

**Individuals Authorized Access to the  
C M S Computer Services  
Accessible (IACS) User Guide**

**Attachment B – CBO/CSR  
Community Based  
Organization/Customer Service  
Representative**

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## Important Note

The ***IACS User Guide Main Body*** contains information about and instructions on how to complete procedures that are *applicable to all IACS users*. You must have an understanding of these procedures and information to understand what is presented in this Attachment.

Please read the ***IACS User Guide Main Body*** before you begin to use this Attachment. It can be found under General User Guides and Resources at: [www.CMS.hhs.gov/IACS](http://www.CMS.hhs.gov/IACS)

This IACS Help Document Attachment provides instructions on how to:

1. Complete the ***Access Request*** portion of the ***New User Registration*** screen for Community Based Organization/Customer Service Representative (CBO/CSR).
2. Modify your account profile.

## B 1.0 CBO/CSR Access Request Fields

When you began your registration process, you selected the **New User Registration** hyperlink on the **Account Management** screen. The system then displayed the **New User Registration Menu** screen illustrated in Figure B 1.

You then selected the hyperlink for the CBO/CSR application and the **New User Registration** screen opened.

You completed the **User Information** portion of this screen according to the instructions provided in the IACS User Guide Main Body.

Up until this point, the information you provided was generic and identified you to IACS. Now we will examine the information fields that are specific to the CBO/CSR application.

### Figure B 1: New User Registration Menu Screen

The figure displays the New User Registration Menu screen. There are two sections: the top section is for the C M S User Communities and the bottom section is for C M S Applications.

This screen shows a listing of the current user communities and applications that C M S provides access to. These are shown on the screen as active hyperlinks, each hyperlink representing the name of a C M S application, system access area, or user community.

As C M S increases the number of applications it provides access to and the user communities it serves, the list of selections on this screen will also increase.

End of figure.

In the **Access Request** portion of the **New User Registration** screen, as illustrated in Figure B 2, the User Type field will be pre-populated with the CBO/CSR application selection you made on the **New User Registration Menu** screen. A *Role* field and *Justification for Action* field are also displayed.

### Figure B 2: CBO/CSR – User Type Displayed

The figure displays the Access Request portion of the new user registration screen. The user type field shows the pre selected application for this user, it is the CSR application.

Also displaying are a role field and a justification for action field. The screen shows two navigation buttons, a next button and a cancel button.

End of figure.

The *Role* field contains a drop-down list of Roles as illustrated in Figure B 3.

The *Call Center* field contains a drop-down list of available Call Centers as illustrated in Figure B 4.

You may select one of the following roles for the CBO/CSR application:

- **User** – This role will be able to perform CBO/CSR functions for selected call centers.
- **Approver** – This role will be able to approve Users for the CBO/CSR application

You may select one or more of the available Call Centers you require.

### **B 1.1 CBO/CSR – User**

To register in IACS as a CBO/CSR **User** you must select the user role from the drop-down list in the *Role* field as illustrated in Figure B 3.

#### **Figure B 3: CBO/CSR – Role Drop-down List**

The figure displays the Access Request portion of the new user registration screen as previously described with the role field drop down list displayed. However, in this figure there is a graphic arrow that points to these roles and indicates the user must select a role.

End of figure.

**Action:** Select the **User** role from the *Role* field drop-down list.

You must then select your desired Call Centers from the *Call Center* field drop-down list as illustrated in Figure B 4.

#### **Figure B 4: CBO/CSR User – Call Center Drop-down List**

The figure displays the Access Request portion of the new user registration screen as previously described with the Call Center field drop down list displayed. In this figure there is a graphic arrow that points to the call centers and the Add button and indicates the user must select a call center and then select the add button to record the selection.

End of figure.

**Action:** Select a **Call Center** from the *Call Center* field drop-down list.

**Action:** Select the **Add** button to the right of the *Call Center* field.

The screen will refresh and display the selected Call Center above the *Justification for Action* field as illustrated in Figure B 5.

**Note:** If you require additional Call Centers, continue making selections from the *Call Center* field drop-down list, one at a time, until you have made all the necessary selections.

### Figure B 5: CBO/CSR User – Justification for Action Field

The figure displays the Access Request portion of the new user registration screen for the role of CSR User as described in the previous figure except that in this illustration there is a graphic arrow to draw attention to the justification for action field which has the justification, “Request this access to do my work” entered in it. Another graphic arrow indicates the next button, which the user would select if they had completed entries on this screen.

End of figure.

**Action:** Enter a brief justification statement for your request in the *Justification for Action* field that is illustrated in Figure B 5. This field must include the reason you are requesting this action.

**Action:** Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you what data needs to be corrected or of required fields that still need to be addressed.

When the data in all fields is valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

## B 1.2 CBO/CSR – Approver

To register in IACS as a CBO/CSR **Approver** you must select the Approver role from the drop-down list in the *Role* field as illustrated in Figure B 6.

### Figure B 6: CBO/CSR – Role Drop-down List

The figure displays the Access Request portion of the CSR new user registration screen with the role field drop down list displayed. In this figure there is a graphic arrow that points to these roles and indicates the user must select a role.

End of figure.

**Action:** Select the **Approver** role from the *Role* field drop-down list.

You must then select your desired Call Centers from the *Call Center* field drop-down list as illustrated in Figure B 7.

### Figure B 7: CBO/CSR Approver – Call Center Drop-down List

The figure displays the Access Request portion of the new user registration screen as previously described with the Call Center field drop down list displayed. In this figure there is a graphic arrow that points to the call centers and the Add button and indicates the user must select a call center and then select the add button to record the selection.

End of figure.

**Action:** Select a **Call Center** from the *Call Center* field drop-down list.

**Action:** Select the **Add** button to the right of the *Call Center* field.

The screen will refresh and display the selected Call Center above the *Justification for Action* field as illustrated in Figure B 8.

**Note:** If you require additional Call Centers, continue making selections from *Call Center* field drop-down list, one at a time, until you have made all the necessary selections.

### Figure B 8: CBO/CSR Approver – Justification for Action Field

The figure displays the Access Request portion of the new user registration screen for the role of CSR Approver as described in the previous figure except that in this illustration there is a graphic arrow to draw attention to the justification for action field which has the justification, “Request approval authority for these call centers” entered in it. Another graphic arrow indicates the next button, which the user would select if they had completed entries on this screen.

End of figure.

**Action:** Enter a brief justification statement for your request in the *Justification for Action* field as illustrated in Figure B 8. This field must include the reason you are requesting this action.

**Action:** Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you what data needs to be corrected or of required fields that still need to be addressed.

When the data in all fields is valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

## B 2.0 Modify Account Profile

You may need to modify your IACS account profile to add call centers to the list of those to which you already have access, to delete call centers to which you no longer need access, or to request a role in another IACS integrated C M S Application or C M S User Community.

The following steps and screens show you how to access your profile account in IACS to make desired modifications.

**Action:** Browse to <https://applications.CMS.hhs.gov> on the C M S website.

The **C M S Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure B 9.

### Figure B 9: C M S Applications Portal WARNING/REMINDER Screen

The figure displays the C M S Government Computer System Warning/Reminder screen which contains important user information.

Two navigation buttons are at the bottom of the screen; an Enter C M S Applications Portal button which will provide access the C M S Applications Portal and a Leave button which will bring the user to the C M S Website.

Additional hyperlinks on this screen are in the screen banner and a navigation bar at the top of the screen.

The screen banner hyperlink is a hyperlink to the Health and Human Services web site.

The top navigation bar has hyperlinks to various screens on the Centers for Medicare and Medicaid (C M S) web site. These hyperlinks are: a hyperlink to the C M S Applications Portal Home screen (this is the current screen), a hyperlink to the C M S web site Home Page, a hyperlink to the C M S web site F A Qs, a feedback hyperlink to the C M S feedback screen, a hyperlink to the C M S web site Help screen, an email hyperlink that enables the user to send this page to someone, and a print icon that will print the current page.

End of figure.

**Action:** Read the important information on this screen and indicate your agreement by selecting the ***Enter C M S Applications Portal*** button.

If you do not want to proceed any further and you want to exit, select the ***Leave*** button.

The **C M S Applications Portal Introduction** screen will display as illustrated in Figure B 10.

### Figure B 10: C M S Applications Portal Introduction Screen

The figure displays the C M S Applications Portal Introduction screen.

An additional navigation menu bar has been added to the top of the screen. The additional hyperlinks now available are:

Introduction, this is the current screen

Account Management, a hyperlink to registration and user management services required to access applications within C M S's Applications Portal

Plans, a hyperlink to Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans

Providers, a hyperlink to Providers that participate in the Medicare program such as Hospitals and Physicians

End of figure.

**Action:** Select the **Account Management** hyperlink in the menu bar toward the top of the screen.

The **Account Management** screen will display as illustrated in Figure B 11.

Hyperlinks on this screen will allow users to access IACS registration, login functions, the Forgot Your User ID? functionality, and the IACS Community Administration Interface.

The bottom portion of the screen provides Help Resources with Help Desk contact information and email hyperlinks.

### **Figure B 11: Account Management Screen**

The figure displays the Account Management screen showing account management information and available hyperlinks.

The hyperlinks on the Account Management screen are:

New User Registration, which will allow you to register, request access to C M S computer applications, and, for primary security officials, enter relevant organizational and account information on the E D I Registration form.

My Profile, which will allow you to manage your IACS profile information.

Computer-Based Training (C B T) for Account Management, which will allow you to access online training for the IACS account management functions.

Forgot Your User I D?, which will allow you to retrieve your user I D if you were required to enter your date of birth during your IACS registration process.

IACS Community Administration Interface, which will allow you to access assisted user accounts management functions.

A help resources section at the bottom of this screen contains information on and email hyperlinks to the various C M S helpdesks and help resources.

End of figure.

**Action:** Select the ***My Profile*** hyperlink.

The **Login to IACS** screen will display as illustrated in Figure B 12.

#### **Figure B 12: Login to IACS Screen**

The figure displays the login to IACS screen displaying the User ID and Password fields, a login button, a Forgot Your Password? Button and, at the top right of the screen, a help button.

The banner on the screen remains the same on all IACS screens and will contain the hyperlink to the health and human services website on the upper right of the screen.

Graphic arrows draw attention to the User ID and Password field indicating that the user must complete those fields in order to login to IACS.

The forgot your password? Will bring the user to the password reset functionality, if he or she has forgotten their IACS password.

The help button will bring the user to help information for this screen.

End of figure.

**Action:** Enter your ***User ID***

**Action:** Enter your ***Password***.

**Action:** Select the ***Login button***.

The **My Profile** screen will display as illustrated in Figure B 13.

#### **Figure B 13: My Profile Screen – Modify Account Profile Hyperlink**

The figure displays the My Profile screen for C M S applications users. The screen displayed is for a user who has previously registered and logged into IACS. It displays three hyperlink options:

Modify Account Profile – a hyperlink that brings the user to the modify account profile functionality.

Change Answers to Authentication Questions – a hyperlink that brings the user to the change answers to authentication questions functionality.

Change Password – a hyperlink that brings the user to the change password functionality.

In addition two logout navigation options appear; a logout button on the upper right of the screen next to the help button, and, a logout hyperlink on the lower left of the screen.

A graphic arrow indicates the modify account profile hyperlink which the help document will now explain.

End of figure.

**Action:** Select the **Modify Account Profile** hyperlink.

The **Modify Account Profile** screen will display. Selected *User Information* fields will be filled in with information you previously provided during the registration process, however, the information in these fields cannot be changed. Also, the SSN field is not displayed. Sample *User Information* fields in a **Modify Account Profile** screen are illustrated in Figure B 14.

In the **Access Request** portion of the **Modify Account Profile** screen a *Select Action* field and a **View My Access Profile** table display. Both are illustrated in Figure B 14: The **View My Access Profile** table contains the following information:

- **Community/Application: Role** – Displays your current applications or communities and your role within each application or community.
- **Profile Summary** – Displays a summary of your IACS account profile.
- **Possible Actions** – Displays a listing of possible actions that you can take based on each of your approved roles.

**Note:** If you have a role in more than one application or community, each application or community will display in a separate row in the table.

#### **Figure B 14. CBO/CSR: User – Modify Account Profile Screen**

The figure displays the Modify Account Profile screen. Selected User Information fields will be filled in with information previously provided during the user's IACS registration. These

fields are information only and the information in these fields cannot be changed. Also, the user's SSN field and number are not displayed.

In the Access Request portion of the Modify Account Profile screen, at the bottom of the screen, a Select Action field and a View My Access Profile table display.

The View My Access Profile table contains the following information:

Community/Application: Role – Displays your current applications or communities and your role within each application or community.

Profile Summary – Displays a summary of your IACS account profile.

Possible Actions – Displays a listing of possible actions that you can take based on each of your approved roles.

If you have a role in more than one application or community, each application or community will display in a separate row in the table.

The select action field displays the default action which is: View my access profile. The field has a drop down list with additional actions which will be illustrated later.

The screen has one navigation button at the bottom left, a cancel button.

End of figure.

The *Select Action* field provides a drop-down list of actions you can take when modifying your account profile. This list is illustrated in Figure B 15.

The *default* view is **View My Access Profile**, which allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role.

In the *Select Action* field drop-down list, you can select one of the following actions:

- **View My Access Profile** – This is the *default* view and it allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role. If this is the action you want to take, go to Section B 2.4.
- **Modify CBO/CSR Profile** – Allows you to modify your CBO/CSR profile. Select this action if you want to add or remove Call Centers from your profile. If you add one or more Call Centers, the request will have to be approved by the appropriate CBO/CSR Approver. Requests to delete one or more Call Centers do not need to be approved. If this is the action you want to take, go to Section B 2.1.
- **Add Application** – Allows you to select an application to which you want to request access. You can only request access to one application at a time. Select this action if you want to request access to applications other than CBO/CSR. If this is the action you want to take, go to Section B 2.2.

- **Add Community** – Allows you to select a C M S Community to which you want to request access. You can only request access to one community role at a time. If this is the action you want to take, go to Section B 2.3.

### Figure B 15: Select Action Drop-down List

The figure displays the Select action field from the previous screen with the drop down list displayed. The actions in this list are:

Modify CBO/CSR Profile – listing the name of the user’s current application or user community.

Add application – which will bring the user to the add application screens.

Add community – which will bring the user to the add community screens.

View my access profile – which is the default view described in the previous figure.

These actions will be explained in detail in this help document.

End of figure.

**Action:** Select the **Action** you want to take.

Detailed explanations of each action are provided in the following subsections.

#### **B 2.1 Modify CBO/CSR Profile:**

When you select the action of **Modify CBO/CSR Profile**, the screen will refresh and display a screen similar to the one illustrated in Figure B 16.

- If your Role is that of **User**, the **Access Request** portion of the screen will appear as illustrated in the example in Figure B 16.
- If your Role is that of **Approver**, the screen that will appear will be similar to the one illustrated in Figure B 16, except that the *Role* field will have your specific role displaying.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

Figure B 16: CBO/CSR User – Modify CBO/CSR Profile Screen

The figure displays a view of the access request portion of the screen for a CSR User role with the modify profile action selected in the select action field.

The view my access profile table is no longer displayed on screen.

For this role the screen displays the call center field with the drop down list and the add button to the right of this field that is used to record a call center selection.

Under the call center field the user's current call centers are displayed in a field labeled: Existing Call Centers and Selected Call Centers. To the right of this field is a vertical selection of four navigation buttons; a right facing arrow button, a left facing arrow button, a double right facing arrow button and a double left facing arrow button.

To the right of these navigation buttons, is an empty field, labeled: Call centers to remove.

Below these fields is the justification for action field. The screen has a next navigation button and a cancel navigation button.

End of figure.

### **B 2.1.1 Add Call Centers**

If you want to **Add a Call Center** to your current list of Call Centers, do the following:

**Action:** Select the Call Center from the *Call Center* field drop-down list.

**Action:** Select the **Add** button.

If you want to add another Call Center, repeat the above Actions.

### **B 2.1.2 Remove Call Centers**

If you want to **Remove a Call Center** from your current list of Call Centers, do the following:

**Action:** In the *Modify Call Centers* field areas, within the *Existing Call Centers* area, select the Call Center you want to remove.

**Action:** Select the button with the right-facing arrow.

The system will move the selected Call Center to the *Call Centers to Remove* area to the right. If you change your mind, you can move the Call Center back to the *Existing Call Centers* area by selecting the button with the left-facing arrow.

If you want to move all the Call Centers in the *Existing Call Centers* area to the *Call Centers to Remove* area, select the button with the double right-facing arrow.

If you change your mind, you can move all the Call Centers back to the *Existing Call Centers* area by selecting the button with the double left-facing arrow.

### **B 2.1.3 Justification for Action**

Once you have finished making your modifications, do the following:

**Action:** Enter a brief justification statement for your request in the *Justification for Action* field. This field must include the reason you are requesting this action.

**Action:** Select the **Next** button when you are done entering your justification statement.

Go to the **Completing Your Account Profile Modification** section of this document for instructions on how to complete your Account Profile modification.

### **B 2.2 Add Application**

When you select the **Add Application** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure 17. This action will allow you to request access to other C M S applications integrated with IACS.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

A **new field is displayed** entitled *Select Application* along with the *Justification for Action* field.

#### **Figure B 17: Modify CBO/CSR Profile – Add Application**

The figure displays a close up view of the access request portion of the screen with the Add Application action selected in the select action field.

The view my access profile table is no longer displayed on screen.

A new field, the select application field with a drop down list, is displayed.

Below this field is the justification for action field.

The screen shows two navigation buttons, a next button and a cancel button, on the lower left of the screen.

End of figure.

The *Select Application* field has a drop-down list of the other C M S applications integrated with IACS as illustrated in Figure B 18.

**Note:** Your current application would not be listed because you may only have ***one role in an application.***

#### **Figure B 18: Select Application Drop-down List**

The figure displays the access request portion of the screen with the Add Application action selected and the drop down list in the select application field displaying showing the current applications available to the user.

The screen shows two navigation buttons, a next button and a cancel button, on the lower left of the screen.

End of figure.

**Action:** Select the desired ***Application*** from the drop-down list.

Please refer to the procedures for requesting access to the various C M S applications, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

### **B 2.3 Add Community**

When you select the **Add Community** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure B 19. This action will allow you to request a role in a C M S User Community.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles ***is no longer displayed.***

A ***new field is displayed*** entitled *Select Community* along with the *Justification for Action* field.

### Figure B 19: Modify CBO/CSR Profile – Add Community

The figure displays a close up view of the access request portion of the screen with the Add Community action selected in the select action field.

The view my access profile table is no longer displayed on screen.

A new field, the select community field with a drop down list, is displayed.

Below this field is the justification for action field.

The screen shows two navigation buttons, a next button and a cancel button, on the lower left of the screen.

End of figure.

The *Select Community* field has a drop-down list containing the available C M S User Communities as illustrated in the example in Figure B 20.

### Figure B 20: Select Community Drop-down List

The figure displays a close up view of the access request portion of the screen with the Add Community action selected in the select action field as described in the previous figure.

The drop down list, in the select community field, is displayed showing the current user communities available to the user.

The other screen features remain the same.

End of figure.

**Action:** Select the desired **Community** from the drop-down list.

Please refer to the procedures for requesting access to the various C M S User Communities, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community
- **Attachment F – Provider/Supplier – Individual Practitioner**
- **Attachment G – Provider/Supplier and FI/Carrier/MAC Communities**

## B 2.4 View My Access Profile

With the **View My Access Profile** action selected, the screen will look similar to the example illustrated in Figure B 21. In the **Access Request** portion of the screen, a table showing your current applications and roles is displayed. All of the applications and/or community roles for which you are approved to access are listed in this table.

There are no actions for you to take if you select **View My Access Profile**.

**Note:** This is the **default** view that appears when the Modify Account Profile screen first displays. If you then select the **View My Access Profile** action from the **Select Action** field, the screen will not change.

### Figure B 21: View My Access Profile Table on Screen

The figure displays the Access Request portion of the Modify Account Profile screen, at the bottom of the screen. A Select Action field and a View My Access Profile table display.

The View My Access Profile table contains the following information:

Community/Application: Role – Displays your current applications or communities and your role within each application or community.

Profile Summary – Displays a summary of your IACS account profile.

Possible Actions – Displays a listing of possible actions that you can take based on each of your approved roles.

If you have a role in more than one application or community, each application or community will display in a separate row in the table.

The select action field displays the default action which is: View my access profile. The field has a drop down list with additional actions which will be illustrated later.

The screen has one navigation button at the bottom left, a cancel button.

End of figure.

However, if you have recently submitted a Modify Account Profile update request and the request is still awaiting approval, a **Pending Requests** table will display immediately below the **Access Request** label and contain all the requests you have submitted that are still awaiting approval. This table is illustrated in Figure B 22.

### Figure B 22: Pending Requests Table on Screen

The figure displays the Access Request portion of the Modify Account Profile screen that will display if you have pending requests that are awaiting action.

A Pending Requests table will display above the select action field with all your pending requests.

End of figure.

## **B 2.5    *Completing Your Account Profile Modification***

When you select the **Next** button, the system will display the **Modify Request Confirmation** screen as illustrated in Figure B 23.

### **Figure B 23: Modify Request Confirmation Screen**

The figure displays the Modify Request Confirmation screen with a notice stating that the user has made changes to their profile and offering three navigation buttons at the bottom left of the screen. These are:

Submit

Edit

Cancel

The functions of each button are explained in this help document.

End of figure.

**Action:**    Select the **Submit** button to submit your modification request.

- To return and edit your changes, select the **Edit** button.
- If you select the **Cancel** button, your request will be cancelled and any modifications you entered will be lost. A screen indicating this will be displayed.

**Note:** Your modifications will not be completed unless the **Submit** button is selected.

When you select the **Submit** button, a **Modification Request Acknowledgement** screen will display as illustrated in Figure B 24. You must select the **OK** button to complete your account profile modification.

#### **Figure B 24: Modify Request Acknowledgement Screen**

The figure displays the Modification Request Acknowledgement screen which contains a message that indicates the user's request has been successfully submitted and provides a tracking number for the request.

The screen has one navigation button on the lower left, an OK button which, when selected completes the modify account profile process and returns the user to the My Profile screen.

End of figure.

The **Modify Request Acknowledgement** screen indicates your request has been successfully submitted and provides a tracking number for your request. **Record this tracking number** and use it if you have questions about the status of your request.

**Note:** You can print the information contained on the screen by selecting the **Print** icon.

**Action:** Select the **OK** button to complete the Modify Account Profile process.

The **Modify Request Acknowledgement** screen will close and the system will return you to the **My Profile** screen, Figure B 13.

#### **B 2.6 After Your Account Profile Modification**

You will be sent an email confirming that IACS has received your request and providing you with a Request Number. You should use this request number if you contact your Help Desk regarding your request.

If an email notification is not received within 24 hours after you modify your profile, please contact your Help Desk.

Your approver will be notified of your pending request via email. You will be notified via email if your requested account profile modification is approved or denied.

**Note:** Removal of Call Centers does not require approval.

**End of Attachment B**