Corporate Information Systems

http://www.sussex.ac.uk/its/help/bishelp.php

University of Sussex

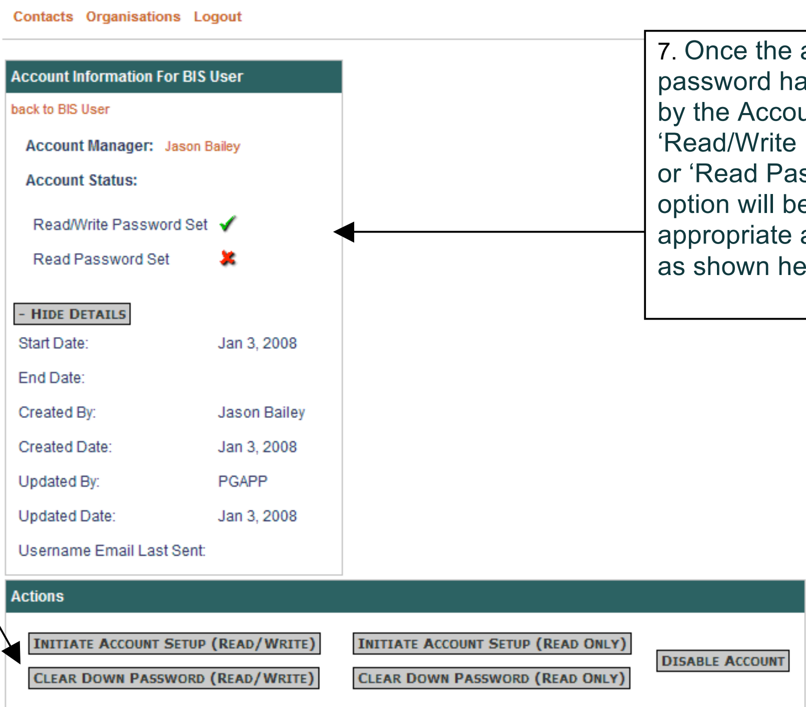
Off-site Contacts System - Account Management FAQ

The account management features of the Off-site Contacts System control access to the PG Application system by Sussex representatives.

A new agency is working for us, what do I do to get them access to the PG Application system?

1. Create an organisation record for the agency in the Off-site Contacts System
2. Create a contact for that organisation who is able to act as the Account Manager (the person responsible for managing the account the agency uses to submit applications to the University of Sussex and who will receive official communications from the University regarding passwords)
3. The account manager role is assigned by clicking on the ‘set as account manager’ link next to their name in the organisation record
4. Click on the Manage Account link against the Account Manager’s name in the organisation record to access the account management facilities
5. Click the ‘Email new Read/Write password’ or ‘Email new Read password’ button to send an email to the Account Manager prompting them to complete the account activation process.
6. Clicking these buttons will complete the Username Email Last Sent date in the Show/Hide details section of the account management screen.
7. Once the account password has been set up by the Account Manager, the ‘Read/Write Password Set’ or ‘Read Password Set’ option will be ticked as appropriate and will appear as in the illustration below.

6. Clicking these buttons will complete the Username Email Last Sent date in the Show/Hide details section of the account management screen



7. Once the account password has been set up by the Account Manager, the ‘Read/Write Password Set’ or ‘Read Password Set’ option will be ticked as appropriate and will appear as shown here

What do the account management buttons do?

1. **Initiate Account Set Up (Read/Write)**
   Sends an email to the Account Manager – this is the start of the secure account creation process.
2. **Clear down password (Read/Write)**
   Sets the existing password to null and sends an email to the Account Manager which enables a new read/write password to be created.
3. **Initiate Account Set Up (Read only)**
   As in number 1 above but for Read only passwords
4. **Clear down password (Read only)**
   As in number 2 above but for Read only passwords
5. **Disable/Enable**
   Disable will end date the account, preventing users from logging in.
   Enabling will reverse this process (retaining the previous password). You will only see the Enable option if the account has previously been disabled.

What do I do when I'm notified that an Account Manager has left?

Set up a new account manager and clear down the account password

OR

1. Click the Disable button to close the account completely until a new account manager arrives
2. Then set up the new account manager and clear down the account password

What do I do when notified that a member of staff has left who knows one or both of the passwords?

Reset the password(s) by clicking on the relevant clear down password button(s).

What do I do if I no longer wish an agency to have access to the PG Applications system?

Click the Disable button to end date the account. You can see where an end date has been set by clicking the Show/Hide details button on the account management screen.

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