Model Tribal System

Designed By Tribes, For Tribes

Security Administrator's Manual

April 9, 2014

Version 1.11

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

REVISION HISTORY			
Version	**Date**	**Description of Change**	**Approval**
1.0	12/04/2012	Original Document	Joseph Bodmer, Director, Division of State and Tribal Systems
1.1 – 1.8	01/27/2014	Format Changes	TM
1.9 – 1.11	04/09/2014	DCC Edits and 508 Compliance	CP

1 Introduction

1.1 Overview

The Security Administrator role in the Model Tribal System (MTS) has extensive responsibilities in the management of system users, work assignments, system security, and system navigation. There is a default Security Administrator with the user ID *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 MTS will support the following business processes:

Role Management **–** The Role Management function enables a Security Administrator to name and define system roles and the screens associated with those roles. Roles are a set of functions assigned to a particular class of worker. The Security Administrator also can define the default panel for each role (i.e. the screen that opens for the user after log on).

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.

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

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 (CP) 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:

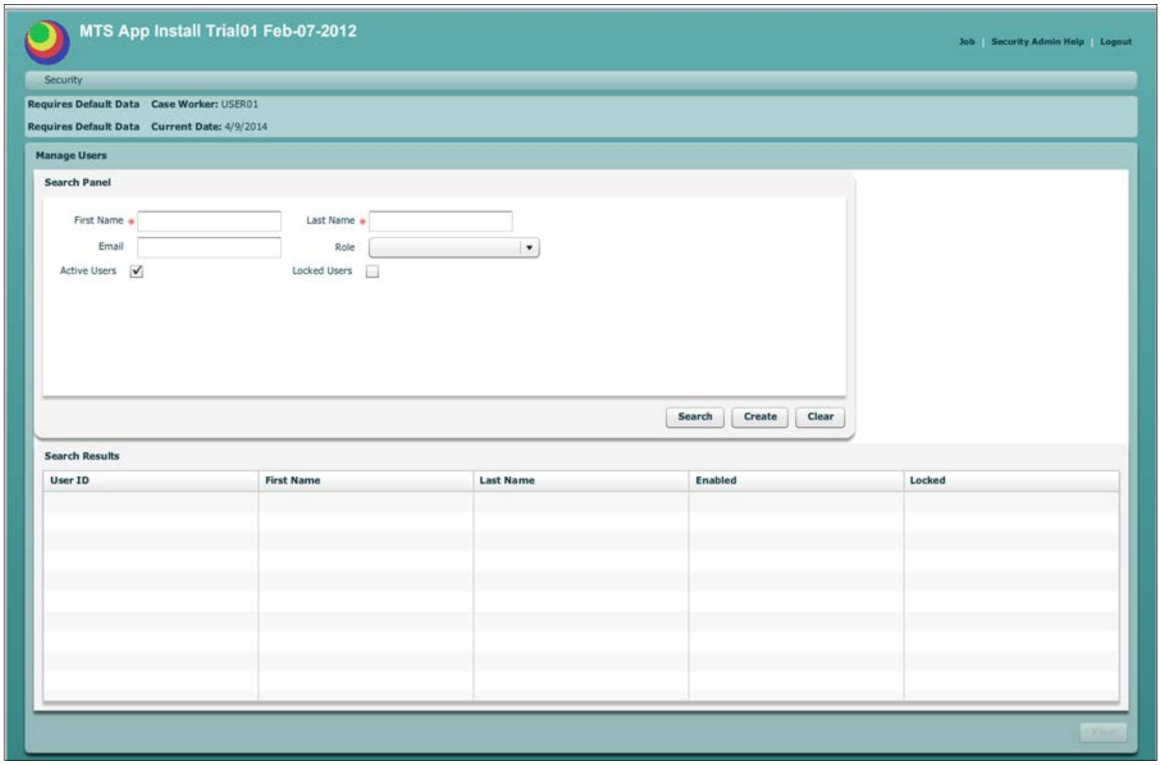
*Required Field

- Buttons are designated with brackets: [Button]

2 Screen Layout

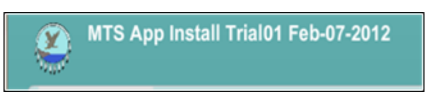
2.1 Standard Screen Format

Each screen of the MTS presents a consistent view to the user. The MTS provides access to common functions and menus in the upper area, and displays work and data areas in the lower areas of the screen.



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

- System name and logo

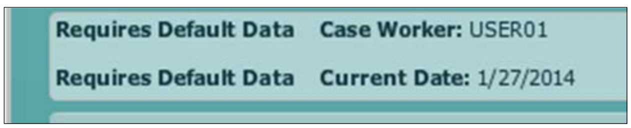


- System navigation toolbar

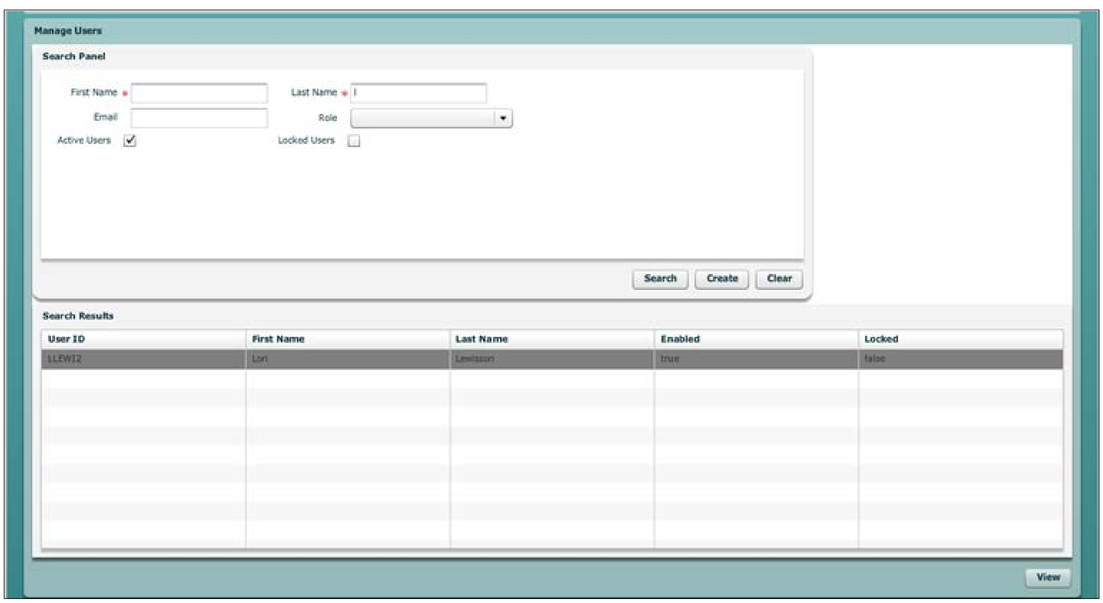
- Main toolbar

- Main menu drop-downs

- Case Header



- Functional Panel(s)



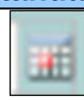
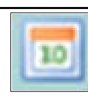
The display of the panels is organized a follows:

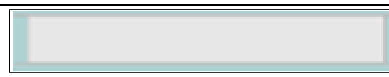
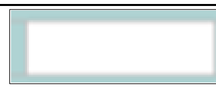
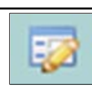
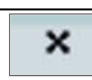
- System Name and Logo are configured by the tribe during system setup
- Common Navigation is the same for all users
- Major Function Navigation will vary depending on user role

- Local Navigation drop-down 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

Standard Symbols and Forms	
	 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.

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

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.

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	

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

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	

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.

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

3 Login, Lock, and Logout

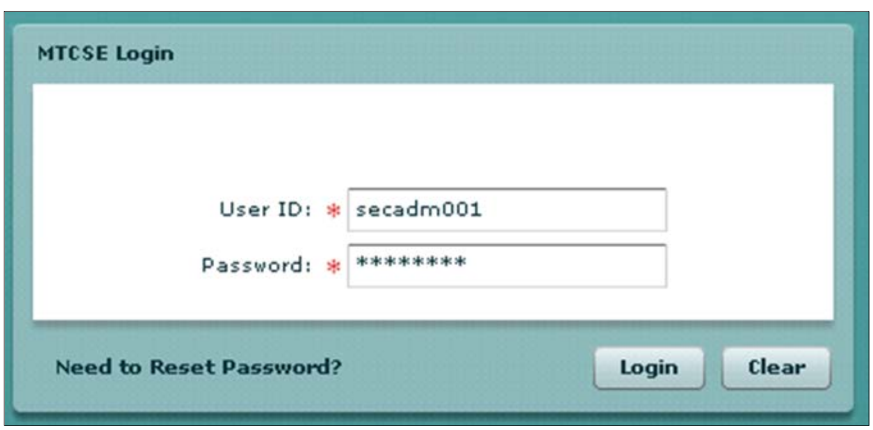
3.1 User Name and Role

The system requires that the each user enter a recognized username and password. Each user has one or more assigned roles, including caseworker, financial worker, supervisor, system administrator, and security administrator. The role the user selects at login limits and controls the actions that the user will perform during that session. Each role has a predefined startup screen or default panel that is displayed immediately after login.

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

3.2 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 startup screen for the user's role.



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

3.3 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.

3.4 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

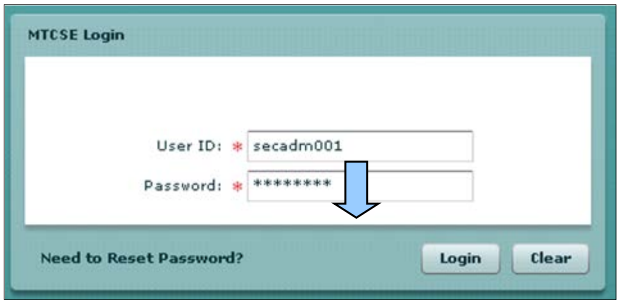
Unlock Buttons

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

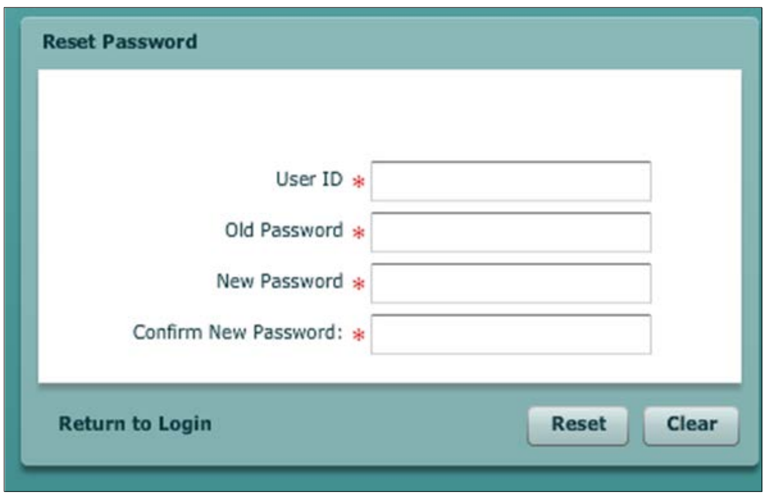
[Return to Login] – Return to the Login screen

3.5 Reset Password Screen

To change an existing password, click on *Need to Reset Password?*



This will open the Reset Password screen where the user can create and confirm a new password.



Reset Password Fields

*User ID – The ID of the user whose password is to be changed

*Old Password – The old password assigned to the username

*New Password – The new password to be assigned to the username

*Confirm New Password – The new password to be assigned to the username

Reset Password Buttons

[Reset] – Reset the password to the entered value

[Clear] – Clear all fields

[Return to Login] – Return to the Login screen

4 Manage Roles

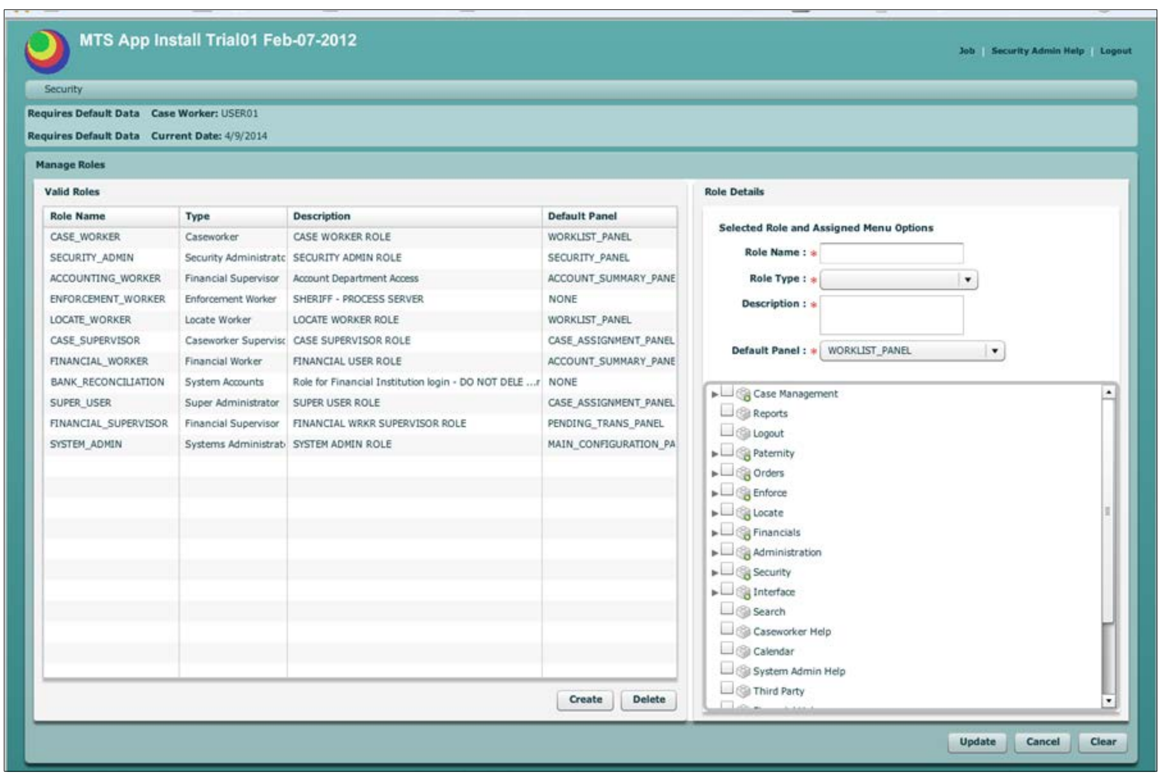
The Role Management function enables a Security Administrator to name and define system roles and the screens associated with those roles. Roles are a set of functions assigned to a particular class of worker. The main roles in the MTS are system administrator, security administrator, caseworker and financial worker, but other roles can be defined. The Security Administrator also can define the default panel for each role (i.e. the screen that opens for the user after log on).

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.

The main actions performed on this screen are:

- Select and modify an existing role by checking or unchecking the user screens that will be available to the role
- Change the Default Panel for a role
- Click [Create] to create a new role



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

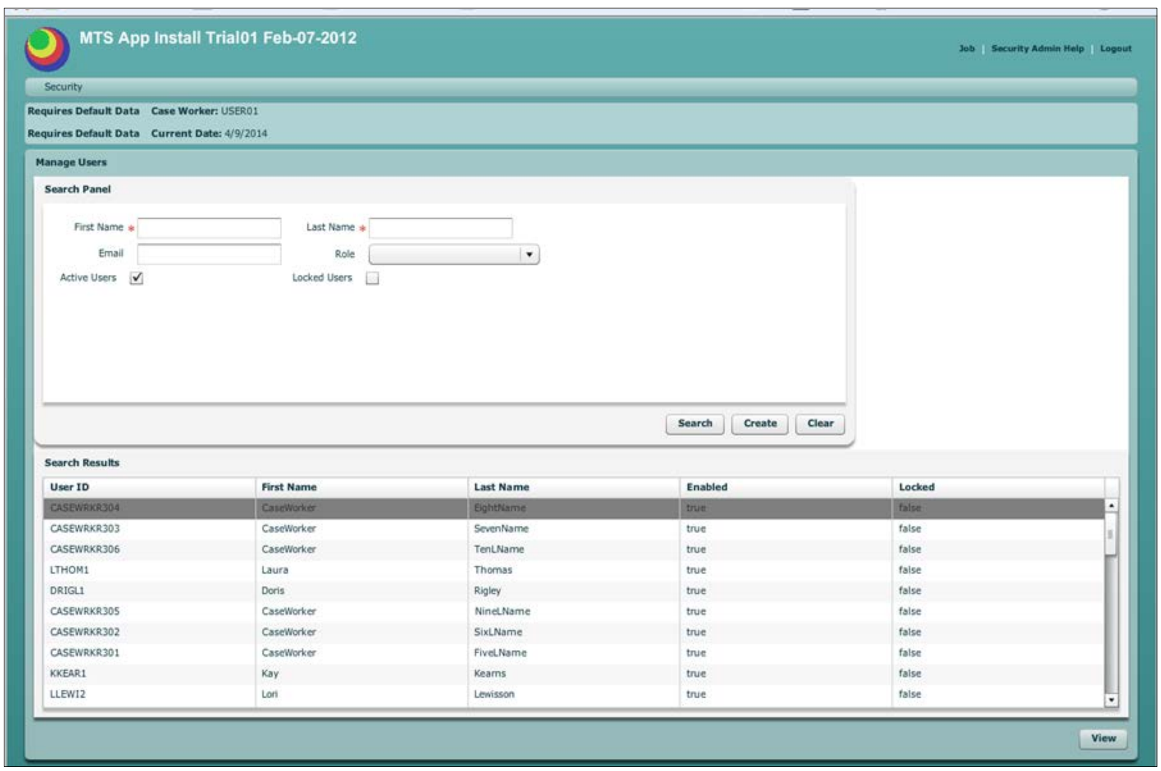
The Manage Users function enables a Security Administrator to add users to the system and to assign them a role or roles. The Security Administrator also can delete users, inactivate users, unlock locked-out users, and reset user passwords.

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.

The main actions performed on this screen are:

- Search for existing users
- Click [View] to open the Manage User Details screen to modify information for the selected user
- Click [Create] to open the Manage User Details screen to enter a new user



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.

Last Name **–** If this field is populated, a last name search will be performed on system users. This field accepts partial names.

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 checkbox that, if checked, causes the search to return active users only

Locked Users – A checkbox 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 Button

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

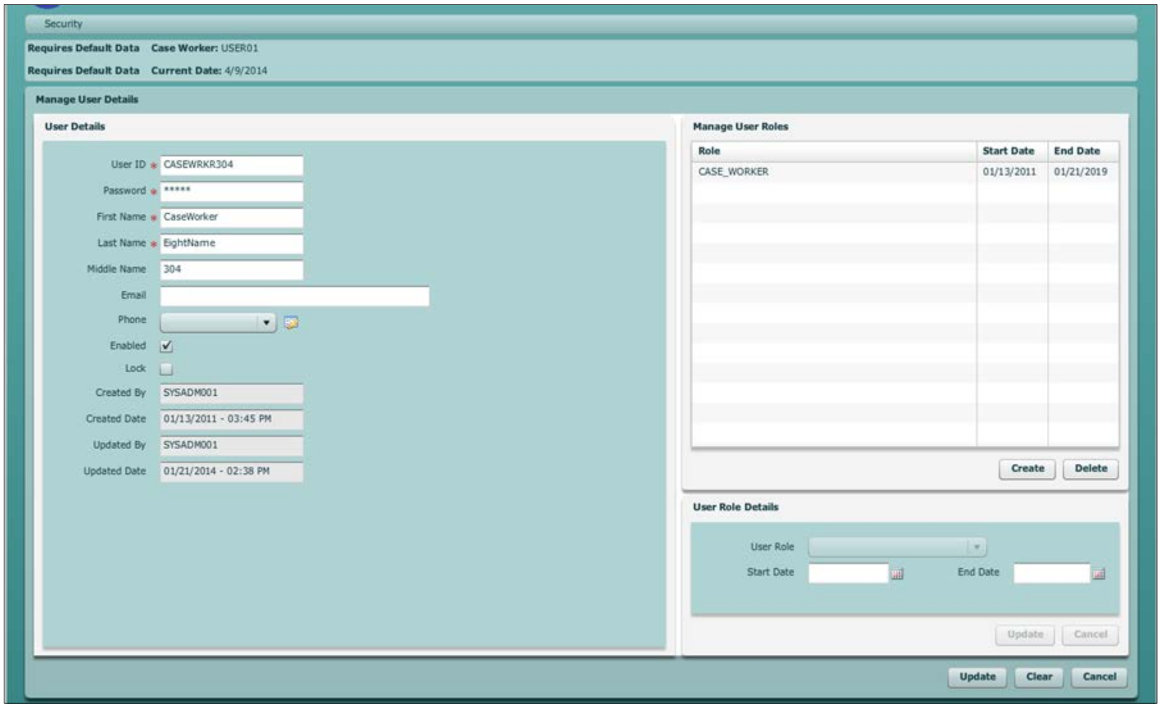
5.2 Manage User Details

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

The main actions performed on this screen are:

- Create a new user
- Click [Create] to assign a new role or roles and associated dates to an existing user
- Unlock a locked-out user
- Enable or Disable an existing user
- Reset a user's password

Follow Tribal security policy in the creation and dissemination of passwords.
Follow Tribal security policy in the assignment of roles.



User Details Fields

*User ID – The ID is the name and 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 checkbox 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

Start 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 and associated dates to the user's roles in the Manage User Roles list

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

Manage User Details Buttons

[Update] – Save all entered data on the screen

[Clear] – Clear the entered user data

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

6 Manage Navigation

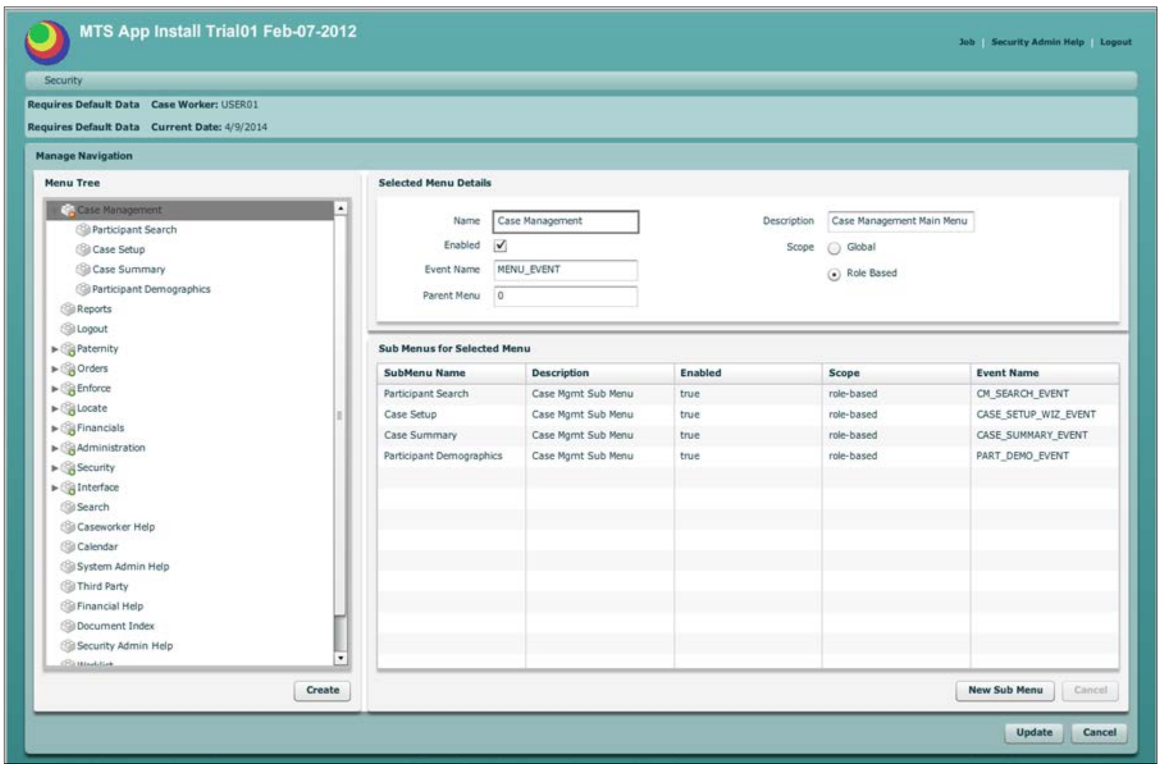
The Navigation Management function enables a Security Administrator to add or remove menu items and to define new submenus.

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.

The main actions performed on this screen are:

- Change the name and scope of an existing menu
- Add a new submenu to an existing menu



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 Sub Menus for the 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 checkbox 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

Sub Menus 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 indicates that 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

Sub Menus for Selected Menu Buttons

[New Sub Menu] – Create a new submenu named *New Submenu* which can be modified in Selected Menu Details

[Cancel] – Undefined

Manage Navigation Buttons

[Update] – Save entered data

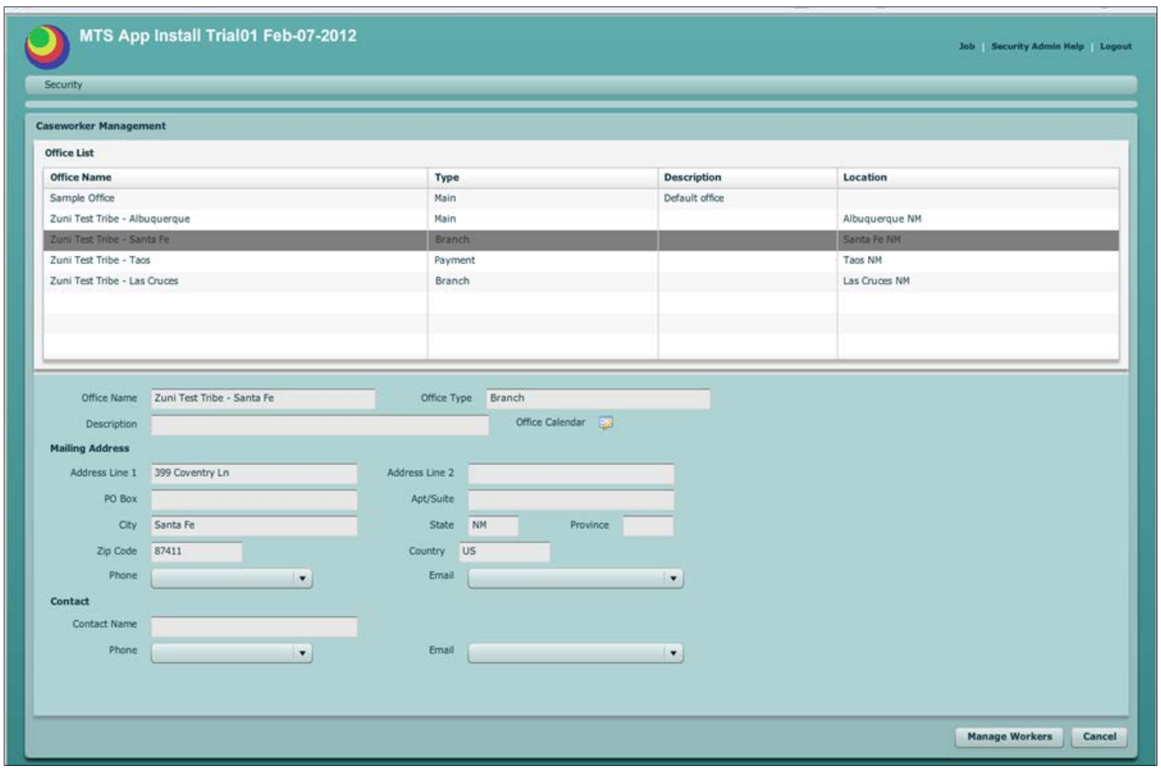
[Cancel] – Exit screen without saving entered data

7 Caseworker Management

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.

7.1 Office List Screen

This screen provides a list of all tribal child support enforcement (TCSE) offices and their address and contact information. Select an office from the list to view details about an office 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 Workers screen for information on workers for the selected office

[Cancel] – Go back to the starting screen after login

7.2 Office Workers Screen

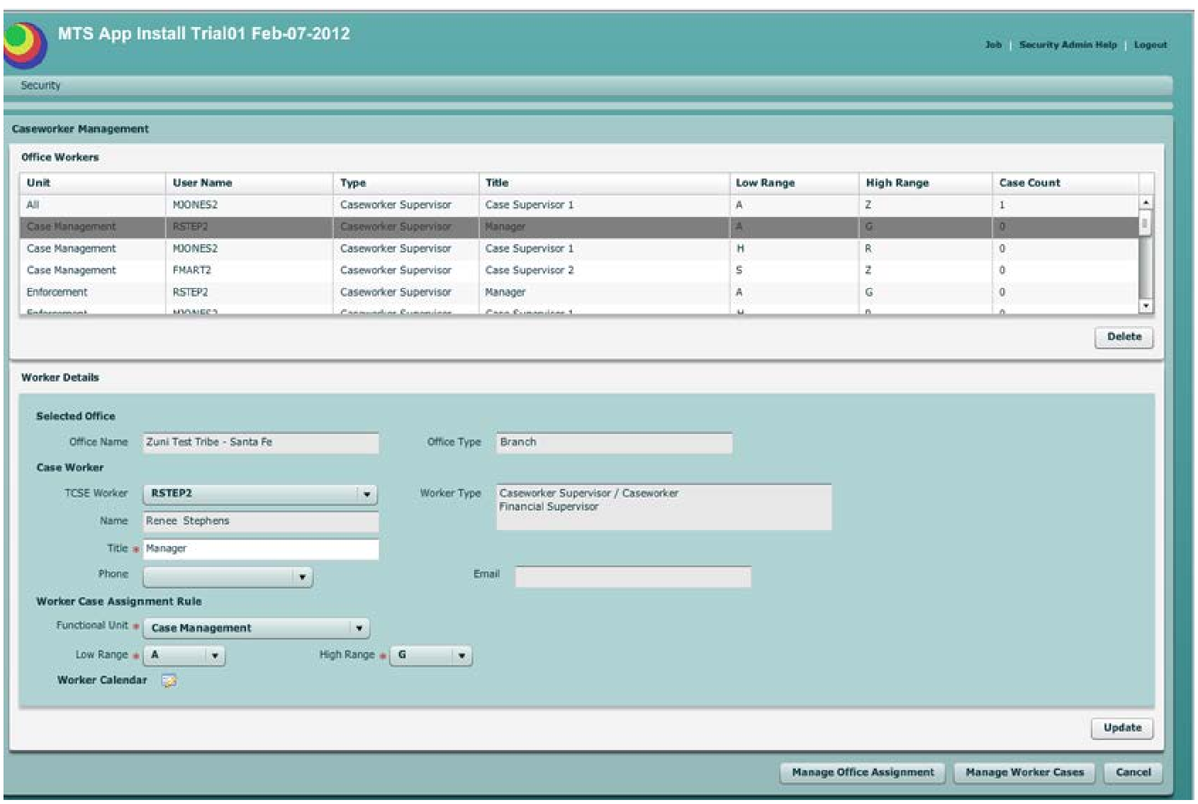
This screen provides a list of all caseworkers for the selected office. The Security Administrator can select a worker from the list to display and modify their title within their assigned office and their case assignment rules. A worker can only be assigned to one office. If a worker is to be assigned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

Each worker can optionally be assigned to one or more Functional Units. Each worker in the unit must be assigned a unique alphabetical range. *A user with the Case Supervisor role must be assigned to the 'All' unit. The user in the 'All' unit will receive by default all cases that do not get assigned to anyone else.*

Cases will automatically be assigned to the appropriate Functional Unit worker who is assigned to the first letter of the last name of the case's noncustodial parent (NCP). 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. 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 – The Functional Unit to which the office worker is assigned
User Name – The name of the office worker
Type – The type of office worker
Title – The title of the office worker
Low Range – The letter of the alphabet which represents the start of the range of NCP 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 NCP 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 end of the range of CP last names which will cause the associated case to be automatically assigned to the caseworker

Worker Calendar **–** Clicking this button opens the worker's calendar popup

Worker Details Button

[Update] **–** Save the entered details

Caseworker Management Buttons

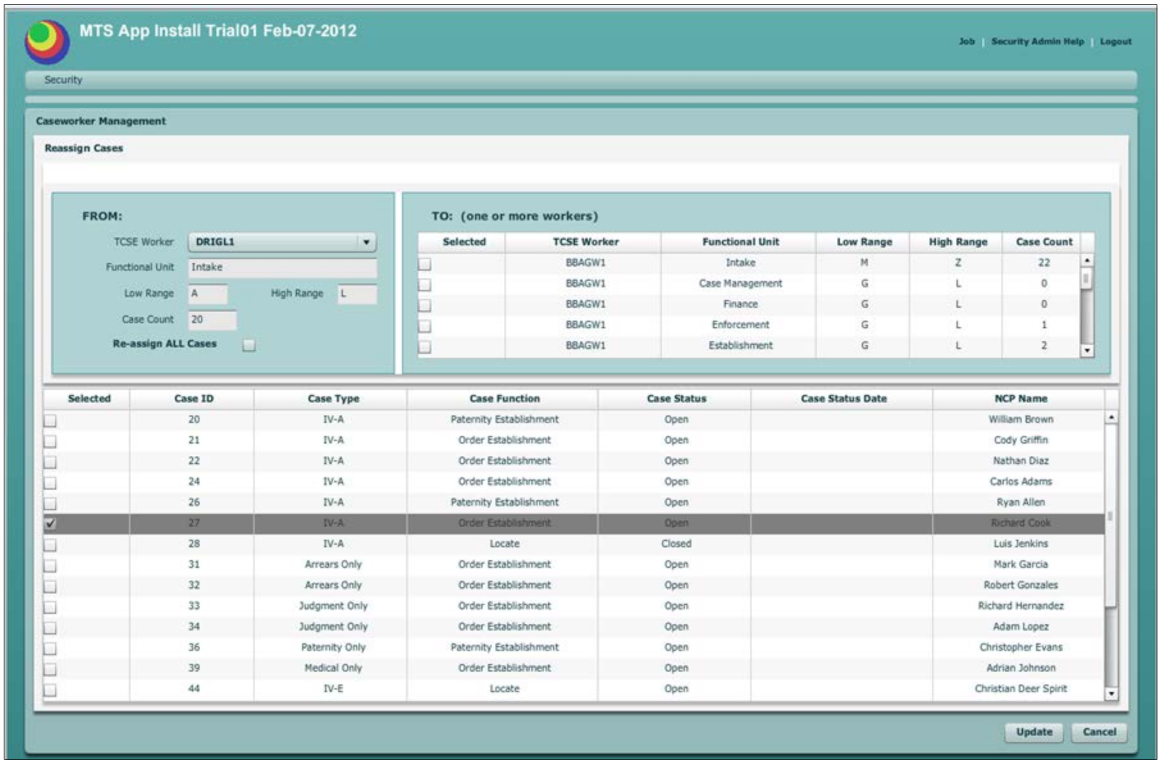
[Manage Office Assignment] **–** Open the Reassign Cases screen to modify existing worker office assignments

[Manage Worker Cases] – 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 checkbox 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 checkbox that, if checked, will cause all the cases assigned to the selected caseworker to be reassigned

Reassign Cases TO: List

*Selected – A checkbox 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

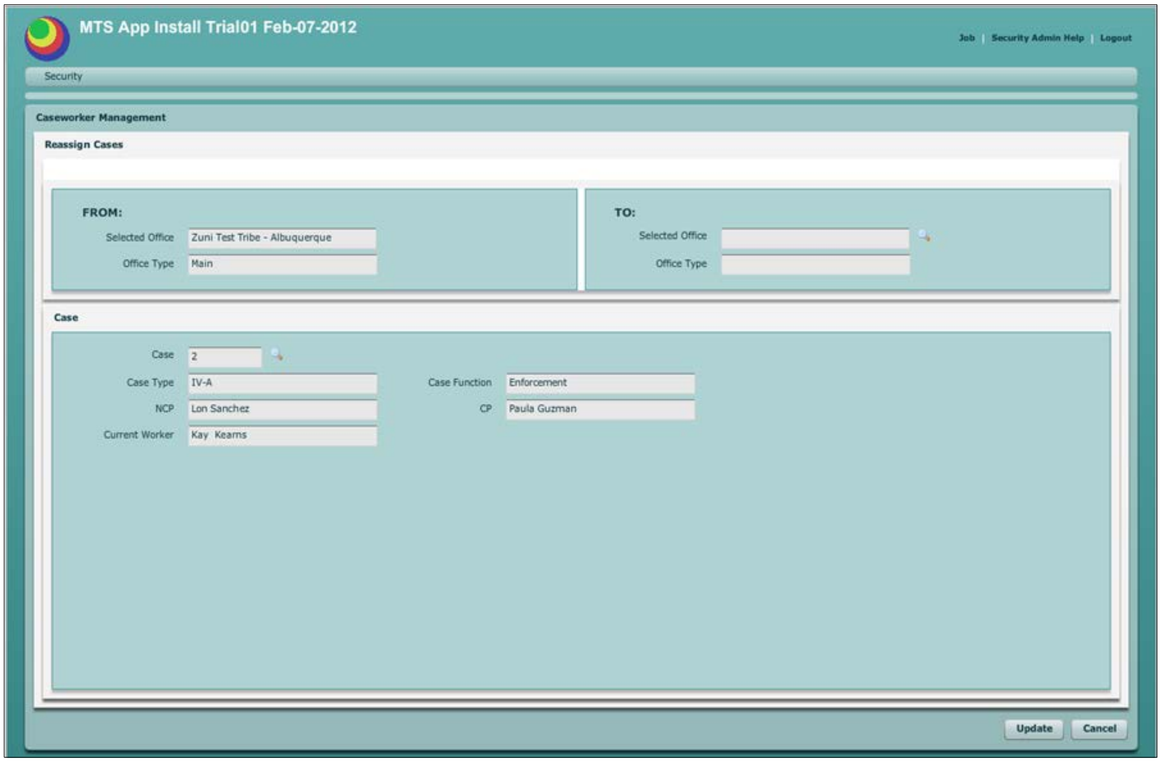
Case Worker Management Buttons

[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 – The name of the noncustodial parent
CP – The name of the custodial parent
Current Worker – Worker assigned to the selected case

Case Worker Management Buttons

[Update] – Save the entered changes

[Cancel] – Return to default screen