

URT User Manual
User Registration Tool

URT for Liaison Officers

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Written by	Marije Dijkman (OLAF/D4)	13/10/2014	
Checked by	Oana Bazavan (OLAF/D4)	19/05/2016	
Approved by	Oana Bazavan (OLAF/D4)	19/05/2016	

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<p>URT is the application that manages AFIS users and organisations registration, as well as the change request workflows supported within OLAF.</p> <p>This manual explains the features of URT, including an extended presentation of the liaison officer's profile and possible actions.</p>	<p>AFIS (Anti-Fraud Information System), User Registration Tool (URT), Liaison Officer (LO)</p>

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Reference Documents

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RD1	How to connect to AFIS Portal using Secure Internet connection	<i>How to connect to AFIS Portal using Secure Internet connection</i>	5.0	19/10/2015
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Terms and Definitions

Term	Definition
AFIS Directory Service	Common service responsible for the provision of organisation and user information, as well as application information.
AFIS Mail	The mailing system used by the AFIS users.
Certificate	An X509 certificate that is linked to an organisation. It allows two ways SSL connection to the AFIS Portal. It must be installed on every user's workstation to enable the user to connect to the AFIS Portal.
Customs Communications Network (CCN)	A set of physical gateways located either in National Administrations or at the Commission premises. These gateways are interconnected through their own communication services (TCP/IP network services), and communicate with the Application Platforms. CCN requires user authentication (CCN Login).
Draft Request	A request saved into URT that is not yet submitted. The request is still only accessible to the liaison officer that created it and only (s)he can edit, submit or delete it.
ECAS	ECAS is the European Commission's Authentication Service. It is the system for logging on to a whole range of web sites and online services run by the European Commission.
Implemented Request	A request whose content has already been registered in the AFIS Directory Service. Once a request is implemented, the process of creating or changing an entity (organisation or user) in the directory service ends.
Last Change Date	The date when an organisation or a user was last updated.
Last Login Date	The date when a user last logged into the AFIS system (to any of the applications he/she has access to).
Liaison Officer (LO)	An EU member state representative representing one or several organisations in liaising with other organisations.
Managed Entity	An organisation or a user managed by a liaison officer.
National Mailbox Manager	In AFIS Mail, a normal user who can additionally manage the AFIS mailboxes (create/change mailboxes) of the organisations for which (s)he is an LO. The National Mailbox Manager is also able to associate/dissociate mailboxes to and from users.
Organisation	A unit in the hierarchy of an administrative structure.
Organisation ID	The string of characters used for the unique identification of an organisation.
Organisation Competence	The set of applications which may be accessed by the users of an organisation.
Pending Request	A request submitted by a liaison officer that is currently being processed by OLAF.
Processed Request	A request that was examined by OLAF and was either accepted or rejected.
Request	A request contains an action for a user or organisation. It can also contain a certificate. The request can furthermore contain sub-requests for different actions to be performed simultaneously. The request passes through a workflow and

Term	Definition
	each action taken concerning the request is stored as a workflow event.
Request Data	The information contained in the request. This refers to user or organisation related data.
Request ID	The unique number/identifier of a request.
User	<p>The physical person that has access to one or more AFIS applications.</p> <p>In this document two different types of users are described.</p> <ul style="list-style-type: none"> One refers to the user of the URT application (also referred to as 'officer'). To avoid confusion, we will not refer to this person as a 'user', but rather by his/her specific role (e.g. LO for liaison officer). The second refers to the user as an entity managed by an LO. Whenever we use the term 'user' we mean this type of user.
User ID	A string of characters used for the unique identification of a user.

Abbreviations and Acronyms

Abbreviation/Acronym	Description
AFIS	Anti-Fraud Information System
CCN	Customs Communications Network
CRL	Certificate Revocation List
CSV	Comma Separated Value
ECAS	European Commission Authentication Service
EU	European Union
ID	Identification Number
IMS	Irregularity Management System
ITHD	IT Help Desk
LA	Legal Authoriser
LO	Liaison Officer
MAB	Mutual Assistance Broker
MS	Member State
OLAF	European Anti-Fraud Office (Office Européen de Lutte Anti-Fraude)
PDF	Portable Document Format
PKI	Public Key Infrastructure
PNG	Portable Network Graphics
SSL	Secure Socket Layer

Abbreviation/Acronym	Description
TCP/IP	Transmission Control Protocol/Internet Protocol
UID	User ID
URT	User Registration Tool
UUID	Universal Unique Identifier

About this Manual

This manual is meant to instruct all the LOs using URT on how to work with the system.

The manual contains an overview of user and organisation management, a request lifecycle, a description of the URT features and how to use them.

The following symbols and conventions that are used throughout the document:



This icon indicates warnings, preconditions or instructions that have to be strictly followed. If you see this icon, make sure to read the information written next to it.



Warning! Very important information, please read carefully.



Sections or areas on pages are identified by a number in a circle.



Fields on the screen, options and buttons are shown in frames or braces.



Specific details of the application interface are highlighted with an arrow and sometimes explained in a rectangle.

I. Introduction

1. Background

OLAF supports its activities through various strategic information systems. In this context, the need to automate, enhance and replace a paper-based user management procedure was clearly expressed.

Consequently, the AFIS User Registration Tool (URT) was developed and implemented as a web-based application, accessible through the AFIS Portal.

The development outcome should include:

- Replacement of the manual procedure by an automated user and organisation registration request workflow.
- Request workflow reporting and monitoring.
- Maintenance facilities, as, for instance, export of request data.

1.1 Main Functionalities

The URT application provides up-to-date information to the member states' LOs and OLAF personnel, about the state of users, as well as the organisations' populations. At the same time, it enables the monitoring and reporting of the request processing workflow.

The URT application manages requests concerning organisation and user profiles through a request workflow engine. This workflow is governed by a set of predefined steps and rules that determine the transition of a request from one step to the next.

Requests are submitted by designated LOs, and are processed and implemented by authorised OLAF personnel.

An LO can submit requests for users, organisations and certificates.

The LO can ask for a user to be:

- created
- updated/modified – result of a change request
- deleted

The LO can ask for an organisation to be:

- created
- updated/modified – result of a change request
- deleted

The LO can ask for a certificate to be:

- created
- revoked

URT stores information concerning the requests submitted, such as:

- The request details
- Information added during a request authorisation and implementation workflow processes
- Statistics and auditing information

At the same time, the LO has a complete overview of details regarding users and organisations under his/her authority.

2. URT Users (Officers)



In this document, the user is discussed from two perspectives:

- One refers to the **user** of the URT application (also referred to as 'officer'). To avoid confusion, we will not refer to this person as a 'user', but rather by his/her specific role (e.g. LO for liaison officer).
- The second refers to the **user** as an entity managed by an LO. Whenever we use the term 'user', we mean this type of user.

The following table describes the roles that an officer can have and the position of that role (OLAF or MS).

Side/Position	Role	Assignment Description
Member states (MS)	liaison officer (LO)	Specifies and submits requests for users and organisations under his/her authority.
OLAF	super liaison officer (super LO)	Specifies and submits requests for users and organisations from all the EU and non-EU countries.
OLAF personnel	legal authoriser (LA)	Ensures legal conformance of requests, for applications requiring legal authorisation, and decides on their acceptance or rejection.
	IT Service Desk	Reactivate/unlock user account and assist LO.
	URT administrator (URT admin)	Performs maintenance activities such as importing URT request data and defining application competences.
	PKI administrator (PKI Admin)	Administers the certificates via URT.

Table 1: URT users (officers)

3. URT Profiles

3.1 Liaison Officer (LO)

The LO manages (issues requests for) users and organisations. Via URT, an LO can:

- View the user profiles.
- Manage user profiles and passwords.
- View the managed organisations.
- View online information about the status of the requests.
- View statistics and reports.
- View and download certificates associated with an organisation.

URT provides the LO with up-to-date information about users and organisations that (s)he is responsible for. At the same time, the LO is always aware of the exact state of the submitted request throughout the system workflow.

3.2 Super Liaison Officer (Super LO)

The super LO is part of OLAF staff and is in charge of LO assistance. The super LO can work on behalf of any LO, to (among other things):

- Create top-level organisations.
- Create new users whose first name, family name and e-mail address are identical to those of existing users.
- Assign the MAB auditor role to MAB users.

3.3 Legal Authoriser (LA)

The LA is part of OLAF staff. His/her main role is to ensure the legal conformance of the requests, for applications requiring legal authorisation. The LA decides if user/organisation requests are accepted or rejected.

A request can be processed (accepted/rejected) by one or more LAs.

3.4 AFIS Service Desk

The AFIS Service Desk is part of OLAF staff. Its main role is to reactivate/unlock user accounts and assist the LOs.

3.5 URT Administrator

The URT Administrator is part of OLAF staff. Apart from specific administrative tasks, (s)he can also do the following:

- (S)he can create several requests at the same time, using a bulk import feature.
- (S)he can assign a user from the one organisation the LO role for another organisation in the same country.

3.6 PKI Administrator (PKI Admin)

The PKI administrator manages certificates via URT. (S)He implements certificate creation and certificate revocation requests. For certificate creation, (s)he uploads the certificates via URT after they have been generated by an offline process. For certificate revocation, (s)he updates the 'Certificate Revocation List' (CRL).

4. Request Life Cycle

This is the life cycle for a URT request:

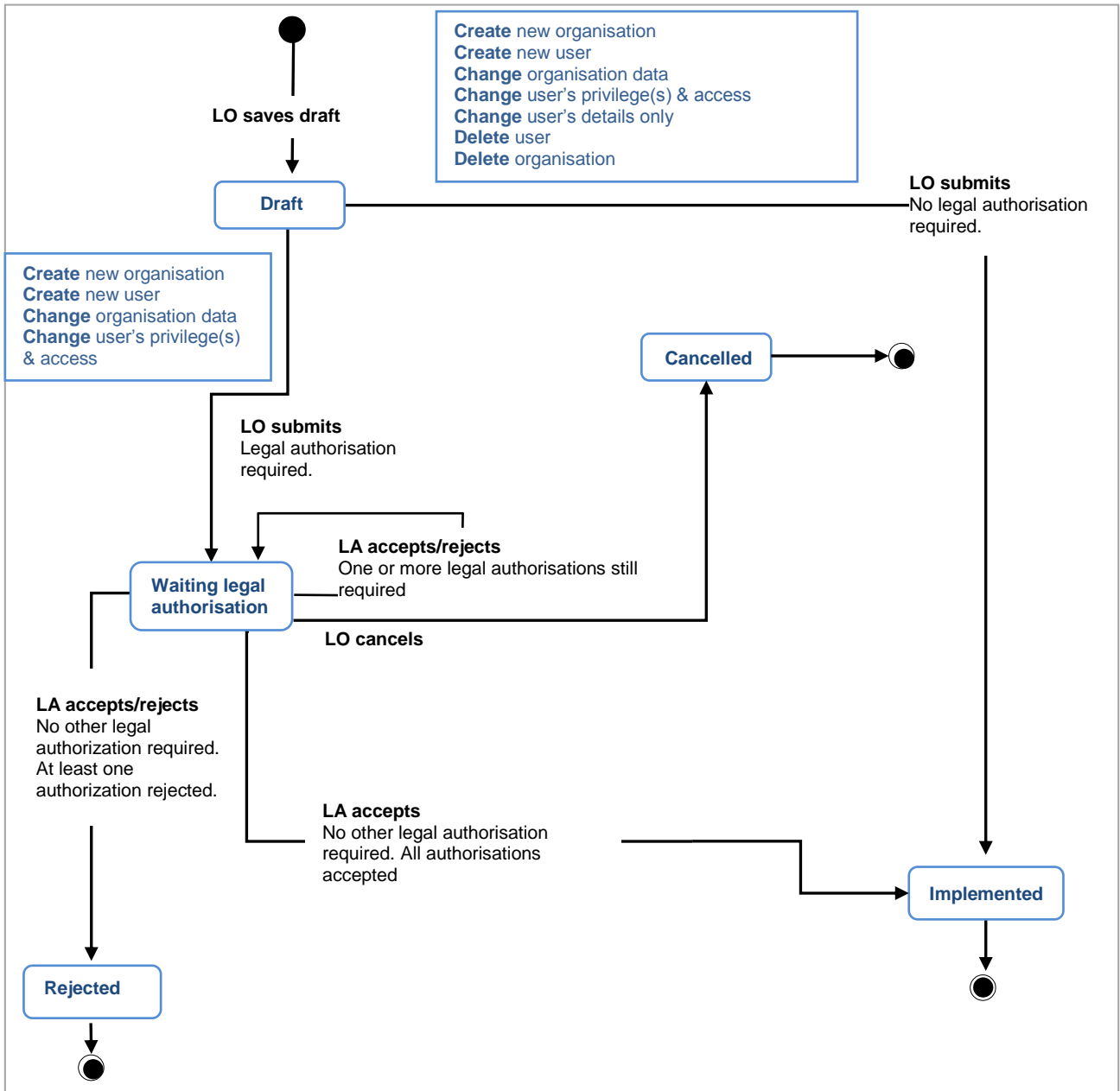


Diagram 1: Request life cycle

Depending on the actions performed by the different officers, the requests will have a certain status in the workflow. The diagram reflects all the states that requests can have throughout their life cycle.



The requests follow two different paths towards the implementation, according to their type:

Situation I

Types of requests:

- **CREATE new organisation** (to access competences which need legal authorisation)
- **CREATE new user** (to access applications which need legal authorisation)
- **CHANGE organisation data** (including competences which need legal authorisation)
- **CHANGE user's privilege(s) and access** (to applications that need legal authorisation)

1. Draft Request

- The LO saved the request as a draft, for further editing.
- The LO can edit, submit or delete the draft request at any time.

2. Waiting Legal Authorisation

→ 2.1

- The LO has submitted the request.
- The LA must process the request.

→ 2.2

When more than one legal authorisation is required, the workflow does not advance until all the legal authorisers process the request (accept or reject).

- The first LA has accepted or rejected the request.
- The next LA must process the request.

3. Implemented

- The AFIS Directory Service is now updated with the information contained in the request.

4. Rejected

- At least one LA has rejected the request.

5. Cancelled

- The LO has cancelled the request waiting legal authorisation.

Situation II

Types of requests:

- **CREATE new organisation** (to access competences which do not need legal authorisation)
- **CREATE new user** (to access applications which do not need legal authorisation)
- **CHANGE organisation data** (including competences which do not need legal authorisation)
- **CHANGE user's privilege(s) and access** to applications which do not need legal authorisation
- **CHANGE user's details only**
- **DELETE user**
- **DELETE organisation**

1. Draft Request

- The LO saved the request as a draft, for further editing.
- The LO can edit, submit or delete the draft request at any time.

2. Implemented

- The AFIS Directory Service is now updated with the information contained in the request.

3. Cancelled

- The LO has cancelled the pending request.

5. Actions Available by Roles

Access rights are defined separately for each of the roles. These rights restrict the availability of certain actions. See the following table for the actions available per role:

Actions available	Roles				
	liaison officer	legal authoriser	ITHD	admin	PKI admin
User/organisation management					
Create new organisation	✓				
Change organisation	✓				
Delete organisation	✓				
Create new user	✓				
Change user	✓		✓		
Delete user	✓				
View users	✓	✓	✓	✓	✓
View organisations	✓	✓	✓	✓	✓
View user/organisation requests	✓	✓	✓	✓	
Authorise requests		✓			
Reject user/organisation requests		✓			
Cancel pending request	✓				
Certificate management					
Create temporary certificate	✓				
Revoke certificate	✓				
Cancel temporary certificate request	✓				
Download certificate	✓				✓
Upload certificate/bulk upload certificated					✓
Export certificate request					✓
View certificate	✓			✓	✓
View certificate request	✓			✓	✓
Implement 'create certificate' request					✓
Implement 'revoke certificate' request					✓
Dashboard					

Actions available	Roles				
View statistics	✓	✓			
Administration					
Assign LO role for organisation in Another top level organisation branch				✓	
Create several requests at once (bulk upload)				✓	
Manage competence				✓	
Manage role assignment				✓	
Assign LA competence				✓	
Other					
Search organisations	✓	✓		✓	
Search users	✓	✓		✓	
Search requests	✓	✓		✓	
Print	✓	✓		✓	✓
Subscribe to email notifications	✓	✓		✓	✓
View URT notifications	✓				
View reports	✓	✓		✓	

Table 2: Actions available by role

6. Application Access

URT is a Web-based application accessible through the AFIS Portal. The following documents contain all the information needed to access the AFIS Portal:

6.1 URT on AFIS Portal

After you have logged into the AFIS Portal, the AFIS Portal homepage is displayed. This page will differ depending on your profile. However, all AFIS homepages share several common features.

- The '**AFIS Portal User Manual**' (RD4) describes all the constant elements that compose the AFIS Portal homepage.

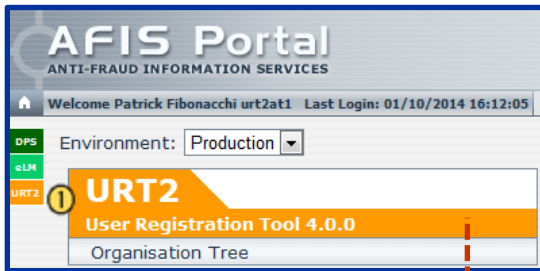
To display the URT homepage (see Figure 1: Homepage):

- ① Click the URT tab.
- ② The URT homepage is displayed.

The homepage contains the following sections:

- Organisations
- Users
- Certificates
- Requests
- Reports
- Statistics

Each section contains several links. Click them to display the related pages.



②

<div style="background-color: #f4a460; padding: 5px;">Organisations</div> <ul style="list-style-type: none"> Organisation Tree Search for Organisations Create New Organisation <div style="background-color: #f4a460; padding: 5px;">Users</div> <ul style="list-style-type: none"> Search for Users Create New User <div style="background-color: #f4a460; padding: 5px;">Certificates</div> <ul style="list-style-type: none"> Search and Download Certificates Create Temporary Certificate Search for Certificate Requests <div style="background-color: #f4a460; padding: 5px;">Requests</div> <ul style="list-style-type: none"> Search for Organisation/User Requests My Draft Organisation/User Requests <div style="background-color: #f4a460; padding: 5px;">Reports</div> <ul style="list-style-type: none"> View Reports 	<div style="background-color: #f4a460; padding: 5px;">Statistics ! 26</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">Managed Organisations</td> <td style="text-align: right;">2294</td> </tr> <tr> <td style="text-align: right;">Registered Users</td> <td style="text-align: right;">1239</td> </tr> <tr> <td style="text-align: right;">Deleted Users</td> <td style="text-align: right;">96</td> </tr> <tr> <td style="text-align: right;">Users Expiring in 1 Month</td> <td style="text-align: right;">310</td> </tr> <tr> <td style="text-align: right;">Users to Expire Soon</td> <td style="text-align: right;">295</td> </tr> <tr> <td colspan="2">Pending Requests</td> </tr> <tr> <td style="text-align: right;">Users</td> <td style="text-align: right;">84</td> </tr> <tr> <td style="text-align: right;">Organisations</td> <td style="text-align: right;">42</td> </tr> <tr> <td colspan="2">Rejected Requests</td> </tr> <tr> <td style="text-align: right;">Users</td> <td style="text-align: right;">59</td> </tr> <tr> <td style="text-align: right;">Organisations</td> <td style="text-align: right;">20</td> </tr> <tr> <td style="text-align: right;">Average Process Time</td> <td style="text-align: right;">1.8 days</td> </tr> <tr> <td style="text-align: right;">Requests Processed within Acceptable Time</td> <td style="text-align: right;">1899</td> </tr> <tr> <td style="text-align: right;">Permanent Certificates to Expire Soon</td> <td style="text-align: right;">0</td> </tr> </table>	Managed Organisations	2294	Registered Users	1239	Deleted Users	96	Users Expiring in 1 Month	310	Users to Expire Soon	295	Pending Requests		Users	84	Organisations	42	Rejected Requests		Users	59	Organisations	20	Average Process Time	1.8 days	Requests Processed within Acceptable Time	1899	Permanent Certificates to Expire Soon	0
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Permanent Certificates to Expire Soon	0																												

Figure 1: Homepage

II. URT for Liaison Officers

7. Organisation Tree

The organisation tree contains the administrative structure of the organisations in your country. To view the organisation tree, click **Organisation Tree** on the URT homepage.

You have access to the hierarchical structure of the organisations for which you are an LO (**managed organisations**).

The following options/sections are available:

To display an organisation and its details:

- ① You can access the organisation tree directly from the AFIS Portal or from the URT homepage.
- ② Click on the parent organisations to display their child organisation(s) until you find the organisation that you want to see.
- ③ Click the organisation to show its details.
- ④ A page with 4 tabs is displayed. The following tabs are available:



Section/Option	Description
Organisation Details	<p>Click the Change Organisation button to request changing the details of the organisation you are viewing. This is only possible if the organisation has no pending requests.</p> <p> When the organisation is not implemented in the system it is also not visible in this tree.</p>
Organisation LO(s), Competences and Connection	<p>Click the Change Organisation button to request changing the LOs, the competences or the connection type of the organisation you are viewing. This is only possible if the organisation has no pending requests.</p> <p> When the organisation is not implemented in the system it is also not visible in this tree.</p>
Organisation Users	<p>The total number of users that are part of the organisation you are viewing, as well as a simplified list of users, are displayed here.</p> <p>Click List more User details to list all the users and user details for the organisation you are viewing.</p> <p>Click Create User to create a new user in the organisation you are viewing.</p>
Certificates	The certificates created for this organisation

Table 3: View managed organisation – options

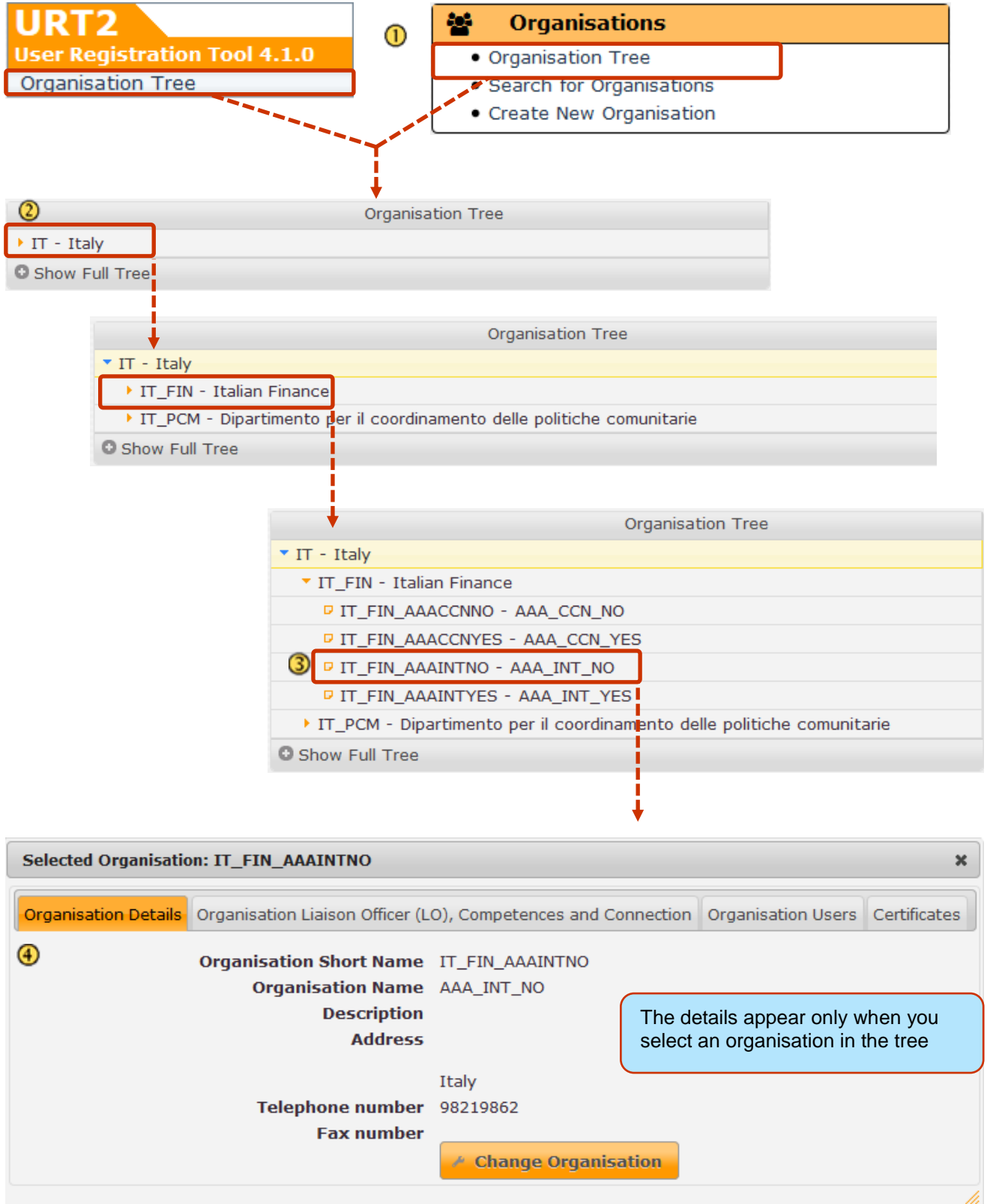


Figure 2: View managed organisations

To display the entire list of organisations in the system (see Figure 3: View full organisation tree):

① Click the **Show Full Tree** button.

② When the full organisation tree is displayed, this button will change to **Show My Tree**. Click the button again to only show the organisations that you manage.

The following options will be available:

② View and browse the entire organisation tree structure.

To help you easily identify the organisations that you manage, organisations are displayed in two colours:

- **Black:** you manage these organisations as an LO.
- **Red:** you do not manage these organisations.

③ If you select the name of an **organisation that you are not managing**, you can see its details (⊕), but you cannot create any change requests.

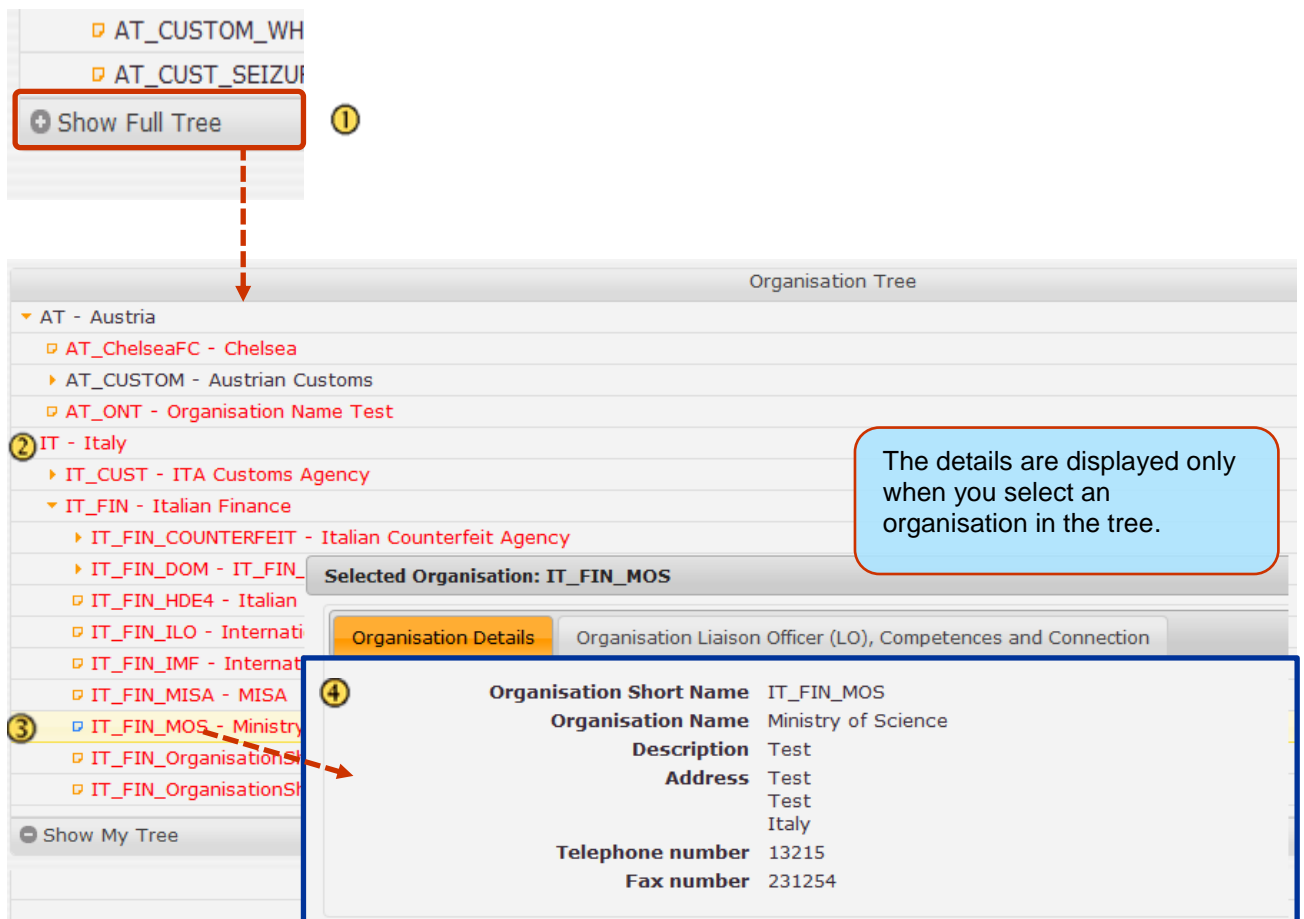


Figure 3: View full organisation tree

8. Search

You can search for organisations, users, certificates, certificate requests, and organisation/user requests.

You can view all users that are part of the organisations that you manage and all users that are part of their 'child' organisations.

Whether you search for users, organisations, or certificates, the search procedure is the same, only the available criteria differ. For this example we will search for users. In the following subchapters we will describe the available fields for the other searches.



For information on downloading certificates after searching for them, see chapter 19 Download certificates.

To search (see **Error! Reference source not found.**):



On the homepage click one of the search links: Search for Organisations, Search for Users, Search and Download Certificates, Search for Certificate Requests, Search for Organisations/User Requests.



For this example we will search for users. The procedure is the same for all types of searches.



The 'Search Users' screen is displayed. Enter all the relevant information and click Search to run the search.





Click Reset form to remove all the information that you have entered. Click Cancel to return to the homepage.



The search results are displayed in a list.



Click the sorting arrows () in every column header to sort the search results in ascending or descending order by that column header. For example click the  arrow in the 'Organisation Short Name' column to sort by organisation short name in descending alphabetical order.



Click New Search, to return to the search page.



Click Print to print this list.

Organisations

- Organisation Tree
- Search for Organisations
- Create New Organisation

Users

- ① Search for Users
- Create New User

Statistics ! 26

Managed Organisations [2294](#)

Registered Users [1239](#)

Deleted Users [96](#)

Users Expiring in 1 Month [310](#)

Users to [...](#)

Pending Requests

Search Users

USER CRITERIA

UUID

Username

CCN Login

First Name contains

Family Name contains

Organisation

Include Users From Child Organisation(s)

Country

Connection Type

Application

Last Login Date from to

Last Change Date from to

Expiration Date from to

Status

Users

Username	CCN Login	First Name	Family Name	Organisation Short Name	Last Login Date	Expiration Date	Status	Actions
OWells-IT	dccdcddcd	Orson	Wells	IT_FIN	13/03/2013	15/10/2015	InActive	<input type="button" value="Actions"/>
JWalker-IT	YYredivth@c	Johnny	Walker	IT_FIN	26/01/2016	10/10/2015	InActive	<input type="button" value="Actions"/>
MShultz-IT		Mieke	Shultz	IT_FIN		31/07/2014	Active	<input type="button" value="Actions"/>
BBlank-IT		Bart	Blank	IT_FIN		12/06/2015	Active	<input type="button" value="Actions"/>
CTutti-IT		Cappo	Tutti	IT_FIN		30/06/2015	Active	<input type="button" value="Actions"/>
HBibi-IT		Hello	Bibi	IT_FIN		31/05/2014	Active	<input type="button" value="Actions"/>
LLuciano-IT		Lucky	Luciano	IT_FIN	06/10/2011	01/02/2015	InActive	<input type="button" value="Actions"/>
GPozzi-IT		Giancarlo	Pozzi	IT_FIN		01/01/2016	InActive	<input type="button" value="Actions"/>

Columns

Page 1 of 1 View 1 - 8 of 8

Figure 4: Search and view users

You can show or hide columns in the search results list (see Figure 5: Show or hide columns in the search results):

- ① Click the Columns button in the navigation bar.
- ② The 'Select columns' box is displayed. Tick the checkboxes for the columns that you want to display.
- ③ Click **Ok**.

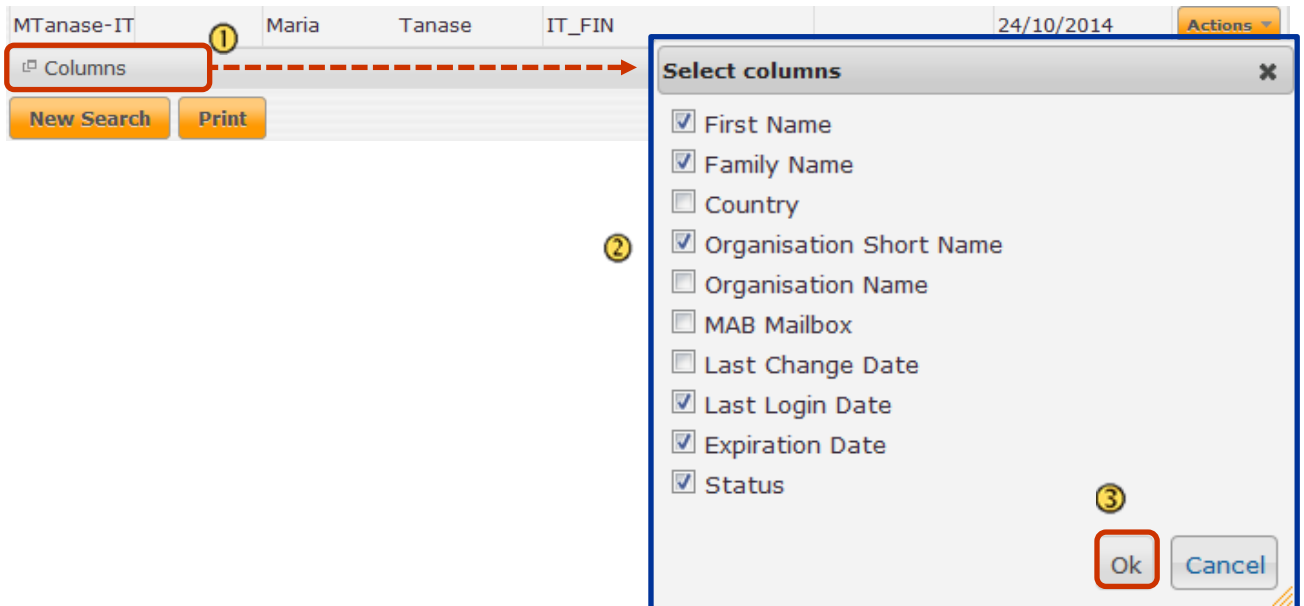


Figure 5: Show or hide columns in the search results

① In the columns list, the 'MAB Mailbox' column is still displayed and you can still select it. However, if you choose to display the column in the search results list, the column is always empty, because all messages were migrated to AFIS Mail.

If the number of search results is too high to display on one page, they are split over several pages (see Figure 6: Navigate search results).

- ① At the bottom of the page, several navigation options are available.
- ② The number of found items is displayed at the bottom of the page.

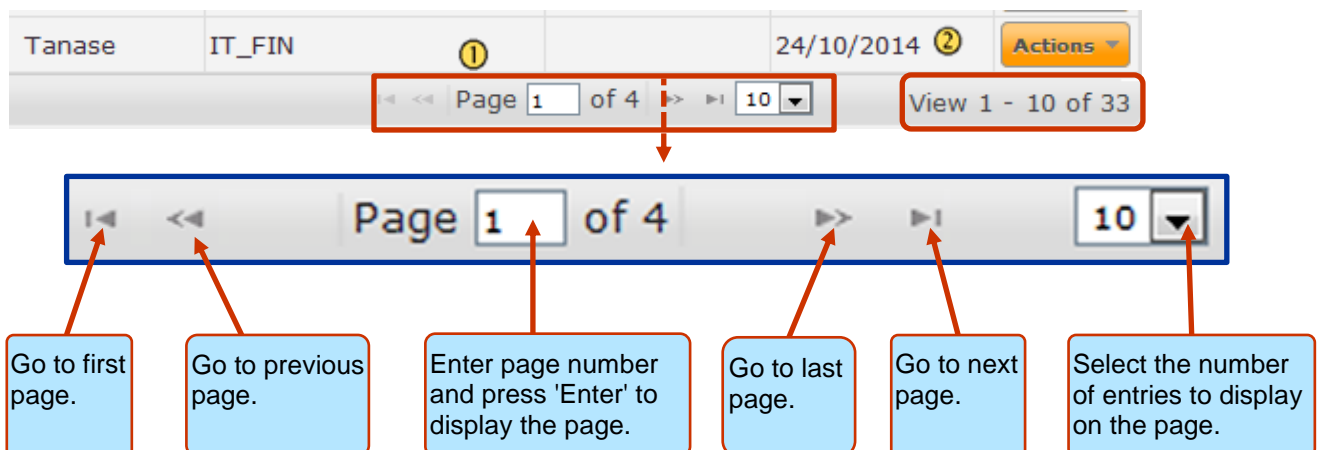


Figure 6: Navigate search results

8.1 Actions in the Search Results List

Several actions are available under the Actions button (see Figure 7: Actions menu):



Figure 7: Actions menu

- ① Click the **Actions** button to display a drop-down list with the available actions.
- ② A drop-down list is displayed. The available actions depend on the type of search and on the status of the item in the search results.

8.1.1 Actions for Listed Users

For users the options you have are:

View User – Display information about the user.

Change User – Request changes to be made to the user. See chapter 11.2 Create Change User Request.

Delete User – Request the deletion of a user. See chapter 11.3 Create Delete User Request

8.1.2 Actions for Listed Organisations

For organisations the options you have are:

View Organisation – Display information about the organisation.

Change Organisation – Request changes to be made to the organisation. See chapter 10.2 Create Change Organisation Request.

Delete Organisation – Request the deletion of a user. See chapter 10.3 Create Delete Organisation Request.

8.1.3 Actions for Listed Certificates

For certificates the options you have are:

View Certificate – Display information about the certificate.

Revoke Certificate – Revoke a temporary request. See chapter 14.3 Revoke Certificate.

8.1.4 Actions for Listed Requests

For requests the options you have are:

View Request – Display information about the request.

Cancel Request – Cancel the request if it is still pending. See chapter 16 Cancel a Request.

8.1.5 Actions for Listed Draft Requests

For Draft Requests the options you have are:

Edit – You edit a draft request at any time. You can then submit the request or save it again as draft. See chapter 15.2 Edit a Draft.

Delete – Delete a draft request.

8.2 Search Criteria

8.2.1 Available Fields When Searching for Organisations



On the URT homepage, click **Search for Organisations**.

The following search criteria are available on the 'Search Organisations' page.

Organisation Name – The entered text is (part of) the organisation name.

Organisation Short Name – The entered text is (part of) the organisation short name.

Organisation Description – The entered text is (part of) the organisation description.

Parent Organisation Name – The entered text is (part of) the parent organisation name.

Parent Organisation Short Name – The entered text is (part of) the parent organisation short name.

Country – The organisation is in the selected country.

AFIS Connection – Search by the connection type of the organisation.



When you search for organisations with one connection type, users that have both connection types are also displayed.

Competences – The organisation should have at least this competence (maybe also other competences).

Liaison Officer's Username – The organisation should have at least this LO as assigned or as inherited LO (There might be other LO(s) assigned or inherited).

8.2.2 Available Fields When Searching for Users



On the URT homepage, click **Search for Users**.

The following search criteria are available on the 'Search Users' page.

UUID – Search by the users AFIS identifier. This is a technical value that is used only by the URT administrator.

Username – Search by the user's internet username.

CCN Login – Search by the user's CCN login.

First Name – Search by (part of) the user's first name.

Family Name – Search by (part of) the user's the family name.

Organisation – Search by the organisation which the user is part of.

Country – Search by the country of the organisation which the user is part of.

Connection Type – Search by the user's connection type.



When you search for users with one connection type, users that have both connection types were also displayed.

Application – Search by the application to which the user has access.

Last Login Date – Search by the last date when the user logged into the AFIS Portal. Select a 'From' and 'To' date.

Last Change Date – Search by the date when the user was last updated.

Expiration Date – Search by the date when the account of the user expires.

Status – Search by inactive or active users. To search by both make sure the '-' is selected (by default).

Available Fields When Searching for Certificates



On the URT homepage, click **Search and Download Certificates**.

The following search criteria are available on the 'Search Certificates' page.

Organisation Name – Search by (part of) the organisation short name.

Organisation Short Name – Search by (part of) the organisation short name.

Certificate Serial Number – Search by the certificate's serial number.

Certificate Type – Search by the type of the certificate. The available types are: permanent and temporary. For more information on certificates, see chapter 12

Certificate Status – Search by the status that the certificate has.

Expiration Date before – Search by the date when the certificate expires. This field is displayed only when the selected triggering event is 'Certificate Expiration'.

8.2.3 Available Fields When Searching for Certificate Requests



On the URT homepage, click **Search Certificate requests**.

The following search criteria are available on the 'Search Certificate Requests' page.

Request ID – Search by the certificate identification number.

Request Action – Search by the action of the certificate.

Current Request status – Search by the status of the certificate.

Organisation Name – Search by (part of) the organisation short name.

Organisation Short Name – Search by (part of) the organisation short name.

Organisation – Select the organisation that you want to search by directly from the organisation tree.

Certificate Type – Search by the type of the certificate. The available types are: permanent and temporary. For more information on certificates, see chapter 14 Certificate Requests.

OLAF Incident Number – Search by the incident number provided by the officer who created the certificate.

8.2.4 Available Fields When Searching for Requests



On the URT homepage, click **Search for Organisation/User Requests**.

The following search criteria are available on the 'Search Organisation/User Requests' page.

Request ID – Search by the request identification number.

Requestor AFIS ID – Search by the AFIS ID of the user that created the request.

Request Type – Search by user request, organisation request or all requests.



When you select 'Organisation Requests' the 'First Name contains' and 'Family Name contains' fields are not displayed.

Request Action – Search by the action of the request.

Current Request Status – Search by the status of the request.

First Name – Search by (part of) the user's first name.

Family Name – Search by (part of) the user's the family name.

Organisation Short Name – Search by the organisation short name.

Organisation – Search by the organisation's name and short name.


Submission Date – Search by when the request was submitted.

Last Operation Date – Search by the date when the request to be viewed was last updated.

OLAF Incident Number – Search by the incident number provided by the officer who created the request.

9. View

To view users, organisations, requests and certificates (see Figure 8: View):

- ① Search for the user, organisation, request or certificate that you want to display. For this example we will view a user.
 - ② Click the **Actions** button on the right.
 - ③ A drop-down list is displayed. Click **View**.
 - ④ The file is displayed. In this example we chose to display a user.
 - ⑤ Click **Show organisation details** to display the details of the organisation that the user is part of.
 - ⑥ At the bottom of the page several options are available, depending on the file that is displayed.
-  The options depend on the type of file you are viewing.

Users 1

Username	CCN Login	First Name	Family Name	Organisation Short Name	Last Login Date	Expiration Date	Status	Actions
IManager2b-C		IMS	Manager2b	CZ_IMS41CA_IMSLevel2b		31/03/2020	Active	2 Actions
IManager3a-C		IMS	Manager3a	CZ_IMS41CA_IMSLevel2a_1		31/03/2020	Active	Actions
otherLO-BE		other	therLO	BE_CUSTOMS	29/03/2016	31/12/2020	Active	Actions
NewLO-BE		New	ewLO	BE_CUST_DE	29/03/2016			Actions

Actions

Actions

- 3 View User
- Change User
- Delete User...

View User 4

USER DETAILS

Organisation Name BE_CUST_DE
 Organisation Short Name BE_CUST_DE
 First Name New
 Family Name ewLO
 E-mail newlo@example.afis.com
 Expiration Date 31/12/2020 5

[Show organisation details](#)

CONNECTION DETAILS

Status Active
 Connection Type INTERNET/SECURE WEB
 Username NewLO-BE
 ECAS Login
 Last Login Date 29/03/2016 15:59:00

APPLICATION DETAILS

Application	Environment	Privileges	Properties
URT2	production	Liaison Officer	
AFIS Mail System	production	National Mailbox Manager Normal User	

6

[Back to list](#) | [Print](#) | [Request\(s\) for this user](#) | [Change User](#)

Figure 8: View

10. Organisation Requests

10.1 Create New Organisation Request

To create a new organisation request (see Figure 9: Create organisation):

- ① On the URT homepage, click the **Create New Organisation** link.
- ② The 'Create Organisation' page is displayed. Enter all the necessary information.
 - ⓘ For an explanation of the fields see Table 4: Create organisation.
- ③ Click **Next step**.
- ④ The next 'Create Organisation' page is displayed. Here you can select the connection type, competences and LOs.
 - ⓘ For an explanation of the fields see Table 4: Create organisation.
- ⑤ After you have entered all the relevant information, click **Submit Request** to submit.
 - ⓘ Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.
 - ⓘ For more information on validation, see chapter 18 Validation.

The screenshot displays the 'Create Organisation' form within the URT system. The left sidebar contains navigation menus for Organisations, Users, Certificates, Requests, and Reports. The main form area is divided into several sections:

- Statistics:** Managed Organisations (2294), Registered Users (1239).
- PART A: ORGANISATION NAME AND STATUS:** Fields for Parent Organisation, Organisation Name, and Organisation Short Name (auto generated). Mandatory fields are highlighted in yellow.
- PART B: ORGANISATION DETAILS:** Fields for Description, Street Name, Street Number, Postal Code, City, Country (Austria), Telephone Number, and Fax Number. Optional fields are highlighted in white.
- REMARKS:** A text area for additional information.
- Buttons:** Cancel, Save as Draft Request, and Next step >>.










Callouts indicate that mandatory fields have a yellow background and optional fields have a white background. A red dashed arrow points from the 'Next step >>' button to the next screen.

Next Screen (PART C):

- PART C: CONNECTION TYPE:** Radio buttons for AFIS Connection, CCN, and INTERNET/SECURE WEB (checked).
- PART D: COMPETENCES:** A table with columns for Competence Name and Application Name. Competences listed include AFIS-MAB-CIS-EU and AFIS-MAB-CIS-MS.
- PART E: LIAISON OFFICERS:** Inherited Liaison Officer(s) list (Patrick Fibonacchi, Christian Petrakovits, Alina Georgescu) and Assigned Liaison Officer(s) list (Balotelli, Mario; Dutti, Massimo). Buttons for Add, Select a name and remove, and Submit Request are present.
- Buttons:** Cancel, << Back, Save as Draft Request, and Submit Request.

Figure 9: Create organisation request

The following fields are available:

Field/option	Description
Part A: Organisation Name and Status	
Parent Organisation	Select the parent organisation for the new organisation you are creating.  Parent organisations can only be created by the super LO.
Organisation Name	The full name of the new organisation you are creating.
Organisation Short Name	The organisation's acronym. It will follow two or more acronyms already displayed on screen: <ul style="list-style-type: none"> The country code The parent organisation(s) acronym  Once your organisation request is implemented, the organisation short name cannot be changed anymore.
Part B: Organisation Details	
Description	Describe the new organisation.  The maximum number of characters is 1000, including spaces.
Street Name	The physical location of the new organisation.  You cannot change the country.  You can only create organisations in your own country.
Street Number	
Postal Code	
City	
Country	
Telephone Number Fax Number	The contact details for the new organisation.
Remarks	Any additional details you consider relevant.  The maximum number of characters is 1000, including spaces.
Part C: Connection Type – AFIS Connection	Select the connection type from the drop-down list: <ul style="list-style-type: none"> Internet/secure web CCN By default, the parent organisation's connection type is selected.  At least one value must be selected.
Part D: Competences	A competence is a group of applications that should become available to the new organisation.  The new organisation must have at least one competence.  Certain competences have specific attributes that you need to consider.
Part E: Liaison Officers	
Inherited Liaison Officer(s)	The LO(s) of the parent organisation.
Assigned Liaison Officer(s)	Select one or more users that are part of the parent organisation and that will be LO(s) for the new organisation you are creating.



Field/option	Description
	<p>To assign an LO:</p> <ul style="list-style-type: none"> • Select the name from the drop-down list. • Click the Add button (+). <p>=> A new list is created, with all the users you select to assign.</p> <p>In case you want to remove a person from the list of assigned liaison officers:</p> <ul style="list-style-type: none"> • Click the name you want to remove, in the list containing the users you selected to assign. • => The name you select is highlighted (blue colour) • Click the Remove button (-)
Options (buttons)	
Cancel	Stops the creation of the new organisation and displays the URT homepage .
Next step >>	Click to navigate between pages while creating the new organisation.
<< Back	
Save as Draft Request	Click to save the request as draft.  You can edit your draft request later by clicking My Draft Requests on the homepage.
Submit Request	Click to complete the request and make it available for acceptance and implementation.  The request is registered with an identification number (Request ID) and a status: <ul style="list-style-type: none"> • Waiting Legal Authorisation – if any of the competences you selected for the new organisation need a legal authorisation. • Implemented – if no legal authorisation is required.

Table 4: Create organisation request fields




10.2 Create Change Organisation Request

As an LO, you can request changes to be made to an existing organisation, by creating a 'change request'. You can only do this for organisations that you manage.

The organisation that you create a change request for must not have any pending requests – requests in any of the following states:

- Waiting for Legal Authorisation
- Authorised

To request changes for an organisation (see Figure 10: Change organisation request):

- 1 Find the organisation in the 'Organisation Tree' and click the organisation to display its details.
- 2 Click the **Change Organisation** button.
- 3 The 'Change Organisation' page is displayed.
 -  The available fields are the same as on the 'Create Organisation' page. The only difference is that in this case you cannot change the parent organisation or the organisation short name (the 'Parent Organisation' and 'Organisation Short Name' fields are inactive). See Table 4 for an overview of all the available fields.
- 4 After making the necessary changes, click **Next Step**.
- 5 The next page with the 'Connection type', 'Competences' and 'Liaison Officers' sections is displayed. See Table 4 for an overview of all the available fields.
- 6 After making the necessary changes, click **Submit Request** to submit the organisation change request.
 -  Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.
 -  For more information on validation, see chapter 18 Validation.

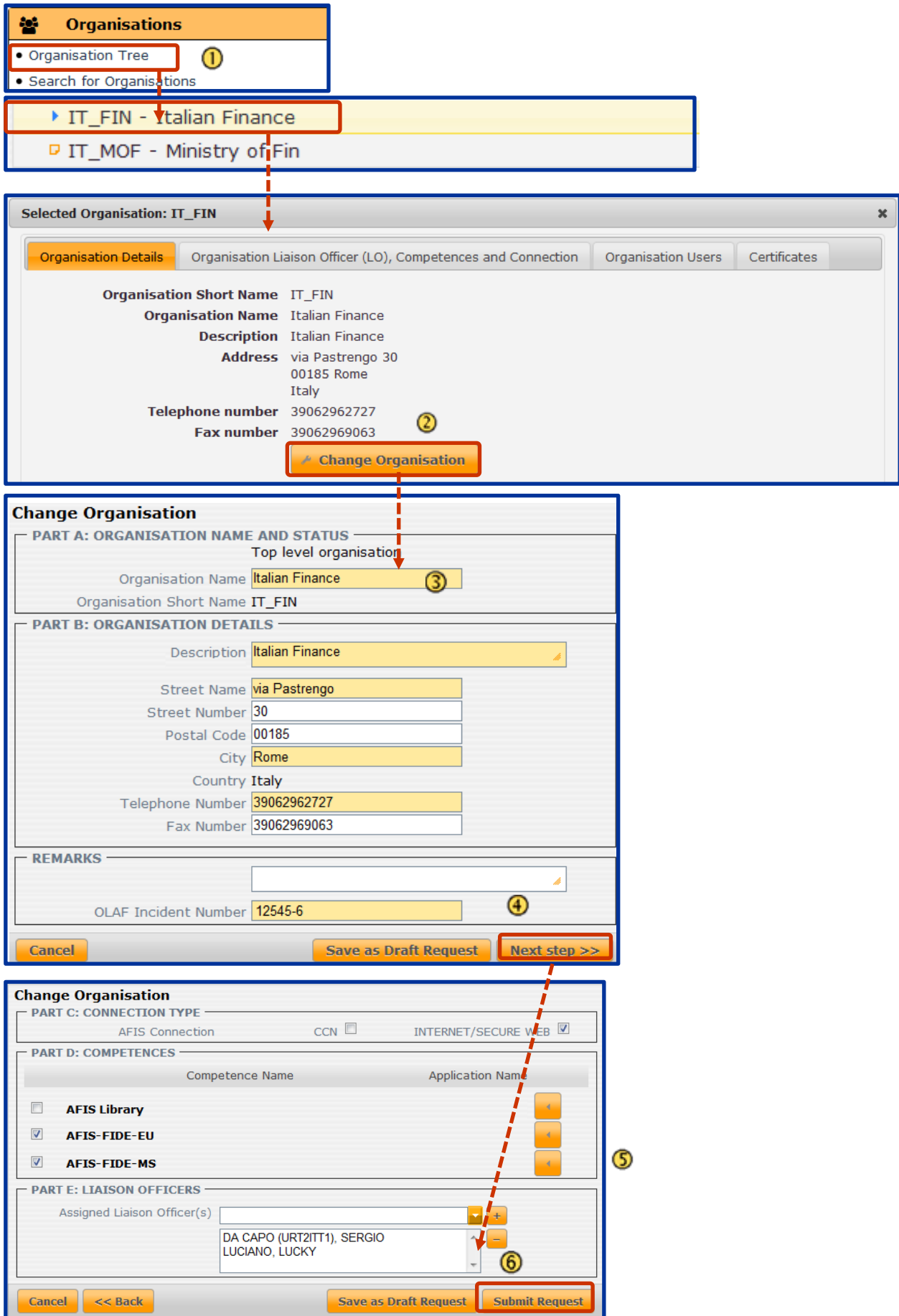



Figure 10: Change organisation request

10.3 Create Delete Organisation Request

As an LO you can request the deletion of an organisation. You can only do this for organisations that you manage. You cannot delete an organisation that has child organisations, users or pending requests.


 A top-level organisation can only be deleted by a super LO.

To delete an organisation (see Figure 11: Delete organisation request):

① Select the organisation in the search results list.

② Select **Delete Organisation**.


③ The 'Delete Organisation' page is displayed. The page contains the organisation details, connection details, application details and a 'Remarks' section.

 Enter the reason for deleting the organisation or other relevant information in the 'Remarks' field.

④ Click **Delete Organisation**.

⑤ A confirmation message pops up. Click **OK** to delete the organisation.

⑥ The delete organisation request is created and a page with the ID number of the request is displayed.

 Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.

 For more information on validation, see chapter 18 Validation.

Organisations

Organisation Name	Organisation Short Name	Country	Actions
OLAF-URT2Comp-Org1	IT_OLAFURT2CompOrg1	IT - Italy	Actions
AFIS_ASB_ORG_TEST_4295	AFIS_ASB_ORG_TEST_4295	FR - France	Actions
OrgName	IT_FIN_ShortName	IT - Italy	Actions

- View Organisation
- Change Organisation
- Delete Organisation...

Delete Organisation

ORGANISATION DETAILS

Country Italy

Parent Organisation Name Italian Finance

Organisation Short Name IT_FIN_ShortName

Organisation Name OrgName

Description Description

Address street number
postco city
Italy

Telephone Number 12313

Fax Number 321313

ORGANISATION LIAISON OFFICER (LO), COMPETENCES AND CONNECTION

Inherited LO(s) Sergio Da Capo (urt2itt1)

Assigned LO(s) Uben Ruben

AFIS Connection INTERNET/SECURE WEB

Competences

Competence Name	Properties
IMS-Fishery	

REMARKS

3

4

Cancel Save as Draft Request Change Organisation Delete Organisation

Are you sure you want to delete this organisation?

5

OK Cancel

Status page

Your action was successful!

Your Request Id is: **491816** 6

Back to homepage

Figure 11: Delete organisation request

11. User Requests

11.1 Create New User Request

To create a new user request (see Figure 12: Create user request):

- ① On the URT homepage, click the **Create New User** link.
- ② The 'Create User' page is displayed. Enter all the necessary information.
 - ❗ For an explanation of the fields see Table 5: Create user.
- ③ Click **Add Applications**.
- ④ The next page is displayed. Here you must add the applications that the new user must have access to. You must also select the environment.
 - ❗ For an explanation of the fields see Table 5: Create user.
- ⑤ After you have entered all the relevant information, click **Submit Request** to submit.
 - ❗ Click **Save as Draft Request** to save the request as a draft. For more information on drafts, see chapter 15 My Draft Requests.
 - ❗ For more information on validation, see chapter 18 Validation.

1 Users

- Search for Users
- Create New User

2 Create User

USER DETAILS

Organisation

First Name

Family Name

E-mail

Expiration Date

CONNECTION DETAILS

Connection Type

CCN

INTERNET/SECURE WEB

ECAS

Connection Type

CCN

CCN Login

Username (auto generated)

Password (auto generated)

Send New Password

Notification

REMARKS

ECAS Login

OLAF Incident Number

3

Cancel Save as Draft Request Add Applications >>

4 Create User

Active	Application	Production environment	Training environment	Additional info
	MAB MARINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="v"/>
	MAB YACHTINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="v"/>
✓	AFIS Mail System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="v"/>

Select Privilege(s):

National Mailbox Manager

Normal User









For each application, you must select the role for the new user.







5

Cancel << Back Save as Draft Request Submit Request

Figure 12: Create user request

The following fields are available:

Field/Option	Description
User Details	
Organisation Name	Select the organisation that the new user will be part of from the list. If you start the creation of the new user from the organisation tree, the organisation is already selected.
First Name	User identity information.
Family Name	 Can only contain alphanumeric characters, hyphens, apostrophes, spaces and dots.
E-mail	You must provide a valid e-mail address. <ul style="list-style-type: none"> Sample e-mail address: john.smith@example.com
Expiration Date	The date when the new user's account must expire. <ul style="list-style-type: none"> Select a date (day/month/year) from the calendar or enter a date directly. The date format is: dd/mm/yyyy. The expiration date must be in the future. <p>When the expiration date is reached, the user will no longer be able to connect to AFIS applications.</p>  If you need to extend the expiration period for a user, you must send a 'Change user' request, in which you specify a different expiration date.
Connection Details	
Connection Type	A user can have one or two connection types, depending on the organisation which (s)he is part of. The default connection type is the same as the one that you selected for the organisation. <p>You have the option to create a user with either of the connection types:</p> <ul style="list-style-type: none"> INTERNET/SECURE WEB CCN ECAS  Depending on the connection type that you select, an additional section is displayed. You must enter the necessary details.
Username	The username is automatically generated by the system, based on the user's first name and family name. For example: CHarper-IT .  Displayed only if the connection type selected is 'Internet'.  Once your user request is implemented, the username cannot be changed.
Password	The password username is automatically generated by the system.  Displayed only if the connection type selected is 'Internet'.
Send New Password Notification	The user receives an e-mail notification that allows him/her to create a new password.  This option is selectable only for the Super LO. For the LO it is activated by default and read-only.
CCN Login	If the connection type selected is CCN, you must provide a CCN login. <p>The CCN Administrator must set up the CCN access for the new user before you can create the request in URT.</p>  The CCN Login must contain an '@' and at least 1 character before and 1

Field/Option	Description
	<p>character after the '@'.</p> <p>Sample CCN Login: AB-CCDEF@XYZ.CC, where:</p> <ul style="list-style-type: none"> - AB: the initials of the user's first and family name - CC: the country code - DEF: the organisation short name or national suffix - XYZ: the reference of the national service <p>(for example, 'CUST' for an organisation that is part of customs, 'TAX' for an organisation that is part of taxation national entities, 'CUSTTAX' for an organisation that is part of both customs and taxation)</p>
ECAS Login	<p>When you select ECAS as the connection type, the ECAS Login must be entered. The access ID for users authenticated via ECAS. This will be supported when federation with ECAS is implemented.</p>
Remarks	<p> Add any relevant details. The text can have a maximum of 1000 characters, including spaces.</p>
Access Details	
Application Name	<p>Applications to which the new user must have access.</p> <p>The applications are displayed according to the competences of the organisation to which the user will be part of.</p> <p> If an application is not in the list and you wish to assign it to the new user, do the following:</p> <ol style="list-style-type: none"> 1. Save the user request as a draft 2. Search for the organisation that the user is part of. 3. Create a 'Change organisation' request in which you add the missing competence. <p>When the organisation request is implemented, you can add the application to the draft user request and submit it.</p>
Production / Training Environment	<p>Environment on which an application is installed and accessed by the user.</p> <p> Tick the checkbox to select an environment.</p> <p> When you select the 'production' environment, the 'training' environment is automatically selected.</p>
Additional Info	<p>Specify the privilege (role, competence etc.) of the new user, when working with an application.</p> <p>When a checkbox from either the 'production' or the 'training' column is selected, it will automatically expand the corresponding 'Additional Info' section. A list with available user privileges is displayed.</p> <p> Tick the corresponding checkbox(es) to select the new user's privileges.</p> <p> This field is mandatory.</p>
Options (buttons)	
Cancel	Stops the creation of the new user and displays the URT homepage .
Next step >>	Navigate between pages while creating the new user.



Field/Option	Description
<< Back	
Save as Draft Request	Save the request as draft.  You can edit and submit your draft request later on. For more information about drafts see chapter 15 My Draft Requests.
Submit Request	Submit the request and make it available for acceptance and implementation.  The request is registered with an identification number (Request ID) and the status: <ul style="list-style-type: none"> • Waiting Legal Authorisation – if any of the applications you selected for the new user needs a legal authorisation. • Implemented – if no legal authorisation is required.

Table 5: Create user request

11.2 Create Change User Request

As an LO you can request changes to be made to an existing user. You can only do this for users that belong to organisations that you manage.

You **cannot** create a change user request when there are requests for the user with the following states:


- Waiting for Legal Authorisation
- Authorised

To create a change user request (see Figure 13: Change user):

① Search for the user that you want to create the change request for. Click the **Actions** button.

② Select **Change User**.


③ The 'Change User' page is displayed.

 The available fields are the same as on the 'Create User' page. The only difference is that in this case you cannot change the organisation or the username (the 'Organisation' and 'Username' fields are inactive). See Table 5 for an overview of all the available fields.

④ After making the necessary changes, click **Add Applications**.

⑤ The next page displays the applications the user has access to. See Table 5 for an overview of all the available fields.

⑥ After making the necessary changes, click **Submit Request** to submit the change request. The 'Status' page with the request ID is displayed.

 Click **Save as Draft Request** to save the request as a draft. For more information on drafts, see chapter 15 My Draft Requests.

 For more information on validation, see chapter 18 Validation.

Users

Username	CCN Login	First Name	Family Name	Organisation Short Name	Last Login Date	Expiration Date	Actions
tuser-IT	WTester-BE	Mary Jane	Ellis	AMS Central		31/10/2017	Actions
TTestUserLo-IT		TestUserLoc	TestUserLocM	IT_FIN		31/10/2014	Actions

Change User

USER DETAILS

Organisation: AMS Central

First Name:

Family Name:

E-mail:

Expiration Date:

CONNECTION DETAILS

Status: Active

New Status:

Connection Type:

CCN:

INTERNET/SECURE WEB:

Username: WTester-BE

Reset Password:

ECAS:

Last Login Date:





REMARKS






OLAF Incident Number:








QUEST Application

Figure 13: Change user request

The following fields are available:

Field/Option	Description
User Details	
Organisation Name	The organisation of the user being changed. It is a read-only field.
First Name	User identity information.
Family Name	 Can only contain alphanumeric characters, hyphens, apostrophes, spaces and dots.
E-mail	You must provide a valid e-mail address. <ul style="list-style-type: none"> Sample e-mail address: john.smith@example.com
Expiration Date	The date when the new user's account must expire. <ul style="list-style-type: none"> Select a date (day/month/year) from the calendar or enter a date directly. The date format is: dd/mm/yyyy. The expiration date must be in the future. <p>When the expiration date is reached, the user will no longer be able to connect to AFIS applications.</p>  If you modify the expiration date (new date in the future) of an expired account, it is automatically reactivated, even if the account is locked as well. You do not need to set the 'New Status' to 'Active'.
Connection Details	
Status	The current status of the user. If the status is 'Inactive', a reason is also appended to the status. Possible reasons are: no reason (explicit de-activation of the user by LO/Super LO/ AFIS ITHD) Too many failures: the user entered an incorrect password too many times Account idle: the account has not yet been used for a certain amount of time Account expired: the expiration date of the account has been reached. Password too old: the password needs to be renewed  If the user tries to connect to an expired account with too many wrong passwords, he can still lock the account. The reason displayed is then: "Too many failures".  If an idle account also expires, the reason displayed is: 'account expired'.
New Status	The new status of the user. If the status is 'Active', the LO/Super LO/ ITHD can change it to 'Inactive' and vice versa. 'New Status' must be used to reactivate an inactive account in the following case: <ul style="list-style-type: none"> Account idle Too many login failures while account is not expired (see expiration date) Password is too old No reason Account expired. <p>For an expired account, changing the expiration date without changing the status will automatically reactivate the account and set its status to 'Active'.</p>

Field/Option	Description
Connection Type	<p>A user can have one or two connection types, depending on the organisation that (s)he is part of. The default connection type is the same as the one that you selected for the organisation.</p> <p>You have the option to create a user with either of the connection types:</p> <ul style="list-style-type: none"> INTERNET/SECURE WEB CCN <p> Depending on the connection type that you select, an additional section is displayed. You must enter the necessary details.</p>
CCN	
CCN Login	<p>If the connection type selected is CCN, you must provide a CCN login.</p> <p>The CCN Administrator must set up the CCN access for the new user before you can create the request in URT.</p> <p> The CCN Login must contain a '@' and at least 1 character before and 1 character after the '@'.</p> <p>Sample CCN Login: AB-CCDEF@XYZ.CC, where:</p> <ul style="list-style-type: none"> - AB: the initials of the user's first and family name - CC: the country code - DEF: the organisation short name or national suffix - XYZ: the reference of the national service <p>(for example, 'CUST' for an organisation that is part of customs, 'TAX' for an organisation that is part of taxation national entities, 'CUSTTAX' for an organisation that is part of both customs and taxation)</p>
Internet	
Username	<p>The username is automatically generated by the system, based on the user's first name and family name. For example: CHarper-IT.</p> <p> Displayed only if the connection type selected is 'Internet'.</p> <p> Once your user request is implemented, the username cannot be changed.</p>
Reset Password	<p>Indicate whether the password needs to be reset or not.</p> <p>This checkbox is automatically ticked/unticked when the status is changed from 'Inactive' to 'Active'. It is ticked when the reason for inactivation is:</p> <ul style="list-style-type: none"> Account idle Password too old Too many failures Account expired <p>The field is read only except when the reason for inactivation is empty ('No reason').</p>
Send New Password Notification	<p>This field is available only when the 'Reset Password' checkbox is ticked.</p> <p>If checked, the user receives an e-mail notification that allows him to create a new password.</p> <p> This option is selectable only for the Super LO. For the LO it is activated by default and read-only.</p>

Field/Option	Description
ECAS Login	When you select ECAS as the connection type, the ECAS Login must be entered. The access ID for users authenticated via ECAS. This will be supported when federation with ECAS is implemented.
Last Login Date	The date when the user last logged into the AFIS Portal
Remarks	Add any relevant details.  The text can have a maximum of 1000 characters, including spaces.
OLAF Incident Number	The incident number based on which the super LO creates the user.  Available only to the super LO.
Access Details	
Application Name	Applications to which the new user must have access. The applications are displayed according to the competences of the organisation to which the user will be part of.  If an application is not in the list and you wish to assign it to the new user, do the following: 1. Save the user request as a draft 2. Search for the organisation that the user is part of. 3. Create a 'Change organisation' request in which you add the missing competence. When the organisation request is implemented, you can add the application to the draft user request and submit it.
Production / Training Environment	Environment on which an application is installed and accessed by the user.  Tick the checkbox to select an environment.  When you select the 'production' environment, the 'training' environment is automatically selected.
Additional Info	Specify the privilege (role, competence etc.) of the new user, when working with an application. When a checkbox from either the 'production' or the 'training' column is selected, it will automatically expand the corresponding 'Additional Info' section. A list with available user privileges is displayed.  Tick the corresponding checkbox(es) to select the new user's privileges.  This field is mandatory.
Options (buttons)	
Cancel	Stops the creation of the new user and displays the URT homepage .
Next step >>	Navigate between pages while creating the new user.
<< Back	
Save as Draft Request	Save the request as draft.



Field/Option	Description
	 You can edit and submit your draft request later on. For more information about drafts see chapter 15 My Draft Requests.
Submit Request	Submit the request and make it available for acceptance and implementation.  The request is registered with an identification number (Request ID) and the status: <ul style="list-style-type: none"> • Waiting Legal Authorisation – if any of the applications you selected for the new user needs a legal authorisation. • Implemented – if no legal authorisation is required.

Table 6: Change user request fields


11.3 Create Delete User Request


As an LO you can request the deletion of a user. You can only do this for users that belong to organisations that you manage.

You cannot delete a user when there are requests for that user with the following states:

- Waiting for Legal Authorisation
- Authorised

To delete a user (see Figure 14: Delete user request):

- ① Search for the user that you want to delete.
- ② Click the **Actions** button to display the actions available. Click **Delete User**.
- ③ The 'Delete User' page is displayed.
- ④ The page contains the 'User Details', 'Connection Details', 'Application Details' and a 'Remarks' section.
 -  You must enter relevant remarks on the reason for deleting the user in the 'Remarks' field. This field is mandatory.
- ⑤ Click **Delete User** to submit the request.
- ⑥ A confirmation message pops up. Click **OK** to confirm. The deletion request is submitted. The 'Status' page with the request ID number is displayed.

 Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.

 For more information on validation, see chapter 18 Validation.

Users

Username	CCN Login	First Name	Family Name	Organisation Short Name	Last Login Date	Expiration Date	Actions
tuser-IT		test	user	IT_FIN_ShortName		22/11/2014	Actions
TTestUserLo-IT		TestUserLoc	TestUserLocM	IT_FIN		31/10/2014	Actions

Delete User

USER DETAILS

Organisation Name **AMS Central**
 Organisation Short Name **BE_AMSC**
 First Name **Linda**
 Family Name **Green**
 E-mail **L.GREEN-BE@mail.org**
 Expiration Date **31/10/2017**
[Show organisation details](#)

CONNECTION DETAILS

Status **Active**
 Connection Type **INTERNET/SECURE WEB**
 Username **L.GREEN-BE**
 ECAS Login
 Last Login Date

APPLICATION DETAILS

Application	Environment	Privileges	Properties
IMS Application	production	Normal User	IMS application manager
AMS	production	Normal User	

REMARKS

OLAF Incident Number

Actions

- View User
- Change User
- Delete User...

Are you sure you want to delete this user?

Status page

Your action was successful!

Your Request Id is: **491816**

Figure 14: Delete user request

12. Organisation or Users with AFIS Mail Competence

12.1 AFIS Mail Competences

AFIS Mail competences for users are managed via URT, when you add applications to a 'Create' or 'Change' organisation request.







MAB MARINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	
MAB YACHTINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	
 AFIS Mail System	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<div style="border: 2px solid red; padding: 5px;"> <p>Select Privilege(s):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> National Mailbox Manager <input checked="" type="checkbox"/> Normal User </div>			

Figure 15: Select AFIS Mail competences

3 Competences are available for AFIS Mail, depending on the organisation a user belongs to:


- **General AFIS Mail - Normal User:** every user accessing AFIS Mail must have this competence (this was MAB Mail);
- **AFIS Mail management - National Mailbox Manager:** all organisations that have an LO, get this competence in addition to the general competence. The National Mailbox Manager is the correspondent of the LO, you cannot be a National Mailbox Manager if you are not an LO.
- The **AFIS Mail administration competence** is only for the organisation where the administrator exists (which is OLAF itself). You will not encounter this role while working in URT.

 The competences that are available to the user, depend on the organisation (s)he belongs to. For example, if an organisation only has the 'General AFIS Mail' competence, then you cannot give a user in that organisation any of the other competences.

 If you give a user the 'AFIS Mail Management' competence, then (s)he will automatically have the 'General AFIS Mail' competence.

12.2 Adding Mailboxes

Mailboxes can no longer be created in URT. You must use AFIS Mail. When you create or change an organisation, the request must first be implemented in URT before you can add mailboxes in AFIS Mail.

 There is a waiting time after the request was implemented, because URT and AFIS Mail must be synchronised first. This synchronisation occurs automatically after a set period of time.

The workflow is the following:

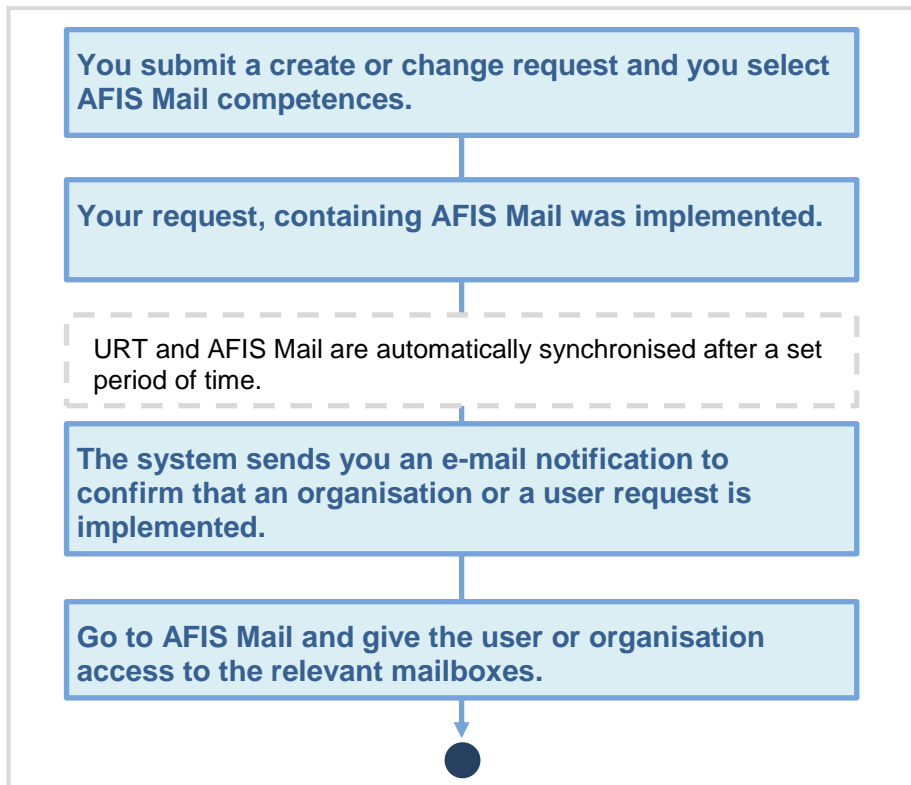



Figure 16: AFIS Mail user request workflow- URT and AFIS Mail

13. Organisations or Users with IMS Access

The IMS 'reporting structure' is an overview of how the organisations that manage irregularity cases in IMS (Reporting Authorities) are connected.

For any organisation that has access to IMS, the management of the reporting structure must now be done via IMS and no longer in URT.

 For technical reasons you still have the 'IMS - Reporting Authority' option in URT. However, it is obsolete and it will be removed in a future version of the application.

Please ignore anything displayed when you click this link.



13.1 Default Reporting Path

A reporting path is automatically given to any new organisation created in URT.


The reporting path created by default in URT is as follows:

- When you create a **top level organisation** in URT, it automatically reports directly to **OLAF**.
- When you create a **child organisation** in URT, it automatically reports to its **parent organisation**.

If you want to change this, you must do this in IMS. Please consult the IMS user manual (RD5) for more information.

13.2 URT - IMS Synchronisation

When you create (or request to change) an organisation with IMS competences, the request must first be implemented before you can change the reporting path in IMS.

 There is a waiting time after the request was implemented, because URT and IMS must be synchronised first. This synchronisation occurs automatically after a set period of time.

The workflow is the following:

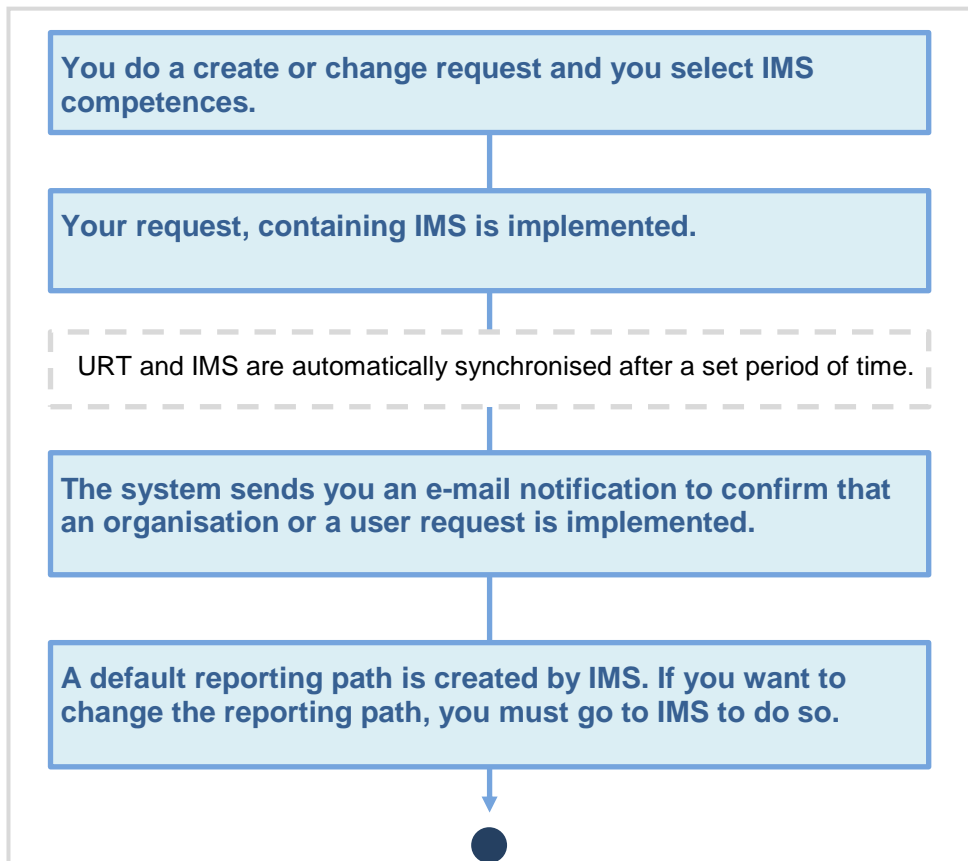


Figure 17: IMS user request workflow- URT and IMS

14. Certificate Requests

14.1 Introduction

The Anti-Fraud Information System is a platform used for secure information exchange. To ensure the required level of security it is important that the system is only accessible to authorised users and that data is unreadable to outsiders while travelling from and to AFIS.

The AFIS platform employs cryptographic techniques to encrypt data exchanged between the various AFIS endpoints located in the various administrations and the AFIS central systems.

Additionally, the AFIS system uses special keys (referred to as certificates throughout this document), to authenticate AFIS endpoints to ensure that only systems located in authorised departments of member states or international organisations are able to connect to the AFIS platform.

The AFIS User Registration Tool (URT) allows you to request the before mentioned certificates and makes them available, so that they can be deployed on your AFIS endpoints. The certificate will then enable access to the AFIS platform over the Internet, for these workstations. You will not be able to connect to the AFIS platform when you try to connect from an endpoint which does not have the appropriate certificate in place.

Certificates can be identified by their common name which is displayed in the '**Issued to:**' field, when you double click them.

Please note that certificates have a limited validity period which is displayed in the '**Valid from ... to ...**' field. Expired certificates can no longer be used to access the AFIS platform.

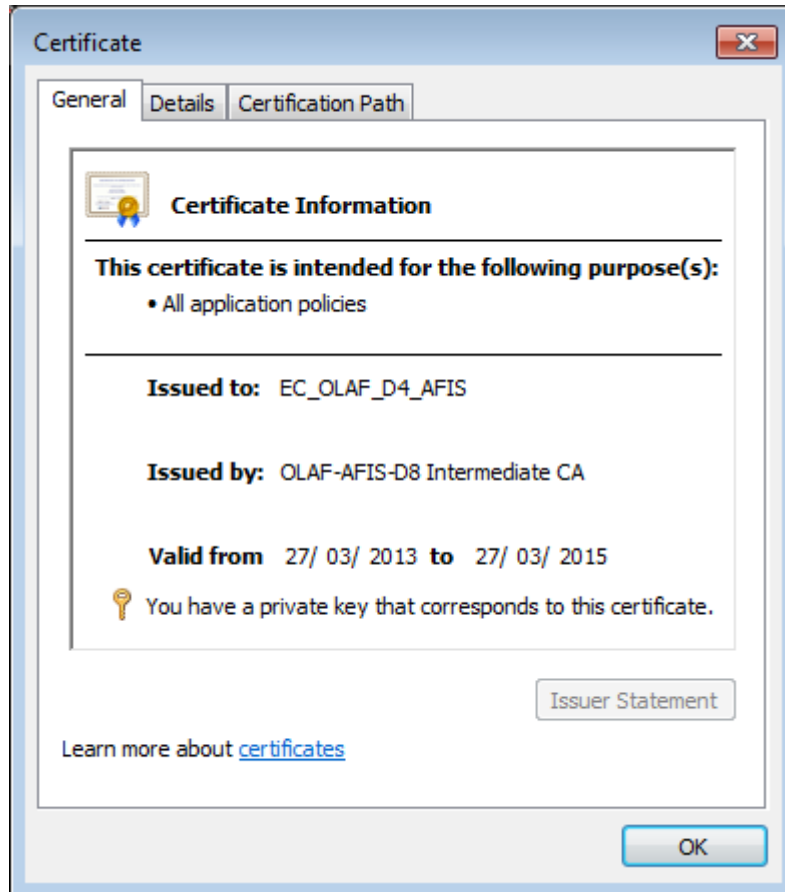


Figure 18: General certificate information

Additionally, you can identify certificates through their serial number which is displayed in the 'details' tab. This serial number allows you to verify that the correct certificate is in place on your AFIS endpoints. It can be helpful to provide the serial number when contacting the AFIS Service Desk for certificates issues.

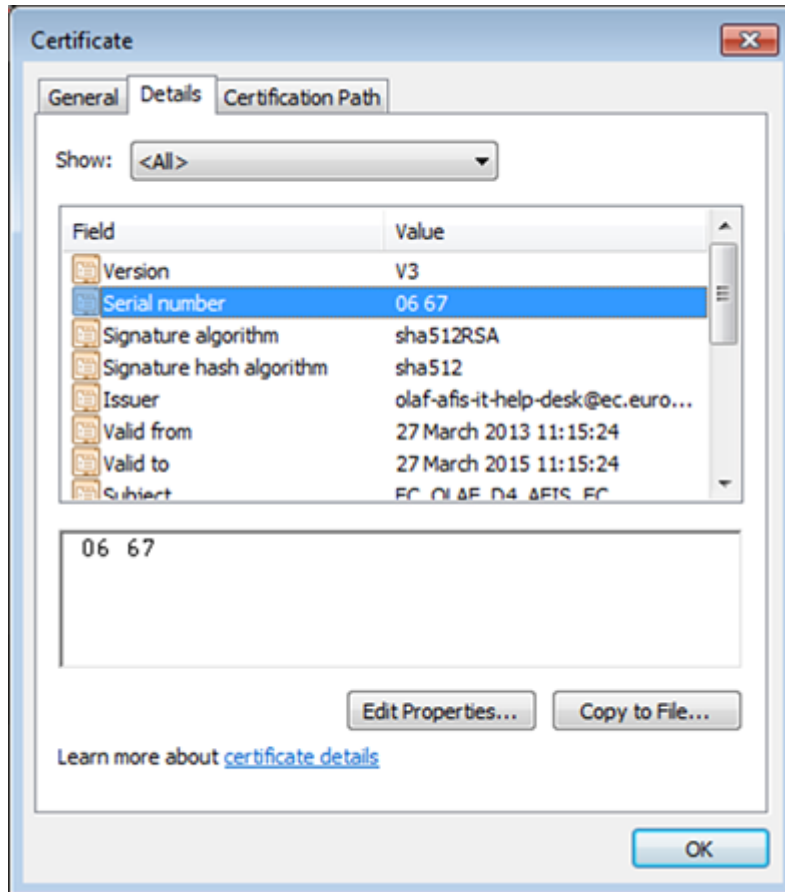


Figure 19: Certificate details

There are two types of certificates:

- **Permanent certificate:** a certificate with a long term validity period (around 2 years). This type of certificate is automatically managed by the system.
- **Temporary certificate:** a temporary certificate is a certificate with a short term validity period (some weeks). This type of certificate is created upon request. Temporary certificates are requested for users who can have access for a short period only (e.g. during a training session).

14.1.1 Permanent certificates

By default every organisation with access to the AFIS platform will automatically receive a 'permanent' certificate to install on their respective AFIS endpoints. A new certificate will be made available six months prior to the expiration of the current certificate to allow sufficient time for deployment on your AFIS endpoints.

Authorised personnel can download your organisations' permanent certificate directly from the AFIS platform through the User Registration Tool (URT). By default every Liaison Officer is allowed to access the certificates for his or her organisation.



For more information on downloading certificates, see chapter 19 Download certificates.

14.1.2 Temporary Certificates

You can also decide to request 'temporary' certificates for your organisation through the User Registration Tool (URT). These certificates should be used for purposes other than permanent access to the AFIS platform such as:

- Temporary endpoints used for specific operations.
- Endpoints used for training purposes.
- Endpoints used for access to the AFIS platform pilot environments.

URT allows you to manage the certificates used in AFIS for connection via Internet to the AFIS Portal. As an LO, you can only request certificate creation and certificate revocation.



For more information on downloading certificates, see chapter 19 Download certificates.



For more information on requesting temporary certificates, see chapter 14.2 Create Temporary Certificate Requests.

14.1.3 Warning: Handle with Care

Due to the nature of the permanent certificate you should pay special attention when downloading, storing and distributing the certificate. The certificate represents a key to access the AFIS platform for a period of two years and therefore should be handled with care.



Please do not store the certificate file and password in the same location and make sure it is only available to authorised staff.



Provide proper handling instructions detailing how the certificate can be transported and on which endpoints it can be installed when allowing third parties such as your IT department to handle the certificate installation.

14.2 Create Temporary Certificate Requests

As an LO you can request for a temporary certificate to be created for an organisation that you manage.

To create a temporary certificate:

- 1 On the URT homepage, click the **Create Temporary Certificate** link.
 - 2 The 'Create Temporary Certificate' page is displayed. Add the necessary information.
 - 3 Click **Submit Request**.
 - 4 If the request is valid, it will be submitted and the status page will be displayed. The Request ID is displayed on this page.
- i** Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.
- i** For more information on validation, see chapter 18 Validation.

The screenshot illustrates the process of creating a temporary certificate. It starts with a 'Certificates' menu where 'Create Temporary Certificate' is selected. This leads to a form titled 'Create Temporary Certificate' with the following details:

- Organisation:** IT_FIN_COUNTERFEIT - Italian Co
- Reason:** Temporary access for training
- Validity Start Date:** 16/02/2015
- Validity End Date:** 21/02/2015
- Environment:** PRODUCTION/TRAINING PILOT

At the bottom of the form are 'Cancel' and 'Submit Request' buttons. The 'Submit Request' button is highlighted with a red dashed arrow pointing to the 'Status page' below it.

The 'Status page' displays the following information:

- AREP** (Active)
- DPS** (Active)
- eLM** (Active)
- Your action was successful!**
- Your Request Id is: 492456**
- Back to homepage** button

Figure 20: Create temporary certificates

The following fields are available:


Field/Option	Description
Certificate Details	
Organisation Name	Select the organisation for which the certificate will be created.
Reason	Enter the reason why the certificate is needed.
Validity Start Date	Date from which the temporary certificate will be valid. <ul style="list-style-type: none"> Select a date (day/month/year) from the calendar or enter a date directly. The date format is: dd/mm/yyyy. The date must be the current date or later.
Validity End Date	Date after which the temporary certificate will be expired. <ul style="list-style-type: none"> Select a date (day/month/year) from the calendar or enter a date directly. The date format is: dd/mm/yyyy. The date must be the current date or later.
Environment	Environment where the certificate will be used (Production, Training or Pilot).
OLAF Incident Number	The incident number based on which the super LO creates the user. <p> Available only to the super LO.</p>

Table 7: Create temporary certificate request

14.2.1 Temporary Certificate Creation Lifecycle

This is the lifecycle for a temporary certificate request.

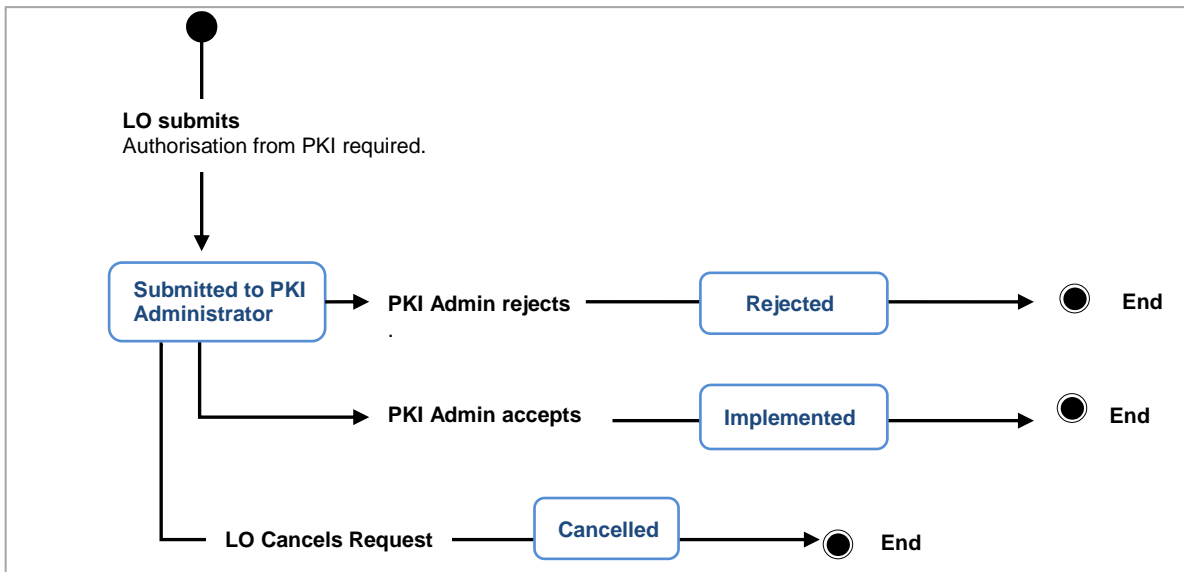


Figure 21: Certificate lifecycle

14.3 Revoke Certificate

You can request the revocation of a valid certificate (permanent or temporary) only for an organisation that you manage.

To request revocation (see Figure 22: Revoke):

- 1 Search for the valid certificate that you want to revoke. Click the **Actions** button to view the available actions.
- 2 Click **Revoke**.
- 3 The 'View Certificate' page is displayed.
- 4 Enter the reason for revocation and other relevant information in the 'Remarks' field.
- 5 Click **Revoke Certificate** at the bottom of the page.
- 6 You must confirm that you want to revoke the certificate. Click **OK**.
- 7 The revocation request is submitted and the status page with the request ID is displayed.

- Once you send a request to revoke a certificate, you will not be able to cancel the respective request.
- Click **Save as Draft Request** to save the request as a draft. For more information on drafts see chapter 15 My Draft Requests.
- For more information on validation, see chapter 18 Validation.

Organisation short name	Organisation name	Certificate status	Valid from	Valid to	Revocation	Actions
LU_CertUploadTest01	CertUploadTest01	valid	02/05/2014	02/05/2015		Actions 1
LU_CertUploadTest01	CertUploadTest01	valid	02/05/2014	02/05/2015		Actions

View

Revoke 2

View certificate

DETAILS

3 Organisation AHINTAAA
 Organisation Short Name IT_FIN_AHINTAAA
 Serial Number 452
 Certificate Thumb Print 87642a7c4e2d5d7ac776439f568a377f65d6ad36
 Issued By Project2CA
 Certificate Environment production
 Valid From 01/01/2014 15:43
 Valid To 23/10/2015 08:00
 Certificate Status valid
 Password [Show Password](#)

[Download](#) See `How to connect to AFIS Portal via Internet User Manual` in Help section of the AFIS portal for more information about how to use AFIS certificates.

Associated LOs Associated Users

Inherited LO(s) Sergio Da Capo (urt2itt1)
 Uben Ruben

Assigned LO(s)

REMARKS

4

[Back](#) [Print](#) 5 [Revoke Certificate](#)

Status page

Your action was successful!
 Your Request Id is: **491738**

[Back to homepage](#)

Are you sure you want to cancel this request?

6 [OK](#) [Cancel](#)

Figure 22: Revoke certificate

14.3.1 Certificate Revocation Lifecycle

This lifecycle is for temporary as well as for permanent certificates.

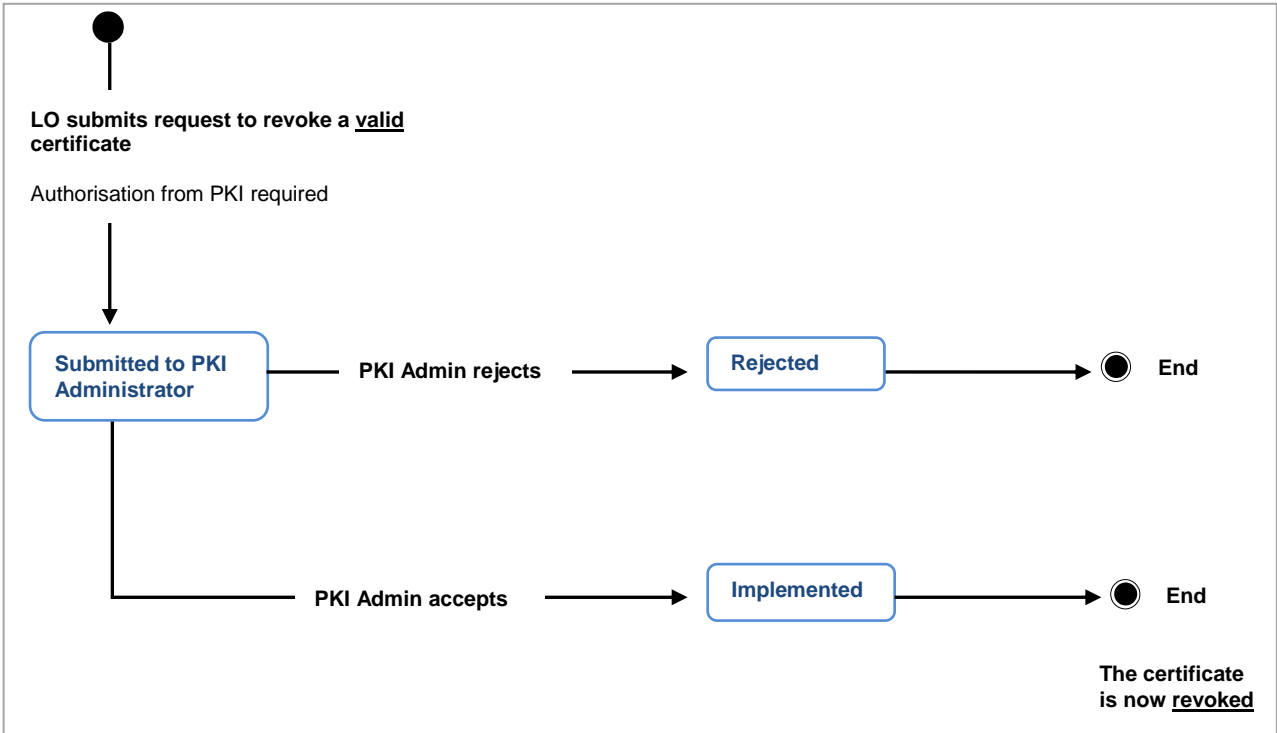


Figure 23: Revoke certificate lifecycle

15. My Draft Requests

You can save your request as drafts. Drafts are available only to the person who created them.

15.1 Save a Request as a Draft

To save a request as a draft (see Figure 24: Save request as a draft), click **Save as Draft Request** (1). This button is displayed at the bottom of every request creation page. The request is saved as a draft and the 'Status' page is displayed (2). The request ID number is displayed on the page.

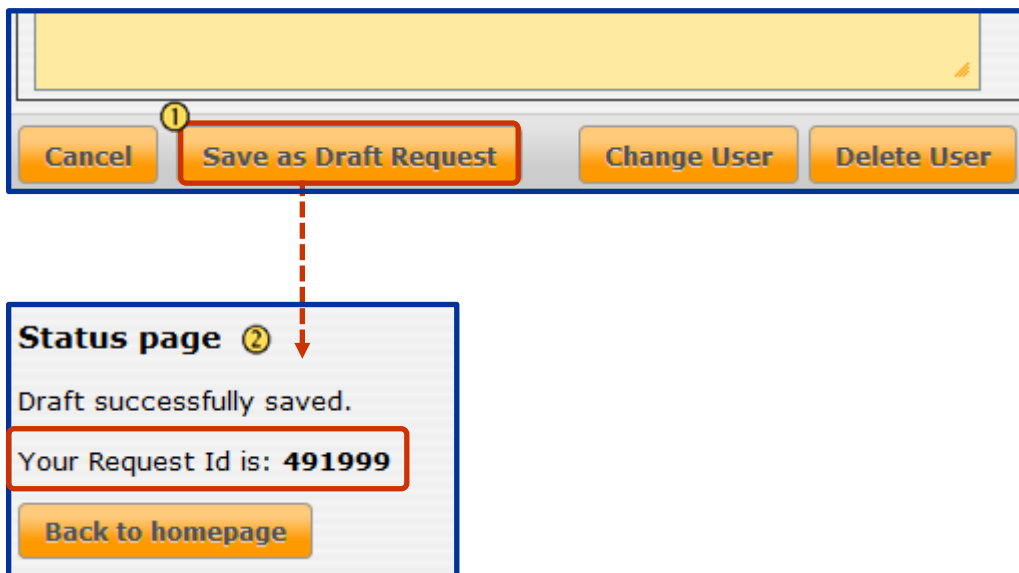


Figure 24: Save request as a draft

15.2 Edit a Draft

To edit a request that you saved as a draft and/or submit it (see Figure 25: Edit draft requests):

- 1 On the homepage click **My Draft Organisation/User Requests** in the 'Requests' section.
- 2 You can view only the requests that you saved as draft.
- 3 Click the **Actions** button next to the request that you want to edit.
- 4 Click **Edit Draft Request**.
- 5 Make the necessary changes and click **Add Applications**.
- 6 Make changes to the added applications, if needed, and click **Save as Draft Request** to save the changes without submitting the request.
- 7 Click **Submit Request** to submit the request.

Requests

- Search for Organisation/User Requests
- My Draft Organisation/User Requests**

Request ID	Requestor	Request Type	Request Actor	Status	Submission Date	Last Operation Date	OLAF Incident	Actions
491736	Sergio Da Capo	USER	Create	Draft Request		20/11/2014		Actions
491722	Sergio Da Capo	ORG	Change	Draft Request		19/11/2014		Actions

Create User

USER DETAILS

Organisation:

First Name:

Family Name:

E-mail:

Expiration Date:

CONNECTION DETAILS

Connection Type

CCN

INTERNET/SECURE WEB

Username (auto generated)

Password (auto generated)

Send New Password Notification

ECAS

REMARKS

OLAF Incident Number:

Create User

Active	Application	Production environment	Training environment	Additional info
<input type="checkbox"/>	Fide EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Left Arrow"/>
<input type="checkbox"/>	Fide MS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Left Arrow"/>

Figure 25: Edit draft requests

i When you decide to submit a request that you have previously saved as a draft, the system will make sure that you don't have any conflicting data.

16. Cancel a Request

You can cancel a request that has been submitted but has not yet been implemented.



The certificate requests can only be cancelled if the requested action is 'create' and the certificate type is 'temporary'.

To cancel a request (see Figure 26: Cancel a user request):

- ① Search for the request that you want to cancel.
- ② Click the **Actions** button to display the options.
- ③ Click **Cancel this request**.
- ④ The 'Cancel Request' page is displayed.
- ⑤ Enter any relevant remarks in the 'Remarks' field and click **Cancel Request**.
- ⑥ Click **OK** to confirm cancelation.
- ⑦ The request is cancelled and the status page is displayed.

Requests ①

Request ID	Requestor	Request Type	Request Action	Status	Submission Date	Last Operation Date	OLAF Incident	Actions
492004	Sergio Da	USER	Delete	Submitted to	12/12/2014	12/12/2014		Actions ②

Cancel Request ④

Request Details | Request Content

REQUEST DETAILS

Request ID 492004
Requestor Username Sergio Da Capo (urt2itt1)
Request Type USER
Request Action Delete
Current Request Status Submitted to AFIS-ITHD

WORKFLOW

Part	Date	Status	Officer	OLAF Incident Number	Remarks
Request	12/12/2014 15:49	Submitted to AFIS-ITHD	Sergio Da Capo (urt2itt1)		test

REMARKS

Back to list | Print | Cancel Request ⑤

Cancel this request... ③

View request

Status page ⑦

Your action was successful!
Your Request Id is: **492004**
Back to homepage

Are you sure you want to cancel this request?
OK ⑥ | Cancel

Figure 26: Cancel a user request

17. Request New Password for a User

You must request a user's password to be reset following situations:

- When the user has entered too many incorrect passwords and the account is locked.
- When the account expired.

For **account idle** and **password expired**, the user can reset his password him/herself and will not have to contact the LO, although the LO can also reset the user password.

For **account expired**, changing the expiration date, automatically reactivates the account, without resetting the password. However, the LO can choose the also reset the password.

To request the password to be reset (in this example, following the reactivation of an inactive account):

- ① Search for the user. On the search results page, click **Change User** under the **Actions** button.
- ② On the 'User Details' page, if the 'Status' is 'Inactive', you must activate the account. Select 'Active' from the 'New Status' drop-down list.
- ③ The 'Reset Password' and the 'send New Password Notification' check boxes are displayed. They are automatically ticked; you cannot untick them.
- ④ The Super LO can untick the 'send New Password Notification' check box.
- ④ Click **Add Applications** to go to the next page.
- ⑤ On the next page (applications page), click **Submit Request**.

④ If you do not change anything in the 'Add Applications' page, the request will not have to be approved by the LA. It is directly implemented.

The user will receive e-mail notifications, in order to set his/her password him/herself.

④ The password is never defined by the LO. The LO only starts the process that results in the user resetting his/her password.

Users

Username	CCN Login	First Name	Family Name	Organisation Short Name	Last Login Date	Expiration Date	Status	Actions
BGreen-PL		Barry	Green	PL_Customs1_SPCus	29/09/2015	08/10/2014	InActive	Actions

Change User

USER DETAILS

Organisation Sea and Airport Customs

First Name

Family Name

E-mail

Expiration Date

CONNECTION DETAILS

Status InActive - Account expired

New Status

- View User
- Change User**
- Delete User...

Change User

USER DETAILS

Organisation Sea and Airport Customs

First Name

Family Name

E-mail

Expiration Date

CONNECTION DETAILS

Status InActive - Account expired

New Status

Connection Type

CCN

INTERNET/SECURE WEB

Username BGreen-PL

Reset Password

Send New Password Notification

ECAS

Last Login Date 29/09/2015

REMARKS

OLAF Incident Number

Cancel Save as Draft Request **Add Applications >>**

Change User

Active

	Application	Production environment	Training environment	Additional info
<input checked="" type="checkbox"/>	MAB CIS EU Module	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	MAB CIS MS Module	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	MAB CIGINFO Module	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	MAB MARINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	MAB YACHTINFO Module	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Cancel << Back Save as Draft Request **Submit Request**

Figure 27: Reset a user's password

18. Validation

Whenever you create a request, you will encounter mandatory fields (fields with a yellow background) and fields that require a specific format that the information should be entered in (for example date or numeric fields). When you submit a request, the system will check if you have entered all mandatory information and if the format of the entered information is correct.

Errors are displayed in several ways:

- During the creation of the request
- When you try to submit the request

When you enter information in an incorrect format (such as date entry fields and password entry fields), an error message will be displayed when you move to another field or click outside of the field (see Figure 28: Validation while entering information).

Create User

USER DETAILS

Organisation	EC - European Commission		This Field Is Required
First Name	<input type="text"/>		
Family Name	<input type="text"/>		
E-mail	<input type="text"/>		
Expiration Date	<input type="text"/>		Please Enter A Valid Date.

Figure 28: Validation while entering information

When you click **Add Applications** to go to the next page (see Figure 29: Validation when clicking 'Add Applications' ^①), the page you are on is validated. Mandatory fields that are left blank and fields that contain information in the wrong format are flagged (red error message) (^②).

^① You cannot move to the next page until you have corrected the fields and have entered the necessary information.

^② You can save an invalid request as a draft but you must correct it before you can submit it.

Create User

USER DETAILS

Organisation	EC - European Commission	This Field Is Required
First Name		^②
Family Name		^②
E-mail		
Expiration Date		Please Enter A Valid Date.

CONNECTION DETAILS

Connection Type

CCN

INTERNET/SECURE WEB

Username

Password (auto generated)

Send New Password

Notification

ECAS

REMARKS

OLAF Incident Number

^①

CancelSave as Draft RequestAdd Applications >>

Figure 29: Validation when clicking 'Add Applications'

19. Download certificates

 You can only download valid certificates.

To download certificates from the search results list:

- ① Click **View** to view the certificate that you want to download.
- ② The 'View Certificate' page is displayed.
- ③ Click **Download**.
- ④ A dialogue box is displayed. Select if you want to open or save the file on your computer. Click **OK**.

 If you select to save the file, you can rename it. Click **Browse folders** and select the folder where you want to save the certificate. Click **OK**.

The certificate is saved to the location that you selected. If you choose to open the file, it is opened and you can save it manually.

Certificates

Certificate serial numb	Certificate type	Country	Organisation short name	Organisation name	Certificate status	Valid from	Valid to	Revocation Da	Actions
1865	PERMANENT	IT	IT_FIN	Italian Finance	valid	02/05/2014	02/05/2015		Actions

Columns Page 1 of 1 View 1 of 1

New Search Print Back to homepage

View certificate

DETAILS

Organisation Italian Finance
 Organisation Short Name IT_FIN
 Serial Number 1865
 Valid From 02/05/2014 15:19
 Valid To 02/05/2015 15:19
 Certificate Status valid
 Password [Show Password](#)

[Download](#) See 'How to connect to AFIS Portal via Internet User Manual' in Help section of the AFIS portal for more information about how to use AFIS certificates.

Associated LOs Associated Users

Inherited LO(s) (Top level organisation)

Assigned LO(s) Sergio Da Capo (urt2itt1)
 Lucky Luciano
 Uben Ruben

Back Print

Actions

- View
- Revoke

Opening 491356-test2_common_name-20140730.p12

You have chosen to open:

491356-test2_common_name-20140730.p12
 which is: p12 File (4.0 kB)
 from: http://dafis2.olaf.cec.eu.int

What should Firefox do with this file?

Open with [Browse...](#)

Save File


Do this automatically for files like this from now on.

OK Cancel

Figure 30: Download certificates

20. Display the Certificate Password

You can display the password for a valid certificate. This password should only be shared with authorised personnel responsible for the certificate installation.

 Please read the following points on password security carefully:

- Never store this password together with the certificate as this may lead to compromise.
- Make sure you do not communicate the password and certificate file via the same channel.

To display the password that belongs to the valid certificate (see Figure 30: Display certificate password):

- ① On the 'View certificate' page, click **Show Password**.
- ② A dialogue box is displayed. It contains a warning about how you should handle the password. The password is displayed at the bottom of the dialogue box.
- ③ Click **OK** to close the dialogue box.

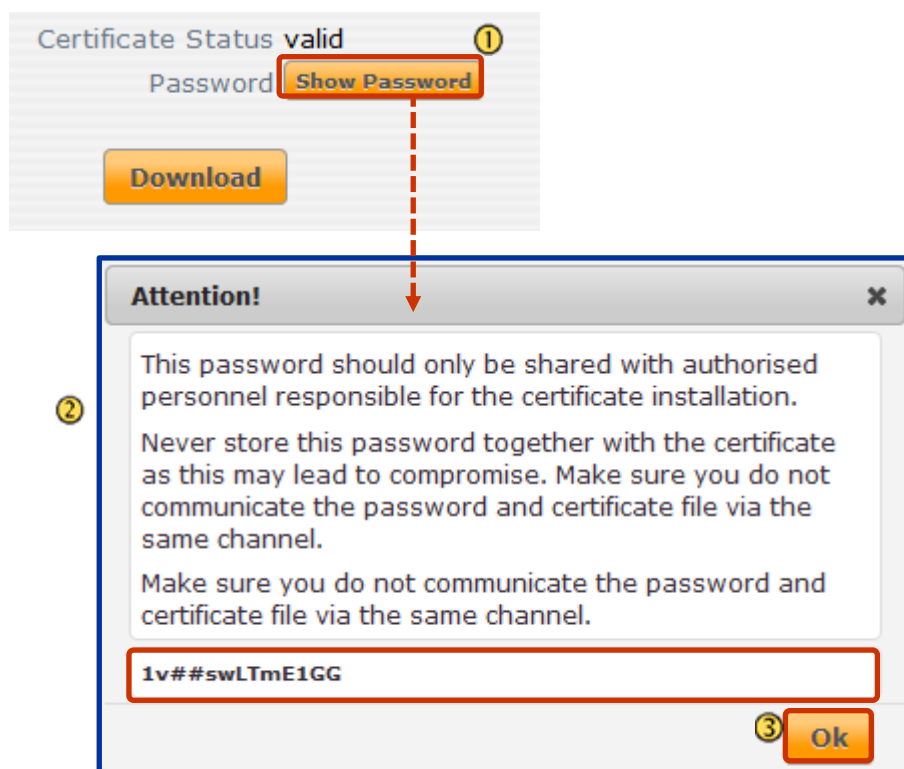


Figure 31: Display certificate password

21. Print


You can print the following files:

From the search results:

- List of organisations
- List of users
- List of requests

When viewing:

- Organisation details
- User details
- Organisation or user request details

 The '**AFIS Operations**' marking is visible on anything you print from the Production environment.

To print (see Figure 32: Print):

- 1 Display the screen that you want to print.
- 2 Click the **Print** button.
- 3 The print dialogue box is displayed. Select the printer and click **OK**.

The document is printed.

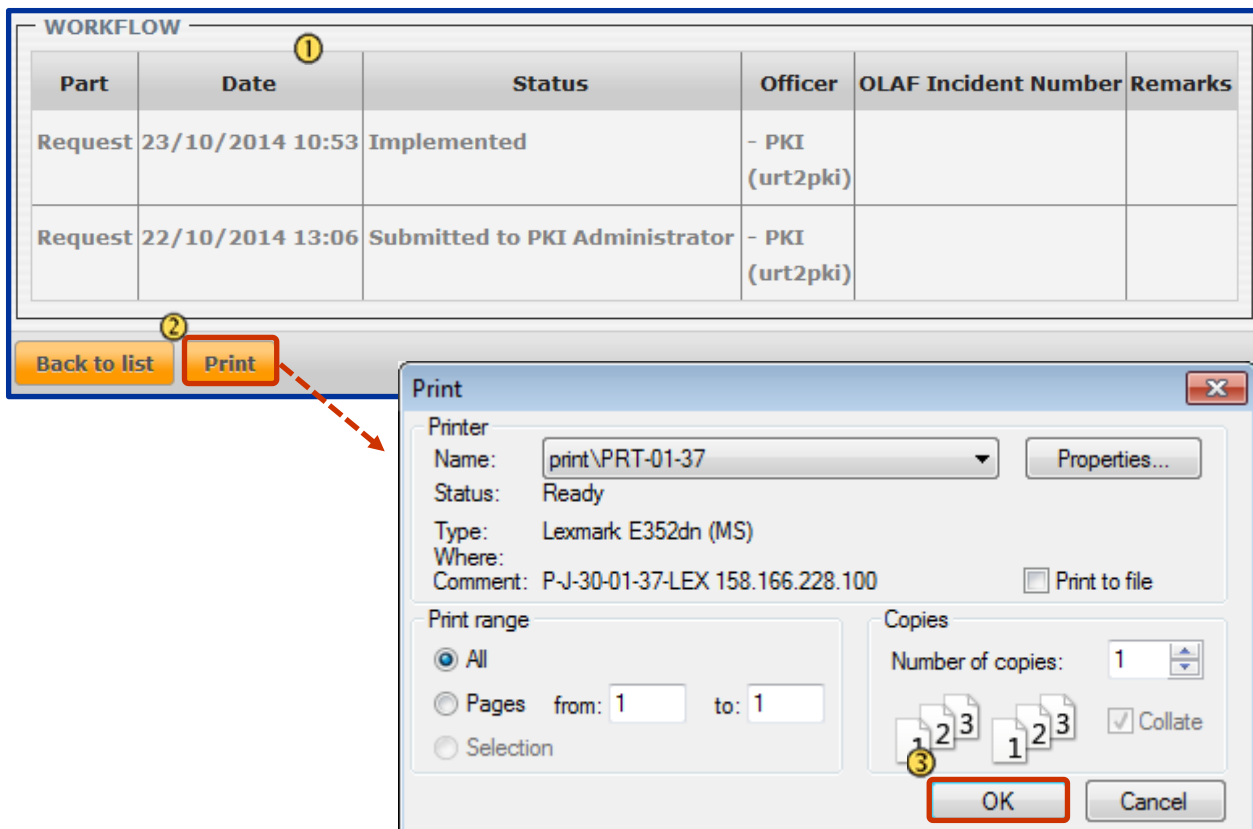


Figure 32: Print

22. URT Notifications about Certificates

You will only receive notifications for the organisations that you manage.

When the following actions are performed in the system you will be notified.

New certificate available: a new certificate has been uploaded into the system by the PKI Administrator for a particular organisation. This certificate is in 'Valid' state and ready for download.



Certificate revoked: a certificate has been revoked by the PKI Administrator. The revocation is put in force when the PKI administrator publishes an update of the 'Certificate Revocation List'.



The notifications are displayed on the URT homepage under this icon

The number of the available notifications is displayed in the red circle (21).

To display the notifications (see Figure 33: URT notifications):

- ① On the URT homepage click the  icon.
 - ② The notifications are displayed.
 - ③ - Click the **View** link to display the certificate that the notification refers to.
- Click the **Dismiss** link to delete the notification.
-  The notifications will not be removed until you click **Dismiss**.

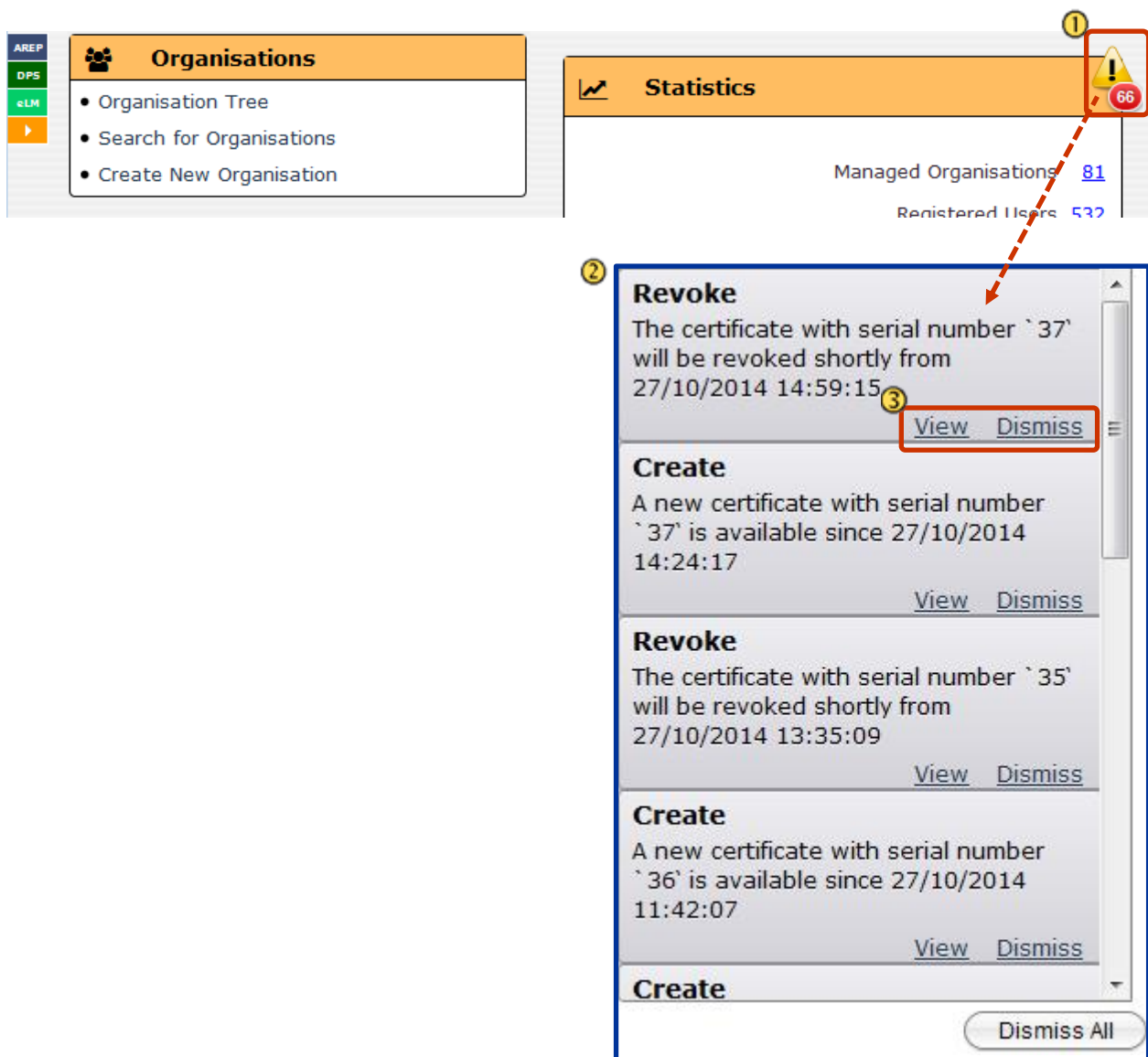


Figure 33: URT notifications

23. E-mail Notifications

You will be notified by e-mail if any of the following occur in URT:



Event	Description
A user's account is to expire soon (expiration date equal to the current date + 10 week days).	You will be notified if a user that is part of one of the organisations that you manage will expire in 10 calendar days.
A certificate is revoked .	You will be notified when a certificate will soon be revoked by the PKI administrator.
A new certificate is available to me.	You will be notified when a new certificate is available for your organisation.
An organisation or a user request is rejected by the LA.	When your request is rejected by a Legal Authoriser, its status changes to 'Rejected'.
An organisation or a user request is cancelled by the super LO.	The super liaison officer is able to cancel requests you send, on your behalf. The status of the requests changes to 'Cancelled'.
An organisation or a user request is implemented .	When your request is implemented, its status changes to 'Implemented'.
A user's account is to expire in 1 month (expiration date equal to the current date + 30 week days).	You will be notified if a user that is part of the organisations that you manage will expire in 30 calendar days.
An organisation or a user request containing the IMS application is implemented.	You can now go to IMS to change the reporting path of the organisation, if necessary.  Please note: URT and IMS must be synchronised before you can edit the reporting path in IMS. This synchronisation occurs automatically after a set period of time. For more information see chapter 13 Organisations or Users with IMS Access
An organisation or a user request containing the AFIS Mail (AMS) application is implemented.	You can now go to AFIS Mail to manage Mailboxes (create/change/assign etc.).  URT and AFIS Mail must be synchronised before you can manage the Mailboxes. For more information see chapter 12 Organisation or Users with AFIS Mail Competence

Table 8: Events for E-mail Notifications

The image below (Figure 34) is an example of an e-mail notification.

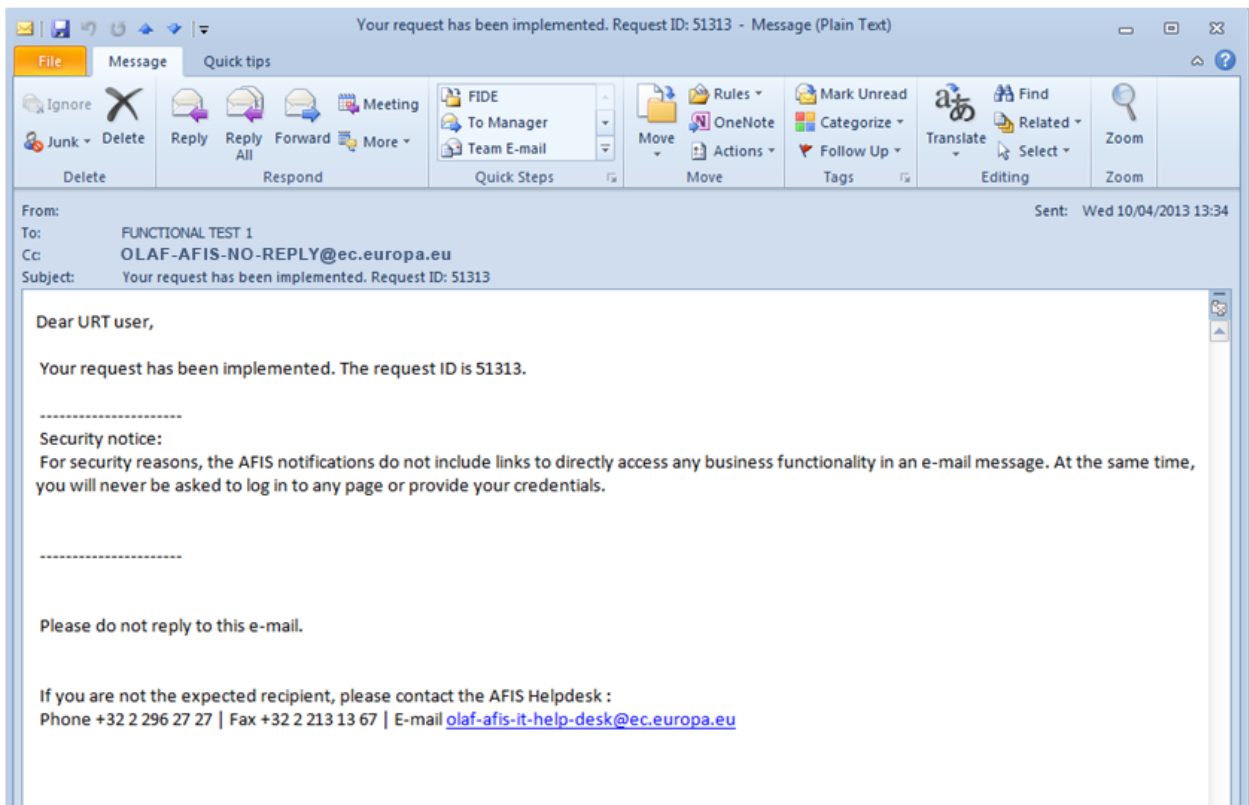


Figure 34: Sample e-mail notification

If you do not want to receive e-mail messages for one or more of the events described above Table 1 (Table 8), you can disable the notifications.

To disable e-mail notifications (see Figure 35 Enable/disable e-mail notifications):

- ① Click **My profile** on the AFIS Portal.
- ② Go to edit the details of the URT2 application.
- ③ Deselect the events for which you no longer wish to receive e-mail notifications by unticking the checkboxes.
- ④ The checkboxes next to each event become active. The **Save** and **Cancel** buttons are displayed when you untick or tick checkboxes. Click **Save** to save your changes.

Production
ANTI-FRAUD INFORMATION SERVICES
User Registration Tool 4.0.0

AFIS Operations

Welcome Sergio Da Capo (urt2itt1) Last Login: 23/10/2014 16:09:30
AFIS Mail
SPECIAL CHARACTERS
1 MY PROFILE
HELP
SIGN OUT
EN

My Profile

User info:

First name: Kris

Last name: Bertels (urt2olaf2)

E-Mail: testing@mail.org

Organisation: European Anti-Fraud Office

You have the right to access the personal data we hold regarding you and to correct and complete them. Upon request and within three months from its receipt, you may obtain a copy of your personal data undergoing processing. Any request for access, rectification, blocking and/or erasing your personal data should be directed to the Controller (olaf-fmb-data-protection@ec.europa.eu). Exemptions under Article 20 (1) (a) and (b) of Regulation 45/2001 may apply.

Password management:

Change password

Application Name	Details
Production	
URT 2 (URT 2)	2 View Details...
quest (production - AFIS QUEST v.1.0.6)	View Details...

My notifications	Subscribe/Unsubscribe
A user's account is to expire soon (expiration date equal to the current date + 10 week days).	<input checked="" type="checkbox"/>
An organisation or a user request is implemented.	<input checked="" type="checkbox"/> 3
An organisation or a user request containing IMS application is implemented	<input checked="" type="checkbox"/>
An organisation or a user request is rejected by the LA.	<input checked="" type="checkbox"/>
A user's account is to expire in 1 month (expiration date equal to the current date + 30 week days).	<input checked="" type="checkbox"/>
A certificate is revoked.	<input checked="" type="checkbox"/>
A new certificate is available to me.	<input checked="" type="checkbox"/>
AFIS Account Initialization - Password Reset Notification.	<input checked="" type="checkbox"/>
An organisation or a user request is cancelled by the super LO.	<input checked="" type="checkbox"/>
An organisation or a user request containing AMS application is implemented	<input checked="" type="checkbox"/>

4 Save Cancel

Figure 35: Enable/disable e-mail notifications

24. Statistics

Various statistics related to the number of users, organisations and requests are available from the homepage.

To view statistics (see Figure 36: Statistics):

- ① On the homepage in the statistics section, click on the link of the statistics that you want to view.
- ② The statistics are displayed.
- ③ Several actions are available. Click the **Actions** button to display them.

The screenshot shows the URT Statistics page. On the left is a navigation menu with sections: Organisations, Users, Certificates, Requests, and Reports. The main content area is titled 'Statistics' and contains several metrics:

- Managed Organisations: 81
- Registered Users: 532
- Deleted Users: 6
- Users Expiring in 1 Month: 37
- Users to Expire Soon: 37
- Pending Requests: Users 45, Organisations 20
- Rejected Requests: Users 9, Organisations 9
- Average Process Time: 1.4 days
- Requests Processed within Acceptable Time: 368
- Permanent Certificates to Expire Soon: 0

A red dashed arrow points from the 'Registered Users' link to a zoomed-in view of the 'Organisations' table below. The table has columns for Organisation Name, Organisation Short Name, Country, and Actions. The first row is highlighted, and the 'Actions' button is circled in red.

Organisation Name	Organisation Short Name	Country	Actions
Ministry_of_finance,deIT_FIN_HDE12		IT - Italy	Actions
Ministry_of_finance,deIT_FIN_HDE11		IT - Italy	Actions
Ministry_of_finance,deIT_FIN_HDE10		IT - Italy	Actions
Ministry of finance, fraIT_FIN_HDE9		IT - Italy	Actions
New ministry of financIT_FIN_HDE6		IT - Italy	Actions

Page 1 of 1, View 1 - 5 of 5

Figure 36: Statistics

The following statistics are available:

Managed Organisations: The total number of organisations managed by the LO.

Registered Users: The total number of users managed by the LO.

Deleted Users: The total number of deleted users that were managed by the LO.

Users Expiring in 1 Month: The total number of users managed by the LO whose AFIS account will expire in 30 calendar days.

Users to Expire Soon: The total number of users managed by the LO whose AFIS account will expire in 10 calendar days.

Pending Requests

Users: The total number of pending user requests managed by the LO.

Organisations: The total number of pending organisation requests managed by the LO.

Rejected Requests

Users: The total number of rejected user requests managed by the LO.

Organisations: The total number of rejected organisation requests managed by the LO.

Average Process Time: The average number of days between submitting a request by the LO and its implementation.

Requests Processed within Acceptable Time: The total number of requests implemented/rejected within 10 calendar days from the submission date.

Permanent Certificates to Expire Soon: The total number of certificates managed by the LO expiring in less than x days (By default, 60 days).

25. Reports

To access the reports (see Figure 37: Reports view):

- ① Click **View Reports** in the 'Reports' section on the URT homepage.
- ② The reports page is displayed. The 'Number of Users per Organisation' report is displayed by default.

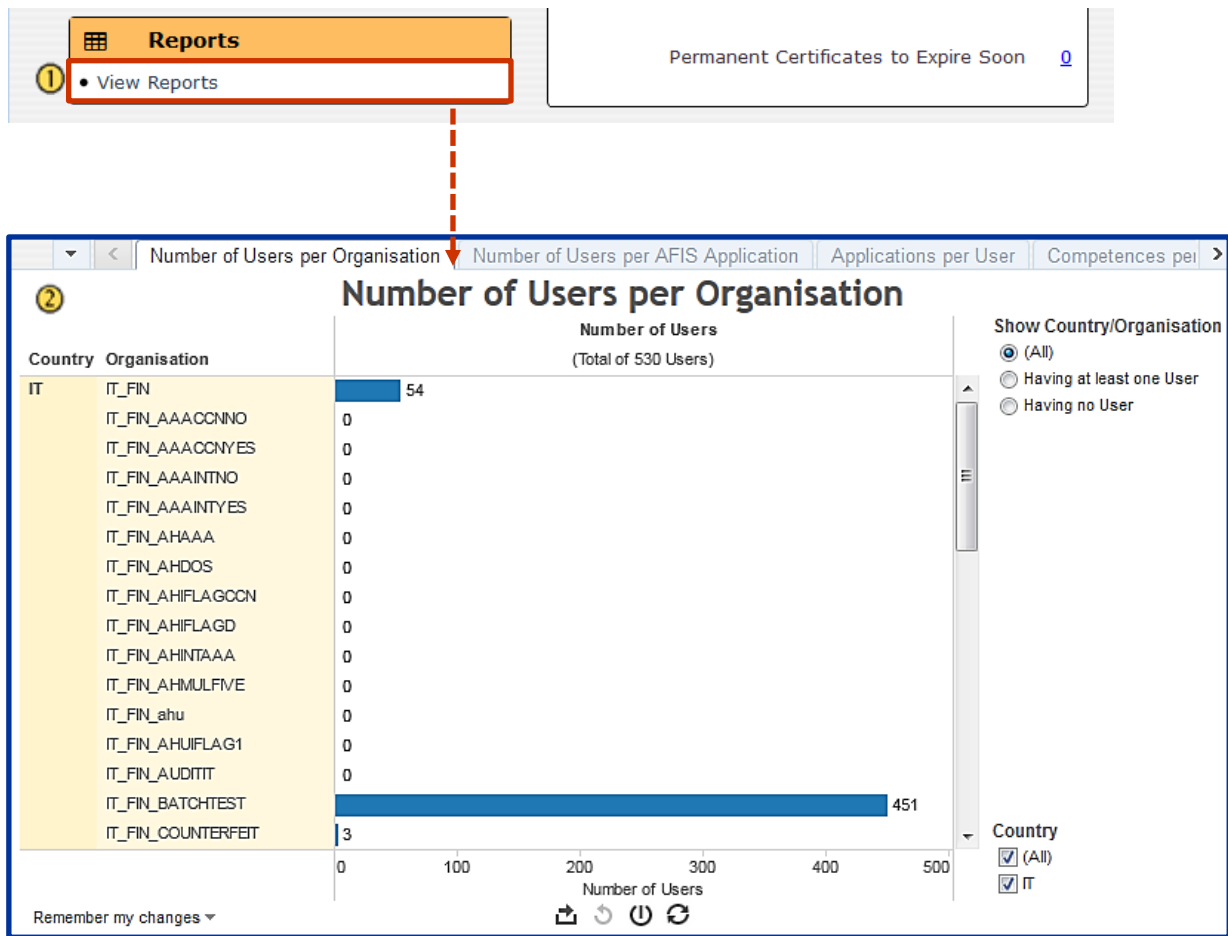


Figure 37: Reports view

25.1 Selecting Reports

You can switch between the available reports in the following ways:

Several tabs are displayed at the top of the reporting section (see Figure 38: Selecting reports). Click a tab to view a report.




Figure 38: Selecting reports

Click the arrow to scroll through the reports:



Figure 39: Scroll arrows

You can also click the  button to display the available reports in a drop down list. Click the report to select it.

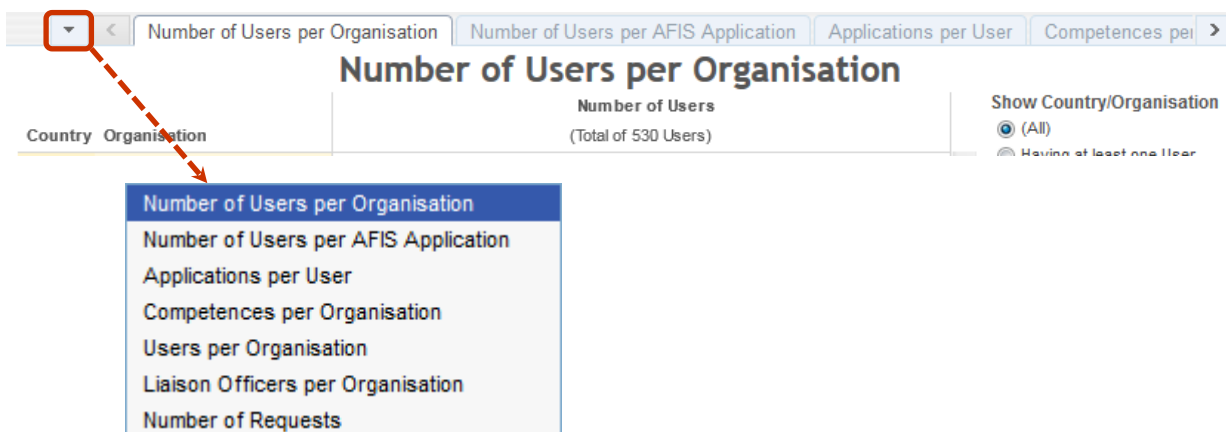


Figure 40: Select reports

25.2 Using Reports

You can filter and sort all the available reports.

25.2.1 Filtering Reports


You can further filter the data included in the report by excluding several elements from the report. This chapter will explain how to use the reports to get additional information and how to further filter the available data.

 The available filters differ per report.


For example, in the report below (see Figure 41: Filter reports):

 By ticking the checkboxes you can filter by:

- The user's country.

 As a Liaison Officer, you can see only reports about data from your country.

- Users that have or do not have applications assigned to their profile, or by all users.
- The available applications.

 When you tick or untick the checkboxes, the data is filtered and the report changes. For example, in the image below, only information about the MAB and IMS applications is included for all the users from the LO's country.

Number of Users per Organisation | Number of Users per AFIS Application | Applications per User | Competences per User

Applications per User

Application

Country	Organisation	User	[No Application]	Afis Library	AREP	Fide EU	Fide MS	IMS	IMS Application v 5	MAB CIGINFO Module	MAB CIS EU Module	MAB CIS MS Module	MAB Mail	MAB MARINFO Module	MAB YACHTINFO Module	MAS Search	MIS	OCU	ToSMA	URT2
IT	IT_FIN	ahude2320 ahude2320																		
		ahude23202 ahude23202																		
		Aldana Miguel																		
		Aldana2 Miguel2																		
		Aldana3 Miguel3																		
		Aldana4 Miguel4																		
		Aldanito Miguelito																		
		Appa Wilma		✓	✓	✓														✓
		Arep Arep		✓																
		Balotelli Mario																		
		Banner Ulrich			✓	✓														
		Bibi Hello			✓	✓														✓
		Blank Bart			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Celentano Adriano																		✓
		Costa Rui		✓																
		Da Capo (urt2it1) Sero																		✓

Country: (All) IT

Show Users: (All) Having Applications Having no Application

Application:

- (All)
- [No Application]
- [WEB account]
- Afis Library
- AREP
- Fide EU
- Fide MS
- IMS
- IMS Application v 5
- MAB CIGINFO Module
- MAB CIS EU Module
- MAB CIS MS Module
- MAB Mail
- MAB MARINFO Module
- MAB YACHTINFO Module
- MAS Search
- MIS
- OCU
- ToSMA
- URT2

Remember my changes

Number of Users per Organisation | Number of Users per AFIS Application | Applications per User | Competences per User

Applications per User

Application

Country	Organisation	User	IMS	IMS Application v 5	MAB CIGINFO Module	MAB CIS EU Module	MAB CIS MS Module	MAB Mail	MAB MARINFO Module	MAB YACHTINFO Module
IT	IT_FIN	ahude2320 ahude2320								
		ahude23202 ahude23202								
		Aldana Miguel								
		Aldana2 Miguel2								
		Aldana3 Miguel3								
		Aldana4 Miguel4								
		Aldanito Miguelito								
		Balotelli Mario								
		Banner Ulrich								
		Blank Bart		✓	✓	✓	✓	✓	✓	✓
		Celentano Adriano								
		DE2320 DE2320		✓	✓	✓	✓	✓	✓	✓
		DE2320ims DE2320ims								
		Dutti Massimo								
		Fellaini Marouane								
		Kelly Grace								

Country: (All) IT



Show Users: (All) Having Applications Having no Application

Application:

- (All)
- [No Application]
- [WEB account]
- Afis Library
- AREP
- Fide EU
- Fide MS
- IMS
- IMS Application v 5
- MAB CIGINFO Module
- MAB CIS EU Module
- MAB CIS MS Module
- MAB Mail
- MAB MARINFO Module
- MAB YACHTINFO Module
- MAS Search
- MIS
- OCU
- ToSMA
- URT2

Remember my changes



Figure 41: Filter reports

 To remove the filter and view the report including all the initial information, click the  ('Revert All') icon at the bottom of the page.

25.2.2 View Additional Information

When you click on an item in a report, a pop up with additional information will be displayed. The type of available information will vary per report.

You can also exclude specific information from the report by clicking the options in the pop up field.

-  **Keep Only** : All other information will be excluded from the report. The only information included in the report is the field that you selected.
-  **Exclude** : Exclude the selected field from the report.

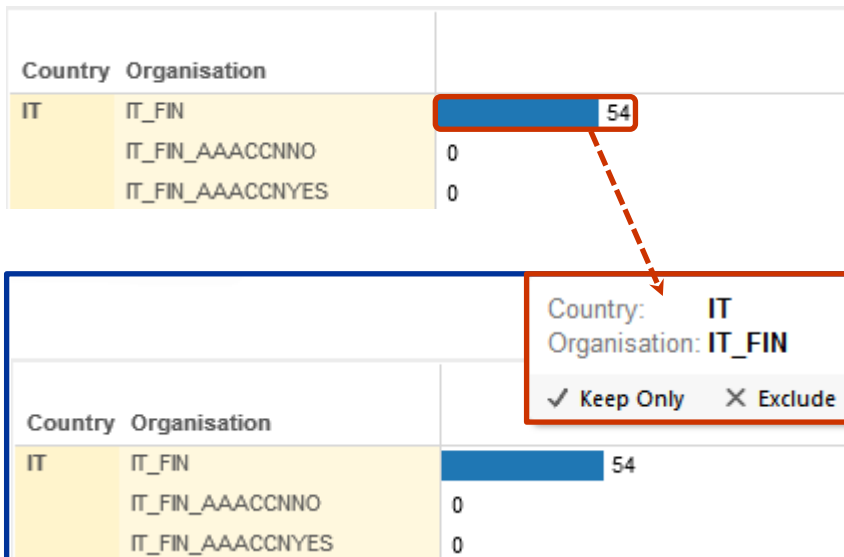


Figure 42: View additional information

25.2.3 Sorting Reports

Some tables in the report can be sorted. To sort data click the  icon.

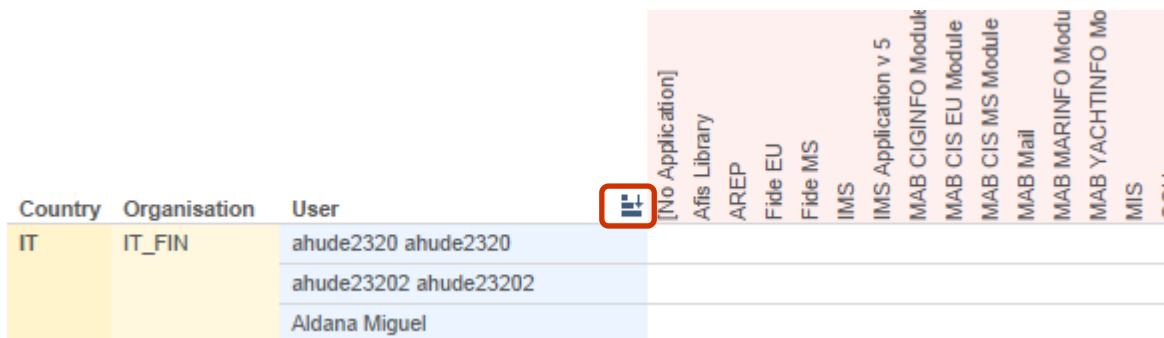




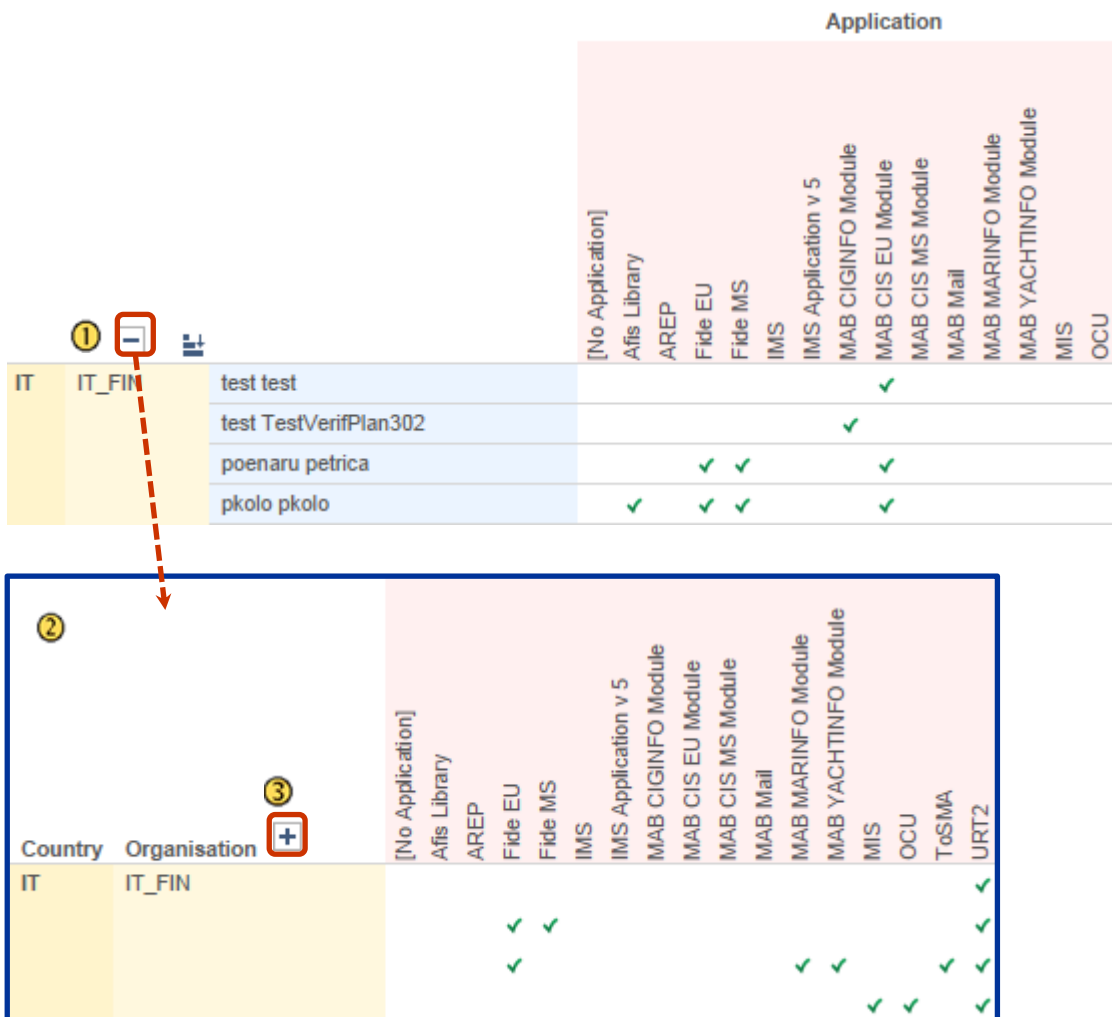
Figure 43: Sort reports

25.2.4 Hide or Show Columns

You can also hide columns in a report.

To hide a column:

- 1 Roll over the column on the left from it. The  button is displayed. Click it to hide the column.
- 2 The column is hidden.
- 3 To display the hidden column click the  button.



The screenshot shows a table with columns for Country, Organisation, and various Applications. The 'IT_FIN' column is highlighted in yellow. A red dashed arrow points from the minus sign icon in step 1 to the hidden 'IT_FIN' column in step 2. A plus sign icon is shown in step 3 next to the 'Organisation' column header.

Country	Organisation	[No Application]	Afis Library	AREP	Fide EU	Fide MS	IMS	IMS Application v 5	MAB CIGINFO Module	MAB CIS EU Module	MAB CIS MS Module	MAB Mail	MAB MARINFO Module	MAB YACHTINFO Module	MIS	OCU	ToSMA	URT2
IT	IT_FIN				✓	✓												✓
										✓								✓
																		✓
																		✓

Figure 44: View data

25.3 Data Related Options

There are 4 options available to you at the bottom of the page (see Figure 45: Other features):

1. **Export**: you can export in the following formats:
 - o Image: a .PNG image is generated.
 - o Data: a new window is opened with all the statistics as text. Click **Download all rows as a text file** to download the generated report as a .CSV file.
 - o Crosstab: a CSV file is generated.
 - o PDF: a .PDF file is generated.
2. **Revert all**: when you select this option, all fields are set to default. Any changes you made in these fields are undone.
3. **Pause automatic updates**: The system automatically updates the generated report. Click this button of you want to stop automatic updates.
4. **Refresh data**: refreshes the page report to include the most current data from the URT database. It is possible that you may not see the latest submitted data in the reports. This is because the database is refreshed based on a frequency defined by the administrator.

For example: if a search results in 10 requests, you may not see all 10 requests included in the report. This is because some of the requests were created recently and are not included in the database yet.

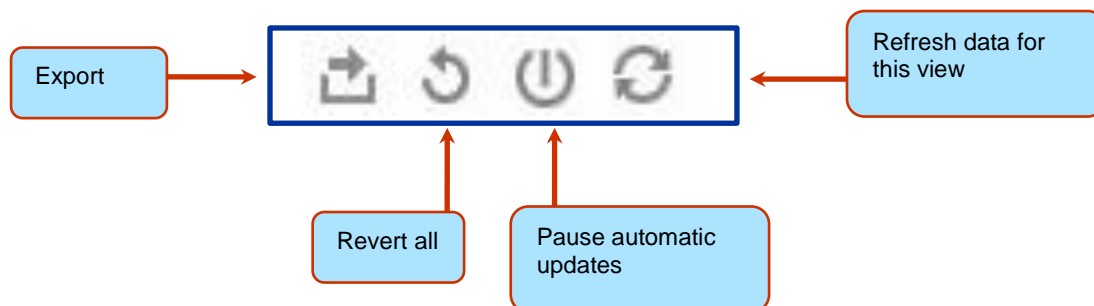


Figure 45: Other features

26. Support Team Contact Information

In case of problems, please contact your local administrator or the AFIS Service Desk:

AFIS Service Desk	
Address: Rue Joseph II, 30/B-1049 Brussels	
Tel: +32 2 296 27 27	Internet e-mail: olaf-afis-it-help-desk@ec.europa.eu
	AFIS Mail mailbox: EC-OLAF-IT