

Business Process Document

Document 1	Title: User Creation Process Document
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Revision 0.1	Prepared By: Neelam Singh	Date Prepared: 22/4/2014
Effective Date:	Reviewed By:	Date Reviewed:

1. INTRODUCTION

1.1 Purpose of the functionality

To explain the process of creating a user in the system

1.2 Responsibilities:

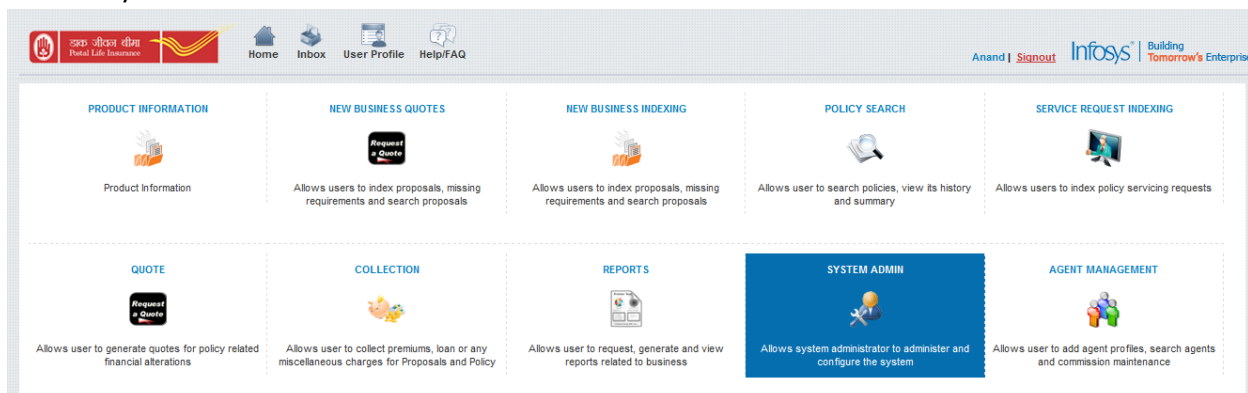
System Administrator

2. PROCESS DESCRIPTION

2.1 Process Detail


2.1.1 Create/Add User in the system

- Login as System administrator.
- Click on System admin Icon from the dashboard.




- Click on User Maintenance Icon.

GROUP MAINTENANCE




Allows the administrator to configure the groups and roles within the system.

USER MAINTENANCE



Allows the administrator to configure the users of the system.

QUEUE MAINTENANCE



Allows the administrator to Add or Update the Queue owners within the system

- Select Add Radio Button

User Maintenance

☒ Add User ☐ Delete User ☐ Update User

General Information

Group Information

Queue Information

<p>User Name:* <input type="text"/></p> <p>User Middle Name <input type="text"/></p> <p>Activated:* <input type="text"/></p> <p>Email Address:* <input type="text"/></p> <p>DoP Designation:* <div style="border: 1px solid #ccc; padding: 2px;">Select</div></p> <p>Effective Date:* <div style="border: 1px solid #ccc; padding: 2px;">22/04/2014</div></p>	<p>User First Name:* <input type="text"/></p> <p>User Last Name <input type="text"/></p> <p>Deactivated <input type="text"/></p> <p>Phone Number:* <input type="text"/></p> <p>Default Office Code:* <input type="text"/> Locate office code</p> <p>Date Of Birth:* <input type="text"/></p>
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- Fill in the General information including selecting the office code of the user.
Search for the office code.

Locate Office Code

Office Type	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>	Circle Office:	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>
Regional Office:	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>	Divisional Office:	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>
Head Office:	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>		
Sub-post office:	<div style="border: 1px solid #ccc; padding: 2px;">Select</div>		

- Select the radio button to select the office of the user.

Locate Office Code

Office Type	Head Office	Circle Office:	Delhi CO
Regional Office:	Delhi Regional	Divisional Office:	GPO Division
Head Office:	Select		
Sub-post office:	Select		
<input type="button" value="Search"/>			

Showing 1 to 1 of 1 entries

Search:

Select:	Office Code :	Office Name :	Office Type :	Office Address :
<input type="radio"/>	DL070100000	DELHI GPO	HO	DELHI GPO

Show 10 entries

◀ Previous Next ▶

- Fill all the information about the user. Select the activation date, DoP Designation, DOB , phone number, email address and default Office Code. User name provide is the user_ID used to login the system. It cannot be changed once submitted.

User Maintenance

☒ Add User ☐ Delete User ☐ Update User

General Information Group Information Queue Information

User Name:*	ramesh_kumar	User First Name:*	Ramesh
User Middle Name		User Last Name	Kumar
Activated:*	22/04/2014	Deactivated	
Email Address:*	rameshk@gmail.com	Phone Number:*	9734658458
DoP Designation:*	Postal Assistant	Default Office Code:*	DL070100000 Locate office code
Effective Date:*	22/04/2014	Date Of Birth:*	01/01/1985

- Move to the Group Information Tab. Select the Respective group and click on Add button.

User Maintenance

☒ Add User ☐ Delete User ☐ Update User

General Information Group Information Queue Information

Showing 1 to 10 of 49 entries Search:

Select	Group	Description
<input type="radio"/>	CO User(Reports)	CO Level User(Reports)
<input type="radio"/>	CO User(User Maintenance +Suspence Maintenance)	CO Level User(User Maintenance +Suspence Maintenance)
<input type="radio"/>	CO User(Reports+user maintenance +Suspence Maintenance)	CO Level User(Reports+user maintenance +Suspence Maintenance)
<input type="radio"/>	CPC User (Call Center Executive)	CPC User (Call Center Executive)
<input type="radio"/>	CPC User(Collections)	CPC User(Collections)
<input type="radio"/>	CPC User (Disbursement)	CPC User (Disbursement)
<input type="radio"/>	CPC User (ECMS Access)	CPC User (ECMS Access)
<input type="radio"/>	CPC User(Lead management)	CPC User(Lead management)
<input type="radio"/>	CPC User(Medical Examiner Creation)	CPC User(Medical Examiner Creation)

Showing 0 to 0 of 0 entries Search:

Select	Group	Description	View Details
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Show 10 entries ◀ Previous Next ▶

- Search will allow user to search the required group.

User Maintenance

☒ Add User ☐ Delete User ☐ Update User

General Information **Group Information** Queue Information

Showing 1 to 1 of 1 entries (filtered from 49 total entries) Search: shp

Select	Group	Description
<input checked="" type="radio"/>	SHP Clerk	SHP Clerk

Show 10 entries Previous Next

Showing 0 to 0 of 0 entries Search:

User Groups Permission

Select	Group	Description	View Details
<input type="radio"/>	SHP Clerk	SHP Clerk	View

Show 10 entries Previous Next

Submit Cancel

- View details will allow the user to see the different access user is having as a user of that group.

User Maintenance

☒ Add User ☐ Delete User ☐ Update User

General Information **Group Information** Queue Information

Showing 1 to 10 of 49 entries Search:

Select	Group	Description
<input type="radio"/>	CO User(Reports)	CO Level User(Reports)
<input type="radio"/>	CO User(User Maintenance +Suspence Maintenance)	CO Level User(User Maintenance +Suspence Maintenance)
<input type="radio"/>	CO User(Reports+user maintenance +Suspence Maintenance)	CO Level User(Reports+user maintenance +Suspence Maintenance)
<input type="radio"/>	CPC User (Call Center Executive)	CPC User (Call Center Executive)
<input type="radio"/>	CPC User(Collections)	CPC User(Collections)
<input type="radio"/>	CPC User (Disbursement)	CPC User (Disbursement)
<input type="radio"/>	CPC User (ECMS Access)	CPC User (ECMS Access)
<input type="radio"/>	CPC User(Lead management)	CPC User(Lead management)

Add >> << Remove

Showing 1 to 1 of 1 entries Search:

User Groups Permission

Select	Group	Description	View Details
<input type="radio"/>	SHP Clerk	SHP Clerk	View

Show 10 entries Previous Next

- Click on Queue information Tab to select the queue for the user. Queue is not necessary for all the users. It's based on the roles. E.g. Indexer doesn't require any queue.

☒ Add User ☐ Delete User ☐ Update User

General Information Group Information **Queue Information**

Select Queue	Queue Name	Queue Description	Allow Access to all Offices	Default Queue
<input type="checkbox"/>	dataentry	Data Entry Queue	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	QC	Quality Check Queue	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	Approval	Sum Assured <5 lac	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	Approval1	Sum Assured >=5 lac and <10 lac	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	Approval2	Sum Assured >=10 lac	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	Invgr	Claim Investigator	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	CH	Claim Handler	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	sysadmin	System Admin	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	printbond	Print Bond Queue	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	System	System Related Queue	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	ProposalQC	QC for Proposal	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	SDIP	Sub- Division Inspector of Posts	<input type="checkbox"/>	<input type="radio"/>
<input type="checkbox"/>	LoanRepmnt	Loan Repayment Queue	<input type="checkbox"/>	<input type="radio"/>

Submit Cancel

- After clicking the Submit button user will be created.
- Default password generated for the user will be **user_idDOB(dd-mm-yyyy)**.

- User is prompt to change/reset the password on first login.

Reset Password

Username:*	rahul_kumar
Old Password:*	*****
New Password:*	*****
Confirm New Password:*	*****
Security Question:*	In which year did you get your first gift? ▼
Answer to Security Question:*	****

Submit

3. INCIDENT HISTORY

Incident against which the document is shared (FDMS ticket no/ MeOps ticket no/Email attachment)	Brief description of the Incident	Document Shared date	Comments on the documented procedure from PLI users.

4. CHANGE HISTORY

Version	Date	Change Description
0.1	22/04/2014	Draft for review