Area Agencies on Aging Broadcast 2022-05

Date: March 8, 2022

To: Area Agencies on Aging Directors
Area Agencies on Aging SPURS Administrators

From: Office of Area Agencies on Aging

Subject: Notice of WellSky Login and Portal Updates

This information shared with Area Agencies on Aging (AAA) Directors and AAA SPURS Administrators must be distributed to all staff and contractors as deemed appropriate.

Please direct any questions regarding the information in this broadcast to the AAA Help Desk (AAA.Help@hhsc.state.tx.us).

All broadcasts are posted on the following website:

WellSky updates:
WellSky has made several updates intended to improve system security and user experience. These changes (past and upcoming) include the following:

Past changes:
Single Sign-On (SSO)
Implement Session Lock and Termination Security functionality
Upcoming Changes:
WellSky Customer Portal update (redirect)

Single Sign-On (SSO)

Previous System Functionality - Accessing Portal and SPURS
Users logged in to the WellSky Customer Portal by entering their TXDADS username and password. Users then selected SAMS 3 in the application link section and were prompted to enter their SPURS username and password.

Current System Functionality - Accessing Portal and SPURS with SSO
Users log in to the WellSky Customer Portal by entering their TXDADS username and password. Users then select SAMS 3 in the application link section. The SAMS 3 (SPURS) application should load without entering SPURS credentials.

Implement Session Lock and Termination

Previous System Functionality - Accessing Portal and SPURS
The A&D session terminates after a user has been inactive for 15 minutes. Users remain logged into the portal.

Current System Functionality - Accessing Portal and SPURS with SSO
The A&D session will lock after a user has been inactive for (15) minutes and the 3-minute warning message option, “Continue” was not clicked. The user may then be prompted to re-enter their SPURS credentials on the “idle-timeout” screen, shown below. Users should not type in their SPURS credentials on the “idle-timeout” screen; instead, they must go to their WellSky Customer Portal to log in.
A&D session will terminate if a user does not enter credentials after an additional fifteen (15) minutes after session lock. Users who successfully log in before the thirty (30) minute termination will continue entering unsaved data.

If the session is terminated, users will see the screen below. This means all unsaved data is lost, and users will need to log in through the WellSky Customer Portal.
**WellSky Customer Portal update (redirect)**

**Previous System Functionality-Portal Update**

WellSky Customer Portal and SPURS were accessed using (login.harmonyis.net).

**Current System Functionality-Portal Update**

Effective immediately, the WellSky Customer Portal and SPURS must be accessed using (cusportal.harmonyis.net). SPURS **will not** be accessible using the Customer portal page (login.harmonyis.net) starting March 27, 2022.

On or after March 27, 2022, users must begin using the new (portal.wellsky.com) to access the customer portal. A user accessing the customer portal using (cusportal.harmonyis.net) will be redirected to the new Login page (portal.wellsky.com). The login screens will change as users see two new login screens below.

- Enter your TXDAD’s username only.
- System auto assigns the full username.
- Enter your password; click box to show password.