

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:

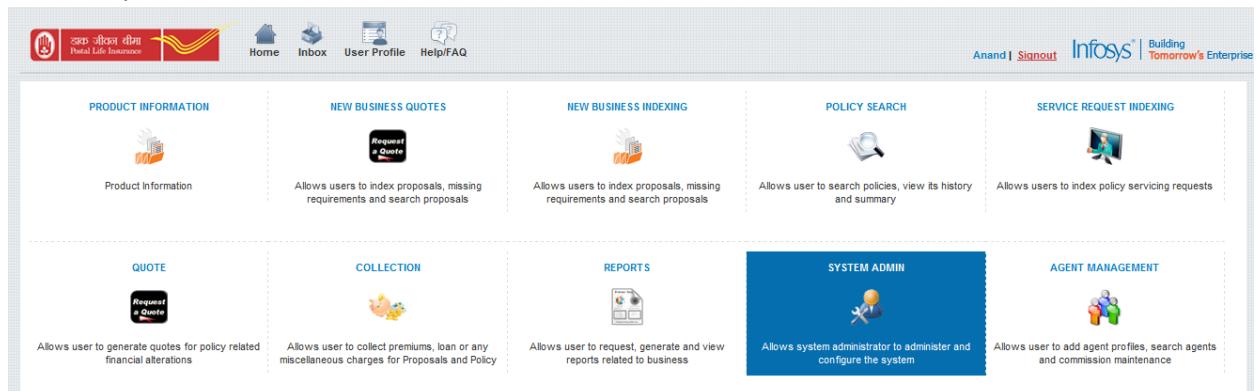
System Administrator

2. PROCESS DESCRIPTION

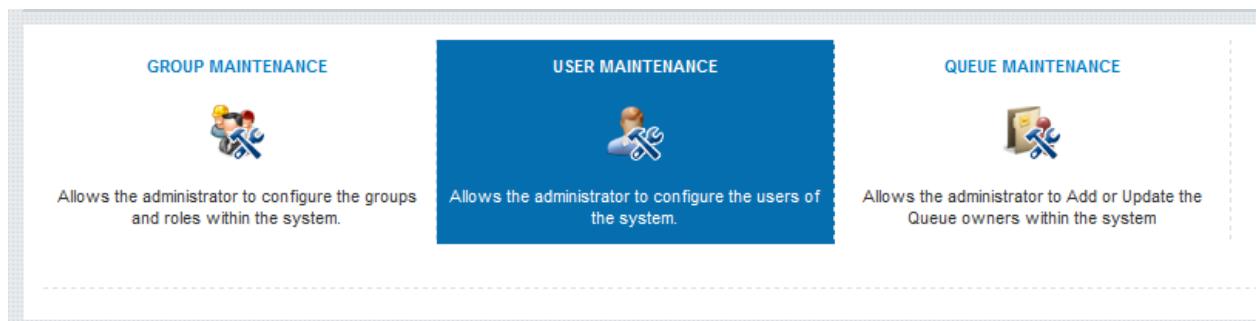
2.1 Process Detail

2.1.1 Create/Add User in the system

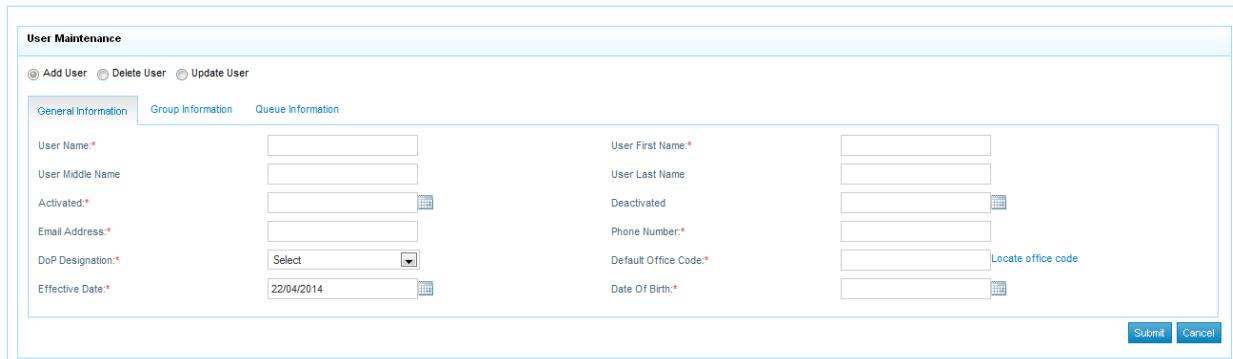
- Login as System administrator.
- Click on System admin Icon from the dashboard.



- Click on User Maintenance Icon.



- Select Add Radio Button



User Maintenance

(Add User Delete User Update User)

General Information Group Information Queue Information

User Name.*	<input type="text"/>	User First Name.*	<input type="text"/>
User Middle Name	<input type="text"/>	User Last Name	<input type="text"/>
Activated.*	<input type="text"/> <input type="button" value="..."/>	Deactivated	<input type="text"/> <input type="button" value="..."/>
Email Address.*	<input type="text"/>	Phone Number.*	<input type="text"/>
DoP Designation.*	<input type="text"/> Select <input type="button" value="..."/>	Default Office Code.*	<input type="text"/> Locate office code
Effective Date.*	<input type="text"/> 22/04/2014 <input type="button" value="..."/>	Date Of Birth.*	<input type="text"/> <input type="button" value="..."/>

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



Locate Office Code

Office Type	<input type="text"/> Select <input type="button" value="..."/>	Circle Office:	<input type="text"/> Select <input type="button" value="..."/>
Regional Office:	<input type="text"/> Select <input type="button" value="..."/>	Divisional Office:	<input type="text"/> Select <input type="button" value="..."/>
Head Office:	<input type="text"/> Select <input type="button" value="..."/>		
Sub-post office:	<input type="text"/> Select <input type="button" value="..."/>		
<input type="button" value="Search"/>			

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

Locate Office Code

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

Showing 1 to 1 of 1 entries

Search:

Select:	Office Code :	Office Name :	Office Type :	Office Address :
<input checked="" 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: [*] <input type="text" value="ramesh_kumar"/> User Middle Name <input type="text"/> Activated: [*] <input type="text" value="22/04/2014"/> Email Address: [*] <input type="text" value="rameshk@gmail.com"/> DoP Designation: [*] <input type="button" value="Postal Assistant"/> Effective Date: [*] <input type="text" value="22/04/2014"/>	User First Name: [*] <input type="text" value="Ramesh"/> User Last Name <input type="text" value="Kumar"/> Deactivated <input type="text"/> Phone Number: [*] <input type="text" value="9734658458"/> Default Office Code: [*] <input type="text" value="DL070100000"/> Locate office code Date Of Birth: [*] <input type="text" value="01/01/1985"/>	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

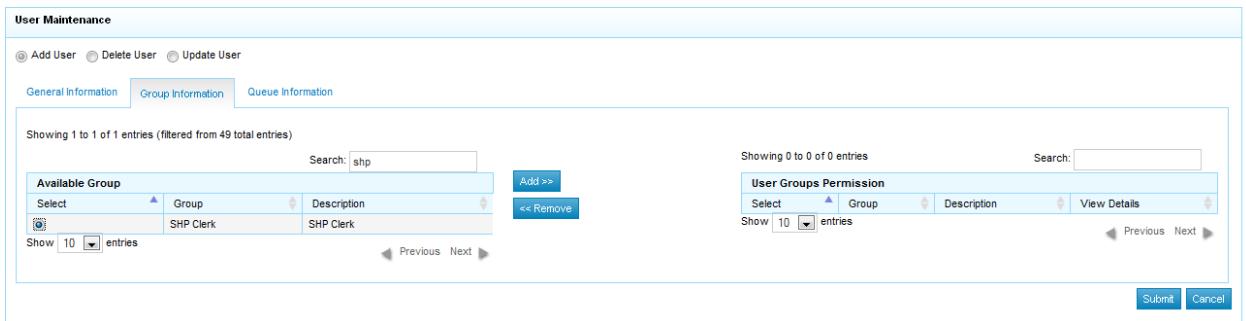
- Move to the Group Information Tab. Select the Respective group and click on Add button.

User Maintenance

(Add User Delete User Update User)

General Information	Group Information	Queue Information																																														
Showing 1 to 10 of 49 entries		Showing 0 to 0 of 0 entries																																														
Search: <input type="text"/>		Search: <input type="text"/>																																														
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Show 10 <input type="button" value="▼"/> entries																																																
Add > << Remove																																																

- Search will allow user to search the required group.



User Maintenance

(radio buttons) Add User | Delete User | Update User

General Information | Group Information **Group Information** | Queue Information

Showing 1 to 1 of 1 entries (filtered from 49 total entries)

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

Search: shp

Show: 10 entries Previous Next

Showing 0 to 0 of 0 entries

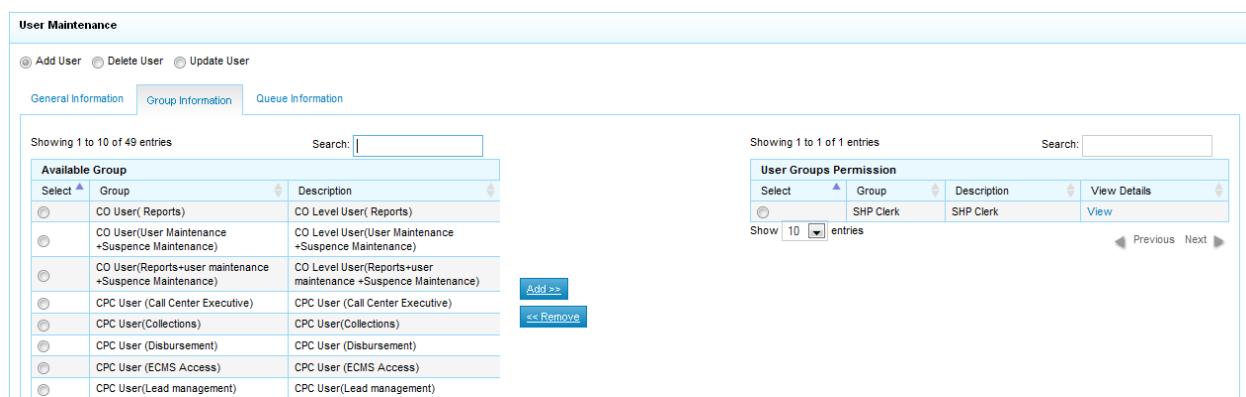
User Groups Permission

Select	Group	Description	View Details
<input checked="" type="checkbox"/>	SHP Clerk	SHP Clerk	<input type="button" value="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

(radio buttons) Add User | Delete User | Update User

General Information | Group Information **Group Information** | Queue Information

Showing 1 to 10 of 49 entries

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

Search:

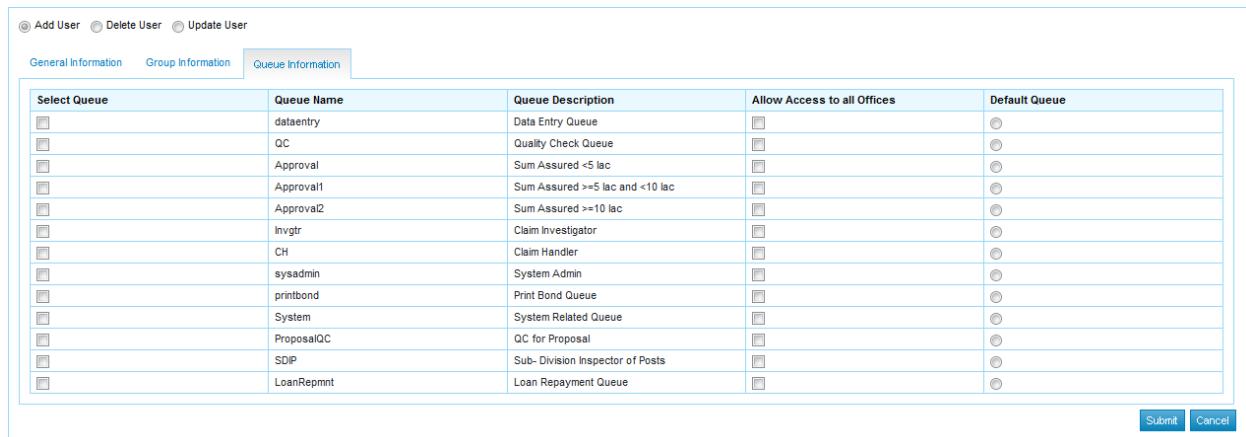
Showing 1 to 1 of 1 entries

User Groups Permission

Select	Group	Description	View Details
<input checked="" type="checkbox"/>	SHP Clerk	SHP Clerk	<input type="button" value="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.



User Maintenance

(radio buttons) Add User | Delete User | Update User

General Information | Group Information | Queue 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 checked="" type="checkbox"/>
<input type="checkbox"/>	QC	Quality Check Queue	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Approval	Sum Assured <5 lac	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Approval1	Sum Assured >=5 lac and <10 lac	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Approval2	Sum Assured >=10 lac	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Invgr	Claim Investigator	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CH	Claim Handler	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	sysadmin	System Admin	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	printbond	Print Bond Queue	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	System	System Related Queue	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	ProposalQC	QC for Proposal	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SDIP	Sub-Division Inspector of Posts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	LoanReprmt	Loan Repayment Queue	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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? <input checked="" type="checkbox"/>
Answer to Security Question: [*]	****
<input type="button" value="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