

There are 5 steps for getting access to the GETS Portal and Services (applications/modules) hosted on the Portal.

1. User pre-registers
2. Agency submits list of authorized users to their GTA SDC (using the Boarding Book template)
3. IBM assigns access rights to user
4. User receives e-mail notification of registration
5. User signs on to the GETS Portal

See step-by-step instructions below.

1. USER PRE-REGISTERS: Each user pre-registers for the GETS Portal:

- Go to the GETS Portal Sign-in page to pre-register:
<https://www-01.ibm.com/services/connect/portal>
- Click the [register now](#) link at top of screen and you will be presented with the My IBM Registration page.



- Complete all fields marked with an asterisk (*) and click Continue.
- Type in your User ID – this should be the same as submitted by your agency in the Boarding Book and is, in most cases, your office e-mail address and is CASE SENSITIVE. (See User ID rules below.)
- Select a password. See password rules below. (Keep your password in a safe place to ensure that you will be the only person who will know it.)
- Answer the required questions marked with an asterisk (*) and click Submit.

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2. **BOARDING BOOK: An agency representative provides GTA/SDC (Service Delivery Consultant) with a list of user names (in a Boarding Book template) who may access the GETS Portal and who are authorized for specific Services.**
 - The User ID (office e-mail address) on the Boarding book must match what the user enters when they pre-register.

3. **IBM ASSIGNS ACCESS RIGHTS TO USER: IBM provisions the pre-registered users based on the Boarding Book.**
 - Once a user pre-registers, IBM will allow user access to the GETS Portal and to the authorized Services identified in the Boarding Book.

4. **USER RECEIVES CONFIRMATION E-MAIL: A system-generated e-mail is sent to each authorized user with Portal sign-on instructions.**
 - Users will receive a confirmation e-mail with "Welcome to the GETS Portal for The State of Georgia" in the subject field. This will take approximately two business days (or longer if a Boarding Book has not been received from your agency).
 - **NOTE: Additional e-mails are sent to users who have access to specific Service Modules.**

5. **USER SIGNS ON: Users may then sign on to the GETS Portal and access their authorized Services.**
 - Go to the portal link above and sign on using the User ID in your confirmation e-mail (case sensitive) and the Password you selected when you registered. You will be presented with the GETS Portal Home Page.
 - If you have been provisioned for GSMRT reports (to see your bill/invoice, etc.) and/or service modules (Service Catalog etc.) you will see link(s) on the right of the GETS Portal Home Page.
 - To access service modules (Service Catalog, etc.), you will need an additional Password (to get module access, see instructions below).

How do I register for access to a Service/Application on the GETS Portal?

You cannot access any Service until you have access to the GETS Portal. For access to a Service, see your agency representative.

- Agency authorization: Your agency representative must provide the names of users who will have access to each portal service module (Service Catalog, GSMRT reports, etc.) using the Boarding Book template.
- IBM assigns access rights (provisions): IBM will allow access for the user to the specified Services.
- E-mail notification: After IBM assigns (provisions) access for authorized users, you will receive e-mail notification; this process will take several days (longer if a Boarding Book entry has not been received from your agency).
- Sign-on: You will access each service from the GETS Portal home page. Click on the service link on the right of screen.
 - You will access GSMRT Chargeback reports and Maximo Service Desk without another password.
 - You will access Service Catalog using a separate password (use your OrderNow! password).

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Rules for specifying an ID

- Must have the format of a valid e-mail address and it may not be edited once entered
- Must be no longer than 80 characters (32 characters maximum for PDM users)
- Must contain an '@' character that separates the user and domain values (example: lorem@ipsum.com)
- Must be composed of at least two sub-domains separated by a '.' (example: ibm.com)
- May contain numbers (0-9), upper and lower case letters (A-Z, a-z), hyphens (-), underscore (_) and periods (.), !, #, \$, %, &, ', +, /, =, ?, [,], ^, `, {, |, }, ~
- Cannot contain any spaces, backslash (\), colon (:), double-quote ("), semicolon (;), comma (,), less than (<) and the greater than (>) characters, parentheses("(")"), asterisks("**")

Rules for specifying a password

- Must be only single-byte characters
- Are case-sensitive (when you log on you will have to enter your password exactly as you entered it during registration)
- Must be at least 8 characters long
- Must not be longer than 31 characters
- Cannot contain any spaces and can contain only numbers (0-9), upper and lower case letters (A-Z, a-z), hyphens (-), underscore (_), periods (.), and the @ character
- Cannot contain the user ID
- Cannot contain the existing password, when changing password
- Must contain characters from at least three of the following four types of characters:
- English upper case (A-Z)
- English lower case (a-z)
- Numbers (0-9)
- Non-alpha special characters (\$, !, %, ^, ...)
- Must not contain the user's name or part of the user's name
- Must not contain easily accessible or guessable personal information about the user or user's family (such as birthdays, children's names, addresses, etc)

If you have questions about the GETS Portal, contact your Agency Representative or your GTA Service Delivery Consultant (SDC).