the above-referenced sources to the requesting organization in order to facilitate my employment, subcontracting, or volunteer service with the requesting organization.

Submit

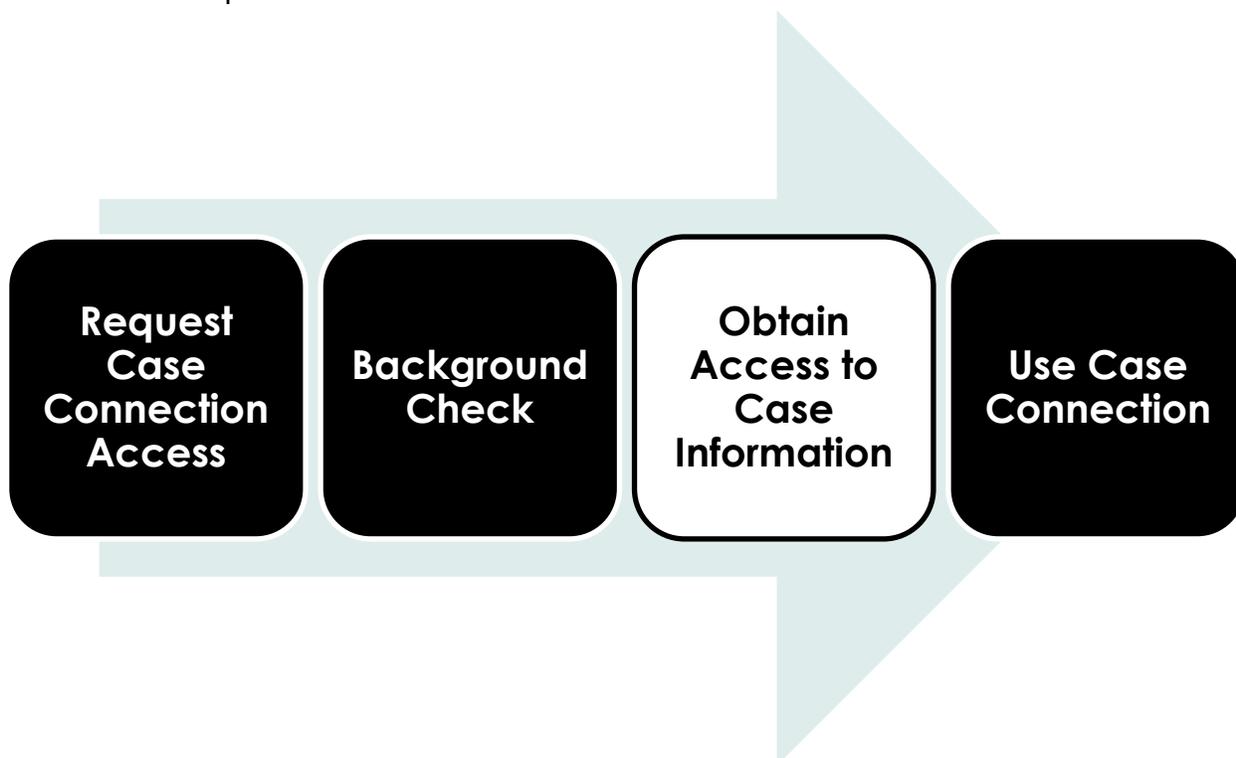
*Submission status appears:*

**Successful submission**

Once Background check is complete the Designated approver will complete the approval process for access to the Case Connection Application.

### Step 3: Obtain Access to Case Information

This section explains how to obtain access to case information in Case Connection.



1. Receive email notification regarding Case Connection account approval.

**Figure 6: Email approval for Case Connection access**

**From:** IdentityManageTest@hhsc.state.tx.us|  
**Sent:** Thursday, August 14, 2014 1:16 PM  
**To:** <end User>  
**Subject:** Request for Access to Case Connection

Your request for access to Case Connection - UAT has been approved. You can now login to the application by going to the DFPS Portal:

<https://hhsportal.hhs.state.tx.us/iam/portal/DFPS/>

If you have any questions regarding this request, please contact your Designated IAM Representative.

2. Inform CPS that CASA has been appointed to the case. Provide Letter of Introduction to the CPS Caseworker to verify Court appointment to the case. CPS will assign access to your case(s) in Case Connection. Once assigned, you will be able to see your case information in Case Connection.

It should take four business days for CPS to process your request. Refer to the Case Connection User guide for instructions on how to access Case Connection after you have been granted access to case information.

## Appendix A: EIN Numbers/Company IDs for CASA Programs

CASA Program Name	CASA EIN # (aka, 'Company ID')
CASA of Titus, Camp and Morris	463266537
Voz de Ninos	260727707
Voices For Children Inc., CASA of Brazos Valley	742970407
Voices for Children – CASA of Galveston County	760121011
Tri-County CASA	742999054
North Star CASA	752433987
Lone Star CASA, Inc.	742425980
Lake Country CASA	752337216
Hill Country CASA	742551029
Great Plains CASA for Kids, Inc.	861072436
Golden Crescent CASA	742743738
Frontier CASA	743006649
Fannin County Children's Center (CASA & CAC)	752461256
East Texas CASA	752417151
Dallas CASA	751866204
Child Advocates CASA of Red River	480984043
Child Advocates, Inc.	760111456
Child Advocates San Antonio	742494625
Child Advocates of Montgomery County	760333595
Child Advocates of Fort Bend	760337426
CASA 69	752064047
CASA/San Angelo	752401001
CASA of Wise & Jack Counties	043676938
CASA of Williamson County	264371605
CASA of West Texas	752871945
CASA of Walker County	753166877
CASA of Trinity Valley	752564380
CASA of Travis County	742369123
CASA of the South Plains	752482631
CASA of the Rolling Plains	202993718
CASA of the Pines, Inc.	752620080
CASA of the Permian Basin Area, Inc.	752272391
CASA of the High Plains	752546406
CASA of the Coastal Bend	742631146
CASA of Tarrant County	751895412
CASA of Southeast Texas	760337759
CASA of South Texas	742917551

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CASA Program Name	CASA EIN # (aka, 'Company ID')
CASA – Hope for Children, Inc.	205027578
CASA of Northeast Texas	752352271
CASA of North Texas	752794068
CASA of Navarro County	752945124
CASA of McLennan & Hill Counties	741860195
CASA of Matagorda and Wharton Counties	760501690
CASA of Liberty/Chambers Counties	270666017
CASA of Johnson County	760725453
CASA of Hood & Somervell Counties	752766222
CASA of Hidalgo County	742722553
CASA of Harrison County	412243393
CASA of Grayson County	752476105
CASA of Ellis County	201499005
CASA of El Paso	741950407
CASA of Denton County, Inc.	752417472
CASA of Deep East Texas	205196671
CASA of Collin County	752391961
CASA of Central Texas	742403373
CASA of Cameron & Willacy Counties	742713912
CASA of Brazoria County	742203509
CASA of Bell & Coryell Counties	742840698
CASA of Bastrop County	742522961
CASA in the Heart of Texas	752878711
CASA for the Highland Lakes Area	742606851
CASA for the Cross Timbers Area	481255158
CASA for Kids of South Central Texas	205177957
CASA for Kids of East Texas	752319553
CASA for KIDS	752714118
CASA for Hunt County	760707819
Brush Country CASA	742992670
Bluebonnet CASA	300117462
Big Country CASA	752720588
Amarillo Area CASA	752560069
Advocates for Children Inc.	760414882