



# ID Auto Technical Guide

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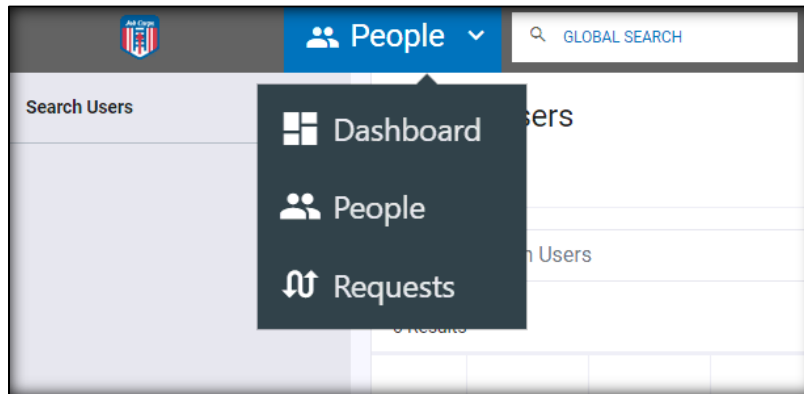
## Introduction

ID Auto (Identity Automation) was implemented by the Job Corps Data center to help replace paper-based request forms for new accounts and modifications. Center POC's and Managers can initiated requests to create new and modify existing Citrix accounts as well as recertify, enable, and reset a password.

Users must be in the Center POC or Center Manager groups to gain access to the ID Auto icon when logging into Citrix and use the Citrix credentials to log into the application.

## ID Auto Menu Overview

Accessing the ID Auto menu at the top left of the page will reveal Dashboard, People, and Requests.



## Accessing Technical Help

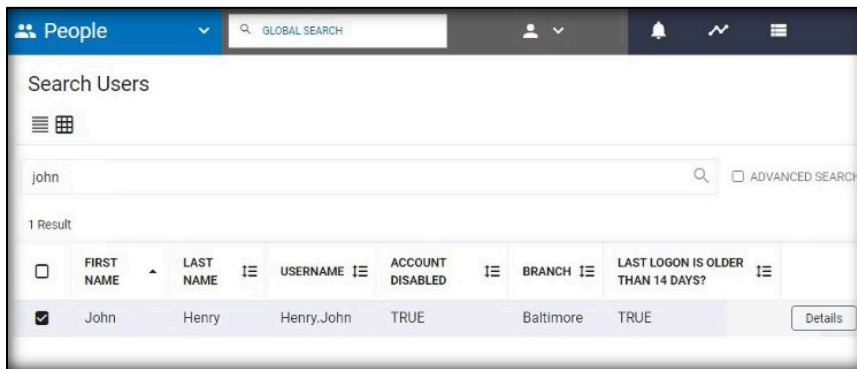
### Help Desk

Live technical support is available for all the CDSS applications by calling the JCDC Technical Assistance Center (TAC). However, always contact your Point of Contact (POC) before contacting the TAC.

- Phone (800) 598-5008, Option 3 (TAC Applications), 7:00 AM - 7:00 PM Central time
- Email [helpdesk@jobcorps.org](mailto:helpdesk@jobcorps.org)
- Fax (866) 226-8657

## People Search

Logging into ID Auto will default to the **People Search** screen. Users can search for existing accounts with a partial search such as “John”, this will search all users in the system with the name “John” anywhere in the name or username. Users are also able to use a first name and last name (i.e.: John Henry) or a username for a search for accounts. To search for all users at your center/agency, enter an \* in the search field.



## Details

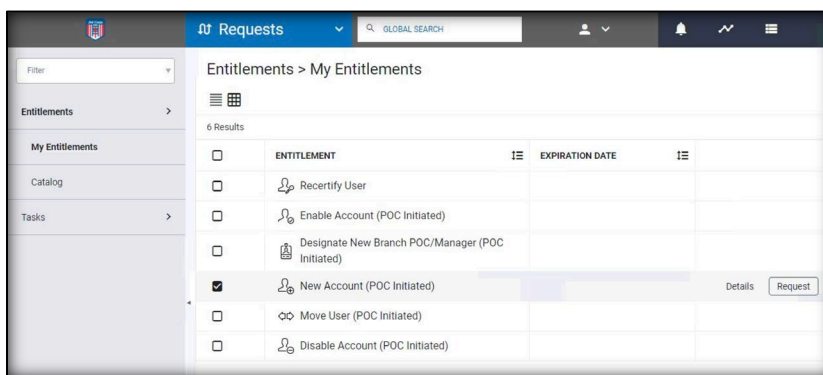
Click the **Details** tab on the right side of a user in the list to see additional information on the account such as:

- Telephone
- Title
- Description
- Office
- SAT Taken?
- Account Creation Date, and more.

## Initiating a Workflow

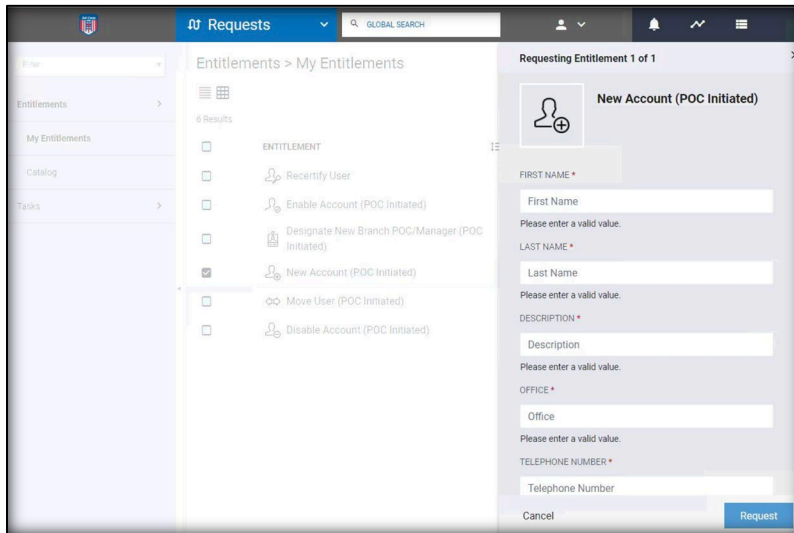
Click the blue modules box at the top of the screen and select **Requests**.

The **Requests** module defaults to **Entitlements > My Entitlements**. This will include any “entitlements” (i.e., workflow actions) that have been requested by the user in the past. The request module will be empty if it is the user’s first time to make a request.



## Catalog

Click the **Catalog** on the left to display the available entitlements to initiate. Select the **Entitlement** in the catalog and then click **Request** at the bottom. A form will display with the fields needed in order to initiate this request. A red asterisk marks required fields. Fill in the required fields, and any optional fields, and click **Request**.

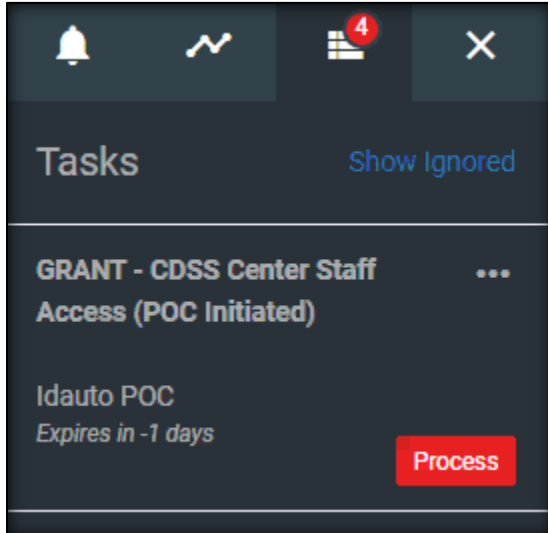


## Approve or Deny a Request

There are two options to approve or deny a request. Users will have the option to enter comments and review the request in both the **Task Card** and the **Requests** list.

### Task Card

There is an icon for **Tasks** in the upper right-hand corner. The approver may just click **Approve** or **Deny** directly from the Task card.



To enter comments, click on the 3 dots (...) on the upper right-hand corner of the card, and see more details of this Request. Once all the information has been verified, users can scroll to the bottom and enter any comments in the Approver Comments box and click **Approve** or **Deny**.

OTHER

OTHER: DETAILS

Other: Details

APPROVER COMMENTS

Approver Comments

Cancel Deny Approve

## Requests

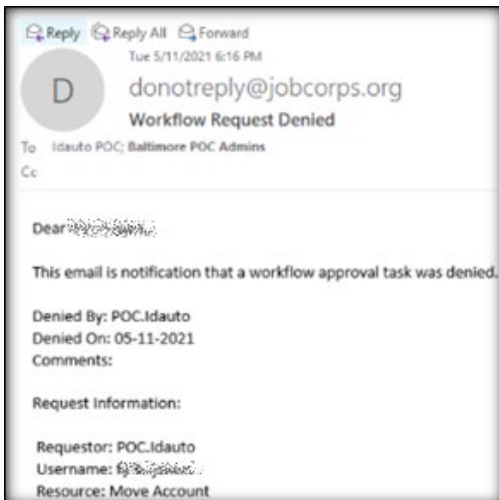
The approver may also click **Requests > Tasks > Approvals** to see requests that are pending their approval. In this method, they may click on a request and click **Details** on the right-hand side for more information. Then they may click **Approve** or **Deny** at the bottom of the screen, and they will be given the option to enter their comments at this time.

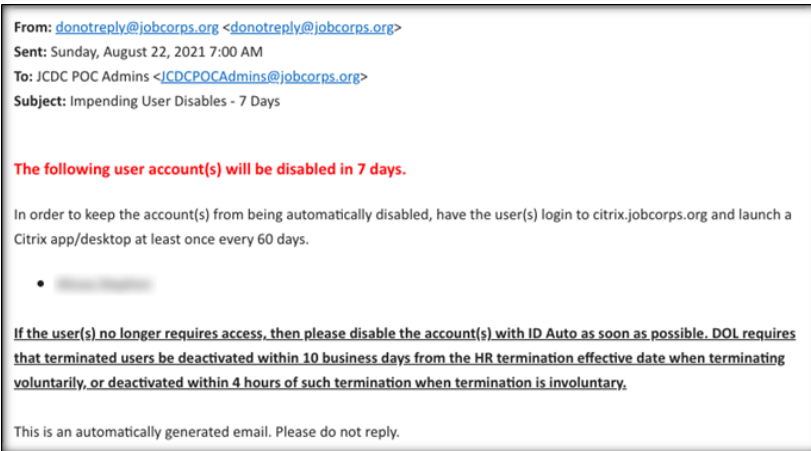
<input checked="" type="checkbox"/>	Account (Manager Initiated)	GRANT	Sensitive	Idauto Manager	Thu Mar 2023	JOB TITLE Professional Play-er
<input type="checkbox"/>	CDSS Center Staff Access (POC Initiated)	GRANT	Sensitive	Idauto POC	Fri Mar 2023	DEPARTMENT Playground COMPANY Igloo Books APPROVER COMMENTS Approver Comments

Cancel Approve

## Email

Users will receive emails when a request is initiated, an error is found, or if a request is approved or denied. Center POC’s will receive emails for pending account disables at 7 days and 1 day where applicable.



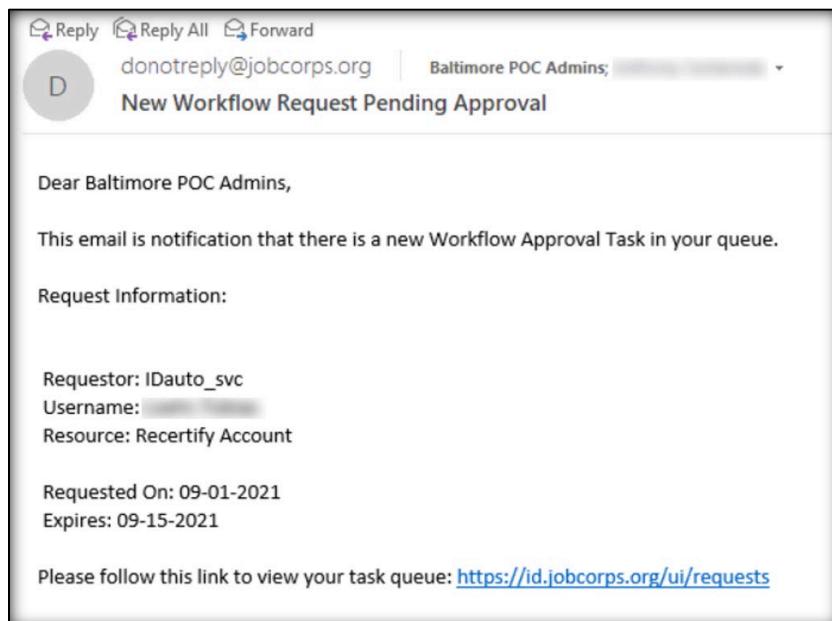


## Account Recertification

A workflow for account recertification is initiated automatically by ID Auto for accounts when they are due to recertify. An email is generated and sent to the Center POC groups and the Center POC's have access to approve or deny these requests.

ID Auto is replacing the current scripts that are handling account disables for inactivity or non-compliance, however the rules are still the same.

- Accounts disabled for 60 days of inactivity:
  - POCs will receive an "Impending User Disables" email 7 days out and 1 day from disable, where possible.
- New Account not logged into within 7 days.
- Account not recertified within 194 days.
- Disabled accounts will be deleted after 60 days.



## Account Enable and Password Reset

Managers and Center POC's can initiate an enable request for Citrix accounts in ID Auto. Check the box for the Password Reset when completing the workflow request form.

The screenshot shows a modal window titled "Requesting Entitlement 1 of 1". The main heading is "Enable Account and Reset Password (Manager Initiated)" with an icon of a person and a checkmark. Below this, there is a "CITRIX USERNAME \*" field with a text input containing "Citrix Username" and a validation message "Please enter a valid value." Below the username field is a checkbox labeled "RESET PASSWORD". Underneath is a "REQUEST COMMENTS" section with a text area containing "Request Comments". At the bottom, there are "Cancel" and "Request" buttons.

*Note: Checking the Password Reset box will reset the CDSS password that is tied to the Citrix account.*

## CDSS Staff Access Requests

Center Managers and POC's can initiate a request for CDSS access through ID Auto. This will generate a request that is sent to the Job Corps Data Center TAC team. A ticket is then created for the specified request.

For CDSS account requests, enter the Citrix user name in the field (entering the CDSS Username will generate an error email and the request will be cancelled), and enter the specific request being made in the comments field.

The screenshot shows a modal window titled "Requesting Entitlement 1 of 1". The main heading is "CDSS Center Staff Access (POC Initiated)" with an icon of a document and a pencil. Below this, there is a "CITRIX USERNAME \*" field with a text input containing "Citrix Username" and a validation message "Please enter a valid value." Below the username field is a "REQUEST COMMENTS" section with a text area containing "Request Comments". At the bottom, there are "Cancel" and "Request" buttons.