Model Tribal System

Designed By Tribes, For Tribes

Security Administrator's Guide

July 1, 2010

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement

1. Introduction

1.1 Overview

The Security Administrator role in the Model Tribal System has extensive responsibilities in the management of system users, work assignments, system security, and system navigation. There is a default Security Administrator secadm001 predefined on the system. The Security Administrator role may be assigned to other users, but it is strongly recommended that use of this role be severely restricted. When used by a Security Administrator, the Model Tribal System (MTS) will support the following Business Processes:

1. **Role Management**

   The Role Management function enables a Security Administrator to name and define system roles and the screens associated with those roles. The Security Administrator also can define the default panel for each role i.e. the screen that opens for the user after log on.

2. **User Management**

   The User Management function enables a Security Administrator to add users to the system and to assign them a role. The Security Administrator also can delete or inactivate users.

3. **Navigation Management**

   The Navigation Management function enables a Security Administrator to add or remove menu items and to define new submenus.

4. **Caseworker Management**

   The Caseworker Management function enables a Security Administrator to assign cases to a caseworker. The Security Administrator can assign a letter range to a caseworker for automatic assignment of cases with a Custodial Parent whose last name starts with a letter in that range. The Security Administrator can also manually assign individual cases to a caseworker.

1.2 Document Conventions

A list of the fields in each screen is provided in this document.

Read Only fields are outlined and have a gray background: Read Only Field.

Required fields are outlined, starred and have a yellow background: *Required Field

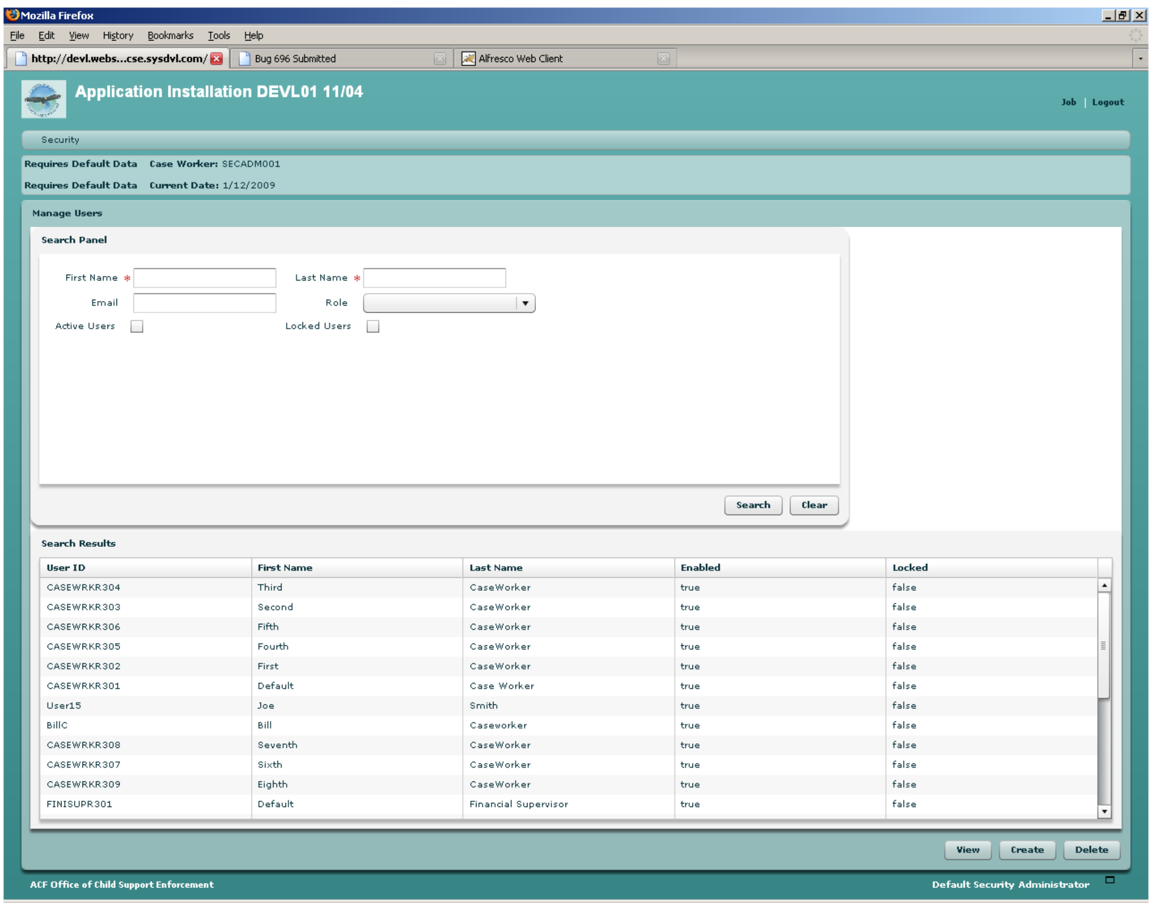
Buttons are designated with brackets [Button]

2. Screen Layout

2.1 Standard Screen Format

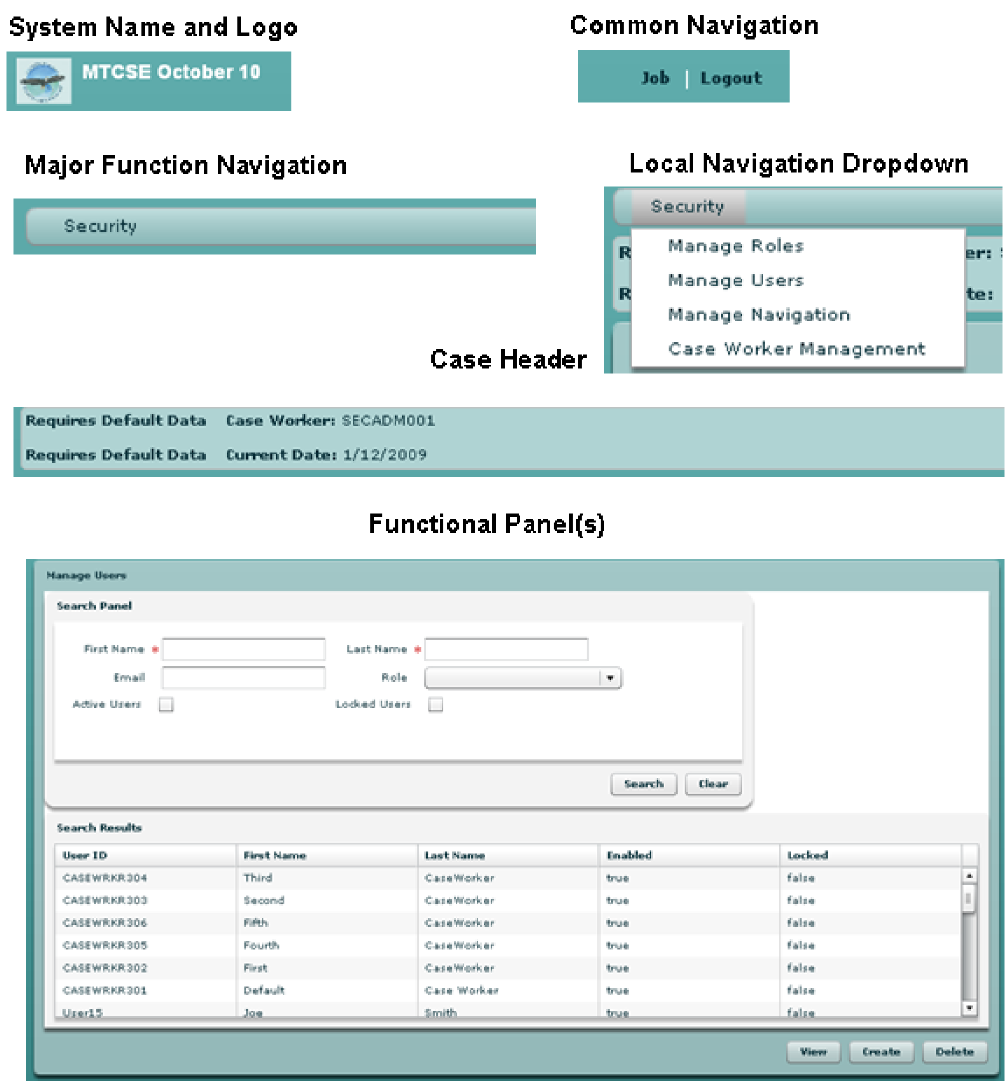
Each screen of the MTS presents a consistent screen to the user. Each MTS Screen will provide links to Common Navigation, Major Function Navigation, and Local Navigation as shown in the screen below. One or more functional panels will appear in the lower part of the screen.

Standard Screen Appearance



A breakdown of the component parts of the Standard Format are shown below:

Standard Screen Component Panels



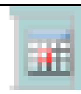
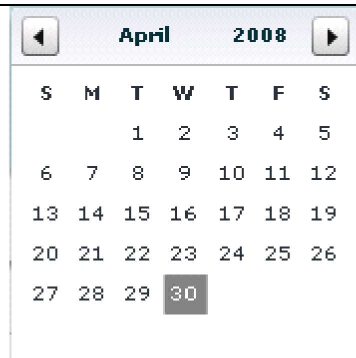
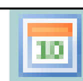
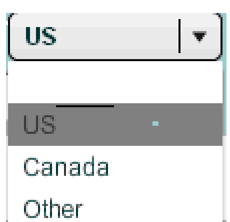
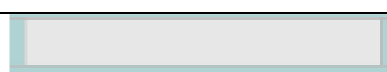
The display of the panels is organized a follows:

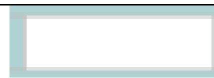
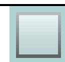
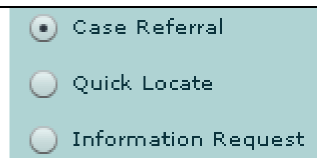
- System Name and Logo are configured by the Tribe during system setup
- Common Navigation is the same for all users.
- Major Function Navigation will vary depending on user role.
- Local Navigation dropdown will vary depending on Major Function selected.

- Case Header will display information about the currently selected case. The contents will vary depending on the case, participant, and function selected.
- The Functional Panel(s) displayed will depend on the Local Navigation selected.
- Popups may appear over the Functional Panel based on actions taken within the Functional Panel

2.2 Screen Symbols

The following symbols are used to identify common functions within the MTS user interface.

Standard Symbols and Forms	
Date Icon – Clicking this will open a **Date Popup**	
Date Popup – This popup allows the user to select a date	
Search Icon – Clicking this will take the user to the appropriate Third Party Popup	
Calendar Icon – Clicking this will open a Calendar to schedule an appointment	
Dropdown List – Data can be selected from a list of options	 **Unselected**  **Making the Selection**  **Selected**
Protected Field – Read only – data can be viewed but not changed	

Unprotected Field – Data can be viewed, entered, or changed	
Required Field – Valid data must be entered to complete this screen	
Button – Clicking performs the action on the button	 **– Button Available**  **– Button Selected**  **– Button Disabled**
Check Box – Checked means “Yes” or “True” – Unchecked means “No” or “False”	 **Unchecked**  **Checked**
Radio Buttons – Allows the user to select only one of two or more given options	
List Popup – Clicking opens a popup for entry of multiple values	
Close – Clicking closes popup or screen	
Time – Select hours, minutes, or am/pm field with mouse and increase or decrease with up and down arrows. Enter both a start and stop time for activities.	

2.3 Data Lists

Some data is displayed in a data list format. Click on a line in the list to highlight and select a line item. Lists can be re-sorted or resized for easier viewing.

Standard or Default List Display

ID	Name	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date
5	Gal Second	Female	Active	CP	Mother	
4	Guy Second	Male	Active	NCP	Father	
6	Baby Boy Second	Male	Active	Child		10/06/2028

Sorting a List

Lists can be sorted into order by any of the column headers. Click a column header to sort (or re-sort) the list. For example in the lists below, clicking on the 'Name' header re-sorts the list alphabetically by name.

Sort Alphabetically by Name

ID	Name ▲	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date
6	Baby Boy Second	Male	Active	Child		10/06/2028
5	Gal Second	Female	Active	CP	Mother	
4	Guy Second	Male	Active	NCP	Father	

Changing Column Width

Column width can be changed. Click the vertical dividing line and drag it to increase or decrease column width.

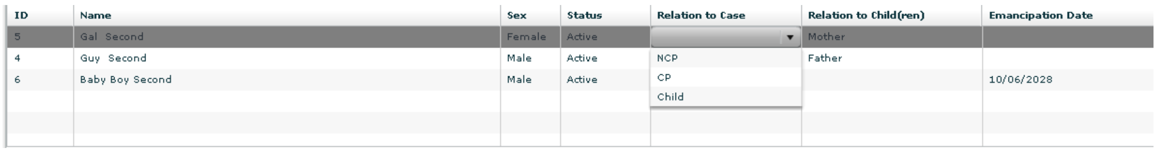
Modify the Width of a Column

ID	Name ▲	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date
6	Baby Boy Second	Male		Child		10/06/2028
5	Gal Second	Female	Active	CP	Mother	
4	Guy Second	Male	Active	NCP	Father	

Changing Relation to Case

Lists are usually read only, but there are a few exceptions, such as the participant's role in the case. Since a participant's role in a case can change, a dropdown list allows the Relation to Case to be set or changed at any time from within the list display. Click on a data item in the column to display the dropdown choices. Click the participant's relation to the case to select it.

Line Selection and a Dropdown within a List

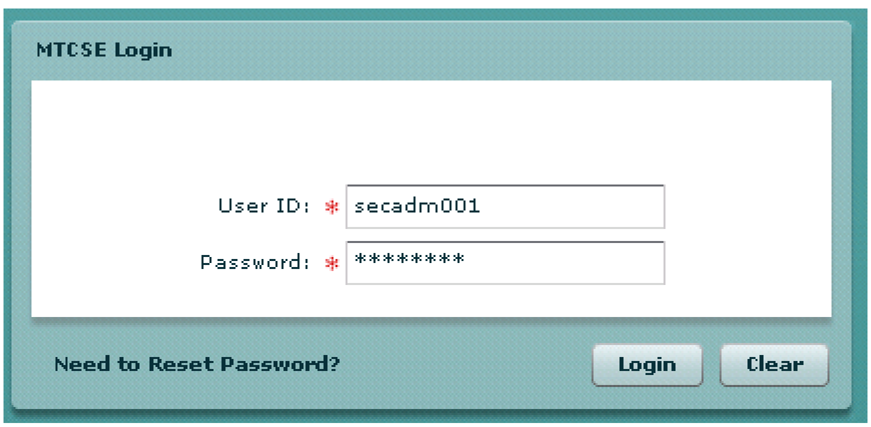


3. Login, Lock, and Logout

3.1 Login Screen

The Login screen accepts user information and authorizes entry into the system. As the system recognizes and verifies a user ID and password, it opens the appropriate screen for the user's role.

User Role	Startup Screen
Caseworker	Worklist
Supervisor	Caseworker Assignment
System Administrator	Main Configuration
Security Administrator	Manage Users
Financial Worker	Account Summary
Financial Supervisor	Pending Transactions



Login Fields

***User ID** – The user name assigned to the user

***Password** – The password assigned to the user

Login Buttons

[Login] – Attempt to log on the system using the entered User ID and Password

[Clear] – Clear the entered User ID and Password

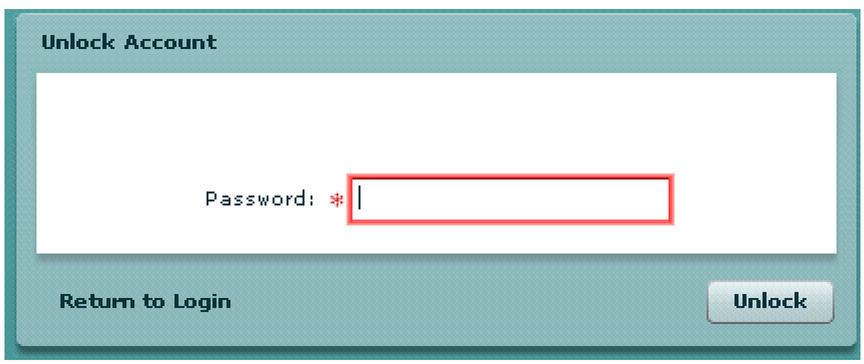
3.2 Logout

To log off, the user can click "Logout" from the common function and the system will immediately log him/her out.

If the screen has been inactive for 30 minutes, the system will automatically log out the user. The user must go through the log on process to get back on the system.

3.3 Unlock Account Screen

If the screen has been inactive for 10 minutes, the system will automatically lock out the user and display the Unlock Account Screen. The user's password must be reentered to log back on.



Unlock Account Field

***Password** – The password assigned to the user

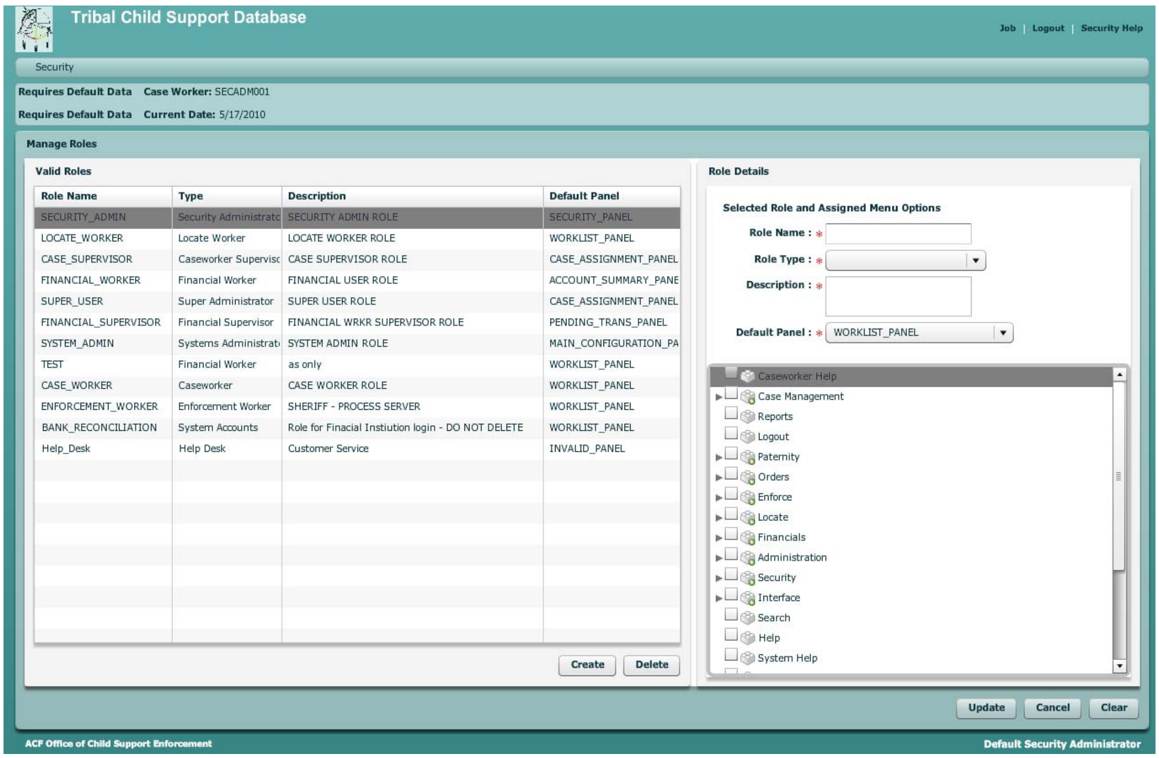
Unlock Button

[Unlock] – Attempt to log on the system using the entered Password

4. Manage Roles

4.1 Manage Roles Screen

Selecting a role in the Valid Roles List displays details of the role in the Role Details Panel. Roles can be created, deleted, or modified.



Valid Roles Fields

Role Name – The name given to the set of system capabilities to which the user has access

Type – Predefined template on which the role is based

Description – A description of the system role

Default Panel – The panel displayed to the user after logon

Valid Roles Buttons

[Create] – Clicking this button enables the Role Details panel to create a new role.

[Delete] – Clicking this button with a role selected deletes the role.

Role Details Fields

***Role Name –** The name given to the set of system capabilities to which the user has access.

***Role Type** - Predefined template on which the role is based

***Description –** A description of the system role.

***Default Panel –** The panel displayed to the user after logon.

Menu Selection Checkboxes – Checkboxes used to select menus and submenus for the selected role. Clicking [Update] assigns the checked menu items to the selected role.

Manage Roles Buttons

[Update] – Save the entered changes.

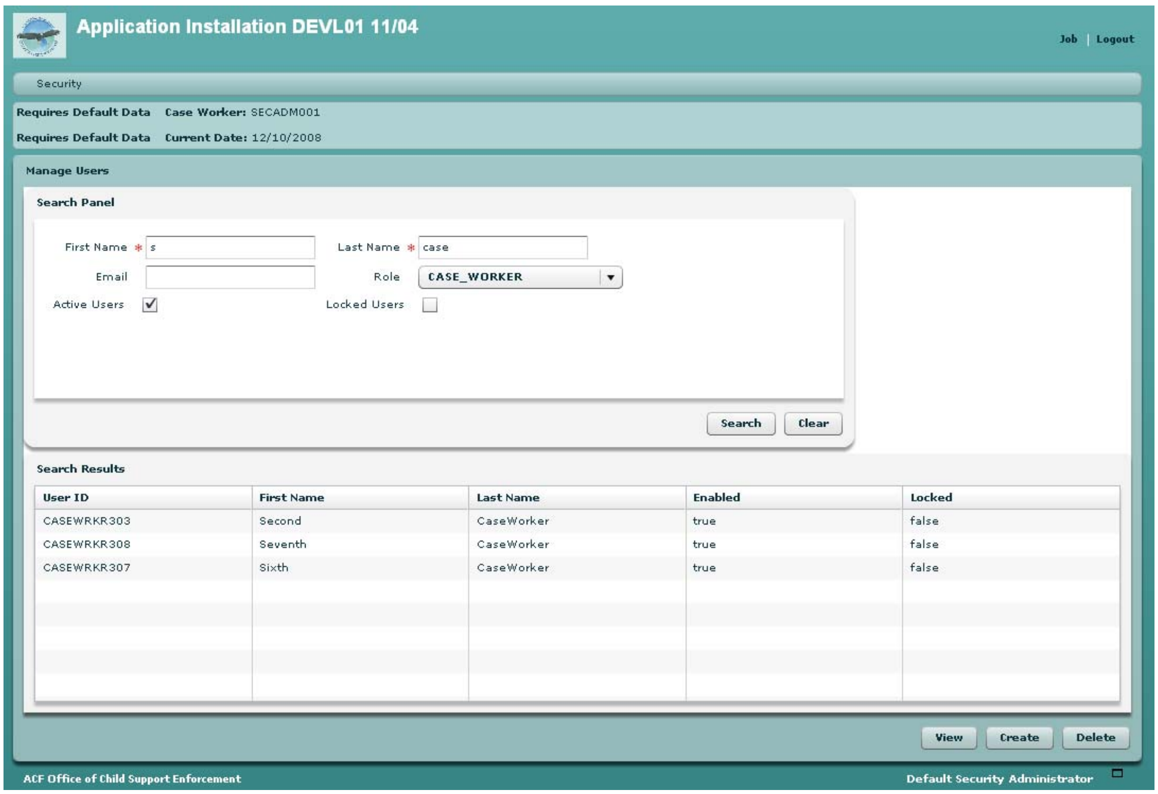
[Cancel] – Return to default screen.

[Clear] – Clear Role Name, Role Type, and Description. Does not clear Menu Selection Checkboxes

5. Manage Users

5.1 Search Panel

The Manage Users Search Panel allows the Security Administrator to search for existing users to be modified or deleted. Results of the search are displayed on the Search Results Panel.



Search Panel Fields

First Name – If this field is populated, a first name search will be performed on system users. This field accepts partial names but not wildcards.

Last Name – If this field is populated, a last name search will be performed on system users. This field accepts partial names but not wildcards.

Email – If this field is populated, a search for users with the exact entered email will be performed

Role – A drop down list where a particular User Role to be searched for can be selected

Active Users – A check box that, if checked, causes the search to return active users only

Locked Users – A check box that, if checked, causes the search to return locked users only

Search Panel Buttons

[Search] – Search for users with the entered search criteria

[Create] – Open the Manage User Details Screen to enter a new user

[Clear] – Clear the entered search criteria

Search Results Field

User ID – A read only field with the found user’s ID number

First Name – A read only field with the found user’s first name

Last Name – A read only field with the found user’s last name

Enabled – A read only field with the found user’s enabled status

Locked – A read only field with the found user’s locked status

Search Results Buttons

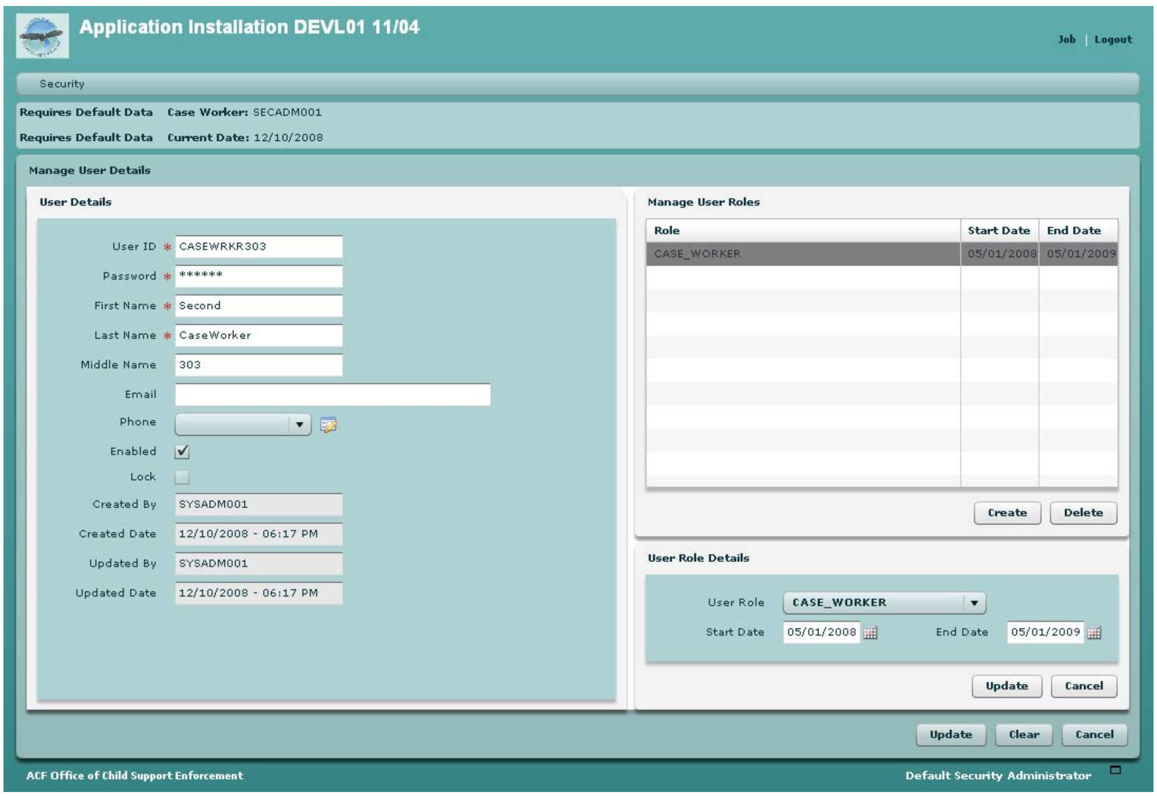
[View] – Open the Manage User Details Screen for the selected user

[Delete] – Remove the selected user

5.2 Manage User Details

The Manage User Details screen allows the Security Administrator to modify an existing user or to add a new user.

Enter Details about a User in the User Details Screen. Follow Tribal security policy in the creation and dissemination of the password. To assign a role to a user, click the Create button under Mange User Roles. Select a role and date range in User Role Details and click Update. Follow Tribal security policy in the assignment of roles. Click Update for the screen to save all entries.



User Details Fields

***User ID -** The ID is the name and or number that will uniquely identify each user in the application. This must be a unique combination of letters and numbers.

***Password -** The system password assigned to the user being created or modified. Follow Tribal Security Policy in the creation and dissemination of the password.

***First Name -** The first or given name of the user being created or modified.

***Last Name -** The last or family name of the user being created or modified.

Middle Name - The middle name of the user being created or modified.

Email - The email address of the user being created or modified.

Phone - The phone number drop down list allows for the entry of multiple phone number that can be assigned to the user being created or modified.

Enabled - A check box that, if set, indicates that the user is authorized to access the system.

Lock - A check box that, if set, indicates that the user has been manually locked out of the system by the Security Administrator.

Created By - The User ID of the Security Administrator that added this user.

Created Date – The date that this user was created.

Updated By – The User ID of the Security Administrator that last updated this user.

Updated Date – The date that this user was last created.

Manage User Roles Fields

Role – The system role assigned to the user.

Start Date – The date the system role assigned to the user is enabled.

End Date – The date the system role assigned to the user is disabled.

Manage User Roles Buttons

[Create] – Enable the User Role Details Panel to allow selection of a new user role.

[Delete] – Remove the selected user role

User Role Details Fields

User Role – A drop down list to select the user role to be assigned to the selected user

Star Date – The date that the selected user role will become enabled

End Date – The date that the selected user role will become disabled

User Role Details Buttons

[Update] – Add the selected user role to the user's roles in the Manage User Roles List

[Cancel] – Clear the selected user role and associate dates

Manage User Details Buttons

[Update] – Save the entered data

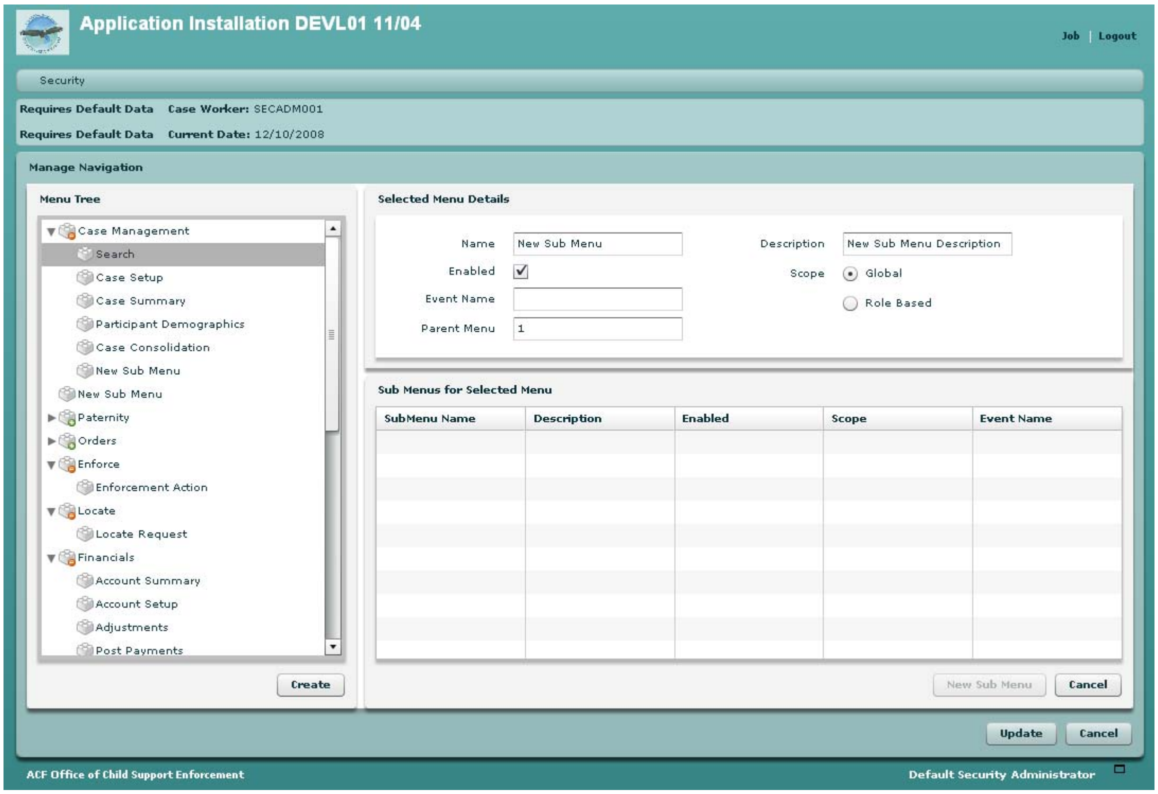
[Clear] – Undefined

[Cancel] – Close the screen and return to Manage Roles

6. Manage Navigation

6.1 Manage Navigation Screen

The Manage Navigation Screen allows the Security Administrator to modify the characteristics of menu and submenu items and to add new menu and submenu items.



Menu Tree – This display tree shows all the existing menu and submenu items. Clicking on a menu item displays details of that item in the Selected Menu Details Panel. Submenus for the selected menu item are displayed in the Submenu for Selected Menu panel. Clicking on the arrow next to a menu item displays all the submenu items for that menu item.

Menu Tree Button

> **[Create]** – This button enables the creation of a new menu item named 'New Menu' which will be displayed in the Selected Menu Details Panel where it can be modified.

Selected Menu Details Fields

***Name –** The name of the menu item as it appears in the system navigation menus.
***Description –** A description of the menu item
***Enabled –** A check box that, if checked, indicates the menu item is to be displayed.
***Event Name –** The name of the software function associated with this action. This must be obtained from developers if not predefined.
Scope (Global or Role Based) – A radio button that indicates whether a menu item is Global (displayed for all users) or Role Based (displayed only for user roles to which it is assigned)
Parent Menu – This field is to be deleted

Submenus for Selected Menu List

Submenu Name – The name of the submenu item as it appears in the system submenu
Description – A description of the submenu item
Enabled – A check box that, if checked, indicates the submenu item is to be displayed.
Scope – A field that indicates the submenu is global or role-based
Event Name - The name of the software function associated with this action.

Submenus for Selected Menu Buttons

[New Submenu] - Create a new Submenu named "New Submenu" which can be modified in Selected Menu Details.

[Cancel] - Undefined

Manage Navigation Buttons

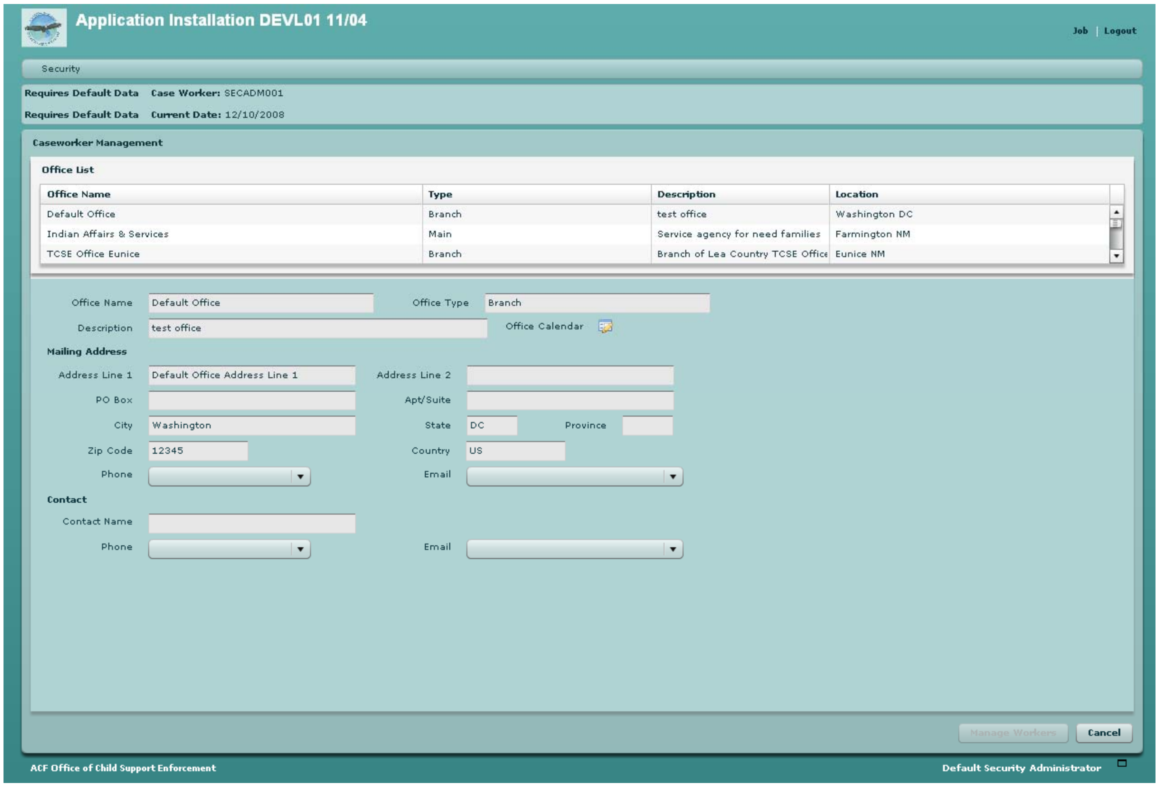
[Update] – Save entered data

[Cancel] – Exit screen without saving entered data

7. Caseworker Management

7.1 Office List Screen

This screen provides a list of all TCSE offices and their address and contact information. Select an office from the list and click [Manage Workers] to open the Office Workers List Screen for that office.



Office List Fields

Office Name – The official name of the CSE office or branch
Type - The type of the selected office
Description - A description of the selected office
Location – The city where the office is located

Office Name Fields

Office Name – The official name of the CSE office or branch
Office Type – The type of the selected office

Description – A description of the selected office

Office Calendar – A link to the calendar of the selected office

Mailing Address

Address Line 1 – Building number and street of the mailing address of the office.

Address Line 2 –Additional Address data of the mailing address of the office

PO Box – Post Office Box of the mailing address of the office

Apt/Suite – Apartment number or suite number of the mailing address of the office

City – City of the mailing address of the office

State – State of the mailing address of the office

Province – Province of the mailing address of the office

Zip Code – Zip Code of the mailing address of the office

Country – Country of the mailing address of the office

Phone – Main phone number of the office

Email – Main email address of the office

Contact

Contact Name – The name of a contact person for the selected office

Phone – The phone number of a contact person for the selected office

Email – The email address of a contact person for the selected office

Office List Screen Buttons

[Manage Workers] – Go to the Office Worker List screen for information on workers for the selected office

[Cancel] - Go back to the starting screen after login.

7.2 Office Workers List Screen

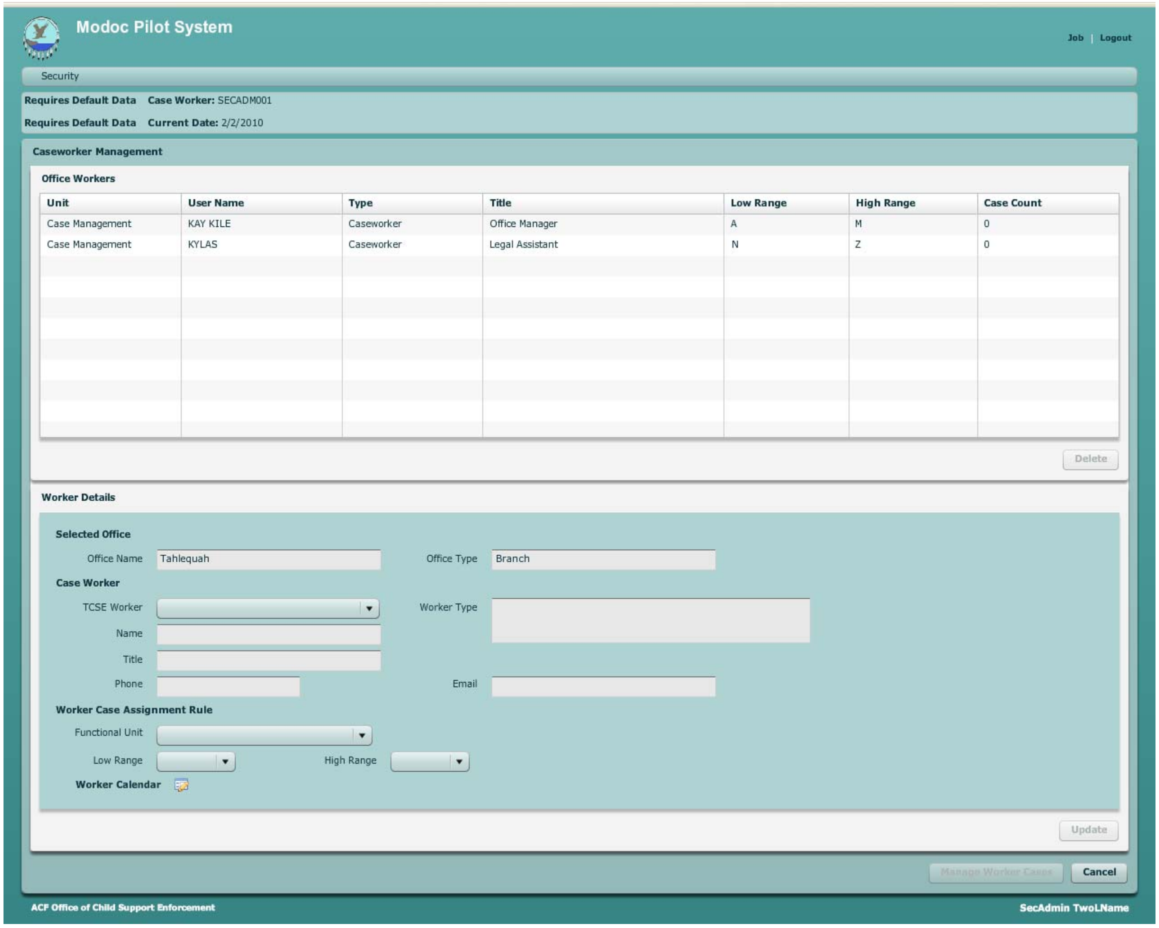
This screen provides a list of all caseworkers for the selected office. The Security Administrator can select a worker from the list to display and modify their title within their assigned office and their case assignment rules. A worker can only be assigned to one office. If a worker is to be assigned responsibilities for multiple offices, he or she must have multiple userids assigned, one for each office.

Each worker can optionally be assigned to one or more Functional Units. Each worker in the unit must have a unique alphabetical range. <u>A user with the Case Supervisor role must be assigned to the “All’ unit to provide a default case assignment.</u>

Cases will automatically be assigned to workers for the appropriate functional unit who are assigned to the first letter of the name of the case’s CP. Workers in the Manual Assignment Functional unit will not receive automatic case assignments.

On exiting the screen, the user will receive a warning for all Functional Units that have incomplete coverage. Only the ‘All’ assignment is mandatory.

Select a worker from the list and click [Manage Worker Cases] to open the Reassign Cases Screen for that worker to manually reassign cases.



Office Workers Fields

Unit – A working unit to which the caseworker is assigned

User Name – The name of the caseworker

Type – The type of caseworker

Title – The title of the caseworker

Low Range – The letter of the alphabet which represents the start of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.

High Range – The letter of the alphabet which represents the end of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.

Case Count – The number of cases assigned to the caseworker

Office Workers Button

[Delete] - Delete the selected user form the system

Selected Office Fields

Office Name – The name of the selected office

Office Type – The type of the selected office

Case Worker Fields

***TCSE Worker** – The User Id of the caseworker

***Worker Type** – The type of the caseworker

***Name** – The name of the caseworker

***Title** – The title of the caseworker

Phone – The business phone number of the caseworker

Email – The business email address of the caseworker

Worker Case Assignment Rule Fields

***Functional Unit** – A working unit to which the caseworker is assigned

***Low Range** – The letter of the alphabet which represents the start of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.

***High Range** – The letter of the alphabet which represents the start of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.

Worker Case Assignment Rule Buttons

[Calendar] - Clicking this button opens the worker’s calendar popup

Caseworker Management Buttons

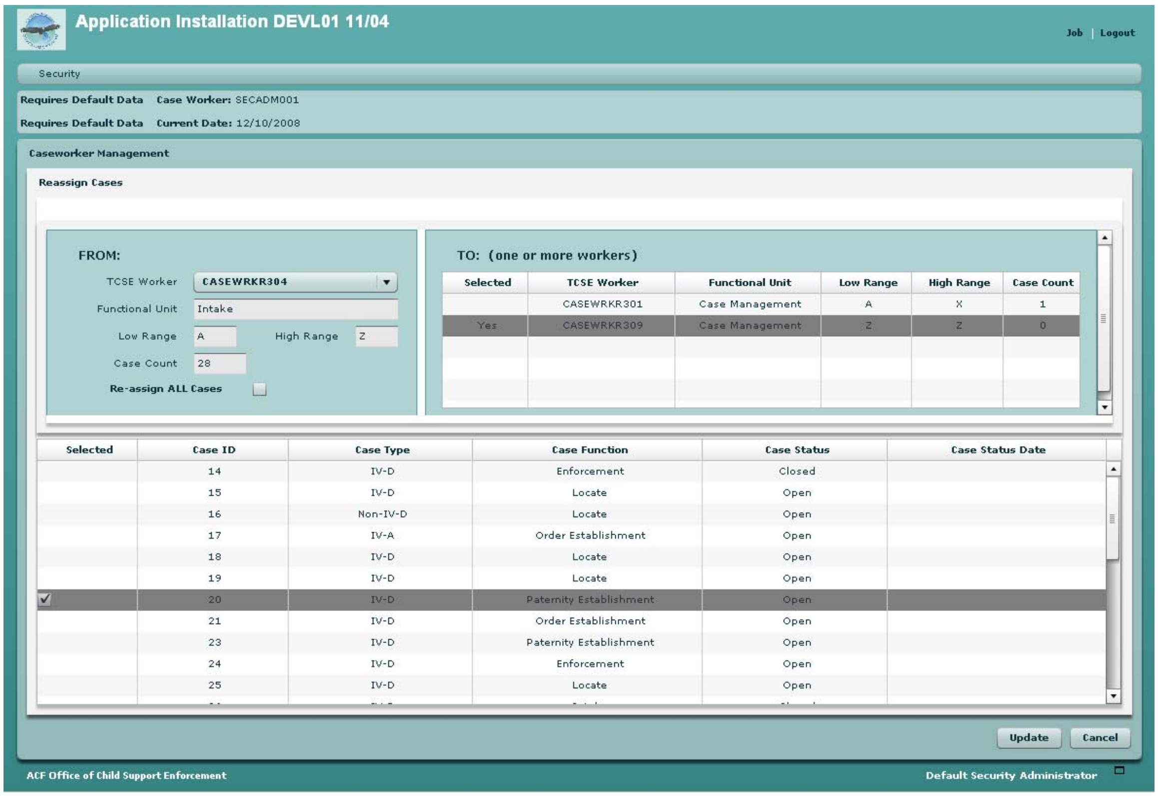
[Manage Office Assignment] - Open the Reassign Cases Screen to modify existing worker office assignments

[Manage Worker Case] - Open the Reassign Cases Screen to modify existing worker case assignments

[Cancel] - Return to default screen.

7.3 Reassign Cases by Worker Screen

This screen allows the Security Administrator to change existing case assignments within offices. Individual cases can be reassigned, or all of a worker's cases can be reassigned. FROM and TO workers are chosen in their respective panels. The Selected check box is used to pick the cases that will be reassigned from the FROM Worker to the selected TO Worker. The transfer occurs on clicking [Update].



Reassign Cases FROM: Fields

***TCSE Worker –** The User ID of the selected caseworker.
Functional Unit – This is the working unit to which the caseworker is assigned.
Low Range – This is the letter of the alphabet which represents the start of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.
High Range – This is the letter of the alphabet which represents the end of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.
Case Count – The number of cases assigned to the caseworker.

Re-assign All Cases – A check box that, if checked, will cause all the cases assigned to the selected caseworker to be reassigned.

Reassign Cases To: List

***Selected –** A check box that, if checked, indicates that the selected worker is the recipient of the reassigned case.
TCSE Worker – The User ID of the selected caseworker
Functional Unit – The working unit to which the caseworker is assigned
Low Range – This is the letter of the alphabet which represents the start of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.
High Range – This is the letter of the alphabet which represents the end of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker.
Case Count – The number of cases assigned to the caseworker

Reassign Cases List

***Selected –** A check box that, if checked, indicates that the selected case is to be reassigned.
Case ID - The unique identification number of the case to be reassigned
Case Type - The current case type of the case to be reassigned
Case Function – The current function of the case to be reassigned
Case Status – The current status of the case to be reassigned
Case Status Date – The date the case status last changed

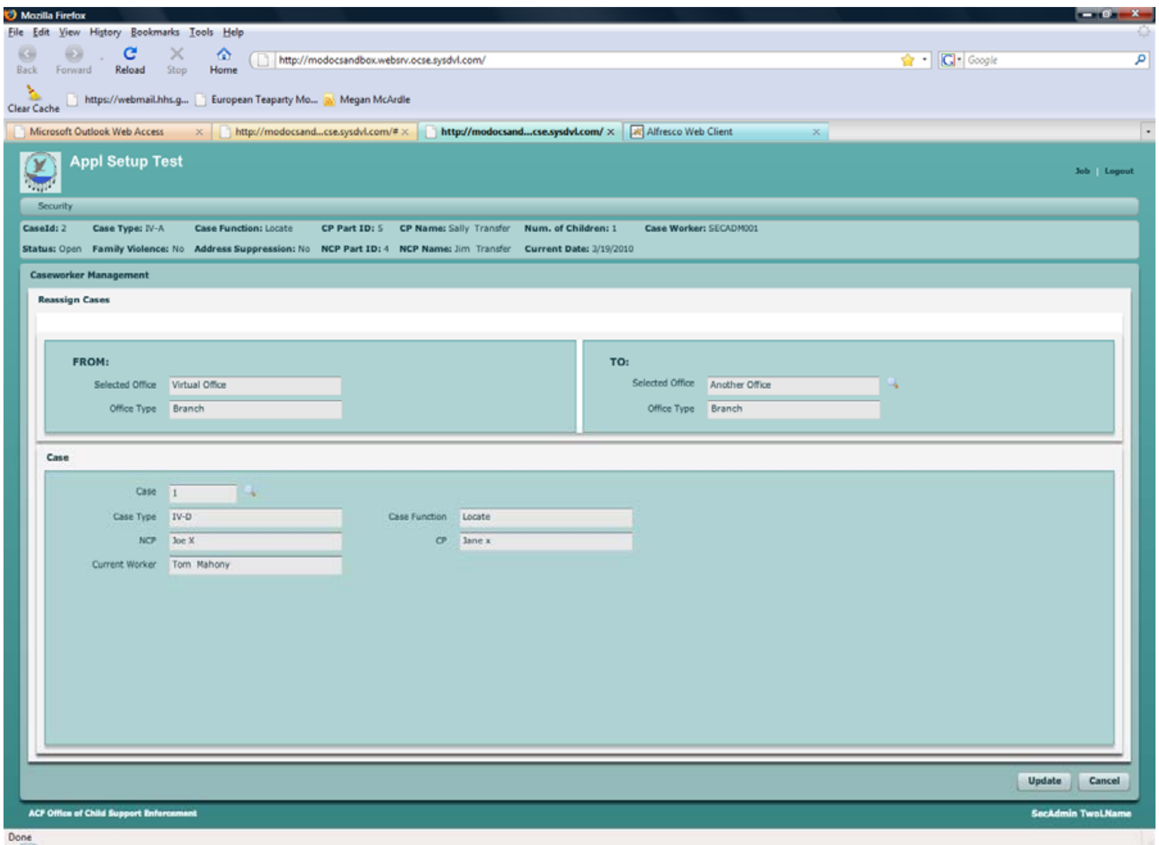
Case Worker Management Buttons

[Update] – Save the entered changes.

[Cancel] – Return to default screen.

7.4 Reassign Cases by Office Screen

This screen allows the Security Administrator to transfer existing cases between offices. The FROM and TO offices are chosen in their respective panels. The Case Search panel is opened with the search icon and the case to be transferred is selected. The transfer occurs on clicking [Update]. In its new office, the case is assigned to a worker using the automatic caseworker assignment criteria for the destination office.



Reassign Cases FROM: Fields

Selected Office – The name of the office selected in the Caseworker Management Office List**.** This will be the office from which the case to be transferred will be selected.
Office Type – The type of the selected office.

Reassign Cases TO: Fields

***Selected Office –** The name of the office selected from existing offices using the search icon. This will be the office to which the case will be transferred.
Office Type – The type of the selected office.

Reassign Cases List

***Case –** The unique identification number of the case to be reassigned, chosen using the search icon.

Case Type - The current case type of the case to be reassigned

Case Function – The current function of the case to be reassigned

NCP – NCP of the selected case

CP – CP of the selected case

Current Worker – Worker assigned to the selected case

Case Worker Management Buttons

[Update] – Save the entered changes.

[Cancel] – Return to default screen.