

What is the Identity Management (IDM) System?

The District's IDM system provisions staff automatically to the most common systems. Provisioning is the process of creating a user account with ID, password and role-based access to system functions based on job type. In most cases, automated provisioning occurs for the individual's primary work location based on the job effective date.

The following systems are provisioned automatically:

- **Active Directory (AD)**
- **Infinite Campus (IC)** – uses AD credentials
- **FirstClass® InterAct**
- **Pathlore LMS** – uses AD credentials
- **Canvas LMS** – uses AD credentials
- **Google** – uses AD credentials
- **ParentLink** – uses AD credentials
- **Curriculum Engine** – uses InterAct credentials
- **Employee Self Service (ESS)** – uses InterAct credentials

The following systems require a separate access request form to be submitted by the site administrator:

- Infinite Campus (IC) add-on rights
- Mainframe - Payroll (OARS), HRMS
- SAP/Shopping Cart access
- Payment Net
- VPN
- SEMS/Encore/Easy Trac
- ParentLink (use IC Add-on Rights Form to request Building Communicator access)
- Non-CCSD staff on-boarding request
- Additional AD Rights

NEW HIRE TEACHERS

- Active Directory and InterAct login information is emailed to the teacher's personal email address on file in SearchSoft starting **7/20/2016** and continuing daily through **8/16/2016**.
- New teachers hired on or after **8/17/2016** will receive access within 48 hours of their contract start date, and login information will be provided by the site-based technician (SBT).
- New teachers receive access to their students in Infinite Campus once they are assigned to class sections by the site master scheduler.

TRANSFER TEACHERS

- Active Directory and Infinite Campus accounts should become active at the new location on **8/24/2016**.
- The site-based technician (SBT) at the new location will receive a notification following activation of the accounts and is responsible for providing the login ID and default password to the teachers.
- Once the accounts are activated, transfer teachers receive access to their students in Infinite Campus once they are assigned to class sections by the site master scheduler.

LICENSED SUBSTITUTES

- **DAILY SUBSTITUTES**
 - Receive a personal Active Directory (AD) and InterAct account through the Substitute Services on-boarding process within 48 hours of their effective date.
 - In order to access school-based resources (e.g., printing, shared documents, etc.) the school will need to provide the school-specific temporary AD account information (each school has temporary AD accounts for substitutes).
- **LONG-TERM SUBSTITUTES**
 - Receive Active Directory and Infinite Campus access based upon the most current long-term position and work location assignment within 48 hours of their effective date.
 - Effective date is determined by the SmartFindExpress® start date; must be coded as a long-term substitute.
 - The site-based technician (SBT) will receive a notification following activation of the accounts and is responsible for providing the login ID and default password to the substitute teacher.
 - Once the accounts are activated, long-term subs receive access to their students in Infinite Campus once they are assigned to class sections by the site master scheduler.

OTHER STAFF (New Hire and Transfer)

- Active Directory/Infinite Campus/InterAct accounts should become active at the new location within 48 hours of the effective date.
- The site-based technician (SBT) will receive a notification following activation of the accounts and is responsible for providing the login ID and default password to the employee.
- Contractors and non-CCSD staff require that a **Non-CCSD Employee Request Form** be submitted by their supervisor.

NEED HELP?

Employees can use the following services to obtain assistance with login and system access issues:

- **SUPPORT.CCSD.NET**
 - Visit support.ccsd.net for self-service password reset tools, access request forms, and technical support information.
- **QUICK-IT**
 - Save time on the phone and use Quick-IT to request technical support assistance.
 - Quick-IT is directly connected to User Support's ticket tracking system, C.A. Service Desk, and allows users to submit their own support tickets.
 - Quick-IT is loaded on all school staff computer desktops and is now available online at quickit.ccsd.net.
- Visit training.ccsd.net for training opportunities, documentation and quick-vids (popular technical help videos-guaranteed to be 3 minutes or shorter).
- Call the **User Support Services Help Desk** at **702-799-3300** to speak to a technical support specialist.



In addition to the IDM System, various individuals at the employee's work location also play a critical role in ensuring employee access to systems:

Site-Based Technician (SBT) Responsibilities

Site-based technicians have been trained in Active Directory user account management for the staff and students at their site.

- Notify new teachers of account creation, provide user ID and default password.
- Notify site master scheduler of new teacher accounts to be assigned to class sections in Infinite Campus.
- Assists with Active Directory issues (e.g. locked accounts, printing, etc.) not addressed by self-service.
- Server file system rights management (/U: drive and site shared folders).
- Assist with locating account request forms on support.ccsd.net for various systems.

School Office Staff Responsibilities

- Master scheduler assigns new/transfer teachers to class sections in Infinite Campus.
 - See the Infinite Campus Scheduling documentation in InterAct under **District Link > Infinite Campus > Scheduling** for more information on this process.
- Request Long-Term Substitute position from Substitute Services.
- Assist with locating account request forms on support.ccsd.net for various systems.

School/Department Administrative Responsibilities

- In certain situations, the site administrator must request access to data and systems for their staff through an account request form. These forms provide add-on rights and/or specialized system access.
- System access request forms are located on the support.ccsd.net website.
- Most forms are now submitted through email. Look for special submittal instructions on each form.

Access Forms Required (available on support.ccsd.net)

These systems are processed separately and may take up to a week to be granted access.

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- Non-CCSD staff on-boarding request
- Additional AD Rights (i.e., additional location)

