

# Tuberculosis and Hansen’s Disease Branch

## Instructions to Access Tuberculosis Program Databases

### A. Overview

- 1) To receive access to any database managed by Texas Department of State Health Services (DSHS) Tuberculosis and Hansen’s Disease Branch (TB Branch), the [Account Request Form](#) must be completed and emailed to [TBHIVSTD.AccountRequests@dshs.texas.gov](mailto:TBHIVSTD.AccountRequests@dshs.texas.gov) along with the required security documents listed on DSHS’ [website](#).
- 2) The DSHS TB/HIV/STD Section Security Officer reviews the required security documents for completion and forwards the Account Request form to [TBPrograms@dshs.texas.gov](mailto:TBPrograms@dshs.texas.gov).
- 3) The TB Branch’s Administrative Team (BAT) retrieves the Account Request form from [TBPrograms@dshs.texas.gov](mailto:TBPrograms@dshs.texas.gov) and performs the following:
  - a) Reviews the TB Branch’s distribution lists to identify each person requesting access to any database managed by the TB Branch. Any one of the following actions will be taken upon review of the TB distribution lists:
    - Proceeds with the approval process if the requestor is listed on the distribution list.
    - Denies request. The submitting manager/supervisor will receive a notification to complete a [Notice of Change in TB Personnel form](#). After a Notice of Change in TB Personnel is received, the BAT will proceed with request.
- 4) For renewals or deactivations, please refer to the following:
  - [Annual Renewals: Security Training, Confidentiality Agreement, Database Access](#)
  - [Deactivate a User from a DSHS Database](#)

### 5) Database-Specific Approval Process

| Database  | Branch Approval Process  |
|---|--|
| <b>TB, HIV, STD Integrated Systems (THISIS)</b> | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member approves access if employee is listed on Central Office’s (CO) contact distribution list. If employee is not listed, an email is sent to Manager to complete the Notice of Change in TB Personnel form</li> <li>• BAT member sends an email attaching the Account Request form to <a href="mailto:TBHIVSTD.THISISHelpdesk@dshs.texas.gov">TBHIVSTD.THISISHelpdesk@dshs.texas.gov</a> requesting access to THISIS.</li> <li>• THISIS Helpdesk emails requestor with username and temporary password.</li> </ul> |

## Tuberculosis and Hansen's Disease Branch

### Instructions to Access Tuberculosis Program Databases

|   |   |
|---|---|
| <p><b>National TB Indicators Project (NTIP)</b></p>                 | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member approves access if employee is listed on CO's contact distribution list. If employee is not listed, an email is sent to Manager to complete the Notice of Change in TB Personnel form.</li> <li>• BAT member sends email attaching the Account Request form to the TB Epidemiology &amp; Surveillance Manager for approval.</li> <li>• TB Epidemiology &amp; Surveillance Manager replies to email with the following: <ul style="list-style-type: none"> <li>➢ Requestor approved</li> </ul> </li> <li>• BAT member completes TB GIMS/TB NTIP spreadsheet with approved information.</li> <li>• BAT member emails spreadsheet to <a href="mailto:dtbesupport@cdc.gov">dtbesupport@cdc.gov</a> and copies <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member sends requestor an email documenting date and time email was sent to <a href="mailto:dtbesupport@cdc.gov">dtbesupport@cdc.gov</a>.</li> <li>• CDC contacts requestor directly with further instructions.</li> </ul> |
| <p><b>TB Genotyping Information Management System (TB GIMS)</b></p> | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member sends an email attaching the Account Request form to TB Epidemiology &amp; Surveillance Manager for approval.</li> <li>• TB Epidemiology &amp; Surveillance Manager replies to email with the following: <ul style="list-style-type: none"> <li>➢ Requestor approved</li> <li>➢ Cluster Alert - Approved (Yes/No)</li> <li>➢ Notifications – Approved (Yes/No)</li> <li>➢ County Access – List approved counties</li> </ul> </li> <li>• BAT member completes TB GIMS/TB NTIP spreadsheet with approved information.</li> <li>• BAT member emails spreadsheet to <a href="mailto:dtbesuport@cdc.gov">dtbesuport@cdc.gov</a> and 'cc' <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member sends requestor an email documenting date/time email sent to <a href="mailto:dtbesupport@cdc.gov">dtbesupport@cdc.gov</a>.</li> <li>• CDC contacts requestor directly with further instructions.</li> </ul>   |

## Tuberculosis and Hansen's Disease Branch

### Instructions to Access Tuberculosis Program Databases

|  |   |
|--|---|
| <p><b>CITRIX<br/>(TB Labware)</b></p>  | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member approves access if employee is listed on CO's contact distribution list. If employee is not listed, an email is sent to Manager to complete the Notice of Change in TB Personnel form.</li> <li>• BAT member sends an email attaching the Labware Access Form to requesting employee.</li> <li>• Requesting employee submits completed form to <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member sends completed form to the Clinical Care Team for final approval and signature.</li> <li>• The completed form with all signatures is emailed to <a href="mailto:remotelabsupport@dshs.texas.gov">remotelabsupport@dshs.texas.gov</a>.</li> <li>• The Lab team emails requestor with username and temporary password.</li> </ul> |
| <p><b>Inventory Tracking Electronic Asset Management System (ITEAMS)</b></p> | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member approves access if employee is listed on CO's contact distribution list. If employee is not listed, an email is sent to Manager to complete the Notice of Change in TB Personnel form.</li> <li>• BAT member sends an email attaching the ITEAMS Access Form to requesting employee.</li> <li>• Requesting employee submits completed form to <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member reviews and sends form to the Pharmacy Branch</li> <li>• The Pharmacy Branch emails requestor with username and temporary password.</li> </ul>  |
| <p><b>Electronic Disease Notification (EDN)</b></p>                          | <ul style="list-style-type: none"> <li>• Account Request form is received in mailbox <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member approves access if employee is listed on CO's contact distribution list. If employee is not listed, an email is sent to Manager to complete the Notice of TB Personnel Form.</li> <li>• BAT member sends an email attaching EDN's Access Form to requesting employee.</li> <li>• Requesting employee submits completed form to <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li> <li>• BAT member prints completed form and submits to TB Branch Manager for final approval and signature.</li> <li>• BAT member scans completed form with all signatures and sends via email to <a href="mailto:EDN@cdc.gov">EDN@cdc.gov</a>.</li> <li>• CDC emails requestor with username and temporary password.</li> </ul>                                     |

## Tuberculosis and Hansen's Disease Branch Instructions to Access Tuberculosis Program Databases

|                    |   |
|--------------------|---|
| <b>GlobalSCAPE</b> | <p>The TB Branch will approve GlobalSCAPE access for cross-sharing sensitive information among PHRs, LHDs and other entities such as Texas Center for Infectious Disease and Heartland National TB Center. Password protected, zipped or encrypted documents are not necessary when uploading to GlobalSCAPE.</p> <p>The following attachments are included below:</p> <p>Attachment 1: Access Request for Non-DSHS/HHSC Employees<br/>Attachment 2: Downloading Files on GlobalSCAPE<br/>Attachment 3: Uploading Files to GlobalSCAPE<br/>Attachment 4: Tips for using GlobalSCAPE</p> <p>Approval Process</p> <ul style="list-style-type: none"><li>• Account Request form is received in mailbox, <a href="mailto:TBProgram@dshs.texas.gov">TBProgram@dshs.texas.gov</a>.</li><li>• BAT member forwards Account Request form to Mary VanWisse (<a href="mailto:Mary.VanWisse@dshs.texas.gov">Mary.VanWisse@dshs.texas.gov</a>)</li><li>• Mary VanWisse submits information to IT to grant access to specific TB folders.</li><li>• DSHS IT sends email to requestor that includes a username, temporary password and instructions on how to change password.</li></ul> |
|--------------------|---|

## Access Request for Non-DSHS/HHSC Employees

Follow the steps below to obtain a GlobalSCAPE account.

**1. Complete only the highlighted fields in the first 2 boxes** of the *EFT Server Maintenance Request* (BAT member or Mary VanWisse will send to you). The form is a fillable PDF. You should not have to print the form or hand write the information. Type directly on the form.

**GlobalScape EFT Server Maintenance Request**

Use this form to add, modify or delete EFT user IDs and file transfers. **Note:** If the user has not yet submitted a signed [HHS Acceptable Use Agreement \(AUA\)](#), please submit along with this form. HHS users may visit the [HHSC Employee Intranet](#) for more information about Secure FTP (GlobalScape). For support or training on Windows SSH client or any other non-EFT server software, contact the HHS Help Desk at 512-438-4720 or 888-952-4357. For assistance with this form, email [DLHHSCProductionOpsSFTP@hhsc.state.tx.us](mailto:DLHHSCProductionOpsSFTP@hhsc.state.tx.us)

---

**1. User Information**

First and last name: [redacted] Organization: [redacted] Position title: [redacted]

HHS Employee ID: [redacted] **EXAMPLE ONLY** [redacted]

---

**2. EFT Account Information**

New User Account       User has another existing account - GlobalScape username:

Modify Existing User Account - GlobalScape username:

Program area:  GlobalScape folder (if known):

Clone existing GlobalScape account:

Grant access identical to an existing account - Existing account ID:

New or modify account permissions and access:

**2.** Save the form with the file name "Lastname.Firstname EFT request.pdf". For example, Jane Doe would save her file as *Doe.Jane.EFT request.pdf*

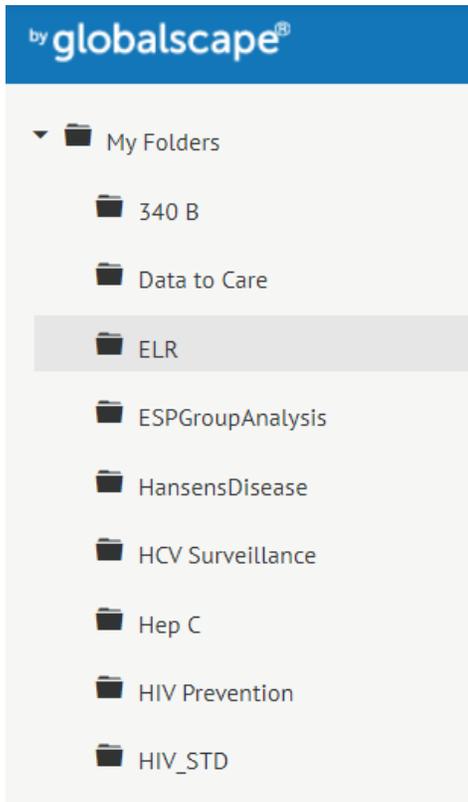
**3.** Read the attached Acceptable Use Agreement. Keep this for your records.

**4.** If you agree, sign and return ONLY page 7. Page 7 has been separated out of the complete AUA for your convenience. An electronic signature is acceptable. Save the signed page seven as "Lastname.Firstname.AUA page7.pdf" \*

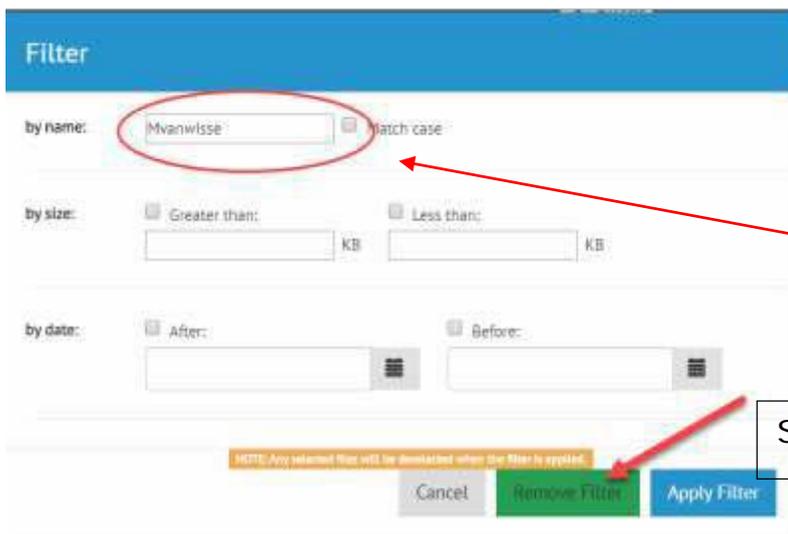
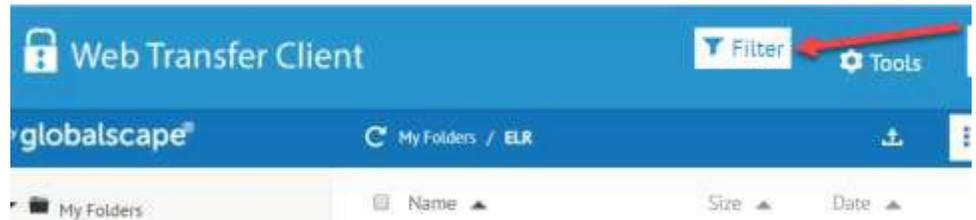
Return the EFT form and Page 7 AUA files to [Mary.VanWisse@dshs.texas.gov](mailto:Mary.VanWisse@dshs.texas.gov). DO NOT use the submit function in the form.

Send questions to [Mary.VanWisse@dshs.texas.gov](mailto:Mary.VanWisse@dshs.texas.gov) or call 512-206-5892.

## Downloading Files on GlobalSCAPE



If you go into a folder to retrieve a file, and you don't see the file, open the filter:



And make sure no filters are applied.

Select "remove filter".

Any folders will now be displayed:



Select the file by clicking in the box next to the file and your options will appear.



You can now:

- Download the file. 
- Move the file 
- Rename the file 
- Delete the file 

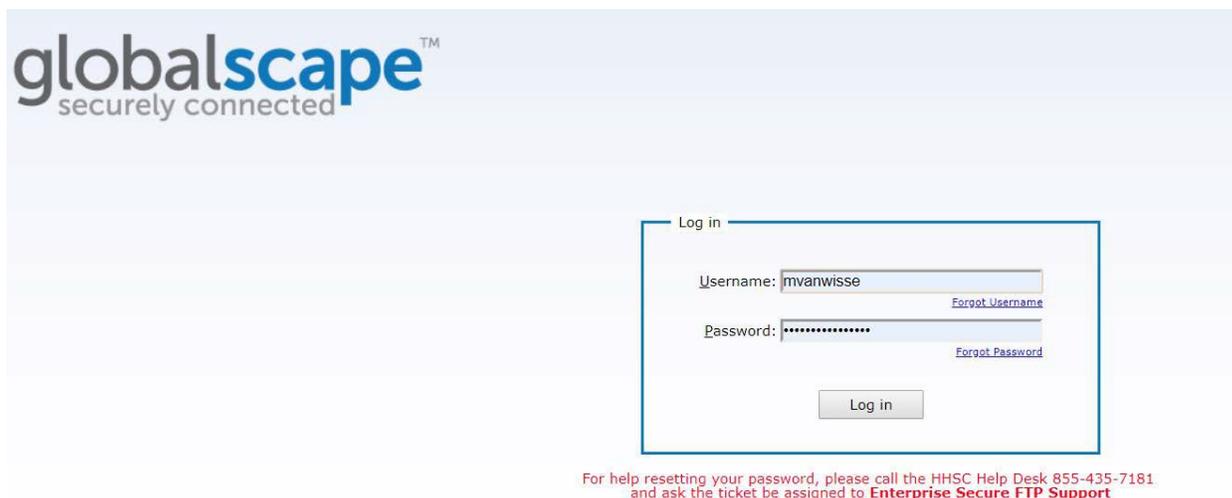
Please Note: Depending on your permissions, all of these options may not be available to you.

Once you have downloaded your file, if no one else needs it, delete the file. If you forget to delete the file, it will automatically be deleted after 15 days.

## Attachment 3

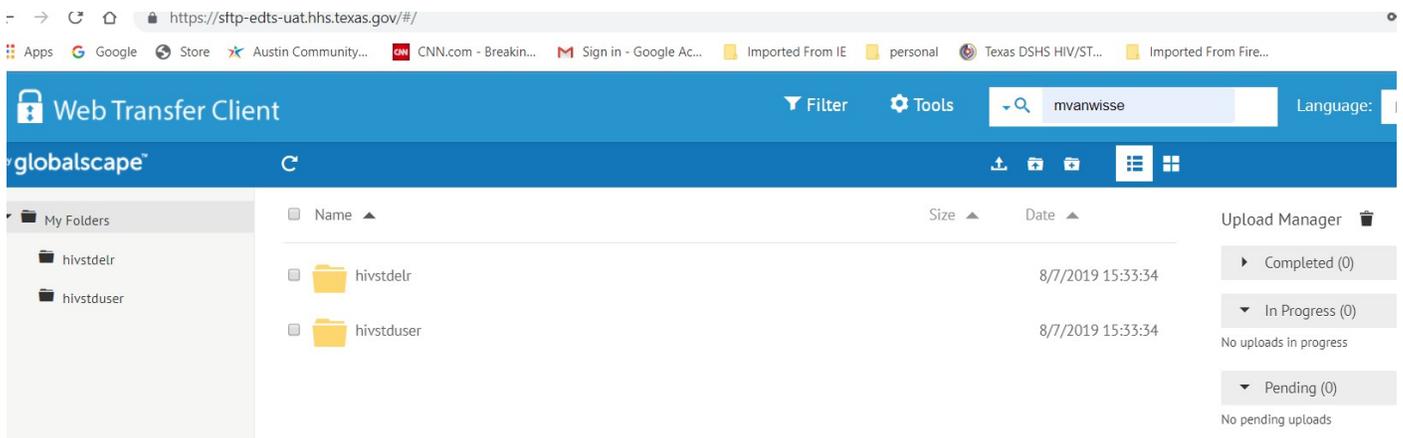
### Instructions for Uploading Files to GlobalSCAPE

Go to the [GlobalScape site](#) and login with your temporary password.



You will need to change your password.

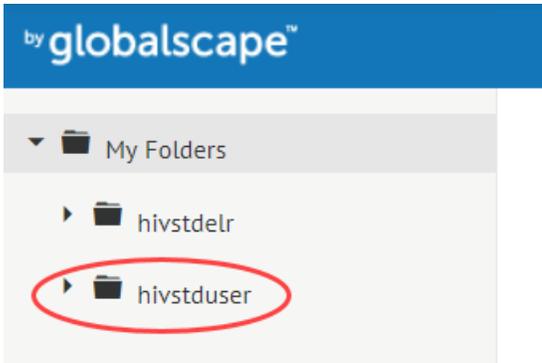
After you change your password, the system will automatically take you to the folder(s) you have access to, as shown here:



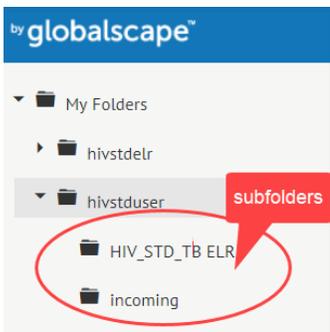
In this example, the user has access to the folders hivstdelr and hivstduser.

Select the folder you want to upload to:

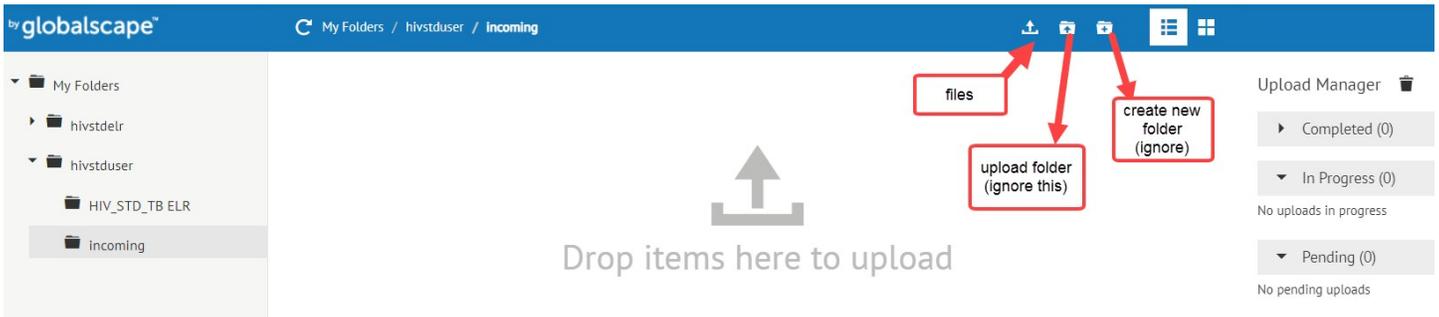
# Instructions for Uploading Files to GlobalScape



Selecting the folder opens it to reveal sub-folders:

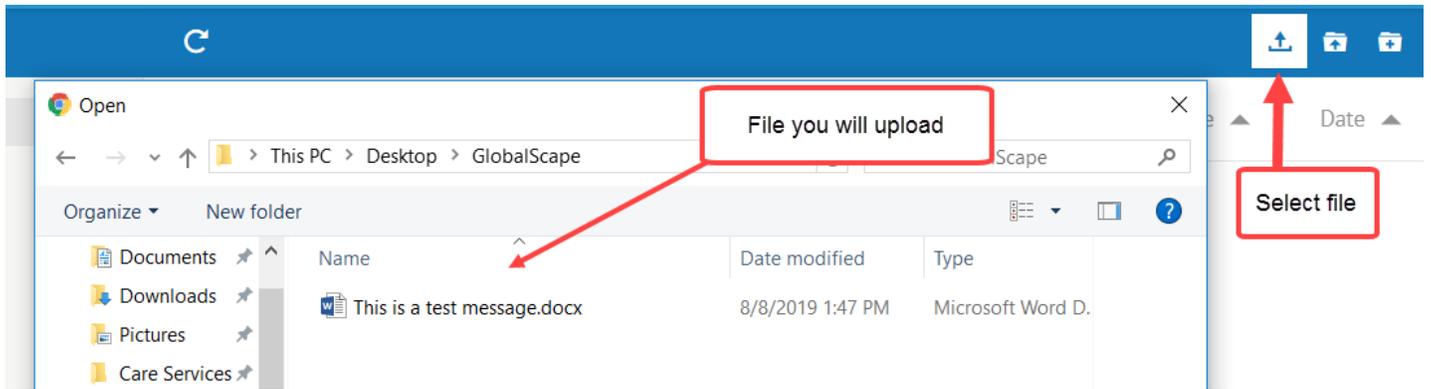


Select the "incoming" folder opens the interface to load files or folders:



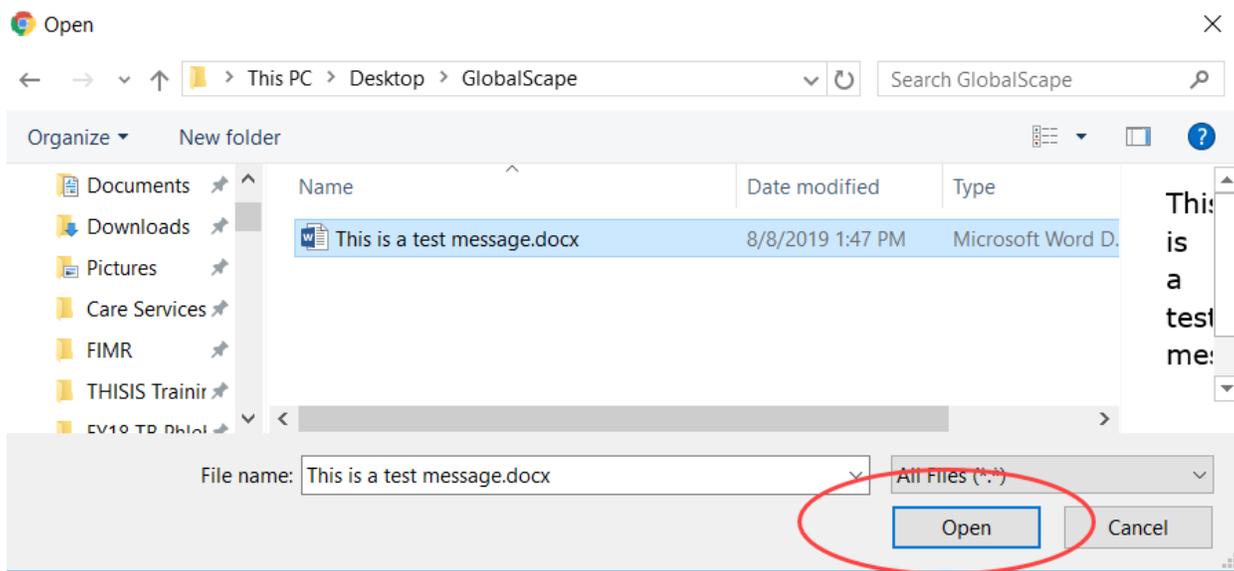
Select a file or folder from your computer:

# Instructions for Uploading Files to GlobalScape

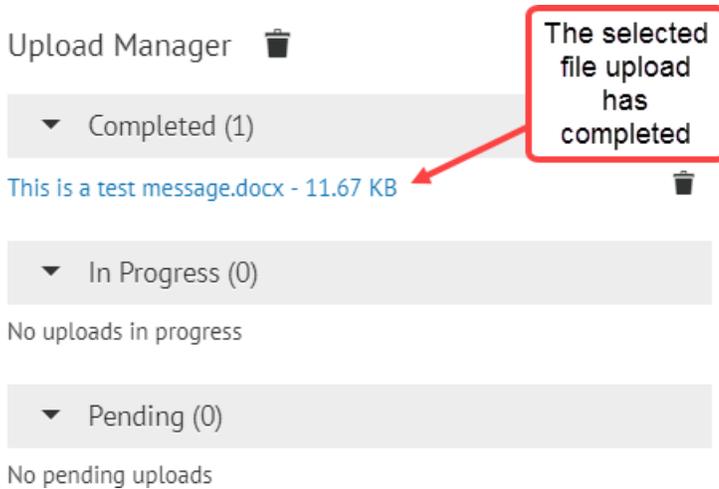


# Instructions for Uploading Files to GlobalScape

Select Open:



The upload manager shows progress of large files or several uploaded files. Notice our test message is listed in the completed queue.



GlobalScape does not notify the administrator of the folder that something has been uploaded. Talk with your DSHS contact about how frequently you upload files and if you should email the person that an item has been uploaded.

## Tips for Using GlobalScape

1. Log into GS. Use URL <https://sftp-edts.hhs.texas.gov/>. If you don't use your account for 90 days, you will lose access and need to submit a help ticket.
2. If you have trouble logging in, or need to reset your password, submit an IT Helpticket:
  - a. Email [help@hhsc.state.tx.us](mailto:help@hhsc.state.tx.us). Put "GlobalScape Team" in the subject line.
  - b. If you have clinical information or a disease report that must be sent or retrieved immediately, call the help desk at 855-435- 7181 or 512-438-4720 for assistance.
3. If your job duties change in the future, you may request access to other folders. The process for this is different for DSHS employees than for contractors:
  - a. The process for DSHS employees is attached (attach instructions).
  - b. Please contact [Mary.VanWisse@dshs.texas.gov](mailto:Mary.VanWisse@dshs.texas.gov) if you are NOT a DSHS employee and need to change access.

**Using GlobalScape**

1. The interface of GlobalScape is fairly intuitive. When you open GS, you will see a list of folders you have access to. If you do not have access to a folder that you need, access can be modified (see #3. above).
2. Once you **UPLOAD** a file, email the recipient with the folder and filename. If you receive an out of office notice from the person, please email the contact listed in the out of office message if the file is time sensitive.
3. If you **DOWNLOAD** a file, and you are the only intended recipient, delete the file after downloading. If you forget to do this, GS will automatically delete the file after 15 days. However, best practices require deleting the file after it is downloaded.
4. General information: Instructions for downloading and uploading files are attached. We do not have permission to delete or create folders. If you need a folder created or deleted, please email [TBProgram@dshs.texas.gov](mailto:TBProgram@dshs.texas.gov).