DHS Unified Access Gateway Application Portal

User instructions for connecting to the DHS UAG Portal

Home users should add https://dhsportal.arkansas.gov to their browser's trusted sites.

NOTICE: If you have not already done so, please update your computer with the RDC 7.0 Client for your operating system: WindowsXP: https://support.microsoft.com/kb/969084

Windows XP SP3 or better is REQUIRED-*** if your computer already has Windows XP SP3 :

1. Add https://dhsportal.arkansas.gov into your web browsers trusted site.
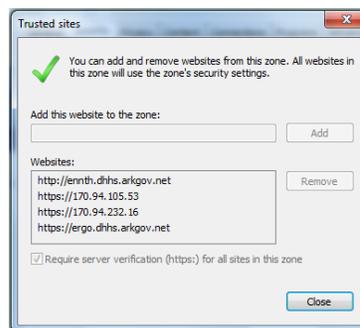   NOTE: Some or all of these steps will require Administrator privileges on your machine. If you do not have those rights, then you will need the assistance of your normal system administrator.
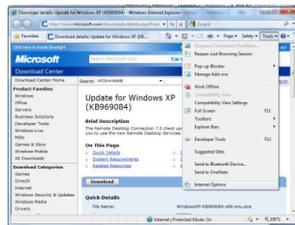
Click on Tools, then Internet Options

Click on Security then Highlight Trusted sites as show above. Click on the Sites button.

Input the address: https://dhsportal.arkansas.gov into the section labeled Add this website to the zone: and click Add

Click close and then OK until you are back at the main Internet Explorer screen.

2. The next step will be to install the latest RDC (Remote Desktop Client) for those computers using Windows XP SP3 or higher.

The link for XP SP3 users is here:
http://www.microsoft.com/downloads/details.aspx?FamilyId=72158b4e-b527-45e4-af24-d02938a95683&displaylang=en

The link for Vista users is here: http://support.microsoft.com/kb/969084

Scroll down to near the bottom of the screen and choose the most appropriate version for your Vista, either 32-bit or 64-bit:
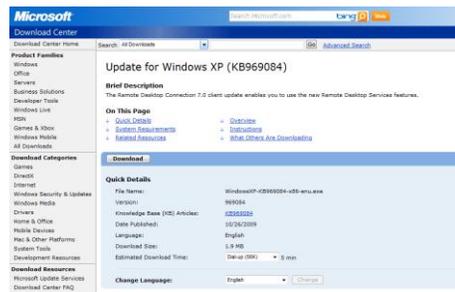
XP users should see this:

Click Run to execute the program

It will download the file and then ask you to Run again. Click Run as below:

It is at this point that your computer WILL require Administrator privileges to run. Input the required username and password or contact your administrator to assist you.

Let the installation continue and click on Finish or OK to exit the installation.

***WINDOWS XP SP3 USERS ONLY:

3.   At this point you should retrieve a file called UAG_REG_FIX.zip from either your email or from a download link given to you in an email.

Double click the file UAG_REG_FIX.zip to open the registry entry files.

You should see two files labeled: UAG.reg and UAG2.reg

Double click on UAG.reg and answer Yes when it asks to apply this registry entry.

This is a screenshot of what it should look like if you are using Winzip to open files. If you are using Windows to open .zip files, it will look like a regular folder window. Regardless of how you open .zip files, double clicking on the two included files will apply the registry fixes.
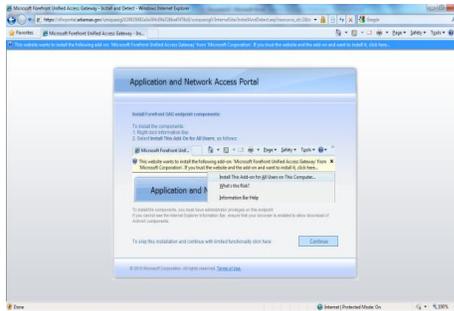
Reboot the computer after applying the registry fixes.

4.   Open Internet Explorer and browse to this address:
https://dhsportal.arkansas.gov
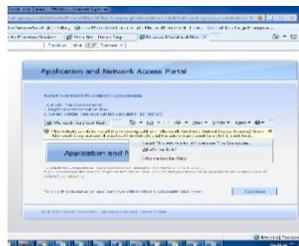
You should see an Endpoints Component Installation screen similar to the above.

Notice a yellow bar at the top of your window asking you for permission to run the add-on. Right mouse click on the bar and say: Install this Add-on….

The installation and download will begin. Follow the on-screen instructions to install the software required to get into the web-site.

You may need an administrator to finish the installation.
Click Allow when it ask you to add the site to your pop-up blockers allowed sites list
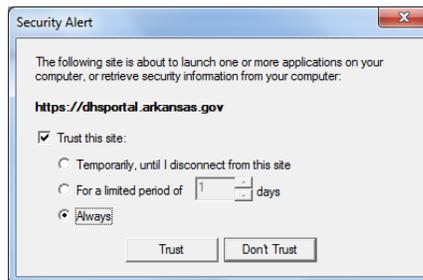
Make sure you choose Trust this site: and click on Always as above.
Click on Trust to continue.

The webpage will reload and another yellow bar may appear at the top wanting you to run the add-on that you just downloaded and installed. Right mouse click on the yellow bar and choose Run Add-on.
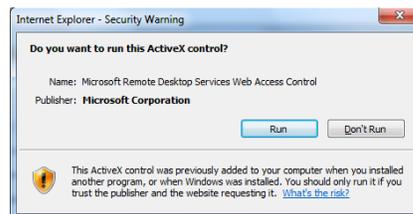
Click Run to continue.
You are ready to log in to access DHS applications.
Login as: **dhhs\<username>** OR if you receive a message "your credentials username did not work" use the format: **username@dhhs.arkgov.net** and your DHS password.

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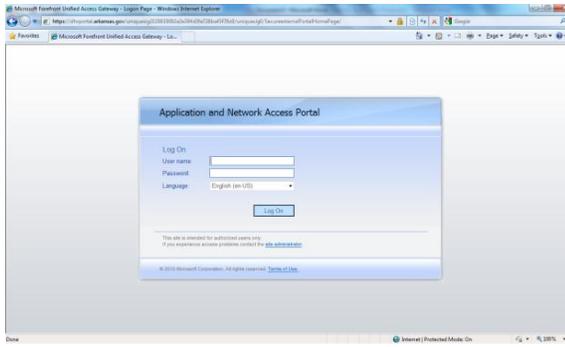
The portal should appear as below: