


TECHNICAL ASSISTANCE GUIDE

WELCOME!

Thank you for submitting your application to become a Twogether in Texas Service Provider. Your profile has been activated and you will be receiving a confirmation email from Confirmation@TwogetherinTexas.com. To reset the temporary password from the system to a password of your choice, go to <http://twogetherintexas.com>.

. Click on  tab. Enter the same **e-mail address** you provided to HHSC and the temporary password you were issued from

Confirmation@TwogetherinTexas.com. You will be immediately prompted to change the temporary password to a personal password of your choice with the following guidelines:

- Must contain a capital letter
 - Must be minimum of eight (8) characters with a maximum length of thirty-two (32) characters
 - One (1) character must be lower case
 - One (1) character must be a number OR special character (only @ # \$ % ^ & * () is allowed)
 - Consecutive duplicate letters or numbers are not allowed (For example: 1122..., aabbcc)
- EXAMPLE of workable password: Btbt0ym#1 (Be transformed by the renewing Of your mind)**



Once you have successfully gained entry, please use the guidelines within this Technical Assistance Guide to navigate the web portal.

Certificates obtained via the web portal should only be issued to couples who receive training in the skills-based and research-based marriage preparation curriculum you have registered. Additionally, certificates can only be issued to couples who have been educated in at least 8 hours of the registered curriculum. The curriculum must cover communication skills, conflict management skills, and other key elements of a healthy marriage.

We trust that the guidelines in the paragraph above will be followed and look forward to partnering with you!

If you have any questions or concerns, please do not hesitate to contact us at hmp@hhsc.state.tx.us or 512-206-5594. Thank you for your support of Twogether in Texas! We look forward to working with you!

Sincerely,

Texas Health and Human Services
Rehabilitative and Social Services
Healthy Marriage Programs Unit
Mail Code 2010
909 West 45th Street, Bldg. #5
Austin, Texas 78751
(512) 206-5172 Monday - Friday 8:00 a.m. to 5:00 p.m.
hmp@hhsc.state.tx.us
TwogetherinTexas: Learn to Love for Life
<http://www.twogetherintexas.com/UI/HomePage.aspx>

FREQUENTLY ASKED QUESTIONS

1. I have not received my email from Confirmation@TwogetherinTexas.com. What should I do?

If you do not receive the email from Confirmation@TwogetherinTexas.com in your inbox, check your “junk email” or “SPAM” email box. If Confirmation@TwogetherinTexas.com is in your “junk email” or “SPAM” email box, white list it by clicking on “never block sender” or “not spam”. If you are on a network and do not receive the email at all, contact your system administrator and have him white list Confirmation@TwogetherinTexas.com on the server.

2. I cannot log on to the system...it’s not accepting my user id and password. What should I do?

The system resets passwords every 90 days for security purposes. It will notify you of the reset 5 days prior; however, if you do not change your password in that 5 day notification period the system automatically resets your password. See page 16 and follow the instructions for ‘Forgot Your Password’. The system will send you a temporary password which you can then use as your “old/temporary password” to reset your new password. Also, the system is case sensitive, so make sure all characters in your user id and password are always the same when logging on to the system. **EXAMPLE:** Mickey#1

3. I am no longer with the organization that I registered. What should I do?

Notify HHSC via email at hmp@hhsc.state.tx.us and inform them to either deactivate the account or update it to reflect the current status.

4. I have more people in my organization that need access to the account to print certificates. Should I sign them all up online?

No, simply notify HHSC via email at hmp@hhsc.state.tx.us and they will add the individuals to your account.

5. The system is not accepting my new password when prompted to change it. What should I do?

- If you copy and paste the computer generated password to log in, copy it backwards, i.e. right to left, instead of left to right. Sometimes copying and pasting the password creates an invisible space in the box which will cause the system to reject the temporary Twogether password and not allow you to log in. If you’re still having problems, you can also type the password manually.
- Once you get a new password, you will be prompted to create a new one. Your "old" password is the temporary Twogether password; your "new" password is one you will create. If the system keeps rejecting the new password you have created, try Bttr0ym#1 as a default.
- You can always log in and create a new password later. It helps to change just one thing from your old password. For example, if your password is Mickeymouse#27, then make the new password Mickeymouse#28.
- Do not include a space when creating a new password.

6. Can I produce certificates before the end of the class?

We have found that it is advantageous to you and the couples you serve, to print out the certificates for them either before they complete the class but not later than 48 hours following the final class. If a couple does not complete the class, simply go into the system and electronically void the certificate you generated for them.

ACCESS THE WEB PORTAL

After your Twogether in Texas on-line application has been processed, you will receive a confirmation email from 'Confirmation@twogetherintexas.com'. This email will contain a temporary password along with instructions for logging on to the web portal and changing the temporary password to one of your choice. Twogether in Texas can be accessed by typing the following URL into a standard web browser: <http://www.TwogetherInTexas.com>. This will open the Twogether in Texas home page as shown to the right. Once you have successfully changed your password, you are fully operational as a service provider. For more information on how to 'Change Password' visit Page 15 of this guide.



Note: Your password will be reset every 90 days for security purposes. Please remember your user id and password. This information is not stored in a database; therefore, Twogether in Texas staff will not be able to access it.

ATTENDANCE RECORDING (CREATE CERTIFICATES)

The Attendance Screen is the home page for Service Providers. When a Service Provider logs into the application, the Attendance Recording Form will be displayed on the screen. Service providers will feed information related to trainings provided by them into this form. Couples' names will be captured for the purpose of certificate printing and county clerk's authentication.

Before or after training, service providers will log into the application using their security credentials and enter the information of all the couples who will attend or have already attended their workshop. This process will bind the names of the couples to the certificate number assigned to them. A couple's certificate number will be unique and will be used to identify them in the system. If certificates have been pre-printed and a couple does not attend the workshop, the couple's certificate will need to be voided (see page 8).

Once this data is captured, completed certificates can be printed from the system. In addition, once the data is captured and submitted to the system, the service provider submitting the information will not be able to change the names of a couple on the certificate issued to them; instead, the incorrect certificate will need to be voided (see page 6) and a new certificate created by following the 'Attendance Recording' procedures below.

To enter information into the Attendance Recording Form:

1 Once you are logged in, you will be directed to the Attendance Recording Form as shown below:

Attendance Recording Form

Trainer Name: *	<input type="text" value="Gordon"/>	Training completion date: *	<input type="text" value="02/08/2017"/>
Curricula: *	<input type="text" value="Prepare/Enrich"/>	No. of Couples: 1	<input type="text"/>
Zip Code: *	<input type="text" value="77580"/>	Language:	<input type="text" value="Spanish"/>

Generate

This is a reminder to have all your participants fill out the online customer satisfaction survey at:
<http://sqiz.mobi/s3/Twogether-in-Texas-Customer-Satisfaction-Survey>

1 To add up to five Applicants, enter a number in the number of Couples box. For more than five couples, please click on **Attendance Template** and save the excel spreadsheet to a place on your computer. **[Please do not change the format on the "Attendance Template" because the first and last names will not appear when you upload the data.]** Open the downloaded template; fill in the details of each couple, then name and save the file. This spreadsheet is limited to a maximum of **5** couples. When you have completed the spreadsheet, click on "Browse" button below and select the saved file that you have created. Then, click the Upload button below (the authenticate password is the same as the one you use to logon to Twogether in Texas) and follow the on-screen prompts to print out a certificate for each couple.

* REQUIRED

No file selected.

If you have uploaded the Attendance Template, it should look like the following:

Attendance Recording						
	Certificate No.	Applicant1 First Name	Applicant1 Last Name	Applicant2 First Name	Applicant2 Last Name	Engaged
1	2307026	AFN1	ALN1	AFN2	ALN2	<input type="checkbox"/>
2	2307027	AFN3	ALN3	AFN4	ALN4	<input type="checkbox"/>
3	2307028	AFN5	ALN5	AFN6	ALN6	<input type="checkbox"/>
4	2307029	AFN7	ALN7	AFN8	ALN8	<input type="checkbox"/>
5	2307030	AFN9	ALN9	AFN10	ALN10	<input type="checkbox"/>
6	2307031	AFN11	ALN11	AFN12	ALN12	<input type="checkbox"/>

Submit

OR - Enter information into the six fields visible on the screen and click '**Generate**'. A table with rows equal to the value entered in the 'No. of Couples' field will be displayed.

Attendance Recording Form

Trainer Name:	<input type="text" value="Jim Bob"/>	Training completion date:	<input type="text" value="09/03/2011"/>
Curricula:	<input type="text" value="PREP"/>	No. of Couples:	<input type="text" value="2"/>
Zip Code:	<input type="text" value="78596"/>	Language:	<input type="text" value="Spanish"/>

Attendance Recording						
	Certificate No. ▲	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
2	2041833	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

2 Enter the names of the couples attending the training and set the status of the 'Engaged' checkbox (checked or unchecked) for each couple as appropriate.

Attendance Recording Form

Trainer Name:	<input type="text" value="Jim Bob"/>	Training completion date:	<input type="text" value="09/03/2011"/>
Curricula:	<input type="text" value="PREP"/>	No. of Couples:	<input type="text" value="2"/>
Zip Code:	<input type="text" value="78596"/>	Language:	<input type="text" value="Spanish"/>

Attendance Recording						
	Certificate No. ▲	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	<input type="text" value="Bill"/>	<input type="text" value="Miller"/>	<input type="text" value="Jane"/>	<input type="text" value="Smith"/>	<input type="checkbox"/>
2	2041833	<input type="text" value="Ron"/>	<input type="text" value="Williams"/>	<input type="text" value="Diane"/>	<input type="text" value="Jones"/>	<input checked="" type="checkbox"/>

3 To add another row to the table, click the '**Add More**' button.

Attendance Recording Form

Trainer Name:	<input type="text" value="Jim Bob"/>	Training completion date:	<input type="text" value="09/03/2011"/>
Curricula:	<input type="text" value="PREP"/>	No. of Couples:	<input type="text" value="3"/>
Zip Code:	<input type="text" value="78596"/>	Language:	<input type="text" value="Spanish"/>

Attendance Recording

	Certificate No. ▲	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	Bill	Miller	Jane	Smith	<input type="checkbox"/>
2	2041833	Ron	Williams	Diane	Jones	<input checked="" type="checkbox"/>
3	2041834		This is the new row			<input type="checkbox"/>

- 4 To submit the entered information, click 'Submit'.

Attendance Recording Form

Trainer Name:	<input type="text" value="Jim Bob"/>	Training completion date:	<input type="text" value="09/03/2011"/>
Curricula:	<input type="text" value="PREP"/>	No. of Couples:	<input type="text" value="3"/>
Zip Code:	<input type="text" value="78596"/>	Language:	<input type="text" value="Spanish"/>

Attendance Recording

	Certificate No. ▲	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	Bill	Miller	Jane	Smith	<input type="checkbox"/>
2	2041833	Ron	Williams	Diane	Jones	<input checked="" type="checkbox"/>
3	2041834	David	Jones	Martha	Williamson	<input type="checkbox"/>

5 The print certificate screen will be displayed.

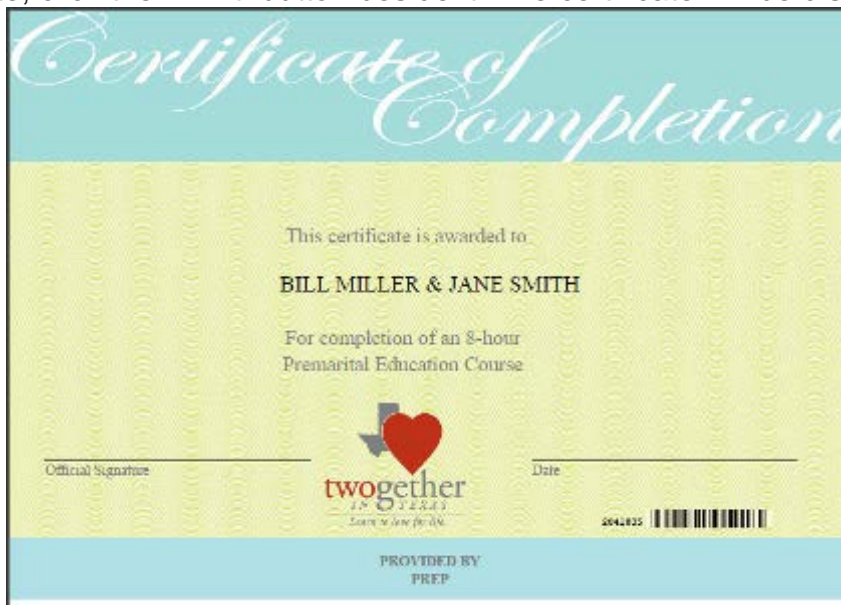
Print Certificate

Certificate No. ▲	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Print
2041835	Bill	Miller	Jane	Smith	Print
2041836	Ron	Williams	Diane	Jones	Print
2041837	David	Jones	Martha	Williamson	Print

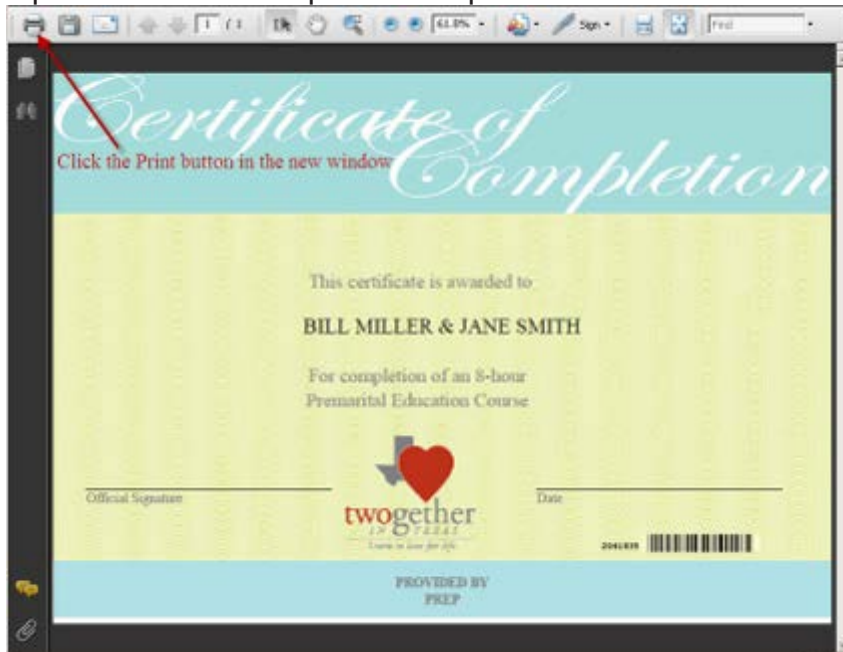
Navigation: First Previous Page 1 of 1 Next Last Refresh Displaying 1 - 3 of 3

Navigate from one page of the 'Print Certificate' screen to the next or previous page using the [Previous](#) and [Next](#) Links.

6 To print a certificate, click the 'Print' button beside it. The certificate will be displayed in a new window.



7 Click the Print button in the new window as well so that the certificate number is assigned with the Issue and Expiry date to the web portal and will then print to the printer.



Note: Although married couples or singles can be entered into our database, the certificates issued are for Premarital Education; therefore, 'Premarital Education Course' is stated on the certificate.

Additionally, **the system will time out after 10 minutes of usage (even when being used)**. You can always submit the information in small batches and then create more by entering in your class information exactly the same and clicking generate. That will bring up your class roster and you can then opt to "Add More".

ATTENDANCE RECORDING (VOIDING A CERTIFICATE)

The system allows the voiding of any certificates that are either unused or reflects an error (i.e. misspelled name). The 'Void Certificate' menu item will help a user void any certificate number. Once the certificate number is voided, the certificate can no longer be un-voided or authenticated.

To void a certificate:

- 1 Once you are logged in, click on '**Void Certificate**' from the menu items appearing on the sidebar.



- 2 The following 'Search Void Certificate' screen will be displayed:



- 3 Enter data in one search field of the 'Search Void Certificate' screen to verify a certificate. Entering data in multiple search fields may produce an invalid search.

Search Void Certificate

Certificate No. :

Groom First Name :

Groom Last Name :

Bride First Name :

Bride Last Name :

Certificate No./Issue Date :

Search Certificate				
Certificate No.	Name	Issue Date	Exp. Date	Void
There is no record matching this criteria.				

4 A 'Certificate List' based on the search criteria entered will be displayed on the screen.

Search Void Certificate

Certificate No. :

Groom First Name :

Groom Last Name :

Bride First Name :

Bride Last Name :

Certificate No. Issue Date :

Certificate No.	Name	Issue Date	Exp. Date	Void
Issue Date: (None) (1 Record)				
2041837	DAVID JONES & MARTHA WILLIAMSON			<input type="checkbox"/>

First Previous Page 1 of 1 Next Last Refresh Submit Displaying 1 - 1 of 1

Navigate from one page of the 'Certificate List' screen to the next or previous page using the and Links.

5 To void a certificate, check the 'Void' checkbox beside it and click 'Submit'. Any number of certificates may be voided at one time.

Search Void Certificate

Certificate No. :

Groom First Name :

Groom Last Name :

Bride First Name :

Bride Last Name :

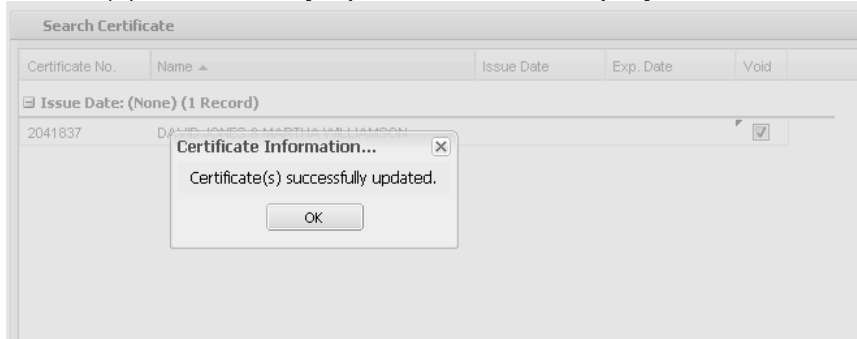
Certificate No. Issue Date :

Certificate No.	Name	Issue Date	Exp. Date	Void
Issue Date: (None) (1 Record)				
2041837	DAVID JONES & MARTHA WILLIAMSON			<input checked="" type="checkbox"/>

First Previous Page 1 of 1 Next Last Refresh Submit Displaying 1 - 1 of 1

Note: Enter data in one search field to verify a certificate. Entering data in multiple search fields will produce an invalid search.

6 The message 'Certificate(s) successfully updated' will be displayed on the screen.



ATTENDANCE RECORDING (PRINTING A CERTIFICATE)

The system also allows the user to print certificates that have previously been printed or need to be printed on an individual basis.

To print a certificate:

1 Once you are logged in, click on 'Print Certificate' from the menu items appearing on the sidebar.



2 The following 'Search Print Certificate' screen will be displayed:



Enter data in one search field of the 'Search Print Certificate' screen to verify a certificate. Entering data in multiple search fields may produce an invalid search.

3 Click 'Search'.



4 A 'Certificate List' based on the search criteria entered will be displayed on the screen.

Search Certificate

Certificate No. :

Groom First Name :

Groom Last Name :

Bride First Name :

Bride Last Name :

Certificate No. Issue Date :

Certificate No.	Name	Issue Date	Exp. Date	Print
Issue Date: (None) (1 Record)				
2041834	DAVID JONES & MARTHA WILLIAMSON			<input type="button" value="Print"/>

Navigation: First Previous Page 1 of 1 Next Last Refresh Displaying 1 - 1 of 1

Note: Enter data in one search field to verify a certificate. Entering data in multiple search fields will produce an invalid search.

5 Navigate from one page of the 'Certificate List' screen to the next or previous page using the and Links.

6 To print a certificate, click the 'Print' button. The certificate will be displayed in a new window.

Search Certificate

Certificate No. :

Groom First Name :

Groom Last Name :

Bride First Name :

Bride Last Name :

Certificate No. Issue Date :

Search

Search Print Certificate

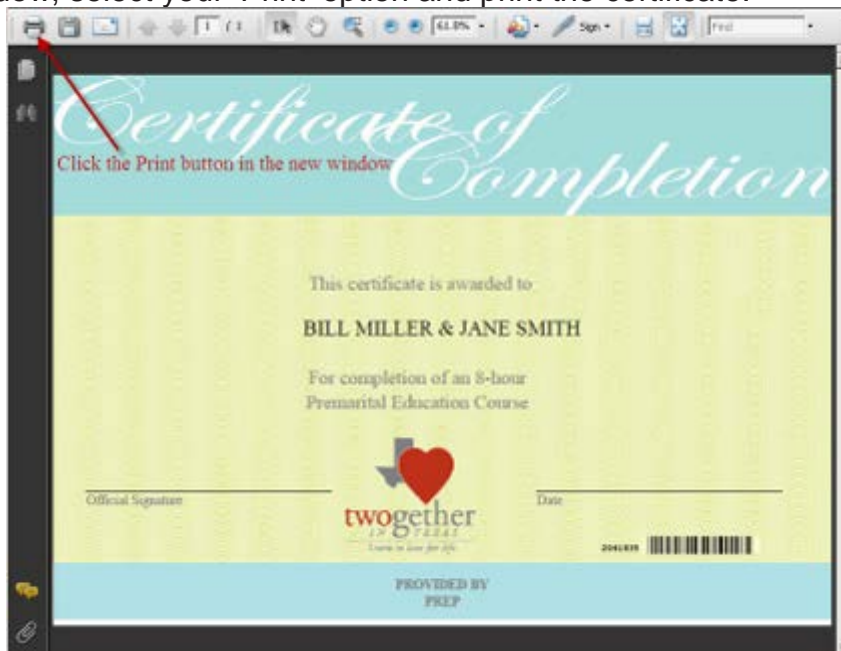
Certificate No.	Name	Issue Date	Exp. Date	Print
Issue Date: (None) (1 Record)				
2041834	DAVID JONES & MARTHA WILLIAMSON			Print

click the 'Print' button

First Previous Page 1 of 1 Next Last Refresh Displaying 1 - 1 of 1

Note: Enter data in one search field to verify a certificate. Entering data in multiple search fields will produce an invalid search.

7 From the new window, select your 'Print' option and print the certificate.



UPDATE PROFILE

Registered users of the Twogether in Texas application can update their own profiles by accessing the 'Update My Profile' module of the application. Users will be able to update/alter only those data fields pertaining to their profiles that are not security driven. The editable data fields are as follows:

Prefix, First name, Middle name, Last Name, Suffix, Mailing Address 1, Mailing Address 2, State, County, City, Zip Code, Phone Number, Fax Number, and Cell Number NOTE: The system tracks you by your email address. To change your email address, contact: hmp@hhsc.state.tx.us to notify HHSC of your new email address and you will be issued a new temporary password, which you can change by following the instructions on page 1.

To update your user profile:

1. Once you are logged in, click on '**Update My Profile**' from the menu items appearing on the sidebar.



2. The following screen will be displayed:

Update Profile

Prefix	Mr. ▼
First Name	GORDON *
Middle Name	
Last Name	LEEKS *
Suffix	▼
Mailing Address1	909 w 45th Street *
Mailing Address2	
State	TEXAS ▼ *
County	TRAVIS ▼ *
City	AUSTIN ▼ *
Zip Code	78751 *
Phone Number	(512)206-5594 *
Fax Number	
Cell Number	

- Update data in the editable data fields and click 'Submit'.

Update Profile

Prefix	<input type="text" value="0"/>
First Name	<input type="text" value="GORDON"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="LEEKs"/>
Suffix	<input type="text"/>
Mailling Address1	<input type="text" value="909 w 45th Street"/>
Mailling Address2	<input type="text"/>
State	<input type="text" value="TEXAS"/>
County	<input type="text" value="TRAVIS"/>
City	<input type="text" value="AUSTIN"/>
Zip Code	<input type="text" value="78751"/>
Phone Number	<input type="text" value="(512)206-5594"/>
Fax Number	<input type="text"/>
Cell Number	<input type="text" value="(512)555-1212"/>
	<input type="button" value="Submit"/>

- The message 'User Profile successfully updated' will be displayed.

Update Profile

User Profile successfully updated.

Prefix	<input type="text" value="0"/>
First Name	<input type="text" value="GORDON"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="LEEKs"/>
Suffix	<input type="text"/>
Mailling Address1	<input type="text" value="909 w 45th Street"/>
Mailling Address2	<input type="text"/>
State	<input type="text" value="TEXAS"/>
County	<input type="text" value="TRAVIS"/>
City	<input type="text" value="AUSTIN"/>
Zip Code	<input type="text" value="78751"/>
Phone Number	<input type="text" value="(512)206-5594"/>
Fax Number	<input type="text"/>
Cell Number	<input type="text" value="(512)555-1212"/>
	<input type="button" value="Submit"/>

CHANGE PASSWORD

The Change Password utility provides users with the functionality to change their own passwords as needed to a personal password of their choice with the following guidelines:

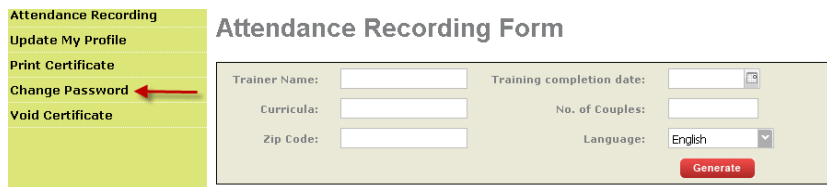
- Must contain a capital letter
- Must be minimum of eight (8) characters with a maximum length of thirty-two (32) characters
- One (1) character must be lower case
- One (1) character must be a number OR special character (only @ # \$ % ^ & * () is allowed)
- Consecutive duplicate letters or numbers are not allowed (For example: 1122..., aabbcc)

EXAMPLE of workable password: Btbr0ym#1 (Be transformed by the renewing Of your mind)

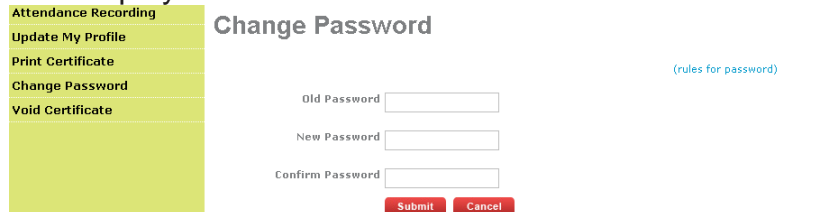
Note: First time users of the application will be prompted to change the temporary password emailed to them and create a new password in accordance with the rules specified above. Users will be prompted 5 days prior to the completion of the 90 day password expiration period to change their password. Users who do not change their password by the end of the 90 day period will automatically have their password reset. Go to page 16 and follow the instructions for 'Forgot Your Password' if your password has been reset without notification.

To change your password:

1. Once you are logged in, click on '**Change Password**' from the menu items appearing on the sidebar.

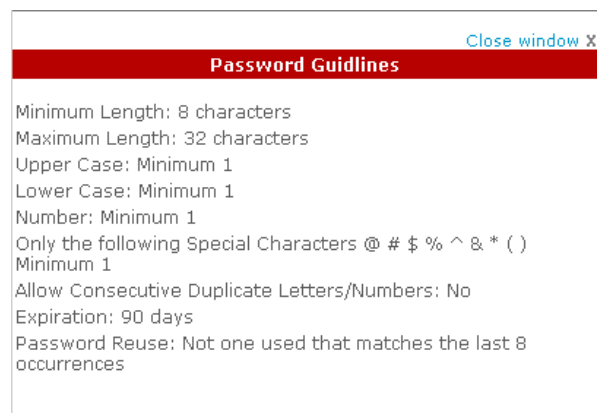


2. The following screen will be displayed:



3. Enter your old password in the 'Old Password' field.

If you need to refer to the rules governing passwords in the Twogether in Texas application, click '**(rules for password)**'.



4. Enter 'New Password' in accordance with the guidelines above and confirm it by reentering it into the 'Confirm New Password' field.
5. If, at any time, you wish to clear any or all of the password fields and start over, click '**Cancel**'.
6. If you would like to save your new password, click '**Submit**'. Your new password will be created.

Note: Passwords that have not been changed in 11 months will receive the following notice:
 In order to provide quality service, we want to ensure that the information posted about you on our webpage is the most current and, if applicable, your name will appear on a business card when couples search for a list of providers in your area. Our records indicate that you have not logged in to the Twogether in Texas website in over eleven months. If you do not login within the next 30 days, your account with Twogether in Texas will be deactivated. To avoid deactivation of your account, simply login and change your password.

If the password has not been changed after receiving the above notice, the account will be deactivated. Your information will be maintained on file; however, you will not be able to generate certificates for couples that have completed your class and, if applicable, your name will not appear on a business card when couples search for a list of providers in their area.

FORGOT YOUR PASSWORD

Access the Twogether in Texas home page by copying the following URL into a standard web browser: <http://www.TwogetherInTexas.com>. The Twogether in Texas Home Page will be displayed.

- 1 Click on the '**Registered Users**' tab from the menu items appearing on top.



- 2 The following screen will be displayed:



- 3 If you have forgotten your Password, want to reset your password, or your password has been automatically reset after 90 days, click on '**I forgot / change your password**'. The following screen will be displayed:



- 4 Enter your User ID (which is your email address) and click '**Submit**'. A temporary password will be emailed to you shortly.
- 5 Once you receive your temporary password. Access the Twogether in Texas website.
- 6 Click on "**Registered Users**", key in your user-id and temporary password.
- 7 You will be prompted to change your temporary password as per the state password guidelines. **Note:** Your "old password" will be your temporary password that was emailed to you.