Active Directory Account Management
System

Active Directory Account Manager
Guide

Managing Active Directory Accounts for State Applications
via the
Active Directory Account Management System (ADAM)

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

1. **Create** accounts for new users
2. **Delete** accounts for users who are no longer employed or who do not use state applications
3. **Modify** accounts on a limited basis
4. **District Access Information** modification requests
5. **Tickets** for Active Directory Account Management issues
6. **Account Logs** on a limited basis

To access ADAM:

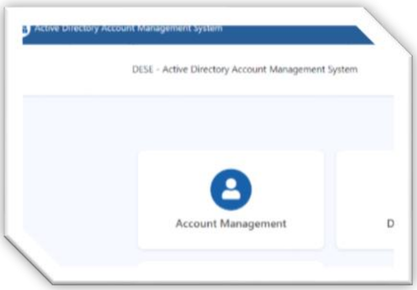
- Visit https://adam.ade.arkansas.gov
  - Enter 'User ID' and 'Password'
    - Open email to find PIN
      - Enter PIN

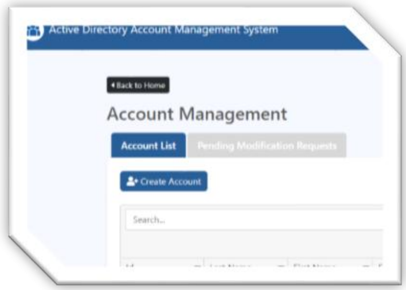
1) CREATE

There are many applications that must coordinate. These are the suggested steps for adding new employees:

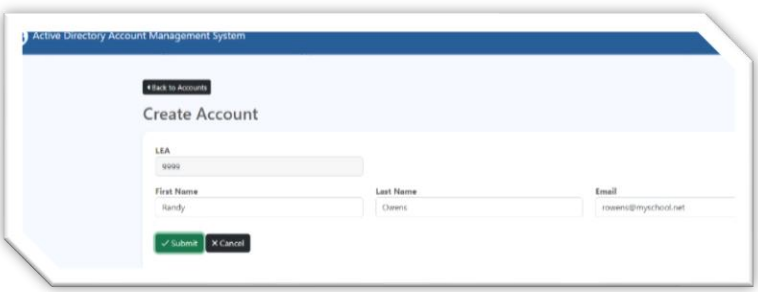
1. HR enters the employee in eFinance using legal name.
2. HR generates a list of new employees to give to technology staff, who then create email based on legal name.
3. State Active Directory Account Manager creates a state account for the employee based on information from steps 1 and 2.

- On the landing page, select the "Account Management" icon and then select the "Create Account" icon

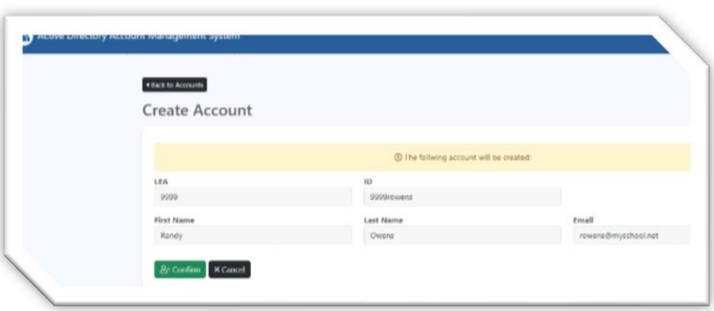




- Enter information in the three fields
  - ▪ Each user may have only one account, and the account MUST be for an actual user. Accounts such as "1234elemsub" and "1234hsnurse" are not permissible
  - Enter **First Name** in proper format (*Amy, not "amy" or "AMY"*)
  - Enter **Last Name** in proper format (*Coleman, not "coleman" or "COLEMAN"*)
  - Enter **Email** in lowercase (*amy.coleman@myschool.org, not "Amy.Coleman@myschool.org" or "AMY.COLEMAN@MYSCHOOL.ORG"*)
    - ▪ NOTE: MUST be the ***identifiable*** email account of the user
- Select "Submit"



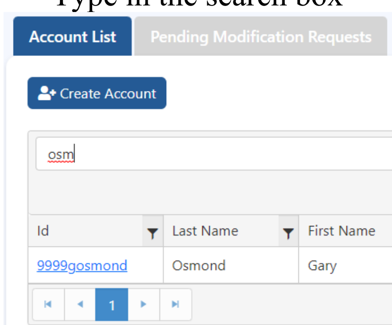
- You will be asked to confirm that all information is correct. Either "Confirm" or "Cancel"



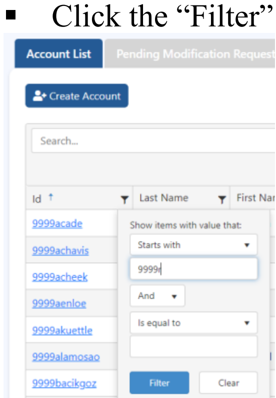
- ***Monitoring Account Status***
  1. Monitor account status in the "Account List" section
     a. Wait for "Status" to show as 'Good' before asking the new user to set password. (see sorting tips below)
        i. ****Note that all accounts with a status other than "Good" are removed by the system at the close of business each day.***
  2. Users will not be able to set password until in a status of 'Good'. After confirmation:
     a. Notify user to follow the steps in the '**User Password Change**' document found in the "Passwords" section of the "Security Resources" page
        https://adedata.arkansas.gov/security

- ***Account Creation Format***
  - Accounts are automatically created using the following format:
    'LEA', 'First Initial', 'Last Name' – '**1234acoleman**'
  - If there is already an account '**1234acoleman**', and you now create an account for '**Andrew Coleman**' the account will be automatically created using the following format:
    'LEA', 'First & Second letter of First Name', 'Last Name' – '**1234ancoleman**'

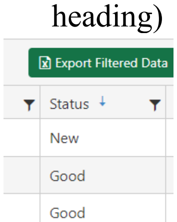
- ***Account List Sorting Tips***
  - While there are many methods for monitoring and sorting accounts, here are a few basic tips. *Note that you have the ability to "Export All" or "Export Filtered Data"*
    - Type in the search box



    - Click the "Filter" icon beside any, or multiple fields, then enter the desired criteria



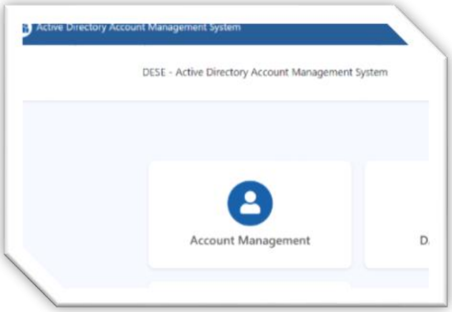
    - Click on a heading to sort up or down (will place a little blue arrow beside the sorted heading)



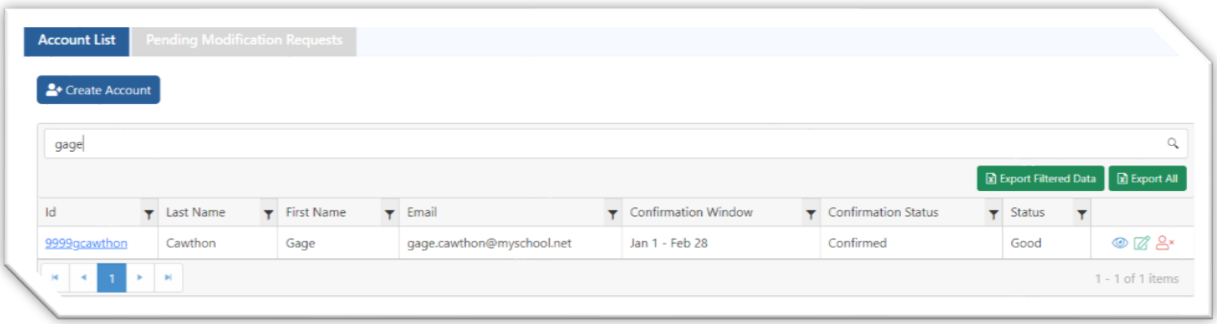
2) DELETE

When a user is no longer employed, or no longer uses state applications, deletion of the state Active Directory account is required.

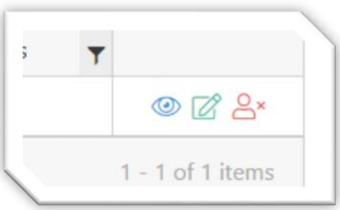
- On the landing page, select the “Account Management” icon



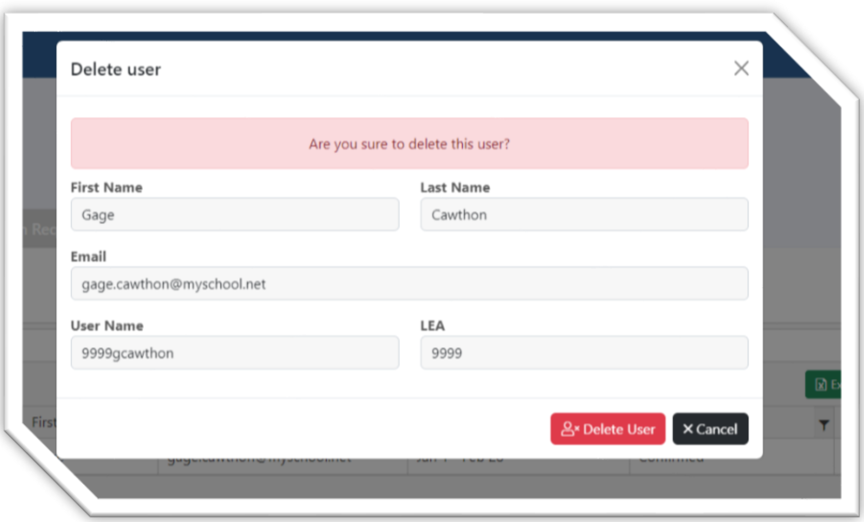
- On the “Account List” page, search for the desired account to be deleted



- Select the red icon to delete the user

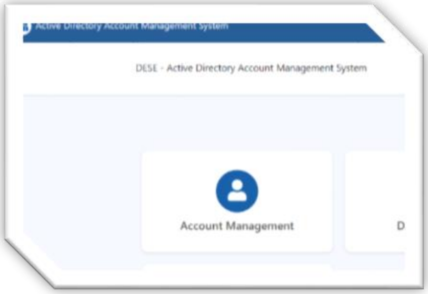


- You will be asked to confirm that you want to delete the user. Either “Delete User” or “Cancel”

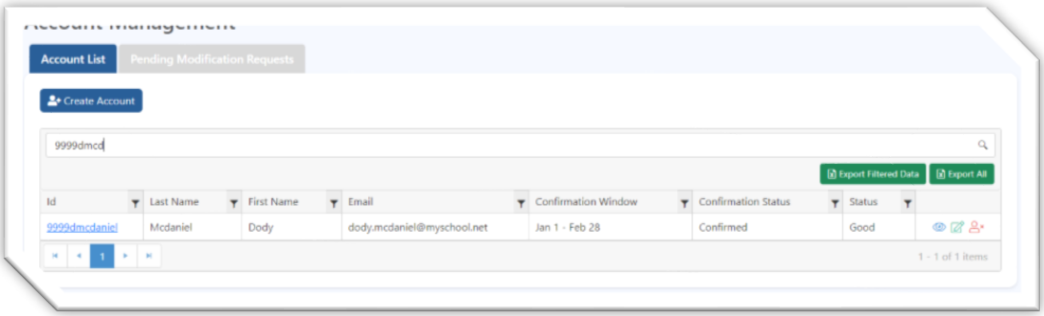


3) MODIFY

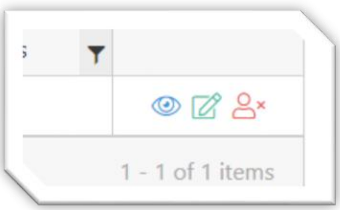
- On the landing page, select the "Account Management" icon



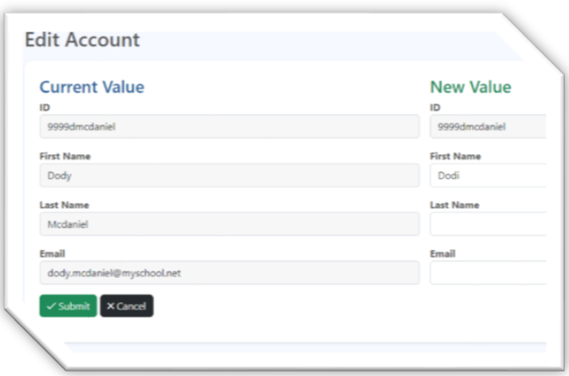
- On the "Account List" page, search for the desired account to be modified



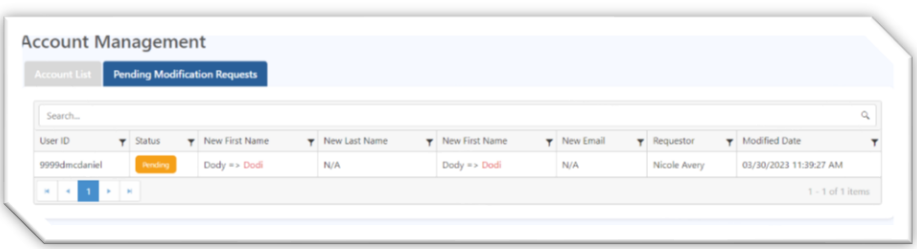
- Select the green icon to modify the account



- Enter the requested modification, then "Submit" – you will be asked to "Confirm" or "Cancel"

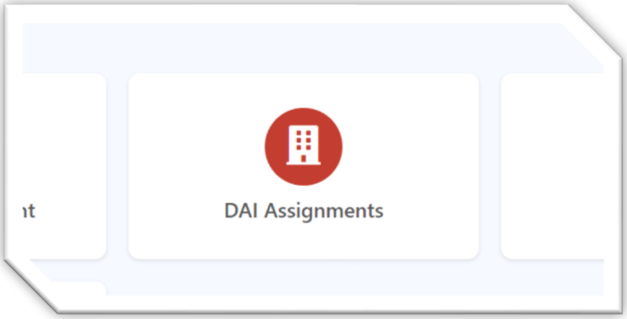


- Monitor the "Pending Modification Requests" tab to see status of the request



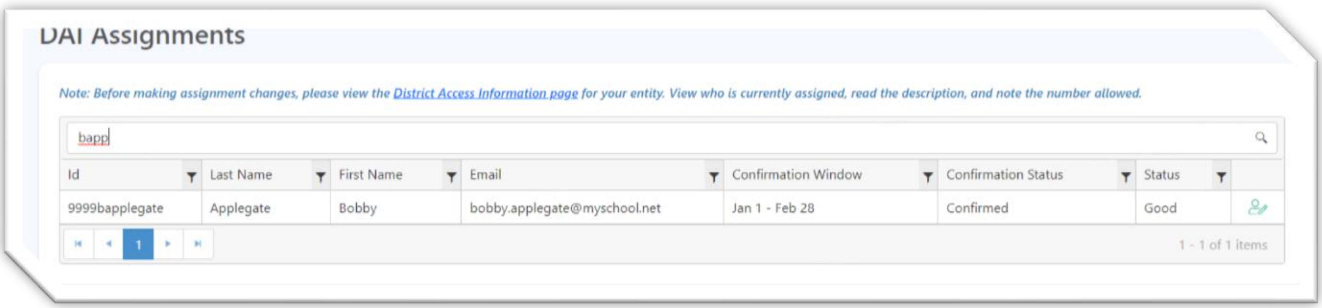
4) **DISTRICT ACCESS INFORMATION** Modification Requests

- On the landing page, select the "DAI Assignments" icon

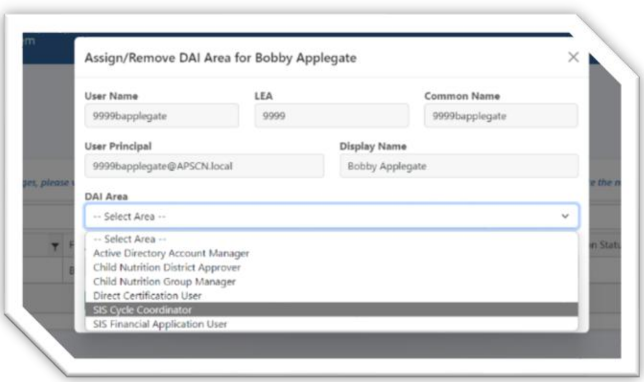


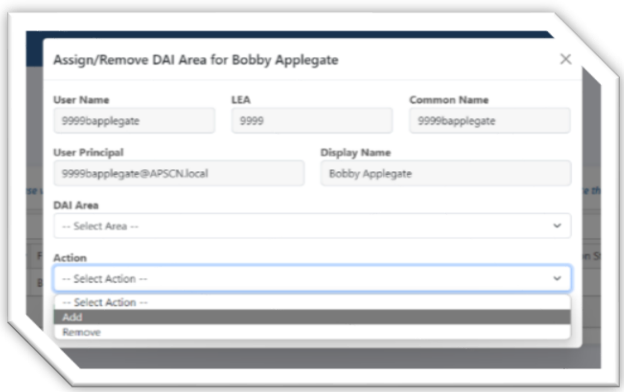
As stated on the page, before making assignment changes, please view the 'District Access Information' page for your entity to view who is currently assigned, read the description, and note the number allowed.

- Search for the desired user, then click the green icon in the far right column



- Select the desired DAI Area and the desired Action

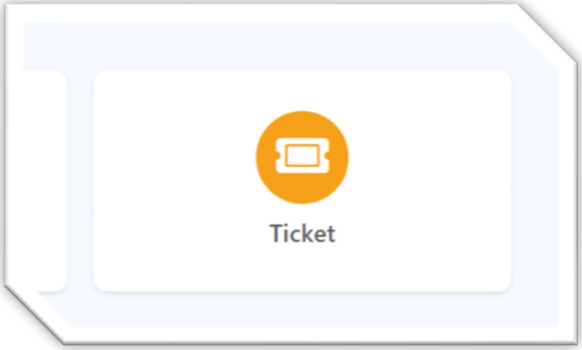




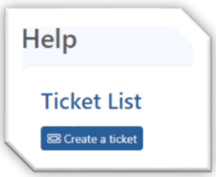
- You will receive an email notification when the request has been Approved or Rejected.
  May take up to 24 hours

5) TICKETS for Active Directory Account Management issues

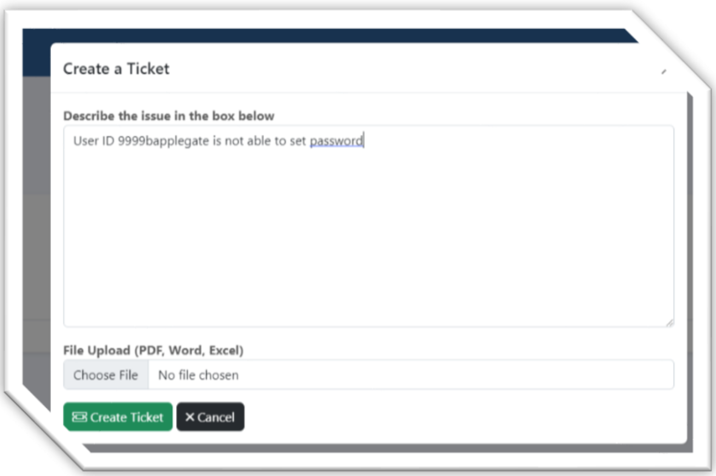
- On the landing page, select the "Ticket" icon



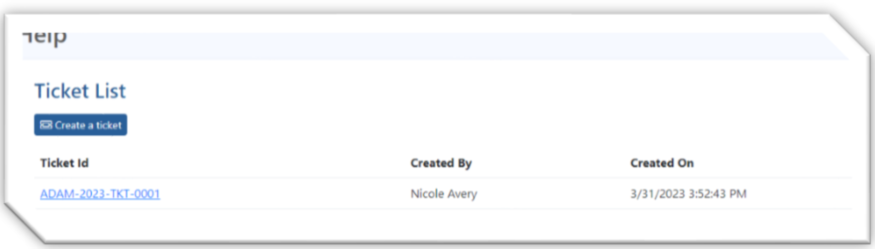
- Select the "Create a ticket" icon



- Fill in the desired text, then select the "Create ticket" icon

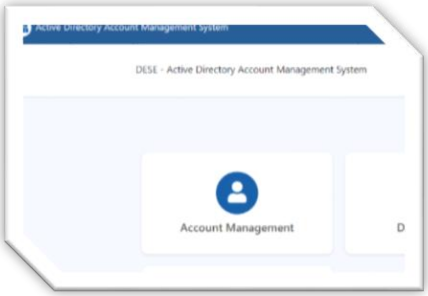


- Active tickets will be listed in the "Ticket List"

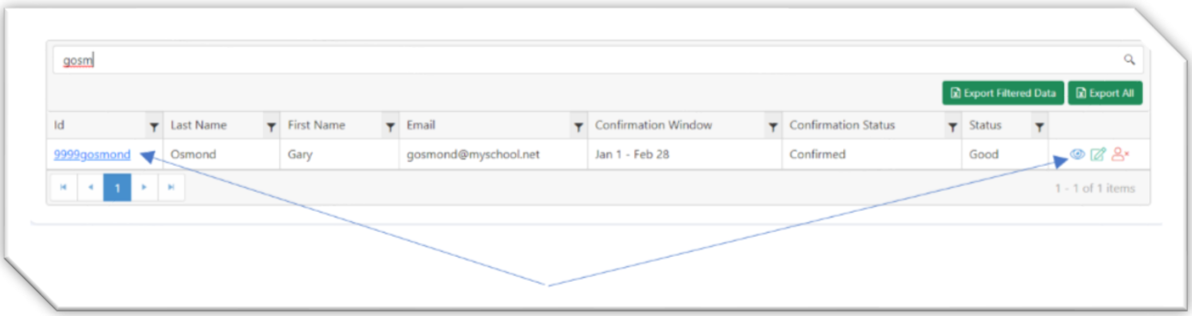


6) ACCOUNT LOGS on a limited basis

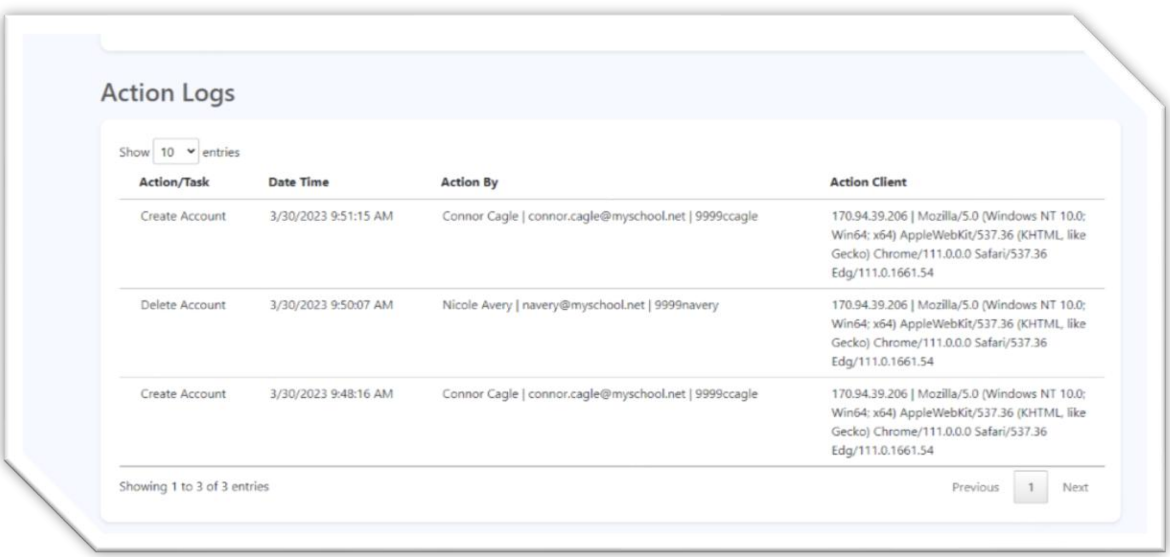
- On the landing page, select the "Account Management" icon



- On the "Account List" page, search for the desired account, then select by clicking either the ID or the blue View icon



- Displayed will be basic information about the account, along with basic Action Logs. As in the example below, you see that the account was:
    - Created by 9999ccagle
    - Deleted by 9999navery
    - And then created again by 9999ccagle
        - Include are the following columns
            - Action/Task (Create, delete, etc)
            - Date Time (that date and time of the action)
            - Action by (the user who initiated the action)
            - Action Client (IP address etc of the client taking the action)



Action Logs

Show 10 entries

Action/Task	Date Time	Action By	Action Client
Create Account	3/30/2023 9:51:15 AM	Connor Cagle | connor.cagle@myschool.net | 9999ccagle	170.94.39.206 | Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/111.0.0.0 Safari/537.36 Edg/111.0.1661.54
Delete Account	3/30/2023 9:50:07 AM	Nicole Avery | navery@myschool.net | 9999navery	170.94.39.206 | Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/111.0.0.0 Safari/537.36 Edg/111.0.1661.54
Create Account	3/30/2023 9:48:16 AM	Connor Cagle | connor.cagle@myschool.net | 9999ccagle	170.94.39.206 | Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/111.0.0.0 Safari/537.36 Edg/111.0.1661.54

Showing 1 to 3 of 3 entries

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