Course 9: User Management
TRACS Manual

(Updated 11/9/2021)

This course covers how User Administrators manage approvals, groups and users in the User Management Module in TRACS.

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Lesson 9a: Manage Approvals

Objectives

By the end of this lesson, learners will be able to:

1. Define the User Administrator role in TRACS.
2. Define user roles and group permissions in TRACS.
3. Demonstrate the steps to manage approvals.

User Administrator Role Overview

Each state/territory agency and WSFR region has one or more assigned User Administrator(s) appointed by their manager/director. The User Administrator is responsible for all user management functions for their agency or office, including approving access requests, managing groups and updating their users (including updating permissions and disabling access for users who leave the position/organization or are inactive for 90 days in TRACS).

The User Administrator is informed of each new user request via an automated email from the TRACS system and is responsible for approving or denying access within a reasonable time frame (within 2 business days is recommended).

User Administrator Set Up:

- Organization Directors/Managers should send an email titled "TRACS User Administrator Appointment" to the TRACS Help Desk at tracs-helpdesk@fws.gov and attach the Appointment Form. Please designate one or more User Administrators for your program or agency (we recommend appointing at least two user administrators so your organization has an alternate/backup). The TRACS Help Desk must receive appointment letters before the User Administrator role is assigned. Visit the TRACS Access Procedures page for more information.

- Individuals who will serve as User Administrators should complete the TRACS registration process to get their own account for TRACS (refer to Lesson 1b Register for TRACS). Registration must be completed before the User Administrator role is assigned by the TRACS Help Desk. Individuals will be automatically notified via email when their access is approved. The same process applies to all current and future User Administrator appointments.

- For assistance, contact the TRACS Help Desk at tracs-helpdesk@fws.gov or call 1-844-408-7227.

User Roles and Responsibilities in TRACS

The TRACS application provides grant recipients and grant managers with the tools to create, submit, and manage required grant elements, such as the grant proposal, project statement, amendment, interim and final performance reports, performance questionnaires, and facility and real property (lands) records.

Each user is assigned to one or more **user roles** (permissions associated with user functions or operations) and to one or more **groups** (agency, division, or region).

User roles

- The **Data Editor** role allows a user to create and edit data within their assigned group and initiate workflow actions. This role can be assigned to either non-federal or federal users.
- The **Non-Federal Approver** role gives a user the ability to complete the non-federal approval functions in the workflow.
- The **Federal Approver** role gives a user the ability to complete the federal approval functions in the workflow.

Official records in TRACS (project statements, performance reports, real property records, facility records, and license certifications) must go through a two-stage approvals workflow, first with review and submission by the Non-Federal Approver and then final approval by the Federal Approver.

Additional roles in TRACS include:

- The **User Administrator** role is responsible for all user management functions for their agency or office. Each state and insular area's agency and regional office has one or more assigned User Administrator(s) are appointed by their director or agency/division head.
- The **View Only** role provides limited View Only access to TRACS, including reports. Users requesting the "view only" role should register under Region 1 and contact the TRACS Help Desk for additional approval steps.

Roles are assigned by each agency's TRACS User Administrator (appointed to the role by the agency director or manager). Roles are assigned to specific modules or workflows within TRACS (Performance Module, Inventory Module - Facilities, Inventory Module - Real Property, Administrative Module). For example, a non-federal user may have the "Performance Data Editor" role in order to create and edit grant data (grant proposal, project statement and performance reports). If the user manages grant funded facility construction, renovation, or acquisition, they will need the "Facilities Data Editor" role. If the user manages real property (lands) acquired with federal funding, then they will also need the "Real Property Data Editor" role.

List of Roles by Module

Performance Module

- **Performance Data Editor**: *View and edit grant, project statement and performance data.*
- **Performance Non-Federal Approver**: *Review and submit grant, project statement, and performance data.*

- **Performance Federal Approver**: *Review and approve statements and performance reports.*

Inventory Module

- **Facilities Data Editor**: *View and edit facilities and adjustments.*
- **Facilities Non-Federal Approver**: *Review and submit facilities and adjustments.*
- **Facilities Federal Approver**: *Review and approve facilities and adjustments.*

- **Real Property Data Editor**: *View and edit real property and adjustments.*
- **Real Property Non-Federal Approver**: *Review and submit real property and adjustments.*
- **Real Property Federal Approver**: *Review and approve real property and adjustments.*

Administrative Module

- **Hypothetical Apportionment Editor**: *Create and edit hypothetical apportionments.*
- **License Certification Non-Federal Data Editor**: *View and edit license certifications.*
- **License Certification Non-Federal Approver**: *Review and submit license certifications.*

Groups

In addition to selecting their user role(s), new users identify their organization when registering for access. The organization determines which user administrator receives the registration request. The user administrator assigns specific group(s) to the user.

A group is a collection of users assigned to a specific entity (such as agency, division, or region). Each user is assigned to at least one group. Users assigned to the same group will have explicit permissions to access data for that group based on their role permissions. For example, users with the "Performance Data Editor" role can view and edit any grants assigned to their group. Users who do not have access to the group will not be able to view or edit the data.

The "data editor" role is responsible for verifying the group that is attached to the grant proposal, project statement, site and/or real property record. If the user has access to only one group, the application will default to that group. If the user has access to more than one group, they will need to select the appropriate group.

Group permissions are explicit in TRACS (permissions are NOT inherited from one group to another). Group permissions allow users to access the data within their explicit group(s) only. The User Administrator is responsible for ensuring that users are assigned to only the applicable groups to manage their grants.

TRACS contains default groups listed in a hierarchical table based on the DOI unified regional office jurisdictions, then by the states/territories within each region, and the default organization(s) within each state/territory. The group could be left at the default level or the user administrator may opt to create more specific sub-groups to differentiate between various departments, divisions, or any other types of user groups that require separate access. We recommend that user administrators set up sub-groups in their agency only when necessary to separate who can access the data in that group.

Federal users generally require access to their regional group as well as groups they manage, including the agencies within the states/insular areas and any additional sub-groups. Federal users who need access to the "data editor" role or additional groups or sub-groups after initial set up, should contact the TRACS Help Desk for assistance.

Troubleshooting Tips for User Administrators:

If a user is not able to access or manage a grant, it could one of several issues:

- The user is not assigned the correct role, so you may need to check their role permissions.
- The user is not assigned to the correct group so you may need to check their group assignments.
- The grant or inventory record is not assigned to the explicit group. This could happen if the user who enters the data has access to multiple groups and accidentally selects the incorrect group. Contact the help desk or your user administrator for additional assistance.

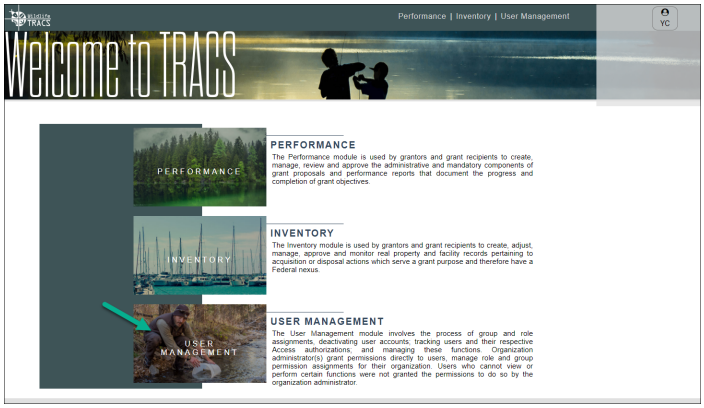
Steps to Manage Approvals

Best Practice Tips: The User Administrator is informed of user requests for the organization(s) that they manage via email and is responsible for approving or denying access within a reasonable time frame (within 2 business days is recommended).

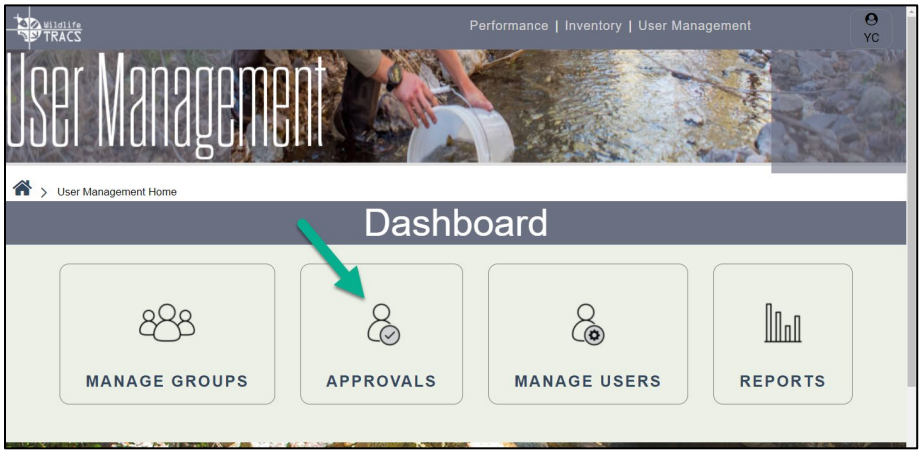
Prior to managing approvals for user access requests, ensure that your groups have been set up to meet your organization's needs. See "Lesson 9b Manage Groups".

User Administrators are responsible for verifying the accuracy and validity of user requests prior to approval. If a valid user in your organization has requested access to TRACS and they have a typo/misspelling, you should still approve their request. The user should update their profile as soon as possible to correct their information or contact the TRACS Help Desk for assistance. If a user request is denied, the user will be unable to register again without assistance from the TRACS Help Desk.

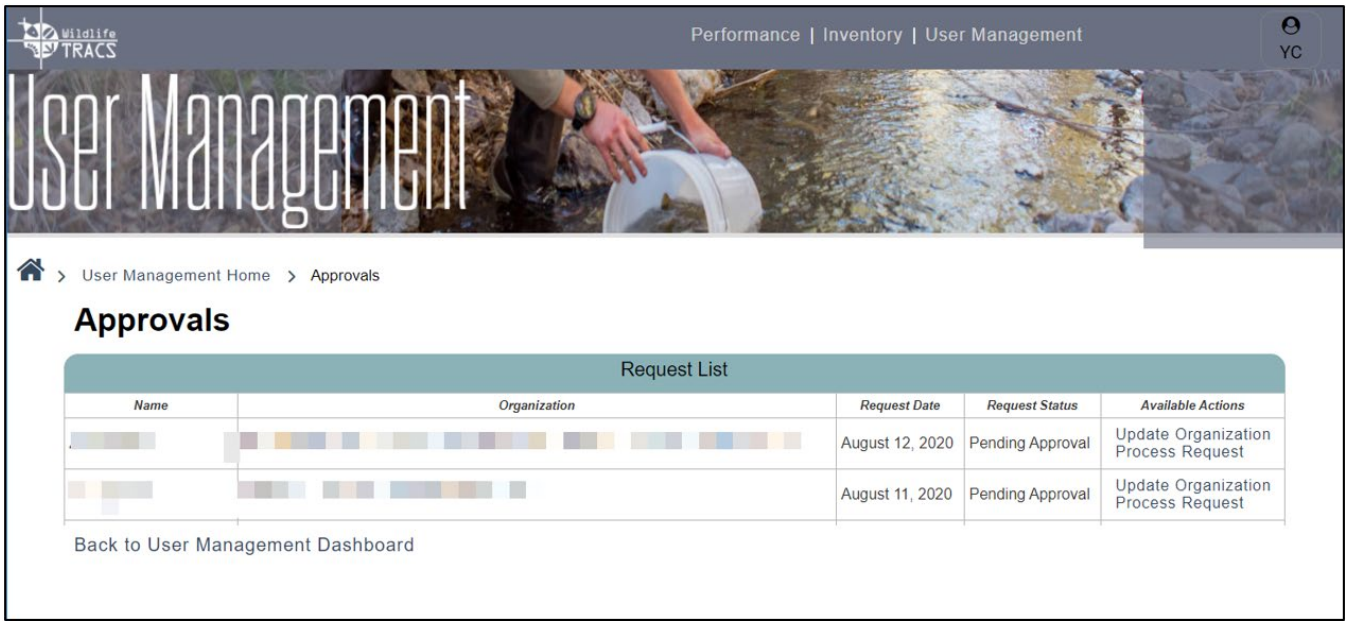
1. Login to TRACS and select the **User Management** module. Only designated User Administrators have access to the User Management module in TRACS.



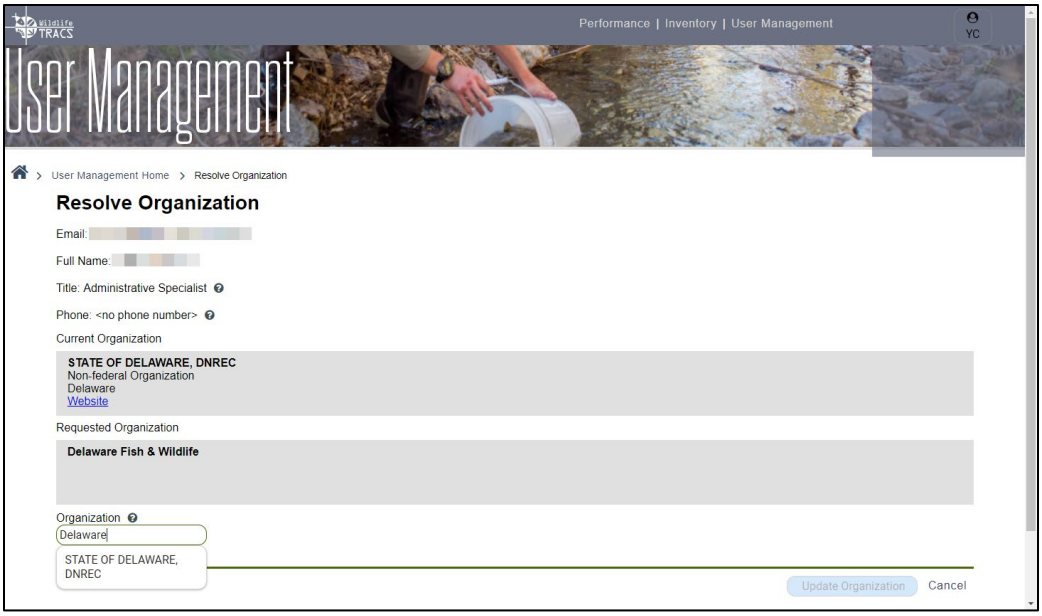
2. The User Management Dashboard opens. Click "Approvals".



3. The **Account Request List** displays a list of potential users who have requested access for an organization that you manage. The list displays the requestor's name, organization, request date, request status and available actions.

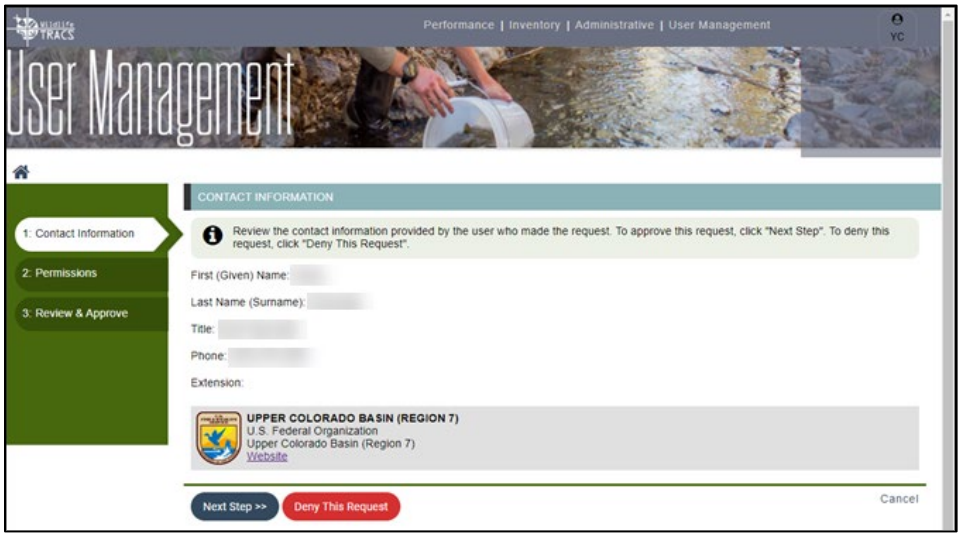


   a. If the organization is incorrect, select the "**Update Organization**" link in the available actions column. The Resolve Organization window opens displaying the current organization and in some cases, the requested organization. Enter the correct organization name in the search box and select it from the list, then click the "Update Organization" button. If organization is not found contact the TRACS Help Desk for assistance.



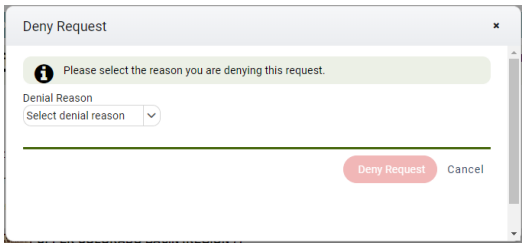
b. To proceed with the approval process, click on the "**Process Request**" link in the available actions column.

4. The **User Profile** opens displaying the user's official contact information, including name, title, phone number, and organization. Review the profile then click "Next Step".



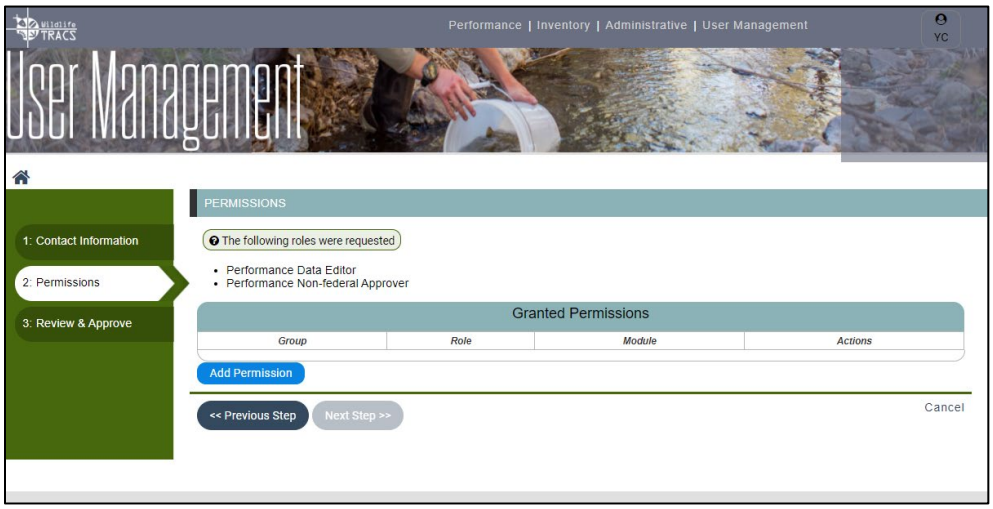
Note: If you determine that the request is invalid or you do not recognize the individual requesting access, click the "Deny This Request" button to open the 'deny request' pop-up box. All approved users of TRACS should be affiliated with an official organization or agency receiving federal assistance.

a. Select the Denial Reason:
   i. The user is unknown to me.
   ii. The user does not require access at this time.
   iii. The user is not affiliated with a government agency.

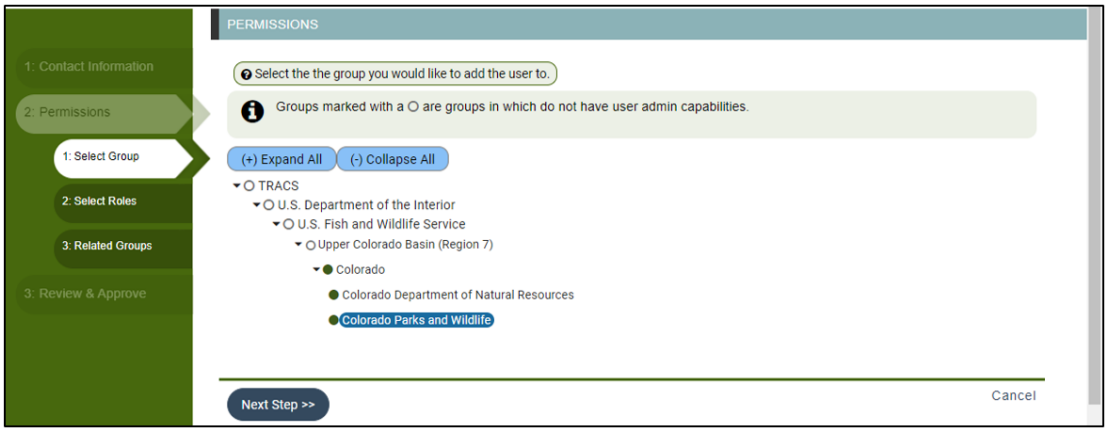


b. Click "Deny Request".

5. The **Permissions** page opens. The roles that the user selected during registration display on the page for reference. The User Administrator is responsible for adding the correct permissions. Click "**Add Permission**" to begin.

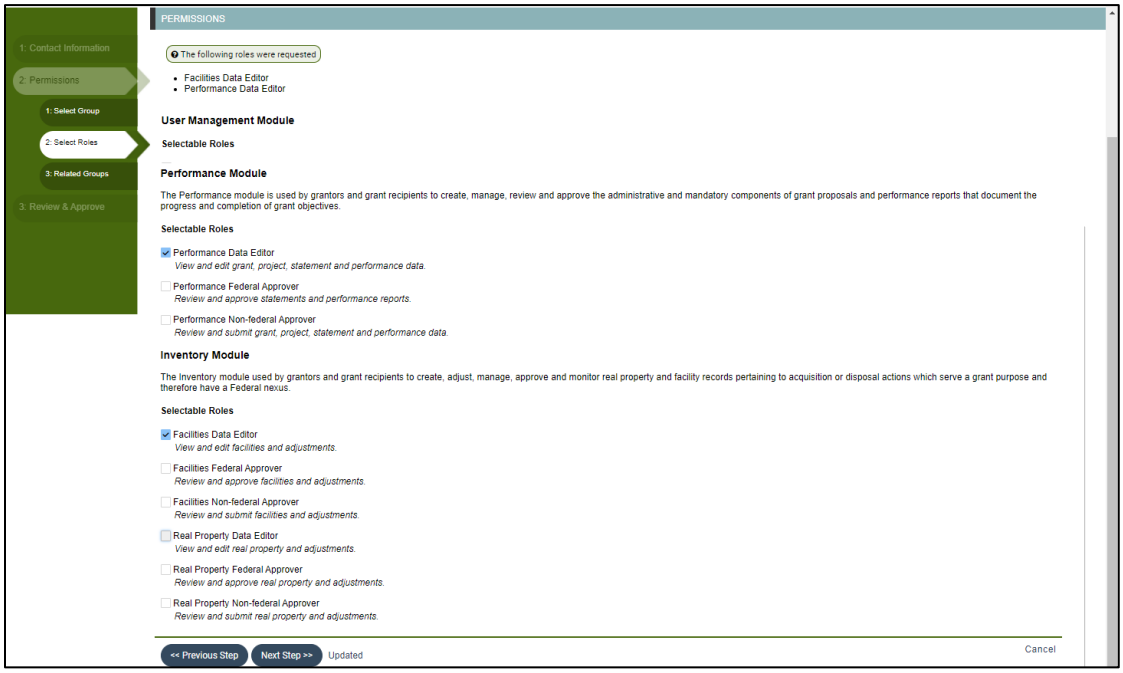


6. The Permissions workflow opens on sub-tab **1: Select Group**. The first step in the permissions workflow is to assign the user to the correct group(s) for which they require access.
    a. TRACS lists the groups available for assignment based on the groups to which the user administrator has access. A user administrator can only assign group participation for the groups that they administer.
    b. You can assign the user to any group with a green dot ●, indicating that the group is available to you. Groups with white dots ○ are unavailable because you do not have user administrative privileges for those groups.
    c. If a parent group is selected, the user administrator can assign access to sub-groups in a later step.
    d. Select the user's primary group, then click "Next Step".



7. Sub-tab **2: Select Roles** opens. Select the roles(s) to assign to the user based on the group identified in the previous step. Roles are specific to the module or workflow, so if a user will be entering and editing grant performance information that includes a newly constructed facility, they will need both the performance data editor role and facilities data editor role. Note: The

roles that the user selected during registration display at the top of the page for reference. Then, click "Next Step".



List of Roles by Module

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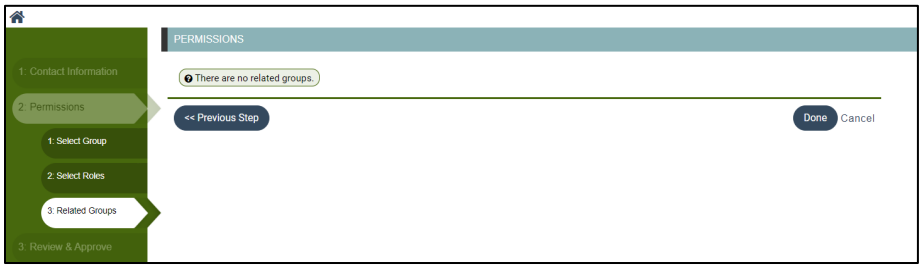
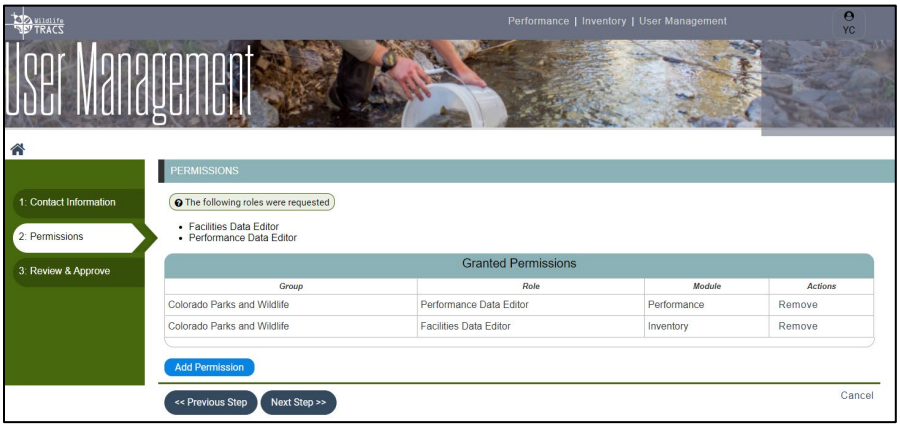
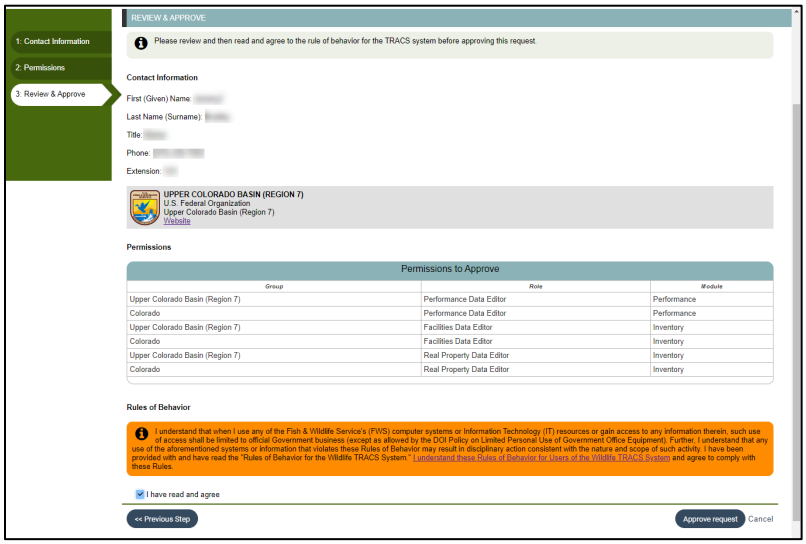
8. Sub-tab **3: Related Groups** opens. If there are related groups listed, this step allows you to identify the sub-groups the user needs access to under a parent group. Then click "Done".



9. The updated **Permissions** page displays. If you need to make a change or add additional groups, click the "Add Permissions" button. If the user's permissions are correct, click "Next Step".



10. The **Review & Approve** page opens. Scroll down to the Rules of Behavior section and check the box "I have read and agree". Then click "Approve Request".



11. The **Account Request List** page reopens. The Pending Approval request is no longer displayed and the approved user will receive an automated email notifying them that their TRACS account is now active.

Lesson 9b: Manage Groups

Objectives

By the end of this lesson, learners will be able to:

1. Define a group and sub-group.
2. Identify the steps to manage groups.

Group Overview

In addition to selecting their user role(s), new users identify their organization when registering for access. The organization determines which user administrator receives the registration request. The user administrator assigns specific group(s) to the user.

A group is a collection of users assigned to a specific entity (such as agency, division, or region). Each user is assigned to at least one group. Users assigned to the same group will have explicit permissions to access data for that group based on their role permissions. For example, users with the "Performance Data Editor" role can view and edit any grants assigned to their group. Users who do not have access to the group will not be able to view or edit the data.

The "data editor" role is responsible for verifying the group that is attached to the grant proposal, project statement, site and/or real property record. If the user has access to only one group, the application will default to that group. If the user has access to more than one group, they will need to select the appropriate group.

Group permissions are explicit in TRACS (permissions are NOT inherited from one group to another). Group permissions allow users to access the data within their explicit group(s) only. The User Administrator is responsible for ensuring that users are assigned to only the applicable groups to manage their grants.

Federal users generally require access to their regional group as well as groups they manage, including the agencies within the states/insular areas and any additional sub-groups. Federal users who need access to the "data editor" role or additional groups or sub-groups after initial set up, should contact the TRACS Help Desk for assistance.

Note: Organizations are not the same as Groups. Organizations are the official agencies or offices where grantors and grant recipients are located. User administrators are typically assigned at the organizational level but may be assigned to more specific groups by their regional manager or state director. The organization determines which user administrator receives the registration request and the user administrator assigns one more groups to their users.

Groups are arbitrary and determine permissions that users have in the TRACS system, so a group could be the same as the organization or it could be a specific group of users, such the Hunter Education Division or a Multi-State Pygmy Rabbit Group.

Group Set Up Best Practices:

- Prior to managing approvals for user access requests, ensure that your groups have been set up to meet your organization's needs.

- TRACS contains default groups listed in a hierarchical table based on the DOI unified regional office jurisdictions, then by the states/territories within each region, and the default organization(s) within each state/territory.

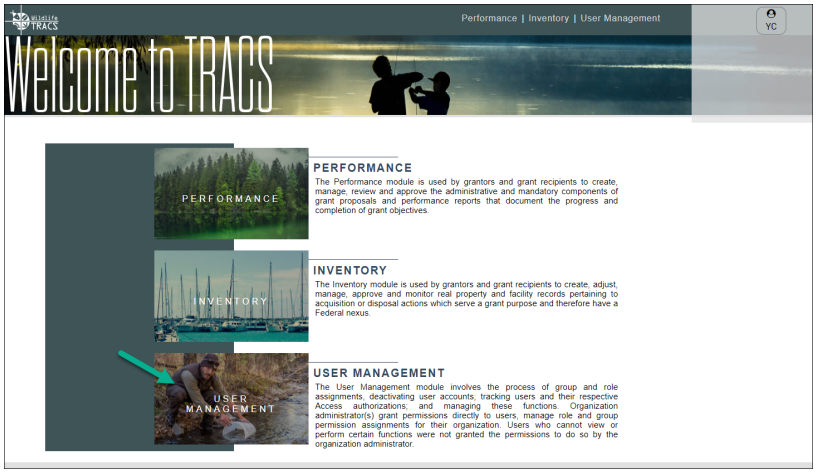
- The group could be left at the default level or the user administrator may opt to create more specific sub-groups to differentiate between various departments, divisions, or any other types of user groups that require separate access. We recommend that user administrators set up sub-groups in their agency only when necessary to separate who can access the data in that group. We recommend that fewer groups be created in order to keep permissions and group participation simple.

- Contact the TRACS Help Desk when setting up new sub-groups to ensure that federal staff can access any new groups set up.

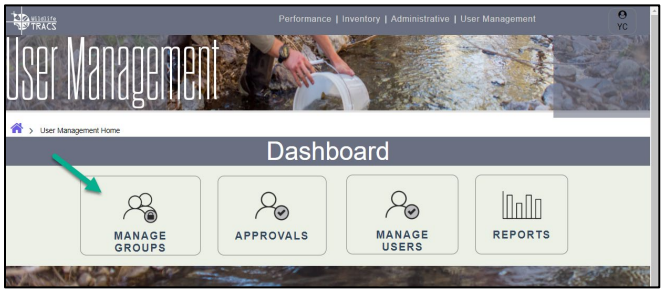
- Sub-group naming convention: The sub-group should include the state/insular area name (ex. Georgia Division of Wildlife Resources) or the full state agency acronym (ex. CPW Aquatic Education, with Colorado Parks and Wildlife abbreviated to CPW not PW). Including the state/insular area name or full agency acronym is very important to help federal approvers differentiate between multiple sub-groups they manage.

Steps to Manage Groups

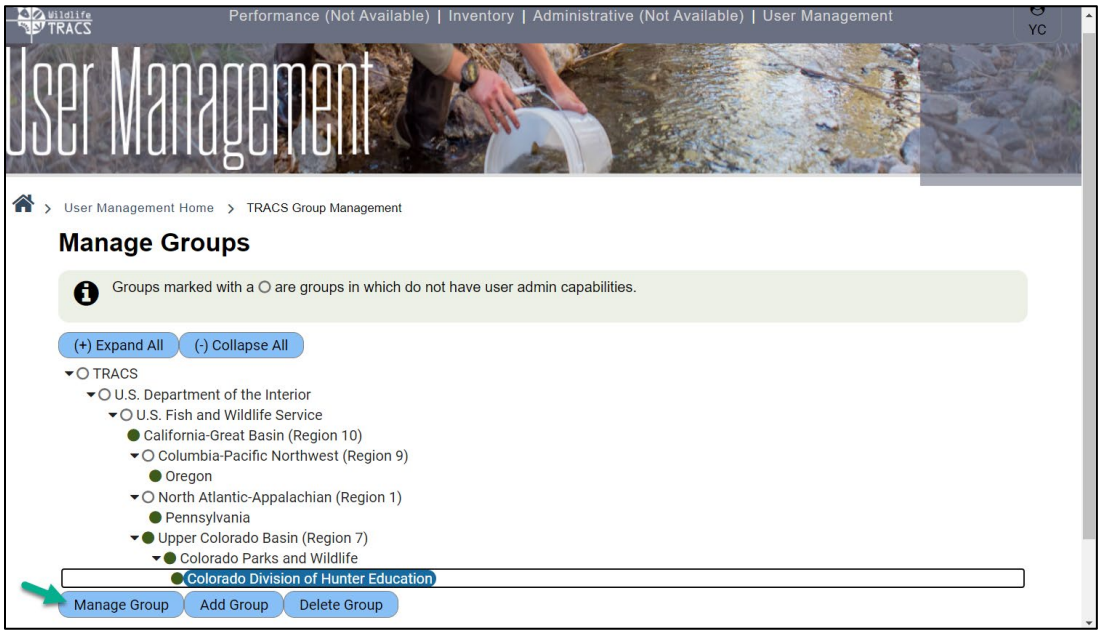
1. Login to TRACS and select the **User Management** module. Only designated User Administrators have access to the User Management module in TRACS.



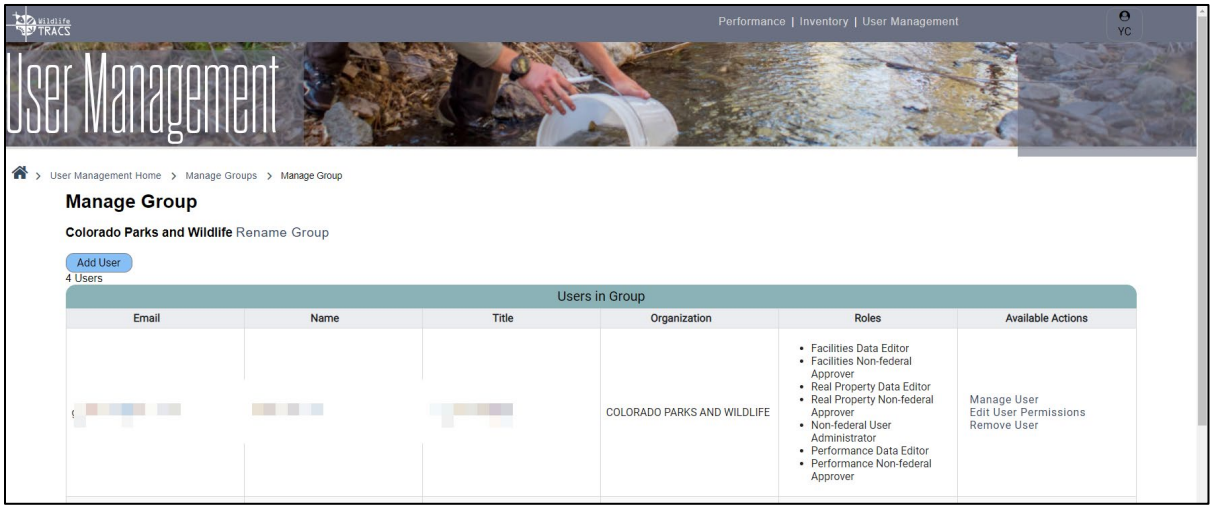
2. The User Management Dashboard opens. Select "**Manage Groups**".



3. The **Manage Groups** page opens. You can assign the user to any group with a green dot ●, indicating that the group is available to you. Groups with white dots ○ are unavailable because you do not have user administrative privileges for those groups. Select a group and click "**Manage Group**".

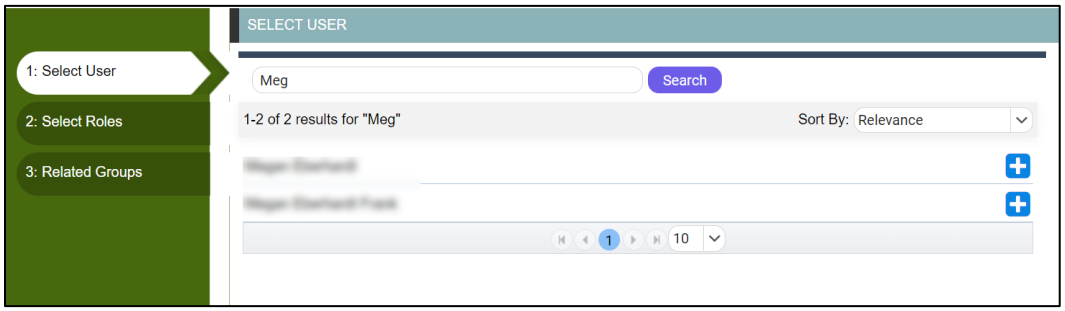


4. The **Manage Group** page opens.



   a. If needed, click the "Rename Group" link next to the group name at the top of the page.

b. Click "Add User" to add a user to the group. The "Select User" page opens. Type in at least the first three letters of the user's name and click "Search". Click on the blue plus sign to select the user. Proceed with selecting roles and related groups for the user (refer to Lesson 9a: Manage Approvals for more information).

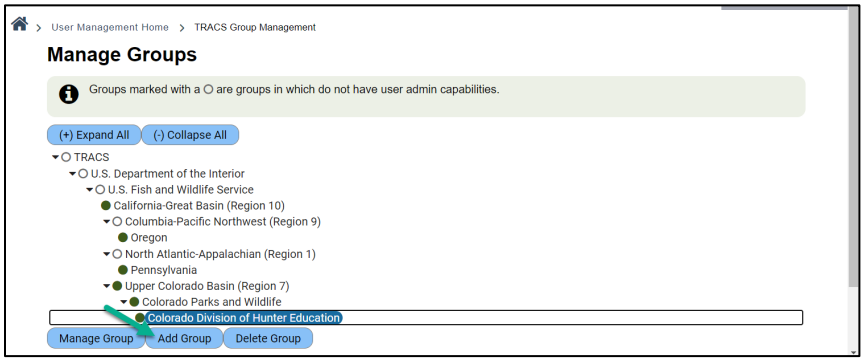


c. Click "Manage User" to view and edit the user's profile (refer to Lesson 9c Manage Users for more information).

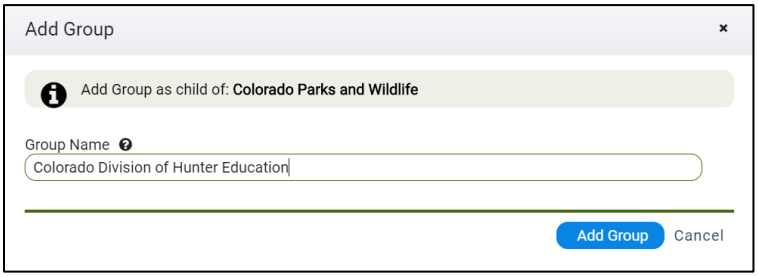
d. Click "Edit Permissions" to edit the user's roles and groups (refer to Lesson 9c Manage Users for more information).

e. Click "Remove User" to remove them from the group (note that this does not remove/deactivate the user from the system or remove them from any other groups).

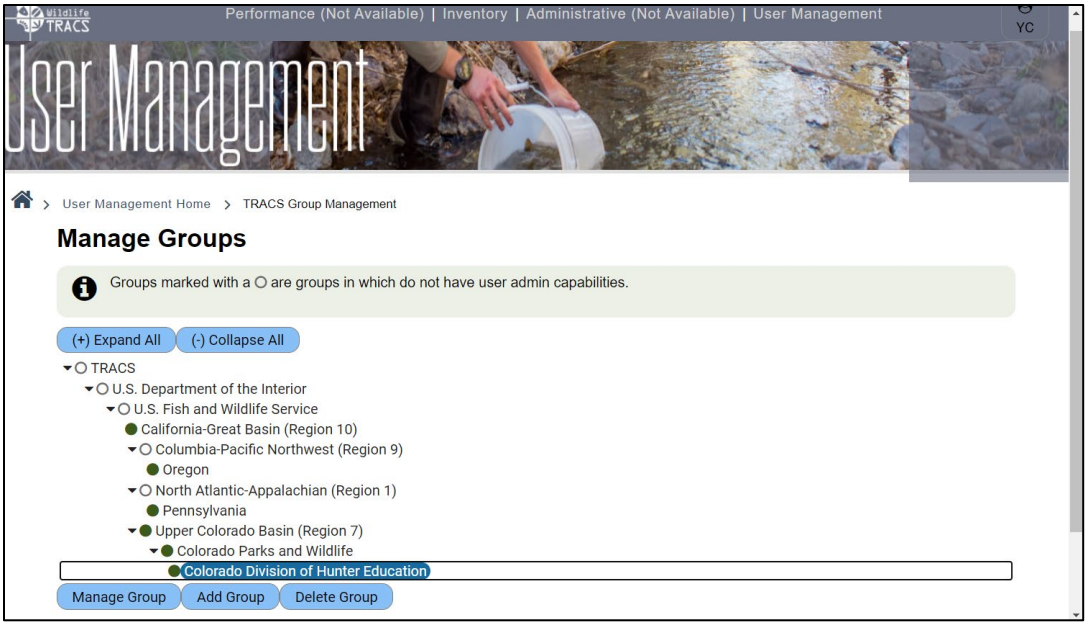
5. **Add Group:** Select the group, and click "Add Group".



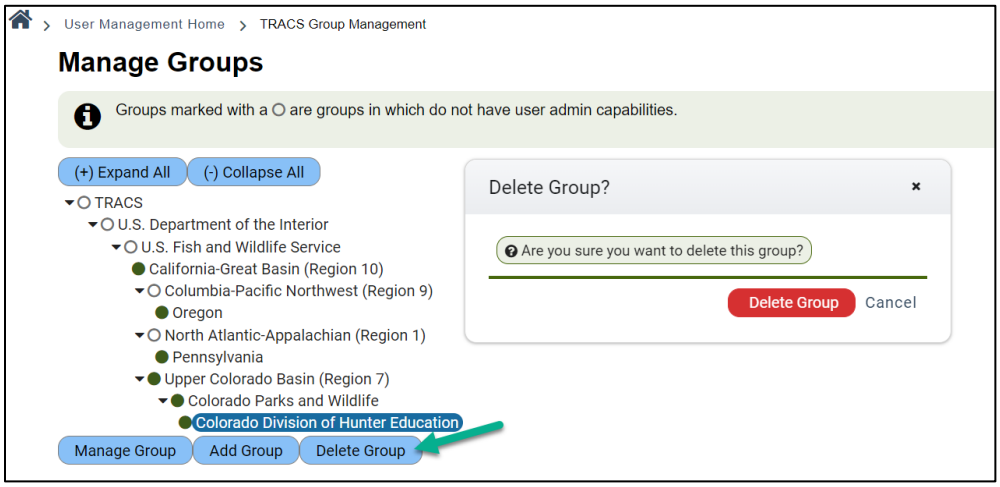
a. Enter the name of the sub-group and click "Add Group".



b. The sub-group now displays.



6. **Delete Group**: Select a Group and click "Delete Group", then confirm by clicking "Delete Group" again. Note: A group cannot be deleted if users are assigned to that group or sub-group (the "Delete" option will be grayed out).



Lesson 9c: Manage Users

Objectives

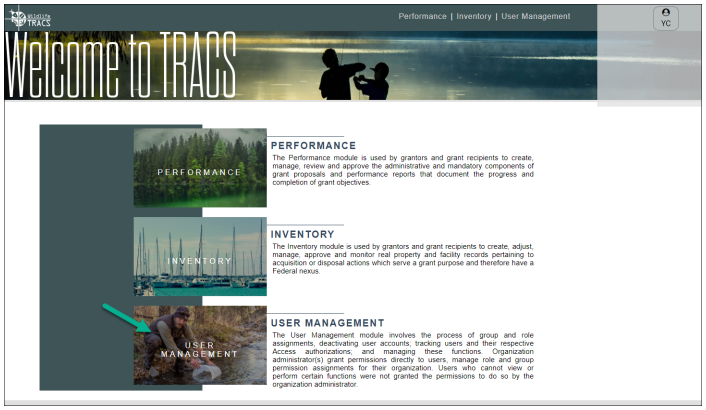
By the end of this lesson, learners will be able to:

1. Identify the steps to update user permissions.
2. Identify the steps to view a user's profile.
3. Identify the steps to disable or enable a user's account.

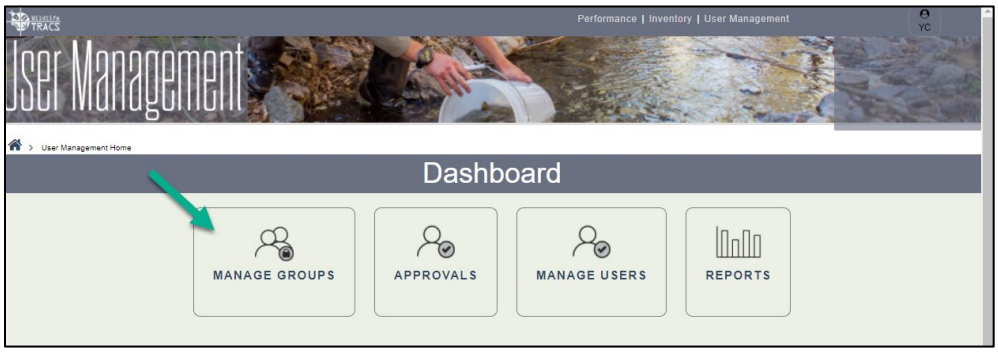
User administrators are responsible for managing users in their group(s), including updating their permissions. Users who leave the organization, change positions or have been inactive for 90 days must have their account disabled in TRACS.

Steps to Update User Permissions

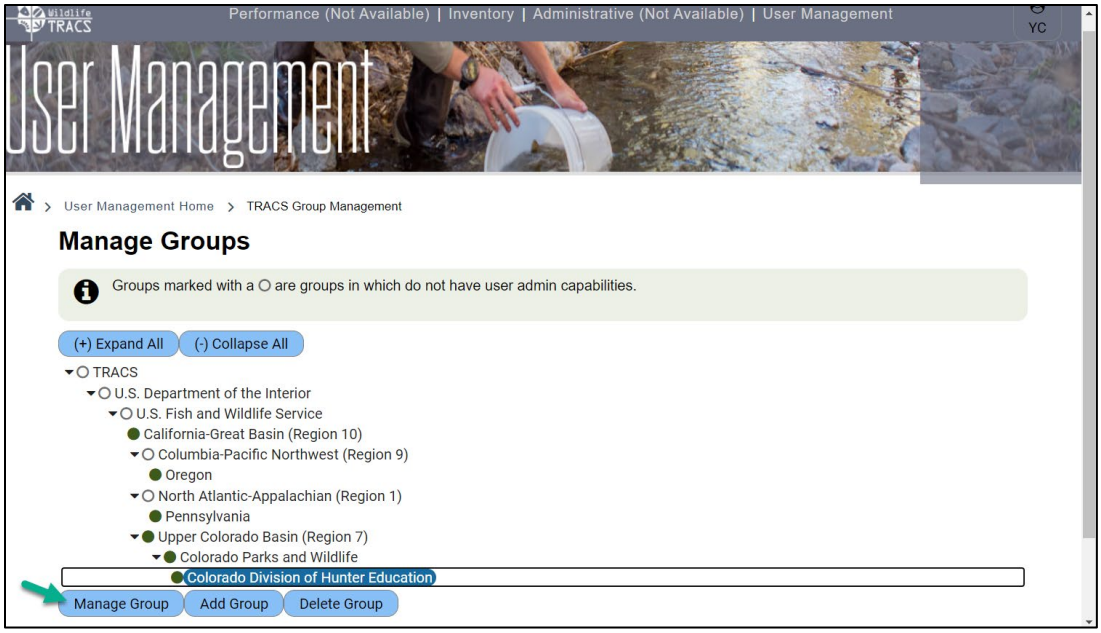
1. Login to TRACS and select the **User Management** module. Only designated User Administrators have access to the User Management module in TRACS.



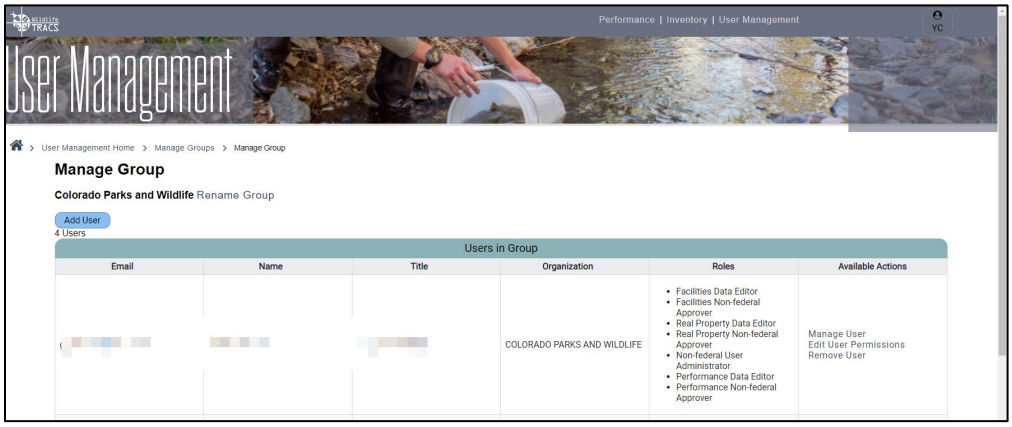
2. The User Management Dashboard opens. Select "**Manage Groups**".



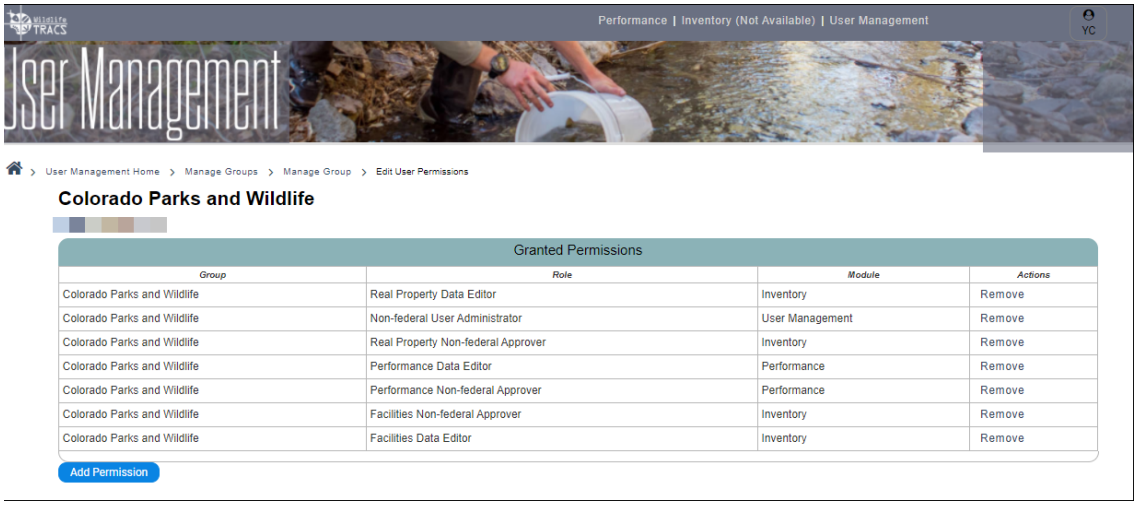
3. The **Manage Groups** page opens. Select the group needed to edit the user's permissions and roles, then click "Manage Group". Permissions must be edited for each group separately.
   - You can manage groups with a green dot ●, indicating that the group is available to you. Groups with white dots ○ are unavailable because you do not have user administrative privileges for those groups.



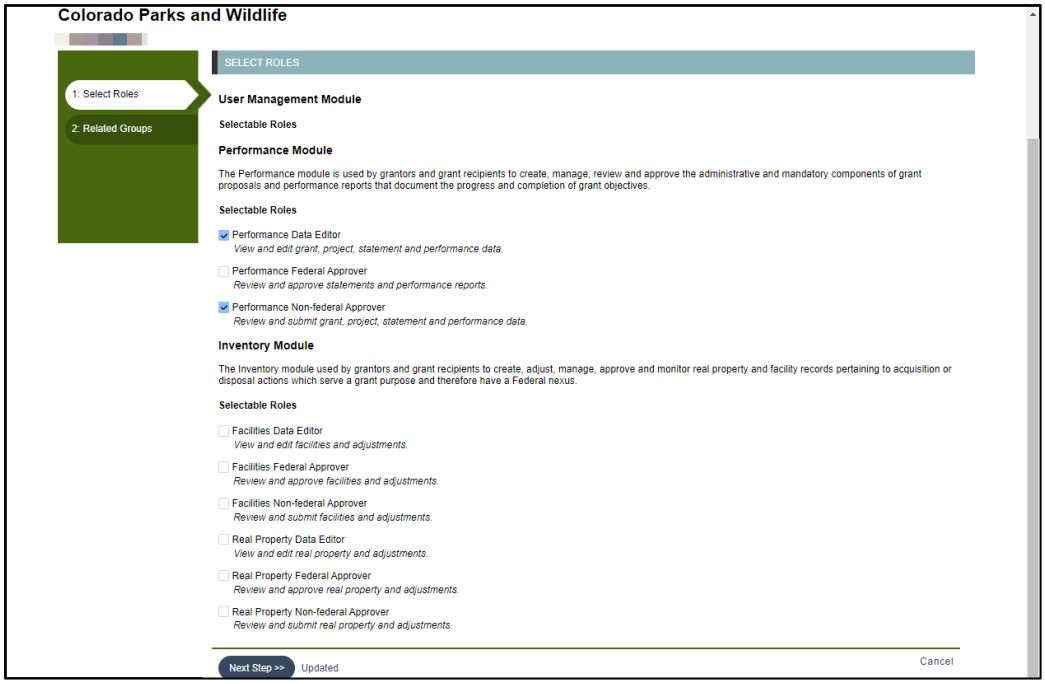
4. The **Manage Group** page opens. Find the user and click "**Edit Permissions**" to edit the user's roles and groups.



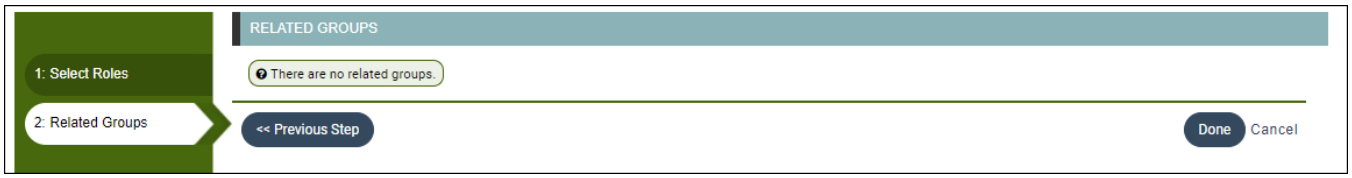
5. The user's name will display at the top of the page with their granted permissions listed below.
   - To remove a permission, select "remove" in the actions column to the right.
   - To add permissions, select the "add permission" button at the bottom.



6. When adding permissions, the Roles page opens. Select the role(s) the user needs, then select "Next Step".

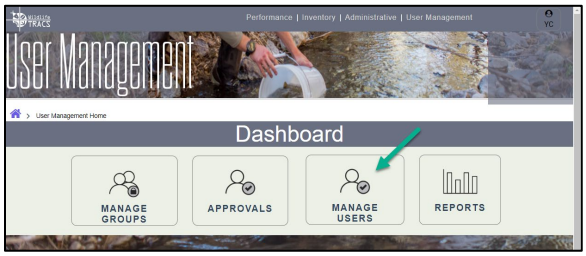


7. The **Related Groups** page opens. If there are related groups listed, this step allows you to identify the sub-groups the user needs access to under a parent group. Then click "Done".

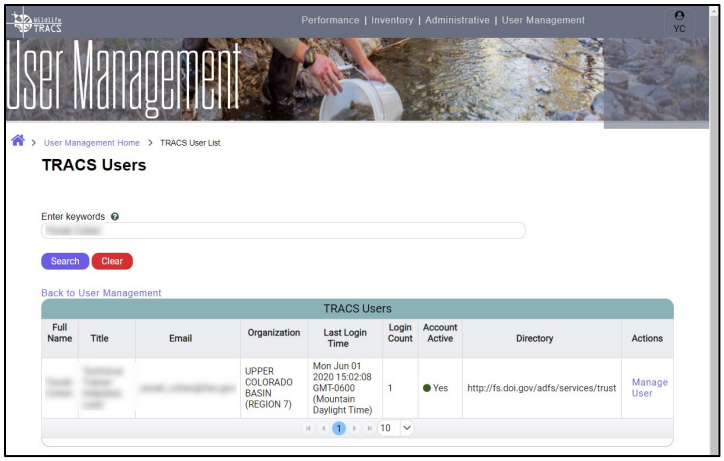


Steps to View the User's Profile

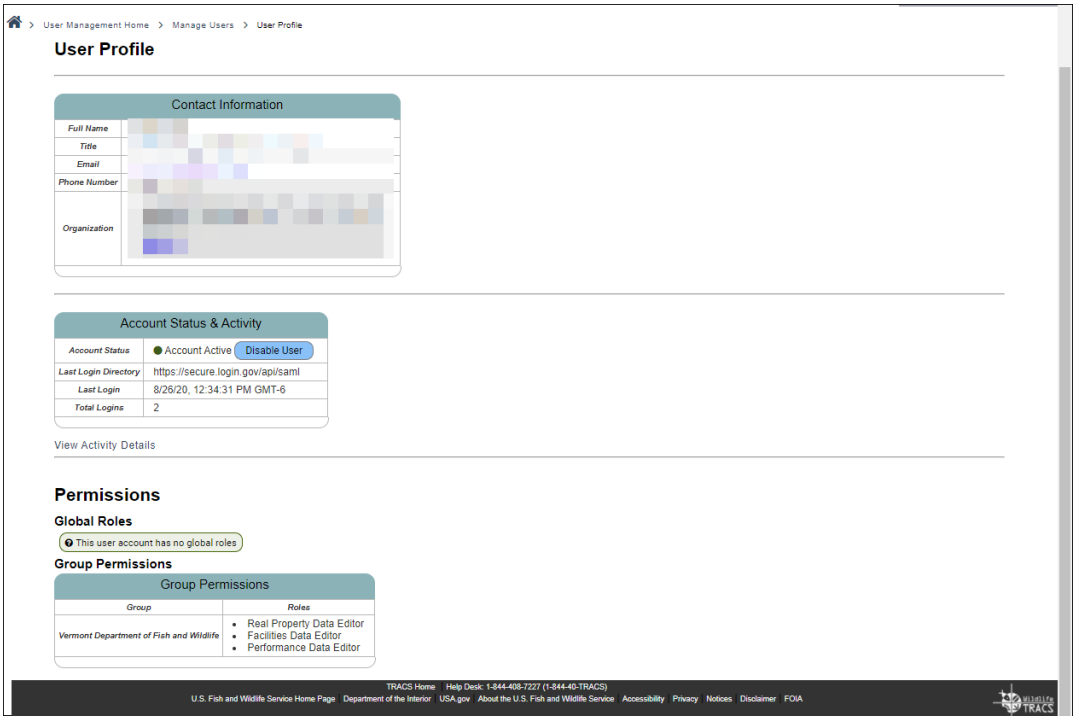
1. From the User Management Dashboard, select "Manage Users".



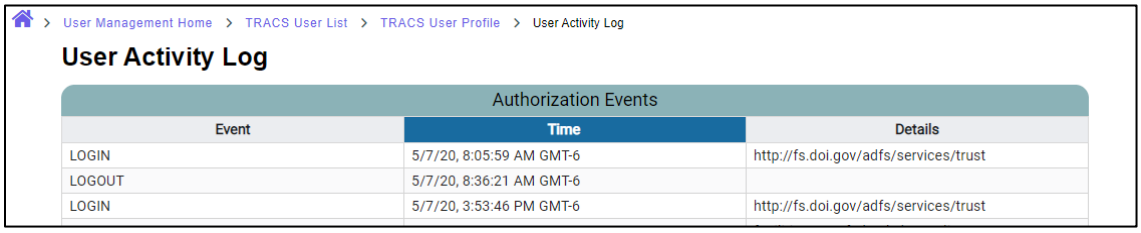
2. The **TRACS Users** page opens displaying users in your agency/organization. Search for a user by entering at least the first three letters of their last name into the search box. Find the user and click "**Manage User**" in the actions column on the right.



3. The **User Profile** page opens displaying current contact information, account status and permissions.



a. Click on "**Activity Details**" to see the user activity log.

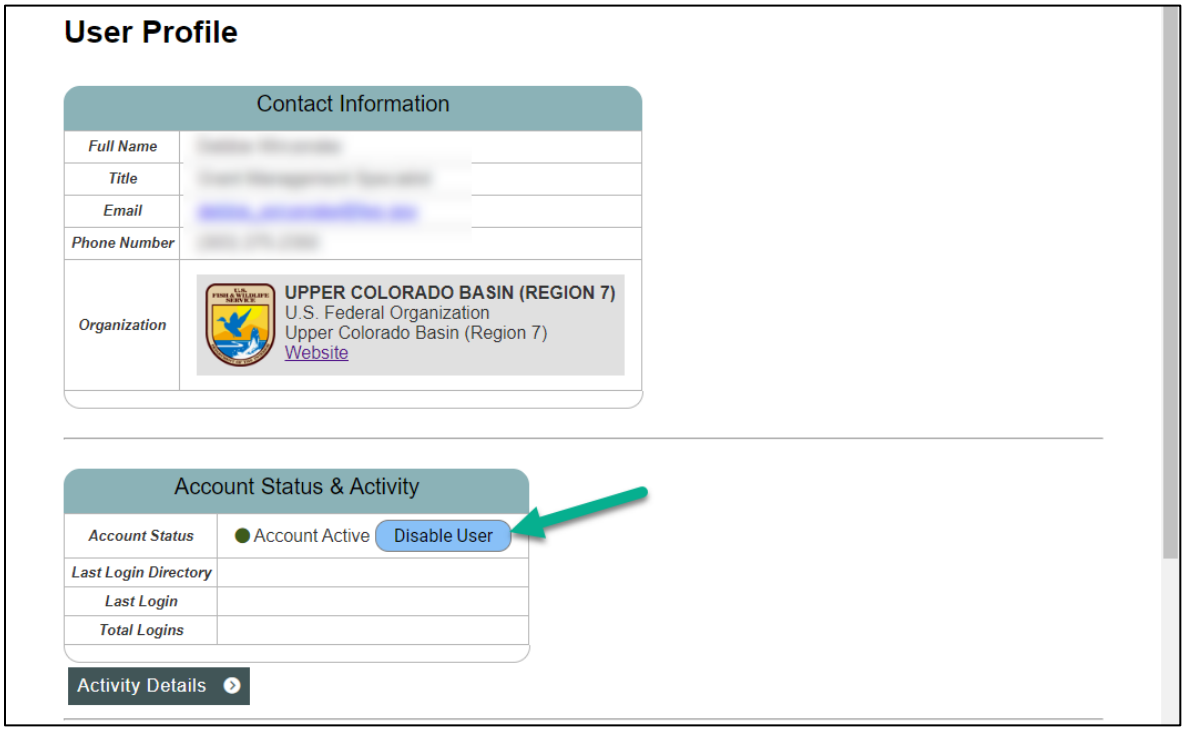


Steps to Disable or Enable a User Account

Best Practice Tip: The Non-Federal User Administrator is responsible for disabling user accounts when needed, such as when the user no longer needs access to TRACS due to a position change, leaving the organization/agency or is inactive for 90 days in TRACS.

Note: The TRACS Help Desk is responsible for disabling federal user accounts for WSFR staff.

1. From the User's Profile page, click on the "Disable User" button. The user will no longer have access to TRACS. Note: the data they entered is not affected.



2. The account will display as "disabled". If the user's account needs to be reactivated, click the "Enable User" button.