How to Manage Users in the NTD

This document provides an overview of user roles in the National Transit Database (NTD) online reporting system and provides guidance for NTD User Managers to modify their agency's user roles. For more detailed, step-by-step guidance on user management, please refer to the *NTD Annual Reporting User Guide* located on the "Manuals" web page on the NTD program website.

User Roles Overview

User roles provide unique permissions in the NTD online reporting system. NTD roles determine how users can engage with the NTD annual and/or monthly reports. An agency's User Manager or Local Security Manager (FTA users) assigns these roles.

A User Manager is a person designated to certify and manage accounts and roles for all users with access to the NTD online reporting system. User Managers can create or deactivate user accounts, assign or remove user roles, lock or unlock users, and recertify users annually. All agencies who report to the NTD must have at least one User Manager, but larger agencies may opt to designate several users to hold this role.

The User Manager role is a supplementary role that is held in conjunction with a primary NTD role. For example, the NTD Contact user may also be the agency's User Manager. The NTD role options are listed in the table on page 3.

Managing User Roles

User Managers can assign or remove user roles by accessing the Federal Access Control and Entry System (FACES) platform within the Appian online reporting system. The FACES platform is also referred to as the User Management platform. When logged into the NTD, agencies can access the User Management platform by selecting the grid icon in the top right-hand corner, then selecting User Management as shown in Figure 1.

Figure 1: Navigating to the User Management Platform from the NTD
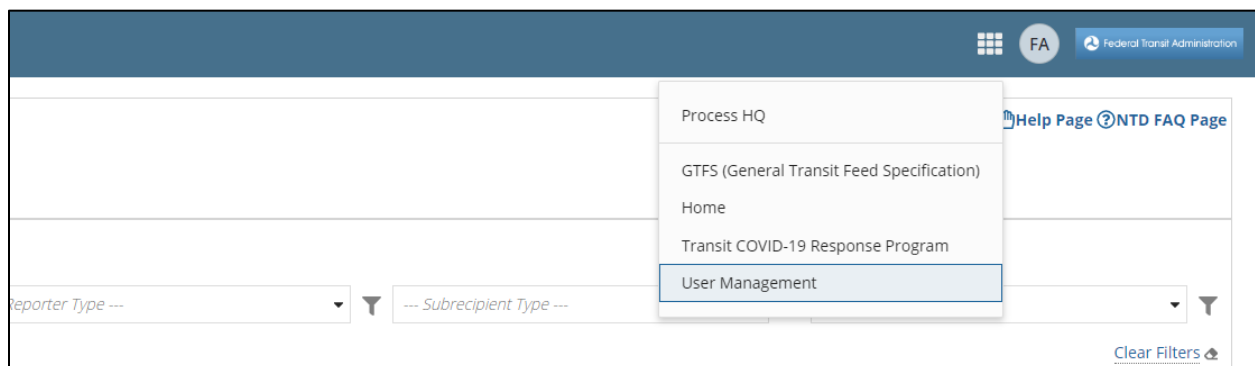
The "Manage Users" page provides a list of user accounts the User Manager can modify. Select an individual username to open their user profile or select the "Create New User" button in the top right corner to create a new account.

Figure 2: Manage Users Home Page

Add or remove NTD roles on the "Manage User Roles" page. Select a role, then enter the organization by typing either the agency's name or NTD ID. The User Manager role requires a Justification Document, the template for which can be downloaded directly from the system. User Managers should upload the completed file directly in the system.

Figure 3: Add/Update User Roles

The Actions tab in FACES (shown in the navigation bar at the top of Figure 4) provides a list of secondary user management actions, such as "Recertify Users" and "Review Unlock Requests." User Managers may also update user roles through this page via the "Create and Manage Users" action.
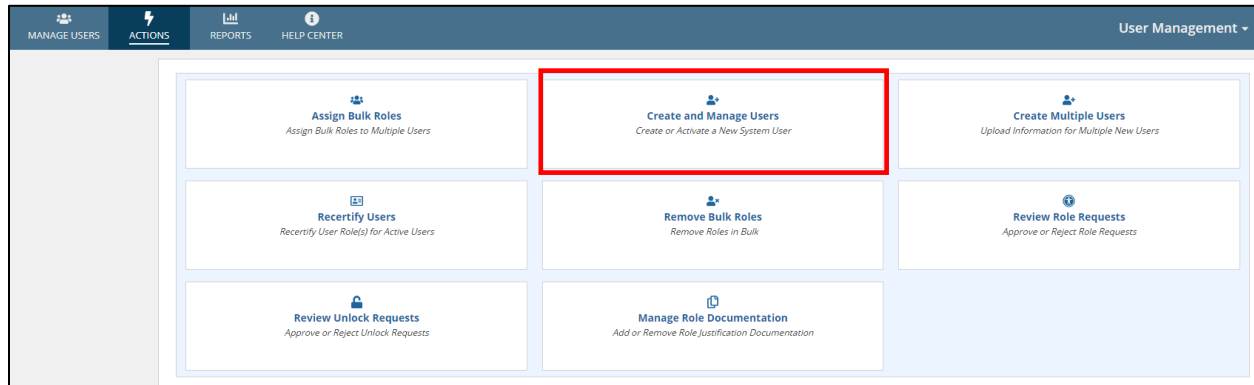
Figure 4: Create and Manage Users

Table 1: System Permissions for Primary NTD User Roles

NTD Role	System Permissions
CEO **(one per agency)**	• Complete the annual Report Year Kickoff. • Create Reporter Requests such as extension requests, fiscal year change requests, or reporting waiver requests. • Submit the Original Submission of the annual report. • Edit and save report forms.
CEO Delegate	• Has identical permissions as the CEO role. • Acts as CEO when the primary CEO is unavailable.
NTD Contact **(one per agency)**	• Complete the annual Report Year Kickoff. • Submit revisions of the annual report package. • Edit and save report forms.
Editor	• Edit and save annual report forms.
Viewer	• View annual report forms.
Safety Contact **(one per agency, Full Reporters only)**	• Submit or delete Safety & Security reporting forms. • Edit and save Safety & Security reporting forms.
Safety Editor **(Full Reporters only)**	• Edit and save Safety & Security reporting forms.
Safety Viewer **(Full Reporters only)**	• View Safety & Security reporting forms

Table 2: System Permissions for the NTD User Manager Role

NTD User Manager Role	System Permissions
User Manager **(must also hold a primary NTD role)**	• Create or deactivate user accounts. • Modify user account information (e.g., name, phone number). • Add or remove user roles (User Managers may not modify their own roles). • Lock or unlock user accounts. • Certify or decertify user roles annually.