

2013 TIPS #1 – UPDATE (10/22/2013)

HOW TO GIVE ACCESS TO EIV USERS WHOSE USER ID HAVE EXPIRED DUE TO DELAY IN CERTIFICATION

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.

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

- Login to EIV and navigate to User Administration → User Role History Report → By User
- Enter User ID -- Enter the following start/end dates or select the dates from the calendar icon: **October 01, 2013 (10/01/2013) as Start Date**, and **October 31, 2013 (10/31/2013) as End date**. Click on Search
- List of roles previously assigned to the user will be displayed. Write down the roles to be re-assigned for the user.

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

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.