Guide to change details of an existing User

Only available for CPMT Chair and CSA Coordinator

<u>Please Note</u>: email address change request has to sent to csa.itsupport@csa.virginia.gov

To edit the existing Users

1. Login to Account Management System under Applications on the CSA website's home page.
2. If you don't remember your password. Click on the Reset / Forgot Password link below the Create New Account Button. Then follow instructions on screen and email.
3. After successful Login. Click on Edit/Update Users tab (This tab is only active for Local Approver's i.e. CPMT Chair and CSA Coordinator)
4. Local Approver's have the Edit/Update User tab. This tab will display list of all active Users in the locality.

5. The Edit (Pencil icon) is used to Edit the details of a User. The follow screen is displayed

   a. Change the all fields that needs to be changed
   b. To change Role, click arrow, the list of Roles will appear and check all roles the User will need. After checking all Roles. Click outside the selection box.
   c. Click on the Update button
   d. The following pop-up box is displayed
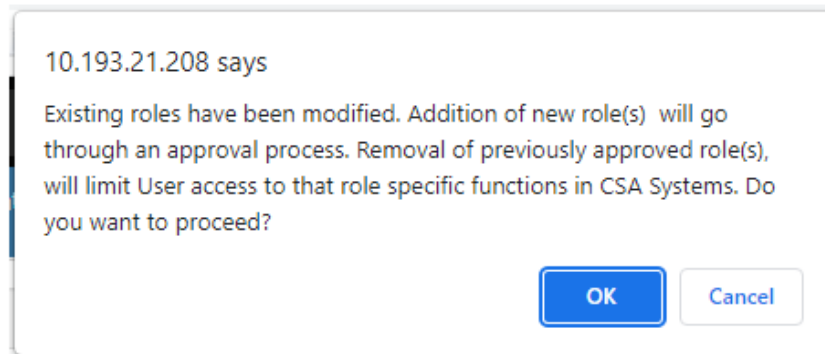
   e. Click on OK button

<u>Please Note:</u> Depending on the Role requested an approval notification is sent to either Locality's CPMT Chair or Locality's CSA Coordinator.

     i.   FA, CSA Coordinator – CPMT Chair Approval

     ii. All other roles – CSA Coordinator Approval

6. If there was a change is User's Role then, Locality Approver will need approve the User Role changes, by:
   a. Clicking on My Approvals tab
   b. Click on the Review (Notes icon)
   c. On the popup screen click on the Approve Button