

# SIMS and/or OPTS

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External User – New Account Request

**3/20/2025**

## New User Requesting Access to SIMS and/or OPTS

This guide is for external users who need access to SIMS and/or OPTS. As of March 10, 2025, this process has changed, so it is important to ensure you are following the steps and providing all pertinent information in order to prevent any unnecessary delays.

### Submit Request

1. Go to [SIMS and/or OPTS Request Form](#)
2. Complete all required fields then click Submit.
  - a. Email
  - b. Last Name
  - c. First Name
  - d. Job Title
  - e. Type of User – Select External User
  - f. Last 4 digits of SSN
  - g. Employer – depending on what is selected here, you will be prompted to select which Agency.
  - h. Employer Specific Agency
  - i. Telephone Number
  - j. Manager/Supervisor Name
  - k. Manager/Supervisor Email
  - l. Manager/Supervisor Telephone Number
  - m. Existing SIMS and/or OPTS account? – You should select yes if you currently have an existing account or previously had an account.
3. For those who have never had an account, attach the **OPTS.SIMS\_UserRequestForm** completed with your signature and your supervisor's signature. Failure to provide a complete form with signatures will lead to unnecessary delays.

**NOTE:** Program Office receives the application to review. Validation is based on the applicant's job title, any previous SIMS/OPTS access, number of users at the agency, and any other program office-specific requirements.

### Program Office Determination after Review

- **NOT APPROVED** – Program Office will notify applicant via Monday.com, application will be denied and process stops.
- **APPROVED** – You will receive a notification from **LDH-EXT User Access Request** ([Louisiana.SharePoint@la.gov](mailto:Louisiana.SharePoint@la.gov)) to start the self-registration HID process and complete the required trainings.

## Self-Registration HID and Course Completion

**IMPORTANT:** This step is only required to complete ONE TIME. If you have previously been assigned an HID (H00####) and completed the required training within SuccessFactors, you do not have to complete again.

4. Follow the instructions within the email notification from **LDH\_EXT User Access Request** to complete the *Self-Registration HID* request.
5. Click **Submit**.
6. Once this is approved, you will receive an email from [LAGOV-ERP-Support@la.gov](mailto:LAGOV-ERP-Support@la.gov).
  - a. This email will include your HID, instructions on how to create an initial password, and the URL to access the LAGOV Learning LMS.
  - b. The HID will be used as the username to log in to the LMS to access the required trainings.
7. Once you have successfully logged into the LMS, you will need to complete the following two required trainings:
  - SCS CPTP Cybersecurity Awareness**
  - OTS ISP End-User Agreement**
8. Within 24 hours of completing the trainings, you will appear on a report being monitored by LDH. We will proceed with account creation and setting up access to SIMS and/or OPTS once you have completed the self-registration HID process and the required trainings.
9. Credentials to access SIMS and/or OPTS will be emailed to the email address provided in Monday.com.