ARCIS
Archives and Records Centers
Information System

ARCIS
USER ADMINISTRATION

USER'S MANUAL

[For training, 8/31/11]

ARCIS | *Archives and Records Centers Information System*

FEDERAL RECORDS CENTERS
of the National Archives and Records Administration

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RULES OF USER ADMINISTRATION: Who Does What, and Where

Part III
CREATING AND MODIFYING ARCIS USERS

[Under construction; will cover assigning multiple branches, administering multiple branches, using the Agency Defined field, using Branch for access control. None of the beta agencies are currently expecting to need these features.]

Chapter 1

The User Profile: Key to What a User Can See and Do

1.1 Introduction to User Administration and the User Profile

The User Administration module allows you to **create ARCIS users** and **set up their profiles**.

Setting up a user profile consists of assigning the following:

1) **Capabilities:** These determine **what tasks the user can perform in ARCIS**—for example, creating records transfer requests, submitting reference requests, or viewing and editing colleagues' transactions.

2) **Access Rights:** These determine **what records the user can perform those tasks on.** For example, the user might be able to transfer records only from a certain charge account or request records only at a certain level of security classification.

1.2 How Capabilities Work

The capabilities assigned to a user determine exactly what tabs and links that user sees in ARCIS. These tabs and links in turn determine what pages a user can access and, therefore, what tasks a user can carry out.

The full list of capabilities is seen at right.

All users have the Basic capability (highlighted), which allows them to view basic ARCIS pages, such as the home page, and to edit personal information, such as their password.

Capability ⬆⬇
❯ Administration 1, STANDARD: I can create and edit users and admins
❯ Administration 2, PEER ADMIN: I can create and edit admins at my own level
❯ Basic: I can view basic pages and edit my personal information (required)
❯ Records Transfers 1, CREATE: I can create transfers, and I can edit and track the transfers I created
❯ Records Transfers 2, EDIT: I can edit and track transfers for which I am the agency contact
❯ Records Transfers 3, APPROVE: I can approve transfers created by others
❯ Records Transfers 4, RE-ASSIGN: I can re-assign transfers to a different agency contact or approver
❯ Records Transfers 5, PROFILE-SPECIFIC VIEW: I can view transfers whose properties match those in my profile
❯ Records Transfers 6, AGENCY-WIDE VIEW: I can view all transfers from my agency, regardless of their properties
❯ Reference Requests 1, CREATE: I can create requests, and I can edit and track the requests I created
❯ Reference Requests 2, PROFILE-SPECIFIC VIEW: I can view requests whose properties match those in my profile
❯ Reference Requests 3, AGENCY-WIDE VIEW: I can view all requests from my agency, regardless of their properties

Each of the other capabilities must be assigned to a user in order for that user to be able to perform that task in ARCIS.

You'll find out more about assigning capabilities in chapter 5.

1.2.1 How Capabilities Relate to Tabs

Along the top of every ARCIS page is a set of tabs that allow users to navigate from one section of ARCIS to another.

One tab represents the ARCIS home page. Every user sees this tab and can access the home page.

THE NATIONAL ARCHIVES

Home | Records Transfers | Reference Requests | User Administration

Welcome, BOB SANDERSON from the Sample Agency.
Today is Tuesday, December 28, 2010. Please verify that your profile is current.

FEDERAL RECORDS CENTERS

The other tabs represent ARCIS modules. In this example, three tabs are visible:

- **Records Transfers**
- **Reference Requests**
- **User Administration**

Each of these tabs takes the user to the main page for that module.

A typical user will not see all of these tabs. **The tabs that are visible depend on the capabilities that have been assigned in the user's profile.**

- A user will see the **Records Transfers** tab only if that user has been assigned one or more capabilities having to do with records transfers.

- A user will see the **Reference Requests** tab only if that user has been assigned one or more capabilities having to do with reference requests.

- A user will see the **User Administration** tab only if that user has been assigned the capability of creating and managing users.
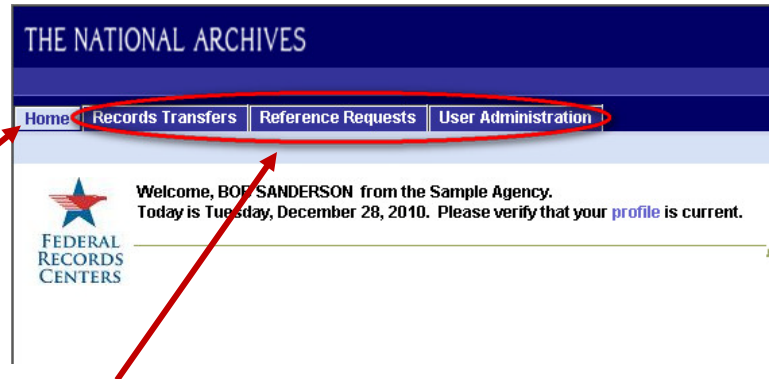
1.2.2 How Capabilities Relate to Links

Let's take the **Records Transfers** tab as an example.

Clicking the **Records Transfers** tab takes a user to the Records Transfers main page.

Along the left side of the page are a set of links.

These links represent the specific **actions** that the user can carry out within the Records Transfers module, as well as the specific categories of information that the user can **view**.
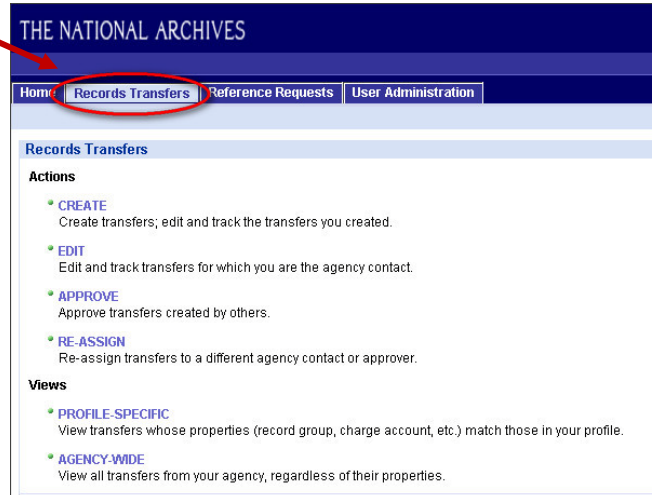
A typical user will not see all of these links. **The links that are visible depend on the capabilities that have been assigned in the user's profile.**

In the example below, the user is responsible *only* for doing data entry for records transfers. So she has been assigned limited capabilities.

Under **Actions,** she sees only one link: **CREATE.** She can create records transfers, and she can edit and track the progress of the transfers she has created. But she cannot edit or approve transfers created by others, and she cannot re-assign transfers to other agency personnel.
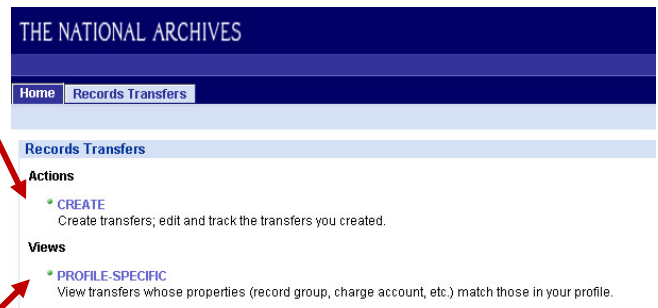
Under **Views,** she sees only one link: **PROFILE-SPECIFIC.** She can view transfers whose properties (such as record group and charge account) match those in her profile. This allows her to see what transfers have been created by her closest colleagues. But she cannot see all transfers that have been created by her agency.

Note also that she sees only the **Home** and **Records Transfers** tabs. She does not see the **Reference Requests** or **User Administration** tabs, and thus she has no access to those modules.

The ARCIS capabilities have been designed to support the workflows of a wide range of agency customers. An agency with specialized jobs and an internal approval process may want to use many or all of the capabilities. An agency where employees have broader responsibilities may need to use fewer capabilities.

1.3 How Access Rights Work

Access rights allow you to control what records a user can deal with in ARCIS.

Every **records transfer** is assigned certain properties:

- The **Record Group** the transfer belongs to
- The **Records Center** the transfer was sent to
- The **Charge Account** that will be charged for storage and services
- The **Security Classification** level of the transfer

Every ARCIS **user** has a parallel set of access rights assigned in the user profile:

- The **Record Group(s)** from which the user can transfer and/or request records
- The **Records Center(s)** to which the user can transfer records and/or from which the user can request records
- The **Charge Account(s)** from which the user can transfer and/or request records
- The **Security Classification** level(s) from which the user can transfer and/or request records

There are also optional properties that an agency may use to identify transfers and users. For more information on these properties, see chapter 7.

Access rights work like a filter. ARCIS compares the properties of the transfer to the properties of the user to be sure there is an exact match.

- The user can only create **records transfers** that have properties matching the ones in the user's profile.
- The user can only submit **reference requests** for transfers that have properties matching the ones in the user's profile.

How exactly is this controlled?

When a user fills out a form in ARCIS—either a records transfer form or a reference request form—the user selects items from lists and menus. **The lists and menus will contain only the options that match those in that user's profile.**

In this example from the **Records Transfer** form, the user has been granted the right to transfer records to only four records centers, so only those records centers appear in the **Records Center** menu.
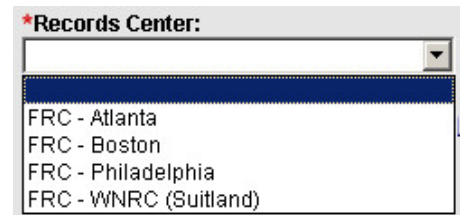
The next two chapters will explore in more detail how the capabilities and access rights you assign in a user's profile affect what that user can see and do in ARCIS.

Chapter 2

Profile in Action: Records Transfers

2.1 Introduction to Records Transfers

This quick tour of the Records Transfers module will show how a user's profile determines exactly what that user can see and do in the module. (More details about the Records Transfers module are found in the **Records Transfers** manual.)

The user's profile determines:

- What **information** the user can enter when filling out a Records Transfer form.

- What **parts of the process** the user can participate in.

The Records Transfers module has been designed to accommodate a variety of different workflows.

For example, in one situation, a single person might handle the whole process from beginning to end. That person would create the transfer (that is, fill out the form), would serve as the agency contact for that transfer (that is, person who knows about the records and is responsible for answering any questions from the FRC), and would submit it to the FRC without needing anyone else's approval.

In another situation, employees might have somewhat more specialized roles. One person might do only the data entry for the records transfer. A second person might handle the rest of the process. That person would be the contact—the one who knows about the records and can answer questions—and would also be the one responsible for approving the transfer and submitting it to the FRC.

And in another situation, the roles may be even more specialized. One person might do the data entry. Another might serve as the agency contact. And yet another might need to approve the transfer before it is submitted to the FRC.

The next section explores how a transfer gets created and what determines what happens next.

2.2 Creating a Records Transfer

2.2.1 Getting Started

If a user has been given the capability of creating records transfers, the user will see the **CREATE** link on the Records Transfers main page.

The link takes the user to the **Records Transfers I Created** page. The page displays information in two different views—**My Workspace** and **FRC Workspace.**

My Workspace displays transfers that the user has created and that are still under development at the agency. Transfers stay in this list until the boxes of records are received by the FRC.

FRC Workspace displays transfers that the user has created and that have already been received by the FRC. Transfers that are being stored at the FRC appear in this list.

Clicking the name or the icon for either view displays the transactions currently in that category. The transactions appear in the list in the bottom part of the page.

To start work on a new transfer, the user clicks the **Create Records Transfer** button.

The **Records Transfer** form opens.

Some information is filled in automatically. Some of this information, such as the **Transfer #**, is assigned by ARCIS. Some, such as the **Type of Records**, is filled in based on what's most common. (This can be changed if necessary). And some is filled in based on **what's in the user's profile.**

2.2.2 About the Transfer

About the Transfer

The first column of the **Records Transfer** form collects basic information about the transfer. **The fields having to do with access rights are all found in this column.**

First, let's look at the fields that *don't* have to do with access rights.

The first two fields contain information that is filled in automatically by ARCIS. ARCIS generates the transfer number and keeps track of the status of the transfer. The status of a newly-created transfer is always "Initiated."

If your agency chooses to use an internal tracking system, the user may enter that information in the **Customer Reference #** field. Later, agency staff will be able to query for this transfer using that number. This field is optional.

If the records are subject to the Privacy Act, the user checks this box.

The remaining fields in this column all have to do with access rights. **The values that are available for the user to select are determined by what access rights have been assigned in the user's profile.** And the values that are selected here will determine what users can access this transfer in the future.

Most of the fields will be filled in with default values based on what options have been identified as "primary" in the user's profile. For example, in this case, the user's primary **Record Group** is 901, the primary **Charge Account** is SA990011, and the primary **Records Center** is Atlanta.

NOTE: **Branch** and **Agency Defined** are available here only if your agency has decided to use these properties for access control. For more information about these fields, see chapter 7.

If the user has been granted access to multiple record groups, charge accounts, and/or records centers, **the user may change the default value if necessary.**

For example, if the user clicks the ☑ button next to **Record Group** or **Charge Account**, a window opens showing all the options that are available—in other words, all the options that have been assigned in the user's profile.
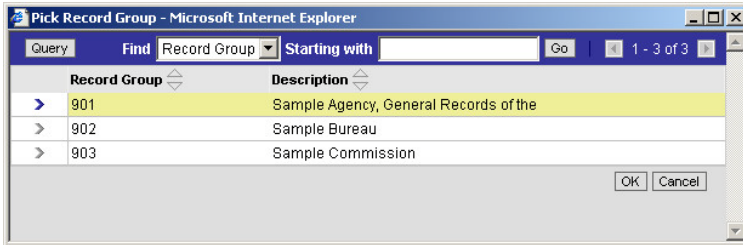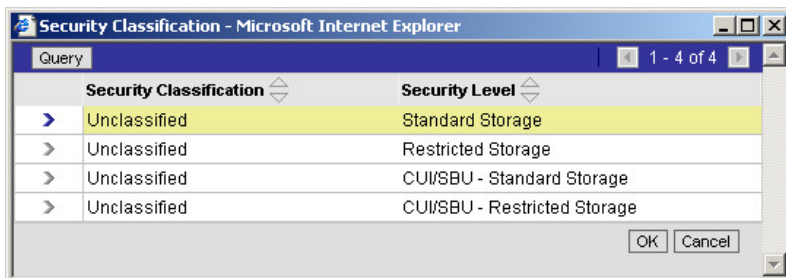

The window at left shows that this user has been assigned rights to transfer records from 3 record groups. The user may select any of these options when filling out the **Records Transfer** form.

If the user clicks the ▼ button next to **Records Center,** a drop-down menu opens showing all the options that are available—in other words, all the options that have been assigned in the user's profile.
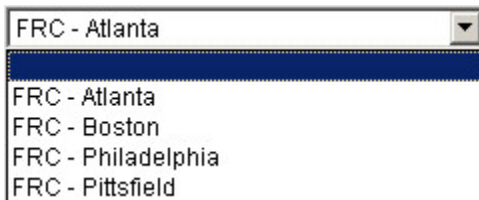
The menu at left shows that this user has been assigned rights to transfer records to 4 records centers. The user may select any of these options when filling out the **Records Transfer** form.

No default value is filled in for **Security Classification**; a user must make a deliberate decision about the security classification of a transfer. If the user clicks the ☑ button next to **Security Classification**, a window opens showing all the options that are available.

The window at left shows that this user can only transfer unclassified records, including ones containing Controlled Unclassified Information (CUI). (For more information about security classification, see section 5.5.5.)

2.2.3 About the Records

The middle two columns of the **Records Transfer** form collect information about the disposition, format, and contents of the records. **None of these fields is affected by the user's profile.**

About the Records	About the Records
Disposition:	*Type of Records: TEXTUAL
Vital Records:	Mixed Media:
Proposed Disposition Authority:	Container Type: Standard
Proposed Disposition Date (MM/DD/YYYY):	Container Description: Standard Container
	Number of Containers:
Comments:	Inclusive Start Date (MM/DD/YYYY):
	Inclusive End Date (MM/DD/YYYY):
	*Description of Records:

Most of these fields will be familiar to those who have filled out paper SF 135s. Detailed instructions for filling out these fields can be found in the **Records Transfers** manual.

2.2.4 About the Agency Personnel

The last column of the **Records Transfer** form collects information about the agency personnel who are responsible for different aspects of this transfer.

Created By always shows the user ID of the user who created the transfer. ARCIS fills in this information automatically.

Agency Contact is the person at the agency who knows about the records and is responsible for answering questions. This may or may not be the same person who created the transfer.

Agency Approver is the person at the agency who is responsible for approving this transfer and submitting it to the FRC. This may or may not be the same person who created the transfer.

Agency Official is the official at the agency who authorizes the transfer of records to the FRC. Typically, this is the agency records officer.

Exactly what happens here depends on the user's profile.

If the user has been designated as an approver, the **Agency Contact** and **Agency Approver** fields will default to the user's own name.

If necessary, the user can click the button to select a different name for either or both of those fields.

About the Agency Personnel

Created By:
JOAN.JENNINGS@SAMPLEAGENCY.GOV

*Agency Contact Last Name:

Agency Contact First Name:

Agency Approver Last Name:

Agency Approver First Name:

*Agency Official Last Name:

Agency Official First Name:

If the user has NOT been designated as an approver, the **Agency Contact** and **Agency Approver** fields will be blank.

The user must click the ⊡ button to select a name for each of these fields.

Whether or not the user is an approver, the user must click the ⊡ button to select a name for the **Agency Official** field.

Pick Contact - Microsoft Internet Explorer

| Query | Find: Last Name | Starting with: | Go | 1 - 7 of 7 |

	Last Name	First Name	Work Phone #	Email
>	ADAMS	SUSAN		susan.adams@sampleagency.gov
>	FARLEY	RUSSELL		russell.farley@sampleagency.gov
>	GOODWIN	JONATHAN		jonathan.goodwin@sampleagency.gov
>	JENNINGS	JOAN	(301) 837-0001	joan.jennings@sampleagency.gov
>	KING	CARMEN		carmen.king@sampleagency.gov
>	SANDERSON	BOB		bob.sanderson@sampleagency.gov
>	SUPER	SUSAN		susan.super@sampleagency.gov

OK   Cancel

Clicking the ⊡ button next to **Agency Contact** brings up a list of all the **agency users whose access rights match the properties of this transfer.** In other words, their profiles allow them to work with transfers from this record group and charge account, with this level of security classification, being sent to this FRC. The person creating the transfer can select his or her own name if appropriate.

Pick Contact - Microsoft Internet Explorer

| Query | Find: Last Name | Starting with: | Go | 1 - 5 of 5 |

	Last Name	First Name	Work Phone #	Email
>	ADAMS	SUSAN		susan.adams@sampleagency.gov
>	FARLEY	RUSSELL		russell.farley@sampleagency.gov
>	KING	CARMEN		carmen.king@sampleagency.gov
>	SANDERSON	BOB		bob.sanderson@sampleagency.gov
>	SUPER	SUSAN		susan.super@sampleagency.gov

OK   Cancel
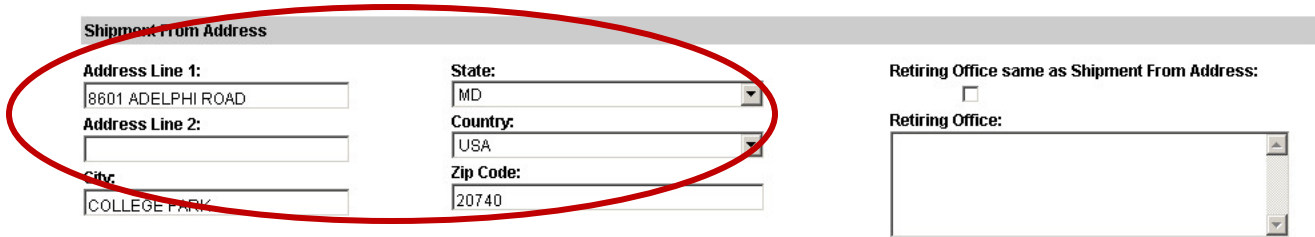
Clicking the ⊡ button next to **Agency Approver** brings up a list of all the **agency users whose access rights match the properties of this transfer, AND who have been designated as approvers.**

In these examples, Jonathan Goodwin appears in the list of potential contacts, because his access rights match those of this transfer. However, he does not appear in the list of potential approvers, because he has not been designated as an approver.

2.2.5 Addresses

In the final section of the **Records Transfer** form, the user indicates the address that the transfer is being shipped from and the address of the retiring office.

The **Shipment From Address** will **default to the address that has been designated as primary in the Agency Contact's profile.** The user can change this address if necessary by simply typing new information into the address fields.

If the **Retiring Office** is the same as the **Shipment From Address,** the user simply clicks the checkbox.

The Retiring Office will be filled in automatically.

2.2.6 Next Steps

The **Records Transfer** form is now complete. The user clicks **Continue** to see a summary of the transfer.

The user can review the transfer, can click **Edit** if necessary to make changes, and can click **Attachments** to add any attachments, such as a box list.

What happens next depends on the user's profile, as well as on the selections the user has made in the **About the Agency Personnel** section.

If the user has been designated as an approver, AND if the user has also selected himself or herself as the approver for this particular transfer, the button **Submit to FRC** appears. The user clicks this button to submit the records transfer directly to the FRC. There is no involvement by other agency personnel.

On the **Records Transfers I Created** page, the transfer now appears in the **My Workspace** list with a status of "Submitted."

If the user has NOT been designated as an approver, OR if the user is an approver but has selected someone else as the approver for this particular transfer, the button **Forward to Approver** appears. The user clicks this button to forward the transfer to the person at the agency who is responsible for reviewing, approving, and submitting it.

On the **Records Transfers I Created** page, the transfer now appears in the **My Workspace** list with a status of "Review Requested."

The next sections will examine the internal workflow that takes place in cases where there are specialized roles—for example, when one person is the creator, another is the agency contact, and another is the agency approver. **Whether or not a user can play any one of these roles depends upon the user's profile.**

2.3 Internal Workflow: Editing and Approving a Transfer

2.3.1 A Transfer with Specialized Roles

Here is the **About the Agency Personnel** section for a records transfer that is being created.

In this example, user **Joan Jennings** has simply done data entry for the records transfer. She has created the transfer, but has selected other agency personnel to fill the other roles.

She has selected **Jonathan Goodwin** as the **Agency Contact.**

She has selected **Carmen King** as the **Agency Approver.**

The transfer is not yet ready to be forwarded to the approver, so she clicks **Save and Finish Later.**

On her **Records Transfers I Created** page, the transfer now appears in the **My Workspace** list with a status of "Initiated."

2.3.2 The Agency Contact's Role
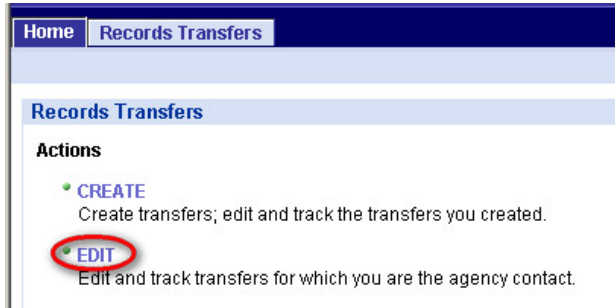
If a user has been given the **EDIT** capability in the user profile, the **EDIT** link appears on the Records Transfers main page.

This link allows the user to edit and track any transfer for which he or she has been designated the **Agency Contact.**

The link takes the user to the **Records Transfers For Which I Am the Contact** page. The page displays information in two different views—**My Workspace** and **FRC Workspace.**

	Transfer #	Record Group	Charge Account	Fiscal Year	Number of Containers	Customer Reference #	Created	Records Center	Status	Approved by FRC	Agency Contact Last Name	Agency Contact First Name	Agency Approver Last Name	Agency Approver First Name	Branch	Copy Transfer
>	PT-901-2011-0044	901	SA990011	2011	12		2/2/2011	FRC - Atlanta	Submitted		GOODWIN	JONATHAN	KING	CARMEN	ROOT	
>	PT-901-2011-0046	901	SA990011	2011	7		2/2/2011	FRC - Atlanta	Initiated		GOODWIN	JONATHAN	KING	CARMEN	ROOT	
>	PT-901-2011-0047	901	SA990011	2011	8		2/2/2011	FRC - Atlanta	Initiated		GOODWIN	JONATHAN	KING	CARMEN	ROOT	

My Workspace displays transfers that list the user as the agency contact and that are still under development at the agency. Transfers stay in this list until the boxes of records are received at the FRC.

FRC Workspace displays transfers that list the user as the agency contact and that have already been received by the FRC. Transfers that are being stored at the FRC appear in this list.

Clicking the name or the icon for either view displays the transactions currently in that category. The transactions appear in the list in the bottom part of the page.

Here are the records transfers for which **Jonathan Goodwin** is the agency contact. The transfer that **Joan Jennings** created is at the top of the list.

If Jonathan clicks the transfer number, the **Records Transfer** form opens:

Jonathan can review the information that Joan has entered, and he can edit the information as necessary.

He can also add attachments, such as a box list, by clicking the **Attachments** button at the top of the form.

When Jonathan is finished with the transfer, he has a few options:

Go Back   If he decides against his changes, he clicks the **Go Back** button to return to the previous page without saving the changes.

Save and Finish Later   If he is not ready to forward the transfer to the approver, he clicks **Save and Finish Later.** He might click this if either he or the creator needs to keep working on the transfer, or if he wants the creator to forward it to the approver herself.

Continue   If he is ready to forward the transfer to the approver, he clicks **Continue** to see a summary of the transfer.

Then he clicks the **Forward to Approver** button.

2.3.2 The Agency Approver's Role

If a user has been given the **APPROVE** capability in the user profile, the **APPROVE** link appears on the Records Transfers main page.

This link allows the user to provide internal approval for any transfer for which he or she has been designated the **Agency Approver.**

The link takes the user to the **Records Transfers Awaiting My Approval** page.

Below are the transfers awaiting **Carmen King's** approval. The transfer that was created by **Joan Jennings** and edited by **Jonathan Goodwin** appears at the top of the list.

If Carmen clicks the transfer number, the **Records Transfer** form opens. Carmen can review the information, can make any changes she feels are necessary, or can send the transfer back to the creator, **Joan Jennings,** so that Joan can make the corrections herself.

Once Carmen is happy with the transfer, she submits it to the FRC.
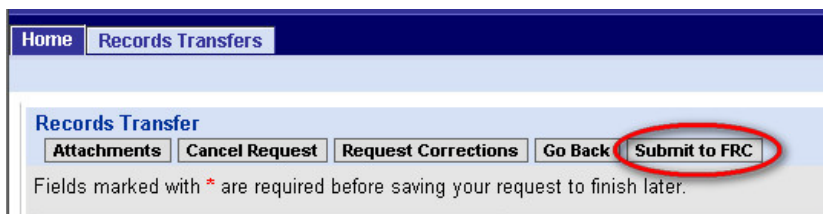
2.4 Failsafe: Re-assigning a Transfer

There are three people who are capable of making changes to a records transfer:

    1) The **creator**

    2) The person designated as the **Agency Contact**

    3) The person designated as the **Agency Approver** (once the transfer has been forwarded to that person for review)

What if one person is serving all three roles, and that person suddenly gets sick? Or if one person is both the creator and the contact, and that person gets sick before forwarding the transfer to the approver? Or if the approver is called out of town, leaving unapproved transfers in his or her queue? (No changes can be made to the data on a transfer while it's awaiting the approver's review.)

RE-ASSIGN is the failsafe mechanism. If one or more people in the agency has the **RE-ASSIGN** capability, transfers won't languish if key personnel are unavailable.

Home	Records Transfers	Reference Requests	User Administration

Records Transfers

Actions

- **CREATE**
  Create transfers; edit and track the transfers you created.

- **EDIT**
  Edit and track transfers for which you are the agency contact.

- **APPROVE**
  Approve transfers created by others.

- **RE-ASSIGN**
  Re-assign transfers to a different agency contact or approver.
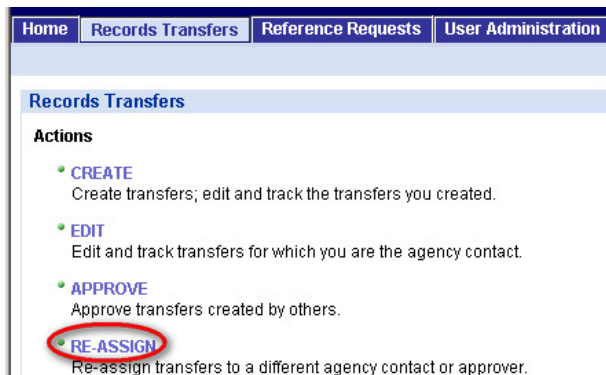
If a user has been given the **RE-ASSIGN** capability in the user profile, the **RE-ASSIGN** link appears on the Records Transfers main page.

This link allows the user to re-assign transfers to a different agency contact or approver.

The link takes the user to the **Records Transfers I Can Re-assign** page. The page lists transfers whose properties match the access rights in the user's profile.

Home	Records Transfers	Reference Requests	User Administration	Agency Profile

Reports

Records Transfers I Can Re-assign

Query for Records Transfer

1 - 5 of 5

	Transfer #	Record Group	Charge Account	Fiscal Year	Number of Containers	Customer Reference #	Records Center	Status	Agency Contact Last Name	Agency Contact First Name	Agency Approver Last Name	Agency Approver First Name	Branch
>	PT-901-2011-0095	901	SA9900D1	2011	10		FRC - Atlanta	Review Requested	SANDERSON	BOB	KING	CARMEN	
>	PT-901-2011-0047	901	SA990011	2011	8		FRC - Atlanta	Initiated	GOODWIN	JONATHAN	KING	CARMEN	ROOT
>	PT-901-2011-0046	901	SA990011	2011	7		FRC - Atlanta	Initiated	GOODWIN	JONATHAN	KING	CARMEN	ROOT
>	PT-901-2011-0040	901	SA9900D1	2011	4		FRC - Atlanta	Corrections Requested	SANDERSON	BOB	KING	CARMEN	ROOT
>	PT-901-2011-0037	901	SA990011	2011	5		FRC - Atlanta	Review Requested	FARLEY	RUSSELL	SANDERSON	BOB	ROOT

If the user clicks a transfer number, the **Records Transfer** form opens. Most of the fields are not available for editing.

However, the **Agency Contact** and **Agency Approver** fields are both editable so that the user can re-assign the transfer to a different contact, a different approver, or both.

About the Agency Personnel

Created By:
BOB.SANDERSON@SAMPLEAGENCY.GOV
*Agency Contact Last Name:
SANDERSON
Agency Contact First Name:
BOB
Agency Approver Last Name:
KING
Agency Approver First Name:
CARMEN
*Agency Official Last Name:
SUPER
Agency Official First Name:
SUSAN

2.5 Viewing Transfers

The final two links that a user may see on the Records Transfers main page fall under the heading of **Views.**
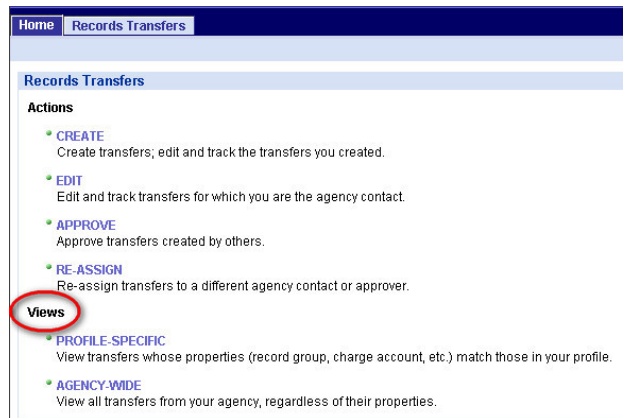
There are two kinds of views: **PROFILE-SPECIFIC** and **AGENCY-WIDE.**
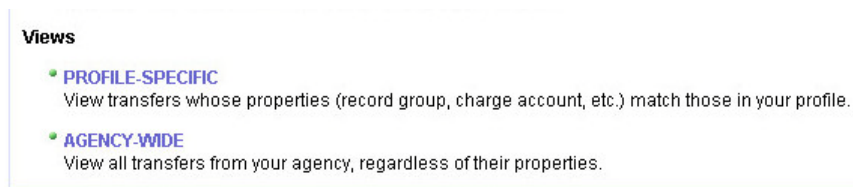
Each of the links takes users to a page where they may view not only the transfers on which they themselves may take action, but also other transfers from the agency.

- The **PROFILE-SPECIFIC** view allows a user to see just the transfers whose access-control properties (such as record group and charge account) match those in the user's own profile.

- The **AGENCY-WIDE** view allows a user to see all transfers from the agency, regardless of their properties.

As with all other links on the Records Transfers main page, **whether a user sees these links depends on whether the corresponding capabilities have been assigned in the user's profile.**

What factors might affect whether you assign neither, one, or both of these capabilities to a user?

- If it's not appropriate for the user to view any transfers other than the ones on which he or she can take action, you would not assign either capability.

- If it's appropriate for a user to see the transfers created by his or her closest colleagues but not all the transfers from the agency, you would assign just the **PROFILE-SPECIFIC** capability.

- If it's appropriate for a user to see any transfer from your agency, you might want to assign both capabilities, so that the user can view both sets of transfers. The **PROFILE-SPECIFIC** view provides a convenient way to filter the total universe of transfers so that the user sees just the transfers that match his or her own record group, charge account, etc.

It's important to be aware that these links provide access to just a **read-only summary** of a transfer. **A user can take no action on a transfer by using a View link.**

Records Transfer

Go Back

About the Transfer	About the Transfer	About the Records	About the Agency Personnel
Transfer #: PT-901-2011-0044	**Disposition:** Temporary	**Type of Records:** TEXTUAL	**Created By:** JOAN.JENNINGS@SAMPLEAGENCY.GOV
Status: Submitted	**Vital Records:** No	**Mixed Media:** No	**Agency Contact Last Name:** GOODWIN
Customer Reference # (optional):	**Proposed Disposition Authority:** N-335-N1A	**Container Type:** Standard	**Agency Contact First Name:** JONATHAN
Record Group: 901	**Proposed Disposition Date (MM/DD/YYYY):** 1/1/2025	**Container Description:** Standard Container	**Agency Approver Last Name:** KING
Charge Account: SA990011	**Comments:**	**Number of Containers:** 12	**Agency Approver First Name:** CARMEN
Branch: ROOT		**Inclusive Start Date (MM/DD/YYYY):** 1/1/2010	**Agency Official Last Name:** ADAMS
Agency Defined: NONE		**Inclusive End Date (MM/DD/YYYY):** 12/31/2010	**Agency Official First Name:** SUSAN
*Records Center: FRC - Atlanta		**Description of Records:** CIVIL CASE FILES, 2010	
Security Classification: Unclassified			
Security Level: Standard Storage			
Privacy Act: No			

Chapter 3

Profile in Action: Reference Requests

3.1 Introduction to Reference Requests

This quick tour of the Reference Requests module will show how a user's profile determines exactly what that user can see and do in the module. (More details about the Reference Requests module are found in the **Reference Requests** manual.)

The Reference Request process is simpler than the Records Transfer process. Currently, there is no internal workflow. In other words, the person who creates the reference request is the one who is responsible for it and who submits it. There is no need for an Agency Contact or an Agency Approver.

So, when it comes to Reference Requests, there are fewer capabilities to consider when setting up a user's profile.

The user's profile does determine:

- What **information** the user can enter when filling out the Records Transfer form.

- What other reference requests the user can **view.**

3.2 Creating a Reference Request

3.2.1 Getting Started

If a user has been given the capability of creating reference requests, the user will see the **CREATE** link on the Reference Requests main page.

This is the only **Action** available in the Reference Requests module.

Page 31
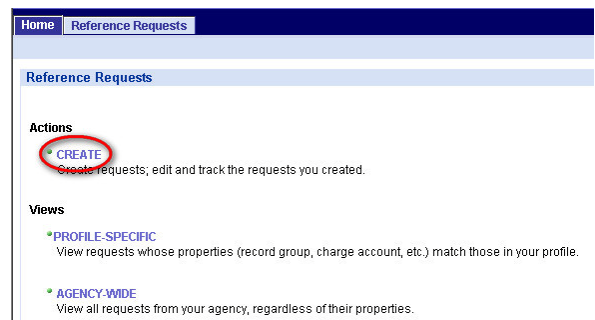
The link takes the user to the **Reference Requests I Created** page. The page displays information in two different views—**My Workspace** and **FRC Workspace.**

My Workspace displays reference requests that the user has created and can still edit. Requests are editable until the FRC begins processing them.

FRC Workspace displays reference requests that are being or have been processed by the FRC.

Clicking the name or the icon for either view displays the transactions currently in that category. The transactions appear in the list in the bottom part of the page.

To start work on a new reference request, the user clicks the **Create Reference Request** button.

The **Reference Request** form opens.

Some information is filled in automatically. Some of this information, such as the **Reference Request #,** is assigned by ARCIS. Some, such as **Nature of Service,** is filled in based on what's most common. (This information can be changed if necessary.) And some is filled in based on **what's in the user's profile.**

The **Reference Requests** form is simpler than the **Records Transfers** form. There are fewer fields that are affected by the user's profile. Of those fields, most have to do with ensuring that the user gets access only to records that he or she is entitled to access.

This chapter will explore just the fields that are affected by the user's profile. For complete instructions on submitting a reference request, see the **Reference Requests** manual.

3.2.2 Record Group

The first field affected by the user's profile is **Record Group.**
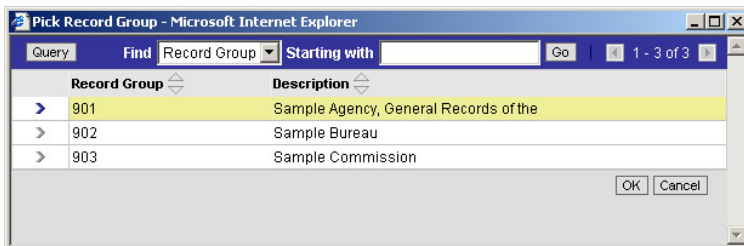
This field will be filled in with a default value based on what record group has been identified as "primary" in the user's profile. For example, in this case, the user's primary record group is 901.

If the user has been granted access to multiple record groups, **the user may change the default value if necessary.**

If the user clicks the button next to **Record Group**, a window opens showing all the options that are available—in other words, all the options that have been assigned in the user's profile.

In this example, the user has been assigned rights to request records from 3 different records groups. The user may select any one of these three options when filling out the **Reference Request** form.

3.2.3 Request Category

The next field affected by the user's profile is **Request Category.** This field has to do with the type of records that the user is requesting.

Most agencies store records that are similar to each other in basic ways. These records are identified in ARCIS via their **transfer number.**

In addition to the typical type of records, a few agencies store some highly specialized records—for example, tax returns, Treasury checks, or USPS money orders. The specialized records are identified in ARCIS via **special criteria.**

ARCIS needs to know what type of record is being requested so that it can collect the information necessary to locate that type of record.

Until the user selects a request category, the space underneath **Request Category** is blank, since ARCIS doesn't yet know what information to collect.

If the user clicks the ▼ button next to the **Request Category** field, a drop-down menu opens showing all the options that are available. **The only options available are the ones that have been assigned in the user's profile.**

In the example at left, the user has been assigned rights to request records from two request categories: General Reference and USPS Money Order.

For typical (that is, non-specialized) records, the user selects "General Reference." Many agencies and their users will need only that one option.

Once the user has selected a request category, a number of other fields appear so that ARCIS can collect the information necessary to locate that type of record. The example at left shows the fields for General Reference, the most common category.

Of those fields, the one affected by the user's profile is **Records Transfer #.**

3.2.4 Records Transfer

If the user clicks the ☑ button next to **Records Transfer #**, a window opens showing all the transfers from which the user may request records.
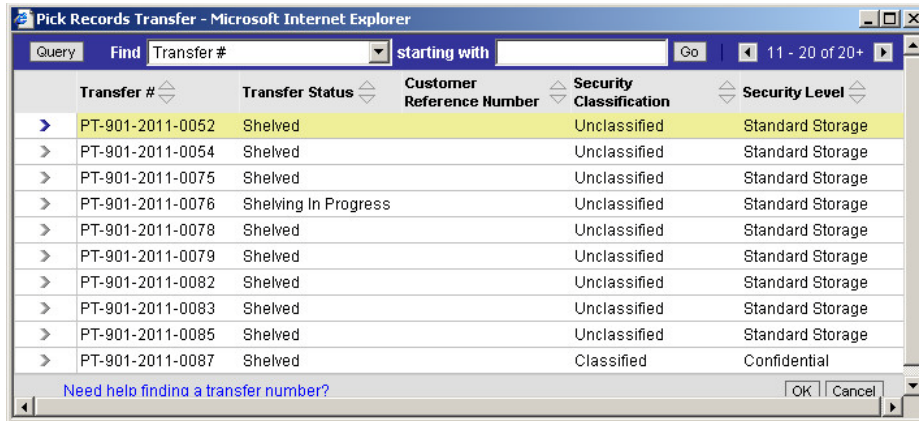
The only transfers that will appear here are those whose properties match the access rights that have been assigned in the user's profile. A transfer will **not** appear here if the user does not have the right to request records from that transfer's record group, charge account, security classification level, etc.

The transfers that **do** match the user's profile will probably total many more than can be displayed in the window at one time. The user can use the **Query** button, the **Find** fields, or the arrow buttons to quickly locate the right transfer.
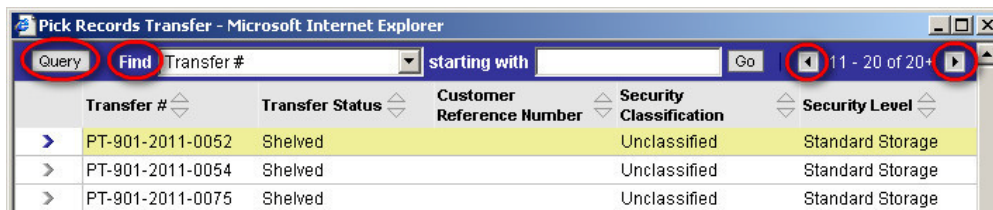
3.2.5 About the Recipient

The final fields affected by the user's profile are those in the **About the Recipient** column.

These fields will be filled in with default values based on information in the user's profile.

The fields will display the user's own name, as well as the shipping address identified as "primary" in the user's profile. They will also display the user's phone number, fax number, and e-mail address.

The default values are provided as a convenience for the user. The user may change any of this information if the requested records should be sent to a different recipient and/or address.

3.2.6 Next Steps

As described at the beginning of chapter 3, the Reference Requests process is simpler than the Records Transfer process. There is no internal workflow and no need for a request to be approved by a designated person at your agency before it is submitted to the FRC. The person who creates the reference request is the one who submits it.

When the reference requests form is complete, the creator reviews it, and, when satisfied, clicks **Submit to FRC.**

The reference request will appear in the **My Workspace** list with a status of "Reference Received."

As soon as the FRC begins processing the request, it will move to the **FRC Workspace** list.

3.3 Viewing Reference Requests

The other two links that a user may see on the Reference Requests main page fall under the heading of **Views.**
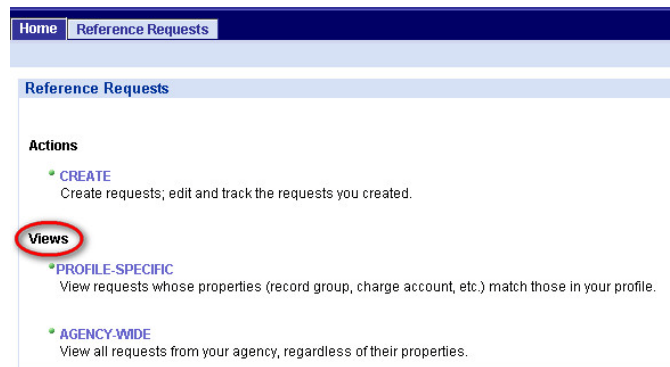
As is the case in the Records Transfers module, there are two kinds of views: **PROFILE-SPECIFIC** and **AGENCY-WIDE.**
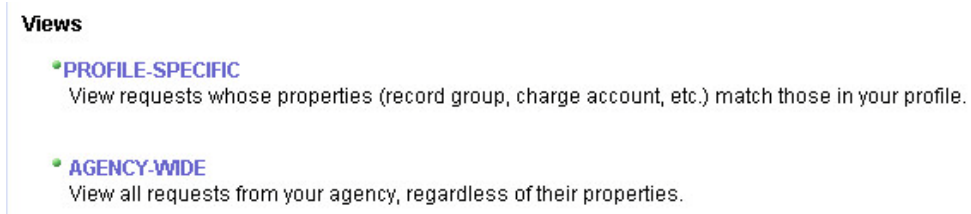
Each of the links takes users to a page where they may view not only the reference requests that they themselves have created, but also reference requests created by other people at the agency.

- The **PROFILE-SPECIFIC** view allows a user to see just the requests for transfers whose access-control properties (such as record group and charge account) match those in the user's own profile.

- The **AGENCY-WIDE** view allows a user to see all reference requests from the agency, regardless of the properties of the requested records.

Whether a user sees these links depends on whether the corresponding capabilities have been assigned in the user's profile.

What factors might affect whether you assign neither, one, or both of these capabilities to a user?

- If it's not appropriate for the user to view any reference requests other than the ones that he or she created, you would not assign either capability.

- If it's appropriate for a user to see the reference requests created by his or her closest colleagues but not all the reference requests from the agency, you would assign just the **PROFILE-SPECIFIC** capability.

- If it's appropriate for a user to see any reference request from your agency, you might want to assign both capabilities, so that the user can view both sets of requests. The **PROFILE-SPECIFIC** view provides a convenient way to filter the total universe of reference requests so that the user sees just the requests for records that match his or her own record group, charge account, etc.

It's important to be aware that these links provide access to just a **read-only summary** of a reference request. **A user can take no action on a reference request by using a View link.**

About the Request	About the Records	About the Recipient	About Status and Shipping
Reference Request #: ARR1-108222922	**Request Category:** General Reference	**Recipient Name** MARGARET EVERETT	**Status:** Reference Received
Record Group: 901	**Records Transfer #:** PT-901-2011-0013	**Address Line 1** 8601 ADELPHI ROAD	**Submitted Date:** 4/5/2011
Agency: Sample Agency	**Container #:** 2	**Address Line 2**	**Shipped Date:**
Last Name: EVERETT	**Case/File Information:**	**City** COLLEGE PARK	**Reason Not Found:**
First Name: MARGARET	**Whole Container:** Yes	**State** MD	**Not Found Comments:**
Nature of Service: Temporary Loan of Records	**# of Units:** 1	**Zip Code** 20740	**Shipping Method:** Standard (billed)
Service Level: Standard	**Security Classification:** Unclassified	**Country** USA	**Shipping Carrier:**
	Security Level: Standard Storage	**Phone #** (301) 555-1234	**Shipping Account #:**
	Charge Account: SA990011	**Fax #** (301) 555-1235	**Shipping Tracking #:**
	Stored At: FRC - Philadelphia	**E-mail** margaret.everett@sampleagency.gov	

Reference Request
Back to Reference Requests

Chapter 4

Roles, Structures, and Rules

4.1 Users, Administrators, and Superadministrators

Users get created, and user profiles get set up and modified, by ARCIS **administrators.**

There are three kinds of roles that people can have in ARCIS:

1. **User**
2. **Administrator**
3. **Superadministrator**

A user is anyone who has an ARCIS user ID, password, and profile, and who can therefore log in and use the system.
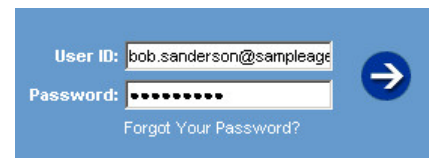
An administrator is a special type of user. An administrator has been given the extra capability of creating other users and modifying their profiles.

A superadministrator is a special type of administrator. A superadministrator has additional capabilities, such as making certain decisions about how the whole agency is configured in ARCIS. Only a superadministrator sees the **Agency Profile** tab.

There are typically just one or two superadministrators per agency. For more about superadministrators, see the **Superadministrator's Manual**.

4.2 Administrative Structures

Administrators administer users. That is, they create users and modify their profiles.

Depending on circumstances, administrators may also administer other administrators.

Exactly what an administrator can do depends in part on how the agency's **administrative structure** is configured in ARCIS and on the administrator's place in that structure.

ARCIS allows agencies to tailor the user administration process to meet their specific needs. There are two kinds of administrative structures, designed to meet the needs of agencies that want to closely control user administration as well as those agencies that do not require so much control.

4.2.1 Hierarchical vs. Flat Administrative Structure

- A **hierarchical administrative structure** is organized into multiple levels.

  This sort of structure allows an agency to distribute the task of administering ARCIS users. For example, administrators at one level can create administrators at lower levels, who in turn can create administrators at lower levels, spreading the work of user administration among a number of units.

  It also allows an agency to control which administrators can administer what users. For example, an administrator assigned to one part of the branching structure can only administer users in that part of the structure.

  An agency that is large, has a complex organizational chart, and/or has many ARCIS users may want to use a hierarchical administrative structure.
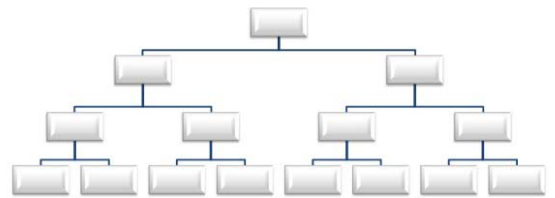
- A **flat administrative structure** has only one level.

  In this kind of structure, for purposes of user administration, there is no hierarchy. All administrators and users are in

the same "bucket," which includes the whole agency, and any administrator can administer any ARCIS user. A flat administrative structure is simple to set up and keep track of, but it offers less control over who does what.

An agency that is small, has a fairly simple organizational chart, and/or has relatively few ARCIS users may want to use a flat administrative structure.

An agency's administrative structure must be programmed into ARCIS. Your agency's superadministrator will have worked with NARA to identify the right kind of structure and set up specific branches, if needed.

The next sections take a closer look at hierarchical and flat administrative structures.

4.2.2 A Closer Look at a Hierarchical Administrative Structure

In both kinds of structures, there is an entity that sits above the whole structure: the **superadministrator**. The superadministrator can administer users and administrators anywhere in the administrative structure.

In a hierarchical structure, the entire branching tree sits below the superadministrator. The top level of the tree is the **root.** This represents the highest level of the agency.

Below the root are one or more levels of **branches.**
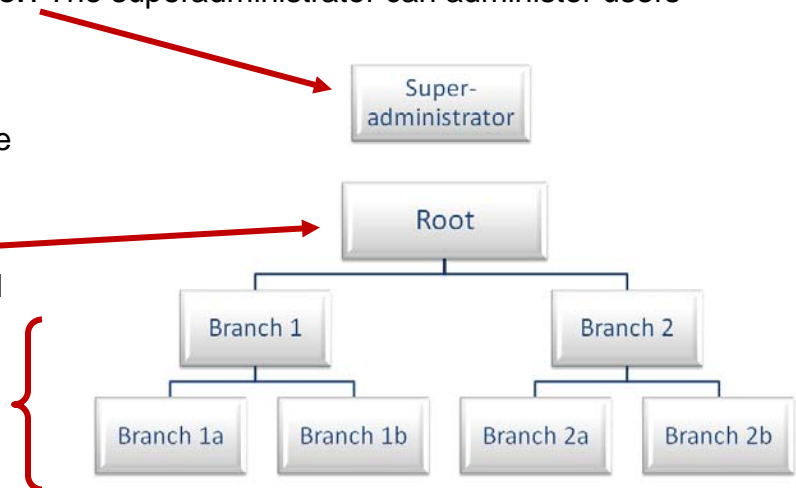
Administrators and users can be assigned to the root or to any of the branches.

A very simple hierarchical administrative structure is seen above. The structure for a real agency could be much more complex, with several levels of branches.

4.2.3 A Closer Look at a Flat Administrative Structure

In a flat administrative structure, as in a hierarchical administrative structure, the **superadministrator** sits above the structure.

Super-administrator

And in a flat administrative structure, as in a hierarchical administrative structure, the level beneath the superadministrator is the **root.**

Root

But in a flat administrative structure, there is no tree-like structure below the root. For purposes of user administration, the agency is not subdivided into branches and sub-branches. All administrators and users belong to the same unit—the root.

4.3 Administrative Rules

As described previously, administrators administer users. Depending on circumstances, they may also administer other adminstrators.

Exactly what an administrator can do, and to whom, depends on the agency's structure, on the administrator's place in that structure, and on a few basic rules.

4.3.1 Rule #1: Administering Users (Same Unit or Below)

Administrators can administer users in their own unit OR in any unit directly below.

The example at right shows a hierarchical structure. An administrator in Branch 1 can create and modify users in Branch 1 OR in either of the branches directly below Branch 1: Branch 1a or Branch 1b.
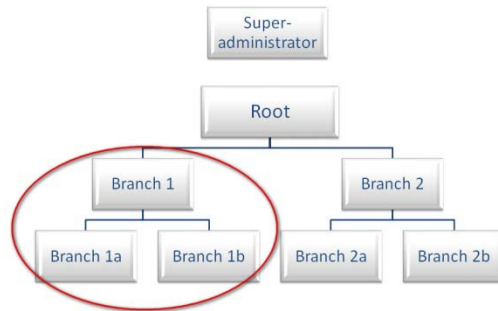
An administrator in Branch 1 CANNOT create and modify users at the root level or in Branch 2, Branch 2a, or Branch 2b.

The example at right shows a flat structure. There is only one unit: the root. All administrators are in this unit, and they create and modify users in this unit.
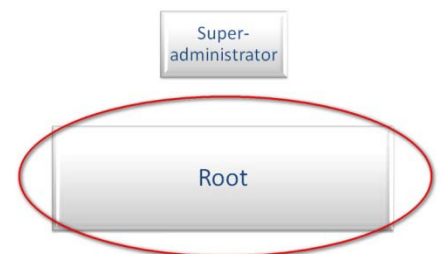
4.3.2 Rule #2: Administering Administrators (Only Below)

Administrators can administer other administrators ONLY in units directly below them—NOT at their own level. In other words, they cannot create or modify "peer" administrators.

The example at right shows a hierarchical structure. An administrator in Branch 1 can create and modify administrators ONLY in branches directly below Branch 1. In other words, an administrator in Branch 1 can create and modify administrators ONLY in Branch 1a or Branch 1b.
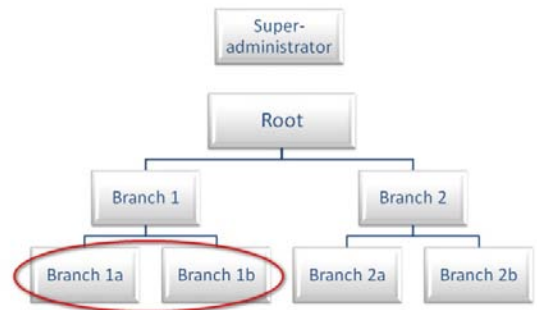
An administrator in Branch 1 CANNOT create and modify other administrators in Branch 1.

The example at right shows a flat structure. There is only one unit below the superadministrator: the root. All administrators are this unit. Since there are no branches below the root, administrators cannot create or modify other administrators. They can only create and edit users.

That's the basic rule—the way things work under ordinary circumstances. However, **if necessary, there IS a way to override this rule and to allow administrators to create and modify other administrators at their own level.**

4.3.3 Rule #3: Overriding Rule #2 (Peer Administration)

Under certain circumstances, you may want to give certain administrators the capability of doing **peer administration**—that is, creating and modifying other administrators at their own level.

When creating an administrator, you can grant the administrator this special capability by clicking a special button.
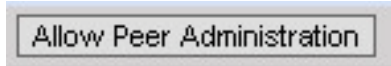
The next chapter will explore this in more detail, in section 5.6.

Chapter 5

Creating Users and Setting Up Profiles

5.1 Getting Started

If you have been given the capability of administering ARCIS users, the **User Administration** tab will appear in the row of tabs across the top of every ARCIS page.
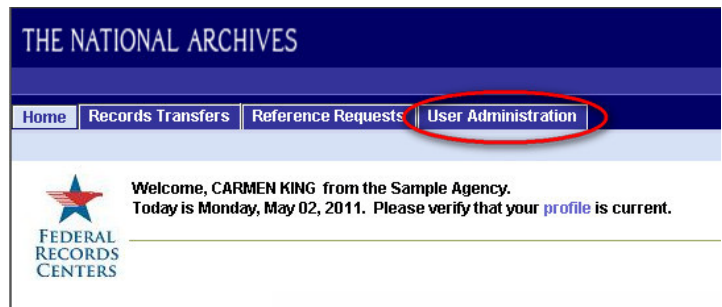
Clicking the **User Administration** tab takes you to the User Administration main page.

5.2 The User Administration Main Page

5.2.1 "Users in Branch" Heading

The User Administration main page shows all the users whose profiles you are entitled to view. **You can view the profiles of all users in your own administrative branch AND in any branches directly below it.**

1) How this works in a <u>hierarchical</u> administrative structure:

Let's take the example of an administrator named Carmen King. She works for an agency that has a hierarchical administrative structure in ARCIS. In other words, for the purposes of ARCIS user administration, her agency is divided into branches below the Root, as seen below.
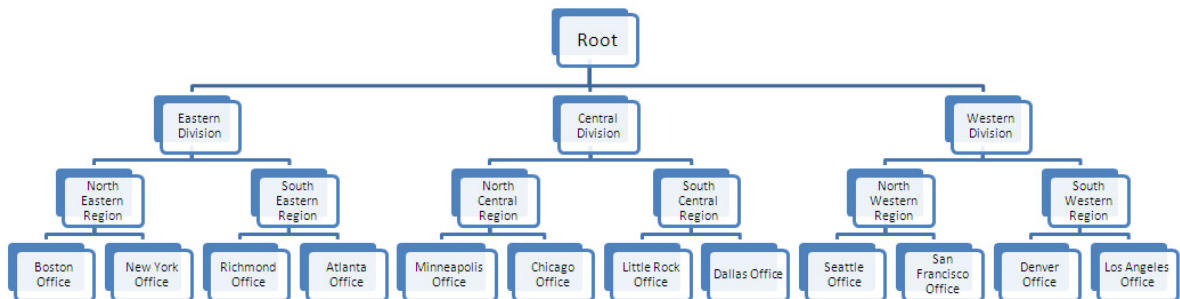
Carmen has been assigned to the **Eastern Division.**
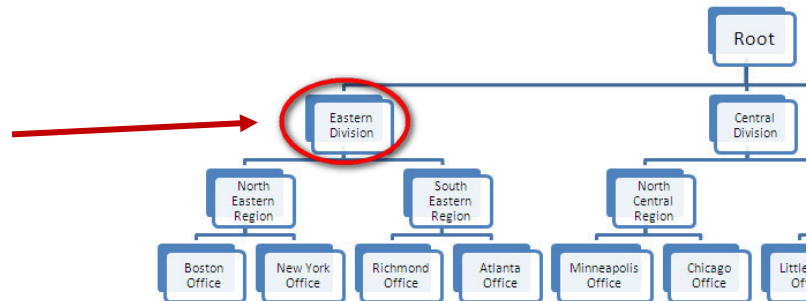
This means that Carmen is entitled to view the profiles of all ARCIS users in the Eastern Division **and** in the branches directly below it: the North Eastern and South Eastern regions, and the Boston, New York, Richmond, and Atlanta offices.
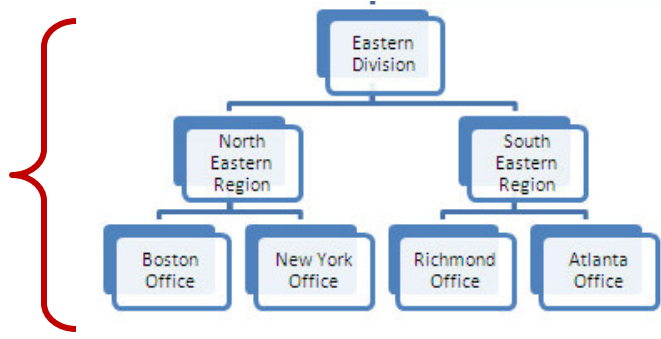
When Carmen looks at the User Administration main page, the top heading indicates that she can see users from all the units that make up the Eastern Division.

Thus, the page displays users from the Eastern Division **and** from all the branches directly below it: the North Eastern and South Eastern regions, and the Boston, New York, Richmond, and Atlanta offices.

2) How this works in <u>flat</u> administrative structure:

In an agency with a flat administrative structure, for purposes of ARCIS user administration there is only one branch: the Root. There are no branches below the Root.

Let's take the example of an administrator named Jonathan Spencer, who works for an agency with a flat administrative structure. Like all administrators and users in the agency, Jonathan is assigned to the Root.

When Jonathan looks at the User Administration main page, the top heading indicates that he can see users from all the units that make up the Root.

In fact, there are no units other than the Root. Jonathan sees all the users in the agency, all of whom belong to the Root.

5.2.2 Incomplete and Complete Profile Lists

The User Administration main page displays users in two lists: **Users With Incomplete Profiles** and **Users With Complete Profiles**.

- The **Users With Incomplete Profiles** list displays users who have not yet been assigned all of the necessary access rights.

  Users in this list cannot yet complete ARCIS forms. Typically, you should see only a few users (if any) in the **Users With Incomplete Profiles** list. (This list is discussed in more detail in section 5.8.)

- The **Users With Complete Profiles** list displays users who have been assigned all of the necessary access rights.

  Depending on the number of users whose profiles you are entitled to view, there may be many users in the **Users With Complete Profiles** list. If there are more users than will fit on one page, you can use the **Query** button to search for a specific user, or the arrow buttons to browse the list from page to page.

5.2.3 Columns

The lists on the User Administration main page are divided into columns that display various kinds of information about each user.

Some of the columns are self-explanatory, such as **Last Name, First Name, User ID,** and **Email.**

Other columns:

- **Primary Branch** is the main branch to which the user has been assigned for administrative purposes.

  Typically, you will need to assign a user to just one administrative branch. But it's possible to assign the user to more than one branch if circumstances require it—for example, if the user is an administrator who needs to administer users in two completely different parts of the agency. (For information about assigning users to administrative branches, see sections 5.4 and 7.1.)

- **Role** indicates whether the user is an ordinary user or an administrator.

  A user is anyone who has an ARCIS user ID. An administrator is a special type of user—one who has been given the extra capability of creating other users and modifying their profiles.

- **User Status** indicates whether the user is active or inactive.

  A user whose status has been set to "inactive" can no longer log in and use the ARCIS system.

  For information about inactivating a user, see section 6.4.2.

- **Approver** indicates whether the "Approver" box is checked in the user's profile. If a checkmark appears in the profile, it appears in this column as well.

  If the Approver box is checked, the user can approve other people's records transfer requests OR can submit his or her own records transfer requests without anyone else's approval.

Approver
✓
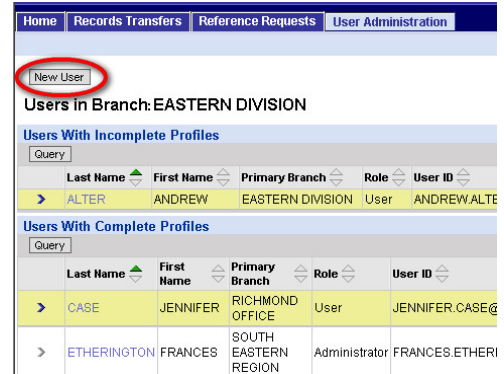
- **Last Modified by** shows the user ID of the person who last modified this user's profile.

Last Modified by
CARMEN.KING@SAMPLEAGENCY.GOV
CARMEN.KING@SAMPLEAGENCY.GOV

5.3 Creating a New User
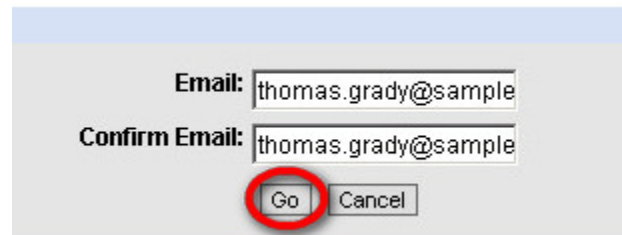
To create a new user, start from the User Administration main page.

1. Click **New User.**
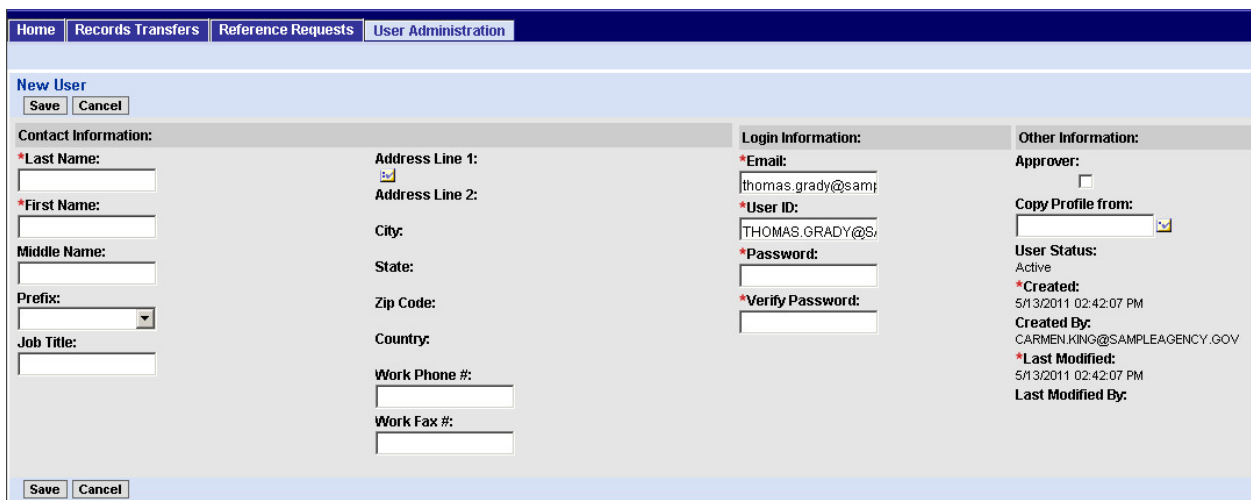
2. Enter the new user's email address, and confirm the email address. Then click **Go.**

The Basic User Information page opens. The email address and user ID are already filled in. (The user ID is the same as the e-mail address.)

3. In the first column of the **Contact Information** section, enter the user's last name and first name.

If you like, you may also enter a middle name, prefix, and job title. These three fields are optional.

4. In the second column of the **Contact Information** section, click the button to begin entering the user's address.

The **Contact Addresses** window opens. Since no addresses have been entered yet for this user, no addresses are listed in the window.

5. Click **New.**
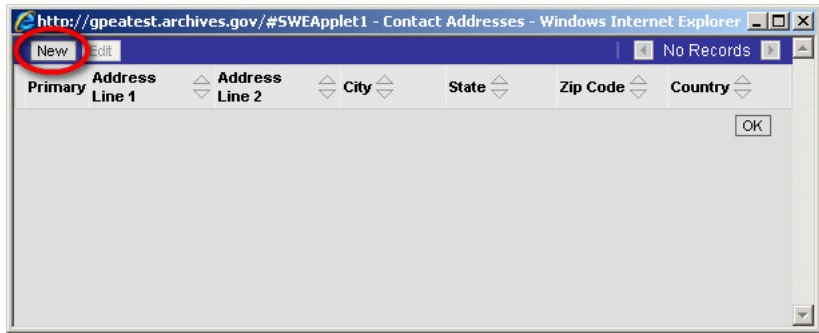
The **Enter Contact Address** window opens.

6. Enter the user's address, then click **Save.**
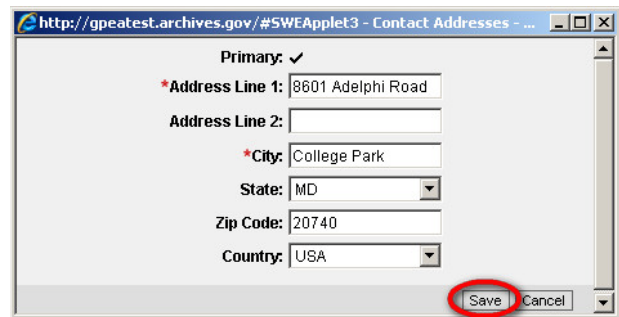
The address now appears in the **Contact Addresses** window.

7. If the user has only one address, skip to step **9**.

8. If the user has more than one address, repeat steps 5 and 6 as many times as necessary.

All of the addresses now appear in the **Contact Addresses** window. The first address you entered is marked as "primary."
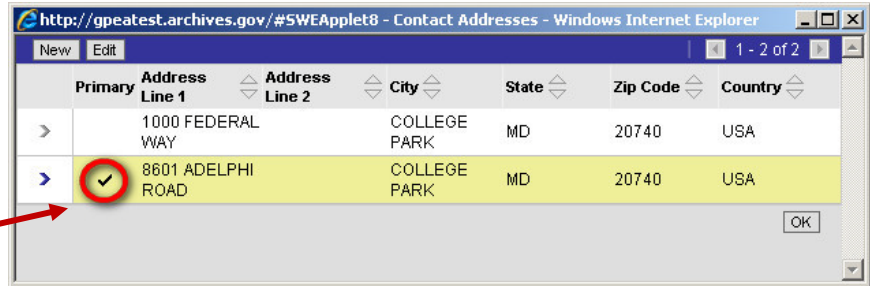
The primary address is the one that gets filled in automatically when the user starts work on an ARCIS form. (This is a convenience for the user. The user can change the address on the form if necessary.)

To mark a different address as "primary":

a) Click the arrow next to the desired address to select it.

The **Primary** checkbox will open up.
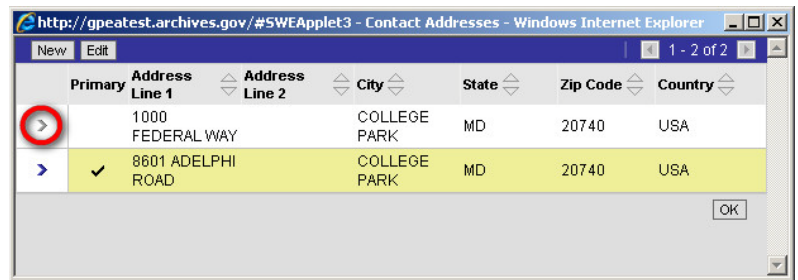
b) Click inside the **Primary** checkbox to put an arrow inside it.
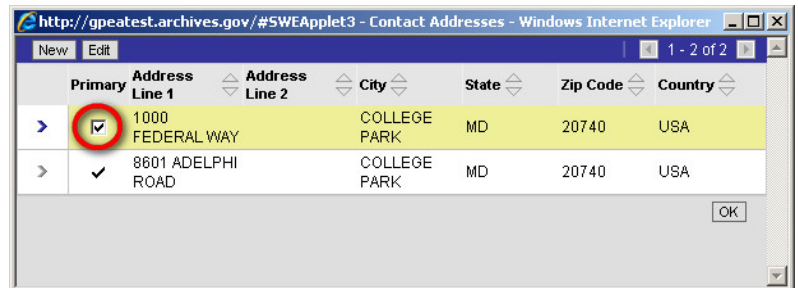
c) Click somewhere else in the window to remove the checkmark from the previous primary address.
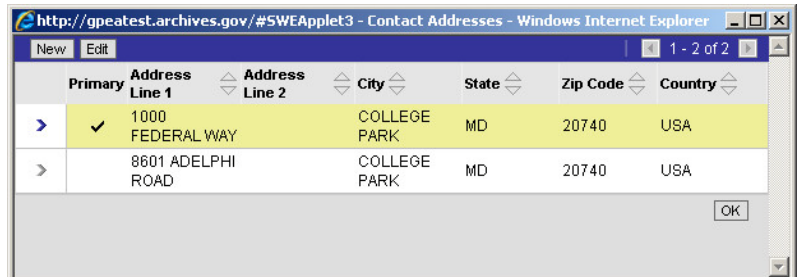
9. When you are finished entering addresses, click **OK** to return to the Basic User Information page.
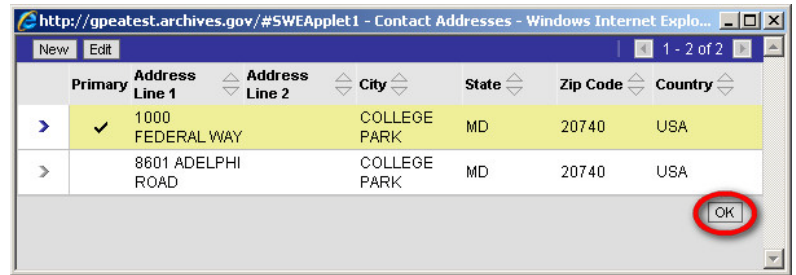
The address lines on the Basic User Information page are now filled in with the user's primary address.

10. Enter the user's phone number and fax number.

NOTE: These two fields are not required, but filling them in will save time for the user. The information entered here will be filled in automatically when the user begins work on a new form. (The user will be able to change the information on the form if necessary.)

Login Information:
*Email:
thomas.grady@samp

*User ID:
THOMAS.GRADY@S/

*Password:
••••••••

*Verify Password:
••••••••

11. In the **Login Information** column, enter a password for the user, and verify the password.

NOTE: Passwords must be **at least 8 characters long** and must contain **at least one upper-case letter, one number, and one special character** (such as @, #, $).

Please note that **the ampersand character (&) may NOT be used.**

Other Information:
Approver:
☑

Copy Profile from:
[   ] ☑

User Status:
Active

*Created:
5/16/2011 11:18:10 AM

Created By:
CARMEN.KING@SAMPLEAGENCY.GOV

*Last Modified:
5/16/2011 11:18:10 AM

Last Modified By:

12. In the **Other Information** column, check the **Approver** checkbox if this user can approve other people's records transfer requests OR can submit his or her own records transfer requests without anyone else's approval.

NOTE: To be able to approve other people's records transfer requests, the user **also** needs to have the APPROVE capability assigned. See section 5.6, "Assigning Capabilities."

Other Information:
Approver:
☑

Copy Profile from:
[   ] ☑

User Status:
Active

*Created:
5/16/2011 12:47:53 PM

Created By:
CARMEN.KING@SAMPLEAGENCY.GOV

*Last Modified:
5/16/2011 12:47:53 PM

Last Modified By:

Copy Profile is a time-saving feature. If you are creating a user whose profile will be very similar to that of an existing user, you can copy the profile of the existing user. Then you can make any modifications that may be necessary to tailor the profile for the new user.

This feature is described in section 5.9, "Copying a Profile." For now, we'll walk through the process of creating a user from scratch.

13. When you are finished filling out the basic information about the user, click **Save.**

The user has now been created. But the user cannot perform any tasks in ARCIS until he or she has a profile. The next sections of this guide will show how you to set up the profile by assigning a branch, access rights, and capabilities.

NOTE: If you decide you do not want to create this user after all, click **Cancel** instead of **Save.** The information you have entered will not be saved, and the user will not be created.

After the user has been created, you have two choices:

You can click **Done** to go to the Profile Setup/Summary page, where you can work on the parts of the profile in any order you want. The Profile Setup/Summary page is described in section 5.8.1 of this guide.
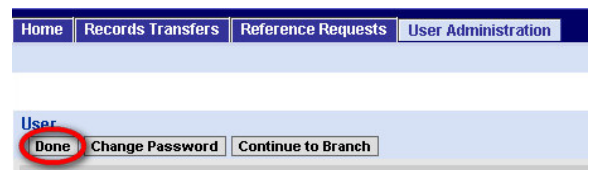
However, it's much simpler to **click "Continue to Branch" and let ARCIS lead you through the parts of the profile one by one.**
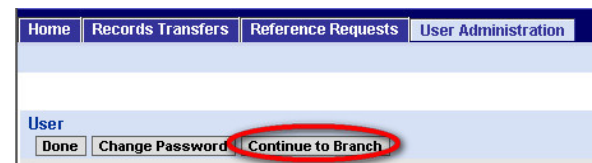
5.4 Assigning Administrative Branches

Sections 5.4.1 through 5.4.3 explore how branches work in an agency with a hierarchical administrative structure.

If your agency has a flat administrative structure, your task is easy. Skip to section 5.4.4.

5.4.1 Branch, Administrative Hierarchy, and the "Assign Branch" Page

"Branch" denotes the part of the agency to which the user is assigned for purposes of ARCIS user administration.

- For an ordinary ARCIS user, **the branch determines which administrators can view and modify that user's profile**.

  The profile can only be viewed and modified by administrators in the same part of the administrative structure.

- For an administrator, **the branch also determines where in the agency the administrator can create users and modify their profiles**.

  An administrator can only create users, and can only view and modify the profiles of users, in the same part of the administrative structure.

Let's take our hypothetical administrator, Carmen King. As described in section 5.2.1, Carmen works for an agency that has a hierarchical administrative structure in ARCIS. For purposes of ARCIS administration, she has been assigned the Eastern Division.
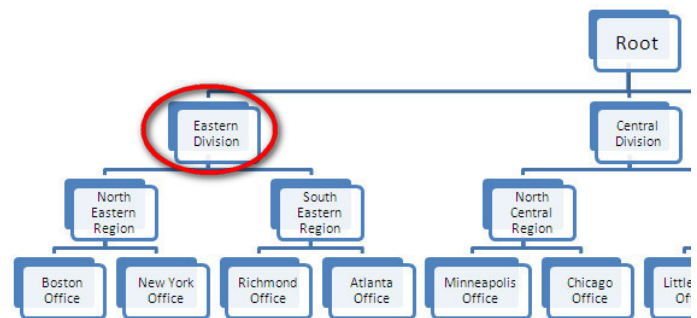
This means that Carmen can create users in the Eastern Division **and** in any of the units directly below it: the North Eastern and South Eastern Regions, and the Boston, New York, Richmond, and Atlanta offices. She can also view and modify the profiles of users in any of those units.
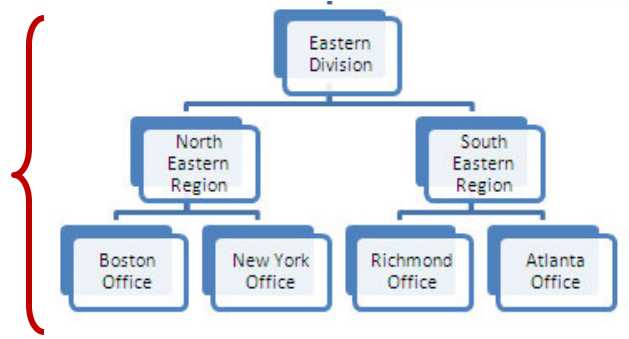
Now let's look at the **Assign Branch** page in ARCIS. It's divided into two lists: **Available Branches** and **Assigned Branches.**

Available Branches shows all the branches that are available for Carmen to assign to a user. This includes her own branch—the Eastern Division—and all the branches directly below it—the North Eastern and South Eastern Regions, and the Boston, New York, Atlanta, and Richmond Offices.

Assigned Branches shows the branches that have been assigned to the user. **The default selection is Carmen's own branch, the Eastern Division.** Carmen can change this selection if necessary.

Both lists provide some additional information about each branch, to help you keep track of where it fits in the administrative hierarchy. **(It's not crucial that you be aware of this information in order to assign branches.)**

For example, **Level** shows how high the branch is in the administrative hierarchy.

As seen in the diagram below, the Superadministrator's level is always Level 1, and the Root level is always Level 2. **The branches below the Root level start at Level 3.** In this sample agency, the divisions are Level 3, the regions are Level 4, and the offices are Level 5.
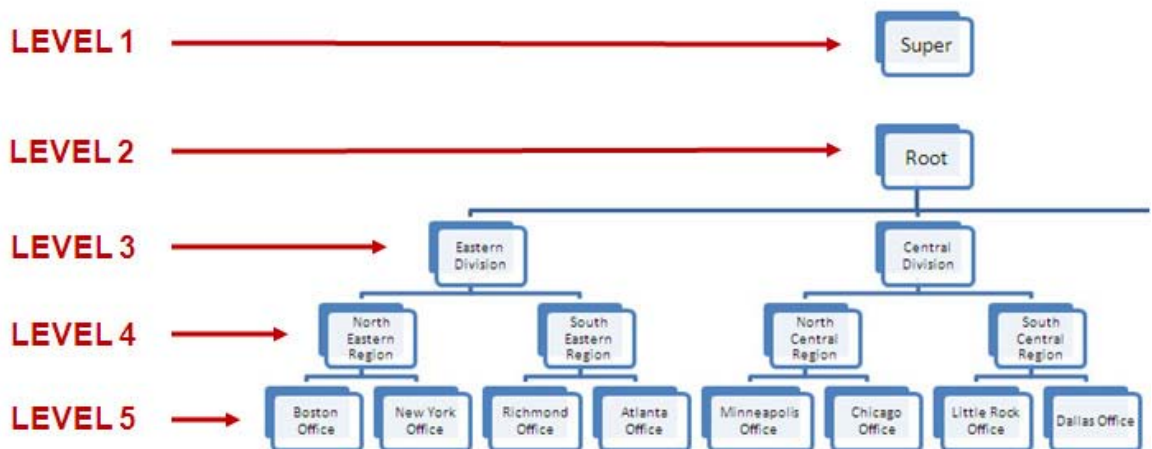
These same numbers can be seen in the **Level** column, where the Eastern Division is identified as Level 3, the North Eastern and South Eastern Regions are identified as Level 4, and the Boston, New York, Atlanta, and Richmond Offices are identified as Level 5.

Parent Branch indicates the branch that's directly above the listed branch.

As seen below, the Root is the parent of the Eastern Division, the Eastern Division is the parent of the North Eastern and South Eastern Regions, the North Eastern Region is the parent of the Boston and New York Offices, and the South Eastern Region is the parent of the Atlanta and Richmond Offices.

The next section of this guide provides step-by-step instructions on assigning a branch in an agency with a hierarchical administrative structure.

5.4.2 Assigning a Branch in a Hierarchical Agency

As described in the previous section, the assigned branch defaults to the administrator's own branch. In this example, administrator Carmen King is assigned to the Eastern Division, and so the assigned branch for new user Thomas Grady defaults to the Eastern Division.

If you want the user to be assigned your own branch, you don't need to do anything.

But in this example, administrator Carmen King intends to make Thomas Grady an administrator, and she wants him to administer users **only** in the North Eastern Region and below. She does **not** want him administering users in the South Eastern Region or its component offices.
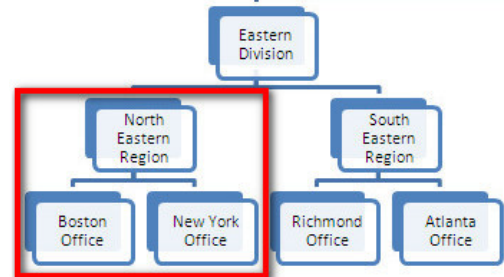
To assign a different branch:

1. In the **Available Branches** list, click the arrow next to the branch you want to assign.

   The branch will be highlighted to indicate that it's selected.

2. Click **Add Selected.**

The selected branch now appears in the user's list of assigned branches.

3. To set the new branch as "primary":

In the **Assigned Branches** list, click the arrow next to the branch to select it.

The branch will be highlighted to indicate that it's selected.

4. Click **Set Primary.**

The new branch is now designated as "primary."
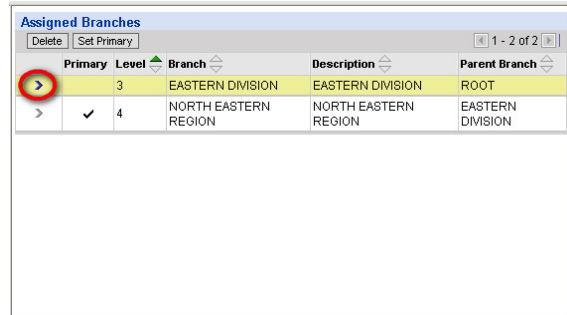
5. To remove the unwanted branch:

Click the arrow next to the unwanted branch to select it.
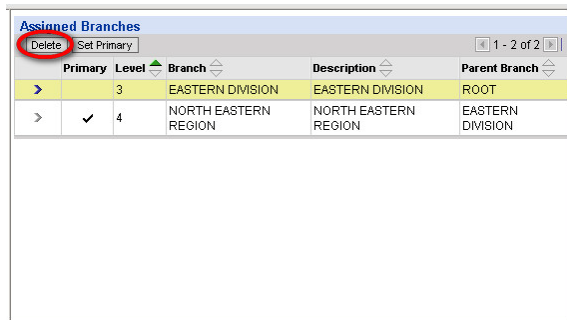
The branch will be highlighted to indicate that it's selected.

6. Click **Delete.**
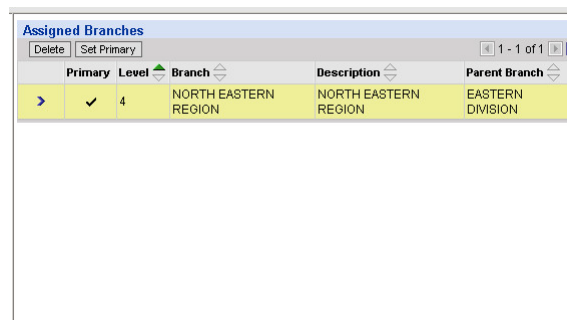
A message window will open.

7. Click **OK** to confirm that you want to delete the branch.

The unwanted branch is now gone from the list of assigned branches.

NOTE: You cannot delete a branch that is designated as "primary." In order to delete it, you must first set a different branch as "primary."

8. If you are done assigning branches, click **Continue to Records Center** to move on to the next part of the user's profile.

Branches are hierarchical. In other words, if you assign a branch to a user, the user gets administrative rights to that branch **and** all branches directly below it in the administrative hierarchy. **You do not need to assign the lower branches separately.**

In the example we've been using, Carmen King needs **only** to assign the North Eastern Region to Thomas Grady. She does **not** need to assign the branches below it.
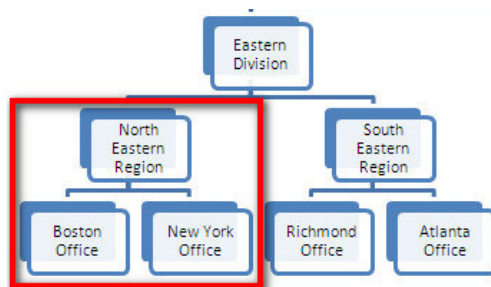
Later, when Thomas Grady's profile is complete and he logs in as an administrator to create other users, he will see all three branches in his **Available Branches** list. He will be able to assign any of those branches to a new user.

If you want someone to be able to administer users in two or more completely different parts of the agency, you can assign additional branches. See section 7.1, "Assigning Multiple Branches."

5.4.3 Assigning a Branch in a Flat Agency

If your agency has a flat administrative structure, your task is easy.

There is only one branch in your list of **Available Branches:** the Root.

This branch will appear automatically in the user's list of **Assigned Branches.** You don't need to do anything.

Click **Continue to Records Center** to move on to the next part of the user's profile.

5.5 Assigning Access Rights

There are four properties that control a user's access to your agency's records:

- **Records Center**
- **Record Group**
- **Charge Account**
- **Security Classification**

Each of these access rights is assigned in the same basic way, which is described in section 5.5.1, below. Some additional information about each access right is provided in the subsequent sections.

There is an optional property that some agencies may use to further control access to their records:

- **Agency Defined**

More information about "Agency Defined" is found in section 5.5.6 and 7.3.

5.5.1 Basic Procedure for Assigning Access Rights

Each page for assigning access rights has the same structure. The values that are available to be assigned appear in a list on the left. The values that have been assigned appear in a list on the right.

In the example above—from the Assign Records Centers page—no records centers have been assigned yet.

About available values:

The available values are the ones in the administrator's own profile. In other words, you can only assign a right to another user if you yourself have been assigned that right.

In this example, administrator Carmen King has been assigned five records centers—the ones in the eastern part of the country. She can assign any or all of these records centers to another user.

To assign available values:

1. In the list of available values, click the arrow next to the value you want to select.

   A box will appear in the **Selected** column.

2. If a checkmark doesn't automatically appear in the box, click the box to add the checkmark.

3. Repeat steps 1 and 2 until you've selected all the values you want to assign.

4. If you change your mind about a value, click the arrow next to it again.

If the checkmark doesn't automatically disappear from the box, click the box to remove the checkmark.

5. To quickly change all the unselected values to selected values and vice versa, click **Toggle All.**

This feature is helpful if you want to select or unselect all the items in a list. If you want to select all but one or two, click **Toggle All** to select them all, then unselect the one or two values you don't want.

6. When you have selected all the values you want to assign, click **Add Selected.**
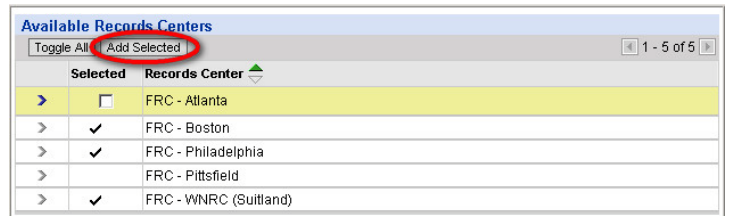
The selected values now appear in the user's list of assigned values.
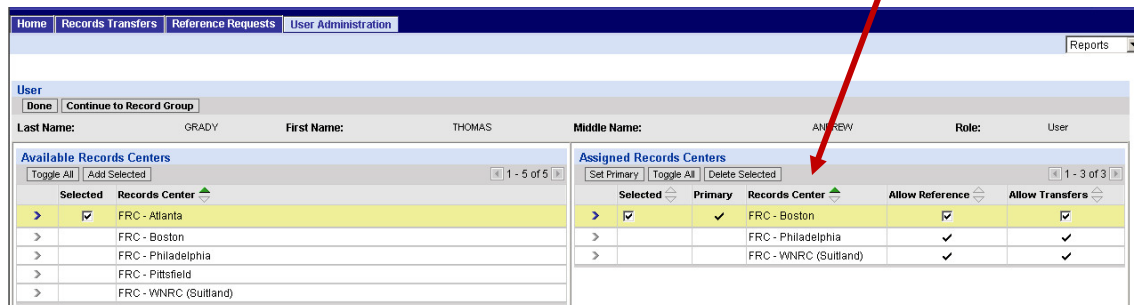
About primary values:

The first value assigned is marked as "primary." The primary value is the one that is automatically filled in for the user when the user begins work on a new ARCIS form, so it makes sense to set as primary the value that the user will need most often. This helps save time for the user. (The user will be able to change the value on the ARCIS form when necessary.)

To set a different value as primary:

1. In the list of assigned values, click the arrow next to the value you want to set as primary.

The value will be highlighted.

2. Click **Set Primary.**

The new value is now set as "primary."

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About "Allow Reference" and "Allow Transfers":

At the right side of the list of assigned values are two columns labeled **Allow Reference** and **Allow Transfers.**
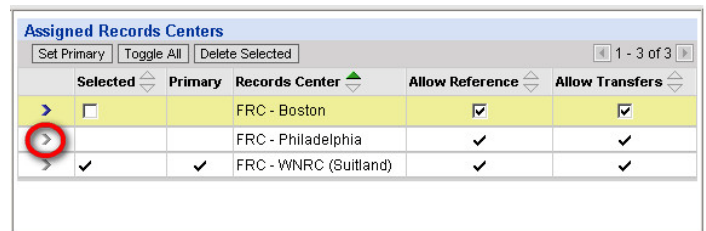
In the case of records centers, a checkmark in the **Allow Transfers** column means that the user can transfer records to that records center. A checkmark in the **Allow Reference** column means that the user can submit reference requests for records that were sent to that records center.
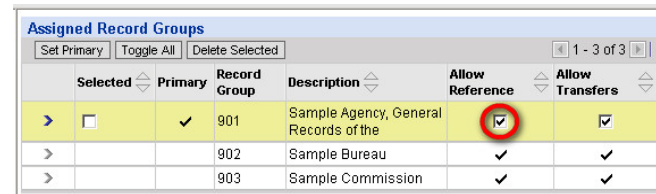
These columns allow you to fine-tune the access rights you grant to a user. For example, you might want a user to be able to request records from three records centers, but to be able to transfer records only to one records center.

When you assign a value, checkmarks will automatically appear in both columns. If necessary, you can adjust these checkmarks.

To adjust "Allow Reference" and "Allow Transfers":

1. In the list of assigned values, click the arrow next to the value you want to adjust.

The value will be highlighted, and the **Allow Reference** and **Allow Transfers** checkboxes will open up for editing.

2. Click in a box to either remove or add a checkmark.

About deleting assigned values:

If you change your mind about a value in the list of assigned values, you can delete it.

However, **you cannot delete the value that is marked as primary.** If you want to delete the value that is currently marked as primary, **you must first set a different value as primary.** Follow the steps described under **"To set a different value as primary."**

Apart from that, the procedure for deleting values is just like the procedure for assigning values.

To delete assigned values:

1. If the value you want to delete is marked as primary, set a different value as primary, following the steps described under **"To set a different value as primary."**

2. In the list of assigned values, click the arrow next to a value you want to delete.

   A box will appear in the **Selected** column.

3. If a checkmark doesn't automatically appear in the box, click the box to add the checkmark.

4. Repeat steps 2 and 3 until you've selected all the values you want to delete.

5. If you change your mind about a value, click the arrow next to it again.

If the checkmark doesn't automatically disappear from the box, click the box to remove the checkmark.

6. To quickly change all the unselected values to selected values and vice versa, click **Toggle All.**

This feature is helpful if you want to select or unselect all the items in a list. If you want to select all but one or two, click **Toggle All** to select them all, then unselect the one or two values you don't want.

7. When you have selected all the values you want to delete, click **Delete Selected.**

The selected values no longer appear in the user's list of assigned values.

When you are finished working on an access right:

When you are finished working on each of the access rights, click **Continue** to move on to the next part of the user's profile.
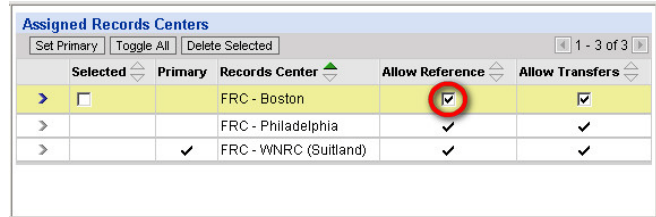
As mentioned at the beginning of section 5.5, the same basic steps are used to assign each of the access rights. A few specific details about each access right are provided in the following sections.

5.5.2 A Few Words about Records Centers
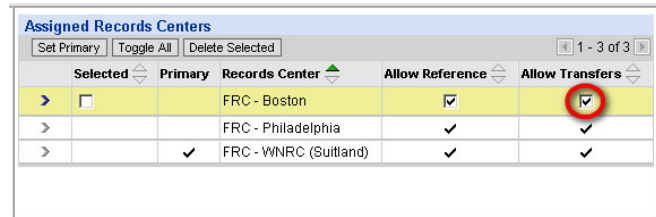
About "Allow Reference" and "Allow Transfers"

As mentioned in section 5.5.1, in the list of assigned records centers, a checkmark in the **Allow Reference** column means that the user can submit reference requests for records that were transferred to that records center.

A checkmark in the **Allow Transfers** column means that the user can transfer records to that records center.

5.5.3 A Few Words about Record Groups

About "Allow Reference" and "Allow Transfers"

In the list of assigned record groups, a checkmark in the **Allow Reference** column means that the user can submit reference requests for records that belong to that record group.

A checkmark in the **Allow Transfers** column means that the user can transfer records from that record group.

5.5.4 A Few Words about Charge Accounts

What Is a Charge Account?

A charge account identifies the organizational unit that gets billed for storing and servicing a transfer. Some agencies have only one charge account for the whole agency, but others have several charge accounts so that charges can be attributed to specific organizational units.

In ARCIS, Charge Accounts Are NOT "Hierarchical"

Unlike administrative branches, charge accounts in ARCIS are **not** hierarchical. In other words, assigning a certain charge account does **not** automatically give the user rights to charge accounts that may belong to units lower down in the organizational hierarchy. Each charge account must be assigned individually.
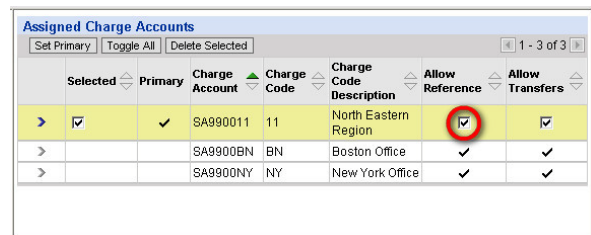
In the example at right, if administrator Carmen King wants to assign a user access rights to records from charge accounts SA990011 (North Eastern Region), SA9900BN (Boston Office), and SA9900NY (New York Office), she must assign each charge account individually. Assigning the charge account for the North Eastern Region does not automatically give the user rights to the charge accounts for the Boston and New York offices.

About "Allow Reference" and "Allow Transfers"

In the list of assigned charge accounts, a checkmark in the **Allow Reference** column means that the user can submit reference requests for records that get charged to that charge account.

A checkmark in the **Allow Transfers** column means that the user can transfer records that get charged to that charge account.

5.5.5 A Few Words about Security Classification

About the Values

The complete list of available values is seen at right.

There are 4 values for unclassified records, reflecting various combinations of storage requirements and special markings.

There are 12 values for classified records, reflecting various combinations of security levels and special markings.

	Selected	Security Classification	Security Level
Available Security Classifications			
Toggle All Add Selected			1 - 16 of 16
>	☐	Unclassified	Standard Storage
>		Unclassified	Restricted Storage
>		Unclassified	CUI/SBU - Standard Storage
>		Unclassified	CUI/SBU - Restricted Storage
>		Classified	Confidential
>		Classified	Confidential - SCI
>		Classified	Confidential - RD/FRD
>		Classified	Confidential - RD/FRD - SCI
>		Classified	Secret
>		Classified	Secret - SCI
>		Classified	Secret - RD/FRD
>		Classified	Secret - RD/FRD - SCI
>		Classified	Top Secret
>		Classified	Top Secret - SCI
>		Classified	Top Secret - RD/FRD
>		Classified	Top Secret - RD/FRD - SCI

For unclassified records:

- **Standard Storage** refers to standard FRC storage. Most records stored in FRCs are unclassified records stored in standard FRC storage areas.

- **Restricted Storage** refers to special vault-type storage areas. An agency may choose to have its unclassified records stored in vault-type storage for an additional fee.

- **CUI/SBU** refers to "Controlled Unclassified Information" (CUI), formerly known as "Sensitive But Unclassified" (SBU). For more information about CUI, see *http://www.archives.gov/cui/.*

For classified records:

- **Confidential, Secret,** and **Top Secret** are the three basic classification levels into which classified information falls.

- **SCI** stands for Sensitive Compartmented Information.

- **RD/FRD** stands for Restricted Data/Formerly Restricted Data.

In ARCIS, Security Classification Is NOT "Hierarchical"

Unlike administrative branches, security classification in ARCIS is **not** hierarchical. In other words, assigning a certain security classification does **not** automatically give the user rights to lower security classification levels. Each value must be assigned individually.

In the example at right, if administrator Carmen King wants to assign a user access rights for all unclassified records as well as for classified records up to the level of Top Secret, she must select each of those values. Assigning "Classified – Top Secret" does not automatically give the user access to records at lower levels of classification.

No "Primary" Value for Security Classification

Unlike other access rights (such as records center), security classification does **not** permit you to select a primary value.

That's because there is no such thing as a "default" security classification.

Security classification is never filled in automatically on an ARCIS records transfer form. Because of the importance of security classification, the user must always make a deliberate choice when identifying the security classification of a records transfer.

About "Allow Reference" and "Allow Transfers"

In the list of assigned security classifications, a checkmark in the **Allow Reference** column means that the user can submit reference requests for records that have that level of security classification.

A checkmark in the **Allow Transfers** column means that the user can transfer records that have that level of security classification.

Security classification is an area where this level of granularity may prove especially useful.

For example, you might have a user who does data entry for classified records transfers, so he needs to have "Allow Transfers" checked for various levels of classified records.

However, he is **not** authorized to submit reference requests for classified records, so he does have not have "Allow Reference" checked for any level of classified records.

Assigned Security Classifications

	Selected	Security Classification	Security Level	Allow Reference	Allow Transfers
>	☐	Unclassified	Standard Storage	☑	☑
>		Unclassified	Restricted Storage	✓	✓
>		Unclassified	CUI/SBU - Standard Storage	✓	✓
>		Unclassified	CUI/SBU - Restricted Storage	✓	✓
>		Classified	Confidential		✓
>		Classified	Secret		✓
>		Classified	Top Secret		✓

Toggle All Delete Selected   1 - 7 of 7

5.5.6 A Few Words about Agency Defined

If your agency is not using the Agency Defined field, "NONE" will appear in both the **Available Agency Defined** list and the **Assigned Agency Defined** list.

You need do nothing on this page. Simply click **Continue to Capability** to move on to the next part of the user's profile.

Home	Records Transfers	Reference Requests	User Administration

Reports

User
Done | Continue to Capability

Last Name:	GRADY	First Name:	THOMAS	Middle Name:	ANDREW	Role:	User

Available Agency Defined
Toggle All | Add Selected   1 - 1 of 1

	Selected	Agency Defined
>	☐	NONE

Assigned Agency Defined
Toggle All | Delete Selected   1 - 1 of 1

	Selected	Agency Defined
>	☐	NONE

If your agency *is* using the Agency Defined feature, see section 7.3, "Using the Agency Defined Field."

5.6 Assigning Capabilities

5.6.1 About Capabilities

As described in section 1.2, the capabilities assigned to a user determine exactly what tabs and links the user sees in ARCIS. Theses tabs and links in turn determine what pages a user can access and, therefore, what tasks a user can carry out.

The full list of available capabilities is seen at right.

All of these capabilities appear in an administrator's "Available Capabilities" list, whether or not the capabilities are assigned in the administrator's own profile.

For example, an administrator may never need to approve a records transfer, but may need to assign that capability to users who will need to approve records transfers.

All users automatically get the Basic capability, which allows them to view basic ARCIS pages, such as the home page, and to edit personal information, such as their password.

All other capabilities must be assigned.

There are six available Records Transfer capabilities.

There are three available Reference Requests capabilities.

The following page shows how the capabilities in the list relate to the links that a user sees.

5.6.2 How Transfer Capabilities Relate to Links

If a user has been assigned any Records Transfers capabilities, the Records Transfers tab will be visible, and the user will be able to access the Records Transfers menu page.

Here is how the six Records Transfers capabilities correspond to the links on the Records Transfers menu page. All possible links are seen on the page. **A user would see all of the links ONLY if all of the capabilities were assigned in the user's profile.**

5.6.3 How Reference Capabilities Relate to Links

If a user has been assigned any Reference Requests capabilities, the Reference Requests tab will be visible, and the user will be able to access the Reference Requests menu page.

Here is how the three Reference Requests capabilities correspond to the links on the Reference Requests menu page. All possible links are seen on the page. **A user would see all of the links ONLY if all of the capabilities were assigned in the user's profile.**

5.6.4 Assigning Transfer and Reference Capabilities

When you first visit the Assign Capabilities page, the Basic capability will already appear in the list of **Assigned Capabilities.**
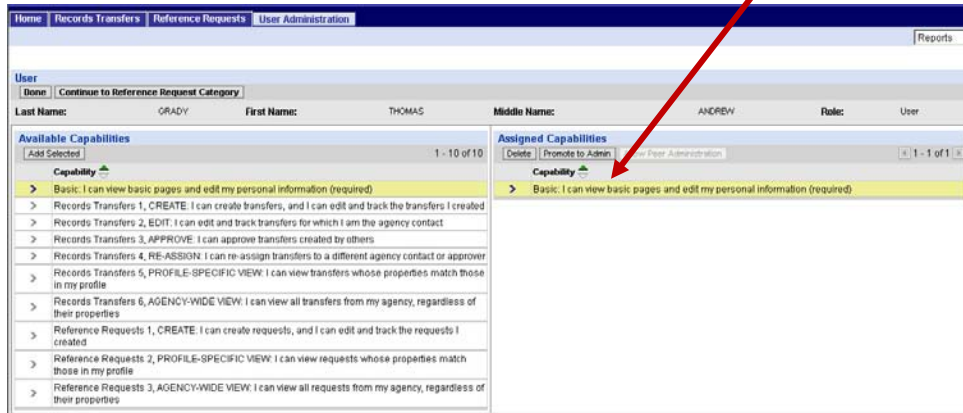
The Records Transfer and Reference Requests capabilities must be assigned to the user.

To assign capabilities:

1. In the **Available Capabilities** list, click the arrow next to the capability you want to assign.
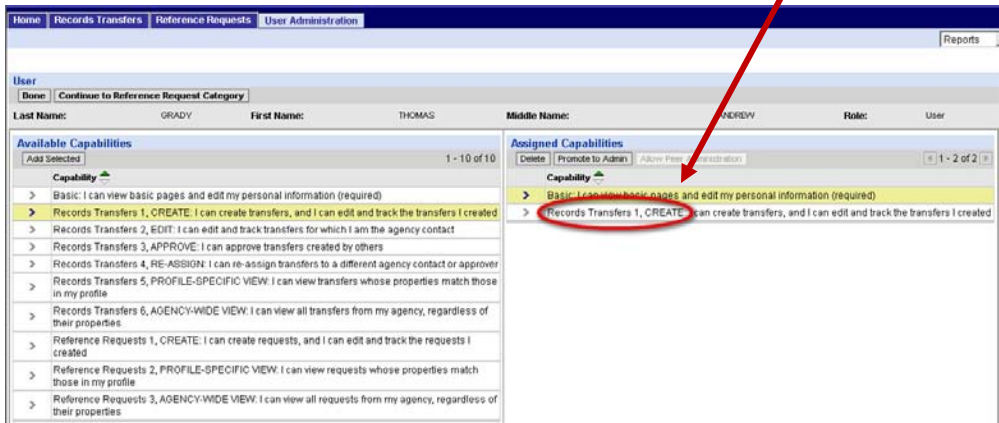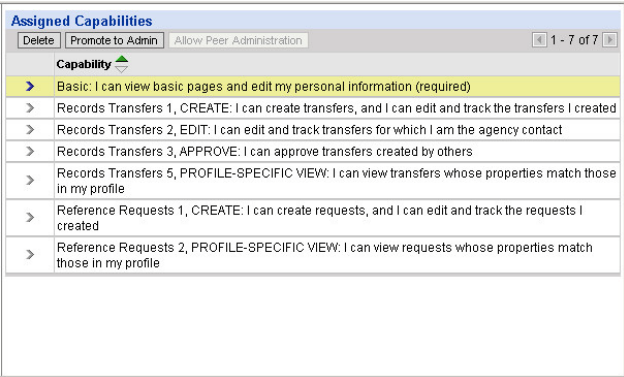
   The capability will be highlighted to indicate that it's selected.
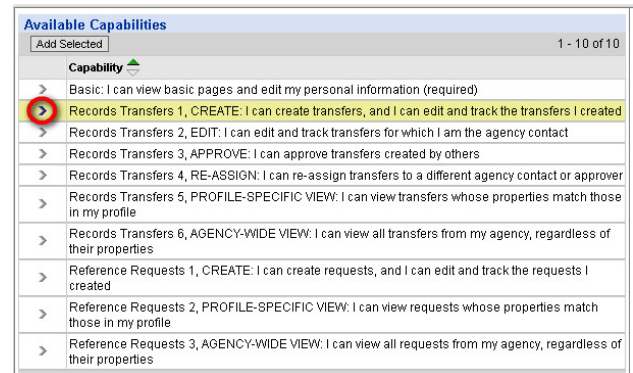
2. Click **Add Selected.**
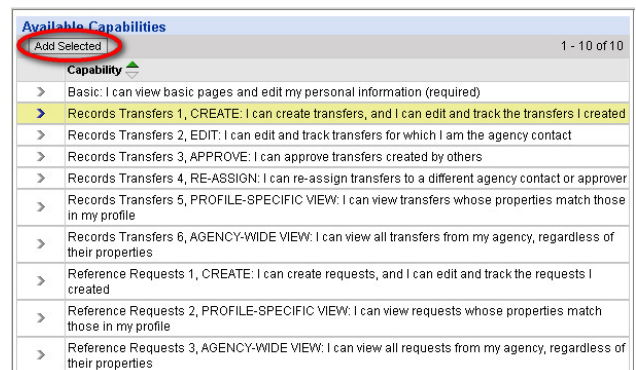
The selected capability now appears in the user's list of assigned capabilities.

3. Repeat steps 1 and 2 until you've assigned all the capabilities you want to assign.

NOTE: A user needs **both** an "Approver" checkmark on the Basic User Information page (see section 5.3, step 12), **and** the "Records Transfers 3: APPROVE" capability, in order to approve other users' transfers.
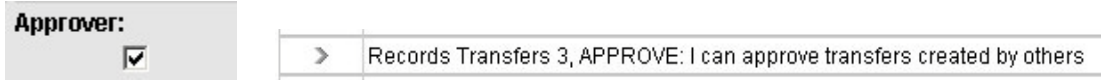
If a user has **just** the checkmark, the user can still submit his or her own transfers without anyone else's approval. **But** the user will not see the **APPROVE** link, and therefore will not be able to access the page from which he or she could approve transfers created by others.

To delete assigned capabilities:

1. In the **Assigned Capabilities** list, click the arrow next to the capability you want to delete.

   The capability will be highlighted to indicate that it's selected.
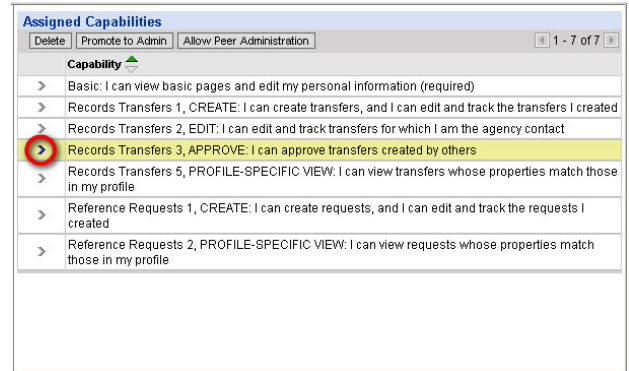
2. Click **Delete.**

   A message window will open.
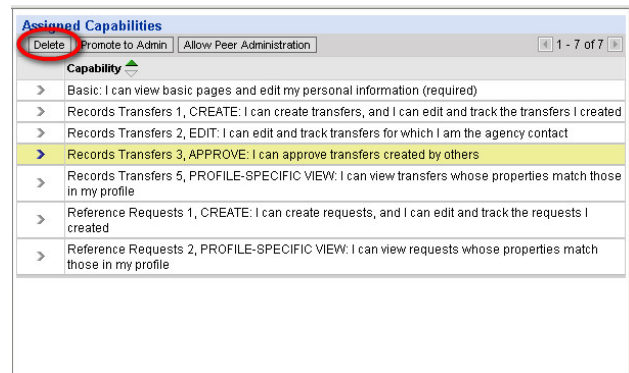
3. Click **OK** to confirm that you want to delete the capability.
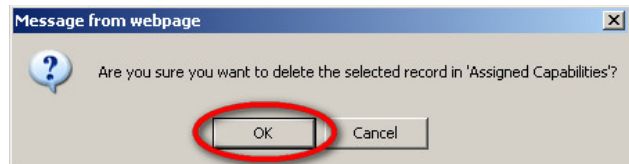
   The selected capability no longer appears in the user's list of assigned capabilities.
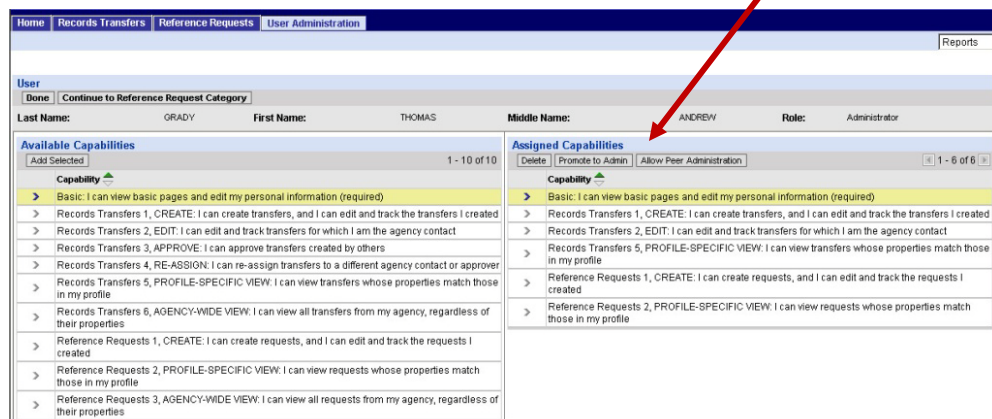
5.6.5 Promoting a User to Administrator

Turning an ordinary ARCIS user into an administrator—that is, someone who can create other users and administrators and modify their profiles—requires a special step. **Administrative capabilities do not appear in the list of available capabilities.**

To give a user the standard administrative capability, click **Promote to Admin,** above the list of assigned capabilities.
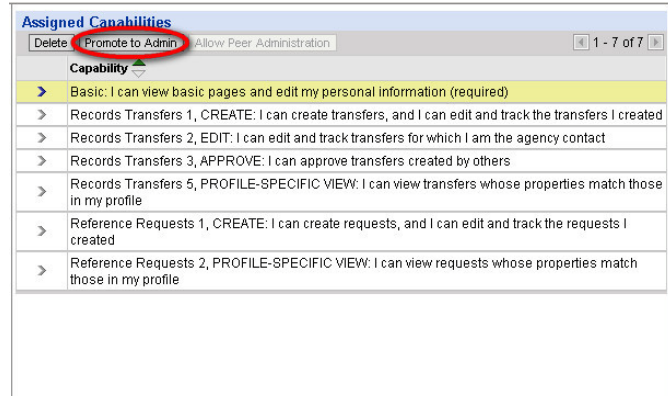
The capability "Administration 1, STANDARD" now appears in the list of assigned capabilities.
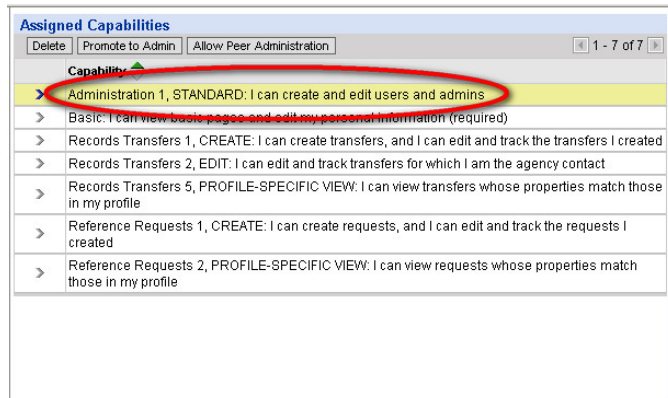
NOTE: If you yourself have been given only the standard administrative capability, you cannot create an administrator in your own administrative branch. You can only create administrators at levels lower than your own.

Let's take the example of Carmen King, who is a standard administrator assigned to the Eastern Division of her agency's administrative hierarchy. If she assigns user Thomas Grady to the Eastern Division, she will not be able to make him an administrator.
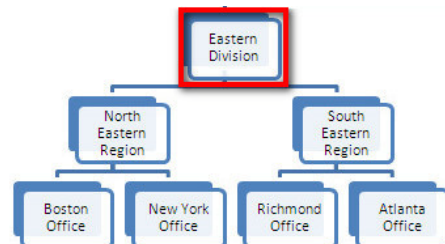
When she clicks **Promote to Admin**, she sees the following message:

You cannot promote this user to administrator.

In order to make Thomas an administrator, she has to assign him to a lower branch, such as the North Eastern Region, the South Eastern Region, or one of the local offices.
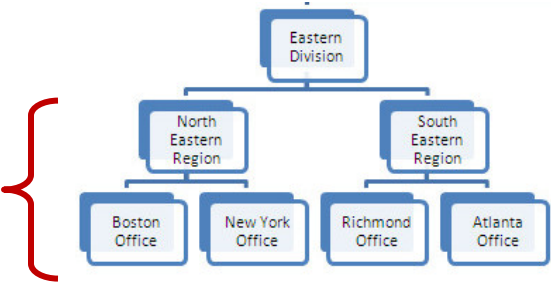

In order for an administrator to create or modify another administrator at his or her own level of the administrative hierarchy, the administrator needs to have the capability of doing peer administration, as described in section 5.6.6, below.

For more on the rules that govern what an administrator can and cannot do, see section 4.3, "Administrative Rules."

5.6.6 Allowing Peer Administration

Once a user has been promoted to administrator, the **Allow Peer Administration** button becomes available.

If you want an administrator to be able to create and modify other administrators at his or her own level of the administrative hierarchy, click **Allow Peer Administration.**
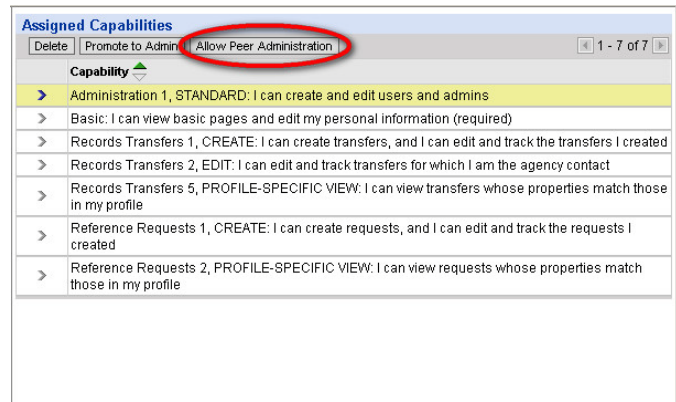
The capability "Administration 2, PEER ADMIN" now appears in the list of assigned capabilities.
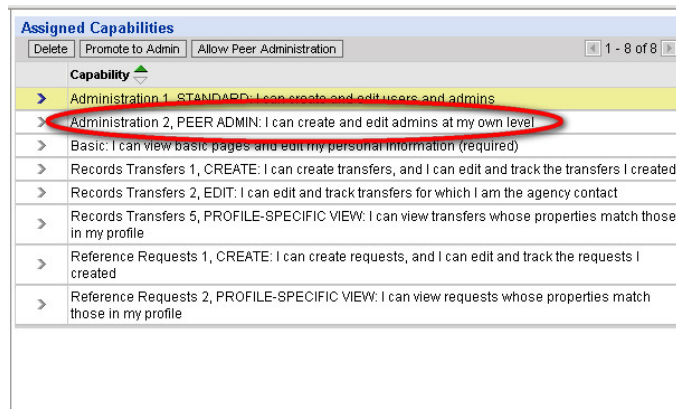
When you are finished assigning capabilities, click **Continue to Reference Request Category** to move on to the next part of the user's profile.
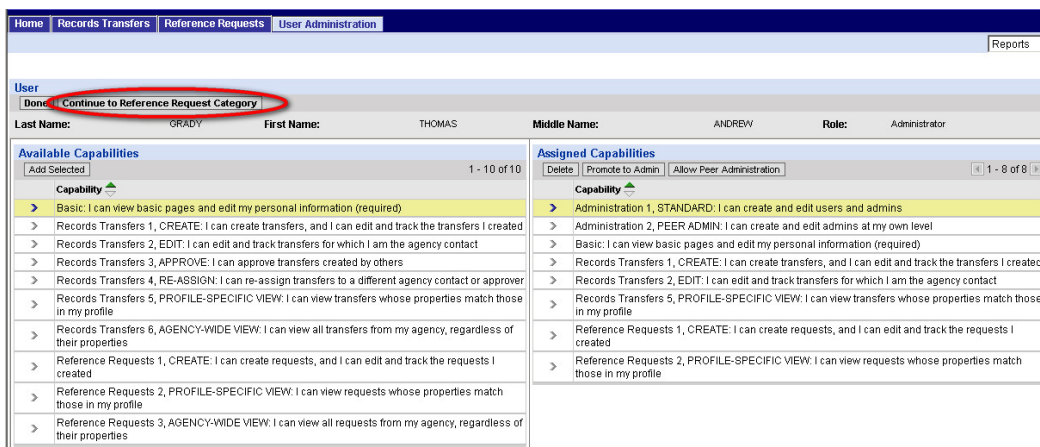
5.7 Assigning Reference Request Categories

As described in section 3.2.3, most agencies create and store records that are similar to each other in basic ways. When it comes to reference requests, these records fall into the category of **General Reference.**

A few agencies store highly specialized records, such as tax returns, Treasury checks, or money orders. These records fall into their own categories.

If you are creating a user who will submit reference requests, you must specify the category or categories of records the user is allowed to request.

The entire list of possible reference request categories is seen at right. No one agency would have all of these categories available.

A category will appear in the **Available Reference Request Categories** list only if your agency creates and stores that type of records.

Many agencies will have only one category available: General Reference.
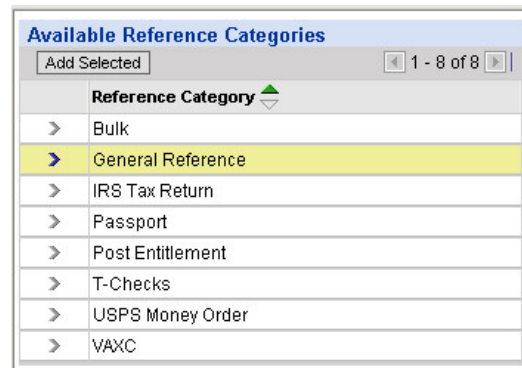
To assign reference request categories:

1. In the list of available reference request categories, click the arrow next to the category you want to assign.

The category will be highlighted to indicate that it's selected.
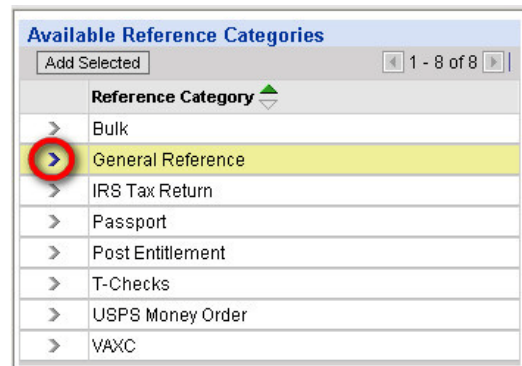
2. Click **Add Selected.**
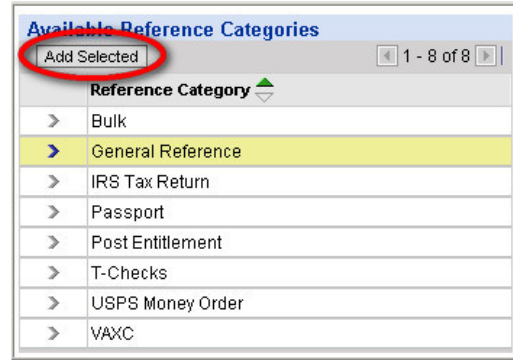
The selected reference request category now appears in the user's list of assigned reference request categories.
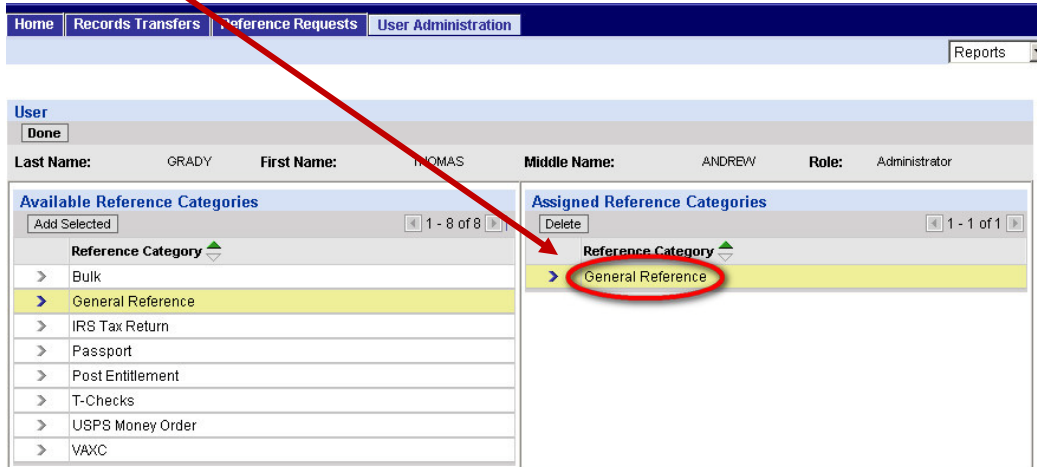
3. Repeat steps 1 and 2 until you've assigned all the categories you want to assign.
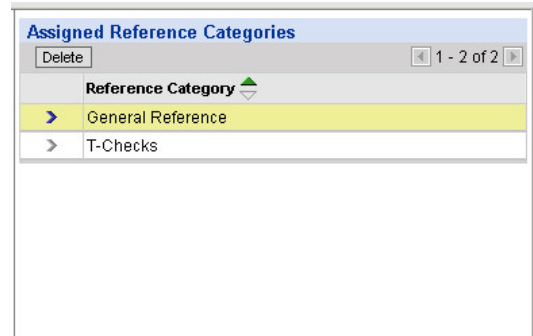
To delete assigned reference request categories:

1. In the list of assigned reference request categories, click the arrow next to the category you want to delete.

The category will be highlighted to indicate that it's selected.
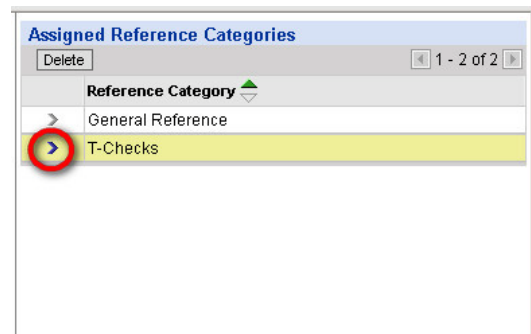
2. Click Delete.
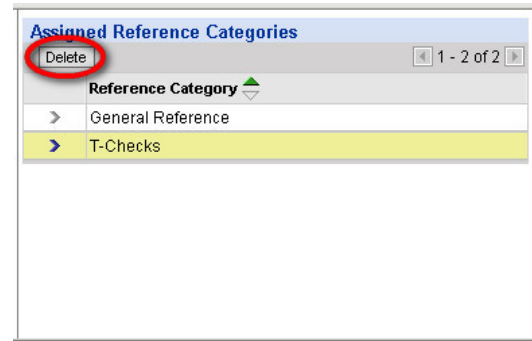
A message window will open.

3. Click OK to confirm that you want to delete the category.
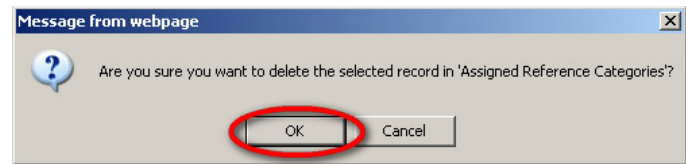
The selected capability no longer appears in the user's list of assigned reference request categories.
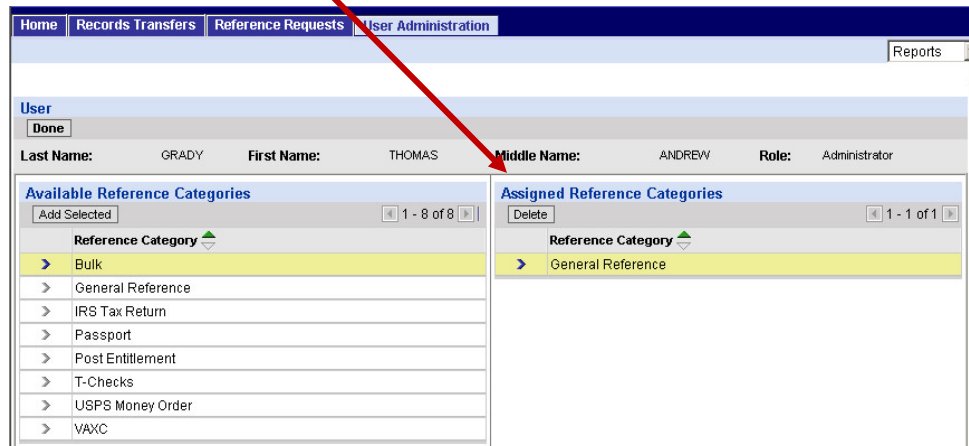
You have reached the last part of the user's profile; there is no part to continue on to, so there is no "Continue" button. Click **Done** to go to the Profile Setup/Summary page, where you can review and validate the profile.
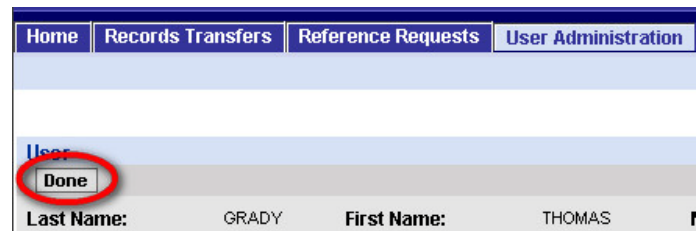
5.8 Completing the Profile

5.8.1 Reviewing the Profile (The Profile Setup/Summary Page)

On any of the pages where you assign values to a user's profile, clicking **Done** (instead of **Continue**) takes you to the **Profile Setup/Summary** page.

This page is divided into three sections.

The **User** section displays the user's name and role.

The **Profile Setup** section contains links that take you back to the screens where you assigned values to the various parts of the user's profile.

The **Profile Summary** section displays all the values that are currently assigned to all the parts of the user's profile.

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Personal Profile   Log Ou

Home | Records Transfers | Reference Requests | User Administration

Reports

User

Done

| Last Name: | GRADY | First Name: | THOMAS | Middle Name: | ANDREW | Role: | Administrator |

Profile Setup

* Basic User Information   * Record Group   * Agency Defined
* Branch   * Charge Account   * Capability
* Records Center   * Security Classification * Reference Request Category

Profile Summary

Assigned Branches   1 - 1 of 1

	Primary	Level	Branch	Description
>	✓	4	NORTH EASTERN REGION	NORTH EASTERN REGION

Assigned Security Classifications   1 - 7 of 7

	Security Classification	Security Level	Allow Reference	Allow Transfers
>	Unclassified	Standard Storage	✓	✓
>	Unclassified	Restricted Storage	✓	✓
>	Unclassified	CUI/SBU - Standard Storage	✓	✓
>	Unclassified	CUI/SBU - Restricted Storage	✓	✓
>	Classified	Confidential		✓
>	Classified	Secret		✓
>	Classified	Top Secret		✓

Assigned Records Centers   1 - 3 of 3

	Primary	Records Center	Allow Reference	Allow Transfers
>	✓	FRC - Boston	✓	✓
>		FRC - Philadelphia	✓	✓
>		FRC - WNRC (Suitland)	✓	✓

Assigned Agency Defined   1 - 1 of 1

	Agency Defined
>	NONE

Assigned Record Groups   1 - 3 of 3

	Primary	Record Group	Description	Allow Reference	Allow Transfers
>	✓	901	Sample Agency, General Records of the	✓	✓
>		902	Sample Bureau	✓	✓
>		903	Sample Commission	✓	✓

Assigned Capabilities   1 - 8 of 8

	Capability
>	Administration 1, STANDARD: I can create and modify users and admins
>	Adminstration 2, PEER ADMIN: I can create and modify admins at my own level
>	Basic: I can view basic pages and edit my personal information (required)
>	Records Transfers 1, CREATE: I can create transfers, and I can edit and track the transfers I created
>	Records Transfers 2, EDIT: I can edit and track transfers for which I am the agency contact
>	Records Transfers 5, PROFILE-SPECIFIC VIEW: I can view transfers whose properties match those in my profile
>	Reference Requests 1, CREATE: I can create requests, and I can edit and track the requests I created
>	Reference Requests 2, PROFILE-SPECIFIC VIEW: I can view requests whose properties match those in my profile

Assigned Charge Accounts   1 - 3 of 3

	Primary	Charge Account	Charge Code	Charge Code Description	Allow Reference	Allow Transfers
>	✓	SA990011	11	North Eastern Region	✓	✓
>		SA9900BN	BN	Boston Office	✓	✓
>		SA9900NY	NY	New York Office	✓	✓

Assigned Reference Categories   1 - 1 of 1

	Reference Category
>	General Reference

Contact ARCIS

Use the "Profile Summary" section to review all of the assignments you've made and see whether anything is incorrect or missing.

If you need to make any adjustments, you can click any of the links in the **Profile Setup** section to go back to that part of the user's profile, where you can add or delete values as necessary.

5.8.2 Validating the Profile

When you are satisfied with the user's profile, click **Done.**

ARCIS will validate the profile. That is, ARCIS will check to make sure that all access rights have been assigned.
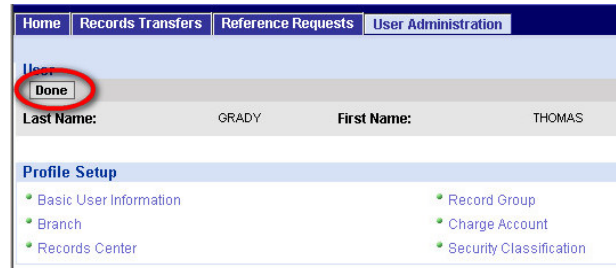
NOTE: It's important to always click "Done" when you are finished with the Profile Setup/Summary page. Do not leave the page by simply clicking one of the tabs at the top of the page.

If you do not click "Done," ARCIS will not validate the profile, and the user may end up in the "Users With Incomplete Profiles" list even though all access rights have been assigned.

If the user's profile is complete:

If all access rights have been assigned, you'll return to the **User Administration** main page, and the user will appear in the **Users With Complete Profiles** list.

If the user's profile is incomplete:

If all access rights have **not** been assigned, you'll see an alert message, letting you know what access rights are missing.

Click **OK.** You'll return to the **User Administration** main page, and the user will appear in the **Users With Incomplete Profiles** list.

The user will remain in **Users With Incomplete Profiles** list until all of the access rights are assigned. To continue working on the user's profile, click the user's last name to return to the **Profile Setup/Summary** screen.

5.9 Copying a Profile

If you are creating a new user whose profile will be very similar to that of an existing user, you can save time by copying the profile of the existing user. Then you can make any modifications that may be necessary to tailor the profile for the new user.

To copy a profile:

1. Begin creating the new user following the steps outlined in section 5.3, "Creating a New User."

2. After completing step 12, click the ⊡ button next to the **Copy Profile from** field.

A window opens listing all the existing users whose profiles you are entitled to view:

3. If the user whose profile you want to copy is not visible on the first page of names, use the **Query** button or the **Find** fields to search for the user, or use the arrow buttons to browse from page to page.
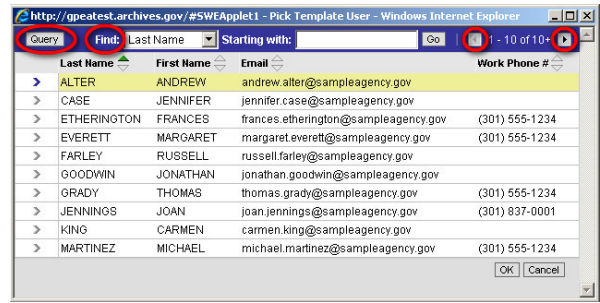
4. When you locate the user whose profile you want to copy, click the arrow next to the user's name, then click **OK.**
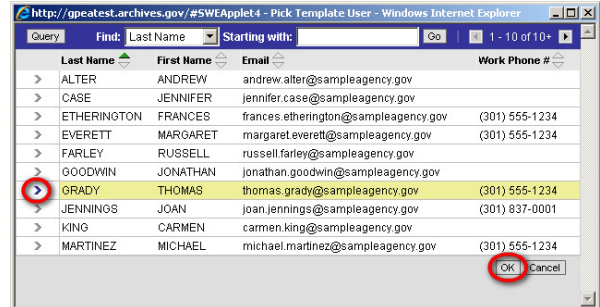
The existing user's name now appears in the **Copy Profile from** field for the new user.

5. Click **Save** to create the new user.

6. Then click **Done**.

You'll go to the **Profile Setup/Summary** page:

In the **Profile Summary** section, you can review the values that have been assigned to the new user. The branch, access rights, capabilities, and reference request categories will all have been copied from the profile of the existing user.

NOTE: **Administrative capabilities are NOT copied.** If you want the new user to be an administrator, you'll need to promote the user separately. See section 5.6.5, "Promoting a User to Administrator."

If you need to make any adjustments to the new user's profile, you can click any of the links in the **Profile Setup** section to go to that part of the profile, where you can add or delete values as necessary.
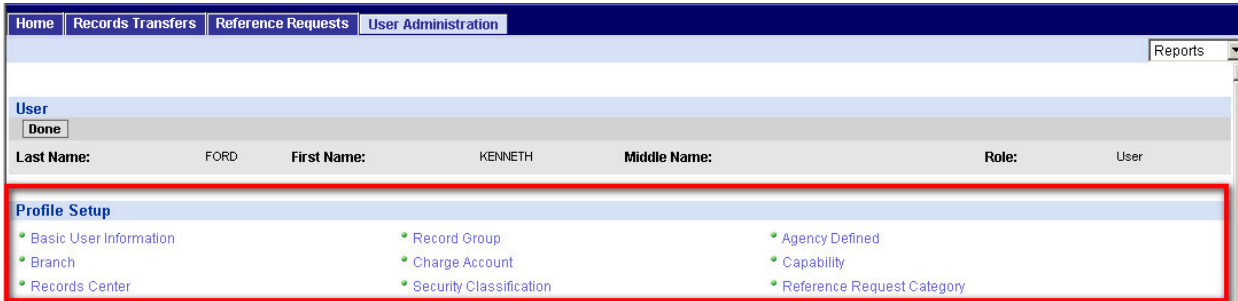
When you are satisfied with the user's profile, click **Done.**
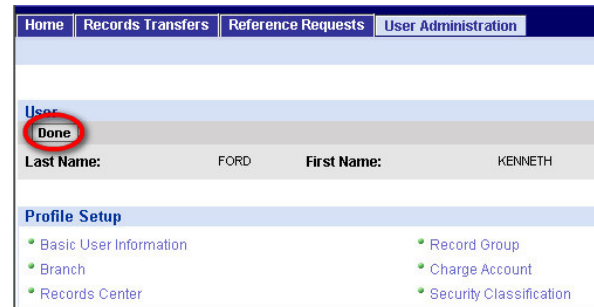
NOTE: It's important to always click "Done" when you are finished with the Profile Setup/Summary page. Do not leave the page by simply clicking one of the tabs at the top of the page.

For more information, see section 5.8.2, "Validating the Profile."

Chapter 6

Modifying Users

6.1 What Users Can You Modify?

As explained in section 5.2.1., the User Administration main page lists all the users whose profiles you are entitled to **view.** This includes **all users in your administrative branch AND in any branches directly below it.**

In the example at right, the administrator has been assigned to the Eastern Division, and she can view users from all the units that make up the Eastern Division, including the North Eastern and South Eastern regions and the Boston, New York, Richmond, and Atlanta offices.

You can modify the profiles of all or a subset of the users listed on the User Administration main page, according to the following rules:

1. You can modify the profile of **any ordinary user** in this list.

2. You can modify the profile of another **administrator** in this list **only** if that administrator is assigned to a branch **below your level** (unless the exception noted in rule 3 applies).

3. If you have been given the capability of doing **peer administration,** you can modify the profile of **any administrator** in this list
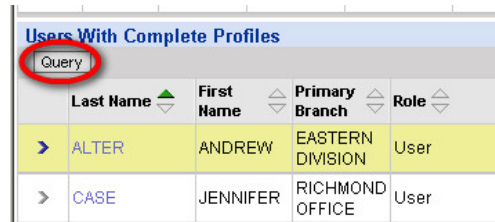
(For more details about the rules that govern user administration, see section 4.3, "Administrative Rules.")

These rules apply whether or not you originally created the user's profile. In other words, you can modify the profile of a user you didn't create, as long as that person is in your administrative "chain of command."

6.2 Finding a Specific User

If you administer a branch with many users, there may be more users than can be displayed on the User Administration page at one time.
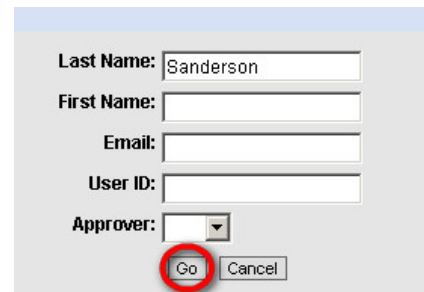
If so, you can query to quickly find the user you want to modify. Click the **Query** button.
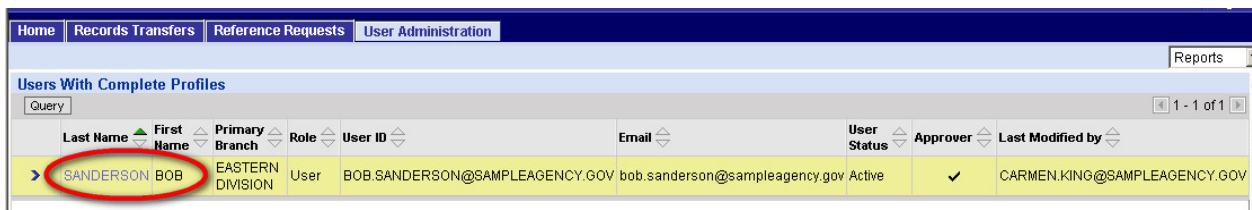
Enter information into any one or more of the query fields, then click **Go.**

You'll see a list of all the users that match your query criteria. In this case, it's just one user:

You can also use the arrow buttons at the top right of the list of users to browse through the list from page to page.
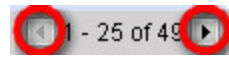
6.3 Viewing the Profile

Once you find the user you want to modify, click the user's last name.

You'll go to the **Profile Setup/Summary** page.

In the **Profile Summary** section, you can review the values that are currently assigned to all the parts of the user's profile.

(For more information on the **Profile Setup/Summary** page, see section 5.8.1, "Reviewing the Profile (The Profile Setup/Summary Page)".)

If you do not have the right to **modify** this user's profile, you'll see this message in the **Profile Setup** section.
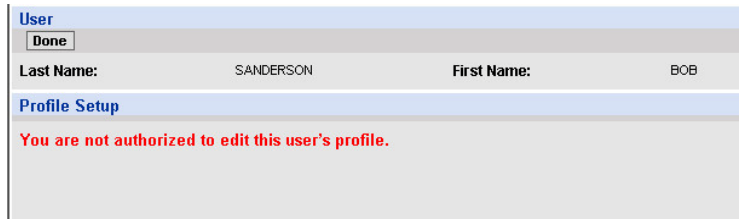
Otherwise, you'll see the full **Profile Setup** section, including the links to the pages where you can modify the various parts of the user's profile.
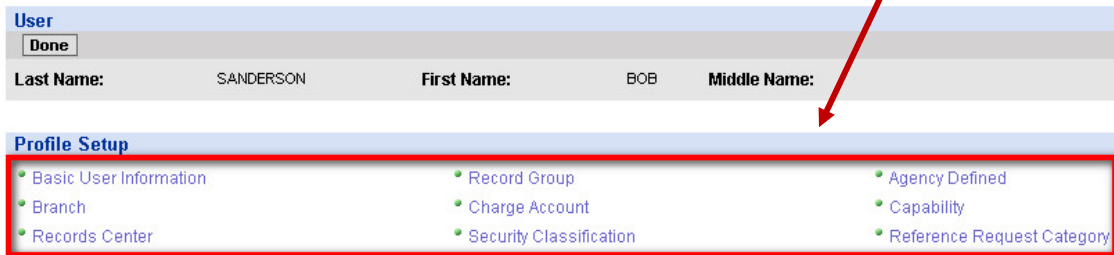
6.4 Modifying the Profile

Modifying a profile is very much like setting up a profile:

- Click any of the links in the **Profile Setup** section to go directly to that part of the user's profile.

- Add or delete branches, access rights, capabilities, and reference request categories following the instructions in sections 5.4, 5.5, 5.6, and 5.7 of this manual.
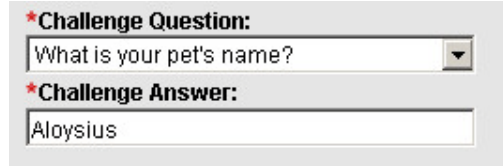
   NOTE: You can only assign access rights that you yourself have been assigned. If you modify a profile created by another administrator, it's possible that administrator may have assigned the user access rights different from those that you can assign. And you may be able to assign rights other than those that the original administrator assigned.

A couple of specific kinds of profile modification are described on the following pages.

6.4.1 Changing a User's Password

You may need to reset a user's password if the user forgets the password and/or gets locked out of the system for too many unsuccessful login attempts.

NOTE: If the user has set a challenge question and answer in his or her personal profile, ARCIS can automatically verify the user's identity and reset a forgotten password. You might want to encourage your users to set a challenge question and answer. For more information, see the **ARCIS Basics** manual.)

To change a password:
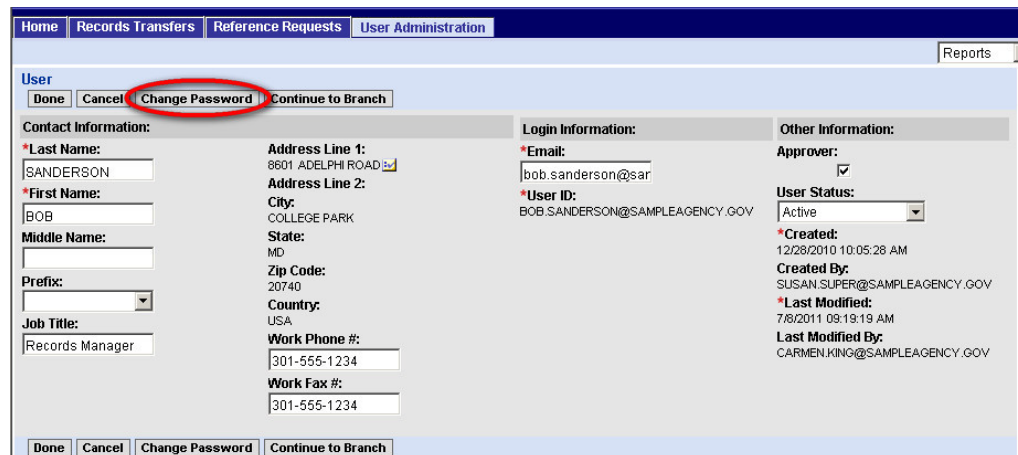
1. In the **Profile Setup** section of the **Profile Setup/Summary** page, click **Basic User Information.**

The Basic User Information page opens.

2. Click **Change Password.**
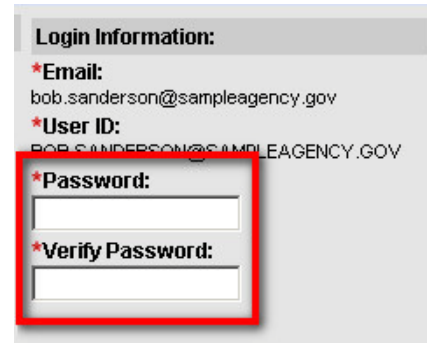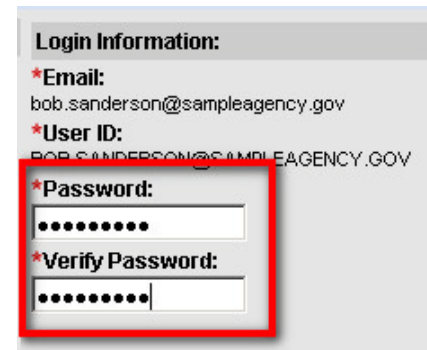
In the **Login Information** section of the page, the password fields will appear.

3. Enter and verify a new password.
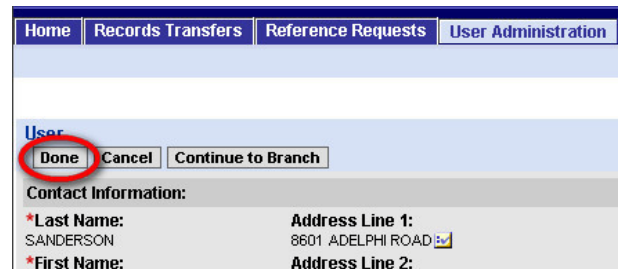
NOTE: Passwords must be **at least 8 characters long** and must contain **at least one upper-case letter, one number, and one special character** (such as @, #, $).

Please note that **the ampersand character (&) may NOT be used.**

4. Click **Done.**

6.4.2 Inactivating a User

You may need to inactivate a user if, for example, the user leaves your agency or no longer has permission to work in ARCIS.

When you inactivate a user, the user's status is set to "Inactive" and the user's password is scrambled. The user will no longer be able to log in to ARCIS, and the user will no longer appear in lists from which other users select contacts or approvers.
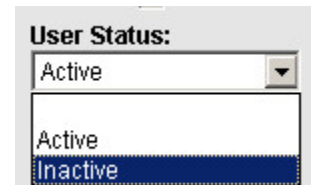
To inactivate a user:

1. In the **Profile Setup** section of the **Profile Setup/Summary** page, click **Basic User Information.**
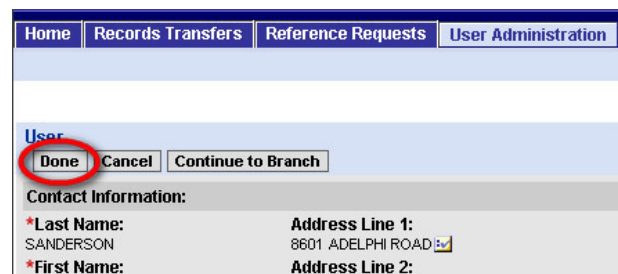
    The Basic User Information page opens.

2. Click the ▾ next to the **User Status** field, then select "Inactive" from the drop-down list.
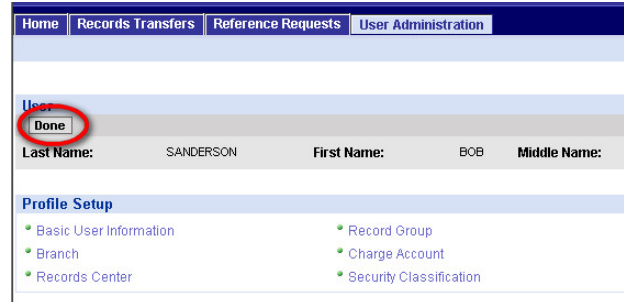
3. Click **Done.**

6.5 Completing the Modification

Completing a modified profile is very much like completing a newly created profile.

When you are satisfied with the user's profile, click **Done** on the **Profile Setup/Summary** page.

NOTE: It's important to always click "Done" when you are finished with the Profile Setup/Summary page. Do not leave the page by simply clicking one of the tabs at the top of the page.

For more information, see section 5.8.2, "Validating the Profile."