

WORKFORCE DEVELOPMENT DIVISION
Workforce Service Delivery
Technical Assistance Bulletin #126 Amended

Program: Choices and Food Stamp Employment and Training

Topic: Amended: Updated Process for Obtaining, Deleting Access, and Resetting Passwords for the Texas Health and Human Services Commission's Texas Integrated Eligibility Redesign System

Date: August 16, 2006

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with the updated process for:

- obtaining access to the Texas Health and Human Services Commission's (HHSC) Texas Integrated Eligibility Redesign System (TIERS); and
- Resetting TIERS passwords.

Because of security concerns, HHSC and the Texas ACCESS Alliance are requiring that all TIERS users be authenticated by Texas Workforce Commission-designated individuals before TIERS access can be initiated or reinstated. Texas Workforce Center and state office staff can follow the procedures below to:

- request new, delete existing or reinstate old access to TIERS; and
- reset TIERS passwords.

Obtaining TIERS Access: New and Reinstated Users

Follow the instructions below to:

- request access for new users; or
- delete access for current users:
 - for whom TIERS Inquiry is no longer applicable; or
 - who have not accessed TIERS for 90 days or more.

Board and Contractor Staff:

- Complete and return the security forms provided in WD Letter 01-04 to the System Administrator for the local area
- System Administrator - Email (scan), fax, or mail the security forms along with the Texas Workforce Center staff member's name and workplace e-mail address, mailing address, and phone number to:

Email:

Mary Blake (primary contact): mary.blake@twc.state.tx.us

Brenda Bauser (secondary contact): brenda.bauser@twc.state.tx.us

Fax: (512) 339-0320

Mail:
TWIST Project
12312 North Mopac
Austin, Texas 78758
Attn: Mary Blake (or Brenda Bauser)

Note: All requests from Board and Contractor staff should be forwarded to the system administrator for you local area.

Texas Workforce Commission State Office Staff Only:

- Complete the security forms provided in WD Letter 01-04.
- E-mail (scan), fax, or mail the security forms along with the staff member's name and workplace e-mail address, mailing address, and phone number to:

E-mail:
Linda Burmeister (primary contact): linda.burmeister@twc.state.tx.us
Phyllis Jamar (secondary contact): phyllis.jamar@twc.state.tx.us

Fax: (512) 936-3190

Mail:
Texas Workforce Commission
Data Processing – Room 336
101 E. 15th Street
Austin, Texas 78758
Attn: Linda Burmeister (or Phyllis Jamar)

Note: HHSC and the Texas ACCESS Alliance are now **requiring e-mail addresses for all new or reinstated TIERS users.** Texas ACCESS Alliance staff members will e-mail login names and passwords to new and reinstated users.

Resetting TIERS Password

Follow the instructions below when:

- users forget their password or are locked out after multiple failed attempts to log-in to TIERS and it has been less than 90 days since the user successfully logged into TIERS.

Board and Contractor Staff:

- Contact your local System Administrator
- System Administrator - E-mail the staff member's name and workplace e-mail

address, mailing address, and phone number to:

Mary Blake (primary contact): mary.blake@twc.state.tx.us

Brenda Bauser (secondary contact): brenda.bauser@twc.state.tx.us

Texas Workforce Commission State Office Staff Only:

E-mail the staff member's name and workplace e-mail address, mailing address, and phone number to:

Linda Burmeister (primary contact): linda.burmeister@twc.state.tx.us

Phyllis Jamar (secondary contact): phyllis.jamar@twc.state.tx.us

Once this information is received, Texas ACCESS Alliance staff will contact the user and reset their password.

Inquiries regarding this TA Bulletin can be directed to the senior contract manager for your local workforce development area.