



## **End User Manual: External IAM Implementation**

Document Information

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## 1 Introduction

This document provides the End User Manual for providing the capabilities to External IAM for phase 1 needs.

External Identity & Access Management (IAM) is an enterprise program with different modules. IAM is a modular suite of integrated applications providing an effective integration solution around User Registration, User Provisioning, User Authentication, User Authorization, and Single Sign-On.

External IAM is a global application with multi-country application hosting capability that must follow the Personal Identifiable Information (PII) as used in US Privacy Law and Information Security. The External IAM application captures information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

This specific implementation project is focused to support the Customer Solutions Organization (CSO) and Digital Accelerator (DA) applications with their IAM requirements. The outcome of this implementation can be scaled to support all applications/resources that leverage an external user based

in our Corporate LDAP directory.

The External IAM will support language translation for content. Moreover, the External IAM will not only resolve the current issues that face the application(s), but will also add new functionality to improve both the performance and security.

### 1.1 User Type and Capability Matrix

Following table shows the capabilities that External Dealers and Business Owners have. To learn more about each capability, please click on it and it will lead you to the corresponding session in this document.

	External Dealers(non WWID users)	Business Owner(WWID users)
	Site Admin Portal	
Login link	<a href="#">Link</a>	
User Registration	Not applicable	
View and approve request	<a href="#">View and Manage pending request</a>	
View Account	<a href="#">Account selection</a> <a href="#">Location Statistics</a>	
View Account Feature& Access (subscription)	Not applicable	
Add New Account	Not applicable	
Add Subscription	Not applicable	
Manage User Account and Access	<a href="#">Global search</a> <a href="#">Search user</a> <a href="#">Add new user</a> <a href="#">View approval history of a user</a> <a href="#">Assign workgroups to user</a> <a href="#">Reset Password for active users</a> <a href="#">Deactivate active users</a> <a href="#">Edit user details</a> <a href="#">Manage user role and access</a> <a href="#">Add user application Access and role assignment</a> <a href="#">Unlock locked users</a>	
Upload Bulk User	<a href="#">Upload Bulk User</a>	
View Reports	Not applicable	
View Denied Access Requests	<a href="#">View denied access record</a>	

**Note:** For distributor and application business admin, you will need to register the business in WWSPS site first.  
<https://wwsps.cummins.com/WWSPSWEB/>

## Site Admin Functionalities

### 2 User Authentication & Authorization

#### 2.1 User Login

In the Login page, user need to enter Username and the password for login.

If the user does not have an account, he/she can click on 'Create your Cummins Account' button for registration.  
(See session 2.2)

### Sign In

to access Cummins Applications

Username \*

Password \*

[Forgot your Password?](#)

Do not have a Cummins Account?

#### 2.2 Account Registration

To register an account, user can click on the 'Create Cummins Username' button in the login screen and below page will show.

### Registration

\* Required

Company Name \*

Username / Email \*

First Name \*

Last Name \*

Phone Number \*

Address Line 1 \*

Address Line 2

Country \*  ▼


State / Province \*  ▼

City \*

Zip / Postal Code \*

### 2.2.1 Note on Address Cleansing:

The entered address will be validated by EDQ (address cleansing system). If EDQ find the entered address needs any cleansing, the Cleansed Address will show as in below screenshot, and user need to select the Cleansed Address to move forward.


**Identity and Access Management**

## Registration

\* Required

Company Name \*

Username \*  ?

Email \*

First Name \*

Last Name \*

Phone Number \*

We found matching address, select the appropriate one:

<input type="radio"/> Standard Address <p style="font-size: small;">333 BROWN STREET, COLUMBUS</p>	<input checked="" type="radio"/> Recommended Address <p style="font-size: small;">333 BROWN ST. COLUMBUS IN US 47201</p>
--	--

☐ I Agree to Cummins [Terms and Conditions](#)

Register
Reset

### 2.2.2 Email Notifications

After user submit the registration form, user will receive the Email and approval workflow will be triggered. If request is approved, user will receive 2 notifications, one for the user account details and the other for the specific application access that is given to the user.

If the request is rejected, user will receive a notification with the justification.

## 3 Manage Accounts and Users in Site Admin Portal

### 3.1 Global Search, Account Selection, and Location Statistics:

For external site admins, they will see below page after login.

#### Global Search

User can search a user, or a company by using the search box on the top right corner of the screen.


**Online Login**

## Account Management

Region

Account Type

List of Companies

	Active	Inactive	Pending
Accounts	16	0	0


[Company Information](#)
[Denied Access](#)
[Pending Approvals \(1\)](#)

## Account Selection

Admin can use the three dropdown menus – **Region**, **Account Type**, and **List of Companies** to search accounts/locations. After all dropdown is selected, below screen will show.

## Location Statistics

On the right side of the screen below, the admin can see a table of location statistics. It contains the count of active, pending, and inactive accounts. The table updates automatically with any changes made within their given location.


**Online Login**

## Account Management

Region

Account Type

List of Companies

	Active	Inactive	Pending
Accounts	1	0	0

[Company Information](#)
[Denied Access](#)
[Pending Approvals \(1\)](#)

> TestEDS1 Application

User Status:
☐ Active 0
☐ Inactive 2


	Action	First Name	Last Name	Email	Username	Application	Role
No data available in table							

## 3.2 View and Manage Company Information

Under the **Company Information** tab, the admin can view and edit company information. They can also search users, manage user account, add new users, and upload users.

To view the company information – click on the little arrow on the left side of the company name (circled in red below).

To Edit account – click on the little pencil on the right side of company name, admin will be able to edit it .


**Online Login**
Q

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### Account Management

Region: North America and Caribbean ▼  
Account Type: Business ▼  
List of Companies: TestEDS1 Application ▼


	Active	Inactive	Pending
Accounts	1	0	0

---

Company Information

Denied Access
Pending Approvals (1)

---

> TestEDS1 Application


User Status:
☐ Active 0
☐ Inactive 2


	Action	First Name	Last Name	Email	Username	Application	Role
No data available in table							

### 3.3 Search Users

Admin can search for a user within a specific company by using the search bar under the **Company Information** tab. This search is company specific for the chosen company under the List of Companies dropdown.

Results can be sorted by user activity through selecting either the “Active” or “Inactive” buttons above the results table.




**Online Login**

## Account Management

Region: 
Account Type: 
List of Companies:

	Active	Inactive	Pending
Accounts	5	0	0

**Company Information**
Denied Access
Pending Approvals (1)

**> THE HALLAM TRUCK CENTRE**

217 Princes Hwy  
Phone: -

Status : Active  
Code: 3210312  
ECN : 999 999

Timezone : (GMT-05:00) Eastern Standard Time (America/Panama)  
Locale : English(United States)  
Language : English

User Status: ☐ Active 0 ☒ Inactive 9

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By <input type="text" value=""/>	Sort By <input type="text" value=""/>
<input type="checkbox"/>		SHAUN	BOURKE	sbourne@hallamtruck.com.au.iamdev2	sbourne		
<input type="checkbox"/>		BEN	RICHARDS	brichards@hallamtruck.com.au.iamdev2	bricha		
<input type="checkbox"/>		COSTA	ANDRIOPOULOS	candriopoulos@hallamtruck.com.au.iamdev2	candriopoulos		
<input type="checkbox"/>		ROB	AQUILINA	requilina@hallamtruck.com.au.iamdev2	requilina		
<input type="checkbox"/>		RAY	COLLINS	rcollins@hallamtruck.com.au.iamdev2	r.collins		
<input type="checkbox"/>		JOSH	DILWORTH	jdilworth@hallamtruck.com.au.iamdev2	Jdilworth		
<input type="checkbox"/>		JOEL	DRIVER	jdriever@hallamtruck.com.au.iamdev2	Jdriver01		
<input type="checkbox"/>		KRYSTAL	MASON	krystal.mason@hallamtruck.com.au.iamdev2	krystalmason		
<input type="checkbox"/>		Hellam	Truck Centre	brichards@hallamtruck.com.au.iamdev2	hellamtc		

### 3.4 Manage User Accounts

#### Activate Users

Admin can perform following actions on active users, below is the detail on which button triggers what action:

1. Approval History button – Admin can view the history of approvals the selected account has made in the past.
2. Add secondary workgroup button – Admin can assign the selected external user to multiple workgroups.
3. Reset Password button – Admin can reset the password for the selected account. An email with the reset password link will be sent to the user.
4. Deactivate User button – Admin can deactivate an active user. A pop up window will ask for confirmation from site admin. All the permissions associated with the selected account will be revoked.



## Account Management

Region:

Account Type:

List of Companies:

	Active	Inactive	Pending
Accounts	5	0	0

**Company Information** **Denied Access** **Pending Approvals (1)**

> BROWN & HURLEY (DARRA)

2632 Ipswich Rd  
-  
Phone: -

Status: Active  
Code: 1300180  
ECN: 999 999

Timezone: (GMT-05:00) Eastern Standard Time (America/Panama)  
Locale: English(United States)  
Language: English

User Status: ☒ Active **3** ☐ Inactive **6**

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By <input type="button" value="v"/>	Sort By <input type="button" value="v"/>
<input type="checkbox"/>		MICHAEL12	MANCINI22	michael.mancini@brownandhurley.com.au.iamdev2	mvmancini	Connected Solutions	Primary Contact
						EDS	Admin User;Advanced Author;Analyst
						EDS	Admin User
						EDS	Admin User

5. Edit User profile – Admin can click on the little people icon circled in red below in **Action** column to edit the user's profile.

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By <input type="button" value="v"/>	Sort By <input type="button" value="v"/>
<input type="checkbox"/>		MICHAEL12	MANCINI22	michael.mancini@brownandhurley.com.au.iamdev2	mvmancini	Connected Solutions	Primary Contact
						EDS	Admin User;Advanced Author;Analyst

Once admin click on the icon, below form will show for admin to make modification. To save the change, admin can click on **Update** button.

**Company Information** **Denied Requests** **Pending Approvals (1)**

### Edit user

First Name \*

Last Name \*

Business Phone \*

Business Email \*

Username \*

Account \*

Site Admin ☐

6. Roel Management – Admin can use the report icon in **Role** column (circled in red below) to edit user's current access.

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By	Sort By
						Connected Solutions	Primary Contact
<input type="checkbox"/>		MICHAEL12	MANCINI22	michael.mancini@brownandhurley.com.au.iamdev2	mvmancini	EDS	Admin User;Advanced Author;Analyst

Once admin click on this button, below **Application Role Assignment** window will show. Admin can manage the role assignment and click on **Confirm** to save the change.

### Application Role Assignment

Application Name: Connected Solutions

Select Role:

Available

Primary Contact

**Account Manager**

Service Technician

Operator

Chosen

Confirm

Cancel


7. Add user application Access and role assignment – Admin can click on the report icon right next to the people icon in **Action** column to add application access and role assignment to a user. Once added, Email will be sent to user.

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By	Sort By
						Connected Solutions	Primary Contact
<input type="checkbox"/>		MICHAEL12	MANCINI22	michael.mancini@brownandhurley.com.au.iamdev2	mvmancini	EDS	Admin User;Advanced Author;Analyst

8. Unlock User – When user account is in Locked status, Admin will see a **Unlock User** button listed along with the **Approval History** button. Admin can use it to unlock user account so user can have the access back.

### Inactive Users

Admin can use below **Activate User** button to reactivate the selected inactive user account. A pop up window will ask for confirmation from site admin. User will receive Email on account reactivation.


**Online Login**

### Account Management

Region: South Pacific
Account Type: Dealer Account
List of Companies: BROWN & HURLEY (DARRA)

	Active	Inactive	Pending
Accounts	5	0	0

**Company Information**
Denied Access
Pending Approvals (1)

Search User
Search
Add New User
Upload Users

> BROWN & HURLEY (DARRA)

2632 Ipswich Rd  
-  
Phone:

Status : Active  
Code: 1300180  
ECN : 999 999

Timezone : (GMT-05:00) Eastern Standard Time (America/Panama)  
Locale : English(United States)  
Language : English

User Status:
☐ Active 3
☒ Inactive 8


Activate User

	Action	First Name	Last Name	Email	Username	Application	Role
						Sort By	Sort By
<input type="checkbox"/>		CAREY	DAVIDSON	carey.davidson@brownandhurley.com.au.jamdev2	careyd		

### 3.5 Add New User

To add a new user, admin need to follow the below steps:

1. Select the **Add New User** button


**Online Login**

### Account Management


Region: ALL
Account Type: Dealer Account
List of Companies: THE HALLAM TRUCK CENTRE

	Active	Inactive	Pending
Accounts	5	0	0

**Company Information**
Denied Access
Pending Approvals (1)

Search User
Search
Add New User
Upload Users

2. The **Add New User** form will be prompted in which admin need to fill new user's information and add it to the company's site.


**Online Login**

**Account Management**

Region: 
Account Type: 
List of Companies:

	Active	Inactive	Pending
Accounts	15	0	0

**Company Information**
**Denied Access**
**Pending Approvals (1)**

**Add New User**

First Name: 
Last Name:

Business Phone: 
Business Email:

Username:

Site Admin: ☐

User Status: ☐ Active (4) ☐ Inactive (40)

### 3.6 Upload Bulk Users

Admin can upload multiple contacts at once by selecting the **Upload Users** button which will show the **Upload User** window for admin to upload.

#### Account Management

Region: 
Account Type: 
List of Companies:

	Active	Inactive	Pending
Accounts	16	0	1

**Company Information**
**Denied Requests**
**Pending Approvals (1)**

User Status: ☐ Active (4) ☐ Inactive (40)

	Action	First Name	Last Name	Email	Username	Application	Role
<input checked="" type="checkbox"/>		KarthikReddyCummins123	TestCummins123	testcummins123@cummins.com		Connected Solutions	Service Technician
<input type="checkbox"/>		MICHAEL12	MANCINI22	michael.mancini@brownandhurley.com.au mdev2	mmancini	Connected Solutions	Primary Contact


## Upload User

No file selected.

[Download sample template](#)

### 3.7 View Denied Access

Under **Denied Access** Tab, admins can see all denied access record for both site admins and users. They can adjust the number of results being shown by selecting an option from the dropdown menu.


Online Login

## Account Management

Region

Account Type

List of Companies

	Active	Inactive	Pending
Accounts	1	0	0

Company Information
Denied Access
Pending Approvals (1)

### Site admin Users Denied


First Name	Last Name	Company	Email	Comment
------------	-----------	---------	-------	---------

### Denied Users

First Name	Last Name	Company	Email	Comment
------------	-----------	---------	-------	---------

### 3.8 View and Manage Pending Request

Under **Pending Approvals** tab, admin can see all pending approvals for both site admins and users. They can adjust the number of results being shown by selecting an option from the dropdown menu.


**Online Login**
Q

#### Account Management

Region

South Pacific

Account Type

ALL

List of Companies

ALL

	Active	Inactive	Pending
Accounts	15	0	0

[Company Information](#)
[Denied Access](#)
[Pending Approvals \(1\)](#)

##### Site admin Pending Approvals

First Name	Last Name	Company	Email	Application	Action
No data available in table					

##### User Pending Approvals

First Name	Last Name	Company	Email	Application	Action
FromFinalKarthik	FromFinalKarthik	Cummins Germany	karthiktestux@pumps.com		<a href="#">Approve</a> <a href="#">Reject</a>

## 4 Appendix

### 4.1 Registration Module Process Flow Chart:

