


Using This Help Section

- **Expand a section:** Click the + link next to a bookmark in order to expand it and view contents within the bookmark.
- **Navigate:** Click on a bookmark to jump to that section.
- **Print a specific bookmark:** Print out a particular bookmark by right clicking on the bookmark, and then selecting **Print Page(s)**. (If you right click on a 'parent' bookmark, all of the 'child' bookmarks will print as well).
- **Print the entire help document:** Click  (Print icon) in the toolbar, or click **File / Print**, then click **OK**.



Introduction

Delegated Model

CCA is a delegated administration tool designed to give power to people who are best in a position to manage user access and make security decisions. In some companies, this may be accomplished through a central office; while in other companies, this may be accomplished by delegating responsibility to people spread throughout the company. The delegated model allows each company to set up the structure that best fits their needs for managing access grants to their users.

The delegated model allows a single company to set up one or more organizations in CCA. CCA organizations are simply groupings of users with their own administrator(s) and their own available service packages. Organizations that are created below the parent organization are called divisions. Administrators in the parent organization can perform tasks on users in the divisions below.

Defining Administrator Roles

A definition of all Administrator Roles is listed here for informational purposes.



There are several administrator roles available in CCA that can be assigned to users. These roles can be used independently or multiple roles can be combined for a broader variety of administrative options. The available roles include:

Organization Password Administrator - Searches for users' profiles and resets users' passwords.

Organization Security Administrator - Administers a *specific* service package as well as sub-packages associated with it.

User Account Administrator – Rejects or approves new user requests. (This role is appropriate for someone in a position to confirm that the user should have access to the secured portal).

Security Administrator - A superset of all administrator rights and responsibilities. An organization can have as many or as few administrators as desired.

The following section displays roles / privileges in two ways. First, [Table 1](#) is comprised of privileges associated per role in a matrix view. Second, [Figure 1](#) is comprised of privileges associated per role in a list view.

Table 1:

Matrix of Privileges Associated Per Role	USER ROLES				
	1. GENERAL USER	2. PASSWORD ADMIN	3. USER ACCOUNT ADMIN	4. SERVICE ADMIN	5. SECURITY ADMIN
APPROVE / REJECT DIVISION'S SERVICE PACKAGE REQUEST	-	-	-	X	X
APPROVE / REJECT NEW USER REGISTRATION REQUESTS	-	-	X	-	X
APPROVE / REJECT ORGANIZATION SERVICE REQUEST	-	-	-	-	X
APPROVE / REJECT SITE CODES FOR DIVISIONS OF YOUR ORG	-	-	-	-	X
APPROVE / REJECT USER'S SERVICE PACKAGE REQUESTS	-	-	-	X	X
AUDIT USER GRANTS	-	-	X	X	X
AUDIT USERS IN COMPANY (QUARTERLY & ANNUALLY)	-	-	X	-	X
CHANGE EMAIL PREFERENCES FOR SELF	X	X	X	X	X
CHANGE PASSWORD OF SELF	X	X	X	X	X
DELETE A DIVISION IN YOUR ORG	-	-	-	-	X
DELETE A USER ACCOUNT	-	-	X	-	X
EDIT ORGANIZATION AND/OR DIVISION PROFILE	-	-	-	-	X
EDIT PROFILE OF OTHERS	-	-	X	-	X
EDIT PROFILE OF SELF	X	X	X	X	X
GENERATE A SERVICE SUMMARY REPORT	-	-	-	-	X
GENERATE REPORT OF USER SUMMARY BY ORGANIZATION	-	-	-	X	X
GENERATE REPORT OF USERS GRANTS PER SVC. PACKAGE	-	-	-	X	X
GENERATE SECURITY ADMINISTRATOR REPORTS	-	-	-	X	X
GRANT A SERVICE PACKAGE TO A DIVISION IN YOUR ORG	-	-	-	-	X
GRANT A SERVICE PACKAGE TO A USER	-	-	-	X	X
INVITE USERS TO REGISTER	-	-	X	-	X
MODIFY USER ROLES	-	-	-	-	X
MOVE A USER	-	-	X	-	X
REMOVE A SERVICE PACKAGE FROM A DIVISION IN YOUR ORG	-	-	-	-	X

Table 1:

Matrix of Privileges Associated Per Role	USER ROLES				
	1. GENERAL USER	2. PASSWORD ADMIN	3. USER ACCOUNT ADMIN	4. SERVICE ADMIN	5. SECURITY ADMIN
REMOVE SERVICE PACKAGE FROM A USER	-	-	-	X	X
REQUEST A SERVICE PACKAGE FOR MY ORGANIZATION	-	-	-	X	X
REQUEST A SERVICE PACKAGE FOR SELF	X	X	X	X	X
RESET PASSWORD OF OTHERS	-	X	X	-	X
SEARCH /VIEW DETAILS FOR DIVISIONS IN MY ORGANIZATION	-	X	-	X	X
SEARCH FOR USERS IN MY ORGANIZATION	-	X	X	X	X
SPECIFY PASSWORD FOR SELF	-	X	-	-	X
SPECIFY PASSWORD OF OTHERS	-	X	-	-	X
SUSPEND A DIVISION IN YOUR ORG	-	-	-	-	X
SUSPEND A USER ACCOUNT	-	-	X	-	X
VIEW MY ORGANIZATIONAL ADMINISTRATORS	X	X	X	X	X
VIEW ORGANIZATION'S HIERARCHY	-	-	-	-	X
VIEW / CANCEL PENDING REQUESTS OF SELF	X	X	X	X	X
VIEW REQUEST HISTORY OF OTHERS	-	-	-	X	X
VIEW REQUEST HISTORY OF SELF	X	X	X	X	X

Figure 1: List of Privileges Associated Per Role**Role 1: Privileges associated to All Registered Users (General Users)**

- Change email preferences for self
- Change password of self
- Edit profile of self
- Request a service package for self
- View my organizational administrators
- View / cancel pending requests of self
- View request history of self

Role 2: Privileges associated to Password Administrator

- *All of General Users +*
- Reset password of others
- Search /View details for divisions in my organization
- Search for users in my organization
- Specify password for self
- Specify password of others

Role 3: Privileges associated to User Account Administrator

- *All of General Users +*
- Approve / Reject new user registration requests
- Audit user grants
- Audit users in company (Quarterly & Annually)
- Delete a user account
- Edit profile of others
- Invite users to register
- Move a user
- Reset password of others
- Search for users in my organization
- Suspend a user account

Role 4: Privileges associated to Service Administrator

- *All of General Users +*
- Approve / Reject division's service package request
- Approve / Reject user's service package requests
- Audit users in company (Quarterly & Annually)
- Generate report of user summary by organization
- Generate report of users' grants per svc. package
- Generate security administrator reports
- Grant a service package to a user
- Remove service package from a user
- Request a service package for my organization
- Search /View details for divisions in my organization
- Search for users in my organization
- View request history of others

Role 5: Privileges associated to Security Administrator

- All of General Users +
- Approve / Reject division's service package request
- Approve / Reject new user registration requests
- Approve / Reject organization service request
- Approve / Reject site codes for divisions of your org
- Approve / Reject user's service package requests
- Audit user grants
- Audit users in company (Quarterly & Annually)
- Delete a division in your org
- Delete a user account
- Edit organization and/or division profile
- Edit profile of others
- Generate a service summary report
- Generate report of user summary by organization
- Generate report of users' grants per svc. package
- Generate security administrator reports
- Grant a service package to a division in your org
- Grant a service package to a user
- Invite users to register
- Modify user roles
- Move a user
- Remove a service package from a division in your org
- Remove service package from a user
- Request a service package for my organization
- Reset password of others
- Search /View details for divisions in my organization
- Search for users in my organization
- Specify password for self
- Specify password of others
- Suspend a division in your org
- Suspend a user account
- View organization's hierarchy
- View request history of other

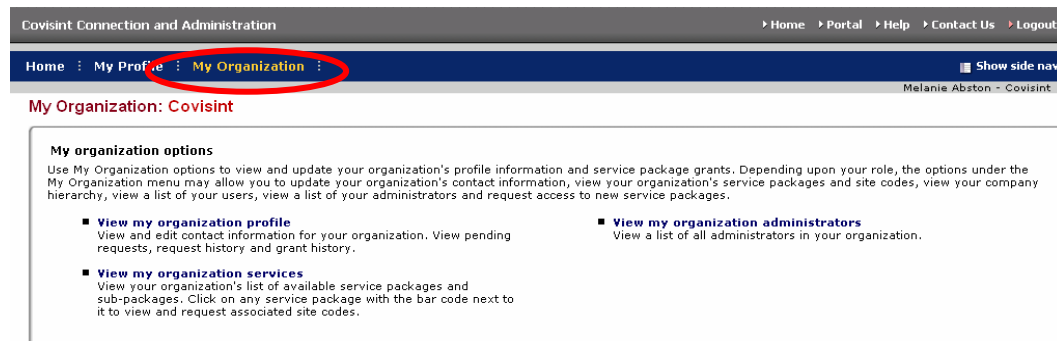
Who is my Organization Security Administrator?



Your first line of support should be the Security Administrator(s) for your organization, as defined below. If you have questions or need support, seek assistance from your Security Administrator. Work steps for determining “who is my administrator” are described in this module.

Complete the following steps to view your organization administrator(s).

1. Click **My Organization** from the CCA home screen. The My Organization Options screen is displayed.



2. Click **View my organization administrators**. A list of all Security Administrators for your organization is displayed.





Result

You have successfully viewed all Security Administrators for your organization.

Edit Your User Profile

1. From the **My Profile** drop down menu, click **Edit my Profile**. The Edit Profile screen is displayed. All of the information associated with your user profile can be edited via this screen.

Please keep the User Profile current. Fields marked with an asterisk (*) are required. Click Save Changes when finished.

user information	
	* = required fields
Status:	<input checked="" type="checkbox"/> Active
User ID:	MABSTONSTG
Company/Division Name:	Covisint
Prefix:	<input type="text"/> (Mr., Mrs., Ms., Miss)
*First Name:	<input type="text"/> Melanie
Middle Name:	<input type="text"/>
*Last Name:	<input type="text"/> Abston
Job Title:	<input type="text"/>
*Address 1:	<input type="text"/> 1 Campus Martius
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
*City/Region:	<input type="text"/> Detroit
*State/Province:	<input type="text"/> MI
*Postal Code:	<input type="text"/> 48226
*Country:	<input type="text"/> UNITED STATES 
*Phone Number:	<input type="text"/> 313.227.7300 
Mobile Phone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
*Email Address:	<input type="text"/> mabston@covisint.com
Wireless Email Address:	<input type="text"/> 
*Time Zone:	<input type="text"/> (GMT-05:00) Eastern Time (US & Canada)
*Language Preference:	<input type="text"/> English 
*Challenge Question:	<input type="text"/> Dog's name <p>Note: In case you forget your password, you will be asked to answer a challenge question based on what you input in the text box above. Examples: What is my Mother's Maiden Name? What was the name of my high school? There is a 255 character limit on the question and the answer. Both the question and the answer will be accessible to your Security Administrator.</p>
*Challenge Answer	<input type="text"/> Coco Chanel <p>Note: To reset a forgotten password, your answer must match <i>exactly</i> what you input into the text box above. The answer is case and punctuation sensitive. Both the question and the answer will be accessible to your Security Administrator.</p>

The User ID can NEVER be modified.

Throughout this application, hover your mouse over a question mark icon to view help text related to that field.

The email address entered here is the email address where all system-related correspondence will be delivered, such as registration approval, changes to your profile or access. This is also the address where your password will be delivered if a reset is necessary. Be sure to enter an email address to which you have access at any time.

2. Modify the information as desired. Remember that required fields, identified with the bold, red font, red bar, asterisk, must be populated in order to save changes to your profile.



Details about the Challenge Question and Challenge Answer fields.

Security questions are used to verify the identity of a user during password reset. You will be prompted to enter the answer to the security question you create in this field. Important to note that your answer must match exactly as entered here – including upper and lower case.

3. Click **Save Changes**. The changes are immediately applied to your profile, and a success message is displayed.

Result
You have successfully modified your user profile.

Request Service Packages



Service Package: a defined group of one or more applications. By requesting a service package, you can obtain access to additional applications.

1. From the **My Profile** drop down menu, click **Request Service Package**. The request service package screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : **My Profile** : My Organization : Show side nav

Melanie Abston - Covisint

request service package: Melanie Abston Steps: 1

The following list contains all service packages currently offered by Covisint and other Covisint members. Please indicate the service packages you require by clicking the buttons below:

\$ = per user fees apply ☒ = subscribed to by your parent company ? = additional information needed

service packages		request	more info
Content Management Applications			
Content Management Sub-packages are bundles of applications available for those approved to access Content Management. To request a sub-package of Content Management, please select the 'request sub-package' link below.	<input checked="" type="checkbox"/>	access granted	more info
request sub-package (application package)			
DaimlerChrysler Content Management	<input checked="" type="checkbox"/>	request	more info
Covisint Internal Applications			
CAS - Covisint Internal	<input checked="" type="checkbox"/>	request	more info
Covisint Time Tracker	<input checked="" type="checkbox"/>	request	more info
GRID - Covisint Access	<input checked="" type="checkbox"/>	request	more info
Covisint Supplied Services			
Asset Recovery System	\$ <input checked="" type="checkbox"/>	request	more info
CATS	<input checked="" type="checkbox"/>	request	more info

Note: the following symbols will help you understand attributes of certain packages:



☒ Packages already granted to your organization are denoted by a check mark.

\$ Packages that have associated fees are denoted with a dollar sign.



Note: You are only able to be approved for service packages already granted to your organization. If you request a service or sub-package that is not already granted to your organization, your administrator will need to request those services on behalf of the organization before granting them to you.

[Click here for steps on how to view the service packages granted to your Org.](#)

2. Click **request** next to the package you wish to request. **Note:** You can request Sub Packages of certain portals by clicking on the **request sub-package** link under the applicable Partner Portal Service. The request details screen is displayed.
3. Enter the reason for the request in the open text box. The request reason will help your administrator make appropriate decisions regarding your request.
4. Click **continue** to submit the request. Your request is routed to your administrator for approval
5. Repeat steps 1 – 4 as necessary to request additional service packages.

Result
You have successfully requested access to a service package.

Change Your Password

1. From the **My Profile** drop down menu, click **Change my Password**. The Change Your Password screen is displayed.



It is important to change your password every 90 days to keep your account secure. You will be prompted by the system to change your password as the 90 day expiration date approaches. After 90 days, the system will force a password change during the login process.

Your password must adhere to Covisint security standards. You can view the password rules by clicking **show password rules** on the password-reset page, as displayed in the screen above.

2. In the *Current Password* open text field, key in your current password.
3. In the *New Password* open text field, create a new password that adheres to the Covisint password rules.
4. In the *Re-enter New Password* open text field, key in the newly created password to verify that you have typed it correctly.
5. Click **Submit password change**. The changes are immediately applied to your account.

Result

You have successfully changed your password.

Additional Profile Management Features

[Home](#) : [My Profile](#) : [My Organization](#) : [Show side nav](#)

Melanie Abston - Covisint

view profile for: **Melanie Abston**

view profile

view service packages

[edit user profile](#)
[change user password](#)
[request service package](#)

[view pending requests](#)
[view request history](#)
[email preferences](#)

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status ☒ Active

user profile

User Name	Melanie Abston	User ID	MABSTONSTG
Company/Division	Covisint	Job Title	
Address 1	1 Campus Martius	Email Address	mabston@covisint.com
Address 2		Wireless Email Address	
Address 3		Phone Number	313.227.7300
City/Region	Detroit	Mobile Phone Number	
State/Province	MI	Fax Number	
Postal Code	48226	Language Preference	English
Country	UNITED STATES	Time Zone	(GMT-05:00) Eastern Time (US & Canada)

user assigned roles

Role Name	Description	date granted
no role is found		

If you wish to...	Then...
View your current service package grants	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View service packages tab. The View service packages screen is displayed. From this screen, you are able to view packages and sub packages to which you currently have access. To view details of any service package grant, simply click the <i>package name</i>.
View user roles assigned to you	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Scroll to the bottom of the screen to the 'user assigned roles' section to view the list.
View pending requests you have submitted	<ol style="list-style-type: none"> 1. Click My Profile menu.

If you wish to...	Then...
	<ol style="list-style-type: none"> 2. Click View my profile option. 3. Click View pending requests. The View pending request screen is displayed. From this screen, you are able to view packages and sub packages to which you currently have access request pending.
<p>Send a reminder to the administrator regarding a pending request</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View pending requests. The View pending requests screen is displayed. 4. Enable the checkbox of each request for which you wish to send a reminder. 5. Click send reminder. 6. Key in the reason for the reminder. 7. Click submit. The reminder is sent to the appropriate Administrators.
<p>Cancel a pending request</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View pending requests. The View service packages screen is displayed. 4. Enable the checkbox of each request you wish to cancel. 5. Click cancel pending request. 6. Click submit decision. The request is removed from the Administrator's queue.
<p>Opt out of auto-generated email</p>	<p>(The system automatically sends email notifications for many items. You may</p>

If you wish to...	Then...
	<p>opt out of certain email notification by following the steps provided here)</p> <ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click email preferences. The Update your email preferences screen is displayed. 4. Deselect the checkbox of each item for which you do not wish to receive notification. (You are not able to opt out of password reset emails for security reasons). 5. Click Save changes.
<p>View the history of your requests</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click view request history. A log of your request history is displayed. This log contains the request and approval dates, as well as the approver's name and decision

Result
<p>You have successfully performed additional profile management options.</p>

Request New Home Location Code

1. From the Home screen, click **My Profile**.
2. Click **View my service packages**.
3. Click on the name of the portal service package (i.e. Ford Supplier Portal) for which you wish to request a new location code.

Home : **My Profile** : My Organization : Show side nav

Melanie Abston - Covisint

One Stop Shop Portal (DEMO) details for: Melanie Abston

The following shows all details about the service package One Stop Shop Portal (DEMO), which is currently granted to this User ID. The status of the package can be active or suspended. If a package is suspended, it is inaccessible to this User ID.

[view user profile](#)
[view user service package list](#)

service package status

status ☒ Active

[permanently remove service package](#)

service package information

description One Stop Shop Portal (DEMO)

home location code COV001 [request new home location code](#)

4. Click **request new home location code**.

Melanie Abston - Covisint

Request new home location code for Service One Stop Shop Portal (DEMO) for Melanie Abston

You may request a new home location code from the list below to be made available in conjunction with your access to this Service.

Your current home location code is: COV001

select home location code

select	home location code	description	street address	town or city	state	postal code	country code
<input type="radio"/>	H5F4T4	Mmctest	Mmctest	Mmctest		mmctest	AQ
<input type="radio"/>	H6J1D2	testlocation	testlocation	testlocation		testlocati	AL
<input checked="" type="radio"/>	H7V2A3	Testrecord	Testrecord	Testrecord		testrecord	AL
<input type="radio"/>	H7X1M1	Aaachild2	Aaachild2	Aaachild2		aaachild2	AF
<input type="radio"/>	H7X3B5	Aaachild	Aaachild	Aaachild		aaachild	AF
<input type="radio"/>	H7X3B8	Aaultimate	Aaultimate	Aaultimate		aaaultimat	AF

[submit](#) [cancel](#)

5. Enable the radio button of the new home location code, then click **Submit**. You will receive an email with the approval decision from your administrator.

Result
You have successfully requested a new home location code.

User Account Administrator Tasks

Managing Organization Users

As the User Account Administrator, you are able to view all users within your organization. This can be performed in two ways; viewing all users in your organization, or searching for a user. Additionally, you are able to perform additional administration tasks, as described in this section.

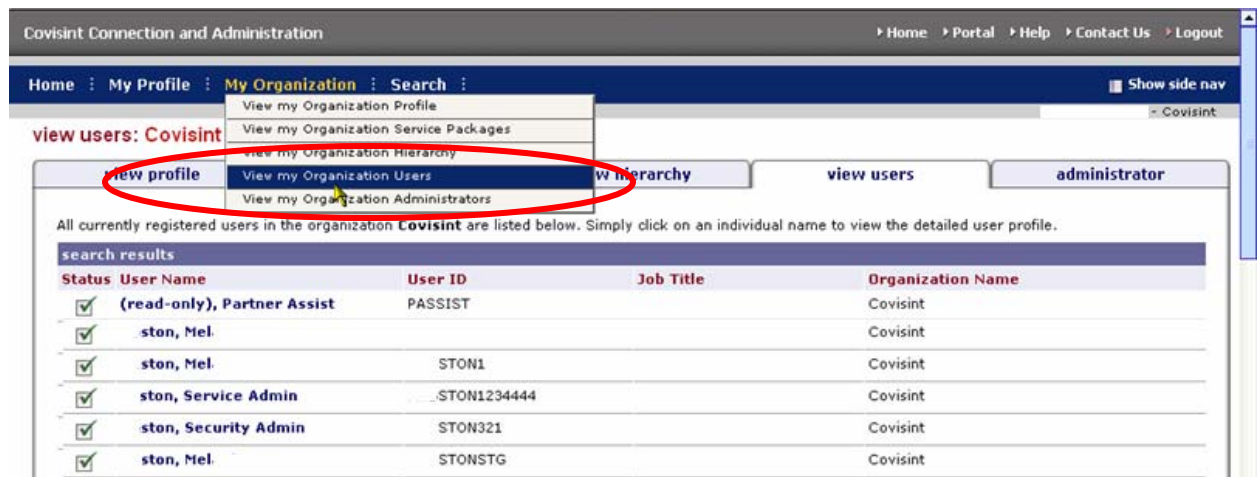
Viewing Users in your Organization

There are two ways for an Administrator to access user accounts. Those are:





- View Users (generally used when quantity of users is less than 50)
- Search for users (generally used when quantity of users is greater than 50)

Complete the following steps to view users in your organization.

1. Click **View my Organization Users** from the *My Organization* drop down menu. The View Users screen is displayed.



User Status Icons Defined:

-  = Active Status (user account is active)
-  = Rejected (user registration request was rejected)
-  = Permanently Removed (user account has been permanently removed from the system)
-  = Suspended (user account is suspended, and user cannot login until the account is unsuspended)

2. Optionally, click on a User Name to view details of that user profile.

Result

You have successfully viewed users for your organization.

Searching for Users in your Organization

Complete the following steps to search for users in your organization.

1. Click **Search for Users in my Organization** from the search drop down menu. The Search for Users screen is displayed.

The screenshot shows the 'Covisint Connection and Administration' web application. The top navigation bar includes links for Home, Portal, Help, Contact Us, and Logout. The 'Search' link is highlighted with a red circle. Below the navigation bar, the 'search for user' section is visible. It contains a 'Basic Search for User' form with the following fields and options:

- organization name** (tabbed section)
- Basic Search for User** (title)
- Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.** (instructions)
- user name:** A dropdown menu with 'last name, first name' selected, and a 'begins with' dropdown.
- filter options:** A section titled 'filter options (EXCLUDE these from my results):' with checkboxes for 'Active', 'Pending', 'Suspended', 'Permanently Removed', 'Rejected', and 'All divisions'.
- results per page:** A dropdown menu set to '50'.
- search** button.

2. From the User Name drop box, select the search criteria regarding the user that you wish to search:
 - a. last name, first name
 - b. phone number
 - c. user id
 - d. email address
3. Select either 'begins with' or 'contains'.
4. Key in the search criteria in the open text box.
5. Optionally, narrow search results by enabling the checkbox of each filter you wish to apply. This will *exclude* the checked item from the search results.
 - a. Active
 - b. Pending
 - c. Suspended
 - d. Permanently Removed
 - e. Rejected
 - f. All divisions

6. Click **Search**. The Search results screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : My Profile : My Organization : **Search** : Show side nav

search for user Covisint

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click **help** for Search Tips.

search results

Status	User Name	User ID	Job Title	Organization Name
✓	Test, Teamroom	TRTEST1		Covisint
✓	Test, Jane	GOBLUE2006		Covisint
✓	test, rob	ROB717TEST3		Covisint
✓	test, John	ROB715TESTUSER2		Covisint
✗	test, Bob	GOBLUE2003		Covisint
✗	Test, Barb	DIVISIONTEST		Covisint II
🗑	test, Jack	JTEST1234		Test Division



User Status Icons Defined:

- ✓ = Active Status (user account is active)
- ✗ = Rejected (user registration request was rejected)
- 🗑 = Permanently Removed (user account has been permanently removed from the system)
- 🔒 = Suspended (user account is suspended, and user cannot login until the account is unsuspended)

Result

You have successfully searched for a user in your organization.

Resetting a User's Password

The following section describes the steps involved in resetting a user's password. The steps are similar to the steps a user would take if the user selected the [Forgot my password](#) link at the login screen.

After locating the user account via view or search (described in a previous section), the User Account Administrator can reset the user's password using the steps below.

1. Perform a User Search. [Refer to the previous section entitled Searching for Users in your Organization](#) for details. The User Search result screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Show side nav

search for user

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click **help** for Search Tips.

Status	User Name	User ID	Job Title	Organization Name
X	Abba, Queen	TRAININGADMIN123		Covisint Europe
<input checked="" type="checkbox"/>	Admin, Training	TRAININGADMIN		Covisint

Viewing 1 - 2 of 2

Show 50 per page

Basic Search for User

Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.

Basic Search for User

* required fields

user name: user id begins with trainingad search tips

filter options: filter options (EXCLUDE these from my results):

☐ Active ☐ Pending ☐ Suspended

☐ Permanently Removed ☐ Rejected ☐ All divisions ?

results per page: 50

search

2. Click on the user name of the user for whom you searched. The View Profile screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : My Profile : **My Organization** : Search : Administration : Show side nav

view profile for: Sprocket Admin

view profile

- edit user profile
- add service package
- view request history
- reset user password**
- modify roles
- move user

view service packages

- specify user password
- view pending requests

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status ☒ Active

view details [view details](#)

status options [suspend user](#)

user profile

User Name Sprocket Admin	User ID SPROCKETADMIN
Company/Division Covisint	Job Title
Address 1 25800 Northwestern	Email Address sproket.admin@yahoo.com
Address 2	Wireless Email Address
Address 3	Phone Number 333-3333
City/Region Southfield	Mobile Phone Number
State/Province MI	Fax Number
Postal Code 48075	Language Preference English
Country UNITED STATES	Time Zone (GMT-05:00) Eastern Time (US & Canada)

3. Click **reset user password**. The Reset User Password screen is displayed.
4. Validate the user's identity:
 - a. Read the "challenge question" to the user.
 - b. Ask the user for the answer to the question, and validate the answer to this question. It must match the answer exactly as it appears on the screen.
5. Click **Reset Password**. The screen is refreshed, and the first half of the new password is displayed.

Password Reset Successful

The password for Melanie SecurityAdmin1 has been successfully reset.
The first HALF of the randomly generated 8-character password is:

2896

The second HALF of the password has been emailed to the registered email address **mabston@covisint.com**. All 8 characters are needed to login.

Please note that for legibility, the randomly generated password will be uppercase characters, and circular characters will always be the numeral zero. However, after successfully logging in with the randomly-generated password, the user may select any combination of characters in upper and lower case to create their new password.

[return to user profile](#)

6. Inform the user that you are going to provide the first half of the new password, and ask the user to write down this information.
7. Remind the user that passwords are case-sensitive.
8. Instruct the user to obtain the second half of the new password from the user's email account.
9. Inform the user that after logging in with this newly created, temporary password, the user is prompted / required to change the password.

Result
You have successfully reset a user's password.

Editing a User's Profile

Users are able and expected to manage their own profiles. However, the User Account Administrator is able to update user's profiles as needed. Complete the following steps to edit a user's profile (user must belong to your organization).

1. Perform a User Search. [Refer to the previous section entitled *Searching for Users in your Organization for details*](#). The User Search result screen is displayed.

The screenshot displays the 'search for user' interface. At the top, there's a navigation bar with links like Home, Portal, Help, Contact Us, and Logout. Below it, a breadcrumb trail shows 'Home : My Profile : My Organization : Search'. The main heading is 'search for user'. A sub-heading 'organization name' is also present. The search results section shows a table with the following data:

Status	User Name	User ID	Job Title	Organization Name
X	Abba, Queen	TRAININGADMIN123		Covisint Europe
✓	Admin, Training	TRAININGADMIN		Covisint

Below the table, it says 'Viewing 1 - 2 of 2' and 'Show 50 per page'. The 'Basic Search for User' section includes a search bar with 'user id' selected, a 'begins with' dropdown set to 'trainingad', and a 'search tips' link. Filter options include checkboxes for 'Active', 'Pending', 'Suspended', 'Permanently Removed', 'Rejected', and 'All divisions'. A 'results per page' dropdown is set to '50'. A 'search' button is at the bottom.

2. Click on the user name of the user for whom you searched. (This example uses a user named **Admin, Training**) The View Profile screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : My Profile : **My Organization** : Search : Administration : Show side nav

view profile for: Sprocket Admin

view profile
view service packages

edit user profile
reset user password
view pending requests

move user

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status	
Status	<input checked="" type="checkbox"/> Active
view details	view details
status options	suspend user

user profile	
User Name	Sprocket Admin
Company/Division	Covisint
Address 1	25800 Northwestern
Address 2	
Address 3	
City/Region	Southfield
State/Province	MI
Postal Code	48075
Country	UNITED STATES
User ID	SPROCKETADMIN
Job Title	
Email Address	sproket.admin@yahoo.com
Wireless Email Address	
Phone Number	333-3333
Mobile Phone Number	
Fax Number	
Language Preference	English
Time Zone	(GMT-05:00) Eastern Time (US & Canada)

3. Click **edit user profile**. The Edit User Profile screen is displayed.

edit profile for: Training Admin

Please keep the User Profile current. Fields marked with an asterisk (*) are required. Click Save Changes when finished.

user information

*** = required fields**

Status: ☒ Active

User ID: TRAININGADMIN

Company/Division Name: Covisint

Prefix: (Mr., Mrs., Ms., Miss)

***First Name:**

Middle Name:

***Last Name:**

Job Title:

***Address 1:**

Address 2:

Address 3:

***City/Region:**

***State/Province:**

***Postal Code:**

***Country:**

***Phone Number:** ?

Mobile Phone Number:

Fax Number:

***Email Address:**

Wireless Email Address: ?

***Time Zone:**

***Language Preference:**

4. Edit the profile for the user selected as you wish. Required fields must be populated in order to apply the changes to this profile.
5. Click **save changes**.

Result
You have successfully edited a user's profile. The user will receive an email notification stating that their profile has been modified by the administrator.

Suspending a User's Account

A suspended account is one whose package grants, roles, etc., remain in tact, but the user is unable to login. For example, organizations may suspend an account of users that are going on extended leave of absence and will not need to login to their accounts. A suspension reason is required and is logged upon completion, and is viewable by other Administrators in the organization. Complete the following steps to suspend a user's account

If you are required to suspend users in bulk, proceed to the section entitled [performing user audits](#).



Suspended account: A suspended account is one whose package grants, roles, etc., remain in tact, but the user is unable to login.

1. Perform a User Search. [Refer to the previous section entitled Searching for Users in your Organization for details](#). The User Search result screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Show side nav

search for user

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click **help** for Search Tips.

Status	User Name	User ID	Job Title	Organization Name
X	Admin, Queen	TRAININGADMIN123		Covisint Europe
✓	Admin, Training	TRAININGADMIN		Covisint

Viewing 1 - 2 of 2

Show 50 per page

Basic Search for User

Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.

Basic Search for User

* required fields

user name: user id begins with trainingad search tips

filter options: filter options (EXCLUDE these from my results):

☐ Active ☐ Pending ☐ Suspended

☐ Permanently Removed ☐ Rejected ☐ All divisions ?

results per page: 50

search

2. Click on the user name of the user for whom you searched. (This example uses a user named **Admin, Training**) The View Profile screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : My Profile : **My Organization** : Search : Administration : Show side nav

view profile for: Sprocket Admin

view profile
view service packages

edit user profile reset user password view pending requests
move user

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status ☒ Active
view details

status options
suspend user

user profile

User Name Sprocket Admin	User ID SPROCKETADMIN
Company/Division Covisint	Job Title
Address 1 25800 Northwestern	Email Address sproket.admin@covisint.com
Address 2	Wireless Email Address
Address 3	Phone Number 333-3333
City/Region Southfield	Mobile Phone Number
State/Province MI	Fax Number
Postal Code 48075	Language Preference English
Country UNITED STATES	Time Zone (GMT-05:00) Eastern Time (US & Canada)

3. Click **suspend user**. The Suspend User screen is displayed.

Home : My Profile : **My Organization** : Search : Administration : Show side nav

Confirm Suspension of Training Admin

You have selected to suspend Training Admin. Suspending a user prevents the user from logging on until the suspension is lifted. This will lock out the user. Are you sure you wish to suspend Training Admin?

suspension reason
* required fields

* Enter a suspension reason in the box below. This reason will be logged.

yes, suspend user
no, cancel the suspension

4. Key in the reason for suspending the user account in the open text box.
5. Click **yes, suspend user**.

Result

You have successfully suspended a user's account. The user will receive an email notification of the suspension, and is no longer able to login to the portal.

Unsuspending a Suspended User Account

Complete the following steps to reverse the suspension on a user account.

1. Perform a User Search. [Refer to the previous section entitled *Searching for Users in your Organization* for details.](#) The User Search result screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Show side nav

search for user

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click **help** for Search Tips.

Status	User Name	User ID	Job Title	Organization Name
	Abba, Queen	TRAININGADMIN123		Covisint Europe
	Admin, Training	TRAININGADMIN		Covisint

Viewing 1 - 2 of 2

Show 50 per page

Basic Search for User

Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.

Basic Search for User

* required fields

user name: user id begins with trainingad search tips

filter options: filter options (EXCLUDE these from my results):

☐ Active ☐ Pending ☐ Suspended

☐ Permanently Removed ☐ Rejected ☐ All divisions ?

results per page: 50

search

2. Click on the user name of the user for whom you searched. (This example uses a user named **Admin, Training**) The View Profile screen is displayed.

Home : My Profile : **My Organization** : Search : Administration : Show side nav

view profile for: Training Admin

view profile | view service packages

view pending requests

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status	
Status	<input checked="" type="radio"/> Suspended
view details	view details
status options	unsuspend user
status options	permanently remove user

user profile			
User Name	Training Admin	User ID	TRAININGADMIN
Company/Division	Covisint	Job Title	
Address 1	121 Lahser Rd	Email Address	training.admin@covisint.com
Address 2		Wireless Email Address	
Address 3		Phone Number	NA
City/Region	Southfield	Mobile Phone Number	
State/Province	MI	Fax Number	
Postal Code	48034	Language Preference	English
Country	UNITED STATES	Time Zone	(GMT-05:00) Eastern Time (US & Canada)

- Click **unsuspend user**. The Confirm Activation of User screen is displayed.

Home : My Profile : **My Organization** : Search : Administration : Show side nav

Confirm Activation of Training Admin

You have selected to activate Training Admin. Activating a user allows the user to login.
This will unlock the user. Are you sure you wish to activate Training Admin?

activation reason * required fields

* Enter an activation reason in the box below. This reason will be logged.

[yes, activate user](#) [no, cancel the activation](#)

- Key in the reason for activating the user account in the open text box.
- Click **yes, activate user**.

Result

You have successfully unsuspended a user account. The user will receive an email notification of the status change, and is now able to login to the portal.

Permanently Removing (Terminating) a User Account

The act of permanently removing a user is permanent (cannot be undone) and forever restricts the user account from being used. Users that are permanently removed will lose all roles, all service packages, and will never be able to login to that account.



You are not able to terminate a user if that user is the only person assigned the Security Administrator role. You must first modify the role of another user and assign the Security Administrator role.

If the user you wish to terminate is the sole Security Administrator and sole user, and there are no other users in that company, you will not be able to terminate the user. You will instead terminate the company. Only the Security Administrator for your organization can terminate a company.



Only suspended user accounts may be removed from the CCA system. [Refer to the section entitled Suspending a User Account for details.](#)



Permanently Removed User Account: A user account that can never be used to login. Typically, the permanently remove function is used when a user leaves the company and is not expected to return.

A removal reason is required and is manually entered. The termination reason becomes part of the user's permanent record, and is viewable by other Administrators for that company.

Complete the following steps to permanently remove a user's account.

1. Perform a User Search. [Refer to the previous section entitled Searching for Users in your Organization for details.](#) The User Search result screen is displayed.

Home : My Profile : My Organization : **Search** : Administration : Show side nav


search for user

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click [help](#) for Search Tips.

search results

Status	User Name	User ID	Job Title	Organization Name
	Admin, Training	TRAININGADMIN		Covisint

Viewing 1 - 1 of 1 Show 50 per page

Basic Search for User

Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.

Basic Search for User

* required fields

user name: [search tips](#)

filter options: ☐ Active ☐ Pending ☐ Suspended ☐ Permanently Removed ☐ Rejected ☐ All divisions ?

results per page:

[search](#)

- Click on the user name of the user for whom you searched. (This example uses a user named **Admin, Training**) The View Profile screen is displayed.

Home : My Profile : My Organization : Search : Administration : Show side nav


view profile for: Training Admin

view profile view service packages

[view pending requests](#)

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status  Suspended

[view details](#) [view details](#)

status options [unsuspend user](#)

status options [permanently remove user](#)

user profile

User Name	Training Admin	User ID	TRAININGADMIN
Company/Division	Covisint	Job Title	
Address 1	921 Lahser Rd	Email Address	trainingq.admin@covisint.com
Address 2		Wireless Email Address	
Address 3		Phone Number	NA
City/Region	Southfield	Mobile Phone Number	
State/Province	MI	Fax Number	
Postal Code	48034	Language Preference	English
Country	UNITED STATES	Time Zone	(GMT-05:00) Eastern Time (US & Canada)

- Click **permanently remove user**. The Confirm Permanent Removal of User screen is displayed.

Confirm Permanent Removal of Training Admin

You have selected to permanently remove Training Admin. This will eliminate all Covisint access. This user will need to re-register in order to logon in the future. This will remove the user. Are you sure you wish to permanently remove Training Admin?

permanent removal reason

* required fields

* Enter an removal reason in the box below. This reason will be logged.

☐ Check this box to generate an email to the user notifying them of the status change

[yes, permanently remove user](#)
[no, cancel the permanent removal](#)

4. Key in the reason for removing the user account in the open text box.



Recall that the act of termination is permanent (cannot be undone) and forever restricts the user from logging in to the account.

5. Click **yes, permanently remove user**.

Result
You have successfully removed the user account from the CCA system. The user is not able to login to the portal, and can not be reactivated.

Inviting User to Register for a New User Account

1. Click **Invite Users** from the *Administration* -> *Invite* drop down menu. The invitation screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : **Administration** : Pending requests : Invite : **Invite Users** : Invite User for Covisint Connect

Invite Users to Register in Covisint

Please use the following form to invite users in your organization to register with Covisint.

invite users

*** = required fields**

*** Subject:** Invitation from Jane Doe to Register with Covisint

*** Email Addresses:** Please enter the recipient's email addresses separated by a semi-colon (;)

*** Message Body:** (this box is 80 characters wide)
Greetings!
Because of your job responsibilities, you have been identified as an individual who will need a Covisint user ID. As the Security Administrator for Covisint, I am responsible for managing our company's users and their access to Covisint services.
Click on the hyperlink below to begin the Covisint registration process:
https://register.stg.covisint.com/CommonReg?cmd=REGISTER_INVITED_USER



The *Subject line* and the *Message body* fields are populated by default. While these fields are editable, it is recommended that you do not modify the text as editing the actual invitation URL within the invitation text could break the link.

2. In the Email Address open text field, key in the email address for each recipient you wish to invite, separated by a semi-colon (;) (For example, a list of users: user1@mycompany.com; user2@bluecompany.com; user3@pinkcompany.com).



The system does not validate the accuracy of the email addresses that you key in. If an email invitation cannot be delivered for any reason, the administrator will **not** be notified of this failure.

3. Click **Send Invitation**.
4. Click **OK** to confirm. The email invitations are sent to the email addresses. You will receive email notification of each registration request. The [Pending User Requests](#) queue displays all users who have registered and are pending approval.

Result
You have successfully invited a user to register. You will receive an email notification once the user has successfully registered. At that time, you shall log in to issue a decision on the pending user requests.

Managing Pending New User Account Requests

Covisint Connection and Administration

Home : My Profile : My Organization : Search : **Administration** : Reports : Show side nav

Pending requests : **User Requests** : Organization Requests : Audits

Review Users Pending Approval

new user(1) user service user site code(1) user home location code(0)

The following users have requested a new User ID on Covisint. Click each user name to view the request details and make a decision.

review users to approve or reject

☐ Include all divisions

view request	User Name	Job Title	Date Submitted	request	Division
	Jane Doe		2007.03.05 EST	Content Management	Covisint

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1. Click **User Requests** from the *Administration* -> *Pending requests* drop down menu.
2. Click to view the details of the request.

Below are the details of the registration request. Please review the user details carefully to ensure it was sent by a legitimate employee of your Company.

Review all Services Requested to determine which services are appropriate for this user. Note that you may reject some or all of the **service requested**, but still approve the overall User Request.

Note: If a application is granted to your organization such that a "non-approvable" request becomes "approvable," you may need to close your browser and re-login before the change is reflected on the screen. Services to which your Organization does not subscribe will be automatically rejected.

user information	
Full Name	Jane Doe
Organization Name	Covisint
Address 1	1 Campus Martius
Address 2	
Address 3	
City/Region	Detroit
State/Province	MI
Postal Code	48226
Country	UNITED STATES
Job Title	
User ID	123JANEDOE
Email Address	jane.doe@yahoo.com
Wireless Email Address	
Phone Number	313.555.1212
Mobile Phone Number	
Fax Number	
Time Zone	(GMT-05:00) Eastern Time (US & Canada)
Preferred Language	English

new user request		
approve	reject	user name
<input checked="" type="radio"/>	<input type="radio"/>	Jane Doe
request reason	rejection reason*	
new employee		

services requested	
Content Management Applications	
approve	reject
<input type="radio"/>	<input checked="" type="radio"/>
service package name	rejection reason*
Content Management	mandatory for rejected items
Covisint Supplied Services	
approve	reject
<input type="radio"/>	<input checked="" type="radio"/>
service package name	rejection reason*
Covisint Teamroom	
approve	reject
<input checked="" type="radio"/>	<input type="radio"/>
service package name	rejection reason*
Logistics Dashboard	

submit decision cancel

3. Perform one or more of the following:

If you wish to...	Then...
approve the new user request	Enable the Approve radio button for the request.
reject the new user request	<p>a. Enable the Reject radio for the request.</p> <p>b. As required, key in the reason for the rejection in the open text field. (The text you enter in this box becomes part of this user's permanent record, and is viewable by other Administrators in your company).</p> <p>Note: If you reject a new user request, all service package requests for that user are automatically rejected.</p>
approve the service requested by the new approved user (Note that new users and new service packages are listed together in the same tab)	Enable the Approve radio button for the service.
reject the new user's service package request	<p>a. Enable the Reject radio for the service package request.</p> <p>b. As required, key in the reason for the rejection in the open text field. (The text you enter in this box becomes part of this user's permanent record, and is viewable by other Administrators in your company).</p>
approve site code requests	Enable the Approve radio button for the site code.
reject site code requests	<p>a. Enable the Reject radio for the site code request.</p> <p>b. As required, key in the reason for the rejection in the open text field. (The text you enter in this box becomes part of this user's permanent record, and is viewable by other Administrators in your company).</p>

If you wish to...	Then...
approve home location code requests	Enable the Approve radio button for the home location code.
reject home location code requests	<ul style="list-style-type: none"> a. Enable the Reject radio for the home location code request. b. As required, key in the reason for the rejection in the open text field. (The text you enter in this box becomes part of this user's permanent record, and is viewable by other Administrators in your company).

4. Click **submit decision**.
5. Click **OK** to confirm issuing a decision regarding the new user account request.

Result
You have successfully managed a new user's pending requests.

User Account Administrator's view of Organization Details

1. Click **View my Organization Profile** from the My Organization drop down menu. The View Profile tab is displayed. This tab provides a details view of the parent level of your organization.

Covisint Connection and Administration

Home : My Profile : **My Organization** : Search : Administration : Show side nav

organization profile f

view profile

All organization information is available from this page, including the names of the organization's Security Administrators. If you are a Security Administrator for this organization, you may use the option links below to perform available administrative tasks.

organization status within covisint connection and administration

Status: ☒ Active

status options

last quarterly user audit 2005.06.30 performed by JDOE

last annual user grant audit 2006.06.20 performed by EXCHNGOP1

organization information

Name Covisint

Address 1 Campus Martius , Detroit, MI 48226 UNITED STATES

Phone Number 313-227-7300 URL http://www.covisint.com

Fax Number DUNS Number 0

administrator information

Name	User ID	Job Title	Phone Number
Jane Administrator	jdoe1234		313.555.1212

2. Perform one or more of the following:

If you wish to...	Then...
View the current service packages to which your organization subscribes	click view service packages tab. The View service packages screen is displayed. From this screen, you are able to view packages and sub packages to which your organization currently have access. To view details of any service package grant, simply click the package name.
view the current hierarchy of your organization within CCA	click view hierarchy tab. This page reflects the Covisint user administration model, not necessarily the legal or physical structure of your organization. To view an organization, simply click on its name within the tree.

If you wish to...	Then...
view users within your organization	click view user tab. All users registered in the organization are displayed.
view users in a particular division of your organization	<ol style="list-style-type: none"> Click view hierarchy tab. Click on the name of the division. Click view user tab. All users registered in the selected division are displayed.
view all administrators in your organization	Click administrator tab. All administrators in your organization are displayed.
view administrators in a particular division of your organization	<ol style="list-style-type: none"> Click view hierarchy tab. Click on the name of the division. Click administrator tab. All users registered in the selected division are displayed.

Result
You have successfully viewed organization details from an administrator perspective.

Need Additional Support?

Contact your [Security Administrator](#) for additional help.

Create a Support Request Ticket

If you are a registered Covisint user, and have questions that are not answered in either of these General User help guides, you may submit a [support request ticket](#).

Password Administrator Tasks

Viewing Organization Users

As the Password Administrator, you are able to view all users within your organization. This can be performed in two ways; viewing all users in your organization, or searching for a user. Additionally, you are able to either reset or specify a password for a user. Each of these password reset options are described in this module.



The specify password process is less secure than the reset password process. It does allow the user assigned the Password Administrator role the ability to know the user's entire password and thus could be exposed to risk / liability. It is recommended that the Specify Password process be used only in exceptional circumstances and not as a general practice.

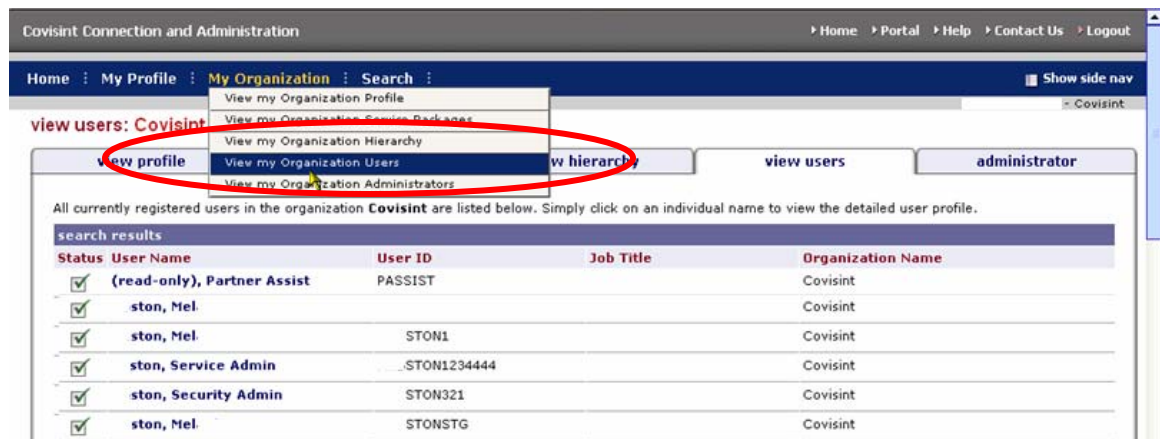
Viewing Users in your Organization

There are two ways for an Administrator to access user accounts. Those are:

- View Users (generally used when quantity of users is less than 50)
- Search for users (generally used when quantity of users is greater than 50)

Complete the following steps to view users in your organization.

1. Click **View my Organization Users** from the *My Organization* drop down menu. The View Users screen is displayed.



User Status Icons Defined:

- ☒ = Active Status (user account is active)
- ☒ = Rejected (user registration request was rejected)
- ☒ = Permanently Removed (user account has been permanently removed from the system)
- ☒ = Suspended (user account is suspended, and user cannot login until the account is unsuspended)

2. Optionally, click on a *User Name* to view details of that user profile.

Result

You have successfully viewed users for your organization.

Searching for Users in your Organization

Complete the following steps to search for users in your organization.

1. Click **Search for Users in my Organization** from the search drop down menu. The Search for Users screen is displayed.

The screenshot shows the 'Covisint Connection and Administration' web application. The top navigation bar includes links for Home, Portal, Help, Contact Us, and Logout. The 'Search' link is highlighted with a red circle. Below the navigation bar, the 'search for user' section is visible. It contains a 'Basic Search for User' form with the following fields and options:

- user name:** A dropdown menu set to 'last name, first name' and a 'begins with' dropdown.
- filter options:** A section titled 'filter options (EXCLUDE these from my results):' with checkboxes for 'Active', 'Pending', 'Suspended', 'Permanently Removed', 'Rejected', and 'All divisions'.
- results per page:** A dropdown menu set to '50'.
- search tips:** A link to view search tips.
- search button:** A button labeled 'search'.

2. From the User Name drop box, select the search criteria regarding the user that you wish to search:
 - a. last name, first name
 - b. phone number
 - c. user id
 - d. email address
3. Select either 'begins with' or 'contains'.
4. Key in the search criteria in the open text box.
5. Optionally, narrow search results by enabling the checkbox of each filter you wish to apply. This will *exclude* the checked item from the search results.
 - a. Active
 - b. Pending
 - c. Suspended
 - d. Permanently Removed
 - e. Rejected
 - f. All divisions

6. Click **Search**. The Search results screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home :: My Profile :: My Organization :: **Search** Show side nav

search for user Covisint

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click [help](#) for Search Tips.

Status	User Name	User ID	Job Title	Organization Name
	Test, Teamroom	TRTEST1		Covisint
	Test, Jane	GOBLUE2006		Covisint
	test, rob	ROB717TEST3		Covisint
	test, John	ROB715TESTUSER2		Covisint
	test, Bob	GOBLUE2003		Covisint
	Test, Barb	DIVISIONTEST		Covisint II
	test, Jack	JTEST1234		Test Division



User Status Icons Defined:

- = Active Status (user account is active)
- = Rejected (user registration request was rejected)
- = Permanently Removed (user account has been permanently removed from the system)
- = Suspended (user account is suspended, and user cannot login until the account is unsuspended)

Result

You have successfully searched for a user in your organization.

Resetting a User's Password

The following section describes the steps involved in resetting a user's password. The steps are similar to the steps a user would take if the user selected the [Forgot my password](#) link at the login screen.

After locating the user account via view or search (described in a previous section), the Password Administrator can reset the user's password using the steps below.



You may notice a "Specify Password" link in addition to the Reset Password option. The specify password process is less secure than the reset password process. It does allow the user assigned the Password Administrator role the ability to know the user's entire password and thus could be exposed to risk / liability. It is recommended that the Specify Password process be used only in exceptional circumstances and not as a general practice. Standard operating procedures should include resetting passwords and not specifying passwords.

1. Perform a User Search. [Refer to the previous section entitled Searching for Users in your Organization](#) for details. The User Search result screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Show side nav

search for user

organization name

search for user

The results of your search appear below. Click on a user name to view details. Scroll down to enter new search criteria or click [help](#) for Search Tips.

Status	User Name	User ID	Job Title	Organization Name
X	Abba, Queen	TRAININGADMIN123		Covisint Europe
<input checked="" type="checkbox"/>	Admin, Training	TRAININGADMIN		Covisint

Viewing 1 - 2 of 2

Show 50 per page

Basic Search for User

Search for users based on user profile information. Enter the criteria, check any filter options to refine your search, and click the search button.

Basic Search for User

* required fields

user name: user id begins with trainingad search tips

filter options: filter options (EXCLUDE these from my results):

☐ Active ☐ Pending ☐ Suspended

☐ Permanently Removed ☐ Rejected ☐ All divisions ?

results per page: 50

search

2. Click on the user name of the user for whom you searched. The View Profile screen is displayed.

Covisint Connection and Administration Home Portal Help Contact Us Logout

Home : My Profile : **My Organization** : Search : Administration : Show side nav

view profile for: Sprocket Admin

view profile

- edit user profile
- add service package
- view request history
- reset user password**
- modify roles
- move user

view service packages

- specify user password
- view pending requests

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status ☒ Active

view details [view details](#)

status options [suspend user](#)

user profile

User Name Sprocket Admin	User ID SPROCKETADMIN
Company/Division Covisint	Job Title
Address 1 25800 Northwestern	Email Address sproket.admin@yahoo.com
Address 2	Wireless Email Address
Address 3	Phone Number 333-3333
City/Region Southfield	Mobile Phone Number
State/Province MI	Fax Number
Postal Code 48075	Language Preference English
Country UNITED STATES	Time Zone (GMT-05:00) Eastern Time (US & Canada)

3. Click **reset user password**. The Reset User Password screen is displayed.
4. Validate the user's identity:
 - a. Read the "challenge question" to the user.
 - b. Ask the user for the answer to the question, and validate the answer to this question. It must match the answer exactly as it appears on the screen.
5. Click **Reset Password**. The screen is refreshed, and the first half of the new password is displayed.

Password Reset Successful

The password for Melanie SecurityAdmin1 has been successfully reset.
The first HALF of the randomly generated 8-character password is:

2896

The second HALF of the password has been emailed to the registered email address **mabston@covisint.com**. All 8 characters are needed to login.

Please note that for legibility, the randomly generated password will be uppercase characters, and circular characters will always be the numeral zero. However, after successfully logging in with the randomly-generated password, the user may select any combination of characters in upper and lower case to create their new password.

[return to user profile](#)

6. Inform the user that you are going to provide the first half of the new password, and ask the user to write down this information.
7. Remind the user that passwords are case-sensitive.
8. Instruct the user to obtain the second half of the new password from the user's email account.
9. Inform the user that after logging in with this newly created, temporary password, the user is prompted / required to change the password.

Result
You have successfully reset a user's password.

Specifying a New Password

Password Administrators are able to specify a password for a user, only on an exception basis. As a standard procedure, the user should reset a password via the Reset Password functionality. However, when that is not possible, the Password Administrator can explicitly state a new password to a user.

After locating the user account, the user assigned the Password Administrator role can specify a new password for the user using the steps below



The *specify password* process is less secure than the reset password process. It does allow the Password Administrator to know the user's entire password and thus could be exposed to risk / liability. It is recommended that the *Specify Password* process be used only in exceptional circumstances and not as a general practice. Standard operating procedures should include resetting passwords and not specifying passwords.

1. Perform a User Search. [Refer to the previous section entitled *Searching for Users in your Organization* for details](#). The User Search result screen is displayed.
2. From the search results, click on the name of the user for whom you wish to specify a password. The User Profile screen is displayed.

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Show side nav

view profile for: Training User QE Quality Engineer

view profile | view service packages

reset user password | **specify user password**

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status	
Status	<input checked="" type="checkbox"/> Active

user profile	
User Name	Training User QE Quality Engineer
Company/Division	Covisint
Address 1	25800 Northwestern
Address 2	
Address 3	
City/Region	Southfield
State/Province	MI
Postal Code	48075
Country	UNITED STATES
User ID	TRAININGUSER
Job Title	
Email Address	quality.engineer@yahoo.com
Wireless Email Address	
Phone Number	313-555-1212
Mobile Phone Number	
Fax Number	
Language Preference	English
Time Zone	(GMT-05:00) Eastern Time (US & Canada)

3. Click **specify user password**. The Specify User Password screen is displayed.

Specify User Password

A 'password specify' should only be used in exceptional situations. Password reset is always the preferred method.

1 step one:

Read the challenge question to the user via phone to confirm the user's identity.

2 step two:

Wait for the answer. If the question is answered correctly, you may continue by entering a new password and clicking on the submit password change button.

Please enter a new password for the userid TRAININGUSER. The password must be at least 8 characters in length and should be simple to communicate to the user over the phone.

Please notify the user that they will be forced to change this password the first time they logon.

change password	
	* = required fields
Challenge Question:	from what High School did you graduate?
Challenge Answer:	Ridgmont High School
*New Password:	<input type="text"/> show password rules
*New Password:	<input type="text"/>
*Reason:	<input type="text"/>
<input type="button" value="submit password change"/> <input type="button" value="return to user profile"/>	

4. Validate the user's identity by prompting the user for the answer to the security question.
5. In the first *New password* open text field, key in a new password for this user. This password must adhere to the existing password rules, and should be simple to communicate to the user over the phone.
6. In the second *new password* open text field, key in the newly created password for this user.
7. State the password to the user and inform the user to write down this new, temporary password. Also inform users that they are forced to change this temporary password upon the next login.
8. Click **submit password change**.

Result
You have successfully specified a user's password.