**AAA Systems Access Request Instructions: Please submit requests individually.**

The AAA Systems Access Request Form is for use by AAA entities inside and outside the DSHS domain (DSHS firewall). AAA's have different procedures to request the majority of their needed system access but will use the form for those systems requiring a set up or approval by HCLA. AAAs will also use this form when staff transfer between agencies or to terminate access when employees leave employment.

**Request Type**

- Check one of the options (New, Update, Remove, or Name change). **Removal must be submitted within five (5) days of exit.**
  - New user – The user has been approved for access to one of the programs listed and has no previous requests submitted.
  - Update user – User has access to one or more of the systems listed but an additional access is needed. Only mark the box next to the additional item.
  - Remove user – Mark each of the boxes for which access is to be removed.
  - Change username – Use to update the username due to a change. For ProviderOne this will result in the termination of the prior account and a new account created.

**Requesting Organization and Mailing Address**

- Enter the user's office name and address (subcontractors enter their organization name and address).

**System Access Requested Sections**

- Check the box next to each system requested and attach any additional documentation required for the program. If you need a copy of the VPN form, please contact HCLA.
- Data Mart. Access is specific to each data source. If both data sources are needed, both boxes must be selected.
- Applications in the AAA section are created at the AAA office. A signed copy of the 17-226 form must be submitted to ServiceNow at Catalog Categories - DSHS ServiceNow Portal or DITServiceDesk@dshs.wa.gov before the account(s) can be created.
  - **Note:** The PRISM and Client Registry boxes should be checked if the new staff member will be eligible for access. An extra step of user and ethics training will be required for all PRISM and Client Registry users and must be completed prior to system access. Authorizers submit PRISM users to PRISM.admin@dshs.wa.gov and Client Registry users to clientregistrydshs@dshs.wa.gov.
  - Barcode field can be one of the following options: All Case Managers, CM Supervisor, Clerical, Clerical Supervisor, Intern, Admin Hearing Coordinator, Barcode Specialist, CM JRP or AAA IT.
  - ACD – Contracts Database can be one of the following options: 04 – Pre-Approved Contract Manager; 06 – Local Viewer; 08 – Contract Monitor; or 09 – Contract Approver.

**AAA User Information**

- Enter the user information as indicated.
- Under AAA Office enter the AAA Authorizer's regional office.

**Access Justification**

- Enter reason access is needed such as Case Management and Coordination, Nursing Coordination, Oversight and Supervision, Determination of Eligibility.

**Authorizing Signature**

- AAA Authorizer – the authorizer will be verified by the SUA Data Share Agreement Contract Manager.
  **Note:** AAA Authorizer signature guarantees that the staff member who is asking for access is eligible for the systems access requested. Only pen / ink / scan or certified digital signatures are accepted, due to CMS and IT requirements.

**Non-Disclosure of Confidential Information**

- Ensure that the AAA staff member has read the AAA User Agreement on System Usage and Non-disclosure of Confidential Information on the second page of the AAA Systems Access Request form.
- Enter the requesting user's name and have them sign and date the agreement.

**AAA Systems Access Request Frequently Asked Questions (FAQ)**

**Why was my form rejected?**

- Missing information:
  - The Employee ID field is left blank
  - Barcode or ACD profile selection is missing
- Incorrect information:
  - Email address is invalid (e.g. emailing credentials results in a bounce-back or is an Outlook.com, Gmail, etc. address)
  - Employee ID is already in use – check your spreadsheet and ensure the EID hasn't been used before
- Form is not signed.
  - Ensure both the AAA Authorizer and AAA User have signed in the appropriate fields.
  - VPN request form is missing from the request or VPN form submitted as .pdf, instead of required word document.

Once completed, scan both sides of the form and submit to ServiceNow at Catalog Categories - DSHS ServiceNow Portal or DITServiceDesk@dshs.wa.gov. PRISM 17-226 SAR forms go to PRISM.admin@dshs.wa.gov. Client Registry 17-226 SAR Forms go to ClientRegistryDSHS@dshs.wa.gov.