

GETS Portal Registration Trouble-shooting Tips

Q: Why can't I access the GETS Portal even though I have pre-registered?

A: Check with your agency representative to see if you are on a Boarding Book document sent to GTA. If no, ask to be placed on a Boarding Book document. If yes, keep in mind it can take up to three days before getting a 'Welcome to the GETS Portal' e-mail confirmation.

Q: Why haven't I received a registration confirmation e-mail even though I pre-registered on the GETS Portal more than four days ago?

A: Check with your agency representative to see if you are on a Boarding Book document sent to GTA. If no, ask to be placed on a Boarding Book document. If yes, your registration confirmation e-mail may have been treated as spam or accidentally deleted. Try to access the GETS Portal at: <https://www.ibm.com/services/connection>, using your e-mail address as your User ID and the password you specified when pre-registering.

Q: Why can't I access the GETS Portal even though I have pre-registered and my agency submitted my name to GTA on a Boarding Book template four or more days ago?

A: Be sure you are using the same User ID that was submitted on your agency Boarding Book (usually your e-mail address, and it is case sensitive). Use the password you entered when you pre-registered for the portal (also case sensitive). If you have forgotten your password, click the "Forgot your password?" link. If you still cannot access the portal, ask your agency representative to confirm that you were provisioned (assigned access rights) by IBM.

Q: I can log into the GETS Portal, so why can't I access to a service/application (e.g. OrderNow! online service catalog) that is hosted on the Portal?

A: Check with your agency representative to see if the Boarding Book document lists you as having approved access to the desired service/application. If no, ask to be placed on a Boarding Book template for that service/application. If yes, contact the service/application administrator:

- OrderNow! online service catalog: 1-800-543-9281, option 2 or 630-568-2911
- TUAM Help Desk: chargebackadmin@gta.ga.gov
- Maximo or Service Request: 877-482-3233

Q: What should I do if I received an error message stating that my User ID has already been registered when I tried to pre-register on the GETS Portal?

A: You may have already pre-registered. Try clicking the "Forgot your password?" link on the Portal sign-in page. If you still cannot access the Portal, check with your agency representative to be sure your e-mail address was entered correctly on the Boarding Book document submitted to GTA.

Q: How do I find out who my agency representative for GETS Portal matters is?

A: The agency representative is usually your GTA representative or Portal Super User. If you do not know who to contact in your agency, contact the GTA Service Delivery Consultant (SDC) for your agency. To find your SDC, go to the GTA website, <http://gta.georgia.gov>, and click 'Find your Service Delivery Consultant.'