Chief Information Officer
Office of Information Services
Centers for Medicare & Medicaid Services

# Enterprise User Administration (EUA)

# CMS Access Administrator (CAA) Guide

January 20, 2010

Version 1.8

## REVISION HISTORY

| Date | Version | Description of Changes |
|---|---|---|
| 07/28/2006 | Version 1.0 | |
| 11/27/2006 | Version 1.1 | |
| 03/13/2007 | Version 1.2 | Updated URL links as applicable. |
| 06/30/2007 | Version 1.3 | Updated URL links as applicable. |
| 01/08/2008 | Version 1.4 | Updated Screen Shots with new version of WorkFlow. |
| 05/13/2008 | Version 1.5 | Updated captioning of figures for 508 compliance. |
| 01/15/2009 | Version 1.6 | Updated section on delete user and added section on contract number. |
| 06/01/2009 | Version 1.7 | Added 508 compliant statements. |
| 01/20/2010 | Version 1.8 | Added Revoke User and WorkFlow Notification sections |

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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 (CMS DC). The guide discusses the role of CMS Access Administrators (CAAs) in EUA and provides instructions for installation and operation of EUA support products available to the CAA.

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.

CAAs enter requests using the 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 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 located 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.

The CAA should not leave any completed access forms on their 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.

CAAs may also receive e-mails 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 Organization/Group Health Plan

- Consolidated Information Technology Infrastructure Contract (CITIC) Contractor
- End-State Renal Disease (ESRD) Network
- Program Safeguard Contractor
- State Agency
- Federal (one form for each agency/department)
- Other (use this for users working under)
- Inter-Agency Agreements
- Health Plan Management System (HPMS) Only
- Medicare Administrative Contractor (MAC)
- Drug Manufacture
- Medicare Claims Data Mart (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.

*Note: WorkFlow is not 508 compliant; if you require special assistance please contact the CMS IT Service desk.*

## 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.

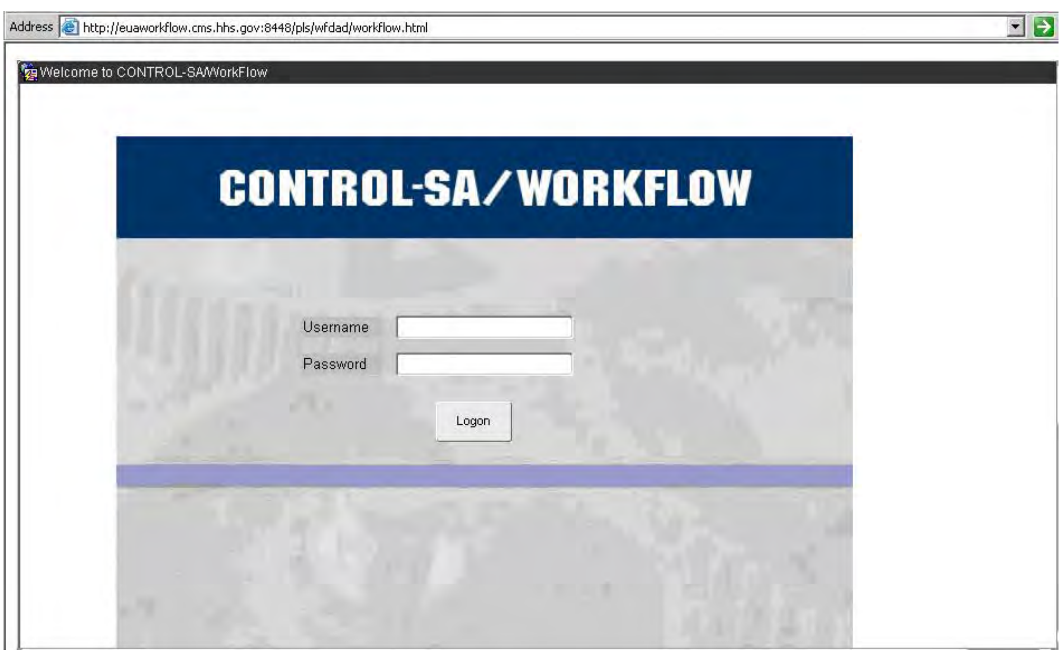
## 3.2 Logging in to WorkFlow

WorkFlow is accessed via the CMS intranet at http://158.73.79.144:7778/wfdad/workflow.html or the icon on the user's desktop.

Contractors using WorkFlow need to verify 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.

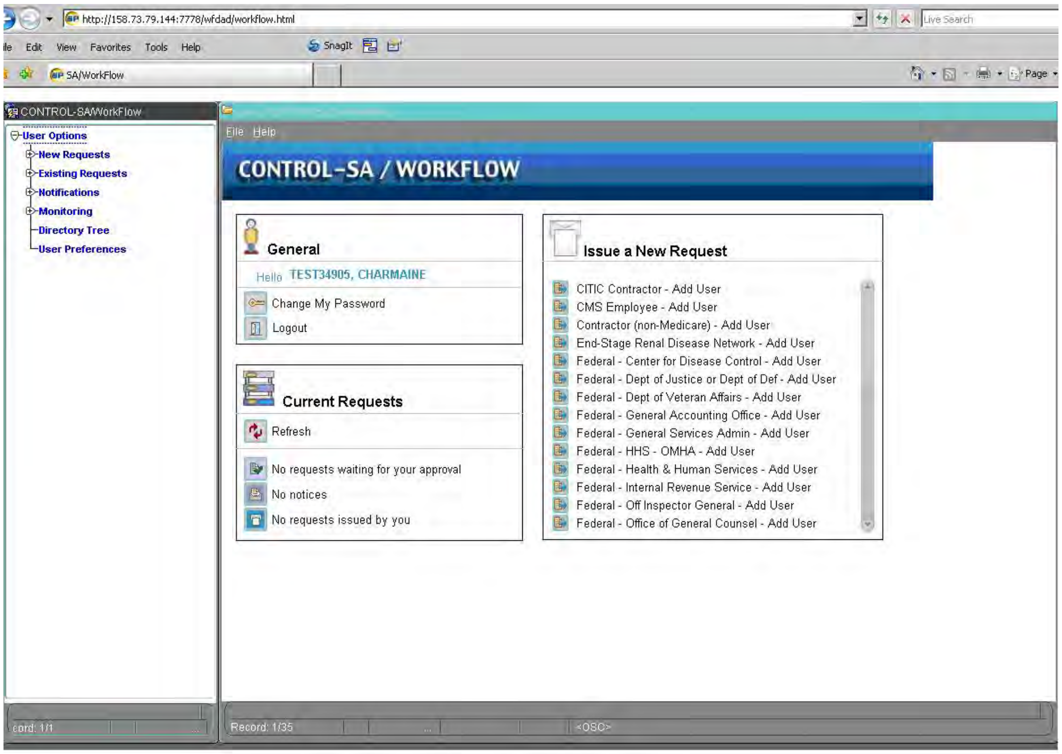
After WorkFlow is loaded, the administrator enters their Username and Password (Figure 1).

***Figure 1 – WorkFlow Logon Screen***



Upon successful logon, the Main WorkFlow screen displays (Figure 2).

***Figure 2 –WorkFlow Main Screen***




### 3.3 Adding New User IDs

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

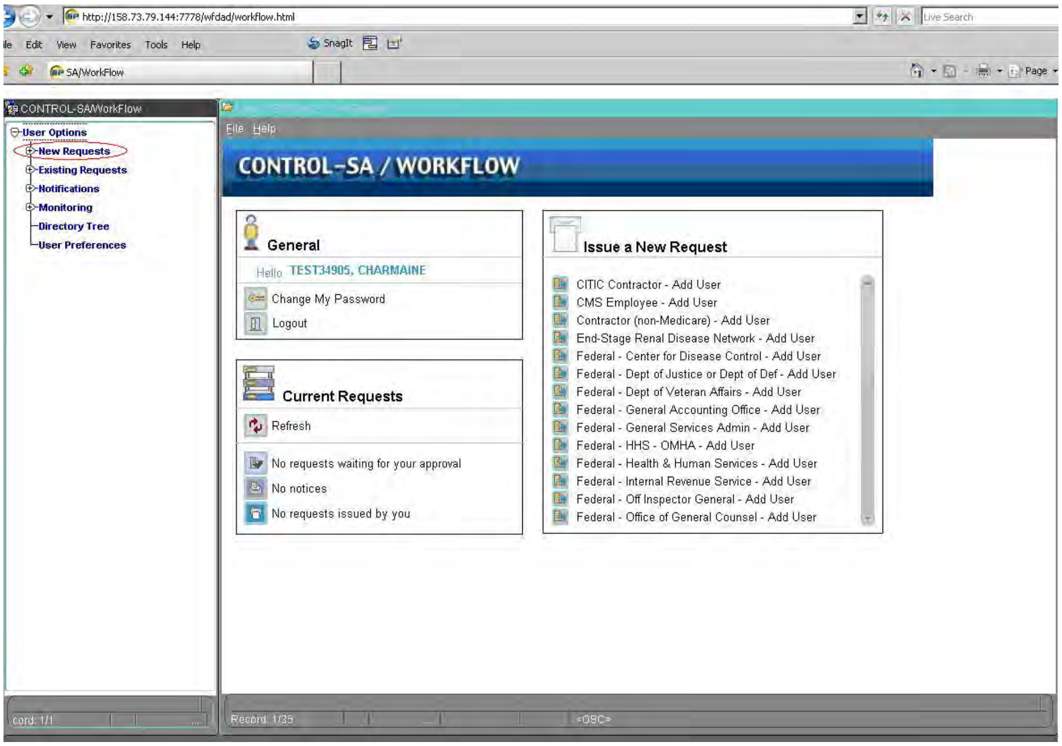
#### *3.3.1 Adding a New User ID – CMS Central Office Employees*

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*

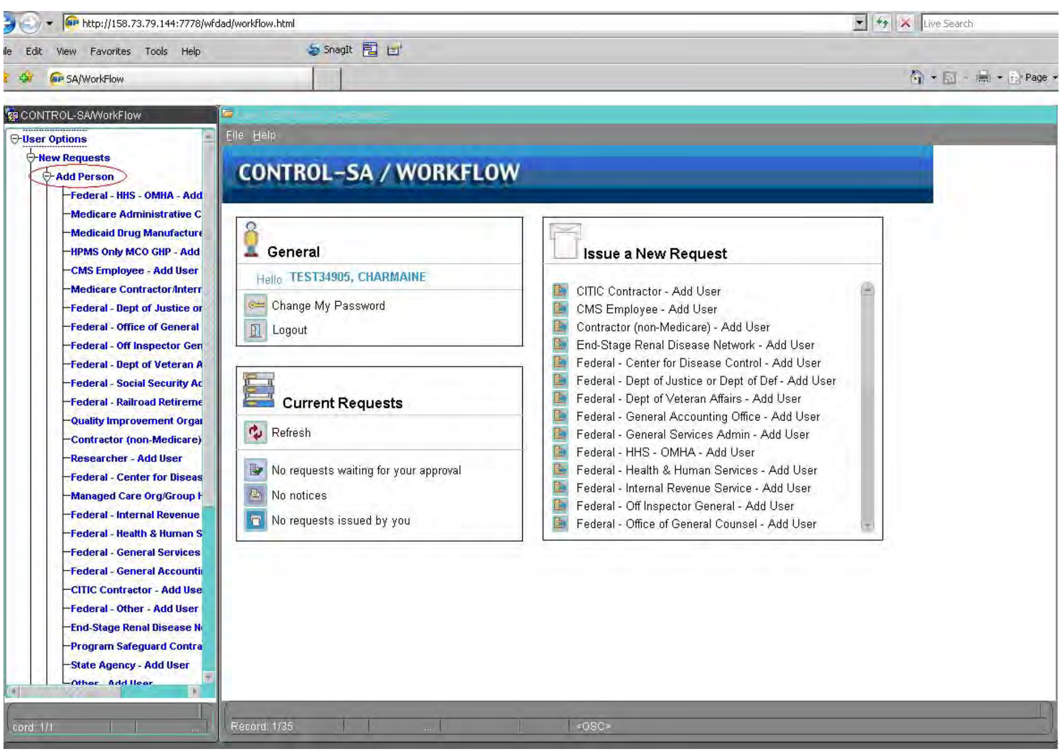
1. The CAA should receive a form with blocks 1-4 completed, and page 2 (containing the Privacy Act Advisory Statement and the Security Requirements for users of CMS' Computer Systems) signed by the user.
2. Log on to EUA WorkFlow as described in Section 3.2.
3. Expand New Requests in the left pane of the main WorkFlow screen by clicking the plus sign next to New Requests (Figure 3).

***Figure 3 – WorkFlow Main Screen – New Reqeusts Option***



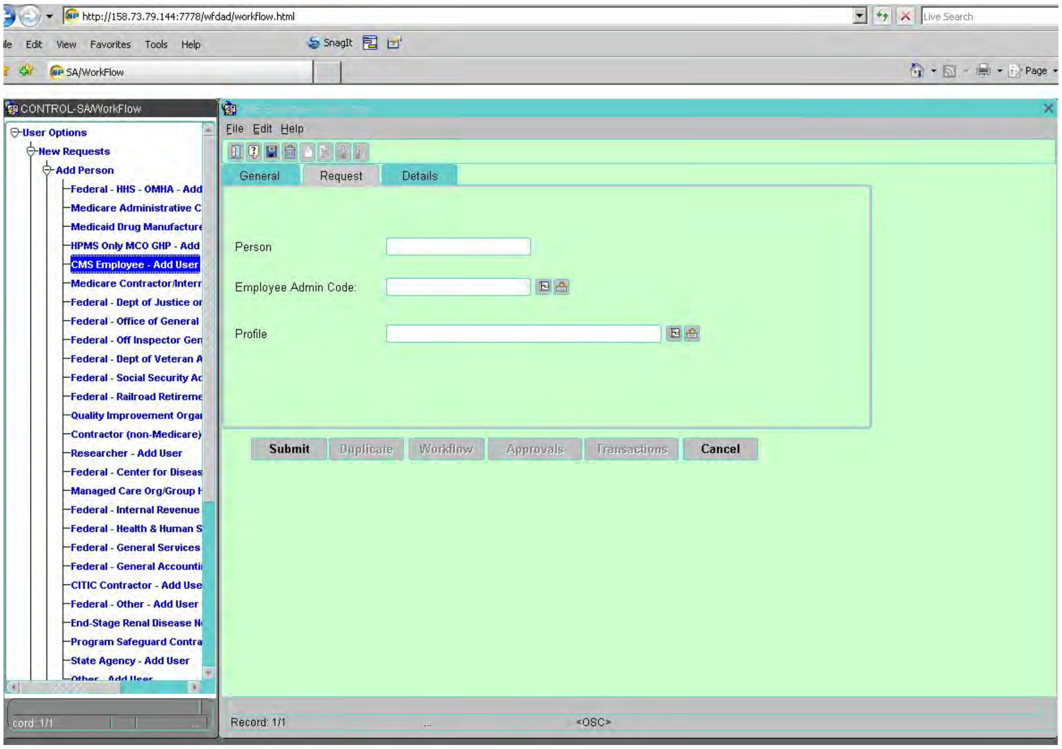

4. Expand Add Person by clicking the plus sign next to Add Person (Figure 4).

***Figure 4 – WorkFlow Add Person Option***



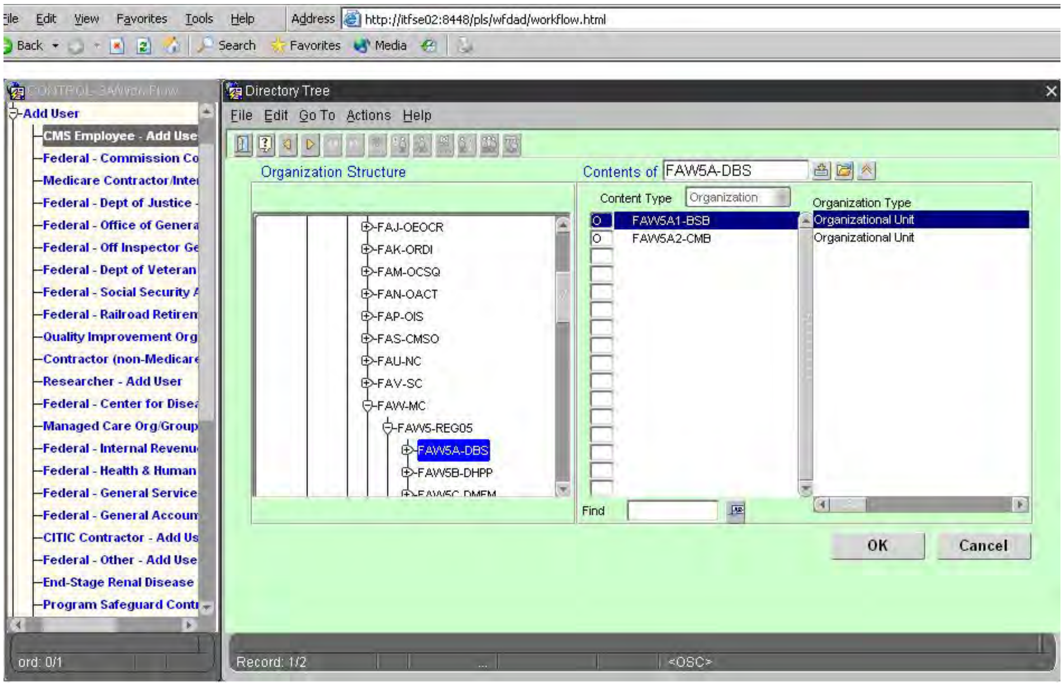
5. Select CMS Employee – Add User option on the right of the screen. The Request Tab will be displayed.
6. Enter user's name in capital letters, LASTNAME, FIRSTNAME MI, in the *Person* field (Figure 5).

***Figure 5 – CMS Employee - Add User Request Tab***



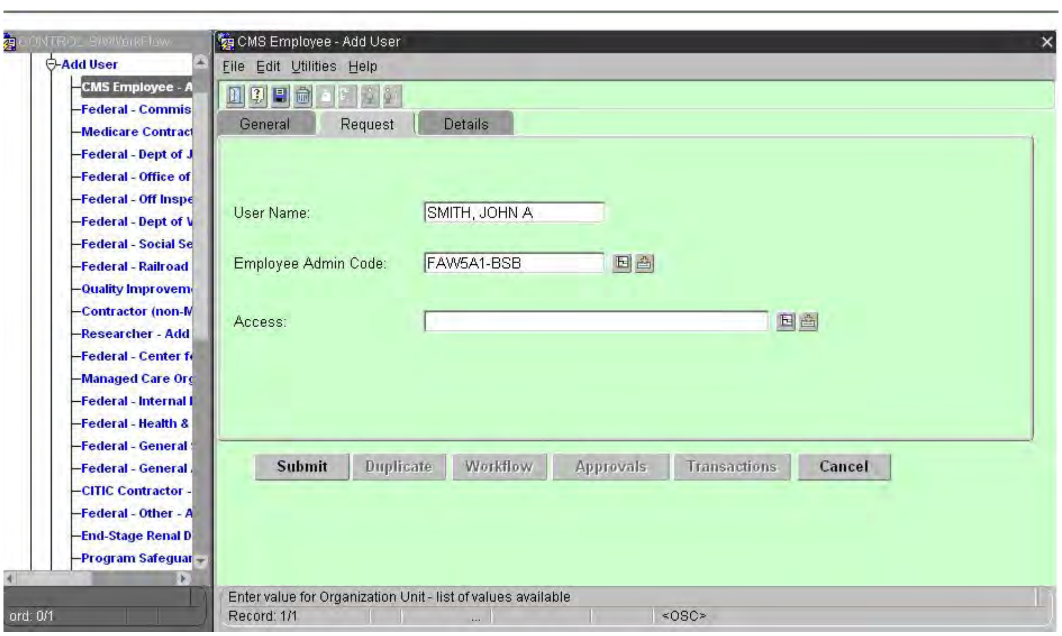

7. Use the first drop-down box to select the Employee Admin Code. The Directory Tree page will display (Figure 6).

***Figure 6 – WorkFlow CMS Employee - Add User Admin Code Directory Tree Screen***




8. Browse the Organization Structure tree and select the Admin Code under which the new employee works.
9. When the Employee Admin Code is selected, you return to the Request Tab (Figure 7).

***Figure 7 – WorkFlow CMS Employee - Add User Request Tab With Input***




10. Select the Details Tab (Figure 8) and type in the following information:
    a. The first and last name identical to previous screen (in mixed case).

b. The Social Security Number without hyphens, example 123456789.

c. The street address in Company Address 1. Use the *Company Address 2* and *Company Address 3* fields for mailstop, floor, PO Box, if needed.

d. The city, state abbreviation, and zip code. The *State* field uses a drop-down box.

e. Select the Region corresponding to the CMS Regional Office (RO) in which your Contractor Manager resides. Contact your Security staff for assistance.

f. The employee's phone number in both the *Office Telephone* and *Company Telephone* fields.

g. The appropriate building in which the employee resides in the *CMS facility* field.

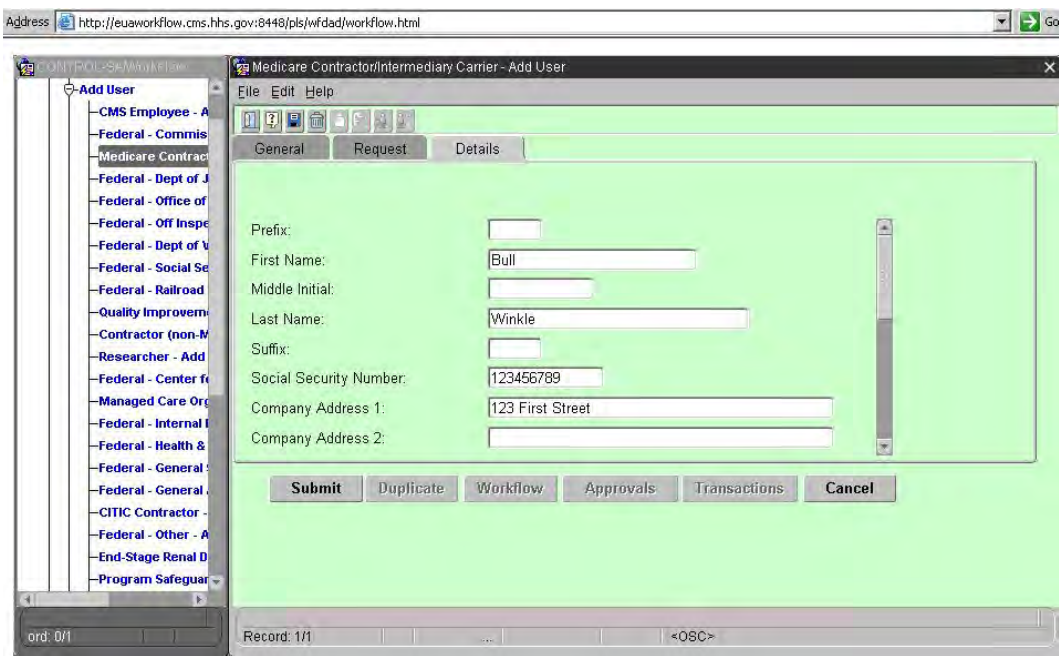
h. The employee's mailstop.

i. The employee's desk location.

j. Select YES if the employee is a manger. (Default is NO).

k. The reason for the request for access to CMS Computer Systems in the *Justification* field.

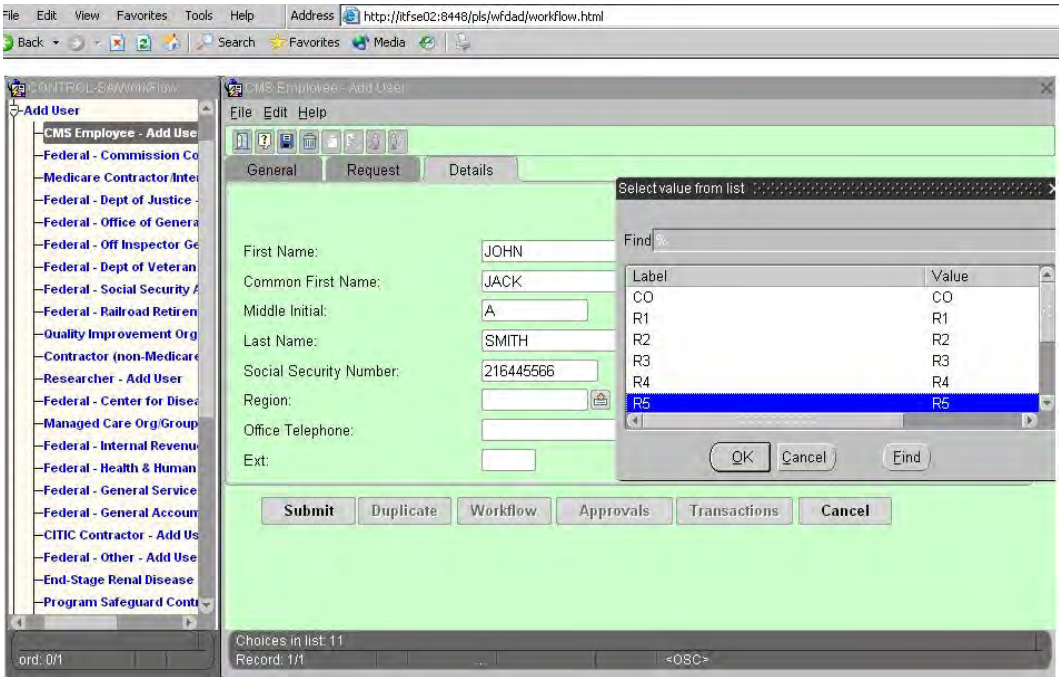
***Figure 8 – WorkFlow CMS Employee - Add User Details Tab***




11. You may ignore the *Prefix* and *Suffix* fields.

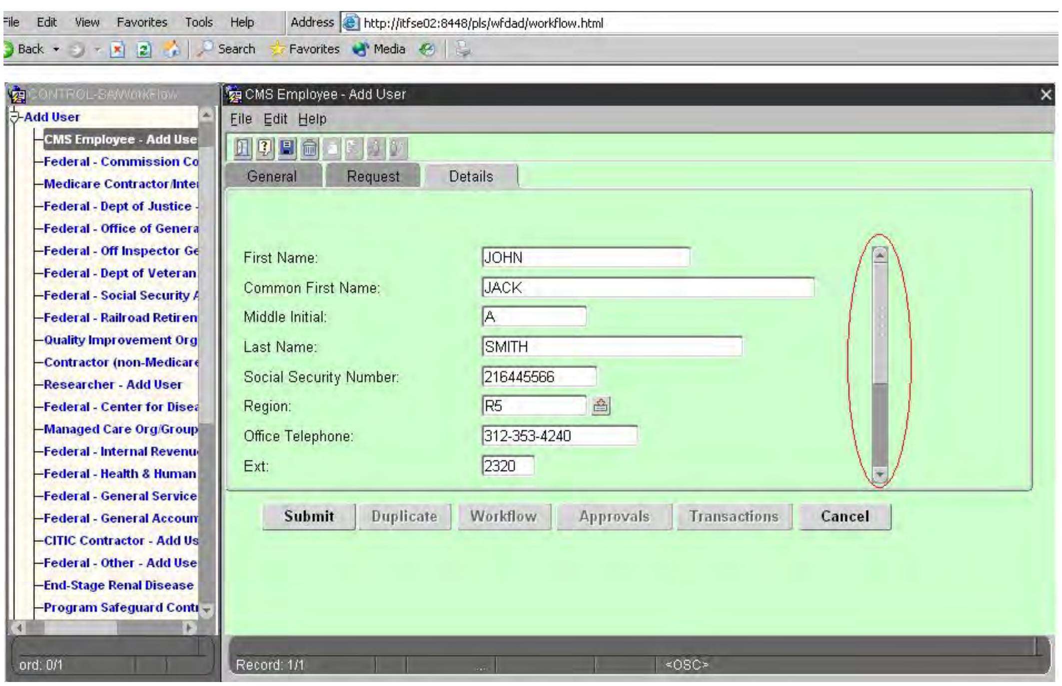
12. Whenever you see a drop-down box, use it make your selections, then click **<OK>** (Figure 9).

***Figure 9 – WorkFlow CMS Employee - Add User Select Region***



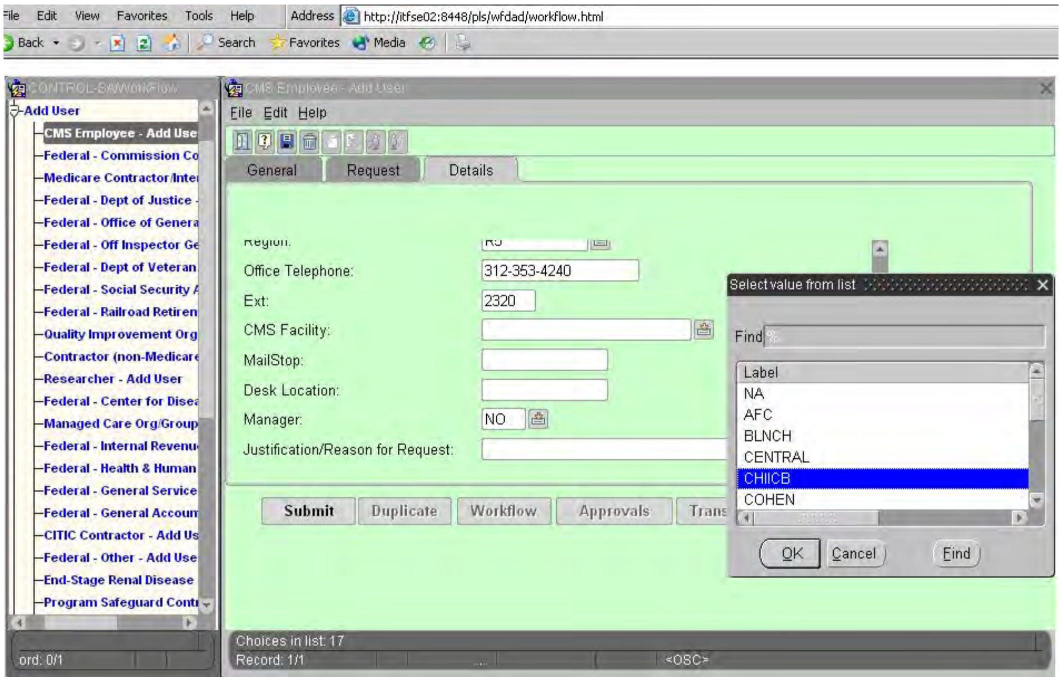

13. Use the scroll bar on the right to finish entering information (Figure 10).

***Figure 10 – WorkFlow CMS Employee - Add User Details Tab Scroll Bar***



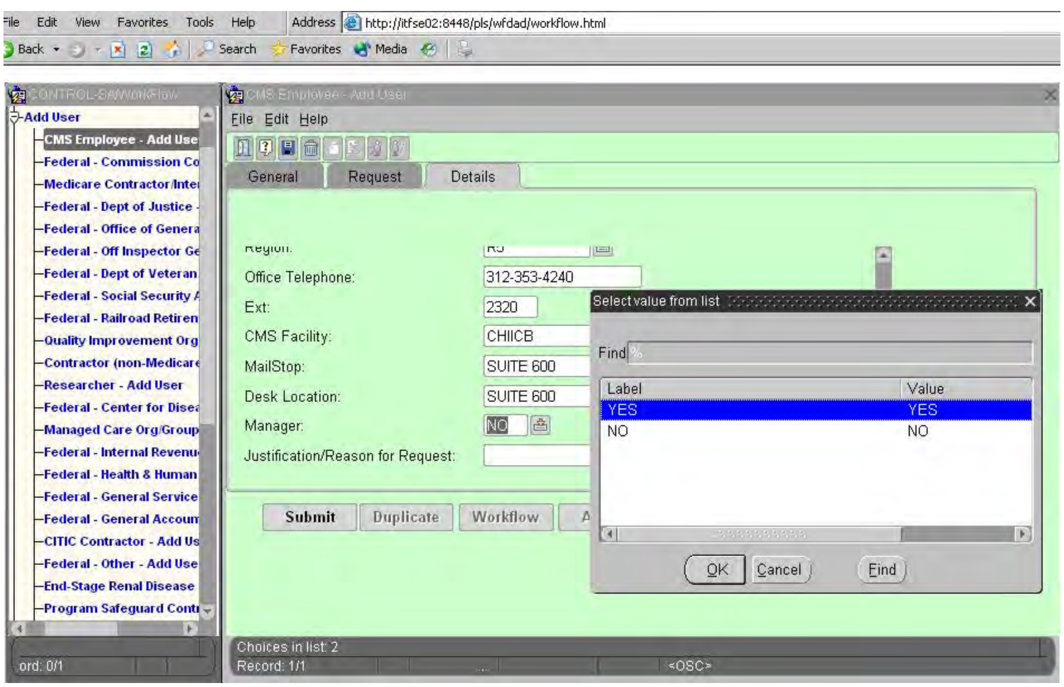

14. Continue using the drop-down boxes to ensure the correct entries are selected (Figure 11).

***Figure 11 – WorkFlow CMS Employee - Add User CMS Facility Option***



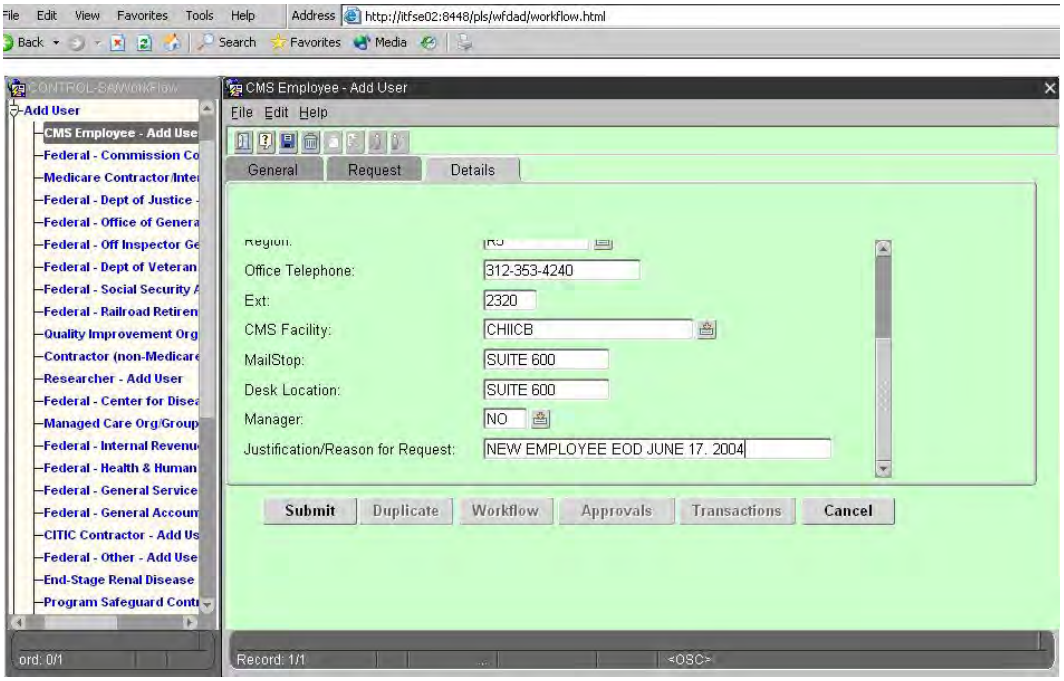
15. If the user is a manager make sure to select YES in the *Manager* field (Figure 12). NO is the default.

***Figure 12 – WorkFlow CMS Employee - Add User Select Manager Option***



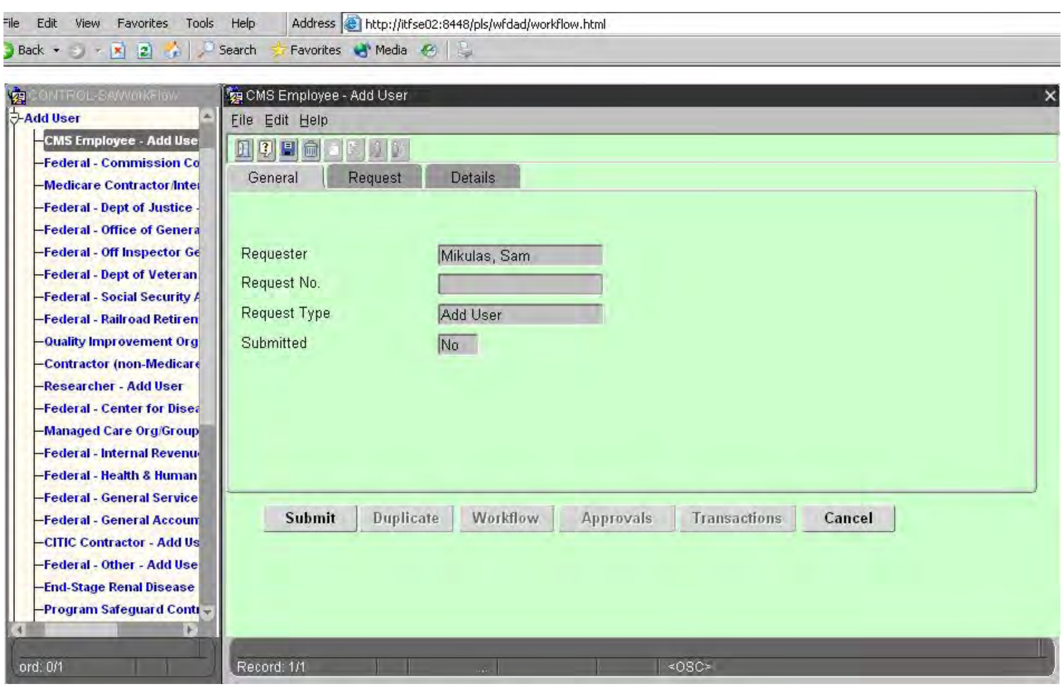
16. Finish entering the information and click <**Submit**> (Figure 13).

***Figure 13 – WorkFlow CMS Employee - Add User Details Tab With Input***



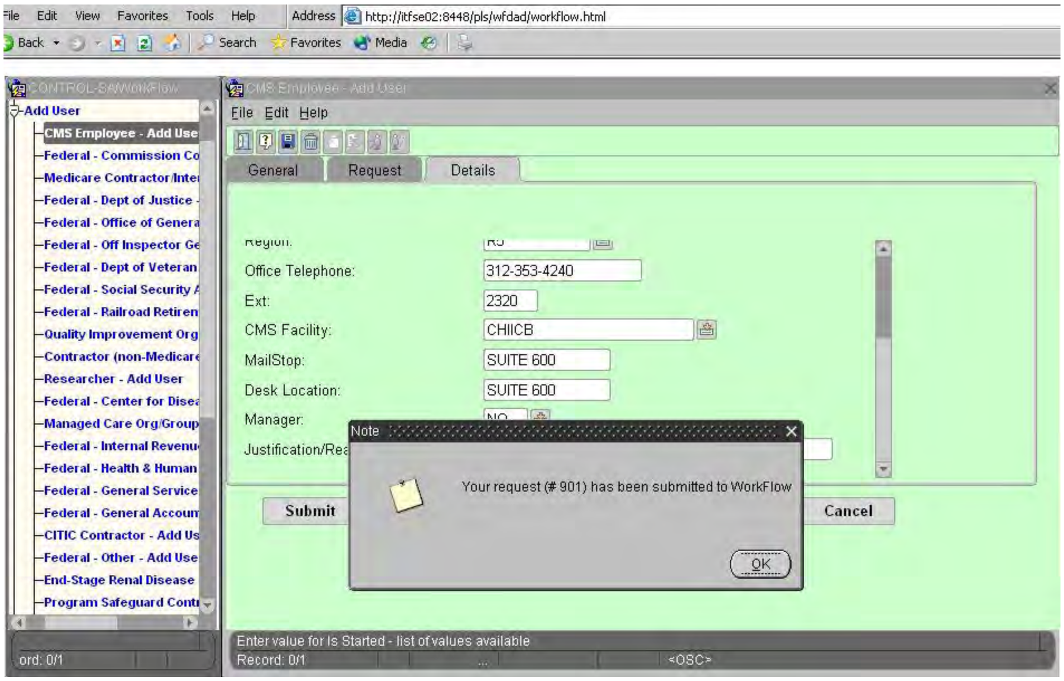

NOTE: If you are interrupted while entering a request, you can go to the General tab to obtain the status. If the request has not yet been submitted, you can click **<Submit>** (Figure 14).

***Figure 14 – WorkFlow CMS Employee - Add User General Tab***




17. Your request is assigned a request number and is submitted (Figure 15).

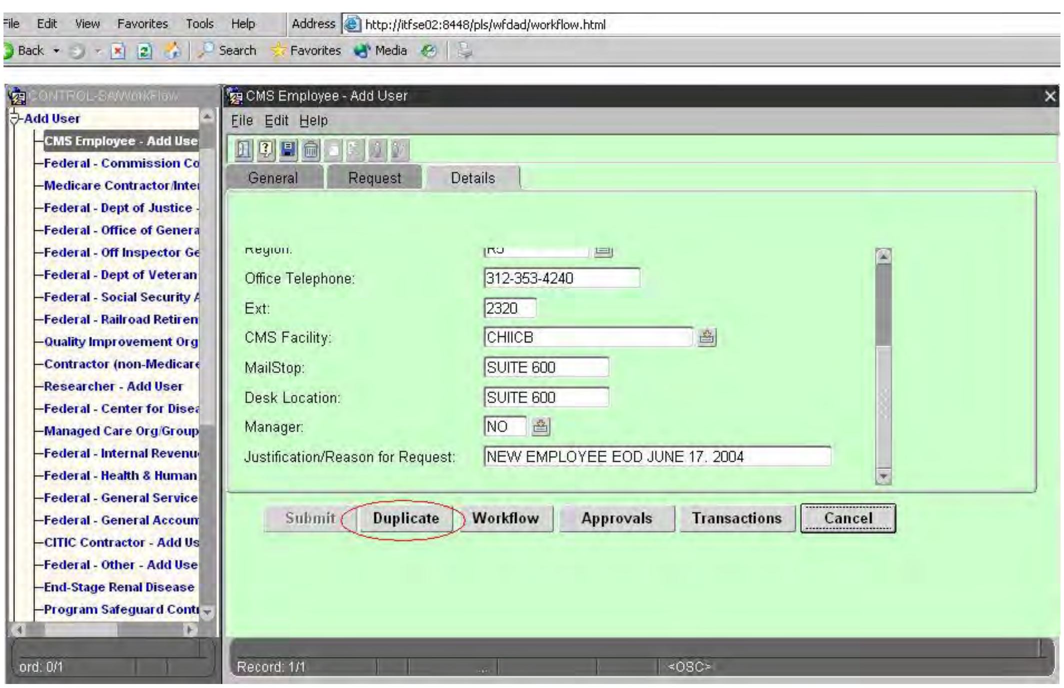
*Figure 15 – WorkFlow CMS Employee - Add User Submission*




18. Open a Remedy Trouble Ticket to inform the EUA staff a request pending. It will be processed.

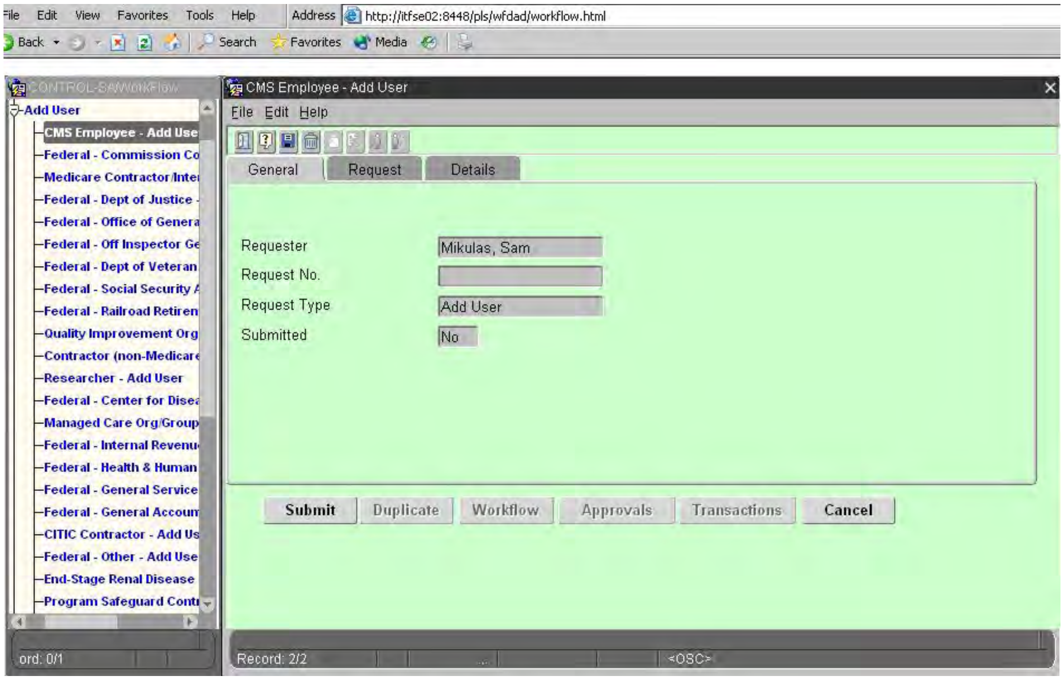
19. If you need to enter another request for additional CMS employees, click the **<Duplicate>** button (Figure 16).

*Figure 16 – WorkFlow CMS Employee - Add User Details Tab Duplicate Option*



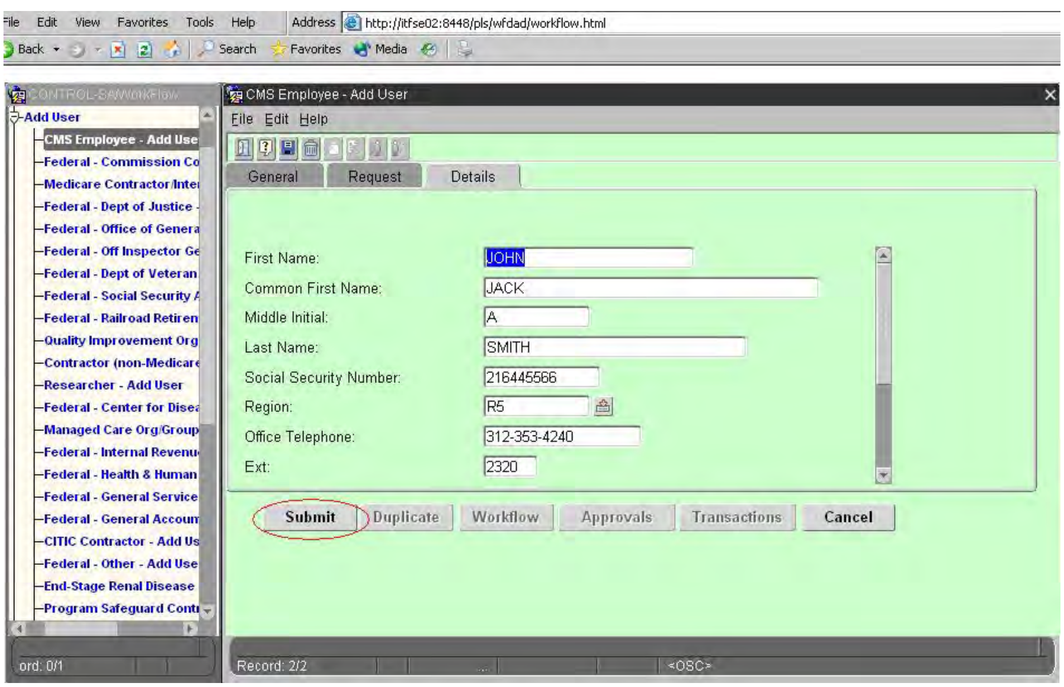
20. All the information will be carried over to a new request (Figure 17).

***Figure 17 – WorkFlow CMS Employee - Add User General Tab Duplicated***




21. Make changes to all of the appropriate fields and click **<Submit>** (Figure 18).

***Figure 18 – WorkFlow CMS Employee - Add User Details Tab – Submit Option***

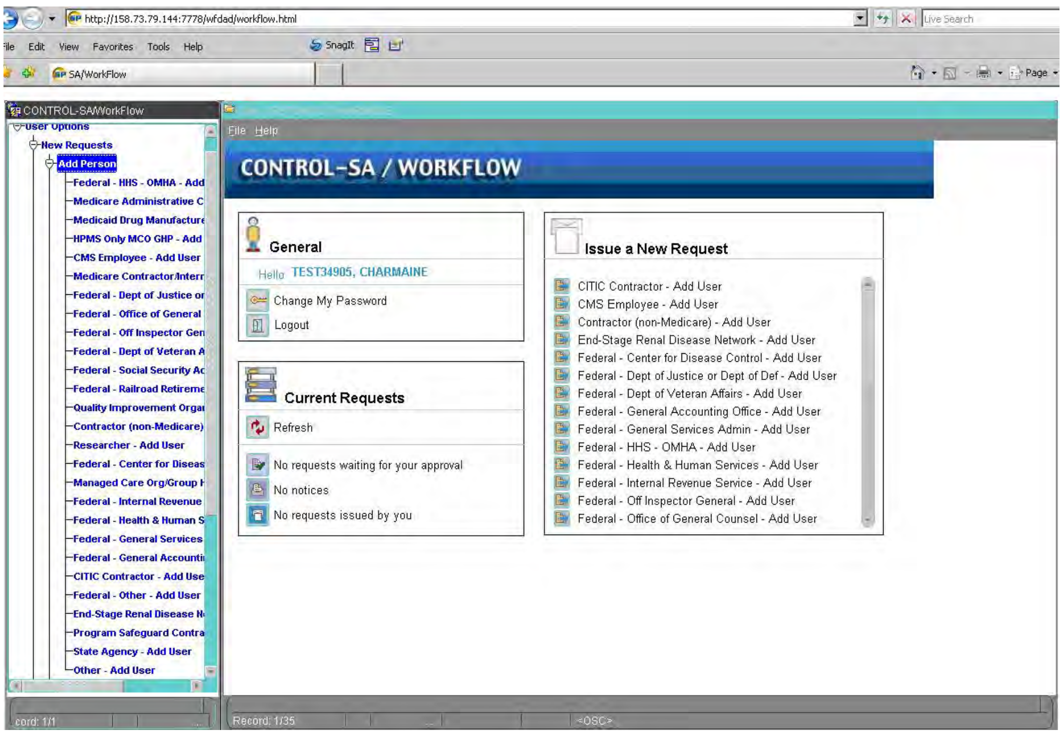


### *3.3.3 Adding a New User ID – Other Types of Users*

1. Follow Steps 1 through 4 in Section 3.3.2.
2. Once the Add Person Option is expanded, select the appropriate form type. An example is to click Medicare Contractor/Intermediary Carrier (Figure 19) to add a Medicare Contractor.

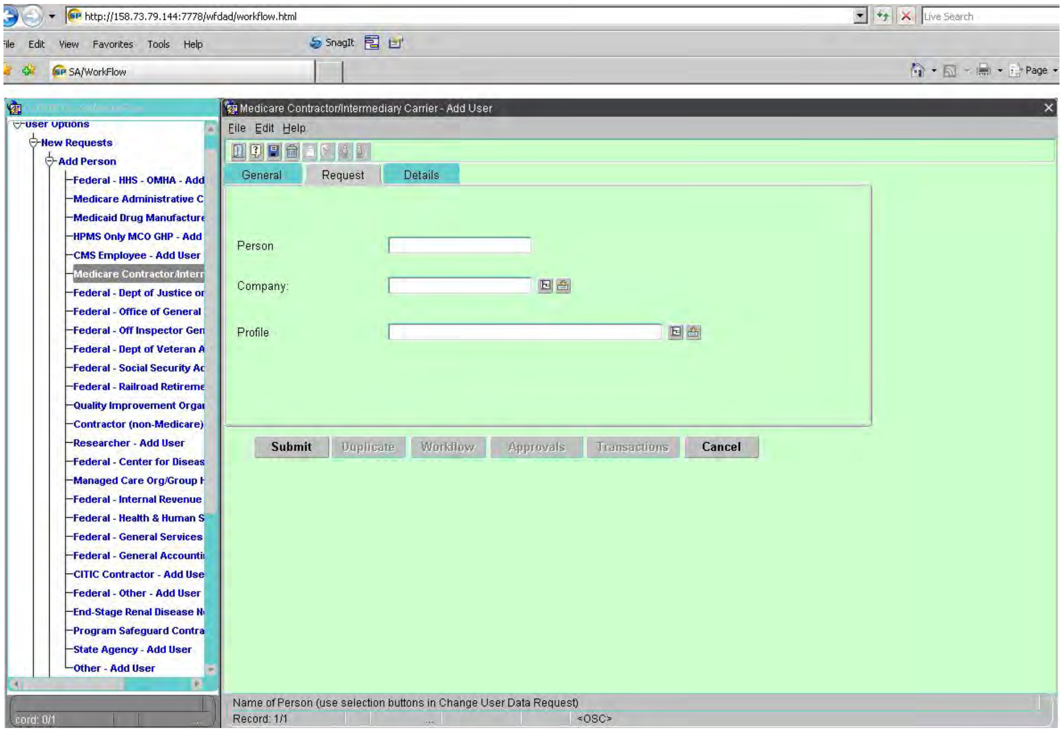
NOTE: You may also scroll through the Issue a New Request and click on the icon next to the desired form, e.g., Medicare Contractor/Intermediary Carrier – Add User.

***Figure 19 – WorkFlow Add Person Option***




3. You are now ready to enter the user's information.
4. Both the Request and Details tabs must be completed before the request can be submitted.

***Figure 20 – WorkFlow Add User Request Tab***

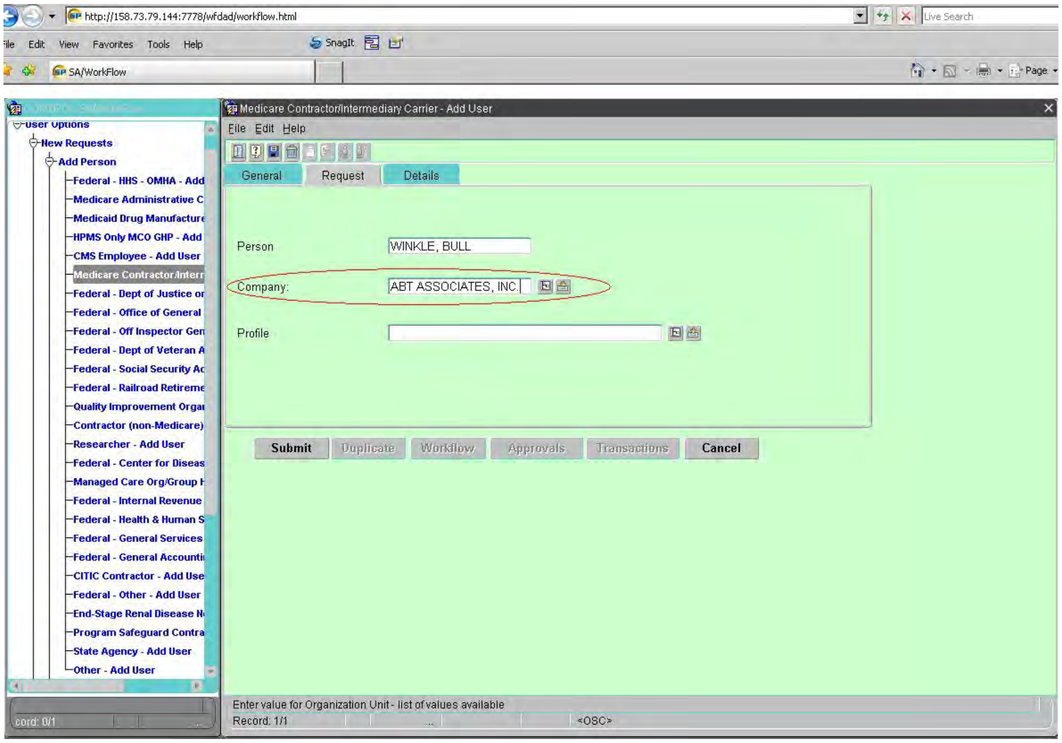



5. Select the Request Tab (Figure 20) and enter the following information:

   a. The Person's name in capital letters LASTNAME, FIRSTNAME MI

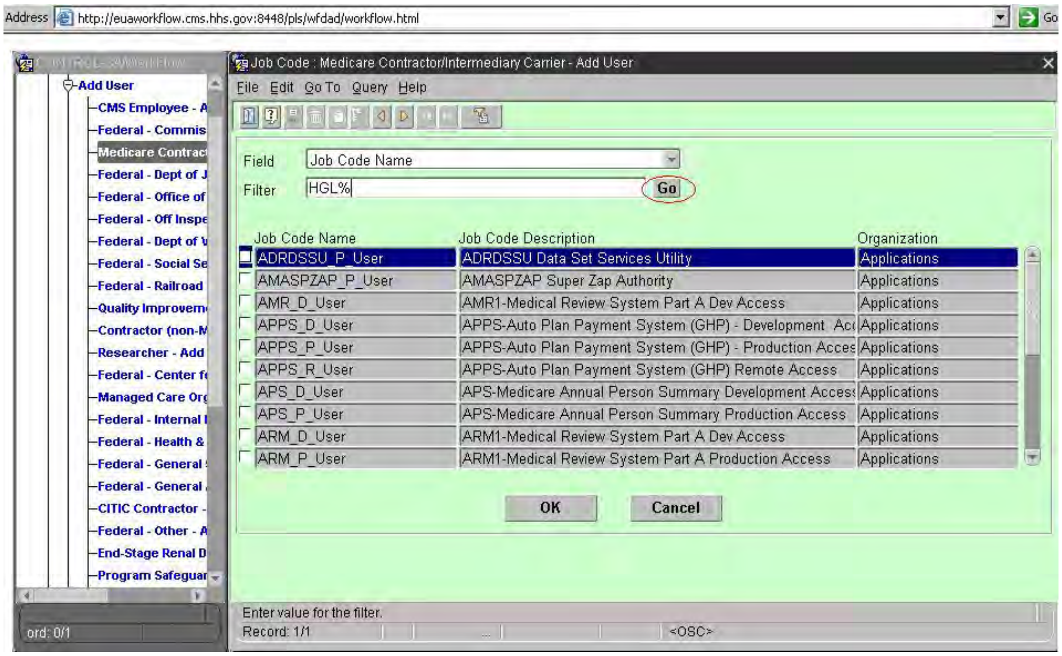
   b. The Company name by clicking the drop-down box located to the right of the *Company* field and selecting the appropriate company. When the company is selected, it will automatically populate the *Company* field (Figure 21).

***Figure 21 – WorkFlow Add User Request Tab Company Option***



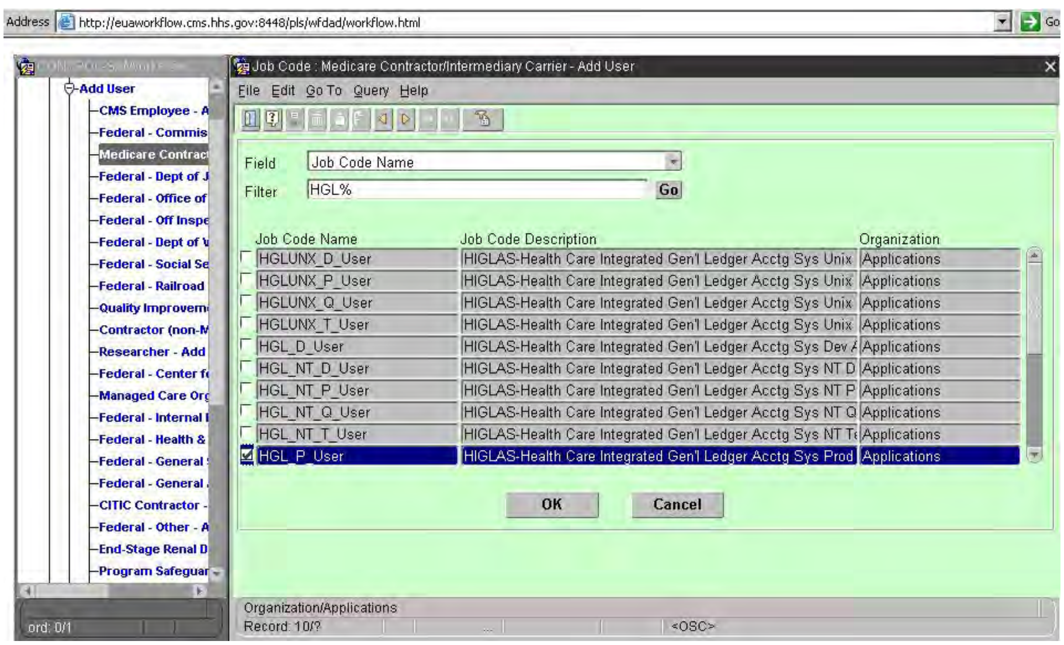

6. Click the icon located to the right of the *Profile* field. The screen with all the Job Codes will display.
7. Enter all or part of a Job Code name representing the access the user requires followed by a percent sign (the % is a wild card character in WorkFlow). For example, keying HGL% as a filter, will display all HIGLAS Job Code Names.
8. Click the **<Go>** icon to the right of the *Filter* field (Figure 22).

***Figure 22 – WorkFlow Add User Profile Option***




9. Click the far left box of the required Job Code displayed; a check mark will appear (Figure 23).

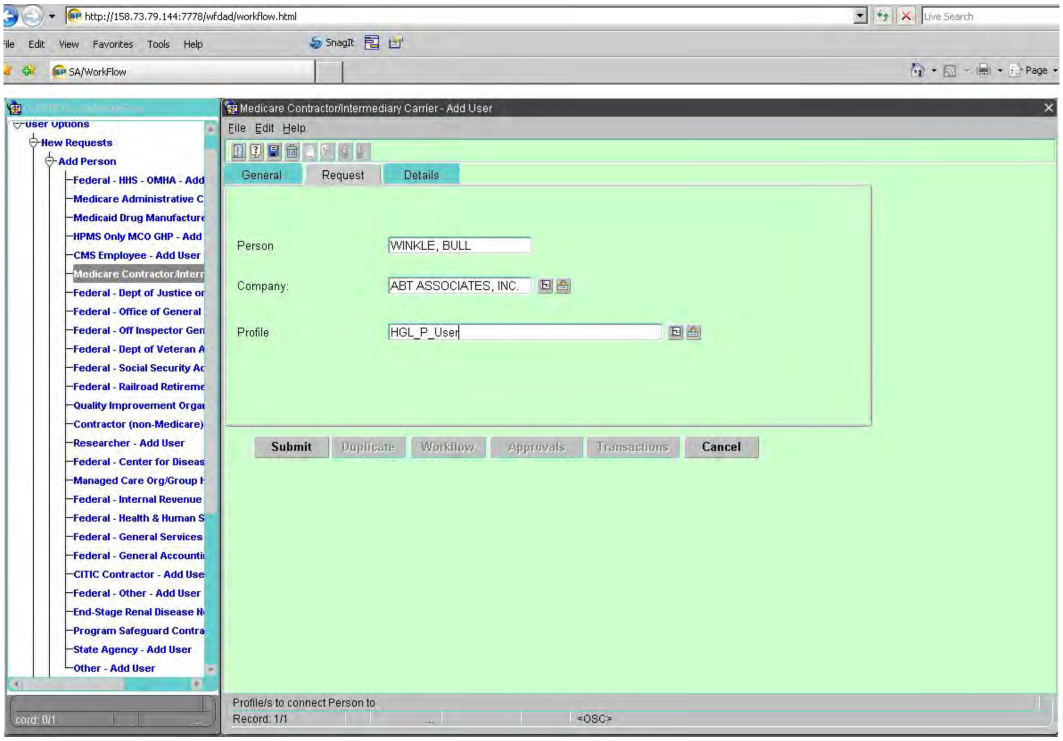
***Figure 23 – WorkFlow Add User Select Job Code***




10. When more than one Job Code Name is required repeat steps 6 through 9.
    a. There is a limit of nine Job Codes per request.
11. Click **<OK>** when all accesses are checked.

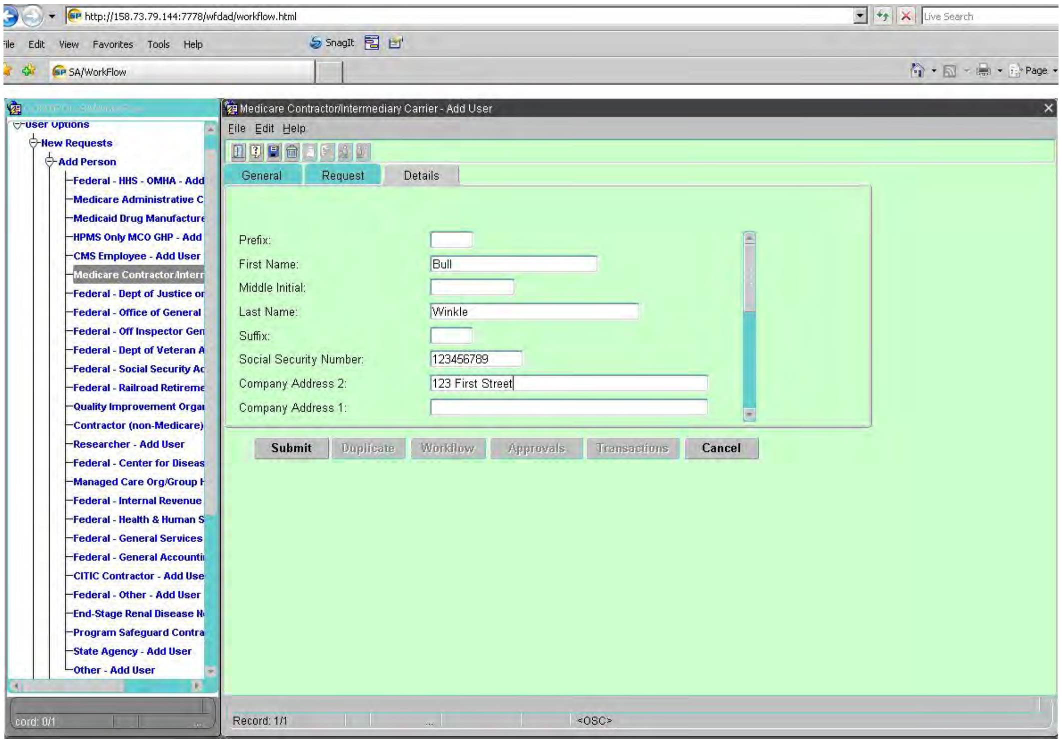
12. The Job Codes will automatically populate the *Profile* field (Figure 24).

***Figure 24 – WorkFlow Add User Request Tab With Input***




13. Select the Details tab (Figure 25).

***Figure 25 – WorkFlow Add User Details Tab***



14. Type in the following information (Figure 26):

    a. The first and last name in mixed case.

    b. The Social Security Number without hyphens, example 123456789.

    c. The street address in the *Company Address 1* field. Use the *Company Address 2* and *Company Address 3* fields for mailstop, floor, PO Box, if needed.

    d. The City, State abbreviation, and Zip Code. The *State* field uses a drop-down box.

    e. The employee's phone number in both the *Office Telephone* and *Company Telephone* fields.

    f. The Region corresponding to the CMS RO in which the Contractor Manager resides, if applicable. Contact your Security staff for assistance.

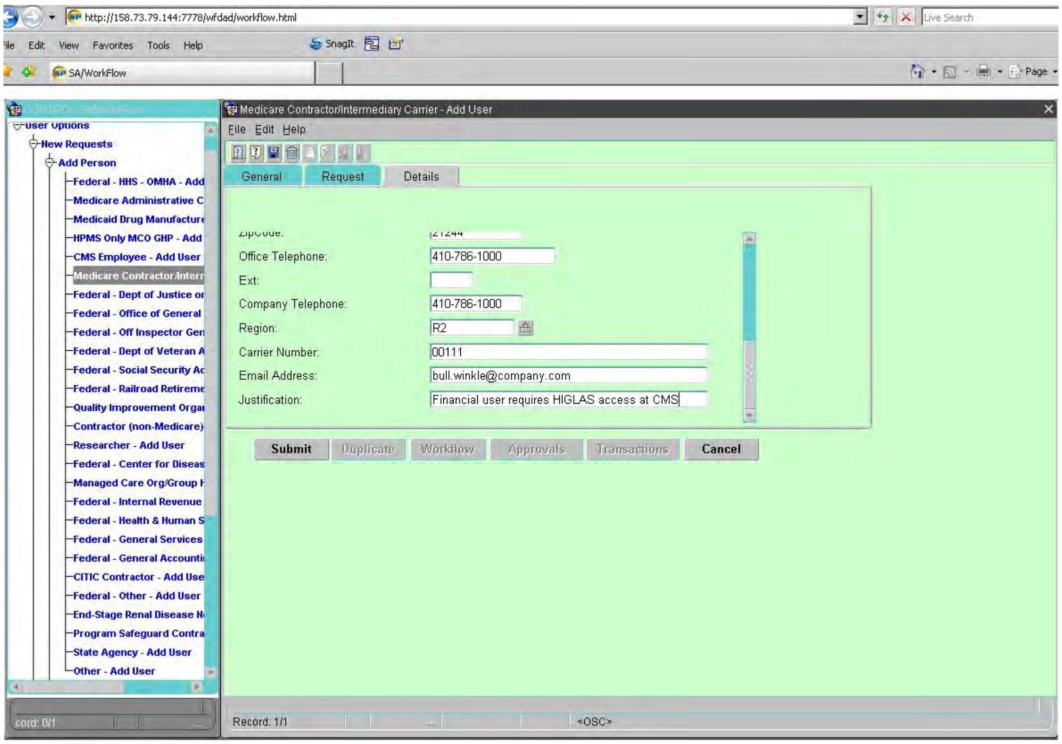
    g. The five-digit carrier number or contractor number the user requires.

    h. The user's business e-mail address.

NOTE: If the user does not have a business e-mail address, use a manager's e-mail address or key N/A in the *E-mail Address* field. The system uses e-mail notifications to inform users of security alerts, certification status, etc. A valid e-mail address should be specified whenever possible.

i. The reason for the request for Access to CMS Computer Systems in the *Justification* field.

***Figure 26 – WorkFlow Add User Details Tab With Input***

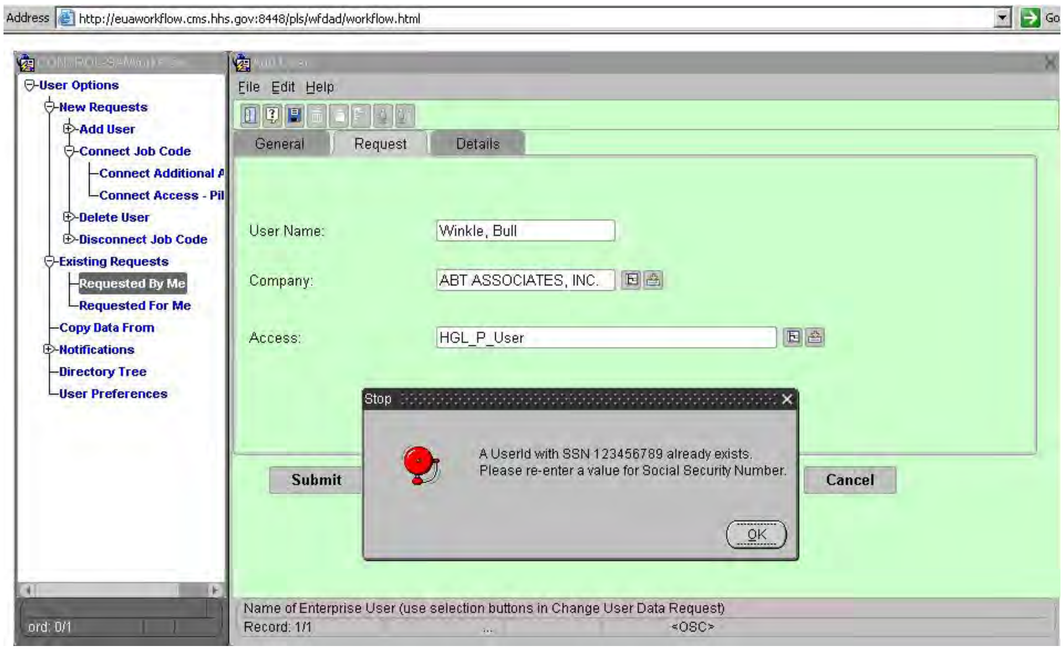



15. Click **<Submit>** to initiate the request.

16. A WorkFlow request number will be generated for the request. Write the request number on the top of the paper form submitted by the user.

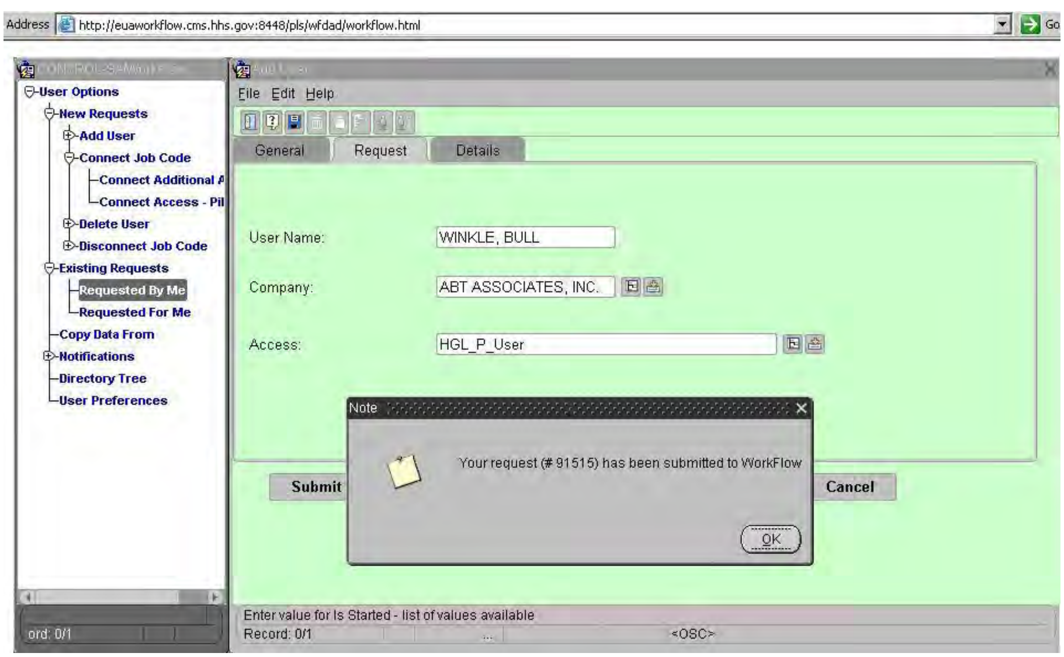
NOTE: There are edit checks built in the Add User Request form. If you experience an error, pay close attention to the message, as it will provide information to fix the error (Figure 27).

***Figure 27 – WorkFlow Add User Error Message Example***




17. A confirmation message is displayed when the request has been submitted (Figure 28).

***Figure 28 – WorkFlow Add User Submission Confirmation Message***




18. 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.

19. 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

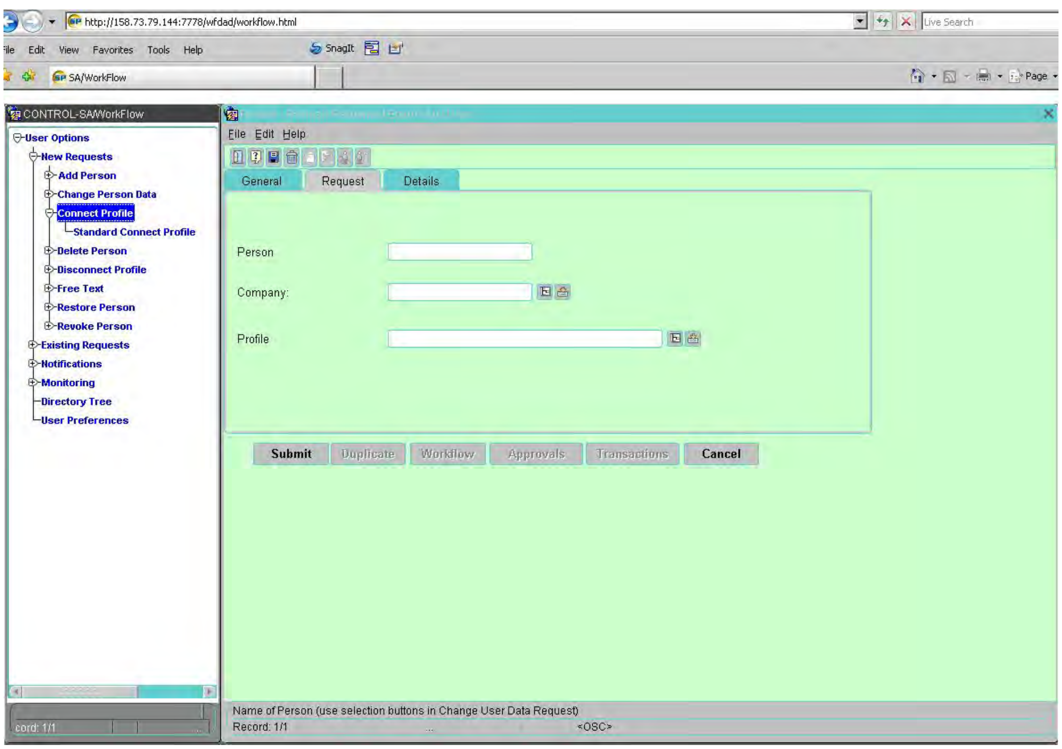
Connect Additional Access is used when an employee or contractor has an active CMS User ID and additional access is required. You will need to have the user's first and last name, their CMS User ID, a four-character alphanumeric ID, and the access they require.

1. Sign on to WorkFlow, expand New Requests, expand Connect Profile, and Click Standard Connect Profile.

NOTE: You may also scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

2. The Connect Profile Request Screen is displayed (Figure 29).

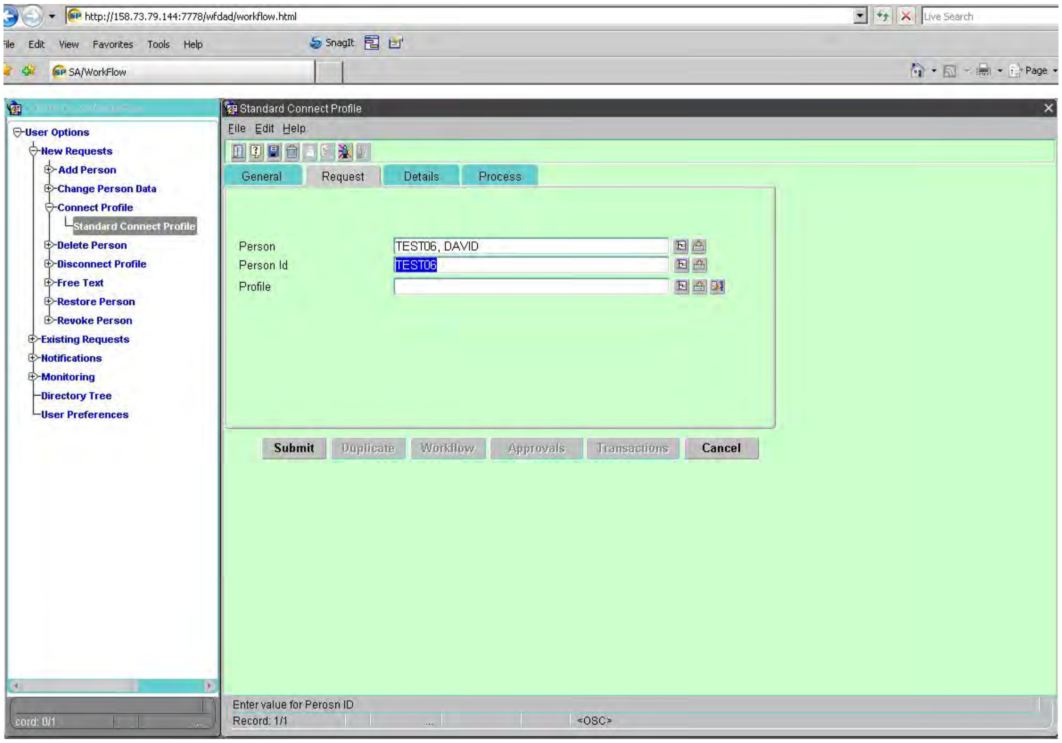
***Figure 29 – WorkFlow Connect Profile Request Tab***




3. Type the four-character CMS User ID in capital letters in the *Person* field and press **<ENTER>**.

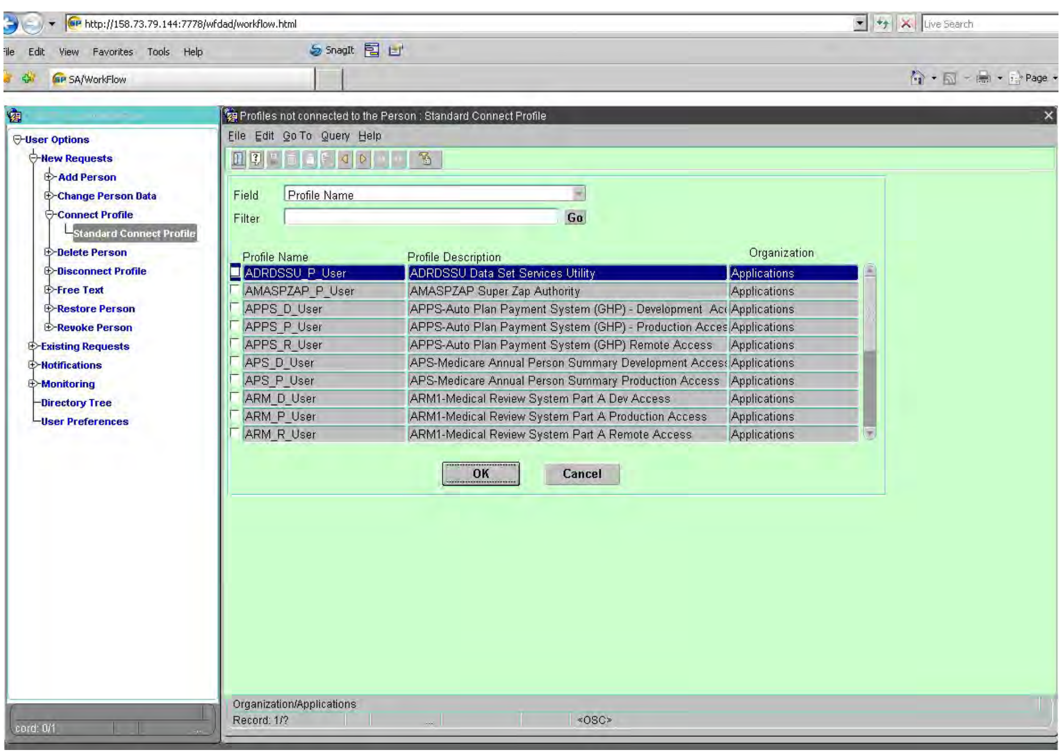
4. Verify the user's name (Figure 30).

*Figure 30 – WorkFlow Standard Connect Profile Request Tab with Person ID*



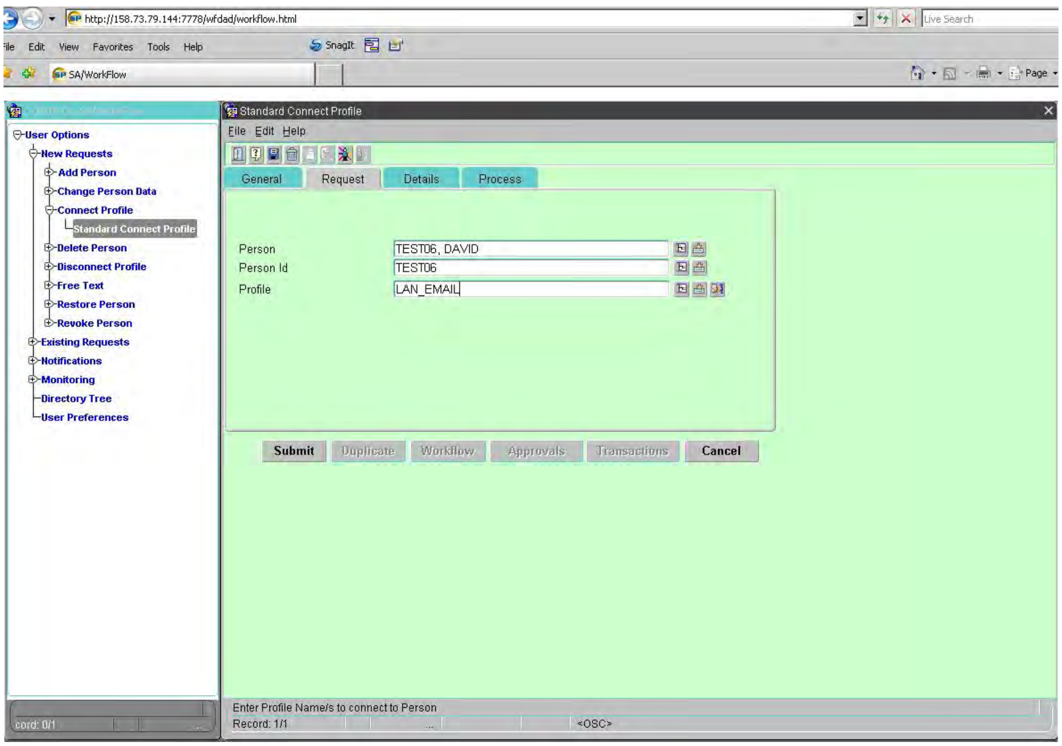
5. Click the right drop-down box in the *Profile* field to select profiles not connected to the user (Figure 31).

*Figure 31 – WorkFlow Standard Connect Profile Access Job Codes*



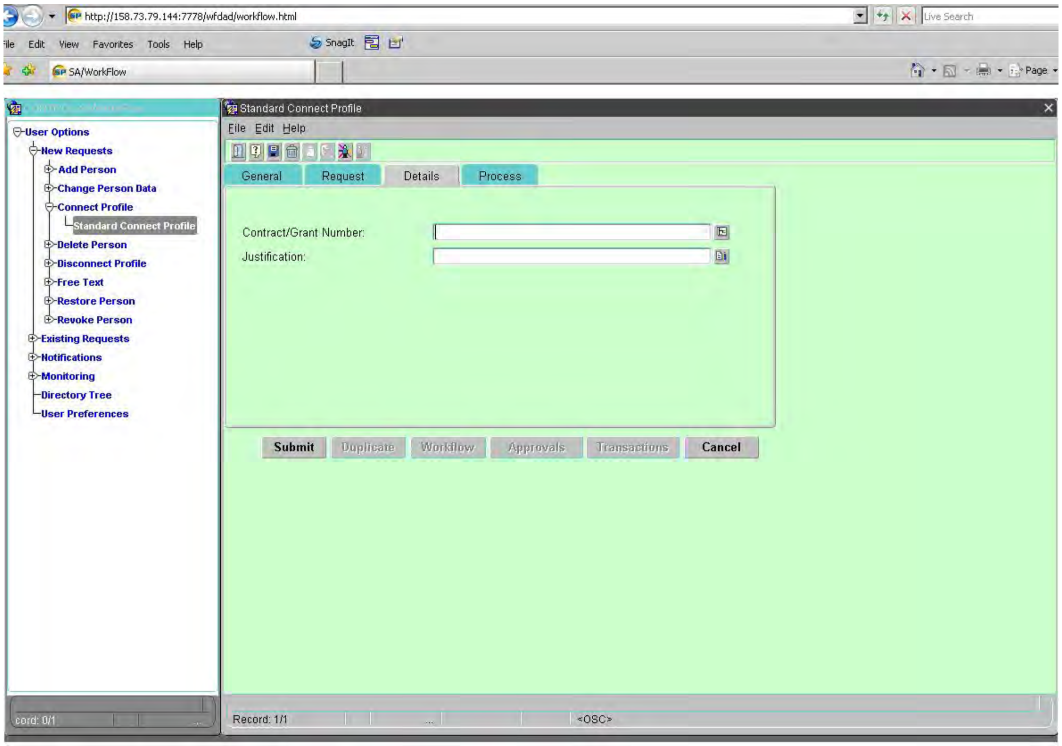
6. Enter all or part of the profile name representing the access the person requires followed by a percent sign (the % is a wild card character in WorkFlow) in the *Filter* field.
7. Click the **<Go>** icon to the right of the *Filter* field.
8. Click in the left box of the required Profile displayed; a check mark will appear.
9. When more than one Profile is required, repeat step 8. There is a limit of nine Profiles per request.
10. Click **<OK>** when all accesses are checked.
11. Profiles will automatically populate the *Profile* field (Figure 32).

***Figure 32 – WorkFlow Standard Connect Profile Request Tab***




12. Click the Detail tab (Figure 33) and type the information in the *Contract/Grant Number* and *Justification* fields.

*Figure 33 – WorkFlow Standard Connect Profile Details Tab*



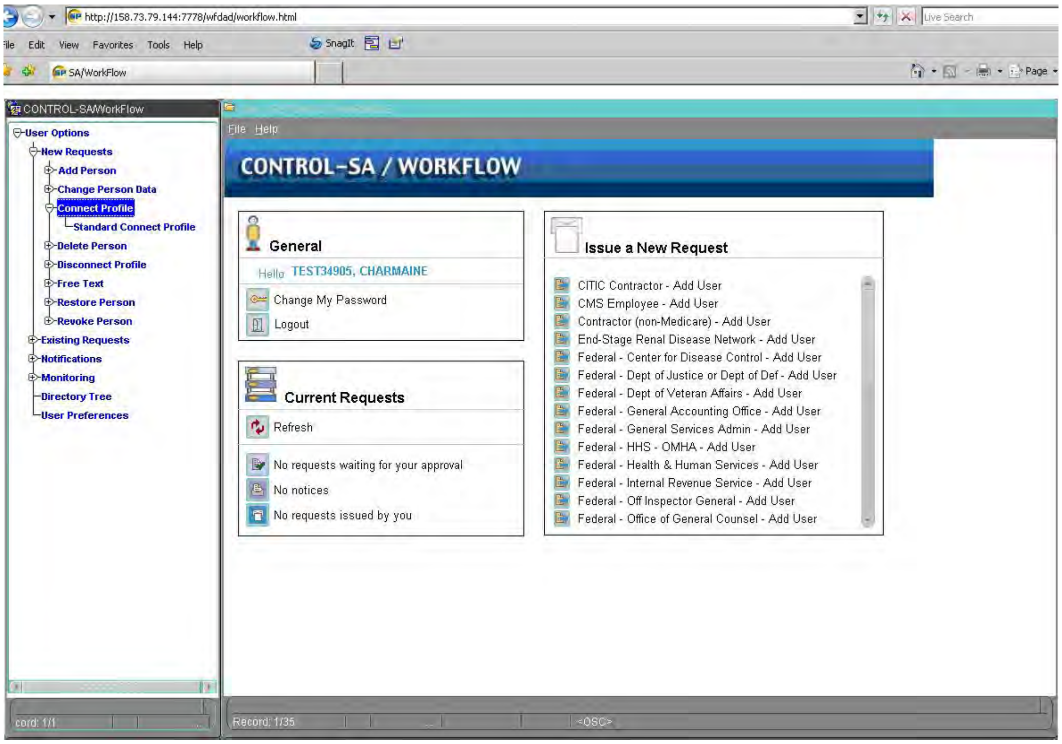

13. Submit the request.
    a. A WorkFlow request number will be generated for your request.
    b. The request is routed to the designated approver. On approval, the access is granted.

### *3.4.1 Connects for Resource Access Control Facility (RACF) Profiles*

1. Sign on to WorkFlow, expand New Requests, expand Connect Profile, and click Standard Connect Profile (Figure 34).

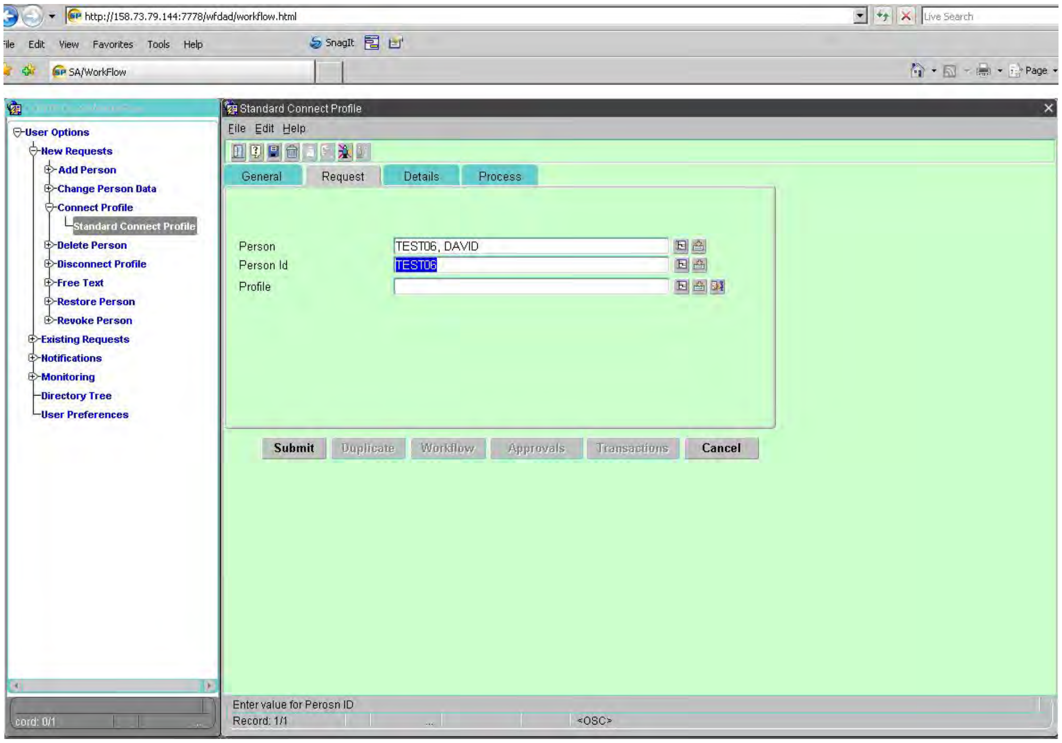
NOTE: You may also scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

***Figure 34 – WorkFlow Connect Profile Option***



2. Type in the four-character CMS User ID in capital letters in the *Person Id* field; hit **<ENTER>**.
3. Verify the user's name (Figure 35).
4. Click the right drop-down box in the *Profile* field to select profiles not connected to the person (Figure 35).

*Figure 35 – WorkFlow Standard Connect Profile Requests Tab*

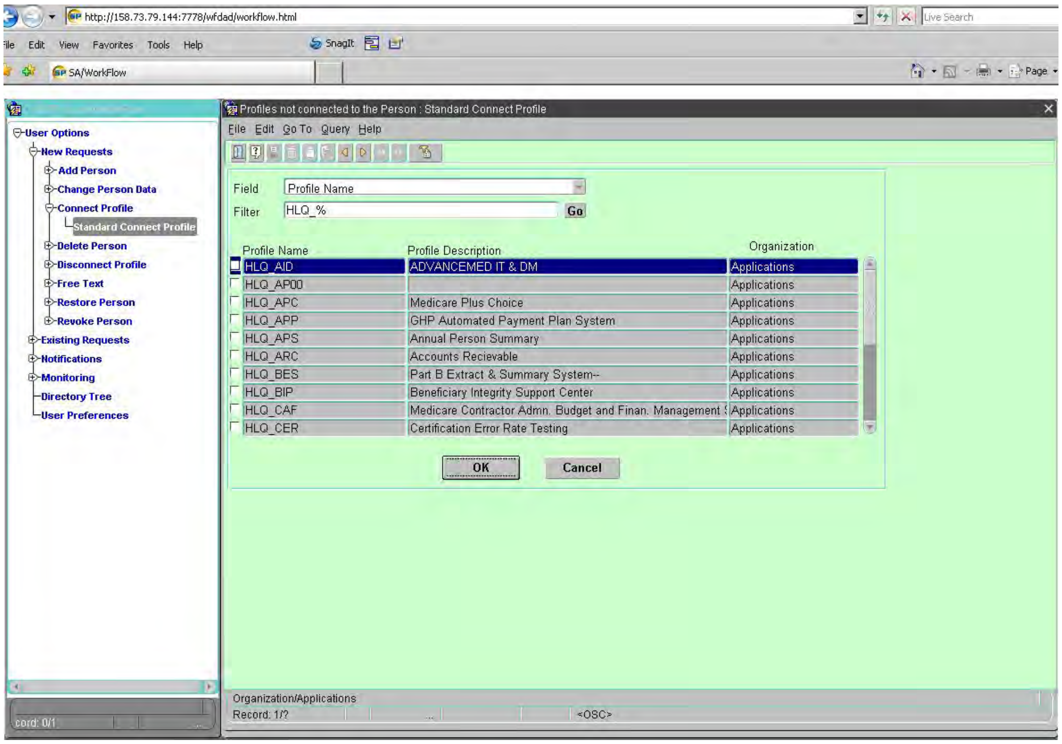



5. Enter all or part of a profile name representing the access the user requires (see list of profiles) followed by a percent sign (the % is a wild card character in WorkFlow) in the *Filter* field.

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

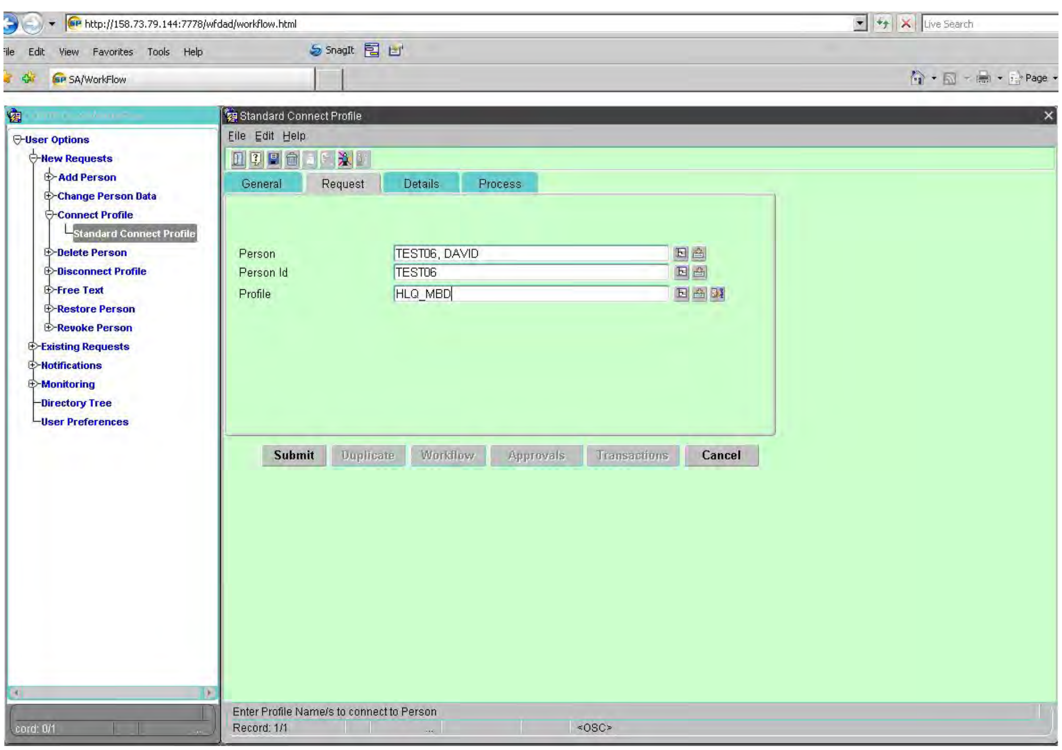
6. Click the **<Go>** box to the right of the *Filter* field (Figure 36). The list of Profiles the user is not connected to is listed.
7. Click in the left box of the required Profile displayed; a check mark will appear.
8. When more than one Profile is required, repeat step 7. There is a limit of nine Profiles per request.
9. Click **<OK>** when all Profiles are checked.

***Figure 36 – WorkFlow Standard Connect Profile Access***



10. Profiles will automatically populate the *Profile* field (Figure 37).

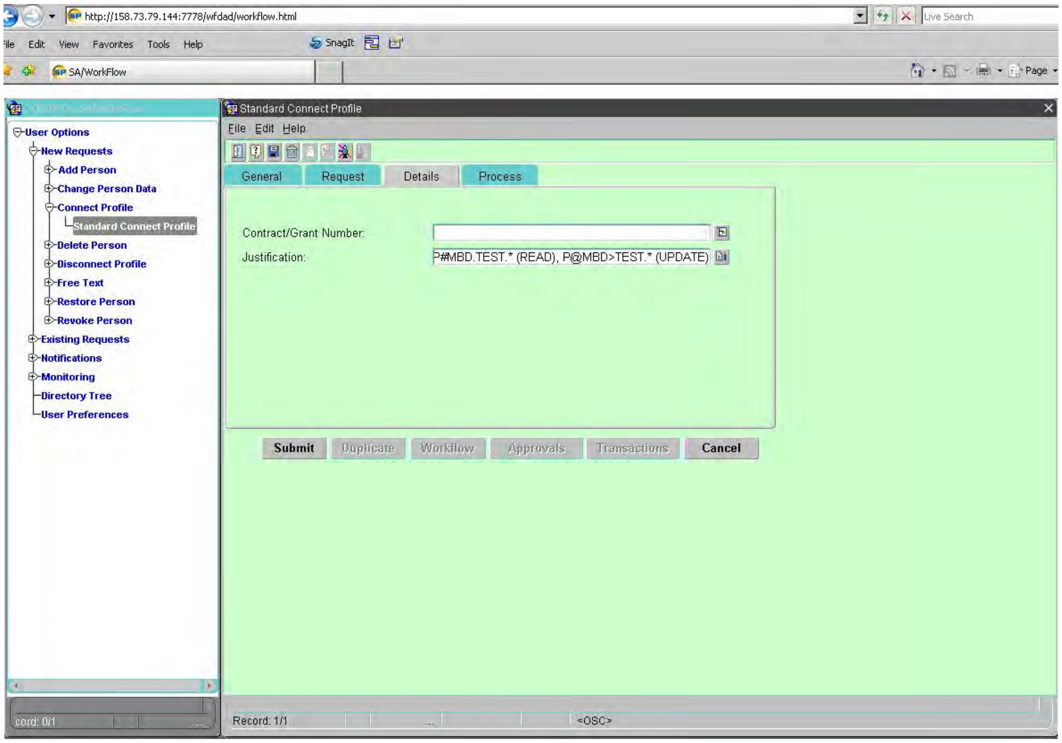
***Figure 37 – WorkFlow Standard Connect Profile Request Tab With Input***



11. Click the Detail tab and type the information in the *Contract/Grant Number* and *Justification* fields.

12. 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 38).

***Figure 38 – WorkFlow Connect Profile Details Tab***

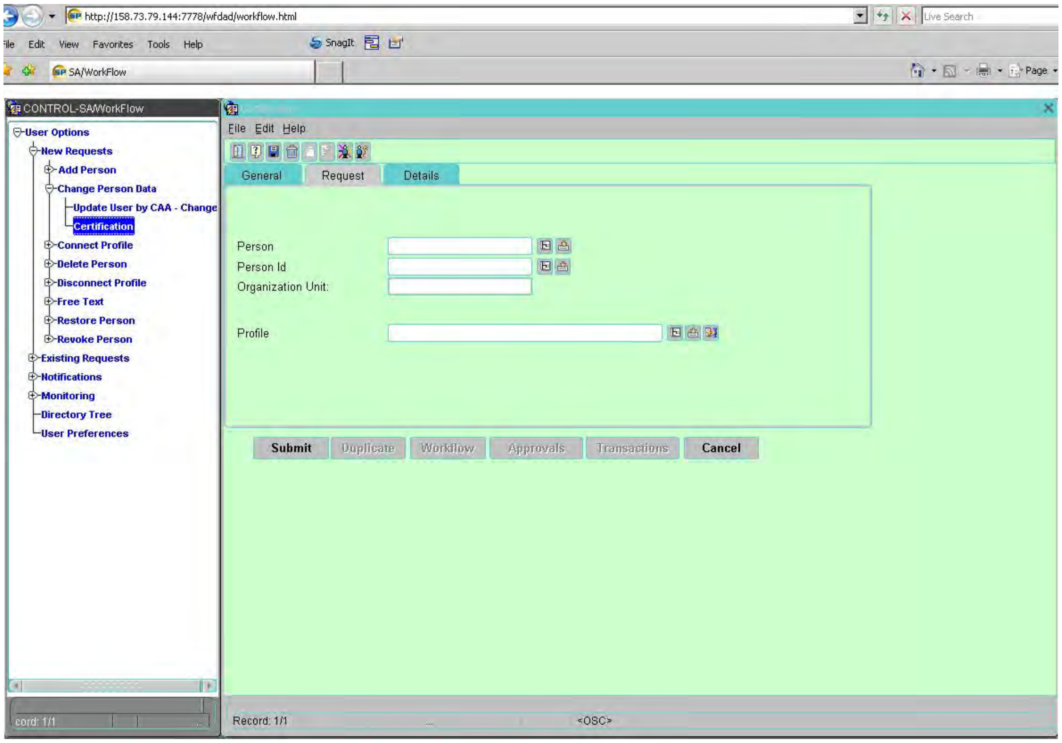



13. Submit the request. A WorkFlow request number will be generated for your request.

### *3.4.2 Connect for Certification Request*

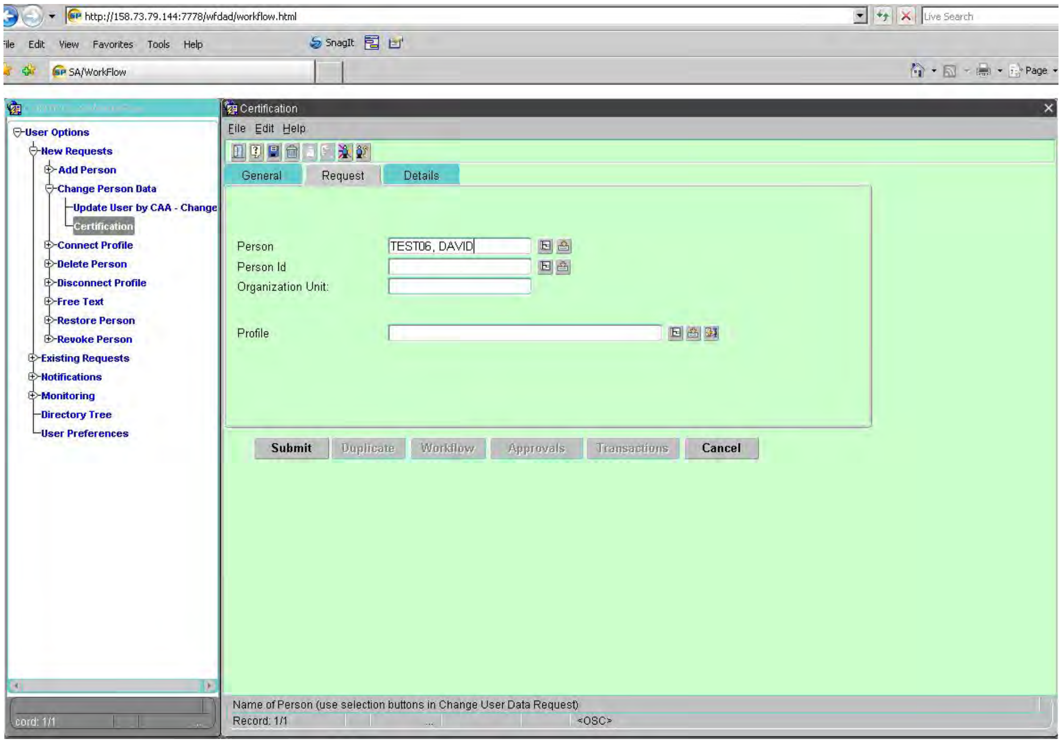
1. To submit a Certification Request select New Request., Change Person Data, and click Certification (Figure 39).

***Figure 39 – Certification Request Tab***




2. Type in the Person Id using capital letters and press **<ENTER>**.
    a. The *Person* and *Organization Unit* fields will automatically populate. Leave the *Profile* field blank (Figure 40).

*Figure 40 – Certification Request Tab Entering ID*



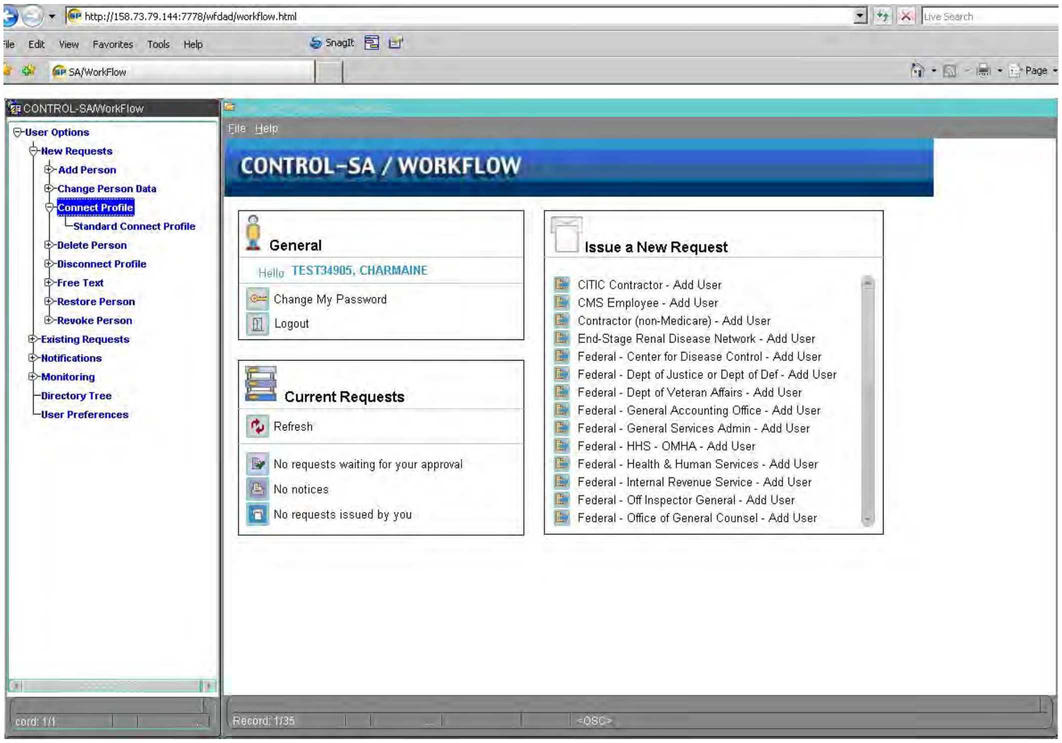
3. If the user requires different access, use Connect Profile to increase access and Disconnect Profile to decrease access.

## 3.5 Connects for RACF Profiles Recertification

1. Sign on to WorkFlow, expand New Requests, expand Connect Profile, and click on Standard Connect Profile (Figure 41).

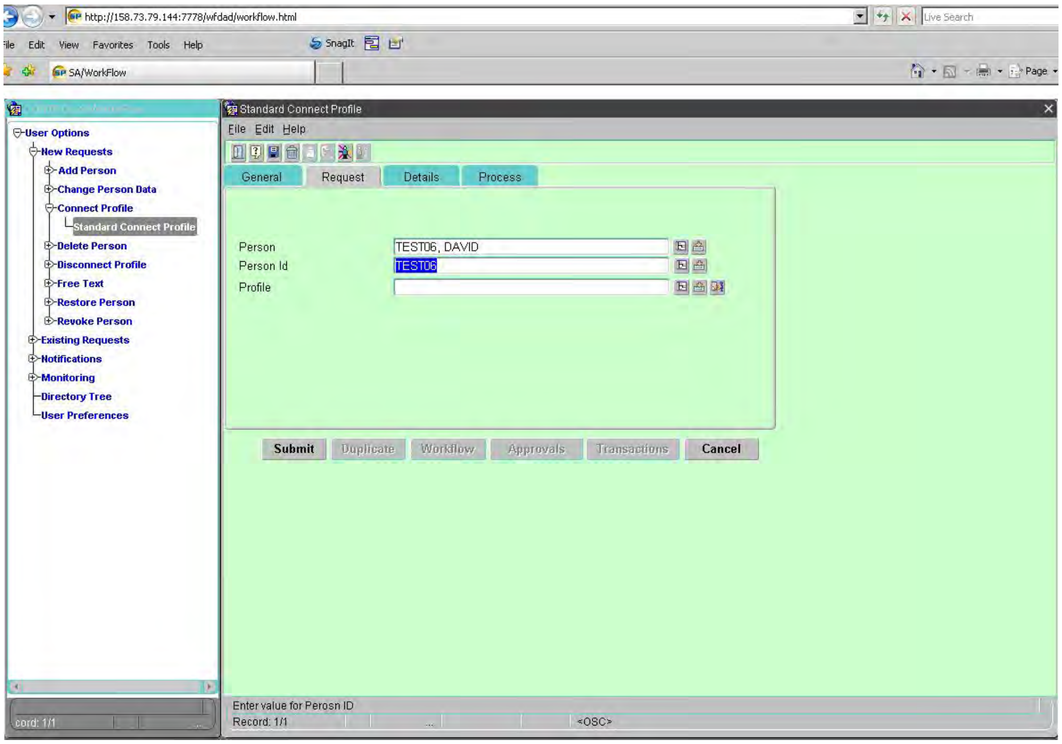
NOTE: You may also scroll to the bottom of the Issue a New Request panel on the right and click the Connect Additional Access icon.

*Figure 41 – WorkFlow Connect Profile Option*




2. Type the four-character CMS User ID in capital letters in the *Person Id* field, and then press **<ENTER>**.
3. Verify the user's name (Figure 42).

***Figure 42 – WorkFlow Standard Connect Profile Request Tab With Input***

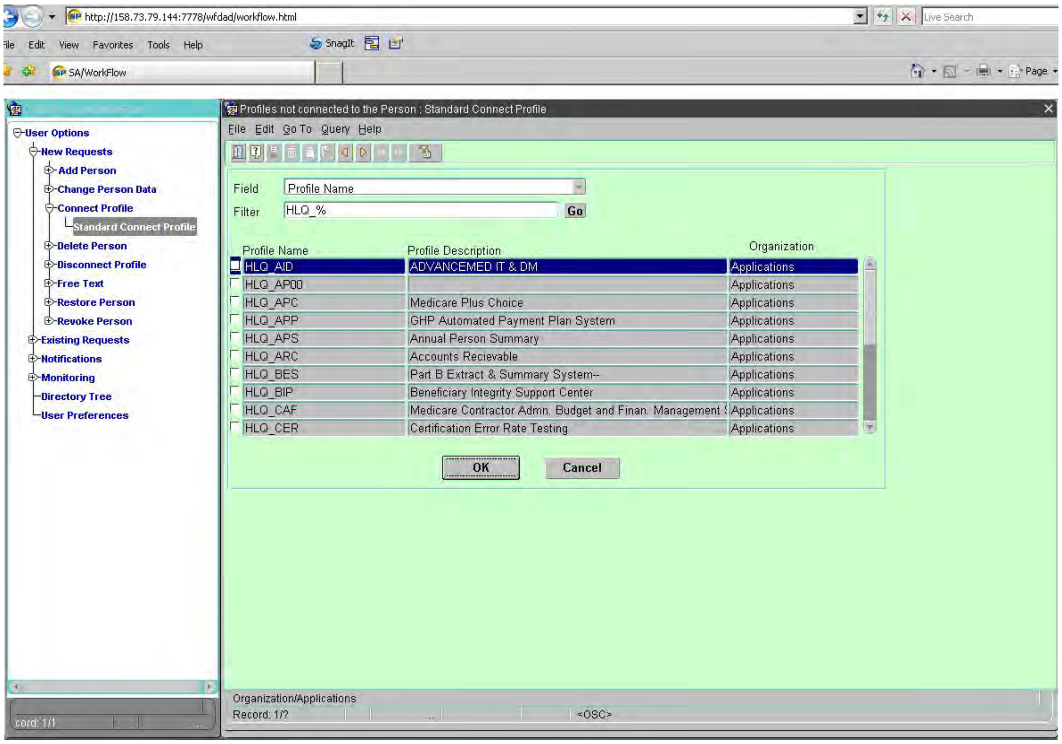



4. Click the right drop-down box in the *Profile* field to select Profiles not connected to the person.
5. Enter all or part of a Profile name representing the access the person requires (see list of Profiles) followed by a percent sign (the % is a wild card character in WorkFlow) in the *Filter* field.

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

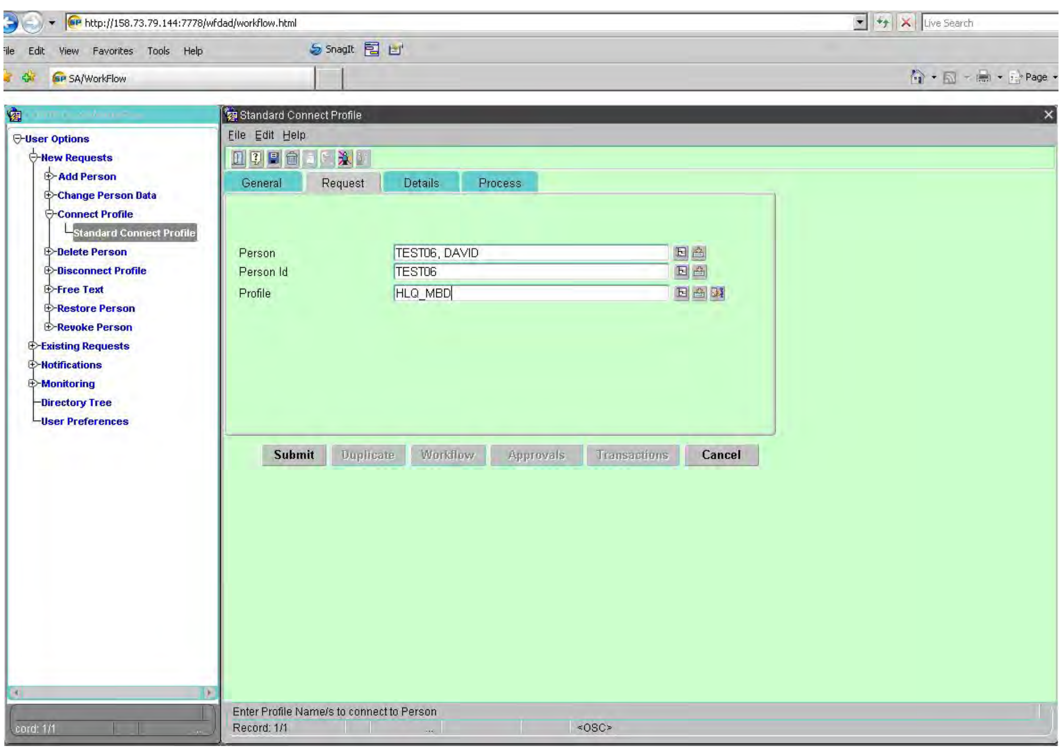
6. Click the **<Go>** icon to the right of the *Filter* field.
7. Click the box left of the required Profile Code displayed; a check mark will appear.
8. When more than one Profile Code is required, repeat steps 5 through 7. There is a limit of nine Profile Codes per request.
9. Click **<OK>** when all accesses are checked (Figure 43).

***Figure 43 – WorkFlow Standard Connect Profile Access List***



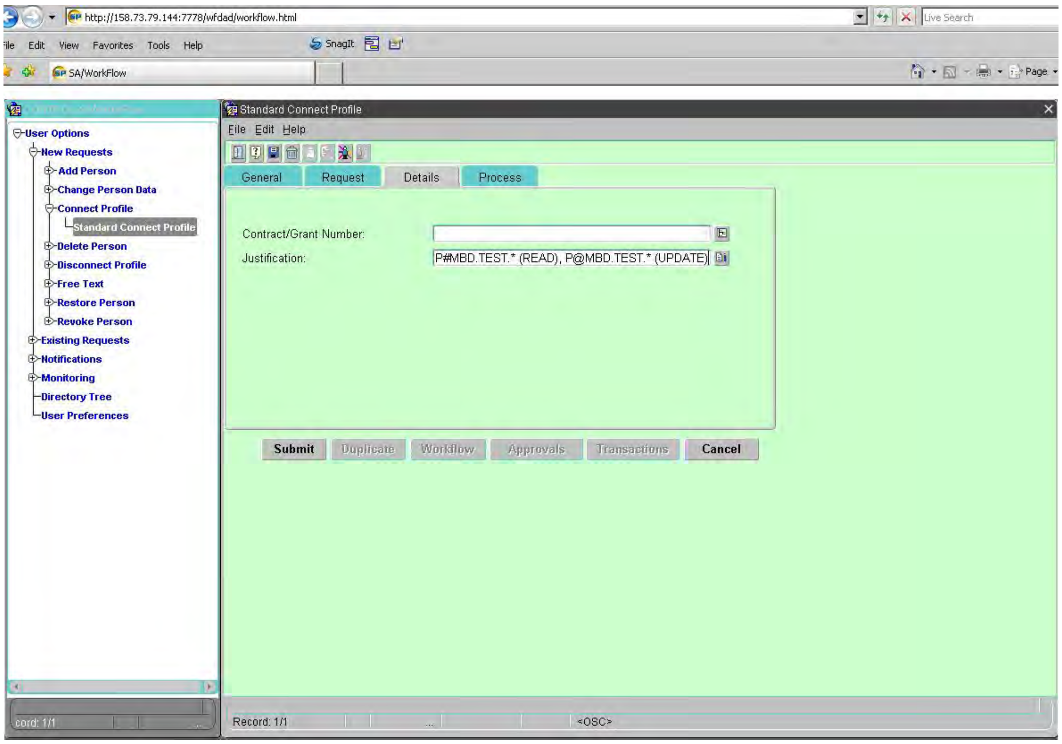

10. Profile Codes will automatically populate the *Profile* field (Figure 44).

***Figure 44 – WorkFlow Standard Connect Profile Request Tab With Input***



11. Click the Details tab and type in the appropriate information into the *Contract/Grant Number* and *Justification* fields.
12. 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 45).

***Figure 45 – WorkFlow Standard Connect Profile Details Tab***



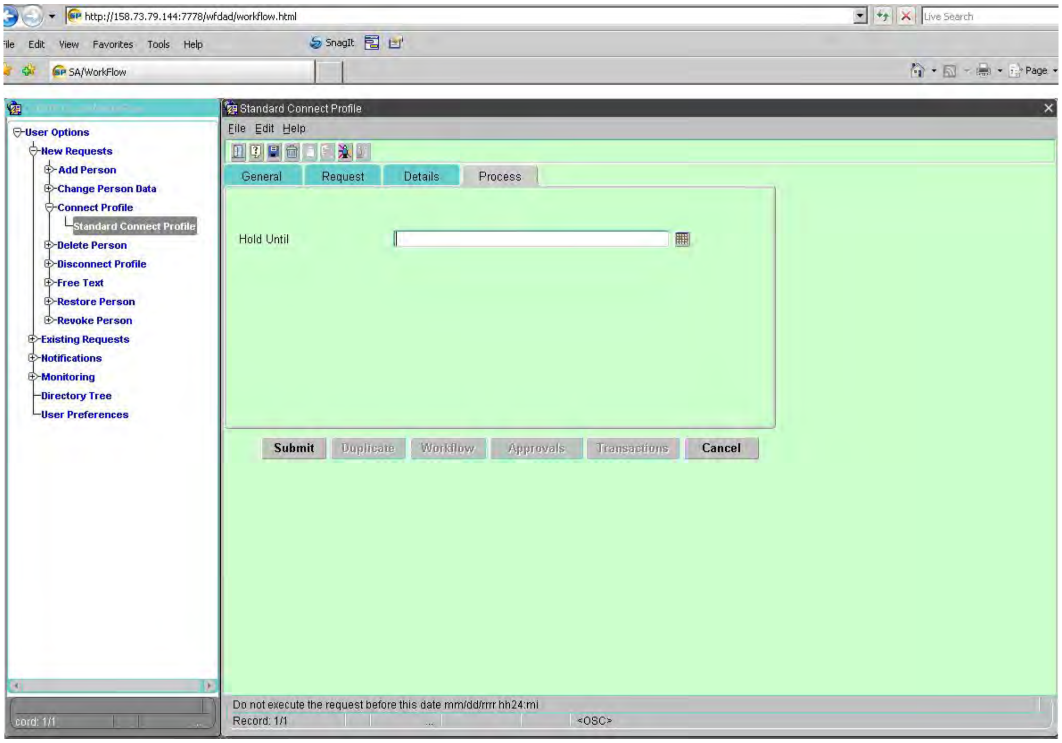

13. Submit the request. A WorkFlow request number will be generated for your request.

## 3.6 Holding Workflow Request

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

1. Click the Process Tab and type in the *Hold Until* field the date you want the request to be processed (Figure 46).
    a. The request will be processed at 12:00 AM on the date selected.

*Figure 46 – WorkFlow Connect Profile Process Tab*



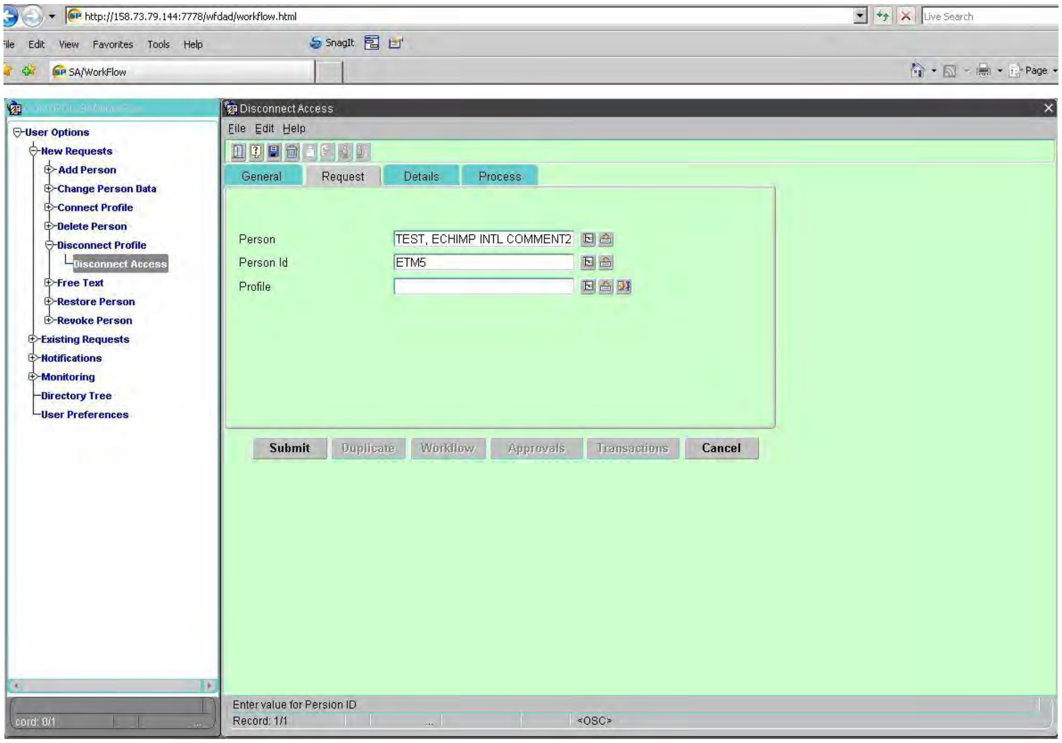

### 3.7 Disconnect a Profile

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

NOTE: You may also scroll to the bottom of the Issues New Request panel on the right and click the Disconnect Access icon.

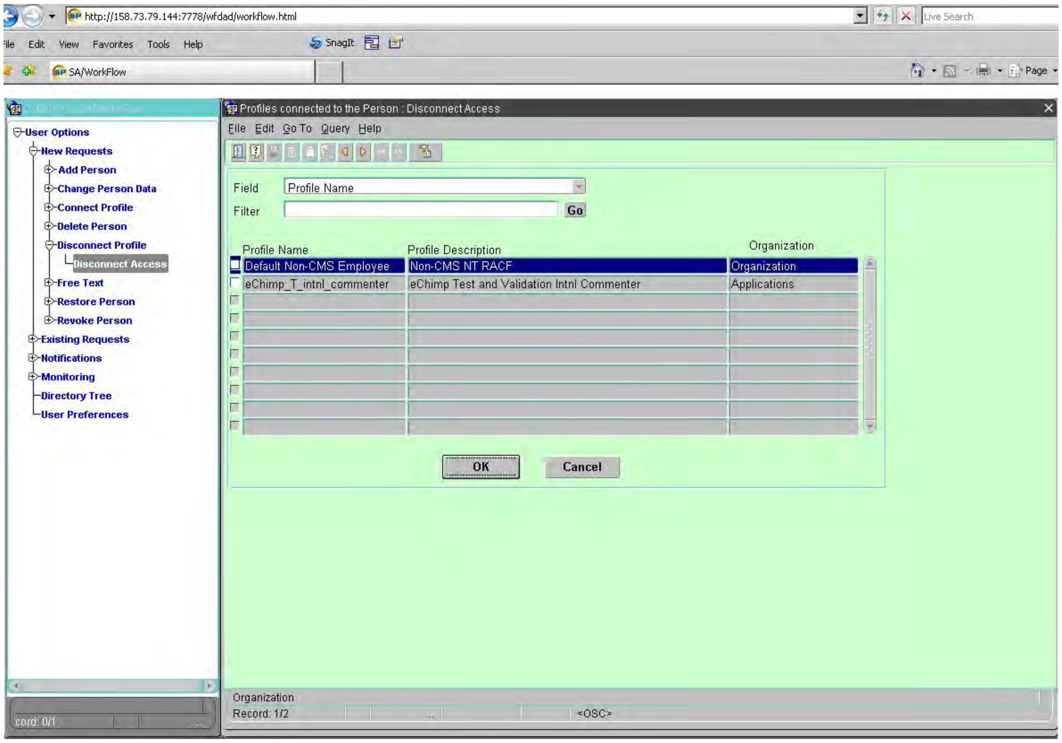
2. The Disconnect Access screen is displayed (Figure 47).

***Figure 47 – WorkFlow Disconnect Access Request Tab***




3. Using the same procedure for Connect Additional Access, search for the user (Figure 40).
4. Click the right icon in the *Profile* field to list all Profiles connected to the user.
5. The next screen lists the Profiles connected to the user (Figure 48).
6. Click the box to the left of the Profile(s) no longer required. A check mark will appear (Figure 48).

***Figure 48 – WorkFlow Disconnect Access Profile Selection***

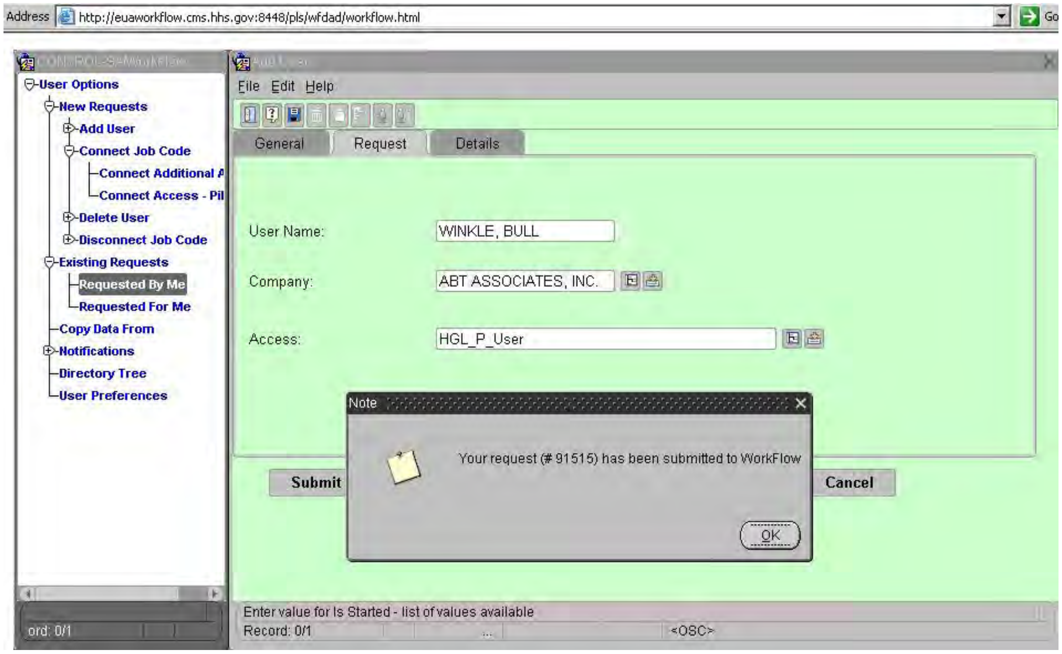



7. Click **<OK>**. The Profile to be disconnected will automatically populate in the *Profile* field.

8. Click the Details tab and type in the appropriate information into the *Contract/Grant Number* and *Justification* fields.

9. Submit the request in the Disconnect Access screen. A WorkFlow request number will be generated for your request (Figure 49).

*Figure 49 – WorkFlow Disconnect Access Profile Submission*

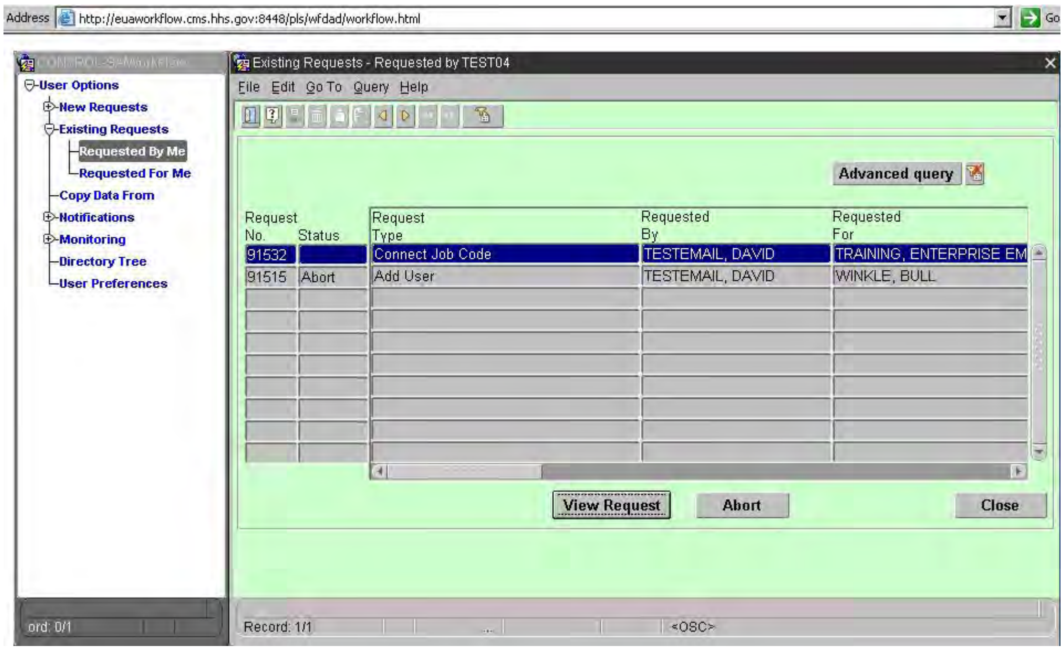



10. The request is routed to the designated approver. On approval, the access is removed.

### 3.8 Viewing Existing Requests

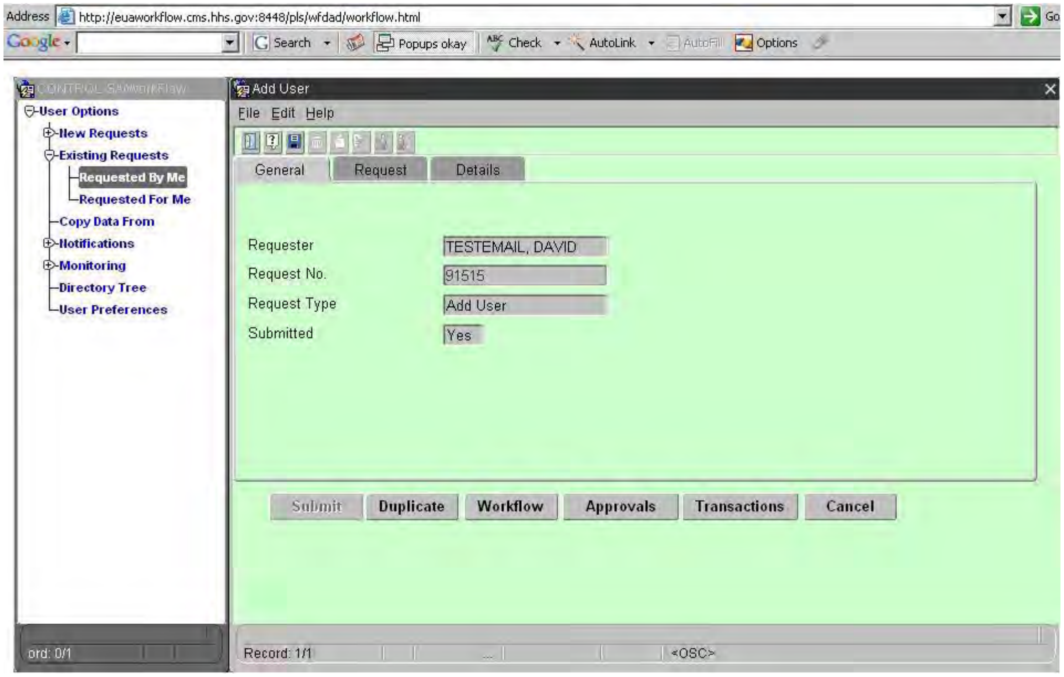
1. To view requests you have submitted, expand Existing Requests in the left pane and select Requested By Me.
2. This screen is used to monitor requests you have either saved in preparation to submit or have submitted for processing (Figure 50).
3. Click the **<View Request>** option to see the request details.

***Figure 50 – WorkFlow Existing Requests - Requested By Me***




4. If the request has not been previously submitted, click **<Submit>**.
5. For requests already submitted (Figure 51), the following actions may be taken:
   a. **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.
   b. **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.

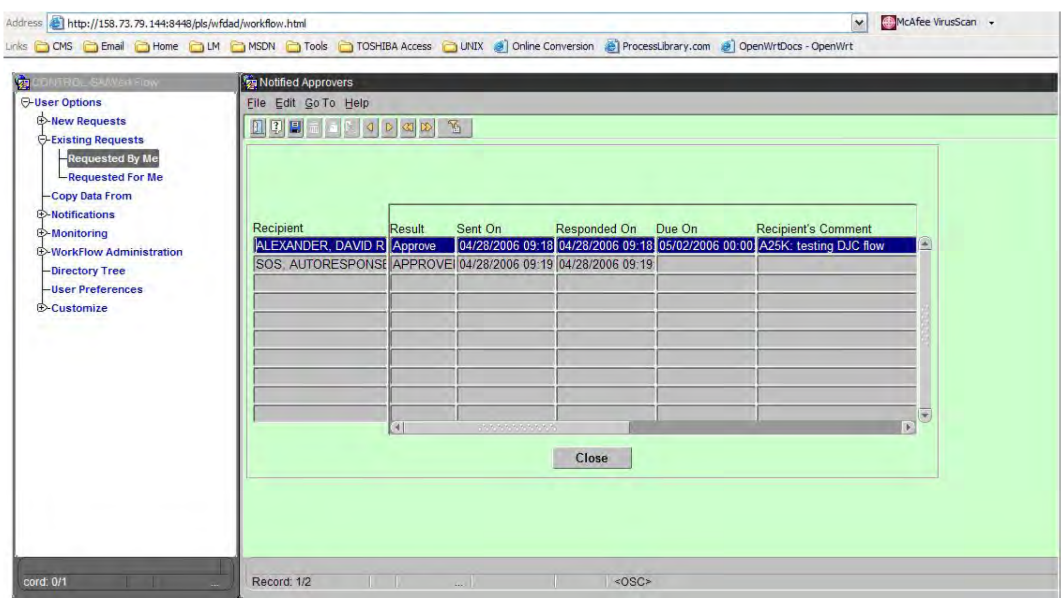
***Figure 51 – WorkFlow Requested By Me General Tab***




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

7. The **<Close>** button exits this screen (Figure 52).

***Figure 52 – WorkFlow Requested By Me Main Screen***

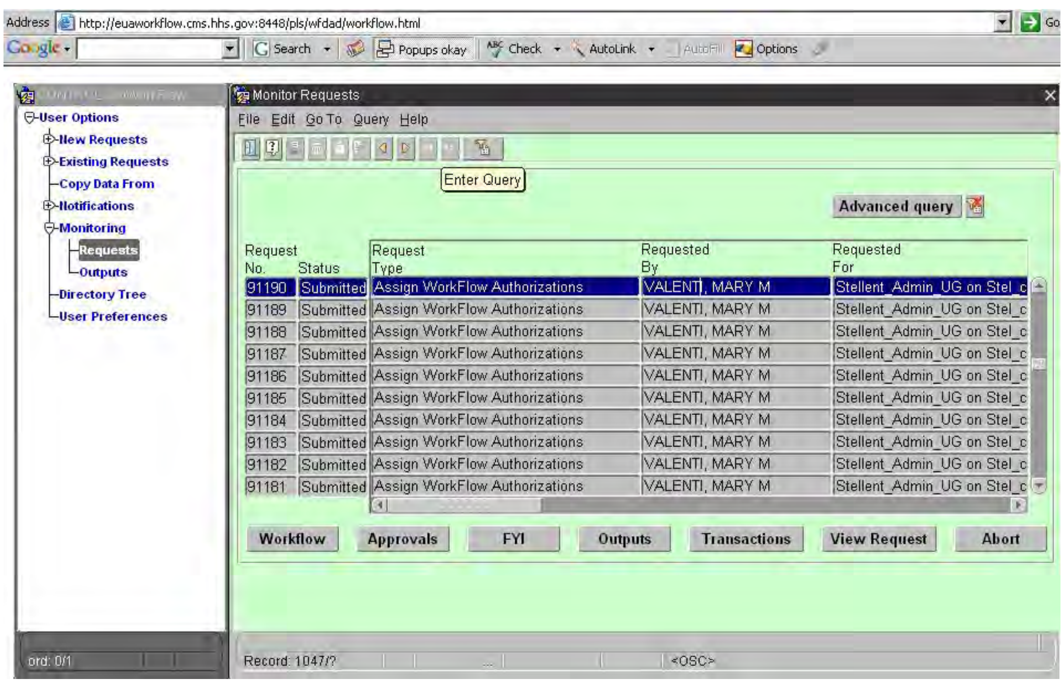


### 3.9 Monitoring Requests

1. Monitoring Requests allows you to view all requests in the system. This feature provides more information than View Request > Requested By Me option.
2. Expand Monitoring in the left pane, and select Requests (Figure 53).
3. To filter or perform a search on a specific request, a query must be performed:
   a. Click the last icon on the icon line (Enter Query appears when the mouse is over it).
   b. Place your cursor in any of the columns (scroll over to additional fields to query on).
   c. Enter the desired value for the fields you want searched: request number, your last name in capital letters, the last name of who the request is for in capital letters, Enterprise User ID, etc. (scroll to the right to see more columns).

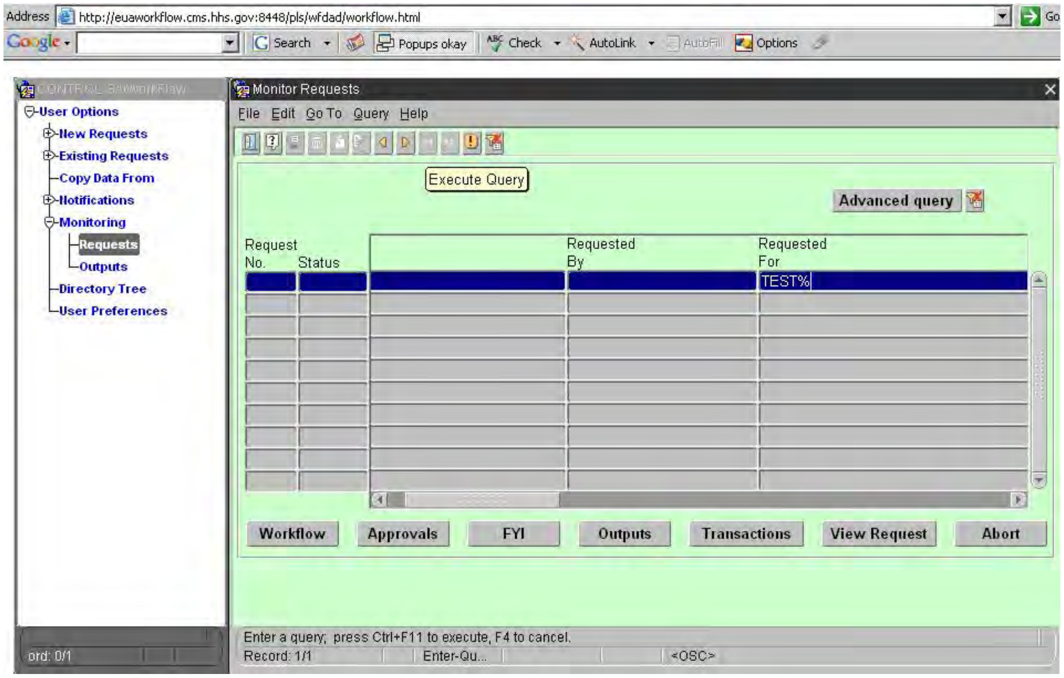
NOTE: When using names or Enterprise User ID, end the query with a %. For example, to query on requests for David TestE-mail, in the Request For column, key TEST%.

***Figure 53 – WorkFlow Monitoring Requests Option***



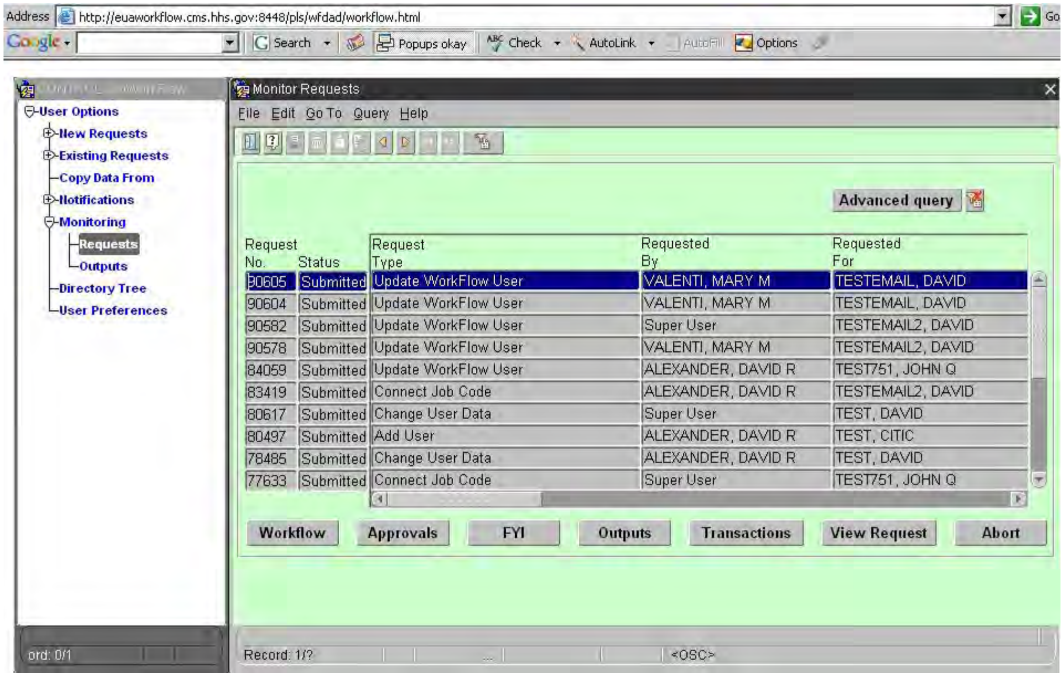

   d. Click the second button to the right (Execute Query appears when the mouse is over it), represented by a RED exclamation point to execute the query (Figure 54).

***Figure 54 – WorkFlow Monitor Requests - Request Queries***



4. The results will contain all requests that match the selection criteria (Figure 55).
5. The example lists all requests for users whose last names begin with TEST.

***Figure 55 – WorkFlow Execute Query Result***

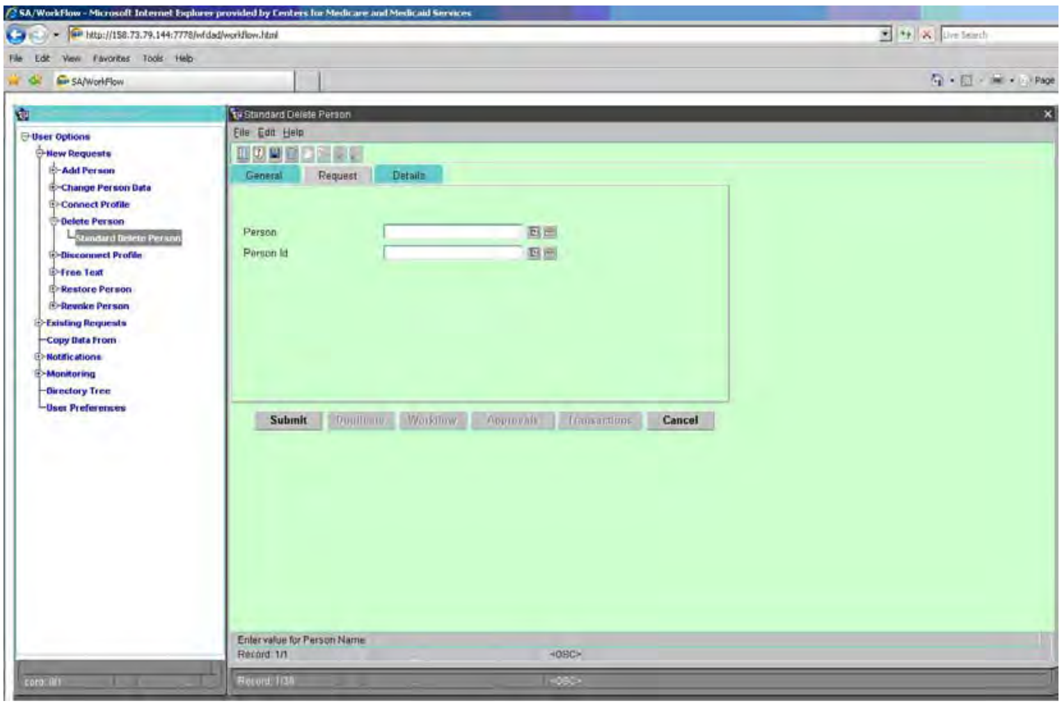


### 3.10 Deleting Users

When an employee leaves a company or no longer needs access to CMS systems, perform a Delete Person.

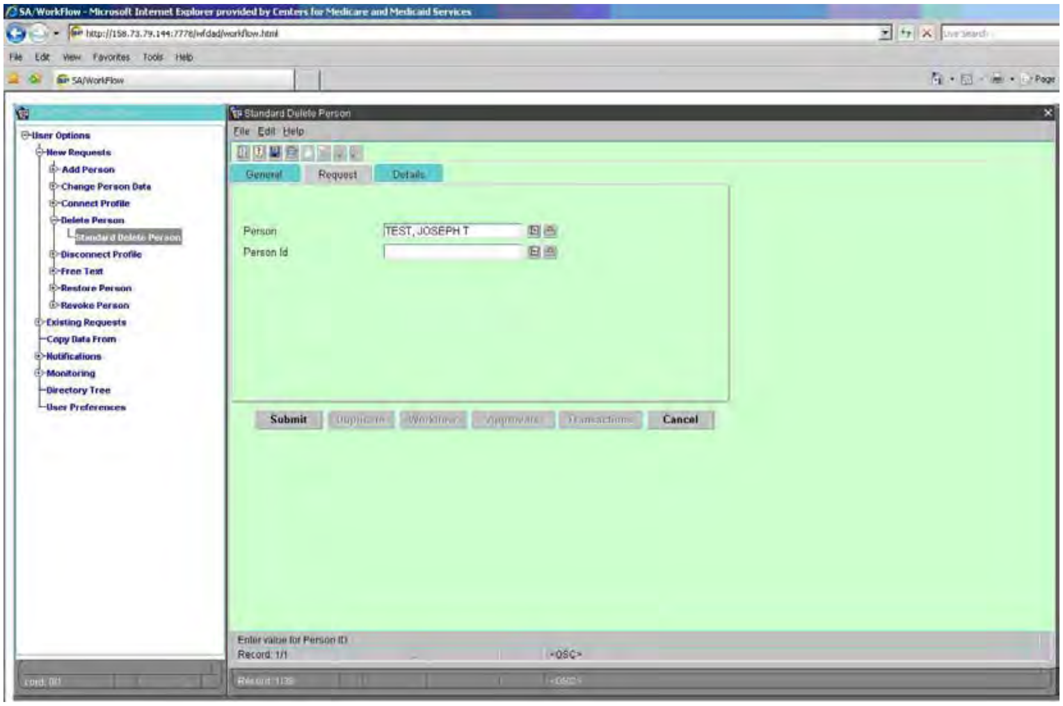
1. Expand New Requests, select Delete Person, and select Standard Delete Person.
2. Type the appropriate information either in the *Person Id* or the *Person* field in caps; hit **<ENTER>** (Figure 56).

***Figure 56 – WorkFlow Standard Delete Person Request Tab***



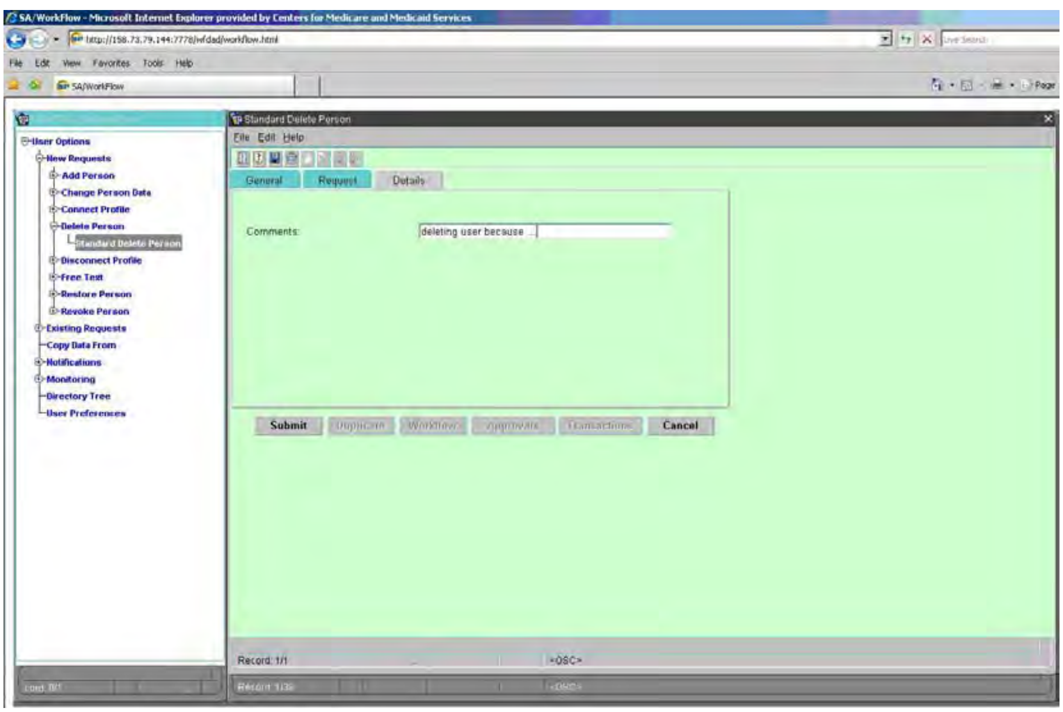

3. Verify the user's name to assure you are taking action on the appropriate ID (Figure 57).

***Figure 57 – WorkFlow Standard Delete Person Request Tab With Input***




4. Select the Details tab and enter the reason in the *Comments* field (Figure 58). Click **<Submit>**.

***Figure 58 – WorkFlow Standard Delete Person Process Tab***



5. 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 CAAs 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
- E-mail Address (excluding CMS e-mail 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.

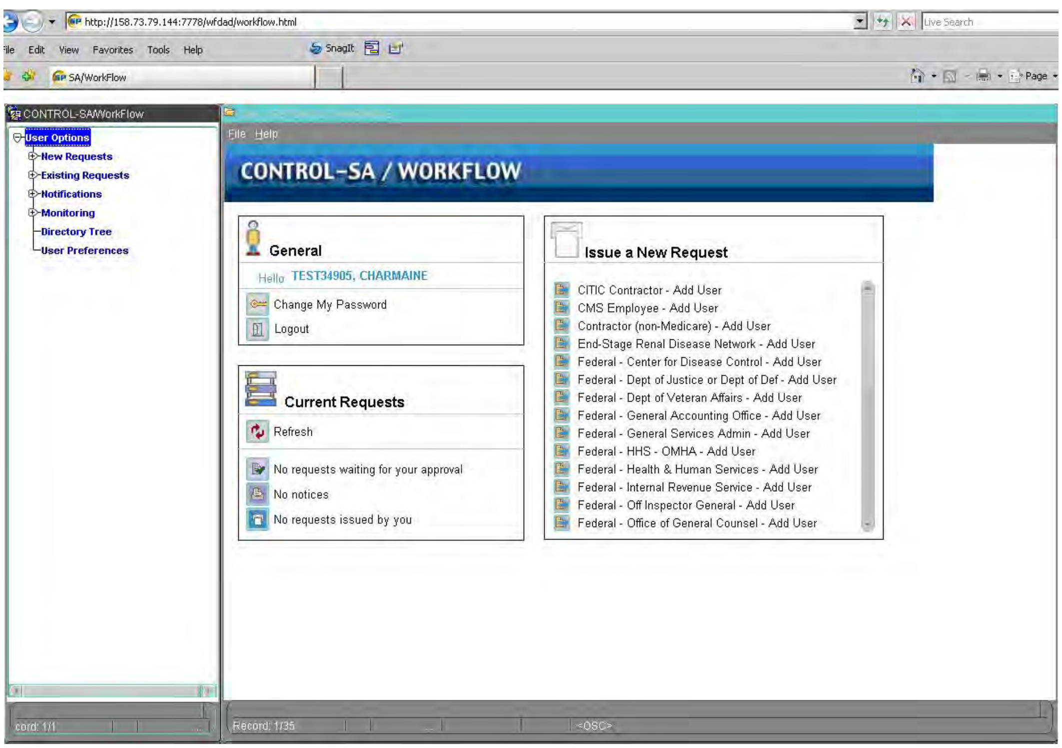
It is important that all relevant fields be updated when a CMS employee moves to another organization. The contents of certain fields are used to determine user network configuration, and to update the e-mail information provided to the HHS Enterprise E-mail System (EES). Most of the fields are used 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 the HHS directory entry on the Internet. Other uses of the data fields include:

- **Organization** – For CMS users, this determines the Local Area Network (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 Medicare Contractor/Intermediary Carrier (MCIC) and State user types, this cannot be set to CO.

It is essential that contractor's e-mail 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.

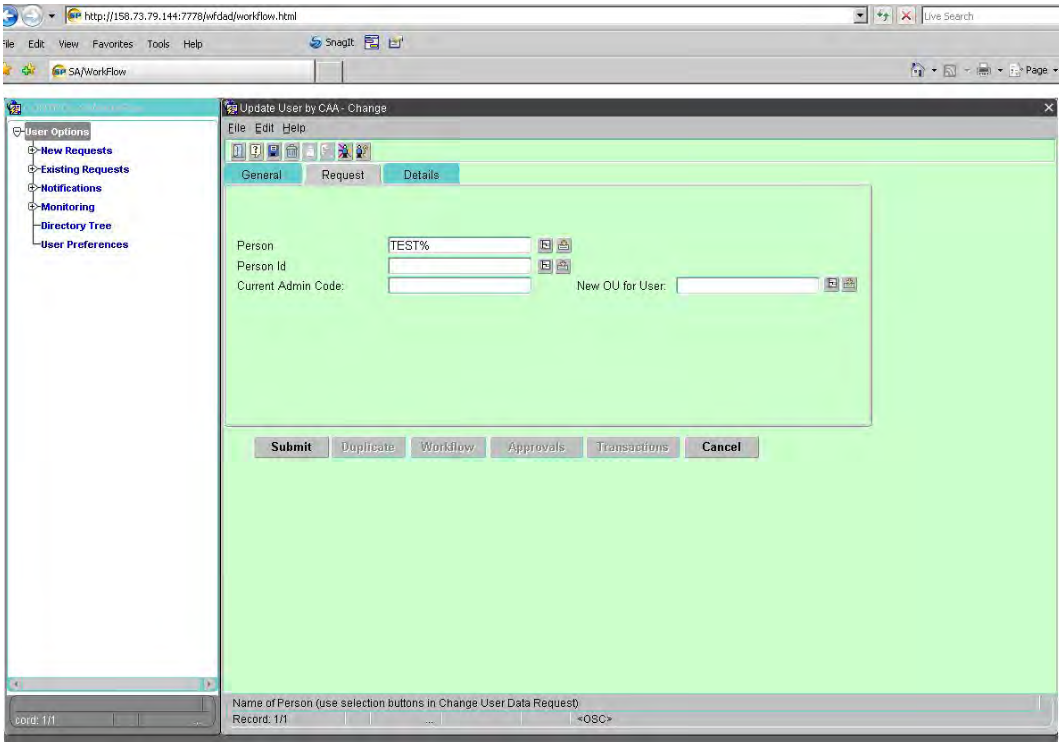
1. To change user information, select the Update User by CAA – Change item from the main menu (Figure 59).

***Figure 59 – WorkFlow Main Screen***



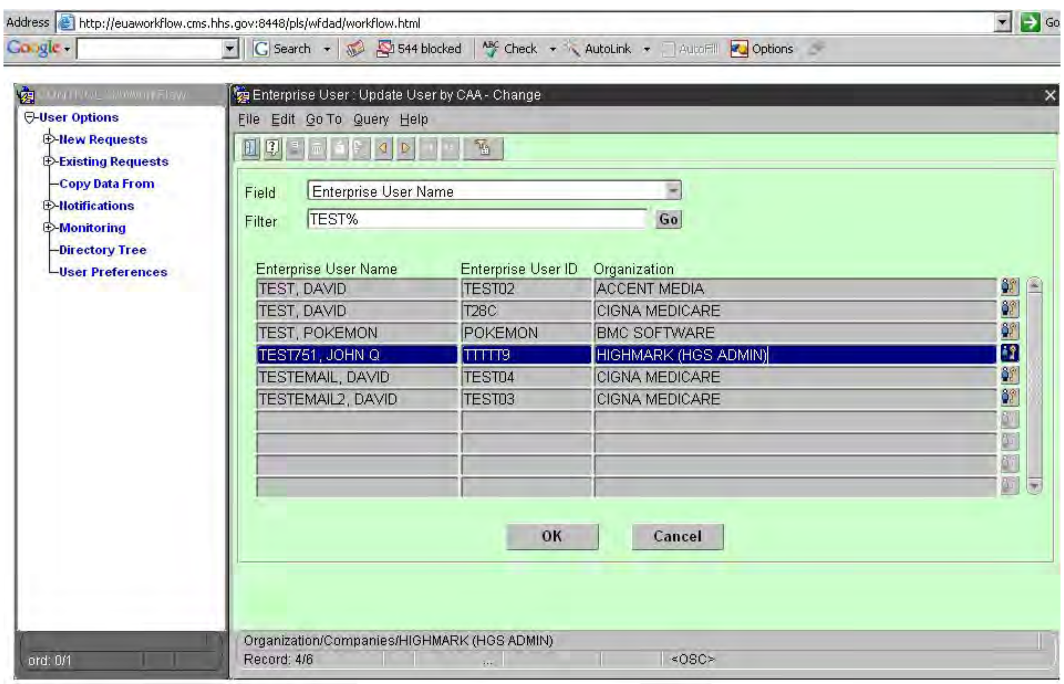

2. Enter the appropriate information in either the *Person* or *Person Id* field in capital letters in the form (Figure 60).
3. If searching, click the **<Select From List>** button to the right of the field being used.

*Figure 60 – Workflow Update User by CAA - Change Request Tab*



4. If **<Select From List>** was specified, a selection screen appears (Figure 61).

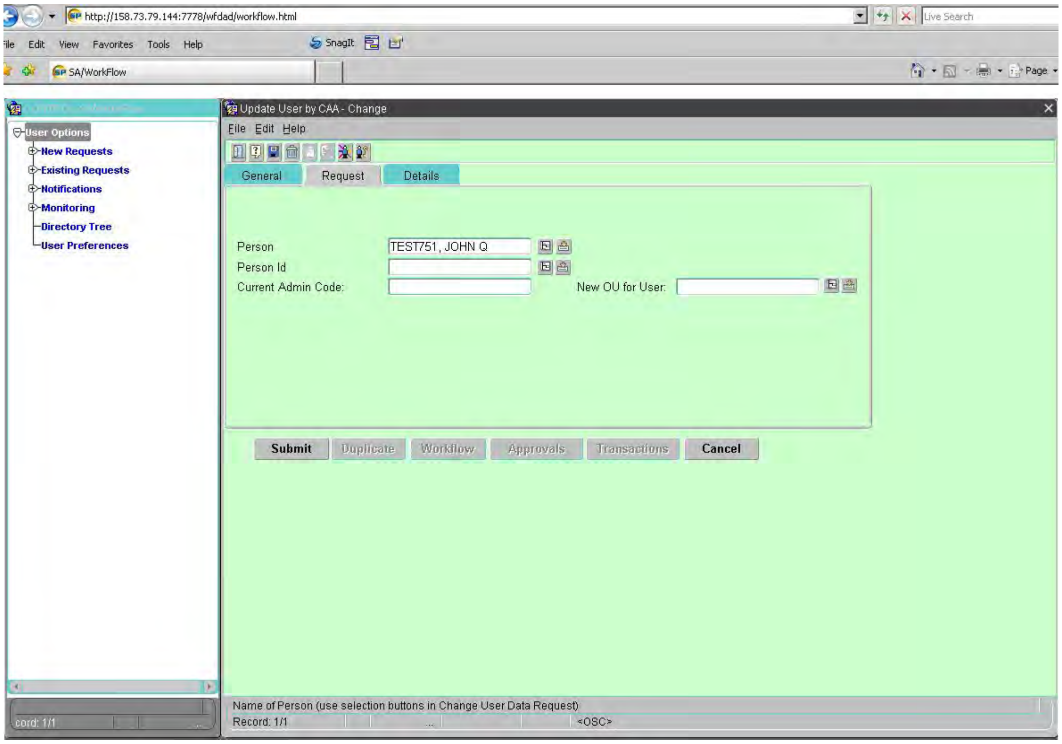
*Figure 61 – WorkFlow Enterprise User: Update User by CAA - Change Selection Screen*



5. Once the entry is selected, the existing user data will be displayed.

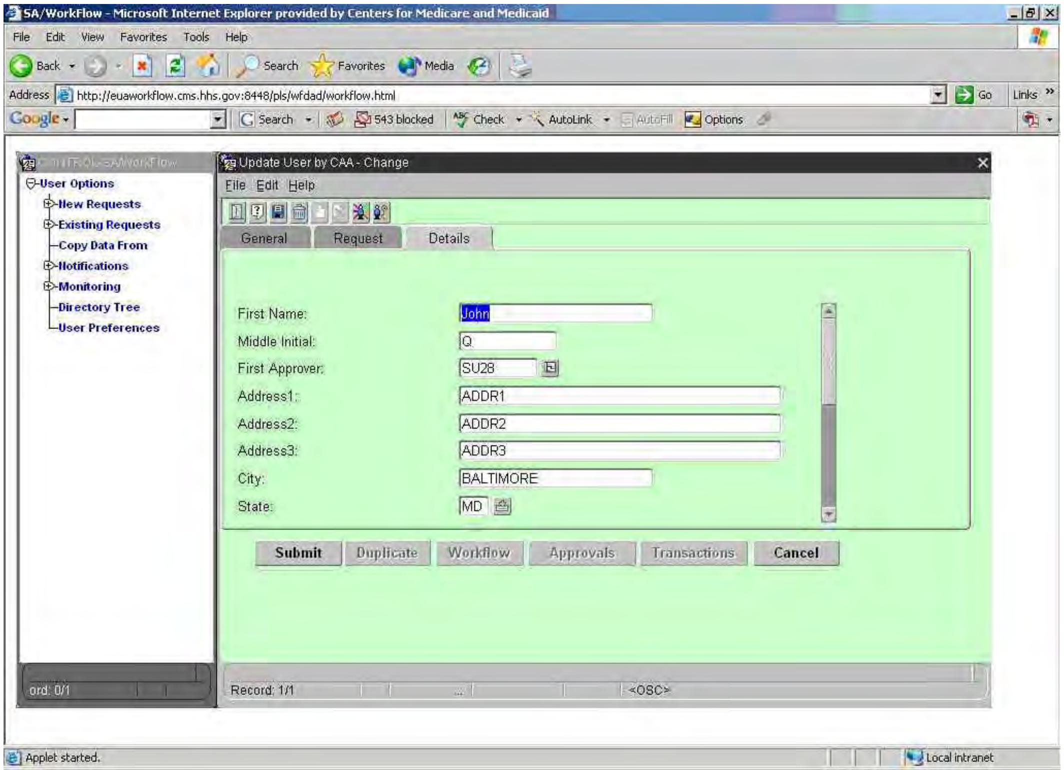
6. The Request tab has a field that is used to specify a new Organizational Unit (OU), if needed. For example, a New Admin for a CMS Employee (Figure 62).

***Figure 62 – WorkFlow Change User Data Request***




7. Select the Details tab to make any other changes (Figure 63).

*Figure 63 – WorkFlow Update User by CAA - Change Details Tab*




8. When all changes have been made, click **<Submit>**.
9. The system will confirm submission of the request (Figure 64), or return an error message (Figure 65) if any field value is wrong.

*Figure 64 – WorkFlow Update User by CAA - Change Submission Confirmation*

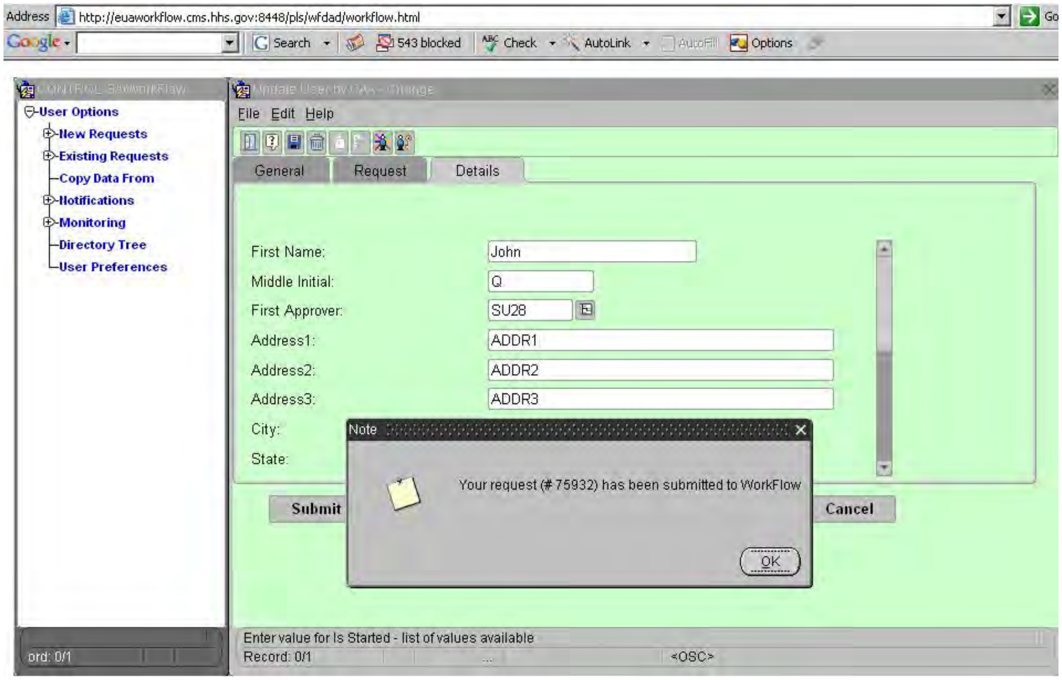
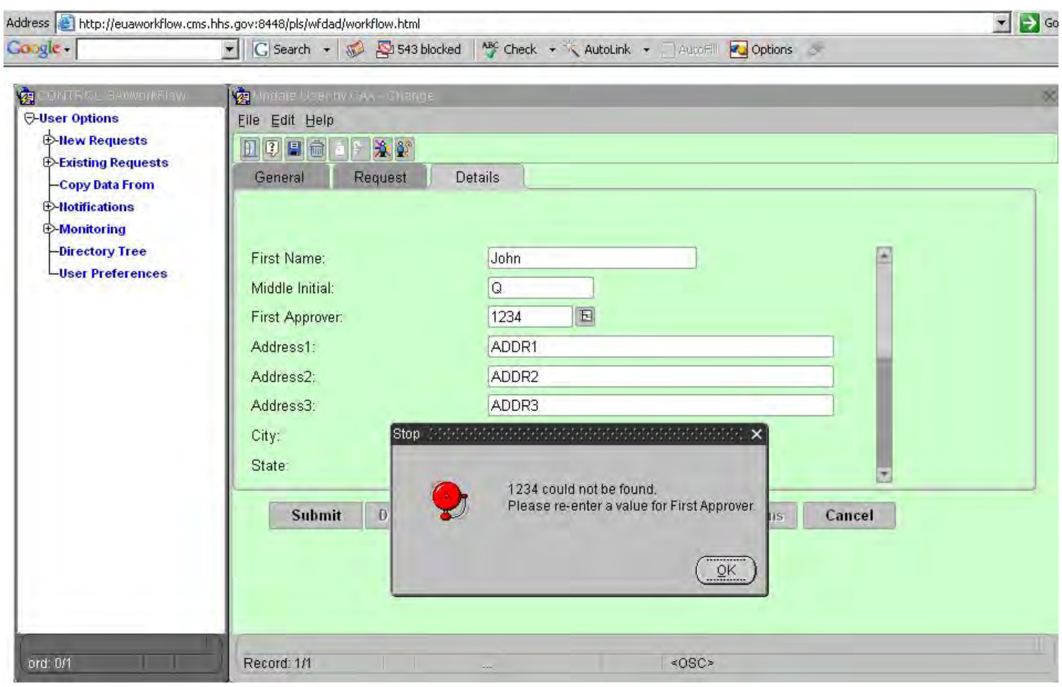



*Figure 65 – WorkFlow Update User by CAA - Change Error*



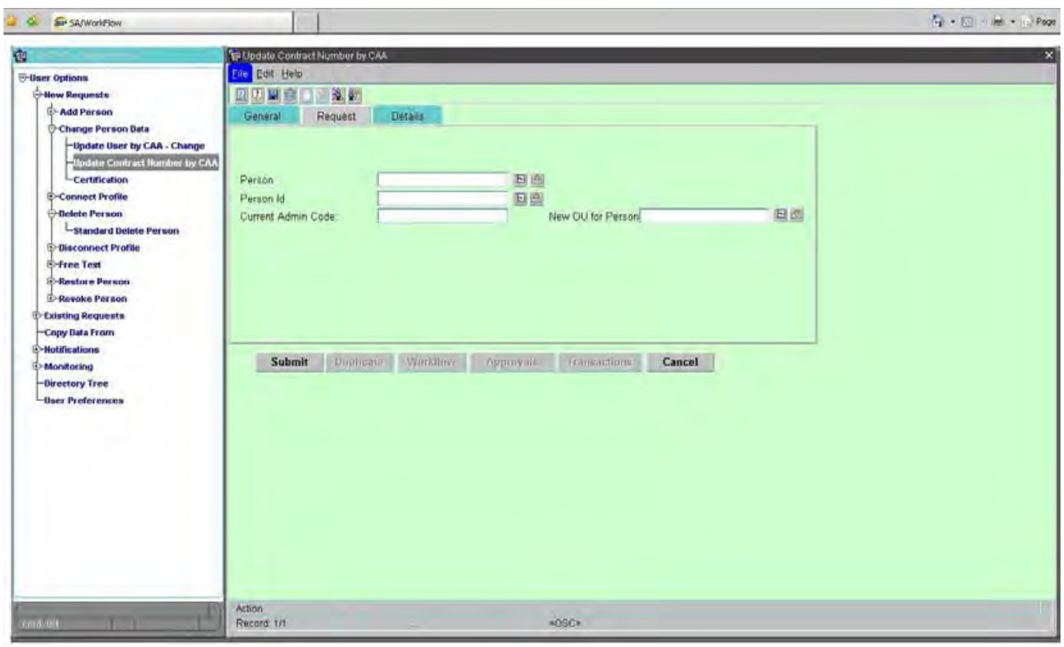

There may be occasions when a contractor needs to perform mass changes on all users in the company, such as a change of all telephone numbers, mailing addresses, or e-mail addresses. These changes may be easily accomplished by providing a spread sheet of users along with the changed data. If such a situation 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 Update Contract Number by CAA

This procedure should be used whenever a User is performing the same work but has moved to a different contract. This is for Non-CMS employees ONLY.

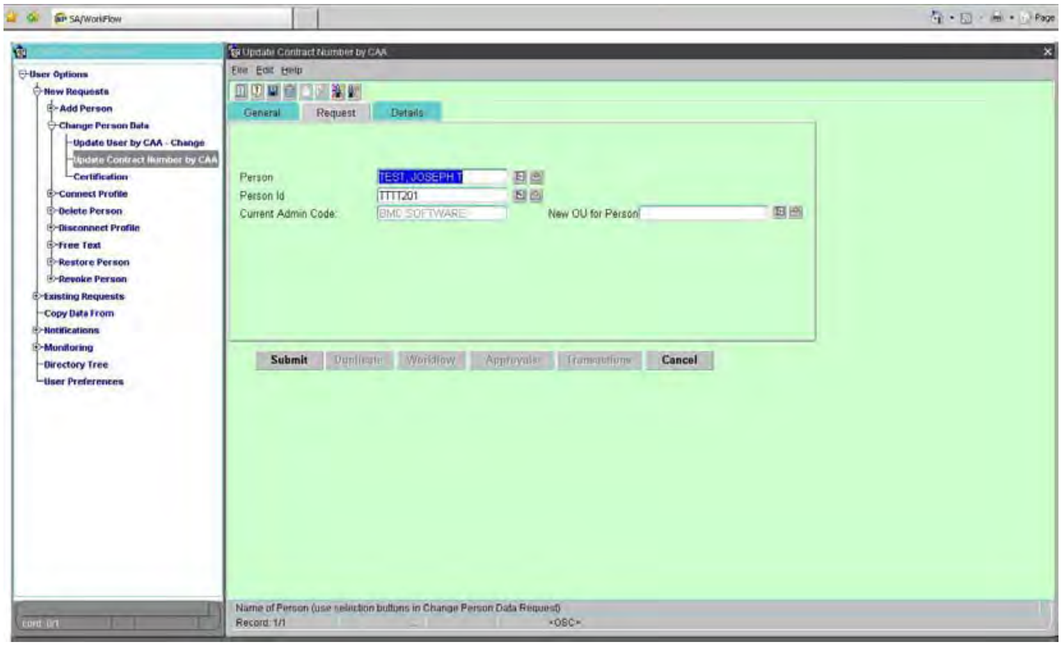
1. Select Change Person Data, and then select Update Contract Number by CAA (Figure 66).

***Figure 66 – WorkFlow Update Contract Number by CAA***



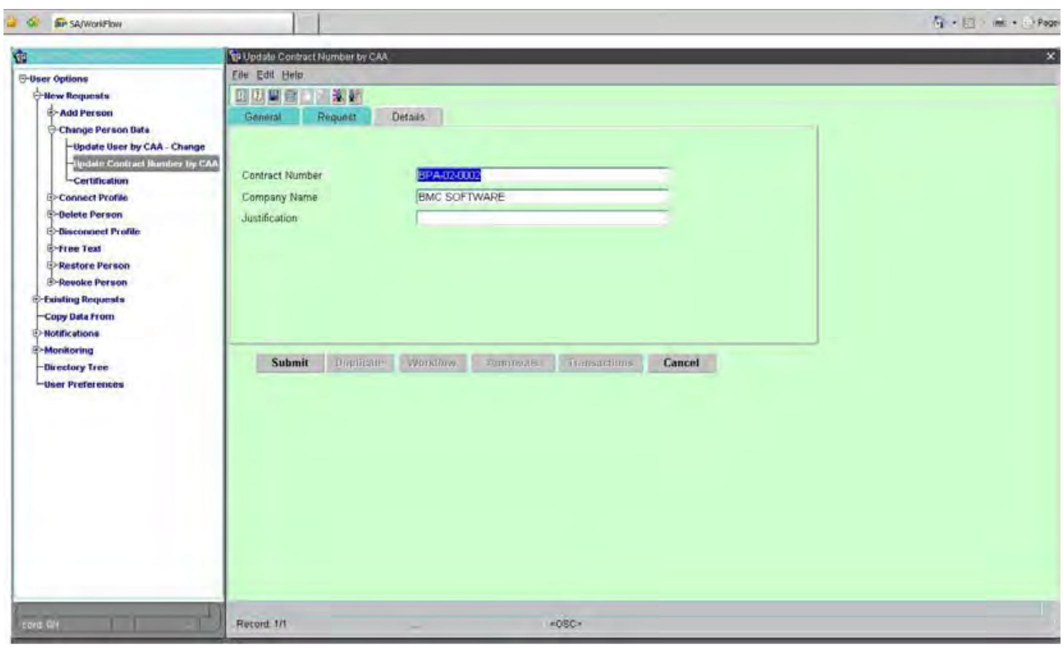

2. Enter the user's Id then hit enter to make sure that you have the right User Id (Figure 67).

*Figure 67 – WorkFlow Update Contract Number by CAA - Request Tab*




3. Click the Details tab.

*Figure 68 – WorkFlow Update Contract Number by CAA - Details Tab*




4. Input the correct contract number and company name, along with the Justification, and click **<Submit>**.

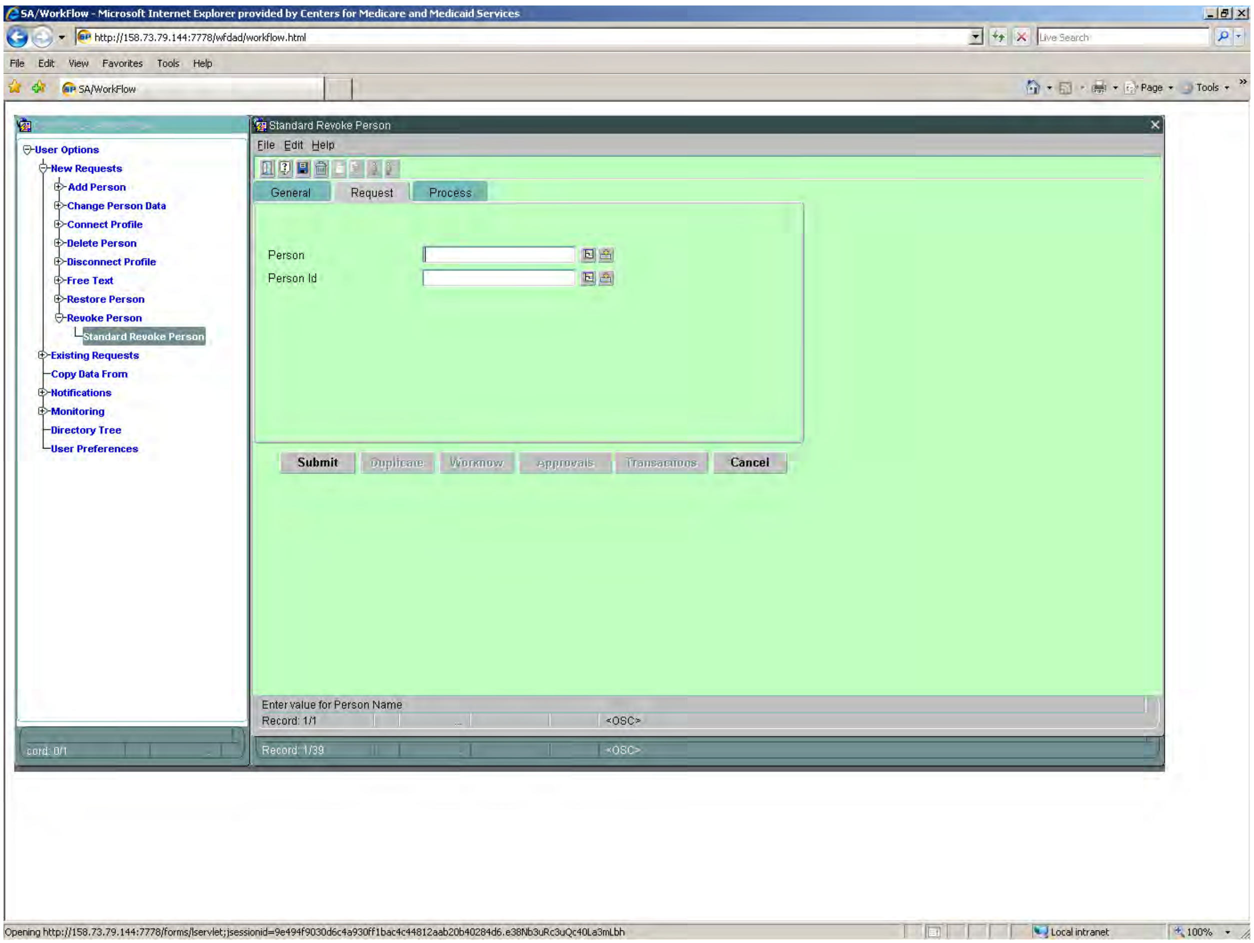
## 3.13 Revoking a User ID

This procedure should be used whenever a User ID needs to be revoked

### *3.13.1 How to Revoke the Account*

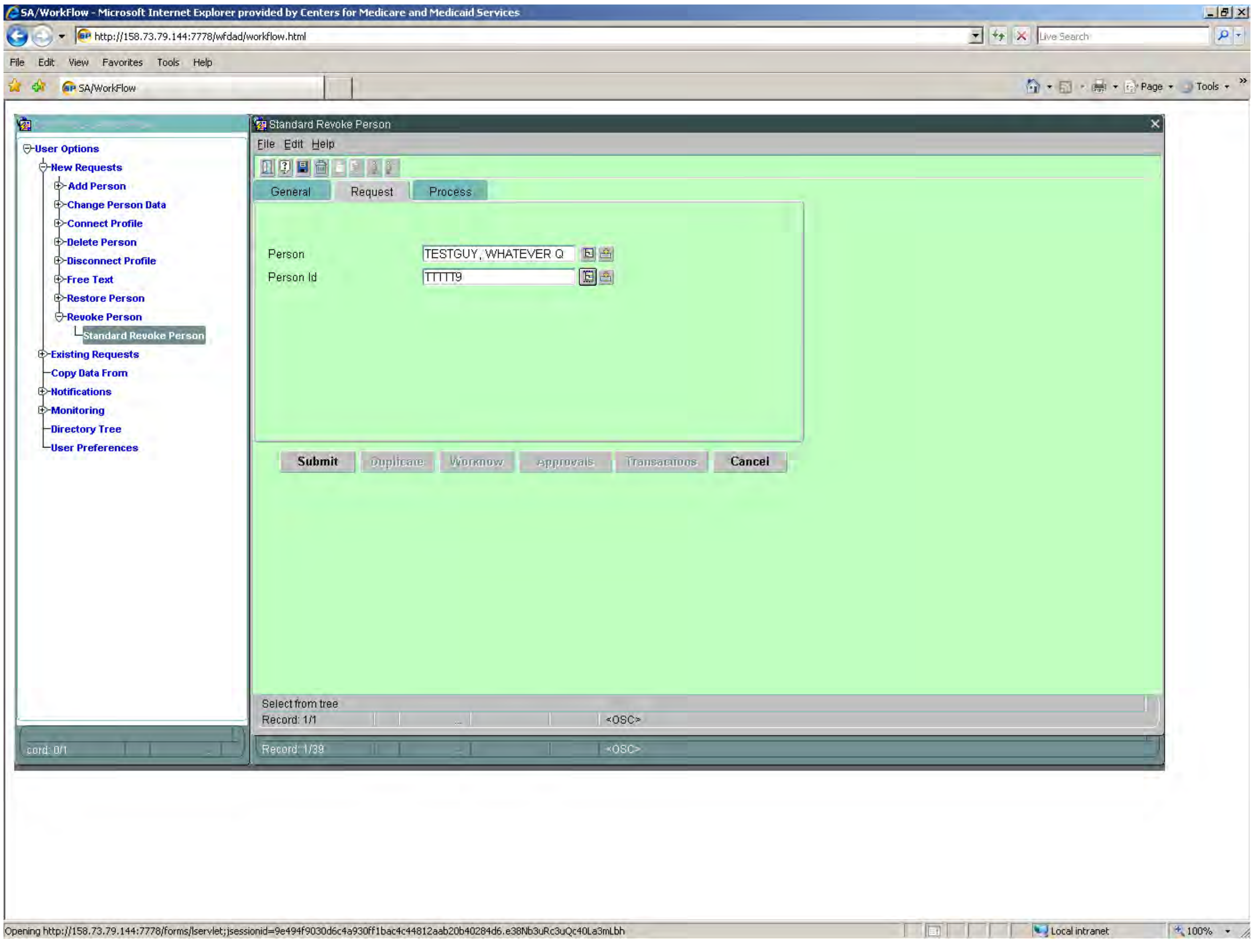
1. Log on to EUA WorkFlow as described in Section 3.2.
2. Select New Requests, Revoke Person, and Standard Revoke Person on the left menu screen.
3. Enter the Person ID or the user's last name in capital letters and hit **<Enter>** (Figure 69).

***Figure 69 – WorkFlow Standard Revoke Person Screen***




4. The *Person* field will be populated. Verify to make sure it is the user you want, and click **<Submit>** (Figure 71).

***Figure 70 – WorkFlow Revoke Person Submission***




*Note: You do NOT need to revoke an ID before you put in a delete request, this is done automatically.*

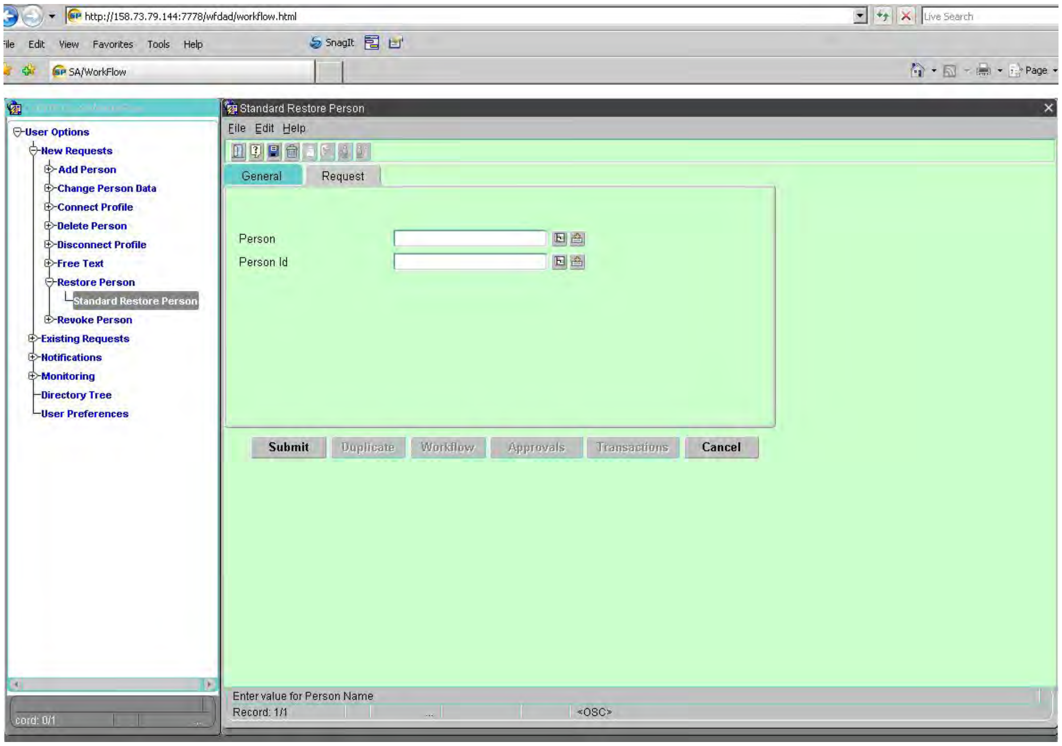
## 3.14 Restoring a User ID – Reset Password

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

### *3.14.1 How to Reset a Password and Enable/Resume the Account*

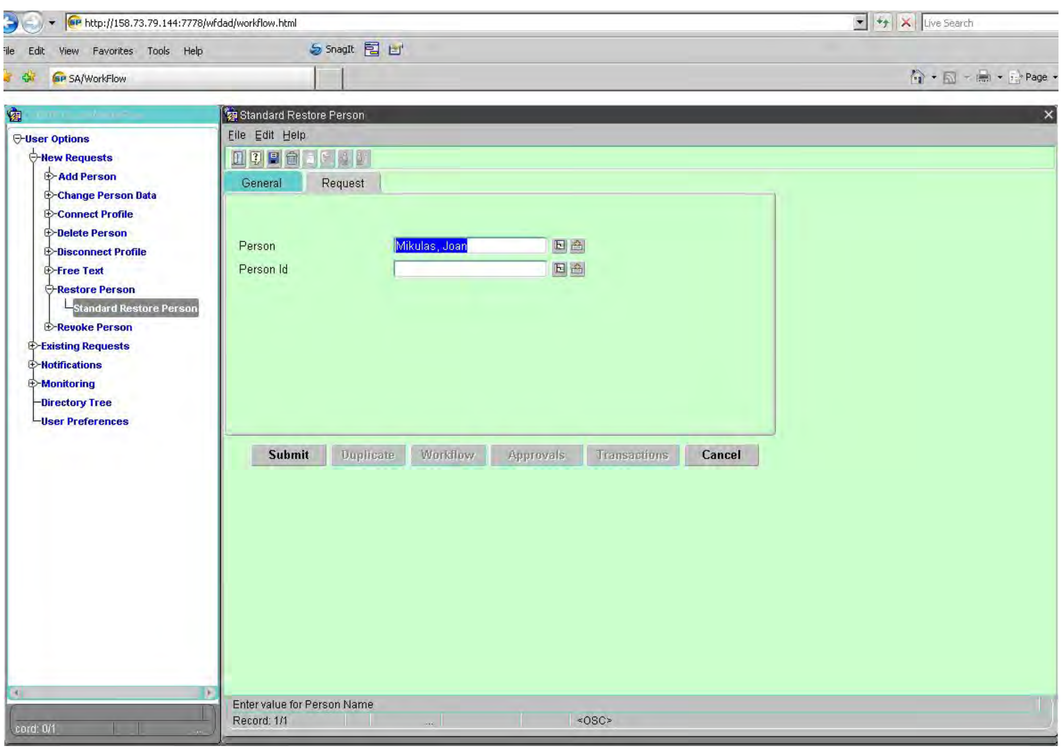
1. Log on to EUA WorkFlow as described in Section 3.2.
2. Select New Requests, Restore Person, and Standard Restore Person on the left menu screen.
3. Enter the Person ID or the user's last name in capital letters and hit **<Enter>** (Figure 71).

***Figure 71 – WorkFlow Standard Restore Person Screen***




4. The *Person* field will be populated. Verify to make sure it is the user you want, and click **<Submit>** (Figure 70).

***Figure 72 – WorkFlow Restore Person Submission***



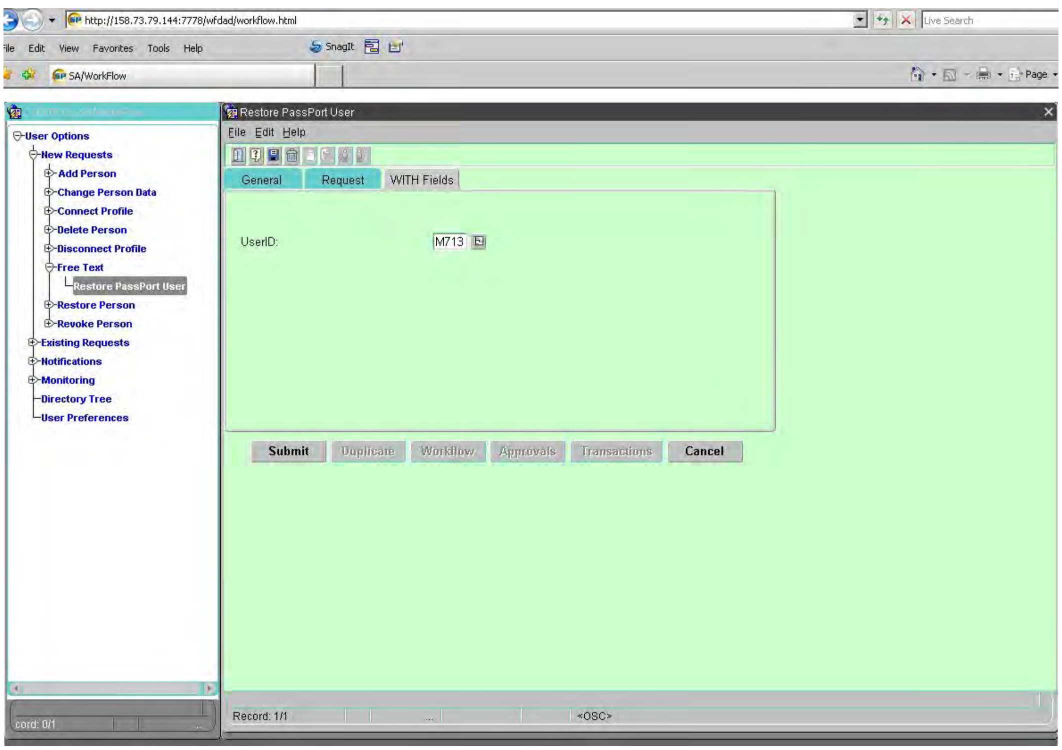
5. You will receive a request number for this transaction.
6. The password for the CMS Person ID will be changed to the first letter of the last name in uppercase, the second letter of the last name in lowercase, and the last six digits of the social security number on all platforms (NT, RACF, NOVELL/AD,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

### *3.14.2 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.

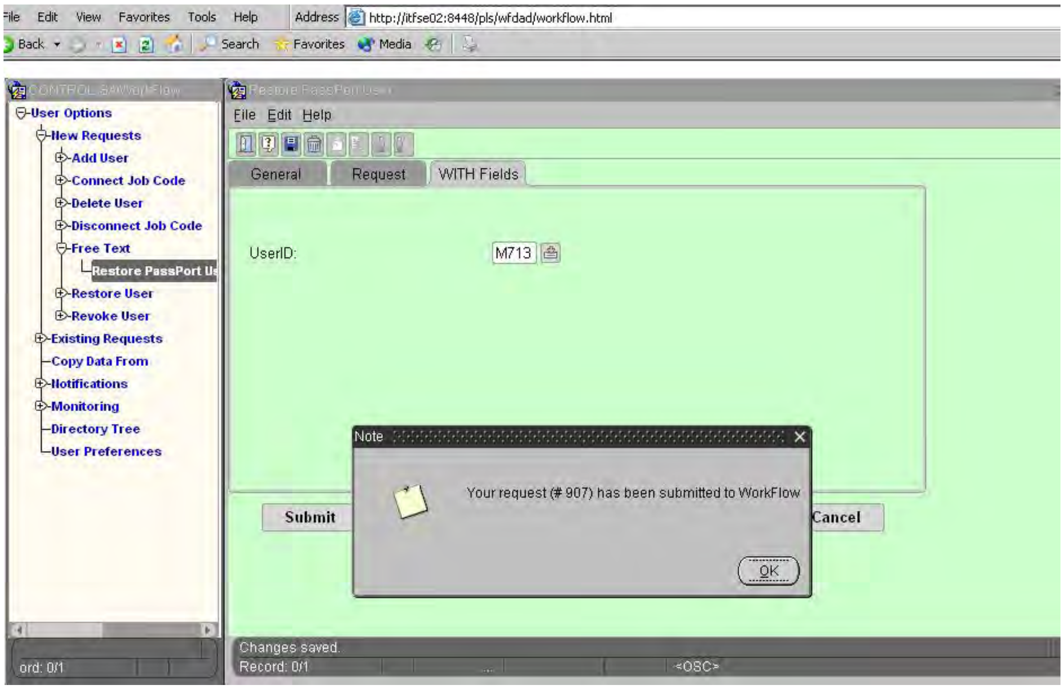
1. On the WITH Fields Tab, enter the UserID and click **<Submit>** (Figure 73).

***Figure 73 – WorkFlow Restore PassPort User WITH Fields Input***




2. A message stating that the request was submitted will appear. Click **<OK>** (Figure 74).

*Figure 74 – WorkFlow Restore PassPort User WITH Fields Submission*




### 3.15 Recertify/Certification Requests

CAAs will receive monthly reports detailing:

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

EUA Support expects most users to certify online. No CAA intervention is required when this is done by users.

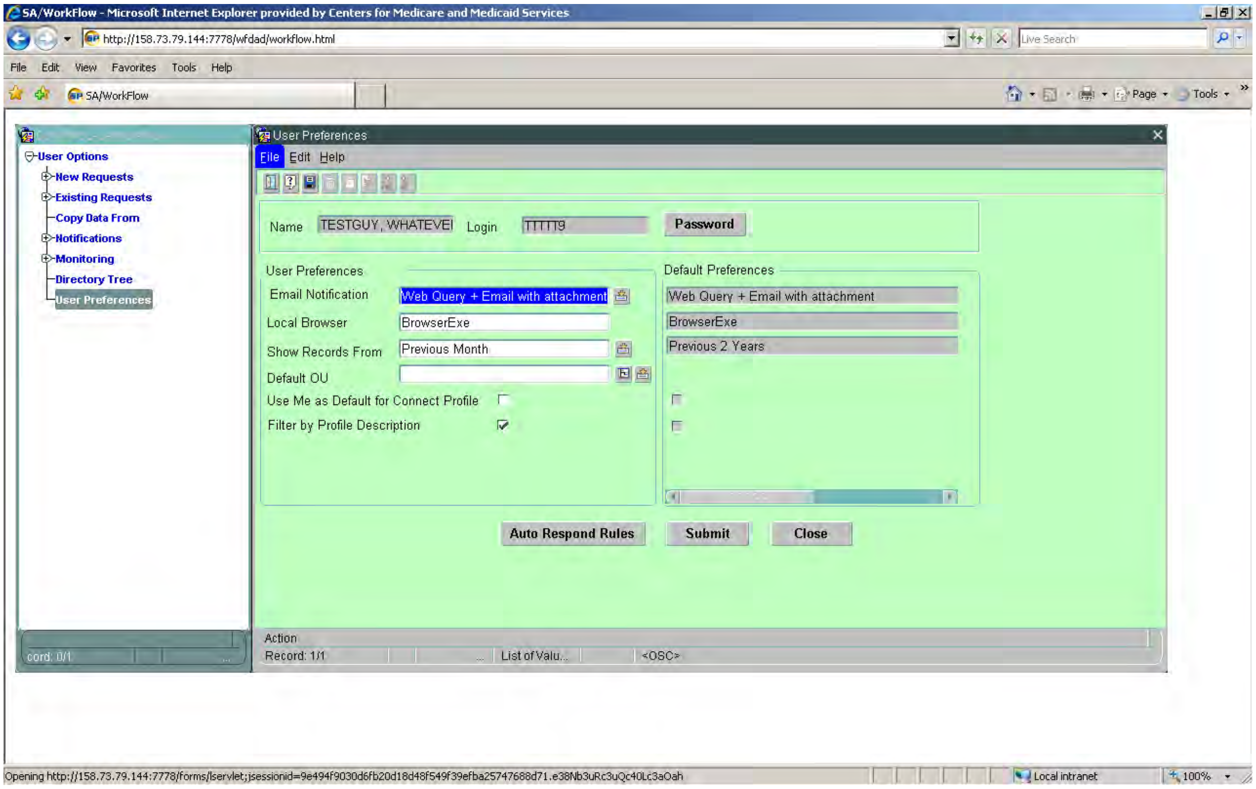
Some users will still certify by submitting an Application for Access to CMS Computer Systems form. If you receive a form for a user who is certifying, simply review the form and ensure it is complete according to the instructions in Section 1. Open a WorkFlow request (see section 3.4.2). File the certification 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.

### 3.16 WorkFlow Notification

You can turn the e-mail notifications from WorkFlow either on or off depending on your preference. If you receive a lot of request you might want to turn off the notification, so it doesn't overfill your e-mail inbox, if you receive a small amount of request you might want to make sure that the notification is turned on.

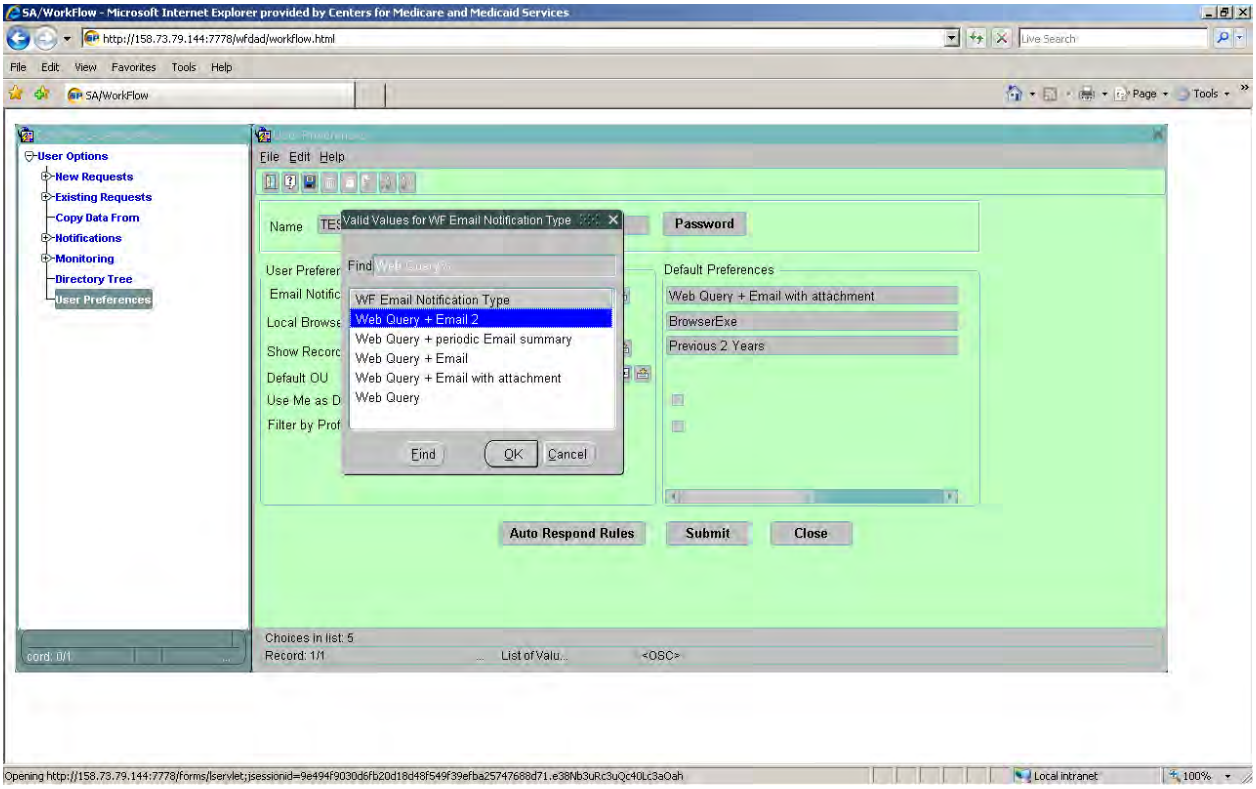
1. To modify the notification in WorkFlow, select User Preferences on the list at the left, and then click on the button to the far right of the E-mail Notification field:

***Figure 75 – User Preferences***




2. This will bring up a pop up window with your choices.

***Figure 76 – Select From List***




3. Select the apporpriate option. If you would like to recive the e-mail with attachment select Web Query + E-mail with attachment, if you would like to recive only one e-mail per day chose Web Query + periodic E-mail summary, and if you would not like to recive any e-mail chose Web Query.

## 3.17 Helpful Links

| | |
|---|---|
| CAA List | http://www.cms.hhs.gov/informationsecurity/downloads/caalist.pdf |
| Job Codes | https://www.cms.hhs.gov/cbt/downloads/jobcodes.htm (Password protected) |
| Job Code Request | https://www.cms.hhs.gov/cbt/jobcoderequest.asp (Password protected) |
| Job Code Changes | https://www.cms.hhs.gov/cbt/jobcodes.asp (Password protected) |
| 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 |

### 3.18 CMS Support

The EUA is officially supported by the CMS CITIC contractor. All EUA-related questions or items will be reported through a CMS IT Service Desk Trouble Ticket (TT). CMS employees can submit a TT by utilizing the IT Support icon on the Desktop of the CMS workstation. The IT Support instructions are self explanatory; however, to ensure EUA TTs are directed to the appropriate support group, it is strongly suggested to prefix the TT 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 at 410-786-2580 or 1-800-562-1963 to open the TT. Remember to instruct the Service Desk technician to include EUA in the Request Details.

### 3.19 IT Support Icon

***Creating a Trouble Ticket for EUA Support - 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.

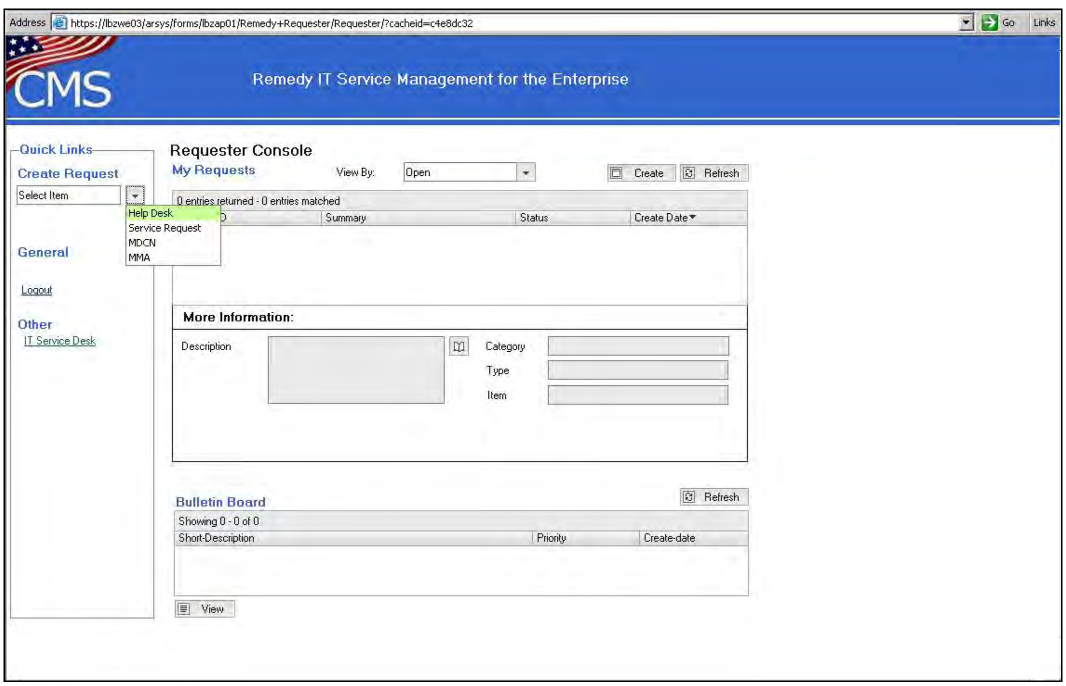
1. Double-click the IT SUPPORT icon found on the workstation and satisfy the security alerts.


2. Log in using your CMS four-character User ID and current password (Figure 73).

*Figure 77 – CMS IT Support Online - Login Page*


3. After you logged in you will be directed to the Requestor Console (Figure 74).

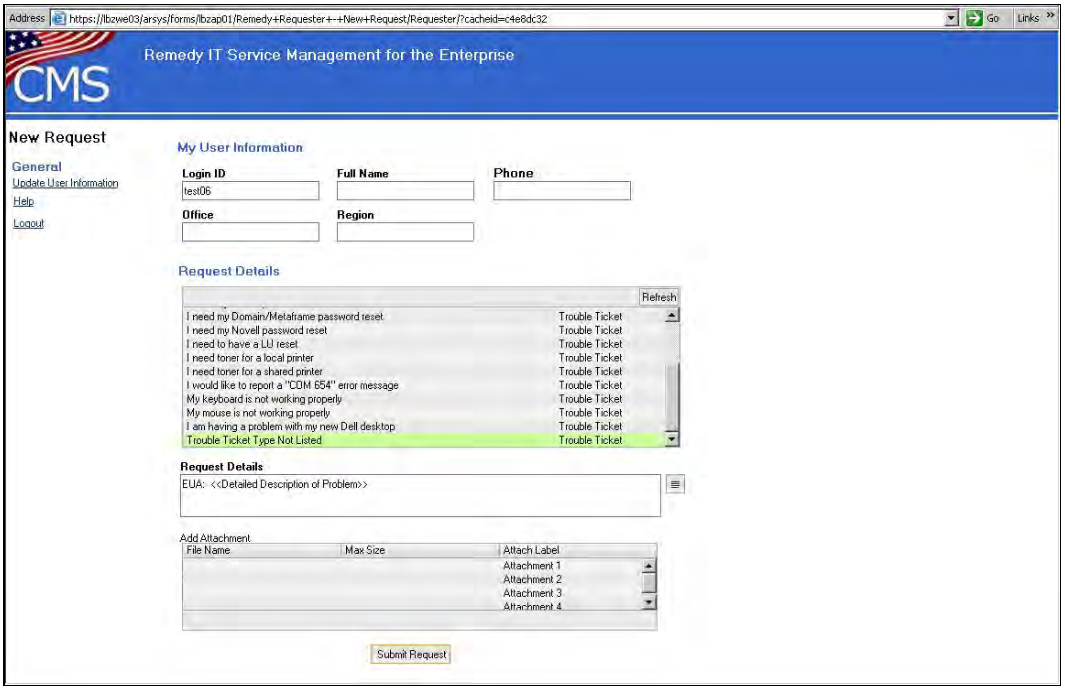
*Figure 78 – IT Support Main Screen - Requestor Console*




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

5. The Ticket Submission screen will be displayed.
6. Make sure the information in My User Information is correct before proceeding.
7. 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 (Figure 75).

***Figure 79 – IT Support Trouble Ticket Submission***




8. In the next box, prefix your problem or question with EUA:
   a. Give a detailed description of problem or a specified question. Attach files if needed.
9. Click the Submit Request button.
10. The window will close and the Remedy Console will now have your trouble ticket as being open.