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Office of Information Services

Enterprise User Administration (EUA)

CMS Access Administrator (CAA) Guide

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1.0 PURPOSE

This guide provides information on the Enterprise User Administration (EUA) system used by the Centers for Medicare & Medicaid Services (CMS) and the CMS Data Center (CMSDC). The guide discusses the role of access administrators in EUA and provides instructions for installation and operation of EUA support products available to the access administrator.

EUA is a system used by CMS to manage enterprise User IDs and passwords. It provides centralized administration of User IDs on the entire CMS enterprise including the mainframe systems, mid-tier devices such as AIX or Sun systems, network operating systems such as Netware or Windows, and database platforms such as Oracle, Sybase, and MS SQL. The system utilizes online data to automate the approval process for access requests and provides logging and auditing support.

Administrators enter requests using an EUA WorkFlow system. These requests are forwarded to approvers. On approval, the accesses are automatically provisioned by the system.

This document is to be used by CMS employee CAAs, as well as contractor personnel who have been designated as CAAs for their company. The latter can ignore sections 3.3.1 and 3.3.2, which deal with provisioning CMS employees.

2.0 ACCESS FORMS AND REQUESTS

EUA is designed to be a paperless access request and approval system. However, there are several situations where a paper form needs to be used. Since new users do not have access to EUA, information necessary to enter the request should be provided on the Application for Access to CMS Computer Systems form, which is available at:

<http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf>.

The form is published with a page of instructions and a signature chart to provide direction. New users must sign the Privacy Act statement on the form. Users who cannot perform the online certification can submit the paper form to their CAA.

If the form is entered into WorkFlow by the CAA, the only signature required is that of the user. All approvals will be processed electronically through WorkFlow. After entering the data from the form into WorkFlow, the CAA should retain the paper form for one year.

Do not leave any completed access forms out at your workstation. All forms, when not being worked, should be out of sight, and if possible, under lock and key. Since the forms have social security numbers on them, this is a privacy issue.

You may also receive emails or other correspondences requesting additional accesses (Connect Job Code), removal of accesses (Disconnect Job Code) or termination (Delete) of a User ID. These requests should contain the information shown below to ensure you have the information you need to enter a WorkFlow request:

- Name
- User ID
- Job Code needed or Job Code no longer needed
- Justification for request
- For Delete requests, effective date

Processing for each type of access request is discussed next. In EUA, each user type has a specific form for adding new users. EUA has defined Add User requests for:

- CMS Employee
- Medicare Contractor
- Quality Improvement Organization
- Contractor (non-Medicare)
- Researcher
- Managed Care Org/Group Health Plan
- Consolidated Information Technology Infrastructure Contract (CITIC) Contractor
- End-State Renal Disease Network
- Program Safeguard Contractor
- State Agency

- Federal (one form for each agency/department)
- Other (use this for users working under)
- Inter-Agency Agreements
- HPMS Only
- MAC
- Drug Manufacture
- MDM

Processing of other request types (Connect, Disconnect, Delete, etc.) is done with a single form for each request type.

3.0 INSTRUCTIONS FOR WORKFLOW

The following subsections detail the daily/ongoing procedures for the EUA group.

3.1 Installing WorkFlow

Since WorkFlow is a Web-based application that uses a Web browser such as Internet Explorer or Netscape, no user installation of software is needed. However, the initial access to WorkFlow will invoke a download of the Oracle Java JInitiator software. This download may take some time since the file is several megabytes.

Some sites may have locked down workstations that are not allowed to download the JInitiator. Users at these sites should contact local Information Technology (IT) support for assistance.

3.2 Logging in to WorkFlow

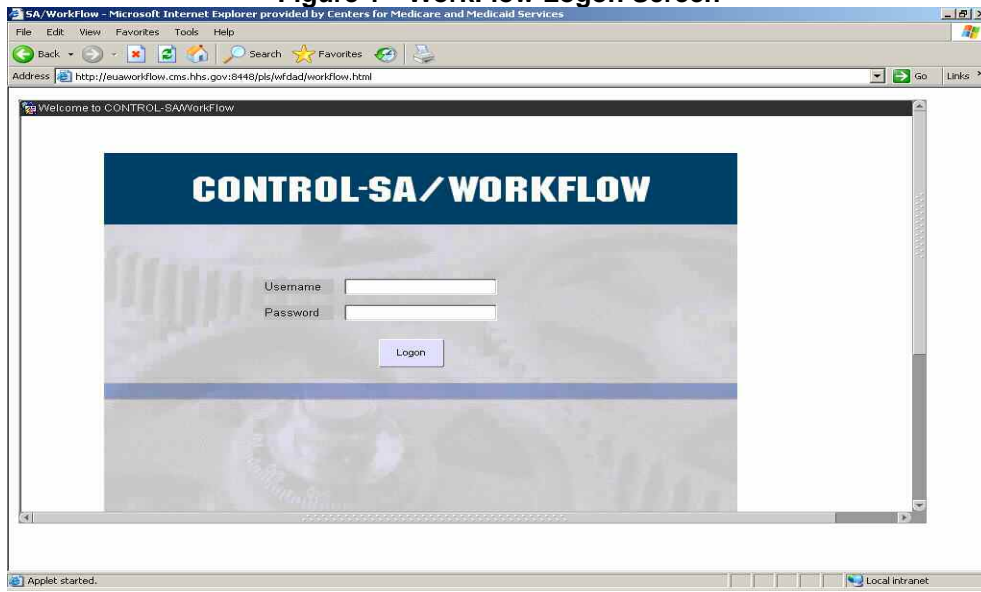
WorkFlow is accessed by entering the following URL in the Web browser:

- <http://158.73.79.144:7778/wfdad/workflow.html>

Contractors using WorkFlow need to verify that their Data Centers have permitted access to the IP address of the server, and that their sites are allowed access into the CMS Data Center. Problems with the latter can be referred to the CMS IT Service Desk at 800-562-1963.

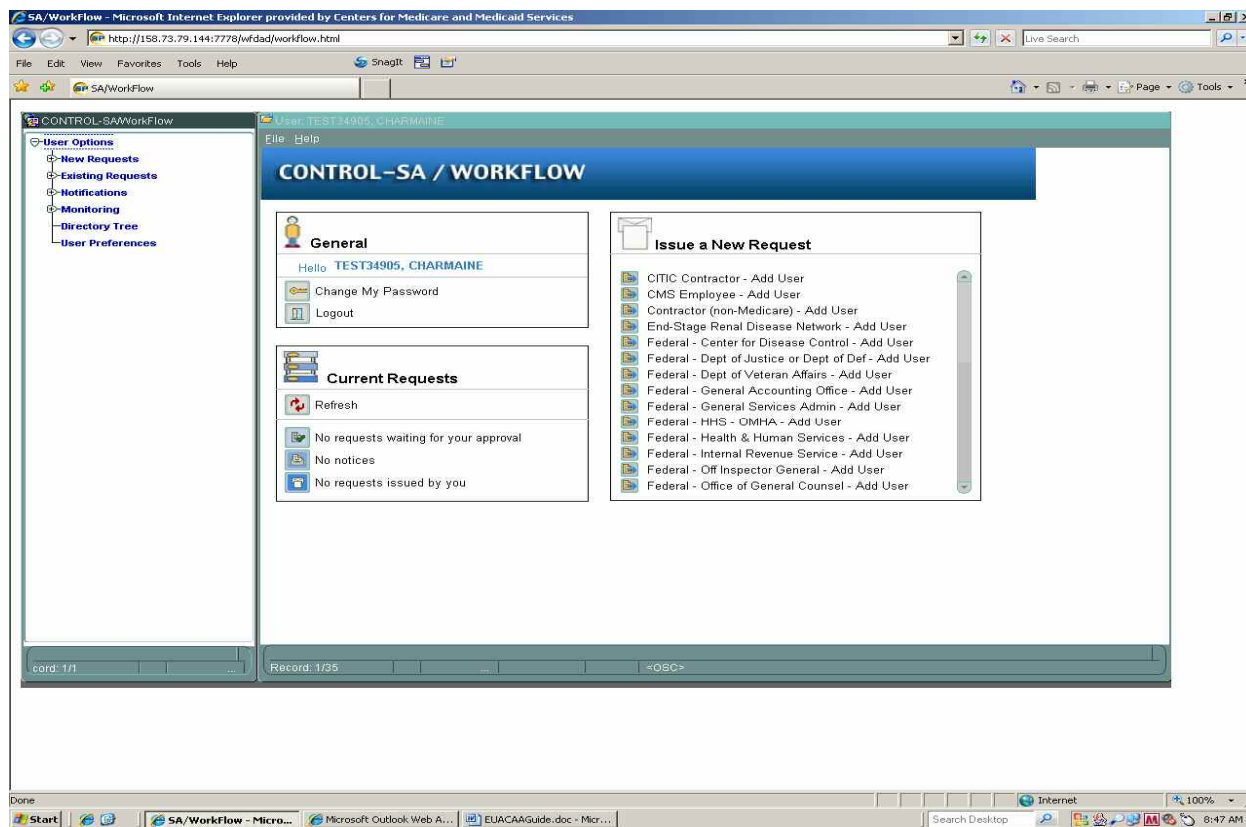
After WorkFlow is loaded, the administrator enters their CMS enterprise User ID and password in Figure 1.

Figure 1—WorkFlow Logon Screen



On successful logon, the main WorkFlow screen is displayed, as illustrated in Figure 2.

Figure 2—WorkFlow Main Screen



3.3 Adding New User IDs

The following subsections detail the process of adding new User IDs.

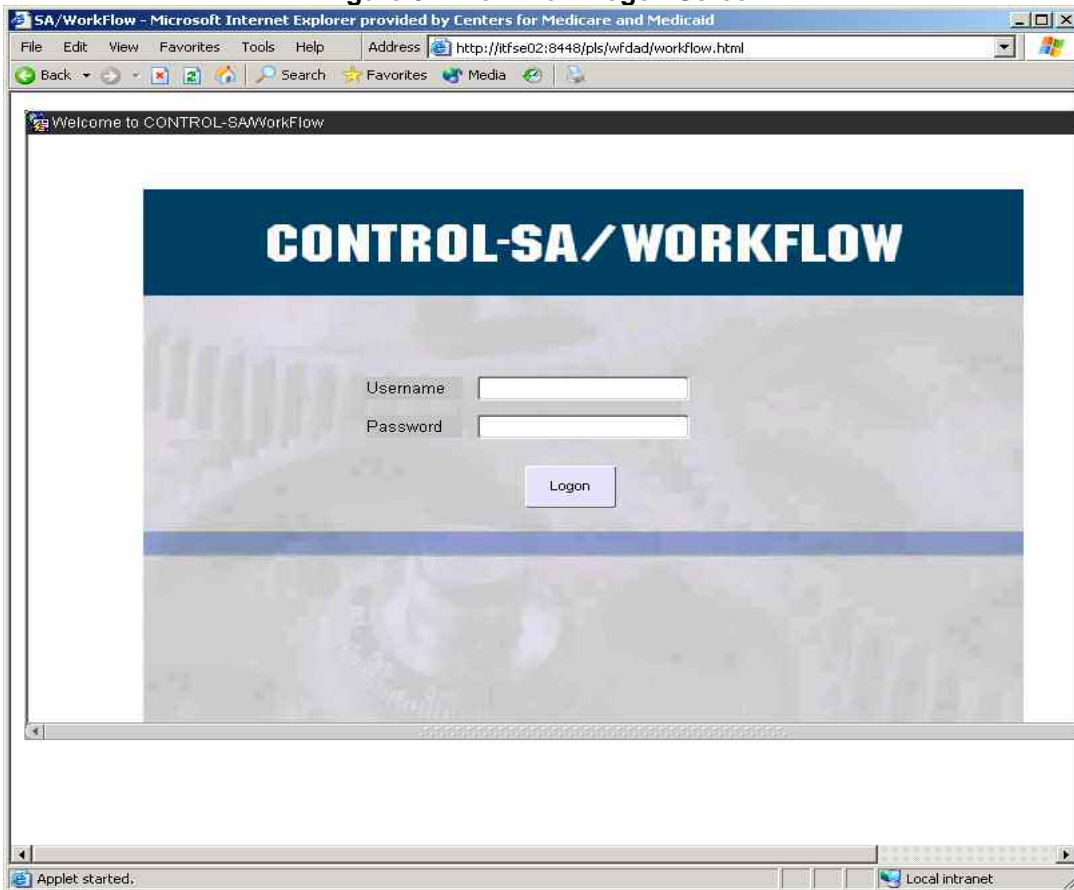
3.3.1 Adding a new User ID – CMS Central Office employees

New Central Office (CO) CMS employees receive their User IDs through the New Employee Orientation (NEO) process. The NEO CAAs process forms for these users to receive initial access.

3.3.2 Adding a new User ID – CMS Regional Employees

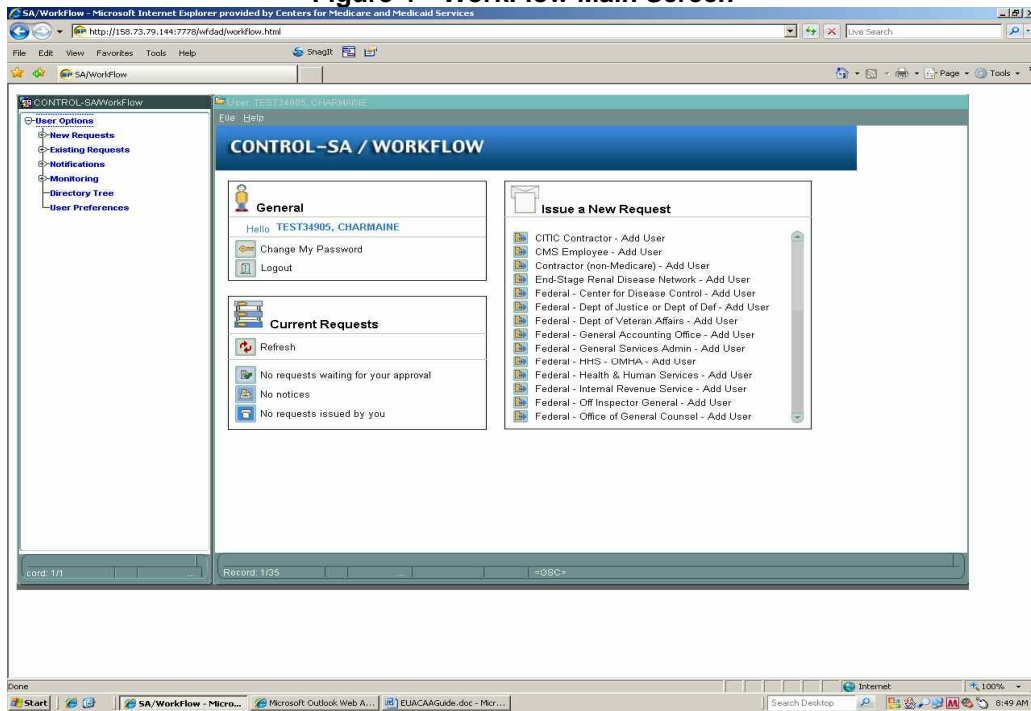
1. You should receive a form with blocks 1-4 completed, and page 2 (containing the Privacy Act Advisory Statement and the Security Requirements for users of CMS' Computer Systems) signed by the user.
2. Log on to EUA WorkFlow using the icon on your desktop.

Figure 3—WorkFlow Logon Screen



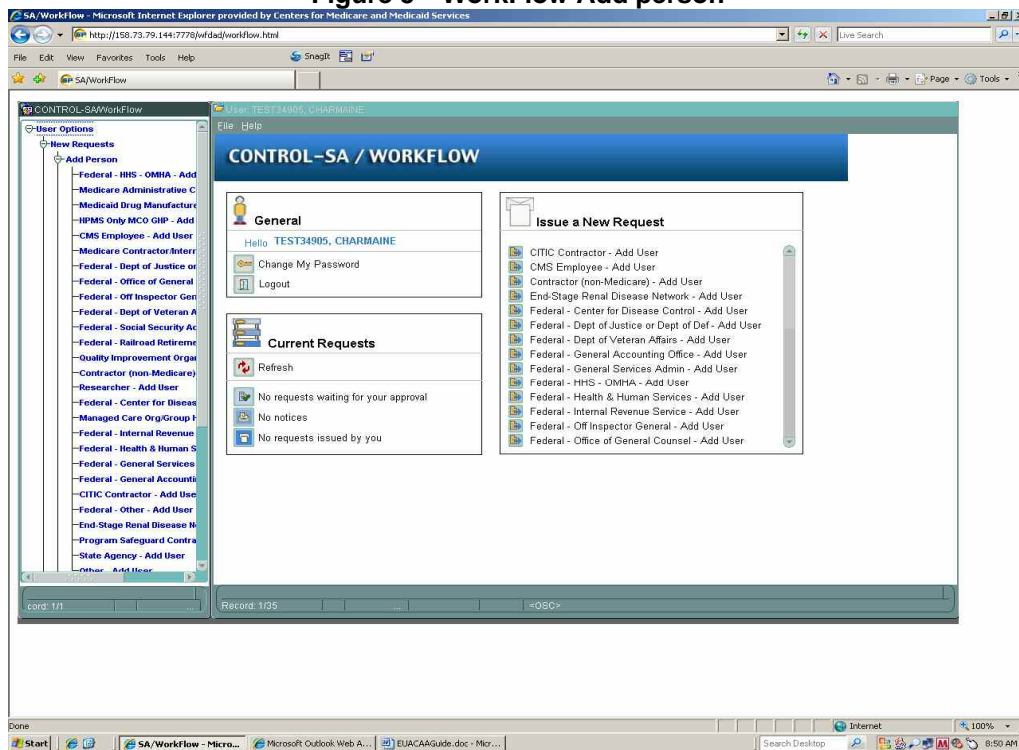
3. Select New Requests.

Figure 4—WorkFlow Main Screen



4. Select Add Person.

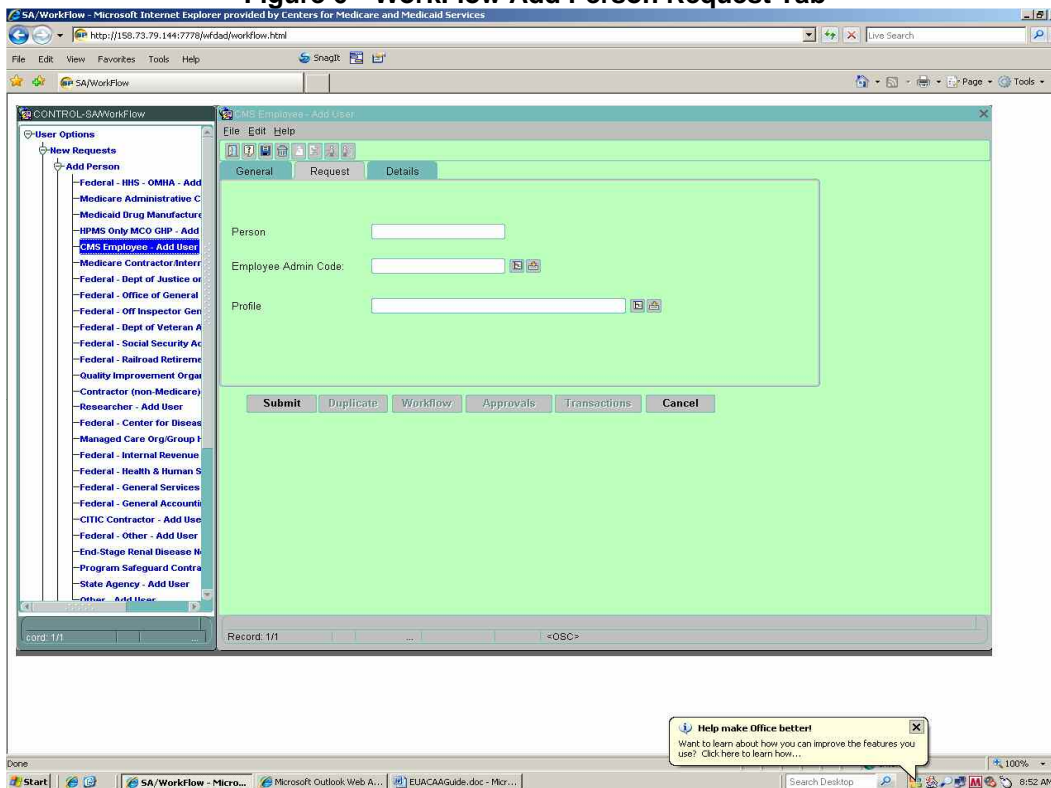
Figure 5—WorkFlow Add person



5. Select CMS Employee – Add Person

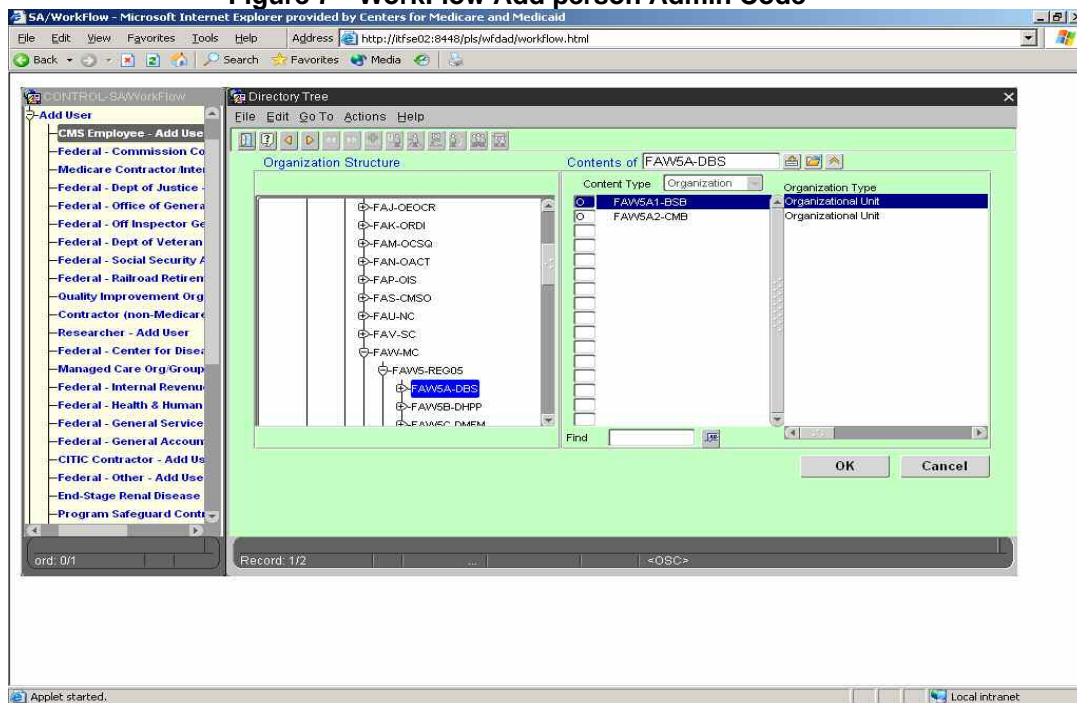
6. Enter user's name in all caps LASTNAME, FIRSTNAME MI.

Figure 6—WorkFlow Add Person Request Tab



7. Use the first drop-down box to select an admin code.

Figure 7—WorkFlow Add person Admin Code



8. Search through the org tree and select the admin code under which the new employee works.

Figure 8—WorkFlow Add person Requests Tab

The screenshot shows a web browser window titled "CONTROL-SAWWorkFlow" with a sub-window titled "CMS Employee - Add User". The "Request" tab is active, displaying a form with the following fields:

- User Name: SMITH, JOHN A
- Employee Admin Code: FAW5A1-BSE
- Access: (empty field)

At the bottom of the form are buttons: Submit, Duplicate, Workflow, Approvals, Transactions, and Cancel. A status bar at the bottom indicates "Record: 1/1" and "<OSC>".

9. You are brought back to the Request Tab.

Figure 9—WorkFlow Add person Details Tab

The screenshot shows a web browser window titled "SA/WorkFlow - Microsoft Internet Explorer provided by Centers for Medicare and Medicaid Services" with a sub-window titled "Medicare Contractor/Intermediary Carrier - Add User". The "Details" tab is active, displaying a form with the following fields:

- Prefix: (empty field)
- First Name: Bull
- Middle Initial: (empty field)
- Last Name: Winkle
- Suffix: (empty field)
- Social Security Number: 123456789
- Company Address 1: 123 First Street
- Company Address 2: (empty field)

At the bottom of the form are buttons: Submit, Duplicate, Workflow, Approvals, Transactions, and Cancel. A status bar at the bottom indicates "Record: 1/1" and "<OSC>".

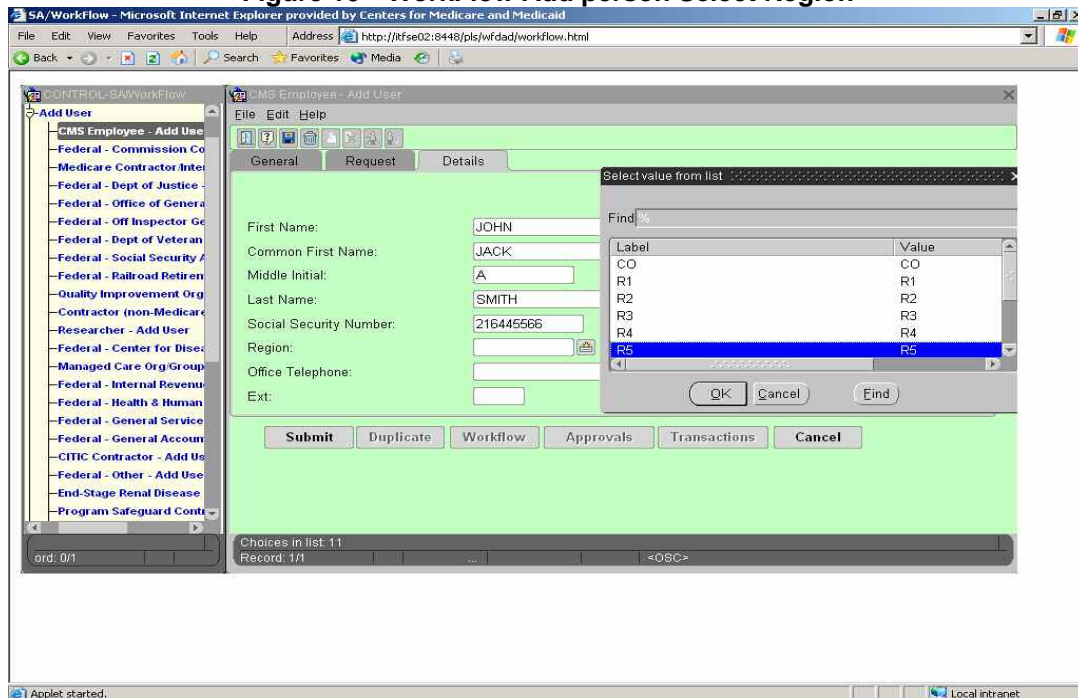
Details Tab Requirements:

1. You may ignore the Prefix and Suffix field.
2. Enter the first and last name identical to previous screen (in mixed case).

3. Enter Social Security Number without hyphens, example 123456789.
4. Enter street address in Company Address 1. Use Company Address 2 and Company Address 3 for mailstop, floor, PO Box, if needed. Enter city, state abbreviation, and zip code. The State field uses a drop down box.
5. Select the Region corresponding to the CMS Regional Office (RO) in which your Contractor Manager resides. Contact your Security staff for assistance.
6. Enter the employee's phone number in both the Office Telephone and Company Telephone fields.
7. Enter the appropriate building in which the employee resides in the CMS facility field.
8. Enter the employee's mailstop.
9. Enter the employee's desk location.
10. Select Yes if the employee is a manger. (Default is NO).
11. Enter the reason for the request for access to CMS Computer Systems in the justification field.

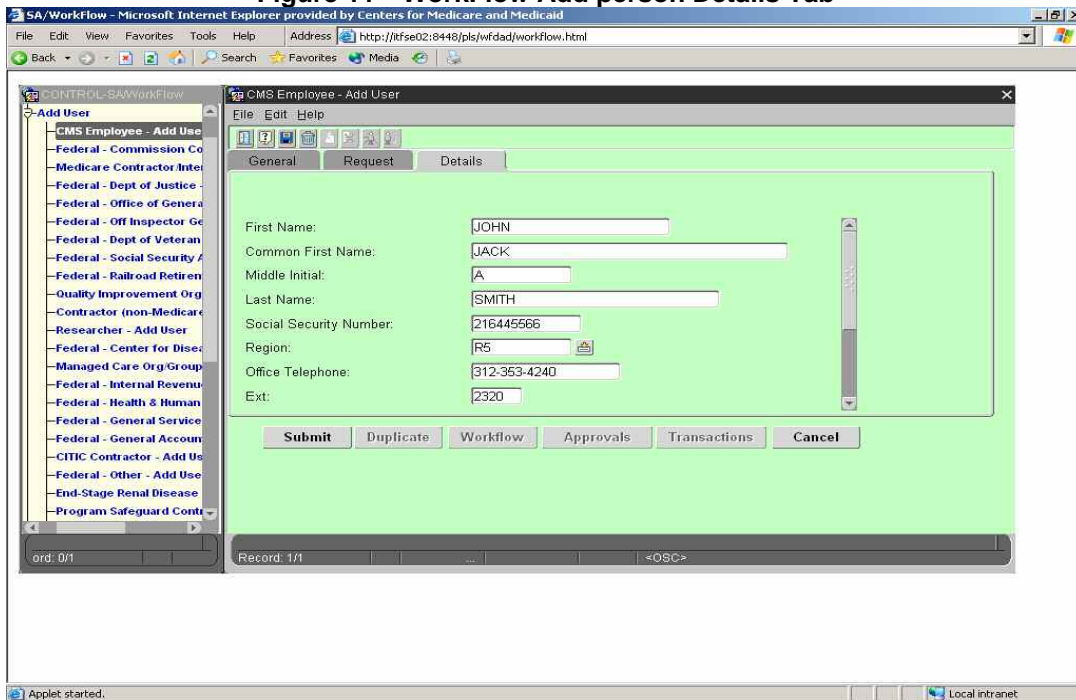
Wherever you see a drop-down box, use it to make your selections, then click OK.

Figure 10—WorkFlow Add person Select Region



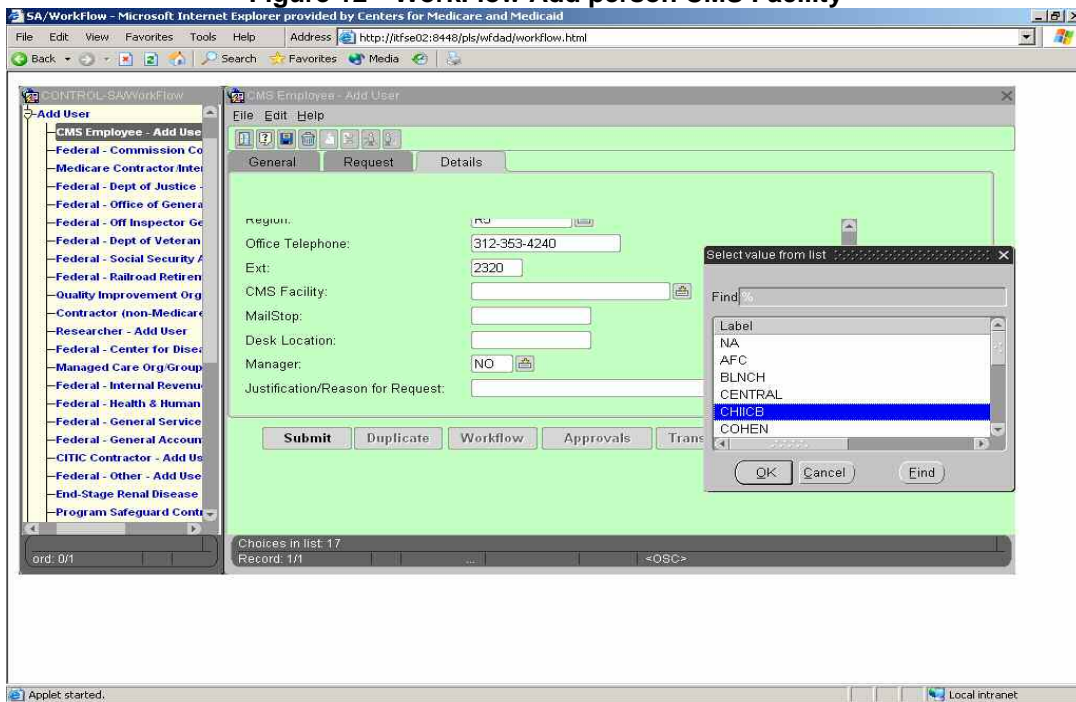
12. Use the scroll bar on the right to finish entering information.

Figure 11—WorkFlow Add person Details Tab



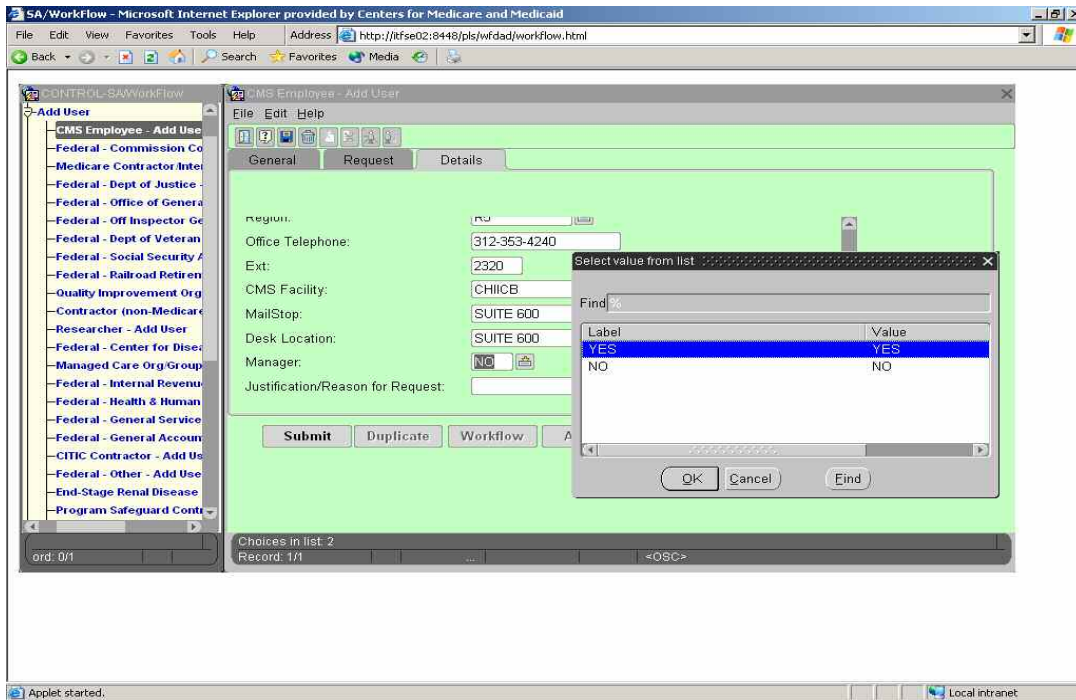
13. Again, use drop-down boxes to ensure entries are correct.

Figure 12—WorkFlow Add person CMS Facility



14. If the user is a manager, enter **YES** in that field. NO is the default.

Figure 13—WorkFlow Add person Select Manager



15. Finish entering info and click **SUBMIT**.

Figure 14—WorkFlow Add person Details Tab

The screenshot shows a web browser window displaying the 'CMS Employee - Add User' applet. The 'Details' tab is active, showing the following fields and values:

Region:	NO
Office Telephone:	312-353-4240
Ext:	2320
CMS Facility:	CHIICB
MailStop:	SUITE 600
Desk Location:	SUITE 600
Manager:	NO
Justification/Reason for Request:	NEW EMPLOYEE EOD JUNE 17, 2004

Buttons at the bottom include: Submit, Duplicate, Workflow, Approvals, Transactions, and Cancel.

16. If you were interrupted while entering a request, you can use the **General** tab to see the status. If the request has not yet been submitted, you can click **SUBMIT** here.

Figure 15—WorkFlow Add person General Tab

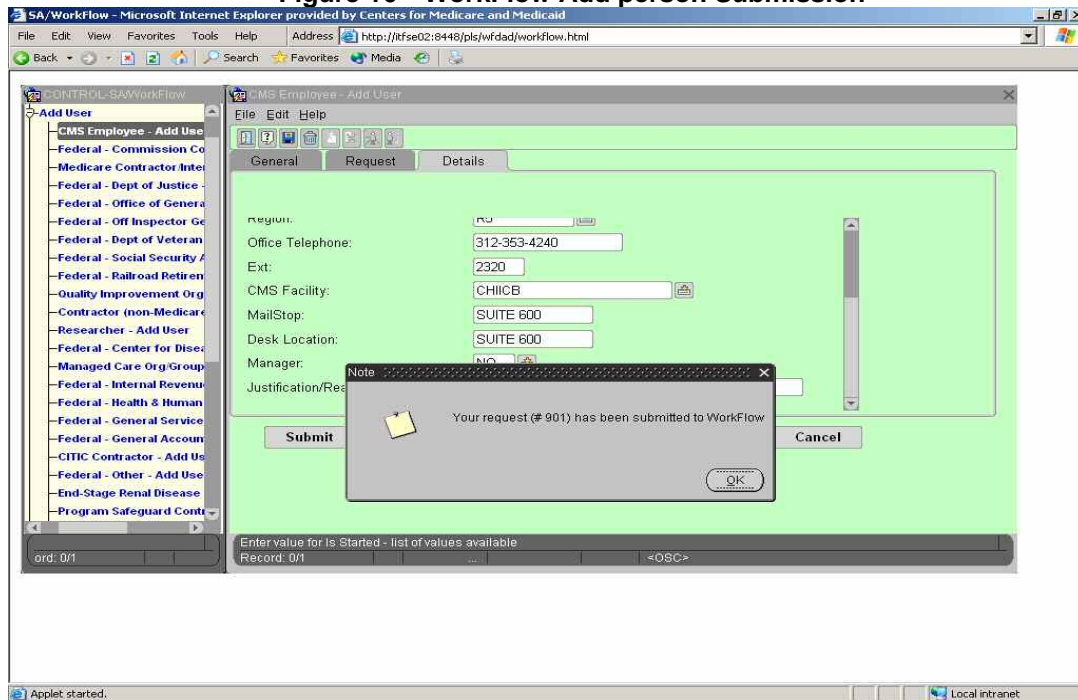
The screenshot shows the 'General' tab of the 'CMS Employee - Add User' applet. The form displays the following information:

Requester	Mikulas, Sam
Request No.	
Request Type	Add User
Submitted	No

Buttons at the bottom include: Submit, Duplicate, Workflow, Approvals, Transactions, and Cancel.

17. Your request is assigned a request number and is submitted.

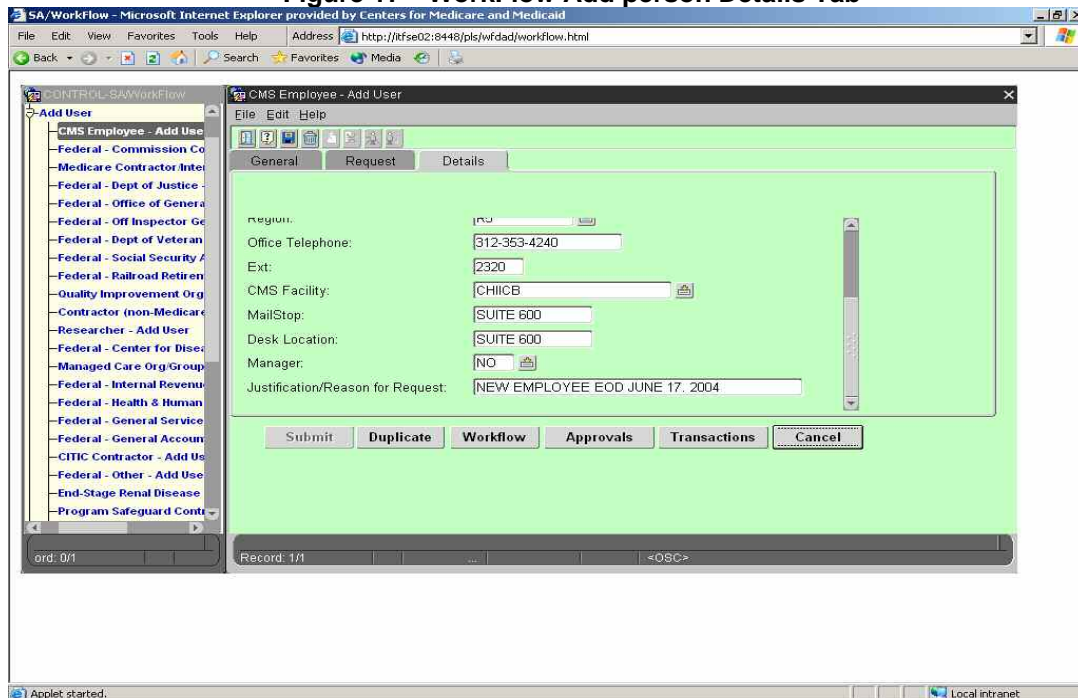
Figure 16—WorkFlow Add person Submission



18. Open a trouble ticket to tell us a request is pending. It will be processed.

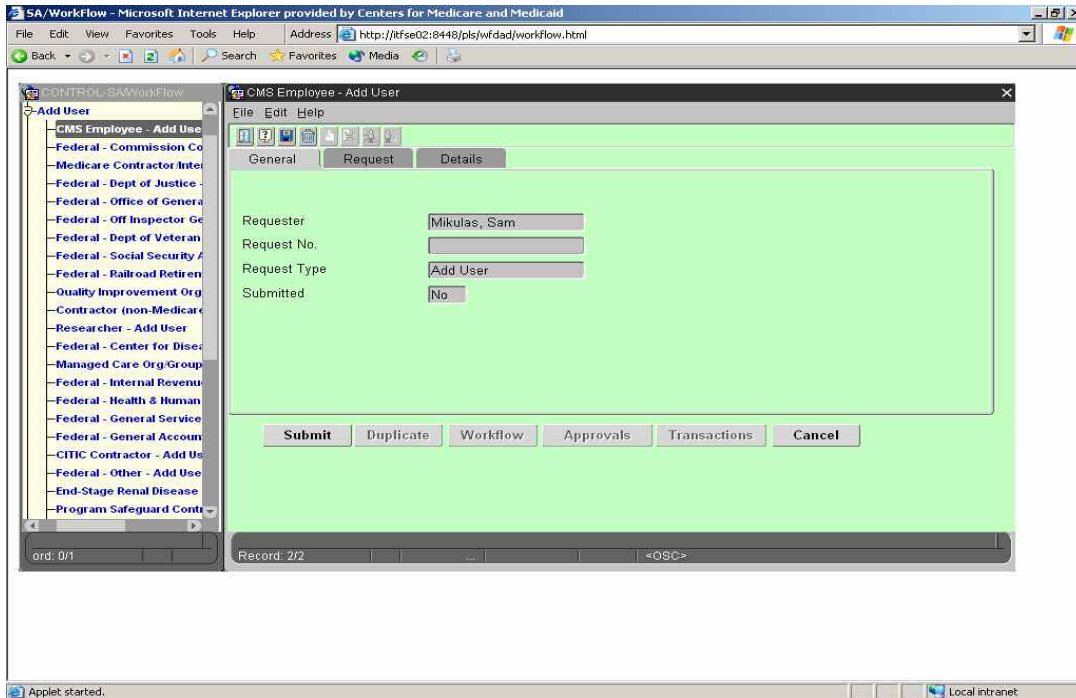
19. If you want to enter another ADD request for another CMS employee, click the **DUPLICATE** button.

Figure 17—WorkFlow Add person Details Tab



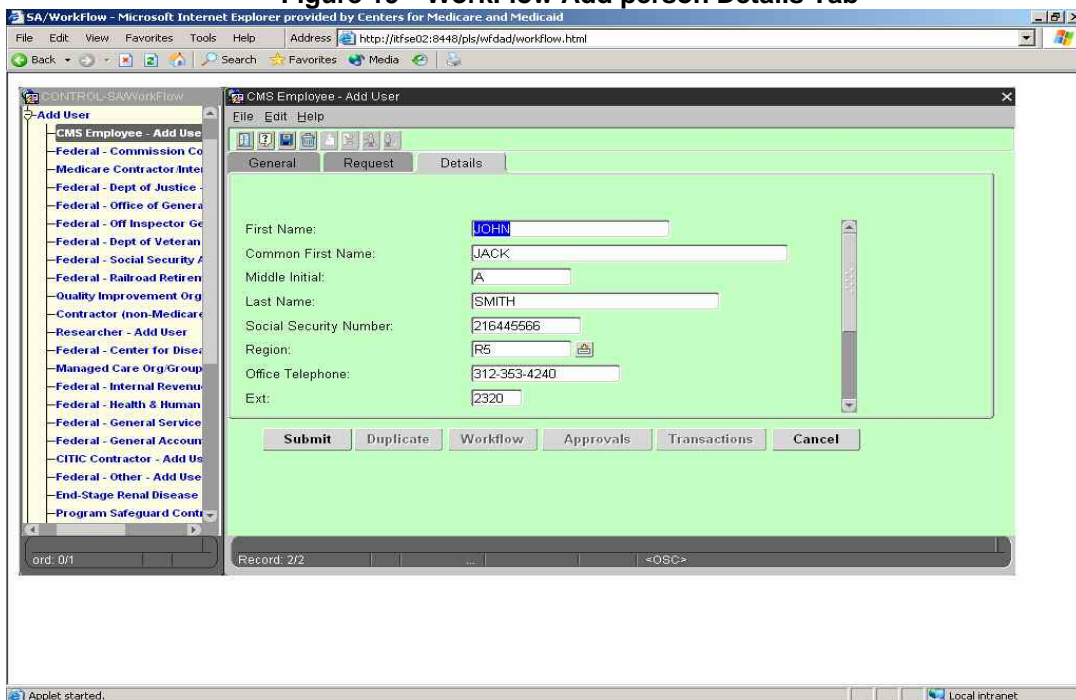
20. All the information will be carried over to a new request.

Figure 18—WorkFlow Add person General Tab



21. Make changes to appropriate fields and click **SUBMIT**.

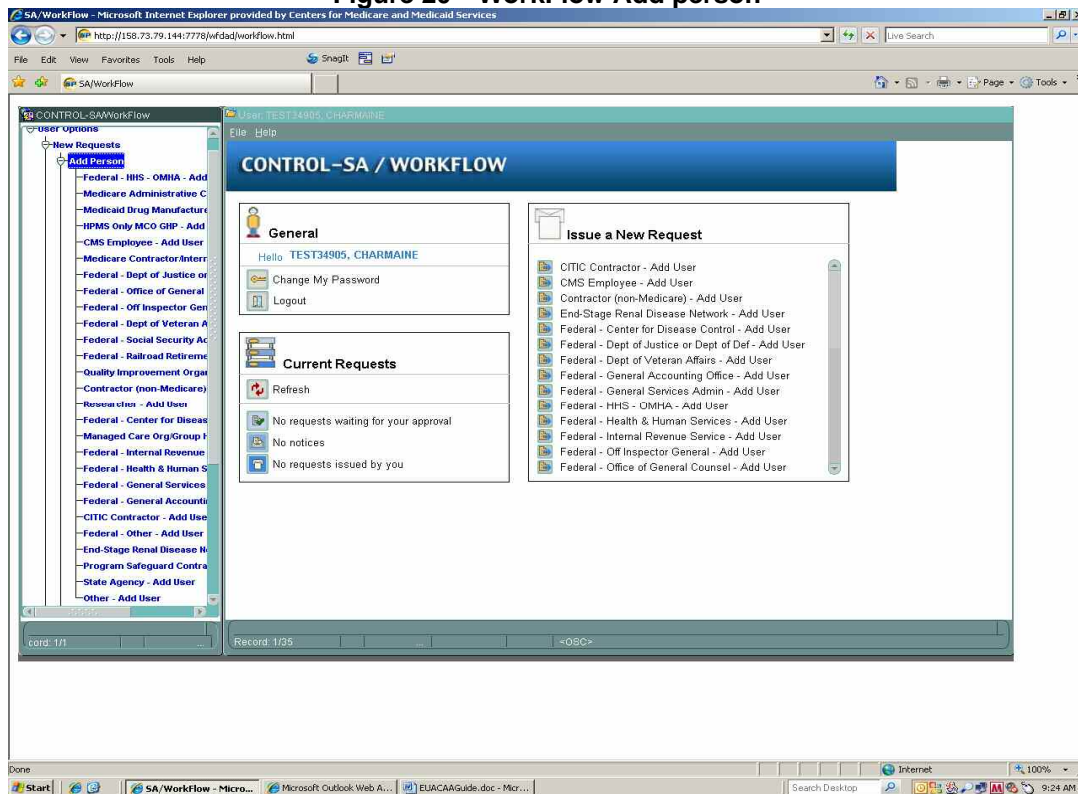
Figure 19—WorkFlow Add person Details Tab



3.3.3 Adding a new User ID – Other types of Users

1. You should receive an Application For Access To CMS Computer Systems form with blocks 1-4 completed, and page 2 (containing the Privacy Act Advisory Statement and the Security Requirements for Users of CMS' Computer Systems) signed by the user.
2. Expand New Requests in the left pane of the main WorkFlow screen – click on the plus sign next to New Requests.

Figure 20—WorkFlow Add person



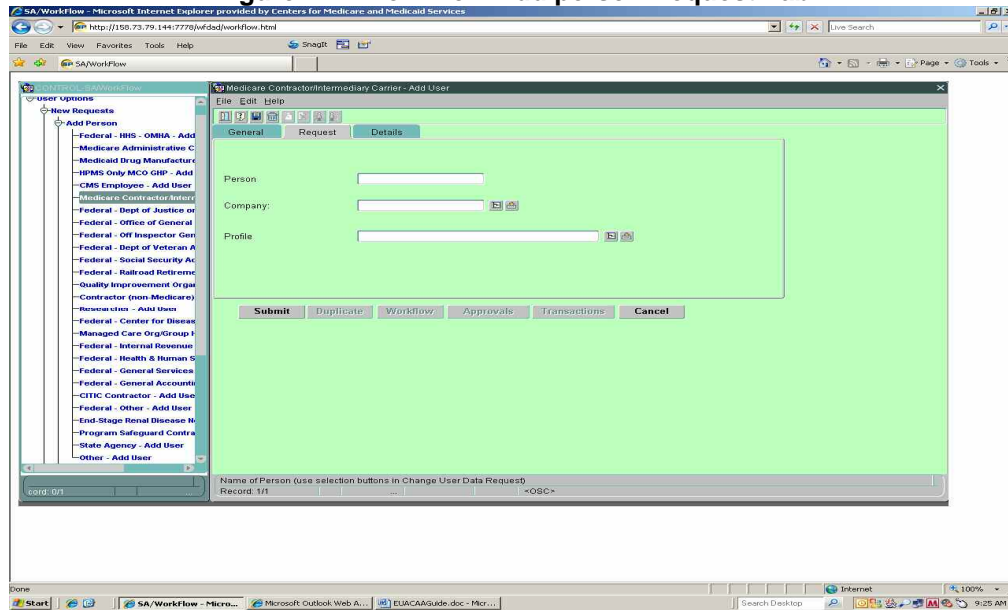
3. Expand Add Person – click on the plus sign (+)
4. Click on the appropriate form type. For example, to add a Medicare contractor user, click Medicare Contractor/Intermediary Carrier from the left panel.

Or simply scroll down midway through the Issues a New Request pane on the right side and click on the icon next to the desired form, e.g., Medicare Contractor/Intermediary Carrier – Add User.

Enter the user's Information:

Both the Request and Details tabs must be completed before the request can be submitted.

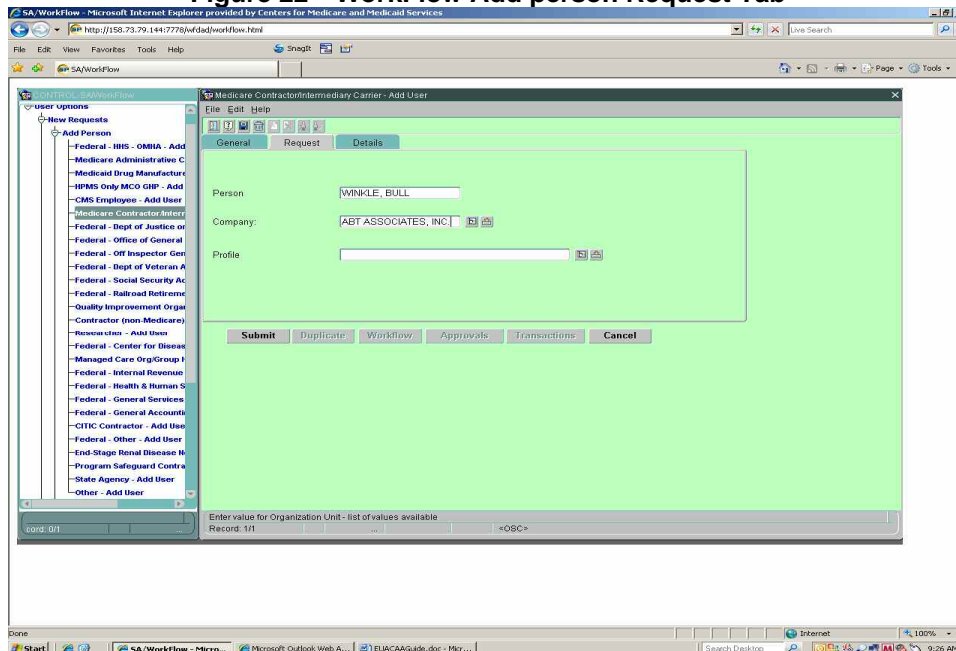
Figure 21—WorkFlow Add person Request Tab



Field requirements:

1. User Name Enter user's name in all caps LASTNAME, FIRSTNAME MI.
2. Company must be selected by using the drop down box.
 - a. Click the far right icon located to the right of the Company field
 - b. Select your Company name on the next screen. It will automatically populate the Company field.

Figure 22—WorkFlow Add person Request Tab



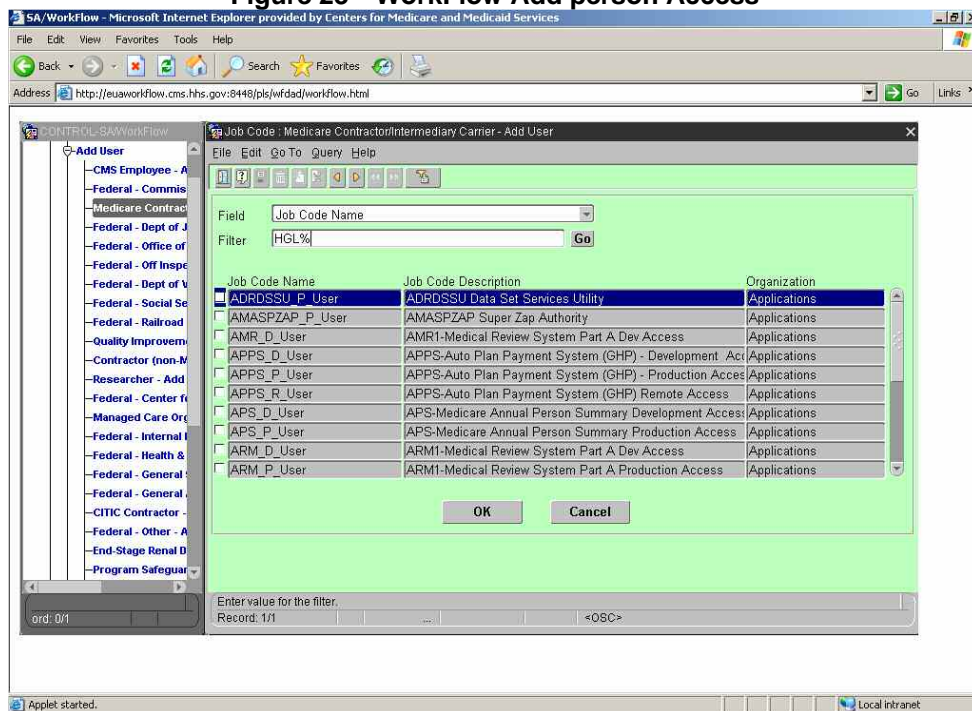
Field requirements (continued):

NOTE Use the drop down boxes where applicable. The drop down box is found to the right of the field it supports.

Access:

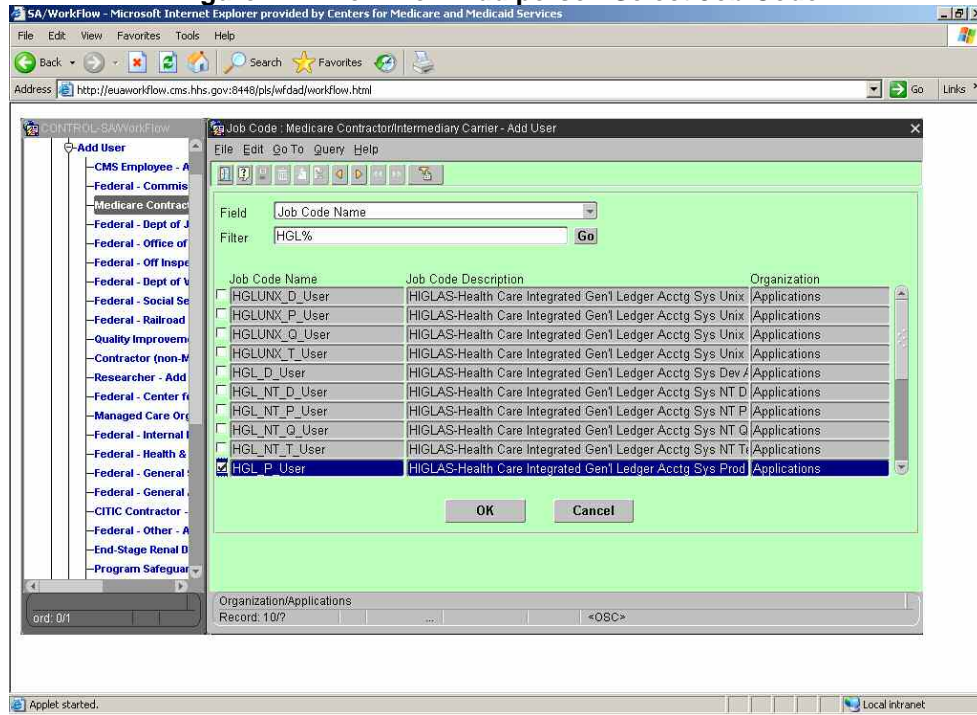
1. Click the far right icon located to the right of the Access field. The Access icon will display the screen with all the Job Codes available.

Figure 23—Workflow Add person Access



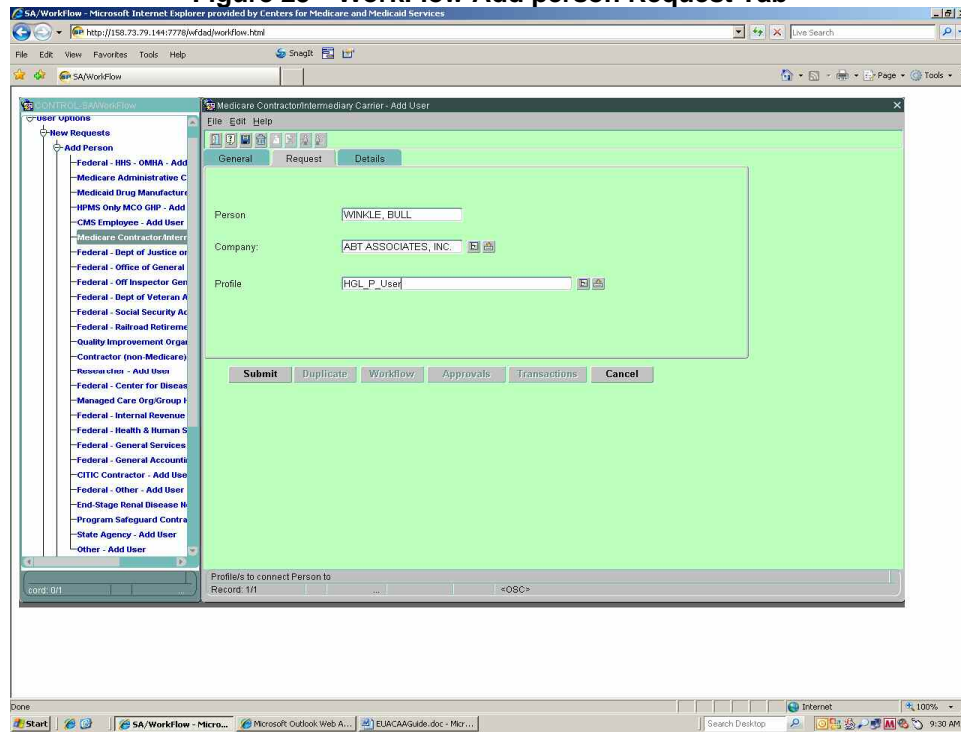
2. Enter all or part of a Job Code name representing the access the user requires (see list of Job Codes) followed by a percent sign (the % is a wild card character in WorkFlow). In the example above, keying HGL% as a filter, will display all HIGLAS Job Codes.
3. Click the GO box to the right of the Filter field.
4. Click in the far left box of the required Job Code displayed; a check mark will appear.

Figure 24—WorkFlow Add person Select Job Code



1. When more than one Job Code is required, repeat steps 2 through 4. There is a limit of 9 Job Codes per request.
2. Click OK when all accesses are checked.
3. Job Codes will automatically populate the Access field, illustrated in Figure 25.

Figure 25—WorkFlow Add person Request Tab



Click on the Details tab, as illustrated in Figure 26.

Figure 26—WorkFlow Add person Details Tab

The screenshot shows a web browser window displaying the 'Medicare Contractor/Intermediary Carrier - Add User' form. The 'Details' tab is selected, showing the following fields and values:

- Prefix:
- First Name: Bull
- Middle Initial:
- Last Name: Winkle
- Suffix:
- Social Security Number: 123456789
- Company Address 2: 123 First Street
- Company Address 1:

Buttons at the bottom of the form include: Submit, Duplicate, Workflow, Approvals, Transactions, and Cancel. The browser's address bar shows the URL: http://159.73.79.144:7778/vf/dad/workflow.html.

Details Tab Requirements:

1. You may ignore the Prefix and Suffix field.
2. Enter the first and last name identical to previous screen (in mixed case).
3. Enter Social Security Number without hyphens, example 123456789.
4. Enter street address in Company Address 1. Use Company Address 2 and Company Address 3 for mailstop, floor, PO Box, if needed.
5. Enter City, State abbreviation, and Zip Code. The State field uses a drop down box.
6. Enter the employee's phone number in both the Office Telephone and Company Telephone fields.
7. Select the Region corresponding to the CMS RO in which your Contractor Manager resides. Contact your Security staff for assistance.
8. Enter the five-digit carrier number or contractor number the user requires.
9. Enter the user's business email address. If the user does not have a business email address, use a manager's email address, or key N/A in the Email Address field. The system uses email notifications to inform users of security alerts, certification status, etc. A valid email address should be specified whenever possible.
10. Enter the reason for the request for Access to CMS Computer Systems in the Justification field.

Figure 27—WorkFlow Add person Details Tab

The screenshot displays a web browser window with the URL <http://158.73.79.144:7778/wf/dad/workflow.html>. The main content area shows a form titled "Medicare Contractor/Intermediary Carrier - Add User". The form has three tabs: "General", "Request", and "Details". The "Details" tab is selected, showing the following fields:

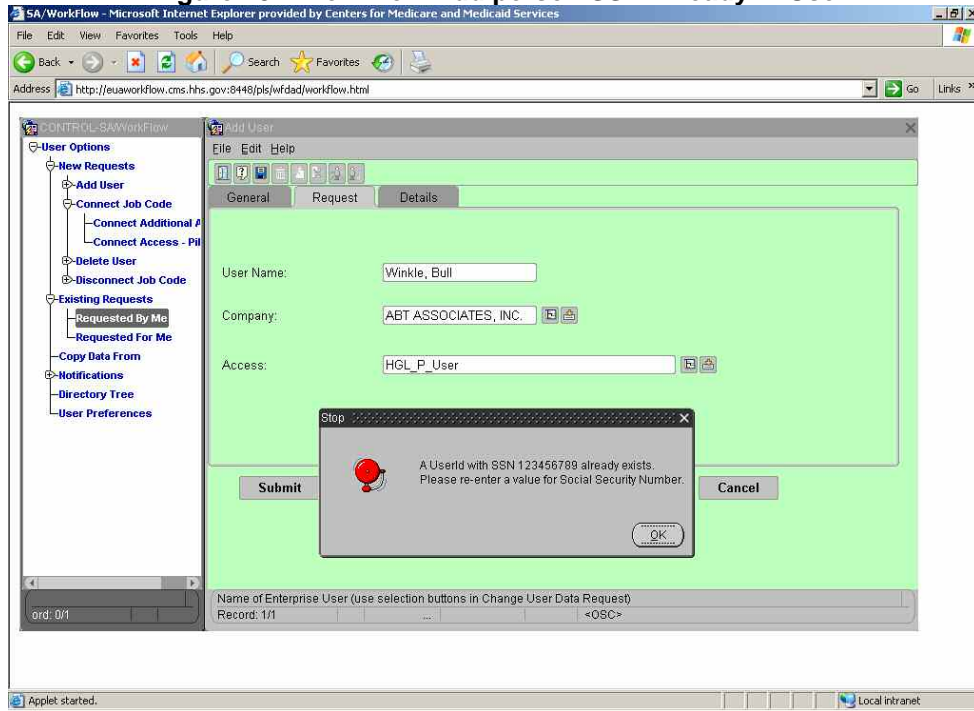
- Zip Code: 21244
- Office Telephone: 410-786-1000
- Ext: [empty]
- Company Telephone: 410-786-1000
- Region: R2
- Carrier Number: 00111
- Email Address: bull.winkle@company.com
- Justification: Financial user requires HIGLAS access at CMS

At the bottom of the form, there are buttons for "Submit", "Duplicate", "Workflow", "Approvals", "Transactions", and "Cancel". On the left side of the browser window, there is a tree view under "New Requests" with "Add Person" selected. The status bar at the bottom of the browser shows "Record: 1/1".

Click Submit to initiate the request. A WorkFlow request number will be generated for your request. Write the request number on the top of the paper form submitted by the user.

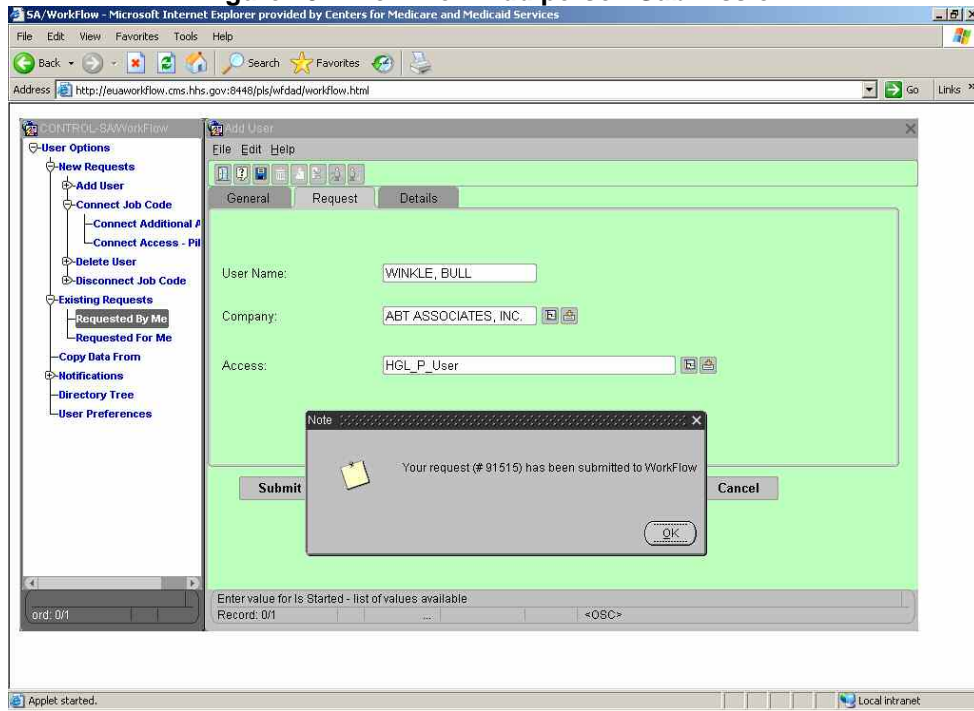
NOTE There are several edit checks built in the **ADD** request form. If you experience an error, pay close attention to the message, as it will provide information to fix the error.

Figure 28—WorkFlow Add person SSN Already In Use



A confirmation message is displayed when the request has been submitted, as illustrated in Figure 29.

Figure 29—WorkFlow Add person Submission



The request is routed to the designated approver. Upon first approval, the request will be routed to each job code approver were applicable then access is granted.

Retain the paper request form for one calendar year in a secure environment for auditing purposes. The form provides confirmation that the user agreed to the Privacy Act Statement.

3.4 Connect Additional Access

Connect Additional Access is used when an employee or contractor has an active CMS User ID and additional access is required. You will need to have the user's first and last Name, their CMS User ID, typically a four-character alphanumeric ID, and the access they require. CMS access is defined through Job Codes.

1. Sign on to WorkFlow
2. Expand New Requests
3. Expand Connect Profile
4. Click Standard Connect Profile

OR simply scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

Figure 30—WorkFlow Connect Profile

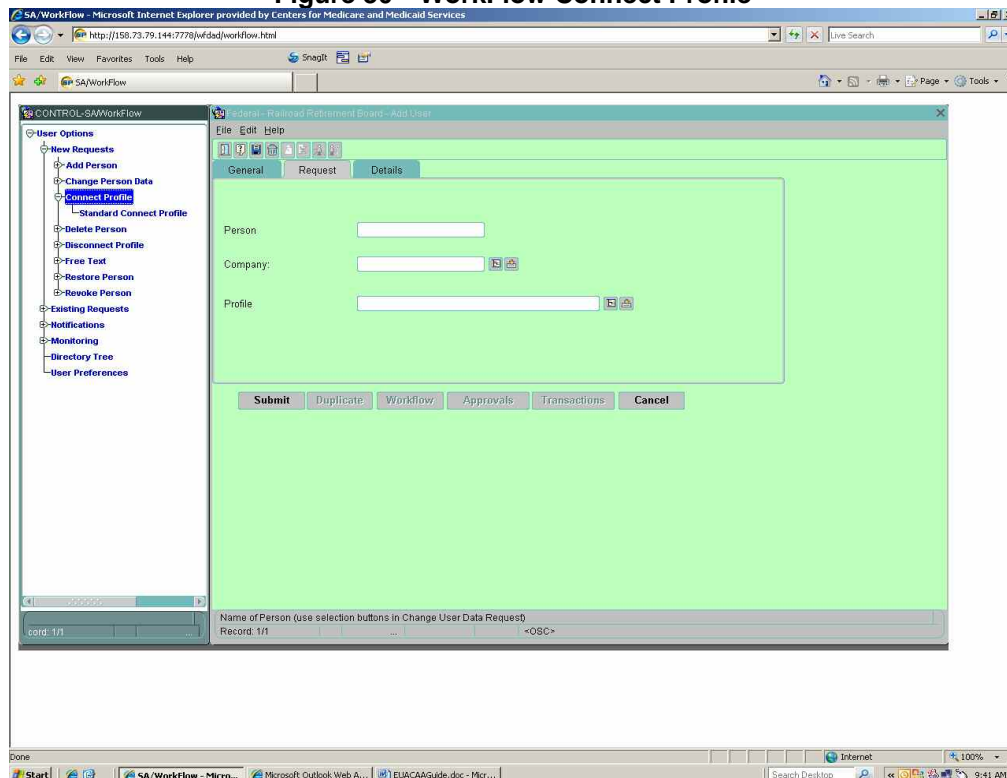
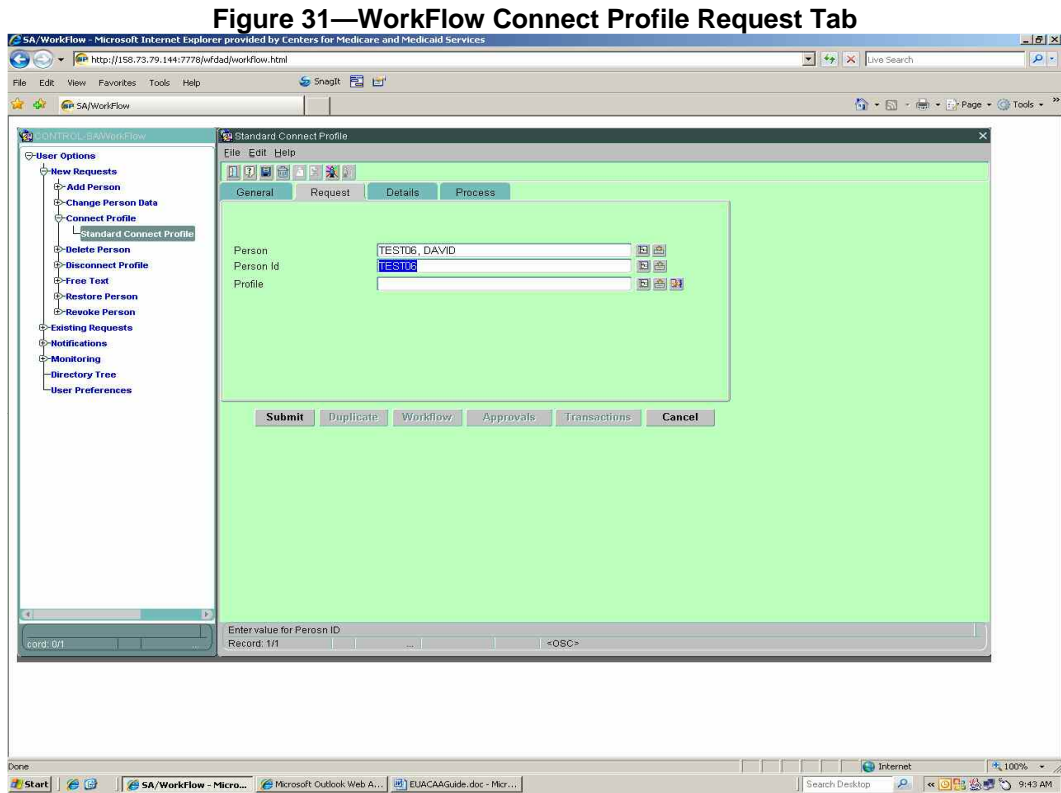
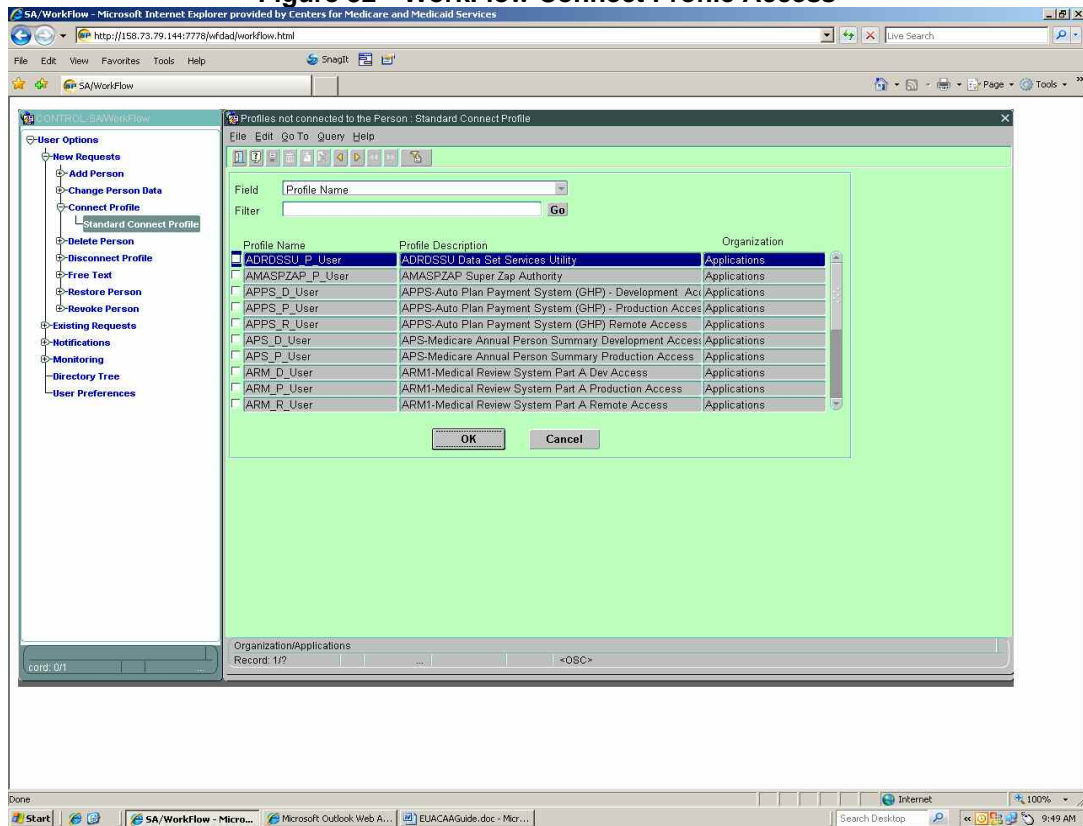


Figure 31 is displayed.



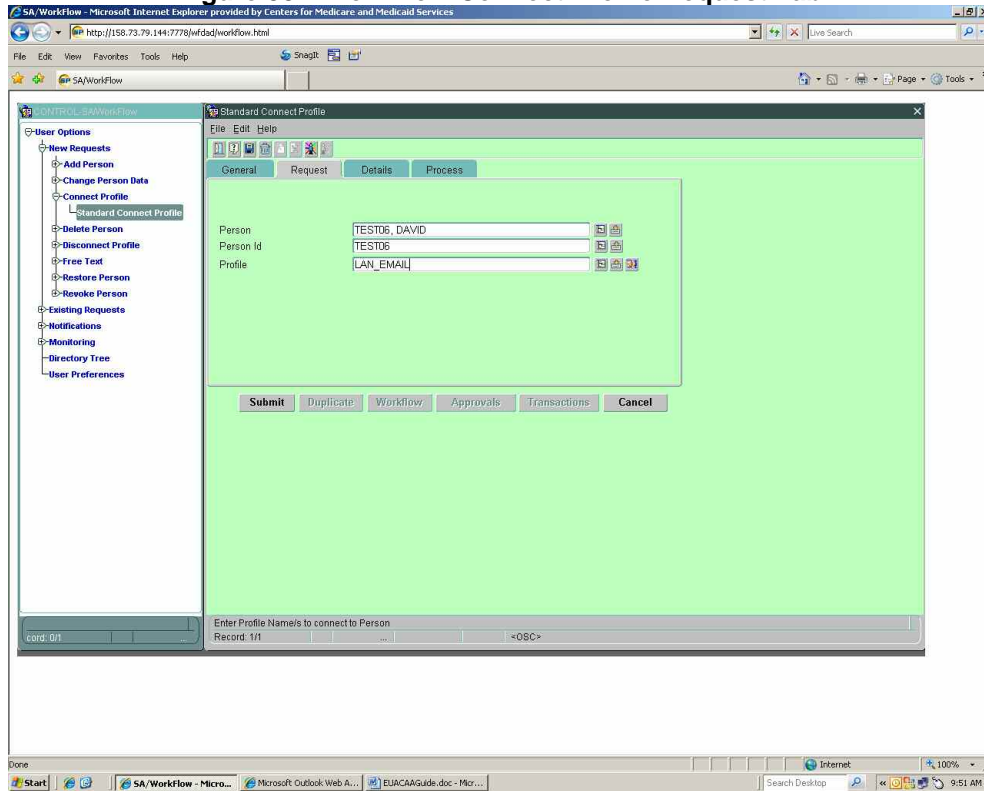
1. Key in the four-character CMS User ID in CAPS in the User ID field then type ENTER.
2. Verify the user's name.
3. Click the far right drop down box in the Profile field to select profiles not connected to the person.

Figure 32—WorkFlow Connect Profile Access



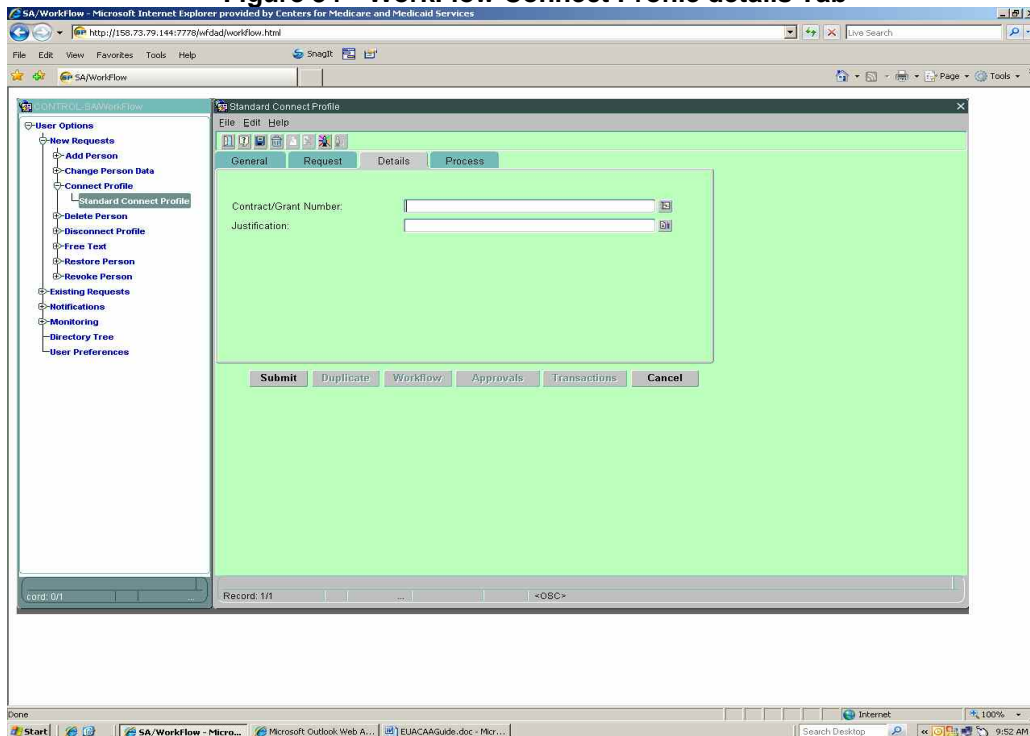
1. Enter all or part of the profile name representing the access the person requires (see list of links in section 3.13) followed by a percent sign (the % is a wild card character in WorkFlow) in the Filter field.
2. Click the Go box to the right of the Filter field.
3. Click in the far left box of the required Profile displayed; a check mark will appear.
4. When more than one Profile is required, repeat steps 1 through 3. There is a limit of nine Profiles per request.
5. Click OK when all accesses are checked.
6. Profiles will automatically populate the Access field.

Figure 33—WorkFlow Connect Profile Request Tab



7. Click on the detail tab and enter the justification and Contract Number.

Figure 34—WorkFlow Connect Profile details Tab



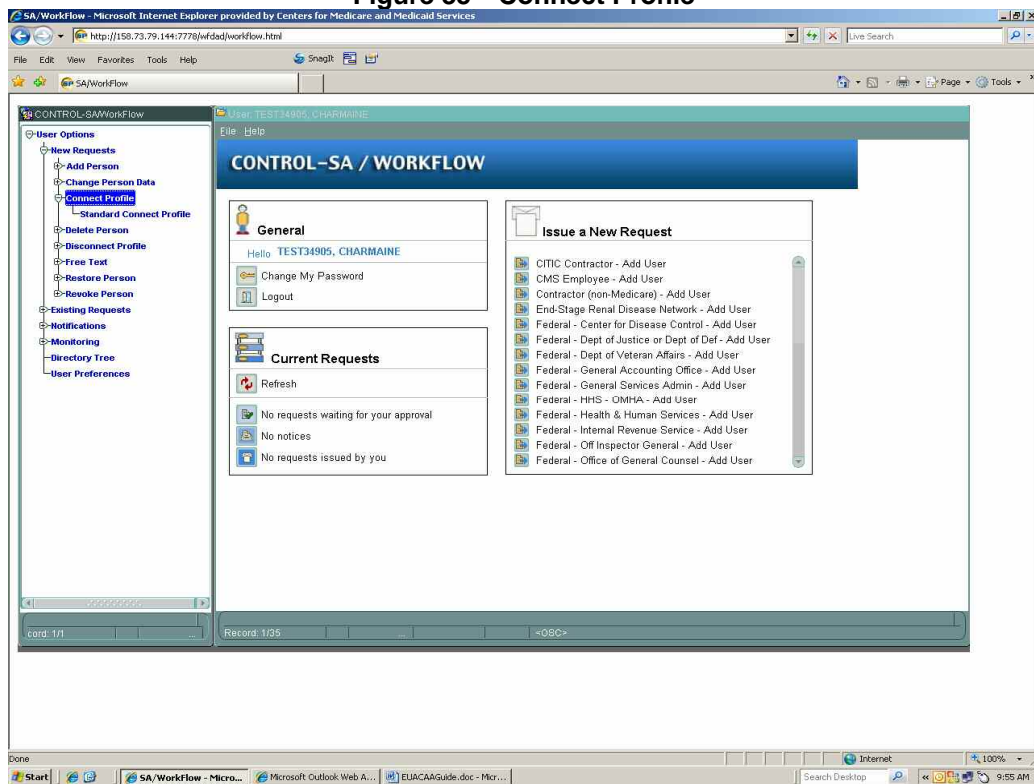
Submit request. A Workflow request number will be generated for your request. The request is routed to the designated approver. On approval, the access is granted.

3.4.1 Connects for RACF Profiles

1. Sign on to WorkFlow
2. Expand New Requests
3. Expand Connect Profile
4. Click Standard Connect Profile

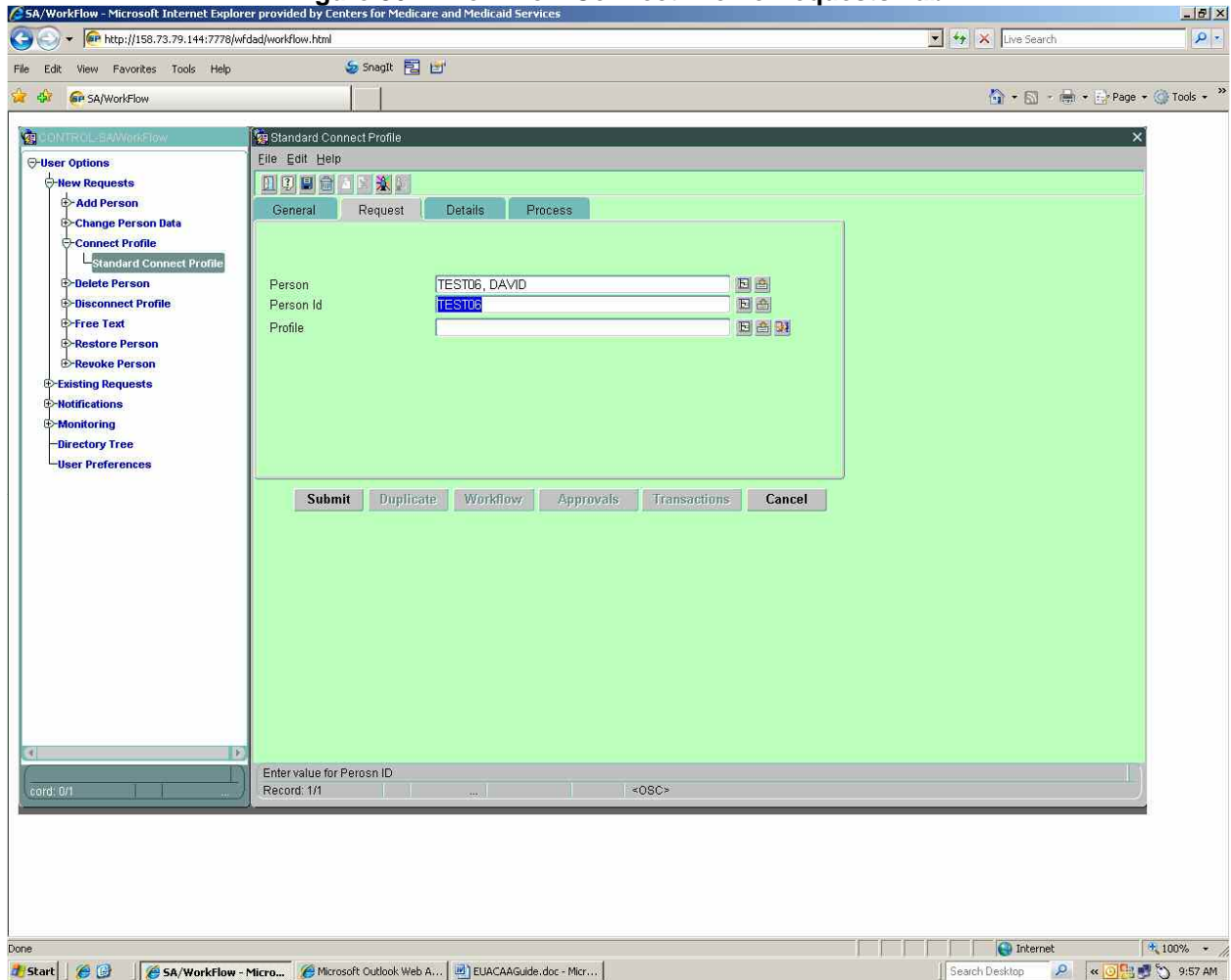
Or simply scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

Figure 35—Connect Profile



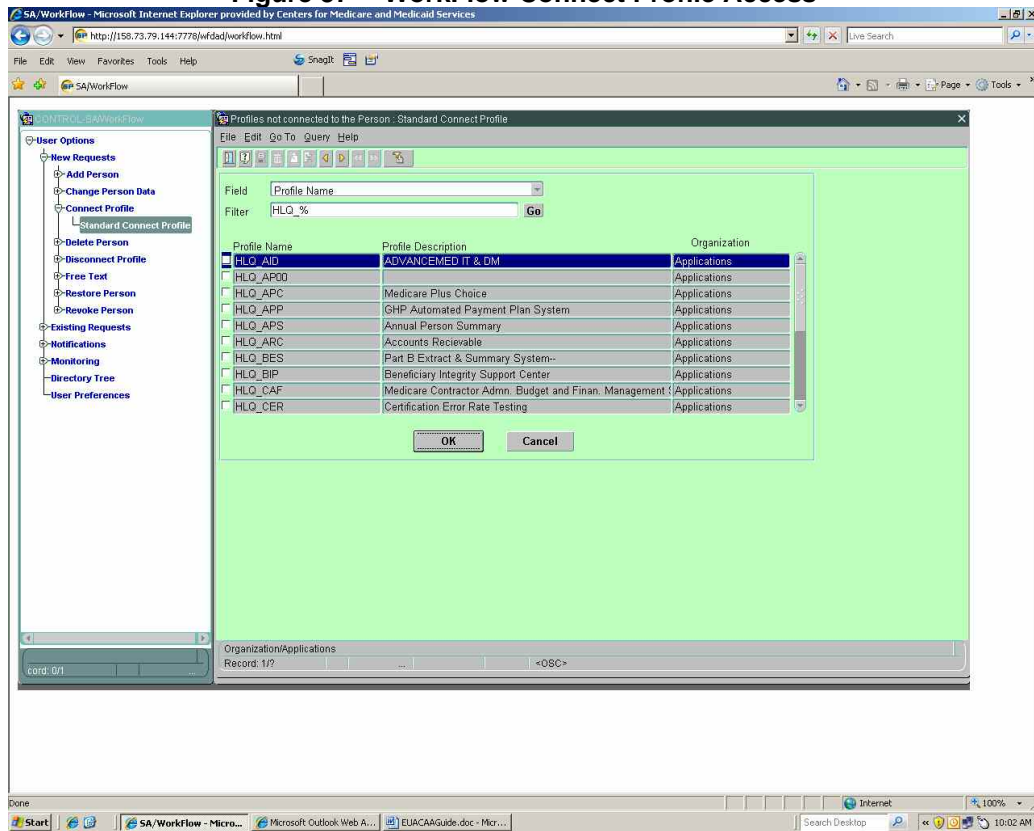
The screen, as illustrated in Figure 36, is displayed.

Figure 36— WorkFlow Connect Profile Requests Tab



5. Key in the four-character CMS User ID in CAPS in the User ID field then type ENTER.
6. Verify the user's name.
7. Click the far right drop down box in the Profile field to select profiles not connected to the person.

Figure 37— WorkFlow Connect Profile Access

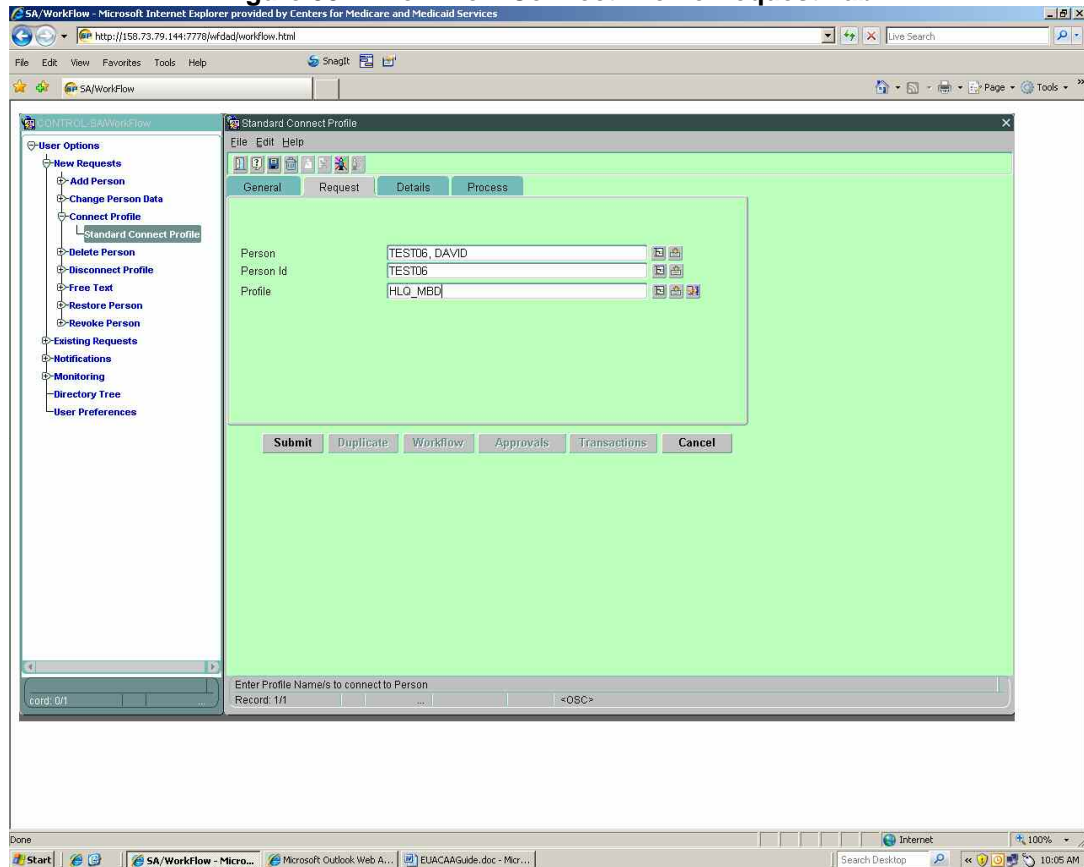


8. Enter all or part of a profile name representing the access the user requires (see list of profiles) followed by a percent sign (the % is a wild card character in WorkFlow) in the Filter field.

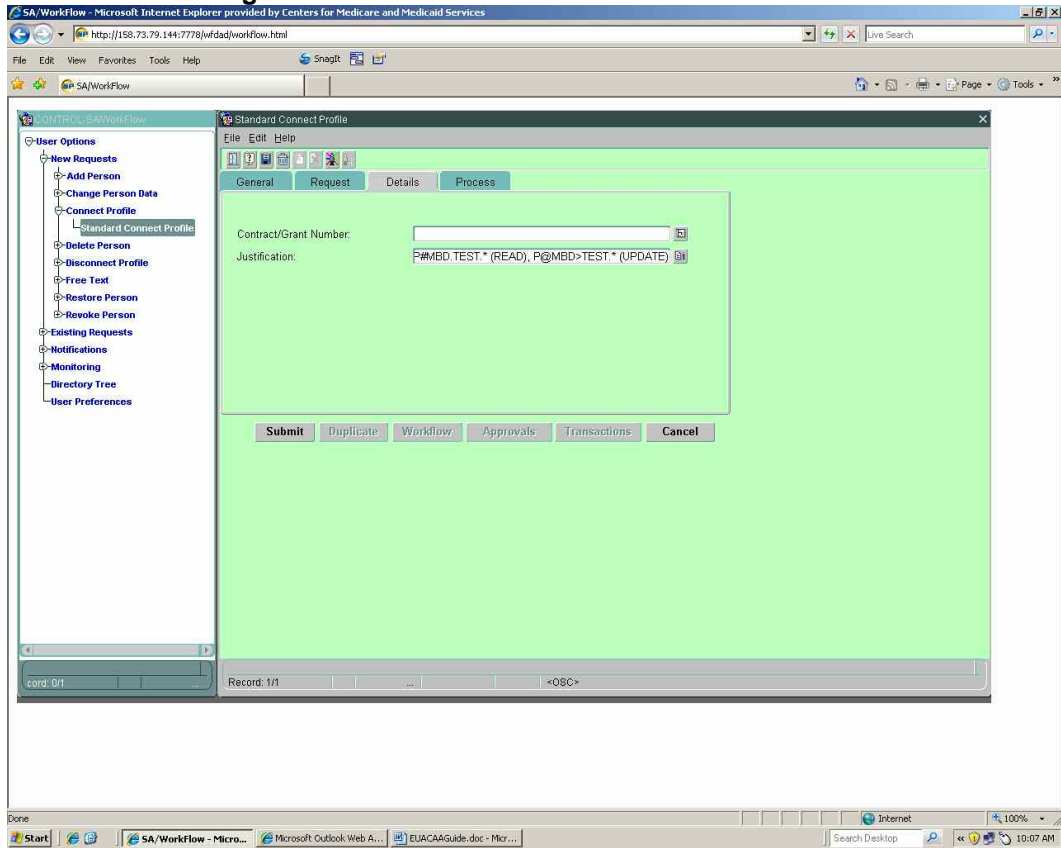
NOTE For Mainframe HLQ access, the Profile is always 'HLQ_ XXX', Where 'XXX' is the three character application.

9. Click the Go box to the right of the Filter field.
10. Click in the far left box of the required Profile displayed; a check mark will appear.
11. When more than one Profile is required, repeat steps 1 through 3. There is a limit of nine Profiles per request.
12. Click OK when all accesses are checked.
13. Profiles will automatically populate the Access field.

Figure 38— WorkFlow Connect Profile Request Tab



14. Click on the **Detail** tab and enter the justification and Contract Number.
15. Enter the contract number.
16. In the **Justification** field, enter the specific dataset(s) requested, followed by the type of access, Read, alter, update. Separate each dataset with a comma.

Figure 39— Workflow Connect Profile Details Tab

17. Submit request. A Workflow request number will be generated for your request.

3.4.2 Connect for Certification Request

To submitted a Certification Request first select New Request. Next select Change Person Data and click on Certification.

Figure 40—Certification Request Tab

The screenshot shows a web browser window displaying the SA/WorkFlow application. The main content area is titled "Certification" and has three tabs: "General", "Request", and "Details". The "Request" tab is active. The form contains the following fields:

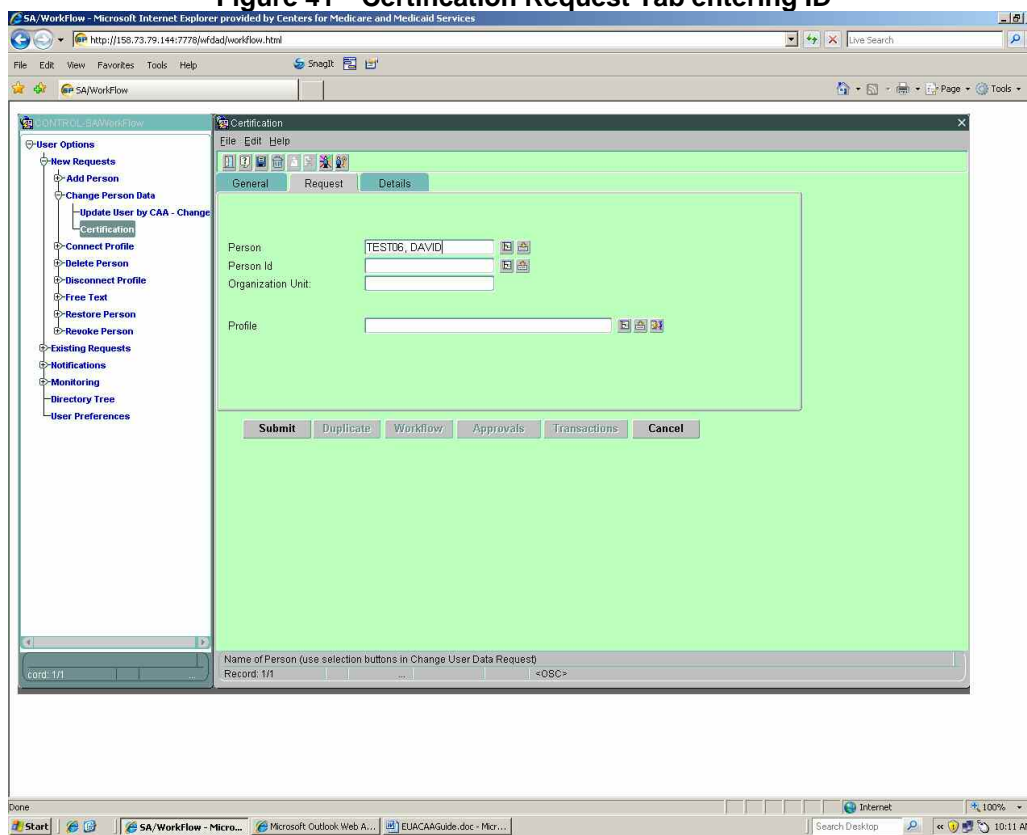
- Person: (with a search icon)
- Person Id: (with a search icon)
- Organization Unit:
- Profile: (with a search icon)

At the bottom of the form are buttons for "Submit", "Duplicate", "Workflow", "Approvals", "Transactions", and "Cancel".

The left sidebar shows a navigation tree with the following items:

- User Options
 - New Requests
 - Add Person
 - Change Person Data
 - Update User by CAA - Change Certification
 - Connect Profile
 - Delete Person
 - Disconnect Profile
 - Free Text
 - Restore Person
 - Revoke Person
 - Existing Requests
 - Notifications
 - Monitoring
 - Directory Tree
 - User Preferences

Type in the Person ID using capital letters and press ENTER. The Person and Organization Unit will populate. Leave the Access field blank.

Figure 41—Certification Request Tab entering ID

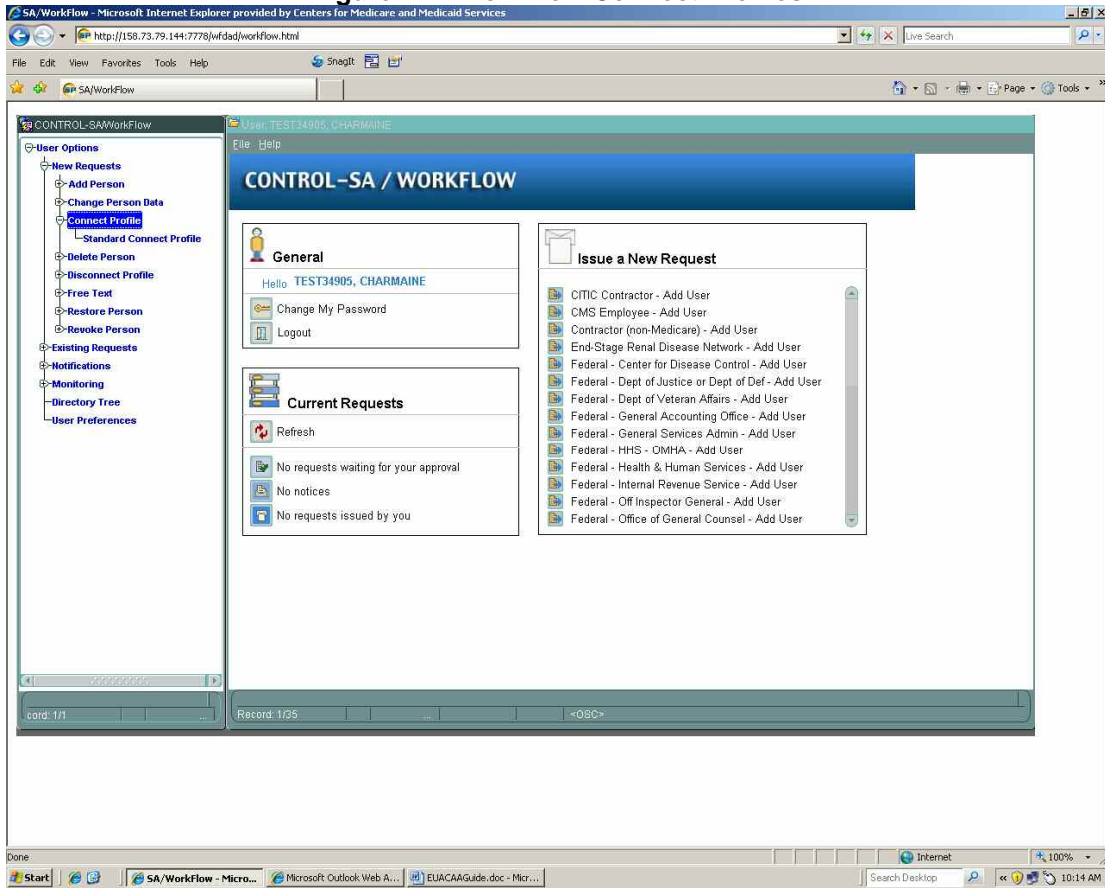
If the user requires different access, use **Connect Profile** to increase access and **Disconnect Profile** to decrease access.

3.5 Connects for RACF Profiles

1. Sign on to WorkFlow
2. Expand New Requests
3. Expand Connect Profile
4. Click Standard Connect Profile

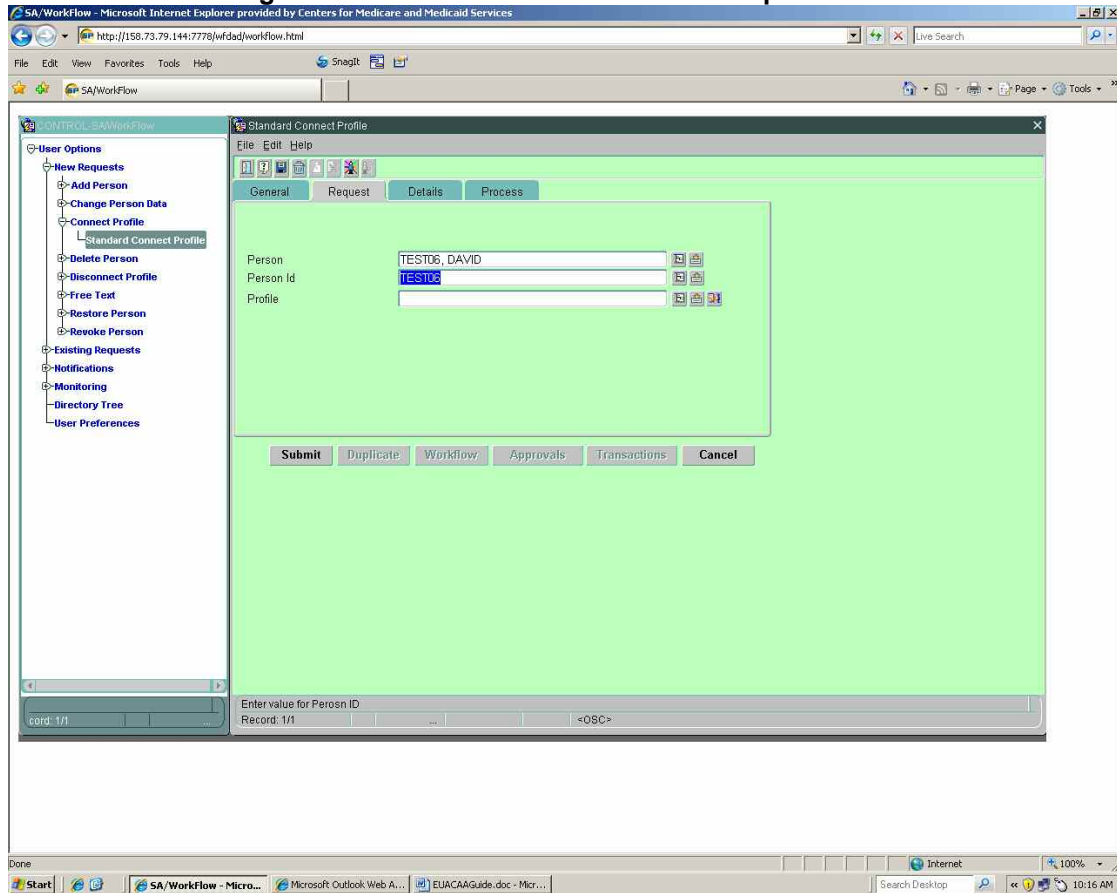
Or simply scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

Figure 42—WorkFlow Connect Profiles



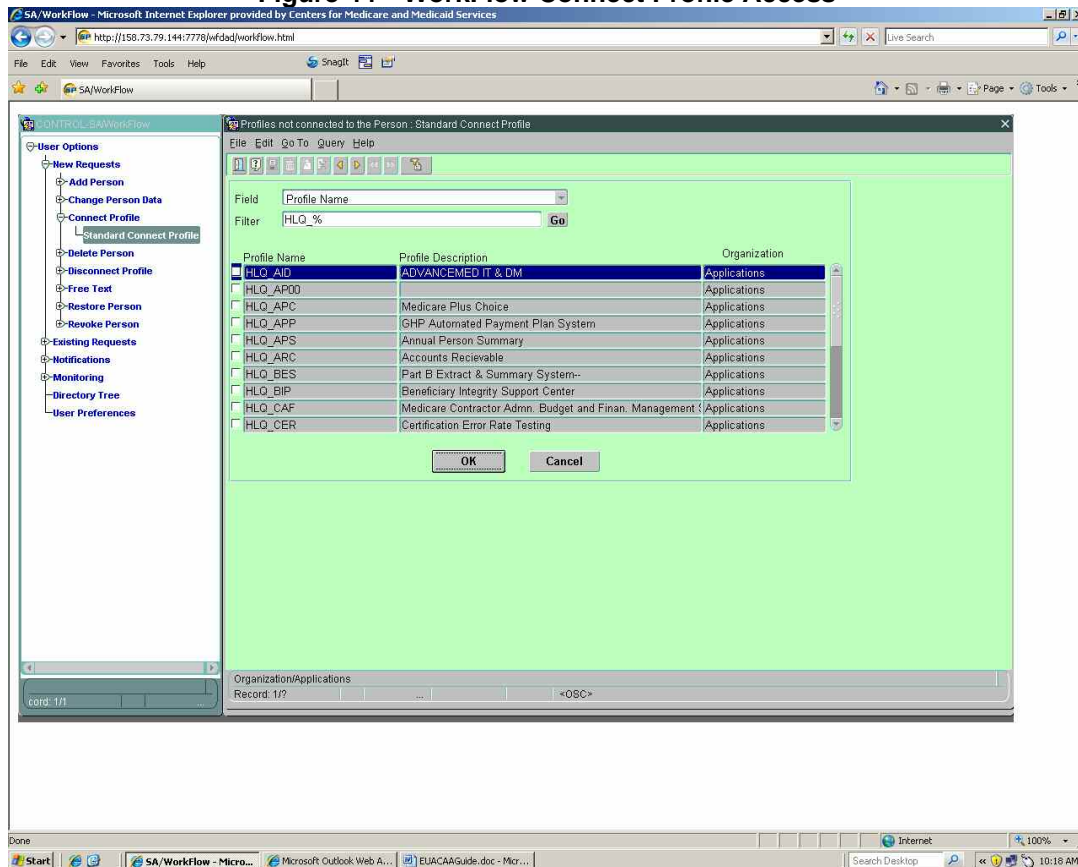
The screen, as illustrated in Figure 36, is displayed.

Figure 43—WorkFlow Connect Profile Requests Tab



5. Key in the four-character CMS User ID in CAPS in the Person ID field then type ENTER.
6. Verify the user's name.
7. Click the far right drop down box in the Profile field to select Profiles not connected to the person.

Figure 44—WorkFlow Connect Profile Access

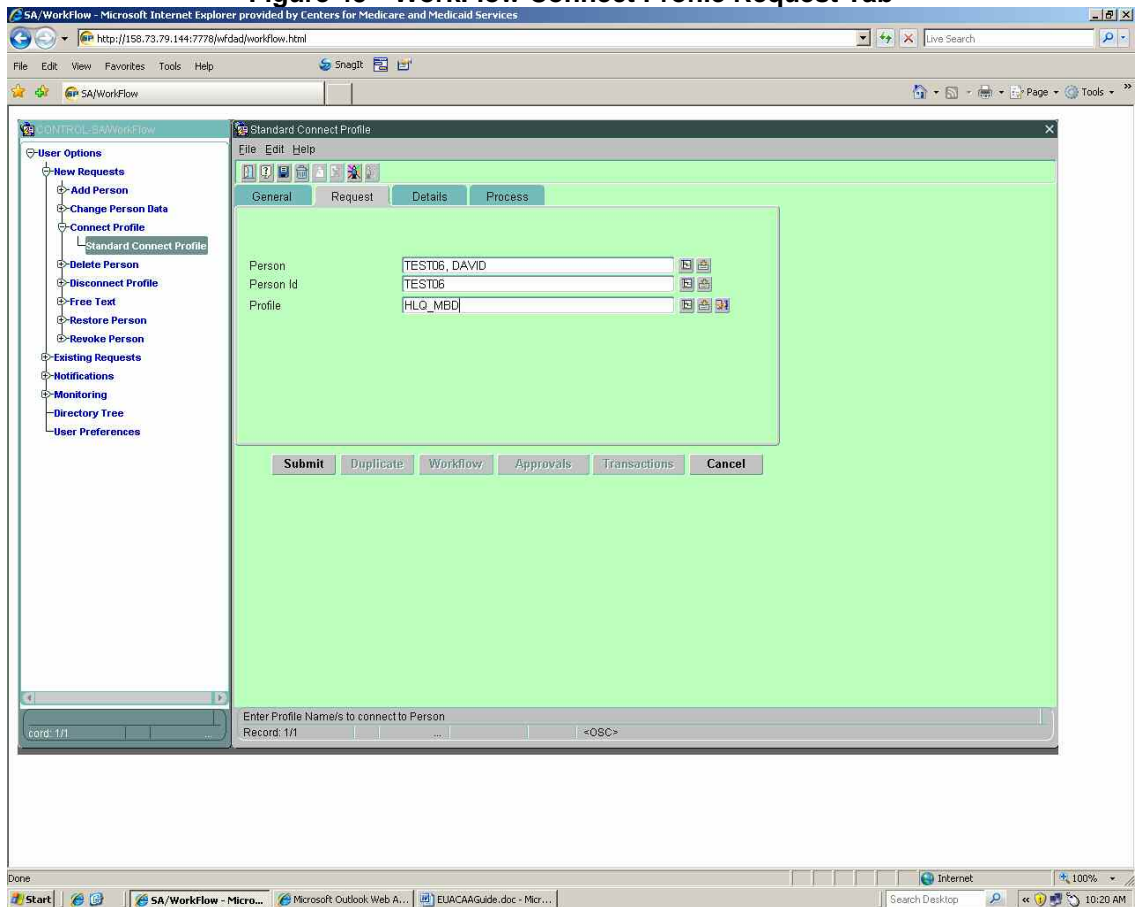


8. Enter all or part of a Profile name representing the access the person requires (see list of Profiles) followed by a percent sign (the % is a wild card character in WorkFlow) in the Filter field.

NOTE For Mainframe HLQ access, the Profile Code is always 'HLQ_ XXX', Where 'XXX' is the three character application.

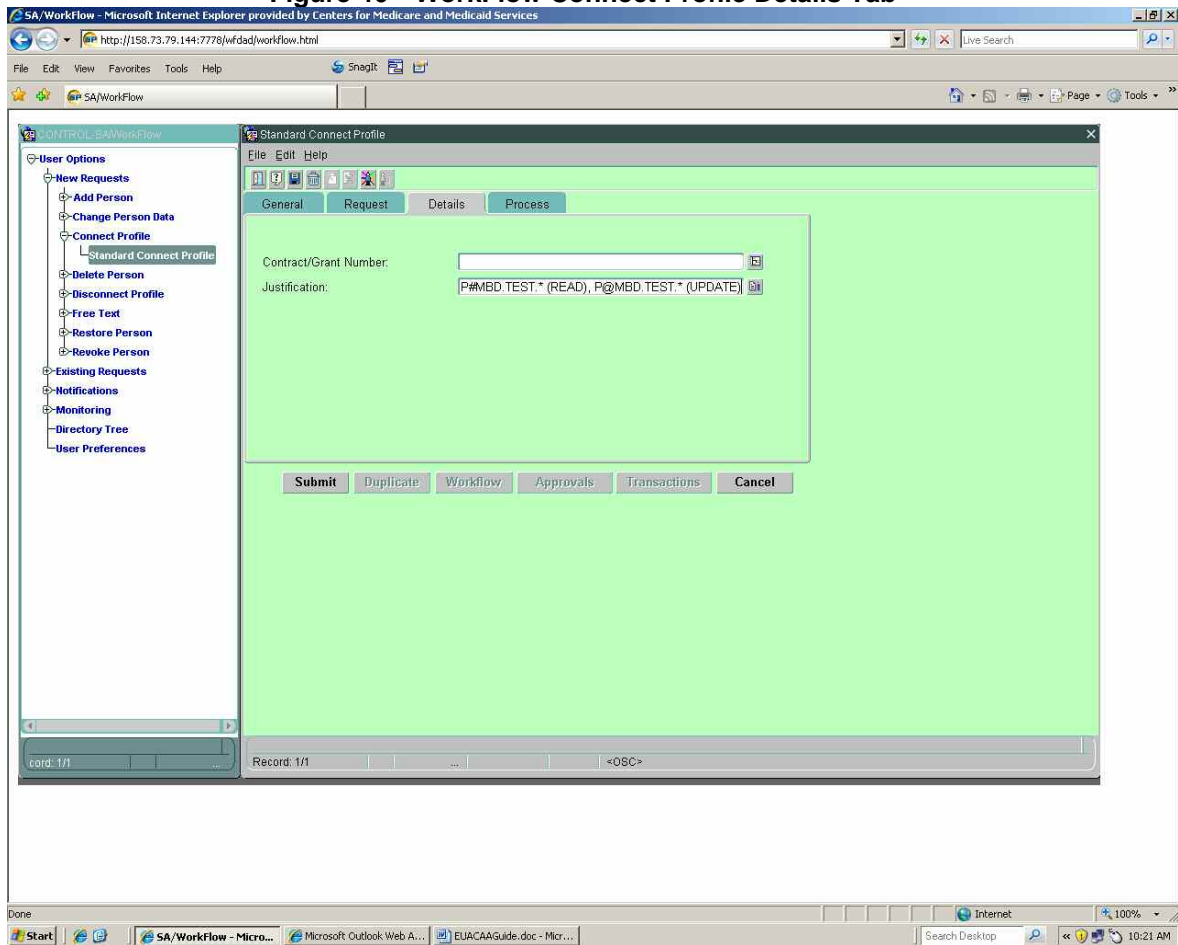
9. Click the Go box to the right of the Filter field.
10. Click in the far left box of the required Profile Code displayed; a check mark will appear.
11. When more than one Profile Code is required, repeat steps 1 through 3. There is a limit of nine Profile Codes per request.
12. Click OK when all accesses are checked.
13. Profile Codes will automatically populate the Access field.

Figure 45—WorkFlow Connect Profile Request Tab



14. Click on the **Detail** tab and enter the justification and Contract Number.
15. Enter the contract number.
16. In the **Justification** field, enter the specific dataset(s) requested, followed by the type of access, read, alter, update. Separate each dataset with a comma.

Figure 46—WorkFlow Connect Profile Details Tab



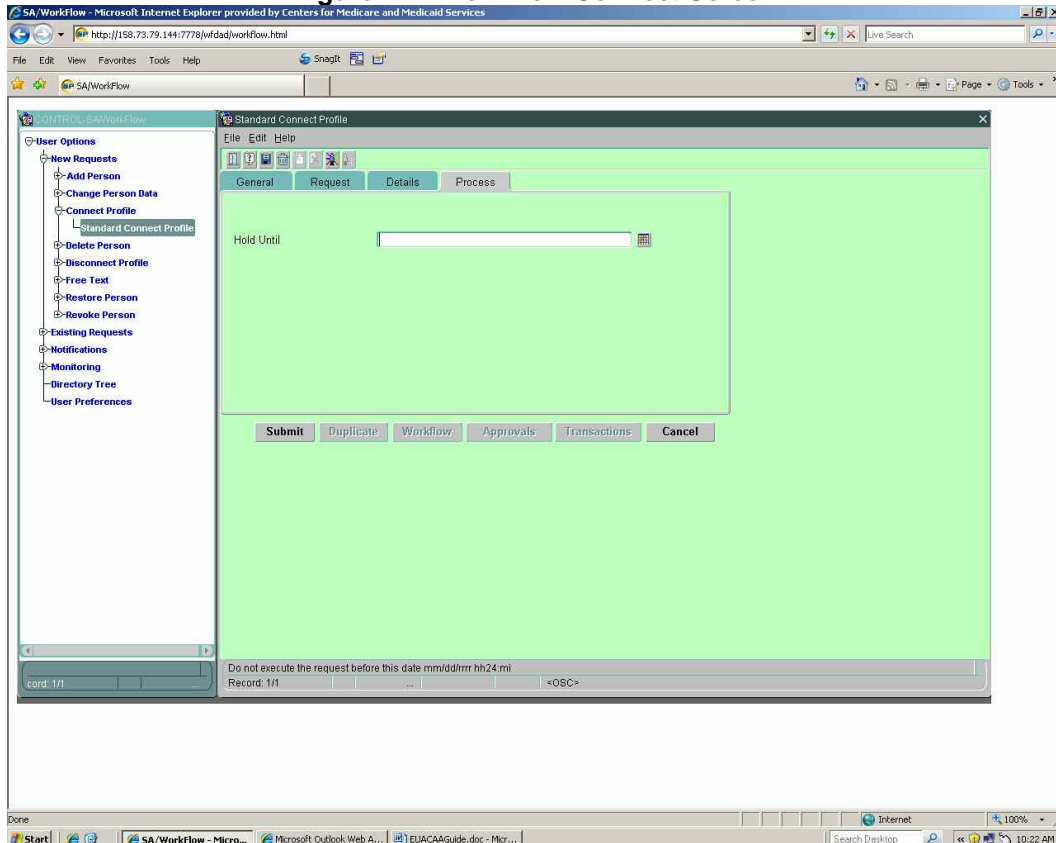
17. Submit request. A WorkFlow request number will be generated for your request.

3.6 Holding Workflow Request

If you wish to put a request in and hold it to be processed at a later date:

1. Click on the Process Tab and select a date in which you want the request to be processed. The request will be processed at 12:00 AM on the date selected.

Figure 47—WorkFlow Connect Screen



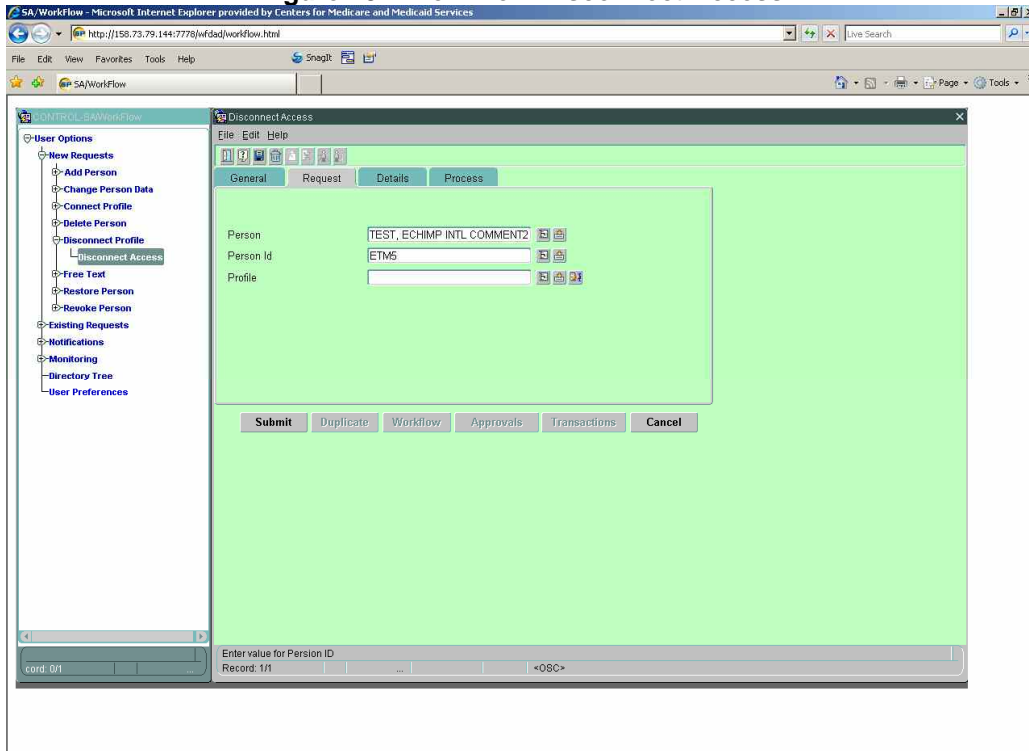
3.7 Disconnect Profile

Expand Disconnect Profile in the pane on the left. Select Disconnect Access.

OR simply scroll to the bottom of the Issues New Request panel on the right and click the Disconnect Access icon.

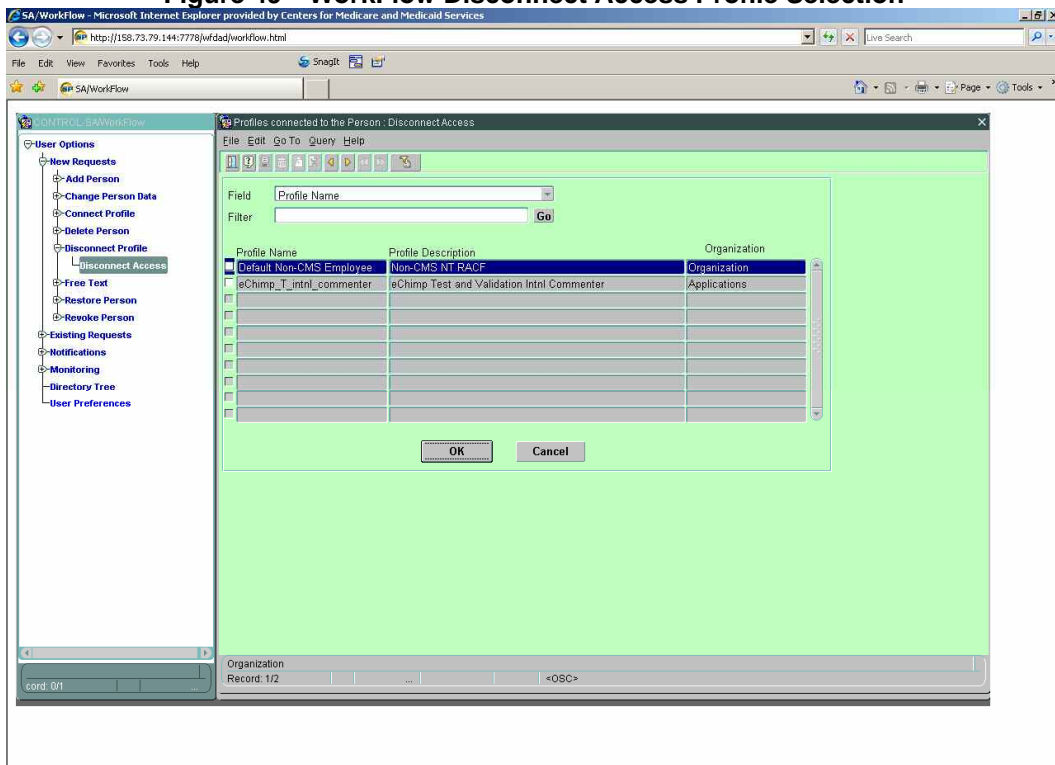
The Disconnect Access screen is displayed. Using the same procedure as used for Connect Additional Access, find the desired user, as illustrated in Figure 40.

Figure 48—WorkFlow Disconnect Access



Click the far right drop down box in the Access field to list all Profiles connected to the user.

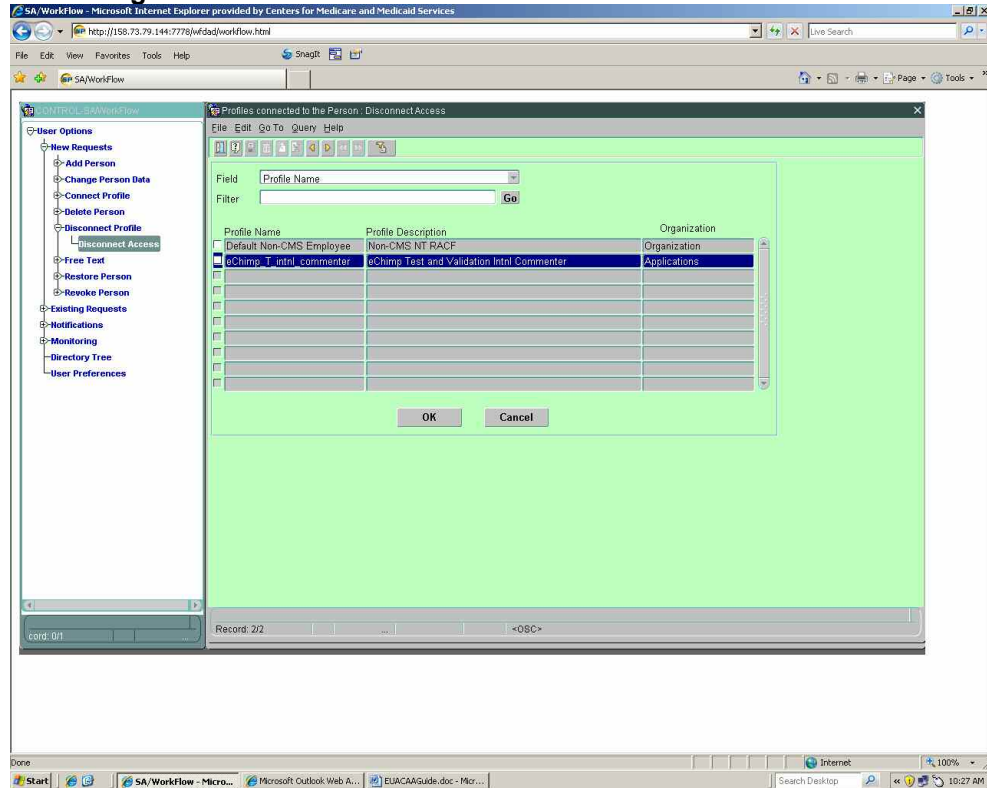
Figure 49—WorkFlow Disconnect Access Profile Selection



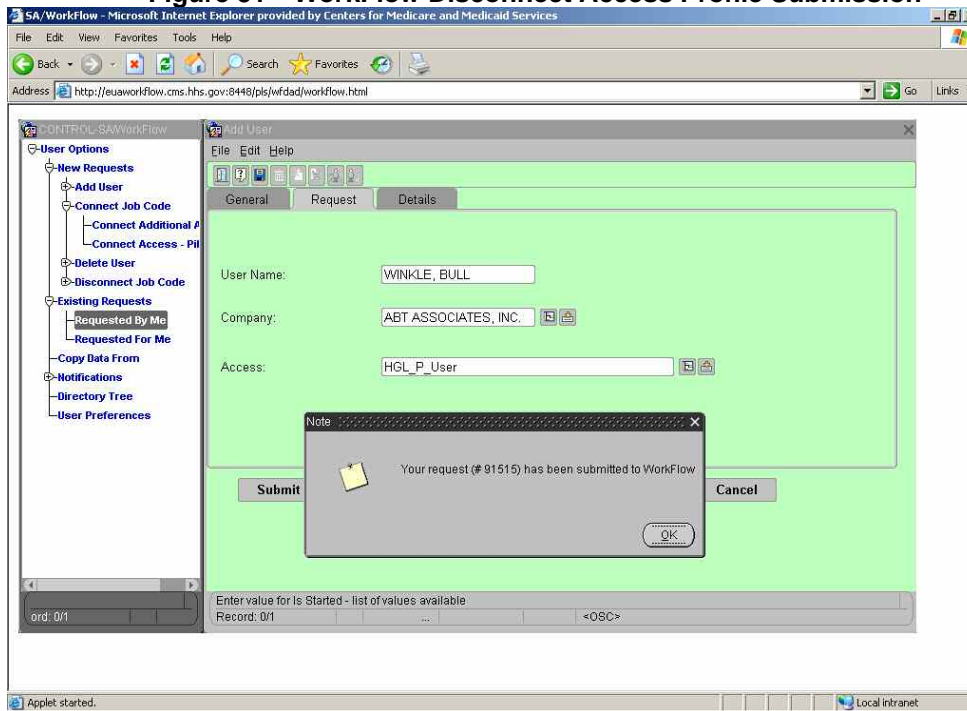
The screen lists the Profiles connected to the user.

Click far left box next to the Profiles or access no longer required; a check mark will appear.

Figure 50—WorkFlow Disconnect Access Profile Selection



1. Click OK. The Profile to be disconnected will automatically populate in the Access field.
2. Click on the Details tab and enter the justification and Contract Number.

Figure 51—WorkFlow Disconnect Access Profile Submission

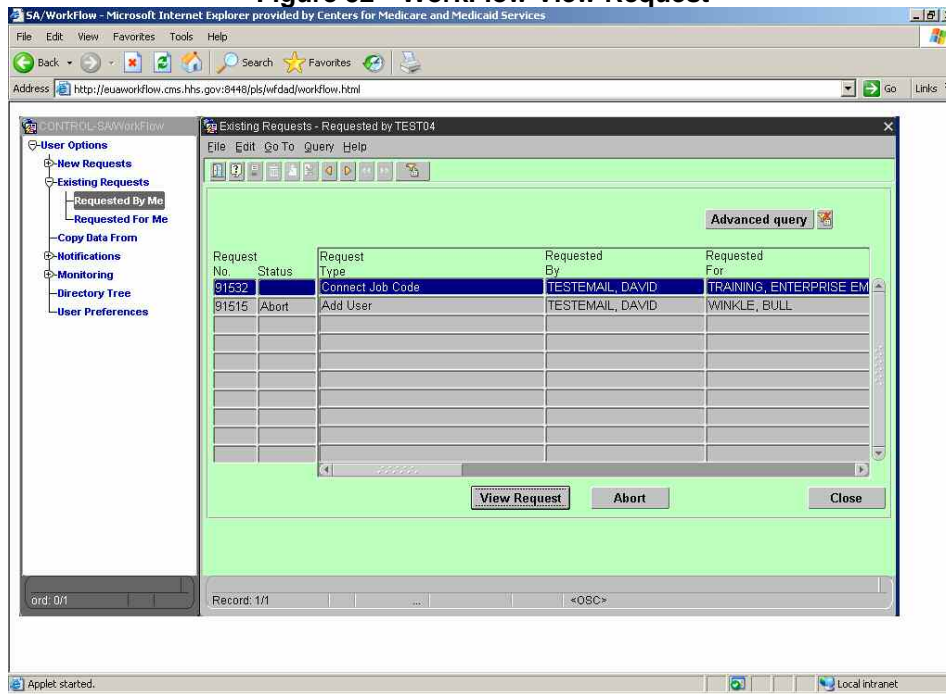
Submit the request in the Disconnect Access screen. A WorkFlow request number will be generated for your request.

The request is routed to the designated approver. On approval, the access is removed.

3.8 Viewing Existing Requests

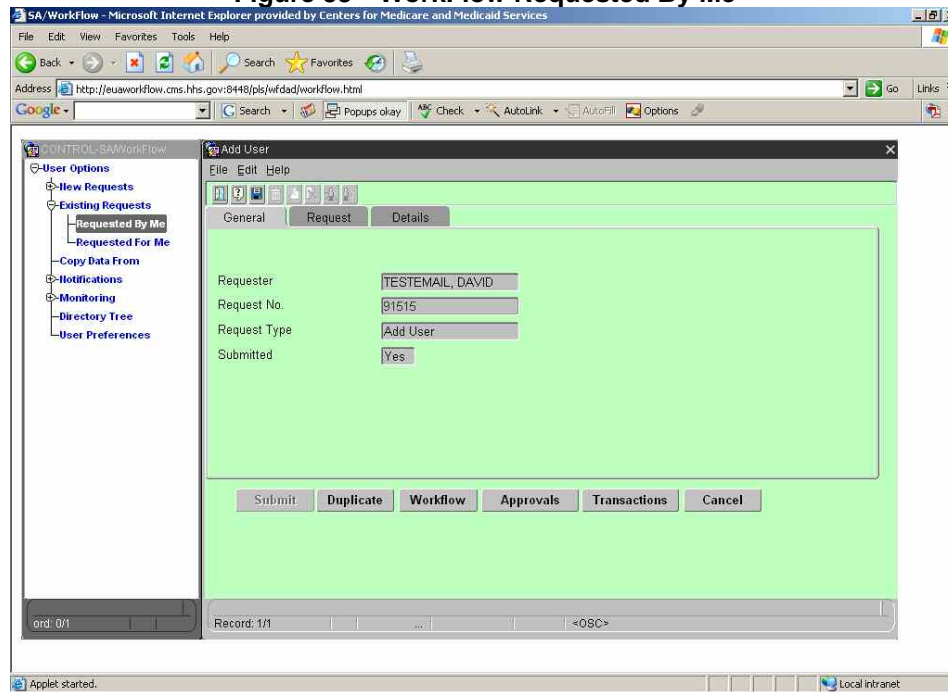
To view requests you have submitted, expand Existing Requests in the left pane and select Requested By Me:

Figure 52—WorkFlow View Request



This screen is used to monitor requests you have either saved in preparation to submit or have submitted for processing. Select View Request to see the request details, as illustrated in Figure 53.

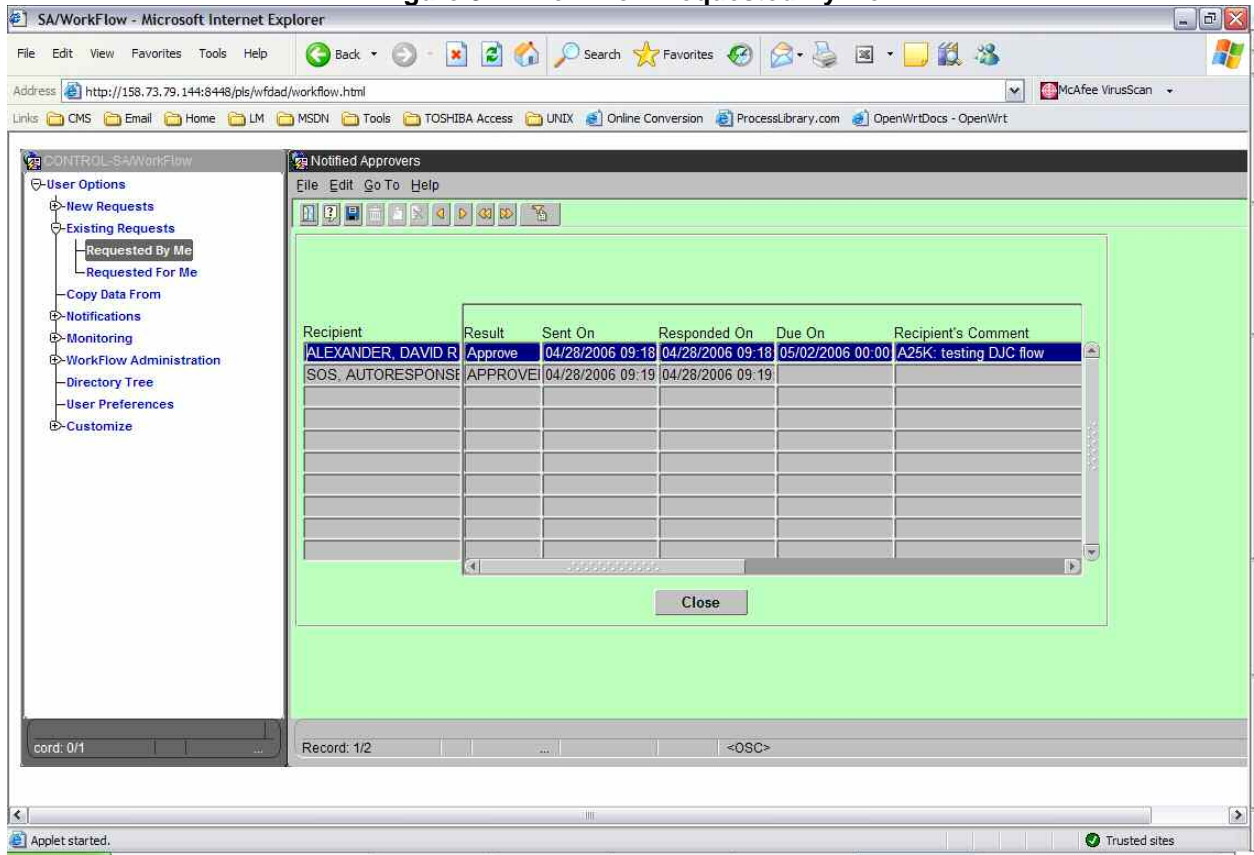
Figure 53—WorkFlow Requested By Me



If the request has not been previously submitted, click on Submit. For already submitted requests, the following actions may be taken:

1. Duplicate – Within this option you may take advantage of duplicating requests previously entered. The duplicate feature is helpful when similar data is used in multiple requests. When using the duplicate function, make sure you change the necessary fields specific to the user, i.e., name, social security number, phone number, etc.
2. Approvals – Shows the progress of the request. As the approval is obtained the Status field is updated. Approve indicates who actually approved. If more than one individual is notified to approve or deny access, Force will appear next to the individual who was notified but did not need to take action because the other approver responded.

Figure 54—WorkFlow Requested By Me



The Abort button on the Existing Requests screen can only be used for active requests.

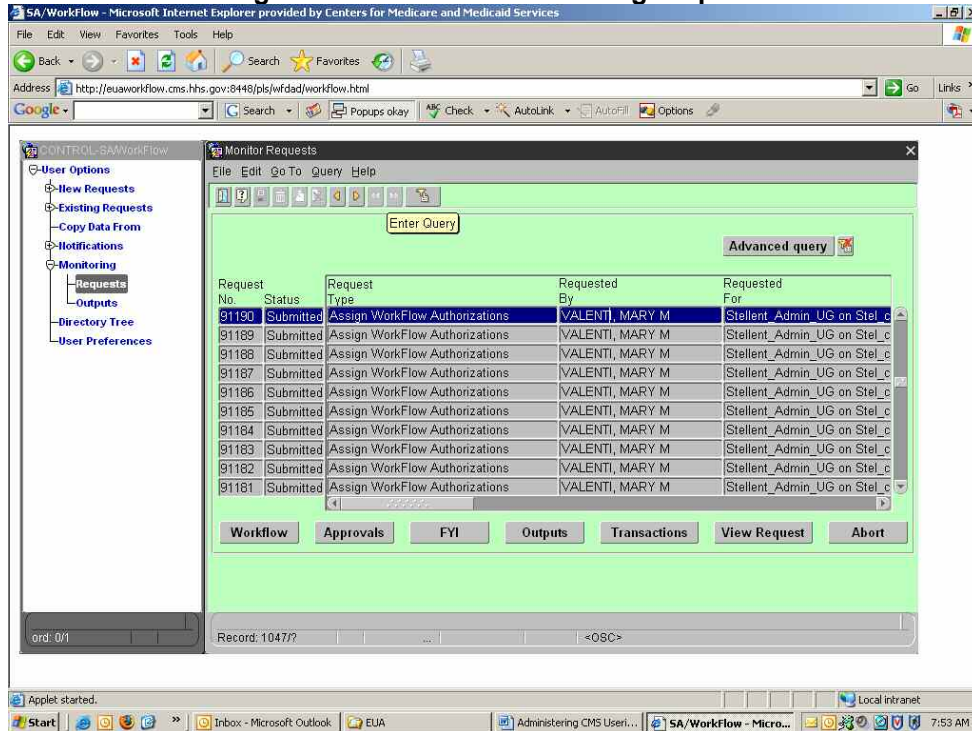
The Close button exits this screen.

3.9 Monitoring Requests

Monitor Requests allows you to view all requests in the system. This feature provides more information than View Request > Requested by Me.

Expand Monitoring in the left pane, and select Requests, as illustrated in Figure 55.

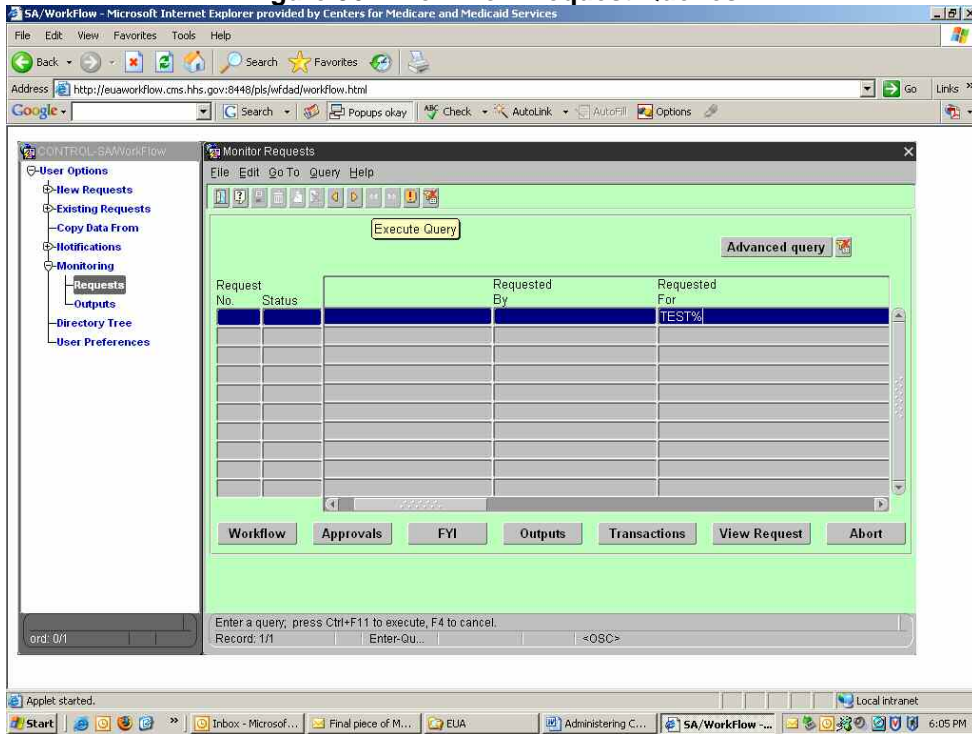
Figure 55—WorkFlow Monitoring Request



To filter or perform a search on a specific request, a query must be performed:

1. Click on the last icon on the icon line (Enter Query appears when the mouse is over it).
2. Place your cursor in any of the columns (scroll over to additional fields to query on).
3. Enter the desired value for the fields you want searched: request number, your last name in caps, the last name of who the request is for in caps, Enterprise User ID, etc. (scroll to the right to see more columns). When using names or Enterprise User ID, end the query with a %. For example, to query on requests for David Testemail, in the Request For column, key TEST%:

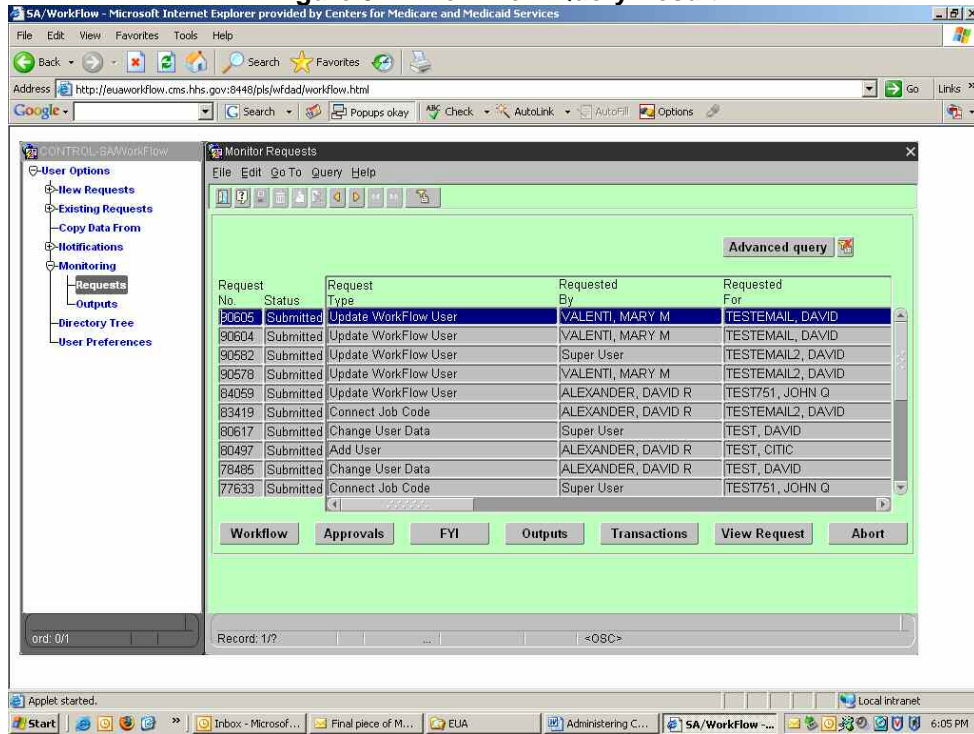
Figure 56—WorkFlow Request Queries



4. Click the second button from the far right (Execute Query appears when the mouse is over it), represented by a RED exclamation point to execute the query.

The results will contain all requests that match the selection criteria, as illustrated in Figure 57.

Figure 57—WorkFlow Query Result



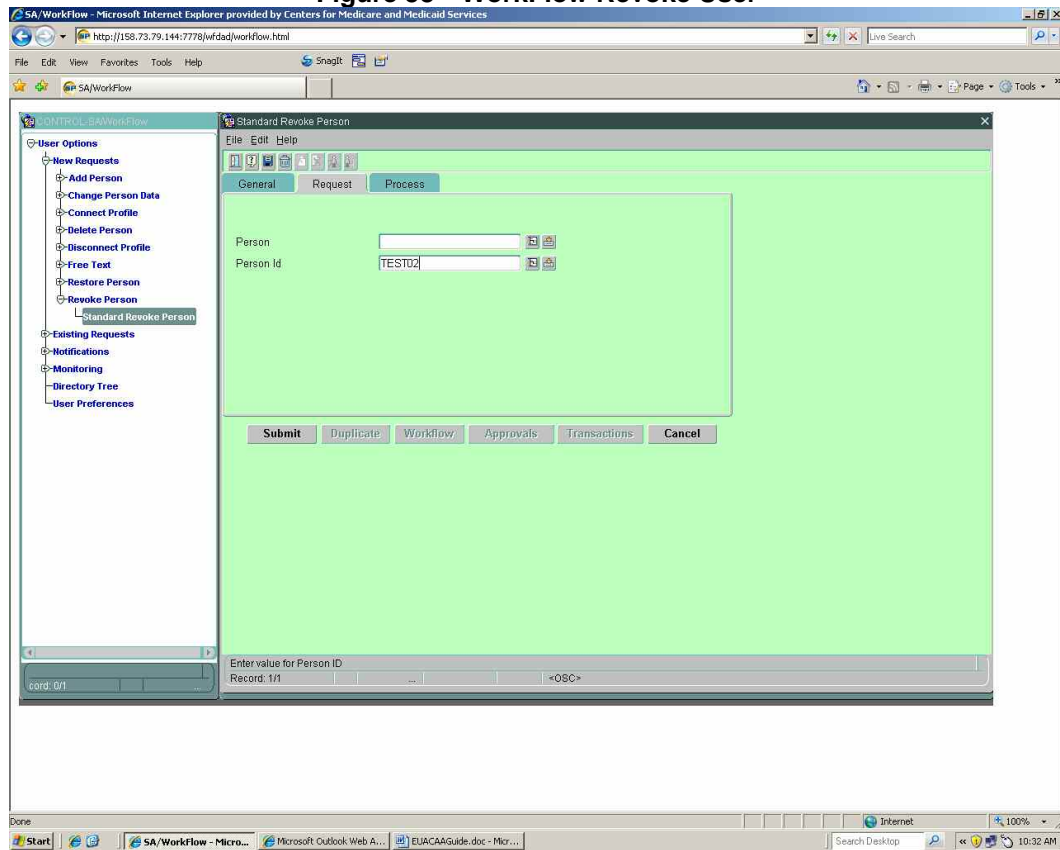
The example above lists all requests for users whose last names begin with TEST.

3.10 Deleting Users

When an employee leaves the company or no longer needs access to CMS systems, perform a Revoke Person:

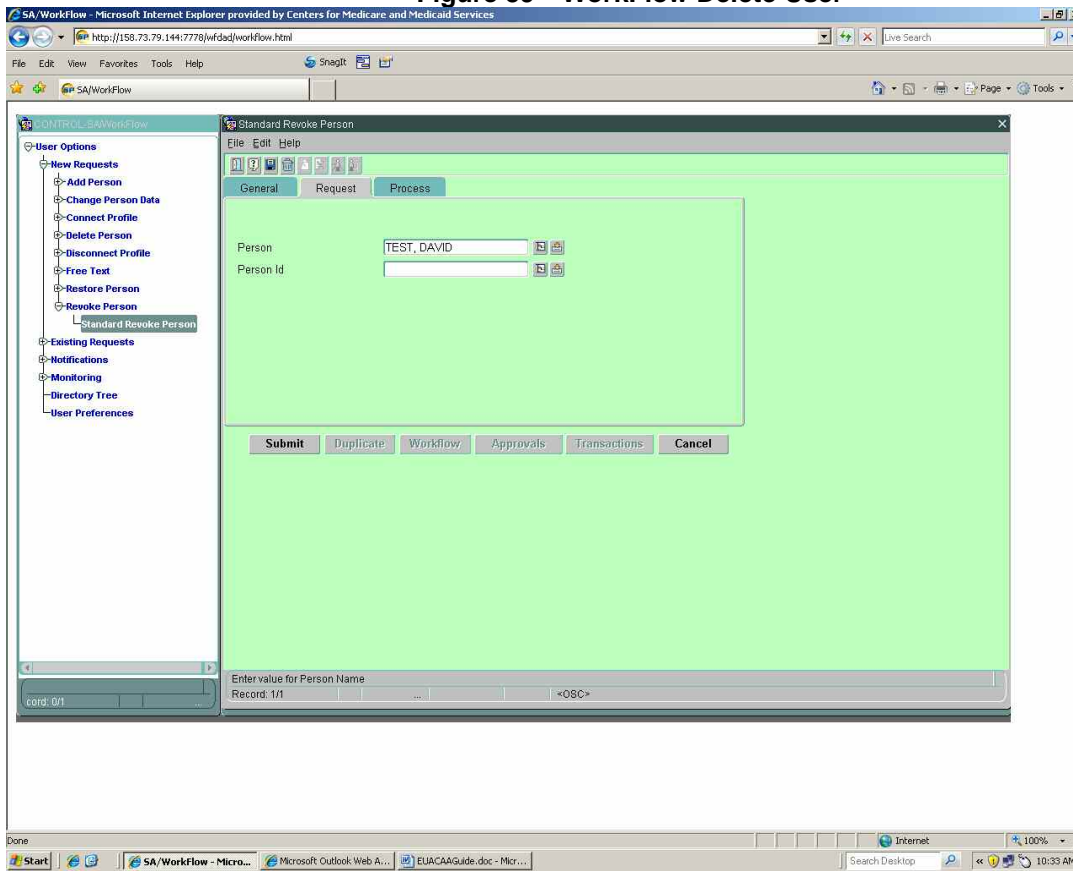
Expand New Requests and select Revoke Person.

Figure 58—WorkFlow Revoke User



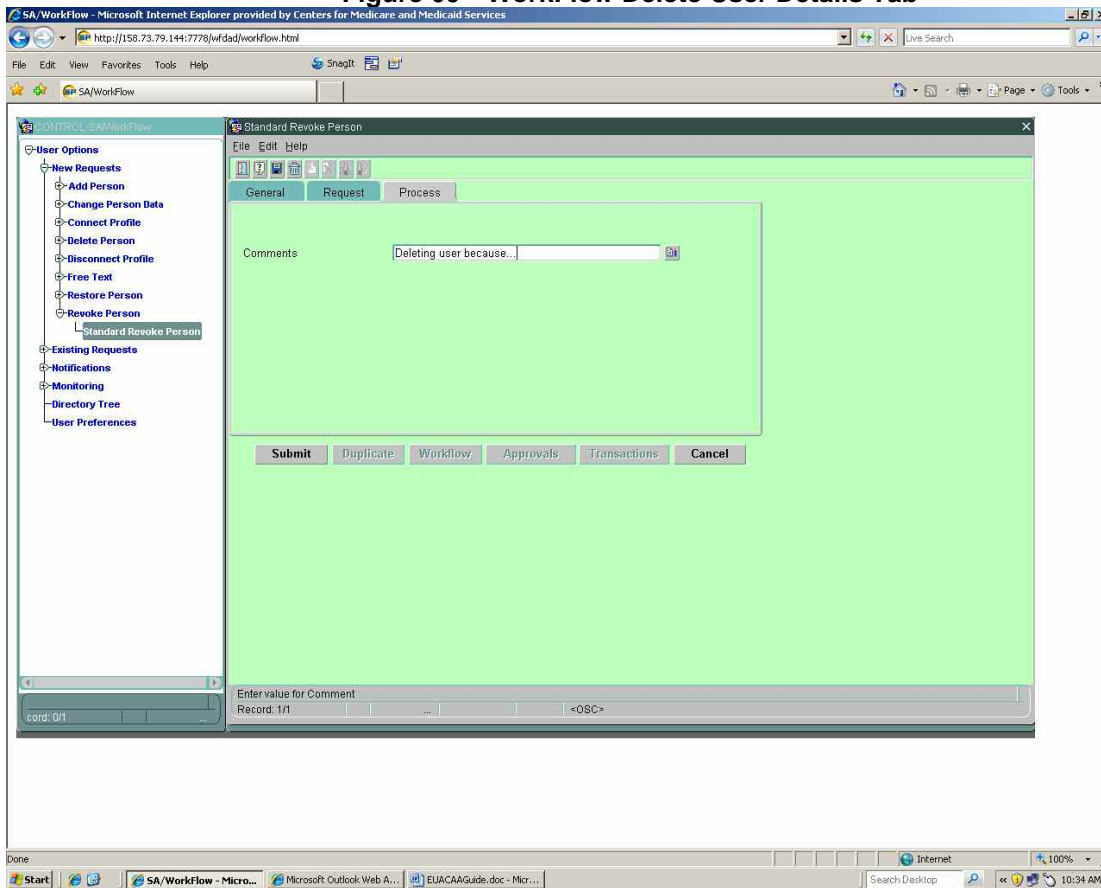
Enter either the User ID or the name in caps; hit **Enter** to verify the user's name to assure you are taking action on the appropriate ID, as illustrated in Figure 59.

Figure 59—WorkFlow Delete User



Select the Process tab and enter a reason in the Comments field.

Figure 60—WorkFlow Delete User Details Tab



Click **Submit**.

Administrators should ensure that employees who leave the company have their CMS User IDs deleted as soon as possible.

3.11 Changing User's Data

The Update User by CAA – Change form allows the CMS Access Administrators (CAA) to change the following fields in the enterprise user record:

- First Name
- Middle Initial
- Last Name
- First Approver
- Address (City, State, and Zip)
- Mail Stop
- Desk Location
- Building
- Region
- Office Telephone and extensions
- Company Telephone
- Email Address (excluding CMS email addresses)
- Organization (Admin Code) CMS employee ID types only

The First Approver field is used by the approver selection logic to determine who should get the request to approve the access being requested. This first approver selection logic applies to all user types, and to all transaction types other than the Add person form. When a new user is being added, there is no enterprise record for that user, so there is no First Approver field that can be used. The Add person transactions look for an approver in the company record for the organization to which the user belongs. That approver information is then inserted into the new user's First Approver field for subsequent use. That value can be changed by the Update User by CAA – Change form.

It is important that all relevant fields be updated when a CMS employee moves to another organization. The contents of certain fields are used to determine user network configuration, and also to update the email information provided to the HHS Enterprise Email System (EES). Most of the fields are used to update corresponding fields in the Active Directory record, and that data is used to build the EES record that is seen in the Outlook Address Book and also the HHS directory entry on the Internet. Other uses of the data fields include:

Organization – For CMS users, this determines the LAN drive mappings for the user. If this field is changed, make sure that the First Approver is appropriate for the new organization.

Building – For CMS users, this determines the default printer mapping.

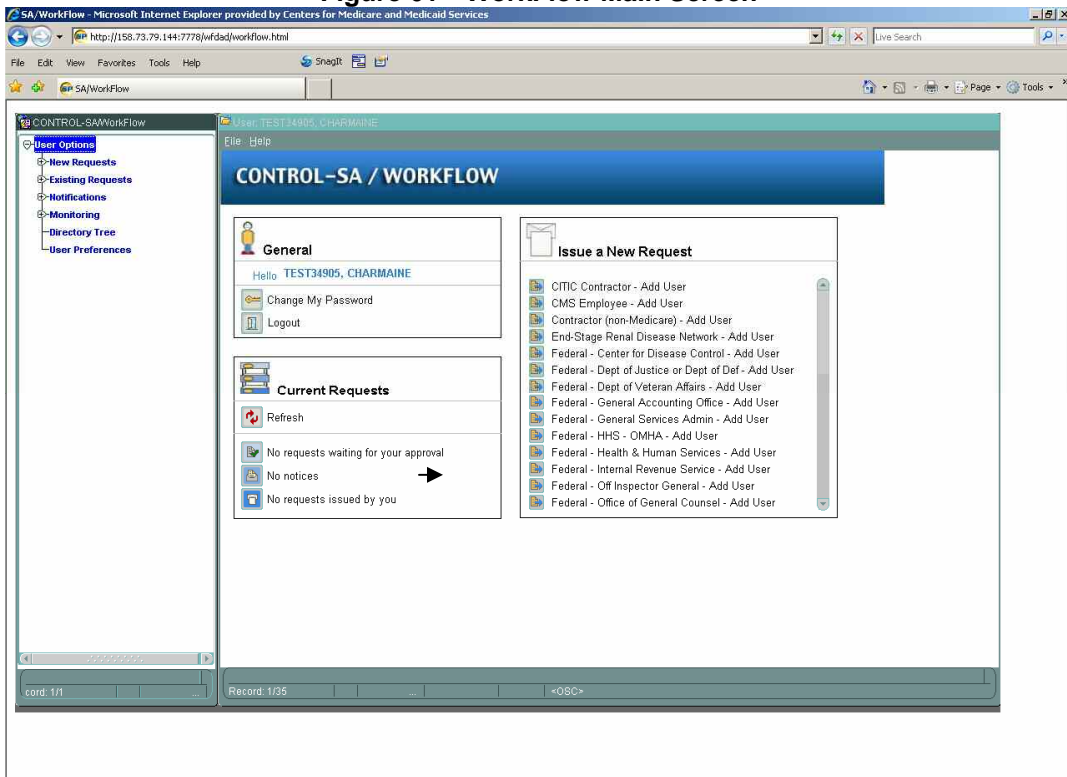
Region – For user types that use Region, this field determines the RACF group of the user. For MCIC and State user types, this cannot be set to CO.

It is essential that contractor's email address and telephone number are correct. The addresses are used to notify users of certification due dates and approval notifications. They are also used in the Daily Mainframe Access Report which informs users of mainframe activity and access violations.

If a user switches companies, they must reapply for a new ID.

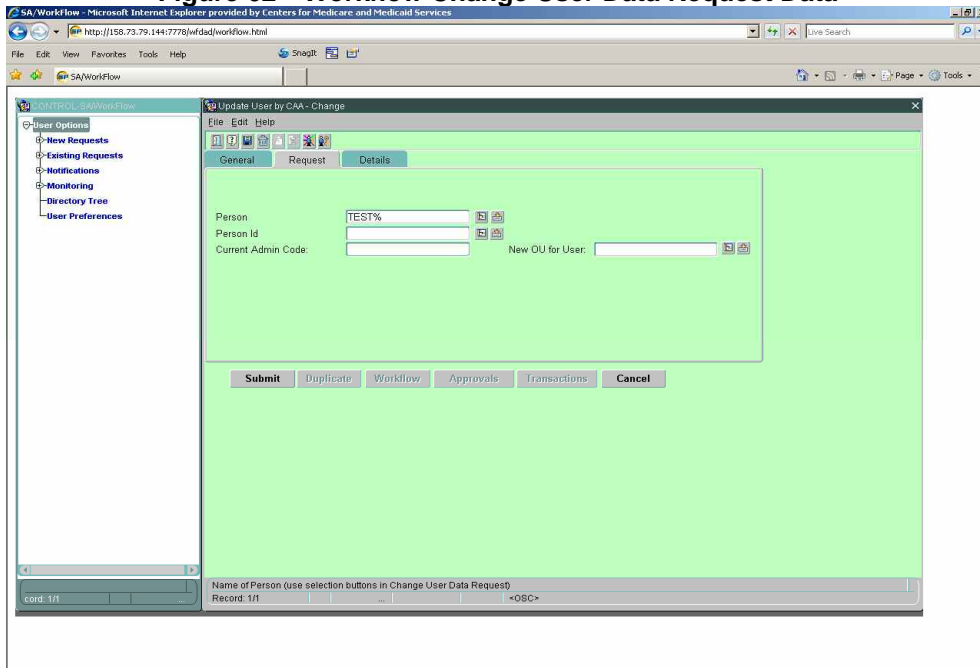
To change user information, select the Update User by CAA – Change item from the main menu, as illustrated in Figure 61.

Figure 61—Workflow Main Screen



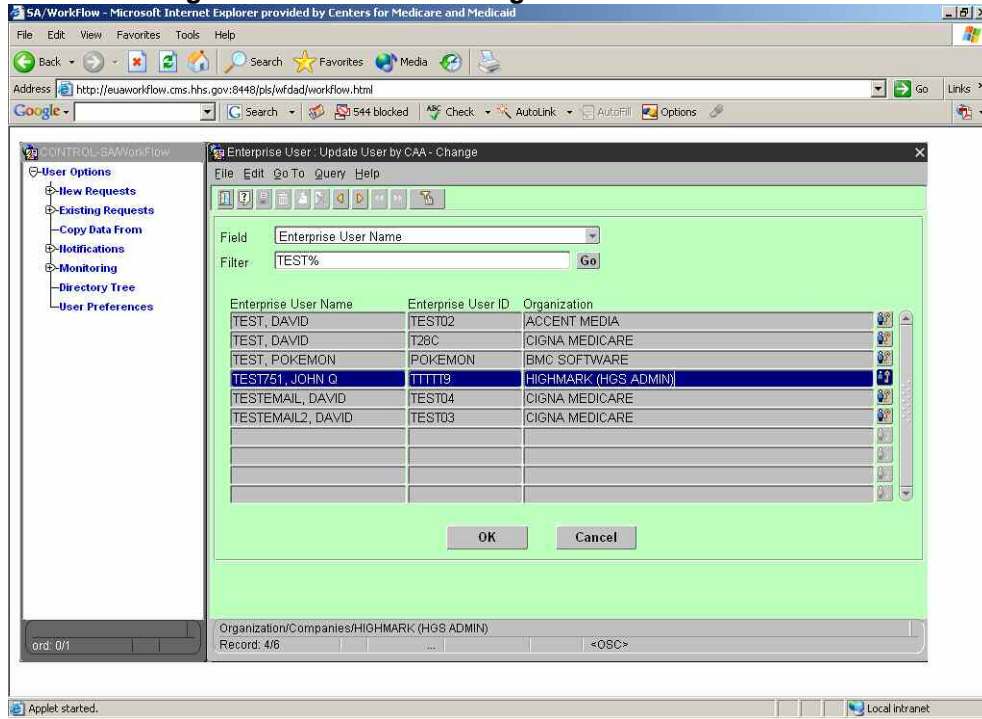
Enter the Person or Person ID (in caps) in the form. If searching, click Select From List button on the far right of the field being used:

Figure 62—Workflow Change User Data Request Data



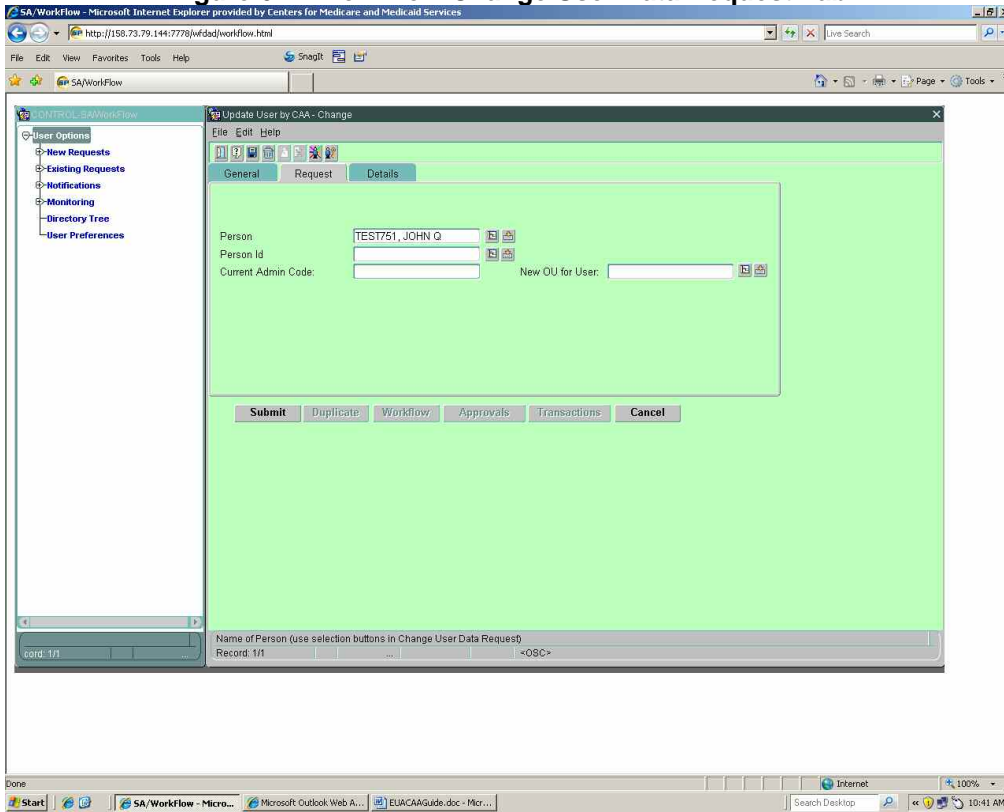
If Select From List was specified, a selection screen appears, as illustrated in Figure 63.

Figure 63—WorkFlow Change User Data Select Name



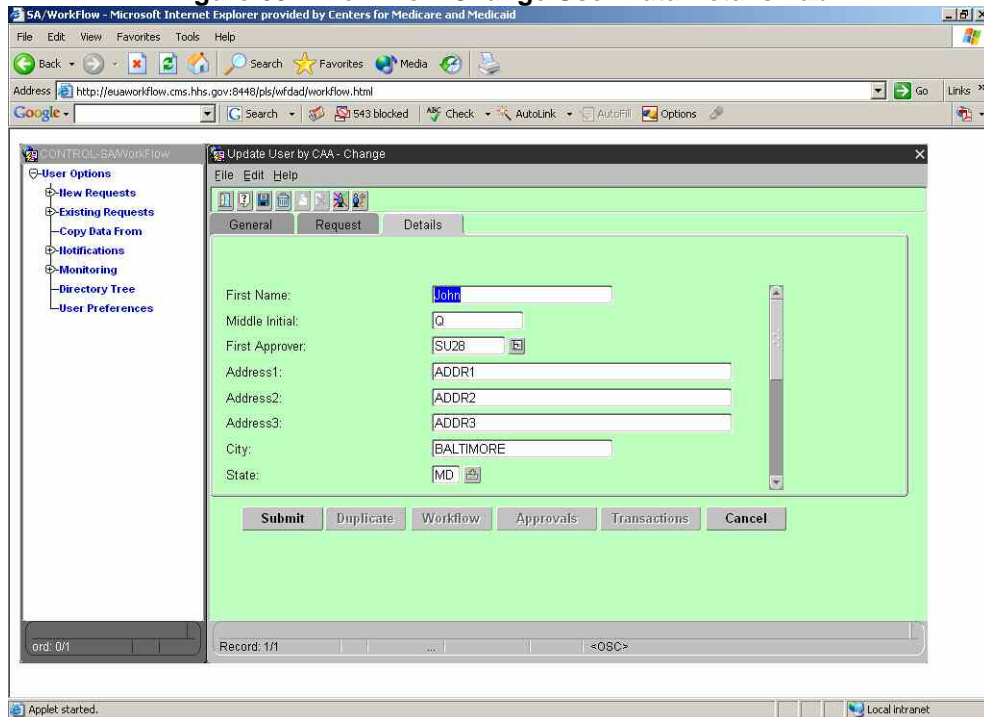
Once the entry has been selected, the existing user data will be displayed. The Request tab has a field that is used to specify a new Organizational Unit (OU), if needed. For example, a New Admin for a CMS Employee.

Figure 64—WorkFlow Change User Data Request Tab



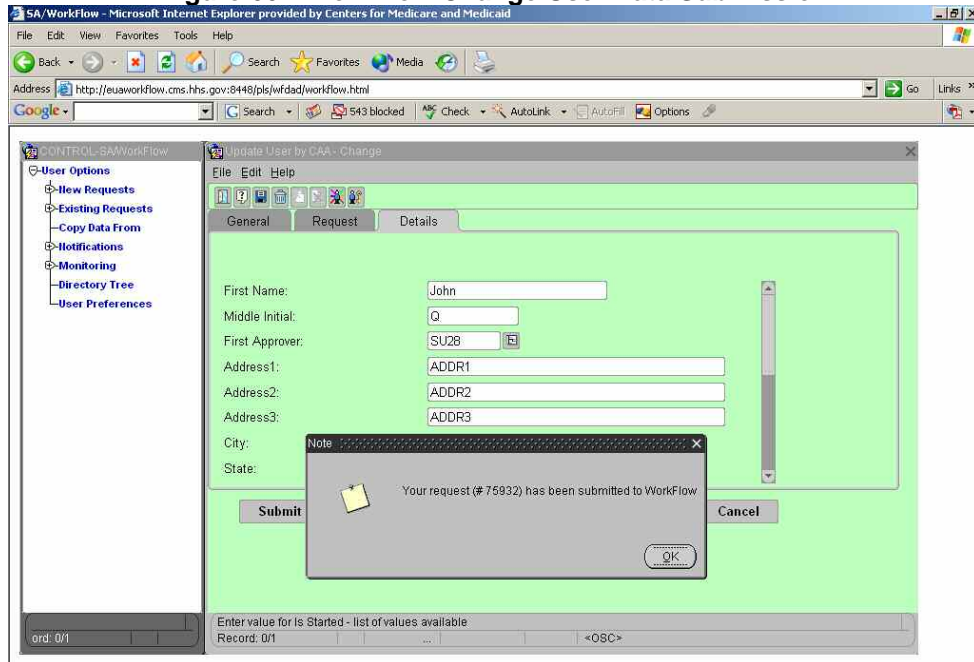
Select the Details tab to make any other changes, as illustrated in Figure 65.

Figure 65—WorkFlow Change User Data Details Tab



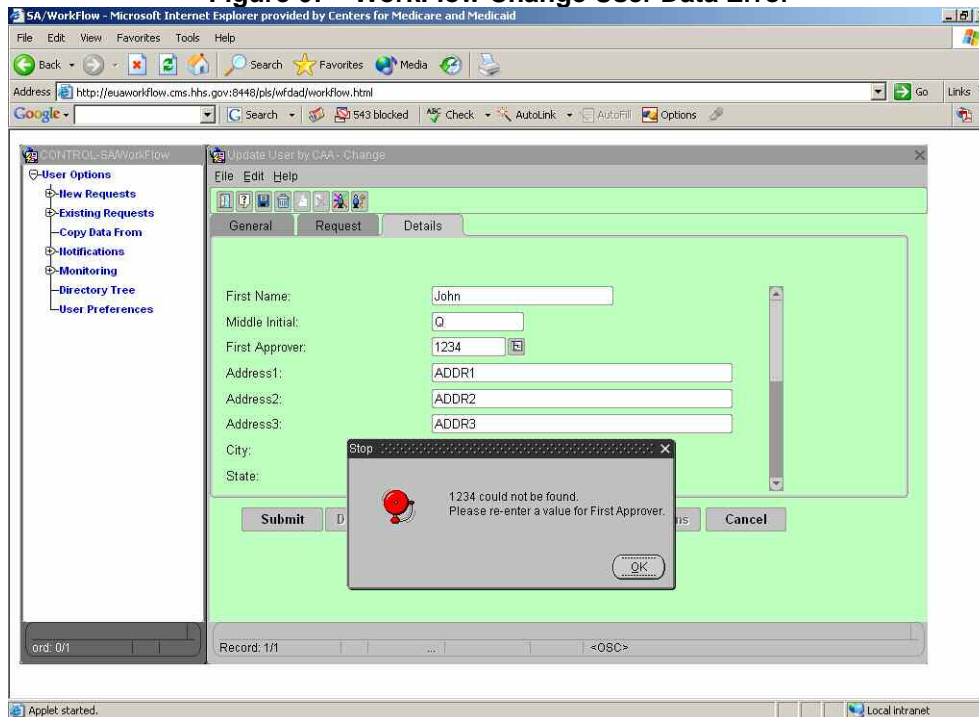
When all changes have been made, click Submit.

Figure 66—WorkFlow Change User Data Submission



The system will confirm submission of the request, or return an error message if any field value is wrong.

Figure 67—WorkFlow Change User Data Error



There may be occasions when a contractor needs to perform mass changes on all users in the company, such as a change of all telephone numbers, mailing addresses, or email addresses. These changes may be more easily accomplished by providing a spread sheet of users along with the changed data. If such a situation exists, the administrator should request EUA assistance by contacting the CMS IT Service Desk to open a trouble ticket. EUA can support bulk changes to user records.

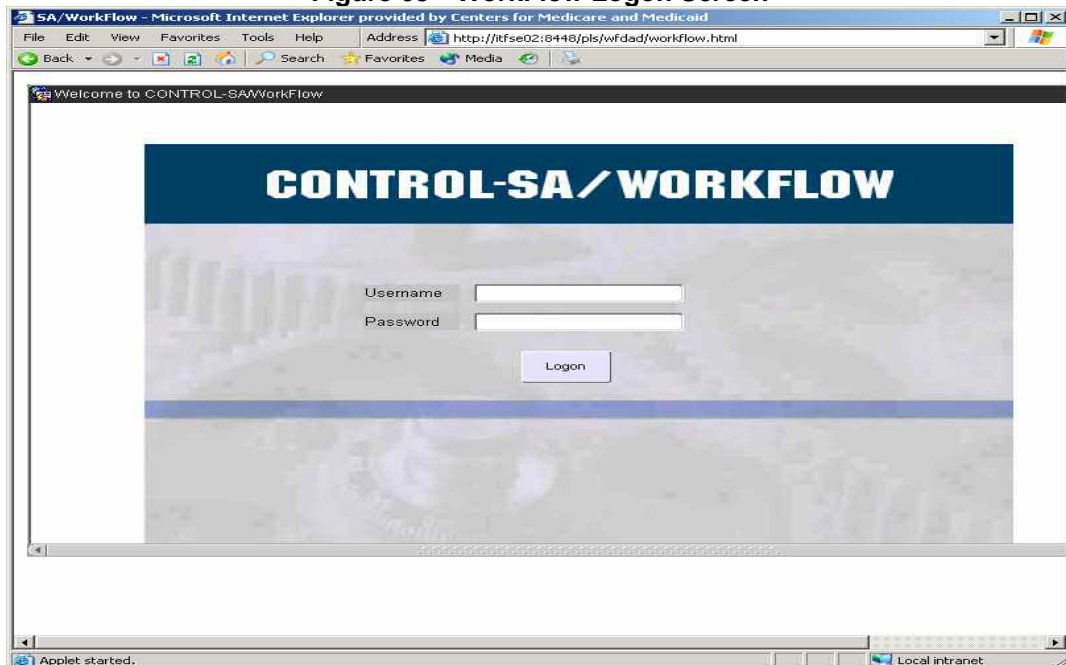
3.12 Restoring a User ID – Reset Password

This procedure should be used whenever a User ID needs to be restored on any platform.

3.12.1 How to Reset a Password and Enable/Resume the Account

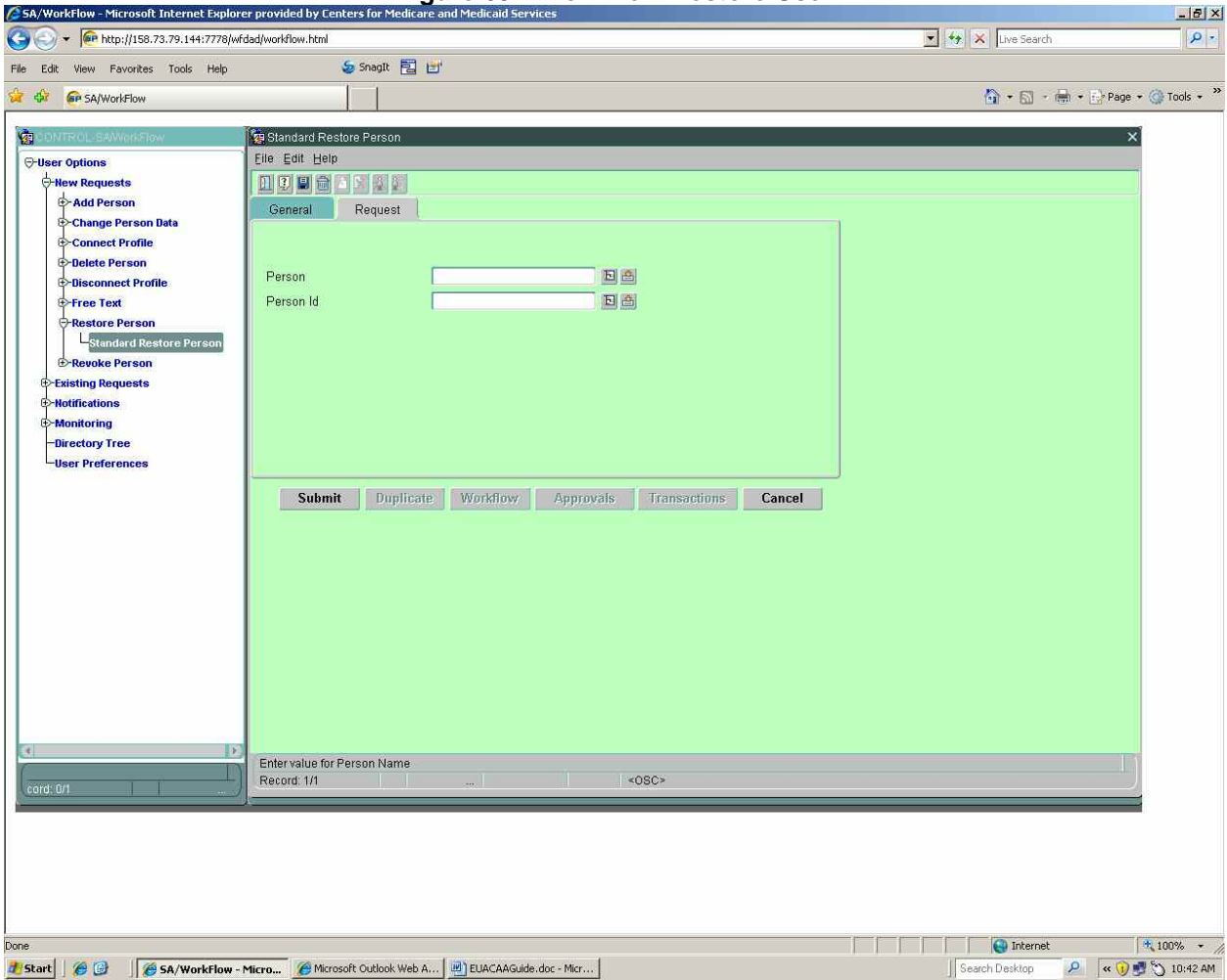
1. Log on to EUA WorkFlow using the icon on your desktop.

Figure 68—WorkFlow Logon Screen



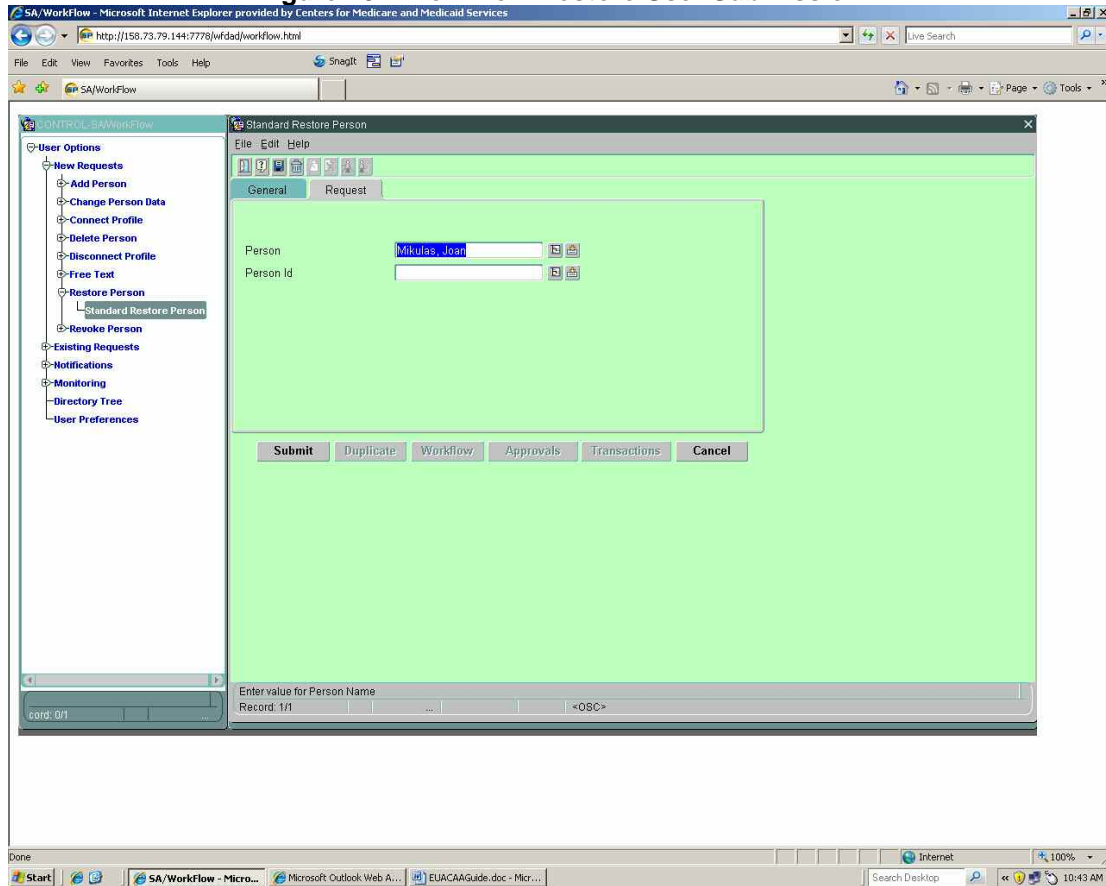
2. Select **Restore User** and then select **Restore User** again.

Figure 69—WorkFlow Restore User



3. Enter the Person ID or user's last name in ALL CAPS and hit ENTER. A Person name will appear. Check to make sure it is the user you want. Click on SUBMIT.

Figure 70—WorkFlow Restore User Submission



4. You will receive a request number for this transaction. The password for the CMS Person ID will be changed to the last six digits of the social security number on all platforms (NT, RACF, NOVELL/AD, ORACLE, AIX) and the Person ID will be unlocked/resumed on all platforms.

3.12.2 Free Text-Restoring a Passport Account

If a user is unable to get into EUA PassPort because their PassPort account is disabled, enter a Free Text request. This type of request enables the PassPort account, but does not affect the user's password on other platforms.

1. On the **With Fields** Tab, enter the User ID and click **SUBMIT**.

Figure 71—WorkFlow Restore Passport With Fields

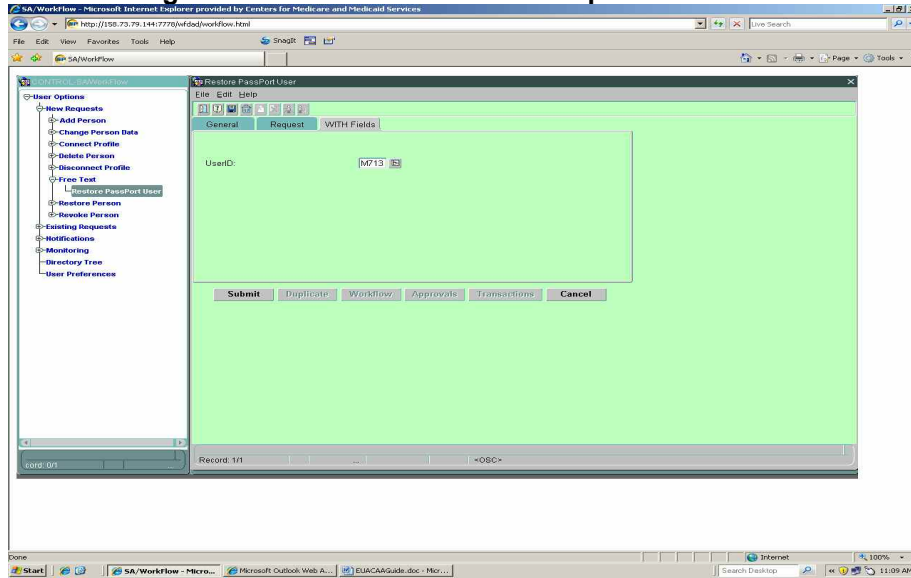
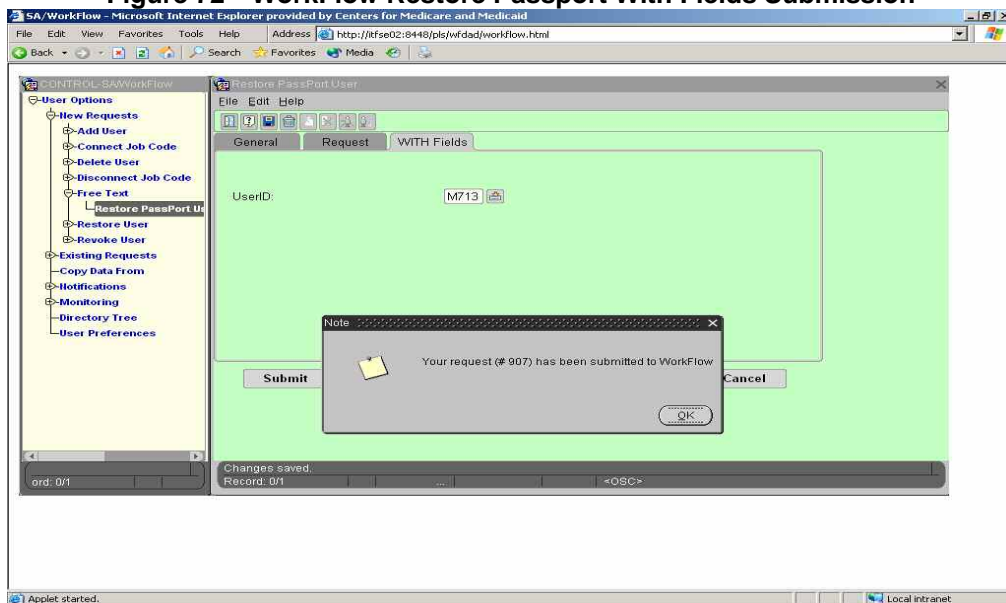


Figure 72—WorkFlow Restore Passport With Fields Submission



3.13 Recertify/Certification Requests

CAAs will receive monthly reports detailing:

- Who has been notified they are due to certify
- Who has not certified and have just two weeks left to do so
- Who failed to certify and was revoked

EUA Support expects most users to certify online. No CAA intervention is required when they do this. Some users will still certify by submitting an Application for Access to CMS Computer Systems form. If you receive a form for a user who is certifying, simply review the form and ensure it is complete according to the instructions in Section 1. Open a WorkFlow request see section 3.4.2. File the certification form in your files for audit purposes. The form provides confirmation that the user agreed with the Privacy Act Statement. No review of accesses is required and your signature is not needed.

3.14 Helpful Links

CAA List	http://www.cms.hhs.gov/informationsecurity/downloads/caalist.pdf
Job Codes	https://www.cms.hhs.gov/cbt/downloads/jobcodes.htm
Job Code Request Form	TBD
CAA Guide	http://cms.hhs.gov/informationsecurity/downloads/EUA_CAA_Guide.pdf
Approvers Guide	http://cms.hhs.gov/informationsecurity/downloads/EUA_Approvers_Guide.pdf
User Guide	http://cms.hhs.gov/informationsecurity/downloads/EUA_User_Guide.pdf
CMS Access form	http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf

3.15 CMS Support

The EUA is officially supported by the CMS CITIC contractor. All EUA-related questions or items from this point will be reported through a CMS IT Service Desk Trouble Ticket. Every CMS employee can submit a trouble ticket by utilizing the IT Support icon on the Desktop of your CMS workstation. The IT Support instructions are self explanatory; however, to ensure EUA trouble tickets are directed to the appropriate support group, it is strongly suggested to prefix the trouble ticket with EUA in the Request Details section of the trouble ticket form. If you are unable to use the IT Support system, call the Service Desk, 410-786-2580 or 1-800-562-1963, to open the trouble ticket. Remember to instruct the Service Desk technician to include EUA in the Request Details.

3.16 IT Support Icon (Creating a trouble ticket for EUA support for CMS Employees only)

EUA support is handled through the trouble ticket process. In lieu of contacting the CMS IT Service Desk to open a trouble ticket for you, you can open your own by utilizing the IT SUPPORT icon found on your workstation.

To open a trouble ticket, follow the few steps below.

1. Double-click the IT SUPPORT icon found on your workstation and satisfy the security alerts.



IT SUPPORT.url

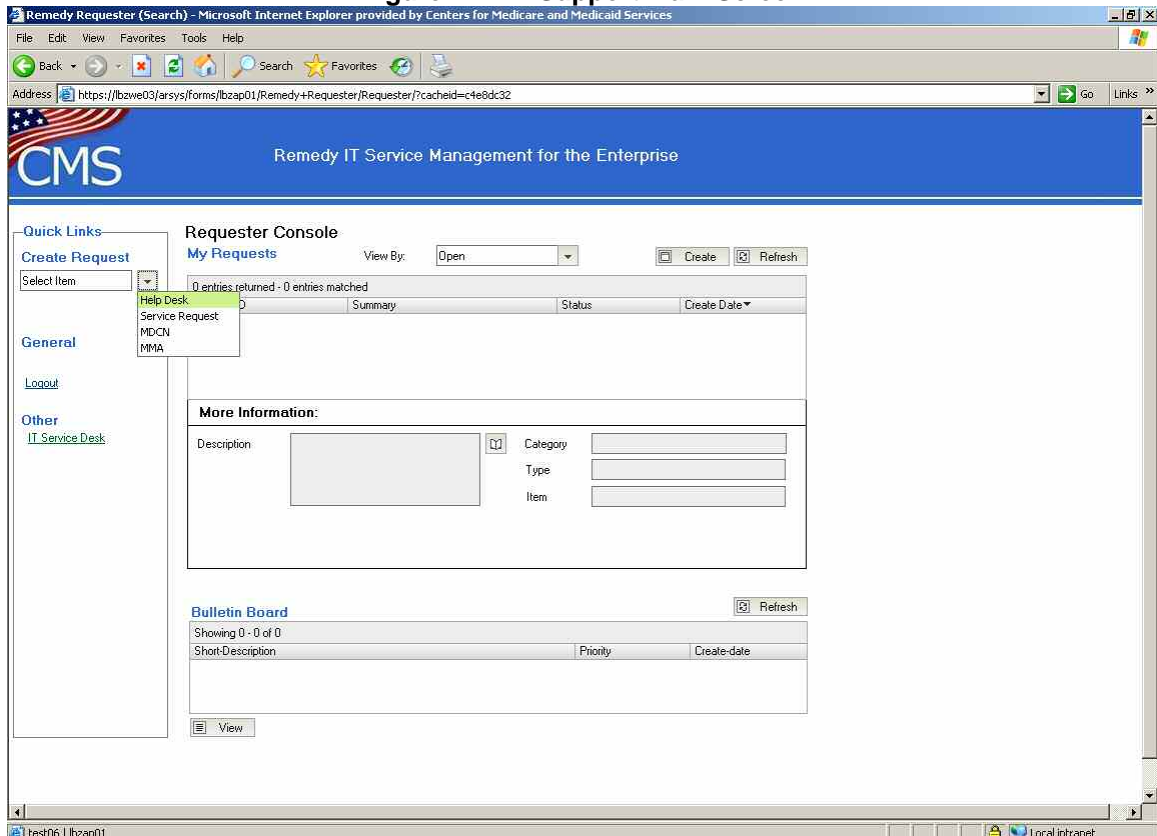
2. Login using your CMS four-character User ID and current password.

Figure 73—IT Support Logon



After you have logged in, you will see the window, as illustrated in Figure 74.

Figure 74—IT Support Main Screen



Click on the downward arrow under Create Request on the far left of your screen. Select Help Desk.

This screen will pop up. Make sure the information in My User Information is correct before proceeding.

Figure 75—IT Support Trouble Ticket Submission

New Request

General
[Update User Information](#)
[Help](#)
[Logout](#)

My User Information

Login ID test06 **Full Name** **Phone**
Office **Region**

Request Details

I need my Domain/Username password reset	Trouble Ticket
I need my Novell password reset	Trouble Ticket
I need to have a LU reset	Trouble Ticket
I need toner for a local printer	Trouble Ticket
I need toner for a shared printer	Trouble Ticket
I would like to report a "CDM 654" error message	Trouble Ticket
My keyboard is not working properly	Trouble Ticket
My mouse is not working properly	Trouble Ticket
I am having a problem with my new Dell desktop	Trouble Ticket
Trouble Ticket Type Not Listed	Trouble Ticket

Request Details
 EUA: <<Detailed Description of Problem>>

Add Attachment

File Name	Max Size	Attach Label
		Attachment 1
		Attachment 2
		Attachment 3
		Attachment 4

3. In the first box underneath Request Details, scroll down to the bottom of the list and select the last item, Trouble Ticket Type Not Listed.
4. In the next box, prefix your problem or question with **EUA:** Give a detailed description of problem or a specified question. Attach files if needed.
5. Click the **Submit Request** button.

This window will close and the Remedy Console will now have your trouble ticket as being open.