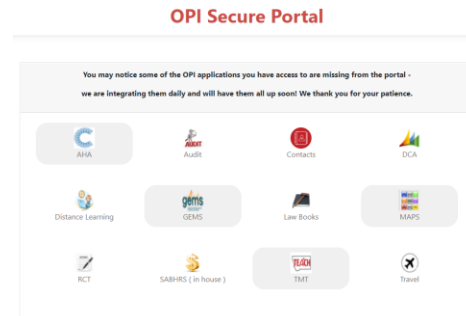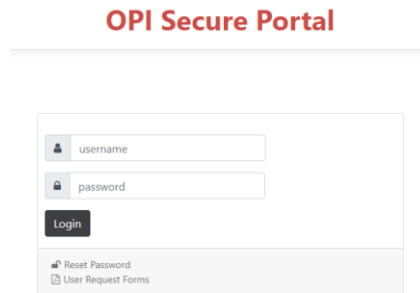# OPI Secure Portal Frequently Asked (and Answered!) Questions

1) What is a secure portal?
   - A secure portal is a secure page where you can log in using a username and password that opens the door, so to speak, using encrypted information, to your personalized user experience for the OPI computer applications/systems you are authorized to access.



2) What is Single Sign-On?
   - Single Sign-on uses of technology that allows you to log in in one place, one time, with one set of credentials to access multiple authorized systems/applications.

3) What do I use for my Username?
   - Use your OPI Username assigned to you when you requested OPI system access.

4) What do I use for my password?
   - User your OPI Password. Do not put the domain name (OPI\) you use for resetting your password in as part of your username to log into the portal. You either have a password you previously set up, or you can use the "Reset Password" link below the login button on this page to set your password.
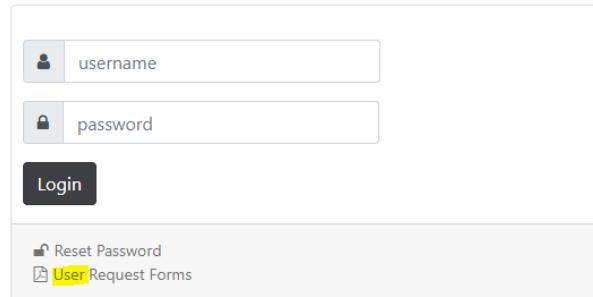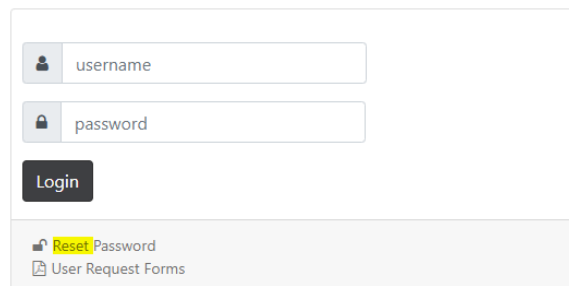


5) How do I reset my password?
   - Click on the "Reset Password" link below the login button and follow the instructions. For Username, type the domain name **OPI\** in front of your username. Example: OPI\JSmith. You log into the portal with just your username, no domain name.

6) How do I request access to a system?
- Select the form for your system under the "User Request Forms" link below the login button on this page. Follow the instructions on the page to submit the form to the appropriate entity. If you don't see a user access request form for the system you wish to access, contact the system owner. If you have been asked by the system owner to use a form that is different than the one at this link, or to use a different process, please follow their instructions. Access request forms are provided here for convenience and do not supersede the forms or process the system owner may have established.



7) What happens when I log in successfully?
- You will see a portal personalized just for you with all applications for which you are authorized. Click on the system you wish to use then begin working away! You can go back to the portal at any time and go into another application if needed.

8) What happens when I log in unsuccessfully?
- You will get a message that your username could not be logged in. Try all the usual tricks to log in – carefully try again one key at a time, search your brain for what the correct credentials might be, don't look for a piece of paper with it written down because you shouldn't ever have it written down. If none of your old tricks works, you can reset your password using the link on the page. It's possible your password has expired. If you cannot remember your username, you will need to submit a helpdesk ticket to retrieve it. You can use the Helpdesk Email link on this page to do so.

9) What happens if I try to change my password more than once in 24 hours?

Your account will be locked. You will get an error message like the following screenshot. Contact the OPI Helpdesk to reset your password.
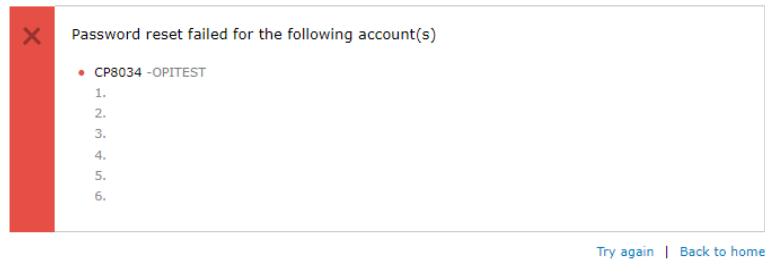


10) Will the system automatically log me out of the portal and applications?
   - The portal and applications will automatically log you out after the amount of time specified under the state security rules.
   - Prior to automatic logout, you will see a message that your session is about to time out. Click on "Continue?" to stay logged in. If you don't click on this message, the page will return to the OPI Secure Portal Login page, and you can log back in at any time.



11) What should I do if I see the message that my password will expire in XX days?
   - The message will provide a countdown beginning 10 days prior to expiration. You can continue with the password you have or change it by clicking on the "change your password" link, which will take you to the same password reset function that you can access from the portal login page.



12) What should I do if my personalized portal doesn't display an OPI application to which I should have access?
   - Write up a helpdesk ticket that explains the situation. If you have previously filled out a user access request form for the application that has been approved by the system owner, the security team will add the application to your portal. If you have not previously filled out a user access request form, the security team will request you to do so before granting you access.

13) What should I do if my personalized portal displays an OPI application to which I do not have access?

- Write up a helpdesk ticket that explains the situation. The security team will remove your access to the specified application.

14) What does the gray shadowing around an application mean?

- The gray shadow behind an application icon indicates the application has not been converted to single sign on and will require you to use the login you have always used for the system. We provide the link on your portal to reduce the number of URLs you need to remember. You can still access the system through your saved URL if you wish.
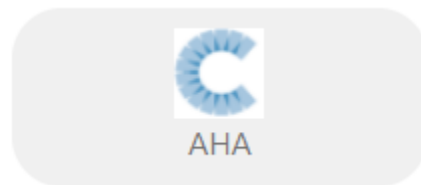


15) How do I sign out of the portal?

- Click the sign out button in the upper right-hand corner of the portal page. Alternatively, you can also close the browser. If you do neither of these actions, you will be automatically logged out after the amount of time specified under the state security rules.



16) How do I sign out of my applications?

- Click the Logout button. You will return to the OPI Secure Portal if the application is using single sign on. Alternatively, you can also close the browser. If you do neither of these actions, you will be automatically logged out after the amount of time specified under the state security rules.

17) How do I access apps that aren't part of the secure OPI portal?

- Use the URL you have always used to access the application and login as you are accustomed.

18) How do I send feedback about the way the portal functions?

- Use the "Send Feedback" link on the footer of the portal page.

19) What do I do to make the application open in a new tab?
- You can right-click on the icon and choose from the menu to open in a new tab.
- You can use CTRL-click to open in a new tab.