

## **HHS Protect Account Activation and Deactivation Process**

### **Steps for HHS Protect Account Activation:**

The Office of the Chief Information Officer (OCIO) team, Department of Health and Human Services (HHS), will use DocuSign to deliver the User Access Form and Rules of Behavior for approval by the appropriate parties through e-mail notifications.

### **DocuSign Process**

1. To request access to HHS Protect, please contact the designated sponsor in your Service Area (see Table below).
2. The OCIO team will send the user requesting access a DocuSign packet to complete.
3. User Access Form: The user will complete basic demographic and logistical information and the justification for access.
  - a. The Access Levels for the User by the Government Sponsor should reflect:
    - i. Public Data; and
    - ii. State, Local, Tribal, and Territorial Governments (SLTT) Non-Public Data (no Personally Identifiable Information) or the appropriate Service Area.
4. Rules of Behavior: The user will review the terms of agreement and sign on page 12.

*Once the User Access Form and Rules of Behavior are completed through the DocuSign process, the user will receive an e-mail with the two job aids below for authenticating and navigating in HHS Protect.*

1. *Okta Job Aid for multifactor authentication.*
2. *Customer Guide HHS Protect Platform (IHS).*

### **Steps for HHS Protect Account Deactivation:**

The account deactivation process for Non Credentialed Users (such as Tribal Leaders) due to change in political status and/or separation will be managed by the OCIO designee.

1. The Tribal Leader must notify their Government Sponsor and report the status change.
2. The Government Sponsor will notify the OCIO designee via e-mail notification for HHS Protect account deactivation.
  - a. If a Tribal Leader has identified an equivalent, the Government Sponsor will reinitiate the DocuSign process.

3. The OCIO designee will coordinate account deactivation with the necessary parties, removing the Tribal Leader from the authentication vehicle and the HHS Protect platform.

If a Tribal Leader is reinstated and/or returns to the vacated position, this will require the completion of new forms through the DocuSign process.

Should you experience technical issues, or have questions concerning the process for access, please e-mail [Protect-ServiceDesk@hhs.gov](mailto:Protect-ServiceDesk@hhs.gov) and your question will be answered as soon as possible.

HHS has scheduled regularly occurring webinars specific to tribes to introduce them to HHS Protect. Once users have accessed the platform, they will be invited to join these webinars via e-mail.

Please contact your Area specific Government Sponsor to initiate access to HHS Protect.

<b>IHS Service Area</b>	<b>Sponsor Names</b>	<b>Sponsor E-mail</b>
Alaska	Evangelyn “Angel” Dotomain	evangelyn.dotomain@ihs.gov
Albuquerque	Leonard Thomas, M.D.	leonard.thomas@ihs.gov
Bemidji	Jason Douglas	jason.douglas@ihs.gov
Billings	Michelle Begay	michelle.begay4@ihs.gov
California	Terri OShea	terri.oshea@ihs.gov
Great Plains	Rhonda Webb	rhonda.webb@ihs.gov
Nashville	Kristina Rogers	kristina.rogers@ihs.gov
Navajo	Kimberlyn Tom	kimberlyn.tom@ihs.gov
Oklahoma City	Marjorie Rogers	marjorie.rogers@ihs.gov
Phoenix	Hope Johnson	hope.johnson@ihs.gov
Portland	Dean Seyler	dean.seyler@ihs.gov
Tucson	Robert Price	robert.price@ihs.gov