

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.

APPLICATIONS COURSES OFF	ERINGS & ROST	ERS							
Constellation 240001 Provider Renewal Date: 10/1/2021		1 Pending Courses		5 Active Courses	1	O Pending Inactive		2 Inactive	7 Courses
Actions	Open	Biometric Compliance Reviev	vs						
👑 Credit Bank		Review ID ↓ Course	Number	Course Name		Issue Type	Status	Start Date	Due Date
• Add Course Offerings	ø	78 10	065 /	8 Hour SAFE Comprehensive: testing his	story tab	Credit Bank	In Progress	8/24/2020	8/26/2020
Initiate New Course Application									
2 Renew Courses									
📜 Course Application Cart									
manage Course Provider									

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

HOME APPL	ICATIONS COURSES	OFFERINGS & ROSTERS					() iii
Constellat	cion - 240001 ess Information Applica	ations Courses Ins	tructors Support	Users nvoices Biometric Com	pliance Reviews Related Actions		UPDATE COURSE PROVIDER
Renewal Date: 10)/1/2021						🐼 Access Basecamp 2
Provider Numl Organization Nat Web Addre	per 240001 me Constellation ess www.com		Prin Ph	nary Contact Ms. Gazer one Number (202) 728-5739 Email jesquina@csbs.org		Last Modified By Last Modified On	Malcolm Reynolds 4/29/2021 2:10 PM EDT
🗮 Course Status	Overview			🛗 Dates			Ourse and Offering Information
1 Pending Courses	5 Active Courses	0 Pending Inactive	27 Inactive Courses	Date Type Approval Date Desk Review Date	Date Sep 24, 2017 Oct 1, 2020		Instruction Formats: 🗯 🖵 🖳 Number of Future Offerings: 0
🗂 Courses by Re	newal Month			Renewal Start Date Renewal End Date	Oct 1, 2021 Oct 31, 2021		
	May	April		Pending Inactive Date	Nov 1, 2021 Dec 1, 2021		

4. Click the Manage Support Users.

Constellation - 240001 Summary Business Information Applications Courses I	tructors Support Users Invoices Biometric Compliance Reviews Related Actions	MANAGE SUPPORT USERS
≌ Support Users ≔ All	✓ Active	× Inactive
Name	Email emsadmin@csbs.ore	Admin Provider Course Notifications Notifications Notifications

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

- 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 <u>Login to EMS with Okta: User Guide for EMS Course Providers</u> 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.

Actions Create a New User	Select User to Updat Click on a row in the grid to select a	te user					
Update a User Remove a User	Name	Email	Admin	Provider Notifications	Course Notifications	Credit Banking Notifications	BioSig-ID Notifications
	Rich Madison	rmadison@csbs.org	S	0	0	0	
	Jessica Esquina	jesquina@csbs.org	S	S	S	S	
	Michelle Gallagher	mgallagher@csbs.org	~				e
	Michelle VanderNaalt	mvanderNaalt@csbs.org	S				
	Sierra Love	slove@csbs.org	S				
	Meg Okta Test User	meg.guckenberg@groundswellcg.com					
							6 items
User Information							
mail							
ngallagher@csbs.org							
irst Name *							
Michelle							
ast Name *							

8. **Notifications**: The admin user can specific 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	Select User to Upda Click on a row in the grid to select	Select User to Update Click on a row in the grid to select a user						
Update User Profile Remove a User	Name	Email	Admin	Provider Notifications	Course Notifications	Credit Banking Notifications	BioSig-ID Notifications	
	Jessica Esquina	emsadmin@csbs.org	e		·			
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 <u>nmls.ed1@csbs.org</u>.