CSAT User Registration

User Guide

October 2011

Version 5.1

Homeland Security

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Paperwork Reduction Act Notice

Paperwork Reduction Project (1670-0007): Your completion of the Chemical Security Assessment Tool (CSAT) User Registration is mandatory according to Public Law 109- 295 Section 550. You are not required to respond to this collection of information (i.e., the CSAT User Registration) unless a valid OMB control number is displayed.

The public reporting burden for the CSAT User Registration is estimated to be one (1) hour. The burden estimate includes time for:

- Reviewing instructions;
- Researching existing data sources;
- Gathering and maintaining the needed data; and
- Completing and submitting the registration form.

You may send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to:

NPPD/OIP/Infrastructure Security Compliance Division
Attention: Richard Driggers, Director (acting)
U.S. Department of Homeland Security
Mail Stop 8100
Washington, DC 20528-8100

NOTE: DO NOT send the completed CSAT User Registration to the above address.

1. Introduction

The Chemical Security Assessment Tool (CSAT) is a system used by the Department of Homeland Security (DHS) to collect and analyze key data from chemical facilities pursuant to Section 550 of the DHS Appropriations Act of 2007 (P.L. 109-295) and the implementing regulations (6 CFR Part 27). As part of the CSAT system, the User Registration application is used to grant CSAT access to authorized users. The User Registration application allows each Organization to designate individuals who will be responsible for inputting and verifying the information entered into the CSAT system. This User Guide provides guidance on how to register users and information on specific CSAT user roles and responsibilities.

More information about CSAT is available at http://www.dhs.gov/chemicalsecurity.

2. CSAT User Roles

The assignment of CSAT user roles and responsibilities will be based on each Organization's business needs and organizational structure. The CSAT system was designed to allow each Organization to determine the best way to provide information to DHS. Its flexibility requires some planning before an Organization assigns specific user roles to individuals. The following roles are defined in CSAT:

CSAT User Role	Description
Preparer	A user who is authorized to enter the data into the CSAT system, but not to submit the data to DHS.
Lead Preparer	A user who has the Preparer role and can also designate the survey as ready for review by the Submitter.
Submitter	A user who is designated by the company to submit the information collected in the CSAT system to DHS.
Authorizer	A user who provides assurance to DHS that the submitter and preparer are authorized to complete the CSAT information.
Reviewer	A user who is allowed to review information but not to enter, edit, or submit the information. This is an optional, read-only role and may only be assigned after the Preparer has logged into the CSAT application.

The Preparer, Submitter, and Authorizer can be the same person or different individuals. Each Facility can have unique Preparers, Submitters, Authorizers, or Reviewers. All Facilities—or a subset of Facilities—within the same Organization can share these roles.

2.1 Preparer

A Preparer ***must*** be identified for each Facility. The Preparer is authorized to enter information into the CSAT online tool, but is not authorized to formally submit the data to DHS on the company's behalf. To be a Preparer, an individual must be domiciled in the United States. A Preparer is responsible for the following:

- Filling out the CSAT information.
- Transferring his/her role to an existing CSAT user or a new user through the User Change Request application.

2.1.1 Preparer Selection Guidance

- A Preparer can be selected for an entire corporation, for any Facility, or for a set of Facilities which belong to the same Parent Company. Due to the very specific knowledge that is required about each Facility, the individual designated as a

Facility's Preparer must be knowledgeable about the Facility to which he/she is assigned.

- The Preparer can be the same individual as the Submitter or Authorizer.
- Consultants hired by a Facility to assist with the CSAT data collection process may act as Facility Preparers.

2.2 Lead Preparer

A Lead Preparer ***must*** be identified for each Facility. The Lead Preparer is the ***only*** Preparer who can designate the survey as ready for review by the Submitter. To be a Lead Preparer, an individual must be domiciled in the United States. A Lead Preparer is responsible for the following:

- Filling out the CSAT information.
- Sending the completed information to the Submitter via the CSAT system.
- Transferring his/her role to an existing CSAT user or a new user through the User Change Request application.

2.2.1 Lead Preparer Selection Guidance

- A Lead Preparer can be selected for an entire corporation, for any Facility, or for a set of Facilities which belong to the same Parent Company. Due to the very specific knowledge that is required about each Facility, the individual designated as a Facility's Lead Preparer must be knowledgeable about the Facility to which he/she is assigned.
- The Lead Preparer can be the same individual as the Submitter or Authorizer.
- Consultants hired by a Facility to assist with the CSAT data collection process may act as Facility Lead Preparers.

2.3 Submitter

The Submitter is the individual certified by the company or corporation to formally submit the required regulatory data to DHS. To be a Submitter, an individual must be an officer of the corporation—or be designated by an officer of the corporation—and must be domiciled in the United States. A Submitter is responsible for the following:

- Editing the information the Preparer has entered after he/she sends it to the Submitter via the CSAT system.
- Sending the information back to the Preparer for editing.
- Sending the final information to DHS.
- Transferring his/her role to an existing CSAT user or a new user through the User Change Request application.

2.3.1 Submitter Selection Guidance

- A Submitter can be selected for an entire corporation, for any Facility, or for a set of Facilities which belong to the same Parent Company.
- The individual selected to act as a Submitter will vary for every company. Some companies may be more comfortable with assigning that role to a Facility or Plant Manager, while others may prefer to assign a Corporate Attorney to the task.
- The Submitter can be the same individual as the Preparer or Authorizer.
- Consultants hired by a Facility to assist with the CSAT data collection process may ***not*** act as Facility Submitters.

2.4 Authorizer

The Authorizer is certified to validate user account requests for the Preparer and Submitter are valid. This role provides assurance to the company and DHS that the individuals preparing and submitting the CSAT information have been authorized for their designated user roles. To be an Authorizer, an individual must be an officer of the corporation—or be designated by an officer of the corporation—and must be domiciled in the United States. An Authorizer is responsible for the following:

- Certifying that the individuals listed as Submitters and Preparers have been selected by the Organization to enter, edit, and submit the required CSAT information.
- Viewing information in the CSAT system. Authorizers are not permitted to enter or edit any of the information they view.
- Transferring his/her responsibilities to another CSAT user or a new user through the User Change Request application.

2.4.1 Authorizer Selection Guidance

- An Authorizer can be selected for an entire corporation, for any Facility, or for a set of Facilities which belong to the same Parent Company.
- The Authorizer can be the same individual as the Preparer or Submitter.
- Consultants hired by a Facility to assist with the CSAT data collection process may ***not*** act as Facility Authorizers.

2.5 Reviewer

The role of a Reviewer exists for Facilities that wish to designate a person, or persons, who will review CSAT information, but not enter, edit or submit CSAT information. To be a Reviewer, an individual must be a U.S. citizen (if he/she is not already a registered CSAT user: Submitter, Preparer, or Authorizer) and must be domiciled in the United States. While a Reviewer has no official responsibilities, he/she has the ability to review CSAT information before submission to DHS.

2.5.1 Reviewer Selection Guidance

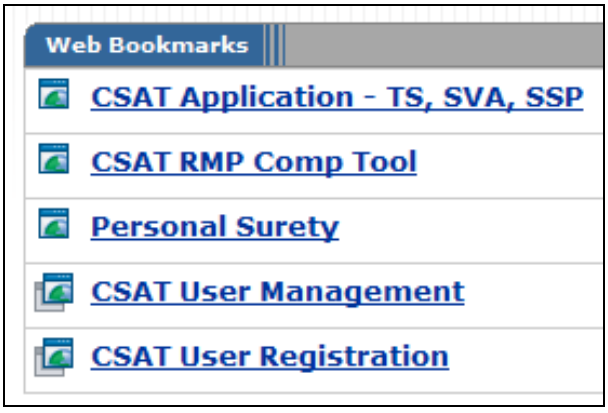
- A Reviewer role can be given to any individual, or individuals, who would like to view CSAT data before it is submitted.
- A Reviewer is designated for each Facility. The same individual can be a Reviewer for multiple Facilities.
- Organizations may choose to designate Facility managers as Reviewers, particularly those who do not already have CSAT roles. Other Organizations may choose to designate high-level managers as Reviewers.
- A Facility can have as many Reviewers as desired.
- Consultants hired by a Facility to assist with the CSAT data collection process may act as Facility Reviewers.

3. Registering Users

How information is entered into the CSAT User Registration application will determine the structure of relationships between Authorizers, Submitters, Preparers, and Facilities.

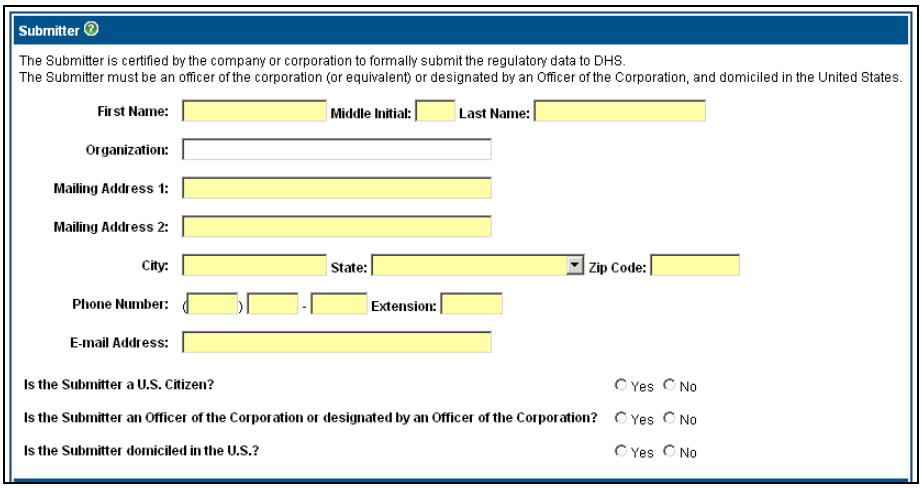
3.1 Registering Submitters and Authorizers

When you first access the CSAT Web site, select the CSAT User Registration link from the **Web Bookmarks** menu.

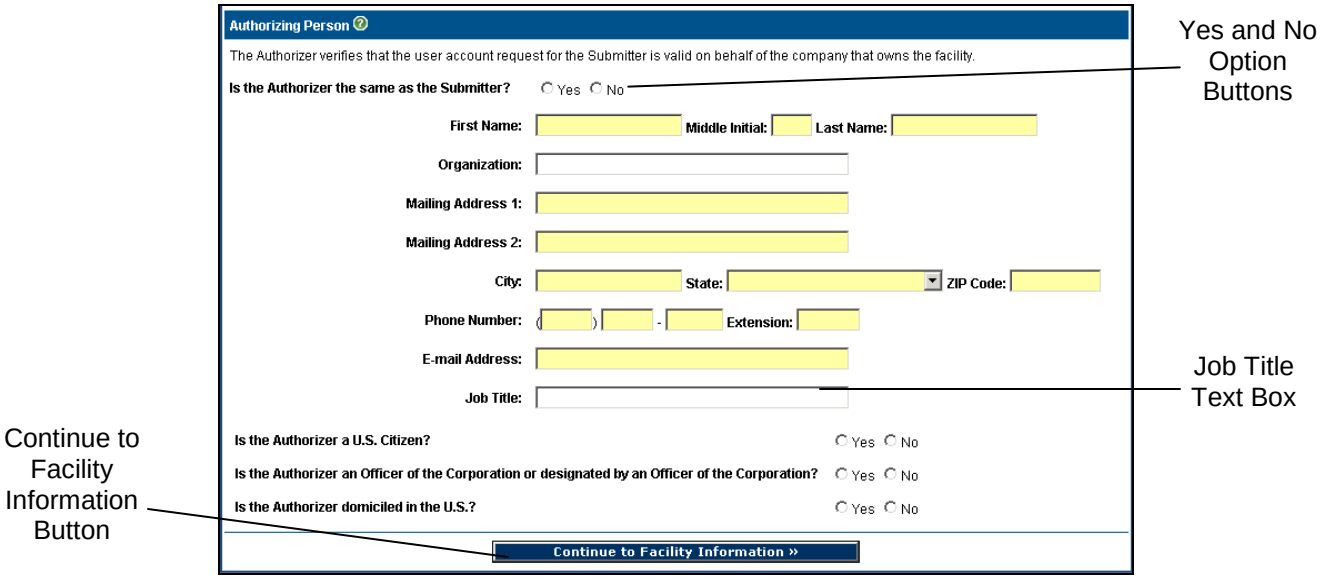


Picture 3.1: Web Bookmarks

The **User Registration** screen will appear, which will allow you to register the Submitter and Authorizer for your company or corporation. The Submitter registration box appears on the top of the screen, while the Authorizer registration box appears at the bottom of the screen.



Picture 3.2: Submitter Registration Box



Picture 3.3: Authorizer Registration Box

The following information must be obtained about each individual designated as a Submitter and an Authorizer:

- First Name
- Last Name
- Organization
- Mailing Address 1 (Street Address)
- City
- State
- ZIP Code
- Phone Number
- E-mail Address
- Job Title (Authorizer only)

If the Authorizer is the same as the Submitter, check the [Yes] option button and complete only the **Job Title** box. Furthermore, the following questions must be answered about each individual designated as an Authorizer and Submitter:

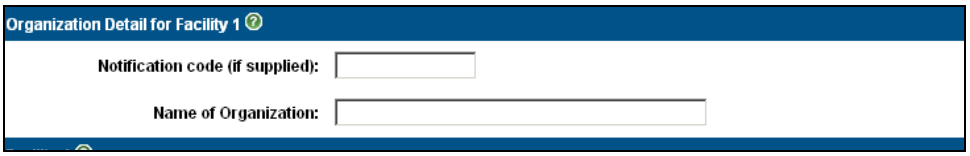
- Is the individual a U.S. Citizen?
- Is the individual an Officer of the Corporation or designated by an Officer of the Corporation?
- Is the individual domiciled in the U.S.?

When you finish entering information for both the Submitter and Authorizer, click the [Continue to Facility Information] button at the bottom of the screen.

3.2 Adding Organizations and Facilities

3.2.1 Organization Information

After you click the [Continue to Facility Information], the **Organization and Facility Information** screen will appear. The top half of the screen is for the entry of information regarding the Organization or Parent Company for the Facility.

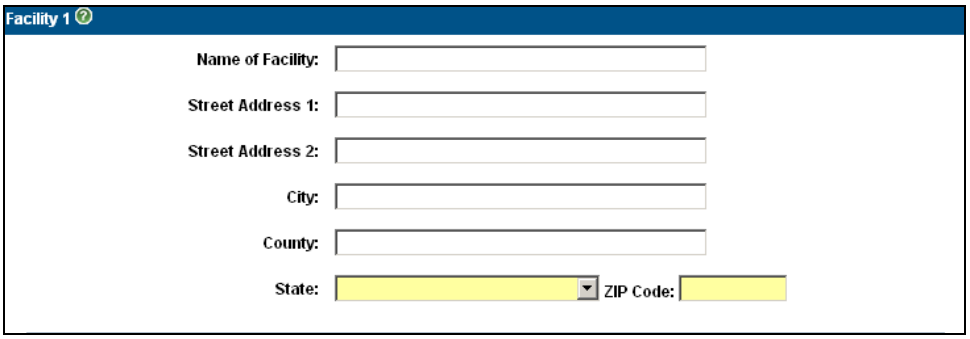


Picture 3.4: Organization Information Box

- The code that should be entered in the **Notification Code** text box is supplied by DHS in a letter sent to the Organization. Leave this text box empty if no letter has been received or the code is unknown.
- The legal name of the Organization or Parent Company should be entered into the **Name of Organization** text box.

3.2.2 Facility Information

Enter each Facility that requires CSAT verification by providing the Facility's location information in the **Facility Information** text box on the lower half of the **Organization and Facility Information** screen.



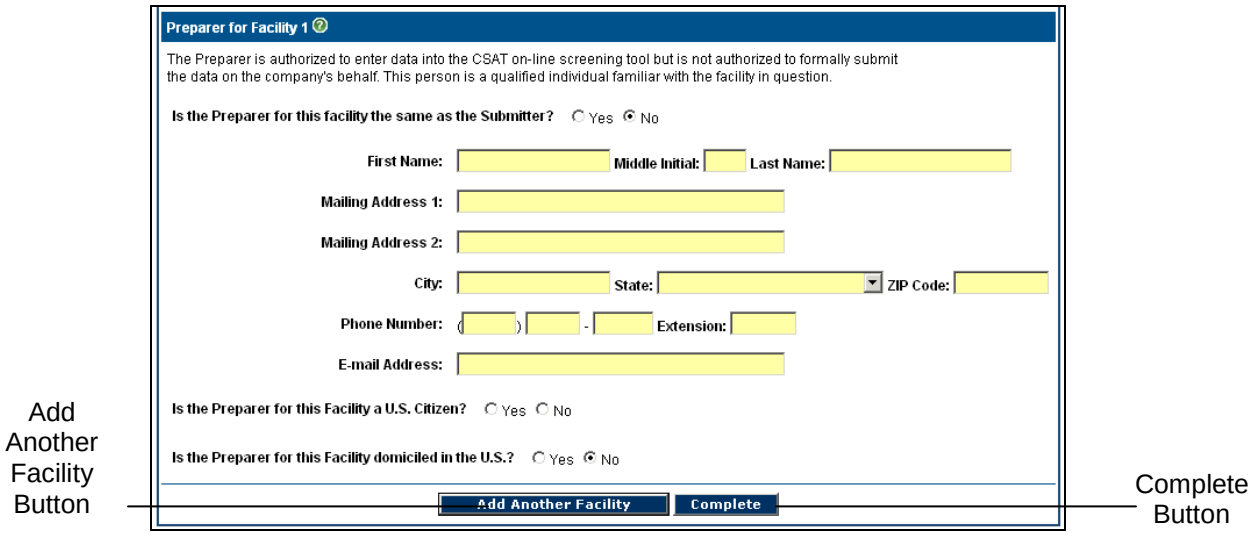
Picture 3.5: Facility 1 Information Box

- The Facility's address, including county (or borough, parish, etc.), is required. Please note that the text box is named **County**, not **Country**.
- If any information beyond the street address is useful for locating the Facility, enter it in the **Additional Non-Street Location** text box.
- Use the [Add Another Facility] button at the bottom of the screen to enter additional Facilities.

- Please enter the correct WGS84/NAD83 decimal degree latitude and longitude coordinates for the Facility into the respective **Latitude** and **Longitude** text boxes. However, if the Facility's latitude and longitude coordinates are unknown, they can be found and verified by following the directions outlined on the screen. Please see Section 5 for more details.

3.3 Registering Preparers

The **Preparer Registration** box appears towards the bottom of the **Organization and Facility Information** screen.



Picture 3.6: Preparer Registration Box

The following information must be obtained about each individual designated as a Preparer:

- First Name
- Last Name
- Organization
- Mailing Address 1 (Street Address)
- City
- State
- ZIP Code
- Phone Number
- E-mail Address

If the Preparer is the same as the Submitter, check the [Yes] option button. Furthermore, the following questions must be answered about each individual designated as an Authorizer and Submitter:

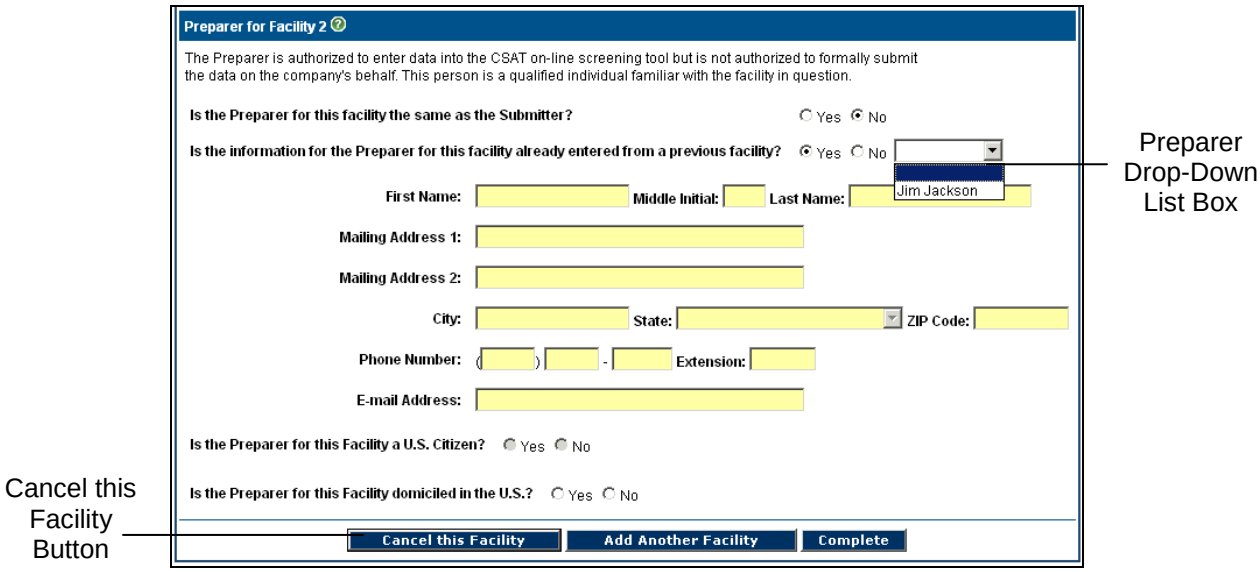
- Is the individual a U.S. Citizen?
- Is the individual domiciled in the U.S.?

When you are finished entering information for the Organization, Facility, and Preparer, click the [Continue] button at the bottom of the screen.

3.3.1 Adding Multiple Facilities to a Preparer

A one-to-one relationship exists between a Preparer and an individual Facility, but a Preparer can prepare data for more than one Facility.

1. After the Preparer information has been entered for the first Facility, click the [Add Another Facility] button at the bottom of the screen. The following box will appear:



Picture 3.7: Preparer Registration Box for Second Facility

2. Select the [Yes] option button next to the question, “Is the information for the Preparer for this facility already entered from a previous facility?”
3. Select the Preparer’s name from the drop-down list box on the right side of the box.
4. If you choose to add another Facility to a Preparer, click the [Add Another Facility] button. If you decide not to add the Facility to a Preparer, click the [Cancel This Facility] button. When you are finished adding Facilities to a Preparer, click the [Complete] button at the bottom of the screen.

3.4 Completing the User Registration Process

After you click the [Complete] button, you will be prompted to save a form, which is generated in the Adobe PDF file format. The form will feature all of the information that you have submitted in the User Registration process.

Registration Information Saved

The information provided on the forms has been saved. **Your registration is *NOT* complete until you finish the following steps:**

1. **Download the PDF** - Print a copy of the PDF version of the completed registration form by pressing the "Download PDF Form" button.
   Download PDF Form
2. **Sign and Date the Form** - All individuals listed on the printed document must sign and date the form.
3. **Send the Completed Form** - Send the completed form via fax to 866-731-2728 or mail to Infrastructure Security Compliance Division, ATTN: CSAT User Registration, Department of Homeland Security, Building 5300, MS 6282, P.O. Box 2008, Oak Ridge, TN 37831-6282

Adobe Reader is required to view this document. Adobe Reader can be downloaded for free from http://www.adobe.com/products/acrobat/readstep2.html.

Picture 3.8: PDF File Instructions Box

1. Save the file and then print it. ***Each individual who is listed on the printed document must sign and date the form.*** You should also keep a copy of this form for your records.
2. The completed form must be faxed to 866-731-2728, or mailed to this address:

   Infrastructure Security Compliance Division
   ATTN: CSAT User Registration
   Department of Homeland Security
   Building 5300, MS 6282
   P.O. Box 2008
   Oak Ridge, TN 37831-6282
3. You can transfer individuals assigned to the Submitter, Authorizer, and Preparer roles by using the User Change Request application on the CSAT site.

3.5 Registering Additional Submitters and Authorizers

After you have finished registering your Submitter and Authorizer, every Facility you enter from that point forward will have the same Submitter and Authorizer. To register additional Submitters and Authorizers:

1. Exit the User Registration application after saving the PDF file.
2. Return to the CSAT User Registration application and enter new Submitter and/or Authorizer names using the same process outlined in Section 3 of this document.
3. When all the facilities associated with the additional Submitter and/or Authorizer have been added, click the [Complete] button. This will produce another Adobe PDF document that must be signed and submitted. Print, sign, and send the new document to the address listed in Section 3.4.

3.6 Bulk Uploads

Companies that are submitting registrations for 50 or more Facilities are invited to contact the CSAT Help Desk (866-323-2957) if they wish to utilize a bulk upload process. The CSAT Help Desk will provide companies requesting bulk upload with a spreadsheet to complete and return to the CSAT Help Desk. The bulk upload will then be performed by CSAT Help Desk personnel.

3.7 Multiple User Names and Passwords

Once you exit the CSAT User Registration application, you ***cannot*** re-access the information you have entered. A new user name is created for you every time you access the CSAT User Registration application, regardless of whether your user name and password already exist within the application. Additional examples of multiple user names and passwords include the following:

- If one Submitter is responsible for multiple Facilities and all of his/her Facilities are entered on one registration form, he/she will be granted ***one*** user name and password. If one Submitter is responsible for multiple Facilities and each Facility is entered separately, the Submitter will receive ***multiple*** user names and passwords for each registration form submitted.
- If a Facility that should have been included with a previously submitted list of Facilities was omitted, it must be added separately. This will create a new set of user names and passwords for the Authorizer, Submitter, and Preparer who were already submitted with the original Facility list.

The CSAT Account Management application can be used to eliminate multiple user names assigned to one individual. Likewise, users can transfer new accounts to their original user names; and thus, add a Facility to their existing responsibilities. Please see Section 4 for more information regarding account transfers.

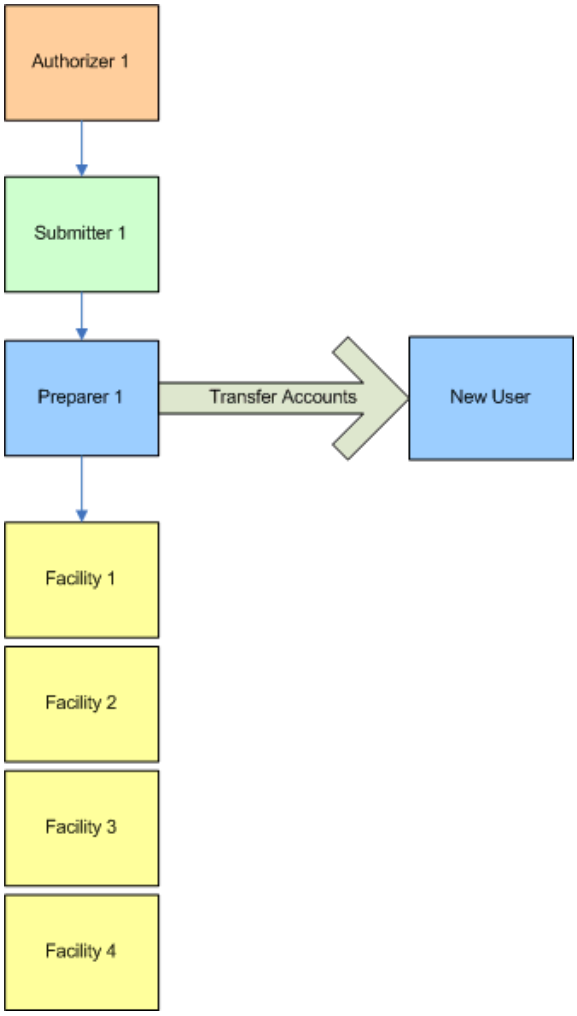
4. Transferring Accounts

The ability to transfer accounts allows an organization to reassign the Authorizer, Submitter, and Preparer roles after they have been defined. This ability is useful when:

- An individual leaves the organization.
- An individual's responsibilities no longer include CSAT input.
- An individual has two or more sets of user names and passwords.

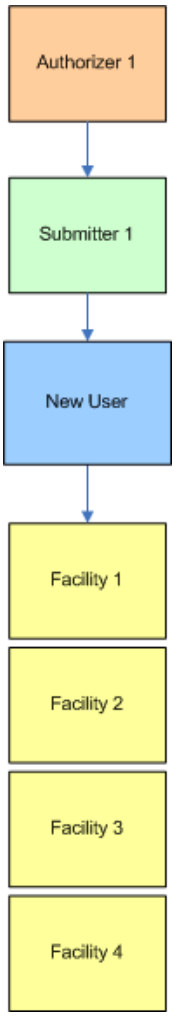
An account can be transferred to an existing CSAT user or to a new user. If a new user is specified, a new PDF form must be created, signed, and submitted to DHS. A transfer will move the selected roles to the new individual.

Picture 4.1 below shows a transfer of accounts from Preparer 1 to a New User.



Picture 4.1: Account Transfer Diagram

As seen in Picture 4.2, the transfer would move the Preparer 1's Facilities to the New User of CSAT. The Authorizer and Submitter previously defined for these Facilities would remain the same.



Picture 4.2: Post-Account Transfer Diagram

To transfer an account, an individual must access the Account Management application from the CSAT site; thus, accounts ***cannot*** be transferred outside of the User Registration application until an organization has received its user names and passwords. To download a copy of the CSAT Account Management User Guide, go to: http://www.dhs.gov/xlibrary/assets/chemsec_csatuseraccountmanage.pdf.

5. Geo-Locating Facilities Using TerraServer

If you do not know the latitude and longitude coordinates for the Facility or Facilities you are entering as part of the CSAT User Registration process, you can find and verify the coordinates by following the **Latitude/Longitude Instructions** on the screen (as seen in Picture 5.1).

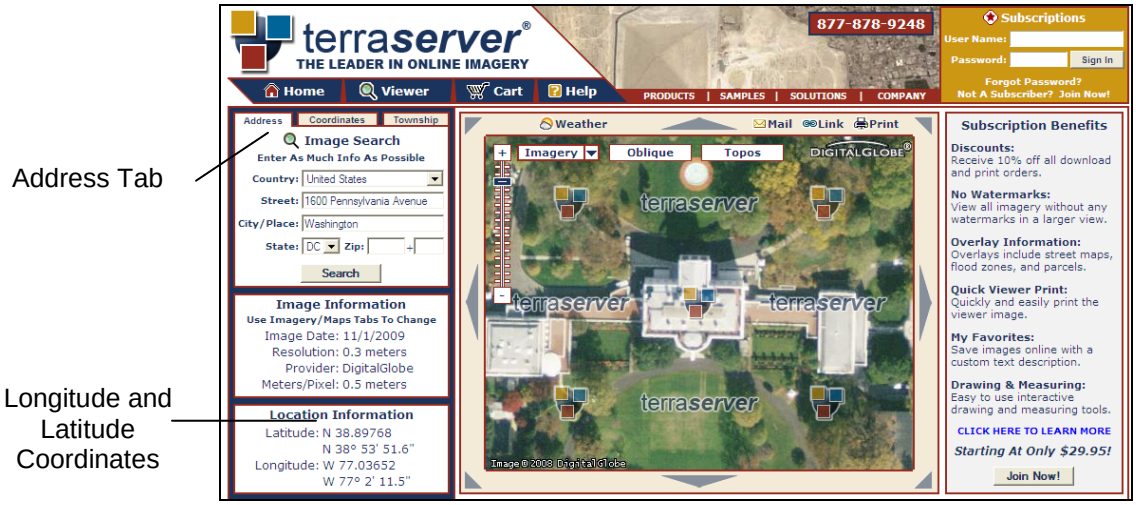
Latitude/Longitude Instructions:

1. Go to The National Map on TerraServer http://www.terraserver.com/, enter your street, city, and state then click Search.
2. The Location Information panel on the left side of the page will have the latitude/longitude listed.
3. Copy the Latitude and Longitude in decimal degrees (00.00000, not 00° 00' 00") from TerraServer into the boxes below.
4. Click here to verify your coordinates

If you have trouble with this procedure, click here for additional help.

Picture 5.1: Latitude/Longitude Instructions

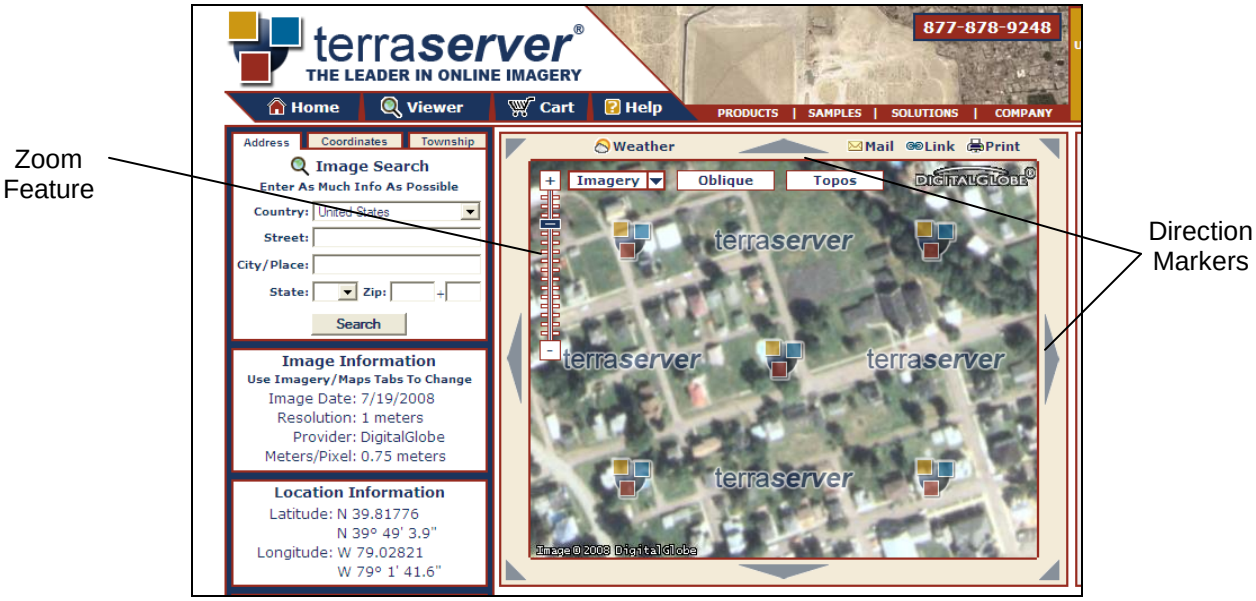
The instructions will tell you how to use the TerraServer Web site. Shown below is the image for the address entered in the **Address** tab in the **Search** box. The longitude and latitude coordinates identified by TerraServer are displayed in the **Location Information** box.



Picture 5.2: TerraServer Map Display

If TerraServer is unable to locate the Facility based on the information that you provide, you can find it by locating it visually.

1. Enter an address for a location near the Facility, or just the city and state for the Facility. Use the zoom feature and/or direction markers to move around the map to locate the Facility. You can also pan across the map by placing your cursor at a point on the map and holding down your left mouse button. Move your mouse in the direction where you would like to go on the map while holding down your left mouse button. To discontinue scrolling, release the left mouse button.

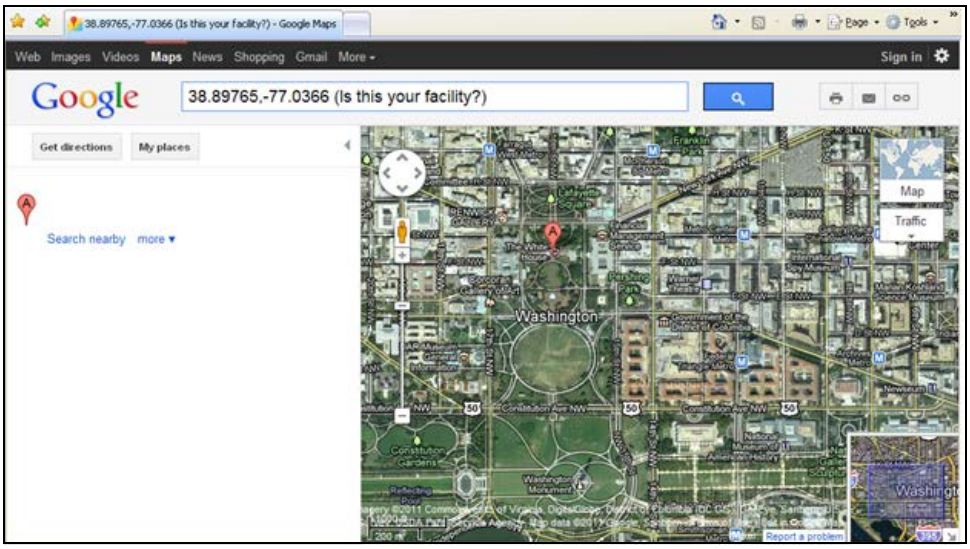


Picture 5.3: TerraServer Zoom Feature and Direction Markers

The latitude and longitude coordinates will be displayed on the left side of the screen. Review the map display to verify that your site is at the approximate latitude and longitude coordinates. Double-click on the Facility's location to zoom into that portion of the map display. Continue to zoom in until the Facility fills the map display or the map display is at its zoom maximum.

2. Copy the latitude and longitude coordinates from TerraServer into the **Facility Information** box in the CSAT User Registration application.

3. To verify the coordinates, click on the link in step 5 of the **Latitude/Longitude Instructions**. You will be taken to the Google Maps Web site.



Picture 5.4: Google Maps Display

Verify that Google Maps is displaying the Facility.

4. After the latitude and longitude coordinates have been verified, close the Google Maps and TerraServer windows, to return to the CSAT User Registration application.

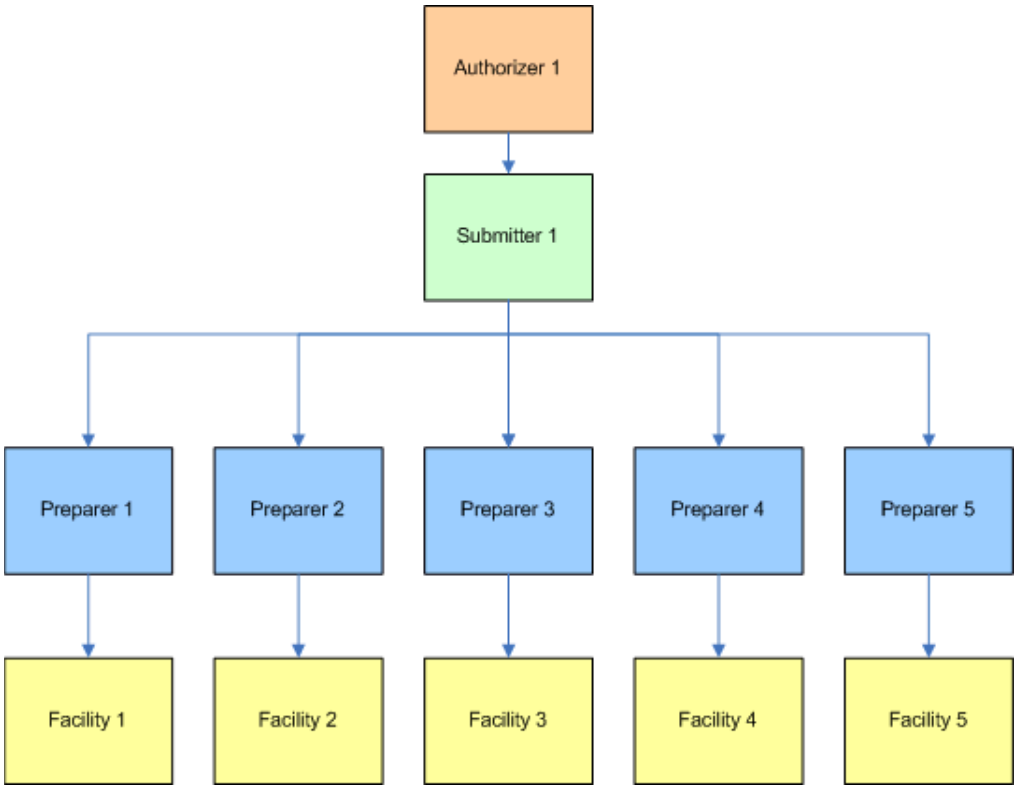
6. CSAT Role Structure Examples

The following examples outline possible options for structuring CSAT roles within your organization and list instructions for how to use the CSAT User Registration application to build such relationship arrangements.

6.1 Structure Example One

Structure Example One is arranged according to the following attributes:

- Each Preparer is a Facility Manager who has detailed information about his/her Facility.
- The Submitter is the Corporate Attorney who will review and submit all the Facility's reports.
- The Authorizer is a Vice President.
- Various people are given Reviewer access to review information.



Picture 6.1: Structure Example One Flow Chart

To create this configuration, follow these steps:

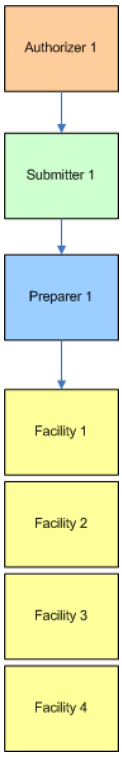
1. Access the CSAT User Registration application and enter the Submitter and Authorizer information. Click the [Continue to Facility Information] button.

2. Enter the first Facility information and the Preparer for that site.
3. Click the [Add Another Facility] button. Enter the next Facility information and the Preparer for that Facility.
4. Repeat step 3 until all Facilities are entered. Click the [Complete] button when finished.
5. Save the resulting PDF document and exit the CSAT User Registration application.
6. Print the PDF document, sign it, and return it to DHS.

6.2 Structure Example Two

Structure Example Two is arranged according to the following attributes:

- The Preparer is a corporate-level individual who will be responsible for all Facilities or a subset of Facilities.
- The Submitter is the same person as the Preparer.
- The Authorizer is a high-level Manager within the company.
- Plant or Facility Managers are given Reviewer access to review information.



Picture 6.2: Structure Example Two Flow Chart

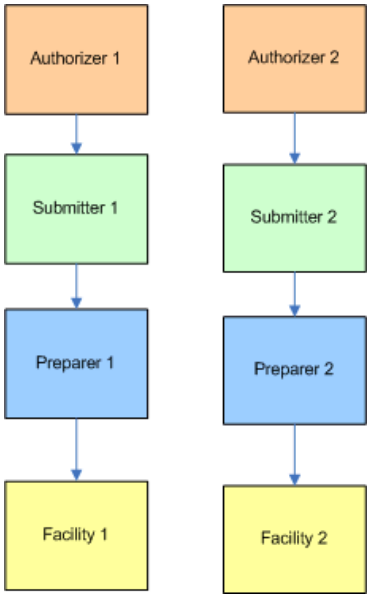
To create this configuration, follow these steps:

1. Access the CSAT User Registration application and enter the Submitter and Authorizer information. Click the [Continue to Facility Information] button.
2. Enter the first Facility information and the Preparer for that Facility.
3. Click the [Add Another Facility] button. Enter the Facility information and use the drop down box to select the Preparer from the list.
4. Repeat step 3 until all Facilities are entered. Click the [Complete] button when finished.
5. Save the resulting PDF document and exit the CSAT User Registration application.
6. Print the PDF document, sign it, and return it to DHS.

6.3 Structure Example Three

Structure Example Three is arranged according to the following attributes:

- The Preparer is the Facility Engineer. A different Preparer is designated for each Facility.
- The Submitter is the Facility Manager. A different Submitter is designated for each Facility.
- The Authorizer is a Corporate Manager. A different Authorizer is designated for each Facility.
- Various executives are given Reviewer access to review information.



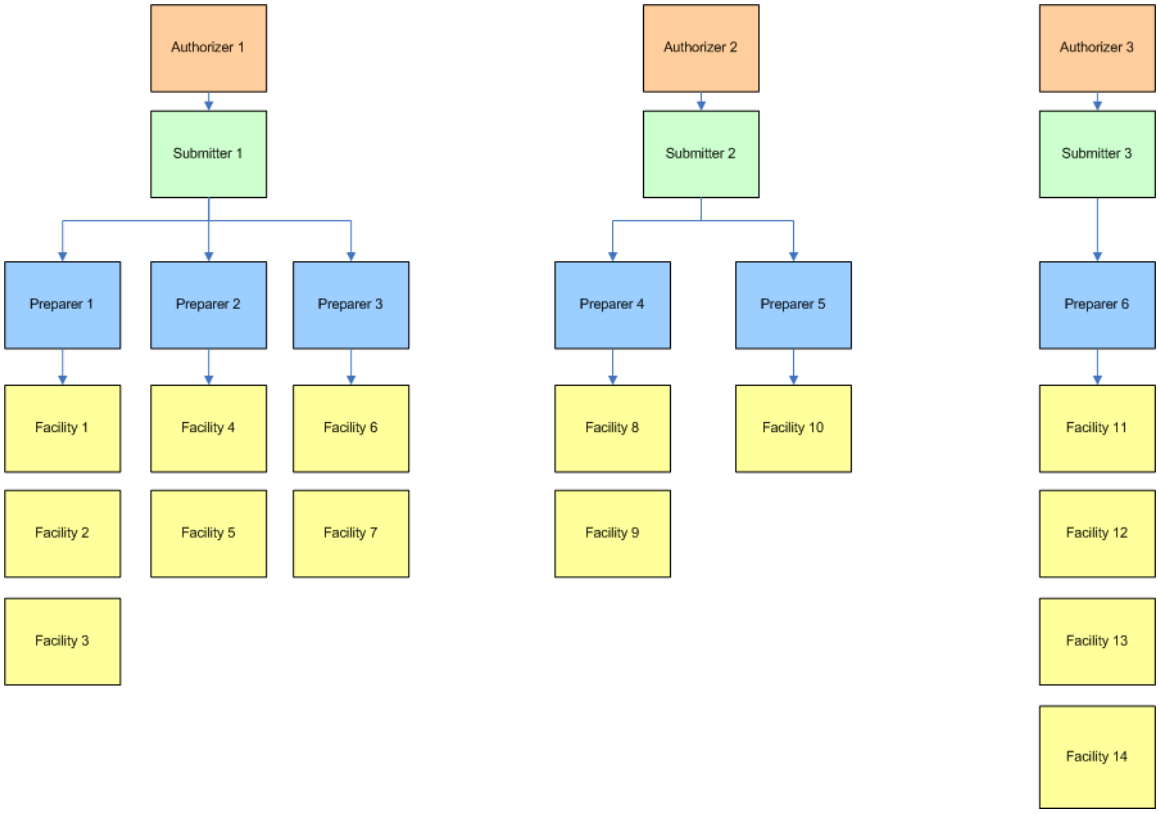
Picture 6.3: Structure Example Three Flow Chart

To create this configuration, follow these steps:

1. Access the CSAT User Registration application and enter the Submitter and Authorizer information. Click the [Continue to Facility Information] button.
2. Enter the Facility information and the Preparer for that Facility. Click the [Complete] button when finished.
3. Save the resulting PDF document and exit the CSAT User Registration application.
4. Access the User Registration application again and enter the new Submitter and Authorizer information. Click the [Continue to Facility Information] button.
5. Enter the Facility information and the Preparer for that Facility. Click the [Complete] button when finished.
6. Save the resulting PDF document and exit the CSAT User Registration application.
7. Print each of the PDF documents, sign them, and return them to DHS.

6.4 Structure Example Four

Structure Example Four is a complex arrangement of relationships.



Picture 6.4: Structure Example Four Flow Chart

To create this configuration, follow these steps:

1. Access the CSAT User Registration application and enter the first Submitter and Authorizer information. Click the [Continue to Facility Information] button.
2. Enter the first Facility information and the Preparer for that Facility.
3. Click the [Add Another Facility] button. Enter the Facility information and use the drop-down box to select the Preparer from the list or enter the new Preparer's information.
4. Repeat step 3 until all Facilities for the first Authorizer/Submitter have been entered. Click the [Complete] button when finished.
5. Save the resulting PDF document and exit the CSAT User Registration application.
6. Print the PDF document, sign it, and return it to DHS.
7. Access the User Registration application again and enter the second Submitter and Authorizer information. Click the [Continue to Facility Information] button.
8. Enter the Facility information and the Preparer for that Facility.
9. Click the [Add Another Facility] button. Enter the Facility information and use the drop-down box to select the Preparer from the list or enter the new Preparer's information.
10. Repeat step 9 until all Facilities for the second Authorizer/Submitter have been entered. Click the [Complete] button when finished.
11. Save the resulting PDF document and exit the CSAT User Registration application.
12. Print the PDF document, sign it, and return it to DHS.
13. Access the User Registration application again and enter the third Submitter and Authorizer information. Click the [Continue to Facility Information] button.
14. Enter the Facility information and the Preparer for that Facility.
15. Click the [Add Another Facility] button. Enter the Facility information and use the drop-down box to select the Preparer from the list or enter the new Preparer's information.
16. Repeat step 15 until all Facilities for the third Authorizer/Submitter have been entered. Click the [Complete] button when finished.
17. Save the resulting PDF document and exit the CSAT User Registration application.
18. Print the PDF document, sign it, and return it to DHS.

7. Frequently Asked Questions

Q: I'm not sure how this whole CSAT thing works. Can you explain it in a few sentences?

A: An organization that is required to use the CSAT system will need to:

- Access the User Registration application to indicate who will be the Authorizer, Submitter, and Preparer for every Facility.
- Send in to DHS the signed PDF form that is produced by the User Registration application.
- Receive from DHS user names and passwords.
- Access the CSAT Account Management application to transfer accounts, if needed.
- Access the CSAT site to add Reviewers, if needed.
- Access the CSAT site to conduct the Top-Screen evaluation.
- Receive feedback and further instructions when the results of the Top-Screen have been evaluated.

Q: I was in the CSAT User Registration application and got distracted. When I returned, it had timed out. Can I get back in?

A: The CSAT User Registration application has a time-out feature. After 120 minutes of non-use, the CSAT system will close. A user can re-enter the application by re-accessing the CSAT Web site. Any information entered during the timed out session will need to be re-entered.

Q: When I return to the CSAT User Registration application, my old information is not there. Do I need to re-enter it?

A: Yes. For security reasons, all previously entered information is unavailable after you exit the CSAT User Registration application. A user can enter the CSAT User Registration application as many times as needed to add users and Facilities.

New user IDs are created each time a user enters the application, adds users and Facilities, and completes the process through the PDF form-creation step. For example, if an individual enters himself as the Preparer for five sites, but does it in five separate visits to the Web site and creates five different PDF forms, five separate user names will be created for that individual; ***this should be avoided if possible***. It is preferable to enter all Facilities that belong to the same Authorizer/Submitter/Preparer during the same session. If that is not possible, accounts can be transferred at a later date.

Q: How do I fix a typo in the information I submitted?

A: Once you have entered the information into the system and created the PDF form, there is no way to go back and edit the information you submitted. The CSAT User Registration application is an open system and can be accessed by any individual; thus, the inability to edit the PDF file exists to eliminate the possibility that an unauthorized person might attempt to gain access. For example, an individual could change an email address to redirect the username/password to an individual outside the organization.

- If a typo such as a spelling error, wrong phone number, etc., is caught before the PDF form has been sent in, mark the change on the hard copy document, initial it, date it, and send it to DHS. When the Help Desk staff adds the account(s), they will make the change(s).
- Most small changes can be made without difficulty; however, for security reasons, changes to an e-mail address cannot be made this way, nor can significant changes that appear suspicious in nature (e.g., the organization name Company ABC cannot be changed to Company DEF). If necessary, someone from the Help Desk will contact you about changes.
- For e-mail address changes before the PDF has been processed, contact the Help Desk directly by phone at 866-323-2957.
- If the registration has been processed, the user can utilize the CSAT Account Management application to correct any user information.

Q: I have multiple user names. Can I get rid of the duplicates?

A: Yes. If multiple user names have been established for the same individual, the duplicates can be eliminated by using each of the duplicate usernames to log into the Account Management application on the CSAT site and transferring each account to the primary user name. This cannot be done until ***after*** the user receives each of the user names and passwords from DHS. Please refer to the CSAT Account Management User Guide for additional information.

Q: How do I change the name of the Authorizer/Submitter/Preparer?

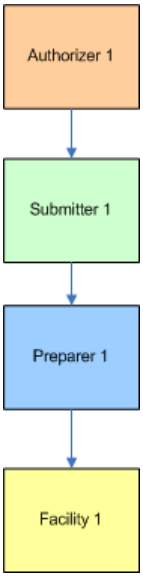
A: After users have been assigned their user names and passwords, they can log into the Account Management application on the CSAT site and transfer their accounts to either an existing CSAT user or a new user. A transfer will move the selected roles associated with the user to the new individual. If there is an immediate concern about an individual with an established user name and password, contact the Help Desk by phone at 866-323-2957 to disable that individual's account.

Q: I am confused about the Authorizer/Submitter/Preparer structure. Can you explain it?

A: Every Facility's Preparer will need to complete a CSAT Top-Screen by providing detailed responses to questions about the Facility. When the Top-Screen information is complete, it must be sent to DHS by the Submitter. For security reasons, the Organization's Authorizer must verify that the Submitter and Preparer were actually

selected by the organization to provide this information. The verification process starts after the signed form is received by DHS.

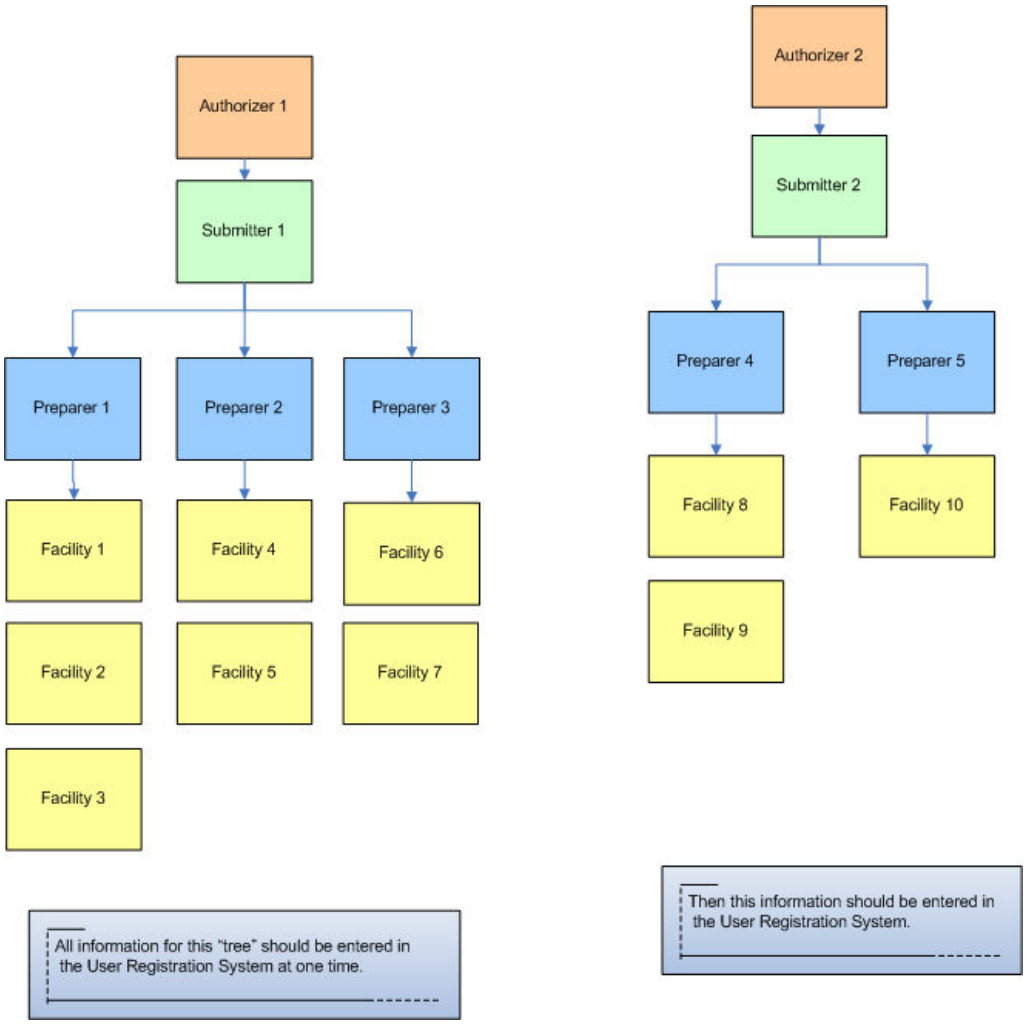
Every facility will have an Authorizer, Submitter, and Preparer. If an organization has only one Facility, this is a very straightforward set of relationships, as seen in Picture 7.1.



Picture 7.1: One Facility Flow Chart

For organizations with multiple facilities, user relationships are more complicated. User roles can all be held by the same individual, and/or one person may fulfill a role for multiple Facilities. Section 6 of this guide has four examples of Organization structures, including flow charts and directions for how to create such structures. For a large Organization, it may be necessary to create a flow chart like the one above or the examples shown in Section 6.

Each tree within a flow chart has its own Authorizer/Submitter, and a user must access the CSAT User Registration application to enter the information that will create the tree. ***All of the information that is required to create the tree should be entered at the same time.***



Picture 7.2: Multi-Tree Flow Chart

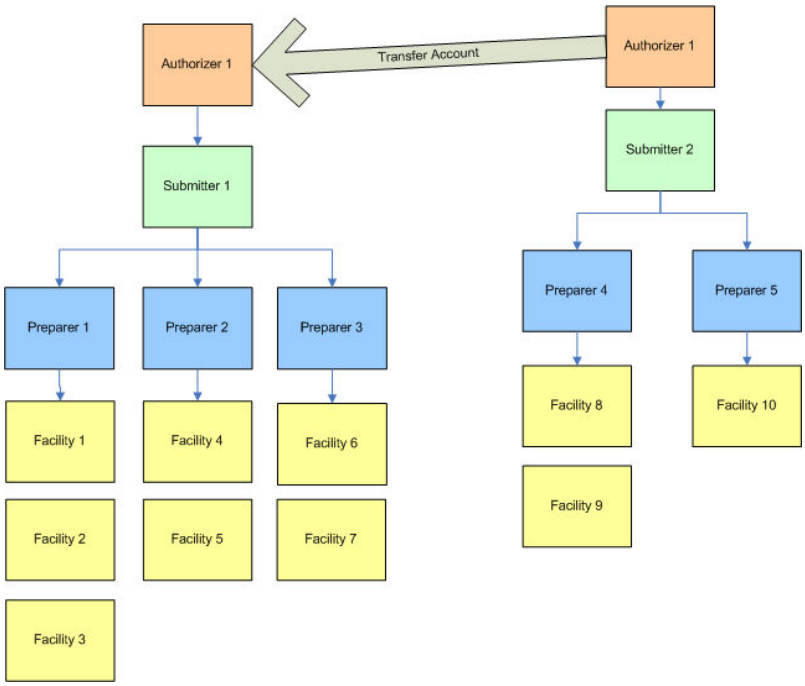
The tree structures seen in Picture 7.2 will consist of:

- Two Authorizer accounts
- Two Submitter accounts
- Five Preparer accounts

These structures will enable the user groups to be responsible for ten Facilities.

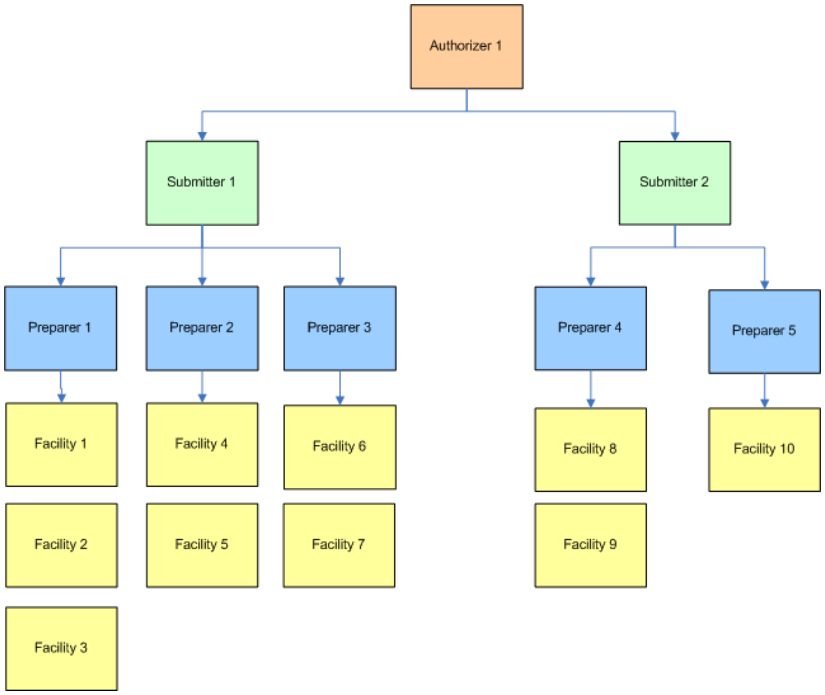
Q: All your diagrams show one Authorizer and one Submitter, but I want to have one Authorizer and multiple Submitters. How do I do that?

A: There ***must*** be a one-to-one relationship between Authorizer and Submitter so that information can be entered into the CSAT User Registration application. For example, if the same Authorizer is going to have two Submitters, each Submitter must be entered separately. When the user names are assigned for each of the Submitters, one of the accounts can be transferred to the other; thus, eliminating the second user name.



Picture 7.3: Multi-Tree Flow Chart with Account Transfer

When the account transfer is complete, the flow chart structure will look like this:



Picture 7.4: Post-Account Transfer Flow Chart

Q: Can I hire consultants to complete the CSAT requirements for my Facility?

A: Consultants can ***only*** be utilized in the roles of Preparer and Reviewer. The Submitter and Authorizer roles should be performed by employees of the Organization.