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Student Support Services Account Management Procedures

The following procedures describe the tasks associated with managing user accounts that access the Nassau BOCES Instructional Data Warehouse and some special reporting.

This application cannot manage user accounts that access other State Reporting applications such as NYS-Level0, State Reporting Analytics, ASAP, etc.

The IDW now uses Microsoft Azure cloud authentication to insure the highest level of security of Nassau BOCES content. Our new "Hello-ID" application is replacing the previous active directory management system (nbas.nasboces.org).

The new application will authenticate using the standard Microsoft login procedure and will require multi-factor access via email or phone.

Use the following link to access the Hello-ID portal.

https://nassauboces.helloid.com/app/servicedesk/form/

You will be greeted with a blank pallet with the tabs "Applications" and "Service desk" on the left.

Select "Service desk" to access the management system.

Each of the previously available functions are accessible using the six icons on the dashboard.

Procedure Set:

- Create New Account
    - Query the potential new user to find out if they have had an account with another district. If so, DO NOT create a new account. Instead import the previous account using the "Import Account" function.
    - Be sure to have the users profile information, specifically a valid Teach ID for users to be added to "T" groups, an email address associated with your district, and phone numbers for future multi-

factor authentication. Incorrect teacher information will cause the person to not see their class rosters.

- o Be sure you have the user's assignment information, in particular the School or District level access for his or her role.
- o Once the user is added you may use the other features of the app to verify and manage the user.
- o Note: if a new user's first initial and last name matches that of an existing user a sequence number will be added to the UPN (dupuser1@nb-dw.org). Be sure to verify this using the district report and inform the new user of the modification.

- The "District Report" is a list of the users in your district with their contact information, role assignment and location.
  - o Use this report to verify installation of new accounts and audit access for users who may no longer be associated with your district.

- "Enable/Disable User"
  - o Be sure to promptly disable accounts of personnel that are no longer associated with your district.

- "Import Account" is used to retrieve an account from a previously assigned district. Use this feature instead of trying to create a new account for someone moving from another district.
  - o Enter the UPN (sampleuser@nb-dw.org) you want to retrieve.
  - o Select the group from your district into which you want to put the imported user.

- "Password Reset" is used to reset a password for another user's account.
  - o The Microsoft login provides an additional "forgot Password" function to allow users to reset their password.

- "Update Account" opens with a list of the users assigned to your district for which you have management rights.
  - o Select the user for which you want to make changes and edit those fields you need to change.
  - o Submit the changes verify the changes using the district report.