SYSTEM SUPPORT
LAB ACCOUNT
USER GUIDE

12/2019

Abstract

This document contains an overview of the System Support Lab Account Request feature.

Contents

1. Overview

1.1. Purpose

This document describes the System Support Lab Account management system that is located on the En Route & Oceanic Support website (EnRouteSupport.faa.gov). This system is utilized by AJM-25 to manage all aspects of the lab account process including account approvals and system administration.

1.2. Process Overview

For new accounts, account modification, or account validation the user will submit a request. After a request is submitted it is forwarded to the requestor's manager for approval. If the requestor is a contractor the request is forwarded to their contracting manager. If the contracting manager approves the request they will forward it to an AJM-25 FAA manager for approval. If the requestor is an FAA employee the request will be forwarded to an AJM-25 FAA manager for approval. If the FAA manager approves the request it will be forwarded to the System Administrators for processing. Once the account is created, modified or validated the System Administrator will close the request.

For account deactivations a contracting manager or FAA manager will submit a request identifying the user to be deactivated. This request will be forwarded to the system administration team for processing.

1.3. System Administration Philosophy

Users requesting accounts will be required to select a job function that aligns with the work they are performing. Each job function has pre-determined accounts that will be provided to the user based on their role. Users may also request access to Special Access selections if available. Special Access selection contains accounts that are not included in the job functions.

System accounts are additive. In the event a user's role changes and they need to change their job function to obtain additional functionality the account permissions granted for all prior requests will remain active.

Accounts will be disabled if the account has not been accessed within the past 90 days or when there are multiple login attempts with an incorrect password. In either case an account must be validated to be reactivated.

1. Account Request Directory

The account request directory is the entry point for all request submissions and additional features. The account request directory can be accessed by following the instructions below.

- Enter https://EnRouteSupport.faa.gov into your web browsers address bar.
- In the lower right of the website footer look for the column “SLS Account Registration”.
- Select “System Support Lab Accounts”.

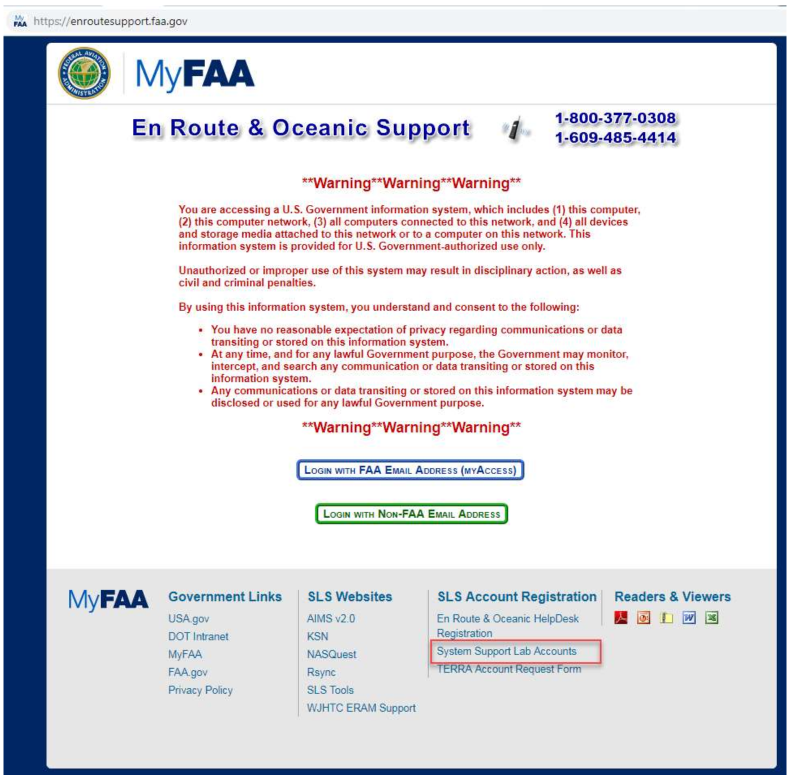


Figure 1- En Route & Oceanic Support Login Page

Selecting System Support Lab Accounts will display the directory page as illustrated below (*Figure 2*).

Figure 2- System Support Lab Account Directory

The following options will be displayed:

- Account Request
  Select this option to initiate a new account request or make changes to an existing account.
  Please refer to section 2 for more information.
- Check Request Status
  Select this option to check the status of any pending requests.
  Please refer to section 5 for more information.
- Account Validation
  Select this option to validate an account when it is has been deactivated due to inactivity.
  Please refer to section **Error! Reference source not found.** for more information.
- Account Deactivation
  Select this option to identify an account for deactivation.
  Please refer to section 6 for more information.
- Password Reset
  Select this option to reset a password. A sub menu will be displayed with the active Systems. Select the System for which you need the password reset.
  Please refer to section **Error! Reference source not found.** for more information.

2. Account Requests and Validation Requests

2.1. Account Request Initiation

Account requests and validation requests are submitted from the System Support Lab Account Directory page by selecting the “Account Request” button or the Account Validation” button (Figure 2).

The “Account Requests” option should be selected when the requestor wants a new account or wishes to modify an existing account.

The “Account Validation” option should be selected when the requestor needs to unlock an account that has been inactive for more than 180 days.

All account requests must be initiated by submitting an Initial Request with a valid email address. Upon submission a link will be generated and sent to the provided email address. The user will need to click the link to continue their request.

To begin a request the Initial Request Form (Figure 3) must be completed.
The following form fields are required:

1 - E-Mail: Enter your business email address.
2 - FAA or Contractor: Select if you are a Contractor or FAA Employee.
3 - System: Select the system you are requesting access to.
4 - Account Status: Select “Yes” if you have an existing account or “No” if you do not.

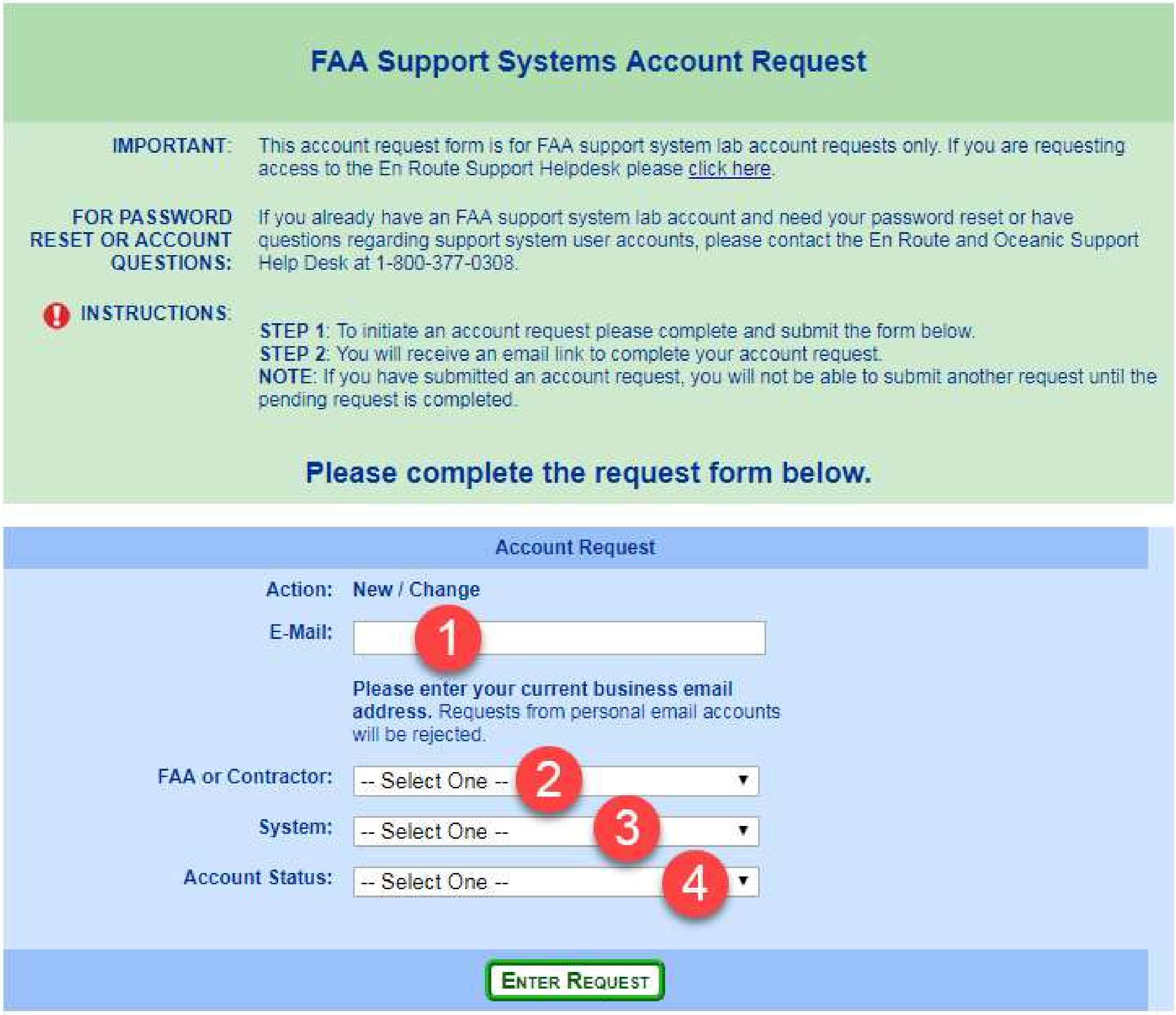


Figure 3 - Initial Request Form

Depending on the selection for #4 additional fields may be required (*Figure 4*).

5 - If you select "Yes" for #4 you will be prompted to enter your username.
6 - If you select "Yes" for #4 you will be asked if your email address has changed.
7 - If you select "Yes" for #6 you will be prompted to enter your prior email address. (This is used to track your account information if you have changed employers or your company email address has changed.)
8 - Once the form has been completed click the "Enter Request" button. An email will be sent.

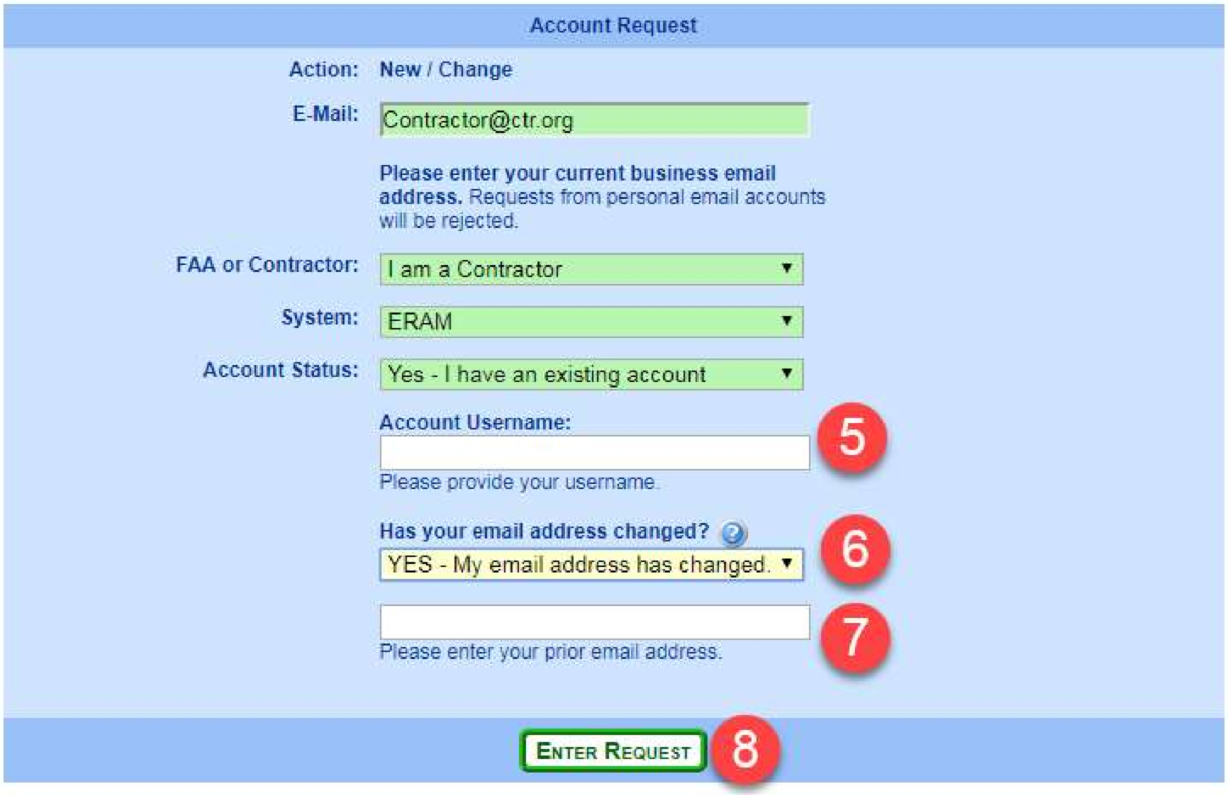


Figure 4- Initial Request Form (Expanded)

9 - After receiving the email click the button “Click here to continue your request” (*Figure 5*). This will open a web browser window where you may complete your request.

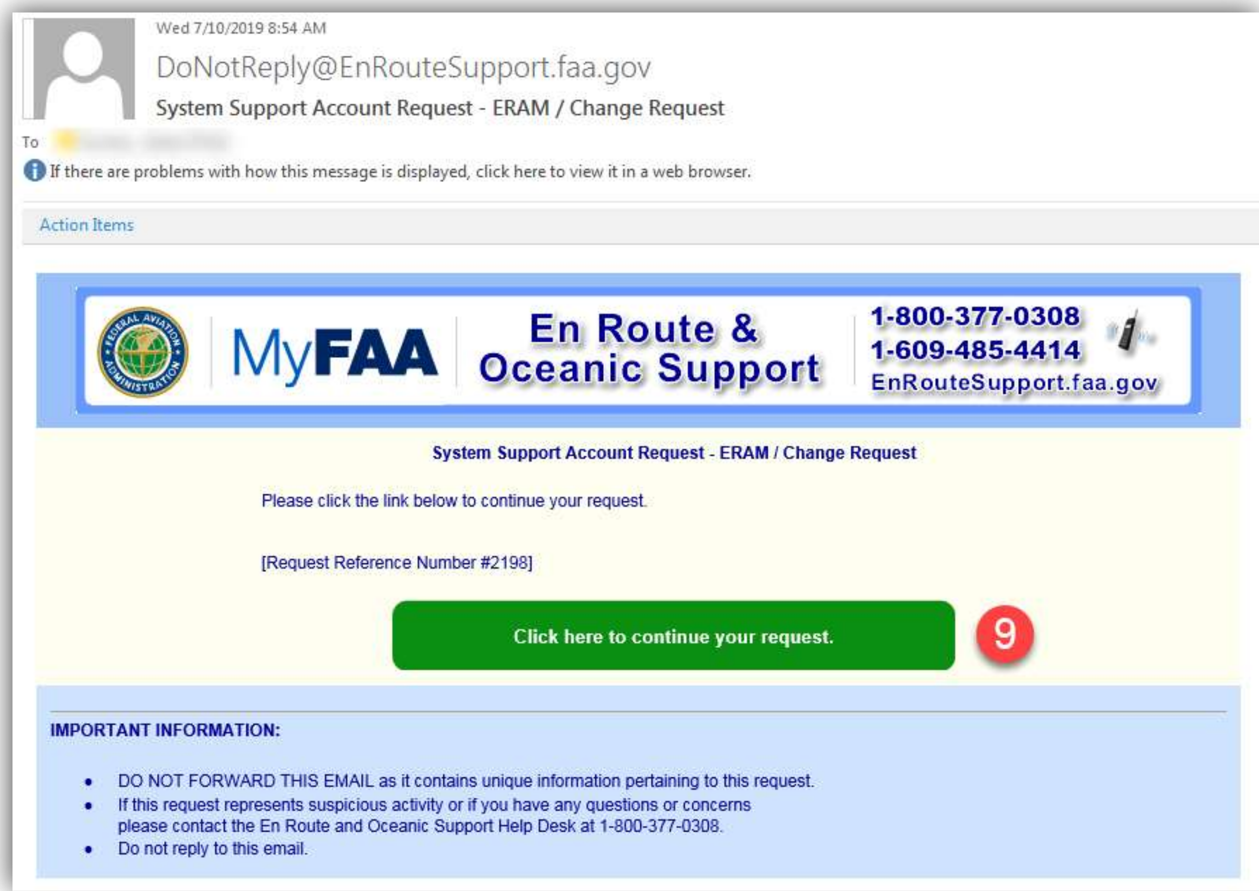


Figure 5- Request Continuation Email

2.2. Account Request Form

The Account Request form is comprised of several panels of information to be completed by the requestor. These panels are explained in the following sections.

2.2.1. Account Action Panel

The Account Action panel (*Figure 6*) is a read only panel that displays the information requested from the user to initiate the request. It contains the following user information:

- Action (New or Change)
- Email Address
- Organization Type (FAA or Contractor)
- System

Figure 6 - Account Action Panel

2.2.2. User Information Panel

The User Information Panel collects personal information about the user. The panels for FAA Employees and contractors have a couple minor differences as described in the following sections.

2.2.2.1. FAA Employees

The FAA employees User Information Panel (*Figure 7*) will be displayed with the following user information fields to be completed:

1 First Name – enter your first name.
2 Last Name – enter your last name
3 Organization – enter your Organization
4 Title – enter your job title
5 Telephone – enter your business telephone number
6 Site – select the location of your work

Figure 7- FAA Employees Information Panel

2.2.2.2. Contractors

The Contractors User Information Panel (*Figure 8*) will be displayed with the following user information fields to be completed:

1 First Name – enter your first name.
2 Last Name – enter your last name
3 Organization – enter your Organization
4 Specific Employer – select “Yes” if you work for Leidos or Harris
5 Prime or Sub Contractor – select whether your employer is a Prime or Sub contractor
6 Title – enter your job title
7 Telephone – enter your business telephone number
8 Site – select the location of your work

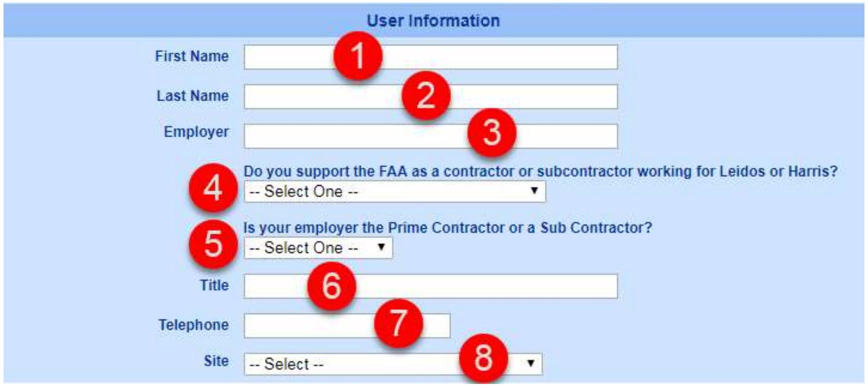


Figure 8- Contractor User Information Panel

2.2.3. Manager Information Panel

The Manager Information Panel collects manager information about the user. The panels for FAA Employees and contractors are substantially different and are described in the following sections.

2.2.3.1. FAA Employees

FAA Employees will have access to a single dropdown menu (*Figure 9*) to select their AJM-25 manager. FAA Employees from organizations other than AJM-25 should select "OTHER – ALL NON AJM-25 PERSONNEL".

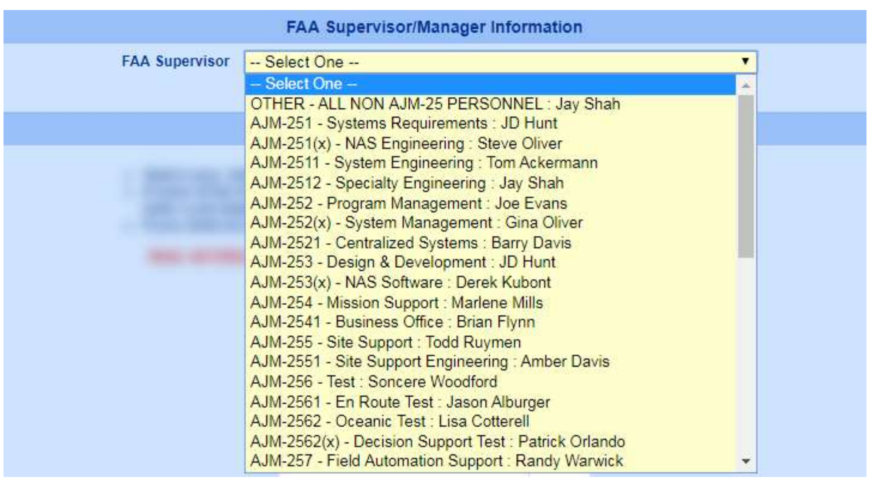


Figure 9- FAA Employees - Manager Information

2.2.3.2. Contractors

Contractors will be required to complete the Prime Contractor/Supervisor Manager Information (Figure 10) panel with fields to enter their manager's contact information. The fields are as follows:

1 - First Name – enter the manager's first name.
2 - Last Name – enter the manager's last name
3 - Employer – enter the manager's Employer
4 - Title – enter the manager's job title
5 - Telephone – enter the manager's business telephone number
6 - E-Mail – enter the manager's email address (The managers email address must be correct because it is used to forward email notification to the manager.)

Figure 10 - Prime Contractor Supervisor/Manager Information

2.2.4. Job Function Selection

The Job Function Selection panel (*Figure 11*) will contain a list of job functions (1) pertaining to the particular system selected in the initial account request. If the requestor requires accounts for additional system(s) they will need to submit that in a separate request.

In the Job Function Selection Panel the requestor should select the primary job function corresponding to the work they are performing for the organization they are supporting. If this is a change request the requestor's prior selections will be checked. The requestor may modify the job function selection if their role has changed. Only one Job function may be selected per request.

If none of the Job Functions in the list (1) are applicable please select OTHER and enter a job function description in the Other Job Function field (3).

If a requestor's job function has not changed but they require access to a particular tool set they should refer to the Special Access Selection Panel.

Each job function is mapped to a particular set of accounts and tools. Clicking the (?) icon in the Job Function list will display a description of the job function in a text box (2).

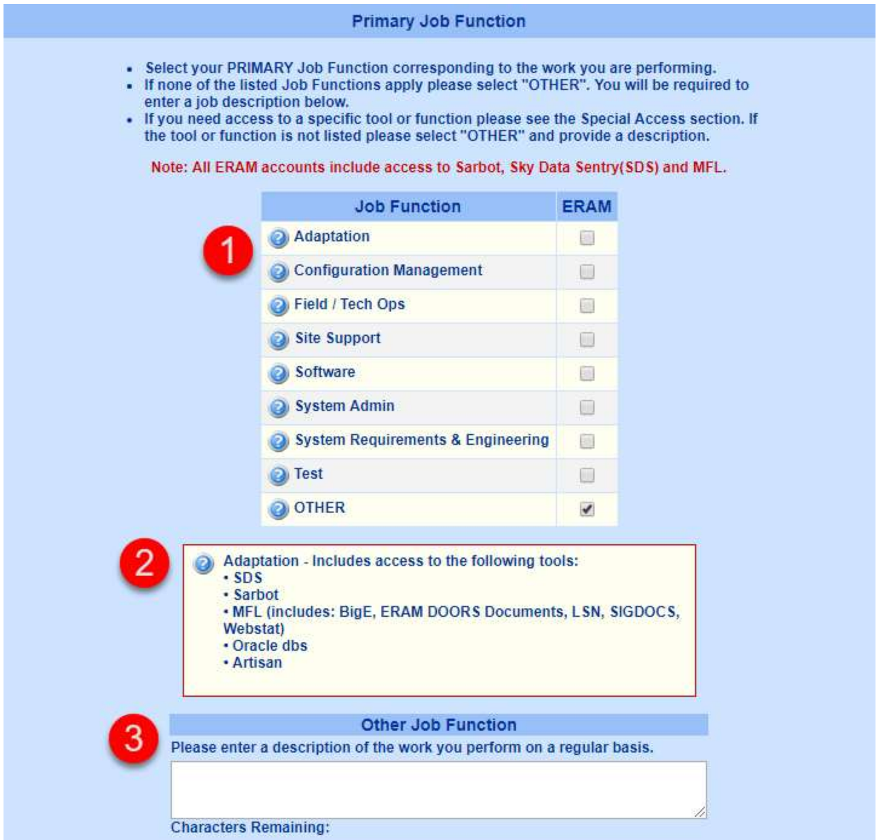


Figure 11 - Job function Selection

2.2.5. Special Access Selection

The Special Access Selection panel (*Figure 12*) will contain a list of additional tools (1) available pertaining to the system selected in the initial account request. The requestor may select the desired tool(s) using the corresponding checkboxes. If the tool desired is not listed please select OTHER and enter a description of the tool(s) in the Other Special Access field (3).

Clicking the (?) icon in the Special Access list (1) will display a description in a text box (2).

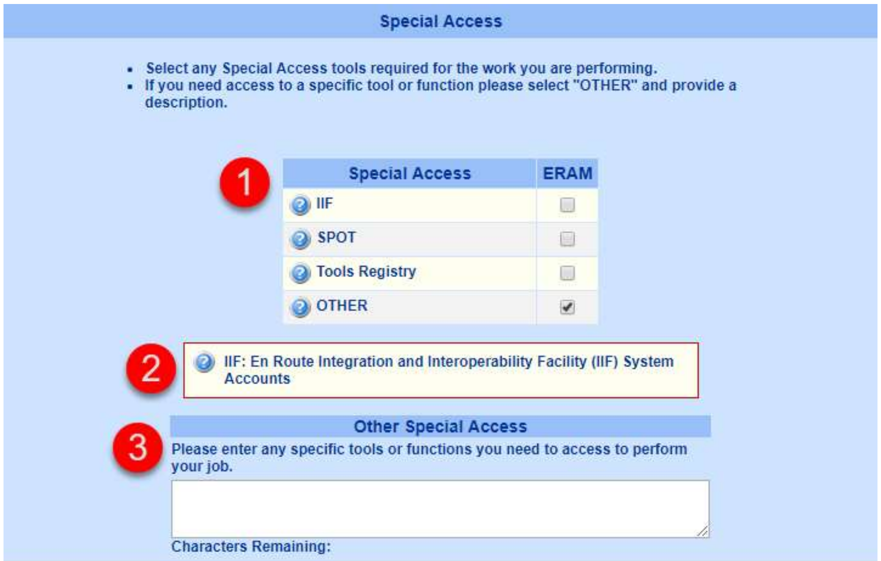


Figure 12 - Special Access Selection

2.2.6. Additional Comments or Requests

If the requestor can provide any additional information that will assist in the creation or modification of their account it should be entered in the Additional Comments field (*Figure 13*).

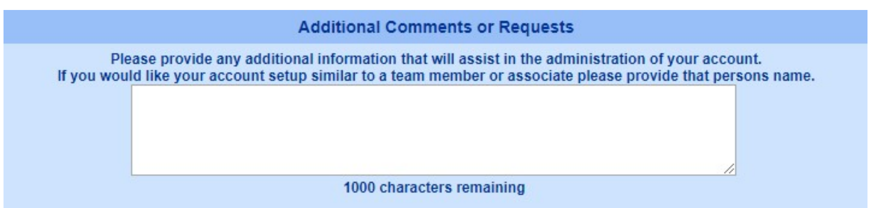


Figure 13 Additional Comments

2.2.7. Rules of Behavior Panel

All account usage must adhere to the FAA Rules of behavior which are defined in Appendix 27 of ORDER 1370.121 - FAA Information Security and Privacy Program & Policy (Appendix 27 - Rules of Behavior). The request form contains a link (*Figure 14* - 1) to the document which will open in a new browser window.

Requestors must acknowledge they have received, understand and will comply with the Rules of Behavior (*Figure 14* - 2).

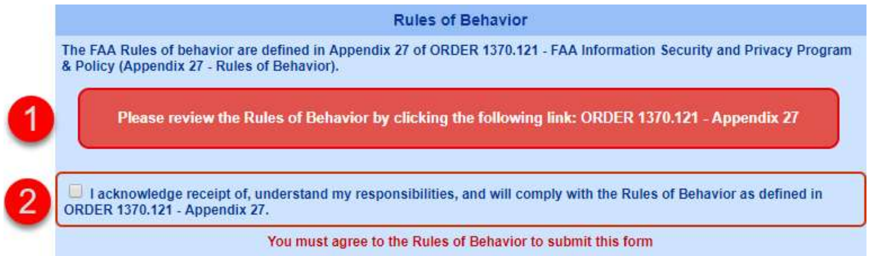


Figure 14 - Rules of Behavior Panel

2.3. Request Submission

Once the request form is filled out it must be submitted by clicking the "Enter Request" button (Figure 15) at the bottom of the page.

Figure 15 - Enter Request

Once the request has been submitted the user will receive an email informing them that their request has been submitted to their manager (Contractor or FAA) for approval. The manager will also receive an email notification to process the request after it has been submitted.

3. Management Approval

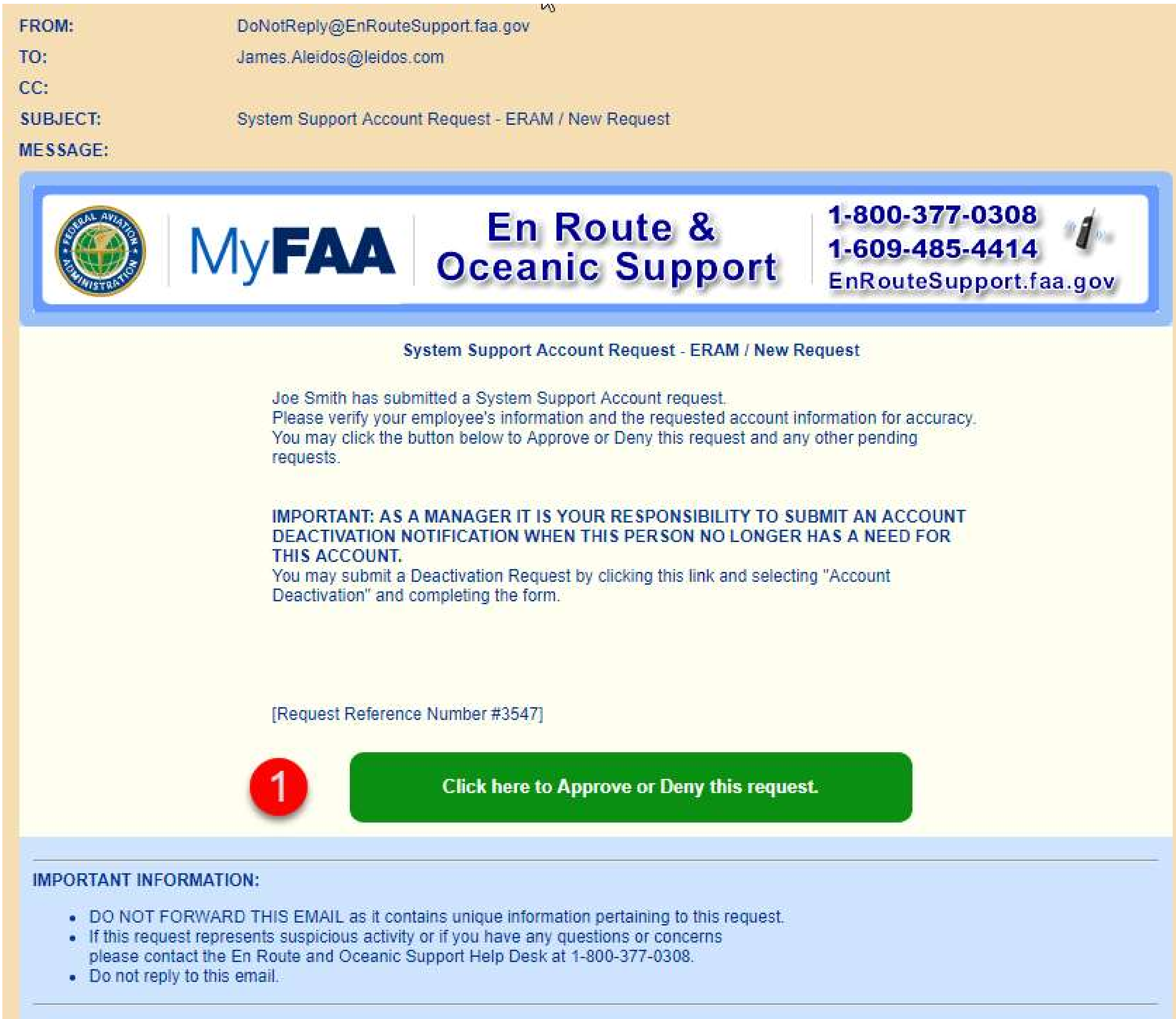
Account requests may require two separate manager approvals depending on the requestor's employer. FAA employees will require approval from their FAA manager. Contracting employees will require approval from their contract manager and an FAA manager who they support.

3.1. Contracting Manager

This section details the contracting manager approval process.

3.1.1. Email Notification

When a request from a contractor employee has been submitted the contracting manager will receive an email notification (*Figure 16*). To approve or deny the request the manager should click the green button (*Figure 16* - 1) in the email. Clicking this button will open the Unapproved Account Request list in a web browser.


FROM: DoNotReply@EnRouteSupport.faa.gov
TO: James.Aleidos@leidos.com
CC:
SUBJECT: System Support Account Request - ERAM / New Request
MESSAGE:

MyFAA En Route & Oceanic Support 1-800-377-0308 1-609-485-4414 EnRouteSupport.faa.gov

System Support Account Request - ERAM / New Request

Joe Smith has submitted a System Support Account request.
Please verify your employee's information and the requested account information for accuracy.
You may click the button below to Approve or Deny this request and any other pending requests.

IMPORTANT: AS A MANAGER IT IS YOUR RESPONSIBILITY TO SUBMIT AN ACCOUNT DEACTIVATION NOTIFICATION WHEN THIS PERSON NO LONGER HAS A NEED FOR THIS ACCOUNT.
You may submit a Deactivation Request by clicking this link and selecting "Account Deactivation" and completing the form.

[Request Reference Number #3547]

1 Click here to Approve or Deny this request.

IMPORTANT INFORMATION:

- DO NOT FORWARD THIS EMAIL as it contains unique information pertaining to this request.
- If this request represents suspicious activity or if you have any questions or concerns please contact the En Route and Oceanic Support Help Desk at 1-800-377-0308.
- Do not reply to this email.

Figure 16 Contractor Email Notification

3.1.2. Unapproved Account Request List

After clicking the email link the Unapproved Account Request list (*Figure 17*) will be displayed. This page will display a list of accounts (1) that are waiting for approval by the specified contracting manager. Clicking the gear icon or double clicking the highlighted row will open the request for approval processing.

Figure 17- Unapproved Account Requests

3.1.3. Contractor Manager Approval

After clicking the user account for processing the Contractor Manager Approval page will be displayed.

The first section of the approval form contains the Manager Information panel (*Figure 18*). The contracting manager must complete the Manager Information fields if they have not approved any prior requests. For subsequent approvals the Manager Information fields will be pre-populated and should be updated as necessary.

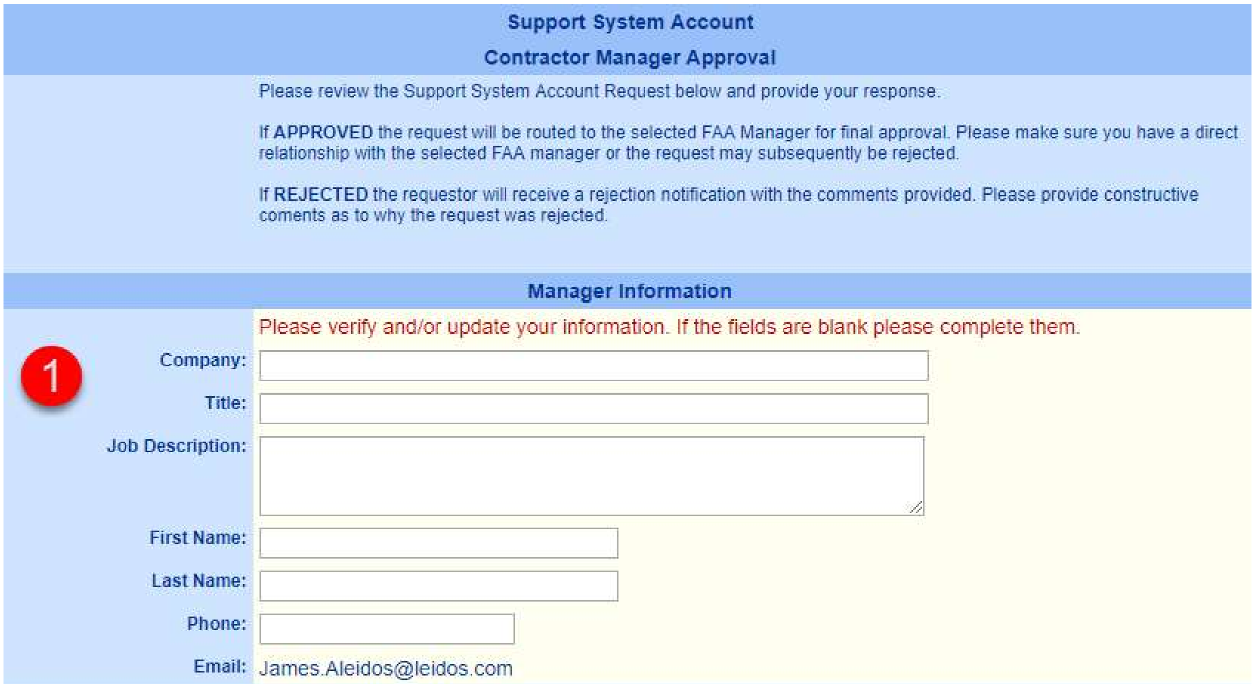


Figure 18 - Contractor Manager Information

The second section of the approval form contains the Account Approval panel.

Status (*Figure 19* - 2): The manager will select the appropriate status for the request. Additional information regarding the selected status may be added in the Comments field. If the request is Approved the “Forward to FAA Manager” selection (*Figure 20* - 3) will be activated. The Contracting Manager should select the FAA Manager they support directly. Once the FAA Manger has been selected the form may be submitted by clicking the “Enter” button (#4).

If the request is rejected the form should be submitted without an FAA Manager by clicking the “Enter” button (*Figure 21* - 4).

If for any reason the request cannot be completed the manager should cancel the request approval by clicking the “Cancel” button. This will cancel any current settings and the request will remain available for processing at a later date.

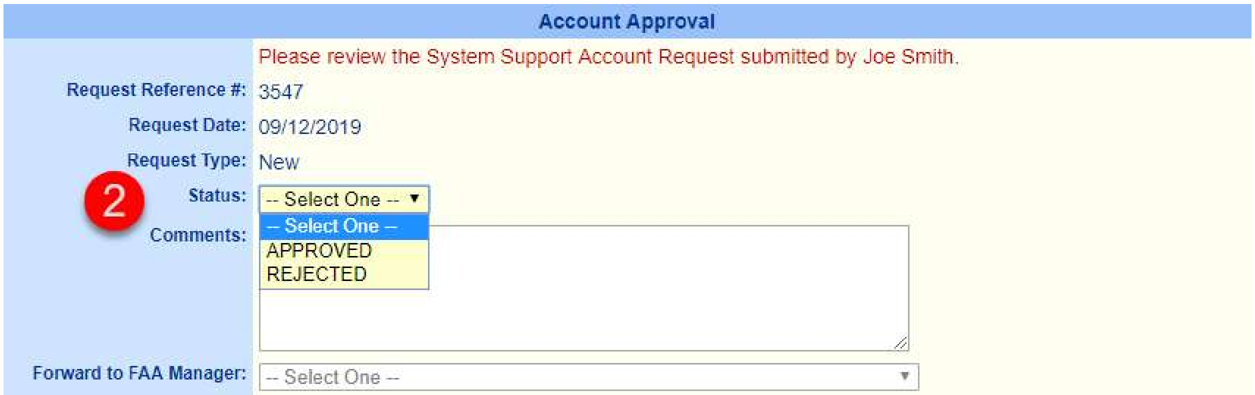


Figure 19- Account Approval Status

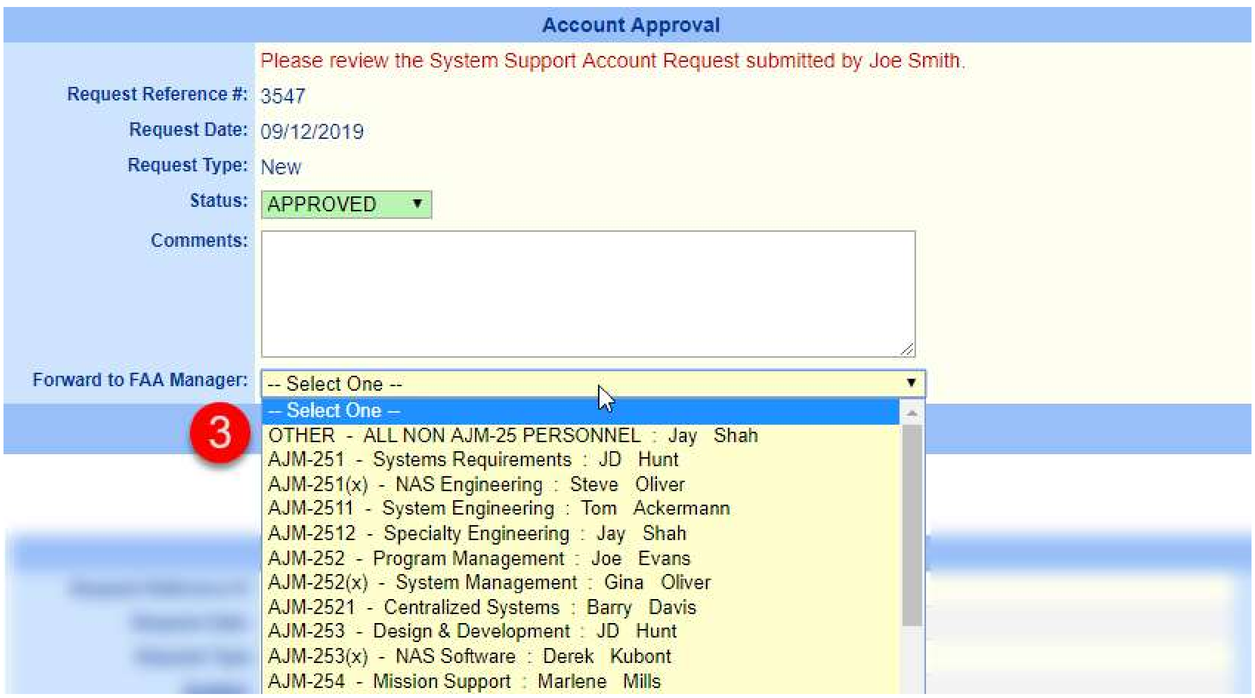


Figure 20 - FAA Manager Assignment

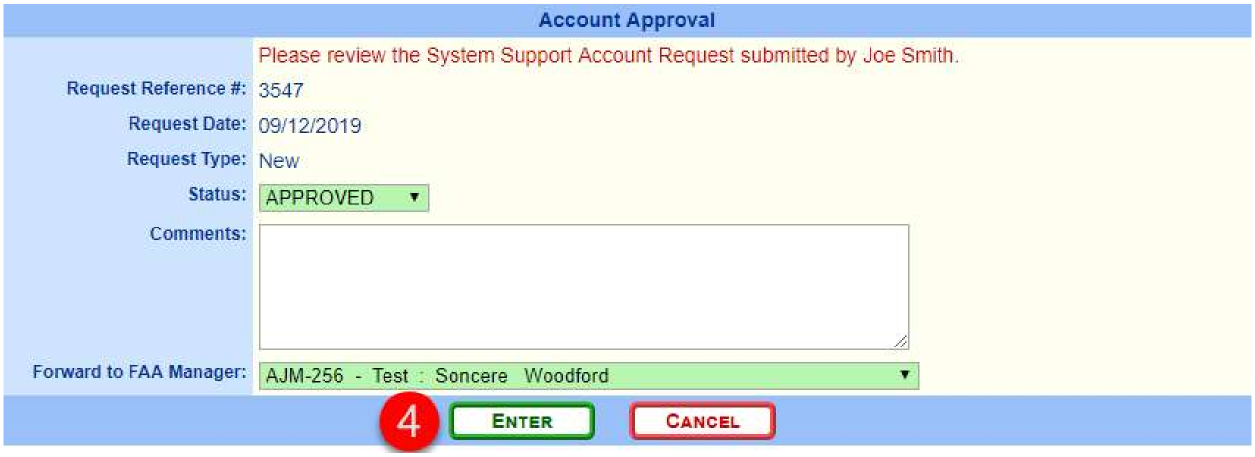


Figure 21 - Account Approval Submission

3.2. FAA Manager

This section details the FAA Manager approval process.

3.2.1. Email Notification

When a request approved by a Contracting Manager or an employee has been submitted the FAA manager will receive an email notification. To approve or deny the request the manager should click the green button (*Figure 22* - 1) in the email. Clicking this button will open the Unapproved Account Request list in a web browser.


FROM: DoNotReply@EnRouteSupport.faa.gov
TO: j.d.hunt@faa.gov
CC:
SUBJECT: System Support Account Request - ERAM / New Request
MESSAGE:

MyFAA En Route & Oceanic Support 1-800-377-0308 1-609-485-4414 EnRouteSupport.faa.gov

System Support Account Request - ERAM / New Request

Jane Smith has submitted the following System Support Account request.
Please verify your employee's information and the requested account information for accuracy.
You may click the button below to Approve or Deny this request and any other pending requests.

IMPORTANT: IT IS YOUR RESPONSIBILITY TO SUBMIT AN ACCOUNT DEACTIVATION NOTIFICATION WHEN THIS PERSON NO LONGER HAS A NEED FOR THIS ACCOUNT.
You may submit a Deactivation Request by clicking this link and selecting "Account Deactivation" and completing the form.

[Request Reference Number #3548]

1 Click here to Approve or Deny this request.

IMPORTANT INFORMATION:

- DO NOT FORWARD THIS EMAIL as it contains unique information pertaining to this request.
- If this request represents suspicious activity or if you have any questions or concerns please contact the En Route and Oceanic Support Help Desk at 1-800-377-0308.
- Do not reply to this email.

Figure 22 - FAA Manager Email Notification

3.2.2. Unapproved Account Request List

After clicking the email link the Unapproved Account Request list will be displayed. This page will display a list of accounts (*Figure 23* - 1) that are waiting for approval by the specified contracting manager. Clicking the gear icon or double clicking the highlighted row will open the request for approval processing.

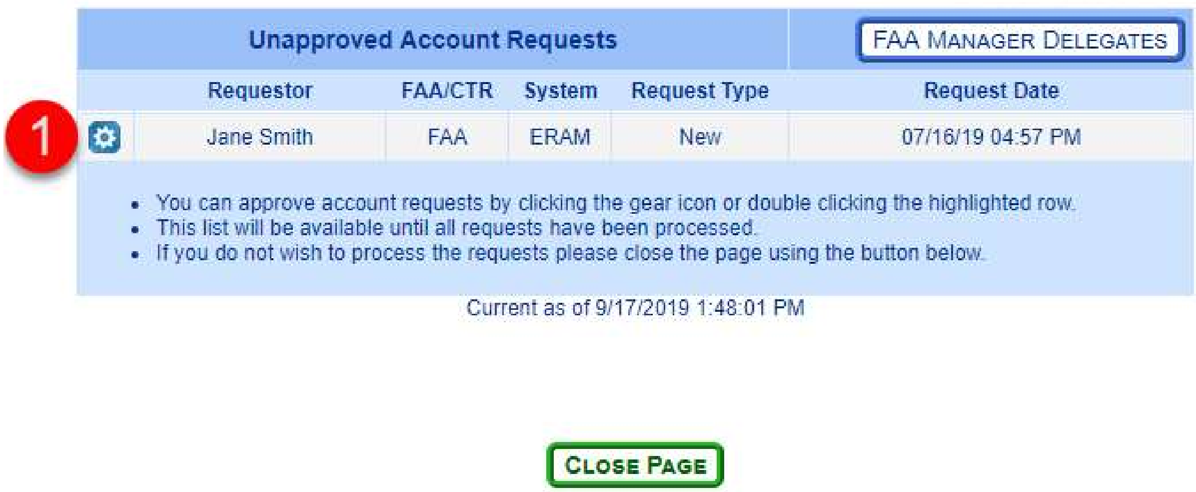


Figure 23- FAA Manager Unapproved Account Requests

3.2.3. FAA Manager Approval

FAA managers may approve/reject the request or reassign the request to another FAA Manager.

If for any reason the request cannot be completed the manager should cancel the request approval by clicking the “Cancel” button. This will cancel any current settings and the request will remain available for processing at a later date.

3.2.3.1. Approval / Rejection

To approve or reject a request the desired action (APPROVED or REJECTED) should be selected from the Status (*Figure 24* - 1) dropdown. Additional information regarding the selected status may be added in the Comments field. After selection the form may be submitted by clicking the “Enter” button.

If the request is rejected the form should be submitted without an FAA Manager by clicking the “Enter” button (*Figure 24*).

Once a request has been approved an email notification will be sent to the appropriate System Administration team to create or modify the account.

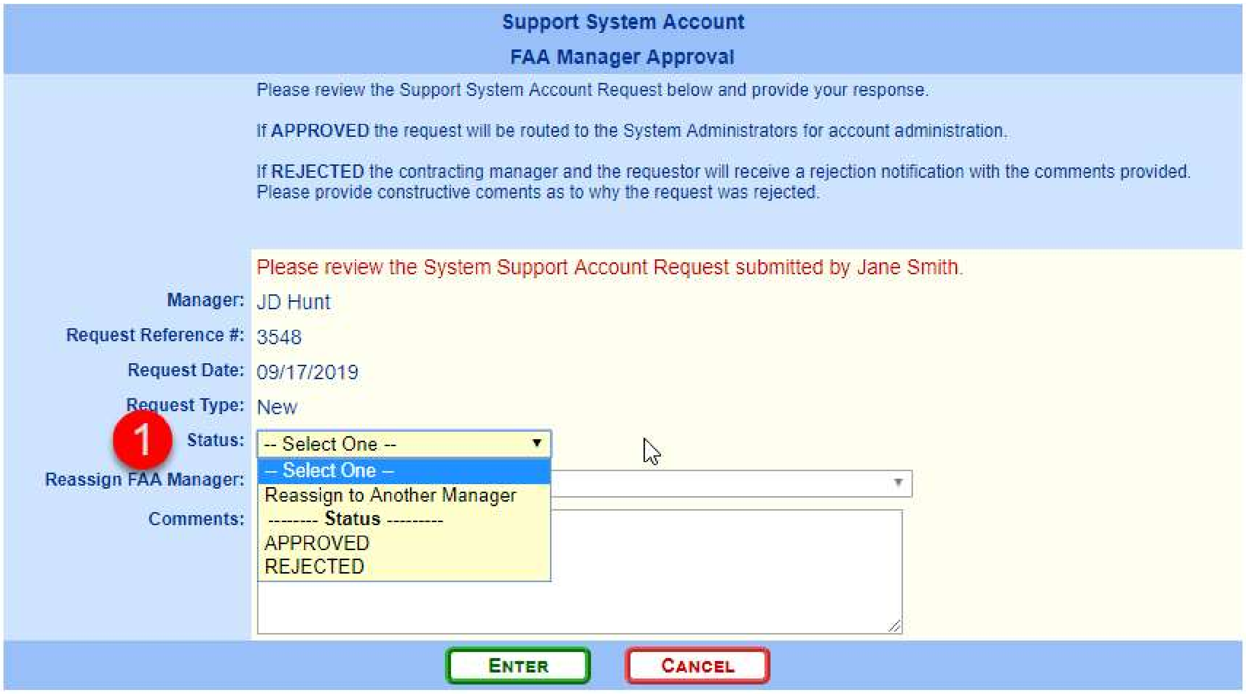


Figure 24 - FAA Manager Approval

3.2.3.2. FAA Manager Reassignment

To reassign the request to another FAA Manager select “Reassign to Another Manager” from the Status (*Figure 25* - 1) dropdown menu. Next select the desired FAA Manger from the “Reassign FAA Manager” (*Figure 25* - 2) dropdown menu.

Once the manager has been selected the form may be submitted by clicking the "Enter" button (*Figure 25* - 3). The newly assigned manager will receive an email notification to process the request.

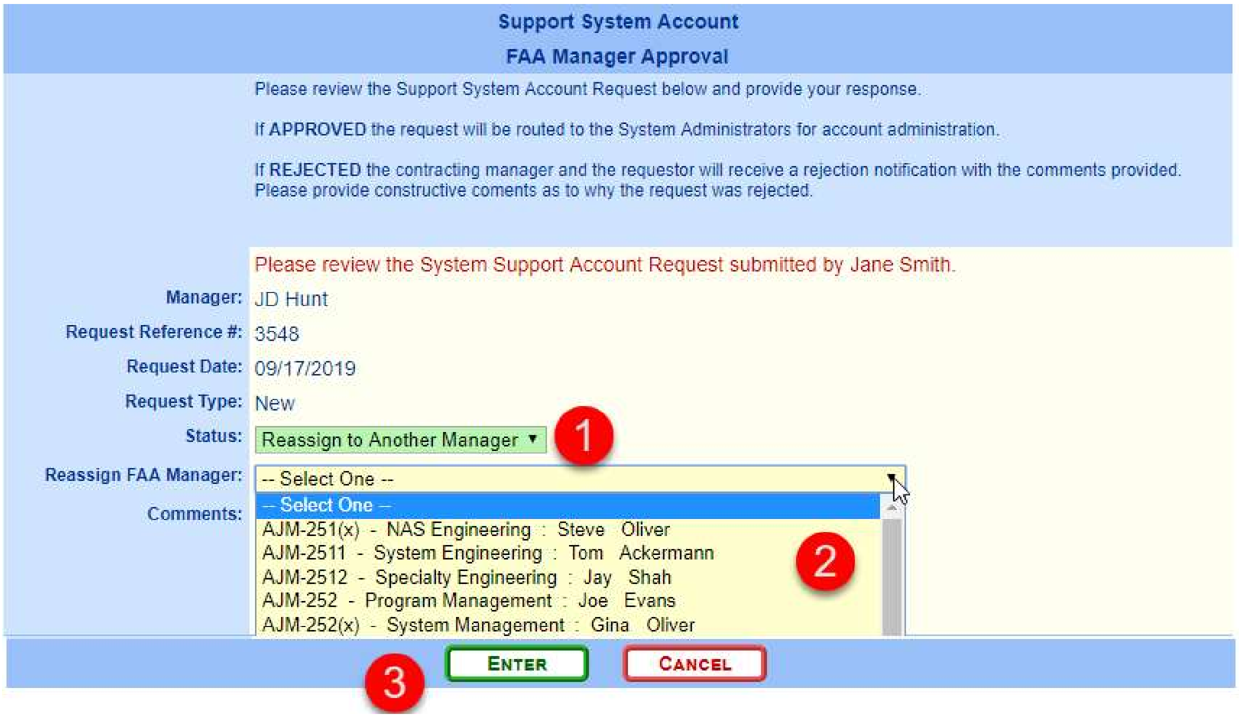


Figure 25 - FAA Manger Reassignment

3.2.4. FAA Manager Delegates

FAA managers have the option to designate other FAA Managers as backups in the event they are unable to process account requests. Delegates will receive email notifications when account requests are submitted for the primary managers.

To setup delegates click the "FAA Manager Delegates" button (*Figure 26* - 1) on the Unapproved Account Requests page.

Figure 26 - FAA Manager Delegates

This will open the Delegate Approval Mangers for the current FAA Manager. To add a manager to the delegate list select the desired person from the FAA Managers list (*Figure 27* - 1) and click the "Add Manager To Delegate List" button (*Figure 27* - 2).

Managers may be removed from the list by clicking the "Remove" button (*Figure 27* - 3).

To return to the FAA Manager Delegates page click the "Return" button (*Figure 27* - 4).

Figure 27 - FAA Manger Delegates List

4. System Admin

Each system (ERAM, ATOP, etc.) will have one or more system admin teams that will handle account creation or modification requests.

4.1. Email Notification

When a request is approved by an FAA Manager all members of the primary system administration team will receive an email notification to process the account request. To process the request the team member should click the "Click here to process this request" button (*Figure 28* - 1). Clicking this button will open the Unapproved Account Request list in a web browser.

Figure 28 - System Admin Email Notification

4.2. Unapproved Account List

After clicking the email link the Unapproved Account Request list will be displayed. This page will display a list of accounts (*Figure 29* - 1) that are waiting for approval by the specified contracting manager. Clicking the gear icon or double clicking the highlighted row will open the System Support Account Administration page.

Figure 29 - System Administration Unapproved Account Requests

4.3. Account Creation/Modification

The System Support Account Administration page is comprised of several sections which documents the account creation and provides the capability to assign the request to alternate system administration teams for additional processing.

4.3.1. Account Group Assignment

The Account Group Assignment panel contains a list of all account groups (*Figure 30* - 1) defined for the system. The list contains a column (*Figure 30* - 2) identifying the Job Function and additional columns (*Figure 30* - 3) for any Special Access areas submitted by the requestor. The Special Access column will not be displayed if nothing was selected by the user. The OTHER column (*Figure 30* - 4) is displayed last.

The Job Function column (*Figure 30* - 2) contains checkboxes where the account groups are associated with the selected Job Function. After the system administrator creates the accounts corresponding to the Job Function they should check the associated boxes to mark them complete.

The Special Access columns (*Figure 30* - 3) contains checkboxes where the account groups are associated with the selected Special Access area. After the system administrator creates the accounts corresponding to the Special Access areas they should check the associated boxes to mark them complete.

The OTHER column (*Figure 30* - 4) contains checkboxes for all account groups within the system. This column is used in conjunction with the Other Account Group Assignment Requests (*Figure 30* - 5) section to provide access to account groups the requestor has requested. The system admin should review the Other Account Group Assignment requests and correlate any requests to the appropriate account group. After the system administrator creates the accounts groups they should check the associated boxes under the “OTHER” column (*Figure 30* - 4) to mark them complete.

Checkboxes that have an X indicate that the corresponding account groups was already assigned to the user in a prior request.

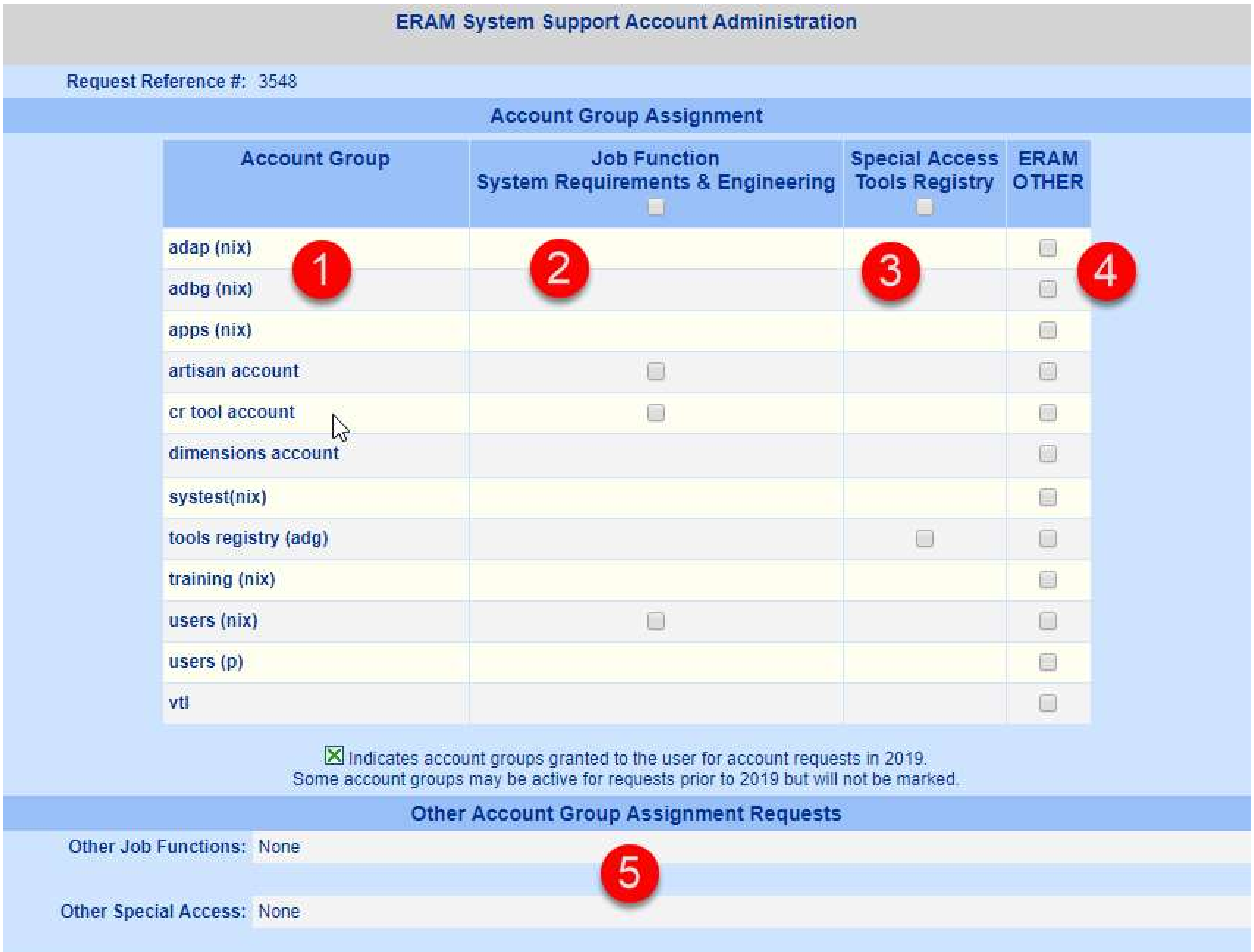


Figure 30 - Account Group Assignments

4.3.2. User Account Assignments

The User Account Assignments panel provides a list of accounts (*Figure 31* - 1) for the user along with method for system administrators to document the account(s) provided (*Figure 31* - 2).

To add an account to the list the Username and Account Description fields must be completed (*Figure 31* - 2). The “Add Account” button will be activated and the information may be saved by clicking the button.

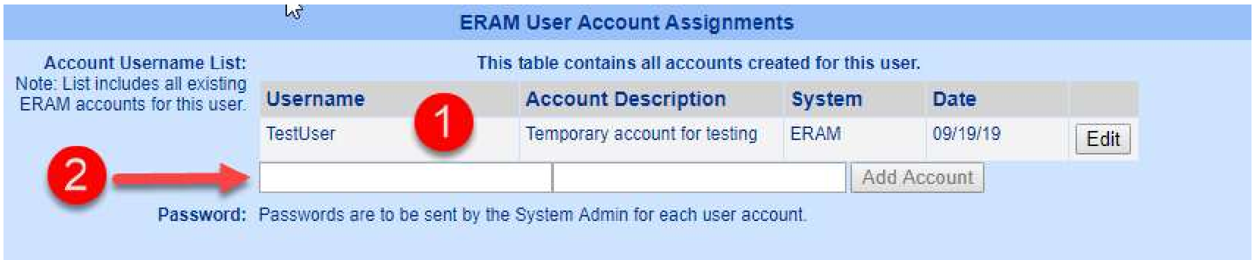


Figure 31 - User Account Assignments

4.3.3. User Account Information

The User Account Information panel displays a copy of what the requestor will receive in the final email when the account request is completed.

The majority of this information is boilerplate information with two exceptions.

- ERAM Password Reset (*Figure 32* - 1) information included in the email may be customized for the user by selecting a Username and checking any corresponding labs.
- A custom message containing specific instructions may be entered by the system administrator which will be sent to user.

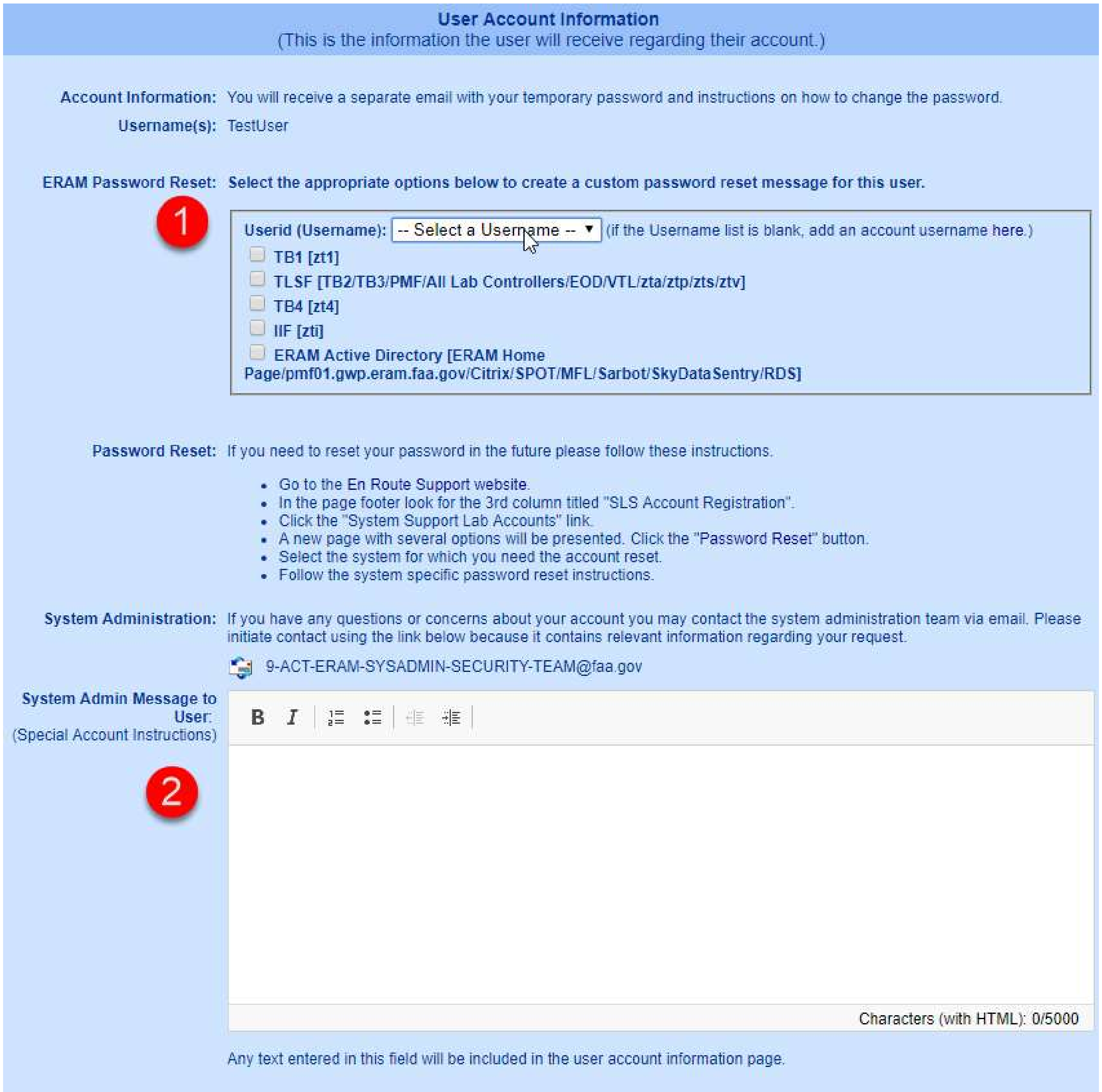


Figure 32 - User Account Information

4.3.4. System Admin Comments

The System Admin Comments panel contains a list of comments entered by other system administrators (*Figure 33* - 1). It also provides a method to make additional comments.

To add a comment to the list the Comment field must be completed (*Figure 33* - 2). The “Add Comment” button will be activated and the information may be saved by clicking the button.

Figure 33 - System Admin Comments

4.3.5. System Admin Status

The System Admin Status panel is used by the system admin to manage the state of the request and to reassign it to other System Administration teams where needed.

The System Admin Status panel contains a historical list of status changes (*Figure 34* - 1), a Status menu to manage the status (*Figure 34* - 2) of the request, and a message field (*Figure 34* - 3) that is only active when the request is being assigned to another system administration team.

Below the System Admin Status panel are the controls (*Figure 34* - 4) to either save the request by pressing the “Enter” button or cancel the current working session by pressing the “Cancel” button.

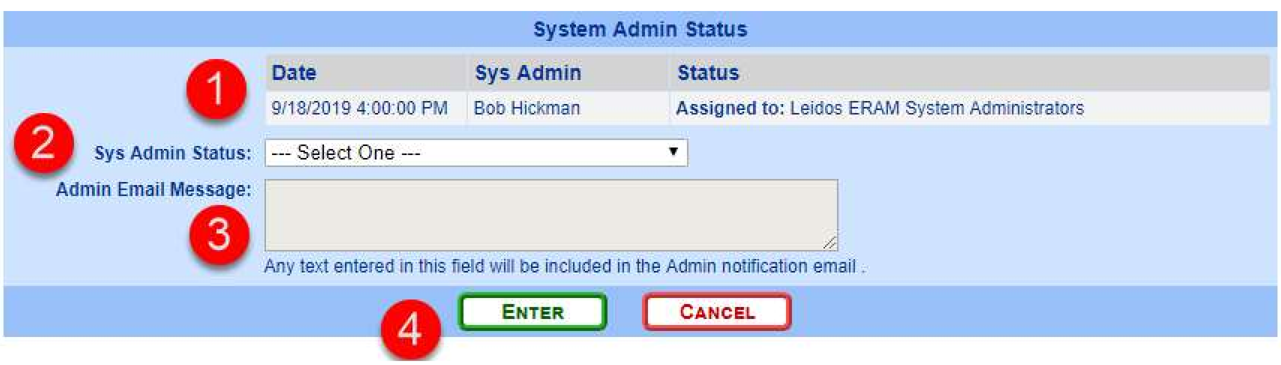


Figure 34 - System Admin Status Panel

The System Admin Status menu (*Figure 35* - 2) contains 3 option groups (A-B-C) used to perform a variety of functions described in the sections below.

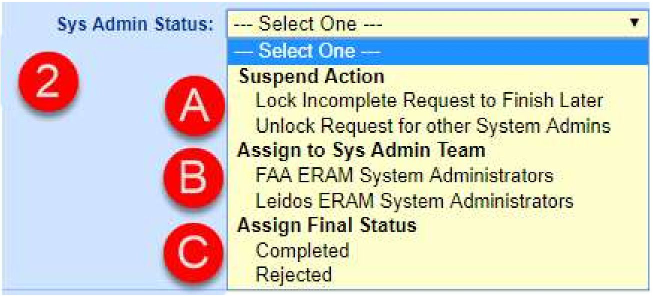


Figure 35 - System Admin Status Menu

4.3.5.1. Suspend Action

The System Administrator may choose to lock a request if they have not finished completing the account. Access to the request would be locked for all other System Administrators.

To lock a request the System Administrator would select “Lock Incomplete Request to finish Later” from the Suspend Action option group (*Figure 35* - 2A). This will lock the request when it is saved by clicking the “Enter” button (*Figure 34*- 4).

A corresponding option is available to unlock the request if it was previously locked. To unlock a request select “Unlock Request for other System Admins” from the Suspend Action option group (*Figure 35* – 2A).

4.3.5.2. Assign to Sys Admin Team

For each system there may be multiple system administration teams working on different parts of the account creation. The primary system administration team will receive the first email notification and will process their portion of the request. If necessary the primary system administration team can forward the request to a secondary team for additional processing. Depending on workflow agreements between the teams the secondary team may either reassign the request back to the primary team when finished or assign a final status.

To assign a request to another team the system administrator would select the appropriate team listed under the “Assign to Sys Admin Team” option group in the System Admin Status menu (Figure 35 – 2B).

A message containing instructions or comments may be included in the email notification to the selected system administration team. Text entered into the “Admin Email Message” field will be sent in the email notification.

After the request is saved by clicking the “Enter” button (Figure 35 - 4) the selected system administration team will receive an email notification to process the request.

4.3.5.3. Assign Final Status

When the account request has been finished the request status should be marked as completed.

To complete a request the system administrator would select “Completed” from the “Assign Final Status” option group (*Figure 35*- 2C). After the request is saved by clicking the “Enter” button (*Figure 34* - 4) an email notification will be sent to the user.

5. Account Request Status

The requestor may check the status of a pending request by clicking the “Check Request Status” button on the System Support Lab Account Directory (Figure 2)Figure *2*- System Support Lab Account Directory. The Request Status Check page (*Figure 36*) will be displayed.

To check the status of a request the requestor should enter their email address and click the “Check Status” button in the Request Status Check panel (*Figure 36* - 1). The results will be displayed in the Pending Requests (*Figure 36* - 2) panel.

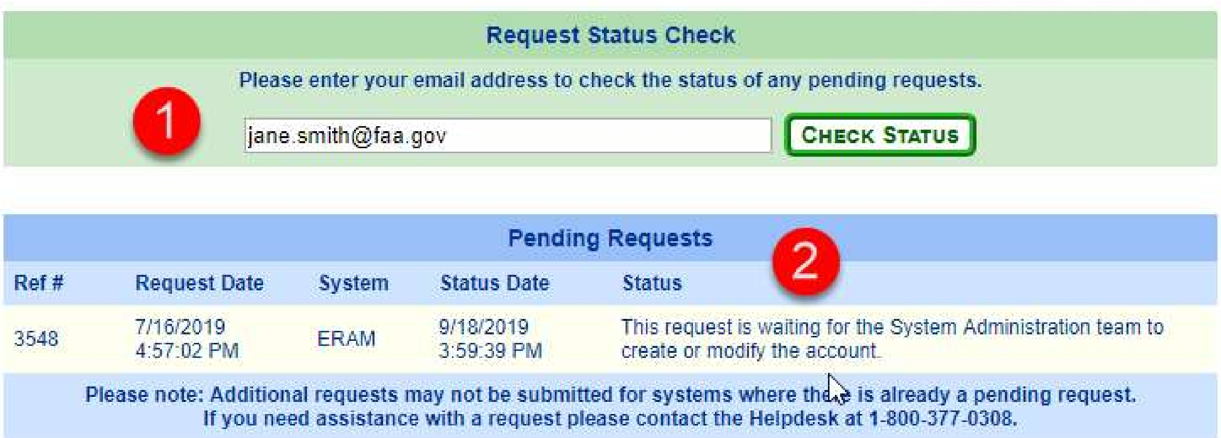


Figure 36 - Request Status Check

6. Account Deactivation

An employee’s manager (FAA or Contractor) should submit an account deactivation request for employees who are no longer supporting a system.

6.1. Deactivation Request Initiation

Account deactivation requests are initiated from the System Support Lab Account Directory page (Figure 2) by clicking the “Account Deactivation” button.

This will open the Account Deactivation Request page (*Figure 37*- 1). The manager or person submitting the request will be required to enter their email address and submit the request.

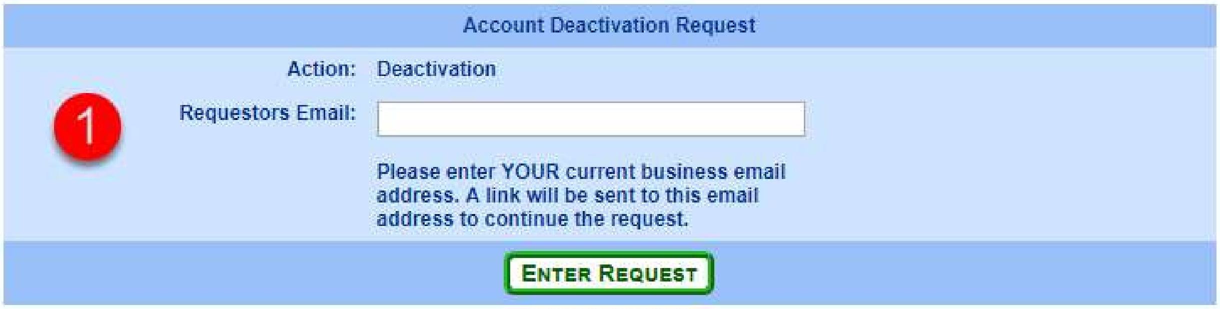


Figure 37 - Account Deactivation

After submitting the deactivation request the requestor will receive an email (*Figure 38*) containing a link to continue the deactivation process. Clicking the “Click here to continue your request.” Button (*Figure 38* - 1) will open the request in a new browser window.

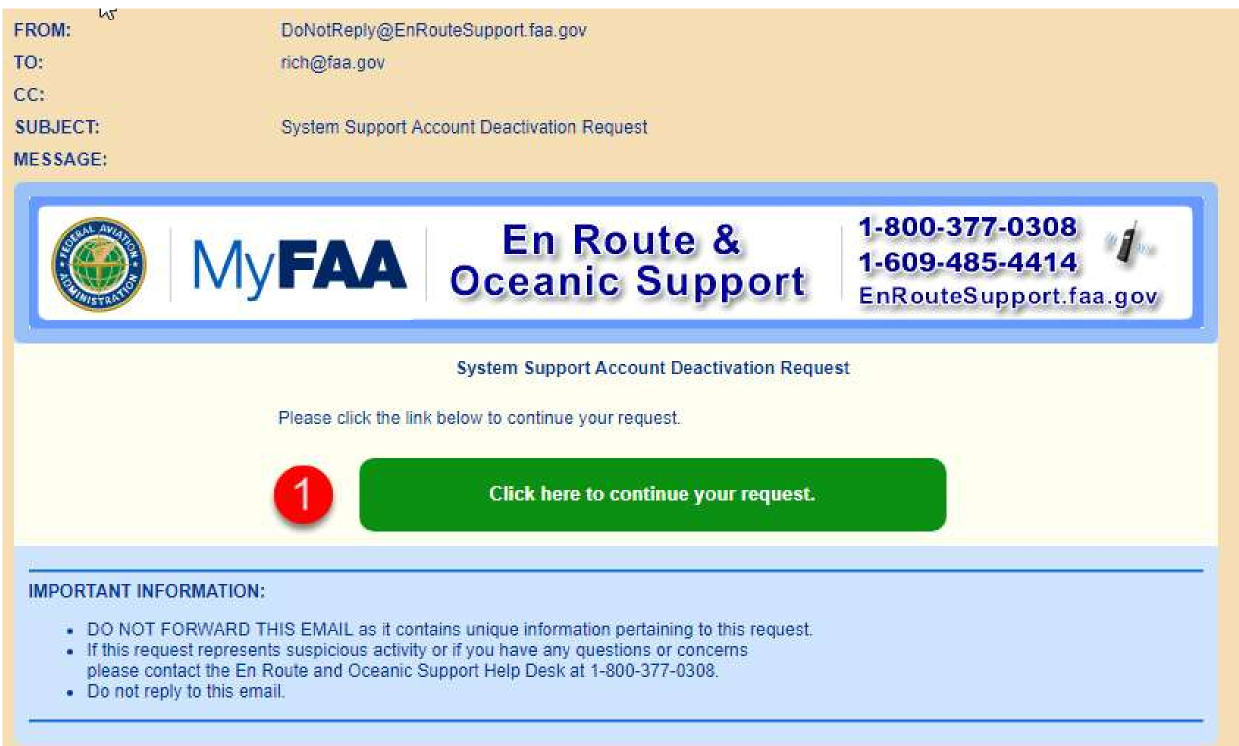


Figure 38 - Deactivation Request Email

6.2. Account Deactivation Submission

After opening the email link the Account Deactivation form will be displayed. The form contains 3 information panels:

- Requestor Information (*Figure 39* - 1)
- Employee/User to be Deactivated (*Figure 40* - 2)
- Additional Comments (Figure 41 - 3)

The manager or person submitting the request should enter their contact information in the Requestor Information (*Figure 39* - 1) panel.

Figure 39 - Account Deactivation - Requestor Information

The information about the employee to be deactivated should be entered in the Employee/User to be Deactivated (*Figure 40*Figure *40* - 2) panel.

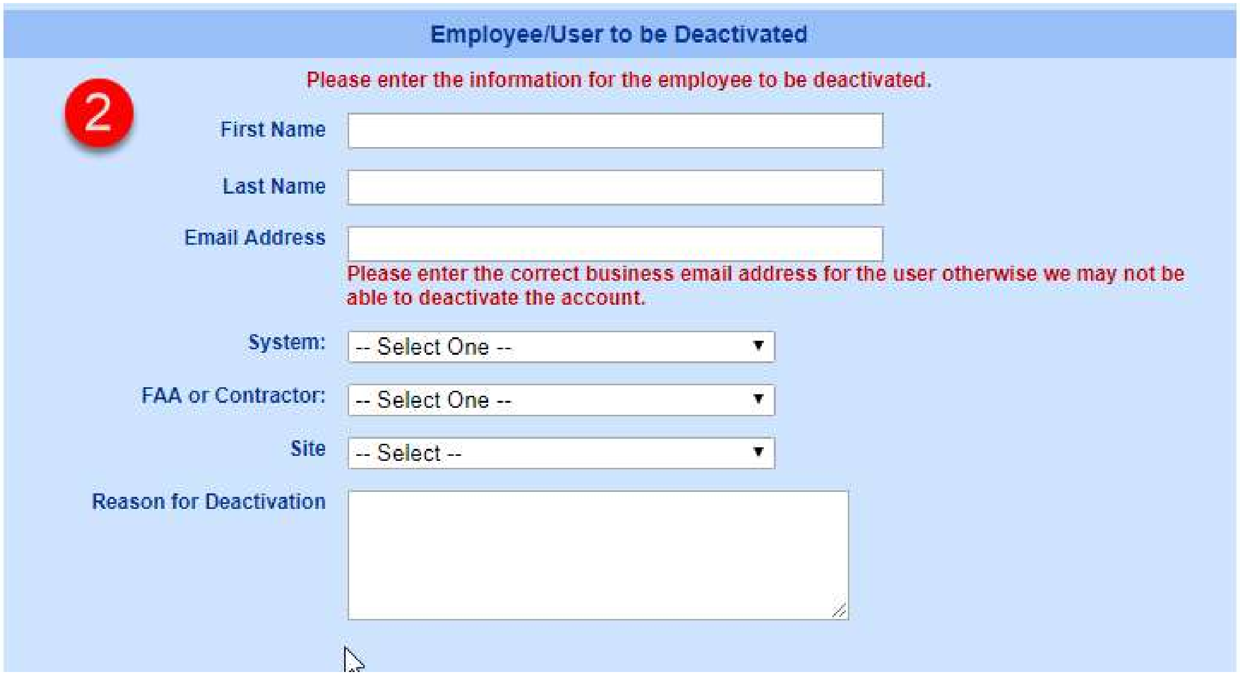


Figure 40 - Account Deactivation - Employee Information

If there are any comments regarding the deactivation they should be entered in the Additional Comments (Figure 41 - 3) panel.

Figure 41 - Account Deactivation – Comments

When all of the fields in the form are completed the request may be submitted by clicking the “Enter Request” button.

7. Password Reset

Password Reset requests may be initiated from the System Support Lab Account Directory page (Figure 2) by clicking the “Password Reset” button.

This will open the Password Reset menu page (*Figure 42*). There will be password reset buttons available for each system. Password resets may be handled differently for each system as described below.

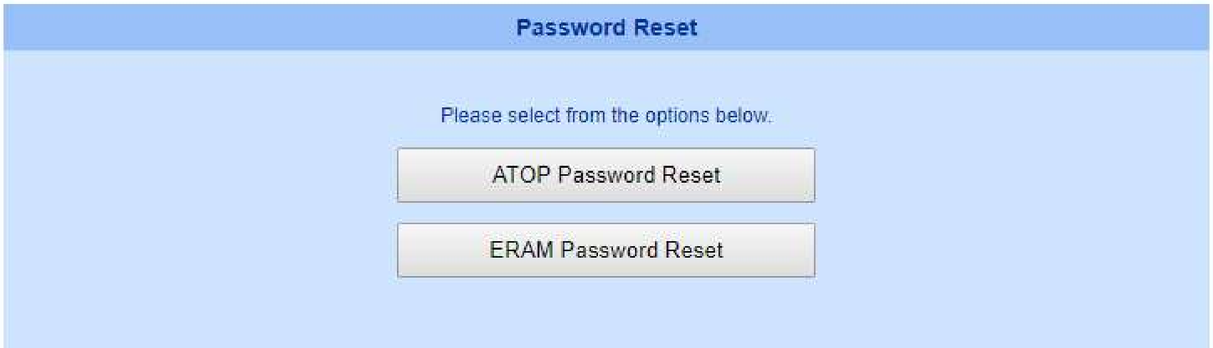


Figure 42 - Password Reset Menu

7.1. ERAM

Clicking the ERAM Password Rest button will open the ERAM System Support Password Reset page (*Figure 43*Figure *43*) in a new browser window. The requestor should enter their ERAM Userid and check the boxes corresponding to the lab environments where they need their password reset.

After the password has been reset they should receive an email notification. The user should allow at least 15 minutes to elapse between submitting the password reset and attempting to login to the system so that the new password may be synchronized. Otherwise the user may lock the account if they try to login before 15 minutes have elapsed.

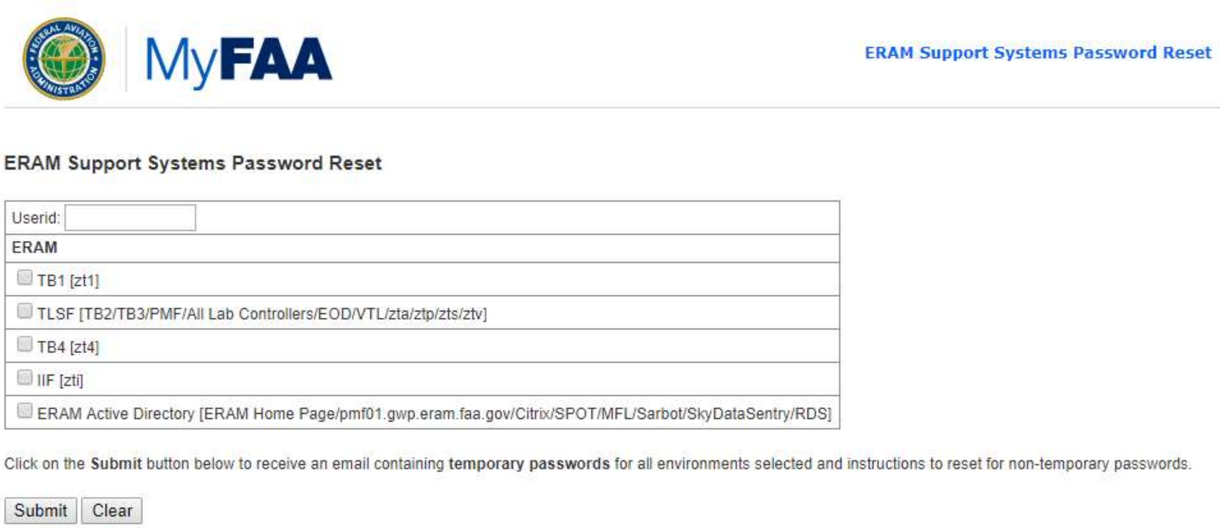


Figure 43 - ERAM System Support Password Reset

7.2. ATOP

Clicking the ATOP Password Reset button will open a page (*Figure 44*Figure *43*) in a new browser window. Currently the requestor will be instructed to contact the Helpdesk to request a password reset.

Figure 44 - ATOP Password Reset