

Inactivity Report User Guide

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OVERVIEW OF THE INACTIVITY REPORT

Prerequisites:

- You must be a Service Administrator of an Owning Organization or an Individual Service Administrator to view the Inactivity Report.

The Inactivity Report provides the Service Administrator with a list of users who have not logged in to the selected portal for a configured number of consecutive days. By default, user's access to a portal becomes inactive after 180 consecutive days. Service Administrators use this report to view, revoke, or reactive their organizations user's access to the portal.

Users on this Inactivity Report:

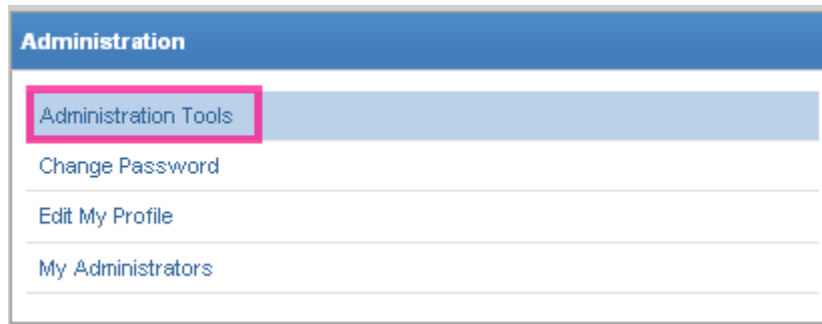
- may belong to your own organization
- may belong to an outside organization that has access to your portal
- are able to log in to other portals (that are still active)
- will no longer see portals that have become inactive in the list of partner portals
- are not prevented from accessing other active applications / portals.

Two email alerts are auto-generated by the system and sent to the user. Those are:

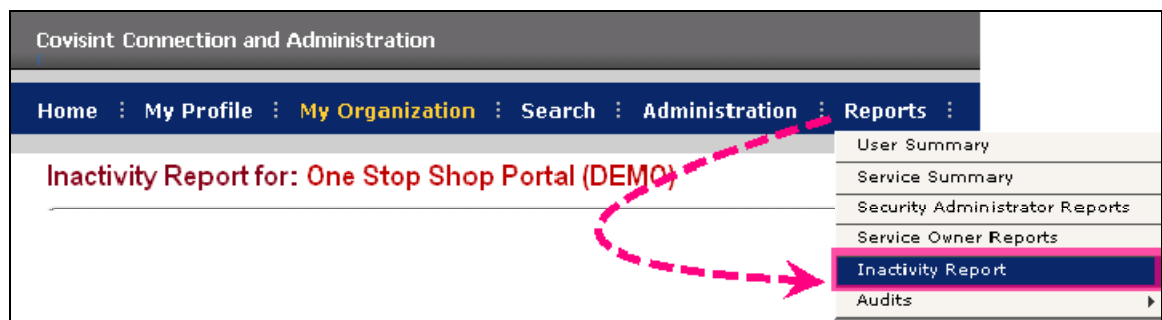
- **email one** - sent to the user to warn of the upcoming inactivity function that is about to occur. Sent after two thirds of the designated inactivity period has elapsed. For example, if inactivity period is set at 180 days, user will receive this type of email after 120 days of inactivity. If inactivity is set at 90 days, user will receive the email after 60 days of inactivity.
- **email two** - sent to the user on the day that the user's portal access becomes inactive

MANAGING USER ACCESS VIA THE INACTIVITY REPORT

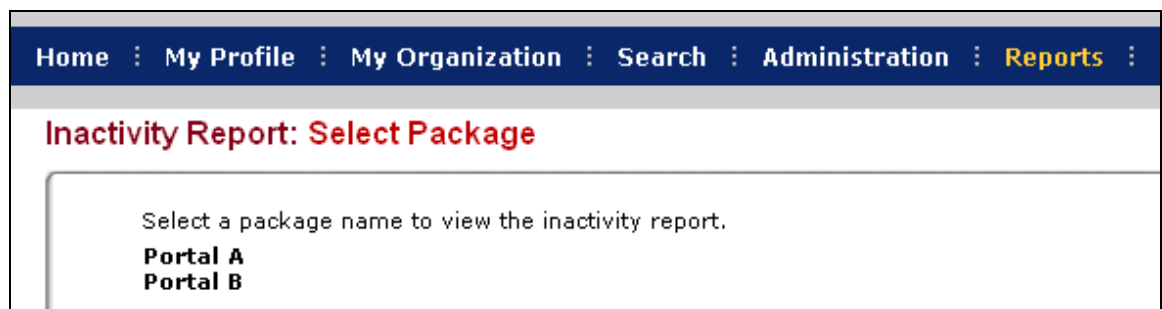
1. Log in to the portal.



2. Click **Administration Tools**.



3. From the Reports drop down menu, click **Inactivity Report**. A list of portal packages for which you are the Service Administrator is displayed.



4. From the list presented, select the *package name* for which you wish to view the report. (If you only have one package, you will skip this step). The screen refreshes, and the Inactivity Report is displayed.

Inactivity Report

The following users have not accessed Package nor any of its subpackages in over 180 days. Policy mandates that users who have not accessed the portal for over 180 days must have their access inactivated. Please note that you have the following options:

- Users who no longer need access can have the service revoked by clicking the "revoke access" check box.
- Users who no longer need access to any Covisint services can be suspended and permanently removed by clicking on the user name and accessing the user profile.

show as a .csv file **Warning!** You should change the sort order prior to making your selections. Changing the sort order will deselect your selection.

user inactivity report sort by

organization	user name	date since last access	no action	revoke	reactivate
CORPORATION 2	Bono, Steve	2007.11.29 EST	<input type="checkbox"/>	<input type="checkbox"/>	
Trucks North : America LLC	Carter, Jim	2007.11.14 EST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Covisint	Crosby, Linda	2007.09.09 EST	<input type="checkbox"/>	<input type="checkbox"/>	
Trucks North America LLC	DCFTLQATEST2 In, DCFTLQATEST2 In	2006.05.16 EST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You are only able to reactivate users access in the portal for which you are an Service Administrator. This is the reason the report does not offer a radio button for certain users in the *Reactivate* column.

- Perform one or more of the following:

IF YOU WISH TO...

THEN:

- | | |
|--------------------------|---|
| Revoke user access | Enable the radio button in the <i>revoke</i> column for each applicable user. |
| Reactivate user access | Enable the radio button in the <i>reactivate</i> column for each applicable user. |
| Take no action on a user | Enable the radio button in the <i>view</i> column for each applicable user. |

- Click **continue**. The Review and Submit screen is displayed.
- Click **submit decisions**. The screen refreshes, and the Confirmation screen is displayed. Users for whom access was revoked or reactivated will receive an auto-generated email, indicating the status change.

RESULT:

You have managed user access via the Inactivity Report.