



Manage Support Users Education Management System (EMS)

Users of the Education Management System (EMS) are called support users. These individuals have unique usernames and passwords to access a course provider's account and perform actions such as submit applications, create offerings, credit bank, and respond to biometric compliance reviews (BCR). The support user designated as the admin for a course provider in the Education Management System (EMS) can create, edit, and remove support users.

This guide shows you how to manage support users as an admin user in the EMS.

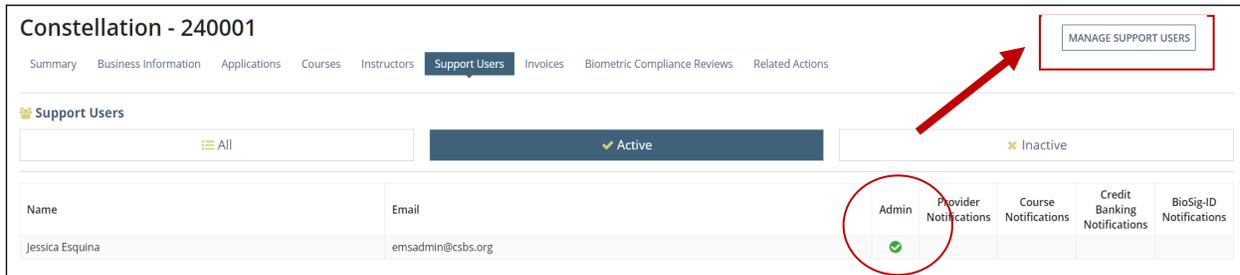
1. Log into the [Education Management System](#).
2. Click the **Manage Course Provider** button in the left navigation panel.

The screenshot shows the EMS dashboard for Constellation. The top navigation bar includes HOME, APPLICATIONS, COURSES, and OFFERINGS & ROSTERS. The main content area displays the provider's name, renewal date (10/1/2021), and course status summary: 1 Pending Courses, 5 Active Courses, 0 Pending Inactive, and 27 Inactive Courses. A table titled 'Open Biometric Compliance Reviews' shows a review with ID 78 for course 10065. The left navigation panel is open, and the 'Manage Course Provider' button is highlighted with a red box and a red arrow.

3. Click the **Support Users** link in the submenu.

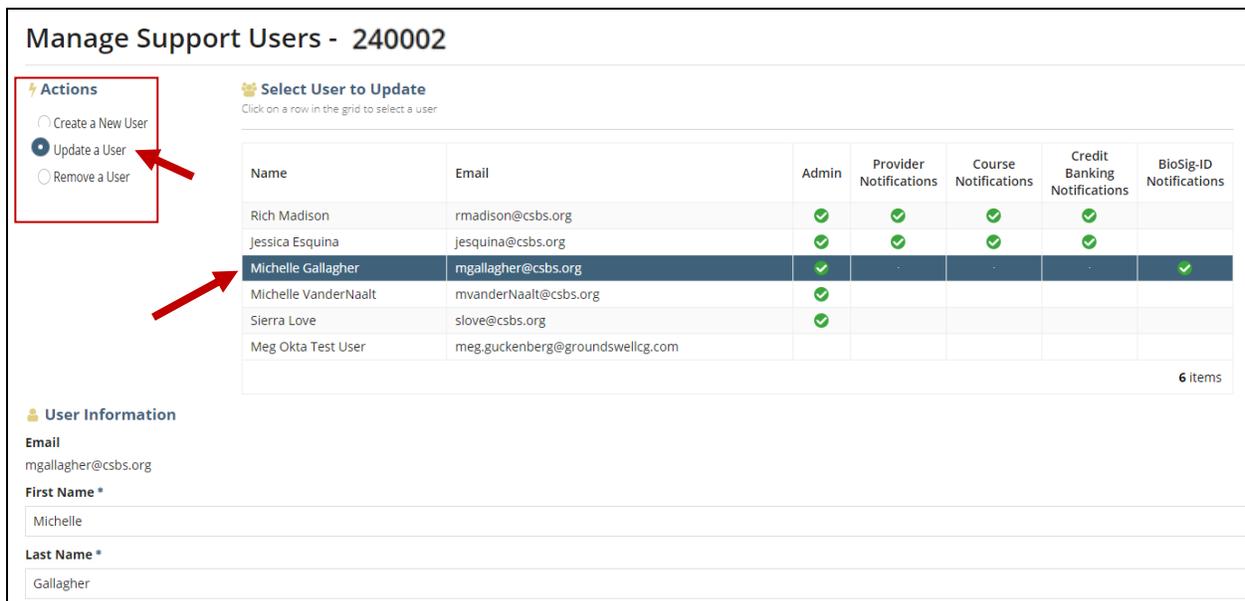
The screenshot shows the 'Support Users' page for Constellation. The top navigation bar includes HOME, APPLICATIONS, COURSES, OFFERINGS & ROSTERS, and Support Users. The main content area displays the provider's name, renewal date (10/1/2021), and course status summary: 1 Pending Courses, 5 Active Courses, 0 Pending Inactive, and 27 Inactive Courses. A table titled 'Dates' shows various dates for the provider. The 'Support Users' link in the top navigation bar is highlighted with a red box and a red arrow.

4. Click the **Manage Support Users**.



Alert! Only the Admin user will see the Manage Support Users button.

5. Select the **Create a New User** option to create an entirely new user who does not already exist in the EMS. Enter the requested information and click the Submit button. The new user will receive an email from the EMS with login instructions. Please see [Login to EMS with Okta: User Guide for EMS Course Providers](#) for assistance.
6. Select the **Update a User** option to change a user's name or notification setting. *Select the user to update by clicking on the user's row in the grid.* Make the change(s) then click the Submit button.
7. Select the **Remove a User** option to remove a user from the provider. *Select the user to update by clicking on the user's row in the grid* and click the Submit button.



8. **Notifications:** The admin user can specify which type of notifications each support user can receive. Here is what each option means:
Provider = Reminders and receipts for Provider approval and record.
Course = Reminders and receipts for Course approval.
Credit Banking = Receipts for credit banking

BioSig-ID = Receive and responds to biometric compliance reviews (BCR). Biometric compliance reviews are related to the Biometric Identification tool required in online self-study courses.

Actions

- Create a New User
- Update User Profile
- Remove a User

Select User to Update
Click on a row in the grid to select a user

Name	Email	Admin	Provider Notifications	Course Notifications	Credit Banking Notifications	BioSig-ID Notifications
Jessica Esquina	emsadmin@csbs.org	✓				

User Information

Email
emsadmin@csbs.org

First Name *
Jessica

Last Name *
Esquina

Notifications

- Provider
- Course
- Credit Banking
- BioSig-ID

Questions or problems? Send to NMLS at nmls.ed1@csbs.org.