Business Process Document

Document 1	Title: User Creation Process Document

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:
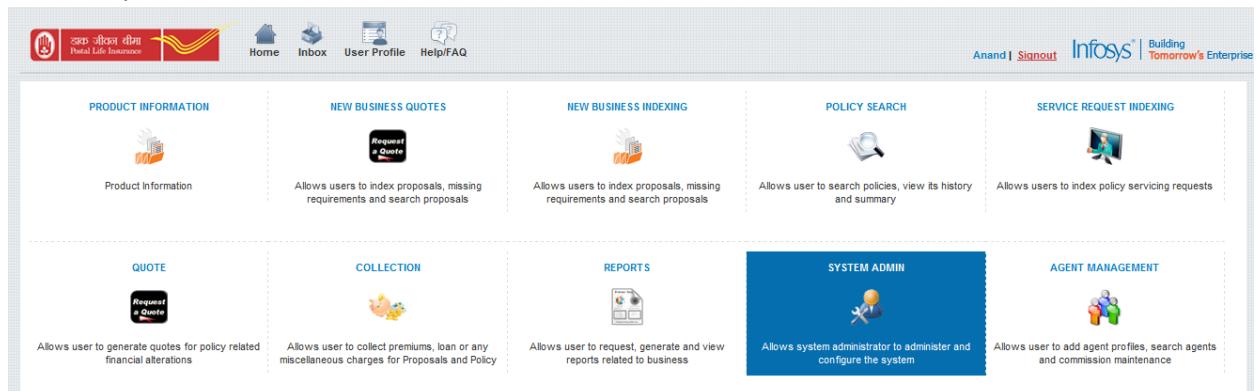
System Administrator

2. PROCESS DESCRIPTION
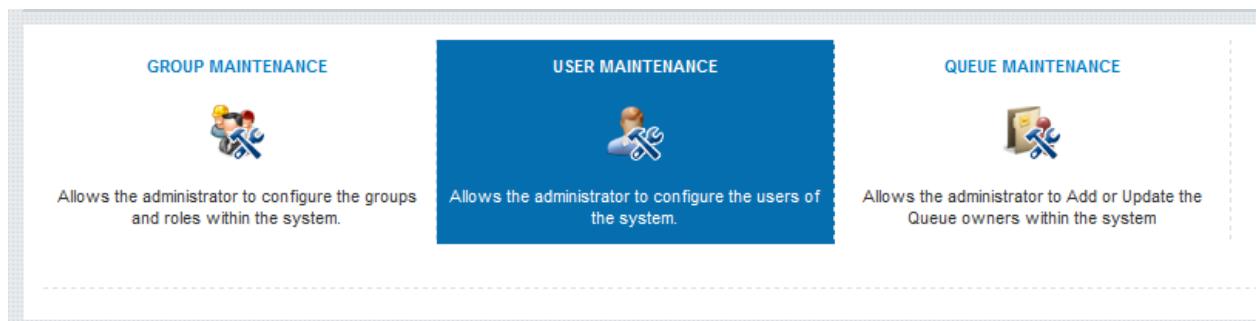
2.1 Process Detail

2.1.1 Create/Add User in the system
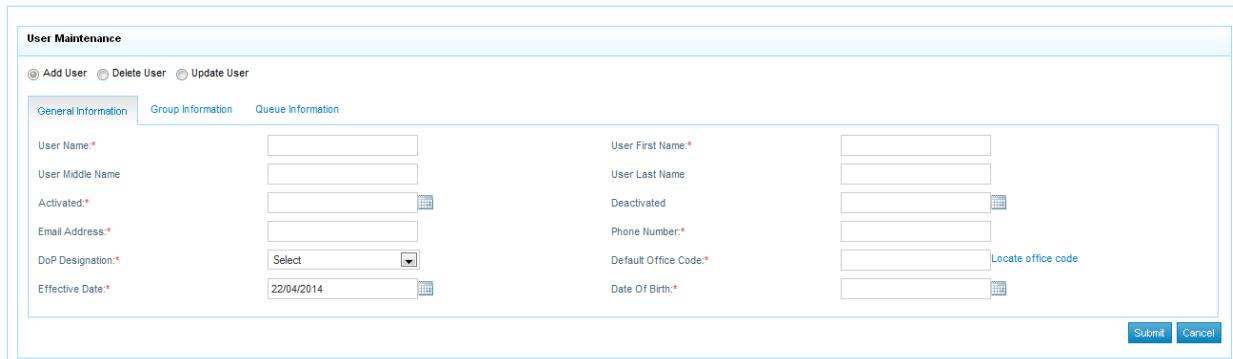
- Login as System administrator.
- Click on System admin Icon from the dashboard.

- Click on User Maintenance Icon.

- Select Add Radio Button

- Fill in the General information including selecting the office code of the user. Search for the office code.

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

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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		
Search			

Showing 1 to 1 of 1 entries   Search:

Select:	Office Code :	Office Name :	Office Type :	Office Address :
○	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

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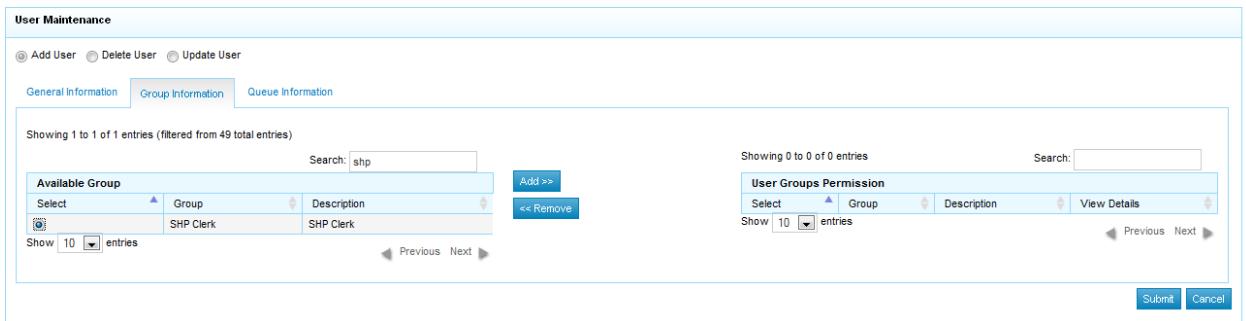
- Move to the Group Information Tab. Select the Respective group and click on Add button.

User Maintenance

◉ Add User   ○ Delete User   ○ Update User

General Information | Group Information | Queue Information

Showing 1 to 10 of 49 entries   Search:

Available Group

Select	Group	Description
○	CO User(Reports)	CO Level User(Reports)
○	CO User(User Maintenance +Suspence Maintenance)	CO Level User(User Maintenance +Suspence Maintenance)
○	CO User(Reports+user maintenance +Suspence Maintenance)	CO Level User(Reports+user maintenance +Suspence Maintenance)
○	CPC User (Call Center Executive)	CPC User (Call Center Executive)
○	CPC User(Collections)	CPC User(Collections)
○	CPC User (Disbursement)	CPC User (Disbursement)
○	CPC User (ECMS Access)	CPC User (ECMS Access)
○	CPC User(Lead management)	CPC User(Lead management)
○	CPC User(Medical Examiner Creation)	CPC User(Medical Examiner Creation)

Add >>
<< Remove

Showing 0 to 0 of 0 entries   Search:
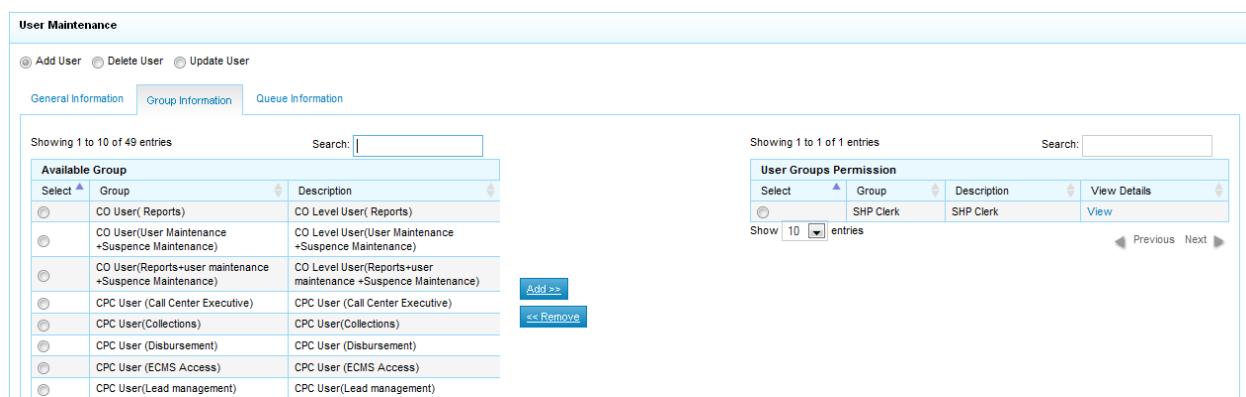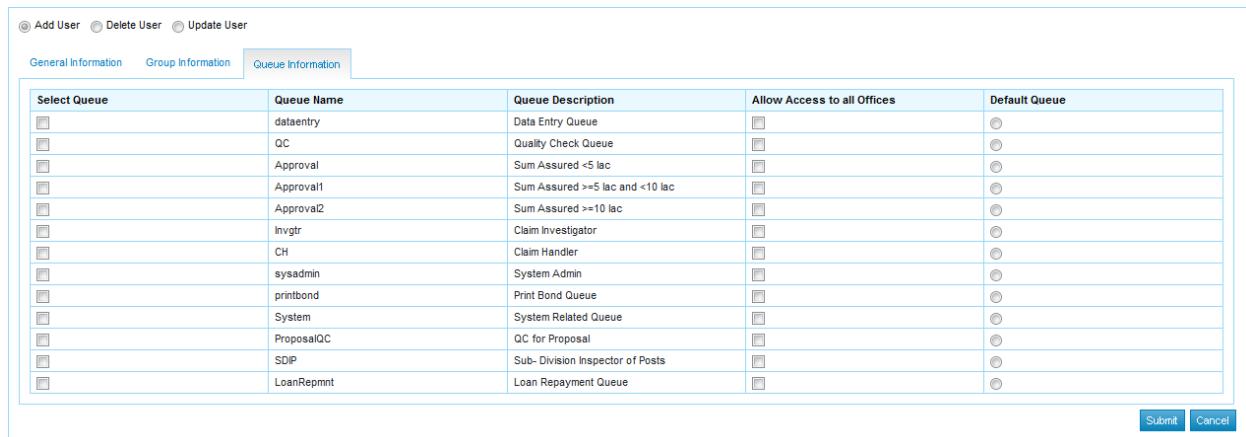
User Groups Permission

Select	Group	Description	View Details

Show 10 entries   Previous Next

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- Search will allow user to search the required group.

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

- 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.

- 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.

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