CAPSLOCK USER MANUAL

End user manual for general how-to functionality in the CAPSLock authentication application.

Contents

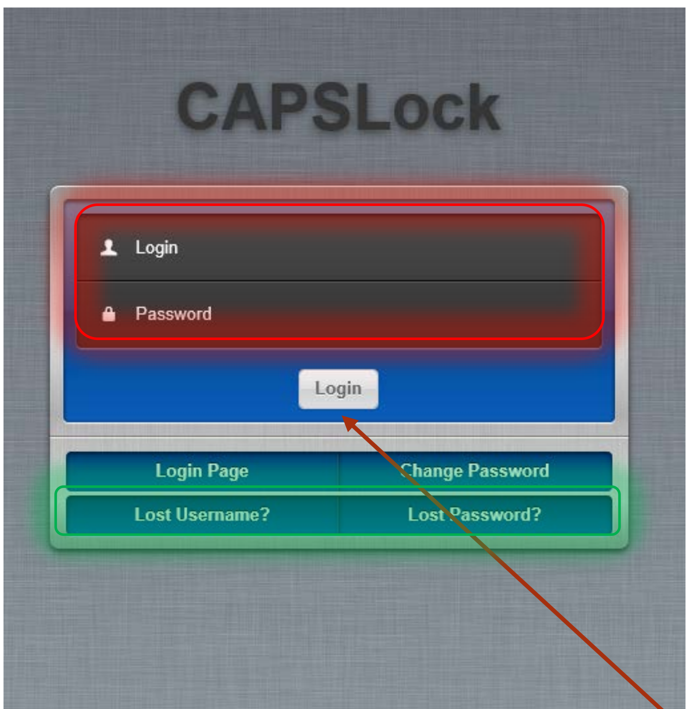
Introduction

CAPSLock is a proprietary authentication application that uses unique token based methods to handle user and application authentication to web based applications. It has a full user and organization based hierarchy to allow for robust system management access.

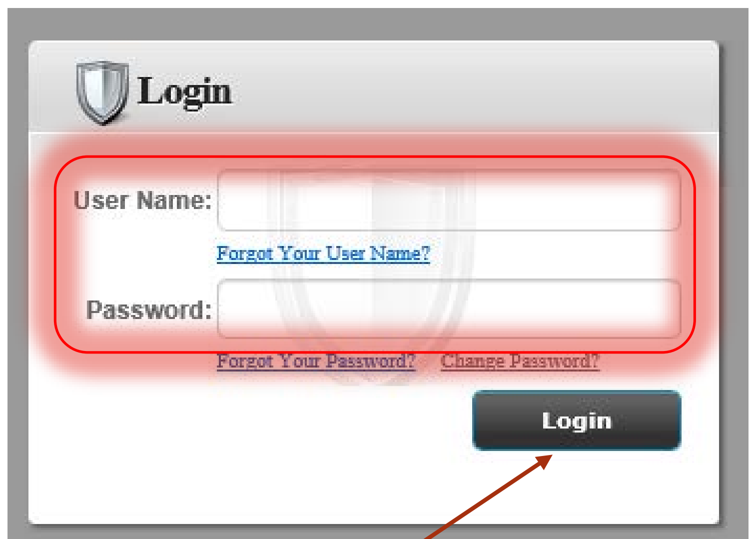
Logging In

To access the CAPSLock system, you will need to first login to the site at https://capslock.mvtrip.alabama.gov or by signing into the MVTRIP Portal at https://mvtrip.alabama.gov. You will be prompted for your own username and password combination.

CAPSLock Login 1

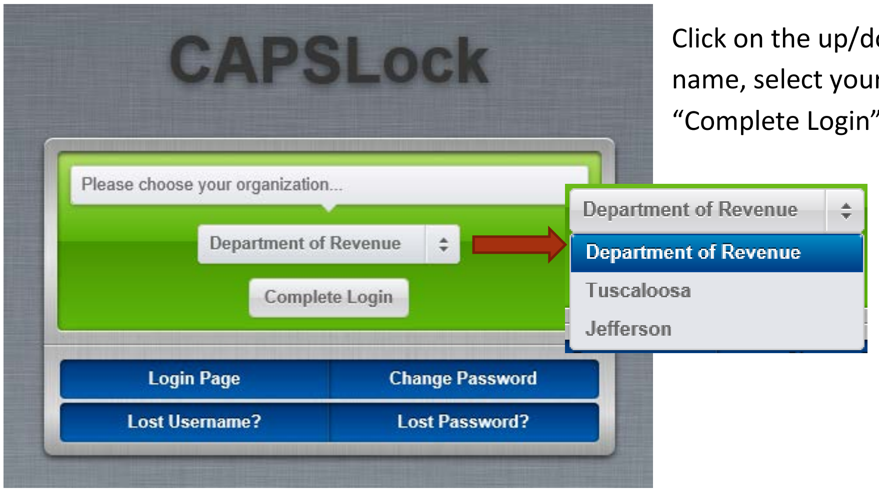


MVTRIP Login 1



Enter your login username and password and click on the login button to proceed. If you have lost your username or password, you can click on the links at the bottom of the login prompt and your user name or temporary password will be emailed to the email address on file. You can also set a new password by answering your security questions.

If you are a member of more than a single organization, you will be prompted to select which organization you wish to login.



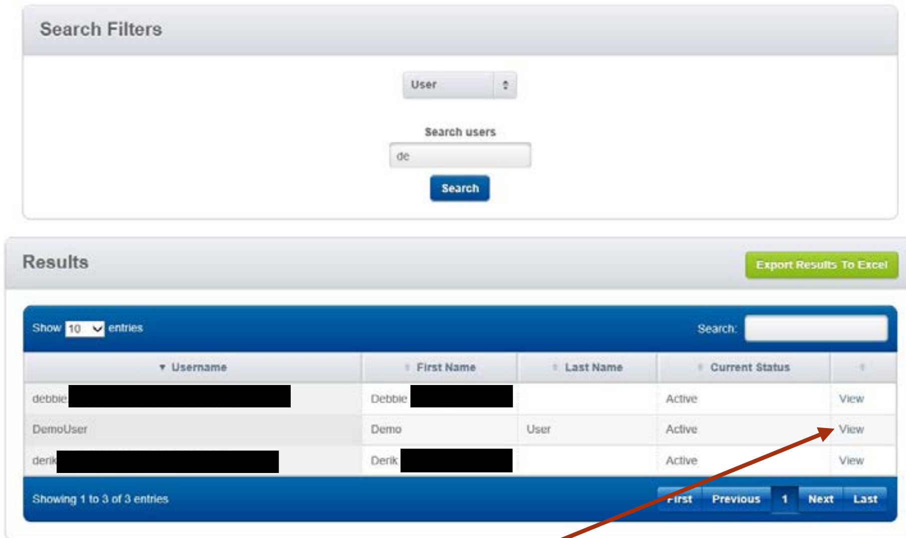
Click on the up/down arrow next to the organization name, select your organization and then click on "Complete Login" to finish.

Searching for a User - Administrator

After logging in, you will be presented with the main dashboard screen. You will use this screen to search for users, organizations, applications or privileges. This search will be limited to the users belonging to your organization.

Typically, you will use the search functionality to find a user in order to reset their password, add privileges or disable their accounts. Type in any part of their username, first name, last name or email and click on search. The system will find all accounts that match any part of the search criteria entered.

For example, to find the "DemoUser" account, you could type in "de" in the search box and click on "Search" the system will return every account that has "de" in their username, first name, last name or email address for any users in your organization.

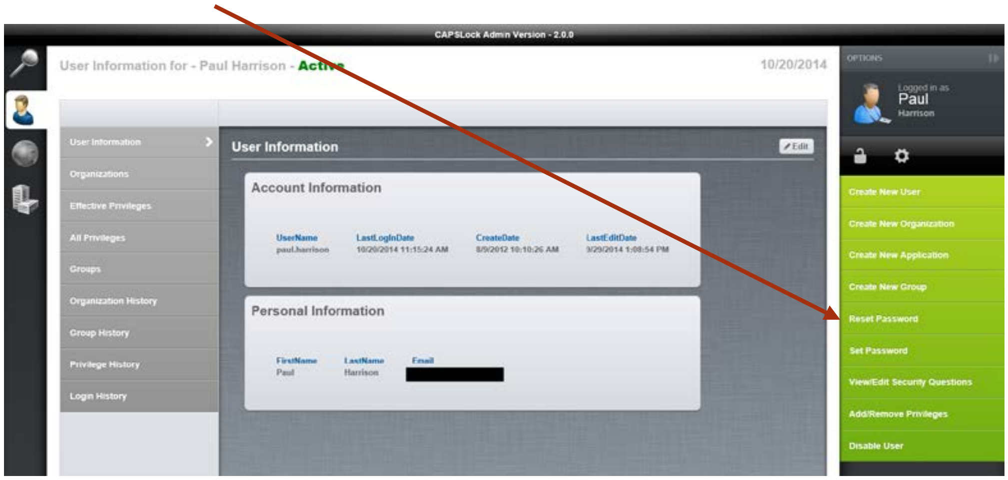


To view the user information, click on the blue "View" link to the right of their name in the "Results" window.

This will pull up that user's information and allow you to reset passwords, set passwords, add/remove privileges and disable/enable a user's account.

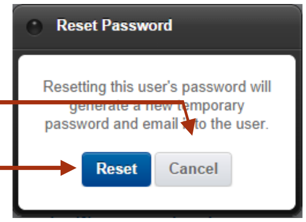
Reset Password

If your user has lost their password, you can send a temporary password to their email that will allow them to login and force them to change their password. After searching and viewing the particular user, click on the green "Reset Password" link to the right of their account information.

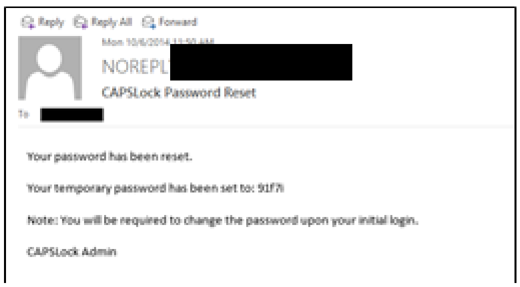


****Please Note – you will be resetting the password for the user that is shown at the top of the screen, NOT the "Logged in as" user****

You will receive a prompt letting you know that a temporary password will be generated and emailed to the user. To proceed, click on the blue "Reset" button. To cancel, click on the grey "Cancel" button.



The user will receive an email similar to below with a temporary password for them to use in order to login to the system.


Reply Reply All Forward

NOREPL[redacted]

CAPSLock Password Reset

To [redacted]

Your password has been reset.

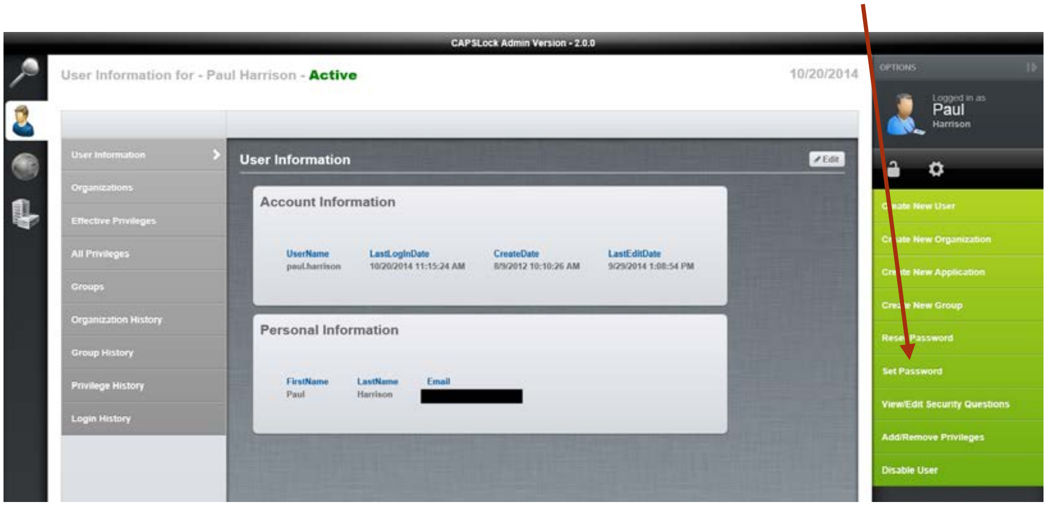
Your temporary password has been set to: 91f7i

Note: You will be required to change the password upon your initial login.

CAPSLock Admin

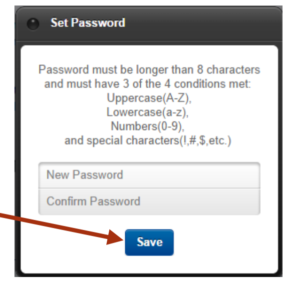
Set Password

If your user has lost their password, you can set their password for them. It is preferable that you use the reset password method so no one knows their password, but if they are not able to access their email for some reason, this method may be used. Click on the green "Set Password" button.

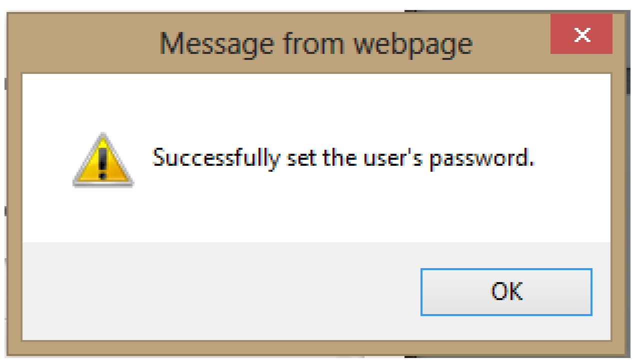


****Please Note – you will be setting the password for the user that is shown at the top of the screen, NOT the "Logged in as" user****

You will receive a "Set Password" window that will allow you (or the user) to type in their password. When you have typed in the new password and the confirmation, click on the blue "Save" button at the bottom of the window.

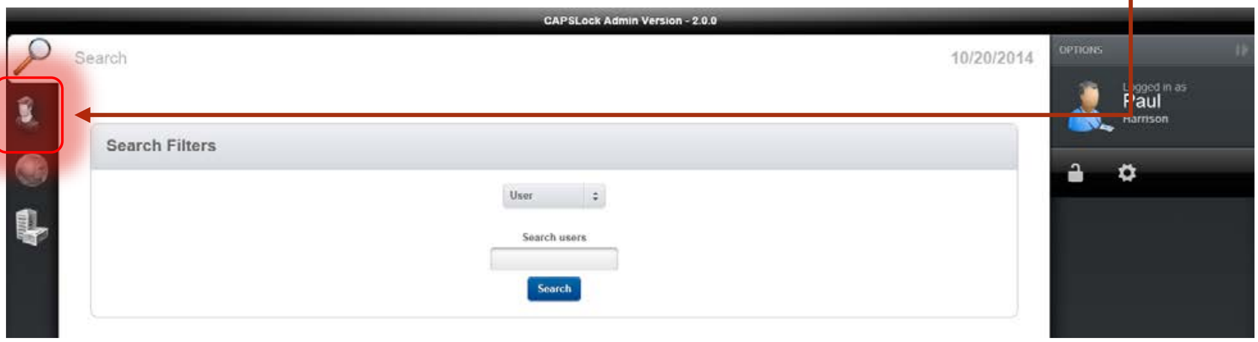


You will receive a confirmation prompt from the site letting you know that setting the password was successful.

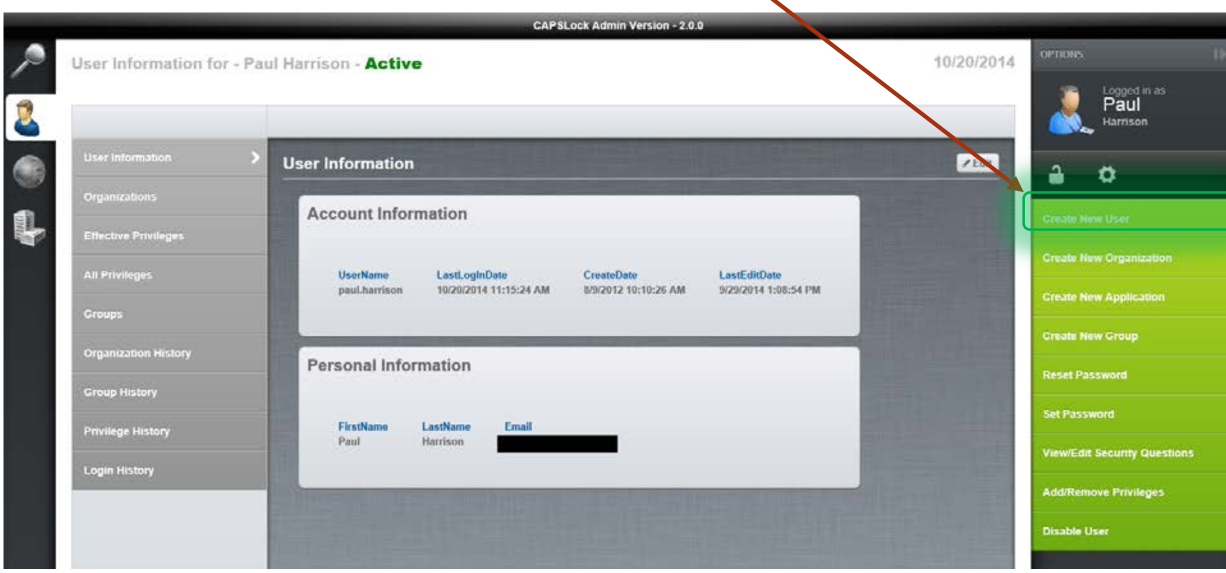


Create a New User

After logging in, you will be taken to the main admin dashboard. To add a user, click on the person icon on the left side of the screen.



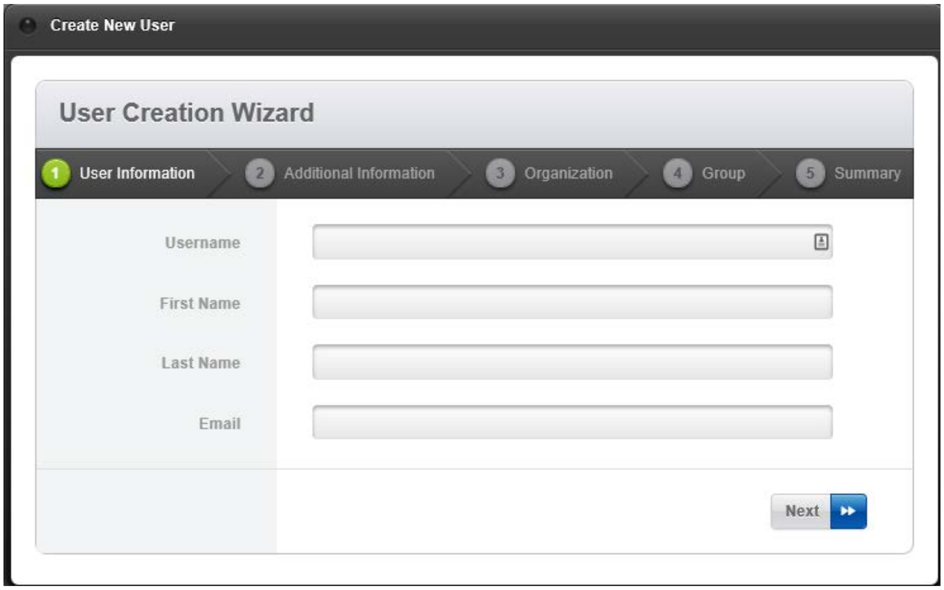
This will take you to your account information page. This will show all of your own CAPSLock information. To add a new user, click on the green "Create New User" button on the right side of the screen.



This will start a wizard-based process for you to create a new user. First, you will need to enter the user information:

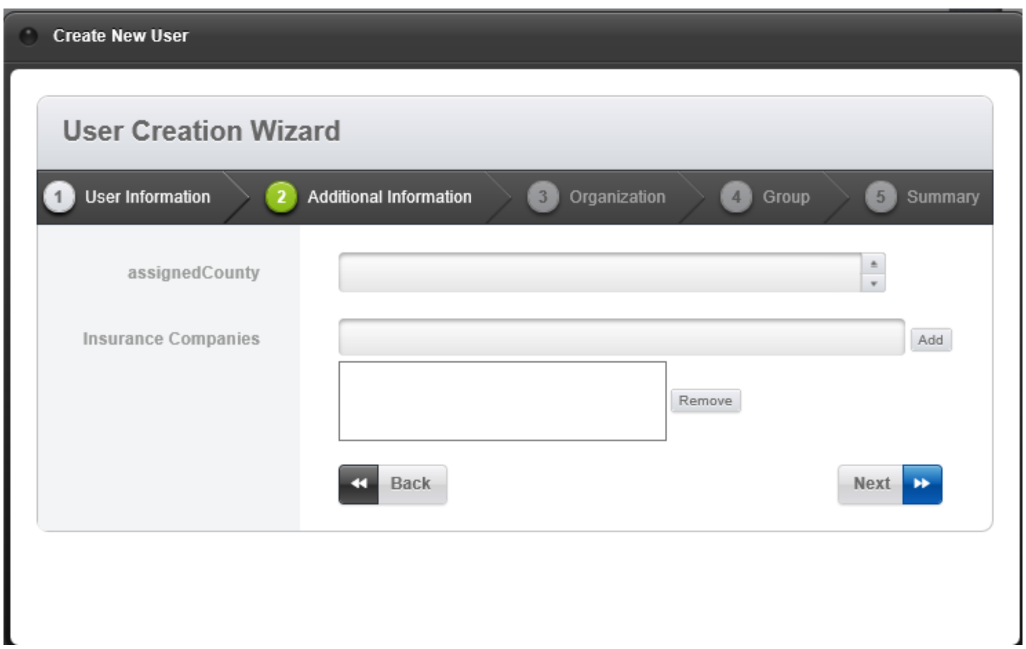
- Username – this will be the new users' login username.
- First Name – this will be the new users' first name.
- Last Name – this will be the new users' last name.
- Email – this will be the new users email address.

Please Note: This email address will be the address to which all MVTRIP notifications are sent.



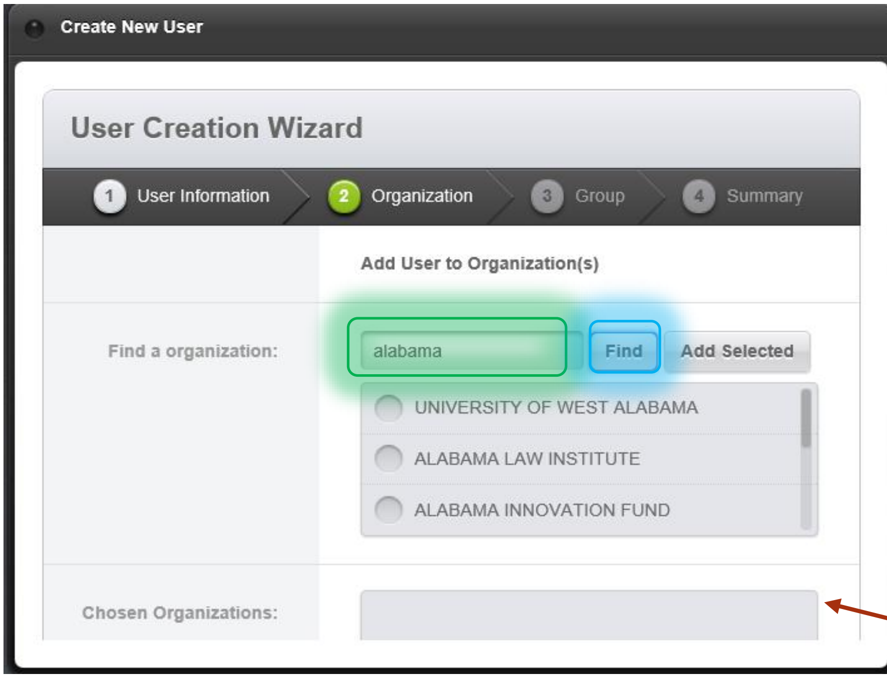
To proceed to the next step, click on the "Next" button in the lower right hand corner of the wizard. 

Next, you will need to assign the county that the user will be assigned to. The default will be your county organization.



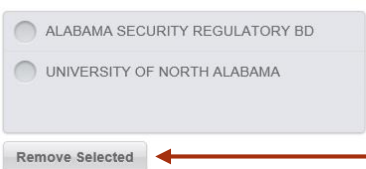
To proceed to the next step, click on the "Next" button in the lower right hand corner of the wizard. 

Next, you will need to assign an organization to the user. Administrators may only add users to their organization. To find the organization, type any part of the name in the search area and click on the "Find" button. This will find all organizations that match that name.



You will need to place a check box in each of the organizations that this user will be a part of:

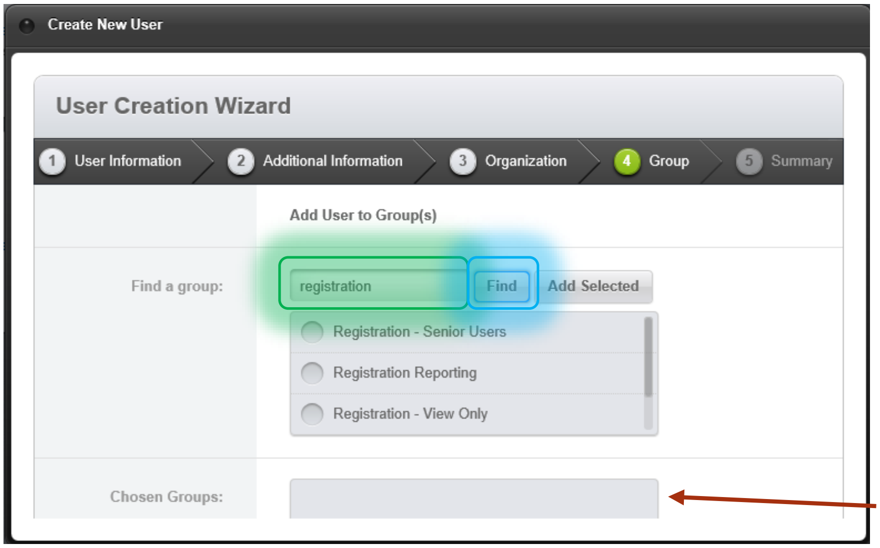
When you have finished adding the user to the organizations, click on the "Add Selected" button. This will add them to the "Chosen Organizations" area.



To remove any organizations that were added in error, click on the circle next to the organization name and click on the "Remove Selected" button.

Click on the "Next" button at the bottom of the wizard screen to continue – 

On the next step, you will be able to add the user to any groups that they will need access to. In order to find the group, type in the name of the group you are looking for and click on "Find"



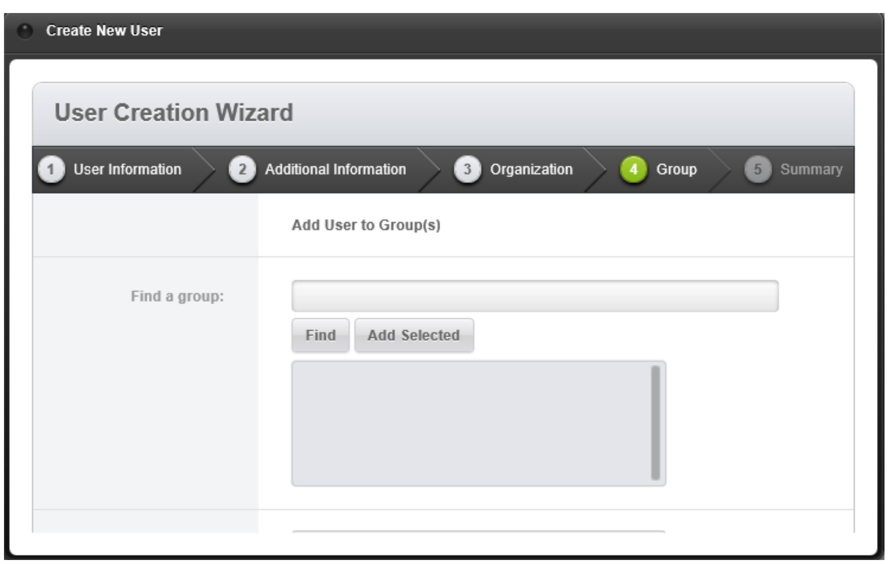
You will need to place a check box in each of the groups that this user will be a part of:

When you have finished adding the user to the groups, click on the "Add Selected" button. This will add them to the "Chosen Groups" area.

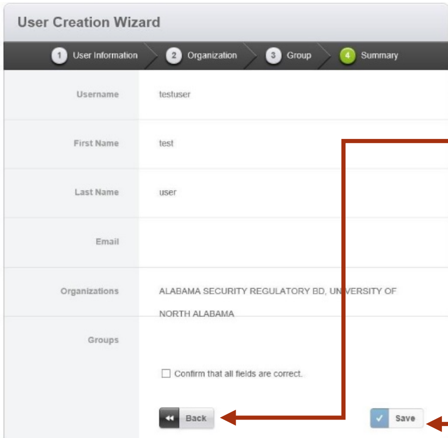
To remove any groups that were added in error, click on the circle next to the group name and click on the "Remove Selected" button.

Click on the "Next" button at the bottom of the wizard screen to continue – 

You can now add the user to any pre-defined groups in your organization (Registration-user, etc.) Type in the group name and click on "Find". Highlight the group and click on "Add Selected" to add this user to the group.



Click on the "Next" button at the bottom of the wizard screen to continue – 

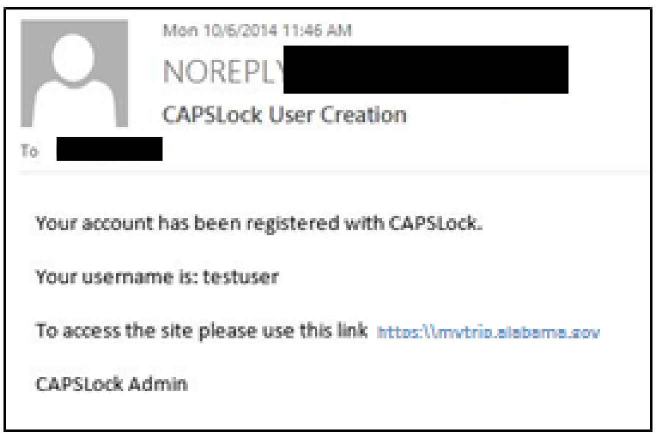


You will be shown a final summary of the user you are adding. Please verify all information is correct. If any information is NOT correct, click on the "Back" button at the bottom of the wizard screen.

If all the information is correct, click on the check box next to the "Confirm that all fields are correct." And click on the blue "Save" button at the bottom of the wizard screen.

The user will receive an email with their username and a separate email with their temporary password.

Example Emails:



Mon 10/6/2014 11:46 AM

NOREPLY [redacted]

CAPSLock User Creation

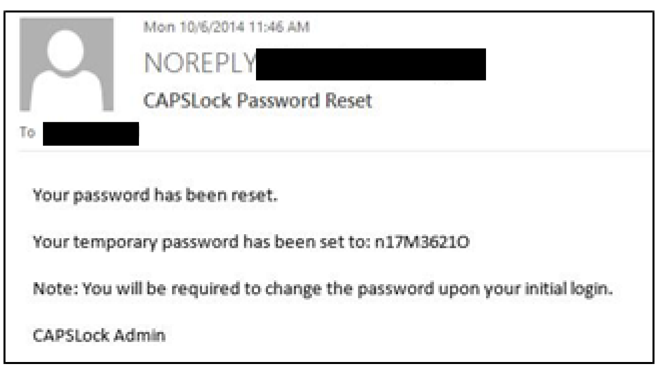
To [redacted]

Your account has been registered with CAPSLock.

Your username is: testuser

To access the site please use this link https:\\mytrip.alabama.gov

CAPSLock Admin



Mon 10/6/2014 11:46 AM

NOREPLY [redacted]

CAPSLock Password Reset

To [redacted]

Your password has been reset.

Your temporary password has been set to: n17M3621O

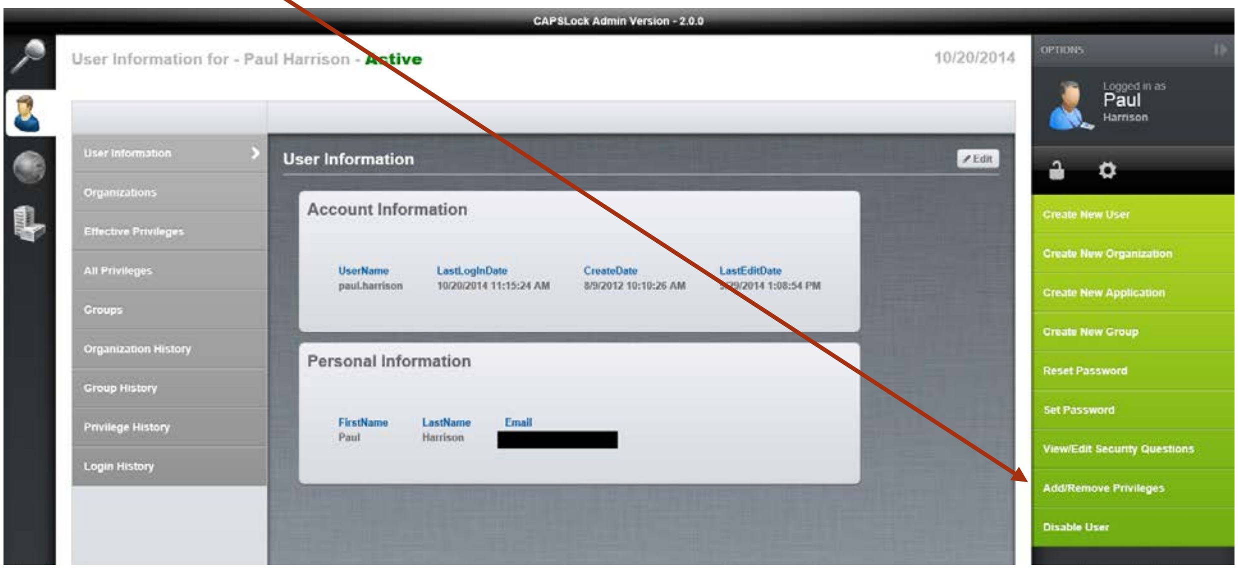
Note: You will be required to change the password upon your initial login.

CAPSLock Admin

Add/Remove Privileges

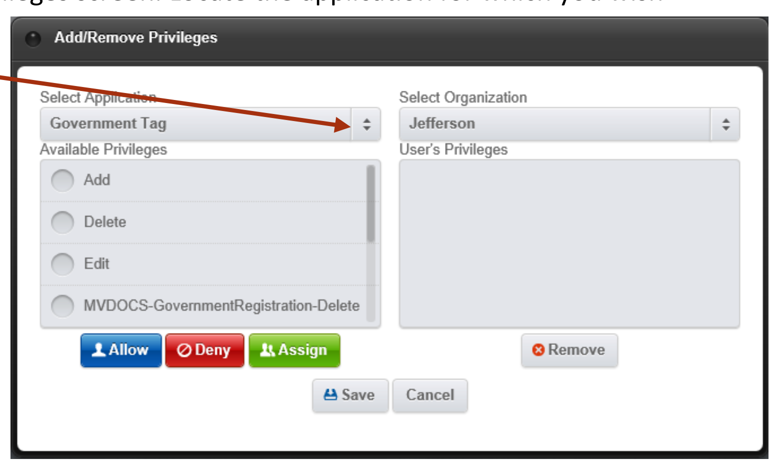
Now that your user has an account, you will need to add privileges to their account. These will allow the user to access certain applications.

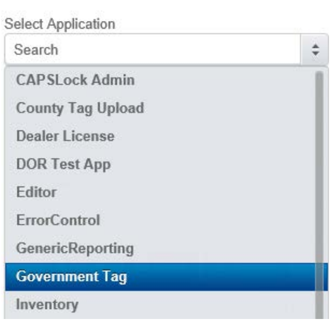
After logging in, searching and viewing the selected user, click on the green "Add/Remove Privileges" button on the right side of the screen.



****Please Note – you will be changing privilege information for the user that is shown at the top of the screen, NOT the "Logged in as" user****

You will be presented with an add/remove privileges screen. Locate the application for which you wish to add/remove privileges on the left side of the screen by clicking on the up/down arrow and click on the appropriate application.





All available privileges for that application will be shown. Click on the circle next to each privilege you wish to add/remove privileges for the user.

Click the blue “Allow” button to give the user access to that function within the selected application.

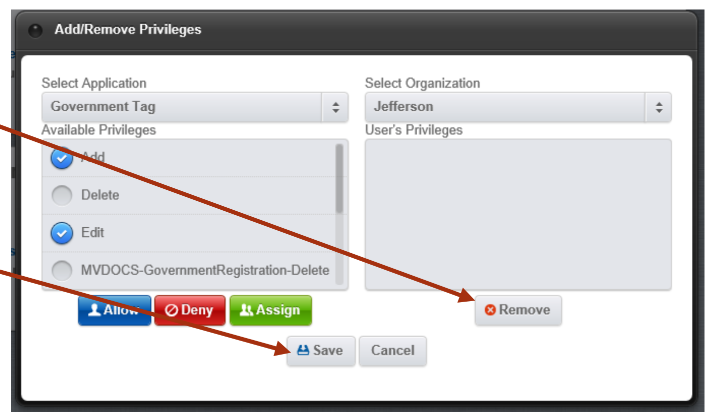
Click the red “Deny” button to deny the user access to that function within the selected application – this is the default behavior for all applications. If privileges are not allowed, the user will not have access to allow/assign privileges.

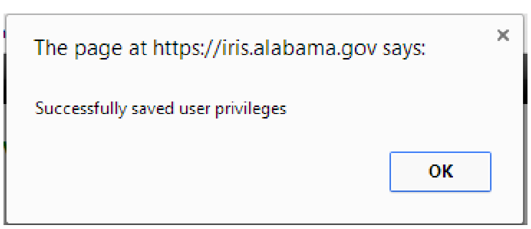
Once you have added the privileges, they will be shown under “User’s Privileges”.

To remove a privilege, click on the circle next to the privilege, and click on the “Remove” button.

When finished, click on the “Save” button at the bottom of the dialog window.

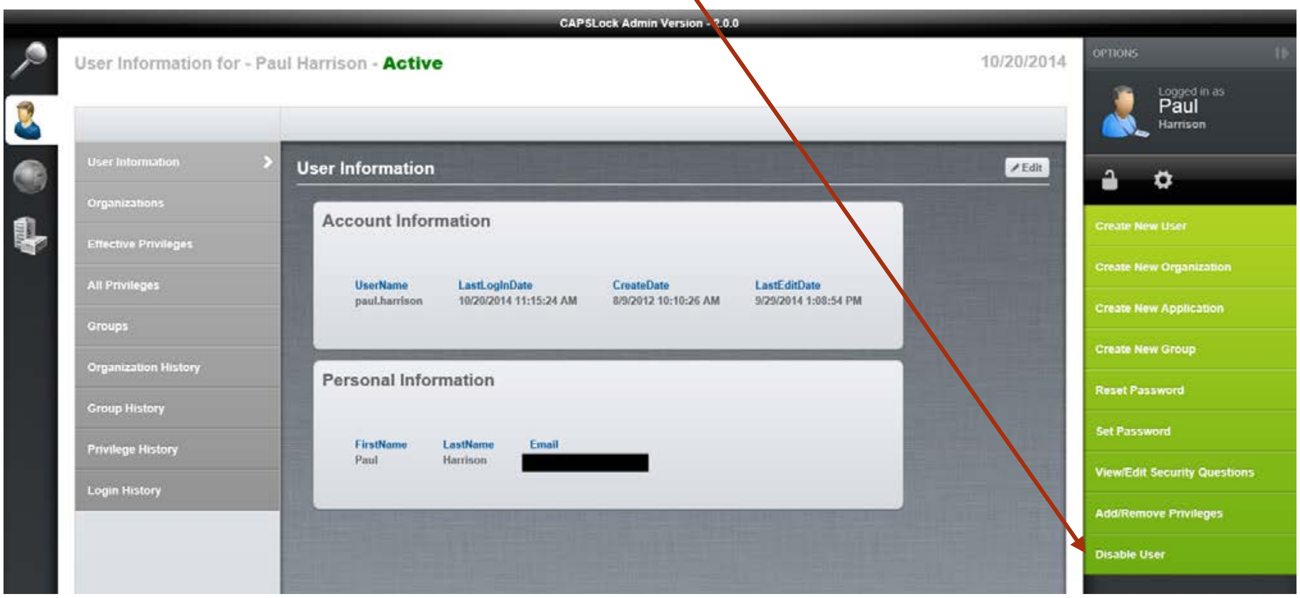
The system will prompt you with a success message when completed.



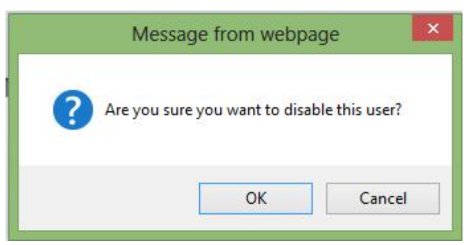


Disable/Enable User

If you have a user that no longer needs login access to any MVTRIP applications due to user separation, termination, reassignment, etc. from the organization, you should disable their access. After logging in and searching for the user, click on the green "Disable User" button on the right of their user information.



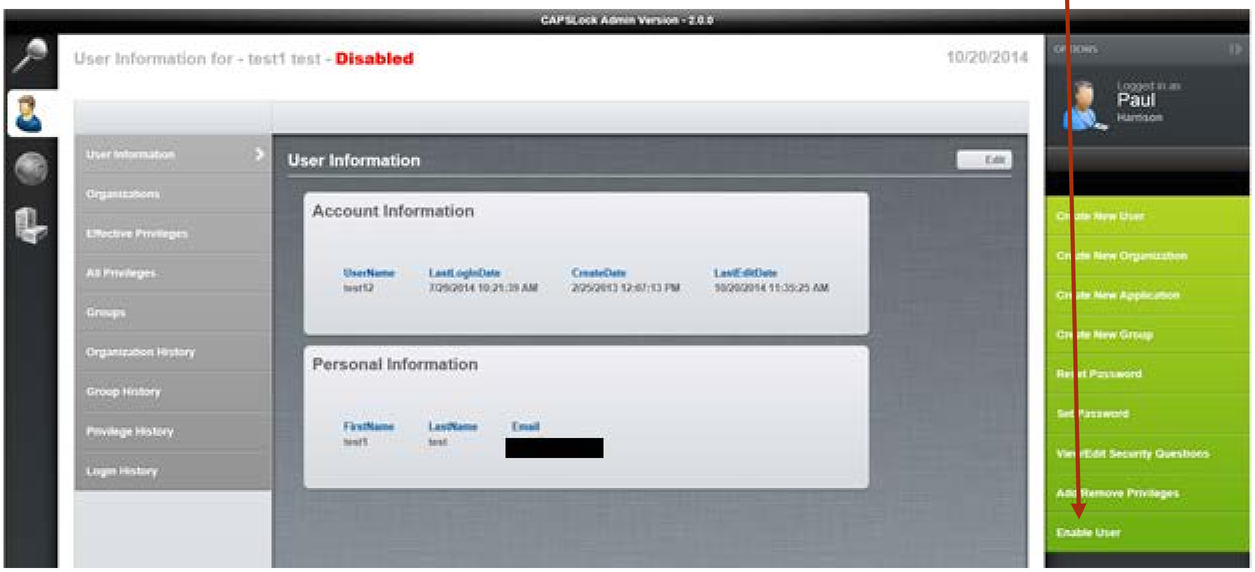
You will be prompted to verify if you want to disable the user. To disable the user, click on the "OK" button, if you wish to cancel this action, click on the "Cancel" button.



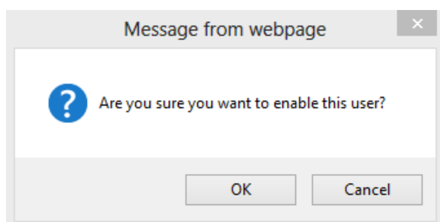
****Please Note – you will be disabling the user that is shown at the top of the screen, NOT the "Logged in as" user****

After the user has been disabled, you will notice the status change across the top of the screen to show that the user is now disabled.

If you need to enable a disabled user, search/view that user and click on the green “Enable User” button on the right side of the screen.



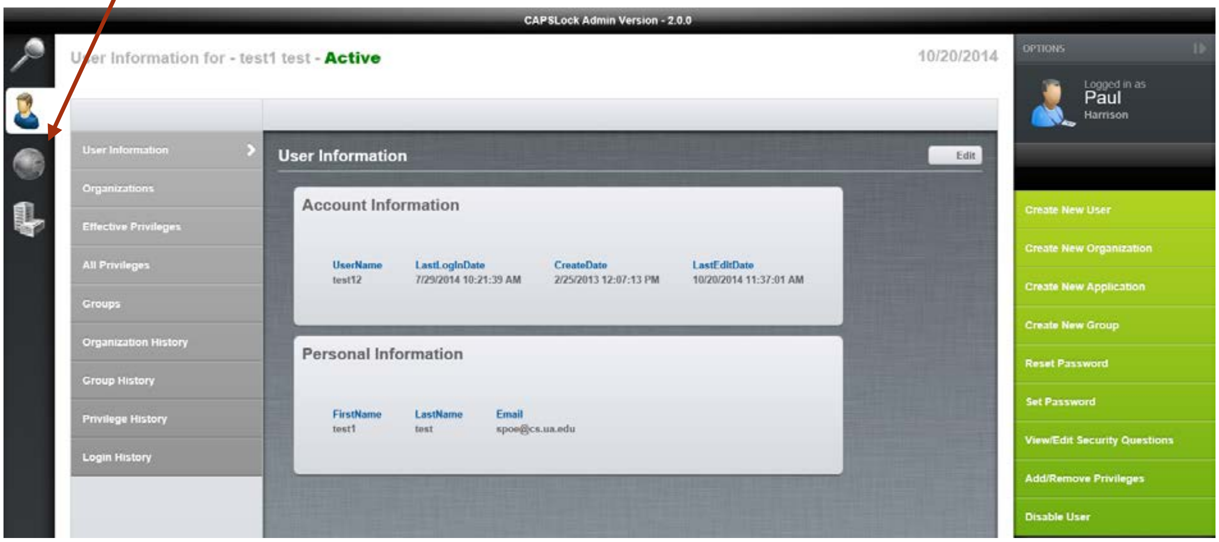
You will receive a prompt verifying that you want to enable this user. Click on the “OK” button to proceed or the “Cancel” button to cancel this action.



You will know that the user was enabled by looking at their user status at the top of the screen.

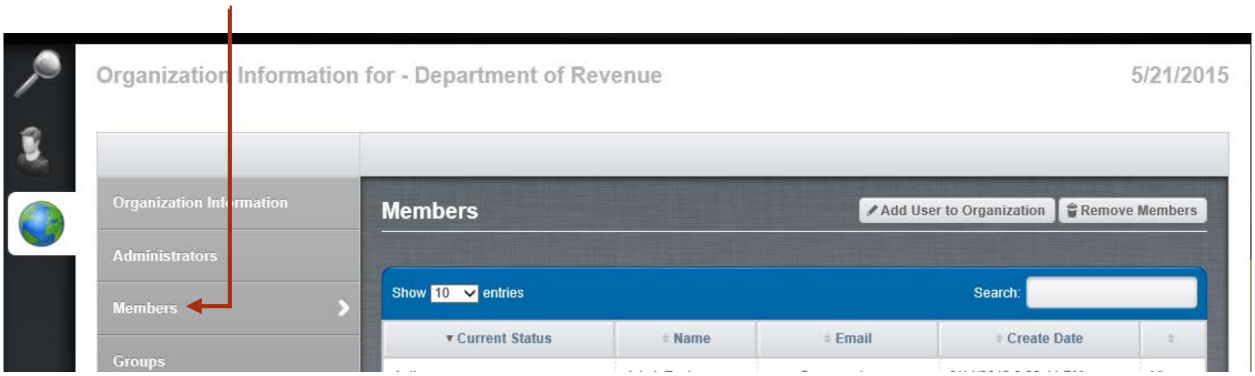
Add a User to an Organization

After logging in, searching and viewing the user for which you need to add/remove privileges from, click on the grey “Organizations” button on the left side of the screen.

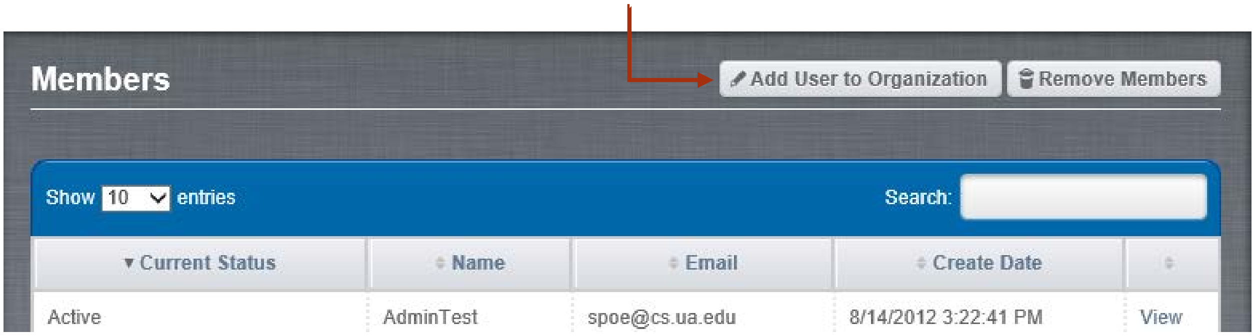


****Please Note – you will be changing organization information for the user that is shown at the top of the screen, NOT the “Logged in as” user****

Click on the “Members” tab to show the current members of this organization.

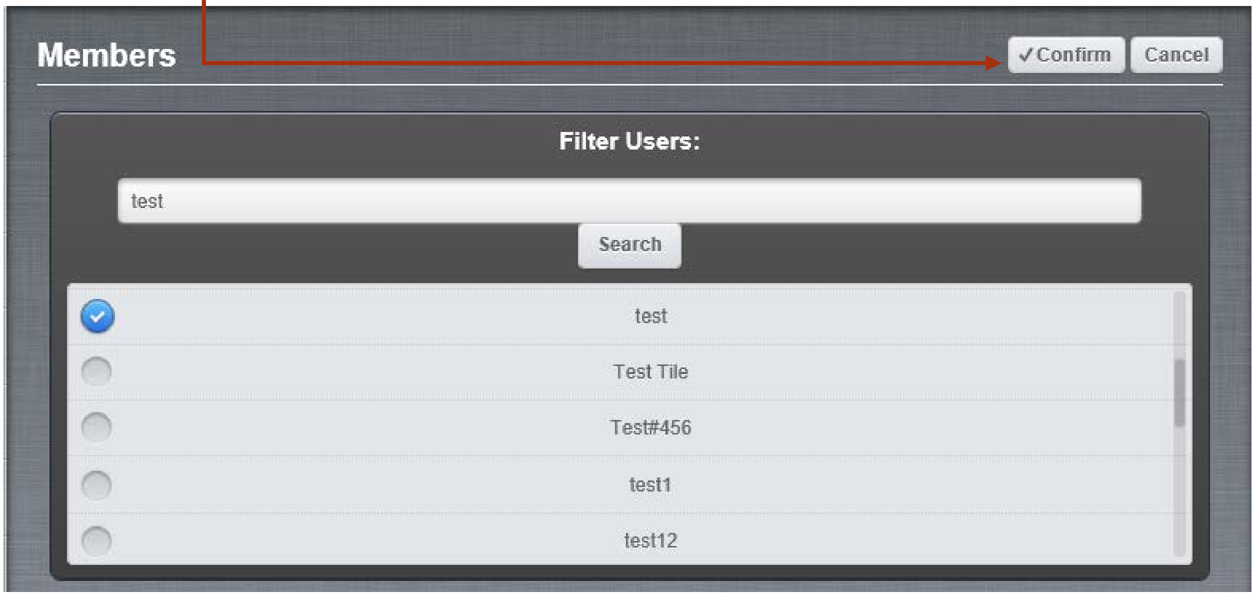


To add a user to the organization, click on "Add user to Organization"



You will need to search for the user, either by username or by first and/or last name. Type in the name of the user and click on "Search". You will be presented will all the users that match. Find the user you wish to add and click on the circle to the left of their name.

You can select multiple users if needed, just type in a new name and click on search. When finished, click on the “Confirm” button to add the users to the organization.



You will receive a message saying that the organization request email has been sent, and that they will need to click the link in that email to be added to the organization.