


Getting Started

For NOC Administrators

Important! If you cannot view all of the text or buttons on the Login screen, you may need to reduce the font size. In Internet Explorer, click on the **View** menu, and select the **Text Size** option. Click on the desired size (i.e.: Medium).

Create VPN Role:

1. On the “Identity Self-Service” tab, click **Create VPN Role** link.
2. The “Create VPN Role” request form is displayed. You will need to choose an administrator for this new role. In the “User Search Criteria” section, filter your search by entering specific criteria into one or more of the available fields, and click on the **Search** icon  .
3. Click on the appropriate account on the “Search Results” screen.
4. The request form is updated and the “Role Admin” field displays the full name and user ID of the account you selected.
5. In the “Role Name” field, “ITS-VPN-” is displayed by default. The “ITS-VPN-” prefix will be placed before the role name you specify. This naming convention will group all ITS VPN roles together in the Role Catalog to help simplify role management. Type the new role name after this prefix.

Note: The Role Name field must include the prefix, otherwise the system will not allow you to create the role.

6. In the “Description” field, enter a brief note to


describe the new role.

7. Click on **Create Role**. If you attempt to create the role without entering the required information the screen will indicate the error and highlight the problem field(s) in **bold red**.

Note: The completion of your request may take up to 15 minutes. You can track its progress on the “Work Dashboard” tab.

Promote User to Application Administrator:

You can use this workflow to promote a user to Application Administrator so that he or she can assign users to the an existing VPN role.

1. On the “Work Dashboard” tab, click on the **Make a Process Request** button to display the “Make a Process Request” screen.
2. Click on **Continue** to view a list of workflow processes available to you, and select **Promote Application Administrator** .
3. The relevant request form is displayed. You will need to search for the account you wish to promote.
4. In the “User Search Criteria” section, filter your search by entering specific criteria into one or more of the available fields, and click on the **Search** icon  .
5. Click on the appropriate account on the “Search Results” screen.
6. The request form is updated and attributes stored in the user’s profile are shown in the “User Search Results” section. If the section is outlined in green, you can promote the user account. If the section is highlighted in red, you will be unable to manage the account.

7. The “Grant Application Access Role” dropdown menus displays a list of application roles to assign to the user. Select the appropriate VPN role.
8. Click on **Promote to Application Administrator**.
9. The user will now be able to assign users to the VPN role. Please refer to the [NCID Administration Guide](#) (Section 8.3 Granting Application Access) for information on assigning users to a role.

Delete VPN Role:

Please verify that there are not any users associated to the role that you wish to delete.

1. On the “Identity Self-Service” tab, click **Delete VPN Role** link.
2. The “Delete VPN Role” request form is displayed.
3. In the “Search by Role Name” field, type the name of the role you wish to delete. You may enter the entire role name or part of it.
4. Press the **Enter** key on your keyboard to display a list of roles matching your search criteria. Click on the role you wish to delete. To delete multiple roles, hold CTRL on your keyboard and click on the appropriate roles.
5. Click on **Delete Roles**.

Note: A message will alert you if there are users associated to this role, and prompts you to remove all members before proceeding with the deletion. Please refer to the [NCID Administration Guide](#)(Section 8.4 Removing Application Access) for information on removing a user from a role.

6. A message displays to verify that you want to delete the role(s). Note that once a role is deleted it is removed from the system. You will need t

re-create it if the role is needed again.

7. Click **OK** to continue.

View VPN Role Administrators:

This workflow allows you to identify the name of the administrator(s) associated with a VPN role.


1. On the “Work Dashboard” tab, click on the **Make a Process Request** button to display the “Make a Process Request” screen.
2. Click on **Continue** to view a list of workflow processes available to you, and select **View VPN Role Administrators**.
3. The “View VPN Role Administrators” request form is displayed.
4. In the “Search by Role Name” field, type the name of the role for which you wish to view its administrators. You may enter the entire role name or part of it.
5. Press the **Enter** key on your keyboard to display a list of roles matching your search criteria.
6. Click on the appropriate role to display the name and User ID of the administrator(s) associated with role.
7. Click on **Cancel** to return to the Make a Process Request” screen.

Note: You can view the roles assigned to a particular user by clicking on “User Reports” link on the “Roles and Resources” tab. Specify the user and click on **Run Report**.

Manage VPN Users and Admins:

Use this workflow to assign or revoke a user’s permission to one or both of the following NOC roles: Manage VPN

Admin and/or Manage VPN Member.

1. On the “Work Dashboard” tab, click on the **Make a Process Request** button to display the “Make a Process Request” screen.
2. Click on **Continue** to view a list of workflow processes available to you, and select **Manage VPN Users and Admins**.
3. The “Manage VPN Users and Admins” request form is displayed. The form identifies a list of users who have been assigned to the VPN Role Administrators role and/or VPN Role Members role. You will need to search for the account you wish to manage.
4. In the “User Search Criteria” section, filter your search by entering specific criteria into one or more of the available fields, and click on the **Search** icon .
5. Click on the appropriate account on “Search Results” screen.
6. The request form is updated and attributes stored in the user’s profile are shown in the “User Search Results” section.

A checkmark will be displayed in the “Admin” and/or “Member” checkboxes if the user has already been assigned to one or both to these roles.
7. **To revoke access from a role**, click on the checkbox to remove the checkmark, and click on **Submit**.
8. **To grant access to a role**, click on the appropriate checkbox, and click on **Submit**.
 - Selecting **Admin** allows the user access to the “Manage VPN User and Admin” workflow.

- Selecting **Member** allows the user to create, delete and view VPN roles.

Notes:

For more information on the Roles Catalog and managing role assignments, please refer to the *NCID Administration Guide* at: <https://www.ncid.its.state.nc.us/>

