

Troubleshooting the eGovernment Browser Exchange

Error Reasons:

Cannot Login:

- Verify User Id is correct.
- Verify Password follows format of small and capital letters.
- Verify user has been added to Siteminder. (BIS Account Admin).
- Verify Cap Locks are not turned on.
- Verify Num Lock Status.
- Check Internet security settings. (May need to be set to “medium”)
- Is User authorized to use port 443 (HTTPS)?
- If User is Locked Out, then contact BIS Account Administration. (See Below)

Page Cannot be Displayed:

- Check URL: You may have a typo in URL
<https://www.humanservices.state.pa.us/egovernment>

Not Authorized to view Page

- Check URL: Have you specified “/eGovernment” at the end of the URL address?

If you use the “Favorites” in Internet Explorer to log into eGovernment, make sure that the favorite URL address specifies “/eGovernment” at the end of the URL address
<https://www.humanservices.state.pa.us/egovernment>

The webpage must be viewed over Secure Channel

- Check URL: Have you specified the ‘s’ in the URL address?

Rules for eGovernment Passwords:

Passwords expire every 60 days.
Please change it often (for example, at the 30 to 45 day point).

You will not receive a message regarding the failed password.

After 3 unsuccessful attempts to log into the eGovernment website, you must call DPW/OA/BIS Account Admin Helpdesk at 800-281-5340 to have your account (eGovernment Exchange User ID Name) unlocked; in other words, your password will be reset to a “temporary” password.

The BIS Account Administration Helpdesk phone number is answered by numerous personnel in operations, during normal week-day work hours (with Voice Mail capability).

Procedures for Signing into the eGovernment Browser Exchange:

All traffic must use Hyper Text Transfer Protocol Secure (HTTPS) through port 443 with 128-bit encryption (the encryption comes standard with Microsoft Internet Explorer 5.5 or higher, and other equivalent browsers).

Access to the eGovernment site is granted through a DPW assigned User ID and password (see the section above on passwords).

To log onto the eGovernment browser exchange, type this URL in the “address” section of Internet Explorer (or another browser that has 128-bit encryption):

<https://www.humanservices.state.pa.us/eGovernment>

Your first User ID and password are assigned by Ken Meier, 717-772-7974, meier@state.pa.us.

Once you get your first User ID and password, log in, and then type in your User ID and password on the web page.

Email Alert Notifications: An email notice is sent to the individual (mailbox) responsible for uploading files. Other individuals (program offices, application analysts, related business users) also receive email notifications about files uploaded.

Uploading MATP Files:

After logging in, look for the button on the eGovernment website that says “UPLOAD” and then you will see another button that says ”Browse” right next to it.

Click on the ”Browse” button to locate the file on your PC or network.

When you find the file, double click that file and it will appear in the blank section between the two buttons. Then you click the “UPLOAD” button and the file will be transmitted.

Both your office and other authorized mailboxes will receive an email alert notification when your file is accepted by the eGovernment server.

Pont of Contact Information:

The point-of-contact for troubleshooting the eGovernment browser exchange is Ken Meier, 717-772-7974, kmeier@state.pa.us.

The point-of-contact for troubleshooting a password issue is the DPW/OA/BIS Account Admin Help Desk, 1-800-281-5340.