

CSAT Account Management

User Guide

April 2008

Version 2.0.a



Homeland
Security

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Change Log

Account Management Version 1.2.a -> Account Management Version 2.0.a

- Updated the version number to 2.0.a
- Updated the date to April 2008

Change Request 2.0.a -> Account Management Version 1.2.a

- Updated the text to reflect application name change from the User Change Request System to the Account Management System
- Updated screen shots to reflect new application name
- Added the Update My Information Option, which includes:
 - Ability to edit name, address, phone number, email address and organization name
 - Ability to change password
- Added directions on how to transfer a specific facility rather than all facilities
- Updated the text to reflect the ability of users to transfer specific facility roles rather than all roles
- Updated the requirements of the Submitter and Authorizer to include the rule that they must be an employee.

General Background

The Chemical Security Assessment Tool (CSAT) is the Department of Homeland Security's system for collecting and analyzing key data from chemical facilities.

More information about the CSAT system is available at <http://www.dhs.gov/chemicalsecurity>.

This application, the Account Management System, allows an organization to manage their CSAT user IDs.

A CSAT user can:

- Update their user information, including changing their password, and
- Transfer one or more of their user roles

To reset a forgotten password or to disable an established user's account, contact the Help Desk (866-323-2957).

Facility Information (e.g., facility name or address change) can not be changed from the Account Management System. Use the *Update Facility Information* option from the main page of the CSAT Top Screen application to make facility information changes.

Account Management System

The Account Management System is accessible upon login to the CSAT site.

To update an account, the user must be logged in with the username that needs updating. To transfer an account, the user must be logged in with the username *from which* responsibilities will be transferred.

Select the *CSAT Manage My Account* option to enter the system, as shown below.

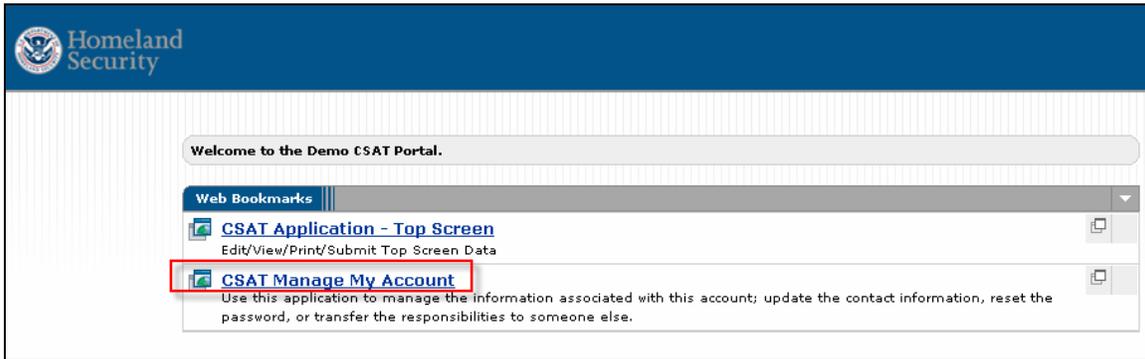


Figure 1 CSAT Account Management System

The main screen in the Account Management System, shown in Figure 2, allows the user to select whether they want to *update their information*, including updating their name, address, phone number or email address as well as changing their password, or if they want to *transfer their CSAT responsibilities* to another user.

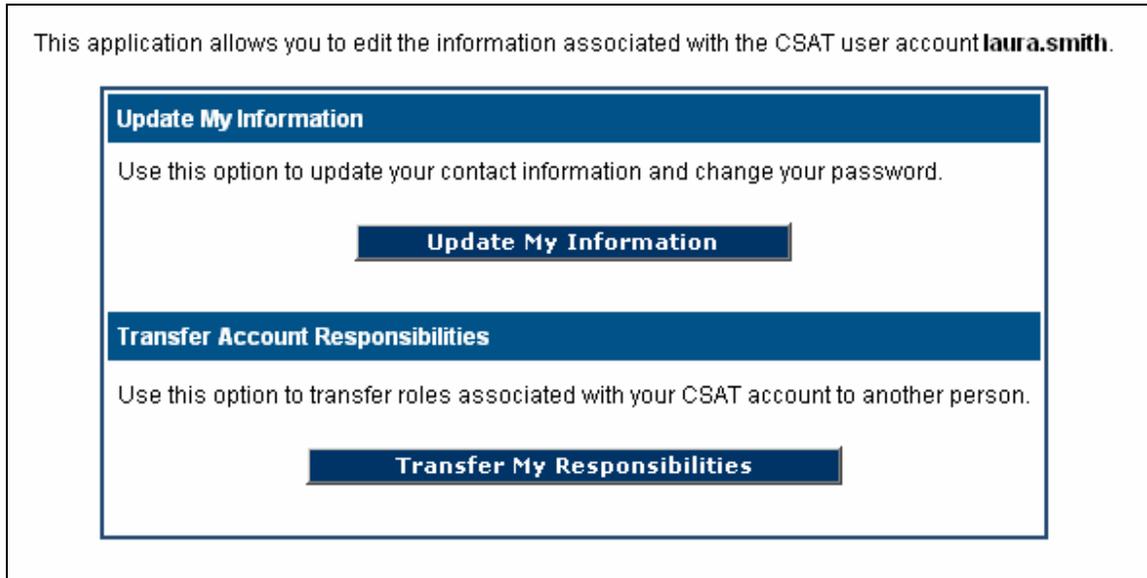


Figure 2 CSAT Account Management Main Screen

Update My Information

CSAT accounts should be updated when:

- A user's information (name, address, phone number or email) has changed.
- A user wants to change their password before it expires.
When a user registers themselves in the CSAT User Registration System, their password is good for 90 days. Two weeks before their CSAT password expires, the user will receive an email instructing them to change their password by directing them to the Account Management System. Once updated, their new password will be good for 90 days. If a user has forgotten their password, they will need to call the Help Desk to have it reset. (866-323-2957)

The *Update My Information* screen will display the current information for the user.

Return to Main Menu

This page allows you to edit the information associated with the CSAT user account **laura.smith**.

Update Account Information

Change Password

First Name: Laura Last Name: Smith

Organization: chemical Company A

Mailing Address 1: 123 Main St

Mailing Address 2:

City: Lombard State: Alabama ZIP Code: 55564

Phone Number: (630) 252-XXXX Extension:

Email Address: Lsmith@xxx.com

Submit

Figure 3 Update My Information Screen

This screen allows the user to:

- Update User information
- Change a password
- Return to the Main Menu

Update User Information

Update any information that is incorrect and click *Submit*. All fields shown can be updated. In Figure 4, the zip code has been updated.

[Return to Main Menu](#)

This page allows you to edit the information associated with the CSAT user account **laura.smith**.

Update Account Information

[Change Password](#)

First Name:	<input type="text" value="Laura"/>	Last Name:	<input type="text" value="Smith"/>
Organization:	<input type="text" value="chemical Company A"/>		
Mailing Address 1:	<input type="text" value="123 Main St"/>		
Mailing Address 2:	<input type="text"/>		
City:	<input type="text" value="Lombard"/>	State:	<input type="text" value="Alabama"/>
ZIP Code:	<input type="text" value="89898"/>		
Phone Number:	<input type="text" value="(630) 252 - 0000"/>	Extension:	<input type="text"/>
Email Address:	<input type="text" value="Lsmith@xxx.com"/>		

[Submit](#)

Figure 4 Update My Information Screen

The information will be updated and a successful completion message will be displayed.

The account information has been updated.

[Return to Account Information](#)
[Close](#)

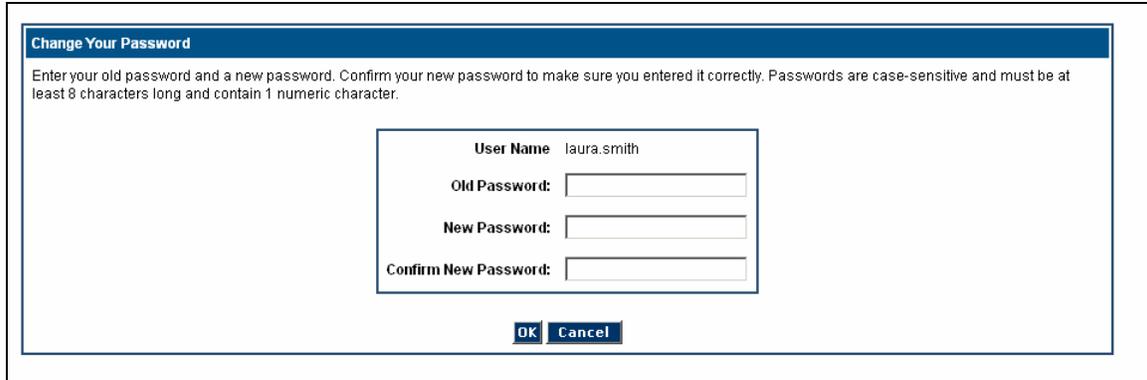
Figure 5 Account Information Updated Screen

To return to the Account Information screen, click *Return to Account Information*. To exit out of the Account Management system completely, click *Close*.

Change Password

To change a password, click the *Change Password* button at the top of the *Update My Information* screen.

CSAT Account Management System



The image shows a dialog box titled "Change Your Password". The title bar is blue with white text. Below the title bar, there is a blue header bar with the text "Change Your Password" in white. The main content area is white and contains the following text: "Enter your old password and a new password. Confirm your new password to make sure you entered it correctly. Passwords are case-sensitive and must be at least 8 characters long and contain 1 numeric character." Below this text is a form with four fields: "User Name" (pre-filled with "laura.smith"), "Old Password:" (empty), "New Password:" (empty), and "Confirm New Password:" (empty). At the bottom of the dialog box are two buttons: "OK" and "Cancel".

Figure 6 Change Password Screen

To change the password, enter the old password and a new password. Passwords are case sensitive and must be at least 8 characters long and contain 1 numeric character. Initial passwords are generated with special characters (#,!, \$ etc) and provide an extra level of security, but they are not required when changing the password. Click *OK*.

A message indicating the password has been successfully changed will be displayed.



The image shows a message box with a blue header bar. The header bar contains the Homeland Security logo on the left and the text "Chemical Security Assessment Tool (CSAT) Account Management" on the right. The main content area is white and contains the text: "Your password has been changed successfully. Please log out of the system and log back in with your new password." At the bottom of the message box is a "Close" button.

Figure 7 Password successfully Updated Screen

Transfer Account Responsibilities

The Transfer Responsibilities option allows the user to transfer some or all of their CSAT roles to another user.

CSAT accounts should be transferred when:

- An individual leaves the organization.
- An individual's responsibilities no longer include CSAT input.
- An individual has two or more usernames and wants to eliminate the duplicates, as described below.

Every time the User Registration System is used to register a new facility, a new username is created, regardless of the fact that the same individual is specified. For example, if one submitter is responsible for multiple facilities and all of his or her facilities are entered on one registration form, that submitter will be granted one username and password. If a submitter's information is entered for only one facility at a time and then the *Complete* button is pressed, that submitter will receive one username and password for each separate registration form submitted. The transfer option can be utilized to eliminate the extra usernames associated with a single individual.

- A facility must be added to an existing Authorizer, Submitter, or Preparer structure, as described below.

After exiting the User Registration System, no information is retained and users cannot re-access the information already entered. If a Facility that should be in an existing structure was not entered with the original facilities, it must be added separately. This will create a new set of usernames and passwords for the Authorizer, Submitter, and Preparer. After these have been created, the individuals involved can transfer the accounts to their original usernames, in effect "adding" a Facility to an existing structure.

A transferee can be an existing CSAT user or a new user. If the transferee is a new user, a PDF form must be created, signed, and submitted.

Transferring roles when original user not available

Ideally any CSAT role would be transferred *before* an individual becomes unavailable. But it is recognized that there are situations where individuals are not able to transfer their responsibilities, due to termination, job change, injury or death. Transferring roles in these situations depends on a variety of factors.

If the individual was the authorizer, and the original authorizer is not available, special transfer requirements exist to ensure the integrity and security of CSAT. The new authorizer must contact the CSAT Helpdesk

If the individual was listed as the preparer and/or submitter then ideally the company will be able to transfer their responsibilities to a new individual. Because a transfer must be initiated by the original individual (who is no longer available), being able to access their CSAT account is required. If their username and password are available the CSAT system can be accessed with the logon and the roles transferred.

If the individual to whom the facility roles are being transferred a new CSAT user, the company will need to contact the help desk to arrange the transfer.

However, if the individual to whom the facility roles are being transferred is an existing CSAT user and username and password are not known, the following options are available:

Best case scenario: The company can access the individual's e-mail account (often times the IT department can reset the password on an account, so their e-mail history can be accessed). If they are able to locate the e-mails that provide the username/password they can log on to the system and transfer the responsibilities.

Good case scenario: The company can access the individual's e-mail account (often times the IT department can reset the password on an account, so it can be accessed). If they *cannot* locate the e-mails that contain the username/password but have e-mail access, they can call the Help Desk. With the user's name (first and last) they can request a password change. This will automatically send an e-mail to the registered e-mail account with the new password. Because the company will also need the username, ask the Help Desk to manually send a second e-mail with the username to the original e-mail address.

When the recipient receives the new e-mails, they can log on to the system with the new password and transfer the responsibilities.

If the original individual's e-mail can not be accessed, the option to simply transfer the responsibilities does not exist.

Worst case scenario: The company can not locate the username/password and can not access the e-mail or phone number the original user supplied. Contact the Help Desk and they can advise the user how to proceed. The company may need to re-register all facilities that have this individual in the chain (as either submitter or preparer) including all other individuals associated with the facilities. *In this situation, any unsubmitted information that has been entered into the Top-Screen is not transferable and will need to be reentered.*

Examples of different transfer scenarios

Example 1

Figure 8 shows an example of transferring responsibilities for a Preparer with four facilities (Preparer 1) to a new User.

CSAT Account Management System

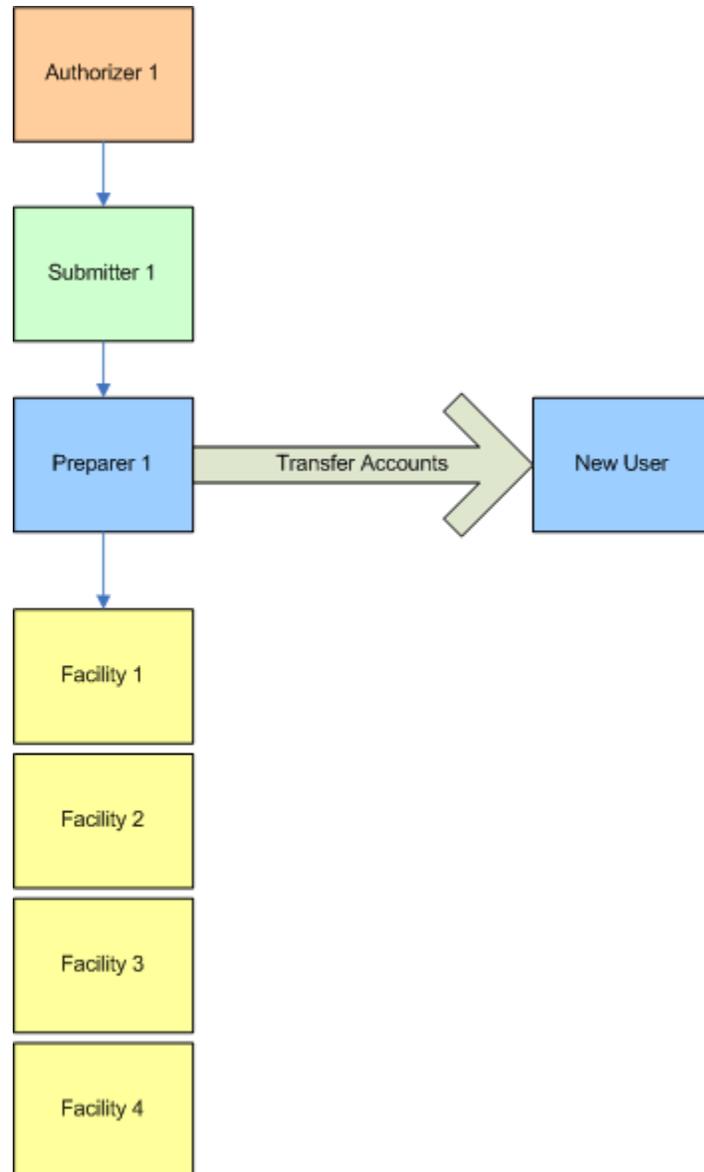


Figure 8 Transferring Preparer responsibilities to another user

The Transfer would move all the Preparer's facilities to the new CSAT user. The Authorizer and Submitter already defined for these facilities remain the same.

Example 2

Example 2 shows how to transfer the Authorizer Role to eliminate multiple usernames.

To enter information into the User Registration System, a one-to-one relationship must exist between Authorizer and Submitter. If a single Authorizer is going to have multiple Submitters, they need to be entered separately. When the two usernames are assigned, one of the accounts can be transferred to the other, eliminating the second username.

Figure 9 shows one Authorizer (Authorizer 1) with two different Submitters and multiple Preparers and Facilities. To transfer the account (i.e., eliminate the extra username) the Authorizer should logon to the Account Management System with the username to be eliminated and transfer the account to the other username.

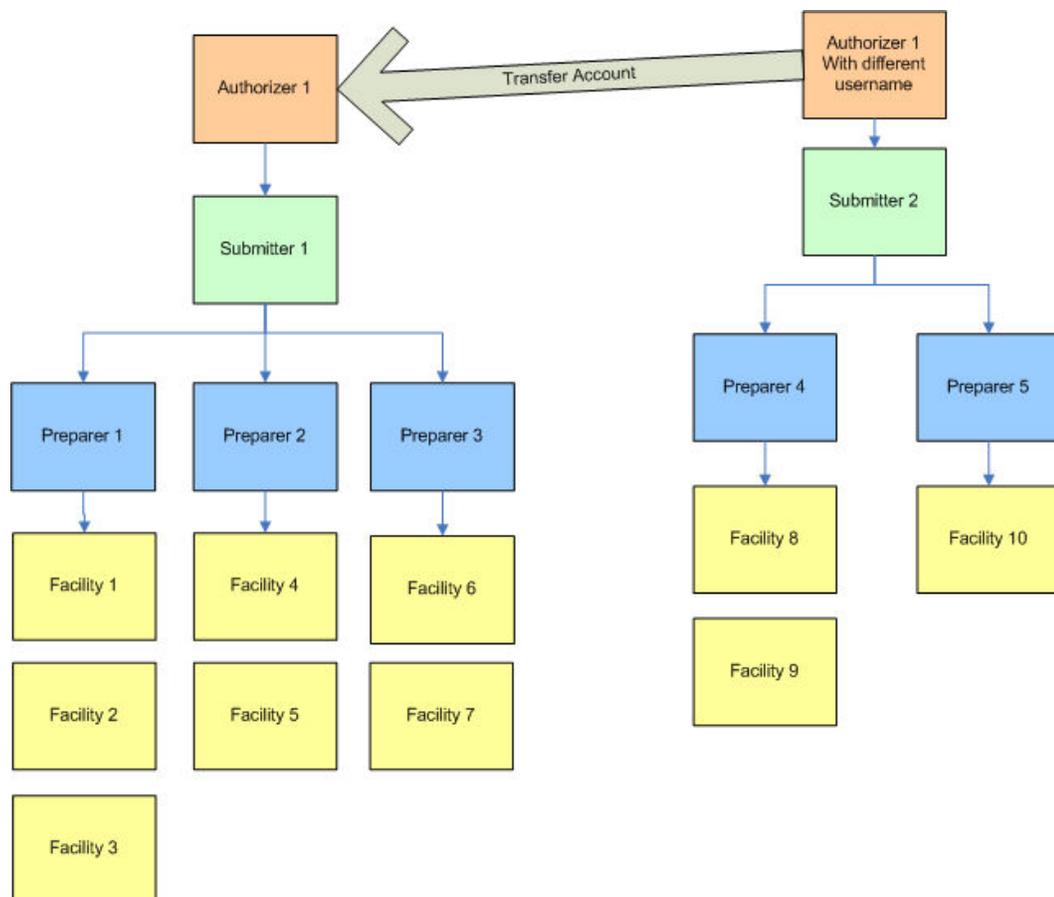


Figure 9 Consolidating multiple Preparers, Submitters, and Facilities under one Authorizer username

CSAT Account Management System

Upon completing the transfer, the structure would look like that shown in Figure 10.

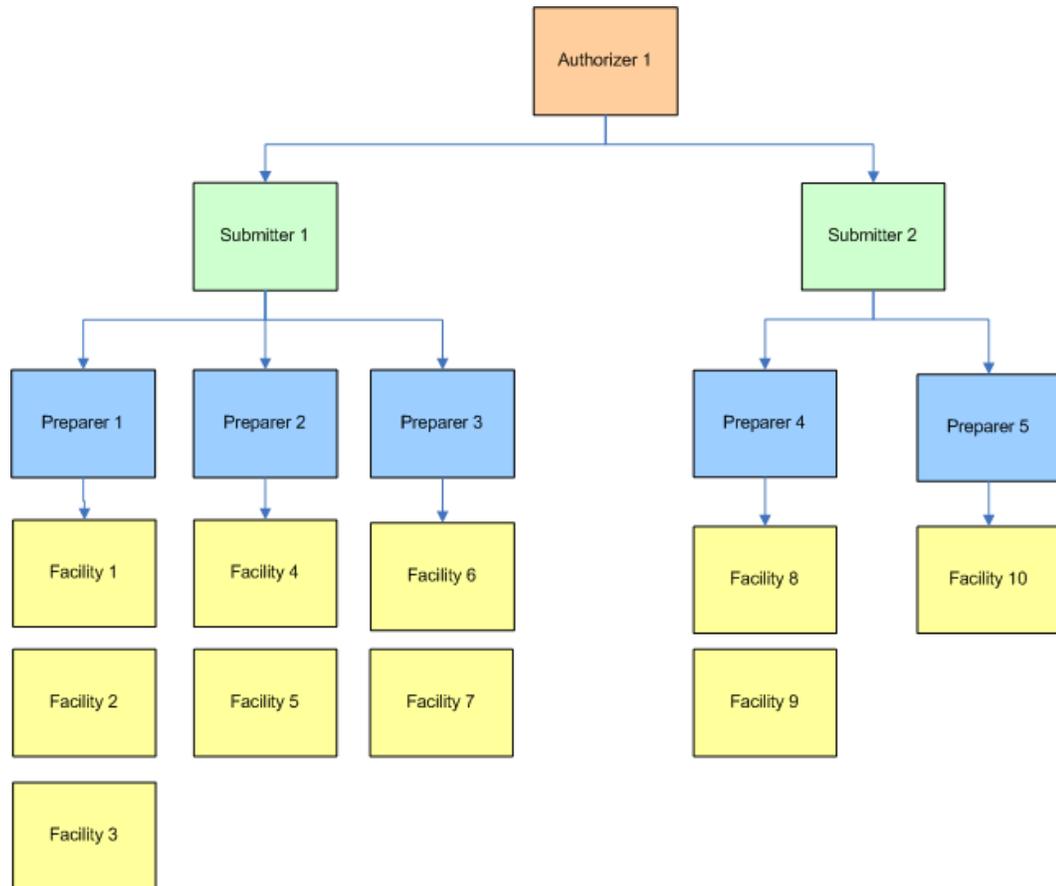


Figure 10 Consolidated structure under one Authorizer

Example 3

Figure 11 shows the transfer of one Submitter's role (Submitter 2) to another existing CSAT user (Submitter 1). In this example, the Authorizers are two different individuals (Authorizer 1 and Authorizer 2), and the Authorizer role does not change.

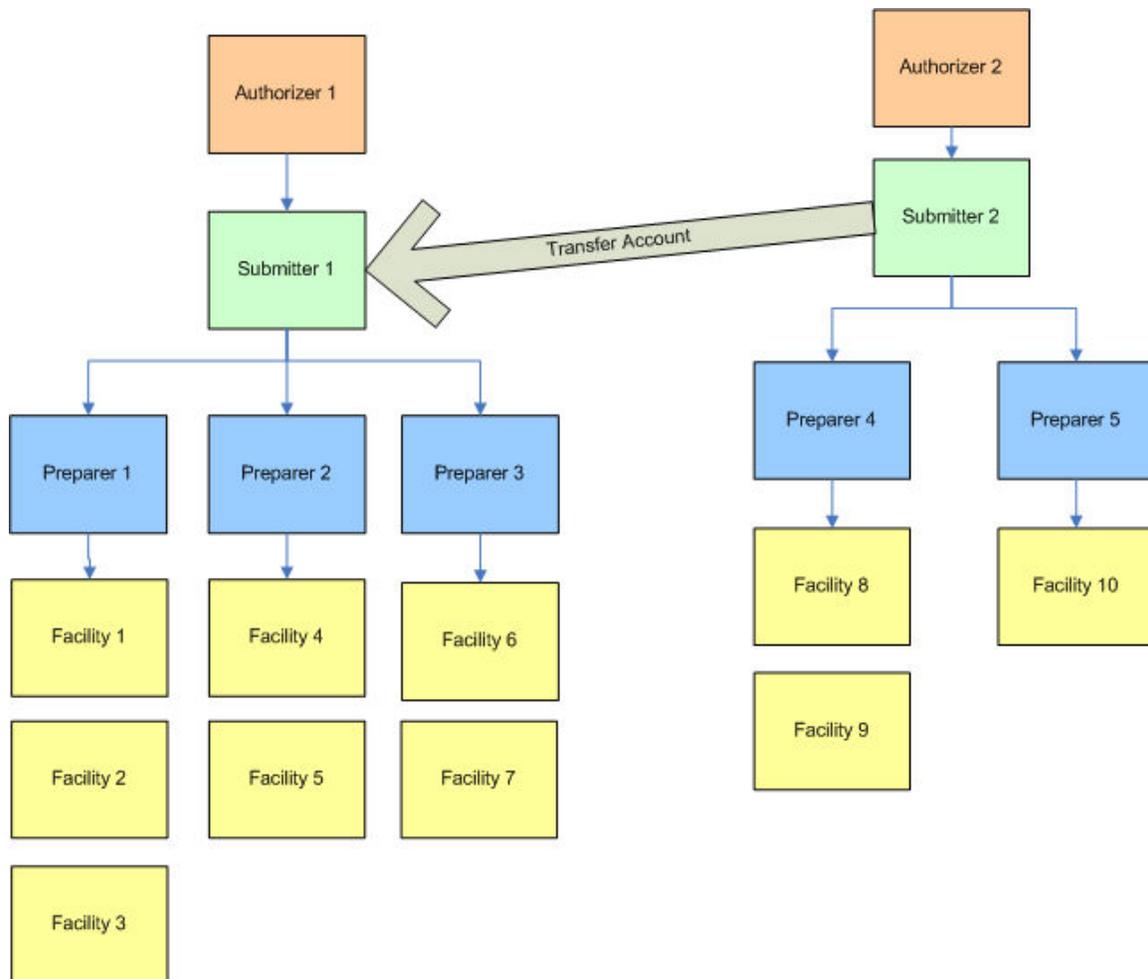


Figure 11 Transferring a Submitter role to another Submitter

The transfer will replace Submitter 2 with Submitter 1, as shown in Figure 12.

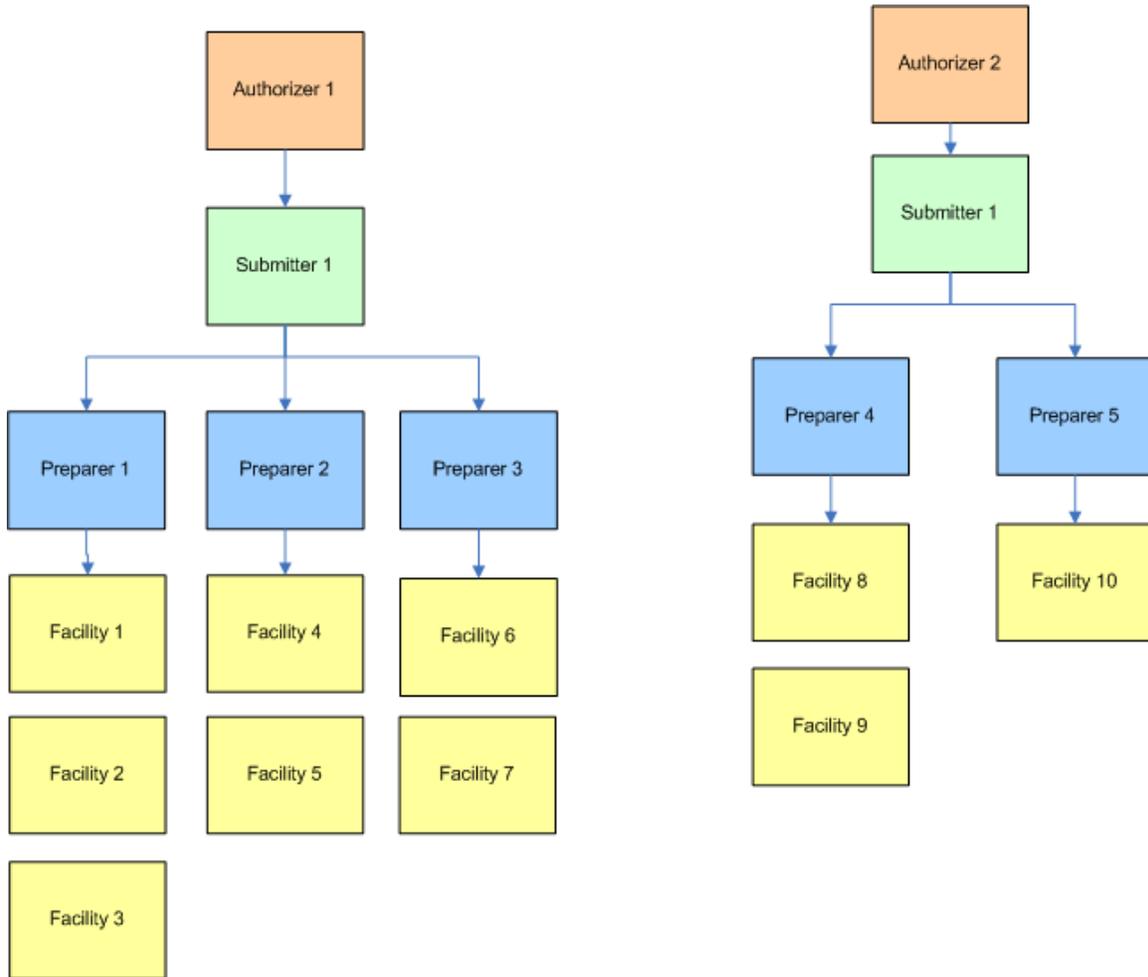


Figure 12 New structures with multiple Authorizers and a single Submitter

Transferring Accounts

The Transfer Account Responsibilities screen will show all the roles associated with the Username logged in. Figure 13 shows an individual with Submitter, Preparer and Authorizer roles for Facility A and the Preparer role for Facility B.

Figure 13 Selecting Facilities and Roles to Transfer screen

To transfer a role, the user should check the specific facility and the role for that facility to transfer. To select all the roles and facilities, click the *Check All* button. Use the *Uncheck All* to quickly unselect all selections. Only the selected facility/roles will be transferred, the others will remain with the user.

The actual Transfer will not take place until the Help Desk verifies the transfer. If a transfer has been requested but not yet verified, the checkbox will be grayed out. The user can not "re-transfer" this role. When the transfer is verified by the Help Desk it will no longer appear on the users screen.

When the screen shown in Figure 14 appears, if the person accepting the responsibilities is already registered, click on *Transfer to Existing CSAT User*. If the person accepting the responsibilities has not registered, click on *Transfer to a New CSAT User*.

Figure 14 Existing/New User selection screen

Existing CSAT User

As shown in Figure 15, type the Username for the existing CSAT user taking over this role. The phone number must match the number that the system currently has stored for this user.

Figure 15 Username/Phone Number screen

Click *Submit* to process the change request.

The information submitted is compared to existing CSAT users, and if a match is made, the message shown in Figure 16 appears. The actual Transfer will not take place until the Help Desk verifies the transfer.

Notification of the transfer will be sent to the transferee (the person who will take over the role). This will be sent via e-mail to the address provided for the transferee.

After the account is transferred, the old username will not have access to the facility in the role they transferred. They will retain any roles they did not transfer and will have access to the CSAT system in those roles. If all roles are transferred, the user will no longer have access to the CSAT system.



Figure 16 Account Transfer Request Sent message

If the information provided does not match an existing CSAT user, an error message displays, as shown in Figure 17. Enter the correct information and submit again. If the user does not already exist in CSAT, go back to the transfer screen and select *New CSAT User*. It is possible that the user exists, but has not yet been verified. In that case, wait for confirmation that the user has been verified (from the Help Desk) and then complete the transfer.

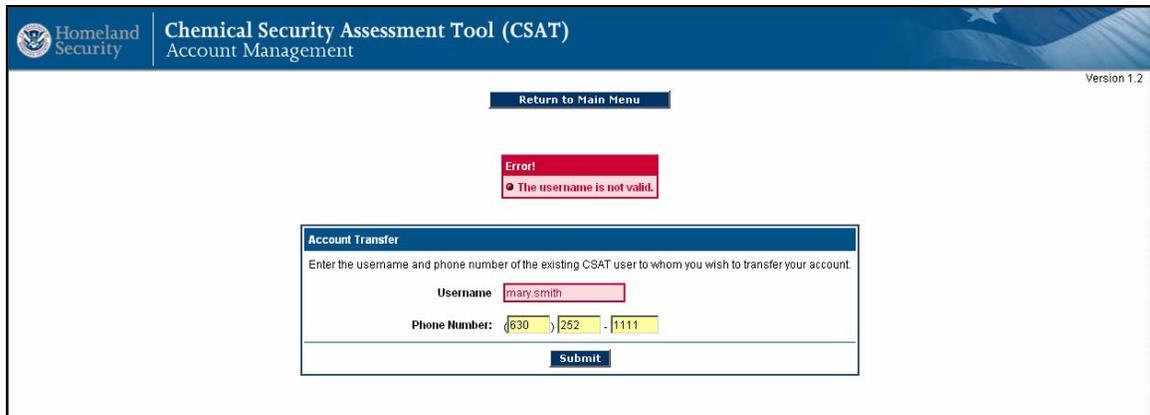


Figure 17 Username Not Valid message

New CSAT User

To transfer a role to an individual who does not already have a CSAT username, provide the following information about the new user in the screen shown in Figure 18.

First Name

Middle Initial (optional)

Last Name

Organization

Business Address

 Mailing Address

 City

 State

 Zip Code

 Telephone

 E-mail

Is the individual a U.S. Citizen?

Is the individual an Officer of the Corporation or designated by an Officer of the Corporation?*

Is the individual domiciled in the U.S.?*

* Please see the individual roles to determine requirements for each role. Only the appropriate questions appear on the screen.

Figure 18 New User Information screen

After entering the New User information, click *Complete*. A PDF document will be created.

PDF Document

The PDF Document created will be similar to the one from the User Registration System. Click the *Download PDF Form* button shown in Figure 19 to view the printable version of the completed form.

Figure 19 Download PDF Form screen

The PDF form for printing will display, as shown in Figures 20 and 21.

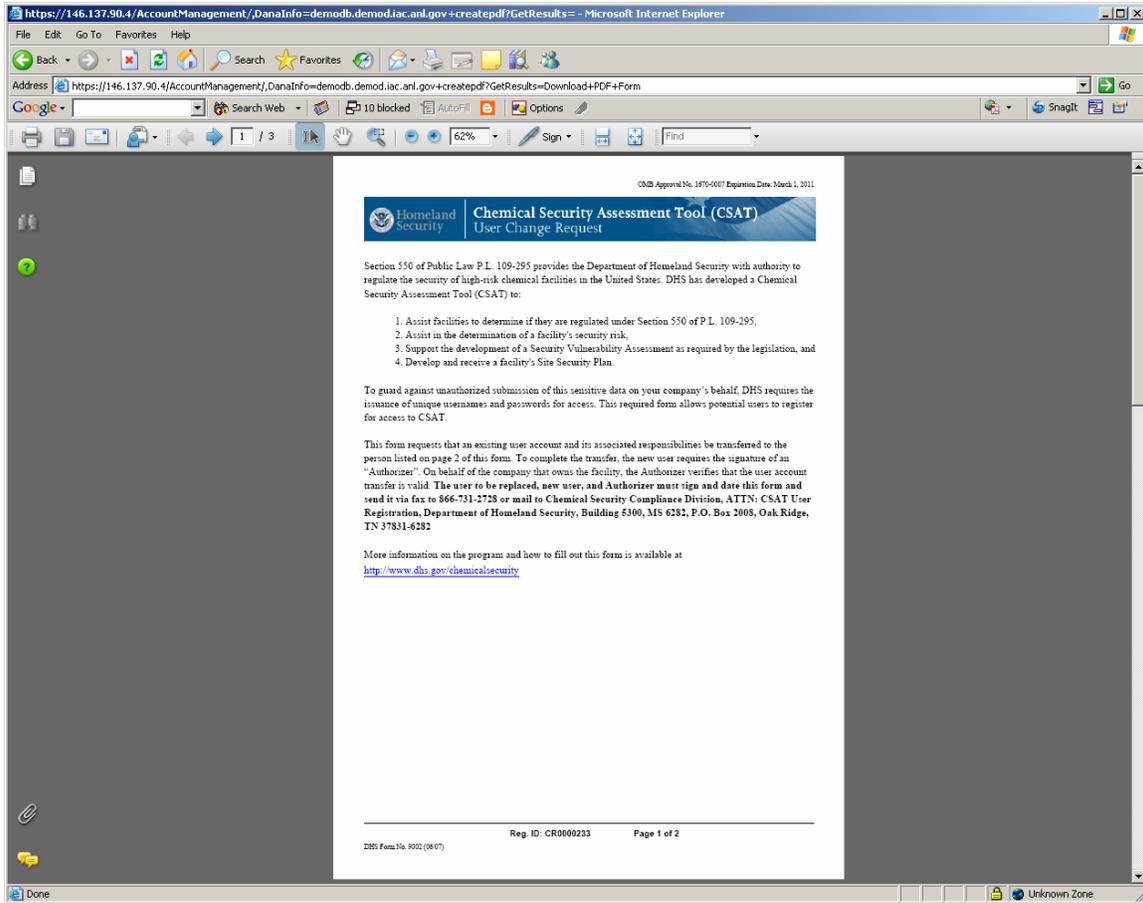


Figure 20 PDF Form, page 1

New User
First Name: Laura Middle Initial: Last Name: Smithe Mailing Address1: 123 main Mailing Address2: City: lombard State: iowa ZIP Code: 55555 Phone Number: (555) 555-5555 Phone Extension: E-mail Address: ladochio@anl.gov Is the person a U.S. Citizen?: Yes Is the person an Officer of the Corporation or designated by an Officer of the Corporation?: Yes Is the person domiciled in the U.S.?: Yes Signature and date: <input type="text"/>
User to be Replaced
First Name: Laura Last Name: Smith Signature: <input type="text"/> Date: <input type="text"/>
Authorizer
Signature: <input type="text"/> Date: <input type="text"/>
 CR0000228

Figure 21 PDF Form, page 2

Print the Acrobat PDF document.

The PDF must be signed and dated by the New User, the Old User and the Authorizer. If the role being transferred is the Authorizer role, the Old Authorizer must sign in the Authorizer box.

Complete, sign, and date the form, and make a copy for your records.

Send it via fax to 866-731-2728, or via mail to:

Chemical Security Compliance Division
ATTN: CSAT User Registration
Department of Homeland Security
Building 5300, MS 6282
P.O. Box 2008
Oak Ridge, TN 37831-6282

After the account is transferred, the old username will not have access to the CSAT system in the roles that were transferred. Any roles that were *not* transferred will remain the same. If all roles were transferred, the old username will no longer have access to the CSAT system.

Roles within CSAT

The following transferable roles are defined in CSAT:

- The **Preparer** is authorized to enter the data into the CSAT system, but not submit the data to DHS (Department of Homeland Security).
- The **Submitter** is designated by the company to submit the information collected in the CSAT system to DHS.
- The **Authorizer** is the individual who provides assurance to DHS that the submitter and preparer are authorized to complete the CSAT information.

Role Requirements

Preparer Requirements

- Must be domiciled in the U.S.

Submitter Requirements

- Must be an Officer, or designated by an Officer, of the Corporation.
- Must be domiciled in the U.S.
- Must be an employee of the corporation

Authorizer Requirements

- Must be an Officer, or designated by an Officer, of the Corporation.
- Must be domiciled in the U.S.
- Must be an employee of the corporation

To get more information about these roles, and the optional **Reviewer** role, refer to the CSAT User Registration User Guide.

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