

# 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
  - o 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://adedata.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
  - o Enter **First Name** in proper format (*Amy*, not “*amy*” or “*AMY*”)
  - o Enter **Last Name** in proper format (*Coleman*, not “*coleman*” or “*COLEMAN*”)
  - o 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
  - o Select a **Job Function**
  - o Select the **School District Name**
  - o The ‘**AD Attribute Network Access Permission**’ field determines if the user will have VPN access from remote locations (work from home) and may be set to ‘**Allow**’ or ‘**Deny**’.
  - o No other fields are required –click ‘**Submit**’ to create the user
- **Active Directory Account Manager Responsibility After Account Creation**
  - o Notify various Software Managers and Administrators to assign group memberships, permissions, and resources for the newly created account
  - o Notify user to follow the steps in the ‘**Account User Guide**’ to set their initial password
    - Guide found at <https://adedata.arkansas.gov/security/>
- **Account Creation Format**
  - o ‘**View User**’ displays that the account was automatically created using the following format: ‘LEA’, ‘First Initial’, ‘Last Name’ – ‘**1234acoleman**’
  - o 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