

Add a new user in EMMA Job Aid

The Enterprise Monitoring & Management of Accounts (EMMA) provisioning process is no longer accomplished via a token redemption. Users will now be assigned to a role via their EDI/DOD Person ID Number and once assigned will receive an email with a link to login and accept their new role.

There have been no changes to the hierarchy structures so the Procurement Hierarchy remains parallel to the Financial hierarchy. This means provisioning will still occur using the same roles that currently provision users in their appropriate hierarchy.

Why the change to EMMA Provisioning?

EDI provisioning was introduced last May 2015 in version 4.9.5. The addition of that provisioning mechanism was designed to eventually replace the token provision which was known to be insecure. The decommissioning of the token provisioning feature was accelerated with the Information Assurance division identifying token provisioning as a potential insider threat. The token acceptance email could be forwarded to another individual for the unintended recipient to redeem and therefore allowed access to the application.

That EDI/DOD Person ID number can be found in email certificates and interrogated in encrypted and signed emails, so that information is already exposed and associated with individuals. The IA group reviewed the PII implications and only had a concern about the full date of birth being exposed. That was addressed to only show the year. Otherwise, there were no PII concerns identified by the IA group.

To summarize, the EDI/DOD Person ID number is PII and if it is being shared for the purposes of EMMA provisioning please share it in an encrypted email.

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Following are screen prints of the entire process.

NOTE - the screens presented on pages 1-4 show both an A/OPC and a Resource Manager Supervisor role. To limit the size of this job aid, screens shown from page 5 on are from either role and will be used to demonstrate the remainder of the process as it is the same for all roles being provisioned in EMMA.

Log into PCOLS at <https://pki.dmdc.osd.mil/appj/pcols-web/>

-Select EMMA

The screenshot shows the EMMA web application interface. At the top, there is a blue header with the DMDC logo on the left, the text "Information and Technology for Better Decision Making" in the center, and navigation links "Message Board | Help | Contact | Logoff" on the right. Below the header, the main content area has a light blue background with the title "Purchase Card" in large white text. A welcome message "Welcome Catherine" is displayed. The main content is organized into several sections, each with a "Log on" button and a brief description:

- Enterprise Monitoring & Management of Accounts (EMMA)**: A "Log on" button is highlighted with a red box. The text reads: "Click this button to access the DMDC EMMA web application. Use EMMA if you want to add or update users of AIM. Click [here](#) for EMMA help specific to users of the PCOLS suite of applications. Instructions for using EMMA can be found in the help within the EMMA application."
- Authorization, Issuance & Maintenance (AIM)**: A "Log on" button. Text: "Click this button to access the AIM web application. Use AIM to add, update and approve Managing and Cardholder Accounts."
- PCOLS Reporting**: A "Log on" button. Text: "Click this button to access PCOLS Reporting. Click [here](#) for PCOLS Reporting Help. The help within PCOLS Reporting is a product-related help file and is not specific to PCOLS."
- PCOLS Risk Assessment Dashboard**: A "Log on" button. Text: "Click this button to access the PCOLS Risk Assessment Dashboard."
- Data Mining**: A "Log on" button. Text: "Click this button to access the Data Mining web application. Use Data Mining to evaluate at-risk transactions."
- Recent At-Risk Notifications**: A bullet point: "No at-risk notifications have been received"

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-Select the radial button for your Procurement or Financial role in order to provision the role directly below you.

-Choose the "Select Role" button



EMMA Home Page

From this page, you can select under which product/organization/role you want to perform tasks. You can return to this page any time by clicking the Home link at the top of the page.

Select Role/Manage Surrogates

Choose a role and click Select Role to manage organizations and users. To add or remove your surrogate click Add Surrogate or Remove Surrogate. Click Resend Surrogate Token to resend a token to a nominated surrogate user. Note that the option to assign a surrogate user is not available for all roles.

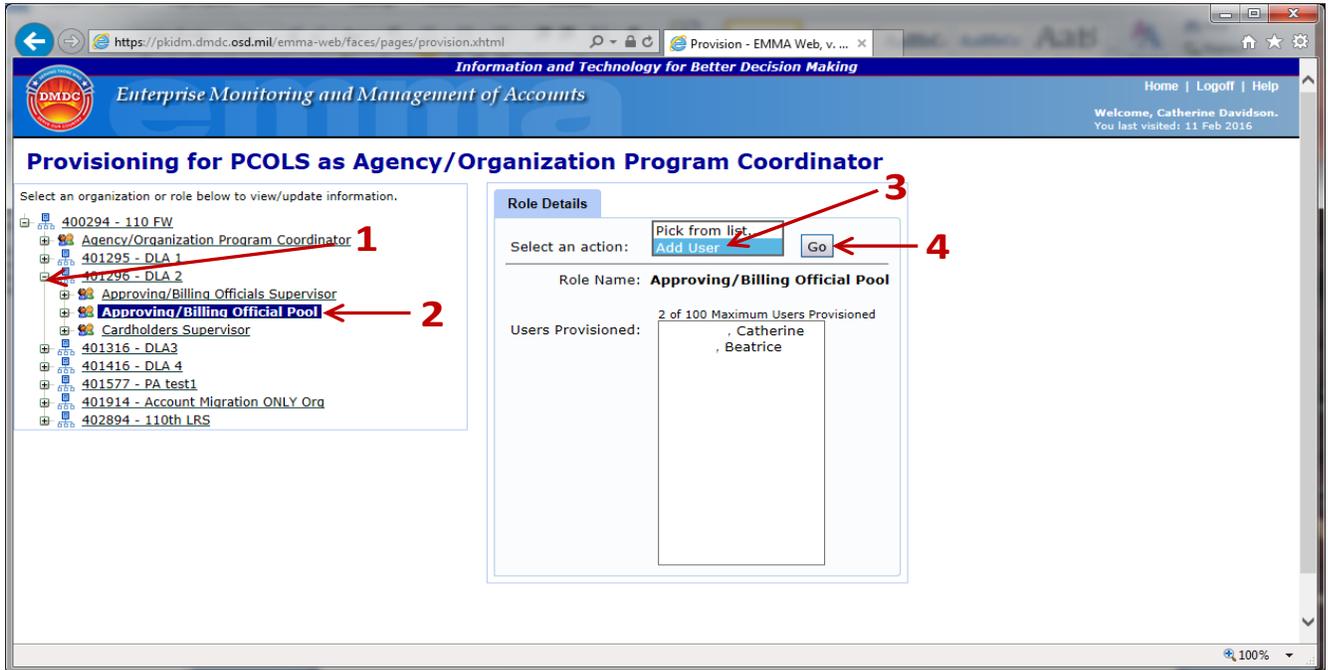
Select	Product Suite	Organization	Role Name	Your Surrogate
<input type="radio"/>	PCOLS	0536 MICC 106th Sig Bde (OPTION 1) (402099)	Agency/Organization Program Coordinator Supv	
<input type="radio"/>	PCOLS	0541 MICC 93rd Sig Bde (OPTION 2) (402101)	Agency/Organization Program Coordinator Supv	
<input type="radio"/>	PCOLS	0544 MICC NEC Training Cards (OPTION 3) (402103)	Agency/Organization Program Coordinator	
<input type="radio"/>	PCOLS	0544 MICC NEC Training Cards (OPTION 3) (402103)	Agency/Organization Program Coordinator Supv	
<input checked="" type="radio"/>	PCOLS	110 FW (400294)	Agency/Organization Program Coordinator	

OR

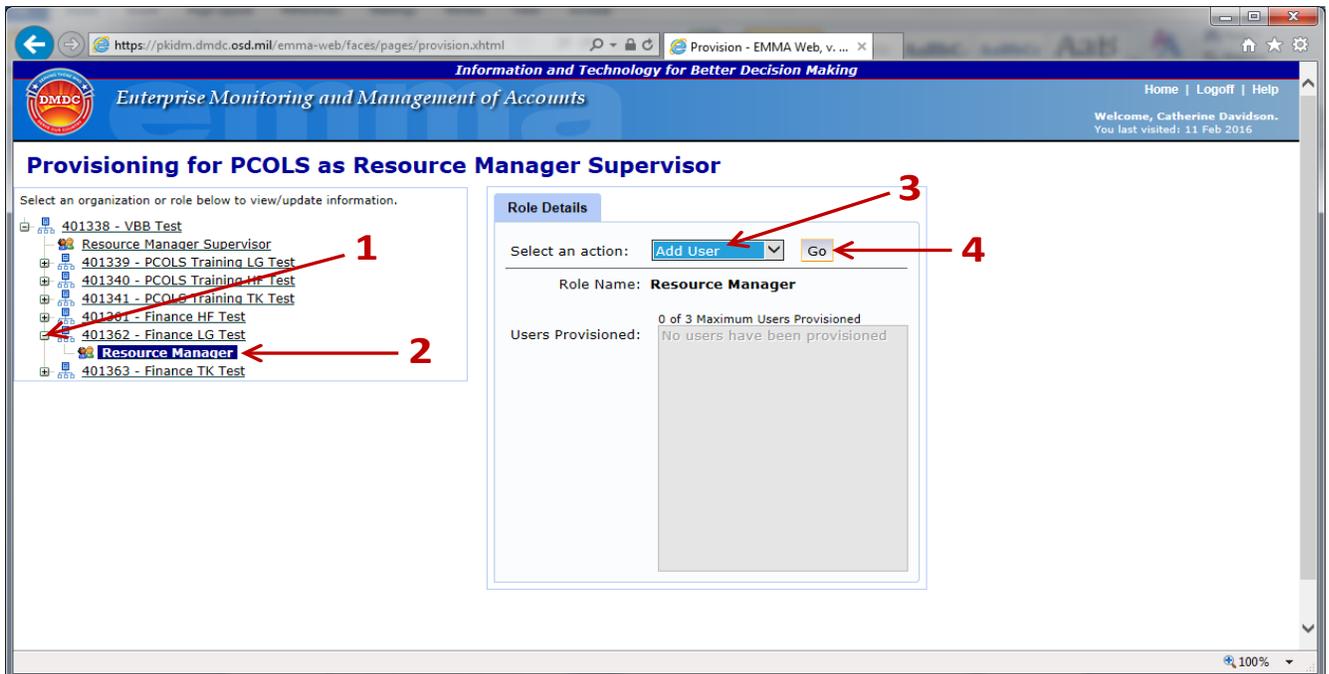
<input type="radio"/>	PCOLS	RAD - Navy (402001)	High Level Agency Program Coordinator	
<input type="radio"/>	PCOLS	RAD - Navy A/OPC Org (402019)	Agency/Organization Program Coordinator	
<input type="radio"/>	PCOLS	VBB Test (401338)	Agency/Organization Program Coordinator Supv	
<input checked="" type="radio"/>	PCOLS	VBB Test (401338)	Resource Manager Supervisor	

Add a new user in EMMA Job Aid

- Expand the “+” next to the sub organization where you wish to provision someone.
- Select the role where you are adding a user
- Select “Add a user” from the drop down in the “Select an action” section
- Select “Go”



OR



Add a new user in EMMA Job Aid

-Enter the EDI/DOD Person ID Number (10 digit number located on the back of the users CAC) in the "Person ID" field on the Add User screen in EMMA



NOTE - your EDI/DOD Person ID Number is considered PII. Please ensure you are providing it to the person provisioning you in an encrypted email.

-Select "Search"

Help

Add User

This page will allow you to provision for the "Approving/Billing Official Pool" role.

Required fields are indicated by a red star (*) next to the field name.

Person's Information

Enter the DoD ID number (EDI) of the person you are adding and click Search. Verify the user information to ensure this is the intended user.

* Person ID:

User's Information

Name:

Birth Year:

Gender:

User Account Code:

Status:

Add a new user in EMMA Job Aid

Search results will populate the "User's Information" field

-You must select the accurate "Personnel Category" from the drop down. If you do not make a selection you will get a "Warning" message saying you must make a selection to continue.

NOTE - Notice the underlined statement in the screen print referencing the email that will be sent to the user based upon the email address associated with their personnel category. You are encouraged to have users access RAPIDS Self Service (RSS), with the CAC they will use for PCOLS, and confirm the email address on their non-email certificate is accurate. Update the email address in RSS if necessary.

-Select "Submit"

Add User

This page will allow you to provision for the "Approving/Billing Official Pool" role.

Required fields are indicated by a red star (*) next to the field name.

Person's Information

Enter the DoD ID number (EDI) of the person you are adding and click Search. Verify the user information to ensure this is the intended user.

* Person ID

User's Information

Name:	Demo Test
Birth Year:	1980
Gender:	F
User Account Code:	CX6J2JY
User ID:	91485
Status:	Active

Personnel Category

Select a personnel category to be associated with the position. An email will be sent to the email address associated with the selected personnel category to inform them of their new position assignment.

Personnel Category

This product suite has not defined any permissions for this role.

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The user has been added to the role in EMMA.

Note- The provisioning process is not complete until the provisioned user acts on the email they receive and accepts the role. You will notice it no longer says "Pending" next to the name of the newly provisioned user. We are expecting a change to the name display as well as other parts of the process to be accomplished in the future.



Provisioning for PCOLS as Agency/Organization Program Coordinator

Select an organization or role below to view/update information.

- 400294 - 110 FW
 - Agency/Organization Program Coordinator
 - 401295 - DLA 1
 - 401296 - DLA 2
 - Approving/Billing Officials Supervisor
 - Approving/Billing Official Pool**
 - Cardholders Supervisor
 - 401316 - DLA3
 - 401416 - DLA 4
 - 401577 - PA test1
 - 401914 - Account Migration ONLY Org
 - 402894 - 110th LRS

Role Details

Select an action:

Role Name: **Approving/Billing Official Pool**

Users Provisioned: 3 of 100 Maximum Users Provisioned

Users Provisioned:

- Catherine
- Beatrice
- Test, Demo**

If you are being provisioned into a role that has access to EMMA (the A/OPC role or the Resource Manager role and all roles above) and you currently hold another EMMA role, you will see the below on your EMMA Home Page. It will show your new role as a Disabled Role. **(Proposed change from "Disabled Roles" to "Pending Roles")** Once you have accepted the new role it will move up into the list of active roles and the Disabled Role display will be removed.



EMMA Home Page

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Select Role/Manage Surrogates

Choose a role and click Select Role to manage organizations and users. To add or remove your surrogate click Add Surrogate or Remove Surrogate. Click Resend Surrogate Token to resend a token to a nominated surrogate user. Note that the option to assign a surrogate user is not available for all roles.

Select	Product Suite	Organization	Role Name	Your Surrogate
<input type="radio"/>	PCOLS	4322 SOCSOUTH RM (463838)	Resource Manager Supervisor	
<input type="radio"/>	PCOLS	9668 OA22 USALIA 20557 (436486)	Resource Manager Supervisor	
<input type="radio"/>	PCOLS	9695 DoD NAG RM (456936)	Resource Manager Supervisor	

Disabled Roles

The following roles are disabled. The "Reason" column in the table below provides details regarding the unavailability of these roles.

Product Suite	Organization	Role Name	Your Surrogate	Reason
PCOLS	9695 DoD NAG RM (456936)	Resource Manager		Status is currently set to pending.

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The provisioned user will receive the below email tailored to the specific role and organization they are being added to as well as who provisioned them into the role.

Activate the Position ID link in the body of the email OR copy and paste the link into a new Internet Explorer (IE) browser window.

-----Original Message-----

From: no_reply@dmdc.osd.mil [mailto:no_reply@dmdc.osd.mil]

Sent: Thursday, February 11, 2016 8:54 AM

To: Approving/Billing Official Name.civ@mail.mil

Subject: You have been tentatively provisioned in [PCOLS] for role: [Approving/Billing Official Pool] - ACTION REQUIRED

You have been tentatively provisioned as a 'Approving/Billing Official Pool' in the 'DLA 2' (401296) organization for the PCOLS (AIM, PCOLS-WEB, RAD) product(s). The role assignment was created for you by James Tew james.tew.civ@dla.mil (Agency/Organization Program Coordinator).

You are required to formally accept your new position before it can be used. You also have the option to reject it. Follow the link below to take action:

https://pkidm.dmdc.osd.mil/emma-web/pending.html?POS_ID=20636

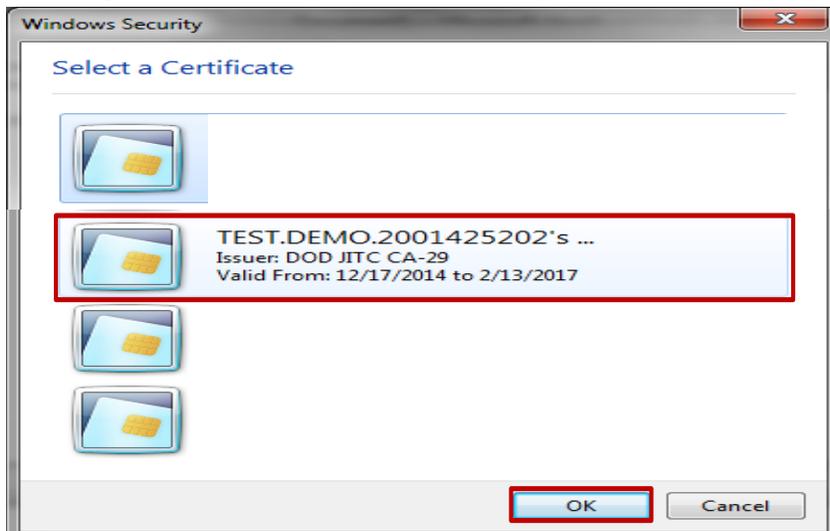
For technical support, please contact the DSC Help Desk at the below phone numbers. Be sure to identify yourself as a 'Approving/Billing Official Pool' for the 'PCOLS' product and state that you were provisioned for the Enterprise Monitoring and Management of Accounts (EMMA) web application.

- US (CONUS) - Commercial (toll-free): 1-800-372-7437

- OCONUS - DSN: 312-878-2856

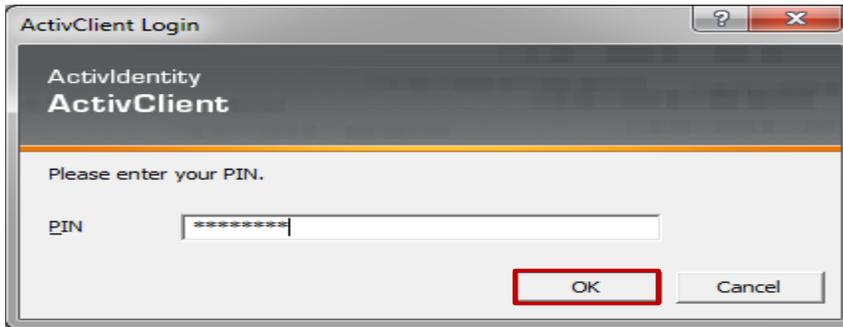


Select your non-email certificate and "OK"



Add a new user in EMMA Job Aid

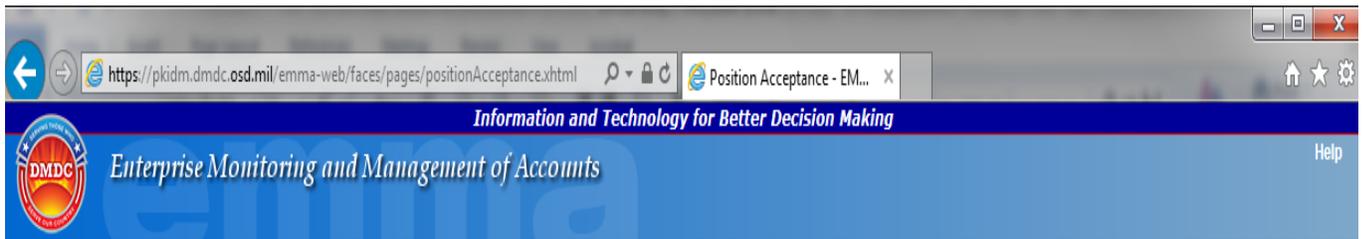
-Enter your PIN and select "OK"



User is taken to the "Position Acceptance" screen

-Select "Accept" to finalize being provisioned into the role

-Select "Reject" if you should not be in the role and organization listed on the screen select

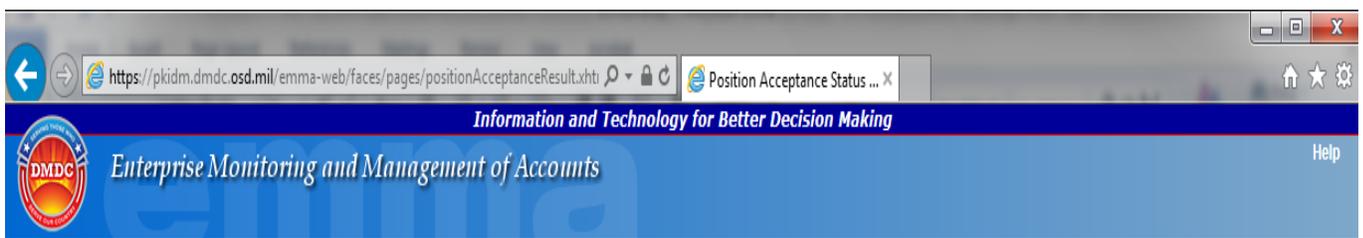


Position Acceptance

You have been provisioned in the **Approving/Billing Official Pool** role for the **DLA 2** organization to use the **PCOLS** product suite. This role requires that you formally accept or reject it.

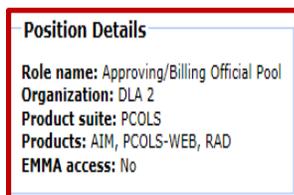


After acceptance, the new role "Position Details" are displayed



Position Acceptance Status

You have accepted this position. Your provisioner has been notified.



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The provisioner will receive a “no_reply” email confirming acceptance of the new role.

-----Original Message-----

From: no_reply@dmdc.osd.mil [mailto:no_reply@dmdc.osd.mil]

Sent: Thursday, February 11, 2016 11:28 AM

To: A/OPC Name@mail.mil

Subject: User has accepted nomination for role: [Approving/Billing Official Pool]

Demo Test has accepted their role nomination as a 'Approving/Billing Official Pool' in the 'DLA 2' (401296) organization for the PCOLS (AIM, PCOLS-WEB, RAD) product(s).

If a user needs to be unprovisioned from EMMA the “Remove User” action is unchanged.

Now that the new user is provisioned in EMMA, assigning the new user to an account or multiple accounts can now be performed in AIM as necessary.

FAQs

1) What is the course of action if the user who was provisioned doesn't receive the EMMA provisioning email from no_reply@dmdc.osd.mil?

A) Refer to the ***NOTE*** on page 6 to confirm the users email address is correct in RSS and update if necessary. If the email address is correct, the user should check their “Junk Mail” followed by confirming with their local IT office that no_reply emails are not being blocked at their location.

B) If a new email is needed, the individual who provisioned the user will need to log into a new EMMA session and perform a “Remove User” action followed by another “Add User” action. This will generate a new email.

2) What do I do if the user who was provisioned deletes the role acceptance email before accepting their role?

Perform the actions in item B from FAQ 1.

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3) Will performing an “Update User” action for a newly provisioned user that hasn’t accepted their new role generate a new email to the user?

No, as was the case with the previous token method for EMMA provisioning. The provisioner will need to perform the actions in item B from FAQ 1 if a new email is needed.

4) Does anyone, in addition to the provisioner, receive the role acceptance email?

No, only the individual who performed the “Add a User” action in EMMA will receive the role acceptance email.

5) If a provisioned user rejects their role is an email notification sent to the provisioner?

No, the provisioner would need to open a new EMMA session to see the provisioned user is no longer showing in EMMA after rejection of the role.

6) How will I know if I have been removed from a role in EMMA?

The individual who was removed from the role will receive the confirmation email stating they were unprovisioned from the named role and named organization as well as by whom.

7) I just provisioned a user in EMMA and am now trying to assign the user to an account or generate a workflow task to them but they are not showing up as a user to select. Why is this occurring?

The user has not accepted their EMMA role using the Position ID link in the email. The provisioner will receive an email confirming role acceptance and can take action in AIM once they have that confirmation.

8) I am encountering a user related error or issue in AIM. Should I remove the user and reprovision them again in EMMA to resolve the issue?

No, removing the user in EMMA will not reset an error or resolve the issue in AIM. A user should only be removed from an EMMA role if they are vacating the role. If the user removed and reprovisioned in the same role the account assignment in AIM will be lost and maintenance in AIM will be required to reassign the user to their account.