User Role Activation/Deactivation Process

Reference Guide

PIEE | Deactivation Notification | Role Activation Request | Role Activation

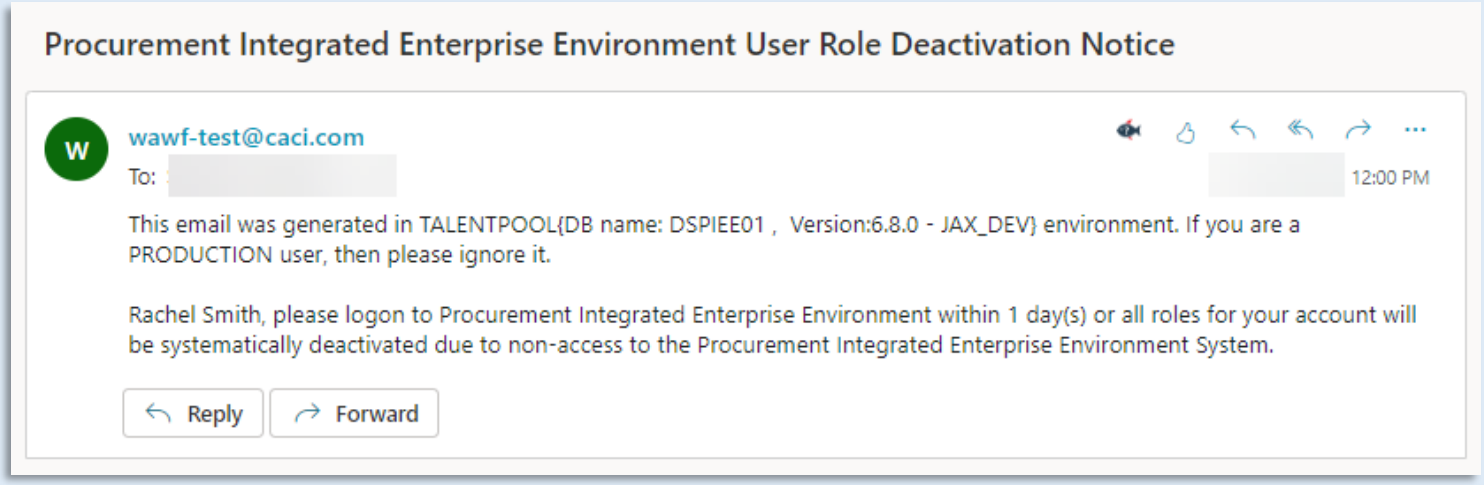
Table of Contents

Deactivation Notice 1
Activation Request 2
GAM Reactivation of an Inactive User Role 5
Sending Approval and/or Activation Reminder 9

Deactivation Notice

A user role will be systematically deactivated after the account is not logged into for 60 days. The user will receive an email notification of the pending deactivation.

PIEE will notify the user of a pending role deactivation.

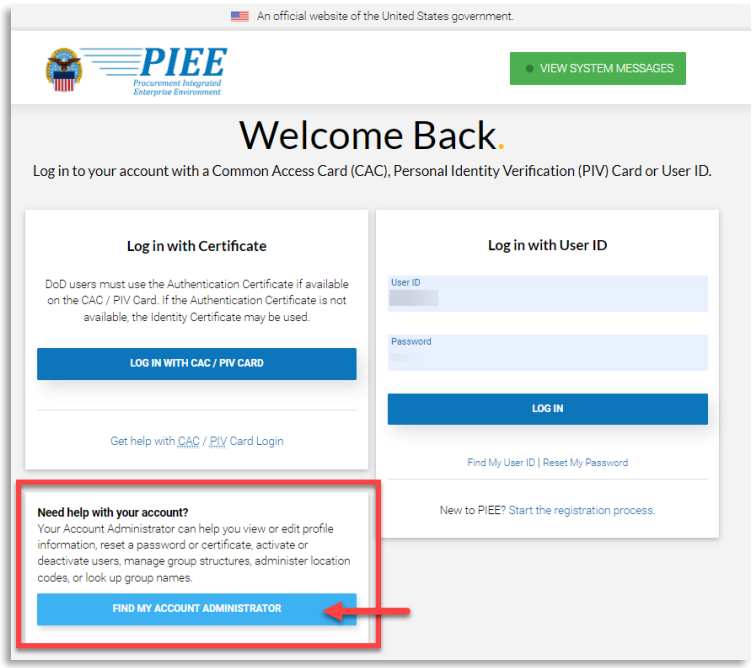


Activation Request

The user may request activation of a deactivated role.

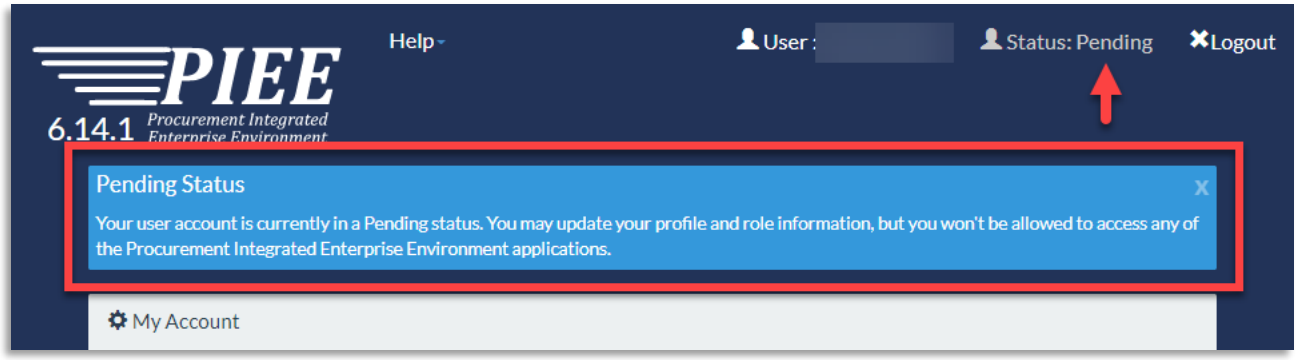
Option 1

Request reactivation of an inactive role from the appropriate GAM/CAM. For contact information, select the Find My Account Administrator link on the PIEE portal page.

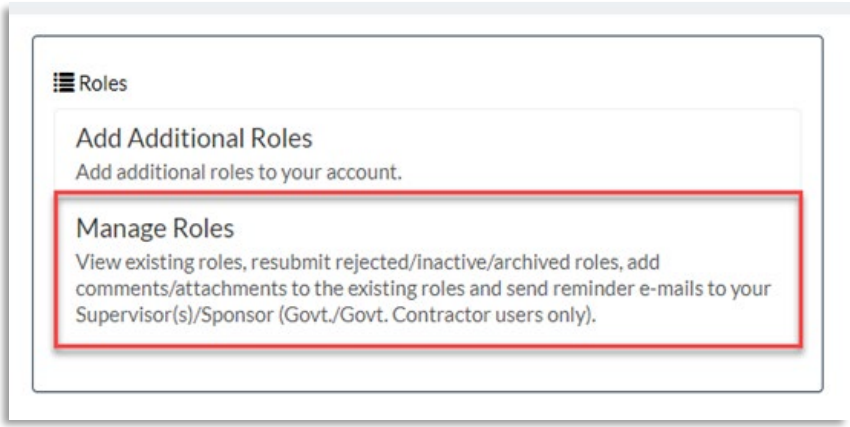


Option 2

Step 1: Contact the Help Desk to request that the account be placed in Pending status. When the account status is Pending, log in to the account to update the role status.

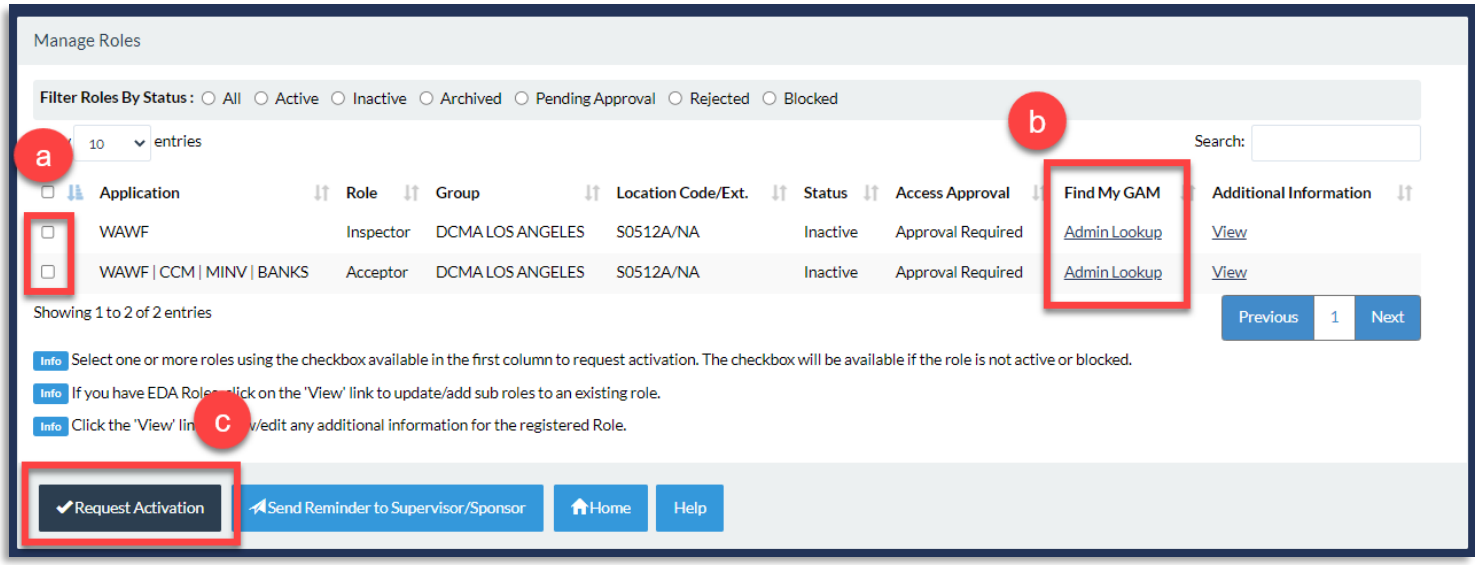


Step 2: Select Manage Roles.

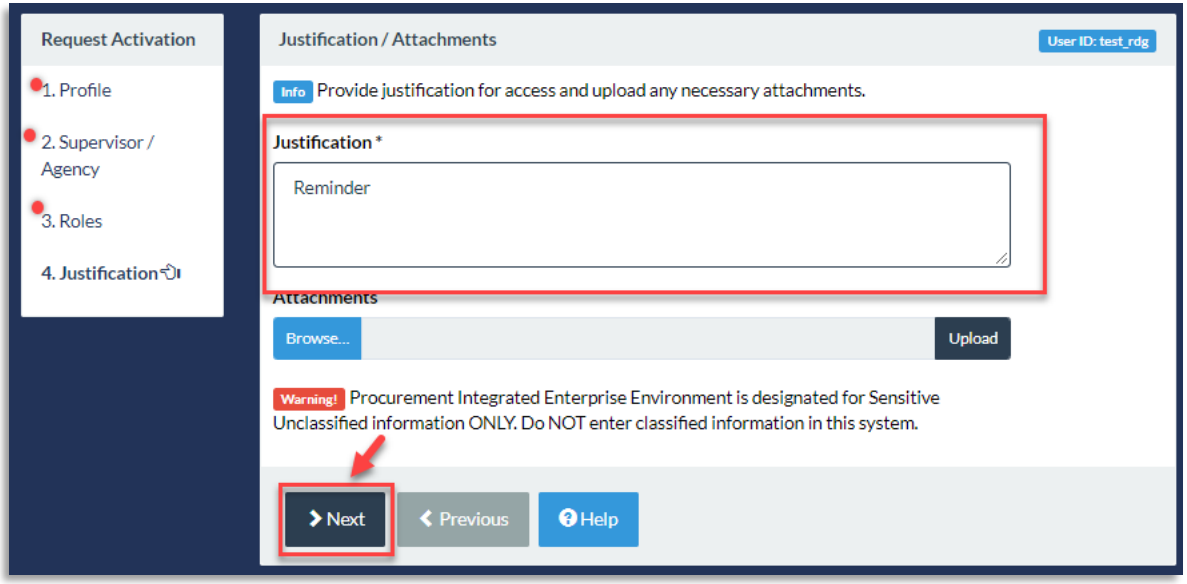


Step 3:

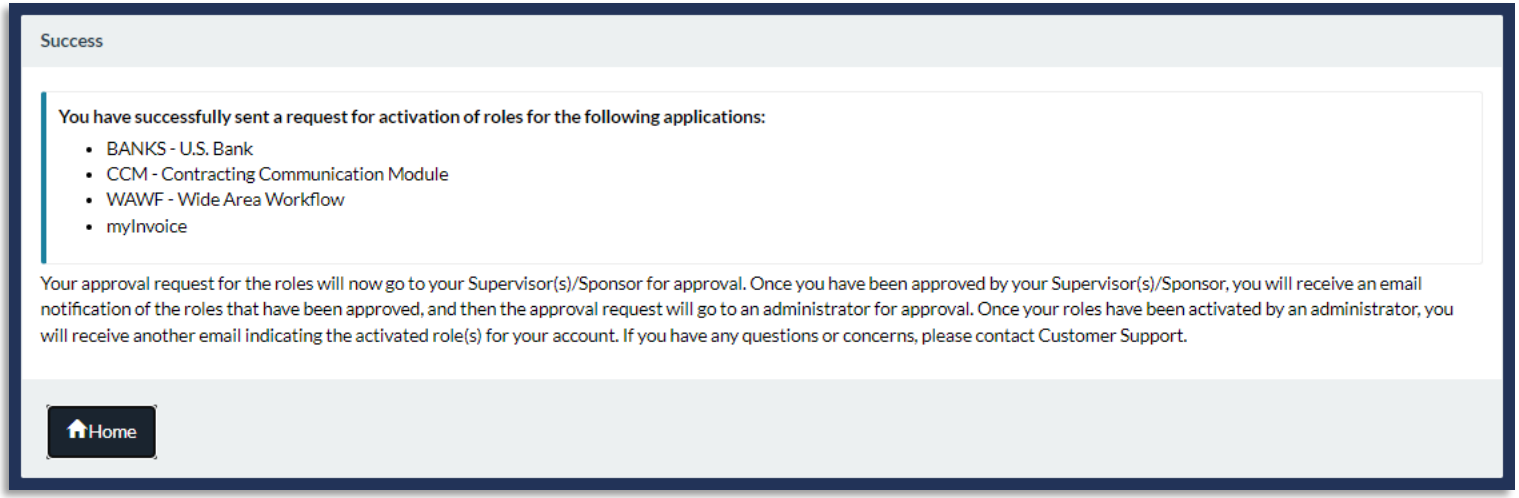
a: Select the role(s) requiring activation.
b: There is also another opportunity to look up the administrator from this page.
c: Select the **Request Activation** button. The request will be sent to the Supervisor/Sponsor for approval. Once the user role is approved, a GAM will need to activate the role.



Step 4: The user is asked to verify their profile information: Supervisor information and the roles being requested for activation. After all information is verified, add the required **Justification** and select the **Next** button.



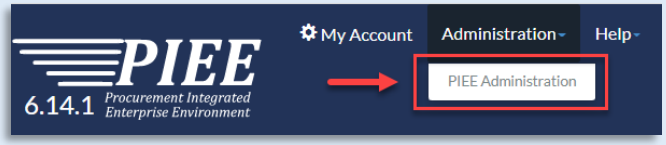
The user will receive a success message for Requesting Activation.



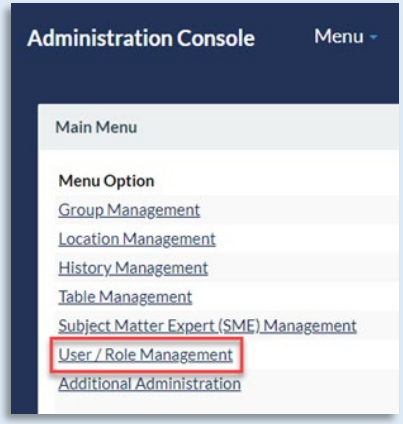
GAM Reactivation of an Inactive User Role

A GAM may reactivate a user role(s) that has been deactivated.

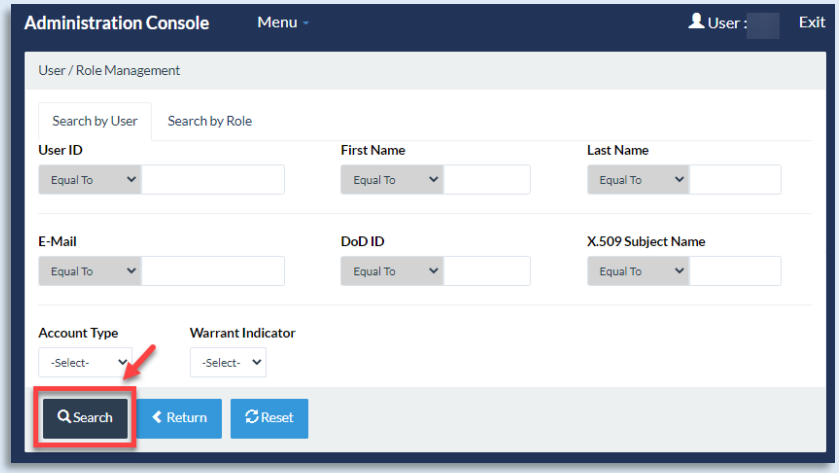
Step 1: On the PIEE portal page, select **PIEE Administration** under the Administration tab.



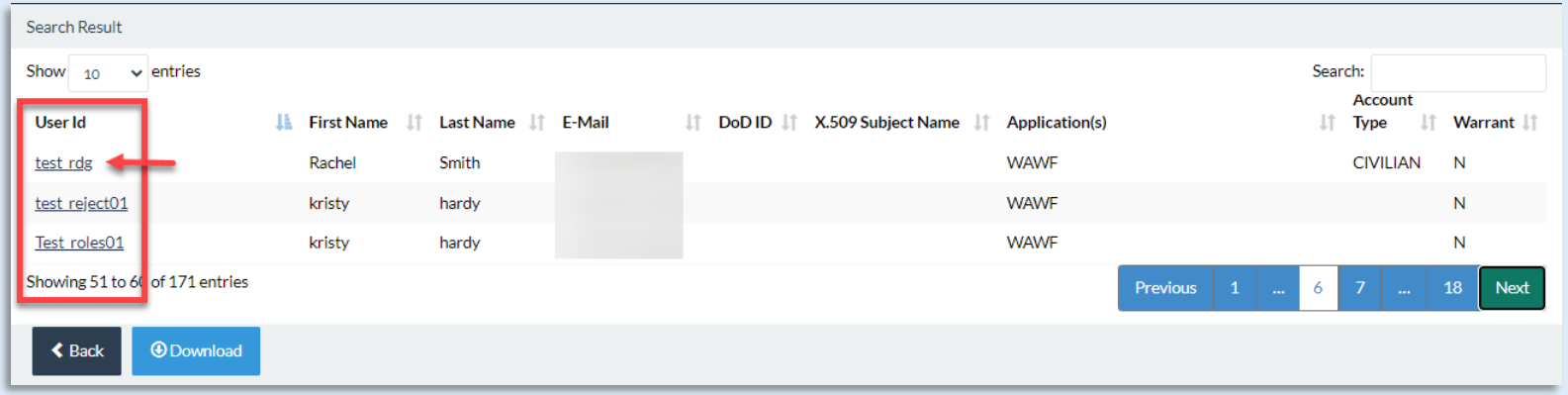
Step 2: From the Main Menu, select **User/Role Management.**



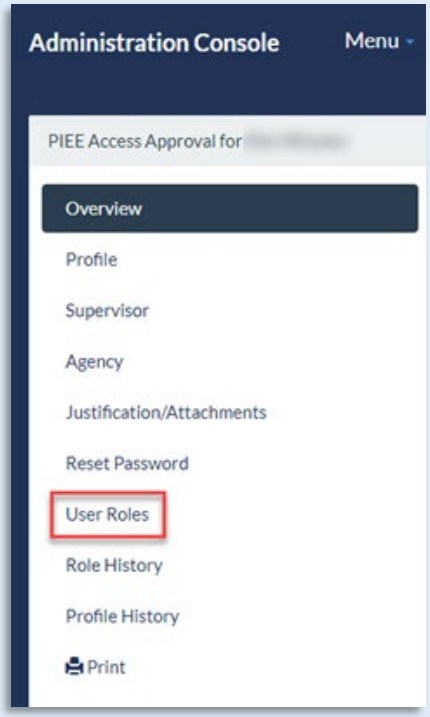
Step 3: On the User/Role Management page, enter criteria to search for the desired user. Select **Search**.



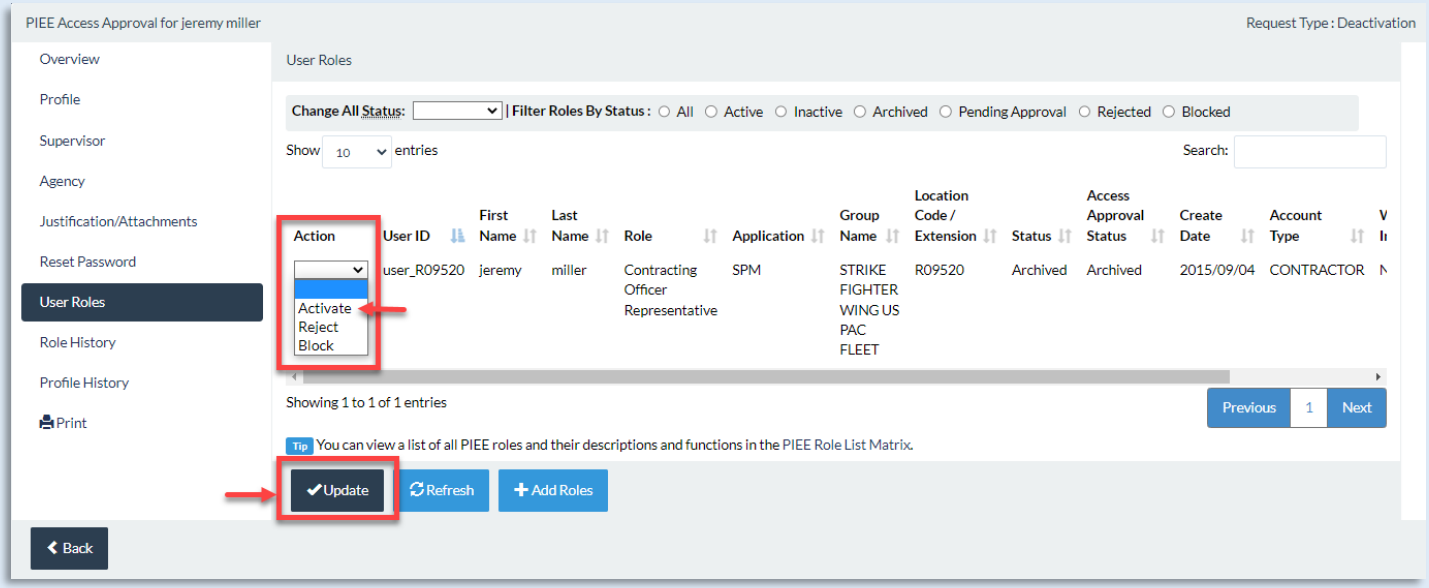
Step 4: Select the **User ID**.



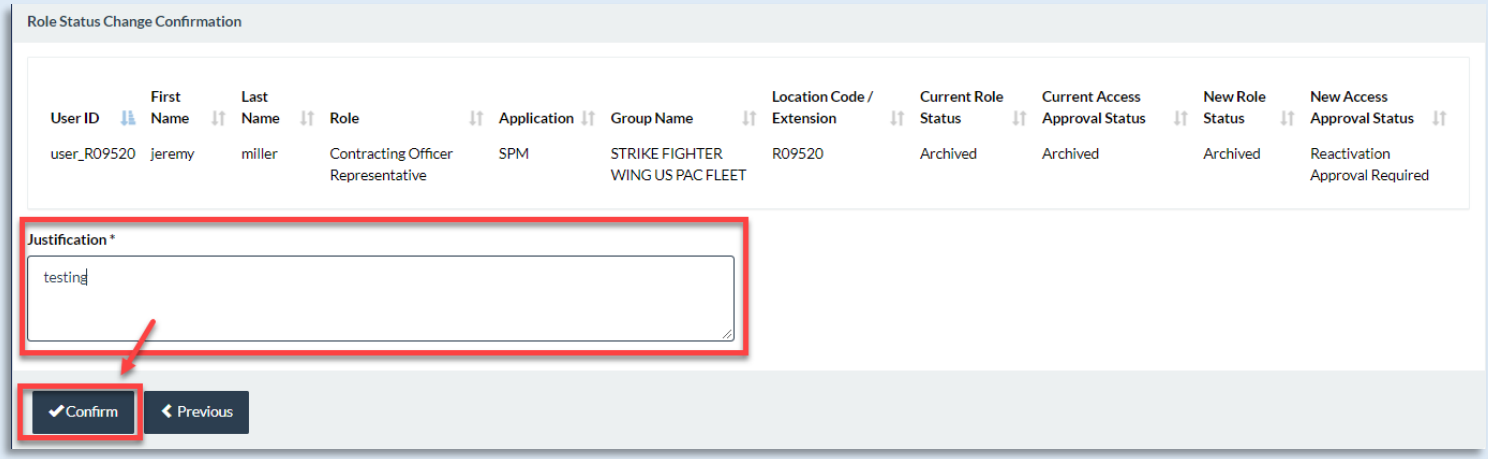
Step 5: On the PIEE Access Approval page, select **User Roles**.



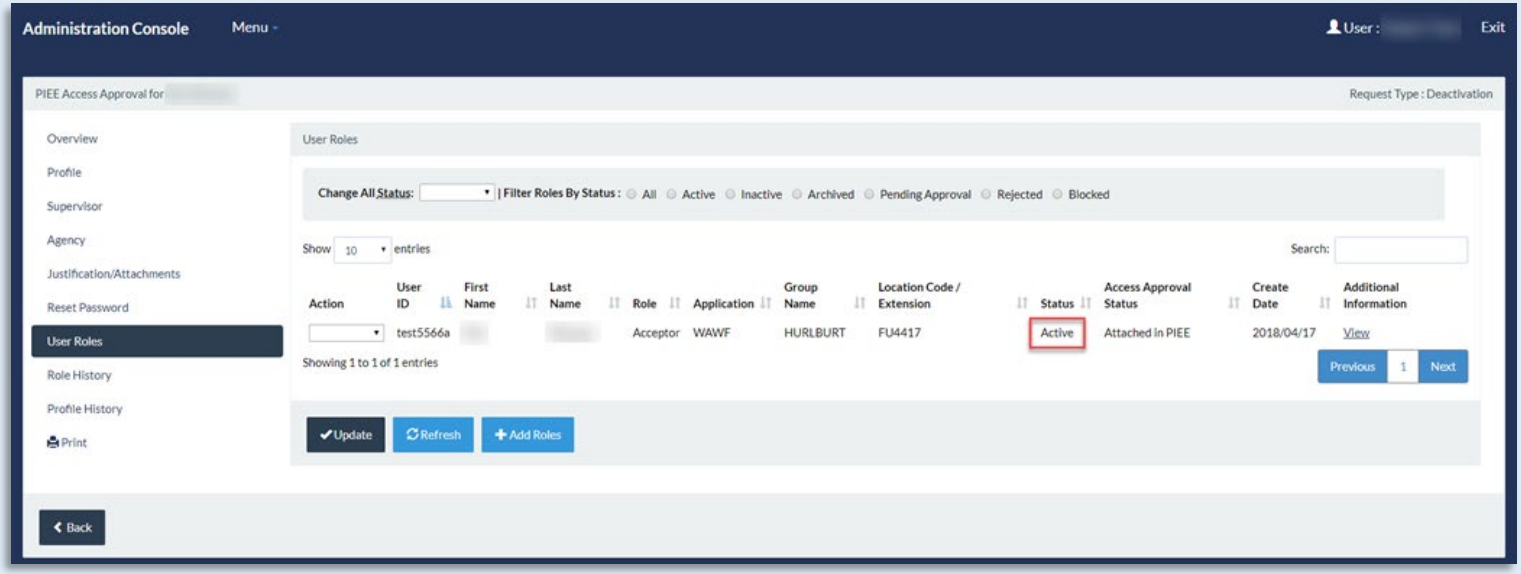
Step 6: Select **Activate** in the dropdown under the Action column. Then click the **Update** button.



Step 7: Add data in the **Justification** field, then select the **Confirm** button.

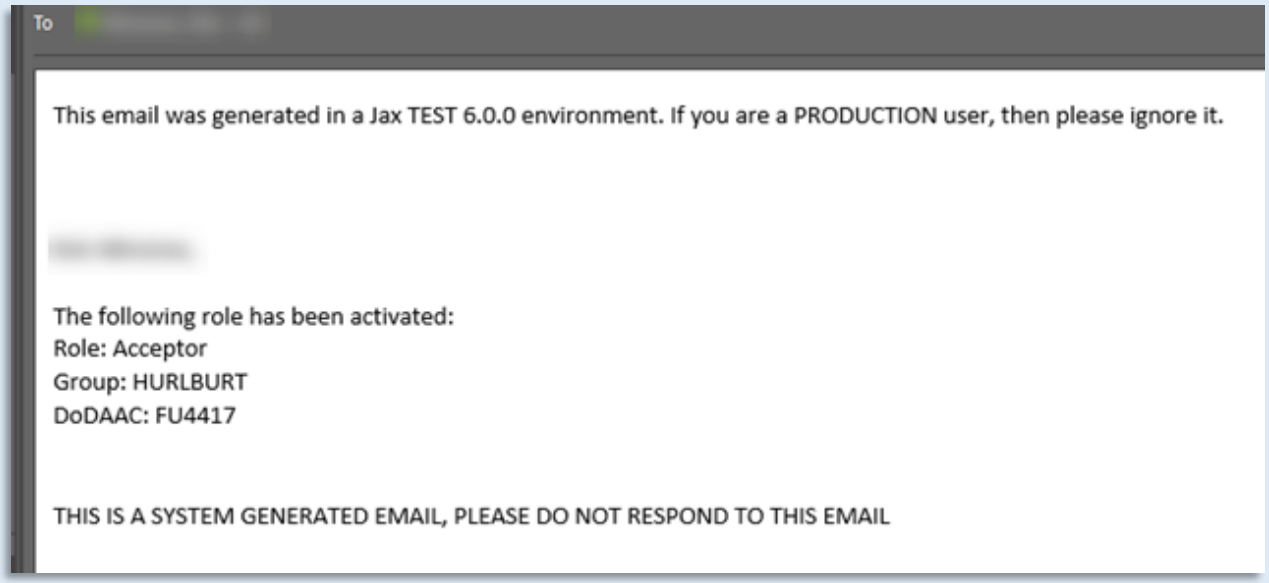


The user role Status is now Active.



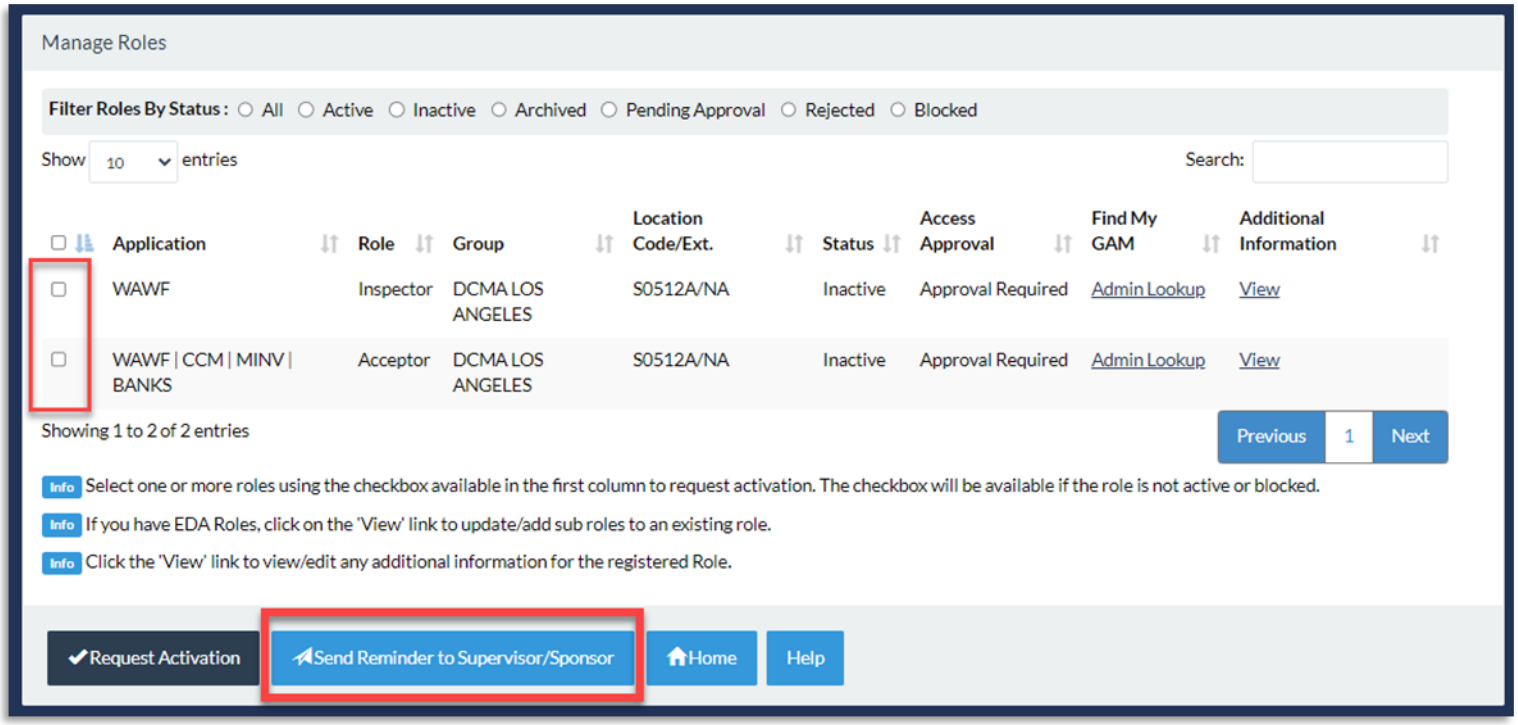
The user will receive an email notification that the role(s) is now active.

Sample email:

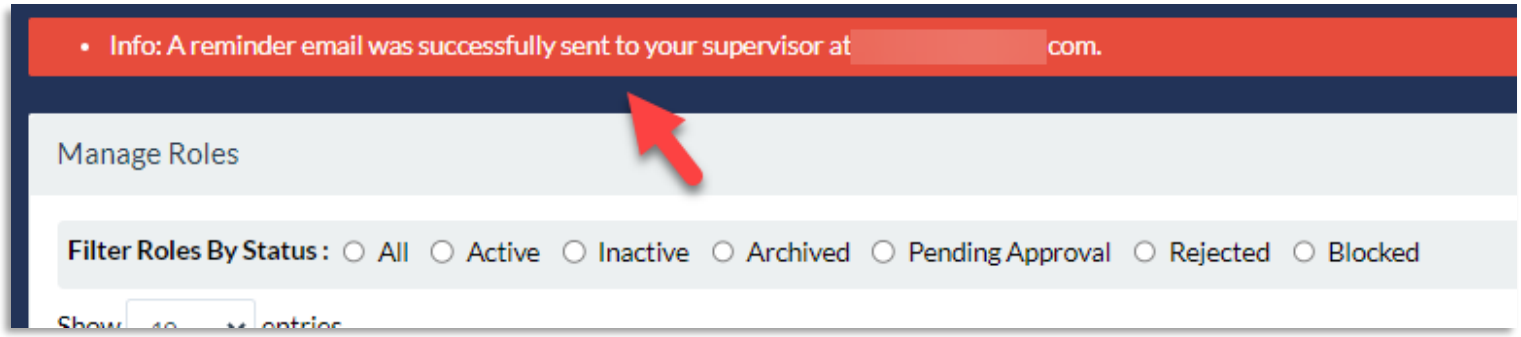


Sending Approval and/or Activation Reminder

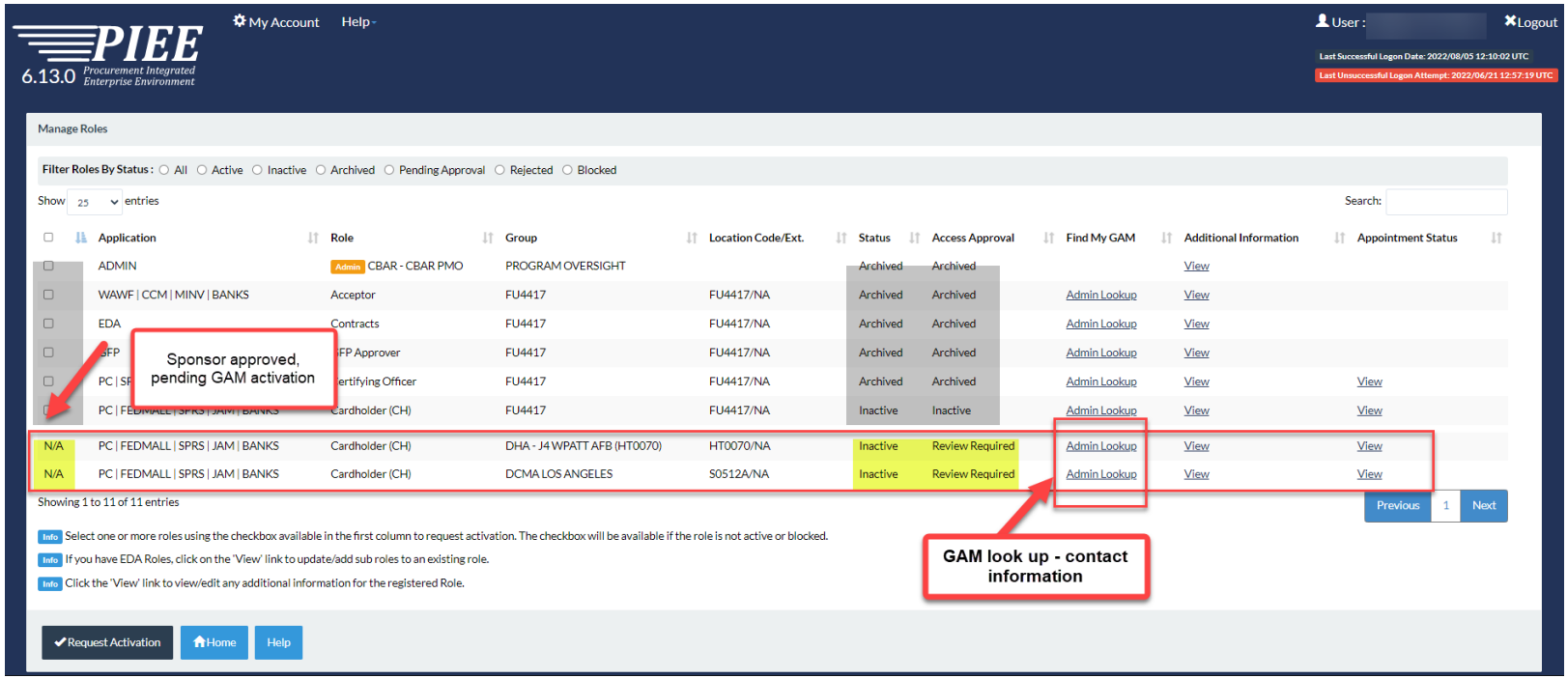
If a reminder needs to be sent to the Supervisor/Sponsor, navigate to the Manage Roles page of the user awaiting role activation. On the **Manage Roles** page, select the role to remind supervisor/sponsor to activate and then click on the **Send Reminder to Supervisor/Sponsor**.



A message appears confirming that reminder was sent to supervisor.



If the requested role has been approved, but is awaiting GAM activation, the user will see a screen that shows the role with no check box available. (example below)



If role requested has N/A for check box, that means the role has been approved and is awaiting GAM activation. **The only way to request activation is to reach out to the GAM.** The user will select **Admin/Lookup** in the **Find My GAM** column to retrieve contact information on assigned GAM to send request or reminder to activate the pending role.