



# DEP GreenPort Portal Admin User Guide

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## Table of Contents

<i>Disclosure Information</i> .....	3
<i>Change History</i> .....	3
<i>Portal Admin</i> .....	4
Requesting access to be a Portal Admin .....	4
Verify user .....	4
Update User's Email.....	7
Grant access to users as a Program Administrator .....	7
Application User Search.....	8
Legacy Security Maintenance.....	8

## ***Disclosure Information***

The information in this document may not be changed without the express written agreement of the Department of Environmental Protection.

## ***Change History***

<b>Version</b>	<b>Date</b>	<b>Revision Description</b>
1.0	March 20, 2021	Initial Version
1.1	July 7,2021	Added Legacy Security Maintenance

## ***Purpose***

This guide provides step by step instructions on how to use the Portal Admin application to update user's email, to help users recover their credentials, and grant or update user's access to various applications.

## ***Conservation and Environment IT Service Desk***

### **Service Desk Support Line**

Number: (717) 787-HELP (4357)

Hours: Monday to Friday 7:30am to 5:00pm

## Portal Admin

Portal admin is an application in GreenPort available only for users within DEP. This application is used to grant/update access to Internal and External users. Also, there are options for users to send password reset links or update email for another user.

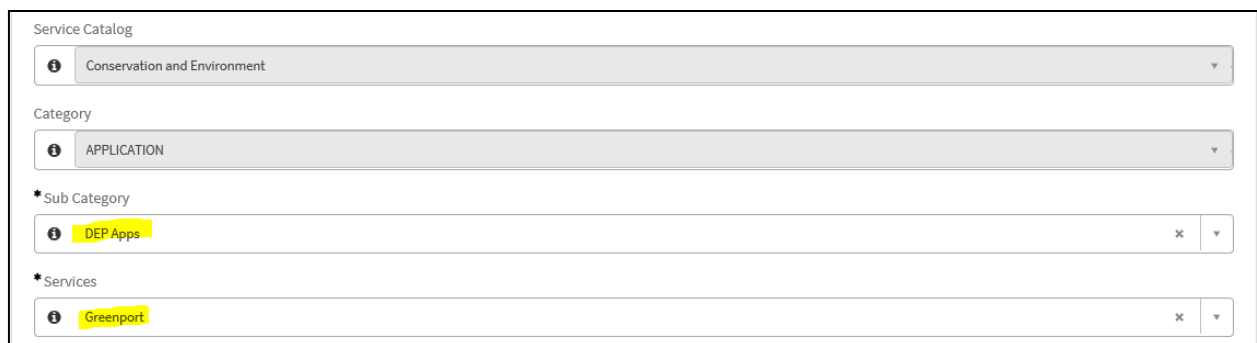
The admin screens have options enabled or disabled based on the logged in user.

## Requesting access to be a Portal Admin

Users can create a Service Now ticket to request access to Portal Admin application. All existing users with Portal Admin access can continue using the application with their existing logins.

If you have any issues with the steps listed below or any options are not enabled for you to proceed with your tasks, create a Service Desk incident for us to help.

[Link to create a Service Desk incident](#) and choose the options as selected below.



The screenshot shows a Service Catalog form with the following fields and values:

- Service Catalog:** Conservation and Environment
- Category:** APPLICATION
- \*Sub Category:** DEP Apps
- \*Services:** Greenport

For more information on Service Now refer the [Service Desk page](#) on IntraDEP.

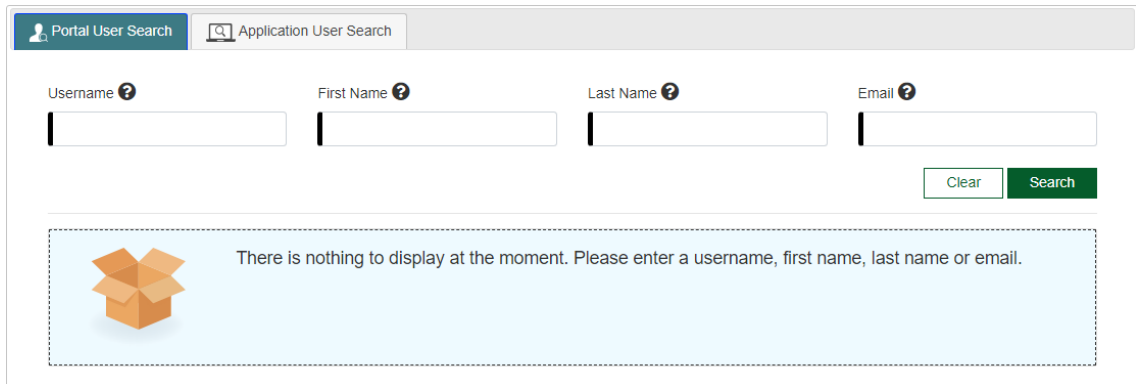
## Verify user

If you already have access to Portal Admin, do the following to Verify the user before resetting their password or updating their email.

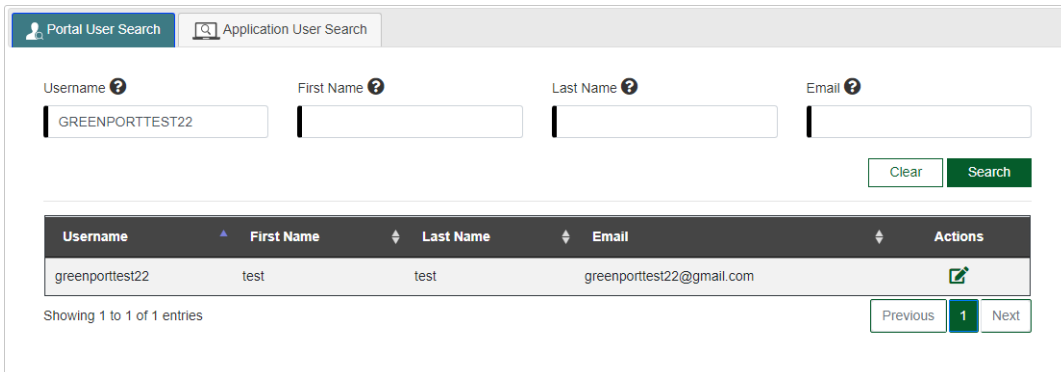
1. Go to <https://www.depgreenport.state.pa.us> and login.
2. Click on Portal Admin application under Administration tab.



3. Portal Admin screen is displayed.





4. Search a User by entering the user details that are available. Username or First Name or Last Name or Email and click Search.








5. Click  on the username. User's profile screen is displayed.

Edit - Manage Application Access

 greenporttest22 (Portal User)  Back to Search



First Name	Last Name	Email Address	Phone Number
<input type="text" value="test"/>	<input type="text" value="test"/>	<input type="text" value="greenporttest22@gmail.com"/>	<input type="text" value="7178085344"/>
Address			
<input type="text" value="23 S Market St"/>			
City	State	Zip	
<input type="text" value="Elizabethtown"/>	<input type="text" value="PA"/>	<input type="text" value="17022"/>	

 APPLICATIONS Add New Application 

Applications (2)	Roles	Designees	Action 
WMS	WMSExternalApprovedUsers, WMSExternalUsers		
WTSP	WTSPExternalUsers		

6. Click on 'Show Challenge Question'. The security question that the user chose is displayed. Proceed with updating user's profile (email) or send password reset email only after confirming their challenge question's answer.

Note: If the user has no Challenge question or is unable to answer the challenge question, Verify the user by confirming their address or email ID or Applications for which they have access.

 Challenge Questions 

Below are the challenge/security questions that were selected by the user.

Security Question 1:  
**In what city or town did you meet your spouse/significant other?**  
Security Answer 1:  
**test1**

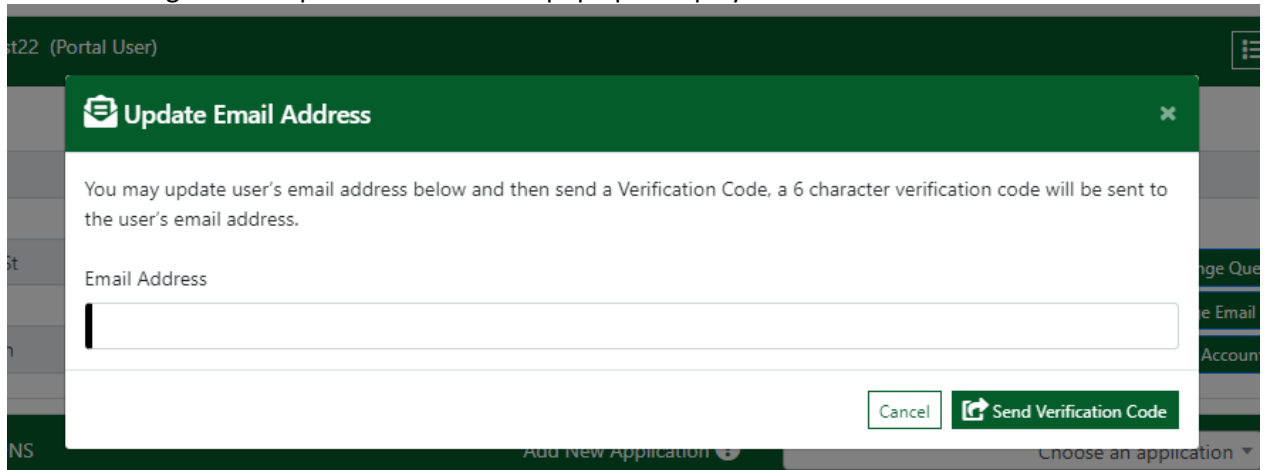
Security Question 2:  
**What is your favorite movie?**  
Security Answer 2:  
**test2**

Security Question 3:  
**What is the name of the school where you started 1st grade?**  
Security Answer 3:  
**test3**

## Update User's Email

If you already have access to Portal Admin, do the following to update User's email.

1. Go to <https://www.depgreenport.state.pa.us> and login.
2. Click on Portal Admin application under Administration tab.
3. Search a User by entering the user details that are available. Username or First Name or Last Name or Email and click Search.
4. Click Profile on the username. User's profile screen is displayed.
5. Click on 'Show Challenge Question'. The security question that the user chose is displayed. Proceed with updating user's profile (email) only after confirming their challenge question's answer.
6. Click on Change Email. Update Email address pop up is displayed



The screenshot shows a green-themed web interface. A white pop-up dialog box titled "Update Email Address" is centered on the screen. The dialog contains the following text: "You may update user's email address below and then send a Verification Code, a 6 character verification code will be sent to the user's email address." Below this text is a text input field labeled "Email Address". At the bottom of the dialog, there are two buttons: a white "Cancel" button and a green "Send Verification Code" button with a white envelope icon.

7. Enter user's new email address under 'Email Address' and click on Send Verification Code.
8. User will get an email with the verification code at the entered email address.
9. Enter the verification code from the user and click Save.
10. Email ID is updated.

## Grant access to users as a Program Administrator

If you already have access to Portal Admin and have access to update security for an application's user, do the following to Grant access to a user for that application.

1. Go to <https://www.depgreenport.state.pa.us> and login.
2. Click on Portal Admin application under Administration tab.
3. Portal Admin screen is displayed.
4. Search a User by entering the user details that are available. Username or First Name or Last Name or Email and click Search.
5. Click Profile on the username. User's profile screen is displayed.
6. Click on the dropdown 'Add New Application'.  
Note: If the application you wish to grant access is not listed in the drop down, then it might be one of the following reasons.
  - User might already have access to the application. Refer Update access section to proceed further

- The account you are logged in as is not an administrator account for that application.
7. Select the application you wish to add for that user and click Add.
  8. Application access update screen is displayed.

Note: Some of the apps have additional applications added along with it. For example, when OGRE Security application is added, users get access for that OGO, for OGRE as well.

9. Click on the required Access roles (LDAP Groups) and the '+' sign under Designee rights.

10. Select the access right and enter the Designee ID and click 'OK'
11. The required access is added to the user. Click Save before exiting this screen to update the rights.
12. To delete access for a designee ID, click the delete option on the designee ID. Click Save to update the designee rights for the user.

## Application User Search

If you are a portal admin user, you can get users list for an application through Application User search option. Also, you can search a specific application user, using search fields and narrow the search. The search results can be imported to a spreadsheet or pdf.



1. Go to <https://www.depgreenport.state.pa.us> and login.
2. Click on Portal Admin application under Administration tab.
3. Click on 'Launch' and Portal Admin screen is displayed.
4. Click on Application User Search and below screen is displayed to retrieve user data based on selected application.
5. Select application from 'Application' dropdown and click 'Retrieve User Data'.
6. Application user's list is displayed.
7. When 'Security Data' and 'Registration Data' checkboxes are checked, further columns are displayed with details on Security ID, Access Right and Account creation Data.
8. Data retrieved can be exported to spreadsheet or pdf, copied to a clipboard.
9. Filter options are available on each column to limit the search results.
10. Type on any column's search and click enter. The corresponding row is displayed. This option works like filter option in excel.

## Legacy Security Maintenance

If you are a portal admin user, you can delete outdated user's access from old system, and hence prevent importing access for those users.

1. Go to <https://greenport.pa.gov/gpl> and login.
2. Click on Portal Admin application under Administration tab.
3. Click on 'Launch' and Portal Admin screen is displayed.
4. Click on Legacy Security Maintenance and below screen is displayed to retrieve user data based on selected application from old system.

5. Select agency, application from corresponding dropdowns and enter old username and click search.
6. Click on delete on the row to delete user's access to a specific designee or click delete application to remove entire application access for that user account.

User Access Rights			
Access Right Code	Access Right Description	Security ID	
DPREP	DMR PREPARER	PAG043533	Delete

Do you want to remove this application from user's account (EDMRADMINX)?