# Vocational Rehabilitation Services Manual D-500: Business Procedures for VR Staff

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## D-511: Systems Access—Processing of IT1260 Forms

Hiring managers, supervisors, or other delegated staff members are responsible for completing and submitting [IT1260 Information Technology Access Service Request for TxROCS and ReHabWorks](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) to VR RHW Support to add, update, or remove access to VR systems (such as ReHabWorks (RHW), RHW Reports, and TxROCS). The VR RHW Support team in VR Program Operations department is responsible for reviewing submitted IT1260 forms and ensuring that submitted user role requests are accurate and appropriate.

To review current user role assignments in RHW, the staff member selects the Admin tab, selects User Access, and selects User Search.

### D-511-1: Access Control Review

VR RHW Support processes IT1260 forms submitted for new hires and new users, users transferring to a different position or role, interns, volunteers, and temporary employees. For new users and user updates, VR RHW Support reviews and verifies the identified approving manager or supervisor and the user roles selected for the user.

Hiring managers, supervisors, or other delegated staff members send IT1260s for terminations to VR RHW Support to maintain caseload and organizational structure and confirm inactivation.

### D-511-2: Adding New Users

#### **Employee User Type**

VR RHW Support reviews and compares user roles requested on the IT1260 with the approved user role documents (RHW and TxROCS approved lists).

When corrections are needed, VR RHW Support returns the IT1260 to the staff member who submitted the request, noting the necessary corrections. Once the corrected IT1260 is received, it is submitted to Access and Identity Provisioning (AIP). AIP notifies VR RHW Support when the IT1260 has been processed, after which VR RHW Support verifies the completion of the update in RHW.

#### **Interns, Volunteer, Temporary, and Contractor User Types**

Interns, Volunteers, Temporary, and Contractor employees are assigned a unique user type. VR RHW Support reviews the requested user role access and verifies that the correct user roles are included on the IT1260, based on the approved user role documents.

When corrections are needed, VR RHW Support returns the IT1260 to the staff member who submitted the request, noting the necessary corrections. Once the corrected IT1260 is received, it is submitted to AIP. AIP notifies VR RHW Support when the IT1260 has been processed, at which point VR RHW Support verifies the completion of the update in RHW.

### D-511-3: User Transfer/Updating Existing Users

To ensure that old user roles are removed for transferred employees, an IT1260 is submitted to VR RHW Support. VR RHW Support reviews current user role access and verifies that the correct user roles to be added and/or removed are noted on the IT1260, based on the approved user role documents.

When corrections are needed, VR RHW Support returns the IT1260 to the staff member who submitted the request, noting the corrections. Once the corrected IT1260 is received, it is submitted to AIP. AIP then notifies VR RHW Support when the IT1260 has been processed, and then VR RHW Support verifies the completion of the update in RHW.

### D-511-4: Terminating Users

The Supervisor, Manager, or delegated staff follows TWC policy for processing terminations through CAPPS and submits the IT1260 for termination to AIP and VR RHW Support. AIP receives and processes the termination request to disable the account and remove all access. VR RHW Support processes IT1260s for terminations to make necessary updates to caseload and organizational maintenance, as applicable.

VR RHW Support verifies the effective date of the termination in RHW. If the date is not in RHW, VR RHW Support submits the IT1260 to AIP to process the termination.

### D-511-5: User Role Resources

For more information on user roles for VR systems, refer to the following:

* [Approved RHW User Roles](https://intra.twc.texas.gov/intranet/vrs/html/rehabworks.html)
* [TxROCS User Role Table](https://intra.twc.texas.gov/intranet/vrs/html/rehabworks.html)
* [RUG F-702 Data Configuration Control](https://twcgov.sharepoint.com/sites/ws/vr/co/RHWUserGuide/RUG%20F-700%20Internal%20Controls%2008062020.docx)
* [IT1260 Access Service Request for TxROCS and ReHabWorks](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html)
* [IT1260 Instructions](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html)