| GTA

April 2009 | User Registration Instructions
Georgia Enterprise Technology Services Portal
GETS Portal |
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There are five 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 and returns to the 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.

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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.ibm.com/services/connection
   - 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.

2. **BOARDING BOOK: An agency representative provides GTA/SDC 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 (OrderNow! Service Catalog, etc.) you will see link(s) in the lower right portion of the GETS Portal home page.
   - To access service modules (OrderNow! 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; you will have separate passwords for each Service. 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, etc) using the Boarding Book template.
- IBM provisions: IBM will allow access for the user to the specified Services.
- E-mail notification: If you are an authorized user, IBM will provision you and you will receive e-mail notification with sign-in instructions; this process will take 2-3 days or longer if a Boarding Book entry has not been received from your agency.
- Password sign-on: You will have separate passwords for each Service module. You will access your Service from the GETS Portal home page; click on the service link in lower right corner of screen. (Note: For entry into the Services Catalog, use your OrderNow! password.)
- If you do not receive notification, contact your agency representative.

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 contain at least eight alpha-numeric characters
- Must contain at least one upper case and one lower case alpha character
- Must contain at least two numeric or special characters (e.g. hyphens, underscores, periods, the @ character)
- May contain numbers, upper and lower case letters, hyphens, underscores, periods and the @ character
- Cannot be longer than 31 characters
- Cannot contain spaces
- Cannot contain the user ID
- Cannot contain a four-character sequence of the same character (e.g. Aaaa12XY is invalid)
- Cannot contain the word "password"
- Cannot contain any of the user's last 10 passwords
- Cannot contain the user's first or last name
- <u>Note</u>: passwords will expire every 45 days

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