TrAMS and NTD User Access Update for FTA Recipients

Tuesday November 14, 2017
Thursday November 16, 2017
Topics to be Covered

• User Information
• Manage Security Questions & Answers
• Manage PIN
• Create New User / Create Multiple Users
• Manage User Roles for an existing user
• Deactivate & Reactive Users
• Unlock users who are locked for 60+ days of inactivity
• Generate User Details Report
• System Record Features
User Access and Resources on the FTA Website

NTD information can be found at https://www.transit.dot.gov/ntd

TrAMS information can be found at: http://www.transit.dot.gov/TrAMS

- A list of FTA Local Security Managers (LSM) in each FTA region and headquarters office.
- A handbook for recipient User Managers
- Instructions for how to request a User Manager for your organization.
- Delegation of authority templates for the User Manager and additional TrAMS roles.
- The TrAMS User Manual (updates coming soon)
Additional Resources

- Slide deck and recordings for past trainings at http://www.fta.dot.gov/TrAMS
- Additional guidance documents and tip sheets on recent changes.
- Contact your FTA regional office for more information on any specific trainings they have planned for FY 18.
- For technical problems, contact the TrAMS help desk at fta.trams.help@dot.gov or 1-877-561-7466
- NTD help desk is NTDHelp@dot.gov or 1-888-252-0936
What is FACES?

• FTA Access Control Entry System (FACES)
  – FACES is the “front door” that you have been walking through to access TrAMS and NTD
  – Your User Record is a part of FACES
  – Provides user authentication and management across all FTA systems
  – Ensures a consistent experience for all TrAMS and NTD users
FACES Highlights

• Most roles and business rules have NOT changed!
• Behind the scenes changes to make the system more robust
• Streamlined, Standardized, and More Flexible User Management
• New Audit trails (know who did what, when, and with what authority)
• Enhanced communication of user changes
• Additional Layers of Security (satisfy DOT policy requirements)
• More self-management options and fewer calls to the Help Desk!
## Key Terminology

<table>
<thead>
<tr>
<th>User Type</th>
<th>Role Category</th>
<th>TrAMS Roles (examples)</th>
<th>NTD Role (Examples)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FTA</strong></td>
<td>Global Users</td>
<td>GSM Help Desk</td>
<td>GSM FTA</td>
</tr>
<tr>
<td></td>
<td>FTA Staff</td>
<td>LSM Pre-Award Mgr.</td>
<td>LSM</td>
</tr>
<tr>
<td></td>
<td>Validation</td>
<td>Validation Analyst</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Organization</strong></td>
<td>Recipient</td>
<td>User Manager Submitter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reporter</td>
<td>User Manager Editor</td>
<td></td>
</tr>
<tr>
<td><strong>External</strong></td>
<td>Contractors</td>
<td>Contractor</td>
<td>Contractor</td>
</tr>
<tr>
<td></td>
<td>Auditors</td>
<td>TrAMS Auditor</td>
<td>NTD Auditor</td>
</tr>
</tbody>
</table>

### Cost Center – The 10 FTA Regional Offices and 10 HQ Offices that work with local transit officials in developing and processing grant applications

### New Terms!

- **Global Users**: Users with access to the TrAMS system from any location.
- **FTA Staff**: Staff members of the FTA Regional Offices and HQ Offices.
- **Validation Team**: Users responsible for validating submitted grant applications.
- **Recipient Submitter**: Users submitting grant applications on behalf of recipients.
- **Reporter User Manager**: Users responsible for reporting data in TrAMS.
- **Contractor**: Contractors involved in the grant application process.
- **TrAMS Auditor**: Auditors responsible for auditing data in TrAMS.
- **NTD Auditor**: Auditors responsible for auditing NTD data.
- **Cost Center**: The 10 FTA Regional Offices and 10 HQ Offices that work with local transit officials in developing and processing grant applications.
# New User Roles

| **FTA Roles** | Global Security Manager (GSM)  
*Equivalent to having the LSM role in all Cost Centers (aka the “Super LSM”)*  
Global Viewer  
*Equivalent to have the Read Only role in all Cost Centers*  
User Manager Supervisor (NTD)  
*Validation team member – creates Reporter UMs* |
|----------------|---------------------------------------------------------------------------------------------------------------|
| **Recipient Roles** | JPC Procurement Officer (TrAMS)  
*only available to active FTA recipient organizations* |
| **External Roles** | FTA Contractor  
Auditor  
DOL User Manager (TrAMS) |
FACES Capabilities

What Can All Users Do?

- **Reports**
  - Generate User Details Report
- **User Record**
  - View User Record
  - View User Details
  - View User Roles
  - View User History
- **Actions**
  - Edit Profile
  - Manage PIN
  - Manage Security Questions
  - Unlock My Account
FACES Capabilities

Overview

What Can User Managers, LSM/GSM Do?

User Managers

- Deactivate User
- Reactivate User

LSM/GSM

- Create New User
- Create Multiple Users
- Manage Role Documentation
- Review Unlock Requests
- Unlock Account

All User Manager Actions

Review Role Requests

Upcoming: Recertification!
Dashboard: User Details

Key Changes
- Organizations and Roles moved to a new dashboard
- New fields: User Type, Status, Last Login Date, Systems
Dashboard: User Roles (New!)

Key Features
- Users roles & organizations with links to documentation
- User’s managers with links to profile
### Dashboard: History (New!)

#### Role History

<table>
<thead>
<tr>
<th>Role</th>
<th>Role Category</th>
<th>System</th>
<th>Organization</th>
<th>Status</th>
<th>Comments</th>
<th>Change By</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitter</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>1740 - Salem Area Mass Transit District (SAMTD)</td>
<td>Approved</td>
<td>approved</td>
<td><a href="mailto:david.schneider@dot.gov">david.schneider@dot.gov</a></td>
<td>11/7/2017</td>
</tr>
<tr>
<td>Official</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>1740 - Salem Area Mass Transit District (SAMTD)</td>
<td>Deleted</td>
<td></td>
<td><a href="mailto:brian.woodall@cherris.org">brian.woodall@cherris.org</a></td>
<td>11/5/2017</td>
</tr>
<tr>
<td>Submitter</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>1740 - Salem Area Mass Transit District (SAMTD)</td>
<td>Requested</td>
<td></td>
<td><a href="mailto:brian.woodall@cherris.org">brian.woodall@cherris.org</a></td>
<td>11/4/2017</td>
</tr>
<tr>
<td>Official</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>1740 - Salem Area Mass Transit District (SAMTD)</td>
<td>Approved</td>
<td></td>
<td><a href="mailto:david.schneider@dot.gov">david.schneider@dot.gov</a></td>
<td>11/3/2017</td>
</tr>
</tbody>
</table>

#### Account History

<table>
<thead>
<tr>
<th>Action Type</th>
<th>Reason</th>
<th>Comments</th>
<th>Change By</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created</td>
<td>N/A</td>
<td>N/A</td>
<td><a href="mailto:david.schneider@dot.gov">david.schneider@dot.gov</a></td>
<td>11/3/2017</td>
</tr>
</tbody>
</table>

#### Profile History

- **User Security**
  - Old Values:
    - [Question1 : ] [Answer1 : ] [Question2 : ] [Answer2 : ] [Question3 : ] [Answer3 : ] [Security Question Reset Attempt : ] [Answer Attempt Date : ] [PIN Reset Attempt : ] [PIN Attempt Date : ]
  - New Values:
    - [Question1 : ] [Answer1 : ] [Question2 : ] [Answer2 : ] [Question3 : ] [Answer3 : ] [Security Question Reset Attempt : ] [Answer Attempt Date : 11/8/2017 10:22 AM EST] [PIN Reset Attempt : ] [PIN Attempt Date : ]
  - Change By: Adrienne Cock

- **User Address**
  - [Address1 : ] [City : ] [State : ] [Zip Code : ]

#### Key Features

- ✓ Visible to user and their managers
- ✓ Shows role and profile changes
- ✓ Shows account changes
Related Actions: Self-Management

- **Edit Profile**
  - Edit Profile

- **Manage Security Questions**
  - Set or update account security questions

- **Manage PIN**
  - Set or update security PIN
Related Action: Edit Profile

What’s the same?

- Edit Profile is a related action
- Users can self-manage their profile
- User cannot edit their email address
- User managers can manage their colleague’s profiles
- No username changes

What’s changed?

- A user’s managers (UM, LSM, GSM) can edit the user’s email address
Related Action: Manage Security Questions

What’s the same?

✓ Manage Security Questions is a profile related action
✓ Users can manage their own security Q&As
✓ Users select 3 distinct security questions and input 3 distinct answers

What’s changed?

✓ Existing security questions must be correctly answered to choose new security Q&As
✓ Answers are case insensitive
✓ Answers must be at least 3 characters
✓ Maximum of 3 failed reset attempts per day
✓ Users notified when maximum reset attempts reached
✓ Users notified when security questions are successfully reset

Your existing security Q&A’s will work in new FACES.
Related Action: Manage PIN

What’s the same?
✓ Manage PIN is a profile related action
✓ Users can manage their own PINs
✓ PINs are 4-digits (e.g. 1234)
✓ Users can reset their PINs using their existing PINS

What’s changed?
✓ Only users with PIN roles can access the Manage PIN related action
✓ Users can reset their PINs using security questions
✓ Maximum of 3 failed resets per day
✓ Users notified when maximum reset attempts reached
✓ Users and their immediate managers notified when PIN is successfully reset

All PINs will need to be setup in new FACES.
Action: Create New User

What’s the same?
✓ Usernames must be emails
✓ User profile information is collected
✓ User roles are added
✓ Some roles require justification documents

What’s changed?
✓ FTA Users have enhanced capabilities
Action: Create New User

Step 1: Confirm Organization User Type (pre-populated field)

Step 2: Select Username

Step 3: Input User Details and Contact Information

Step 4: Add User Roles, Selecting Justification Documents as Required

Step 5: Create User
   (Creation process may take a minute to complete.)
Action: Create New User

Step 1: ‘Organization User’ User Type is prepopulated

Key Changes
- **Organization UM** - can only create other organization users within their organization
- **FTA Supervisors** can only activate FTA Users within their cost center
- **LSM** - can only activate FTA users, create Organization and Contractor Users
- **GSM** - can activate/create users of any type
Action: Create New User

Step 2: Input Username

Create User

Username
john.trams@fake.transit.com

The username must be an email address.

NEXT
Action: Create New User

Step 3: Input user details and contact information

Create User

Basic Information

Username
john.trams@fake.transit.com

First Name
John

Middle Name

Last Name
TrAMS

Title
Analyst

Honorific
Mr.

Company Name

Department

System

Contact Information

Email
john.trams@fake.transit.com

Phone Number
(123) 123-1234

Fax Number

Phone Ext
Action: Create New User

Step 4: Select user roles
Create New User

Key Experience Changes
- Read-only can no longer be assigned in conjunction with other roles
- Only one role can be added at a time per “Add” button click
- Only roles for one org or Cost Center shown at a time
Create New User

Key Experience Changes

- Documentation uploads/adds completed on same form
- Can reuse justification documents
- Comments can be added to each role
Action: Create New User

Step 5: Click Create

Manage Roles

User Information
- Full Name: Mr. John TrAMS
- Title: Analyst
- User Type: Organization

Username: john.trams@fake.transit.com
Status: No Record

User Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Role Category</th>
<th>System</th>
<th>Cost Center</th>
<th>Organization</th>
<th>Document</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Rights</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>78300 - Region 3</td>
<td>1398 - WMATA (WMATA)</td>
<td>N/A</td>
<td>Approved</td>
</tr>
</tbody>
</table>

Back | View History | Create
Action: Create New User

User Creation In Progress

The user's data is being processed. 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 created. Click the 'Close' button to go back to the Actions tab.

CLOSE

REFRESH

User Successfully Created

Login instructions have been sent to this user via email.

Username  john.trams@fake.transit.com
First Name  John
Middle Name  
Last Name  TrAMS

Title  Analyst
Honorific  Mr.
Company Name  
System  TRAMS

Click here to access the user's record.

CLOSE
**Action: Create Multiple Users**

- **What’s the same?**
  - User data for multiple users can be bulk imported

- **What’s changed?**
  - Template is now an Excel file (not .csv)
  - Additional validations are in place
  - Error messages are clearer
  - User records not active until roles are added

- **Why does this action exist?**
  - This action is useful for adding a suite of new users (e.g. a new Recipient organization)
Action: Create Multiple Users

Create Multiple Users

New user information (names, addresses, phone numbers) can be uploaded for multiple users at a time. Once user information is uploaded, new users must be activated using the "Create New User" action on the Actions tab. User roles will be added at that time.

Download Template

Template

Click the link to download the template. Add data for each new user. For "User Type", enter "Organization" for TrAMS Recipient or NTD Reporter users; enter "DOL" for DOL Users; enter "Auditor" for FTA Auditors; enter "Contractor" for FTA Contractors. The template must be saved with an ".xlsx" extension.

(+) show instructions

Upload User Data *

Upload your completed ".xlsx" file here.

CANCEL  SUBMIT
Related Action: Manage User Roles

What’s the same?
✓ Manage Roles is a profile related action
✓ UMs, Supervisors, LSMs manage colleague’s roles
✓ Supporting documentation must be uploaded for elevated roles (e.g. Submitter, Attorney, Official, User Manager)
✓ Role change notifications sent to user

What’s changed?
✓ New look and feel
✓ Concept of “Role Category” introduced
✓ Roles now have statuses (Requested, Approved)
✓ User Manager and JPC roles listed in Recipient role list (no longer added via related actions)
✓ Read-Only and actives roles not allowed in same organization
✓ Users and their account managers are notified of role changes
✓ Role changes result in audit entries on History page
✓ No user can manage their own roles
✓ If all of a user’s roles are removed, the user’s account will be deactivated
Managing Users

Related Action: Manage User Roles

Key Experience Changes
- Formatting change
- Concept of role category introduced
Action: Manage Roles Documentation

Key Experience Changes

✓ Manage Roles Documentation is an Action
✓ Can reuse justification documents
Related Action: Deactivate User

What’s the same?
✓ Deactivate User is a profile related action
✓ UMs, LSMs can access for users within purview
✓ Deactivated users cannot log in to the system

What’s changed?
✓ New look and feel
✓ Form shows roles within management purview
✓ Form shows user’s active tasks
✓ Deactivation requires a comment (appears on History page)
✓ UMs, LSMs, GSMs can only deactivate users whose roles are all within authority
✓ All of a user’s roles are deleted
✓ Affected users and his/her user managers receive email notification at time of deactivation
✓ Deactivated user records are visible to the user’s former UMs, LSMs, GSMs
Related Action: Deactivate User

Key Experience Changes
- Form shows user’s roles and tasks
- Comment is required (visible on History)
- Error if additional roles not in purview
- Link to Manage Roles
## Related Action: Deactivate User (History)

### Role History

<table>
<thead>
<tr>
<th>Role</th>
<th>Role Category</th>
<th>Cost Center</th>
<th>Status</th>
<th>Comments</th>
<th>Change By</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPR Reporter</td>
<td>Recipient</td>
<td>Region 3</td>
<td>Deleted</td>
<td>Deleted during deactivation.</td>
<td>mpitluck</td>
<td>10/17/2017 1:14 PM EDT</td>
</tr>
<tr>
<td>JPC Procurement Officer</td>
<td>Recipient</td>
<td>Region 3</td>
<td>Deleted</td>
<td>Deleted during deactivation.</td>
<td>mpitluck</td>
<td>10/17/2017 1:14 PM EDT</td>
</tr>
<tr>
<td>JPC Procurement Officer</td>
<td>Recipient</td>
<td>Region 3</td>
<td>Approved</td>
<td></td>
<td>mpitluck</td>
<td>10/10/2017 12:47 PM EDT</td>
</tr>
<tr>
<td>MPR Reporter</td>
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<td>Region 3</td>
<td>Approved</td>
<td></td>
<td><a href="mailto:wmata.usermanager@fake.com">wmata.usermanager@fake.com</a></td>
<td>8/21/2017 5:16 PM EDT</td>
</tr>
</tbody>
</table>

### Account History

<table>
<thead>
<tr>
<th>Action Type</th>
<th>Reason</th>
<th>Comments</th>
<th>Change By</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deactivation</td>
<td>Ad Hoc Deactivation</td>
<td>This is a sample deactivation.</td>
<td>mpitluck</td>
<td>10/17/2017 1:13 PM EDT</td>
</tr>
<tr>
<td>Created</td>
<td>New User</td>
<td>New User</td>
<td><a href="mailto:wmata.usermanager@fake.com">wmata.usermanager@fake.com</a></td>
<td>8/20/2017 8:00 PM EDT</td>
</tr>
</tbody>
</table>

### Profile History

<table>
<thead>
<tr>
<th>Type</th>
<th>Old Values</th>
<th>New Values</th>
<th>Change By</th>
<th>Date</th>
</tr>
</thead>
</table>

Managing Users
Related Action: Reactivate User

TrAMS, Jane (wmata.mprreporter@fake.com)

Reactivate User

User Information

Full Name: Ms. Jane TrAMS
Title: Analyst
User Type: Organization
Username: wmata.mprreporter@fake.com
Status: Deactivated

Deactivation History

<table>
<thead>
<tr>
<th>Reason</th>
<th>Date</th>
<th>Change By</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ad Hoc Deactivation</td>
<td>10/17/2017 1:13 PM EDT</td>
<td>mpitluck</td>
<td>This is a sample deactivation.</td>
</tr>
</tbody>
</table>

Reactivation

Comments

Key Experience Changes

✓ Form shows deactivation history
✓ Optional comment
Related Action: Unlock User (Updated!)

How does it work?

- A locked user submits an unlock request.
- Once the request is submitted, a new profile related action appears, Unlock User.
- Related action remains visible as long as user is locked (even if request is rejected).
- Unlocking a user from this related action deletes existing lockout requests.

Why was this feature added?

- Provide alternate unlock method if unlock request is mistakenly rejected.
Lockout: Locked User’s View

Records / Users
TrAMS, Jane (jane.trams@fake.transit.com)

Summary  User Details  User Roles  History  News  Related Actions

Your account is locked, you do not have approval to view this screen.

Unlock Account  Unlock Account or Submit Unlock Request

All  Starred
Action: Unlock My Account (New!)

How does it work?

✓ Provides to options to unlock account: Security Questions or Submit an Unlock Request
✓ Unlock requests go to immediate user managers
✓ Unlock request comments can be added
✓ Only one request can be sent per lockout
✓ Maximum 3 security question attempts per day
✓ A successful security question attempt will unlock the account and cancel any unlock requests
Action: Unlock My Account

Unlock Account
Please select an available option to unlock account.

Options *
- Send a request to unlock your account
- Answer security questions

Comment
This is a sample request. Please unlock my account.

CANCEL  SUBMIT
Action: Review Unlock Requests (New!)

How does it work?

- Unlock requests trigger email notifications to the appropriate UMs, LSMs, or GSMs
- Notification contain link to this action
- Review can approve or reject the request
- Approvals unlock the account, rejections only notify the user
- Users and their managers are notified via email of the decision

Why the changes?

- UMs, LSMs can see all active requests at once
- LSMs and GSMs can step in if needed (e.g. when a UM is on vacation)
- Declutters task list
**Action: Review Unlock Requests (New!)**

**Key Features**
- Lockout information provided
- Click user’s name to review the request

<table>
<thead>
<tr>
<th>Locked User</th>
<th>Username</th>
<th>Request On</th>
<th>Lock Date</th>
<th>Lock Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane TrAMS</td>
<td><a href="mailto:jane.trams@fake.transit.com">jane.trams@fake.transit.com</a></td>
<td>10/17/2017 9:40 PM EDT</td>
<td>10/17/2017 9:29 PM EDT</td>
<td>Inactivity Lock</td>
</tr>
<tr>
<td>Rajiv Nelvoy</td>
<td>rnelvoy</td>
<td>8/3/2017 10:09 AM EDT</td>
<td>7/7/2017 9:28 AM EDT</td>
<td>ACS_CostCenter</td>
</tr>
</tbody>
</table>
**Action: Review Unlock Requests (New!)**

**User Information**
- **Full Name**: Dr. Jane TrAMS
- **Title**: Tester
- **User Type**: Organization
- **Username**: jane.trams@fake.transit.com
- **Status**: Active (Locked)

**Roles**

<table>
<thead>
<tr>
<th>Role</th>
<th>Role Category</th>
<th>System</th>
<th>Cost Center</th>
<th>Organization</th>
<th>Document</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>78300 - Region 3</td>
<td>1398 - WMATA (WMATA)</td>
<td>Test Document 2</td>
<td>Approved</td>
</tr>
<tr>
<td>MPR Reporter</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>78300 - Region 3</td>
<td>1398 - WMATA (WMATA)</td>
<td>N/A</td>
<td>Approved</td>
</tr>
<tr>
<td>JPC Procurement Officer</td>
<td>Recipient</td>
<td>TrAMS</td>
<td>78300 - Region 3</td>
<td>1398 - WMATA (WMATA)</td>
<td>N/A</td>
<td>Approved</td>
</tr>
</tbody>
</table>

**Request Comments**
This is a sample request. Please unlock my account.

**Reviewer Comments**

Comments entered will be visible on the user’s profile in the ‘History’ dashboard.

**Key Features**
- User’s name and roles are visible
- Request comments provided
- Reviewer can enter feedback
Report: User Details Report (New!)

**User Details Report**
View user login details, roles, and other data.

**How does it work?**
- ✓ Report contains user account details and roles information
- ✓ Dynamic form allows users to apply filters
- ✓ Recipient users can only see users in their organization(s)

**Why the changes?**
- ✓ Streamlines reports
- ✓ Provides better security of information
# Report: User Details Report (New!)

## Report Filter Criteria

- **System**: TrAMS
- **Role Category**: TrAMS Recipient User
- **Cost Center**: 70000 - Region 10 (TRO-10)
- **Organization Name/ID**:
- **Role**:

## Users

<table>
<thead>
<tr>
<th>Username</th>
<th>Name (Last, First)</th>
<th>System</th>
<th>Cost Center</th>
<th>Organization</th>
<th>Role</th>
<th>Last Login Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:adrienne.cook@fake.com">adrienne.cook@fake.com</a></td>
<td>Cook, Adrienne (Ms.)</td>
<td>TrAMS</td>
<td>TRO-10</td>
<td>1740 - SAMTD 1740 - SAMTD</td>
<td>Attorney Submitter</td>
<td>10/20/2017 2:41 PM GMT-06:00</td>
<td>Active</td>
</tr>
<tr>
<td><a href="mailto:allan.pollock@cherriot.org">allan.pollock@cherriot.org</a></td>
<td>Pollock, Allan (Mr.)</td>
<td>TrAMS</td>
<td>TRO-10</td>
<td>1740 - SAMTD 1740 - SAMTD</td>
<td>Official Submitter</td>
<td>10/25/2017 2:59 PM GMT-06:00</td>
<td>Locked</td>
</tr>
<tr>
<td><a href="mailto:andrea.jayavelu@fake.com">andrea.jayavelu@fake.com</a></td>
<td>Jayavelu, Andrea (Dr.)</td>
<td>TrAMS</td>
<td>TRO-10</td>
<td>1740 - SAMTD 1740 - SAMTD</td>
<td>Road Only</td>
<td>10/20/2017 3:07 PM GMT-06:00</td>
<td>Active</td>
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<tr>
<td><a href="mailto:bfeatherston@featherstonedmonds.com">bfeatherston@featherstonedmonds.com</a></td>
<td>Featherston Jr, Ben (Mr.)</td>
<td>TrAMS</td>
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<td>Attorney</td>
<td>10/20/2017 3:07 PM GMT-06:00</td>
<td>Active</td>
</tr>
<tr>
<td><a href="mailto:brian.woodall@cherriot.org">brian.woodall@cherriot.org</a></td>
<td>Woodall, Brian (Mr.)</td>
<td>TrAMS</td>
<td>TRO-10</td>
<td>1740 - SAMTD 1740 - SAMTD</td>
<td>User Manager</td>
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</table>
Report: User Details Report (New!)

Generated Excel Report
User Details Report for jane.trams@fake.transit.com at 2017-10-18 00:15:33 EDT.xlsx

Report Overview Tab

User Tab

Roles Tab
# System Record Features

**Systems**

View Software Release Information and FAQs

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<th>Records</th>
<th>Reports</th>
<th>Actions</th>
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**Systems**

[FACES](#)  
FTA Access Control and Entry System

[NTD](#)  
National Transit Database

[TrAMS](#)  
Transit Award Management System
Federal Transit Administration

www.fta.dot.gov