

Active Directory Account Manager Guide

Managing Active Directory Accounts

The basic responsibility of the Active Directory Account Manager on state systems:

1. **Add** accounts for new users
2. **Delete** accounts for users who are no longer employed or who do not use state applications
3. *Enable* accounts that have become disabled by password age
 - If a user becomes locked (not the same as being Disabled), no action is needed by the Active Directory Account Manager, as accounts unlock after 5 minutes

<https://eis.ade.arkansas.gov/anms/>

It is suggested that the Active Directory Account Manager visit the ‘**Account Notification Management System**’ at least weekly to:

- Click on ‘**Password Age**’ (twice) to bring high ages to the top. The goal is to keep all ages below 90 and there will be rare need to re-‘*Enable*’ accounts.
- Click on ‘**Disabled**’ to bring any accounts with issues (if any) to the top.

1) ADD

- Visit <https://sso.arkansas.gov> - Enter ‘Username’ and ‘Password’.
- In the left pane, click “**Users**” to expand the management section, then click “**Manage Users**” and then “**Create User**”
 - Account **MUST** be for an actual user. Accounts such as “1234elemsub” and “1234hsnurse” are not permissible
 - Enter **First Name** in proper format (*Amy*, not “*amy*” or “*AMY*”)
 - Enter **Last Name** in proper format (*Coleman*, not “*coleman*” or “*COLEMAN*”)
 - Enter **Email** in lowercase (*amy.coleman@myschool.org*, not “*Amy.Coleman@myschool.org*” or “*AMY.COLEMAN@MYSCHOOL.ORG*”)
 - NOTE: **MUST** be the *identifiable* email account of the user
 - Select a **Job Function**
 - Select the **School District Name**
 - The ‘**AD Attribute Network Access Permission**’ is no longer used. All users have VPN access (ability to work from home) by default.
 - No other fields are required – click ‘**Submit**’ to create the user
- **Active Directory Account Manager Responsibility After Account Creation**
 - Notify various Software Managers and Administrators to assign group memberships, permissions, and resources for the newly created account
 - Notify user to follow the steps in the ‘**Account User Guide**’ to set their initial password
 - Guide found at <https://adedatabeta.arkansas.gov/security/>
- **Account Creation Format**
 - ‘**View User**’ displays that the account was automatically created using the following format: ‘LEA’, ‘First Initial’, ‘Last Name’ – ‘**1234acoleman**’
 - Since there is already an account ‘**1234acoleman**’, if we now create an account for ‘**Andrew Coleman**’ the account will be automatically created using the following format: ‘LEA’, ‘First & Second letter of First Name’, ‘Last Name’ – ‘**1234ancoleman**’

2) DELETE

- Visit <https://sso.arkansas.gov> - Enter 'Username' and 'Password'.
- On the **Delete User** screen, place a check mark beside the desired account and click 'Select'

3) ENABLE

- It is suggested that the Active Directory Account Manager visit the '**Account Notification Management System**' at least weekly to insure that all password ages are below 90, and it will be rare for an account to become disabled.
- Often an account becomes temporarily "locked" when the user enters an incorrect password too many times, and also from having too many screens open, which may create a conflict. If the account becomes "locked", there is no action for the Active Directory Account Manager to take, as the account will automatically unlock after 5 minutes.
- Visit <https://sso.arkansas.gov> - Enter 'Username' and 'Password'.
- To re-enable an account, on the '**Modify User**' screen select '**Enabled**' and '**Unlock**' and click '**Submit**'.
 - When an account is re-enabled, the user will need to change their password immediately, as the account will return to a disabled state within a few minutes if the password is not changed.
 - NOTE: Even though you can modify 'First Name' and 'Last Name', often that causes a mismatch between the name and the ID, and the account will no longer function
 - The 'Email Address' should never be modified, with the exception being when email addresses change for your entity. The address assigned must always be the identifiable email for the user