# FTA Access Control and Entry System (FACES)



# **User Guide**

Version: 6.5 As of 25 September 2024

**Prepared for:** 

**Prepared by:** Federal Transit Administration

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# **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
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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	
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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 Recertification. Edited User Management Section. Edited Reviewing Monthly User Comparison Report	B. Khan
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08/19/2024	6.4.9	Updated all FTA TrIAD homepage screenshots with SMS tile	B. Khan
09/20/2024	6.5.0	Updated all screenshots to reflect Welcome Page Footers	B. Khan

## 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							
	A new user account has been created for you on the Federal Transit Administration's (FTA's) Transit Integrated Appian Development (TCAD) Platform. This account provides you access to the State Safety Oversight Reporting (SSOR)							
Your username is	: <u>test.create.ema</u>	il2@gmail.com						
The following role	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	ested status, you will receive a	an email notification when the role ha	is been reviewed				
To log in to your :	account as an FTA	User,						
Read and     Click on	<ul> <li>Go to <u>https://faces.fta.dot.gov/suite/</u></li> <li>Read and agree to the "System banner"</li> <li>Click on "If you are an FTA User, dick this link to login" if you are an FTA User</li> <li>Click on "If you are an External User, click this link to log in" if you are an External User</li> </ul>							
	If you are an FTA User and you are unable to log in, contact your FTA supervisor. If you are an External User and are unable to log in, contact your organization User Manager or FTA Regional Office.							
If you need assist	ance, please cont	tact the FTA Applications Help	Desk at <u>FTAITHelpdesk@dot.gov</u> .					
https://ww United Sta 1200 New	Jersey Av SE, Wa	n.gov/ of Transportation shington DC 20590						
**** This is a system	n generated email. P	lease 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) this network devices and storage me network. U.S. Governmen official U.S. Governmen information system is pr as civil and criminal pen	WARNING WARNING WARNING I.S. Government information system, which includes (1) this prk, (3) all computers connected to this network, and (4) all edia attached to this network or to a computer on this ent information systems are provided for the processing of it information only. Unauthorized or improper use of this rohibited and may subject you to disciplinary action, as well naitlies. All data contained on U.S. Government information e U.S. Government and may, for the purpose of protecting	-
the rights and property of recorded, read, searcher for any lawful governme PRIVACY IN THIS SYS	of the U.S. Government, be monitored, intercepted, ed, copied, or captured in any manner and disclosed or used ent purpose at any time. THERE IS NO RIGHT TO TEM. System personnel may give to law enforcement 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			
Forgot your p	assword?	SI	GN IN
	TA Employee, click	1.1.1.1.1	

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*.

	login.gov to allow you to our account safely and securely.
Password	Show password

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

	ULOGIN.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
3	Check this box to accept the login.gov <u>Rules of Use</u> ?
	Submit
	Cancel
	Security Practices and Privacy Act Statement #
	Privacy Act Statement 17

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.

	Federal Transit Administration
You have confirmed	your email address
Create a stron	g password
It must be at least 12 char password. That's it!	acters long and not be a commonly used
Password	Show password
*****	
Password strength: Great!	
Continue	
Password safety tips	+

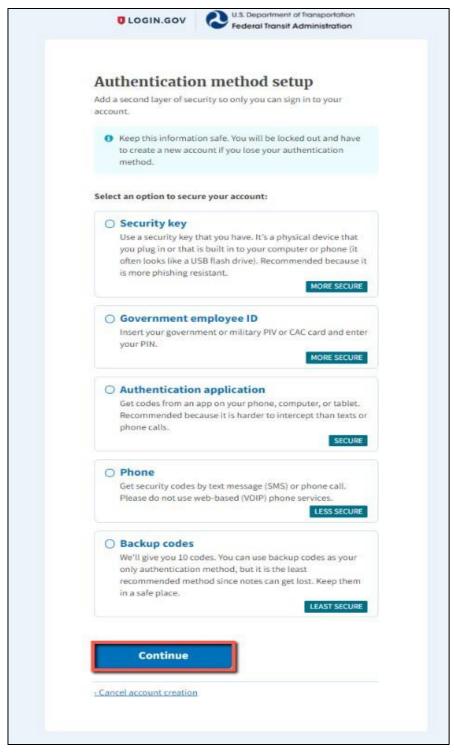
- 9) Select one of the five authentication method options and follow the setup instructions.
  - 1) **Security Key** A security key is typically an external physical device, like a USB, that you plug into your computer. The key is linked to your accounts and will only grant access to those

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

- 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.

	LOGIN.GOV
Sign in	
Email address	
external.user@em	ail.com
Password	Show password
••••••	
	Sign in
Cr	reate an account

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

Welcome to the Transit Integrated Ap	pian Platform!			CEA Are to Refer Area or your Security	1
Transit Award Management System	☆	S NTD National Transit Database	☆	💭 SMS Safety Management System Report	£
CVersight Tracking System	☆	Discretionary Grants System Grants Q Fatal Place	2	Link SSOR State Safety Oversight Reporting. 178 Q Validation Q 55	o :
EFTA CRM	☆	COVID-19 Form Transit COVID-19 Response Program		ECHO-Web	2
C FACES	☆				

## 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 (JCAD) Platform. This account provides you access to the State Safety Oversight Reporting (SSOR) 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.	,	ested status, you will receive a	in email notification when the role ha	is been reviewed			
To log in to your :	account as an FTA	User,					
Read and     Click on		stem banner" User, click this link to login" if	you are an FTA User in" if you are an External User				
If you are an FTA User and you are unable to log in, contact your FTA supervisor. If you are an External User and are unable to log in, contact your organization User Manager or FTA Regional Office.							
If you need assist	ance, please cont	act the FTA Applications Help	Desk at <u>FTAITHelpdesk@dot.gov</u> .				
https://ww United Sta 1200 New	ansit Administrati ww.transportation ites Department o Jersey Av SE, Wa ngenerated emol. P	n <u>.gov/</u> of Transportation shington DC 20590					
	_						

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

Welcome to the Transit Integrated	Appian Platform!			IT I MAX 11TH & HYRNOOTTE
Transit Award Management System	☆	S NTD National transit Database	☆	AME HILL HE ALL MARKEN AND A AND AND AND AND AND AND AND AND
Cversight Tracking System	₽	DGS Discretionary Grants System     Genre      C      Teel Tax	Ŕ	Lei SSOR State Safety Oversight Reporting FTA 2 Weiterbrn 0: 550
B FTA CRM	\$	COVID-19 Form	☆	ECHO-Web Paymont Request System
Ser Management	\$			

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	e used for suffectivities to unlock your account. Rease note that your answers are not case senditive.
Question 1*	
Riener Select a Question	
Answer *	Retype Answer *
Question 2*	
Answer *	Retype Answer*
Question 3*	
Alease Select a Question	
Answer*	Retype Answer *
	S.

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**.

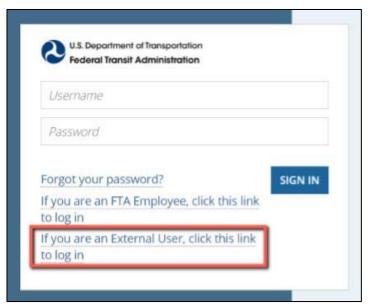
## 2.2.1 Standard Login (Non-FTA Employee)

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>

computer, (2 devices and network, U.S official U.S. information as civil and	WARNING WARNING WARNING tecssed a U.S. Government information system, which includes (1) this bit is network, (3) all computers connected to this network, and (4) all storage media attached to this network or to a computer on this G. Government information systems are provided for the processing of Government information only. Unauthorized or improper use of this system is prohibited and may subject you to disciplinary action, as well criminal penalties. All data contained on U.S. Government information wined by the U.S. Government and may, for the purpose of protecting	^
the rights an recorded, re for any lawft PRIVACY IN	d property of the U.S. Government, be monitored, intercepted, ad, searched, copied, or captured in any manner and disclosed or used al government purpose at any time. THERE IS NO RIGHT TO I THIS SYSTEM. System personnel may give to law enforcement intercement 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.

0	LOGIN.GOV
Sign in	
Email address	
external.user@ema	il.com
Password	Show password
••••••	
	Sign in
	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.

Welcome to the Transit Integrated Appian Platform! Current work Notes A Net		Citch are to finish setting up your Security Questions and Ammeri
TrAMS     Transit Award Management System	S NTD	SMS
Coversight Trackling System	DGS Discretionary Grants System Grants <u>Grants                                 </u>	Left SSOR           State Safety Oversight Reporting           PTA         Q         Validation         Q         559         Q
E FTA CRM	COVID-19 Form     Transit COVID-19 Response Program	ECHO-Web 2000 2000 2000 2000 2000 2000 2000 20
Please select a system above. To set a default system, click on the star next to desired system. For a	y questions, please contact the FTA Application Helpdesk at FTATTHelpdesk@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, <u>https://faces.fta.dot.gov/.</u>

	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	^
network. U official U.S information as civil and systems is	d storage media attached to this network or to a computer on this S. Government information systems are provided for the processing of Government information only. Unauthorized or improper use of this system is prohibited and may subject you to disciplinary action, as well t criminal penalties. All data contained on U.S. Government information owned by the U.S. Government and may, for the purpose of protecting and property of the U.S. Government, be monitored, intercepted,	
recorded, r for any law PRIVACY	ead, searched, copied, or captured in any manner and disclosed or used ful government purpose at any time. THERE IS NO RIGHT TO IN THIS SYSTEM. System personnel may give to law enforcement understal outdonce of stime found on U.S. Coursement 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 password?	SIGN IN
f you are an FTA Employee, click this linl o log in	< l

- 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.

Welcome to FTA TrIAD Platform					III 📧 👁 ressen tarat kanan
Welcome to the Transit Integrated A Correct on: Have, Rame Last Lign Last: 20070004 Hold All ST	Appian Platform!		5		ANDOTTE
Transit Award Management System	☆	ENTD National Transit Database	☆	Safety Management System Report	☆
Coversight Tracking System	☆	DGS Discretionary Grants System     Grants     Ŷ	Fotal Flow	Lini SSOR State Safety Oversight Reporting PTA <u>0</u> Variation <u>0</u>	550 ±
B FTA CRM Contact Relationship Management	\$	COVID-19 Form Transik COVID-19 Response Program	☆	ECHO-Web	☆
Core Management	☆				
		questions, please contact the FTA Application Helpdesk at FTAITHelp alternative formats to meet the requirements of persons who have	-	tive version of this file, please contact FTAWebAccessibility@dot.gov.	

## 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.

Welcome to the Transit Integrated Ap	pian Platform!		MAX 11TH & HYANDOTTE
Transit Award Management System	\$	S NTD 公 National Transit Database	Citick here to fields include group pare Security Queckless and Areas
<b>い</b> OTrak Oversight Tracking System	☆	Discretionary Grants System Grants Q Feed Flaw Q	Left         SSOR           State Safety Oversight Reporting         FTA         9         580         9
FTA CRM Contact Relationship Management	☆	COVID-19 Form	CHO-Web Reguest System
Ser FACES	☆		
		questions, please contact the FTA Application Helpdesk at FTAITHelpdeskablot.gov. alternative formats to meet the requirements of persons who have a disability. If you require an alte	mative version of this file, please contact /TAWebAccessibility@dot.gov.

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	s Reports	Actions		<b></b> →	Appian
ortation stration	Click here to sen	d a task			∿ NEWEST <del>-</del>
			No tasks available		
view					

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

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

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

释 Welcome to FTA TrIAD Platform				🛞 😋 Peckera Tarant Accumulant
Welcome to the Transit Integrated Appian Platfor Come con King From Lan com Conce 20/2020 19:05 AM ST	orm!		MAX 11TH & HYANDOT	E C
TrAMS Transit Award Management System		S NTD	Safety Management System Report	
₩ OTrak Oversight Tracking System		DGS Discretionary Grants System     Grants      Q     Tatal Rew     Q	Lud SSOR State Safety Oversight Reporting FTA © Validation ©	<u>\$\$0</u> ⊉
Contact Relationship Management		COVID-19 Form     COVID-19 Response Program	ECHO-Web	
Second Se	☆			
Please select a system above. To set a default system, click on the star next to desired system Commitment to Accessibility: DOT is committed to ensuring that information is available in a		questions, please contact the FTA Application Helpdesk at FTAITHelpdesk@dot.gov. e alternative formats to meet the requirements of persons who have a disability. If you require an altern	ative version of this file, please contact FTAWebAccessibility@dot.gov.	

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 🚺 @ federa konst Adminat
Welcome to the Transit Integra Current user: System Administrator, FACES Last Login Date: VI28/2020 8:14 AM EST	ted Appian Platform!	
System Announcements     Just for today and tomorrow announcement		& ACKNOWLEDGE
Transit Award Management System	SINTD	✓ OTrak     ☆       Oversight Tracking System
🔥 DGS	LILI 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.

Home					🜔 🔕 Federal Transf Admi
	ANT				
Welcome to the Transit Current user: System Administrator, FACES Last Login Date: 1/28/2020 8:14 AM EST	Integrated	d Appian Platform!			
		900			
All Custom Association					
(J)) System Announcements				→[	S ACKNOWLEDGE
Just for today and tomorrow announcement	☆	NTD	☆	→[	
		<b>ENTD</b> ational Transit Database		→ <b>OTrak</b> Oversight Tracking System	

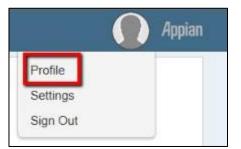
The next time the user logs in, they are directed to their default system if they elected one. However, anytime there is a new System Announcement, the user will always be directed to the FTA Home page when they login until they have acknowledged the announcement.

## 2.2.5 Accessing User Record

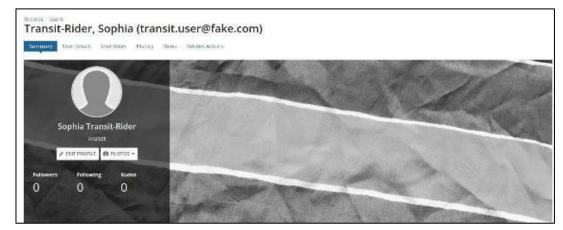
A user can access their own profile in two different ways: from either the *Account* information area or through the *Records* tab.

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**.

Signe	d in as Amanda Um	
		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	
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?

dev5 is using login. sign in to your ac secu	count safely and
Email address	
Password	Show password
Sigr	in
Create an	account
<u>Sign in with your government empl</u>	oyee ID
Back to dev5	
Security Practices and Privacy Act S	tatement is

2) Enter the users email address and click Continue.

Forge	ot your password?
)on't kno iddress.	w your password? Reset it after confirming your emai
mail	
	Continue
Cancel	

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

UOGIN.GO	V
Reset your	password
	your password, please click the link below or e entire link into your browser.
	password andbox.gov/users/password/edit? n=52/tKq-FmaLh61H-yK3u
This link expires in 6	hours.
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".

DLOGIN.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.

	COGIN.GOV
-	authentication method
• Text messa Get security c ***-4041.	age ode via text/SMS or phone call to ***-
O Automated Get security c ***-4041.	<b>d phone call</b> code via text/SMS or phone call to ***-
	ent employee ID CAC card instead of a security code.
Contin	ue
	of the authentication methods above, you can ces by <u>deleting your account</u> .
ancel	

- 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		PORTS	1 HELP CENTER								User Managemer	nt - 🌘 O fecteral	hanel Administra
											+ 🙎 CREATE NEW USER	+ 🕿 CREATE MULTI	IPLE USERS
~Report Filte	r Criteria												
System	TrAMS						- Co	st Center	Select Cost Center				
Role Category	Select role cate	gory.					-	User	Select an active user				
Access Contro Group							•	Name	Search on First or Last name	e (whole or part)			
Organization		lization						Status	<ul> <li>Active</li> <li>Locked</li> </ul>				
Role	submitter						0-		Cocked			CLEAN	R FILTER(S)
Users	Display indivi	dual Ro	oles in Grid										
Username		t	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 - HRA 1448 - CHARLOTTESVILLE 1032 - COLLIER COUNTY 1334 - CONNDOT	Submitt Submitt Submitt Submitt Submitt	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	m		khadri, assia (Mr.)	TrAMS	Region 1	TRO-1	1334 - CONNDOT	Submitt	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	itor.com		Thomas, Bob (Mr.)	TrAMS	Region 1	TRO-1	1330 - CRCOG	Submitt	er 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@	dot gov		Attorney, conndot	TrAMS	Region 1	TRO-1	1334 - CONNDOT	Submitt	er 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         [M]         (b)           ACTIONS         REPORTS         HELP CENTER		User Management 🗸 🕠 👁 federal local
	Assign Bulk Roles Assign Bulk Roles to Multiple Users	Es Create and Manage Users Create or Activate a New System User	Create Multiple Users Upload 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 Roject 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
	C 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	EIII S REPORTS	() HELP CENTER		User Management + 🜘
		455 Assign Bulk Roles Assign Bulk Roles to Multiple Users	Create or Activate a New System User	Create Multiple Users Upload Information for Multiple New Users
		Recertify Users Recently User Rolets for Active Users	Remove Bulk Roles	Review Nole Requests Approve or Reject Role Requests
		Review Unlock Requests Approve or Reject Unlock Requests	Manage Access Control Groups Greate or Edit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Centification Cycle
		Manage Role Documentation dd or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	Bulk Unlock Users Unlock Users in Bulk
		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.

and the second state of the second						
∨User Filters						
System		Role Category				
Select A Value	•	Select A Value Role				
User Type						
Select A Value	-	Select A Value				
Send To All Users?	Include Help Desk Information?	User Status				
Yes	Yes	Active V 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				
		0/8000				
[+] Show formatting instructions						

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

Send Ad-Hoc Email						
v 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				
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.					
Body*			0/255			
			0/8000			
(+) Show formatting instructions			NEXT			
CANCEL			NEXT			

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

v User Filters						
System		Role Category				
-Select A Value-	~	-Select A Value-				
User Type		RoleSelect 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.					
<ul> <li>Email Details</li> </ul>						
Subject *						
			0/255			
Body*						
	-					
			0/8000			
			Construction of the second sec			
(+) Show formatting instructions			See Double 1			

- 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.

Selected Filt	ers					
System	FACES			Role Category	Global Users	
User Type	FTA			Role	N/A	
Send To All Users?	No This will send to all Active and Locked users in the system across all applications.	Include Help Informa		User Status	Active, Locked	
Basic Inform	ation					
Subject	Reminder					
Body	This is a friendly reminder that t	raining certificate	submissions are du	e at this time.		
Recipient Type	Brc					
(0)						
Email Recipi	ents					
sername		Ť	System(s)	User Type	Email Address	Status
aria.supervisor@dot	.gov		FACES	FTA	example@example.com	Active
oby.administrator@	dot.gov		FACES	FTA	sunjida.alam@hil.us	Locked
emo.dgs.gsm21@da	ot.gov		FACES	FTA	dgsgsm@example.com	Active
emo.ntd.gsm21@do	t.gov		FACES	FTA	brian.anderson@hil.us	Active
emo.ssor.gsm21@de	ot.gov		FACES	FTA	brian.anderson@hil.us	Active
						« < 1-5 of 15 > )
/arning						
a sector a state for sec	····!!			ck the proceed and send test email button		<b>)</b>
				be run during peak business hours.	which will send a test email to your email	PROCEED AND SEND TEST EM
ldress on record. Pi						

- 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> <u>3</u>).

MANAGE USERS	<b>4</b> ACTIONS	<b>1</b> HELP CENTER		User Management + 🚺 a	Federal Transit Administration
		Details Report Details, Roles, and other Data	User Deactivation History Report View User Deactivation History	Recertification Status Report View the Recertification Statuses of all Role Groupings	
		Aisor 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	1		•	Cost Cent	er Selec	t Cost Center					
Role Category	Select role category			•	User	er Selec	Select a user (including deactivated)					
Access Control Group	Select a group	•										
Organization 💡	Status		s Active									
Role	Select a Role			•		Dea	activated			_		
	Display individual	Roles in Grid								CLEAF	RFILTER	
ers												
			Access Control	Cost			Last	Created	Modified	Last Login		

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 OSER	CREATE MULT	
Report Filter	Criteri	a										
System	Select an	Application				•	Cost Center	Select Cost Ce	nter			
Role Category	Select rol	e category				•	User	Select a user (including deactivated)				
Access Control Group	Select a group						Name	Search on First or Last name (whole or part)				
Organization 😧								∠ctive				
Role								Deactivated				
Kole	Read Onl	y - (TrAMS), User Manaj	ger - (TrAMS	)		*		Deactivated				
P LANSERA		y - (TrAMS), User Manaı individual Roles in Grid		)		•					CLEA	R FILTER
Sers Isername				) Access Control Group	Cost Center	• Organization	Role	Last Certified Date	Created Date	Modified Date	Last Login Date	R FILTER(
sers	<b>✓</b> Display	individual Roles in Grid		Access Control			Role User Manager	Last Certified			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	TRAWS							lost Center	26200 - Region 2 (100-2)				
system	105365							dat Genter	vestore segura ( nues)			S	
Role Category	Recipient							User	Esiatta usar (haluoing sa	STF-982.9)			
Access Control Group	Sterrage	04,0				1	Name Search an Post of Last canal (which or part)						
Organization	Scient an Orizonazinen							See a state of the second second	Locked				
Role									Destilicated				
	Display I	ndividual Roles in	Grid								CLEA	R FILTER(S	
sers													
sers Jsername	1	Name (Last. First)	System	Arress Control Group	Cost Contor	Organization	Role	Last Certified Data	Created Date	Modified Date	Last Login Date	Status	
8843	t		System TraMS	Control		Organization 1414 NJTC	Role Deve oper		11/5/2019 10:07	Modified Date 11/5/2019 10:07 PM IGMD 00:09	Last Login Date 11/5/2019 10:07 PMT/201100100	Stotus Active	
Joername		First) Drguser, Arya	Actions	Control Group TrAMS	Contor			Date 11/14/2019 8	Created Date 11/5/2019 10:07 10 PM GVT 00:00 11 11/5/2019 0:27	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.

A	re you sure you	u wish to generate a rep	port with these filter	s?
	NO			YES
	_	1		
		*	Name	Search on F

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 atternatereporter 48-dot.gov	Alternate Reporter, adot	SSOR	SSOR Local Security Managers (LSMs)	150	t-ADOT	Alternate Reporter	2/25/2020 10:44 AM EST	11/19/2019 10:57 AM/EST	11/19/2019 10:57 AM EST	1/28/2020 R:14 AM EST	Active
dot.alternatereporterS@lest.com	Alternate Reporter, adot	SSOR	SSOR Local Security Managers (LSMs)	T50	1-400T	User Manager	2/25/2020 10:44 AM EST	9/23/2019 4:15 PM EDT	9/23/2019 4:16 PM EDT	1/28/2020 8:14 AM EST	Active
										( 1 - 10 of 33	7.5 8

## 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	ACTIONS REPORTS	i) Help center		User Management + 🌒 o redect in	anst Administration
		er Details Report gin Details, Roles, and other Data	Liser Deactivation History Report View User Deactivation History	<b>Recertification Status Report</b> Vow the Recertification Statuses of all Role Groupings	
	Guerroty Supervisor Hierarchy Roles Displayed in 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.

Recertification Group         Select Recertification Group         Role         Select a Role           Organization         Organization         Select an Organization	
Organization Select an Organization	
Access Control Group	
	CLEAR FILTER(S)
Recertification # of User Roles # of User Roles # of User Roles Remaining 1 Completeness No data available	
No data available.	

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
Recertification	Status By Role G	irouping		Status by Recertificati	on Grouping
Recertification Grouping	# of User Roles Certified	# of User Roles Remaining	Completeness	6k	4,370
TrAMS Org Users	225	4370	5%	alog 4k	
TRANS OF OSCIS					
TrAMS User Managers (UI	Ms) 36	1825	2%	-1) jo = 2k	1 643
	Ms) 36	1825 1643	296 1196	N	1,643
TrAMS User Managers (UI				0 <b>4 2</b>	211 323 102 102 225
TrAMS User Managers (UI TrAMS FTA Staffs	193	1643	11%	0 <b>4 2</b>	211 323 102 102 225
TrAMS User Managers (UI TrAMS FTA Staffs TrAMS Contractors TrAMS Local Security	193 211 31	1643 323	1196 4096	0 <b>4 2</b>	211 323 5 4 193 31 162 225 36

# 3.5. Help Center

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

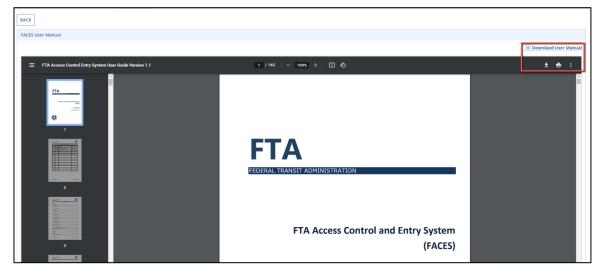


# 3.5.1 FACES User Manual

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

MANAGE USERS	4 ACTIONS	LIM. REPORTS	HELP CENTER		User Management + 🌘 & Industrian Administration
					Statenmedianel Form
			1	Welcome to the FA	
This ea	sy-to-browse use	r manual will st		Ser 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 Int Find details about System. Version a	

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	REPORTS	() HELP CENTER					User Management +	· 🌒 O haves torus Assessmentor
				Welcor	Hello, Aid me to the FAC		tatoring sind. Fo		
This ea	isy-to-browse user r	manual will sh	FACES User ow you how to levera	Manual ge FACES in a productive and efficient way to v	work for yout	Answers to frequently asked questions a	Frequently Asked Q about FACES, such as: how to		navigate the application.
				Find detail	System Infor Is about System. Version and	nation Recent change log information			

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) I have uninst Authenticator app	talled
>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	LUL REPORTS	E HELP CENTER				User Management 🗸 🌒 & Hoderd Tionel Administration
	N			Welcor	Hello, Tr me to the FA	AMS. CES Help Center!	MAX 11TH & HYANDOTTE
This ea	sy-to-browse use	manual will sh	FACES U	er Manual rage FACES in a productive and efficient way to v	work for you!		y Asked Questions on as: how to perform basic functions and navigate the application.
				Find detail	System Info System System, Version ar	rmation d Recent change log information	

System Information	System Information							
FACES - Sy	FACES - System Information							
System Details Name FACES Current V Description User Management Release Help Contacts		on 6.1.19 May 12, 2021		System	FACES	٠		
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 Rec TESS-6622: ENHANCED: Removes unnecessary reactivation TESS-6749: RESOLVED: Allows TrAMS user details report vi TESS-7168: RESOLVED: Allows hyphen in address line I for TESS-7286: RESOLVED: Allows unchecking favorite option, page. TESS-7240: ENHANCED: Adds additional roles for OTrak sy	v/deactivation in LDAP nightly sync process ewers to view TrAMS user profiles User profiles If user would like to set Site splash page as a default	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 - System Information						
System Details Name FACES Current Ve Description User Management Release Help Contacts		ion 6.1.19 ate May 12, 2021		System FACES -		
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-6622: ENHANCED: TANKS user details report viewers to view TTAMS user profiles         11/12/           TESS-7168: RESOLVED: Allows trAMS user details report viewers to view TTAMS user profiles         11/12/           TESS-7168: RESOLVED: Allows unchecking favorite option, if user would like to set Site splash page as a default page.         12/12/           TESS-7240: ENHANCED: Adds additional roles for OTrak system         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.

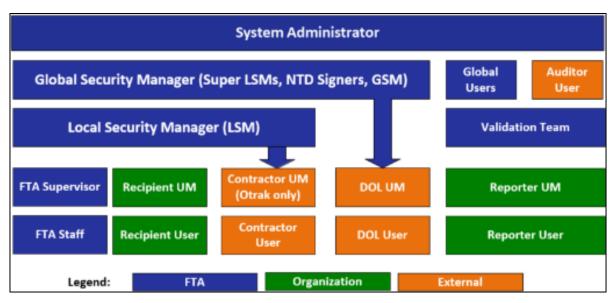
The types of roles that a user can be granted are specific to the user's account type. FACES defines standardized role types, role hierarchy, and security for the various software systems on the FTA platform. New roles and user categories may be incorporated as needed in the future to allow FACES to 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	<ol> <li>CEO</li> <li>CEO Delegate</li> <li>Editor</li> <li>NTD Contact</li> <li>Safety Contact</li> <li>Safety Editor</li> <li>Safety Viewer</li> <li>User Manager</li> <li>Viewer</li> </ol>	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	<ol> <li>Attorney</li> <li>Civil Rights</li> <li>Developer</li> <li>FFR Reporter</li> <li>JPC Procurement Officer</li> <li>MPR Reporter</li> <li>Official</li> <li>Read Only</li> </ol>	<ol> <li>System Administrator</li> <li>1) System Administrator</li> <li>Global Roles</li> <li>1) Global Security Manager (GSM)</li> <li>2) Global Viewer</li> <li>3) TrAMS Help Desk</li> <li>4) User Details Report Global Viewer</li> <li>FTA Staff</li> </ol>	Auditor 1) Auditor DOL User 1) DOL Reviewer 2) DOL User Manager Contractors 1) Contractor

	(a) $(b)$ $(b)$ $(b)$		
	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
		1) DGS FTA – Fatal Flaw Reviewer	Reviewer
		2) FTA Staff Read Only	2) External Read Only
		3) Local Security Manager (LSM)	3) Reviewer
		4) Management	Non-DOT User
		5) Program Admin/Manager	1) External
		6) Reviewer	Reviewer
		7) Team Lead	

SSOR	<ol> <li>Alternate Reporter</li> <li>Primary Reporter</li> <li>User Manager</li> <li>Viewer</li> </ol>	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		<ul> <li>System Administrator</li> <li>1) System Administrator</li> <li>Global Roles</li> <li>1) Global Security Manager (GSM)</li> <li>2) FTA Users</li> <li>3) Global Viewer</li> </ul>	

OTRAK	1) Recipient User	Administrator	External Auditor
	2) User Manager	1) System Administrator	1) DOT User
		Program Admin	External
		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		

ECH(	O-Web	1) 2) 3)	Grantee Read Only Approving Official	<ul> <li>Global Users:</li> <li>1) Global Security Manager (GSM)</li> <li>2) Global Viewer</li> <li>FTA Staff:</li> <li>1) Local Security Manager (LSM)</li> </ul>	

## 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:

	User Records I Can View						
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 + 🌘 🛛 finited
				ya.developer@test.com)
			aarya developer Developer	
		<ul> <li>aarya.deve</li> <li>(121) 232-3</li> <li>123-70 Test w2 qw. DC 124</li> </ul>	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).

Cook, Dale (dale.cook@dot.gov)			68
Summary User Details User Roles History News Related Actions			
Account Information			
User Type FTA	Status	Active	
Created On 2/25/2018	Last Login Date		
Username dale cook@doc.go+	Title		
First Name Dale	Honorific	Mr.	
Middle Name	Company Name		
Last Name Cook	System	TrAMS, NTD	
Contact Information			
Email sunnie162018/3gmail.com	Fas Number		
Phone Number (123) 123-1333	Phone Exc		
Address 1 1372 East Main Street	Zip Code	1.4579	
Address 2	Zip Est		
City Rochester	FO 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**.

Summary User Details User Ro.	es History News B	elated Actions					
toles							
Rale	Role Category	System	Access Centrol Group	Cost Center	Organization	Document	Status
Grobal Security Manager (SSW)	Global Usors	NTD .	N/A	N/A	N/A	N/4	Approved
Global Security Manager (05%)	Global Users	TAMS	NGA	NO	NPA.	N04	Approved
Global Security Manager (GSV)	Global Users	OTrail	N/A	N/A	N/A	N/A	Approved
Global Security Manager (CSSI)	Talmisai Usaes	008	NGA	NG	N/4	Nº4	Approved
Global Security Manager (GSM)	Global Users	SSCR	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 Group	Select a Gr	oup	,			
Role Category	Select a Role Ca	tegory			•	Cost Center	Select a Co	Tost Center				
Role	Select a Role				•	Organization Select an Organization						
Status	Select a Status				•						CLEAR FII	LTER(S)
Role History												
Role	Role Category	System	Access Control Group	Organization	1		Status	Comments	Change By		1	Date
Recipient Submitter	Recipient	OTrak	OTrak Region 1	1330 - Capitol Region Council Of Governments (CRCOG)		Approved		arya.fosum@mailinator.com		1/13/2021		
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)		cil Of	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 - Capito Government	ol Region Counc s (CRCOG)	cil Of	Requested		arya.fosum	@mallinator.com	1/1	2/2021
											1 - 5 of	82 >
Certification H	listory											
Role	Role Category	System	Organization		Comments	Change By		Date	1	Projected Recertification	on Date	
Recipient Submitter	Recipient	OTrak	1330 - Capitol Region Counci Governments (CRCOG)			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.

Summary User Deals User Roles History New Related Actions	
No entrites available	

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 <u>Section</u> 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*.

Feotods Tran	nsit-Rider, Sophia (transit.user@fake.com)
Tanga	rary User Dolad's User Ride's Holice Norms Related follows
4	Edit myotite Edit Sinchie
4	Manage Security Questions Set of update a conditional vectority approach
4	Manage PIN Set or update socur to PIN

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

ummary User Details User Roles History News B	aliad Astions	
Edit User Profile		
Basic Information		
Username *	Title*	
ransit user@take.com	Analyst	
irst Name*	Honorific *	
Suphia	MS.	
Middle Name	NB.	•
٨	Company Name	
· · · ·	Local Transit Agency	
ast Name*	Department	
Transi-Rida	finances	

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

First Name *	
Sophia	Henorific*
	Ms. *
Middle Name	Company Name
A	Local Transit Agency
Last Name *	
Transit-Rider	Department
	Finances
Contact Information	
Email ()	Fax Number
acs.uat.1@gmail.com	
Phone Number *	
(123) 123-1234	Phone Ext
Address 1 *	Zip Code *
101 Transit Way	12345
Address 2	Zip Ext
City *	PO Box
Transitelle	
state "	
• •	
N	
_	
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*	
sophic	Hanorific*
Middle Name	56. ·
A	Company Name
	For all Transit Agenty
Last Name *	Department
Transt Rider	Enéroes
Contact Information	
Email O	Fair Number
acsust.1@gmail.com	
Phone Number*	Phone Ext
1128; 123-1234	
Address 1*	Zip Code *
101 Transit Way	12346
Address 2	ZIp Ext
city *	PO Box
Transitvile	
State *	
DC Y	
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.

	64
Retype Answer *	
	))•
Retype Answer *	
Retype 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 (R search, questions, There questions can be used for surface transformation to unlikely our account J	Name note that your neward are not case worldles.
Question 1 *	
What was the name of your first pet?	•
Anawser*	Retype Answer *
fico.	Fileo
Question 2 *	
What is your favorite sports team?	•
Annumer*	Retype Answer *
Natis	Nats
Question 3 *	
In what dity did your parents meet?	
Answer*	Retype Answer *
Nerfak	Neńsk
	SUBMIT

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

Manage Security Questions Syletians answer three Rissourly questions. These questions can be used for authentication to unlock your account (	linese note fitti yolir tematis terindi kise seekitas.
Question 1 *	
What was the name of your first petz	•
Answer*	Balypa Answer *
fico	Fico
Question 2 *	
What is your favorite sparts team?	•
Answer*	Betype Answer *
Nats	Natio
Question 3*	
In what dity did your parents meet?	•
Answer*	Retype Answer *
Neríok	Nerfolk
	SUBNIT

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.

Tran	nsit-Rider, Sophia (transit.user@fake.com)
	ry Useratibilis alter toiles. Hittory News Internet Actions
4	Rdt Profile
*	Manage Security Questions Set or update account security juicitions
4	Namege FIM Security provide Healthy FIM

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.

Answer Existing Se You already have security questions set up.1 Engythen the answers to your security quest	you would like to change your questions or norwers, you must first correctly answer your salising questions. You have 3 attempts within a 24 bour window to yee by your identity. B'you i
Question 1	
What was the name of your first pet?	
Answer *	
Question Z	
What was the make of your first car?	
Answer*	
Question 3	
what is your favorite sports team?	
Answer*	

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

Answer Existing Security Questions	
su already have securily questions set up, if you would like to change your questions or answers, you must thist correctly answer your ad uting questions. You have I attempts within a 20 h approximate an answer to your security questions, please contact the Help Dest.	coar window to verify your identity. If you have
uestion 1	
Inst was the name of your first pet?	
nsmet *	
Fido	
uistion 2	
hat was the make of your first sam	
ntwer*	
Crey	
uestion 3	
hat is your favor ite sports ream?	
nsmer *	
Red	
CANCEL	SUBMIT

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.

Answer Existing Security Questions Via always have enterly guestions while you would like to charge your questions or answer, you must first converty answer your ending guestions. You have a strengts within a 24 hour workswerity your identity. If you regreen the management our answering selection part to explore common the two hours.		
	and the finance of the section and the section of t	
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*		
	on answers 6 incorrect. You have 2 attempost remaining.	

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

Answer Existing Se	curity Questions	
You already have sensity questions servip. Byou would like to change your questions or power you must first converty prover your redshing questions. You have 3 attempts within a 34 hour window to verify your identity. If you forgetten the answers to your security questions are power like to a second your security and the well best.		
Juestion 1		
Vhat was the name of your first pet?		
later*		
Duestion 2		
Vhat was the make of your first car?		
Unswer*		
Juestion 3		
What is your favoriting outs team?		
Inswer*		
	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.

Answer Existin	g Security Questions
You already have security questions forgotten the answers to your secu	setup. Eyou would like to thonge your questions to answers, yournue fire connectly answer your existing questions. You have 5 amergers within a 24 hour window to see by your identity. Byour By questions, plane contact the Help Deco.
Question 1	
What was the name of your first	pet?
Answer*	
Fido	
Question 2	
What was the make of your first	H <sup>2</sup>
Answer *	
Chevy	
Question 3	
What is your favorite sports team	2
Answer*	
Red	

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	her them on to unlock your account. Please once that your answer the out case sensitive	
Question 1*		
What was the name of your first pet5		
Answer <sup>®</sup>	Retype Answer *	
Question 2*		
What was the make of your first car?		0
Answer *	Hotype Anower*	
Question 3 *		
What is your favor to sports teamn		3
Amaxiver *	Recypie Answer *	

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

Manage Security Questions		
Question 1*		
What was the name of your first pet?		1
Answer *	Retype Answer*	
Question 2*		
What was the make of your first car?		6
Answer*	Hotype 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*.

dectand answer three (0) security questions. These quest	t be used for wuthen tastion to unitable your account. Meave note that your answers are not use sensitive.	
uestion 1*		
What is your favorite sports team?		
nawer *	Retype Anovar*	
uestion 2*		
What was the make of your first car?		
Dawer*	Retype Answer*	
unstion 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.



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 Action	ns
Manage PIN	
User Information	
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 Depart	ment 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	sectors like a print index is in the sector had per-	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 Ac	bons
Manage PIN	
User Information	
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 Depa	irtment Of (CONNDOT)
Verify Identity	
In order to set a new PIN, you must verify your identity by entering your current P current PIN or the answers to your security questions, please contact the Help De	IN 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 sk.
S Enter Current PIN	
Answer Existing Security Questions	
There are no security questions associated with your account.	
Current PIN *	
CANCEL	SUBMIT

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	DECEMBER FICHTE
- Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut Dep	partment Of (CONNDOT)
- - - - - Transportation, Connecticut De - - - - - - - - - -	t 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 Dep erify Identity order to set a new PIN your must wrify your identity by entering your current PIN or the answers to your security questions, please contact the Help I	t 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 <b>erify Identity</b> order to set a new PIN you must verify your identity by entering your current rent PIN or the answers to your security questions, please contact the Help t Enter Current PIN	t 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 verify your identity by entering your current rent PIN or the answers to your security questions, please contact the Hep D Enter Current PIN Answer Existing Security Questions rent PIN *	t 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 the answers to your security questions, please contact the Help Desk.
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*
CANCEL

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

rify Identity	
ler to set a new PINL 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 forgott nt PIN or the answers to your security questions, plasse contact the Help Desic.	n your
ter Current PIN	
rswer Existing Security Questions	
stion 1	
was the name of your first pet?	
ver*	
tion 2	
was the color of your first car?	
ver*	
e	
tion 3	
iat city did your parents meet?	
ver*	
v York	
	_
S S	JBMIT

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 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.
O Enter Current PIN
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					
lser Informatio	on				
Full Name	1s. Arya OrgUm			Username arya.orgum@mailinator.	com
Title u	m			Status Active	
User Type	rganization				
My PIN Roles					
Official, 78100 - TRO-1 -	Region 1, 1334 - Transpor	tation, Connecticut Department (	f (CONNDOT)		
pdate PIN					
nter 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*.

Summary User Details User Roles History News	Related Actions
Manage PIN	
User Information	
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, Co <b>A Update PIN</b> PIN must be a 4-digit numeric code.	
Enter New PIN *	
Re-enter New PIN *	
CANCEL	SUBMIT

9) Correct the PIN and click *Submit*.

Jser Information	
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 De	partment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De	partment Of (CONNDOT)
Official, 78100 - TRO-1 - Region 1, 1334 - Transportation, Connecticut De Jpdate PIN	partment Of (CONNDOT)
	partment Of (CONNDOT)
Jpdate PIN	partment Of (CONNDOT)
Jpdate PIN hter New PIN *	partment Of (CONNDOT)
Jpdate PIN tter New PIN * 	partment Of (CONNDOT)

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:	e: See <u>Related Action: Set Security Questions/Answers</u> or <u>Related Action:</u>					
	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.

	1201			-
Welcome to the Tra	ansit Integrated	Appian Platfo	orm!	Torn Street
Current user: Alam, Sunjida	B HA	In annual and the		
Last Login Date: 10/6/2020 9:56 AM EDT			Alexand Fresh	N.
Last Login Date: 10/6/2020 9:56 AM EDT	-			M.

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

<b>₩</b> Home		🕭 Federal Transit i	Administration
Unlock Account Please select an available option to unlock account.			
Options * Send a request to unlock your account Answer security questions			
CANCEL		SUB	вміт

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

**Note:** Answers are case insensitive.

# Home	Pederal 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 verify y forgotten the answers to your security questions, please contact the Help Desk.	our 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.

At Home	III 🚺 @ Federal Transf Aammeter
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 ve forgotten the answers to your security questions, please contact the Help Desk.	rify 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 forget security questions, please contact the Heip Deak.	en the answers to your
Question 1 Vhat 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*.

希 Home	 Pederal Trans
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.	
	REF

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

₩ Home	III 🚺 e falses boat Almentede
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.

希 Home	
Welcome to the Transit Integrated	Appian Platform!
Current user: Alam, Sunjida Last Login Date: 10/6/2020 9:56 AM EDT	hppian riacionn.
🔓 Unlock My Account	
Unlock Account or Submit Unlock Request  Vour Account has been locked. Please click on "Unlock My Account" to unlock	k 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 🚺 C Foderal Americanse
Unlock Account Please select an available option to unlock account.	
Options * Send a request to unlock your account Answer security questions	
Comment Enter comment to unlock your account	
	j.
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 h your request was submitted, please reach out to one of your managers displayed below.	as passed since
Click to Show Managers	CANCEL

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

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 since your request was submitted, please reach out to one of your managers displayed below.  Managers for Primary Reporter Show all managers 0						
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.

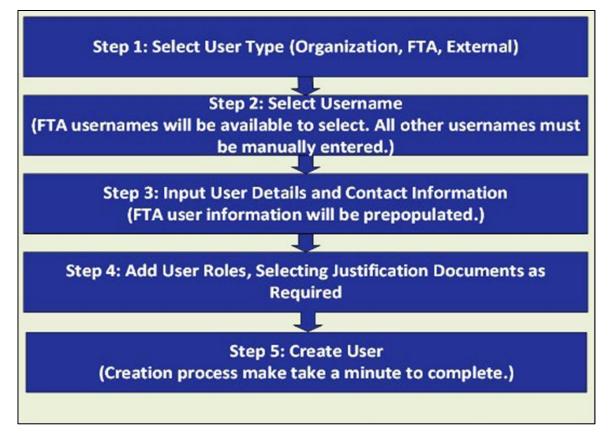
\*User managers can assign roles, however certain roles (UM, Attorney, Submitter, Official) require approval from an LSM

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:

 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 Autople New Users
Recertify Users	Remove Bulk Roles	Review Role Requests
Recertify User Rolegy for Active Users	Remove Roles In Bulk	Approve or Reject 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 Add or Remove Role Justification Documentation	Manage System Annuncements     Manage System Annuncements	

- 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	NEXT

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 YES	
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 *	Title *
userx@mailinator.com	
rist Name	Honorific *
Middle Name	Honorific
	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 *	PO Box	
Transitville		
State *		
DC		

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

dd	Ti User Ty	mation me TrAMS Global Vie itle Test User ype FTA e User Roles	ewer				Username aana.globalviev Status Active	wer@dot.gov				
	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		0	ľ	×
2	TrAMS	FTA Staff	Local Security Manager (LSM)	Region 2		61000 - Office of the Administrator (TOA)	N/A	Approved		0	ß	×
3	TrAMS	FTA Staff	Director	Office of Administration	2	62000 - Office of Administration (TAD)	N/A	Approved	adding new role 8/16	0	C	×

- 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.

		lame Aarya De Title Develope Type Organiza	r	By	Onfirmation clicking Submit, you certify that this user requires i igned to them, is in good standing with their assoc anization(s), and is a valid user of the assigned FT#	the role(s) lated	mailinator.com					
	an Conse	te User Ro		e comments field. This should be	0	YES	levant information.					
#	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	•
î	TrAMS	Recipient	Developer	Region 1	1334 - Transportation. Connecticut Department Of	78100 - Region 1 (TRO-1)	N/A	Approved		Q	ß	and a second
2	TrAMS	Recipient	User Manager	Office of Transit Safety and Over	ight 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 Anal	4R01 - Alabama Department of Trans	× 78400 - Region 4 (TRO-4)	E Select Existing	Approved	Justification reason 20/4000	Q		100

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 Or		T(1R0-1)					
NTD • Reporter • Safety Viewer • Unassigned (	NTD Validation Analyst)  + 4R01 - Alabama	Department of Trans X	78400 - Region 4 (TRO-4)	E Select Existing	Approved	Justification reason 20/4000	Q	
#4) Add Document For Selected Role	(🛓 Download the templa	te)						
System	Cost Center			ganization				
NTD	78400 - Region 4 (TRO-4)		4R	01 - Alabama Departr	ment of Transpo	rtation (ALDOT)		
Document *		Description *						
UPLOAD C Drop file here								
Document Name*								
	0/25	5					0/40	000
CANCEL						UPL	DAD DOCUM	ме

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 minute to confirm that the user has been created. Click the 'Close	all changes to appear on the user's record. Click the 'Refresh' button after a <sup>1</sup> button to go back to the Actions tab.
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.

¢ MS.	
e Local Transit Agency	
n TrAMS	
	m TrAMS

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

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	
lick here to access the	iser's record			

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

	count of cated	on FTA Platform		
Dear Joe Doe,				
A new user acc	ount has been	created for you on the Federal Transit A	dministration's (FTA's) FACES Platform. This acco	ount provides
you 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	orary password
The following i	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	11.20 - 11.00 - 177
SSOR	Reporter	(LSMs)	(ADOT)	Approved
ead and agree og in, contact ou are an Exte Regional Office	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 this link to log in' link. If you are unable also contact your application's help desk	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 c:	are unable to en click the 'lf
sook help bes				
		deral Transit Administration		
		ps://www.transportation.gov/		
6		ited States Department of Transportation		
6				
Federal	Transit 12	00 New Jersey Av SE, Washington DC 20	590	

# 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. Recertify User Rolecy for Active Users	Ar 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	Cruste 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	

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

o, click on Add User again. When all users ha
omments O

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.

	* System	Select a System	•	* Role Category	Select a Role Category	▼ RESET		
ruc en a	<u>tions:</u> Users can i dded to the grid, j	be added by clicking on you may select a single	Add User below. Multiple us role or multiple roles for eac	iers may be added as a g th group of users. A max	rroup by typing the user n imum of <b>300</b> roles can be	ame one after the other. To create a assigned.	nother group, click on Add User agair	n. When all users
	User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0
					No items available			
					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.

	* System	TrAMS	•	* Role Category	Select a Role Category	▼ RESET			
en	uctions: Users can added to the grid,	be added by clicking you may select a sing	on Add User below. Multiple u: de role or multiple roles for ea	sers may be added as a ch group of users. A may	Select a Role Category System Administrator Global Users	er. To create an	other group, click on Add User again	. When all users f	าลง
	User	Role	Access Control Group	Organization	FTA Staff Recipient DOL	ument	Comments	0	
					Contractors Auditors				
4	DD USER								

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	₹ RI	SET			
str	ructions: Users can be added by clicking on	Add User below. Multip	ole users may be add	led as a group by typing the user name one a	fter the other. To	create another group, click o	n Add User again. When all	users l	hav
				rs. A maximum of <b>300</b> roles can be assigned.			_		
ter	er a justification statement for the role assignme	ent in the comments field	. This should be a brie	f statement that explains why this user needs th	e role, along with a	ny 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@Ridedart Dakan (adakan 🗙	Read Only 👻	Region 1 🔹	1334 - Transportation, connecticu X	Region 1 (TRO-1)	1 Upload	20/4000	D	1
					(TRO-T)		20/4000		

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.

*System TrAMS		* Role Ca	Recipient	* RI	SET			
			ded as a group by typing the user name one a rs. A maximum of <b>300</b> roles can be assigned.	fter the other. To	create another group, click o	n Add User again. When all i	users l	have
			ef statement that explains why this user needs th	e role, along with a	ny other relevant information.			
User	Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	0
Aarya Developer (arya.developer			1334 - Transportation, Connecticu X	78100 -	I≡ Select Existing	Justification Reason		
Adakan@Ridedart Dakan (adakan	Read Only	Region 1 •		Region 1 (TRO-1)	1 Upload	20/4000	Q	,

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.

As	sign Bull	< Roles								
	* System	TrAMS		*Role Cat	egory Recipient	₹ RI	ESET			
bee	n added to the grid,	you may select a single r	role or multiple roles fo	r each group of users	<i>ed as a group by typing the user name one</i> s. A maximum of <b>300</b> roles can be assigned.			n Add User again. When all	users l	have
Ente	r a justification stater User	nent for the role assignme	nt in the comments field.	This should be a brief Access Control Group	statement that explains why this user needs the organization	he role, along with a	ny other relevant information. Justification Document	Comments	0	0
1		(arya.developer 🗙 t Dakan (adakan 🗙	Read Only 👻	Region 1 🔹	1334 - Transportation, Connecticu 🗙	78100 - Region 1 (TRO-1)	E Select Existing ▲ Upload	Justification Reason	Q	×
+ /	ADD USER								_	
C/	NCEL								1	NEXT

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 Cat	egory Recipient	* R	ESET			
					ed as a group by typing the user name one of a sa group by typing the user name one of <b>300</b> roles can be assigned.		create another group, click o	n Add User again. When all t	isers	hav
					statement that explains why this user needs th		ny other relevant information.			
	User		Role	Access Control Group	Organization	Cost Center	Justification Document	Comments	0	6
	Aarya Developer	(arya.developer 🗙			1334 - Transportation, Connecticu X	78100 -	I≡ Select Existing	Justification Reason		
	Adakan@Ridedar	t Dakan (adakan 🗙	Read Only 🔻	Region 1 🔹	1554 - Hansportation, connecticular	Region 1 (TRO-1)	1 Upload	20/4000	Q	3
ľ										
	D 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	Usersame	1 Role Category	Role	Access Control Group	Organization	Cost Center
AMS.	tox.contractor@dot.gov	Contractors	Covenation	Office of Budget and Policy	6831 - Quality Software Services, we,	63500 - Office of Attranstration
with.	to:comanor@dut.gov	Contractory	Contiantor	litegion 7	1812 - Transportation, Iowa Dept Of	78700 - Report 7
6105	adb.slam@mailinator.com	Contractors	Currenter	Office of Budget and Policy	4931 - Quality Software Services, Inc.	63500 Office of Administration
AMS	adib.atem@mailtrator.com	Contractors	Contractor	Region 7	1812 - Transportation, rowa 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
Analyst TestUser11 (state.analyst11) X	Global Security Manager (GSM) 👻	*			I≡ Select Existing		Q	×
(#1) Add Document For Se	elected Role (🚣 Down	load the te	emplate)					
System NTD	Cost Cente	Cost Center			Organization			
Document *			Description	*				
UPLOAD C Drop file here								
Document Name *								
		0/2	55				0/40	00
CANCEL						UP	LOAD DOCUM	IENT

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		P	×
	1) Add Document For Se	elected Role (🛃 Down		emplate) 🤞		Organization			
		cost center				organization			
NIL									
	) :ument *			Description *	2				
Doc				Description *	•2				
Doc	ument *			Description *	•)				
Doc	PLOAD C Drop file here		0/2		•			0/40	00
Doc	PLOAD C Drop file here		0/2				U	0/40 PLOAD DOCUM	

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.

$- \rightarrow \cdot \uparrow$ . This	s PC > Documents > FACES Samples	ٽ ~	Search FACES Sample	s ,
Organize 🔻 🛛 New folde	r			- 🔳 (
1.0.11	Name	Date modified	Туре	Size
Quick access	PPD-BlankDoc	7/26/2019 9:58 AM	Microsoft Word D	12 K
Desktop 🖈	🔊 Sample-Document	8/2/2019 3:23 PM	Microsoft Word D	0 K
🕂 Downloads 🖈	Sample-Document-2	8/2/2019 3:24 PM	Microsoft Word D	0 K
🔮 Documents 🖈	📄 Sample-Document-3	8/2/2019 3:24 PM	Microsoft Word D	0 K
📰 Pictures 🛛 🖈				
PulkPoleAssigns				
File na	me: 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		Ø	×
(#1) Add Document For Se	lected Role (土 Down		emplate)		Organization			
NTD								
Document *			Description	<u>e</u>				
Document *			Description <sup>a</sup>	6 				
UPLOAD C Drop file here			Description *	8				
Document * UPLOAD C Drop file here Document Name *		0/23		ĸ			0/400	00

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:

- WANDAR LASSE
   Margen Delaw
   Concernent State
   Augure on Augure Augure
- 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 T	rAMS			Organization	Select an Organization		
Acce	ess Control R Group	egion 3		•	Cost Center	78300 - Region 3		
DD	DELETE	/						
Doc	cument Name	Description	Access Control Group	Cost Center	Organization		Uploaded Date	Uploaded By
Just	tification	Justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
just	ification	Justification	Region 3	N/A	N/A		11/13/2020	faces.admin@test.com
Role	e Approval Doc	Test	Region 3	78300 - Region 3	1402 - Baltimore, City Of (	(BALTIMORE CITY)	5/1/2019	ahmed.khan
role	e change	doc	Region 3	78300 - Region 3	1396 - Transportation, De (DELDOT)	elaware Department Of	2/4/2020	ahmed.khan
Sam	nple	Sample	Region 3	78300 - Region 3	1401 - Transportation, Ma (MTA)	aryland Department Of	1/8/2019	lesie.smith
								< 1 - 5 of 1

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	t	Description	Access Control Group	Cost Center	Organ	ization	Uploaded By	
	Doct		Fake Doc	TrAMS Region 2	78200 - Region 2		New Jersey Transit ration. The (NJTC)	11/5/2019	faces.sysacmin.bala@mailinator.com
П	test5		test5	TrAM5 Region 2	78200 - Region 2		County Of Chemung IUNG CNT)	10/22/2019	Bruce.Hawkins12345
	test6		test6	TrAMS 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	Trams				Organization	Select an Grijanization		
Access Contro Group ADD DELETE					Cost Center /		- 79200 - Region 2		
	Document 1 Name	Description	Actess Control Group	Cost Center	Organizat	ion	Uploaded Date	Uploaded By	
	Doc1	Fake Doc	TrAMS Region 2	78200 - Region 2		v Jersey Transit an, The (NJTC)	11/5/2019	faces.sysadmin.bala@rnailinator.com	
1	test5	test5	TrAMS Region 2	78200 - Region 2	1924 - Co. (CHEMUN	inty Of Chemung G CNT)	10/22/2019	Bruce Hawkins12345	
1	testő	testő	TrAMS Region 2	78200 - Region 2	1924 - Cou (CHEMUN	inty OF Chemong G CNTI	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)	e Transportation	9/1/2020	faces.sysadmin.bala@mailinator.com
1	1	Office of the Administrat	or 62000 - Office of Administration	6522 - Personnel Mana Office Of (OPM)	agement, U S	3/23/2020	faces.sysadmin.bala@mailinator.com
							≪ < 1-5 of 879 > ≫
Add Docur	ment (🛓 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
STUTCE							OPLOAD DOCOMENT
CLOSE							

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

1	1	Darlynn Smit (NTD Valida Analyst)	tion 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
						<li>&lt; 1-5 of 879 &gt; &gt;</li>
Add Docum	nent (🛃 Dov	wnload the templa	ate)			
System *			Access Control Group	Organization		
Select a System		•	Select a Group	÷		
Document *				Description *		
	p file here					
Document Name*						
			0/255			0/4000
CANCEL						UPLOAD DOCUMENT
CHILLE						OT EOAD DOCOMENT
CLOSE						

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

Organize • New folds	er				<u></u> (三	• 🗊	4
Favorites	Documents library Includes: 2 locations					n Folder <del>-</del>	
🗼 Downloads	Name	Date modified	Туре	Size			
Recent Places	Custom Office Templates	12/2/2019 11:27 AM	Filefolder				
🗃 Libraries	Sample Document.docx	12/2/2019 11-27 AM	Microsoft Word D	12 KI	B		
Documents							
Music  Pictures  Videos							
Palencia, Christina							
Palencia, Christina							
<ul> <li>Palencia, Christina</li> <li>Contacts</li> <li>Desktop</li> </ul>							
Palencia, Christina Contacts Desktop Eesktop							
Palencia, Christina							
Palencia, Christina Contacts Desktop Desktop Downloads Pavorites	ame: Sample Document.docx				All Files (*.*)		

- 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.

	System *		Access Control Group		Organization	
FACES Justification Document v1.0           PDF - 213.03 KB           Document Name *           0/255	SSOR	•	SSOR Local Security Managers (LSMs)	•	Select an Organization	
	FACES Justification Document v1.0 PDF - 213.03 KB		υescription *			
			0/255			0/4000
CANCEL UPLOAD DOC	CANCEL					UPLOAD DOCUMENT

- 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 (🛃 Download the temp	olate)		
System *	Access Control Group		Organization
SSOR	<ul> <li>SSOR Local Security Managers (LS</li> </ul>	Ms) 👻	Select an Organization
Document * PACES Justification Document v1.0 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	(p)		- Organization		
ADD	Access Control Group	selent a tana,	Б.		•		
Π	Document 1 Name	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By
		Description	Access Control Group	Cost Center 78100 - Region 1	Organization 10002 - Manchester Transt Authority (MTA)		Uploaded By sumnie.ntdgsmg/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		Solect a Syste	e.		* Organization		
	Access Control Group	Select a Grou	2		•		
ADO	DELETE						
	Document 1 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.stógsm@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
			Bailey (NTO Validation	78100 -	1R01 - Connecticut Department		NO. 101 122

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

Are you sur	ire 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	Selectian Organization	1
	Access Control Group	TrAMS Region	2		• Cost Center	78200 - Region 2	
ADD							
	Document 1 Name	Description	Access Control Group	Cost Center	Organization	Uploaded Date	Uploaded By
Ï	Doc1	Fake Doc	TrAMS Region 2	78200 Regian 2	1414 - New Jersey Transit Corporation, The (NJTC)	11/5/2019	faces.sysadmin.bala@mailinator.com
Ĩ	test5	test5	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.

Assign Bulk Roles Assign Bulk Roles to Multiple Users	4	
	Create and Manage Users Create or Activate 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	Manage Access Control Groups Create or Esit-Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
	4) Manage System Announcements Manage System Announcements	
	Recertly Users Recently User Relation Active Users Review Unlack Requests Agreever or Report Unlack Requests	Recertify Users         Remove Bulk Roles           Recertify User Roley for Active Users         Remove Bulk Roles in Bulk           Review Unlack Requests         Manage Access Control Groups           Approve or Real Unlack Requests         Create or Edit Access Control Groups           Create or Edit Access Control Groups         Create or Edit Access Control Groups           Manage Role Documentation         Manage System Announcements

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

	ormation (names, addresses, phone numbers) can be uploaded for multiple users a activated using the "Create New User" action on the Actions tab. User roles will	
Download T	Template	
Template		
	to download the template. Add data for each new user, For "User Type", enter "O must be saved with an ".xlisx" extension.	rganization" for TrAMS Recipient or NTO Reporter users.
(+) show inst	tructions	
Upload User	r Data *	
UPLOAD	Da.	
Upload your o	completed "prisx" file 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		К
2	User Type	Email (username)	First Name	Last Name	Title	Honoritic	Office Phone Number	Address 1	Address 2	City	State or Territory
3	Organization	[smith1@fake.com	John	Smith	Analyst	Mr.	(123)123-1234	101 Ninth St.	1	Transitville	IL
4	Organization	[smith2@fake.com	Jessica	Smith	Analyst	Dr.	(123)123-1234	101 Ninth St.		Transitville	IL
3	Organization	ismith3@fake.com	Jerry	Smith	Analyst	Mr.		101 Ninth St.		Transitville	IL
6	Organization	jsmith4@fake.com	Josie	Smith	Analyst	Mrs.	(123)123-1234	101 Ninth St.			IL
1											

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

	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 1	emplate
Template	
	to download the template. Add data for each new user. For "User Type", enter "Organization" for TrAMS Respent or NTD Reporter use must be saved with an "usix" extension.
(+) show inst	ructions
Upload Use	r Data *
UPLOAD	
Upload your i	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	folder					955 🝷	
🖈 Quick access	^ r	lame ^	Date modified	Туре	Size		
Quick access		ACS_Template_BulkUserUpload Excel.xisx	11/13/2017 12:43	Microsoft Excel W	13 KB		
Sa OneDrive		Sample Doc.docx	8/23/2017 10:50 AM	Microsoft Word D	12 KB		
This PC	4	Sample Document 2.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
	4	Sample Document 3.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
Desktop	4	Sample Document.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB		
Documents	~	Sample New Users.xisx	9/26/2016 11:38 AM	Microsoft Excel W	12 KB		
	- ile name	ACS_Template_BulkUserUpload Excel.xlsx		~	All Files		1

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

Upload User Data	
ACS_Template_BulkUserUpload Excel XLSX + 12.21 KB	
Upload your completed ".xisx" file here.	
CANCEL	SUBM

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

	ion (names, addresses, phone numbers) can be uploaded for multiple users at a time. Once user information is uploaded, new rated using the "Create New User" action on the Actions tab. User roles will be added at that time.
Download Temp	late
Template	
	wnload the template. Add data for each new user, For "User Type", enter "Organization" for TrAMS Redplent or NTD Reporter user: be saved with an "xisx" extension.
(+) show instruction	ons
Upload User Dat	a *
ACS_Temp	alate_BulkUserUpload Excel .21 K8
Upload your compl	leted ".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 pass	ed 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 about sure you want	exit this form. No users wi continue?	ill be 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?	
NO		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	
jsmlth4@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
ismith1@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 Aultpie New Users
Recertify Users	Remove Bulk Roles	Review Role Requests
Recertify User Roless for Active Users	Remove Rules in Bulk	Approve or Reject Role Requests
Review Unlock Requests	Manage Access Control Groups	Manage Recertification
Approve or Reject Unlock Requests	Criefte or Est Access Control Groups and Manage Organizations	Manage User Role Certification Cycle
Manage Role Documentation	Anage 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 *	
FTA Staff     Organization User (e.g. Recipient, Reporter)	
External User (e.g. DOL, DOT Reviewer, Auditor, Contractors)	
CANCEL	NEXT
Create and Manage Users	
Username	
janedoe@fakeemail.com	
The username must be an email address.	

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@fakeemail.com
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.

Sign built Boles     Create and Manage Users     Create and Manage Users       Assign built Boles     Create on dManage Users     Create on dManage Users       Create on dManage Users     Create on dManage Users     Lipbal Information for Multiple Users       Recertify Users     Record of Create on dManage Users     Record of Create And Users       Recertify Users     Record of Create And Users     Record of Create And Users       Recertify Users     Record of Create And Users     Record of Create And Users       Record of Create And User Ander Users     Record of Create And Users     Record of Create And Users       Review Unlock Requests     Record of Create And Users     Manage Access Control Groups       Approve or Reject Unlock Requests     Create of Ent Access Control Groups and Manage Organizations     Manage Set Create Create Create Create And Users       And or Remove Role Justification Documentation     Manage System Announcements     Manage Set Create Create Create Creater	MANAGE USERS	Ý         Lát         Ú         User Management           ACTIONS         REPORTS         HELP CENTER         User Management				
Recertify Users     Remove Bulk Roles     Review Role Requests       Recertify User Rides/ for Active Users     Approve or Right Role Requests     Approve or Right Role Requests       Review Unlock Requests     Manage Access Control Groups     Manage Access Control Groups       Approve or Right Unlock Requests     Create or Edd Access Control Groups     Manage Access Control Groups       Manage Role Documentation     Manage System Announcements     Manage Access Control Groups		Assign Bulk Roles		Create Multiple Users		
Review Unlock Requests     Manage Access Control Groups Cruster or Set Access Control Groups and Manage Organizations     Manage Recertification Manage View Role Certification Cycle       Image Review Unlock Requests     Image Set Access Control Groups and Manage Organizations     Image Set Access Control Groups and Manage Organizations       Image Review Unlock Requests     Image Set Access Control Groups and Manage Organizations     Image Set Access Control Groups and Manage Organizations		Recertify Users		Review Role Requests		
Manage Role Documentation Manage System Announcements				Manage Recertification		
		Manage Role Documentation	Manage System Announcements			

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

Filters											
Role Category	Select role campus			-	-	Access Control Group	Selectoperat				
Organization	Select an Organization					Cost Center	Jelez Cost Dertie				
Role	State Ora			3	•	User	Send an article user				
										CLEAR	OLTER(S)
ist of Users											
Username	1	Norme(Last, First)	System	Access Control Group	Cost Center	Organization	Role	Created Date	Modfled Date	Last Login Date	Statur
🖂 🛛 ana fitresse isridi	mailmator.com	Local Security Manager LDM, Recentification	TRAMS TRAMS TRAMS	Office of Program Management Region 5 Région 1	TPM TRO-5 TRO-1	(SarAS (NarA) (SarA)	Local Security Manager (LSM) Local Tetrarity Manager (LSM) Administrator	4/34/2019 2:59 PM GMT+00:00	5/18/2015 3/28 PM GM7+00:00		Active
ashy user detailing ov	portgiobalvever@dot.g	User Details Report Global Wener, TraMS	THAMS THAMS THAMS	Region 1 Region 2 Office of Cuil Rights	110-1 110-2 18#	(NUA) (NUA) (NUA)	Administrator Administrator Civil Rights Officer	9/24/2919 5/30 PM GMT-00.00	9/34/2018 5:30 PM GMT+00.00	1/28/2030 1:14 PM GMT-00:00	Active
ana globalvever	6-that, gov	Glibal Viewer, TraMS	Trams Trams	Office of Club Rights Office of Budget	TCR TRP	(NerA) (NerA)	Civil Rights Officer Buildiet Director	9/24/2019 3:38 PM GMT+00:00	5/34/2019 5/38 PM 5M7+00:00	1/28/2020 1214 PM GMT+00:00	Active

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

Story .					
Role Category	Reopert	•	Access Control Group	Region 1	
Organization	1334 - Transpertation, Connecticut Department OF(CONNDOT)		Cost Center	78100 - Repon 1 (TRD-1)	
Raie	Senier a Rife		User	Denist an active case	

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.

FIB:	ers.												
	Role Category	Recusent:						- 4	teess Control Groop	Region I			9
	Organization	1334 - Trans	portation. C	investicut 0	epartment	of(convocit) *			Cust Center	70100 - Region 1 (19	011)		
	Rale	mint a desir							User	denor an antive serve			
												CLEAR	ncticad
51	ofUsers												
3	Username		1 Names Firsts	Last,	System	Access Central Group	Cost Center	Organization	Nole	Created Date	Modified Date	Last Login Date	5540
•	alden atlömalimato	r,iam	AL AICH	es (Mr.)	Trans	Region 1	180-1	1334. CONNECT	Submitter	3(20)2019 2:22 PM GMT+00:00	2/4/2020 4:36 PM GMT+00:00	1/28/2020 1:14 PM GMT+00:00	Activ
	analee@maileato	can.	lee, aru	a (Mit.)	TYANS TYANS	Report 1 Report 1	180-1 180-1	1334- COM/4D0T 1334- COM/4D0T	User Manager Submitter	5/1/2019 4:12 PM GMT+00:00	176/2025 8:32 PM GMT+00:00	1/28/2020 1:14 PM GMT+00:00	Activ
1	arya.org.ger@mad	nator.com	Alam, 1	lanni <del>y</del> (Ms.)	TIAMS TIANS	Region 1 Region 1	TRO-T TRO-T	1354 - CONNDOT 1354 - CONNDOT	Civil Rights Submitter	6/3/2019-5/58 PM GMT+99/50	8/29/2019 2.13 PM GMT+00.00	1/28/2020 1-14 PM GMT+68:00	ACTV
	ayasumedinab	wher.com	survive	Arya (NIS)	TrAME	Region 1	TRO-1	1994 - CONNDOT	User Manager	146/2520 E 36 PM GMT-00:50	1/10/2020 6:39 PM GM7+60:00	1/18/2010 1-14 PM GMT-00:00	ACDV
	assiakhadröffaka		shadri	antia (Mr.)	Trans Trans	Report 1 Report 1	TRO-I TRO-I	1334 - CDNND07 1334 - CONND07	Attorney Submitter	5/6/2019 3:18 PM	3/9/2020 6.54 PM GMT+00.09	1/28/2020 1:14 PM	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.

			Trinks	Region 1	TRO-1	CONNOCT 1354 - CONNOCT	fFA Reportut	IGMT-00:00	GMT-00.00	GMT+09200	
	brandransum@isorephy.com	Die joe ML)	TRANS	Region 1	TRO-1	1534 - CONNDOT	User Manager	11/12/2019 5:06 PM GMT-00:00	11/12/2019 5:08 PM GMT-00:08	1/28/2920 1/14 PM GMT+00/00	Activ
	chictria umbamalimatinator zom	Pal, Christina (Mrs.)	TRAMS	Region 1	TRO-1	1334. CONNODT	User Manager	5/16/2019 6:45 PM GMT+00:00	2/26/2020 10:09 PM GMT+80:08	1/28/2020 1:14 PM GMT+00200	Activ
	constot.civinghts2@dot.gov	Civil Rights, conndut	TIANS	Region 1	TEO-1	1334 - CONNDOT	Civil Rights	3/10/2019 9:54 PM GMT+00:00	5/19/2019 9:55 PM GMT-50:00	1/26/2620 1.14 PM GMT-50:00	Activ
	connduct developer 10 doc gov	Onveloper. convidue (Mrs.)	TEABLES	Region 1	180-1	1354 - CONNDOT	User Manager	1/11/2619-6:47 PM GMT+00:00	5/24/2019 2:05 PM 5MT+00:00	1/28/2926 1:14 PM GMT+00:00	ACR
	coordo: ffregorier2@dot.gov	FFR Reporter, conndat	Tranfs.	Region 1	TRO-1	1354 - CONNEDOT	### Reporter	9/10/2019 9:54 PM GMT+00:00	9/18/2019 9/58 PM GMT+00:00	1/28/29/0 114 PM GM7-99/00	ACR
										1	- 10 of 37
Use	r Roles										
	Username 1	Role	Access	Control Group		lost Center	Organizat	ion		Document :	Autoes
	auter-al@mail.natur.com	Submitter	Region	t.		legion 1	Transport	ation, Connecticut Depar	tisient Of	Tex Doc	oproved
-	ana.lee@mailmator.com	User Manager	logion	9.		legion 1	Transport	ation. Connecticut Depar	trient Of	Kale Doc -	opproved
-	aria.lee@mailinator.com	Submitter	Repon	t		legion T	Transport	ation. Connecticut Depar	thant OF	Role Doc	percrete

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.

	assia khadniji fake cam	Hadri, assia (W.)	THAMS THAMS THAMS	Region 1 Region 1 Region 1	780-1 780-1 780-1	1254- CONNOOT 1354- CONNOOT 1354- CONNOOT	Atturney Subritter FEB Reporter	94-2019 3-18 PM GMT-00:00	3/9/2020 6.54 PM GMT-00:00	1/28/2820 1:14 P (24/7-00:00	M ADDE
	terian transumánorepty com	Die (ML)	3141/5	Report 1	19(3-1	CONNDOT	uter Manager	11/12/2019 5:04 Per	11/12/2018 SIGE PM	1/26/2020 1:14 P	Active
	consumprishables con	Fal. Childra (Mrs.)	Traines.	Region 1	180.1	1254. CONNDOT	User Manager	516/2019 649 PM GMT+00:00	2/29/2523 10:09 PM GMT+00:00	5/25/2020 1:14 P GMT-00.00	M Athe
	constat_sidegies2@dot.gov	Cuil Rights.	TIANS	Report 1	180-1	1334 - CONNDOT	OVI NgNa	9/16/2019 9:54 PM GMT-00.00	\$15:2019 9:35 PM GMT-00:00	1/26/2120 1:14 P	M Active
	constat developer hardist gov	Developer, convidor (Mrs.)	714545	Region 1	110-1	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 1.34.P	M Active
	conndot.fhteporter3@dot.gov	Mikiteporter, connotit	1445	Region 1	190-1	1854 - CONNDOT	sea Reporter	9/10/2019/9/54 PM GART=00:00	\$152019355.PM GM7-0000	5/08/0800 114.P	V A2514
											1-10-11/17 3
											1-10-01-10-3
Use	er Roles										1-10-0.10-2
		Rate	Allesi	Control Group	c	ust Center	Organizat	lan		Decurient	Status
2		Rufe Submitter	Aliest			oes Center ogion 1		lan Ition, Connecticut Depar	truest Of		
	Username 1			1			Transport			Document	Status

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.

yscem	Usemame	Access Control Group	Role Category	Role	Organization	Cost Center
YAMS	aiden.al@mailmator.com	Region 1	Reciptent.	Submitter	1338 - Transportation, Connecticut Department Of	78100 - Region 1
NAMS	aria.lee@mailinator.com	Region 1	Recipient	User Manager	1334 - Transportation, Connecticut Department Of	78100 - Region T
NAMS :	aria.lee@mailinacur.com	Region 1	Recipient	Submitter	1334 - Transportation. Connecticut Department Of	75100 - 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.

eport Filter	Criteria			+ 🙎 CREATE NEW USER   + 🚆 CREATE MULTIPLE US
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
	Display individual Roles in Grid			CLEAR FILTE

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

Records Trans	sit-Rider, Sophia (transit.user@fake.com)	
man.	ackider, sopina (cransicaser@idke.com)	
Tantria	User Dolads - User Roley - History - Webser - Webser - Webser	
	Edit motile	
	EdeFretie	
4	Manage Security Questions	
	Tel or redulie a court versible previous	
	Manage 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	ry 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.sunnie@mailinator.com	um
First Name *	Honorific *
Arya	Ms.
Middle 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	M5. 👻
Middle Name	Company Name
	company wante
Last Name *	Department
sunnie	Department
Contact Information	
Email 0*	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		nation me Mrs Joe Doe Rile Testor ype Organization					Usemame brantramstes Status Active	tumZexa <mark>mp</mark> e.co	m			
١d	d/Updat	e User Roles										
r	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	ø	0	•
1	Traws	вегрни	User Manager	Office of Program Management	1439 - Philadepha, Chy Of	65000 - Office of Program Management (TPM)	Approval	Approved		Ċ	3	,
z	Traws	Repplent	User Manager	Office of Administration	2355 - National Solence Foundation	52000 - Office of Administration (LAD)	test	Approved		D	3	
1	TrAMS	Respirat	User Manager	Region 9	T618 Association Of Montorey Bay Area Government	78900 - Region 9 (TRO 5)	besting doc	Approved		D	1	×
4	TIANS	Respicat	FFR Reporter	Region 6	1505 - Central Arkansas Transit Authority	78600 Region 6 (100-5)	NM	Approved		e	N	×
	trAM5	Beciptent	C(Hrtal	Region #	1277 - Ill-state Regional Commission	01.001 - Region 7 (TRO 7)	1441	Approved		D	1	×

- 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
i	TRAMS	Becipiere	User Manager	Office of Program Management	1435 Philadelphia, City Of	65000 Office of Program Management (TPM)	Approval	Approved		-	a	*
2	TrAMS	Redpient	User Manager	Office 6 <sup>4</sup> Administration	2355 National Science Foundation	62000 Office of Administration (TAD)	tex	Approved		Ō	œ	×
3	Tr/MS	Recipient	User Monager	Region 9	1618 - Association Of Monterey Bay Area Bovernment	78300 Region 9 (183-9)	texting doc	Approved		õ	œ	×
4	104MS	Becipiera	11 × Reporter	Region &	1506 Central Arkansas Transh Authority	/IISIID - theylan 5 GRO-61	N/4	Approved		9	æ	*
2	Tr/MS	Redpient	Officia)	Region 7	1277 Bi state Regional Commission	78700 Region 7 (180-7)	Testi	Approved		D	œ	×
											51	tems

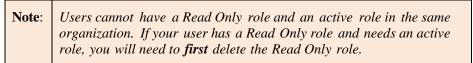
f. The role filters (System, Role Category, Access Control Group, Cost Center, Organization) must be populated for the available roles to display. For most User Managers, these filters will automatically populate, and the fields will be locked on the screen. LSMs, Validation Analyst and GSMs may need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

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100	TraME	* Recipient *	– Seserta visite – •	Select a Group 🔹			ND4			Ð		
1	TrAMS	Recipient	Official	Region 7	1277 - Bi-state Regional Commission	78700 - Region 7 (TBO 7)	Terti	Approved		Ð	2	1.00
	Traws	Respont	FFR Reporter	Region 6	1506 - Central Ackamas Transit Authority	78500 - Region 5 (780-6)	N/4	Approved		'n	œ	
	TrAMS	Respiciel	User Manager	Region 0	1618 - Association Of Monterey Iley Arso Gueenmant	78900 Region 9 (1110-9)	testing doc	Арргоход		ō	œ	-
	TRAMS	Becquent	Uwr Managar	O∏calef Ad≂inistration	2355 - National Science Foundation	52000 - Office of Administration (TAD)	lina	Арренам		'n	æ	-
	Traws	Respirat	User Monager	Diffice of Program Management	1409 - Philadelphia, City Df	85000 - Office of Program Management (TPM)	Approval	Approved		ū	<u>I</u>	-
	System	Role Category	Rale	Group	Organization	Coxt 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	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	6
r	Turns	Веарын.		Office of Program Management	1439 - Midadephia, City Of	65000 - Office of Program Mapagement (TPM)	Approval	Approved		ū	ß	,
e	TrAMS	Recipient	User Manager	Office of Administration	2905 - National Science Loundation	42000 - Office of Administration (140)	tev	Approved		<u>n</u>	<u>i</u>	,
1	trans.	Becipien.	Read Only User Manager Submitter	gian V	1618 Association DT Monterey Boy Area Government	70000 - Baylon V (TRO-51	leging dis.	Appensed		lin.	a	3
4	Trades	Becipiere	Developer Official Attorney Civil Rights	gian h	1506 - Central Arkansas Transit Authonity	70000-Region 5 (TRO 6)	N/4	Approved		ጥ	19	3
5	Trades	Redpient	HR Reporter MPR Reporter	ajo17	1277 Bistate Teglonal Commission	78700 Region 7 (190-7)	Test1	Approved		Ø	<u>(</u> 2	,
6	Trans	- Recipient -	JPC Procurement Office	A CONTRACTOR OF THE OWNER			10/A			5		

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	in Mas	Bet-pient.	Uwr Naraget	Office of Program Management	1439 Pirladepha, Ciy D <sup>†</sup>	65000 - Office of Program Management (TPM)	Approval	Approvad		Ŀ	a	×
2	in AMS	Res pieral	Own Manager	Office of Administration	2155 - National Science Foundation	62000 - Office of Administration (TAD)	iist	Approved		12	œ	*
ä	174MS	Respirent	User Manager	មេត្រូក។ ទ	1618 - Association Of Monterey Bay Area Government	78900 - Region & (780-9)	seeing dar	Approved		C	a	*
4	T///45	Recipient:	FFR Reporter	Region 6	1506 Central Arkansas Transk Authority	78600 Ragon é (TRO GI	80.	Approved		£	g	×
5	Trivids	Recipient	Otticial	Region 7	1277 Bi state Regional Commission	78700 Bogon 7 (TRO 7)	Test	Approved		ß	Ø	×
n	TrANS	* Recipient *	Attorney .	Stone Grap •			9.78	Approved		12		×

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.

Add/U	pdate	User	Roles

5	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status Comments	0	Ð	0
1	I-AMN	Recipter 1	User Manager	Office of Program Management	14:19 - Philadelphia, 14y Cl	63000 - Office of Program Management (FPM)	Approval	Approved	0	ß	×
2	TrAM5	Recipierit	User Manager	Office of Administration	2305 - National Science Roundation	62000 Office of Administration (LAD)	best	Approved	D	12	×
	TrAMS	Recipient	User Manager	Region 9	1518 - Association Of Monterey Bay Area Government	7 <mark>8900 - Begion</mark> 9 (TR <mark>C</mark> 9)	testing dat	Approved	10	ß	×
	TrAMS	Recipient	FFR Reporter	Region 6	1906 - Central Arkansas Transit Authority	78600 - Region 6 (TRO-6)	NGA	Approved	D	Ľ	x
5	TrAM5	Recipient	Official	Region 7	1277 Bi state Regional Commission	78700 Region 7 (1180-7)	Test	Approved	6	B,	×
D	TrAVS +	Roopent +	óllarney 🔹	Region 3 +	1402 - Bultimerie, City DT(SALTIWORE )	78300 - Region 3 (1980-3)	Select Existing	Approved	Ģ		×

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	0
	TRAMS	Recipient	Diver Manago	ř	Office of Program Management	1419 - Shiweleiphie, Chy DF	65000 Office of Program Monagement (JPM)	Approx	Approved		5	ß	×
1	TrAMS	Recipient	Uher Manago	ť	Office of Administration	2155 - National Science Foundation	62000 Office of Administration (140)	test	Approved		۵	18	×
-	TrAMS	Bacipsen.	Liser Manage	ę	Region 9	1618 - Association: Of Montariey Bay Area Government	78900 - Region 9 (190-9)	brating dur	Арриалы		10	8	×
4	TrAMS	Recipient	110 Sep	other	Region 6	1505 - Central Arkanses Transil Arithmity	74600 - Begion 6 (TRO-6)	NIA	Approved		m	8	×
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1. If the proper document isn't available, click the *Upload* button.

System	Role Cotogory	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
TrAMS	Recipient	User Manager	Office of Program Management	1439 - Philadolphia, City Cr	65000 - Office of Program Management (TPM)	Approval	Approved		6	œ	×
TrAMS	Recipient	User Manager	Office of Administration	2353 National Science Foundation	62000 - Officer of Administration (TAD)	teat	Approved		5	ø	*
TrAMS	Recipient	User Manager	Rogion 9	1618 Association Of Monterey Bay Area Government	78900 Region 9(TRO-9)	testing doc	Approved		6	œ	,
TrAMS	Recipient	FFR Reporter	Region 6	1506 - Central Arkansas Transit Authority	78600 - Region 6 (190-6)	N/A	Approved		Ø	Q.	,
TrAMS	Becipient	Official	llegion /	1277 - W-state Regional Commission	78/200 - Begian 7 (TRO 7)	<u>testi</u>	Approved		Ø	(?.	
TrAMS +	Support -	Attorney +	Region 3 +	1402 Baltimore, City Of (BALTIMORE 🗙	78300 - Region 3 (TRO-3)	Lupices	Approved				
	TrAMS TrAMS TrAMS TrAMS	System Cotogory TrAMS Recipient TrAMS Recipient TrAMS Recipient TrAMS Recipient	TrAMS     Rocipion:     User Manager       TrAMS     Rocipion:     User Manager       TrAMS     Rocipion:     User Manager       TrAMS     Rocipion:     PER Reporter       TrAMS     Recipient:     Official	Langery     Caroup       Tr/MAS     Rocipions     User Manager     Cfflix of Program Management       Tr/MAS     Rocipions     User Manager     Cfflix of Animire Stream       Tr/MAS     Rocipions     User Manager     Region 9       Tr/MAS     Rocipions     PER Reporter     Region 6       Tr/MAS     Hectpient     Official     Hegton 7	TriMMS     Recipient     User Manager     Cifforni Program     1459. Philadelphia, Cay Or       TriMMS     Recipient     User Manager     Office Cf Administration     1459. Philadelphia, Cay Or       TriMMS     Recipient     User Manager     Office Cf Administration     2305. National Science Foundation       TriMMS     Recipient     User Manager     Region 9     1618. Association Of Manager Say Area Government       TriMMS     Recipient     FRR Reporter     Region 6     1506. Central Anianzes Transit Authority       TriMMS     Recipient     Official     Hegion 7     1217 - Lit-state Hegional Commission	Langerty         Carage         Carage           TrAMS         Recipient         User Manager         Cfflow of Managerment         1450 - Philadelphia, City Or         6100 - Offlow of Program Managerment           TrAMS         Recipient         User Manager         Offlow of Managerment         1450 - Philadelphia, City Or         6200 - Offlow of Program Managerment           TrAMS         Recipient         User Manager         Offlow of Administration         2300 - National Science Founcation         6200 - Offlow of Managerment           TrAMS         Recipient         User Manager         Region 9         1618 - Association Of Manager State Manager         78000 - Region 7100 - Region           TrAMS         Recipient         FFR Reporter         Region 6         1500 - Central vitance Transit Authority 7100 - Region 7100 - Region         78000 - Region 7100 - Region 7100 - Transit           TrAMS         Becipient         Official         Hegion 7         1277 - Hertare Hegional Commission 7100 - Transit         78000 - Region 7100 - Transit	TriAMS     Recipient     User Management     Cfflux of Program Management     Cfflux of Program Managem	TriMMS     Recipient     User Management     Cffluw of Management     1439. Philadsipna, Cxy Cr     Model of Management Management     Approval       TriMMS     Recipient     User Management     Cffluw of Management     1439. Philadsipna, Cxy Cr     \$400-Offluw Management     Approval       TriMMS     Recipients     User Management     Cffluw of Administratural Management     2305. National Science Founcation     \$2000-Offluw Administratural Management     \$2000-Offluw Administratural Manageme	System         Congery         Role         Group         Opposition         Congering         Control of Program         Documents         Stable         Comments           TrAMS         Rodpont         User         Collegen         Collegen         Collegen         Stable         Collegen         Approved         Approved </td <td>System     Caugary     Bole     Gradp     Organization     Cost Center     Documents     Status     Comments     0       Tr/MS     Bodpont     User     Management     IdSo Philadsiphia, City Or     \$5000 - Office of Fragment (TMM     Approval     Approval     Approval     Approval     Approval     IdSo     F       Tr/MS     Bodpont     User     Management     IdSo Philadsiphia, City Or     \$5000 - Office of Fragment (TMM     Approval     Approval     Approval     Approval     IdSo     F       Tr/MS     Bodpont     User     Office of Administration     2300 - National Science Founcation     \$2000 - Office of Interferent (TMM     Idso     Approval     Approval     Idso     F       Tr/MS     Bodpont     User     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     Approval     Approval     Idso     F       Tr/MS     Redpont     Manager     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     Approved     Idso     Id       Tr/MS     Redpont     FE     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     N/A     Approved     Id       Tr/MS     Redpont     FE     FE     Region 6     Idoo Founcati</td> <td>System     Caugary     Bole     Gradp     Organization     Cost Center     Documents     Status     Comments     ©       Tr/MS     Bodpont     User     Management     IdS0. 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Philadsiphia, City Or&lt;</td>	System     Caugary     Bole     Gradp     Organization     Cost Center     Documents     Status     Comments     0       Tr/MS     Bodpont     User     Management     IdSo Philadsiphia, City Or     \$5000 - Office of Fragment (TMM     Approval     Approval     Approval     Approval     Approval     IdSo     F       Tr/MS     Bodpont     User     Management     IdSo Philadsiphia, City Or     \$5000 - Office of Fragment (TMM     Approval     Approval     Approval     Approval     IdSo     F       Tr/MS     Bodpont     User     Office of Administration     2300 - National Science Founcation     \$2000 - Office of Interferent (TMM     Idso     Approval     Approval     Idso     F       Tr/MS     Bodpont     User     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     Approval     Approval     Idso     F       Tr/MS     Redpont     Manager     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     Approved     Idso     Id       Tr/MS     Redpont     FE     Region 9     IdSi Association Of Manager Science Founcation (TMM     \$2000 - Region (TMM     N/A     Approved     Id       Tr/MS     Redpont     FE     FE     Region 6     Idoo Founcati	System     Caugary     Bole     Gradp     Organization     Cost Center     Documents     Status     Comments     ©       Tr/MS     Bodpont     User     Management     IdS0. 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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*.

1	OTrak	FTA Staff	Local Security Manager (LSM)	OTrak Region 10	-	78900 - Region 9 (TRO-9)	N/A	Approved	test	Q	Ľ	>
2	TrAMS	Global Users	Global Security Manager (GSM)				E Select Existing	Approved		Ø		
(#	2) Add D	ocument Fo	or Selected Role (🛃 Do	wnload the	template)							
	stem			Cost Center				nization				
Tr	stem MS cument *			Cost Center		Description *	Organ N/A	nization				
Tr/	MMS	op file here		Cost Center		Description *		nization				
Tr/ Do	ument *			Cost Center		Description *		nization				
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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*.

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💻 This PC	^	Name	Date modified	Туре	Size			
📃 Desktop		ACS_Template_BulkUserUpload Excel.xlsx	11/14/2017 12:28	Microsoft Excel W	13 KB			
Documents		Sample Doc.docx	8/23/2017 10:50 AM	Microsoft Word D	12 KB			
	This PC       Name         Desktop       Image: ACS_Template_BulkUserUpload Excellent and the second	Sample Document 2.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB			
	This PC       Name         Desktop       Image: ACS_Template_BulkUserUpload Excellent         Documents       Sample Doc.docx         Downloads       Music         Pictures       Sample Document.docx         Videos       Sample New Users.xlsx	Sample Document 3.docx	8/29/2017 11:00 AM	Microsoft Word D	12 KB	-		
-	This PC       Name         Desktop       ACS_Template_BulkUserUpload Exce         Documents       Sample Doc.docx         Downloads       Sample Document 2.docx         Music       Sample Document 3.docx         Pictures       Sample Document.docx         Videos       Sample New Users.xlsx	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			
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- 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.

1	OTrak	FTA Staff	Local Security Manager (LSM)	OTrak Region 10	÷	78900 - Region 9 (TRO-9)	N/A	Approved	test	Q	ß	×
2	TrAMS -	Global Users 👻	Global Security Manager (GSM) 👻				I≣ Select Existing ▲ Upload	Approved		Ø		×
Sy Tr/	tem MS	cument For :	Selected Role (🛓 Dov	vnload the <sup>Cost Center</sup>	template)	Description *	<b>Orgar</b> N/A	ization				_
L	IPLOAD	lle here				Description						
	cument warne				0/255						0/400	0 ,
C	ANCEL					-				UPLOAD D	осим	ENT

- 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.

7	System	Role Cata	pry	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	0
1	TrAMS	Reci	ent	tiser Manager	Office of Program Management	1018 - Philadelphia, Chy Dř	65000 Office of Program Management (TPM)	Approval	Approved		Ø	<u>R</u>	×
2	Trades	Reck	ent	User Manager	Office of Administration	2355 - National Science Foundation	62000 - Office of Administration (TAD)	test	Approved		G	Q.	×
3	TrAMS	Recl	e7	User Managor	Region 9	1618 - Association Of Monterey Bay Area Government	79900 - Region 9 (TRD 9)	testing doc	Approved		Ð	Q.	н
4	TrAMS	Reci	ent	FFR Reporter	Region 6	1506 - Central Arkansas Transit Authority	78600 Region 6 (11046)	825	Approved		0	œ	*
5	TOMS	Brick	es.c	OTHER	Begion 7	1277 - Bissiate Regimal Commission	78700 Region 7 (TRO-7)	Test	Approval		G	08	*
6	(cast)	Bec	iem)	Allorney •	Region 1 +	1452 - Natimore, City Of (141 (IMD8 💷 🛪	78300 Region	Role Approval Dec.	Approved		6		×

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*.

\$	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments		0	•
1	TRANS	Berghard	Oser Manager	Office of Program Management	1439 - Phrladiciplina, City Of	65000 - Office of Program Management (TPM)	óppenyal	åpp-used		ŋ	œ	×
2	TOUMS	Redpiont	User Manager	Office of Administration	2835 National Science Foundation	63000 - Office of Administration (TAD)	test	Approved		G	œ	×
8	TrAMS	Reopient	User Manager	Region 9	1618 Association Of Menterey Boy Arca Government	78500 Region 97(180-9)	testing doc	Approved		6	œ	×
1	Trans.	Reoptent	HR Reporter	Region 6	1966 - Central Arkansas Transit Authority	78600 - Region 6 (TRD 6)	N/A	Approved		Ð	ġ,	×
5	TUMMS	Beaplert	Official	Region 7	1277 - Bi-state Regional Commission	78700 Region 7 (180-7)	Tusti	Approved		'n	œ	×
5	Irans +	Recipient =	Attorney *	Region 3 ·	1102 - Baltimore, City Of IBALTIMORE 🗙	78300 - Region 3 (TRO-3)	three Approved that	Approved		a		×
											61	ters

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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.

ober nore	s Updated			
The user's role chang	es are curre <mark>n</mark> tly being proces:	sed. It may take a few minutes fo	r 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.

Manage	User Role	s								
User Inform	nation									
Full N	ame Mrs. karDos					Username belantramates	tom Senample.co			
	Title Lester					Status Active				
User	Type Organization									
	A RECENTRATION OF									
Add/Updat	e User Roles									
Add/Updat # System	N. 1977	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Commerce	0	Ð
	e User Roles	Role User Manager		Organization 1429 Philadelphia, City Df	Cost Center 65000 - Omice 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.

27	the second one	1212121										
Is	er Informa	tion										
	Full Name	Mrs.  se dne-					Opername tetantransle	star (Jesample o	100			
	Title	Tester					Status Active					
	User Type	Organization										
١d	d/Update I	Jser Roles										
				Transfer and the								
	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	ø	0	
•	System	Role Category	Role		Organization		Justification Document	Status	Comments	0	0	
				Group Office of	1439	62000 Office of	•		Comments			
	System	Role Category	Role Diver Manager	Group Office of Program	1435 Philadelphia	63000 Office of Program Management	Justification Document	Status Deleced	Comments			
				Group Office of	1439	65000 Office of Program	•		Comments			
•				Group Office of Program	1435 Philadelphia	63000 Office of Program Management	•		Comments			

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.

2	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	۹
i.	Travas	Repplant	User Manager	Office of Frogram Management	1439 - Philadelonia, Cily Of	65000 - Office of Program Management (TPM)	Approved.	Deleted		Ō	Ø	ж
ε,	Trades	lleoplent	User Manager	Office of Administration	2056 - National Science Encodation	62000 - Office of Administration (FAD)	test	Approved		Ð	(A	
3	TraMS	Respirat	User Managar	Region D	1618 - Association Of Monterey Bay Area Government	78900 - Region 9 (1101-9)	testing doc	Appreved		Ø	œ	×
	ToAMS	Repplent	FFR Reporter	Region 6	1506 Central Arkansas Transit Authority	78600 - Region 6 (TRO-5)	\$76	Approved		Ð	92	×
ç	CraM5	lleoplent	official	llegion /	1277 - Ill-state Regional Commission	70.700 - Beginn 7 (TRO 7)	ler 1	Approved		Ð	(2	*
	Traves	Respect	Altoney	Hegion 3	1402 - Baltimore, Oty Of	78 308 - Region 3 (TRO-3)	Role Approval Dim	Approved		<sup>U</sup>	œ	*
											61	laters

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.

Prim Summa	nary Reporter, adot (aaria.primaryreporter@dot.gov) 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

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

	Title	adot Primary Reporter Test User Organization				ą	Username aaria.primaryreporter@ Status Active	edot.gov				
		Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	e	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		6	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 (TSD)	N/A	Approved		D	G	2
з	SSOR	SSO	Viewer	SSOR Local Security Managers (LSMs)	1 - Arizona Department of Transportation	74000 - Office of Transit Safety and Oversight (TSO)	N/A	Approved		Q	g	7
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		Ō	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		D	Ģ	2

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.

Js	er Informa	tion										
		adot Primary Reporter				U	sername arva.primaryreporter@test.c	om				
	Title	Test User					Status Active					
User Type Organization												
	date date t	the second second										
٩a	d/Update l	Jser Koles										
	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0	0	
1	55OR	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	8	
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		6	Ø	
	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	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.

M	anage U	ser Roles								
Us	er Informa	tion								
	Full Name	adot Primary Reporter				U	sername arya.primaryreporter@test.c	om		
	Title	Test User					Status Active			
	User Type	Organization								
	d (I Indata I	Inex Balas								
٩a	ld/Update l	Jser Roles								
	System	Role Category	Role	Access Control Group	Organization	Cost Center	Justification Document	Status	Comments	0 0
1	55OR	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 0
2	TrAMS	Recipient	Attorney	Office of Administration	7109 - Federal Aviation Administration	62000 - Office of Administration (TAD)	Dummy - Patch - 2019-06-10_1420	Approved		6 @
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		6 2
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		6 0

- 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).

mmary User Details	User Roles History	News Related Actions		
Deactivate U	ser			
Title Test User Type Org	t Primary Reporter t User anization	not have the authority to deactivate this user. To remove this use	Username aarla.primaryreporte Status Active	
Jser's Roles You Can Mana	age			
	sge System	Cost Center	Access Control Group	Organization
Role	27.11	Cost Center 74000 - Office of Transit Safety and Oversight	Access Control Group SSOR Local Security Managers (LSMs)	
Role Alternate Reporter	System			Organization
Role Alternate Reporter Primary Reporter	System SSOR	74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs)	Organization 15 - Missouri Department of Transportation (MoDOT)
ser's Roles You Can Mana Role Alternate Reporter Primary Reporter Primary Reporter Viewer	System SSOR SSOR	74000 - Office of Transit Safety and Oversight 74000 - Office of Transit Safety and Oversight	SSOR Local Security Managers (LSMs) SSOR Local Security Managers (LSMs)	Organization 15 - Missouri Department of Transportation (MoDOT) 1 - Artona Department of Transportation (ADOT)

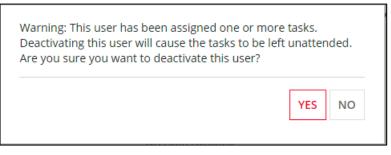
3) Otherwise, the **Deactivate User** page will display with a presentation of basic **User Information**, the **User's Roles You Can Manage**, and the **Tasks Assigned Directly** to the user.

Jser Informatio Full Name ad Title Te User Type Or ser's Roles You Can Mar	ot Primary Reporter st User ganization		Username arya.primaryreport Status Active	e@tesl.com
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 (ODOT)
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		
Deactivation Comments *		
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*.

AGE USERS	Idd         Image: Constraint of the second sec		User Management 🗸 🌘 👁 🕫
	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	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 Diganizations	Manage Keerrification Manage User Role Certification Cycle
	Manage Role Documentation Add or Remove Role Justification Documentation	4) Manage System Announcements Manage System Announcements	

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

	System	NTD				<ul> <li>Access Control</li> <li>Group</li> </ul>	Select a Group		
	Role Category	Reporter				• Cost Center	Select a Cost Center		
	User	Select an active user				Organization			
								CL	EAR FILTER
1	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
Reque	ster Comments				My Comments			
ubmi	tting a requested role							
CAN	CEL						APPRO	VE RE

- 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
Q	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.

K (bala@mailinator.com)			System	Access Control Group	Cost Center	Organization	Document
	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
nsit User Manager njtransit.usermanager2@dot.gov)	CEO Delegate	Reporter	NTD	Erik Chadwell (NTD Validation Analyst)	78100 - Region 1	1R06 - Vermont Agency of Transportation (VTrans)	Role Doc
ntd.userb.requestrole@fake.com)	CEO Delegate	Reporter	NTD	Matt Bonzek (NTD Validation Analyst)	79000 - Region 10	00041 - Alaska Railroad Corporation (ARRC)	1
ser Ntd iser.ntd@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
sylvaniauiv Civil Rights isers.tramsxyz@mailinator.com)	User Manager	Reporter	NTD	Courtney Springer (NTD Validation Analyst)	79000 - Region 10	0R01 - Idaho Transportation Department (ITD)	dummy do
editor esh.ntssafetyeditor@mailinator.com)	User Manager	Reporter	NTD	Lillian Pecoraro (NTD Validation Analyst)	78100 - Region 1	10040 - Southeast Area Transit (SEAT)	doc
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 item
11 S S S S S S S S S S S S S S S S S S	td.userb.requestrole@fake.com) er Ntd ier.ntd@mailinator.com) ykaniauiv Curl Rights iers.tramsxyz@mailinator.com) ditor sh.ntssafetyeditor@mailinator.com)	td.userb.requestrole@fake.com) CEO Delegate er Ntd er Ntd@mailinator.com) User Manager ylvaniauv Clvii Rights User Antssafetyeditor@mailinator.com Manager EO (reast.cont@det.eoo) CEO	transt.userb.neguestrole@fake.com)     Delegate     File       td.userb.neguestrole@fake.com)     CEO Delegate     Reporter       er Ntd     User Manager     Reporter       uyhanauh Chill Rights     User Manager     Reporter       altor sh.ttsafetyeditor@mailinator.com     User Manager     Reporter       ED/read.ren1@int pool     CEO     Reporter	transt.usermanager2@dot.gov)         Delegate         Previous           td.userb.requestrole@fake.com)         CEO         Reporter         NTD           er Ntd         User         Reporter         NTD           er Ntd@mailinator.com)         User         Reporter         NTD           yNaniaux Vull Rights         User         Reporter         NTD           attrastavsy@mailinator.com)         User         Reporter         NTD           httssafetyeditor@mailinator.com)         User         Reporter         NTD           ED(reat.cent@dt.gt.mu)         CEO         Reporter         NTD	Update         Delegate         Reporter         NTD         Matt Bonzek (NTD Validation Analyst)           er Ntd         User         Reporter         NTD         Matt Bonzek (NTD Validation Analyst)           er Ntd         User         Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)           ylvaniau/u CvW Rights         User         Manager         Reporter         NTD         Courtney Springer (NTD Validation Analyst)           shitssafetyeditor@mailinator.com         User         Manager         Reporter         NTD         Courtney Springer (NTD Validation Analyst)           attor         Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)           ED (reat centilinator.com)         User         Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)           ED (reat centilinator.com)         CEO         Reporter         NTD         Elife Analyst)	Itransitusermanager2@dot.gov)         Delegate         Reporter         NTD         Matt Bonzek (NTD Validation Analyst)         79000- Region 10           er Ntd er Ntd er Ntd er Ntd@mailinator.com)         User Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)         78100 - Region 1           yNaniaulv Clvil Rights ers.transyz@mailinator.com)         User Manager         Reporter         NTD         Courtney Springer (NTD Validation Analyst)         79000 - Region 1           httss/eteyeditor@mailinator.com)         User Manager         Reporter         NTD         Courtney Springer (NTD Validation Analyst)         79000 - Region 1           fbr/stds/etyeditor@mailinator.com)         User Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)         78100 - Region 1           ED (read.con1@dot env)         CEO         Reporter         NTD         Fil (Thatwell NTD Validation Analyst)         78100 - Region 1	Itransitusermanager/2@dot.gov)         Delegate         Reporter         NTD         Matt Bonzek (NTD Validation Analyst)         79000 - Region         000041 - Alaska Railroad Corporation (ARRC)           er Ntd         User         Manager         Reporter         NTD         Matt Bonzek (NTD Validation Analyst)         79000 - Region         000041 - Alaska Railroad Corporation (ARRC)           er Ntd         User         Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)         78100 - Region         00041 - Idaho Transportation Department (TD)           yNanagur         Manager         Reporter         NTD         Coutneys Springer (NTD Validation Analyst)         78100 - Region 1         0040 - Southeast Area Transit (SEAT)           shitssifetyeditor@mailinator.com         User         Manager         Reporter         NTD         Coutneys Springer (NTD Validation Analyst)         78100 - Region 1         0040 - Southeast Area Transit (SEAT)           shitssifetyeditor@mailinator.com         User         Manager         Reporter         NTD         Lillian Pecoraro (NTD Validation Analyst)         78100 - Region 1         10040 - Southeast Area Transit (SEAT)           ED (reat regination from the structure of transportation         CEO         Reporter         NTD         Etit Chadwell (NTD Validation Analyst)         78100 - Region 1         10040 - Southeast Area Transportation

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<br/>Manager, the Unlock Request will go to the appropriate Local Security<br/>Manager (LSM) for resolution. If the user belongs to multiple organizations,<br/>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 Vew Users
Recently Users	Remove Bulk Poles	Review Role Requests
Recently Users	Remove Roles	Approve or Reject Role Requests
Review Unlock Requests Agrove or Reject Unlock Requests	Manage Access Control Groups Create or Bit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
Co Manage Role Documentation Add or Remove Role Justification Documentation	Manage System Announcements Manage System Announcements	

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

System	System Select a System		Access Control     Group	Select a Group				
User Type	Select a User Type		<ul> <li>Cost Center</li> </ul>	Select a Cost Center				
User	Select an active user		Organization	Select an Organization				
						CLEAR FILT		
ocked User		Username	Request On	ţ	Lock Date	Lock Reason		
lexa 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		
unjida Alam		sunjida.alam@hil.us	11/10/2020 8:13 PM GMT+00:0	Ď	11/10/2020 7:54 PM GMT+00:00	Inactivity Lock		
om 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	Janager 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 TrAM5 Globa	Viewer			Username demo.trams.tcrlsm@	dot.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							
							li
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**.
- 8) 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.

leviewer Comments			
This unlock request has been verified and approv	d,		
omments entered will be visible on the user's profile i	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 you wa request?	int 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*.

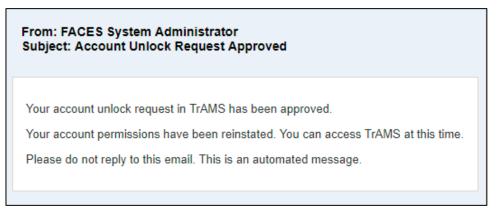
Unlock In Progress	
The decision for the unlock request is being processed. It may take a few minutes for all changes to appear on the user's record. Click the 'Close' button to return to review unlock requests.	CLOSE

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



# Clock the name of a locked user to view the user's unlock request.

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

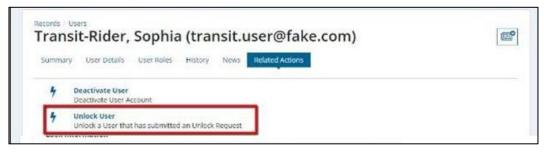


## 6.3.8 Related Action: Unlock User

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	1						
	Full Name			Username				
	Title			Status No Record				
	User Type							
Lock Inform	nation							
Lock Reason Lock E		ock Date		ocked By	Comments			
Inactivity Lock 10/17/		10/17	7/2017 9:29 PM EDT		pitluck	inactive for	Inactive for 60+ days	
Lock Inform	nation							
Status	Request Date		User Comments		Reviewer	Reviewer Comments	Review Date	
Rejected	10/17/2017 9:4 EDT	0 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.		
	A	
CANCEL	SUBMIT	

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

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Are you sure you want to ur	lock 10134.ceo1@test.com?	
		Territe .
NO		YES

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.

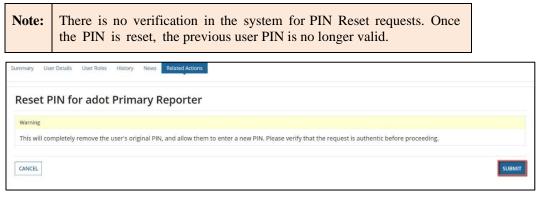
How to reset a user's PIN:

- 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	<b>Deactivate User</b> 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 - 🌘 🕈 Koderd Konel Administration
	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
	B Recertify Users Recertify User Relets) for Active Users	år Remove Bulk Roles Remove Roles in Bulk	Review Nole Requests Approve or Reject Role Requests
	Review Unlock Requests Approve or Reject Unlock Requests	Manage Access Control Groups Create or Esit Access Control Groups and Manage Organizations	Manage Recertification Manage User Role Certification Cycle
	Commentation	Manage System Announcements     Manage System Announcements	

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

System	Select a System		٠	Access Control Group	Select a Group					
User Type	Select a User Type		•	Cost Center	Select a Cost Center	a Cost Conter				
Locked	O All O Yes O No			Organization						
				Filter users with no User Managers?			[	CLEAR FILTER		
	ing Recertifica	ation ser at a time to manage roles.								
User		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 ED	۲		
Test Man		12345testman@mailinator.com	Organization	2 - Arkansas Department of Transportation (ArDOT)		No	10/6/2020 9:56 AM ED	0		
NTD UMSupervis	ior	ntd.umsupervisor	FTA	N/A		No	10/6/2020 9:56 AM ED	•		
user.manager.te	st@mailinator.com	user.manager.test@mailinator.com	Organization	1 - Arizona Departmen	t of Transportation (ADOT)	No	10/6/2020 9:56 AM ED	•		
Henry Cooper		henry.cooper	Organization	1334 - Transportation, Of (CONNDOT)	Connecticut Department	No	10/6/2020 9:56 AM ED	•		
David Manager		david.manager	FTA	N/A		No	10/6/2020 9:56 AM ED	•		
NTD Analst2		ntd.Analyst2	FTA	N/A		No	10/6/2020 9:56 AM ED	0		
NTD UMSAnalyst	t	ntd.UMSAnalyst	FTA	N/A		No	10/6/2020 9:56 AM ED	•		
Derek Long		derek.long@mailinator.com	Organization	1353 - Barnstable, Cou	nty Of (CAPE CODE COM.)	No	10/6/2020 9:56 AM ED	•		
Frankie Whatson		frankie.whatson@mailinator.com	Organization	Of (TASC SVC-120)	Ost-wcf, United States Dept Maryland Department Of	No	10/6/2020 9:56 AM ED	٥		

- 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.

com	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	۲
	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
~ R	ecently Generated Repo	rt(s)					
Docur	ments will only be available to download for	15 days after generation.					
Docur	ments will only be available to download for wnload Link(s)	15 days after generation.					
Docur	-						

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	man@mailinato	r.com	Organization	1 - Arizona Department of Transp	ortation (ADOT)	No	10/6/2020 9:56 AM EDT	۲
	Test Man		12345testman@mailinator.com		Organization	2 - Arkansas Department of Trans (ArDOT)	2 - Arkansas Department of Transportation (ArDOT)		10/6/2020 9:56 AM EDT	0	
	user.manager.test@mailinat	or.com	user.manager.test@mailinator.com		Organization	1 - Arizona Department of Transportation (ADOT)		No	10/6/2020 9:56 AM EDT	۲	
	massdot NTD Contact		massdot.r	ntdcontact1@doi	t.gov	Organization	12 - Massachusetts Department of Public Utilities (DPU)		No	10/6/2020 9:56 AM EDT	0
	conndot Developer		conndot.developer1@dot.gov		Organization	1 - Arizona Department of Transp	ortation (ADOT)	No	10/6/2020 9:56 AM EDT	۲	
	massdot User Manager	massdot User Manager		massdot.usermanager2@dot.gov		Organization	12 - Massachusetts Department of Public Utilities (DPU)		No	10/6/2020 9:56 AM EDT	•
	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 Comr	nission (CPUC)	No	10/6/2020 9:56 AM EDT	۲
	SSOR User Manager		ssor.um1(	@mailinator.com		Organization	31 - Wisconsin Department of Tra (WisDOT)	nsportation	No	10/6/2020 9:56 AM EDT	0
	dpu User Manager		dpu.usern	nanager1@dot.g	ov	Organization	12 - Massachusetts Department o (DPU)	f Public Utilities	No	10/6/2020 9:56 AM EDT	۲
										« < 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 Loca 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	System	Role Category	Role	Access Control Group	Cost Center	Organization	Last Certified Date	Certified?
wmata.readonly3@dot.gov	TrAMS	Recipient	Read Only	Region 3	78300 - Region 3	1398 - Washington Metropolitan Area Transit Authority (WMATA)	7/15/2020	No
Recertification Comments 🛛					Document 🛛			
						rop file here		
					Document Name			
					1			
Characters Remaining: 4000 / 400	0				Characters Remaini	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 MAI	NAGE ROLES DE-CERT	IFY CERTI

See Section <u>Manage User Role</u> for how to manage user's roles.

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

er Roles name System Role Category Role Access Control Group Cost Center Organization Last Certified Dat ta readonly3@dot.gov TrAMS Recipient Read Only Region 3 78300 - Region 3 1398 - Washington Metropolitan Area Transit 7/15/2020 attification Comments @ Document @ UPLOAD D Document Name Document Name	EDT O
mza Submitter ves trams.mta.submitter2@sc ves sor.adot.usermanager2@ ves totomiter2@sc ves sor.adot.usermanager2@ ves totomiter2@sc ves t	EDT O
adot User Manager version vers	edt 🛛
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may not manage roles for locked users	
se unlock the user prior to managing user roles.	
GENERATE REPORT MANAGE ROLES DE-	ERTIFY CERTIF

- 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.

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	Ealy Debbie	Debbie.	Ealy	Ce	ertify Role(s)				Yes	7/1/2019	10:00 AM EE	от	۲
	Sally Submitter	sally.sut	omitter@mailinator.		you sure you want to certif			C)	Yes 10/1/2		2019 10:00 AM EDT		۲
	Joan TrAMS	trams.st	uperuser@recipient.	com			Yes 3/23/2022 3:59 PM		Yes 3/23/2		2 3:59 PM ED	т	۲
	Arya Test	arya.tes	t@mailinator.com	N	NO			ent Of	Yes	2/9/2023 12:08 PM E		T	۲
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~ U:	ser Roles												
Use	rname	System	Role Category	Role	Access Control Group	Cost Center Organization		L	ast Certified	d Date 0	Certified		
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- 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.

A Home	
Welcome to the Transit Integrated         Current user: System Administrator, FACES         Last Login Date: 10/5/2020 10:25 AM EDT	Appian Platform!
Unlock My Account Unlock Account or Submit Unlock Request Your Account has been locked. Please click on "Unlock My Account" to unloce	<i>:k your account.</i>

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

Unloc	k Account
Please select a	n available option to unlock account.
You have not Manager as a	set up account security questions. You are only allowed to send a request: to your leadership (User Manager or Local Security ppropriate).
Options *	
Send a req	uest to unlock your account
Answer se	curity questions
Comment	
Enter comm	ent to unlock your account
CANCEL	SUBMIT
Note:	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*.

MANAGE USERS 4 ACTIONS REPORTS HELP CE	User Mana	agement + 🚺 & Federal Konst Administrat
Assign Bulk Roles to Mu		
Recertify User Roless for		
Review Unlock Re Approve or Reject Unloc		
ැව Manage Role Docum Add or Remove Role Justificatio		

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

ocked User	Username	Request On	1	Lock Date	Lock Reason
lga 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		B/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.

	ne Dr. de DO	Olga Brown L UM			Username doljum Status Active ()		
Roles	1	Role Category	System	Cost Center	Organization	Document	Status
User Manager		DOL	TRAMS	N/A	N/A	Justification Doc	Approved
Vo commenta subm Reviewer Co	mm						

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.

The user is bein	In Progress g 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	<ul><li>The Submitter assignment must be approved by an LSM or GSM.</li><li>Role assignment requires attachment of Delegation of Authority letter.</li></ul>
Developer	• No rules apply to this assignment
Official	<ul><li>The Official assignment must be approved by an LSM or GSM.</li><li>Role assignment requires attachment of Delegation of Authority letter.</li></ul>
Attorney	<ul><li>The Attorney assignment must be approved by an LSM or GSM.</li><li>Role assignment requires attachment of Delegation of Authority letter.</li></ul>
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 role	s are	applicable	to each	Cost Center
The table below	3110 W S	which for	saic	applicable	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	TCA	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