How to Manage Users in the NTD

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

User Roles Overview

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

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

The UM role is a supplementary role that is held in conjunction with a primary NTD role. For example, the NTD Contact user may also be the agency's UM. A list of roles can be found in Table 1.

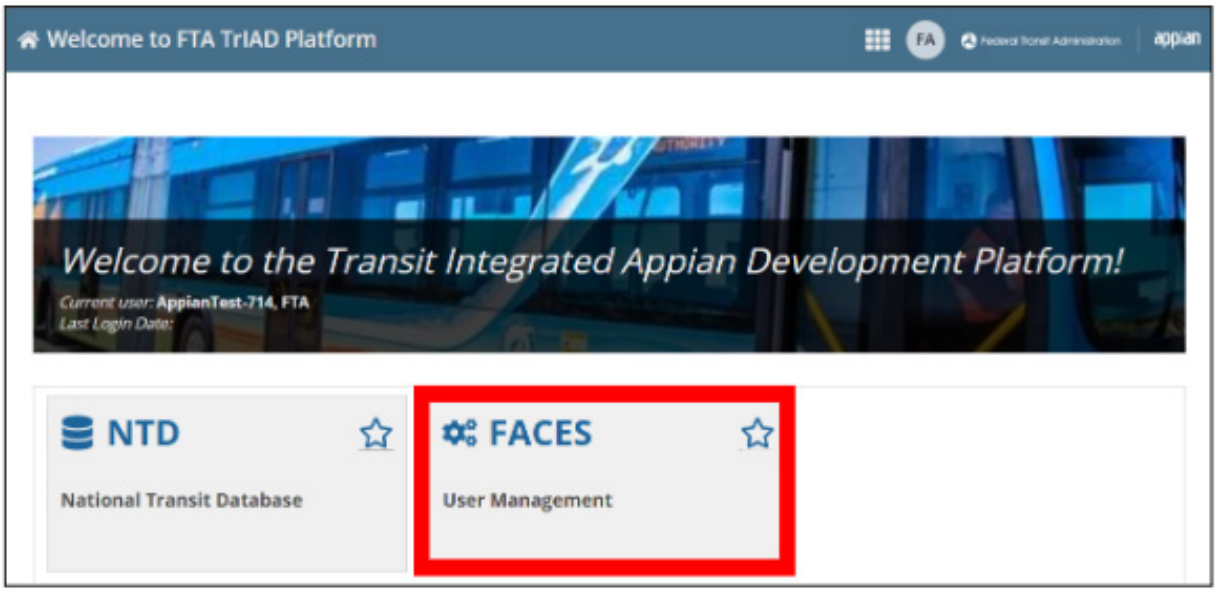
Accessing the User Management Platform

UMs can assign or remove user roles by accessing the Federal Access Control and Entry System (FACES) platform within the Appian online reporting system. The FACES platform is also referred to as the "User Management platform."

The User Management platform can be accessed by UMs in two ways: (1) from the landing page and (2) from the navigation grid.

1. Once you have logged into the NTD site and are on the Transit Integrated Appian Development (TrIAD) landing page, you will find an option for FACES. Select this option to access the User Management platform (Figure 1).
    - If you previously selected the star icon on the NTD button, the system may take you directly to the NTD Home Page when logging in rather than to the screen shown in Figure 1.

Figure 1: TrIAD Landing Page

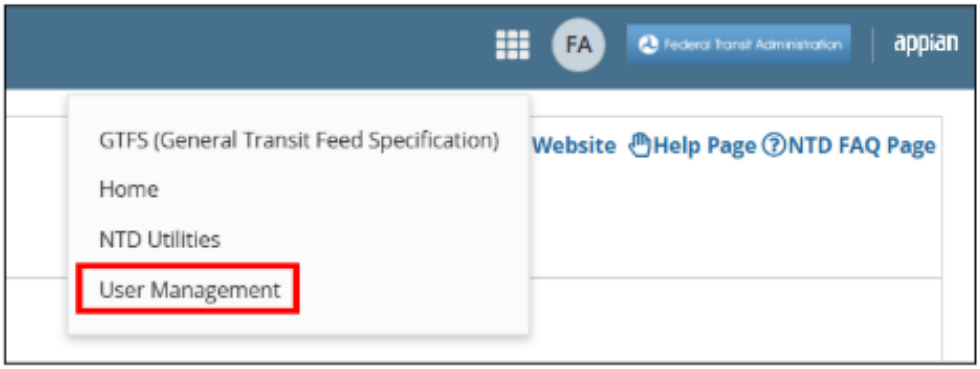


2. If you are already within the NTD platform of the site, select the three-by-three grid icon (Figure 2).

Figure 2: Selecting the Three-by-Three Grid Icon

3. Once selected, choose “User Management” from the resulting drop-down menu.

Figure 3: Three-by-Three Grid Icon Menu



Adding New Users

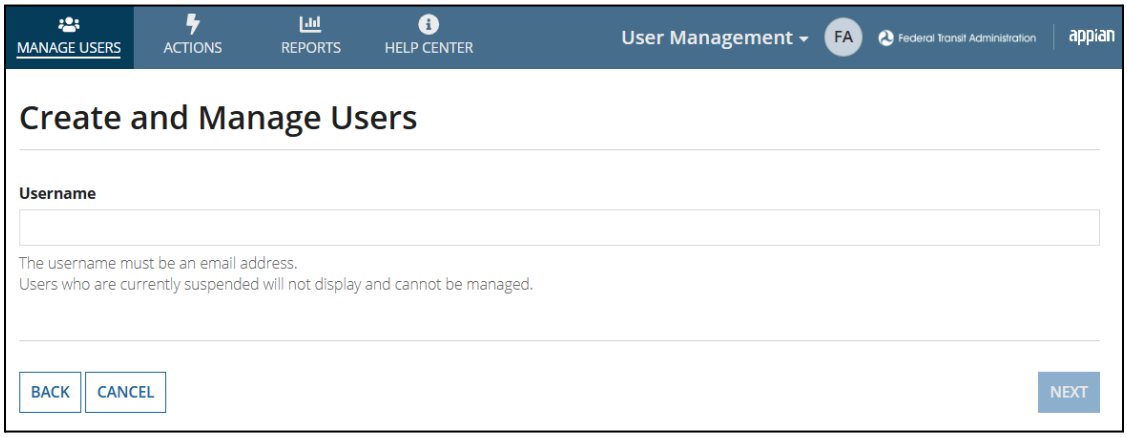
Once the User Management platform is accessed as described in the Accessing the User Management Platform section, the UM can add new users as follows:

- Select “Create New User” from the User Management Platform landing page (Figure 4).

Figure 4: User Management Platform

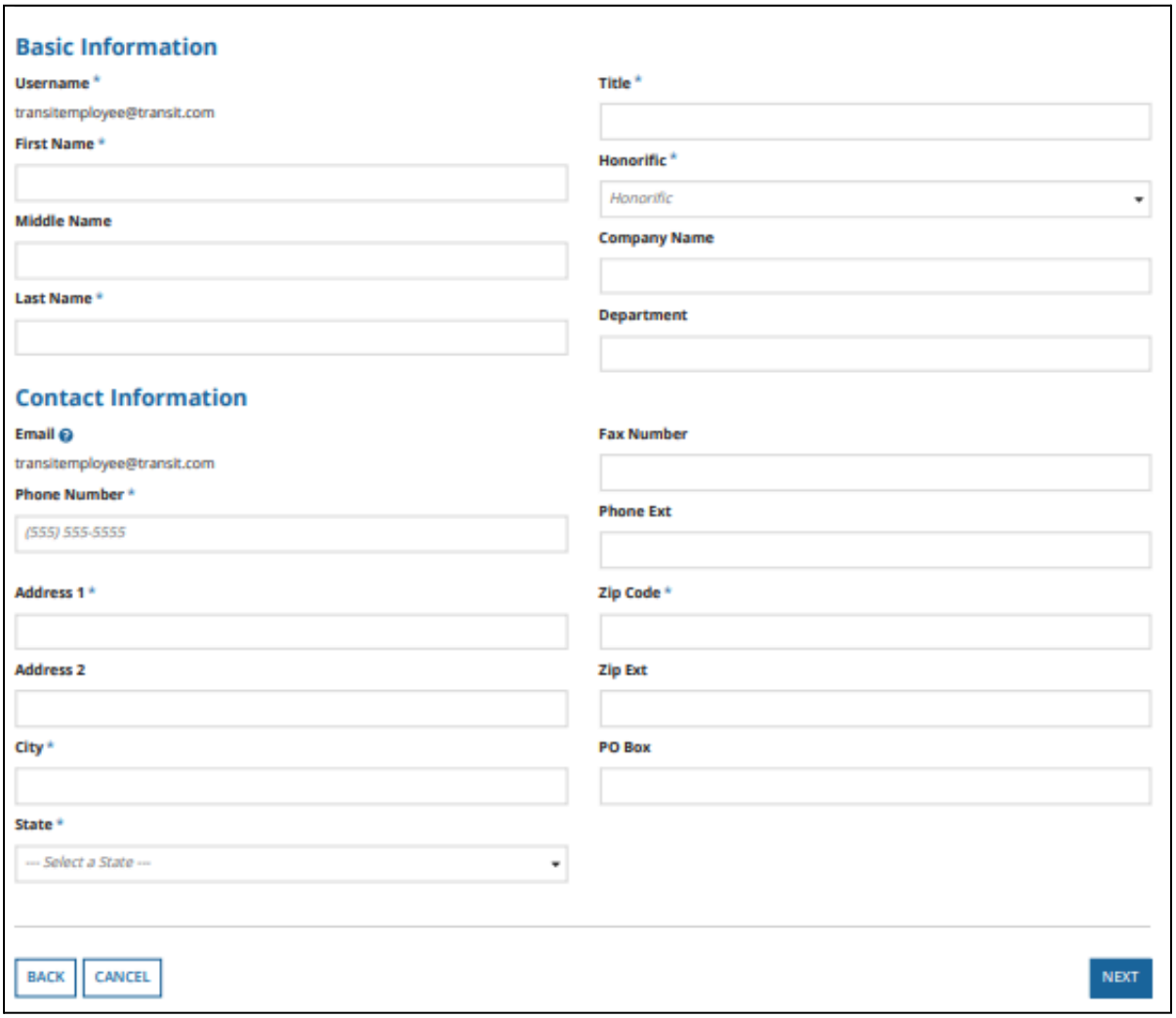
- Select the User Type followed by the Next button.
- Enter the new user’s Username, which is their email address, and then select the Next button.

Figure 5: Enter Username



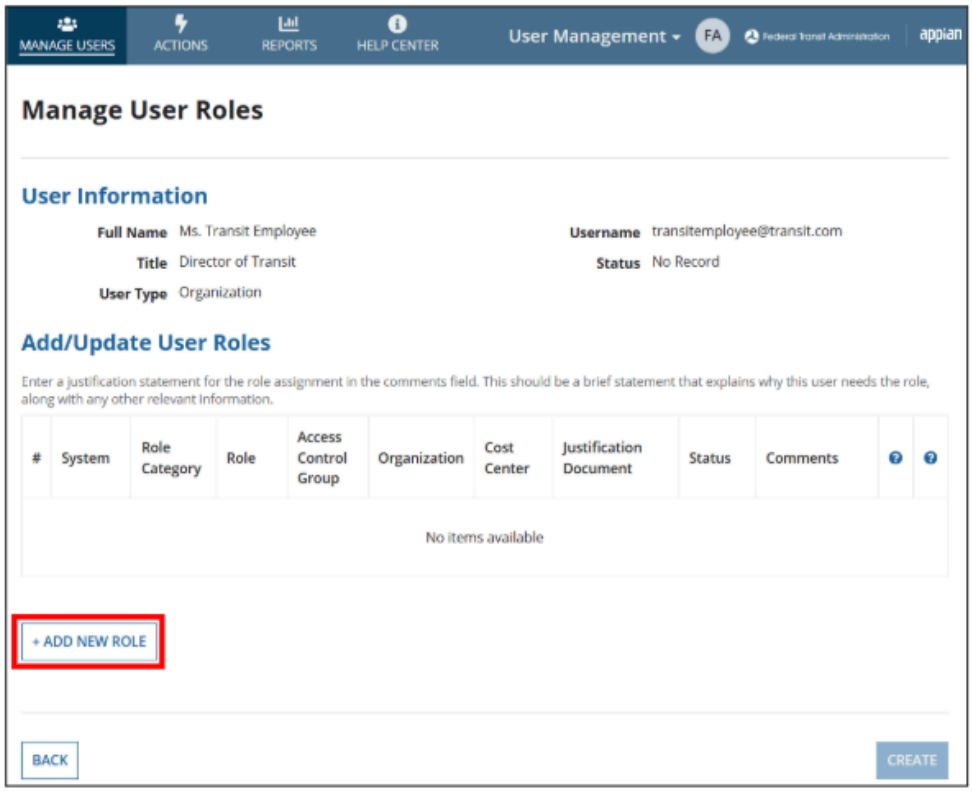
- Enter the information for the user, including their name, title, honorific, work phone number, and work address (Figure 6). The fields with asterisks are required. Then, select the Next button.

Figure 6: New User Information



- Assign the NTD roles for the user by selecting the Add New Role button (Figure 7).

Figure 7: Adding Roles to New User



- Select a role from the drop-down menu as well as the associated organization (your transit agency). You may add multiple roles, such as a primary NTD user role that would allow access to the NTD reporting system, and the UM role, which would allow the user to manage other users' access. No Justification Document is required, but a comment is required. Select the Create button when completed (Figure 7).

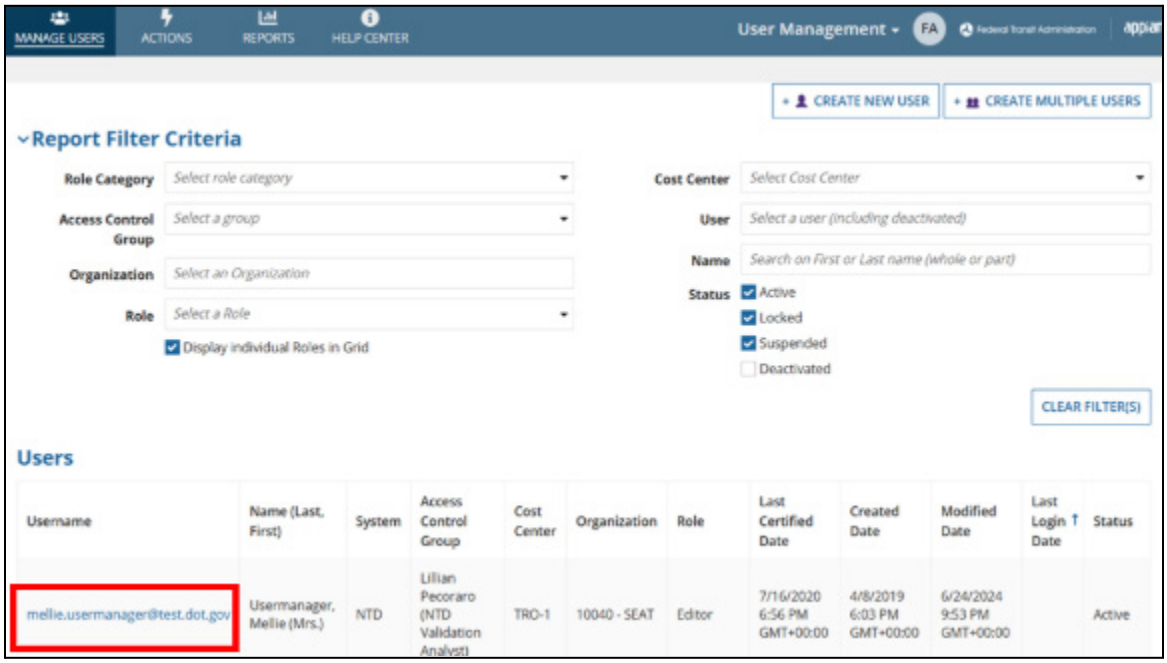
Updating User Roles for Existing Users

Once in the User Management platform (steps found in the Accessing the User Management Platform section), the UM can manage the roles of existing users.

The "Manage Users" page provides a list of user accounts the UM can modify. From this page, complete the following steps:

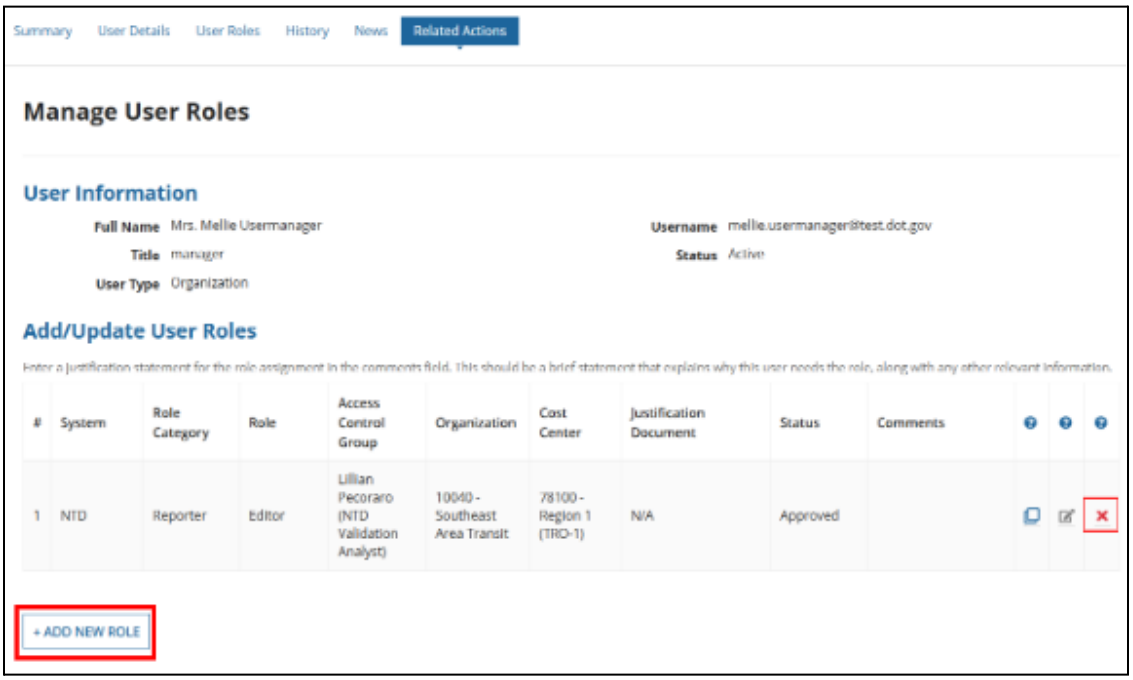
- Select an individual Username to open a user profile (Figure 8).

Figure 8: Manage Users Home Page



- Update user roles as needed. To remove a role, select the red X in the last table column (Figure 9); to add a role, select the Add New Role button (Figure 9).

Figure 9: Add or Remove User Roles



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

Table 1: System Permissions for Primary NTD User Roles

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

Table 2: System Permissions for the NTD UM Role

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