FTA Access Control and Entry System (FACES)



User Guide

Version: 6.4.7 As of 8 April 2024

Prepared for:

Prepared by: Federal Transit Administration

Table of Contents

Re	vision	History	r	5		
1.	Introd	luction.		6		
	1.1.	What	is FACES?	6		
2.	User.	Access.		6		
	2.1.	New L	Jser Account Creation	6		
		2.1.1	Non-FTA User Setup	6		
		2.1.2	FTA User Setup	. 13		
	2.2.	Loggii	ng In	. 15		
		2.2.1	Standard Login (Non-FTA Employee)	. 16		
		2.2.2	FTA Employee Login	. 17		
		2.2.3	Setting A Default System	. 19		
		2.2.4	System Announcements	. 21		
		2.2.5	Accessing User Record	. 22		
	2.3.	Accou	nt Information	. 23		
		2.3.1	Non-FTA User Setup	. 23		
		2.3.2	Account Settings	. 23		
	2.4.	Passwords				
		2.4.1	Forgotten Passwords (FTA Employees Only)	. 25		
		2.4.2	Forgot Login.gov Password (Non-FTA Employees Only)	. 25		
		2.4.3	Reset Login.gov Account (Non-FTA Employees Only)	. 27		
3.	Syste	m Layo	ut	. 29		
	3.1.	Accou	nt Information	. 29		
	3.2.	Manag	ge Users	. 29		
	3.3.	Action	15	. 30		
		3.3.1	Action: Send Ad-hoc Emails (GSMs Only)	. 31		
	3.4.	Report	ts	. 34		
		3.4.1	User Details Report	. 34		
		3.4.2	Recertification Status Report	. 36		
	3.5.	Help (Center	. 37		
		3.5.1	FACES User Manual	. 38		
		3.5.2	Frequently Asked Questions	. 38		
		3.5.3	System Information	. 39		

4.	Syste	stem Users		
	4.1.	User 7	Sypes	1
	4.2.	User F	Roles	1
		4.2.1	User Visibility	6
		4.2.2	User Record Content	7
5.	Mana	iging th	e User's Own Record	9
	5.1.	Relate	d Actions	9
		5.1.1	Related Action: Edit Profile 4	9
		5.1.2	Related Action: Set Security Questions/Answers	1
		5.1.3	Related Action: Manage Security Questions/Answers	3
		5.1.4	Related Action: Reset Security Questions	8
		5.1.5	Related Action: Creating a PIN	8
		5.1.6	Related Action: Changing the PIN	9
		5.1.7	A Locked Account	4
		5.1.8	Answer Security Questions	5
		5.1.9	Submit Unlock Request	7
6.	User	Manage	ement	9
	6.1.	Aanagement Responsibilities	9	
	6.2.	Creation70	0	
		6.2.1	Action: Create and Manage Users	2
		6.2.2	Action: Assign Bulk Roles7	8
		6.2.3	Action: Manage Role Documentation	3
		6.2.4	Action: Manage Role Documentation	9
		6.2.5	Action: Remove Bulk Roles	6
	6.3.	Manag	ging User Records	9
		6.3.1	Related Action: Edit User Profile	0
		6.3.2	Related Action: Manage User Roles	2
		6.3.3	Delete A Role	9
		6.3.4	Update Role Documentation11	1
		6.3.5	Related Action: Deactivate User	3
		6.3.6	Action: Review Role Requests	5
		6.3.7	Action: Review Unlock Requests	8
		6.3.8	Related Action: Unlock User 122	2

		6.3.9	Related Action: Reset PIN				
	6.4.	Revie	ewing Monthly User Comparison Report	125			
7.	Recer	tificati	on	125			
	7.1.	Help	Desk Information	126			
	7.2.	User	Lock/Unlock Request Process				
	7.3.	Certif	fier Unlocking User's Locked Account				
Ap	pendix	кA:	Acronyms and Definitions	A-1			
Ap	pendix	кB:	User Role Rules	B-1			
1.	FTA	Platfor	m Rules	B-1			
2.	. NTD Rules						
3.	B-2 B-2						
4.	DGS	Rules .		B-3			
5.	SSOR	R Rules	5	B-4			
6.	CRM	Rules		B-4			
7.	FACE	ES Rul	es	B-4			
8.	ECHO	D-Web	Rules	B-5			
Ap	pendix	c:	FTA Cost Centers	C-1			

Revision History

Date	Version	Description	Author
08/08/2021	6.3.0	Updated with Login.gov instructions.	C. Palencia
10/29/2021	6.3.1	Updated OTrak user roles table.	C. Palencia
11/15/2021	6.3.2	Updated section 7.1.	C. Palencia
12/07/2021	6.3.3	Updated Sections 6.3 and 7.3.	C. Palencia
12/17/2021	6.3.4	Updated Screenshots to 6.3.4.	C. Palencia
01/10/2022	6.3.5	Updated email screenshots throughout.	C. Palencia
02/25/2022	6.3.6	Updated Sections 6.2.1, 6.2.2, 6.2.3, 6.3.2.	C. Palencia
03/28/2022	6.3.7	Added Section 3.3.1.	C. Palencia
01/12/2023	6.3.8	Removed references to Justification Documents	B. Anderson
04/07/2023	6.4.0	being required. Updated Sections 4.2,6.2.1, 6.2.2, 7.1, Appendix B, C.	B. Anderson
04/20/2023	6.4.1	Updates	A. Burnett
04/27/2023	6.4.2	Updated formatting and layout.	G. Nesburg
10/30/2023	6.4.3	Updates – Template changed, any direct reference to "you" changed to "users" or "the user".	G. Nesburg
12/05/2023	6.4.4	Updated sections to add NTD Non-FTA User Category and External Read Only role	
02/20/2024	6.4.5	Updated DOT User Role Category for Otrak to External Read ONLY	B. Khan
03/01/2024	6.4.6	Updated sections of recertifying users, add/update users, and review role requests regarding comment section in FACES	B. Khan
04/08/2024	6.4.7	Added new header (6.4 Reviewing Monthly User Comparison Report) and added details to	B. Khan
		Recertification. Edited User Management	
		Section. Edited Reviewing Monthly User	
		Comparison Report	

1. Introduction

1.1. What is FACES?

The Federal Transit Administration (FTA) maintains several web-based software systems that reside on the same FTA platform. The FTA platform is accessed via the website, <u>https://faces.fta.dot.gov/suite/</u>. The systems on this FTA platform include the Transit Award Management System (TrAMS), the National Transit Database (NTD), FTA Discretionary Grant System (DGS), the Joint Procurement Clearinghouse (JPC), and the FTA Access Control and Entry System (FACES). TrAMS is FTA's system for awarding and managing federal grants. NTD is FTA's system for tracking transit statistics on American transit systems. The JPC is available to FTA grant recipients for communicating about procurement needs and soliciting partners for a joint purchase. DGS is FTA's system for approving or rejecting grant applications and preparing funding scenarios. FACES is the user creation and management system for each user on the FTA platform. All other software systems on the FTA platform rely on FACES for user management functions. Within FACES, each software system has its own set of user roles access privileges.

2. User Access

2.1. New User Account Creation

User access to each of the FTA software systems on the FTA platform, <u>https://faces.fta.dot.gov/</u>, is granted by either an organizational User Manager (UM), Local Security Manager (LSM), or Global Security Manager (GSM) within the appropriate system. An individual with one of those roles can create user accounts and assign users an initial suite of roles. Once an account has been created, the user will receive an automated email notification containing their username and access/login instructions,

• Username – all usernames are initially set to the email address associated with the user's account. The username cannot be changed. If a user needs to update their email address, they will need to contact <u>FTAITHelpdesk@dot.gov</u> for assistance.

2.1.1 Non-FTA User Setup

New non-FTA users will receive an automatic email notification from FACES once their account is created. It will look like the one below. If you need an account on the TrIAD platform, then reach out to your User Manager or Local Security Manager.

From: FACES System Administrator Subject: New Account Created on FTA Platform							
Dear Joe Doe, A new user account has been created for you on the Federal Transit Administration's (FTA's) Transit Integrated Appian Development (CGAR) Platform. This account provides you access to the State Safety Oversight Reporting (SSOR) application(s).							
Your username is	: test.create.ema	il2@gmail.com					
The following role	es have been requ	uested for your account:					
Application	Role	Access Control Group	Cost Center/Organization	Status			
SSOR	Primary Reporter	SSOR Local Security Managers (LSMs)	Arizona Department of Transportation (ADOT)	Approved			
If you have roles by the approver.	that are in a requ	ested status, you will receive a	in email notification when the role ha	as been reviewed			
To log in to your :	account as an FTA	User,					
Read and Click on	• Go to <u>https://faces.fta.dot.gov/suite/</u> • Read and agree to the "System banner" • Click on "If you are an FTA User, click this link to login" if you are an FTA User • Click on "If you are an External User, click this link to log in" if you are an External User						
		unable to log in, contact your nization User Manager or FTA	FTA supervisor. If you are an Externa Regional Office.	I User and are			
If you need assist	ance, please cont	tact the FTA Applications Help	Desk at <u>FTAITHelpdesk@dot.gov</u> .				
Federal Transit Administration https://www.transportation.gov/ United States Department of Transportation 1200 New Jersey Av SE, Washington DC 20590							
**** This is a system generated email. Please do not reply.							

- 1) Using the email, select the URL (internet link) to access the site, <u>https://faces.fta.dot.gov/.</u>
- 2) Read the security policy and select *I* AGREE.

computer, (2) devices and st network. U.S. official U.S. Go information system as civil and crit	WARNING WARNING WARNING accessed a U.S. Government information system, which includes (1) this (2) this network, (3) all computers connected to this network, and (4) all nd storage media attached to this network or to a computer on this J.S. Government information systems are provided for the processing of S. Government information only. Unauthorized or improper use of this in system is prohibited and may subject you to disciplinary action, as well d criminal penalties. All data contained on U.S. Government information s owned by the U.S. Government and may, for the purpose of protecting	-
the rights recorded, for any law PRIVACY	and property of the U.S. Government, be monitored, intercepted, read, searched, copied, or captured in any manner and disclosed or used wful government purpose at any time. THERE IS NO RIGHT TO IN THIS SYSTEM. System personnel may give to law enforcement interment information	,

3) On the login page, select the *If you are an External User, click this link to log in* link next to *Sign In*.

Username			
Password			
Forgotucurs	accurad2		
Forgot your p		and the second	SIGN IN
lf you are an to log in	FTA Employee, clic	k this link	

4) Users will be redirected to Login.gov where all External users will need to initially create and register an account.

5) If this is the first-time using Login.gov the user will need to Click on *Create an account*.

sign in to yo	ogin.gov to allow you to ur account safely and securely.
	Show password
Password	Snow password
Password	Sign in

6) Enter your email and check off the box accepting login.gov *Rules of Use*.

	LOGIN.GOV U.S. Department of Transportation Federal Transit Administration
	Create your account
	Enter your email address
	Select your email language preference login.gov allows you to receive your email communication in English, Spanish or French.
	English (default)
	O Español
	O Français
2	☐ Check this box to accept the login.gov <u>Rules of Use</u> ≇
	Submit
	Cancel
	Security Practices and Privacy Act Statement @

7) Login.gov will send you a "Confirm Your Email" email. In that email, click on "Confirm email address".



8) The user is redirected back to login.gov and is asked to create a strong password and click Continue.

UOGIN.GOV	U.S. Department of Transportation Federal Transit Administration
You have confirmed	d your email address
Create a stron	g password
It must be at least 12 char password. That's it!	racters long and not be a commonly used
Password	Show password

Password strength: Great!	
Continue	
Password safety tips	+

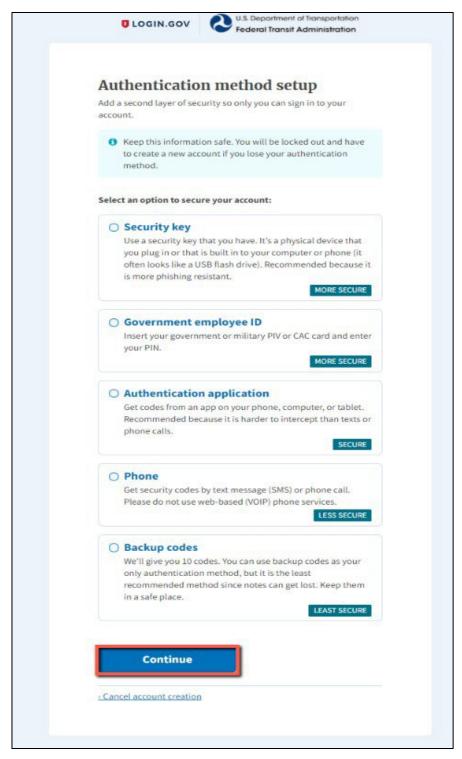
- 9) Select one of the five authentication method options and follow the setup instructions.
 - 1) Security Key A security key is typically an external physical device, like a USB, that you plug into your computer. The key is linked to your accounts and will only grant access to those

accounts once the key is plugged in and activated. Login.gov requires security keys that meet the <u>FIDO (Fast Identity Online)</u> <u>standards</u>.

- 2) Government Employee ID Physical PIV (personal identity verification) cards or CACs (common access cards) are secure options for federal government employees and military personnel. These cards, with encrypted chip technology, are resistant to phishing and difficult to hack if stolen.
- 3) Authentication Application Authentication applications are downloaded to your device and generate secure, six-digit codes you use to sign into your accounts.
 - i. Google Authenticator
 - ii. Authy
 - iii. LastPass
 - iv. 1Password
 - v. OTP Manager
 - vi. Authenticator

This method offers more security than phone calls or text messaging against phishing, hacking, or interception. A onetime passcode is generated by the application each time you sign in to login.gov.

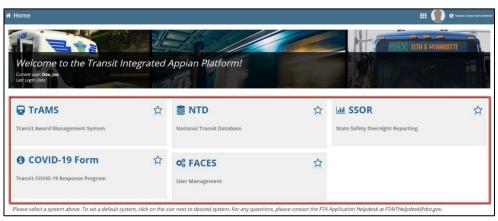
- 4) **Phone** A unique security code is sent to that phone number via SMS or phone call each time you sign in to your login.gov account. Each security code expires after ten minutes and can only be used once. You will receive a new security code each time you sign in to your login.gov account.
- 5) Backup codes are an accessible option for users who do not have access to a phone. However, backup codes are the least secure option for two-factor authentication. Login.gov will generate a set of ten codes. Backup codes must be printed or written down which makes them more vulnerable to theft and phishing. After you sign in with your username and password, you will be prompted for a code. Each code may be used only once. When the tenth code has been used you will be prompted to download a new list.



6) Once the authentication method has been set up, the user will be redirected to sign in to Login.gov using the credentials just created.

Sign in	
Email address	
external.user@ema	ail.com
Password	Show password
•••••	
	Sign in
Cr	eate an account

7) The user will be directed to the FTA Homepage.



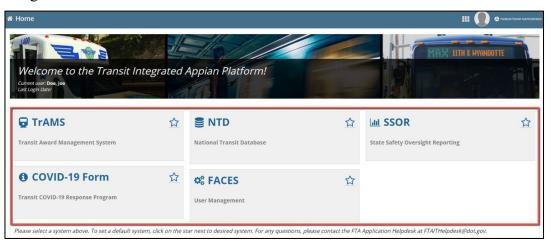
2.1.2 FTA User Setup

New users will receive an automatic email notification from FACES once their account is created. If you need an account on the TrIAD platform, then reach out to your User Manager or Local Security Manager.

1) The email will be formatted much like the one below:

From: FACES System Administrator Subject: New Account Created on FTA Platform									
Dear Joe Doe, A new user account has been created for you on the Federal Transit Administration's (FTA's) Transit Integrated Appian Development (TCAC) Platform. This account provides you access to the State Safety Oversight Reporting (SSDR) application(s).									
Your username is: test.create.email2@gmail.com									
The following roles have been requested for your account:									
Application	Role	Access Control Group	Cost Center/Organization	Status					
SSOR	Primary Reporter	SSOR Local Security Managers (LSMs)	Arizona Department of Transportation (ADOT)	Approved					
If you have roles by the approver.	that are in a requ	uested status, you will receive a	in email notification when the role h	as been reviewed					
To log in to your	account as an FT	A User,							
 Go to <u>https://faces.fta.dot.gov/suite/</u> Read and agree to the "System banner" Click on "if you are an FTA User, click this link to login" if you are an FTA User Click on "if you are an External User, click this link to log in" if you are an External User 									
·	F	e unable to log in, contact your anization User Manager or FTA	FTA supervisor. If you are an Externa Regional Office.	al User and are					
If you need assist	ance, please con	tact the FTA Applications Help	Desk at <u>FTAITHelpdesk@dot.gov</u> .						
https://ww United Sta 1200 New	Federal Transit Administration https://www.transportation.gov/ United States Department of Transportation 1200 New Jersey Av SE, Washington DC 20590								
**** This is a system	**** This is a system generated email. Please do not reply.								

- 2) Using the email, select the URL (internet link) to access the site, <u>https://faces.fta.dot.gov/</u>.
- 3) The user will be automatically logged while inside the network or using VPN.



All new users will have to set up **Security Questions and Answers** (Q&As) to ensure the security of the account and to provide a mechanism to re-establish access when lost due to a lockout, etc. It is

strongly recommended that all users set up account security questions. Click on, "Click here to finish setting up your Security Questions and Answers" to continue.

- 4) On the **Manage Security Questions** page, select three questions and provide appropriate answers that can be easily recalled when needed. A few rules apply to the setting of Security Q&As:
 - a. All users can set up and manage three (3) security questions through the Manage Security Questions page.
 - b. Questions must be selected from an FTA approved list and 3 distinct questions must be selected.
 - c. Answers must contain at least three (3) characters and the same answer cannot be used for more than one question.
 - d. Answers are case insensitive (e.g., "dog" is the same as "DOG").
 - e. Once questions are established, users must correctly answer their existing questions to change them. <u>Section 5.2.3</u> address how to change existing security questions.
- 5) Click *Submit*.

Manage Security Questions Select and answer three (1) security questions. These questions can be used for authentication to unlock your account. Please note that your answers are not case senditive.				
Question 1*				
Alexie Select a Question	•			
Answer *	Retype Answer*			
Question 2*				
elease velect a question	•			
Answer *	Retype Answer*			
Question 2 *				
Please Select a Question				
Answer*	Retype Answer *			
	SIBMIT			

6) Users will receive an automated email notification that their questions have been updated.

2.2. Logging In

FACES manages user access to the FTA platforms via the FACES login page, accessed via a web browser. Two login methods are available, but one is only accessible to FTA employees using FTA's internal network. User access to software systems like TrAMS and NTD is based on the user's assigned **Roles**.

2.2.1 Standard Login (Non-FTA Employee)

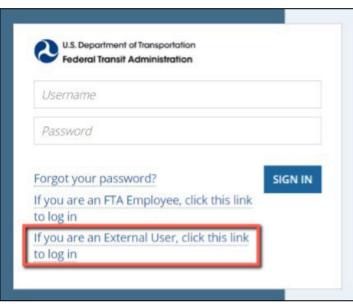
Non-FTA Employees will be redirected to Login.gov for authentication.

To login:

1) Open a web browser and enter the FACES URL, <u>https://faces.fta.dot.gov/.</u>

com devi netw offic infor as c	WARNING WARNING WARNING have accessed a U.S. Government information system, which includes (1) this inputer, (2) this network, (3) all computers connected to this network, and (4) all loes and storage media attached to this network or to a computer on this work. U.S. Government information systems are provided for the processing of ial U.S. Government information only. Unauthorized or improper use of this rmation system is prohibited and may subject you to disciplinary action, as well ivit and criminal penalties. All data contained on U.S. Government information items is owned by the U.S. Government and may, for the purpose of protecting	-
reco for a PRI	rights and property of the U.S. Government, be monitored, intercepted, orded, read, searched, copied, or captured in any manner and disclosed or used any lawful government purpose at any time. THERE IS NO RIGHT TO VACY IN THIS SYSTEM. System personnel may give to law enforcement information ended to be and the comment information.	

- 2) Read the security policy and click *I AGREE*.
- 3) On the login page, select the *If you are an External user, click this link to log in* link next to *Sign In*.



4) Users will be redirected to Login.gov where all external users will need to sign in with the account that was created in section 2.1.1 and

will need to be authenticated with the authentication method that was set up.

U	LOGIN.GOV
Sign in	
Email address	
external.user@ema	il.com
Password	Show password
••••••	
	Sign in
Cre	eate an account

5) The user will be taken to the **Homepage**, where the user has the option to click the system they wish to use. If the user has access to more than one FTA platform (TrAMS, NTD, DGS, SSOR or FACES) all those options will be available to click.

셝 Home			III 🚺 @ Federal Iconel Administration
Welcome to the Transit Integrate Current user Dee, jee Last Logn Date:	ed Appian Platform!		MAX 11TH 2 HYANDOTTE
C TrAMS	Xational Transit Database		Lul SSOR 📩 📩
COVID-19 Form Transit COVID-19 Response Program	See FACES	☆	
Please select a system above. To set a default system, click on	the star next to desired system. For any questions, pl	ease contact the FTA	Application Helpdesk at FTAITHelpdesk@dot.gov.

2.2.2 FTA Employee Login

FTA employees should access FACES via the FTA network.

To log in:

1) Open a web browser and enter the FACES URL, https://faces.fta.dot.gov/.

computer, (2) t devices and st network. U.S. (WARNING WARNING WARNING ssed a U.S. Government information system, which includes (1) this his network, (3) all computers connected to this network, and (4) all orage media attached to this network or to a computer on this Government information systems are provided for the processing of vernment information only. Unauthorized or improper use of this
as civil and crir systems is own the rights and p recorded, read for any lawful of PRIVACY IN T	Item is prohibited and may subject you to disciplinary action, as well ninal penalties. All data contained on U.S. Government information led by the U.S. Government and may, for the purpose of protecting property of the U.S. Government, be monitored, intercepted, searched, copied, or captured in any manner and disclosed or used povernment purpose at any time. THERE IS NO RIGHT TO HIS SYSTEM. System personnel may give to law enforcement tratial autonometers of science found on U.S. Government information.

- 2) Read the security policy and select *I AGREE*.
- 3) On the login page, select the *If you are an FTA Employee, click this link to login* link.

Username		
Password		
Forgot your p	assword?	SIGN IN
If you are an F to log in	TA Employee, click t	this link

- 4) FTA Users will be automatically taken into the TrIAD Platform home page if they are in FTA network or logged into VPN.
- 5) On the Homepage, the user has the option to click the system they wish to use. If the user has access to more than one FTA platform (TrAMS,

NTD, DGS, SSOR or FACES) all those options will be available as an option on the Homepage.

Home Welcome to the Transit Integr Current user Doo, Joe Last Login Date	rated	Appian Platform!			C Indeed Toold Administra
TrAMS Transit Award Management System		S NTD		Lill SSOR	☆
COVID-19 Form Transit COVID-19 Response Program	☆	Ser Management	☆		

2.2.3 Setting A Default System

The Homepage has the option for a user to select an FTA System to become the default system they log into the next time the user logs in. This is done by clicking on one of the stars next to the system you wish to make your default.

Home Welcome to the Transit Inte Current user: Doe, Joe Last Login Date	tegrated .	Appian Platform!			III 💽 @ reasons bound adverse
TrAMS Transit Award Management System	☆	S NTD	☆	State Safety Ove	rsight Reporting
COVID-19 Form Transit COVID-19 Response Program		✿\$ FACES User Management			

When a default system is selected, the next time a user logs in, they are taken to the default system and bypass the Sites Splash page.

2.2.3.1 Changing User Default System or Return to Homepage

If a user wishes to change their default system to another system, they can do so by returning to the Homepage. To return to the home page,

1) Click on the **NAVIGATION** button at the top right corner, next to the avatar.

Record	ls Reports	Actions		\longrightarrow	Appian
ortation tration	Click here to sen	nd a task			ी NEWEST ▼
			No tasks availa	ble	
view					
0					

2) In the drop-down menu, find Home and click on it.

	_	Appian
	Admin Console	
—	Appian Designer	
rol Entry System - Patch -	Cloud Database	
	System Logs	
	Discretionary Grants	
	Equal Employment Opportunity	
	Fatal Flaw Review	
	FTA Procurement Clearinghouse	
	Home	
- 2020-04-07_1743.zip.	SSOR Management	
	SSOR Validation	
	State Safety Oversight Deporting	

3) The user is taken back to the Homepage and can select another system to make a default system.

				MAX 11TH & HYW	KOOTTE
Welcome to the Transit Int	tegrated . ☆	€ NTD	☆	Let SSOR	1
COVID-19 Form	☆	National Transit Database	☆	State Safety Oversight Reporting	

4) The next time the user logs in, they will then be taken to the new default system.

2.2.4 System Announcements

System Announcements are often needed to communicate to users about important information. When an announcement is created, it is posted in a yellow banner in the Homepage as shown below.

A Home		III 🚺 @ Federal Konel Asmin
Welcome to the Transit Integral Current user: System Administrator, FACES Last Login Date: 1/28/2020 8:14 AM EST	ted Appian Platform!	
System Announcements Just for today and tomorrow announcement		& ACKNOWLEDGE
TrAMS	E NTD द्रि National Transit Database	Mail Contrack 公 Oversight Tracking System
🔥 DGS	SSOR	🌣 FACES 🔺

All users regardless of having set a default system (4.2.3 Setting A Default System) or not, will be redirected to the FTA Homepage when they log in. System Announcements will remain visible on the Homepage until they expire. The user can bypass being automatically directed to the Sites Splash page when they log in by acknowledging the System Announcement.

To acknowledge the System Announcement(s), click on **ACKNOWLEDGE** to the right of the banner.

af Home			🚺 💩 Federal Bansil Administ
Welcome to the Transit Integral Current user: System Administrator, FACES Last Login Date: 1/28/2020 8:14 AM EST	ted Appian Platform!		
System Announcements Just for today and tomorrow announcement			
Transit Award Management System	ENTD ्रे National Transit Database	OTrak Oversight Tracking System	☆
n DGS	IIII SSOR	Sector Se	*

The next time the user logs in, they are directed to their default system if they elected one. However, anytime there is a new System Announcement, the user will always be directed to the FTA Home page when they login until they have acknowledged the announcement.

2.2.5 Accessing User Record

A user can access their own profile in two different ways: from either the *Account* information area or through the *Records* tab.

To view your own **Profile** from the *Account* information area:

1) Select the down arrow next to the user's name to reveal the dropdown menu and click *Profile*.



2) The user records **Summary Page** displays.



2.3. Account Information

2.3.1 Non-FTA User Setup

FACES stores user profile information such as name, username, address, contact information, security questions, and PINs. User information displays on the user's record as discussed in <u>Section 6.4</u>. Users can self-manage security questions and PINs (no other user can set up security questions or PINs for another user). Administrators and appropriate chain of command (e.g., User Managers) can modify specific user profile information and role assignment.

There are explicit rules controlling access to user information within the system:

- 1) FTA users cannot edit their **Profile** information (this is automatically handled via a nightly data sync with FTA systems).
- 2) Non-FTA users can edit all **Profile** information <u>other than their</u> <u>username</u> AND <u>email address</u>.
- 3) User Managers can edit **Profile** information for users in their organizations.
- 4) Local Security Managers (LSMs) can edit the user Profile of users in their FTA Regions/Cost Centers.
- 5) Global Security Managers (GSMs) can edit the user Profile of any non-FTA user in their system (e.g., a TrAMS GSM can manage the profile of any non-FTA user in TrAMS).
- 6) All users can self-manage their security questions and, if applicable, their PINs.

2.3.2 Account Settings

The account settings page provides a way for the user to manage their own preferred localized settings for date/time formats, language, and time zone.

Non-FTA users can also change their password via the settings page. The following settings can be adjusted:

- Language
- Time Zone
- Calendar Type
- To access user account

Settings:

1) Select the icon (circular image) in the top right-corner of the screen to reveal a dropdown menu and click **Settings**.

Sigi	ned in as Amanda Um	
A 0005115		TE MULTIPLE USER
A PROFILE	SETTINGS SIGN OUT	

2) The **General** tab displays.

Cost center - select Lost Center	
Settings	
General Password Third-Party Credentials Email Notifications Mobile Notifications Accessibility Language Email Notifications Mobile Notifications Accessibility	
Use system default: English (United States)	-
Time Zone	
Use system default: (UTC-05:00) Eastern Time (America/New_York); (UTC-05:00) Eastern Time (America/New_York)	•
Calendar Type	
Use system default: Gregorian	•
CANCEL	SAVE CHANGES

3) Using the dropdown lists for Language, Time Zone, and Calendar Year, make whatever adjustments are necessary.

Note: *At present, English is the only language available for selection.*

4) Click *Save Changes* to update the settings.

2.4. Passwords

Login Passwords are handled differently for FTA Employees and Non-FTA Employees. Please make sure to review the appropriate password related sections for FTA or Non-FTA Employees.

2.4.1 Forgotten Passwords (FTA Employees Only)

If the user has forgotten their password, they will need to contact 5-Help to rest their password.

- **Internal:** 5-HELP (x5-4357)
- External: (202) 385-4357
- **Toll-free:** (866) 466-5221

2.4.2 Forgot Login.gov Password (Non-FTA Employees Only)

If a non-FTA Employee has forgotten their password, they can reset it by using a link on the Login.gov screen.

To reset a forgotten password:

1) On the Login.gov sign in screen, click on Forgot your password?

sign in to your a	n.gov to allow you t ccount safely and urely.
Email address	
Password	Show password
Si	gn in
Create a	an account
Sign in with your government em	ployee ID
Back to dev5	ployee ID

2) Enter the users email address and click Continue.

Don't know your password? Reset it after confirming your emai address. Email
mail
Continue

3) Look for an email "Reset your password" from Login.gov and click on Reset your password link in the body of the email.

LOGIN.GO	V
Reset your	password
	your password, please click the link below or e entire link into your browser.
	andbox.gov/users/password/edit?
reset_password_toker	n=SZifXq-FmaLh61H-yK3u
This link expires in 6 h	iours.
Please do not reply to www.login.gov/help	this message. If you need help, visit

4) User is taken to Login.gov page to change the password, enter new password and click on Change password.

New password	Show password
Password strength: Great!	
-	

5) The user can sign in using their email and newly created password.

2.4.3 Reset Login.gov Account (Non-FTA Employees Only)

If a user is unable to login to Login.gov using their password and authentication method(s), they will need to delete their account. As a security measure, Login.gov requires a two-step process and 24-hour waiting period if you have lost access to your authentication methods and need to delete your account.

- 1) Sign in with your email and password.
- 2) On the authentication page (enter your security, app, or backup code; PIV/CAC card; or security key), click on "Choose another security option".

U LOGIN.GOV
Present your PIV/CAC
Present the PIV/CAC that you associated with your account.
Present PIV/CAC card
Don't have your PIV or CAC available?
Choose another authentication method
Cancel

3) Scroll to the bottom and click on the "deleting your account" link.

ULOGIN.GOV
Select your authentication method
• Text message Get security code via text/SMS or phone call to ***- ***-4041.
O Automated phone call Get security code via text/SMS or phone call to ***- ***-4041.
O Government employee ID Use your PIV/CAC card instead of a security code.
Continue
f you can't use any of the authentication methods above, you can eset your preferences by <u>deleting your account</u> .
Cancel

- 4) Read through all the information carefully to make sure deleting your account is your only option.
- 5) Click on "Yes, continue deletion".
- 6) You will receive two emails.
 - The first email confirms Login.gov received your request. Your account is not yet deleted. Additional action is required.
 - The second email is sent to you 24 hours later. Follow the directions in that email to complete the deletion process.

3. System Layout

The software systems residing on the FTA Platform, <u>https://faces.fta.dot.gov</u>, all share a common layout. This section provides a high-level view of the system and how to navigate, find, and work with data.

3.1. Account Information

Account Information provides access to information specific to the user. It lists the user's first and last name. By selecting the username, the user will be presented with the following three options:

- Profile Provides a means for the user to view and update their individual profile information, and to set their Personnel Identification Number (PIN). Refer to <u>Section</u> <u>4</u>, for more details.
- 2) Settings Opens the Settings Page where the user can select language and time zone and subscribe to news feeds. Non-FTA users can also change their password here.
- 3) Sign Out Select Sign Out to log out and exit FACES.



3.2. Manage Users

The **Manage users** tab provides access to view all users that the logged-in user is approved to see (generally, users within their same organization). More information on the content of user records is in <u>Section 3.4</u> of this user guide.

MANAGE USERS	4 Lid ACTIONS REPOR	ts Help center								User Managemer	nt = 🌘 @ fectory 1	lond Astroide	
										+ 🙎 CREATE NEW USER	+ 🕿 CREATE MULTI	PLE USERS	
~Report Filte	er Criteria												
System	n TrAMS			Cost Center Select Cost Center					st Center Select Cost Center				
Role Category	y Select role category					-	User Select an active user						
	I Select a group						Name	Search on First or Last name	e (whole or part)				
Group							Status						
Role						0.		Locked		CLEAR FILTER(S)			
	Display individua	l Roles in Grid								CLEAR PILIER(3)			
Users													
Username		Name (Last, First)	System	Access Control Group	Cost Center	Organization	Role	Last Certified Date	Created Date	Modified Date	Last Login Date	Status	
aiden.al@mailinator	.com	Al, Alden (Mr.)	TrAMS TrAMS TrAMS TrAMS TrAMS TrAMS	Region 3 Region 3 Region 3 Region 3 Region 4 Region 1	TRO-3 TRO-3 TRO-3 TRO-3 TRO-4 TRO-1	1396 - DELDOT 1398 - WMATA 1428 - IRA 1448 - CHARLOTTESVILLE 1032 - COLUER COUNTY 1334 - CONNDOT	Submitte Submitte Submitte Submitte Submitte	er 11/25/2020 2:08 PM er EST er 11/25/2020 2:08 PM er EST	3/20/2019 10:44 AM EDT	9/2/2020 9:40 PM EDT	10/6/2020 9:56 AM EDT	Active	
assia.khadri@fake.co	ma	khadri, assia (Mr.)	TrAMS	Region 1	TRO-1	1334 - CONNDOT	Submitte	er 11/30/2020 12:49 PM EST	9/6/2019 11:18 AM EDT	3/9/2020 2:54 PM EDT	10/6/2020 9:56 AM EDT	Active	
bobthomas@mailina	ator.com	Thomas, Bob (Mr.)	TrAMS	Region 1	TRO-1	1330 - CRCOG	Submitte	12/30/2020 12:48 PM EST	12/30/2020 12:48 PM EST	12/30/2020 12:58 PM EST	12/30/2020 12:48 PM EST	Active	
conndot.attorney1@	idot rov	Attorney, conndot	TrAMS	Region 1	TRO-1	1334 - CONNDOT	Submitte	11/16/2020 1:54 PM	1/11/2019 1:48 PM	11/16/2020 1:54 PM	10/6/2020 9:56 AM	Active	

Selecting a specific record displays a User Summary Page, containing detailed information associated with that selected user. The specific pages of the user record are discussed in <u>Section 3.4</u>.

3.3. Actions

The **Actions** tab provides a list of actions that the logged-in user is approved to take within the system. In general, FACES actions are only visible to users with user management roles (e.g., User Managers, Local Security Managers, and Global Security Managers). In the case below, the User Manager is presented with a list allowing them to create and manage users (even multiple users), manage role documentation, review unlock requests, and perform searches for specific records. Users will see other actions specific to their roles in the other FTA software systems. The **Actions** available to any user are limited to their **role(s)**.

ANAGE USERS	f Lui Image: Constraint of the constraint of		User Management + 🌘 o tessos tavat A
	Assign Bulk Roles Assign Bulk Roles to Multiple Users	Es Create and Manage Users Create or Activate a New System User	Create Multiple Users Uplaad information for Multiple New Users
	Recertify Users Recertify User Rolets for Active Users	Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Reject Role Requests
	Review Unlock Requests Approve or Reject Unlock Requests	Manage Access Control Groups Create or Edit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
	Manage Role Documentation Add or Remove Role Justification Documentation	4) Manage System Announcements Manage System Announcements	

Selecting a specific Actions displays detailed information related to the Actions. The specific pages of the Actions are discussed in <u>Section 6.5</u>.

3.3.1 Action: Send Ad-hoc Emails (GSMs Only)

The Send Ad-hoc Emails action is available for all GSMs. This action can be used to send system-specific and user-specific emails for general information purposes.

MANAGE USERS					User Management 🗸 🕡
			Assign Bulk Roles Assign Bulk Roles to Multiple Users	Create and Manage Users Create or Activite a New System User	Create Multiple Users Upload Information for Multiple New Users
			Recertify Users Recertify User Role(s) for Active Users	Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Reject Role Requests
			Review Unlock Requests Approve or Reject Unlock Requests	Create or Edit Access Control Groups Create or Edit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
		Ad	C Manage Role Documentation Id or Remove Role Justification Documentation	4) Manage System Announcements Manage System Announcements	Bulk Unlock Users Unlock Users in Bulk
	[A Send Ad-hoc Emails Send Ad-hoc Emails to multiple users		

To create and send an Ad-hoc email:

- 1) Under the Actions Tab click on Send Ad-hoc Emails.
- 2) On the next page the GSM can use the User Filters section to narrow down the audience for which the Ad-hoc email is intended for.

Send Ad-Hoc Email					
≺User Filters					
System		Role Category			
Select A Value	-	Select A Value			
User Type		Role			
Select A Value	-	Select A Value			
Send To All Users?	Include Help Desk Information?	User Status			
Yes	Yes	🖌 Active 🔽 Locked			
This will send to all Active and Locked users in the system across all applications.	This will include relevant Help Desk information in the footer of the email.				
∽Email Details					
Subject*					
		0/255			
Body*					
		0/8000			
[+] Show formatting instructions					
CANCEL		NEXT			

3) In the Emails Details section, the GSM enters the Ad-hoc email message.

VUser Filters						
System		Role Category				
Select A Value	•	Select A Value				
User Type		Role				
Select A Value	1.7	Select A Value	•			
Send To All Users?	Include Help Desk Information?	User Status				
This will send to all Active and Locked users in the system across all applications.						
v Email Details Subject *	footer of the email.					
∽Email Details	footer of the email.		0/255			
∽ Email Details ^{Subject} *	footer of the email.		0/255			
✓ Email Details Subject * Body *	footer of the email.		0/255 0/8000			
∽ Email Details ^{Subject} *	footer of the email.					

4) Additional formatting instructions are available by clicking on [+] **Show Formatting Instructions**.

VUser Filters				
System		Role Category		
Select A Value	2.4	Select A Value Role		
User Type				
Select A Value		Select A Value		
Send To All Users?	Include Help Desk Information?	User Status		
This will send to all Active and Locked users in the system across all applications.	This will include relevant Help Desk information in the footer of the email.			
~ Email Details				
Subject*				
			0/255	
			0/255	
Subject *			0/255	
Subject * Body *			0/255	
Subject * Body *			0/255	
Subject * Body *				

- 5) After completing the email, click "Next" to go to the next screen.
- 6) On the confirmation screen, the GSM can review all the details pertaining to the ad hoc email.
- 7) Towards the bottom of the page there is a warning banner which will show the number of users to whom the ad-hoc email will be sent. The GSM may click on **Proceed and Send Test Email**. This will send the GSM a test email.

	ers							
System	FACES			Role Category	Global Users			
User Type	FTA			Role	Role N/A			
end To All Users?	No This will send to all Active and Locked users in the system across all applications.	This will send to all Active and Information? .ocked users in the system icross all applications.			Active, Locked			
asic Inform	ation							
Subject	Reminder							
Body	This is a friendly reminder that	training certificat	e submissions are du	e at this time.				
Recipient Type	Bcc							
mail Recipi	ents							
ername		t	System(s)	User Type	Email Address	Status		
ria.supervisor@dot	.gov		FACES	FTA	example@example.com	Active		
by.administrator@o	dot.gov		FACES	FTA	sunjida.alam@hil.us	Locked		
mo.dgs.gsm21@do	t.gov		FACES	FTA	dgsgsm@example.com	Active		
mo.ntd.gsm21@do	t.gov		FACES	FTA	brian.anderson@hil.us	Active		
mo.ssor.gsm21@do	ot.gov		FACES	FTA	brian.anderson@hil.us	Active		
						<pre>« < 1-5 of 15 > ></pre>		
arning								
bmitting this form				ick the proceed and send test email button	which will send a test email to your email	PROCEED AND SEND TEST EMA		
		and automitting T	his action should not	t be run during peak business hours.				

- 8) Any changes can be made to the email by clicking on Back.
- 9) When ready to send the final email, click on Submit.

3.4. Reports

3.4.1 User Details Report

The **Reports** tab contains all reports that the user has access to. The purpose of this report is to provide a way to search for users by different characteristics. The logged-in user can only search for other users that he or she is approved to see (the same set of users that displays on the User records list in <u>Section</u> $\underline{3}$).

MANAGE USERS	4 ACTIONS	1 HELP CENTER		User Management + 🕡 & rower	ai Iransit Administration
	W	Details Report letails, Roles, and other Data	User Deactivation History Report View User Deactivation History	Recertification Status Report View the Recentification Statuses of all Role Groupings	
		isor Hierarchy d in Supervisor Hierarchy			

Selecting an individual report from the list will launch the report process that presents the finished report details to the page. Selecting *User Details Report* from above presents:

System	Select an Application					Cost Cente	r Select	Cost Center				
Role Category	Select role category	Select role category				Use	r Select	a user (including o	deactivated)			
Access Control Group	Select a group					Name		h on First or Last n	ame (whole or p	art)		
Organization @					Statu	s Activ						
Role	Select a Role				•		Dea	ctivated				
	🔽 Display individual	Roles in Grid									CLEAF	RFILTE
ers												
								Last				

The report page provides several ways to filter the data presented. In most cases, the report filter is pre- determined by the logged-in user's characteristics (**Role Category, Access Control Group, Cost Center** and/or **Organization**). The filter can be further limited by Username, or by partial name (first or last). The list can also be filtered by users who are **Active**, **Locked**, or **Deactivated**.

									+ 🙎 CREATE	NEW USER +	CREATE MULT	IPLE USER
Report Filter	Criteri	a										
System	Select an	Application				•	Cost Center	Select Cost Ce	enter			
Role Category	Select rol	e category				•	User Select a user (including deactivated)					
Access Control Group						•	Name Search	Search on Firs	n First or Last name (whole or part)			
Organization 🕑							Status	Active				
Role	Read Onl	y - (TrAMS), User Manag	ger - (TrAMS)		•		Deactivated				
	V Display	individual Roles in Grid									CLEA	R FILTER(S
lsers	✓ Display	individual Roles in Grid									CLEA	R FILTER(S
	✓ Display	individual Roles in Grid Name (Last, First)	System	Access Control Group	Cost Center	Organization	Role	Last Certified Date	Created Date	Modified Date	CLEA Last Login Date	R FILTER(! Status
sers	T					Organization 1334 - CONNDOT	Role User Manager				Last Login	

To return to the full list, select CLEAR FILTER(S).

Clicking *GENERATE REPORT* will execute a process to create an Excel spreadsheet of details.

System	TRAMS						0	lost Center	740200-1	Region 2 (180-2)			
Role Category	Recipient							User	Select à .	user (haluolige size	ctivataca)		
Access Control Group							Name Search on Article of Last normal publicle of yourty Name Article						
Organization	Server at a	Drigonization					Skatus Veltre Uretwei Dentiivated						
Role	\$907.2.6	82.											
	Cispley	ndividual Roles in	Grid									CLEA	R FILTER;
sers													
SELS													
Isername	ा	Name (Last. First)	System	Arress Control Group	Cost Conter	Organization	Role	Last Certifie Date	ed ,	Created Date	Modified Date	Last Login Date	Statu
2020 /	t dur.com		System TraMS	Control		Organization 1414 N.TC	Role Developer		8:08	Greated Date 11/5/2019 10:07 PM GWT 100:00	Modified Date	Last Login Date 11/5/2019 10:07 PM GMT100400	Statu
lsername		First) Orguser, Arya	100000	Control Group TrAMS	Contor			Date 11/14/2019	8.08 HIC 9.19	11/5/2019 10:07	11/5/2019 10:07	11/5/2019 10:07	

A prompt will pop up asking to verify to generate a report with the current filters.

Are you sure yo	ou wish to generate a re	port with these filter	's?
NO			YES

Clicking the link to the report (*User Details Report*) will create a task with a download link. Once opened, the Excel spreadsheet presents separate data pages based on the details selected.

							10/10/2020 10/10/2020 10/10 AM				
dot attennatereporter 40-dot.gov	Alternate Reporter, adol	SSOR	SSOR Local Security Managers (LSMs)	150	100A - 1	Alternate Reporter	2/25/2020 10:44 AM (ST	11/19/2019 10:57 AM-EST	11/19/2019 10:57 AM EST	1/28/2020 8:14 AM EST	Activ
lot alternatereporter Signest.com	Alternate Reporter, adot	SSOR	SSOR Local Security Managers (LSMs)	TSO.	1-ADOT	User Manager	2/25/2020 10:44 AM EST	9/23/2019 4:15 PM EDT	9/23/2010 4:16 PM 6DT	1/28/2020 8:14 AM EST	Active
										(1 - 10 of 33	13 3

3.4.2 Recertification Status Report

After the end of each recertification window, FACES will generate a recertification status report, accessible by Global Security Managers and Local Security Managers only (*see Section 8.1 for* Recertification Process).

How a **Certifier** can view recertification status report:

- 1) Certifier log into System and clicks Reports.
- 2) User clicks *Recertification Status Report*.

MANAGE USERS	4 ACTIONS	1 HELP CENTER		User Management - 🌒 🎗 Foord Korel Administration
		Details Report Petails. Roles, and other Data	User Deactivation History Report View User Deactivation Antory	Recertification Status Report View the Recertification Statuses of all Role drougings
		din Supervisor Hierarchy		

3) The System displays Recertification Status Report.

4) The **Certifier** has the filtering options by systems, year, role, recertification group, organization, and access control group.

System	FACES		•	Year	2020	•
Recertification Group	Select Recertification Group		*	Role	Select a Role	-
Access Control Group	Select a Group		•	Organization	Select an Organization	
						CLEAR FILTER(S)
Recertification	Status By Role (Grouping				
Recertification	Status By Role (Grouping		Status by Recertificati	on Grouping	
	4 PM GMT+00:00 # of User Roles	fi of Horn Dolog	Completeness	Status by Recertificati No data available	on Grouping	
st Updated: 3/17/2020 4:5	4 PM GMT+00:00 # of User Roles	# of User Roles I Remaining I			on Grouping	

5) The Certifier can see recertification status by role grouping.

System	TrAMS		-	Year	2020
Recertification Group	Select Recertification Group		-	Role	Select a Role
Access Control Group	Select a Group -		Organization	Select an Organization	
Recertificatior	Status By Role G	irouping		Status by Recertification	on Grouping
Recertification Grouping	# of User Roles Certified	# of User Roles Remaining	Completeness	6k	4,370
TrAMS Org Users	225	4370	5%	alog ak	
TrAMS Org Users TrAMS User Managers (U		4370 1825	5% 2%	alog 4k Jason jo Digu 2k	1643
			1.777	n of User R N N	1,643
TrAMS User Managers (L	Ms) 36	1825	2%	4 2	211 323 103 162 225
TrAMS User Managers (U TrAMS FTA Staffs	Ms) 36	1825 1643	2%	4 2	211 323 103 162 225
TrAMS User Managers (L TrAMS FTA Staffs TrAMS Contractors TrAMS Local Security	Ms) 36 193 211 31	1825 1643 323	2% 11% 40%	4 2	211 323 5 4 193 31 162 225

3.5. Help Center

The **Help Center** tab contains the FACES User Manual, Frequently Asked Questions (FAQs), and System Information.

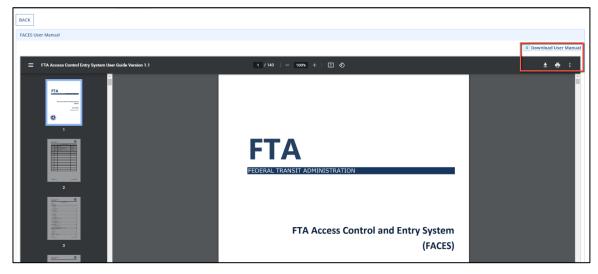


3.5.1 FACES User Manual

To access the User Manual/User Guide, click on FACES User Manual.

MANAGE USERS	4 ACTIONS	REPORTS	HELP CENTER		User Management + 🌒 & Hoderal Koreweitatur
				Welcome to the FA	Aden. ACES Help Center!
This ea	isy-to-brows e use	er manual will sh		Seer Manual erage FACES in a productive and efficient way to work for you!	Frequently Asked Questions Answers to frequently asked questions about FACES, such as how to perform basic functions and navigate the application.
				System In Find details about System. Version .	

On this page the user can view it directly, download, or print it out.



3.5.2 Frequently Asked Questions

Users can click on Frequently Asked Questions to review helpful answers for questions that are frequently asked.

MANAGE USERS	4 ACTIONS	Lul REPORTS	E HELP CENTER					User Management +	r 🌒 🎗 federa taral Administration
				Welco	Hello, Aid		tenun falandi. Fer		
This ea	sy-to-browse user i	manual will sh	FACES US	Annual age FACES in a productive and efficient way to	o work for you!	F Answers to frequently asked questions about	Frequently Asked Qu ut FACES, such as: how to p		navigate the application.
				Find det	System Inforn Lails about System. Version and				

Responses for each question can be expanded by clicking on a question.

BACK	
Frequently Asked Questions	
✓Login.gov FAQs	
>Can I recover my account if I lose my MFA authentication method/password?	
>How can I use Login.gov for logging into the TrIAD Platform?	
> How do I access my account if I don't have access to any of the multi-factor authentication (MFA) methods? For ex: I changed my mobile number (or) Authenticator app	l have uninstalled
>How do I reset my Login.gov password?	
>If a user already has a Login.gov account, will they be able to use it for this platform?	
>If a user has a Login.gov account with a different email address, how can they add additional emails to the account?	
> What happens if a user enters an incorrect password multiple times?	
>What happens if a user requests too many security codes?	
>What happens if a user submits an incorrect MFA authentication code multiple times?	
>What is the difference between External users and FTA users?	
>What should a user do if they get locked out of their account?	
>Where can I find training materials related to Login.gov?	
✓FACES FAQs	
>Can I manage my own user role(s)?	
>How do I a create a User Manager?	
>How do I create a new User?	
> How do I recertify a user?	

3.5.3 System Information

System Information allows a user to view information on the latest version of the system and provides Help Desk information to the user should they encounter any issues with FACES.

MANAGE USERS	4 ACTIONS	REPORTS	E HELP CENTER			User Management 🗸 🌒 🍳 Indeed liquid Administration
	2				, TRAMS. FACES Help Center!	MAX JITH & HYMOOTTE
This ea	sy-to-browse use	r manual will st	FACES U	Ser Manual Rerage FACES in a productive and efficient way to work for you!	Frequently Asked Answers to frequently asked questions about FACES, such as: how	
					forformation an and Recent change log information	

System Information				
FACES - S	ystem Informa	ation		
	ne FACES on User Management	Current Version 6.1.19 Release Date May 12, 2021		System FACES •
Description		Contact Information		
FACES Help Desk E	mail	FTAITHelpdesk@dot.gov		
Releases				
System	Version	Description	Release Date	
FACES	4.8.6	FTA Access Control Entry System	6/5/2019 12:00 AM EDT	
FACES	6.1.10	Minor: TESS-6370: RESOLVED: Fixes filter population issues in Recettly users page TESS-6622: ENHANCED: Removes nunncessary reactivation/deat/haton in LDAP nightly TESS-6748; RESOLVED: Allows tryAfse used readiatis report viewers to view T7AMS user pro TESS-7168: RESOLVED: Allows unchecking favore option, it user vould like to set Site s TESS-7240; RESOLVED: Allows unchecking favore option, it user vould like to set Site s page. TESS-7240; ENHANCED: Adds additional roles for OTrak system	ofiles 11/12/2020 2:56 PM EST	

Users with access to multiple systems can use the drop-down feature to view system information for other systems they have access to.

System Information							
FACES - Syste	FACES - System Information						
System Details Name FACES Description User Management		Current Version 6.1.19 Release Date May 12, 2021			System FACES 🔹		
Help Contacts							
Description			Contact Information				
FACES Help Desk Email			FTAITHelpdesk@dot.gov				
Releases							
System	Version	Description		Release Date			
FACES	4.8.6	FTA Access Control Entry System		6/5/2019 12:00 AM EDT			
FACES	6.1.10	Minor: TESS-6370: RESOLVED: Fixes filter population issues in Recertify users page TESS-6622: ENHANCED: Removes unnecessary reactivation/deactivation in LDAP nightly sync process TESS-6749, RESOLVED: Allows TrAMS user datalis report viewers to view TFAMS user profiles TESS-7268: RESOLVED: Allows hyphen in address line 1 for User profiles TESS-7268: RESOLVED: Allows unchecking favorite option, if user would like to set Site splash page as a default page. TESS-7240: ENHANCED: Adds additional roles for OTrak system		11/12/2020 2:56 PM EST			

4. System Users

A User Record includes all information directly related to the user's **Profile** (e.g., name, address, title, and role(s), audit history). It also includes all news items specific to the user and any Kudos received. Users may see other staff members' **User Summary** page and **User Details** within their organization.

Each user may manage their own **Profile** information. Some user information may be edited by the individual user. User roles are granted and managed by **User Managers**, **Local Security Managers (LSMs), and Global Security Managers (GSMs)**.

4.1. User Types

There are three account types used to classify each user on the FTA platform: FTA users, Organization users (e.g., TrAMS Recipient, DGS Recipient and NTD Reporter), and External users.

- 1) **FTA Users:** This user type includes FTA employees and federal contractors who directly support FTA. All FTA users have FTA email accounts ending in @dot.gov.
- 2) **Organization Users:** This user type includes individuals who are employed by or support an organization that uses an FTA platform software system. The users are grouped by their organization(s). This user type includes TrAMS Recipients, DGS Recipients, and NTD Reporters.
- 3) External Users: This user type includes individuals external to FTA but provide support or oversight to one of the FTA platform software systems. External users have three sub-types: Auditors, Contractors, DGS DOT users and Department of Labor (DOL) users.

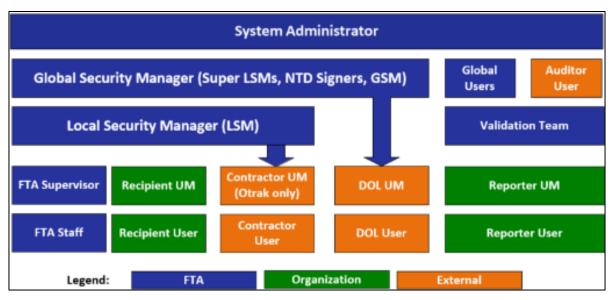
The types of roles that a user can be granted are specific to the user's account type. FACES defines standardized role types, role hierarchy, and security for the various software systems on the FTA platform. New roles and user categories may be incorporated as needed in the future to allow FACES to support additional software systems and to meet changing requirements.

4.2. User Roles

User roles on the FTA platform are grouped by role category (e.g., FTA Staff, TrAMS Recipient Users, TrAMS Reporters and DGS Recipient Users).

Each organization user has an assigned *User Manager*. The User Manager assigns roles to each user in their organization in accordance with the rules specific to their FTA software system (e.g., TrAMS, NTD, SSOR, etc..). Users may be assigned one or multiple roles within their organization. Roles assigned to each user control the **Actions** available to a user and the **Tasks** assigned to the user.

The image below provides an outline of all user roles within the FACES landscape. Each will be further defined in subsequent paragraphs.



The following tables lists the available user roles that may be assigned. For definitions of each role and associated privileges, please see the corresponding system user guide.

	Organization User Roles	FTA User Roles	External User Roles
NTD Reporters	 CEO CEO Delegate Editor NTD Contact Safety Contact Safety Editor Safety Viewer User Manager Viewer 	System Administrator1) System AdministratorGlobal Roles1) FTA Signer2) FTA Viewer3) Global Security Manager (GSM)4) Global Viewer5) User Details Report Global ViewerFTA Staff1) Local Security Manager (LSM)Validation Team1) Validation Analyst2) Validation PM4) Validation QA	1) Auditor
TrAMS Recipients	 Attorney Civil Rights Developer FFR Reporter JPC Procurement Officer MPR Reporter Official Read Only 	 System Administrator 1) System Administrator Global Roles 1) Global Security Manager (GSM) 2) Global Viewer 3) TrAMS Help Desk 4) User Details Report Global Viewer FTA Staff 	Auditor 1) Auditor DOL User 1) DOL Reviewer 2) DOL User Manager Contractors 1) Contractor

	9) Submitter	1) Administrator	
	10) User Manager	2) Apportionment Manager	
		3) Budget Analyst	
		4) Budget Director	
		5) Civil Right Officer	
		6) Dataset Administrator	
		7) DBE Approver	
		8) Director	
		9) Director of Operations	
		10) Discretionary Admin	
		11) Discretionary Manager	
		12) Environmental Reviewer	
		13) Initial Reviewer	
		14) Intake Manager	
		15) Legal Counsel	
		16) Local Security Manager (LSM)	
		17) Post-Award Manager	
		18) Pre-Award Manager	
		19) Read-Only	
		20) Reservationist	
		21) Supervisor	
		22) TCA Recorder	
		23) Technical Reviewer	
		24) Transit Director	
		25) Vendor Setup	
DGS		System Administrator	Auditor
		1) Administrator	1) Auditor
		Global User	DOT User
		1) Global Security Manager (GSM)	1) DGS External –
		2) Global Viewer FTA Staff	Fatal Flaw Reviewer
		1) DGS FTA – Fatal Flaw Reviewer	2) External Read
		2) FTA Staff Read Only	Only
		3) Local Security Manager (LSM)	3) Reviewer
		4) Management	Non-DOT User
		5) Program Admin/Manager	1) External
		6) Reviewer 7) Team Lead	Reviewer
		7) Team Lead	

SSOR	 Alternate Reporter Primary Reporter User Manager Viewer 	System Administrator 1) System Administrator Global Roles 1) Global Security Manager (GSM) 2) Global Viewer 3) Program Management Lead FTA Staff 1) Director 2) Local Security Manager (LSM) 3) Program Management Team Member 4) Regional Safety Officer 5) Validation Lead 6) Validation Team Member	Auditor 1) Auditor DOT User 1) External Validation Team Member
CRM		 System Administrator 1) System Administrator Global Roles 1) Global Security Manager (GSM) 2) FTA Users 3) Global Viewer 	

OTRAK	1) Recipient User	Administrator	External Auditor
	2) User Manager	1) System Administrator	1) DOT User
		Program Admin	External Decid Only
		1) Program Administrator	Read Only 2) OIG Auditor
		Global Users	(Read-only)
		1) Global Security Manager (GSM)	Contractor
		2) Global Viewer FTA	3) CTR Program
		Staff	Manager 4) CTR Recipient
		1) Local Security Manager (LSM) HQ	Delegate
		Staff	5) CTR Regional
		1) Civil Rights Officer	Delegate 6) CTR Reviewer
		2) FMO Program Manager	7) CTR User
		3) HQ User	Manager
		4) OAT Program Manager	HQ Staff CTR
		5) PSR Program Manager	Delegate 8) CTR Review
		6) Single Audit HQ Program Manager	Requirement
		7) SMR Program Manager	Editor
		8) SSO Audit Program Manager	
		9) TCR Program Manager	
		10) TR Program Manager	
		11) Tribal Transit Program	
		Manager	
		Region	
		1) Region Read-only 2) Region User	
		3) Regional Oversight Director	
		4) Regional Tribal Liaison	
		5) Single Audit Regional/Program Office Point of Contact	
COVID-19	1) CEO		
	2) NTD Contact		
	3) Editor		
	4) Viewer		
	5) Safety Contact		
	6) Safety Editor		
	7) Safety Viewer		
	8) CEO Delegate		

ECHO-Web	 Grantee Read Only Approving Official 	 Global Users: 1) Global Security Manager (GSM) 2) Global Viewer FTA Staff: 1) Local Security Manager (LSM) 	
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Table 1 – Organization User Roles

4.2.1 User Visibility

There are explicit rules controlling access to user records and user information within the system. The following rules independently to each FTA system (e.g., TrAMS, NTD):

- Organization users can see all other users within their organization(s). For example, a user who belongs to 'Transit Organization Blue' will see all other users with roles in 'Transit Organization Blue'.
- 2) Organization users cannot see FTA user records, external user records, or users outside their organizations.
- 3) FTA users can see all other FTA users within their system (e.g., TRAMS, NTD, DGS).
- 4) FTA users can see all organization users who belong to organizations within their FTA region or cost center. Global FTA users can see all organization users within their system (e.g., TrAMS, NTD, DGS).
- 5) FTA users with specific roles (e.g., GSM, validation analyst, LSM) can view external user records.
- 6) External users can only see user records for other external users of the same subtype. For example, TrAMS DOL users will only see other DOL users in TrAMS.

The following table summarizes these rules from the perspective of the loggedin users type:

	Ŭ		
My User Type	Organization	FTA	External
Organization	All organization users within my own organization(s).	No FTA user records.	No external user records.
FTA	All users belonging to organizations within their FTA cost centers. A global user sees all organization users within his/her system (e.g., TrAMS).	All FTA users within the user's system (e.g., NTD, DGS).	See some external user records depending on roles assigned.

External No organization user records.	No FTA user records.	All users of same external subtype (e.g., Auditor) in my approved systems (e.g., TrAMS, NTD, DGS).
--	----------------------	---

 Table 2 – User Record Viewing Privileges

4.2.2 User Record Content

Each user's record opens to a user *Summary* page.

MANAGE USERS	4 ACTIONS	REPORTS	HELP CENTER	User Management + 🌘 🖉 Honord
				ya.developer@test.com)
			aarya developer Developer	
		 aarya.devel (121) 232-34 123-70 Test w2 qw. DC 124 	tst	

User record content is split between multiple pages. Each user's record contains:

1) A *User Details* page visible to all users who have access to that user's record. The *User Details* page contains the user's account and contact information (e.g., first and last name, email, user type, and account status).

Records : Users Cook, Dale (dale.cook@dot.gov) Summary User Roles History News Related Actions			(197)
Account Information			
User Type FTA	Status	Active	
Created On 2/25/2018	Last Login Date		
Username dale.cook@dot.gov	Title		
First Name Dale	Honorific	Mr.	
Middle Name	Company Name		
Last Name Cook	System	TrAMS, NTD	
Contact Information			
Email sunnie162018@gmail.com	Fax Number		
Phone Number (123) 123-1333	Phone Ext		
Address 1 1372 East Main Street	Zip Code	14609	
Address 2	Zip Est		
City Rochester	PO Box		
State NY			

2) A *User Roles* page visible to all users who have access to that user's record. The *User Roles* page contains a grid of the user's active **Roles** and current User Managers.

and the second se		lelated Actions					
oles							
Role	Role Category	System	Access Centrol Group	Cost Contor	Organization	Document	Status
Global Security Manager (SSM)	Global Users	NTD	N/A	N/A	N/4	N/4	Approved
Global Security Manager (GSM)	Global Users	TAMS	NO	NA	N/A	N24	Approved
Global Security <mark>Managor (</mark> GSM)	Global Users	OTrak	N/A	N/A	N/A	N/A	Approved
Global Security Manager (CSM)	falmbal Dates	003	NA	N/A	N/A	N/4	Approved
Giobal Security Manager (GSM)	Global Users	SSOR	N/A	N/A	N/A	N/A	Approved

3) A *History* page visible to each user and their management chain (User Managers, Validation Analysts, LSMs, GSMs). This *History* page contains an audit trail of changes to the user's **Profile** and **Roles**. Users can filter role history using the following filters: System, Role Category, Status, Cost Center, Organization and Role.

System	Select a System			•	Access Control Select a Group						•	
Role Category	Select a Role Ca	tegory			•	Cost Center Select a Cost Center Organization Select an Organization						
Role	Select a Role				•							,
Status	Select a Status			•					C	LEAR FIL	TER(S)	
Role History												
Role	Role Category	System	Access Control Group	Organization			Status	Comments	Change By		L	Date
Recipient Submitter	Recipient	OTrak	OTrak Region 1	1330 - Capitol Region Council Of Governments (CRCOG)		Approved		arya.fosum@mailinator.com		1/1	3/2021	
User Manager	Recipient	OTrak	OTrak Region 1	1330 - Capitol Region Council Of Governments (CRCOG)		Approved		fta.david.schilling@mailinator.com		1/12/2021		
User Manager	Recipient	OTrak	OTrak Region 1	1330 - Capitol Region Council Of Governments (CRCOG)		Deleted		arya.fosum	@mailinator.com	1/1	2/2021	
Recipient Approver	Recipient	OTrak	OTrak Region 1		1330 - Capitol Region Council Of Governments (CRCOG)		Approved		arya.fosum	@mailinator.com	1/1	2/2021
User Manager	Recipient	OTrak	OTrak Region 1	1330 - Capitol Region Council Governments (CRCOG)		til Of	Requested		arya.fosum	@mailinator.com	1/1	2/2021
											1 - 5 of	82 >
Certification H	listory											
Role	Role Category	System	Organization		Comments	Change By		Date	1	Projected Recertificatio	on Date	
Recipient Submitter	Recipient	OTrak	1330 - Capitol Region Counci Governments (CRCOG)	of		arya.fosum@mailii	nator.com	1/13/2021	7:29 AM EST	12/25/2021		0

4) The *News* tab shows a listing of user activity with the most recent news displayed first.

(iii)

5) The *Related Action* page contains any actions the viewing user is allowed to perform on the record. On this page, the user can manage their **Profile**, **Security Questions**, and **PIN**.



For detailed information about these user record pages, please reference Section 6.4.

5. Managing the User's Own Record

5.1. Related Actions

By selecting *Related Actions* users will be provided with additional options that can be performed on their **Summary** page.



5.1.1 Related Action: Edit Profile

All non-FTA users can edit their own user profile (name, contact information, and business address) using a profile related action. The only profile information users cannot self-update is their username and email address. FTA users cannot edit their profile information because their information is provided to FACES by a nightly information transfer from FTA's internal systems. If an FTA user's information is incorrect, the information must be updated in FTA's internal systems. To edit the user's profile:

- 1) Locate the User Profile through either the User Settings page or the Records page.
- 2) Select *Related Actions*.
- 3) Click *Edit Profile*.

Records Tran	user nsit-Rider, Sophia (transit.user@fake.com)	
Same	ny Dier Dalais - User Ridee - History - Nores - Related Advance	
4	Edit motio	
4	Manage Security Questions Set or spatale a court vectorily space units	
4	Manage PIN Set or wodate security FIN	

4) The Edit User Profile page will display all previously saved userassociated details in editable fields.

ummary User Details User Roles History News B	Ited Actions	
Edit User Profile		
Basic Information		
Username *	Title*	
transit usen@take.com	Analyst	
First Name*	Honorific *	
Suphia		
Middle Name	N5.	+
٨	Company Name	
	Local Transit Agency	
Last Name*	Department	
Transi-Ridar	finances	

5) Click *Cancel* to return to the **Related Actions** page without saving any changes.

First Name *	
Sophia	Honorific *
	Ms. *
Middle Name	Company Name
A	Local Transit Agency
Last Name *	Department
Transil-Rider	Finances
Contact Information	
Email @	Fax Number
acs.uat.1@gmail.com	
Phone Number*	Phone Ext
(123) 123-1234	
Address 1 *	Zip Code *
101 Transit Way	12345
Address 2	Zip Ext
City*	PO Box
Transibile	
state *	
DC *	
CANCEL	SAVE

6) Update any of the data fields as needed and then click *Save* to save all details. Required fields are marked with an asterisk * on the form. If required fields were missing from the previous FACES version, you will be required to add this information to save any other updates.

First Name*	Hanarific*
sephia	MS.
Middle Name	
A	Company Name
Last Name *	Local Transf. Agency
Transt Rider	Department
in an a chine i	Enances
Contact Information	
Email Ø	Fax Number
acsuat.1@gmail.com	
Phone Number*	Phone Ext
(125) 123-1234	Principie Exit
Address 1*	Zip Code *
101 Transit Way	12345
Address 2	ZIp Ext
city*	PO Box
Trans tolle	
State *	
DC +	
CANCEL	SAVE

7) Selecting *Save* will execute a validation script to ensure that all data entered matches pre-determined rules (e.g., the PO Box field cannot contain any letters). Once the data is validated, the information is saved and the **Related Actions** page displays. The system will briefly display (within the header area of the Related Actions page) a message that the *Action Completed Successfully*, indicating that all of changes were accepted.

5.1.2 Related Action: Set Security Questions/Answers

<u>New user</u> accounts are automatically assigned a **Task** to set up an initial set of **Security Questions and Answers (Q&As)** to ensure the security of the account and to provide a mechanism to re-establish access when lost due to a lockout, etc. To begin that process, the user must be assigned a **Task** to *Set Security* Q&As.

A few rules apply to the setting of **Security Q&As**:

- a) All users can set up and manage three (3) security questions through the Manage Security Questions page.
- b) Questions must be selected from an FTA approved list and 3 distinct questions must be selected.
- c) Answers must contain at least three (3) characters and cannot be used for more than one question.
- d) Users must correctly answer their existing questions to change them.

- e) Users have three (3) attempts within a calendar day to answer their security questions correctly before they are locked out of the action.
- f) Users cannot see the Manage Security Questions page on any other user's account.
- g) Users will receive an automated email notification any time their questions have been updated.

To being the process of setting one's own security questions:

- 1. Locate the User Profile through either the User Settings page or the Manage Users page.
- 2. Select *Related Actions*.
- 3. Click Manage Security Questions.
- 4. The **Manage Security Questions** page displays, providing three areas for the user to select from a dropdown of questions and to enter their own answers to those questions.

Question 1 *		
Please Select a Questian -		
Аламиет*	Retype Answer *	
Question 2 *		
Please Select a Question		
Answer *	Retype Answer *	
Question 3*		
Please Select a Question		
Answer*	Retype Answer *	

5. Select the question for each of the three security questions and enter the appropriate answer.

Manage Security Questions Select and answer there (2) searchy questions. There questions can be used for authentication to unlock your account (Dense node first your treasure the not know worldbs.
Question 1 *	
What was the name of your first pet?	•
Anawser*	Retype Answer *
fico.	Filo III III III III III III III III III I
Question 2 *	
What is your favorite sports team?	
Answer*	Retype Answer *
Nati	Nets
Question 3 •	
In what dity did your parents meet?	•
Answer*	Retype Answer *
Netfelk	Netick
	SUBNIT

6. When all three questions have been selected and answers provided, click *Submit*.

Manage Security Questions	and for suffectivation to unlock your account. Please note that your answers are not case sensitive.	
Question 1 *		
What was the name of your first pet?		
Antowner *	Ratypa Answer *	
fico	rico	
Question 2 *		
What is your favorite sports team?		
Anawer*	Retype Answer *	
Nats	Nats	
Question 3 *		
In what dity did your parents meet?		
Answer*	Retype Answer*	
Notick	Netfisk	

7. The **Tasks** tab will display with the just completed *Set Security Q&As* task being cleared from the page.

5.1.3 Related Action: Manage Security Questions/Answers

FACES provides a set of questions to add security to some of its functions. Three security questions, as set by the users themselves, are required to complete specialized actions.

To begin the process of managing one's security questions:

- 1) Locate the User Profile through either the User Settings page or the Records page.
- 2) Select *Related Actions*.
- 3) Click *Manage Security Questions* from the **Related Actions** page.

Records Tran	 it-Rider, Sophia (transit.user@fake.com)	
summa	User Bittalls Baser rolles Hitzery Kews Indiated Actions	
÷	Edit Profile	
4	Manage Security Dowstiens Set or update account security putstiens	
4	Manage FIN Set of opposed set unity FIN	

4) If there are existing security questions associated with the user profile, the **Answer Existing Security Questions** page displays. This page presents three questions and gives the user three attempts (within a 24-hour period) to answer them correctly.

ion 1 Wester name of your first pet? ef *
а [,]
ion Z
was the make of your first car?
и*
ian 3
s your favorite sports team? er *

5) Enter the appropriate information and click *Submit*.

Answer Existing Security Questions	S
bu sineady have security quasitions set up. If you would like to change your quasitor prysitien the amovem to your security quasiform, please contact the list pitests.	on or enswers, you must this correctly enseer your eduling questions. You have 3 effective within a 24 hour window to verify your identity. If you have
Question 1	
Viat was the name of your first pet?	
Viswer*	
Fido	
Question 2	
that was the make of your first carr	
Inswer*	
Chevy	
Question 3	
Vhat is your favorite sports team?	
Inswer*	
Red	
CANCEL	SUGMIT

6) If the information entered for each question is incorrect, the answer to all questions is removed and a prompt is displayed to alert the user that they have not entered correct answers.

You already have security questions set up	ecurity Questions s. Hypoleculi Rests charge your question or answer, you must that converts answer, our existing questions. You have a strengt within a 24 hour window novemby surviver the thy. Hypol
torgotten the answers to your security qui	et ons, prese contact the weip Leets.
Question 1	
What was the name of your first pet?	
Answer*	
Question 2	
What was the make of your first car?	
Answer*	
Question 3	
What is your favorite sports team?	
Answer*	

7) Click *Cancel* to abort the security questions page.

Answer Existing Se	curity Questions
ou already have security questions set up. protein the answers to your security quest	tyou would like to change your questions or netweet, you must first correctly answeryour existing questions. You have 8 attempts within a 34 hour words who werfly star identify. If you h rans, place connect the Hdp Deck.
uestion 1	
Vhat was the name of your first pet?	
later*	
Duestion 2	
What was the make of your first car?	
Unswer*	
Question 3	
What is your favorite sports team?	
knawer*	
	answers is incorrect. You have 2 attempoist remaining.

- 8) The **Related Actions** page is again displayed.
- 9) If the information entered has been corrected for each question, click *Submit* once more.

10) Once the three answers have been verified, the user is presented with a fresh page within which to enter either a fresh set of questions/answers or using one or more of the previous questions/answers and adding more.

Manage Security Questions	citization to unlock your account. Pirote over that your answers are not case sensitive.	
Question 1*		
What was the name of your first pet?		3
Answer *	Retype Answer *	
Question 2 *		
What was the make of your first car?		
Answer *	Retype Answer *	
Question 3 *		
What is your favor to sports team?		
keswar*	Retype Answer*	

11) Click *Cancel* to abort the security questions page and return to the **Related Actions** page.

Manage Security Questions	outher triation to unlock your product. Pieces note that your because the not case sensitive	
Question 1*		
What was the name of your first pet?		
Answer*	Recype Answer *	
Question 2 *		
What was the make of your first car?		
Answer*	Hetype Answer *	
Question 3*		
What is your favor to sports teamr		
Answer*	Retype Answer*	

12) If a previously used question is selected from the dropdown provided, an error message is raised that warns the user that *You can't pick the same question twice*.

electancianswer (mean(3) security questions. These	equestions can be used for authentication to un	ock year account. Please note that year answers are not use sensitive.	
uestion 1*			
What is your favorite sports team?			
nawer *		Retype Answer*	
uestion 2*			
What was the make of your first car?			
nswer*		Retype Answer*	
unation 3*			
What is your favorite sports team?			
nswer*		Retype Answer*	

13) Click *Submit* to save any changes made to any of the questions/answers.



Question 1 *		
Please Select a Question		
Answer *	Retype Answer *	
Question 2*		
Please Select a Question		
Answer *	Retype Answer *	
Question 3 *		
Please Select a Question		
Answer *	Retype Answer *	

14) The Related Actions page is again displayed.

5.1.4 Related Action: Reset Security Questions

If a user is unable to answer security questions to re-establish access due to a lockout, etc., security questions can be reset by a System Administrator or through contacting the TrAMS Help Desk.

5.1.5 Related Action: Creating a PIN

Some user roles require a personal identification number (PIN) to complete actions or tasks within the system. These roles include the TrAMS Submitter, Attorney, Official, and Regional Administrator. Users that have one or more of the PIN-based roles gain access to a new user profile **Related Action** to set their personal four-digit PIN code. This **Related Action** will be shown as *Manage PIN*. Adding any of the PIN-based roles to a user record will require that user to make use of a PIN code for certain actions that can only be performed by those roles.

There are a few basic rules surrounding the use of PINs:

- a) Users with PIN roles (**TrAMS Submitter**, **Official**, **Attorney**, **Administrator**) will have access to a *Manage PIN* profile **Related Action** to create or change a PIN.
- b) No user can see the *Manage PIN* profile **Related Action** on any other user's account.
- c) PINs must be 4-digit numeric codes (e.g., "1234").
- d) To reset a PIN, a user must correctly enter their current PIN or correctly answer their Security Questions.
- e) Users have 3 attempts per calendar day to reset their PIN before they are locked out of the action.

f) Users will receive an automated email notification any time their PIN has been updated.

To create the **PIN** code:

- 1) Locate the User Profile through either the User Settings page or the Records page.
- 2) Select *Related Actions*.
- 3) Click Manage PIN.

Summary	User Details	User Roles	History	News	Related Actions	
4	Edit Profile Edit Profile					
4	Manage Security Set or update acco		uestions			
4	Manage PIN Set or update secu	urity PIN				

4) First time users will see the **New PIN** field. Enter a four-digit PIN code. **This is a required field**.

ummary User Details User Roles History News Related Ac	lions
Manage PIN	
User Information	
Full Name Ms. Arya OrgUm	Username arya.orgum@maillinator.com
Title um	Status Active
User Type Organization	
My PIN Roles	
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Dep	artment Of (CONNDOT)
Set PIN	
Enter New PIN *	
Re-enter New PIN *	
CANCEL	SUBMIT

- 5) Select *SUBMIT* so save the PIN.
- 6) Select *Cancel* to return to the **Related Actions** page without saving any changes.

5.1.6 Related Action: Changing the PIN

Once the PIN has been created, a user may again select the *Manage PIN* function from the **Related Action** page to change or re-set their personal fourdigit PIN code.

To change the PIN code:

 Locate the User Profile through either the User Settings page or the Manage Users page. Select *Related Actions* and then click *Manage PIN*.

Summary	User Details	User Roles	History	News	Related Actions	
4	Edit Profile Edit Profile					
4	Manage Security Set or update acc		uestions			
	Manage PIN Set or update sec	urity PIN				

2) The **Manage PIN** page will display **User Information** as well as the roles to which the PIN has been applied.

Summary	User Details	User Roles	History	News	Related Acti	ons																			
Man	age PIN	I																							
User l	nformatio	on																							
	Full Name	Is. Arya OrgUm									Use	ername	an	rya.org	um@m	ailinato	r.com								
	Title u	im										Status	s Ac	ctive											
	User Type	Organization																							
My PIN	Roles																								
Official,	78100 - TRO-1 -	Region 1, 1334	Transporta	tion, Conn	ecticut Depar	ment Of i	(CONNE	DOT)																	
Verify	Identity																								
	o set a new PIN, yo N or the answers						rrectly an	nswering	your se	ecurity qu	estions	You ha	ive 3	attemp	its withi	n a 24 h	our win	dow to	verify	your id	lentity.	If you h	ave for	gotten y	our
C Enter	Current PIN																								
Answe	r Existing Securi	ty Questions																							
There are	no security quest	ions associated v	ith your acco	bunt.																					
Current	PIN*																								
CANCEL																								SUBI	міт

3) The user is provided with two separate mechanisms by which they can verify their identity. One includes simply entering the PIN (if known). The other allows the user to verify their identity by answering their security questions.

Aanage PIN	
lser Information	
Full Name Ms. Arya OrgUm Title um	Username arya.orgum@mailinator.com Status Active
User Type Organization	access recent
- Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De	spartment Of (CONNDOT)
offidial, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De erify Identity	
official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De erify Identity order to set a new PIN, you must verify your identity by entering your curren	It PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten
official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De erify Identity order to set a new PIN, you must verfly your identity by entering your curren rrent PIN or the answers to your security questions, please contact the Help Enter Current PIN	It PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten
My PIN Roles Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De erify Identity order to set a new PIN, you must werfly your identity by entering your curren rent PIN or the answers to your security questions, please contact the Help Enter Current PIN Answer Existing Security Questions urent PIN *	It PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten

4) Select *Answer Existing Security Questions* by selecting the radio button next to that item. This will cause the three questions to be presented for the user to enter the verified information.

Verify Identity
In order to set a new PIN, you must verify your identity by entering your current PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten your current PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten your current PIN or by correctly answering your security questions.
C Enter Current PIN
Answer Existing Security Questions
Question 1
What was the name of your first pet?
Answer*
Question 2 What was the color of your first car? Answer *
Question 3 In what city did your parents meet?
Answer*
SUBMIT

5) Click *Cancel* to abort the security questions page and return to the **Related Actions** page.

rify Identity
der to set a new PIN you must verify your identity by entering your current PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten you nt PIN or the answers to your security questions, please contact the Help Desic.
nter Current PIN
nswer Existing Security Questions
stion 1
t was the name of your first pet?
ver *
stion 2
t was the color of your first car?
ver*
e
stion 3
hat city did your parents meet?
ver *
n York
SUBMI

6) Complete the information and click *Submit*.

Verify Identity
In order to set a new PIN, you must verify your identity by entering your current PIN or by correctly answering your security questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgotten your current PIN or the answers to your security questions, please contact the Help Desk.
O Enter Current PIN
O Answer Existing Security Questions
Question 1
What was the name of your first pet?
Answer *
Cisi
Question 2
What was the color of your first car?
Answer *
Blue
Question 3
In what city did your parents meet?
Answer *
New York
CANCEL

7) After entering all the information for the security questions and clicking *Submit*, the user is presented with the **Update PIN** page, allowing them to enter a new PIN to be associated with their role(s).

lanage PIN	
ser Information	
Full Name Ms. Arya OrgUm	Username arya.orgum@mailinator.com
Title um	Status Active
User Type Organization	
My PIN Roles	
Dfficial, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut D	partment Of (CONNDOT)
pdate PIN	
iter New PIN *	
e-enter New PIN *	

8) The user enters a new PIN and re-enters the same PIN for confirmation. If, however, the PIN is not exactly four characters (not less, not more), an error message is raised that *PIN must be a four-digit numeric code*.

Manage PIN	
Jser Information	
Full Name Ms. Arya OrgUm	Username arya.orgum@mailinator.com
Title um	Status Active
User Type Organization	
- Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Depa	rtment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Depa	rtment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Depa Update PIN PIN must be a 4-digit numeric code.	rtment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Depa Update PIN PIN must be a 4-digit numeric code. tter New PIN *	rtment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Depa Update PIN PIN must be a 4-digit numeric code. tter New PIN *	rtment Of (CONNDOT)
My PIN Roles Official, 78100 - TRO-1 - Region 1, 1334 - Transportation. Connecticut Depa Update PIN PIN must be a 4-digit numeric code. hter New PIN * 	rtment Of (CONNDOT)

9) Correct the PIN and click *Submit*.

Jser Informat	ion	
Full Name	Ms. Arya OrgUm	Username arya.orgum@mailinator.com
Title	um	Status Active
User Type	Organization	
My PIN Roles		
Official, 78100 - TRO-1	- Region 1, 1334 - Transportation, Connecticut Departm	nent Of (CONNDOT)
Jpdate PIN		
-		
nter New PIN *		
inter New PIN *		
nter New PIN *		

10) The **Related Actions** page displays.

Note:	If the user cannot remember either their existing PIN or security question
	answers, the user must contact the Help Desk for assistance.

5.1.7 A Locked Account

FTA complies with U.S. DOT Information Technology (IT) Security guidelines. FACES uses several security features to ensure that only valid and active users have access to the FTA platform. One of those features is the User Lockout function. An automatic account lockout occurs after 60 days of user inactivity (i.e., after 60 days of the user failing to log in to the FTA platform). The lockout also occurs when the user is required to comply with an annual user recertification. Annual user recertification verifies that each user has valid system access and the correct user roles. A user will be locked if the user is not recertified during the recertification window. These security features apply to all software systems that rely on FACES for access.

Users with locked accounts can still log onto the FTA platform but they will be unable to complete any actions on their account or specific to their roles. The standard tabs (*Manage Users*, *Reports*, and *Actions*) will contain a limited amount of data and security-related actions. For example, no tasks will be available.

Locked users can unlock their accounts using one of two methods: (1) correctly answering their existing security questions; or (2) submitting an unlock request. Both methods are available via a single action on the **Actions** tab. It is preferred that all users attempt to self-unlock their accounts by answering their previously setup security questions before submitting an unlock request; this is the quickest and most efficient route to unlock an account. However, if a user is locked due to recertification, the user will not be able to use self-unlock to unlock his or her account. Once an account is unlocked, the user's access privileges will be fully restored.

5.1.8 Answer Security Questions

If the account is locked and security questions were previously set up, the user can attempt to unlock the account by answering their security questions through the *Unlock Account* link on the Actions tab.

Note:	See Related Action: Set Security Questions/Answers or Related Action:			
	Manage Security Questions/Answers for instructions on setting up Security			
	Questions. User Security Questions cannot be modified while the account is			
	locked.			

The user is allowed three (3) attempts per calendar day to correctly answer the security questions. Users who have not set up security questions or who cannot remember the correct answers to their questions must instead submit an unlock request.

To unlock the account via security questions:

- 1) Login to your account.
- 2) Click Unlock my Account.

Home				
	1.11			-
Welcome to the Current user: Alam, Sunjida Last Login Date: 10/6/2020 9:56 AM	e Transit Integrate	ed Appian Platfo	orm!	Landau Landau
	unt			
🔓 Unlock My Accou				

 If Security Questions have already been established, then click Answer Security Questions from the Unlock Account page and then click Submit.

∉ Home	₩ (🕭 Federal Transit Admir	inistration
Unlock Account Please select an available option to unlock account.			
Options * Send a request to unlock your account Answer security questions			
CANCEL		SUBMIT	T

4) Provide the correct answers to the three previously established questions and click *Submit*.

Note: Answers are case insensitive.

Af Home	III 🚺 Q Federal Transit Administrat
Answer Existing Security Questions You already have security questions set up. If you would like to change your questions or answers, you must first correctly answer your existing questions. You have 3 attempts within a 24 hour window to v forgotten the answers to your security questions, please contact the Help Desk.	erify your identity. If you have
Question 1 What is your favorite sports team? Answer "	
Question 2 What was the color of your first car? Answer *	
Question 3 In what city did your parents meet? Answer *	
CANCEL	SUBMIT

5) If incorrect information was entered, a validation error message will display that indicates the number of attempts remaining for <u>the current</u> <u>calendar day</u>. After three incorrect attempts, the user will need to submit an unlock request. See section 5.2.2 to learn how to submit an unlock request.

# Home	III 🚺 & federal Transit Administra
Answer Existing Security Questions You already have security questions set up. If you would like to change your questions or answers, you must first correctly answer your existing questions. You have 3 attempts within a 24 hour window to forgotten the answers to your security questions, please contact the Help Desk.	o verify your identity. If you have
Question 1 What is your favorite sports team? Answer *	
Question 2 What was the color of your first car? Answer *	
Question 3 In what city did your parents meet? Answer *	
One or more of your security question answers is incorrect. You have 1 attempt(s) remaining.	
CANCEL	SUBMIT

- 6) If incorrect information was entered, <u>all three answers</u> will be erased regardless of which one of the three answers was correct.
- 7) Enter the correct information and click *Submit*.

Answer Existing Security Questions You already have security questions set up. If you would like to change your questions or answers, you must first correctly answer your existing questions. You have 3 attempts within a 24 hour window to verify your identity. If you have forgot security questions, please contact the Help Desk.	iten the answers to your
Question 1 What is your favorite sports team? Answer *	
Question 2 What was the color of your first car? Answer *	
Question 3 In what city did your parents meet? Answer *	
CANCEL	SUBMIT

- 8) A message indicating User Unlock Processing will display.
- 9) Click *Refresh*.

لا Home	III 🚺 e federal tarent Ammenator
Unlock In Progress	
This may take a few minutes to complete. You may log out and return shortly, or click Refresh to check if the process is completed.	
	REFRESH

10) A message indicating Your Account has been unlocked will display.

Af Home	III 🚺 a federa harat Administratio
You account has been unlocked	
Click here to go to homepage	

- 11) The user can Click the link to return to the Homepage.
- 12) An email will be auto generated and sent to the user.

5.1.9 Submit Unlock Request

If a user has not set up security questions or cannot remember their answers, they can submit an unlock request by selecting *Unlock Account* on the Actions tab. The unlock request is automatically routed to the appropriate approvers (User Managers, Validation Analysts, LSMs, or GSMs). If an organization does not have a User Manager or the locked user is the User Manager, the request will go to the next level approver. If the user belongs to multiple organizations, the request will go to each of the organization's user management chain.

To submit an unlock request:

1) Log into FACES and Click Unlock My Account.

A Home		
Welcome to the Transit Integrated	Appian Platform	
Current user: Alam, Sunjida Last Login Date: 10/6/2020 9:56 AM EDT	а Арріан Нацонні	
		(ac) // //
🔓 Unlock My Account		
Unlock Account or Submit Unlock Request		
Your Account has been locked. Please click on "Unlock My Account" to unlo	ck your account.	

2) Select the *Send a Request to Unlock Your Account* option, enter any comments pertinent to regaining access, and then click *Submit* to finalize the action.

# Home	III 🔵 e kasa tarihanana
Unlock Account Please select an available option to unlock account.	
Prese server an available option to unlock account Options* Gend ar equest to unlock your account Gendar equestions	
Comment	
Enter comment to unlock your account	
CANCEL	SUBMIT

- 3) A message indicating Unlock Request Successfully Submitted will display.
- 4) Click Close.

# Home	III 🚺 e federa hare karrenteter
Unlock Request Successfully Submitted	
A request to unlock your account was successfully submitted to your User Manager(s) or Local Security Manager(s).	
	cLOSE

5) The request for the unlock will automatically be routed to the appropriate approver(s).

Users are only allowed to submit one unlock request at a time. Once an unlock request has been submitted, the user cannot self-unlock their account via security questions or submit a new unlock request After submitting the unlock request, the User Manager, LSM, Validation Analyst, User Manager Supervisor, FTA Signer, or GSM (as appropriate) will receive an email notification to review the submitted request. They can either approve or deny the request. The user will be notified via email of either decision.

If the request is approved, the account will unlock, and all previous permissions will be restored. If the request is denied, the account will remain

locked. The user will see the message below if they attempt to submit another unlock request. If the account remains locked after 48 hours since the request was submitted, the user should contact any of their assigned User Manager, Validation Analyst, LSM, or GSM by clicking on the link.

Action Cannot Be Completed	
You cannot access this action at this time. You have already submitted an unlock request and have reached the maximum number of attempts to unlock your account using your security questions. If more than 48 hours has passed si your request was submitted, please reach out to one of your managers displayed below.	ince
Click to Show Managers	ICEL

A list of the managers for the user will appear with information for all the user's managers.

Action Cannot Be Completed						
	ach out to one of your managers displayed below		reached the maximum number of attemp	ts to unlock your account using your securit	y questions. If more than 48 hours has passed since	
Show all managers 😧 🗌						
Managers 1	Email	System	Access Control Group	Cost Center	Organization	
adot Alternate Reporter	virginia.hager@hil.us	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	
adot User Manager	kevin.dekle@hil.us	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	
anet User Manager	danny.kim24@mailnator.com	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	
Bala SSOR Arizona user manager K	bala.ssor.arizonausermanager@mailinator.c om	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	
bala usermanager one	bala.um1@mailinator.com	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	4 - Colorado Public Utilities Commission (COPUC)	
cta Developer	brian.anderson@hil.us	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	
First Last	createnewuserssordev5testing@mailinator.c om	SSOR	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight (TSO)	1 - Arizona Department of Transportation (ADOT)	

6. User Management

6.1. User Management Responsibilities

User management responsibilities include user creation, role assignments, deactivation, reactivation, and unlocking. Responsibilities vary somewhat by management level. At the lowest level, each organization will have one or more users assigned to the **User Manager** role. FTA approval is required to obtain or assign the **User Manager** role to any individual. The **User Manager** for an organization can perform the following actions for users within their organization:

- Create and Manage Users.
- Edit user profile information.
- Manage role documentation.
- Deactivate and Reactivate users.
- Unlock users.

• Recertify users.

FTA Global Security Managers (**GSMs**) can create and manage all other users within their system (e.g., TrAMS, NTD, SSOR, DGS and CRM).

FTA Local Security Managers (LSMs) can manage all FTA users within their cost center, organization users within any organization that belongs to their cost center, and external contractors. FTA LSMs can also approve role requests from User Managers.

FTA Validation Analyst can only manage with FTA LSM roles users within their cost center, organization users within any organization that belongs to their cost center, and external contractors. Validation Analyst with LSM role can also approve role request from User Managers.

Privileges	User Manager	Validation Analyst with LSM	LSM	GSM
Users authorized to manage	Users in same organization	Organization, FTA, and contractor users in same Cost Center	Organization, FTA, and contractor users in same Cost	All users in Platform System
Responsibility	User Manager	Validation Analyst	LSM	GSM
Create New Users	Yes	Yes	Yes	Yes
Assign and remove Bulk	No	Yes	Yes	Yes
Approve role requests*	No	Yes	Yes	Yes
Edit user profile	Yes	Yes	Yes	Yes
Manage role	Yes	Yes	Yes	Yes
Deactivate and Reactivate users	Yes	Yes	Yes	Yes
Unlock users	Yes	Yes	Yes	Yes
Recertify users	Yes	Yes	Yes	Yes

User Managers (UMs) can create, manage, and recertify users within their system.

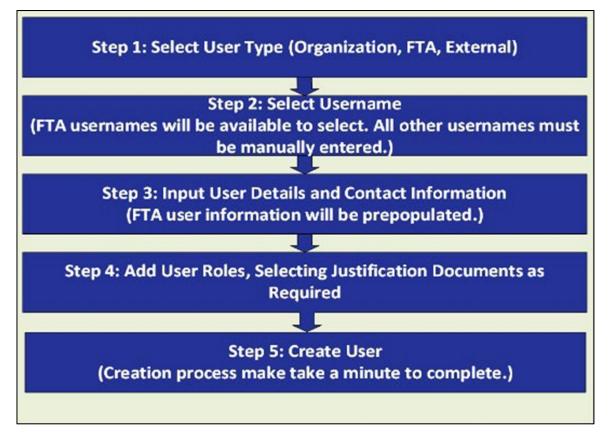
*User managers can assign roles, however certain roles (UM, Attorney, Submitter, Official) require approval from an LSM

The remainder of this section presents an overview of each of the user management activities and responsibilities.

Note: The organization employs the principle of least privilege, allowing only authorized accesses for users (or processes acting on behalf of users) which are necessary to accomplish assigned tasks in accordance with organizational missions and business functions.

6.2. User Creation

The following presents an overview of the six-step process required for creating a new user of any type:



There are explicit rules controlling user creation:

- Only users with the roles User Manager, Local Security Manager (LSM), and Global Security Manager (GSM) are approved to create users using the *Create and Manage Users* action.
- 2) Users can only create user and add roles for which they have privileges.
- 3) Organizational User Managers can create other organizational users.
- 4) External User Managers can create other external users (e.g., DOL).
- 5) LSMs and GSMs can create users of any type.
- 6) When a username is entered to create a new user, the system will flag any user that already exists and present the creator with the option of going to the *Manage Roles* action to add roles to that existing user.
- 7) A user's username must be a valid email address.
- 8) Name, contact, and business address information is required when creating a new user.
- 9) A user cannot be created unless <u>at least one role is assigned to the user</u>.
- 10) Some roles require approval by users with higher privileges.
- 11) Only roles matching the new user's type can be added to the user.

6.2.1 Action: Create and Manage Users

User Managers, Supervisors, Validation Analyst, LSM, and GSMs have access to the *Create and Manage Users* action. This action allows a new user of any type (Organization, FTA, and External) to be added to the system, however, individual ability to create users of different types is restricted. The process for creating organization and external users is slightly different from the process to create FTA users. The two main processes will be described in separate subsections so that appropriate screenshots can be shown.

To add a new user:

1) Log in to the system as a user manager and click *Create and Manage Users* from the Actions tab.

Assign Bulk Roles	Create and Manage Users	Create Multiple Users
Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
Recertify Users	Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Roject Role Requests
Review Unlock Requests	Manage Access Control Groups	Manage Recertification
Approve or Reject Unlock Requests	Crusto or Esit Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
2 Manage Role Documentation or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	

- 2) The user manager is presented with a short list of user types from which to select. Each type has its own set of role limitations. Depending on the user manager's privileges, the user type may be preselected and locked. DOT Users as shown in the following screenshot.
- 3) Select the appropriate user type (as applicable) and then click *Next*.

Create and Manage Users	
User Type *	
Organization User (e.g. Recipient, Reporter)	
External User (e.g. DOL, DOT Reviewer, Auditor, Contractors)	
CANCEL	NDXT

4) The first information about a user required is their username, based on <u>a valid email address</u>. **This is a required field** and will function as the user's login. Email addresses should be provided in lowercase. Each Username field must be unique and <u>cannot be changed after creation</u>.

Validation checks will confirm uniqueness before moving to the next step.

Create and Manage Users	
Username	
The username must be an email address.	
BACK CANCEL	NEXT

- 5) Enter an email address and tab forward.
- 6) If the email is rejected as invalid, the page will display an error message.

Create and Manage Users
Username
userx@mailinatorcom
The username must be an email address.
Username must be a valid email address. Emails can contain only lowercase letters, numbers, and periods. Emails must contain an @ followed by at least one period (.).
BACK CANCEL NEXT

7) At any point in the *Create and Manage Users* process, the user may click *Cancel* to end the process. On cancelling the Create and Manage Users process, no data entered for that user will be retained.

Create and Manage	U	
Username	You are about to cancel the Create User process. No data will be saved. Are you sure you want to exit?	
userx@mailinator.com		
The username must be an email address.	NO	
BACK		NEXT

8) If the email is accepted as valid, the *Next* button will be activated, allowing selection.

Create and Manage Users	
Username	
userx@mailinator.com	
The username must be an email address.	
BACK CANCEL	NEXT

9) Click *Next*, launching the *Create User* page. The Username and Email fields will be pre-populated.

Create and Manage Users	
Basic Information	
Username * userx@mailinator.com	Title *
First Name *	
	Honorific *
	Honorific
Middle Name	Company Name
Last Name *	
	Department
Contact Information	
Email 🔞 *	Fax Number
userx@mailinator.com	
Phone Number *	Phone Ext
(555) 555-5555	
Address 1 *	Zip Code *
Address 2	Zip Ext

10) Enter the Basic Information for the following fields:

- a. The <u>username</u> just entered displays in the *Username* field but cannot be changed.
- b. Enter the user's <u>first name</u> in the *First Name* field (35-character limit). This is a required field.
- c. Enter the user's <u>middle name</u> in the *Middle Name* field (35-character limit).
- d. Enter the user's <u>last name</u> in the *Last Name* field (35-character limit). This is a required field.
- e. Enter the user's job title in the *Title* field. This is a required field.
- f. Enter an <u>honorific</u> for the user in the *Honorific* field. This is a required field (i.e., Mr., Ms.).
- g. Enter the user's <u>company information</u> in the *Company Name* field.
- h. Enter the user's <u>department</u> in the *Department* field.
- i. System information is entered only by the Global Security Manager.
- 11) The *Create User* page also provides data fields for Contact Information:
 - a. The valid email address displays once more in the *Email* field. Again, the email address cannot be altered or edited once the email has been accepted.
 - b. Enter the user's work <u>business phone number</u> in the *Work Phone* field. This is a required field (20- character limit).

- c. Enter the user's <u>business phone number extension</u> in the *Phone Number Extension* field (10- character limit).
- d. Enter the user's <u>business fax number</u> in the *Fax Number* field (20-character limit).
- e. Enter the first line of the user's <u>business address</u> in the *Address 1* field (60-character limit).
- f. Enter the second line of the user's <u>business address</u> in the *Address 2* field (60-character limit).
- g. Enter the city for the user's <u>business address</u> in the *City* field (60-character limit; no numeric).
- h. Select the state for the user's <u>business address</u> from the dropdown menu provided under the *State* field.
- i. Enter the ZIP Code for the user's <u>business address</u> in the *ZIP Code* field (5-character limit).
- j. Enter the ZIP Code Extension for the user's <u>business</u> address in the *ZIP Code Extension* field (4- character limit).
- k. If necessary, enter the associated Post Office Box in the *PO Box* field (35-character limit).

Note: *PO Box is limited to numeric values and cannot contain alphabetical characters.*

12) After all required details have been entered, click Next.

City * Transitville	PO Box	
State *		
DC	2	

13) The Manage Roles page displays. Click Add New Role.

Js	er Inform	ation										
		me TrAMS Global Vie itle Test User	wer				Username aana.globalvier Status Active	wer@dot.gov				
	User T	vpe FTA										
Ad	d/Update	User Roles										
#	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
1	OTrak	Region	Local Security Manager (LSM)	OTrak Region 2	-	78100 - Region 1 (TRO-1)	N/A	Approved		G	C	×
2	TrAMS	FTA Staff	Local Security Manager (LSM)	Region 2		61000 - Office of the Administrator (TOA)	N/A	Approved		D	đ	×
3	TrAMS	FTA Staff	Director	Office of Administration		62000 - Office of Administration (TAD)	N/A	Approved	adding new role 8/16	0	đ	×
		-										
+ 4	ADD NEW ROLE											

- 14) The following fields are required and must be populated before the role(s) can be submitted: System, Role Category, Role, Access Control Group, Organization, Cost Center, Comments.
- 15) Click *Submit* and a confirmation screen will appear.

d	User	Name Aarya Devi Title Developer Type Organizati te User Rol	on	B	y clicking ssigned t	mation s submit, you certify that this user requires the io them. Is in good standing with their associat on(s), and is a valid user of the assigned FTA sy	role(s) ed	mailinator.com				
				comments field. This should b-	NO		YES her rel	evant information.				
£	System	Role Category	Role	Access Control Group		Organization	Cost Center	Justification Document	Status	Comments	0	0
	TrAMS	Recipient	Developer	Region 1		1334 - Transportation, Connecticut Department Of	78100 - Region 1 (TRO-1)	N/A	Approved		Q	ľ
2	TrAMS	Recipient	User Manager	Office of Transit Safety and Ove	ersight	6931 - Quality Software Services, Inc.	62000 - Office of Administration (TAD)	sample document approval for the role	Approved		Q	Ľ
3	TrAMS	Recipient	User Manager	Region 1		1334 - Transportation. Connecticut Department Of	78100 - Region 1 (TRO-1)	test	Approved		Q	Ľ
1	NTD .	• Reporter •	Safety Viewer 👻	Unassigned (NTD Validation An	alyst) 👻	4R01 - Alabama Department of Trans 🗙	78400 - Region 4 (TRO-4)	E Select Existing	Approved	Justification reason 20/4000	Q	

16) Users can upload a justification or delegation of authority document for any role, the Add Justification Document section will display. Users can download the Justification Document template using the link available in that section. Please follow the instructions within the document on how to complete the Justification Document.

Department Of	1 (IRO-1)	Course .				
er • Unassigned (NTD Validation Analyst) • 4R01 - Alabama Department	of Trans 🗙 78400 - Region 4 (TRO-4)	I≣ Select Existing	Approved	Justification reason 20/4000	Q	
lected Role (+ Download the template)						
Cost Center						
		01 - Alabama Departr	ment of Transpo	ortation (ALDOT)		
0/255					0	4000
					07	
	lected Role (L Download the template) cost Center 78400 - Region 4 (TRO-4)	ected Role (L Download the template)	r • Unassigned (NTD Validation Analyst) • 4801 - Alabama Department of Trans X 4(TRC-4) • Upload lected Role (Download the template) Cost Center 78400 - Region 4 (TRC-4) 4801 - Alabama Department of Trans X 4(TRC-4) 4801 - Alabama Department of Trans X 4(TRC-4)	r • Unassigned (NTD Validation Analyst) • (AB01 - Alabama Department of Trans. X / Faulto - Region A (TRO-4) Lupicad Approved Approved Cost Center Organization 78400 - Region 4 (TRO-4) AR01 - Alabama Department of Transpo	tr Unassigned (NTD Validation Analysis) • 44801 - Alabama Department of Trans	r Unassigned (NTD Validation Analyst) 4801 - Alabama Department of Trans. X 74200 - Region 4 (TRO-4) Approved reason 204000 Page lected Role (Location Cost Center 78400 - Region 4 (TRO-4) Organization 4801 - Alabama Department of Transportation (ALDOT) Page

17) When all roles have been added, click *Submit* to complete user setup.

#	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
1	TrAMS	Recipient	Developer	Region 1	1334 - Transportation, Connecticut Department Of	78100 - Region 1 (TRO-1)	N/A	Approved		Q	Ľ	×
2	TrAMS	Recipient	User Manager	Office of Transit Safety and Oversight	6931 - Quality Software Services, Inc.	62000 - Office of Administration (TAD)	sample document approval for the role	Approved		Q	ß	*
3	TrAMS	Recipient	User Manager	Region 1	1334 - Transportation, Connecticut Department Of	78100 - Region 1 (TRO-1)	test	Approved		Q	ß	*
4	NTD -	Reporter •	Safety Viewer 👻	Unassigned (NTD Validation Analyst) 👻	4R01 - Alabama Department of Trans 🗙	78400 - Region 4 (TRO-4)	Test 🗙	Approved	Justification reason 20/4000	Ø		,

18) A User Creation in Progress page will display. You can click *Close* to leave the screen without impacting the user creation process. If you want to verify that the user record is created, wait about a minute, and then click *Refresh*.

User Creation In Progress	
The user's data is being processed. It may take a few minutes for all chang minute to confirm that the user has been created. Click the 'Close' button	
CLOSE	REFRESH

19) The **User Successfully Created** page displays the user's summary information. You can click the link below the user's last name to go directly to the user's profile.

Username	transit.user@fake.com	Title	Analyst	
First Name	Sophia	Honorific	MS.	
Middle Name	A	Company Name	Local Transit Agency	
Last Name	Transit-Rider	System	TrAMS	

20) Click *Close* to return to the Actions page instead.

Title Analyst
Honorific Ms.
pany Name Local Transit Agency
System TrAMS

21) The user will receive an automatic email alerting them of the account setup, like the one below.

		on FTA Platform		
Dear Joe Doe,				
A new user acc	ount has been a	created for you on the Federal Transit A	dministration's (FTA's) FACES Platform. This acco	unt provides
ou access to t	he State Safety	Oversight Reporting (SSOR).		
You should hav	ve received an e	mail from Appian, the underlying softwa	are system, with your username and your tempo	rary password
The following r	roles have been	requested for your account:		
Application	Role	Access Control Group	Cost Center/Organization	Status
	Primary	SSOR Local Security Managers	Arizona Department of Transportation	
SSOR	Reporter	(LSMs)	(ADOT)	Approved
read and agree log in, contact you are an Exte	e to the system of your FTA superv ernal User, click	user notification. Then click the 'If you a visor. If you are a non FTA employee, rea	you are an FTA employee access this site from a re an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage	are unable to en click the 'lf
read and agree log in, contact you are an Exte Regional Office	e to the system of your FTA superv ernal User, click	user notification. Then click the 'If you an visor. If you are a non FTA employee, rea this link to log in' link. If you are unable also contact your application's help desk	e an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage	are unable to en click the 'lf
read and agree log in, contact you are an Exte Regional Office	e to the system your FTA superv ernal User, click e. All user's can k at <u>FA.SSOR.HE</u>	user notification. Then click the 'If you an visor. If you are a non FTA employee, rea this link to log in' link. If you are unable also contact your application's help desk	e an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage	are unable to en click the 'lf
read and agree log in, contact you are an Exte Regional Office	e to the system i your FTA superi ernal User, click e. All user's can i k at <u>FA.SSOR.HE</u> Fee	user notification. Then click the 'If you an visor. If you are a non FTA employee, rea this link to log in' link. If you are unable also contact your application's help desk <u>iLP@dot.gov</u>	e an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage	are unable to en click the 'lf
read and agree log in, contact you are an Exte Regional Office SSOR Help Des	e to the system i your FTA supern ernal User, click e. All user's can k at <u>FA.SSOR.HE</u> Fee <u>htt</u> Un	user notification. Then click the 'If you an visor. If you are a non FTA employee, rea this link to log in' link. If you are unable also contact your application's help desk <u>LP@dot.gov</u> deral Transit Administration	e an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage	are unable to en click the 'lf
read and agree log in, contact you are an Exte Regional Office	e to the system i your FTA superv ernal User, click e. All user's can i k at <u>FA.SSOR.HE</u> Feet htt Transit 12	user notification. Then click the 'If you an visor. If you are a non FTA employee, rea this link to log in' link. If you are unable also contact your application's help desk <u>LP@dot.gov</u> deral Transit Administration <u>ps://www.transportation.gov/</u>	re an FTA User, click this link to login' link. If you ad and agree to the system user notification. The to log in contact your organization User Manage ::	are unable to en click the 'lf

6.2.2 Action: Assign Bulk Roles

If more than one user or external user needs to be assigned to a new user role, the **User Manager**, **LSM**, or **GSM** may bulk assign user roles through this action. The assignment process will provide validations and will only allow users to be assigned roles that are valid for them. This action is useful when

paired with the Create Multiple Users form or any other time where many users must be assigned to new roles.

To assign bulk roles at once:

1) Click the Assign Bulk Roles from the Actions tab.

Assign Bulk Roles	Create and Manage Users	Create Multiple Users
Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
Recertify Users	Eemove Bulk Roles	Review Role Requests
Recertify Users Recently User Roleco for Active Users	Remove Bulk Bulk	Approve or Roject Role Requests
Review Unlock Requests	Manage Access Centrol Groups	Manage Recertification
Approve or Reject Unlock Requests	Create or Edit Access Centrol Groups and Manage Organizations	Manage User Role Certification Cycle
Manage Role Documentation	Manage System Announcements Anage System Announcements	

2) The Assign Bulk Roles page displays a yellow banner that requires the user to click the *PROCEED* button.

		fect System pe	formance when submitt	ed during business	hours. Click procee	d to continue.			PROCEED
	* System	TrAMS	-	* Role Category	Select a Role Category	-	RESET		
			on Add User below. Multiple us gle role or multiple roles for eac				er. To create ano	ther group, click on Add User agair	n. When all users ha
Use		Role	Access Control Group	Organization	Cost Center	Justification Doc	ument	Comments	Θ
					No items available				

3) The **Assign Bulk Roles** page displays the available users to assign new roles based on the user assigning the roles, and the users to be assigned to a role.

* Syst	Select a System		* Role Category	Select a Role Category	▼ RESET		
		n Add User below. Multiple u role or multiple roles for ea			<i>name one after the other. To create an</i> e assigned.	other group, click on Add User agair	n. When all users h
User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0
				No items available			

4) The Assign Bulk Roles displays a short list of user roles from the Role Category. Select the relevant user role category to which the users will be assigned from.

tructions: User Role Access Control Group organization P User Role Access Control Group organization Contractors FTA Staff Recipient ument Comments					* Role Category	•	TrAMS	* System	
User Role Group Organization Recipient DOL Comments	∥ users I	'her group, click on Add User again. Wher	er. To create an	max max					
	0	Comments	ument	Recipient	Organization		Role	User	
				Contractors					
Auditors				Auditors					

5) Once the role category is selected, the user manager can add users clicking on the link "Add user". Multiple users may be added as a group by typing the username one after other. When all users have been added to the grid, you may select a single role or multiple roles for each group of users. To create another set of users, click on Add User again.

*System TrAMS	-	* Role Ca	tegory Recipient	¥ R	ESET			
ructions: Users can be added by clicking on A n added to the grid, you may select a single ru					create another group, click o	n Add User again. When all	users	hav
r a justification statement for the role assignmen		-			any other relevant information.			
User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	
Aarya Developer (arya.developer 🗙	1		1334 - Transportation, Connecticu X	78100 -	I≡ Select Existing	Justification Reason		
Adakan@Ridedart Dakan (adakan 🗙	Read Only 👻	Region 1 🔹	1534 - Hansportation, Connecticu 🗙	Region 1 (TRO-1)	1 Upload	20/4000	Ø	
1								

6) The logged in user is given an option to copy the same set of role combination in a new row and can add more roles or organizations in

addition to the copied set. After that he can select the users in user column like step 4.

	dd Llear balaus Atultia							
ad to the grid you may coloct a cingle r			led as a group by typing the user name one a s. A maximum of 300 roles can be assigned.		create another group, click o	n Add User again. When all u	isers h	ave
					ny other relevant information			
nnadon statement for the role assignmen	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	0
ya Developer (arya.developer 🗙	1			78100 -	= Select Existing	lustification Reason		
ikan@Ridedart Dakan (adakan 🗙	Read Only 👻	Region 1 👻	1334 - Transportation, Connecticu X	Region 1 (TRO-1)	1 Upload	20/4000	Ø	>
1	fication statement for the role assignmen	fication statement for the role assignment in the comments field. Role a Developer (arya.developer X	fication statement for the role assignment in the comments field. This should be a brie Role Access Control Group a Developer (arya.developer X	fication statement for the role assignment in the comments field. This should be a brief statement that explains why this user needs the Role Role Group Organization a Developer (arya.developer X 1334 - Transportation. Connecticu X	fication statement for the role assignment in the comments field. This should be a brief statement that explains why this user needs the role, along with a Role Role Group Organization Cost Center Role Role Role Role Role Role Role Role	fraction statement for the role assignment in the comments field. This should be a brief statement that explains why this user needs the role, along with any other relevant information. Role Access Control Group Organization Cost Center Justification Document a Developer (arya,developerx Read Only Region 1 1334 - Transportation. Connecticux 78100 - Region 1 Image: Select Existing Region 1	fraction statement for the role assignment in the comments field. This should be a brief statement that explains why this user needs the role, along with any other relevant information. Role Access Control Group Organization Connecticu X 78100- Read Only Region 1 Reg	fraction statement for the role assignment in the comments field. This should be a brief statement that explains why this user needs the role, along with any other relevant information. Role Access Control Group Organization Connecticu X 78100- Read Only Region 1 Region 1 Regi

7) The logged in user will have the option to cancel this process at any time by pressing the cancel button in the lower left-hand corner of the screen.

	* System	TrAMS		* Role Ca	tegory Recipient	* R	ESET			
				-						
					ded as a group by typing the user name one rs. A maximum of 300 roles can be assigned		o create another group, click o	n Add User again. When all	users	hav
er	a justification staten	nent for the role assignme	nt in the comments field	. This should be a brie	of statement that explains why this user needs	the role, along with a	any other relevant information.			
	User		Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	•
	Aarya Developer	(arya.developer 🗙			1334 - Transportation, Connecticu X	78100 -	I≣ Select Existing	Justification Reason		
	Adakan@Ridedar	t Dakan (adakan 🗙	Read Only •	Region 1 👻	1554 - Transportation, Connecticu X	Region 1 (TRO-1)	1 Upload	20/4000	Q	3
	-									
A	DD USER									

8) Once the logged in user has added all users to be assigned new roles, click the Next button to navigate to the Confirm Bulk Role Assignment page.

	* System	TrAMS		* Role Ca	tegory Recipient	* R	ESET			
					led as a group by typing the user name one a rs. A maximum of 300 roles can be assigned.		create another group, click o	n Add User again. When all	users	hav
					f statement that explains why this user needs th		ny other relevant information.			
	User		Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	•
	Aarya Developer	arya.developer 🗙			1334 - Transportation, Connecticu 🗙	78100 -	I≡ Select Existing	Justification Reason		
	Adakan@Ridedar	t Dakan (adakan 🗙	Read Only 🔹	Region 1 🔹	1534 - Transportation, Connecticu 🗙	Region 1 (TRO-1)	1 Upload	20/4000	Q	1
-	DD USED									
+ A	DD USER									

9) On the Confirm Bulk Role Assignment page, the logged in user will be able to confirm the bulk assignments. Should a user be assigned a role that they are not supposed to be assigned to, the user manager can go back to the Assign Bulk Roles page and remove any necessary users or roles by clicking the Back button.

stem	Username	1 Role Category	Role	Access Control Group	Organization	Cost Center
AMS	tor.contractor@dot.gov	Contractors	Contractor	Office of Budget and Policy	6831 - Quality Software Services, Inc.	62100 - Office of Administration
aM5	tor.contractor@dot.gov	Contractors	Contractor	Region 7	1812 - Transportation, Iswa Dept Of	78700 - Region 7
AM5	adib.alam@mailinator.com	Contractors	Contractor	Office of Budget and Policy	6931 - Quality Software Services, inc.	62000 - Office of Administration
AMS	adib.alam@mailmator.com	Contractors	Contractor	Region 7	1812 - Transportation, Iowa Dept Of	78700 - Region 7

10) If desired, the **Confirm Bulk Role Assignment** page will prompt the user manager to upload a justification document to be attached for confirming the roles. Click the **Upload** button to select a single justification document to upload for all roles.

#	User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments		0	0
1	Analyst TestUser11 (state.analyst11) 🗙	Global Security Manager (GSM) 👻	•			I≡ Select Existing		C	P	×
			:			~				
Sy	 Add Document For Se 	lected Role (L Down Cost Cente		emplate)		Organization				
Do	D cument *		Description	*						
ι	JPLOAD Drop file here									
Do	cument Name*									
			0/2	55				0/4	4000	1
c	ANCEL						U	PLOAD DOCU	JMEN	π

11) If a User wants to upload a justification or delegation of authority document, they can use the Add Document for Selected Role section. Users can download the Justification Document template using the link available in that section. Please follow the instructions within the document on how to complete the Justification Document.

#	User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	0
1	Analyst TestUser11 (state.analyst11) 🗙	Global Security Manager (GSM) 🔻	v			I≣ Select Existing		Ø	×
	1) Add Document For Se	elected Role (土 Down Cost Center		emplate) 🦂		Organization			
Do	cument *			Description *					
Do				Description *					
Do	cument *			Description *					
Do	PLOAD C Drop file here		0/2					0/40	00 4

12) Click the **Upload** button in that section, select the justification document that you wish to upload in the Windows file browser and click open.

$- \rightarrow \cdot \uparrow \square$	This F	PC > Documents > FACES Samples	ٽ ~	Search FACES Sample	s ,c
Organize 🔻 New	folder				- 💷 🌘
1.0.1	^	Name	Date modified	Туре	Size
Quick access		PPD-BlankDoc	7/26/2019 9:58 AM	Microsoft Word D	12 KI
E Desktop 📌		💼 Sample-Document	8/2/2019 3:23 PM	Microsoft Word D	0 KI
🕂 Downloads 🖈	•	🔁 Sample-Document-2	8/2/2019 3:24 PM	Microsoft Word D	0 KI
🔮 Documents 📝		🔁 Sample-Document-3	8/2/2019 3:24 PM	Microsoft Word D	0 K
📰 Pictures 🛛 🖈					
PulkPoleAccien	× .				
F	ile nam	e: New Microsoft Word Document		All Files	~

13) After selecting the justification document to upload, the user manager may delete that document upload and select again by hovering over the document icon and pressing the below displayed icon.



14) After the upload is finished, the user manager will have to give a title and brief description of the justification document before clicking the **Upload Document** button to finish the bulk role assignment.

# User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	0
Analyst TestUser11 (state.analyst11) X	Global Security Manager (GSM) 👻	×			I≡ Select Existing ▲ Upload		Ø	×
(#1) Add Document For Se	lected Role (🛃 Down		emplate)		Organization			
NTD	cost cente				organization			
			Description	к.				
			Description *	F)				
Document • UPLOAD C Drop file here			Description					
Document *		0/2:					0/40	100

15) After clicking the **Upload Document** button, the request will be processed, and the user manager will be returned to the **Actions** page.

6.2.3 Action: Manage Role Documentation

Roles can have an optional justification document for their assignment to a specific user. FACES has incorporated a Justification Document template that can be downloaded and completed. The Justification documentation can be

uploaded in advance of role assignment via the *Manage Role Documentation* action or uploaded at the time the role is added on the *Manage Roles* form as shown in section 6.2.1. At the time of upload, documentation is tagged to the user's organization. During role assignment, the document is then tagged to the specific role and the specific user. A single document can be used for any combination of roles and users (presuming these roles and user are mentioned within the document).

To upload role documentation in advance of role assignment:

- WANDARY LEXCE
 Manage Acked Documentation

 Manage Acked Documentation
 Manage System Announcements

 Manage Acked Documentation
 Manage System Announcements
- 1) Select *Manage Role Documentation* from the Actions tab.

2) The **Manage Role Documentation** page displays available role documents. User Managers can view, add, or delete documents for their organization(s). Validation Analyst and LSMs can view, add, or delete documents for their Cost Center(s) and any organization(s) within their Cost Center(s).

	System	TrAMS			•	Organization	Select an Organization		
	Access Control Group	Regior	13		•	Cost Center	78300 - Region 3		
DD	DELETE								
	Document Name	1	Description	Access Control Group	Cost Center	Organization		Uploaded Date	Uploaded By
	Justification		Justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
	justification		justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
	Role Approval Doc		Test	Region 3	78300 - Region 3	1402 - Baltimore, City Of	(BALTIMORE CITY)	5/1/2019	ahmed.khan
	role change		doc	Region 3	78300 - Region 3	1396 - Transportation, De (DELDOT)	elaware Department Of	2/4/2020	ahmed.khan
	Sample		Sample	Region 3	78300 - Region 3	1401 - Transportation, M (MTA)	aryland Department Of	1/8/2019	lesie.smith
									< 1 - 5 of 11

3) To download a copy of a document, simply click the document name link.

	System	TrAMS		-	Organization	Select an Organization		
Ace	cess Control Group	Region 3		•	Cost Center	78300 - Region 3		
DD	DELETE	/						
Do	icument Name	Description	Access Control Group	Cost Center	Organization		Uploaded Date	Uploaded By
Jus	tification	Justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
] jus	tification	Justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
Ro	le Approval Do	c Test	Region 3	78300 - Region 3	1402 - Baltimore, City Of (BALTIMORE CITY)	5/1/2019	ahmed.khan
rol	e change	doc	Region 3	78300 - Region 3	1396 - Transportation, De (DELDOT)	laware Department Of	2/4/2020	ahmed.khan
Sa	mple	Sample	Region 3	78300 - Region 3	1401 - Transportation, Ma (MTA)	ryland Department Of	1/8/2019	lesie.smith
								< 1 - 5 of 11

4) To view a list of user roles and user tied to an existing document, click the checkbox next to the document record. Beneath the document grid a list of justified roles will display. Click a specific role name to show all users with that role.

	Document Name	ſ	Description	Access Control Group	Cost Center	Organ	ization	Uploaded Date	Uploaded By
	Doc1		Fake Doc	TrAM5 Region 2	78200 - Region 2		New Jersey Transit ration, The (NJTC)	11/5/2019	faces.sysadmin.bala@mailinator.com
	test5		test5	TrAM5 Region 2	78200 - Region 2		County Of Chemung IUNG CNT)	10/22/2019	Bruce.Hawkins12345
	test6		test6	TrAM5 Region 2	78200 - Region 2		County Of Chemung IUNG CNT)	10/22/2019	Bruce.Hawkins12345
~	Justified Roles					1	Justified Users		
	User Manager						peter t		
							Sunnle tramsum		

5) To upload a new document Click Add.

System Access Control Group ADD DELETE		TrAMS			 Organization 	Select an Organization		
		TrAMS Region .	2		• Cost Center	Cost Center 79200 - Region 2		
	Document Name	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By	
	Doc1	Fake Doc	TrAMS Region 2	78200 - Region 2	1414 - New Jersey Transit Corporation, The (NJTC)	11/5/2019	faces.sysadmin.bala@mailinator.com	
1	test5	test5	TrAMS Region 2	78200 - Region 2	1924 - County Of Chemung (CHEMUNG CNT)	10/22/2019	Bruce.Hawkins12345	
	testő	testő	TrAMS Region 2	78200 - Region 2	1924 - County Of Chemung (CHEMUNG CNT)	10/22/2019	Bruce.Hawkins12345	

6) The *Add Document* section will display beneath the list of available documents. Users can download and use the Justification Document

template link available. Please follow the instructions within the document on how to complete the Justification Document.

1	1	Darlynn Smit (NTD Valida Analyst)	ation 78100 - Region 1	10098 - Western Maine Services, Inc. (WMTS)	Transportation	9/1/2020	faces.sysadmin.bala@mailinator.con
1	1	Office of the Administrat	or 62000 - Office of Administration	6522 - Personnel Manaj Office Of (OPM)	gement, U S	3/23/2020	faces.sysadmin.bala@mailinator.con
							≪ < 1-5 of 879 > ≫
Add Docun	nent (🛓 Do	wnload the templa	ate) 🗲				
System *			Access Control Group		Organization		
Select a System		•	Select a Group	,			
Document *				Description *			
	op file here						
Document Name*							
			0/2	55			0/4000
CANCEL							UPLOAD DOCUMENT
CLOSE							

7) Click *Upload* to browse for justification documents to add to the document repository.

1	1	Darlynn Smit (NTD Valida Analyst)	ition 78100 - Region 1	10098 - Western Maine Transportation Services, Inc. (WMTS)	9/1/2020	faces.sysadmin.bala@mailinator.com
1	1	Office of the Administrat	or 62000 - Office of Administration	6522 - Personnel Management, U S Office Of (OPM)	3/23/2020	faces.sysadmin.bala@mailinator.com
						≪ < 1-5 of 879 > ≫
Add Docu	ment (🛃 Dov	wnload the templa	ate)			
System *			Access Control Group	Organization		
Select a System		•	Select a Group	-		
Document *				Description *		
	rop file here					
Document Name	*					
			0/255			0/4000
CANCEL						UPLOAD DOCUMENT
LOSE						

8) Using the Windows browse function, find and click the document to upload. Then click *Open*.

Organize + New fol	der				355	- 🔟 (
🔶 Favorites	Documents library				Arrange by:	Folder -
🗼 Downloads	Name	Date modified	Туре	Size		
Recent Places	Custom Office Templates	12/2/2019 11-27 AM	File folder			
词 Libraries	Sample Document.docx	12/2/2019 11:27 AM	Microsoft Word D	12 KE	3	
Documents						
Music Pictures Videos						
Pictures B Videos Palencia, Christina						
Pictures Tideos Palencia, Christina						
Fictures Videos Palencia, Christina Contacts Jesktop						
Pictures Videos Palencia, Christina Contacts Desktop E Desktop						
Fictures Videos Palencia, Christina Contacts Jesktop						

- 9) The selected document will be uploaded.
- 10) To select a different document, hover over the document file name and click the "X" that displays. You can then click *Upload* to choose a new document.



11) If the user is a User Manager for a single organization, the System,
 Access Control Group, and Organization fields will be assigned by default to the user's organization. Validation Analyst, LSMs and GSMs may need to populate some of these fields.

Add Document (🛓 Download t	he templa	ate)			
System *		Access Control Group		Organization	1
SSOR	•	SSOR Local Security Managers (LSMs	5) -	Select an Organization	I
CANCEL		0/255	Description +	0/4000 // UPLOAD DOCUMENT	
CLOSE					

- 12) This page requires descriptive information to be entered to make the document accessible to other users and to explain the document contents.
 - a. Document Name: A clear document name is essential for other users to know what the document's purpose and coverage. Document names cannot exceed 255 characters.

b. A description that provides even more details about the document's intent, content, etc., is also advisable. Descriptions cannot exceed 4000 characters.

Once the information for the document is finalized, click Upload Document.

Add Document (去 Download the tem	plate)		
System *	Access Control Group		Organization
SSOR	SSOR Local Security Managers (LS	iMs) 🗸	Select an Organization
Document * PDF - 213.03 KB Document Name *		Description *	
	.0/255		0/4000 "
CANCEL			UPLOAD DOCUMENT
CLOSE			

13) The document is added to the list of available documents with its Document Name, Description, Access Control Group, Cost Center, Organization, Upload Date, and the UserID of the person who uploaded it.

	System	Select a Syste	69		Organization		
ADD	Access Control Group	Select a Group	p		•		
0	Document †	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By
		Description	Access Control Group Lillian (NTD Validation Analysi)	Cost Center 78100 - Region 1	Organization 10002 - Manchester Transit Authority (MTA)		Uploaded By sunnie.ntdgsm@dot.gov

14) To remove a document from the system, the user simply highlights the document to be removed by selecting the check box associated with it and clicking *Delete*. Users can only delete documents that have not yet been selected to support user role assignment. Only one document can be deleted at a time.

	System	Select a Syste	σ.		 Organization 		
ADG	Access Control Group	Select a Grou	s		•		
	Document Name	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By
	1	123	Lillian (NTD Validation Analyst)	78100 - Region 1	10002 - Manchester Transit Authority (MTA)	10/18/2019	sunnie.ntdgam@dot.gov
•	1001 role doc	1001 role doc	OTrak Region 4	78400 - Region 4	1001 - Transportation, Florida Department Of (FLORIDA DOT)	10/22/2019	faces systemadministrator38@dot.go

15) A dialog box displays that requires the user to confirm the deletion.

Are you sur	re you want to delete the selected data?	
NO		YES

- 16) Click *Yes* to delete the document. Click *No* to cancel.
- 17) Once a document is deleted, the screen will refresh, and the remaining documentation displays on the **Manage Role Documentation** page.
- 18) If no further documentation needs to be uploaded or removed, click *Close* to return to the Actions tab.

	System	TrAMS			 Organization 	Select an Organization	
	Access Control Group	TrAMS Region	2		- Cost Center	78200 - Region 2	
ADD	DELETE						
	Document Name	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By
	Doc1	Fake Doc	TrAMS Region 2	78200 - Region 2	1414 - New Jersey Transit Corporation, The (NJTC)	11/5/2019	faces.sysadmin.bala@mailinator.cor
	testS	testS	TrAMS Region 2	78200 - Region 2	1924 - County Of Chemung (CHEMUNG CNT)	10/22/2019	Bruce:Hawkins12345
	test6	testă	TrAMS Region 2	78200 - Region 2	1924 - County Of Chemung (CHEMUNG CNT)	10/22/2019	Bruce.Hawkins12345

6.2.4 Action: Manage Role Documentation

If more than one organization or external user needs to be created, the User Manager, Validation Analyst, LSM, or GSM may bulk load their profile

information into the system using a Microsoft Excel file. A file template is provided by the system and must be used. FTA users cannot be uploaded through this action. The upload process will perform data validations and will only upload users that pass all validations. This action is useful when new organizations are added to your system and many users need to be imported at once. At this time, user roles must be added separately using the standard *Manage Roles* form.

To upload multiple user information at once:

1) Click the *Create Multiple Users* from the Actions tab.

MANAGE USERS	* Lat Image: Content of the content of		User Management + 🌘 o federa karar Adree
	Assign Bulk Roles	Create and Manage Users Create or Activitie & New System User	En Create Multiple Users Uplaad information for Autopie News Diees
	Recertify Users Recertify User Rolecul for Active Users	Remove Bulk Roles Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Right Role Requests
	Review Unlack Requests Approve or Reject Unlack Requests	Manage Access Control Groups Cruite or Est Access Control Groups and Manage Organestions	Manage Recertification Manage User Role Certification Cycle
	2 Manage Role Documentation Add or Remove Role justification Documentation	4) Manage System Announcements Kanage System Announcements	

2) Download the user information template by clicking the hyperlink that says *Template*.

	addresses, phone numbers) can be uploaded for multiple users at a time. Once user information is uploaded, new he "Create New User" action on the Actions tab. User roles will be added at that time.
Download Template	
Template	
Click the link to download the ti The template must be saved wi	emplate. Add data for each new user. For "User Type", enter "Organization" for TrAMS Recipient or NTD Reporter use th an "Joisx" extension.
(+) show instructions	
Upload User Data *	
Upload your completed ".xisx" f	ile here.

3) The template will contain the following fields for user data. Almost all fields are required. In the template for each user provide the following details for each new user:

Field	Required	Data Entry Rules
User Type	Yes	Must be Organization, DOL, Auditor, or Contractor.

		·
Email (username)	Yes	Entry must be a valid email entered in all lowercase characters. This
First Name	Yes	Cannot contain any special characters (e.g. \$) or numbers.
Last Name	Yes	Cannot contain any special characters (e.g. \$) or numbers.
Title	Yes	Must not exceed 255 characters.
Honorific	Yes	Must be Mr., Mrs., Ms., or Dr. (periods required).
Office Phone Number	Yes	Must be formatted like a phone number (e.g., (555) 555- 5555). Cannot be just a 10-digit number (e.g. 55555555555).
Address 1	Yes	Must begin with a street number (e.g., "1207 Maple St") or a PO (e.g., "PO Box 412").
Address 2	No	
City	Yes	Cannot contain special characters (e.g. \$) or numbers.
State or Territory	Yes	Must be a verified 2-character US state or US territory abbreviation.
Zip Code (5 digits)	Yes	Must be a 5-digit number. If the leading zeros are being stripped from '.xlsx' document, begin the zip code with an apostrophe (e.g. '01234).
Company	No	Must not exceed 255 characters.
Department	No	Must not exceed 255 characters.

4) The file must be saved with an ".xlsx" file extension. (A sample file with four users is shown below.)

1	A	8	c	D	E	F	G	н	1	1	К
2	User Type	Email (username)	First Name	Last Name	Title	Honoritic	Office Phone Numb	erAddress 1	Address 2	City	State or Territory
з	Organization	[smith1@fake.com	John	Smith	Analyst	Mr.	(123)123-1234	101 Ninth St.		Transitville	IL
4	Organization	[smith2@fake.com	Jessica	Smith	Analyst	Dr.	(123)123-1234	101 Ninth St.		Transitville	IL
5	Organization	[smith3@fake.com	Jerry	Smith	Analyst	Mr.		101 Ninth St.		Transitville	IL
6	Organization	(smith4@fake.com	Josie	Smith	Analyst	Mrs.	(123)123-1234	101 Ninth St.			IL
-											

5) When the file is ready to be uploaded, click *Upload* on the Create Multiple Users page to locate the Excel (.xlsx) file.

	formation (names, addresses, phone numbers) can be uploaded for multiple users at a time. Once user information is uploaded, new se activated using the "Create New User" action on the Actions tab. User roles will be added at that time,
Download	Template
Template	
	to download the template. Add data for each new user. For "User Type", enter "Organization" for TrAMS Recipient or NTO Reporter us e must be saved with an "xisx" extension.
(+) show ins	structions
Upload Us	er Data *
UPLOAD	
Upload your	completed ".xlsx" file here.

6) Use the Windows browser capabilities to locate the file to be uploaded. Click *Open* to add the file to the system.

)rganize 🔻 New fold					811 *	1
A Quick access	Name	Date modified	Туре	Size		
T QUICK access	ACS_Template_BulkUserUpload Exceluisx	11/13/2017 12:43	Microsoft Excel W	13 KB		
ConeDrive	Sample Doc.docx	8/23/2017 10:50 AM	Microsoft Word D	12 KB		
This PC	Sample Document 2.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
Desktop	Sample Document 3.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
	Sample Document.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
Documents	C Sample New Users.xlsx	9/26/2016 11:38 AM	Microsoft Excel W	12.KB		
File	name: ACS_Template_BulkUserUpload Excel.xlsx		~	All Files		1

7) The file that was selected is listed on the upload page.

Vpload your completed ".xlsx" file here.	VILSX - 12.21 KB	Upload User Data	
Upload your completed ".xlsx" file here.		ACS_Template_BulkUserUpload Excel XLSX + 12.21 KB	
		Upload your completed ".xlsx" file here.	

8) Click *Submit*. This will begin the data upload and validation.

	rmation (names, addresses, phone numbers) can be uploaded for multiple users at a time. Once user information is uploaded, new a activated using the "Create New User" action on the Actions tab. User roles will be added at that time.
Download T	emplate
Template	
	to download the template. Add data for each new user, For "User Type", enter "Organization" for TrAMS Recipient or NTD Reporter use must be saved with an "xilsx" extension.
(+) show insti	ructions
Upload User	Data "
	Femplate_BulkUserUpload Excel - 12.21 KB
Upload your c	completed ".xlsx" file here.

9) The Confirm Users page will open. The system will display the users in the file that can be uploaded (New Users) and the users that have data issues (Users with Errors). For each user with issues, specific error messages will be given to help correct the user data.

New Users		
The information for the following users pas	sed all validation checks. Click the "Submit" butto	n to create these users.
Username	First Name	Last Name
jsmith1@fake.com	John	Smith
jsmith2@fake.com	Jessica	Smith
Username	Errors	
jsmith3@fake.com	Office Phone: Input is Require	ed
jsmith4@fake.com	City: Input is required	

10) The user may:

a. Select *Cancel* to return to the Actions page. Click *Yes*.

You are abou sure you wan	rm. No users will be	e saved. Are you
NO		YES

b. Select *Back* to return to return to the previous page and select a new file. Click *Yes*.

Changes will be lost, are you sure you want to go back?	
ΝΟ	YES

c. Click *Submit* to confirm the users and complete the upload of all users that passed validation checks. Only users that passed validation will have user records created.

jsmith3@fake.com	Office Phone: Input is Required	
jsmith4@fake.com	City: Input is required	
CANCEL BACK		SUBMIT

11) The **Creating Users** form will display. Click *Refresh* to see how many users have been created. The process may take several minutes.

Creating Users	
0 out of 2 users have been created. Please click refresh to see if the process is complete. This may take a few minutes.	
	REFRESH

12) Once the users have been added to the system, clicking *Refresh* will display the Users Created screen. Click *Close* to return to the Actions tab.

ew Users		
Username	First Name	Last Name
jsmith1@fake.com	John	Smith
jsmith2@fake.com	Jessica	Smith

- 13) To finalize user setup, the User Manager will need to locate each user to add user roles. Users will be unable to login until roles are added. The same individual that uploaded the user data does not need to be the person to activate the accounts. If multiple user managers exist for an organization, this responsibility can be shared.
- 14) To locate a new user to finalize, go to the *Create and Manage Users* action.

Assign Bulk Roles	Create and Manage Users	Create Multiple Users
Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
Recertify Users	Remove Bulk Roles	Review Role Requests
Recertify User Roley for Active Users	Remove Roles in Bulk	Approve or Reject Role Requests
Review Unlock Requests	Conster or Edit Access Control Groups	Manage Recertification
Approve or Reject Unlock Requests	Create or Edit Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
Contraction Manage Role Documentation Add or Remove Role justification Documentation	40 Manage System Announcements Manage System Announcements	

15) Select the appropriate user type, enter the user's username, and click *Next*.

Create and Manage Users	
User Type * ○ FIA Staff	
Organization User (e.g. Recipient, Reporter)	
External User (e.g. DOL, DOT Reviewer, Auditor, Contractors)	
CANCEL	NEXT
Create and Manage Users	
Create and Manage Users	
Username	
Username janedoe@fakeemail.com	

16) A page will display a message that the user needs to be activated. You will be given the option to navigate to *Manage Roles* for that user. Click *Yes* to proceed to *Manage Roles*.

Jser Informat	ion			
Full Name	Ms. Jane Doe	Username	janedoe@f <mark>akeemail.com</mark>	
Title	Analysit	Status	Deactivated	
User Type	Organization			
he user needs to be ac	tivated. Would you like to manage this user's roles?			

17) Follow the standard process for adding roles to the user and then click *Activate*. The user will be notified that their account has been established at this point.

6.2.5 Action: Remove Bulk Roles

If more than one user or external user's user roles needs to be removed from the system, the **System Admin**, **Global Security Manager**, **Validation Analyst**, **LSM** may remove user roles through this action. The role removal process will provide validations and will only allow users to remove the user roles that are not valid for them anymore.

To remove bulk roles at once:

1) Click the *Remove Bulk Roles* from the Actions tab.

Assign Bulk Roles	Create and Manage Users	Create Multiple Users
Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
Recertify Users	Remove Bulk Roles	Review Role Requests
Recertify Liser Rolegy for Active Users	Remove Roles in Bulk	Approve or Reject Role Requests
Review Unlock Requests	Manage Access Control Groups	Manage Recertification
Approve or Reject Unlock Requests	Create or Edit Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
Manage Role Documentation Add or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	

2) The **Remove Bulk Roles** page displays the available users with existing roles they are assigned with can be removed.

Role Category Organization Role				1							
	Selecture Organization			2	•	Access Centrol Group	Select a group				
Role							Select Cost Gentle				
	Select a Rele)	•	User	Select an A the soler				
										CLEAR	FILTER(S)
ist of Users											
Username	1	Name(Last, First)	System	Access Control Group	Cost Center	Organization	Role	Created Dote	Modflied Date	Last Login Date	Status
ana fitnesse Jurid	imalinator.com	Local Security Manager LSM. Recentification	Trams Trams Trams	Office of Program Management Region S Région 1	TPM TRO-S TRO-1	(5478) (5478) (5478)	Local Security Manager (LSM) Local Security Manager (LSM) Administrator	4/24/2019 2:59 PM GMT+00:00	9/18/2019 3:28 PM GMT+00:00		Active
aaby.userdetaibr ov	eportgisbalviewer@dot.g	User Details Report Global Viewer, TraMS	TraMS TraMS TraMS	Region 1 Region 2 Office of Cuil Rights	180-1 180-2 18P	(NJA) (NJA) (NJA)	Administrator Administrator Civil Rights Officer	9/24/2019 5/38 PM GMT+02:00	9/34/2019 5:38 PM GMT+00:00	1/28/2920 1:14 PM GMT-00:00	Active
aana globalwewe	r (Felot, gov	Global Viewer. Trants	Trams Trams	Office of Ewil Rights Office of Budget and Policy	TCR TBP	(N/A) (N/A)	Civil Rights Officer Budget Director	9/24/2019 5:38 PM GMT+00:00	9/34/2019 5:38 PM GMT+00:00	1/28/2020 1:14 PM GMT+00:00	Active

3) The user is provided with filters to narrow down specific users.

Phors				
Role Category	Recipient	Access Control Group	Region 1	
Organization	1334 - Transportation, Connecticut Department Of (CONNDOT) #	Cost Center	78100 - Repon 1 (TRD-1)	
Role	Grief a Rite	User	Select an achie care	

4) Once filters have been applied, the user can select multiple users by clicking anywhere on user record row from the **List of Users** grid to see what roles they currently have; selected users are highlighted blue. Clicking on a selected user record again will deselect that user.

Filte	ers.											
	Role Category	fectpient.					* A	cess Control Group	Region I			1
	Organization	1334 - Trans	portation, Connecticut D	epartment	of(connoct) ×			Cast Center	76100 - Region 1 (178	0-1)		
	Role	Solect A Role						User	Seed an active user			
											CLEAR	FILTERS
ist	Username		† Name(Last, First)	System	Access Centrol Group	Cost Center	Organization	Role	Created Date	Modified Date	Last Login Date	State
	aiden altömalänato	ir.tom	AL Aiden (Mr.)	TRANS	Region 1	190-1	1334 - CONNDOT	Subrotter	M20/2019 2:44 PM GM7+00:50	2/4/2020 4/36 PM GMT+00:00	1/28/2020 1:14 PM GMT+00:00	Activ
	aria.lee@mailinato	r.com	ite, aria (Ms.)	TrANS TrANS	Repon 1 Repon 1	TRO-1 TRO-1	1334 - COMNDOT 1334 - COMNDOT	User Manager Submitter	5/1/2015 4:12 PM GMT-00:00	1/6/2020 8:32 PM GMT-60:00	1/28/2020 1:14 PM GMT+00:00	Activ
1	arya.org.ger@mail	inator.com	Aliem, Sunnie (Ms.)	TIAMS TIAMS	Region 1 Region 1	TRO-1 TRO-1	1334 - CONNDOT 1334 - CONNDOT	CMI Rights Submitter	6/3/2019 5:58 PM GMT+00:90	8/29/2019 2:11 PM GMT+00:00	1/28/2020 1:14 PM GMT+00:00	AGN
	arya.tunnie@imailir	nator com	sunnie, Arya (MS.)	TrAMS	Region 1	180.1	1334 - CONNDOT	User Manager	1/6/2020 6:36 PM GMT+00:00	1/10/2020 6:39 PM GMT+60:00	1/28/2020 1:14 PM GMT+00:00	ACDV
	assia khadri@fake	com-	ibadri, ania (Mr.)	TrAMS TrAMS	Region 1 Region 1	TRO-1 TRO-1	1334 - CONNDOT 1334 - CONNDOT	Attorney Submitter	9/6/2019 3:18 PM GMT+00:00	3/9/2020 6.54 PM GMT+00.09	1/28/2020 1:14 PM GMT+00:00	Activ

5) The user will have the option to cancel this process at any time by pressing the **Cancel** button in the lower left-hand corner of the screen.

CONNOCT MANAger GMT+00.00 GMT+00.00 GMT+00.00 GMT+00.00 GMT+00.00 GMT+00.00 GMT+00.00 GMT+00.00 F/J PM	consider (Mrs.) CONVOOT Manager GMT+00.00 GMT+00.00 GMT+00.00	GMT-00:00 GMT-00:00
connoci Inrsi Connoci Marager Garrenzoo Garrenzoo Garrenzoo	Connder (Mrs.) CONNDER Manager GMT=0000 GMT=0000 GMT=0000	GMT+00:00 GMT+00:00
200 Serviter 1984, 228 SHOWN 9-54 288 SHOWN 9-54 288 SHOWN 9-54 288		
rondoz developer telepitulev conndoz (Mrs.) Trabis Region 1 TRO-1 CONNOCT Manager GMT-60000 GMT-6000 GMT-6000	connect developer lateot gov connect Mrs.) TAMS Region 1 THC-1 COM/007 Manager GMT-00:00 GMT-00:00 GMT-00:00	GMT+00:00 GMT+00:00
or Mrs.1 TeAMS Region 1 TBC-1 CONNOCT Manager GMT-00:00 GMT-00:00 GMT-00:00 A	oz M/rs.) TRAMS Region 1 THO-1 CONVOCT Manager GMT-00.00 GMT-00.00 GMT-00.00	GMT+00:00 GMT+00:00 AC
CONNOCT MANAger GMT-00.00 GMT-00.00 GMT-00.00	contract Mrrs.1 CONVOCT MANager GMT+00.00 GMT+00.00 GMT+00.00	GMT+00300 GMT+00300
200 Sawyter 1134, 228 Britownio 944 Ref Schuldton 946 CM 1/18/2000 1142 CM		
ndou developer (alloutupov connidor (Mrs.) TAMAS Region 1 TBC-1 CONVICIT Manager GMT+00.00 GMT+00.00 OMT+00.00	condot.deveopertiliaot.gov condot.tMrs.) TAMS Region 1 TBO-1 CONNOCT Manager GMT-00:00 GMT-00:00 GMT-00:00	GMT+00:00 GMT+00:00
rdat.developer18/b01.gov conndit Mirs.) TXMS Region 1 TBC-1 CONVOCT Manager GMT-00:00 GMT-00:00 A	conndot.developer1allott.dev conndot.Mrs.) TKMS Region 1 THC-1 CONNDOT Manager GMT-00:00 GMT-00:00 GMT-00:00	GMT+00:00 GMT+00:00
ndat.developer18/b01.gov conndict Mrs.) TXAIS Region 1 TBD-1 CONVOOT Manager GMT-00:00 GMT-00:00 A	condot.eveopertaliot.gov condot.Mrs.) TAMS Region 1 TRO-1 CONVOCT Manager GMT-00:00 GMT-00:00 GMT-00:00	GMT+00:00 GMT+00:00 A
CONNOCT MANAger GMT-00.00 GMT-00.00 GMT-00.00	Connder (Mrs.) CONNDER Manager GMT=0000 GMT=0000 GMT=0000	GMT+00:00 GMT+00:00
		9/10/2019 9:55 PM 1/28/2020 1:14 PM
200 Benniter 1984 228 Britshing Oct. Bas Gridening Oct. Bas Gridening Oct. Bas		
		9/10/2019 9:55 PM 1/28/2020 1:14 P

6) The user can select multiple roles for multiple users by clicking anywhere on the rows from User Roles grid to remove the roles from the system. Clicking on a selected user role again will deselect that user role. Once the user has selected the users and user roles, click Next to navigate to the Confirm Role Removal page.

	brian transumálnoreplu com	Doe (se (ML)	Trans	Report 1	TEO.1	CONNOOT	User	11/12/2019 5-08 PM	11/12/2019 5:08 PM	1/26/2020 1:14 PM	Attue
	and the second second second	A construction of				CONNDOT	Manager	GM1-00:00	GAR-00:00	GMT+00:00	Call.
	chistina umtransilimatinator com	Fal, Chistina (Mrs.)	TRAMS	Region 1	TRO-1	1234 - CONNDUT	User Manager	5/16/2019 6/49 PM GMT+00:00	J/29/2020 10:09 PM GMT+00:00	5/26/2020 1:14 PM GMT+00:00	Active
	convider_covinghts2@dot.gov	Civil Rights. conndot	TIAMS	Region 1	TEO-1	1334 - CONNDOT	Civil Rights	5/10/2019 9:54 PM GMT-00:00	9/10/2019 9:55 PM GMT+00:00	1/26/2020 1:14 PM GMT+00:00	Active
	connduit developer 10 dot gov	Developer. conndot (Mrs.)	TIAMS	Region 1	101	1354 - CONNDOT	User Manager	1/11/2019 6/47 PM GMT-00:00	9/24/2019 2:05 PM GMT-00:00	1/26/2020 1:14 PM GMT+00:00	Active
	conndot.ffregorier2@dot.gov	FFR Reporter, consider,	Trans	Region 1	TRO-1	1334 - CONNDOT	sea Reporter	9/10/2019 9:54 PM GMT+00:00	9/19/2019 9:55 PM GMT-00:00	1/28/2020 1:14 PM GMT-00:00	ACTIVE
										(1)	10 of 37 >
Use	r Roles										
	Username 1	Role	Access	Control Group	0	Cost Center		Organization			tabus
	alden.al@mailinator.com	Submitter	Region	1		egion 1	Transport	tion. Connecticut Depart	treest Of	Test Doc A	pproved
	aria lee@mailinator.com	User Manager	Region	,		egion 1	Transporta	ation. Connecticut Depart	treet Of	Role Doc. A	pproved
	aria.lee@mailinator.com	Submitter	Repon	1		egion 1	Transport	ation. Connecticut, Depart	treat Of	Role Doc A	pproved

7) On the Confirm Role Removal page, the user will be able to confirm the bulk role removal by clicking Confirm. The logged in user can navigate back to Remove Bulk Roles page by clicking the Back button if the roles are not supposed to be removed or to remove some more roles. Clicking Cancel will not save any changes and take you back to the Actions home page.

ystem	Username	Access Control Group	Role Category	Role	Organization	Cost Center
YAMS	aiden.al@mailmator.com	Region 1	Recipient	Submitter	1938 - Transportation, Connecticut Department Of	78100 - Region 1
NMS	aria.leejimailinator.com	Region 1	Recipient	User Manager	1334 - Transportation, Connecticut Department Of	78100 - Region 1
AMS	aria.lee@mailmacor.com	Region 1	Recipient	Submitter	1334 - Transportation, Connecticut Department Of	78100 - Region 1

8) Click on the **Confirm** button to confirm the changes and finish the Role removal process. The logged in user will now navigate back to the **Actions** page.

6.3. Managing User Records

Once a user has been created, the **User Manager** can manage details for existing users in their organization including managing the users' profiles, updating their roles/privileges, deactivating, and reactivating users, and unlocking user accounts.

- 1) Click on the Manage Users tab.
- 2) On the **Manage Users** page, enter the search criteria to locate the user that requires any number of changes and click the hyperlink for that user from the list presented. Partial text searches are allowed.

sport Filter	Criteria			
System	Select an Application	•	Cost Center	Select Cost Center
Role Category	Select role category	•	User	Select a user (including deactivated)
Access Control Group	Select a group	•		Search on First or Last name (whole or part)
Organization 🕜				
Role	Select a Role	-		Deactivated

3) The user record will open to the User Summary screen. Click *Related Actions*.

econds		
Trans	it-Rider, Sophia (transit.user@fake.com)	
Lancar	Diar Debals Day Roles History New Related Actions	
	contrast contrast contrast tests	
_		
4	Edit Profile	
7	Edit Profile	
1.50	200 molec	
4	Manage Security Questions	
13	Set or update a count security questions	
4	Manage PIN	
10	Eet or update security PIN	

4) From this page, the User Manager may *Edit Profile*, *Manage User Roles*, or *Deactivate User*. The *Reactivate User* related action will show if the user is deactivated. Likewise, the *Unlock User* related action will show if the user is locked and has submitted an unlock request.



6.3.1 Related Action: Edit User Profile

Organization and external user profiles can be edited by the users' management chains (User Manager, LSM, or GSM). All profile fields, except for username, email address and system, can be edited by a user manager.

Note: Organization and external users cannot edit email addresses. If a user needs to update their email address, they need to contact FACEShelp@dot.gov.

To edit a user's profile:

- 1) Go to the user's record and select *Related Actions*.
- 2) Click *Edit Profile*.

Sunr	nie, Arya (arya.sunnie@mailinator.com)	
Summa	ary User Details User Roles History News Related Actions	
4	Edit Profile Edit Profile	
4	Manage User Roles Add or Delete user roles	
4	Deactivate User Deactivate User Account	

The **Edit User Profile** page will display all previously saved user information details in editable fields.

Edit User Profile	
Basic Information	
Username *	Title *
arya.sunnle@mailinator.com	um
First Name *	Honorific *
Arya	
Middle Name	Ms.
Mildle Name	Company Name
Last Name *	Department
sunnie	
Contact Information	
Email 😧 *	Fax Number
arya.orgum@mailinator.com	
Phone Number *	Phone Ext
(123) 454-5456	
Address 1 *	Zip Code *
1330 summerfield dr	20170
Address 2	Zip Ext

- 3) Make any necessary changes. The same field validations that applied at the time of user creation will still apply (e.g., checks for phone number format).
- 4) Click *Save* to update the user's profile with the new and/or changed information. It may take a few minutes for all the information to save.

Edit User Profile	
Basic Information	
Username *	Title *
arya.sunnie@mailinator.com	um
First Name *	Honorific *
Arya	Ms. 👻
Middle Name	Company Name
	company none
Last Name *	Provenue and the second s
sunnie	Department
Contact Information	
Email 📀 *	Fax Number
arya.orgum@mailinator.com	
Phone Number*	Phone Ext
(123) 454-5456	
Address 1 *	Zip Code *
1330 summerfield dr	20170
Address 2	Zip Ext
City *	PO Box
Herndon	
State *	
DC ·	
CANCEL	SAVE

- 5) Select *Cancel* to return to the **Related Actions** page without saving any changes.
- 6) All changes should be visible on the *User Details* page. Additionally, an audit trail of all changes will be added to the user's *History* page.

6.3.2 Related Action: Manage User Roles

Once the user has been created, the User Manager, LSM, Validation Analyst or GSM can add or remove roles to adjust a user's access and permissions. Security rules govern which types of roles can be added or removed from a user. User Managers can only add or remove roles for their own organization(s). LMSs and Validation Analyst can only add roles within their Cost Centers. GSMs can add or remove any role within their associated system. To assign roles to a user in multiple organizations or across multiple systems, the User Managers from each organization will need to add the corresponding roles. The appropriate GSMs or LSMs can be contacted to facilitate role assignment or User Manager coordination. User roles can be added and deleted at the same time.

When adding/removing roles, note that users cannot have both Read Only and active roles in the same organization (or Cost Center for FTA users).

For ease in explaining, additions and deletions are presented separately within this document.

To add roles to a user:

- a. Go to the user's record and click *Related Actions*.
- b. Click Manage User Roles.



c. The *Manage Roles* page displays. Only roles that the user can manage are visible in the *User Roles* table.

Js	er Inform	ation										
d	T User T	me Mrs.joeDoe ide Tester ype Organisation e User Roles					Usenname briantramstes Status Active	tum@example.co	m			
r	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	o	0	6
1	TRANS	Respiciel	User Manager	Office of Program Management	1439 - Philadepha, Chy Of	65000 - Office of Program Management (TPM)	Approval	Approved		6	2	*
2	TraMS	Recipient	User Manager	Office of Administration	2355 - National Science Foundation	52000 - Office of Administration (CAD)	test	Approved		D	N.	×
3	TRAMS	Redplent	User Manager	Region 9	1618 - Association Of Montorey Bay Area Government	78900 - Region 9 (TRO 5)	testing doc	Approved		D	R	×
4	TRAMS	Respice	FFR Repertor	Region 6	1505 - Central Arkansas Izansit Authority	78600 Region 6 (1110-5)	N/A	Approved		e	R	×
	IrAMS	Bedplent	Official	Begion Z	1227 - U-state Regional Commission	28.001 - Region 7 (TRO 7)	lett)	Approved		Ð	3	×

- d. Select *Cancel* at any point in this process to return to the previous page without saving any changes.
- e. Click *Add* to add a new role to the user.

*	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
t	TrAMS	Becipien	Uwr Manager	Office of Program Management	1439 Philadelphia, City <mark>O</mark> t	65000 Office of Program Management (TPM)	Approval	Approved		'n	œ	*
2	TOMIS	Redpient	User Manager	Office of Administration	2353 National Science Foundation	62000 Office of Administration (TAD)	test	Approved		Ō	œ	×
3	TOMIS	Redpient	User Monager	Region 9	1618 - Association Of Monteney Bay Area Beveniment	78000 Region 9 (1180-4)	testing doc	Approved		Ō	R	×
4	TRAMS	Becipient	11 x Beporter	Region 6	1506 Central Arkansas Transit Authority	/RSID - Region 5 (TRO-6)	NJA	Approved		Ð	12	*
3	TRAMS	Redpient	Official	Region 7	1277 Bi-state Regional Commission	78700 Region 7 (180-7)	Test1	Approved		Ō	œ,	×
											51	tems

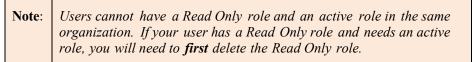
f. The role filters (System, Role Category, Access Control Group, Cost Center, Organization) must be populated for the available roles to display. For most User Managers, these filters will automatically populate, and the fields will be locked on the screen. LSMs, Validation Analyst and GSMs may need to select a Cost Center and Organization for the 'Available Roles' to display.

									_	81	i em
TrAMS	• Recipient •	— Select a Volue — 🔹	Select a Group 💌			N/A			Ð		,
TrAMS	Recipient	Official	Region 7	1277 - Bi-state Regional Commission	78700 - Region 7 (TRO 7)	<u>Test1</u>	Approved		Ð	g	
Trams	Recipient	FFR Beparter	Region 6	1506 - Central Ackamats Transit Authority	78509 - Region 6 (TRO-0)	N/A	Approval		D	œ	
TrAMS	Recipient	User Manager	Region 9	1618 - Association Of Monterey Bay Area Government	78900 Region 9 (11024)	testing doc	Approved		Ö	œ	-
Trams	Resiptent	User Managar	Office of Administration	2355 - National Science Foundation	52000 - Office of Administration (TAD)	heat	Approval		ī	œ	
TrAMS	Recipient	User Monager	Office of Program Management	1408 - Philadelphia, City Of	65000 - Office of Program Management (TPM)	Approval	Approved		Ō	œ	-
System	Role Category	Itale	Arress Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	

g. Potential roles for the user are listed along with default information about the user's system, role, cost center, etc. In the screenshot below, only roles available to TrAMS Recipients are listed. These roles will be granted only for the Organization that is listed.

*	System	Role Category		Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
t	TIAM5	Becipien.	User Manager	Office of Program Management	1439 - Philadelphia, City Of	65000 - Office of Program Management (TPM)	Approval	Approved		Ū	ø	
2	TRAMS	Redpient		Office of Administration	2355 - National Science Foundation	62000 - Office of Administration (LAD)	two	Approved		D	g	2
1	TOMMS	Becipters	Read Only User Manager Submitter	glan 9	1618 Avea lation Of Monterey Bay Area Government	ANNO - Region 9 (TRO-5)	testing doc	Appensed		ŋ	œ	,
4	Traws	Becipien	Developer Official Attorney Ovil Rights	igian b	1506 Central Arkamsas Transit Authority	20000 - Region 5 (TRO 6)	N/4	Approved		D	œ	*
5	TrAMS	Redpient	FER Reporter MPR Reporter	adion 7	1277 Bi-state Regional Commission	78700 - Region 7 (TRO-7)	Testi	Approved		Ø	<u>R</u>	
6	TrAMS	• Recipient •	PC Procurement Office	r Sokata Graup 🔹			N/A			D		

h. Roles are further distinguished in terms of whether they require **Approval** and/or a **PIN** for completing select actions within their system(s). Roles that require **Approval** must be approved at a level above the User Manager.



i. Select **one** of the roles presented. Only one (1) role can be added at a time. System specific rules will be enforced. See <u>Appendix B</u> for a list of system specific rules. Click *Add* to complete the assignment of a role to the individual user.

4	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	
1	ICAMS	Recipient.	Uarr Marrager	Office of Program Management	1439 Pirladelpina, Cily Di	NSDRD - Office of Program Management (TPM)	Approval	Approved		e	œ	×
2	164745	Recipient	Ower Manager	Office of Administration	2155 - National Science Foundation	N2000 - Office of Administration (TAD)	lest	Approved		5	œ	×
з	IFAMS	Recipters	User Mariager	(legna 9	1618 - Association Of Monterey Bay Area Government	28900 - Region 9 (TRO-9)	ussiling day	Approved		•	œ	*
4	Travis	Recipient	FFR Reporter	Region 6	1506 Centrol Arkansas Transit Authenty	78600 Region 6 (TRO 6)	878	Approved		¢	ğ	×
5	Travas	Recipient	Ottical	Region 7	1277 Bistate Regional Commission	78700 Region 7 (TRO 7)	Test	Approved		Ø	<u>R</u>	×
n	TrAMS	- Recipient -	Attorney •	Selvera Group 💌			N/A	Approved		•		*

j. The user and the updated roles will display. Justification Documentation is optional to upload before a role assignment can be submitted. In those cases, the Add Justification Document section will be displayed. A

Delegation of Authority letter template is available on the FTA public website.

۴	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status Comments	0	0	0
1	trams.	Recipient	User Manager	Office of Program Management	14:19 - Philadelphia, 1:19 Of	63000 - Office of Program Management (TPM)	Approval	Approved	D	ß	×
2	TrAMS	Recipient	User Manager	Office of Administration	2355 - National Science Foundation	62000 - Office of Administration (TAD)	test	Approved	Q	X	×
	IFAMS.	Recipient	User Manager	Region N	1618 - Association Of Monterey Ilay Area Government	78900 - Begion 9 (TRO 9)	beiling der	Approved		ß	×
4	TrAMS	Recipient	FFR Reporter	Region G	1506 - Centrel Arkansas Transk Authority	78600 - Region 6 (TRO-6)	N/A	Approved	D	g	×
5	TrAMS	Recipient	Official	Rog on 7	1277 Bi state Regional Commission	78700 Region 7 (180-7)	Testi	Approved	6	13	*
6	TrAMS +	Rixipsen *	Alterney +	Region 3 +	1402 - Bultimore, City Of (BALTIMORE N	78300 - Region 3 (TRO-3)	E Select Existing	Approved	D		×

k. To associate a document with the added role, select from the list of available documents by clicking on *Select Existing* button.

*	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	•
,	traws	Becipient	Uner Managor	Office of Program Management	1419 - Shi adelphia, Chy Dé	65000 Office of Program Management (TPM)	Approval	Approved		D	100	×
2	TrAMS	Recipient	User Manager	Office of Administration	2355 - National Science Foundation	62000 Office of Administration (TAD)	test	Approved		۵	10	×
3	TrAMS	Recipient	User Manager	Region 9	1618 - Association Of Munitersry Bay Area Government	78900 - Bigion 9 (190-9)	besterg due	Approvasi		10	B	×
4	Iraws	Becipient	118 Reporter	Region 6	1506 - Central Arkanses Transit Authority	Albon - Region 6 (TRO-6)	NIA	Approved		n	8	×
5	traws	Bedpient	official	Region 7	1277 - G-state Regional Commission	78700 - Region 7 (TRO 7)	Jesti	Approved		50	g	×
é	TrAMS *	Recipient *	Attorney +	Region 3 +	1402 - Baltimore, City Of (04) UMORE 🗙	78300 Region 3 (TRO-3)	 Eclect Existing ± Upload 	Approved	-	e		×

1. If the proper document isn't available, click the *Upload* button.

*	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
1	TOAMS	Recipient	User Manager	Office of Program Management	1450 - Philadelphia, City Or	65000 - Office of Program Management (TPM)	Approval	Approved		6	œ	×
2	TRAMS	Recipient	User Manager	Office of Administration	2355 National Science Foundation	62000 - Office of Edministration (TAD)	test	Approved		Ģ	œ	×
а	TrAMS	Recipient	User Manager	Region 9	1618 Association Of Montercy Bay Area Government	78900 Region 9 (TRO-9)	testing doc	Approved		6	œ	×
4	TRAMS	Recipient	FFR Reporter	Region G	1506 Central Arkansas Transit Authority	78600 - Region 6 (TRO-6)	N/A	Approved		ß	<u>e</u>	*
	IrAM5	Recipient	Official	Region 7	1277 - U-state Regional Commission	78200 - Region 7 (TRO 7)	<u>lesti</u>	Approved		D	(?	×
6	TIMMS -	Recipient	Attorney +	Region 3 -	1402 Balamere, City Of (BALTIMORE 🗙	78300 - Region 3 (TRO-3)	Select Labolog	Approved		D		*

m. Click *Upload* to browse for the document to add. Using the Windows browse function, find and select the document to upload. Once the document has been identified, click *Open*.

	OTrak	FTA Staff	Local Security Manager (LSM)	10		9 (TRO-9)	N/A	Approved	test	Q	ľ
2	TrAMS	Global Users	Global Security Manager (GSM)	•			I≡ Select Existing	Approved		Ø	
			r Selected Role (🛃 Do	wnload the	template)						
		ocument Fo									
Sy	≠2) Add Do stem AMS	ocument Fo		Cost Center	,		Organ N/A	ization			
Sy	stem	ocument Fo			,	Description *		ization			
Sy Tra Do	stem AMS				,	Description *		ization			
Sy Tra Do	stem AMS ocument *	p file here			,	Description *		ization			
Sy Tri Do	stem AMS ocument * UPLOAD	p file here			0/255	Description *		ization			0/400

n. Click *Upload* to browse for the document to add. Using the Windows browse function, find and select the document to upload. Once the document has been identified, click *Open*.

$\leftarrow \rightarrow \land \uparrow$	> This	PC > Desktop > FACES > New Users		5 ~	Search New Us	ers	Q
Organize 👻 Nev	w folder					== -	•
💻 This PC	^	Name	Date modified	Туре	Size		
📃 Desktop		ACS_Template_BulkUserUpload Excel.xlsx	11/14/2017 12:28	Microsoft Excel W	13 KB		
Documents	н.	Sample Doc.docx	8/23/2017 10:50 AM	Microsoft Word D	12 KB		
Downloads		Sample Document 2.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
	11	📹 Sample Document 3.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB	-	
Music		📹 Sample Document.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
Pictures		Sample New Users.xlsx	9/26/2016 11:38 AM	Microsoft Excel W	12 KB		
Videos	~						
	File nam	ne:		~	All Files		\sim
					Open	Ca	ncel .:

- o. The appropriate document will be uploaded.
- p. Descriptive information must be entered to make the justification document accessible to other users and to explain what the document contains. A clear document name is essential for other users to know the document's purpose and coverage. A description that provides even more details about the document's intent, content, etc., is also advisable. The maximum characters remaining will show beneath the document name and description fields.

	ument *										
(# Syst	tem	ument For S	Selected Role (🛓 Dov	vnload the ^{Cost Center}	template)	Description *	Orgar N/A	ization			
2	TrAMS •	Global Users 🔹	Global Security Manager (GSM) 👻	*			1 Upload	Approved	0		>
				10		9 (TRO-9)	I≣ Select Existing			ľ	

- q. Once the information for the document is finalized, click *Upload Document*.
- r. The document is added to the list of available documents and is preselected as the appropriate document to tag to the new user role.

,	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification	Status	Comments	0	0	0
1	D-AMS	Recipient	User Manager	Office of Program Management	1439 - Philade phia, City Of	65000 Office of Program Management (TPM)	Approval	Approved		Ð	<u>R</u>	
2	Travis	Recipient	User Manager	Office of Administration	2305 - National Science Foundation	62000 - Office of Administration (TAD)	Test	Approved		Ō	ġ	×
3	TrAMS	Recipient	User Managar	Region 9	1618 - Association Of Monterey Bay Area Government	79500 - Region 9 (TRD 9)	testing doc	Approved		D	Z	*
4	TrAMS	Recipient	FFR. Reporter	Region 6	1506 Central Arkansas Transit Authority	78600 - Region 6 (180-6)	N25	Approved		0	Ø	*
5	Trans	Resignant	Official	Region 7	1277 - Bi-state Regional Commission	78700 - Region 7 (TRO-7)	Test	Approved		0	æ	*
6	IrANS -	los:plent *	Alforney •	Region (1	1402 - Ballinoce, City Of (14) UMOR 🗴	78300 Region 1 (080-1)	Role Approval Dec	Approved		0		×

s. At this point, comments are required to be added into the **Comments** data entry box to complete the use of the document for that role, especially if the document is not obviously associated with the role. Then click *Save*.

Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments		0	•
Recipient	User Manager	Office of Program Management	1439 - Pirladelpina, Gity Df	65000 - Office of Program Management (TPM)	Approval	Approved		U	œ	×
Redpient	User Manager	Office of Administration	2825 National Science Foundation	62000 - Office of Administration (TAD)	test	Approved		6	œ	×
Reopient	User Manager	Region 9	1618 Association Of Mentercy Boy Area Government	78900 Region 9 (TRO-9)	testing dec	Approved		6	œ	*
Redplent	FFR Reporter	Region 6	1506 - Central Arkansas Transit Authority	78600 - Region 6 (TRO 6)	N/A	Approved		Q	<u>@</u>	×
Recipient	Official	Region 7	1277 - Bi-state Regional Commission	78700 Region 7 (TRO-7)	Testi	Approved		0	œ	×
Recipient +	Attorney *	Region 3 •	1462 - Baltimore, City Of (BALTIMORE *	78300 - Region 3 (TRO-3)	Brie Approval Duc X	Approved		h		*
	Redpient Reopient Redpient	Recipiont Veer Recipiont User Recipiont User Recipiont Still Reporter Recipiont Official	Recipient User Program Management Recipient User Office of Administration Recipient User Region 0 Recipient Fill Reporter Region 0 Recipient Official Region 7	Beophent User Manager Program Management 1430 - PinLudorphis, City OF Recipient User Manager Office of Administration 2335 Notional Science Foundation Recipient User Manager Office of Administration 2335 Notional Science Foundation Recipient User Manager Region 0 1618 Association Of Monterey Bay Area Government Recipient HR Reporter Region 0 1506 - Central Arkaneas Transt Authority Recipient Official Region 7 1277 - Bistate Regiund Commission	Broupient User Manager Office of Program Management 1439 - Picksielpins, Giy Of of Program Management Recipient User Manager Office of Administration 2835 Notional Science Foundation Riddo - Office of Administration Recipient User Manager Region 9 1618 Association 01 Mentercy Bay Area Government 78000 Region 911100-91 Recipient HR Reporter Region 9 1618 Association 01 Mentercy Bay Area Government 78000 Region 91100-91 Recipient HR Reporter Region 2 1500- Central Arkanzas Transt Authority 6 (TRD d) 7(TRD d) 78700 Segion 7(TRD d) Recipient Officult Region 7 1227 - Bindide Regional Commition 78300 Region 7(TRD d)	Broupiont User Manager Office of Program Management 1439 - Pickalepina, Giy Of of Program Management Approval Management Respicit User Manager Office of Administration 2835 National Science Foundation 62000 - Office of Administration test Respicit User Manager Region 0 1018 Association Of Montercy Boy Area Government 7500 Region testing doc Respicit HB Reporter Region 0 1016 - Central Arkanzas Transt Authority for Government 7600 - Office 01100-0 NAA Respicit Office 1 Region 7 1277 - Bridde Regional Commission 78700 - Region 71100-70 Testing Provider Respicer Attorney Respicer Respicer Respicer 78800 - Region NAA	Broupient User Manager Office of Administration Manager 1439 - PicLade/pice, City Of of Program Management Approval Approval Approval Recipient User Manager Office of Administration 1439 - PicLade/pice, City Of 61000 - Office of Administration 61000 - Office of Administration Approved Approved Recipient User Manager Region 9 1618 Association Of Mentery Boy Area Government 75000 - Region 911 ROD Recipient Recipient Recipient 1618 Association Of Mentery Boy Area Government 75000 - Region 911 ROD NuA Approved Recipient Hit Reporter Region 7 1506 - Central Arkaneas Transt Authority 71800 - Region NuA Approved Recipient Officat Region 7 1277 - Bistate Region 2 Comminister 78000 - Region 71800 - Region Testi Approved	Bucghinth User Manager Office of Program Management 1439 - Philadulphis, City Of of Program Management Approval Approval Recipiont User Manager Office of Administration 2355 National Science Foundation 67000 - Office of Administration tost Approved Recipiont User Manager Office of Administration 2355 National Science Foundation 67000 - Office of Administration tost Approved Recipiont User Manager Region 0 1618 Association Of Montercy Bicy Arcca Government 75000 Recipion tost Approved Recipiont HB Reporter Region 0 1506 - Central Arkaneas Transt Authority Gravernment 76500 Recipion NrA Approved Recipiont Offical Region 7 1277 - Biolade Regional Commission 76100 Recipion Test1 Approved Approved Recipiont Offical Recipiont Tost2 - Biolade Regional Commission 76100 Recipion Test1 Approved	Broupinth User Manager Office et Manager 1439-Pickaciplika, Giy Of of Program Managem Managem Managem Manager Approved Approved Respicit User Manager Office et Administration Manager 2835 Notionel Science Foundation 62000-Office et Managem Managem test Approved Improved Respicit User Manager Region 9 1618 Association 01 Mentercy Boy Area Government 78000-Region (TAD) testing doc Approved Improved Respicit User Manager Region 9 1618 Association 01 Mentercy Boy Area Government 78000-Region (TAD) testing doc Approved Improved Respicit 1488 Region 9 1618 Association 01 Mentercy Boy Area Government 78000-Region (TAD) testing doc Approved Improved Respicit 1488 Region 9 1618 Association 01 Mentercy Boy Area Government 78000-Region (TAD) NA Approved Improved Respicit 1488 Region 7 1277- Biolade Region 2 Confiction (TAD) 78700-Region Test Approved Improved	Broupinth User Manager Office et Manager 1439-Pickaiciphic, Giy Of of Program Manager Approval Approval Approval Approval Approval Approval C C Respicit User Manager Office et Administration Manager 2835 Notionel Science Foundation 62000-Office et Manager test Approved Approved C C C Respicit User Manager Region 0 1618 Association 01 Mentercy Bicy Area Government 78000-Region (1700-0) testing doc Approved C C C Respicit Hit Reporter Region 0 1618 Association 01 Mentercy Bicy Area Government 78000-Region (1700-0) testing doc Approved C C Respicit Hit Reporter Region 0 1500-Central Arkaneas Transt Authority (1700-0) 1600-0 NA Approved Approved C C Respicit Officat Region 7 1277- Biolade Region 2 conficti Hittigger 78300-Region Mer Approved Approved C C Respicit Attranse * Recon 3 * 1002-Bittigger (conficting for confiting for

UNCLASSIFIED

t. Click *Submit* to finalize the assignment of the role(s).



u. The **User Roles Updated** page displays a message that the roles are being processed within the system.

User Roles	opuated	
The user's role changes	are currently being processed. It may take a few minute	s for all changes to appear on the user's record.
		CLOSE

v. Click *Close*. The **Related Actions** page displays.

6.3.3 Delete A Role

To remove a role from a user:

- 1) Go to the user's record and click *Related Actions*.
- 2) Click *Manage User Roles*.



3) Click on the red "X" at the end of the row for roles you want to delete.

county of the	Details — User Ilnies	Elblory Nev	Related Artion							
Manage	User Role	s								
User Inform	mation									
Fall N	ame Mrs. Joe Doer					Username betantranneles	tun Senample.co	411		
	Title Tester					Status Active				
User'	and the second se									
0.511	Type Organization									
	te User Roles									
		Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	ø	ø
Add/Updat	te User Roles	Role User Managar		Organization 1439 - Phriadeiphia, City Of	Cost Center 65000 - Omce of Program Management (TPM)	Justification Document	Status Approved	Comments	•	•

4) The *Status* column will change from *Approved* to *Deleted* for each role that is deleted.

Js	er Informa	tion										
	Full Name	Mrs. Joe Loe					Userneme brientramste	stum@example.co	an			
	Title	e Tester					Status Active					
	User Type	e Organization										
Ad	d/Update I	Jser Roles										
+	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	ø	0	6
*	System TrAMS	Role Category	Role Uner Manager		Organization 1439 Philadelphia City Of	Cost Center 65000 Office of Program Management (LPM)	Justification Document	Status Deleted	Comments		0	

5) Once all desired roles have been removed from the user's role list, click *Submit* to save the deletions. Click *Cancel* to undo any deletions and leave the form.

	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	•	0	0
1	Trams	Recipient	User Manager	Office of Program Management	1431 - Philadelphia. Cily Of	65000 - Office of Program Management (TPM)	Approval	Deleted		Ō	ø	×
1	Trams	Reoplent	User Manager	Office of Administration	2755 - National Science Foundation	52000 - Office of Administration (TAD)	test	Approved		Ð	<u>8</u>	
т	Tra <mark>m</mark> s	Respicint	User Manager	Region 9	1618 - Association Of Monterey Bay Area Government	78900 - Region 9 (180-9)	testing doc	Approved		Ō	œ	×
1	TrAMS	Resplent	FFR Reporter	Region 6	1506 Central Arkansas Transit Authority	78600 - Region 6 (TRO 6)	N76	Approved		Ð	<u>R</u>	×
	DAMS.	lleciplent	Official	llegion 7	1277 - Bl-state Regional Commission	20.400 - Region 7 (TRO 7)	Tee1	Approved		9	()	*
1	GAMS	Resiptent	Alluray	Region 3	1402 - Baltimore, City Of	78300 - Region 3 (TRO-3)	Role Appended Date	Appenned		'n	œ	*
											61	larris

6) The User Roles Updated page will display. Click *Close* to return to the **Related Actions** page.



6.3.4 Update Role Documentation

The User Manager may further need to manage role documentation or add a role comment for a user. Role documentation can only be updated for roles in "Requested" status. These updates may be necessary if the wrong document was uploaded or additional documentation was requested by the LSM, Validation Analyst or GSM reviewing the role request.

To manage role documentation for a user:

- a. Go to the user's record and click *Related Actions*.
- b. Click Manage User Roles.



c. The **Manage Roles** page is displayed, allowing the **User Manager** to manage documentation.

		2										
Js	er Informa Full Name	adot Primary Reporter					Username aaria.primaryreporter	Pdot.gov				
	Title	Test User Organization					Status Active					
		Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	6	9
1	SSOR	SSO	Primary Reporter	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	G	2
2	SSOR	SSO	Viewer	SSOR Local Security Managers (LSMs)	2 - Arkansas State Highway and Transportation Department	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	G	2
3	SSOR	SSO	Viewer	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		D	g	8
4	SSOR	SSD	Primary Reporter	SSOR Local Security Managers (LSMs)	15 - Missouri Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	G	8
5	SSOR	sso	Alternate Reporter	SSOR Local Security Managers (LSMs)	15 - Missouri Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0		8

d. The **User Manager** may select the hyperlink for any document to view the contents. The associated document will open within the appropriate application for viewing. Selecting the hyperlink for the document will download the document for review.

Us	er Informa	tion										
		adot Primary Reporter				U	sername arya.primaryreporter@test.c	om				
		Test User					Status Active					
	User Type	Organization										
١d	d/Update	Jser Roles										
	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	Θ	0	
1	SSOR	550	Primary Reporter	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	œ	
2	TrAMS	Recipient	Attorney	Office of Administration	7109 - Federal Aviation Administration	62000 - Office of Administration (TAD)	Dummy - Patch - 2019-06-10_1420	Approved		0	ø	
3	SSOR	sso	Primary Reporter	SSOR Local Security Managers (LSMs)	10 - Louisiana Department of Transportation and Development	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	æ	
U	SSOR	SSO	Primary Reporter	SSOR Local Security Managers (LSMs)	16 - New Jersey Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		6	8	

e. To switch a justification document for a specific role, click on the Edit button next to the appropriate role and then click on the red "X" for the document (s) you wish to delete.

S	ser Informa										
d	Title	adot Primary Reporter Test User Organization Jser Roles				U	sername arya.primaryreporteriBtest.c Status Active	om			
	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	Θ	0
1	SSOR	550	Primary Reporter	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	ß
2	TrAMS	Recipient	Attorney	Office of Administration	7109 - Federal Aviation Administration	62000 - Office of Administration (TAD)	Dummy - Patch - 2019-06-10_1420	Approved		0	Ø
3	SSOR	SSO	Primary Reporter	SSOR Local Security Managers (LSMs)	10 - Louisiana Department of Transportation and Development	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	œ
4	SSOR	SSO	Primary Reporter	SSOR Local Security Managers (LSMs)	16 - New Jersey Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		0	ß

- f. At this point, either select an <u>existing document</u> to assign to the role by clicking the required document or click the *Upload* button to upload a new document. A Justification Document Template. For more details on how to upload a new document, see either *Manage Role Documentation* action or the Add Role section.
- g. *Role Comments* can be directly added or edited. *Changes will* overwrite the existing comment.
- h. Once all changes have been made, click Submit.
- i. The User Roles Updated page will display. Click *Close* to return to the **Related Actions** page.



6.3.5 Related Action: Deactivate User

Deactivating a user will deactivate the user across the entire FTA platform – the user will be unable to log in and will have access to all systems (e.g., TrAMS, NTD and DGS) terminated. As part of deactivation, user roles are removed. Users can only be deactivated by individuals who have permission to delete all the assigned roles. For example, if a user is associated with multiple organizations, the User Manager for any single organization will not be able to deactivate the user. Instead, the User Manager can remove user roles to remove the user's access to their organization, or, in an extreme situation, the User Manager can contact their LSM or Validation Analyst for further support. Only users with account status Active or Active (Locked) can be deactivated. A user's status can be found on their User Details page.

To deactivate a user:

1) Go to the user's record and Click *Related Actions* and then click *Deactivate User*.



2) If the User Manager, LSM, Validation Analyst or GSM does not have approval to deactivate the user, the **Deactivate User** page will display a ribbon message. In this case, you can remove the user's access to your organization by going to *Manage Roles* and removing all roles for your organization(s).

nmary User Details				
Deactivate U	ser			
Jser Information	i -			
Full Name add	t Primary Reporter		Username aaria.primaryreporte	r@dot.gov
Title Test	t User		Status Active	
User Type Org	anization			
		-		
This user has roles in other		not have the authority to deactivate this user. To remove this use	r's access to your organization, go to 'Manage Roles' and remove all	organization roles.
This user has roles in other	r organizations. You de	not have the authority to deactivate this user. To remove this use	r's access to your organization, go to 'Manage Roles' and remove all	organization roles.
	r organizations. You de	not have the authority to deactivate this user. To remove this use	r's access to your organization, go to 'Manage Roles' and remove all Access Control Group	organization roles.
ser's Roles You Can Mana Role	r organizations. You de			
ser's Roles You Can Mana Role Alternate Reporter	r organizations. You de lige System	Cost Center	Access Control Group	Organization
ser's Roles You Can Mana Role Alternate Reporter Primary Reporter	r organizations. You do nge System SSOR	Cost Center 74000 - Office of Transit Safety and Oversight	Access Control Group SSOR Local Security Managers (LSMs)	Organization 15 - Missouri Department of Transportation (MoDOT)
iser's Roles You Can Mana	r organizations. You de rge System SSOR SSOR	Cost Center 74000 - Office of Transit Safety and Oversight 74000 - Office of Transit Safety and Oversight	Access Control Group SSGR Local Security Managers (LSMs) SSGR Local Security Managers (LSMs)	Organization 15 - Missouri Department of Transportation (MoDOT) 1 - Antonia Department of Transportation (ADOT)

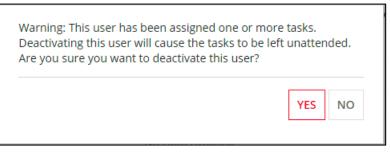
3) Otherwise, the **Deactivate User** page will display with a presentation of basic **User Information**, the **User's Roles You Can Manage**, and the **Tasks Assigned Directly** to the user.

Ser Information Full Name ad Title Te User Type Or ser's Roles You Can Man	ot Primary Reporter st User ganization		Username arya.primaryreport Status Active	e⊜tesLcom
Role	System	Cost Center	Access Control Group	Organization
Attorney	TrAMS	62000 - Office of Administration	Office of Administration	7109 - Federal Aviation Administration (FAA)
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation (ADOT)
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	10 - Louisiana Department of Transportation and Development (LADOTE
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	16 - New Jersey Department of Transportation (NJDOT)
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	12 - Massachusetts Department of Public Utilities (DPU)
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	20 - Oklahoma Department of Transportation (DDOT)
Primary Reporter	SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	3 - California Public Utilities Commission (CPUC)

- 4) Click *Cancel* at the bottom of the page to return to the **Related Actions** page without saving any changes.
- 5) Enter any comments/justification for the deactivation and click *Deactivate* to proceed with the user deactivation. Comments are **required**.

Deactivation			
CANCEL			MANAGE ROLES DEACTIVATE

6) If any open tasks are directly assigned to the user (not to the user's role groups), the following prompt will appear: "Warning: This user has been assigned one or more tasks. Deactivating this user will cause the tasks to be left unattended. Are you sure you want to deactivate this user?" Select *Yes* to proceed with user deactivation. Select *No* to cancel the deactivation.



7) The user also needs to confirm the deactivation in the case where there are no unattended tasks. Select *Yes* when prompted with the question "Are you sure you want to deactivate this user?" to proceed with the user deactivation. Select *No* to cancel the deactivation:

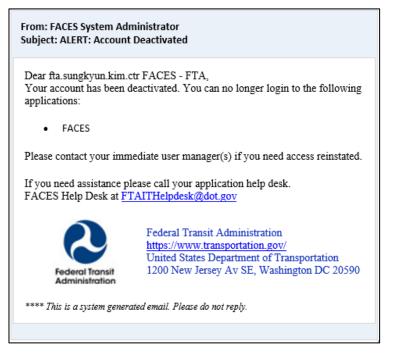
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8) On selecting *Yes*, the system will proceed with deactivation. The **Deactivation in Progress** page will display. Click *CLOSE* to go back to the *Related Actions* or *REFRESH* to refresh the page.

Deactivation In Progress	
The user is being deactivated. It may take a few minutes for all changes to appear on the user's record. Click the 'Refresh' button after a minute to confirm that the user has been deactivated.	
CLOSE	REFRESH

9) The user and all the user's assigned managers within the system will receive an automatic email that will alert them that the account has been deactivated.



6.3.6 Action: Review Role Requests

Some roles added by User Managers require elevated approvals. This includes the TrAMS Recipient roles (Submitter, Official, and Attorney). *No NTD or DGS roles require elevated approvals currently*. When these roles are added on the *Manage Roles* page, a role request is generated. The appropriate LSMs or Validation Analyst will receive an email notification with a link to the *Review Role Requests* action. Role requests can be reviewed by any LSM or Validation Analyst within the appropriate Cost Center. In extreme cases, **GSMs** can also complete the role request review. **GSMs** will see all active role requests for their system.

To review a role request:

1) Go to the Actions tab and click *Review Role Requests*.

Assign Bulk Roles Assign Bulk Roles to Multiple Users	Create and Manage Users Create or Activate a New System User	Create Multiple Users Upload Information for Multiple New Users
Recertify Users Recertify User Rolegy for Active Users	Ex Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Reject Role Requests
Review Unlock Requests Approve or Reject Unlock Requests	Manage Access Control Groups Create or Birt Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
C Manage Role Documentation Add or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	

- 2) The Approve Roles form will open.
- 3) Use the filters to narrow down role requests.

	System	NTD				 Access Control Group 	Select a Group		
	Role Category	Reporter		•		- Cost Center	Select a Cost Center		
	User	Select an active user				Organization			
								CL	EAR FILTER
i	User		Role	Role Category	System	Access Control Group	Cost Center	Organization	Docume
		rmanager2@dot.gov rmanager2@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
	ntd.userb.reques (ntd.userb.reque	strole@fake.com strole@fake.com)	CEO Delegate	Reporter	NTD	Matt Bonzek (NTD Validation Analyst)	79000 - Region 10	00041 - Alaska Railroad Corporation (ARRC)	1
	orguser.ntd@ma (orguser.ntd@ma		User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
	seat.ceo1@dot.g	ov (seat.ceo1@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc

- 4) The pending role requests that the viewer has permissions to approve will be visible. For each request, the user's name, username, role, a link to the justification document, and other key details will be included.
- 5) To review a role request, click the checkbox next to the user's name.

	User	Role	Role Category	System	Access Control Group	Cost Center	Organization	Document
	Bala K (bala@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
•	njtransit User Manager (ntd.njtransit.usermanager2@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
	d d (ntd.userb.requestrole@fake.com)	CEO Delegate	Reporter	NTD	Matt Bonzek (NTD Validation Analyst)	79000 - Region 10	00041 - Alaska Railroad Corporation (ARRC)	1
	Orguser Ntd (orguser.ntd@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
	pennsylvaniauiv Civil Rights (orgusers.tramsxyz@mailinator.com)	User Manager	Reporter	NTD	Courtney Springer (NTD Validation Analyst)	79000 - Region 10	0R01 - Idaho Transportation Department (ITD)	dummy d
	ram editor (ramesh.ntssafetyeditor@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
	seat CEO (seat.ceo1@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
								7 iter
eque	ester Comments				My Comments			
ubmi	itting a requested role							

- 6) Additional details about the request will be displayed beneath the table of requests. The reviewer can see any comments made by the requestor.
- 7) To review the associated justification document, click the document hyperlink in the table. The document will be downloaded.

	User	Role	Role Category	System	Cost Center	Organization	Document
	Administrator1 Region 3 (region3.administrator1)	Initial Reviewer	FTA Staff	TrAMS	78300 - Region 3	N/A	N/A
~	Submitter WMATA (wmata.submitter4@fake.com)	Submitter	Recipient	TrAMS	78300 - Region 3	1398 - WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)	Requested Document

8) When the reviewer has reached a decision, enter any comments in the *My Comments* box and then click either *Approve* or *Reject*. Comments must be 4000 characters or less. Comment are required to be added.

	User	Role	Role Category	System	Access Control Group	Cost Center	Organization	Document
В	Bala K (bala@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
	njtransit User Manager ntd.njtransit.usermanager2@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
d	d d (ntd.userb.requestrole@fake.com)	CEO Delegate	Reporter	NTD	Matt Bonzek (NTD Validation Analyst)	79000 - Region 10	00041 - Alaska Railroad Corporation (ARRC)	1
	Orguser Ntd orguser.ntd@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
	pennsylvaniauiv Civil Rights orgusers.tramsxyz@mailinator.com)	User Manager	Reporter	NTD	Courtney Springer (NTD Validation Analyst)	79000 - Region 10	0R01 - Idaho Transportation Department (ITD)	dummy do
	ram editor ramesh.ntssafetyeditor@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
5	seat CEO (seat.ceo1@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
								7 iten

9) You will be prompted to confirm your decision "Are you sure you want to approve the selected role request?" Click Yes to approve. Select No to cancel and return to the form. (If you clicked Reject, a similar prompt will be given "Are you sure you want to reject the selected role request?")



10) Once a decision is submitted, the role request will disappear from the table. The User Manager and impacted user will be notified of the decision via email. If the role was approved, the role will be added to the user's account.

6.3.7 Action: Review Unlock Requests

FTA is required to comply with U.S. DOT Information Technology (IT) Security guidelines. One key feature of this compliance includes automatic account locks after 60 days of user inactivity. Since the FTA systems all reside on the same software platform and use the common FACES access mechanism, this security feature applies to all software systems on the FTA platform.

FACES automatically locks user accounts if the user has not signed into their account within 60 days. The account lock prevents users from accessing any of the software systems on the FTA platform. Automated warning emails are issued to inactive users 15, 10, and 5 days prior to lockout.

Users are notified that their accounts have been locked via automated emails. Users who are locked out will still be able to log into their FACES account, but

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their access will be severely restricted. The standard Appian tabs (*News*, *Tasks*, *Records*, *Reports*, and *Actions*) will contain a limited amount of data and security-related actions. For example, no tasks will be available.

Locked users can unlock their accounts via one of two methods: 1) correctly answer previously set up security questions; or 2) submit an unlock request. Both methods are available from the **Actions** tab. It is preferred that all users attempt to self-unlock their accounts by answering their previously setup security questions before submitting an unlock request; this is the quickest and most efficient route to unlock an account. Once an account is unlocked, the user's access will be fully restored.

If Security Questions were not previously set up or the answers could not be remembered, user will submit an **Unlock Request** by selecting **Unlock Account** from their **Actions** tab. An email for the **Unlock Request** is automatically routed to the appropriate **User Manager**.

After submitting the Unlock Request, the User Manager (UM), Local Security Manager (LSM) or Validation Analyst will receive an email notification of the unlock request with a hyperlink to review the request. Upon receiving the Unlock Request, the UM, LSM or Validation Analyst can either approve or deny the request. The user will receive an email notification confirming either decision.

If the request is approved, the account will unlock, and all previous permissions will be restored. If the request is denied, the account will remain locked. If the account remains locked, the user should call their User Manager directly to resolve the issue. If the appropriate User Manager is not known, the user can call the Help Desk.

Note:If the organization does not have a User Manager or the user is a User
Manager, the Unlock Request will go to the appropriate Local Security
Manager (LSM) for resolution. If the user belongs to multiple organizations,
the request will go to the appropriate User Manager of each organization.

To reply to an Unlock Request:

1) Navigate to the Actions tab and click *Review Unlock Requests*.

	Assign Bulk Roles	Create and Manage Users	Create Multiple Users
	Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
	Recertify Users	Remove Bulk Roles	Review Role Requests
	Recertify User Roless for Active Users	Remove Roles In Bulk	Approve or Reject Role Requests
Γ	Review Unlock Requests	Manage Access Centrol Groups	Manage Recertification
	Approve or Reject Unlock Requests	Create or Edit Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
	Manage Role Documentation Add or Remove Role suffication Documentation	4) Manage System Announcements Assage System Announcements	

2) System Displays **Review Unlock Request** Page with locked user's information.

System	Select a System		 Access Control Group 	Select a Grou	p		
User Type	Select a User Type		 Cost Center 	Select a Cost	Center		
User	Select an active user		Organization	Select an Organization			
						CLEAR FILTE	
ocked User		Username	Request On	1	Lock Date	Lock Reason	
Vexa Hill		alexa.hill@mailinator.com	11/13/2020 3:40 PM GMT+00:0	D	10/30/2020 1:22 PM GMT+00:00	Inactivity Lock	
iunjida Alam		sunjida.alam@hil.us	11/10/2020 8:13 PM GMT+00:0	D .	11/10/2020 7:54 PM GMT+00:00	Inactivity Lock	
pm Management		tpm.management1@dot.gov	10/14/2020 5:36 PM GMT+00:0	D	8/1/2019 9:49 PM GMT+00:00	Inactivity Lock	
SOR Global Security N	Manager GSM	ssor.gsm13@dot.gov	7/14/2020 6:59 PM GMT+00:00		7/14/2020 6:58 PM GMT+00:00	Inactivity Lock	
egion1 Reviewer		pawan.region1.reviewer8@dot.gov	7/14/2020 5:01 PM GMT+00:00		7/14/2020 3:57 PM GMT+00:00	Inactivity Lock	
OS Local Security Ma	nager LSM	fos.lsm16@dot.gov	7/13/2020 9:00 PM GMT+00:00		7/13/2020 8:52 PM GMT+00:00	Inactivity Lock	
OS Global Viewer		fos.globalviewer14@dot.gov	7/13/2020 8:59 PM GMT+00:00		7/13/2020 8:55 PM GMT+00:00	Inactivity Lock	
rAMS Global Viewer		demo.trams.tcrlsm@dot.gov	7/13/2020 8:59 PM GMT+00:00		7/13/2020 8:55 PM GMT+00:00	Inactivity Lock	
egion1 Local Security	Manager LSM	intakemanager.reg1@dot.gov	4/23/2020 8:45 PM GMT+00:00		8/1/2019 9:51 PM GMT+00:00	Inactivity Lock	
SOR Global Security N	Manager GSM	ssor.gsm7@dot.gov	3/10/2020 7:27 PM GMT+00:00		8/1/2019 9:53 PM GMT+00:00	Inactivity Lock	

- 3) Click *Close* if no action is necessary to return to the Actions page.
- 4) If not, select the link representing the name of the user that needs to be unlocked.
- 5) The **Review Unlock Request** page will display the user's detailed information.
- 6) Validate the User Information and review the Request Comments section.

User Information							
Full Name TrAMS Global	Viewer			Username demo.trams.tcrlsm@	0dot.gov		
Title Test User				Status Active (Locked)			
User Type FTA							
Roles							
Role	↓ Role Category	System	Access Control Group	Cost Center	Organization	Document	Status
Local Security Manager (LSM)	FTA Staff	TrAMS	Office of Civil Rights	68000 - Office of Civil Rights	N/A	N/A	Approved
Budget Analyst	FTA Staff	TrAMS	Office of Budget and Policy	N/A	N/A	N/A	Approved
sunnie needs approval 7/13							
Reviewer Comments							
Comments entered will be visible on the	user's profile in the 'History	dashboard.					//
BACK						A	PPROVE REJECT

- If no action is necessary or more information/justification is needed, select *Back* to return to the **Review Unlock Request** page without acting on the **Unlock Request**.
- Otherwise, enter any text pertinent to the unlock of this user in the Reviewer Comments window. Click *Approve* to approve the request and click *Reject* to reject the unlock request.

eviewer Comments	111	
his unlock request has been verified and approved.		
	_	
mments entered will be visible on the user's profile in the	'Uistow' dashinarri	
mments entered will be visible on the user's profile in the	'History' dashboard.	

 A message will display asking the user to confirm his or her decision. Select *Yes* to proceed or select *No* to remain on the review unlock request page.

Are you sure request?	ou want to approve the selected user's unlock
NO	YES

10) A message will display that indicates the decision for the Unlock Request is being processed. Click *Close*.

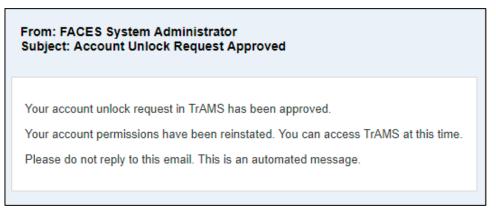
Unlock In Progress	
The decision for the unlock request is being processed. It may take a few minutes for all changes to appear on the user's record. Click the 'Close' button to return to review unlock requests.	CLOSE

11) The **Review Unlock Request** page displays. The **Unlock Request** is no longer listed.



Review Unlock Request Click the name of a locked user to view the user's unlock request. Locked User Username Request On I Lock Date Lock Reason No Data Available No Data Available CLOSE CLOSE I Lock Date Lock Reason

12) The user will receive a confirmation email regarding the approval or rejection of their request.

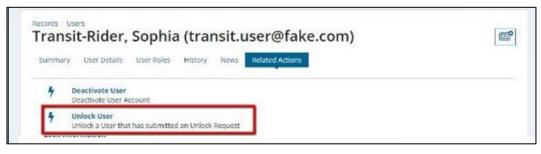


6.3.8 Related Action: Unlock User

If any user is locked in the system, an additional related action will become available on the user's record, *Unlock Account*. This related action allows a **User Manager, LSM, Validation Analyst** or **GSM** (as appropriate) to unlock a user directly from the user's profile. This related action will remain visible if the user's record is locked. It is intended as a backup method of unlocking an account.

To unlock a user's account from the profile related action:

1) Navigate to the user's record and click the "Unlock User" related action.



2) A page will display information about the user's account, the reason for the account lock, and the user's unlock request.

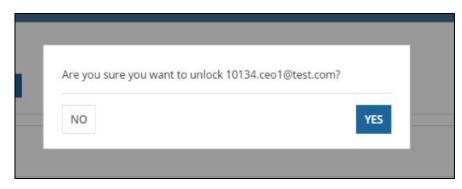
User In	formation								
	Full Name			Username					
	Title			Status No Record					
	User Type								
Lock Inform	mation								
Lock Reas	ion	Lock I	ock Date		ocked By	Comment	Comments		
Inactivity	Lock	10/17	7/2017 9:29 PM EDT		pitluck	Inactive for	r 60+ days		
Lock Inform	mation								
Status	Request Date		User Comments		Reviewer	Reviewer Comments	Review Date		
Rejected	10/17/2017 9:40 EDT	PM	This is a sample request. Please unlock my account.		mpitluck	TEST	10/3/2017 3:26 PM EDT		
Comments									

3) Enter a comment justifying the unlock action, as needed, and then click *Submit*.

Comments	
This unlock request is approved.	
	h
CANCEL	SUBMIT

4) In the confirmation screen confirm you want to unlock user.

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5) On selecting Yes, the system will proceed with deactivation. The Unlock in Progress page will display. Click CLOSE to go back to the Related Actions or REFRESH to refresh the page.

Unlock I	n Progress	
The user is being	unlocked. It may take a few minutes for all changes to appear on the user's record. Click the 'Refresh' button after a minute to confirm that the user has been unlocked.	
CLOSE		REFRESH
Note:	Whenever any user is unlocked after being locked due to re-certification	
	then all that user's active roles will be automatically re-certified.	

6.3.9 Related Action: Reset PIN

If a user cannot remember either their existing PIN or security question answers, the user can contact someone in their users' management chains (User Manager, LSM, or GSM) to reset their PIN.

Note: The Reset PIN action only appears for User Managers, LSMs or GSMs.

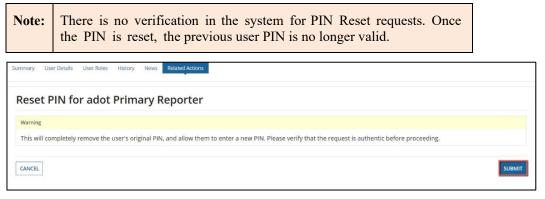
How to reset a user's PIN:

- 1) Navigate to the user's record and select Related Actions.
- 2) Click *Reset PIN*.

Summai	y User Details	User Roles	History	News	Related Actions	
4	Edit Profile Edit Profile					
4	Manage User Rol Add or Delete use					
4	Deactivate User Deactivate User A	ccount	_			
C	Reset PIN This will reset the	user's PIN				

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3) The Reset PIN page displays a warning message and notifies the user management chain that they are about to reset a user's PIN and please verify that request to reset the user's pin came from the intended user.



- 4) Select *Cancel* to return to the previous page without saving any changes.
- 5) Select *Submit* to finalize resetting the user's PIN.
- 6) The *Related Actions* page displays.

6.4. Reviewing Monthly User Comparison Report

The User Comparison Report script generates a report that displays all users that hold both an account in the same system with supervisory roles and an account with non-supervisory roles.

It collates user data across several tables - including contact and address information, then compares users with supervisory roles against those with non-supervisory roles. The resulting report shows a row for each pair of roles across two different accounts held by the same person:

- Supervisory, and
- Non-supervisory.

The recipients of the report are the Global Security Managers (GSMs).

Once the report is received, the expectation is to investigate any items in question within the report.

7. Recertification

Recertification is a process that requires the user's manager to review and recertify (or reject) a user's system roles to satisfy DOT security requirements. The recertification process happens annually, and the user's managers must review and re-certify all users that report to them.

7.1. Help Desk Information

The recertification process trigger systems on the TrIAD platform to send email notifications to role management users (Certifiers) alerting them when they are required to recertify users. After receiving the email notification, each Certifier has a certain number of days to recertify the user group specified in the email. The email will provide this timeline. Users who are not recertified will have their roles removed; users with no roles will be automatically locked out of the system. Users who have multiple roles will have to have each role recertified by their Certifier; the Certifier may elect to only recertify some of a user's roles. In this situation, the user will lose only those roles and will not be locked out of the system. Users who have lost roles or have been locked out of the system will have to contact their Certifier to reinstate their roles. The Certifiers (GSMs, LSMs, User Managers) are required to recertify users with a specific period, depending on the system. This period is called the recertification window.

Note: If a user becomes locked, they can self-unlock themselves or submit unlock requests as detailed in Section <u>7.2</u>.

How to recertify a user role:

- 1) Certifier logs into System and clicks Actions.
- 2) Click *Recertify Users*.

MANAGE USERS	ACTIONS REPORTS HELP CENTER		User Management 🗸 🌒 🎗 Redend Transferioria
	Assign Bulk Roles Assign Bulk Role to Multiple Users	Create and Manage Users Create or Activate a New System User	Create Multiple Users Upload Information for Multiple New Users
	Recertify Users Recertify there Roless for Active Users	å k Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Reject Role Requests
	Review Unlock Requests Approve or Reject Unlock Requests	Manage Access Control Groups Create or Edit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
	연 Manage Role Documentation Add or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	

3) The **Recertify Users** page is displayed, allowing the **Certifier** to filter users to recertify.

Syste	Select a System		•	Access Control Group							
User Ty	Select a User Type		•	Cost Center	Select a Cost Center						
Lock	ed 💽 All 🔵 Yes 🔵 No			Organization							
				Filter users with no User Managers?			c	LEAR FILTER			
	uiring Recertifica	ser at a time to manage roles.									
User	ers to re-certify. Select one us	Username	Туре	Organization		Locked	Last Login Date	Active			
User Man		azdotuserman@mailinator.com	Organization	1 - Arizona Departmen	t of Transportation (ADOT)	No	10/6/2020 9:56 AM EDT	۲			
Test Man		12345testman@mailinator.com	Organization	2 - Arkansas Departme (ArDOT)	nt of Transportation	No	10/6/2020 9:56 AM EDT	0			
NTD UMSupe	ervisor	ntd.umsupervisor	FTA	N/A		No	10/6/2020 9:56 AM EDT	۲			
user.manage	er.test@mailinator.com	user.manager.test@mailinator.com	Organization	1 - Arizona Departmen	t of Transportation (ADOT)	No	10/6/2020 9:56 AM EDT	0			
Henry Coope	ŧŗ	henry.cooper	Organization	1334 - Transportation, Of (CONNDOT)	Connecticut Department	No	10/6/2020 9:56 AM EDT	۲			
David Manag	jer	david.manager	FTA	N/A		No	10/6/2020 9:56 AM EDT	•			
NTD Analst2		ntd.Analyst2	FTA	N/A		No	10/6/2020 9:56 AM EDT	۲			
NTD UMSAna	alyst	ntd.UMSAnalyst	FTA	N/A		No	10/6/2020 9:56 AM EDT	۲			
Derek Long		derek.long@mailinator.com	Organization	1353 - Barnstable, Cou	nty Of (CAPE CODE COM.)	No	10/6/2020 9:56 AM EDT	۲			
Frankie What	tson	frankie.whatson@mailinator.com	Organization	Of (TASC SVC-120)	Ost-wcf, United States Dept Maryland Department Of	No	10/6/2020 9:56 AM EDT	۲			

- 4) A Certifier can download a report for users that require recertification, based on the filters applied, by clicking on Generate Report.
 - a. The system displays a confirmation message.

tom	NTD	Reporter	Viewer	Generate Report?		- Southeast Area Transit (SEAT)	6/3/2021
nator.com	NTD	Reporter	Editor	Are you sure you wish to generate a repor	t with these filters?	Connecticut Department of portation (CDOT)	4/20/2021
nator.com	NTD	Reporter	Safety Contact	NO		• Manchester Transit Authority	7/15/2020
nator.com	NTD	Reporter	Safety Contact	Alexus DeMers (NTD Validation Analyst)	78100 - Region 1	10004 - Brockton Area Transit Authority (BAT)	10/5/2021
	NTD	Reporter	CEO	Sarah Pollard (NTD Validation Analyst)	78100 - Region 1	10048 - Connecticut Department of Transportation - CTTRANSIT - Hartford Division (CTTransit)	7/15/2020
	NTD	Reporter	Editor	Bailey Krouse (NTD Validation Analyst)	78100 - Region 1	1R01 - Connecticut Department of Transportation (CDOT)	4/20/2021

b. A link to the report will be available to download shortly after as well as emailed to the **Certifier**.

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	Sunnie DGSadmin	sunnie.dgs@sysadmin.com	FTA	N/A	No	9/10/2020 5:00 PM EDT	•
	ripta Viewer	ripta.viewer1@dot.gov	Organization	1R07 - Rhode Island Public Transit Authority (RIPTA)	No	10/6/2020 9:56 AM EDT	0
	ripta Safety Editor	ripta.safetyeditor1@dot.gov	Organization	1R07 - Rhode Island Public Transit Authority (RIPTA)	No	10/6/2020 9:56 AM EDT	0
	tpm Local Security Manager LSM	tpm.lsm3@dot.gov	FTA	N/A	No	10/6/2020 9:56 AM EDT	۲
	toa Validation PM	toa.validationpm1@dot.gov	FTA	N/A	No	10/6/2020 9:56 AM EDT	0
CLOS	SE						252 > »
Re	cently Generated Repo						
Re locum	ecently Generated Repo nents will only be available to download for mload Link(s)	15 days after generation.					
Re locum Dow	cently Generated Repo	for sunnie.tramsgsm@dot.gov.xlsx					

5) The **Certifier** can select a user or users to recertify roles.

	User		Username	e		Туре	Organization		Locked	Last Login Date	Active?
~	User Man		azdotuser	rman@mailinato	r.com	Organization	1 - Arizona Department of Transp	ortation (ADOT)	No	10/6/2020 9:56 AM EDT	۲
	Test Man		12345test	tman@mailinato	r.com	Organization	2 - Arkansas Department of Transportation (ArDOT)		No	10/6/2020 9:56 AM EDT	۲
	user.manager.test@mailinat	or.com	user.mana	ager.test@mailin	ator.com	Organization	1 - Arizona Department of Transportation (ADOT)		No	10/6/2020 9:56 AM EDT	0
	massdot NTD Contact	massdot.ntdcontact1@dot.gov Organization 12 - Massachusetts Department of Public Utilitie (DPU)		of Public Utilities	No	10/6/2020 9:56 AM EDT	۲				
	conndot Developer		conndot.d	developer1@dot.	gov	Organization	1 - Arizona Department of Transp	ortation (ADOT)	No	10/6/2020 9:56 AM EDT	۲
	massdot User Manager		massdot.u	usermanager2@	dot.gov	Organization	12 - Massachusetts Department ((DPU)	of Public Utilities	No	10/6/2020 9:56 AM EDT	۲
	Aiden A. Al		aiden.al@	mailinator.com		Organization	1 - Arizona Department of Transportation (ADOT) 12 - Massachusetts Department of Public Utilities (DPU)		No	10/6/2020 9:56 AM EDT	۲
	Cardamom Roundsworth		cpucPrima	ary@mailinator.c	om	Organization	3 - California Public Utilities Com	mission (CPUC)	No	10/6/2020 9:56 AM EDT	۲
	SSOR User Manager		ssor.um1(@mailinator.com	1	Organization	31 - Wisconsin Department of Tra (WisDOT)	31 - Wisconsin Department of Transportation (WisDOT)		10/6/2020 9:56 AM EDT	۲
	dpu User Manager		dpu.usern	manager1@dot.g	jov	Organization	12 - Massachusetts Department ((DPU)	of Public Utilities	No	10/6/2020 9:56 AM EDT	•
										< 1 - 10 of	74 > >>
Us	ser Roles										
Use	rname	System	Role Category	Role	Access Cor	ntrol Group	Cost Center	Organization		Last Certified Date	Certified?
azdo	otuserman@mailinator.com	SSOR	sso	User Manager	SSOR Local Managers		74000 - Office of Transit Safety and Oversight	1 - Arizona Dep Transportation		12/22/2020	No

6) The **Certifier** reviews user(s) details and roles in the User Roles section of the page.

vUser Roles								
Username	System	Role Category	Role	Access Control Group	Cost Center	Organization	Last Certified Date	Certified?
azdotuserman@mailinator.com	SSOR	SSO	User Manager	SSOR Local Security Managers (LSMs)	74000 - Office of Transit Safety and Oversight	1 - Arizona Department of Transportation (ADOT)	12/22/2020	No
Recertification Comments 😯					Document 😧			
					UPLOAD 🔓 Drop file here			
					Document Name			
Characters Remaining: 4000 / 4000					Characters Remaining: 255 / 255			
CLOSE						GENERATE REPORT MANAGE	ROLES DE-CERTIF	CERTIFY

a. Username with user details is displayed on the table.

- b. **Certifier** then enters Recertification Comments. Recertification Comments are required.
- c. Can upload any supporting documentation.
- d. Enter Document Name.
- e. If a user is active and needs recertification of role(s) and mange role(s) at the same time, the **Certifier** can use the **Manage Roles** button.
- f. If a User is locked, the **Certifier** can click on the **Close** button and return to the **Action** Page or navigate to the **Manage Roles** Related Actions if needed to recertify and manage roles:

∨User Roles									
Username	rname System Role Category Role Access Control Group Cost Center Organization Last Ce								
wmata.readonly3@dot.gov	TrAMS	Recipient	Read Only	Region 3	78300 - Region 3	7/15/2020	No		
Recertification Comments 🛛					Document 🛛				
					UPLOAD	rop file here			
					Document Name				
					1.				
Characters Remaining: 4000 / 400	2				Characters Remain	ing: 255 / 255			
You may not manage roles fo	or locked use	rs							
Please unlock the user prior to	o managing u	iser roles.							
CLOSE						GENERATE REPORT MA	NAGE ROLES DE-CERT	IFY CERTI	

See Section Manage User Role for how to manage user's roles.

- g. Click on the **De-Certify** button:
 - i. The system displays a confirmation message.

doi Developer		doi.developer1@	Pdot.gov	Decertify Ro	ole(s)			ient, Bureau Of	Yes	10/6/2020 9:56 AM EDT	۲
SSOR TestingUM		ssor.testingum@	mailinato	Are you sure you want to decertify the roles for users? If the user has no other roles, they will i deactivated.				isportation	Yes	10/6/2020 9:56 AM EDT	۲
mta Submitter		trams.mta.subm					YES	d Department Of	Yes	10/6/2020 9:56 AM EDT	۲
adot User Manager		ssor.adot.userm	anager2@			(ADOT)	160	sportation	Yes	10/6/2020 9:56 AM EDT	٥
wmata Read Only		wmata.readonly	3@dot.gov		Organizat	ion 1398 - Wa Authority		litan Area Transit	Yes	10/6/2020 9:56 AM EDT	٥
										< 1-	10 of 19 >
er Roles											
name	System	Role Category	Role	Access Contro	Group	Cost Center	Organizatio	n		Last Certified Date	Certified?
ita.readonly3@dot.gov	TrAMS	Recipient	Read Only	Region 3		78300 - Region 3	1398 - Wash Authority (W	ington Metropolitan A 'MATA)	rea Transit	7/15/2020	No
tification Comments 🛛						Document 📀					
						UPLOAD	Drop file here				
						Document Na	me				
tters Remaining: 4000 / 400	0					Characters Rem	aining: 255 / 255				
may not manage roles f	or locked use	rs									
se unlock the user prior t	o managing u	iser roles.									
SE								GENERATE RE		NAGE ROLES DE-CERTIN	CERTIF
								SEALERATE REA	IN INCOME	DEICERTI	CENTI

- ii. The Certifier will click the Yes button.
- iii. The user's role is de-certified.

- If a user has any existing roles, then roles that are decertified will be deleted.
- If a user has no other existing certified roles the decertify action will deactivate the user.
- h. Can click on the **Certify** button:
 - i. The system displays a confirmation message.

	Ealy Debbie	Debbie.	Ealy	C	ertify Role(s)					Yes	7/1/2019 10	00 AM EDT	۲
	Sally Submitter	sally.sub	omitter@mailinator.o		e you sure you want to certif ily roles that require recertifi				C)	Yes	10/1/2019 1	0:00 AM EDT	۲
	Joan TrAMS	trams.su	uperuser@recipient.	com	NO				Yes	3/23/2022 3	23/2022 3:59 PM EDT		
~	Arya Test	arya.tes	t@mailinator.com	N				ent Of	Yes	2/9/2023 12	:08 PM EST	۲	
													7 iten
U	ser Roles												
Use	rname	System	Role Category	Role	Access Control Group	Cost Cente	r	Organizatio	n		Las	t Certified Date	Certified
ary	a.test@mailinator.com	OTrak	Recipient	Recipient User	OTrak Region 4					North Carolina H CAROLINA DO	T) 2/2	7/2023	No
tece	rtification Comments 🕻	•				Document	0						
						UPLOAD	Dr.						
						Document	Name						
	cters Remaining: 4000 / 40	100				Characters	Remainir	ng: 255 / 255					
Thara			eare										
	i may not manage roles	tor locked u	5015										
You	a may not manage roles ase unlock the user prior												

- ii. The **Certifier** will click the **Yes** button.
- iii. User's role is certified until next year.

Note: If the certifier does not recertify their assigned users before the end of the recertification window, all the uncertified users will be locked. Users locked because of recertification activities will receive an email to inform them, they no longer have access to the system. If they are not unlocked within two weeks, users locked because of recertification activities will be deactivated.

7.2. User Lock/Unlock Request Process

A user account can be locked if a Certifier does not recertify the user's role during the recertification period. The user will be required to submit an Unlock My Account request from his or her system. A locked user cannot perform any action on the system until his or her account is unlocked.

How a user can request to have his or her account unlocked:

- 1) User logs into System.
- 2) User clicks Unlock My Account.

중 Home
Welcome to the Transit Integrated Appian Platform!
Last Login Date: 10/5/2020 10:25 AM EDT
🔒 Unlock My Account
Unlock Account or Submit Unlock Request
Your Account has been locked. Please click on "Unlock My Account" to unlock your account.

- 3) The System displays the Unlock Account page.
- 4) User enters comment and clicks *Submit* button.

Unlock	Account
Please select a	s available option to unlock account.
You have not Manager as aj	set up account security questions. You are only allowed to send a request to your leadership (User Manager or Local Security propriate).
Options*	
Send a req	uest to unlock your account
Answer see	unity questions
Comment	
Enter comm	nt to unlock your account
CANCEL	SUBMIT
ote:	The user will not be able to select the Answer Security Questions

7.3. Certifier Unlocking User's Locked Account

If a user submits an unlock request during recertification, their Certifier will receive an email notification to unlock the account. A user account locked during recertification will be deactivated two weeks after the end of the recertification window if the Certifier does not unlock the account.

Hint: Alternatively, a certifier can use Unlock related action to unlock locked users. There is no mandate for users to submit unlock request in this case.

How a **Certifier** can unlock a user's account:

- 1) Certifier logs into System and clicks Actions.
- 2) Certifier clicks *Review Unlock Request.*

Assign Bulk Roles	Create and Manage Users	Create Multiple Users
Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Upload Information for Multiple New Users
Recertify Users Recertify User Roless for Active Users	år Remove Bulk Roles Remove Roles in Bulk	Review Role Requests Approve or Reject Role Requests
Review Unlock Requests	Manage Access Control Groups	Manage Recertification
Approve or Reject Unlock Requests	Create or Edit Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
Manage Role Documentation Add or Remove Role Justification Documentation	4) Manage System Announcements Manage System Announcements	

- 3) The System displays Review Unlock Request page.
- 4) Certifier clicks on locked username.

ocked User	Username	Request On	ı	Lock Date	Lock Reason
olga Brown	dol_um2@fake.com	10/24/2018 1:32 PM EDT		9/5/2018 5:30 PM EDT	Locked for Uncertified Roles
oule Morris	louie.morris@dot.gov	9/11/2018 3:57 PM EDT		8/28/2018 3:53 PM EDT	Locked for Uncertified Roles

- 5) The System displays User information page.
- 6) **Certifier** may enter text to explain the unlock action in the Reviewer Comments section.
- 7) **Certifier** clicks on Approved button.

Title User Type	e Dr. Olga Brown e DOL UM			Username doljum Status Active ()		
Role	I Role Category	System	Cost Center	Organization	Document	Status
User Manager	DOL	TRAMS	N/A	N/A	Justification Doc	Approved
Va comments submic Reviewer Cor						

8) In the confirmation screen confirm you want to unlock user.



9) On selecting Yes, the system will proceed with deactivation. The Unlock in Progress page will display. Click CLOSE to go back to the Related Actions or REFRESH to refresh the page.

Unlock	Unlock In Progress							
The user is bein	The user is being unlocked. It may take a few minutes for all changes to appear on the user's record. Click the "Refresh" button after a minute to confirm that the user has been unlocked.							
CLOSE		REFRESH						
Note:	Approving the request automatically re-certifies/reinstates the user's role. Certifier can reject the unlock request and the user account will continue to remain locked.							

Appendix A: Acronyms and Definitions

The following table provides definitions for abbreviations and acronyms used in this document.

Acronym	Definition			
DGS	Discretionary Grant System			
DOL	Department of Labor			
DOT Department of Transportation				
ECHO-Web	Electronic Clearing House Operation Web			
FACES	FTA Access Control and Entry System			
FTA	Federal Transit Administration			
GSM	Global Security Manager			
LSM	Local Security Manager			
NTD	National Transit Database			
SSOR	State Safety Oversight Reporting			
TrAMS	Transit Award Management System			
UM	User Manager			
URL	Universal Resource Locator (i.e., web address)			

Appendix B: User Role Rules

This appendix contains user role assignment rules by system (e.g., TrAMS, NTD or DGS). For information about the privileges a role confers, see the appropriate user guide for the system in question.

1. FTA Platform Rules

- 1) FTA user type is platform wide.
- 2) FTA users can only be assigned roles that match their platform user type.
- 3) FTA Users can only be assigned FTA user roles.
- 4) Organization users can only be assigned organization user roles.
- 5) External users can only be assigned roles that match their external user subtype.
 - a. Auditors can only be assigned auditor roles.
 - b. Contractors can only be assigned contractor roles.
 - c. DOL Users can only be assigned DOL roles.

2. NTD Rules

General Rule: Each reporter user can have up to two roles per Reporter organization (if a user has two (2) roles, one role must be User Manager.)

NTD Reporter Role	Rules
User Manager	• The User Manager role can be held in combination with any NTD Reporter role except Viewers.
	• User Managers can create all other users within a Reporter organization.
CEO	• The CEO role must be assigned by an FTA user.
	• The maximum number of CEOs within a single Reporter organization is one (1).
NTD Contact	• The maximum number of NTD Contacts within a single Reporter organization is one (1).
Editor	Multiple users can be assigned the Editor role.
Viewer	Multiple users can be assigned the Viewer role.
	• Viewers cannot also be assigned the User Manager role.
Safety Contact	• The maximum number of Safety Contacts within a single Reporter organization is one (1).
Safety Editor	Multiple users can be assigned the Safety Editor role.
Safety Viewer	• Multiple users can be assigned the Safety Viewer role.

CEO Delegate	•	Multiple users can be assigned the CEO Delegate role.
	•	Only CEOs and CEO delegates can assign the CEO delegate role.

3. TrAMS Rules

TrAMS Recipient Roles	Rules
Read Only	• The Read Only role cannot be assigned at the same time as any other recipient roles within a single recipient organization.
User Manager	• The User Manager assignment must be approved by an LSM or GSM.
Submitter	The Submitter assignment must be approved by an LSM or GSM.Role assignment requires attachment of Delegation of Authority letter.
Developer	No rules apply to this assignment
Official	The Official assignment must be approved by an LSM or GSM.Role assignment requires attachment of Delegation of Authority letter.
Attorney	The Attorney assignment must be approved by an LSM or GSM.Role assignment requires attachment of Delegation of Authority letter.
Civil Rights	No rules apply to this assignment
FFR Reporter	No rules apply to this assignment
MPR Reporter	No rules apply to this assignment
JPC Procurement Officer	• No rules apply to this assignment

TrAMS FTA Roles

The table below	shows	which roles	are ar	onlicable	to each	Cost Center
The table below	3110 11 3	which foles	are ap	opileable	to cach	Cost Center

	Office of Administrato r	Office of Administration	Office of the Chief Counsel	Office of Communicatio n and Congressional Affairs	Office of Program Manageme nt	Office of Budget and Policy	Office of Research, Demonstration , and Innovation	Office of Civil Rights	Office of Planning and Environment	
	ТОА	TAD	TCC	ТСА	TPM	ТВР	TRI	TCR	TPE	
TrAMS Roles - FTA	61000	62000	63000	64000	65000	66000	67000	68000	71000	
Supervisor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Local Security Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Intake Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Pre-Award Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Post-Award Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Reservationist	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Administrator	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Director	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Director of Operations	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Initial Reviewer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Technical Reviewer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Environmental Reviewer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Civil Rights Officer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Legal Counsel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Read Only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Budget Director	No	No	No	No	No	Yes	No	No	No	
Budget Analyst	No	No	No	No	No	Yes	No	No	No	
Vendor Setup	No	No	No	No	No	Yes	No	No	No	
Apportionment Manager	No	No	No	No	Yes	No	No	No	No	
Transit Director	No	No	No	No	Yes	No	No	No	No	
Discretionary Admin	No	No	No	No	Yes	No	No	No	No	
TCA Recorder	No	No	No	Yes	No	No	No	No	No	
DBE Approver	No	No	No	No	No	No	No	Yes	No	
Dataset Administrator	No	No	Yes	No	Yes	No	No	No	Yes	

4. DGS Rules

DGS Recipient Roles	Rules
Program Admin/Manager	• The Program Admin/Manager role can be held in combination with any DGS role except.
	• Program Admin/Manager with the GSM role can create all other users within the DGS system.
	• Multiple users can be assigned the Program Admin/Manager with/without the GSM role.

GSM	• The Program Admin/Manager with the GSM role must be assigned by an FTA user.
Team Lead	• Multiple users can be assigned the Team Lead role.
Reviewer	• Multiple users can be assigned the Reviewer role.

5. SSOR Rules

SSOR Roles	Rules
Program Management Lead	• The Program Management Lead role can be held in combination with SSOR GSM role.
GSM	• The Program Management Lead with the GSM role can create all other users within the SSOR system.
LSM	• Any of the FTA SSOR role can be conjunction with LSM (example: Validation Lead)
Program Management Team Member	Multiple users can be assigned the Program Management Team Member
User Manager	• User Manager role be held with Primary or Alternate Reporter.

6. CRM Rules

CRM Roles	Rules
GSM	• Has access to all FACES functionality to manage, create, and recertify global users.
Global Viewer	No rules apply to Global Viewer.
FTA User	• Created by GSM and has only access to reports and view privilege of all the global users.

7. FACES Rules

FACES Roles	Rules
GSM	• Has access to all FACES functionality to manage, create and recertify global users.
User Details Report Global Viewer	Only has access to User Details, User Deactivation History, and Supervisor Hierarchy reports

FACES Tier-1 Helpdesk Viewer	Only has access to User Details, User Deactivation History, Recertification Status, and Supervisor Hierarchy reports	
FACES Tier-1 Helpdesk Lead	Has access to Manage System Announcements, Send ad-hoc emails, and reports	

8. ECHO-Web Rules

ECHO-Web Roles	Rules
GSM	• Has access to all FACES functionality to manage, create, and recertify global users.
Global Viewer	• Has read only access to payment requests and account management.
Grantee	• A maximum of 2 grantee role(s) can be assigned to an organization
Approving Official	• A maximum of 1 grantee role can be assigned to an organization

Appendix C: FTA Cost Centers

FTA is organized into 10 Regional FTA offices and 11 FTA Headquarters offices. These "cost centers" have acronyms and numbers that are used throughout FACES. Each organization is tagged to a cost center. The FTA cost centers are:

Cost Center Name	Acronym	Number
FTA Regional 1 Office	TRO-1	78100
FTA Regional 2 Office	TRO-2	78200
FTA Regional 3 Office	TRO-3	78300
FTA Regional 4 Office	TRO-4	78400
FTA Regional 5 Office	TRO-5	78500
FTA Regional 6 Office	TRO-6	78600
FTA Regional 7 Office	TRO-7	78700
FTA Regional 8 Office	TRO-8	78800
FTA Regional 9 Office	TRO-9	78900
FTA Regional 10 Office	TRO-10	79000
Office of Administrator	TOA	61000
Office of Administration	TAD	62000
Office of the Chief Counsel	TCC	63000
Office of Communication and Congressional Affairs	TCA	64000
Office of Program Management	TPM	65000
Office of Budget and Policy	TBP	66000
Office of Research, Demonstration and Innovation	TRI	67000
Office of Civil Rights	TCR	68000
Office of Planning and Environment	TPE	71000
Office of Transit Safety and Oversight	TSO	74000
Office of Regional Services	TRS	78000

Table 1: FTA Cost Centers