# Managing Users

## Identity Management Suite

Quick Reference

## Introduction

Use the Identity Management Suite to manage user AccessFreightliner accounts and application access. Security administrators must contact the Help Desk to update their own profiles.

## Dealer Help Desk

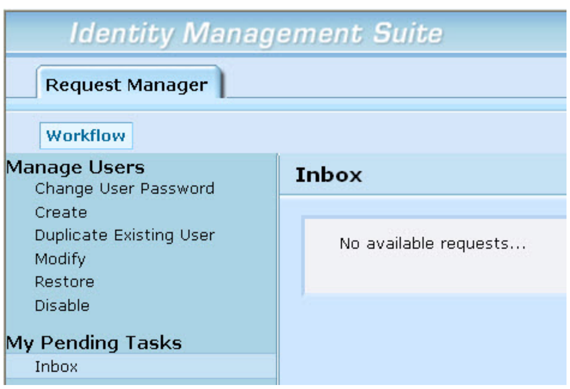
Contact the Dealer Help Desk at (855) 639-8680 or via email, Dealer.HelpDesk@Daimler.com, for additional assistance.

## Open the Identity Management Suite

**NOTE** In this document, the word "AccessFreightliner" refers collectively to www.accessfreightliner.com and www.accesswesternstar.com.

1. Log on to **www.AccessFreightliner.com**.
2. Under Tools & Services, click **ID Management Suite**.

   The Identity Management welcome page opens on the **Request Manager** tab with the Inbox summary. The Identity Management Inbox contains only Identity Management-related messages; it does not connect to a user email address.




3. From the **Request Manager** tab, you can:
   - Review user requests in the Identity Management Inbox
   - Change a user password
   - Create a new account
   - Duplicate an existing account to create a new account
   - Modify an account
   - Restore a disabled account
   - Disable an account

## Review User Requests

User requests for new accounts or changes to their business roles must be approved by a security administrator.

1. If the welcome page with the Inbox summary has been closed, click **Inbox** under **My Pending Tasks**.


   You can click the link to simply review the request or click **Perform** to act on the request. If you click **Perform**, you must either approve or reject the request; you cannot cancel the action.

   Click the link to review the request without having to complete the approval process.
2. Click a request link.
3. Review the submitted information.
4. Do one of the following:
   - Click **Back** to return to the Inbox without taking action.
   - Click **Reserve** to reserve the request (assign it to yourself) for later action. Reserved requests will not appear in other another administrator's Inbox.
   - Click **Force Rejection** to reject the user's request.
   - Click **Perform** to immediately act on the request.

   When you click **Perform**, an editable version of the user's request appears.
5. Review the user information.
   - Is the user from your organization?
   - Is the contact information correct?
   - Is the selected business role appropriate to the user's job function?
6. Do one of the following:
   - Click **Approve** to approve the request without changes.
   - Update any incorrect or inappropriate information and then click **Approve**.
   - Click **Reject** to reject the request.

   If you approve a request for a new account, the system sends an e-mail message to the new user containing their new username, a password hint, and a link to the Identity Management system.

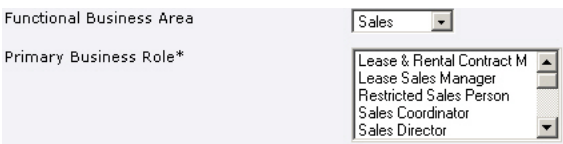
   If you reject the request, the system sends a rejection email to the requestor. The notice includes any comments you enter in the Comment box, such as a reason for rejecting the request.

## Create a New Account

1. Click **Create** on the **Request Manager** tab.

2. Search for the correct organization code.
   - To search for a particular organization code, enter part or all of the org code and then click **Search**.
   - To search for all organization codes that you are authorized to administer, leave all search fields blank and click **Search**.
3. Click **Choose** next to the correct organization in the results list.
4. Enter the user's name, phone number and email address.

   Required fields are marked with an asterisk (*).
5. Select the user’s functional business area.
6. Select the user's primary business role.




   Pick the role that most closely matches the user’s job function. To see a business role inventory list, click **Security Admin Reporting** in the Tools & Services section of the AccessFreightliner home page, then click the **Business Role Inventory** tab.

**NOTE** Limit the number of roles assigned to each user.

7. If the user performs multiple business roles, press **CTRL** and click to select a secondary business role from the **Secondary Business Roles** list.

   Multiple secondary business roles can be selected by pressing the **Ctrl** key while clicking each role.
8. If the organization has multiple locations, select any additional organization access the user should have from the **Additional Organization Access** list. Press **CTRL** and click to select multiple organization codes.
9. If applicable, answer the supplemental user attribute questions.
   - Leave **No** selected next to **Has the user been authorized for DFA access?**
   - If the user has any G2 certifications, select **Yes** next to **Is the user G2 certified?**
   - If the user will only need access to order gliders, select **Yes** next to **Is the user authorized for Glider access?** Do not select Yes if the user will need to order both vehicles and gliders.
   - If the user is a member of a non-dealer organization, select the correct billing code in the **Centralized Billing** list.
10. For audit purposes, enter a short explanation of why the user needs access in the **Justification** box.
11. Click **Create**.
12. The system sends an e-mail message to the new user containing his or her new username, a password hint, and a link to the Identity Management system. To complete account setup, the new user must change his or her password and complete the password challenge questions in the Identity Management System.

    The user can then navigate to www.AccessFreightliner.com and click **LOGIN** in the upper-right corner to log on using their username and new password

**NOTE** A new account should not be accessed for approximately 15 minutes after account creation.

## Duplicate an Existing User Account

One way to save time and effort when setting up new accounts is to copy an existing account.

1. Click **Duplicate Existing User** on the **Request Manager** tab.
2. Do one of the following to search for a user to duplicate.
   - Enter all or part of the user's name, org code, user ID, or person ID.
   - Use a combination of fields to narrow your search further.
   - Leave all fields blank to search for all users in all of the organizations you manage.
3. Click **Search**.
4. Click **Choose** next to the existing user you want to copy.

   An exact copy of the existing user's information appears.

**NOTE** Do not duplicate a user with a Legacy User primary business role.

5. Enter the new user’s contact information.
6. If necessary, update the business role(s), additional org codes, and user attribute settings for the new user.
7. For audit purposes, enter a short explanation of why the new user needs access in the **Justification** box.
8. Click **Create**.
9. The system sends an e-mail message to the new user containing his or her new username, a password hint, and a link to the Identity Management system. To complete account setup, the new user must change his or her password and complete the password challenge questions in the Identity Management System.

   The user can then navigate to www.AccessFreightliner.com and click **LOGIN** in the upper-right corner to log on using their username and new password.

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**NOTE** A new account should not be used for approximately 15 minutes after account creation.

## Reset a User's Password

1. Click **Change User Password** on the **Request Manager** tab.
2. Search for the user whose password you're resetting.
   - Enter all or part of the user's name, org code, user ID, or person ID.
   - Use a combination of fields to narrow your search further.
   - Leave all fields blank to search for all users in all of the organizations you manage.
3. Click **Search**.
4. In the results list, click **Choose** next to the name of the user.
5. Enter a new password, then enter the password again to confirm.
6. Click **Update**.

   The system confirms that the account was successfully updated and sends an e-mail notice to the user confirming the password change.

## Modify a User Account

1. Click **Modify** on the **Request Manager** tab.
2. Search for the account you're updating.
   - Enter all or part of the user's name, org code, user ID, or person ID.
   - Use a combination of fields to narrow your search further.
   - Leave all fields blank to search for all users in all of the organizations you manage.
3. Click **Search**.
4. Click **Choose** next to the user you want to update.

   The user's current contact information, business roles, and user attributes are displayed.
5. Update the necessary information.

**NOTE** You can update any of the fields in the user's account except the primary org code. Contact the Dealer Help Desk (855-639-8680 or Dealer.Helpdesk@Daimler.com) if the user needs to change org codes.

6. In the **Justification** box, enter an explanation of your action.
7. Click **Modify**.

   The system confirms that the account was successfully updated. It also sends an e-mail notice to the user confirming the update.

## Disable an Account

You should disable an account when:

- An employee no longer requires access
- An account is being misused by the employee, or used by an unauthorized person
- A user has more than one account for a particular dealer code
- An account is not currently in use
- An account hasn't been used for more than 60 days and needs to be restored

**To disable an account:**

1. Click **Disable** on the **Request Manager** tab.
2. Search for the account you're disabling.
   - Enter all or part of the user's name, org code, user ID, or person ID.
   - Use a combination of fields to narrow your search further.
   - Leave all fields blank to search for all users in all of the organizations you manage.
3. Click **Search**.
4. Click **Choose** to select the user.
5. Click one of the following:
   - **Revoke user immediately**, to disable an account immediately
   - **Revoke user on this date**, to specify a date on which to disable an account, such as one day after an employee's last day of work
6. In the **Justification** box, enter an explanation of your action.
7. Click **Disable**.

   The system confirms that the account was successfully disabled.

   After you disable an account, it no longer appears in the search results when you select an account to modify or duplicate.

## Restore a Disabled Account

You may be required to restore accounts that are disabled due to inactivity, password lockout, or by mistake.

1. Click **Restore** on the **Manage Users** tab.
2. Search for the user you are restoring.
   - Enter all or part of the user's name, org code, user ID, or person ID.
   - Use a combination of fields to narrow your search further.
   - Leave all fields blank to search for all disabled users in all of the organizations you manage.

**NOTE** The search results include disabled accounts. Accounts that have been inactive for less than 1 year can only be restored by the Dealer Help Desk (855-639-8680 or Dealer.Helpdesk@Daimler.com). Accounts that have been inactive for more than 1 year cannot be restored.

3. Click **Search**.
4. Click **Choose** next to the user you want to restore.
5. In the **Justification** box, enter an explanation of your action.
6. Click **Restore**.

   The system confirms that the account was successfully restored.
7. At this time, you will be required to modify the password for the restored user account. See “Reset a User’s Password” on page 3.