

**HOW TO GIVE ACCESS TO EIV USERS WHOSE USER ID HAVE EXPIRED DUE TO DELAY IN CERTIFICATION – ALTERNATIVE METHOD**

**This guide is intended for EIV User Administrators** and describes how to give access to users whose access are expired because they were not certified in time.

***As an administrator you should be giving access only to the users for whom you are responsible in your domain.***

**This alternative instruction is for use by User Administrators who are not able to perform the “Identify the User Roles” using the “User Role History Report”.**

***However, this approach may be used by all User Administrators.***

There are three steps in this process. All the steps outlined in this guide are also described in more detail in the EIV User Administration manual.

- 1. Identify the User Roles**
- 2. Assign the relevant roles to the user**
- 3. Certify the user**

**1) Identifying User Roles – *This is the step with the Alternative approach.***

- **Login to EIV and navigate to User Administration → User Certification Report**
- Select the region level and region code (this is radio button for HUB/FO/PHA and dropdown value for HUB Code/FO code/Participant Code) for which the user’s certification has expired.
- Select ‘Expired’ in Certification Status dropdown and click on Search
- The user details should come up in the list.
- Write down the list of roles assigned to the user from this report.

**2) Assign User Roles**

- In EIV, navigate to User Administration → By Users.
- Select User ID radio button, and enter the User ID
- Select the radio button for appropriate level (HUB, FO, PHA)
- Select the relevant Office Code (HUB Office Code, Field Office Code, Participant Code) from the drop down list and click on *Search Users* Button.
- Search Results Page is displayed with the User Profile.
- Click on the magnifying icon  under the column Action.

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- Select the roles to be assigned by check marking the boxes for the roles and clicking on Update button.

**Note:** For PHA users, if roles are being assigned by a PHA Administrator, they will have to be approved by a higher office (Field Office or HUB Office) before moving on to the next step.

**3) Certify User**

- Navigate to User Administration → User Certification
- Select the radio button for appropriate level (HUB, FO, PHA) in the “Select Region and Certification Criteria”
- Select “Pending Certification” dropdown value for “Select Certification Status” and click on List Users button.
- The users waiting for certification should now appear in the list. Click on Certify User button to certify the user until next certification period.

**Troubleshooting**

**If the Certify button does not appear in a row for a user you would like to certify, please contact EIV Help.**