

OARRS Account Approvers How To Guide

Description of Process

Representatives have been selected in the Los Angeles County Operational Area to administer OARRS Account Requests (Confirm/Reject/Maintain) for your specific Jurisdiction/Agency. *Note: Multiple people can be designated to administrate for each Jurisdiction/Agency. OARRS registration is limited to only one (1) account per person. Do not establish or approve “generic” accounts.*

When Someone Requests Access to OARRS

1. As soon as someone from your designated Jurisdiction/Agency registers for a new OARRS account, you, the authorized approver, will receive a notification email from OARRS.
2. Once you receive the notification email, please log into the OARRS Operations database using your User ID and Password. *(Note: The ability to approve users does not exist in the OARRS Training database so you must be logged in to Operations.)*
3. Review and submit your **Personal Profile**.
4. Click the **Administration** link in the left frame.
5. Click **User Registration** link.
6. The system displays **Pending Registration** view.
7. Click the **Name** link for the person who is requesting an OARRS Account for the Jurisdiction/Agency that you have the permission to administrate. Your name should be listed as one of the Authorized Approvers for the pending registration.
8. The **User Registration** page is displayed.

To Approve the Request

9. Verify the person who is requesting an OARRS account for your Jurisdiction/Agency should have access. Also, check the user registration list to make sure the person does not already have an account.
 - a. Review their **Username** for correct protocol:
 - i. Protocol: first name initial and last name (example: jsmith) **all in lower case**. Note: Username is case sensitive.
 - b. Review **Organization/Location, Position** and **Agency** to make sure they are correct.
10. To approve an account request, click the **Confirm** button.
11. The system displays the User Administration page in Update mode.
12. **This step is required.** Find “ETeam Editors” group in the Group list box on the left (you may have to scroll), select by clicking on “ETeam Editors” group on the left and click the “>>” button to move the “ETeam Editors” group over to the list

box on the right. **Note: ETeam Editors is the only selection you should choose.**

13. Click the **Submit** button
14. The system displays the User Administration page in Read mode
15. Click the **Close** button
16. The system displays the Pending Registration view
17. The system displays a pop-up box with the question “Are you sure that you want to confirm this registration?”
18. Click the **OK** button.
19. OARRS will send the person an email stating their OARRS access has been approved.

To Reject the Request

20. If you are going to reject a request:
 - a. First, copy and paste the person’s email address to your email application and send an email explaining why you are rejecting their request. **Do this BEFORE you click on the Reject button.**
 - b. If the correct Username protocol is not used, the request should be denied.
 - c. To reject an account request, click the **Reject** button.
 - d. The system displays a pop-up box with the question “Are you sure that you want to reject this registration?”.
 - e. Click the **OK** button.
 - f. OARRS will send the person an email stating their OARRS access has been denied.

Maintenance of Approved Users List

21. It is the responsibility of each account approver(s) to maintain a current and up to date list of their users.
22. Accounts should be reviewed on a regular basis for accuracy.
23. It is the responsibility of the Account Approver(s) to notify OARRS Technical Support at: Oarrstechsupport@ceo.lacounty.gov of any account user who is no longer with their Jurisdiction/Agency as soon as possible.
24. Accounts inactive for one (1) year will be deleted from the system due to inactivity.
25. For your convenience, an Account Approver can request from OARRS Technical Support an Account User List Report for your Jurisdiction/Agency.