

RELY – User Management

Vodafone 18 December 2018



User Management

This module will be used for provisioning, changes and de-provisioning of users of the portal.

Roles

Permission Manager Admin

Menu

Master Data -> Users

Creation

Typically Permission Manager can create user. All mandatory fields will be marked with red asterisk (*). Each user's email ID will be used as Login ID into the system.

While creating user, one can select important attributes of a user

a) Roles: This selection will govern the set of menu and functionalities that would be presented to the new user. Multiple roles can be granted to a single user. A user with multiple roles can switch their role from within the application to perform various tasks. They will not have to log back into the application every time with different role.

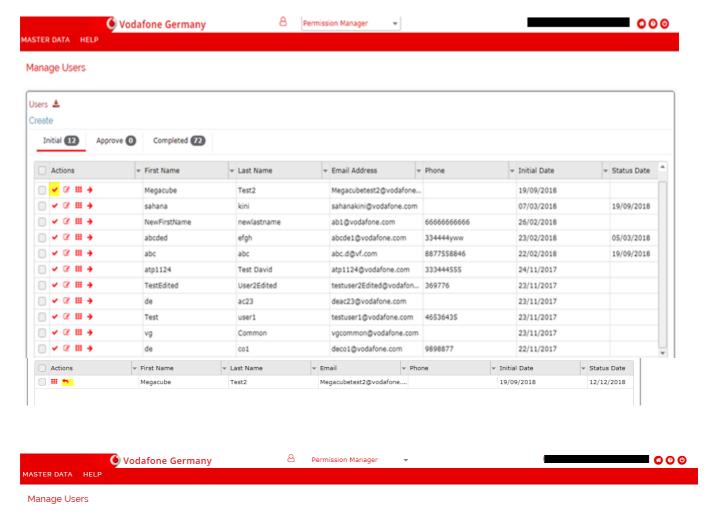
Validations

- 1) Single user cannot have both Permission Manager and Admin roles simultaneously
- 2) Same email ID cannot be used for 2 users



Approval

A user created by Permission Manager will go through 2 cycles of approval (Permission Manager and Admin). All users need to be approved by Admin for successful login by their User ID.



Once the workflow is finished (either normal completion (final approval) or abrupt end (Reject, Withdraw etc)), the user will appear in the 'Completed' tab of the workflow. If a user is successfully approved, the user is marked 'Active' in the system. All active users can be edited.

▼ Phone

Megacubetest2@vodafone....

Once final approved, an AD account will be created and a welcome email will be sent to user (with password in a separate email).

▼ Last Name

Users 🕹

Actions

■ ##

Approve 1 Completed 72

▼ First Name

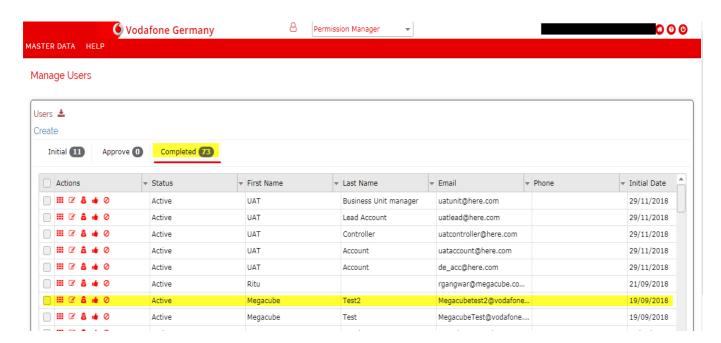
▼ Initial Date

19/09/2018

▼ Status Date

12/12/2018

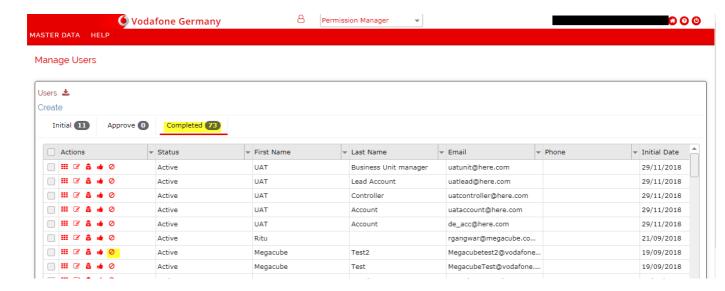




Suspension

Any Active user can be requested to be suspended by pressing the 'Suspend' button in Completed Step

Once suspension is approved, the AD account will be deactivated.

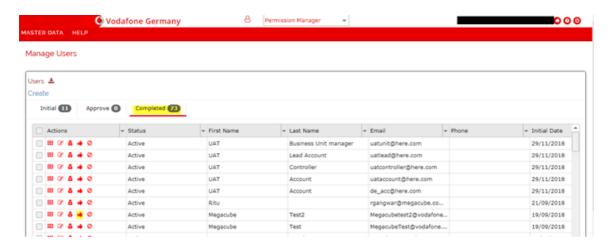


Resume

Any Deactivated user can be requested to be Resuming by pressing the 'Resume' button in Completed Step

Once Resuming is approved, the AD account will be activated.





Important Actions

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Depending upon the workflow and your role in that workflow, you will be presented with appropriate Actions (that you can take on that request).

Here's the list of most common "Actions" and their behaviour

Submit(): You can approve the request using this action. Upon click, it moves the request to the next available role in the workflow. If you were the last role, it moves the request to 'Completed' tab with 'Completed' status.

Cancel(>): You can reject the request using this action. Upon click, the request is immediately taken out of the workflow.

Withdraw(): If you do not want the current owner to further process your request, you can bring back to your tab by using this Action. You can then take "Edit" Action to make changes or "Reject" it altogether.

Review(:: This Action lets you view detailed information of the request in readonly more. It also presents you with relevant Actions at the bottom on the form for you to take further actions (like Approve, Reject, Cancel etc)

Edit(): This Action lets you to change information on the request while it travels through the approval workflow. If a requested has completed the workflow, you can edit the entity in the Initial Step.

Reject (<): If you need any clarification or want requester to make some changes to the request, you can send it back to requester (with your comments) using this Action Download(<): Use this action to download any uploaded files or supporting documents attached to the request.