



ARBITRATION FORUMS, INC.
Membership driven. Innovation focused.

Security Administrator Guide

April 2018

Security Administrator Guide

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I. Introduction

About AF's Security Administrator Guide

This Security Administrator Guide was developed to help you manage business units and users, and specify company preferences related to your company's participation in AF's programs. It contains information on how to establish and maintain business units and add and edit individual user accounts.

The topics below can help you get started using the Guide quickly. In just a few minutes, you will have an understanding of each topic. Click a topic below to learn more!

[Business Units and Users Overview](#)

[Add Business Unit](#)

[Add User](#)

II. Getting Started

The following subsections outline the one-time Security Administration setup functions as well as the ongoing maintenance that will be performed by the Security Administrator.

Initial (One-Time) Setup Functions

The following steps represent the initial actions taken by both the participating company and AF to establish a Security Administrator. These represent steps that occur once during the initial setup of a company within AF's online system.

1. **Designate Security Administrator** – An authorized person, often the same person authorized by a company to sign the arbitration agreement, designates someone to serve as the company's Security Administrator. Multiple Security Administrators may be designated by the company. Each will need to be aware of and understand his or her role and responsibilities.
2. **Complete and submit the Security Administrator Profile Form** – The Security Administrator(s) must complete a [Security Administrator Profile Form](#) and return it to AF for processing. This form captures the basic information needed by AF to create the Security Administrator account.
3. **Create Security Administrator account** – AF creates the Security Administrator account(s) and sends an email to the Security Administrator(s) that contains a link the Security Administrator will use to access AF's website and establish a password.
4. **Create Business Units, Users, and other Security Administrators** – For companies new to AF's website, the Security Administrator begins the setup process by creating business units to which individual user accounts will be assigned at the time they are

created. Business units are discussed in detail in the Business Unit section of this guide. The Security Administrator can also designate other Security Administrators for the company, if needed. Each Security Administrator can add and modify all business units and users.

Ongoing Maintenance Functions

The following steps represent the ongoing maintenance functions that will be handled by the Security Administrator. These represent recurring activities that could occur with some regularity depending on the company.

Security Administrator maintenance functions include:

- **Creating Business Units** – The initial business unit will be created by AF at the time the initial Security Administrator account is created. All business units created after that point, will be created by the Security Administrator(s). For more information on business units, see [Business Units and Users Overview](#).
- **Modifying and Maintaining Business Units** – Updates to any Business Unit will be made by Security Administrator(s). In the case of a large company with numerous Business Units, it is recommended that the Business Unit contact be the Security Administrator. For more information on Modifying Business Units, see [Edit Business Unit](#).
- **Creating User Accounts** – The addition of new users will be the responsibility of the Security Administrator(s). For more information on creating a user, see [Add User](#).
- **Assigning and Maintaining Individual and Group Privileges** – Privileges may need to be changed over time based on the activity of the user or company. The Security Administrator(s) will make any privilege updates that may be needed. For more information on privileges, see [Individual and Group Privileges](#).
- **Creating and Maintaining Users on Integrated Login (if applicable)** – If integrated Login is used, the Security Administrator will maintain the user related logins that occur on the company side. For more information on Integrated Login, please see Integrated Login.
- **Administering User Password Modification Process** – The Security Administrator(s) will be the primary contact for users who have password-related difficulties. For more information on password administration, see [Modify User Password](#).
- **Inactivating Users** – Maintaining user accounts is an important security responsibility of the Security Administrator(s). When a user should no longer have access to AF's website, the Security Administrator(s) must make that account inactive to prevent unauthorized use/access. For more information on inactivating a user, see [Edit User](#).

Business Units and Users Overview

In AF's website, the concepts of business units and users are linked because every user must belong to a business unit.

- A **business unit** is simply a group of users who share the need to access specific areas within AF's website or who have some other similarities that allow them to be grouped together.
- A **user** is an individual who has an account that allows him or her to gain access to a secure computer system and particular resources within that system.

Typically, the Security Administrator creates the user account, which consists of information about the user such as login and access privileges. The access privileges define what a user can do on AF's website.

Business Units

Participating companies are diverse in size and organizational structure. As such, AF's website security model is designed to meet a wide variety of needs. The security model provides a framework for organizing your users into business units and, as such, at least one business unit must exist for each company.

Multiple Business Units Example

Large companies may choose to organize their offices by regions and locality. For example, ABC Mutual has four regional offices in the United States. Each office is responsible for claims within its region. Based on the number of individual user accounts the company will need to establish, the Security Administrator could create four business units and designate a Security Administrator for each who will manage the individual user accounts within that business unit.

Single Business Unit Example

Smaller companies, or those with centralized operations and/or a low number of individual user accounts, may opt to use the initial business unit created by AF and add/manage all user accounts within this sole business unit.

These represent only two examples of how a company might divide the administration of its users into business units. The number of Security Administrators and business units will vary depending upon the company's needs, and how the company chooses to configure its user accounts is within its discretion.

User Accounts

There are two categories of user accounts, and each has specific privileges associated with it:

- **Administrator** – May add and modify business units and users for his or her company. Regardless of the business unit to which they're assigned, Administrators can control

business units and users for the entire company. Administrators also can select and generate reports related to their company's participation in AF's programs.

- **User** – May work with E-Subro Hub demands and/or arbitration cases as well as edit some of his or her own account profile information such as his or her name and email address.

Individual and Group Privileges

AF's website provides the ability to assign privileges in one of two ways:

- **Individual privileges** allow the greatest flexibility when assigning actionable items but they also require the highest level of administration and maintenance.
- **Group privileges** provide a method to easily assign the most common sets of privileges without the extra work required when making assignments on an individual basis.

Individual Privileges

The assignment of privileges on an individual basis, while an acceptable method, is neither the primary method used by most companies nor the method recommended by AF due to the long-term administrative effort that would be required to maintain the privileges in this manner. Rather, this type of assignment is typically used to supplement one or more sets of Group Privileges.

Individual privileges are assigned by choosing the desired privilege from a list of all available privileges and making the assignment.

For more information on assigning privileges, see [Add User](#).

Group Privileges

The assignment of privileges on a group basis is the method AF recommends for this activity. Group privileges ease the long-term administrative burden associated with maintaining a user. AF provides several pre-defined groups that contain the privileges most commonly used together.

Group privileges are assigned in the same manner as individual privileges by choosing the desired group and making the assignment.

For more information on assigning privileges, see [Add User](#).

III. Business Unit Maintenance

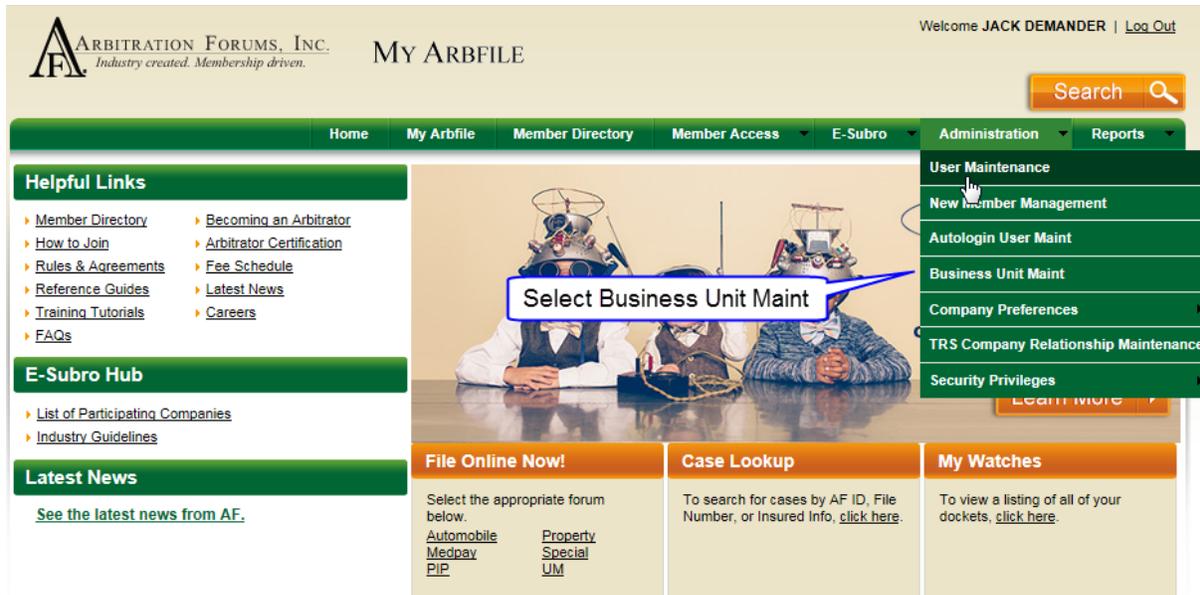
Business unit and user maintenance may only be completed after logging into AF's website. The following procedures are based on the Security Administrator being logged on.

Add Business Unit

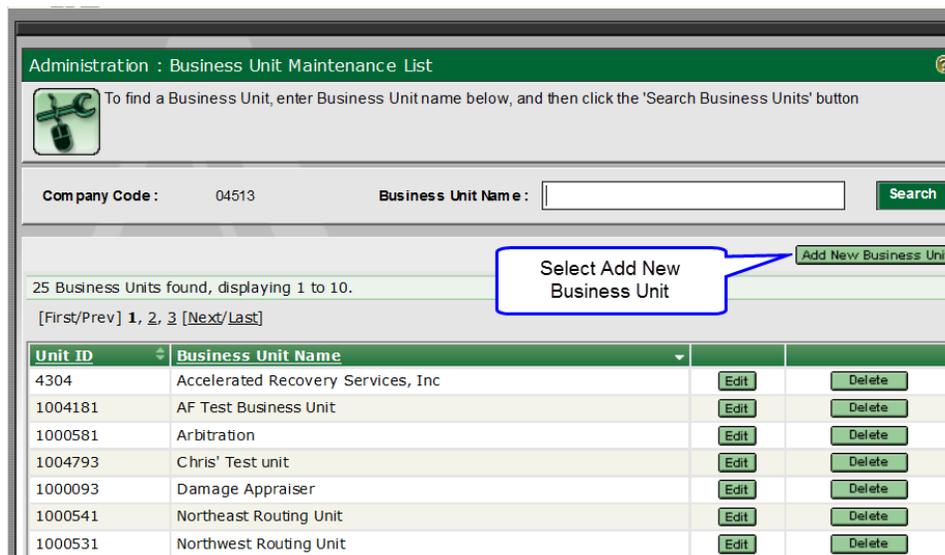
AF creates the initial default business unit at the time the initial Security Administrator account is created.

To add a business unit:

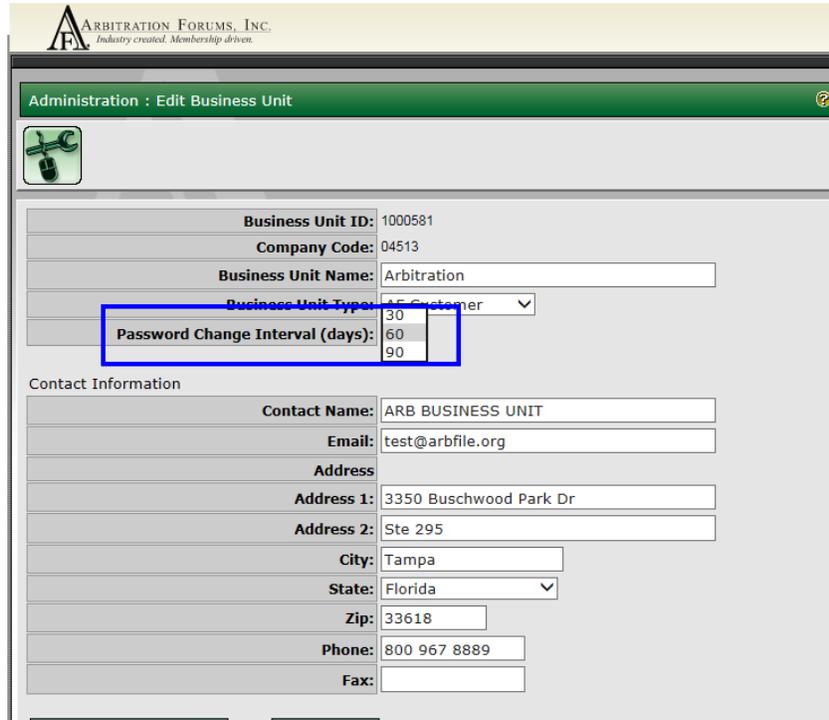
1. Select **Administration > Business Unit Maint.**



2. Click **Add New Business Unit** to go to the Add Business Unit screen.
Note: To avoid duplication of business units, AF recommends searching the list of available business units before creating a new one.



3. Enter the requested information in the appropriate fields and select **Save**.
Note: AF recommends that the contact information for the business unit be the Security Administrator assigned to that unit. This provides AF with direction for use in supporting the end user. Also, Password Change Interval options of 30, 60, and 90 days are available to allow companies to adhere to their own password security policy if less than AF's maximum of 90 days.



Administration : Edit Business Unit

Business Unit ID: 1000581
Company Code: 04513
Business Unit Name: Arbitration
Business Unit Type: AF Customer
Password Change Interval (days): 30, 60, 90

Contact Information
Contact Name: ARB BUSINESS UNIT
Email: test@arbfile.org
Address:
Address 1: 3350 Buschwood Park Dr
Address 2: Ste 295
City: Tampa
State: Florida
Zip: 33618
Phone: 800 967 8889
Fax:

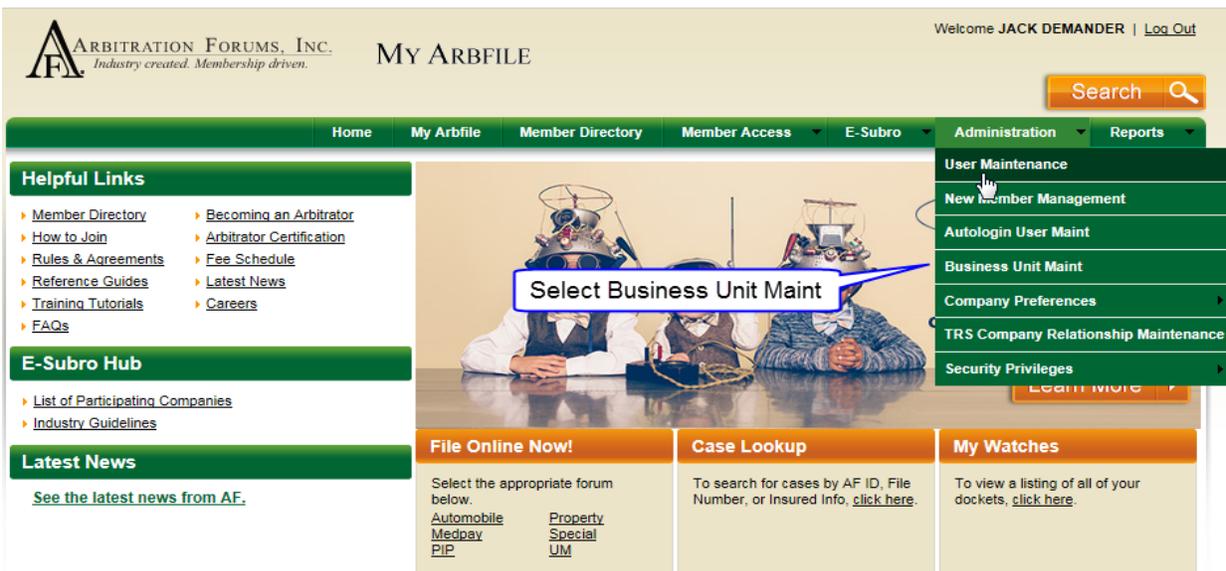
4. A success message will be displayed. Click **Back to Business Unit List**.

To add additional business units, simply repeat the steps above to add as many business units as are needed.

Edit Business Unit

To edit a business unit:

1. Select **Administration > Business Unit Maint.**



Welcome JACK DEMANDER | [Log Out](#)

MY ARBFILE

Search

Home My Arbfile Member Directory Member Access E-Subro Administration Reports

Helpful Links

- Member Directory
- How to Join
- Rules & Agreements
- Reference Guides
- Training Tutorials
- FAQs
- Becoming an Arbitrator
- Arbitrator Certification
- Fee Schedule
- Latest News
- Careers

E-Subro Hub

- List of Participating Companies
- Industry Guidelines

Latest News

[See the latest news from AF.](#)

Select Business Unit Maint

User Maintenance

New Member Management

Autologin User Maint

Business Unit Maint

Company Preferences

TRS Company Relationship Maintenance

Security Privileges

File Online Now!

Select the appropriate forum below.
 Automobile
 Medpay
 PIP
 Property
 Special
 UM

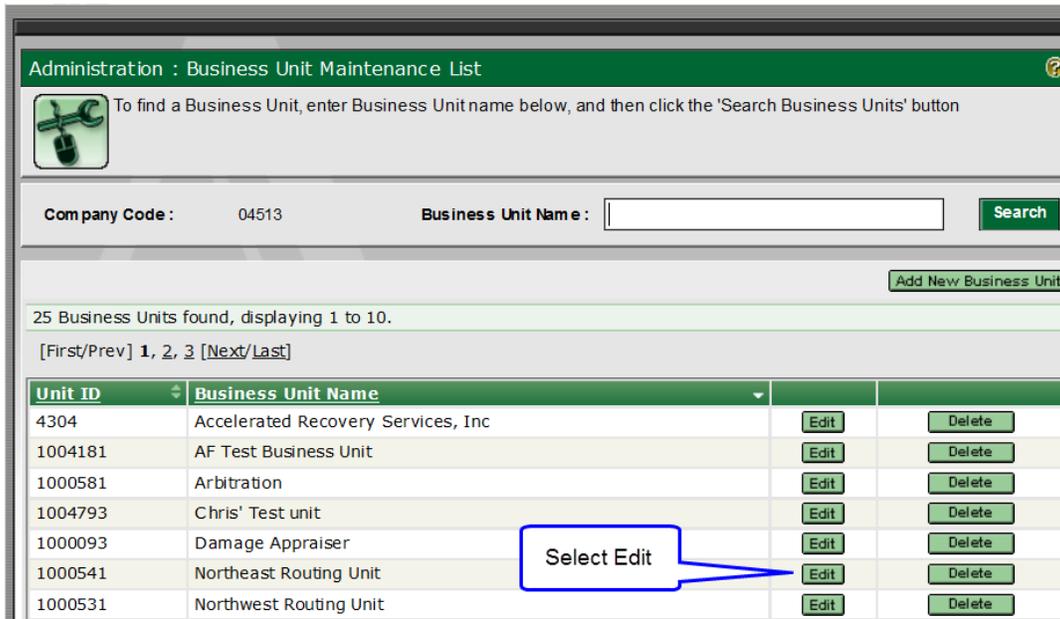
Case Lookup

To search for cases by AF ID, File Number, or Insured Info. [click here.](#)

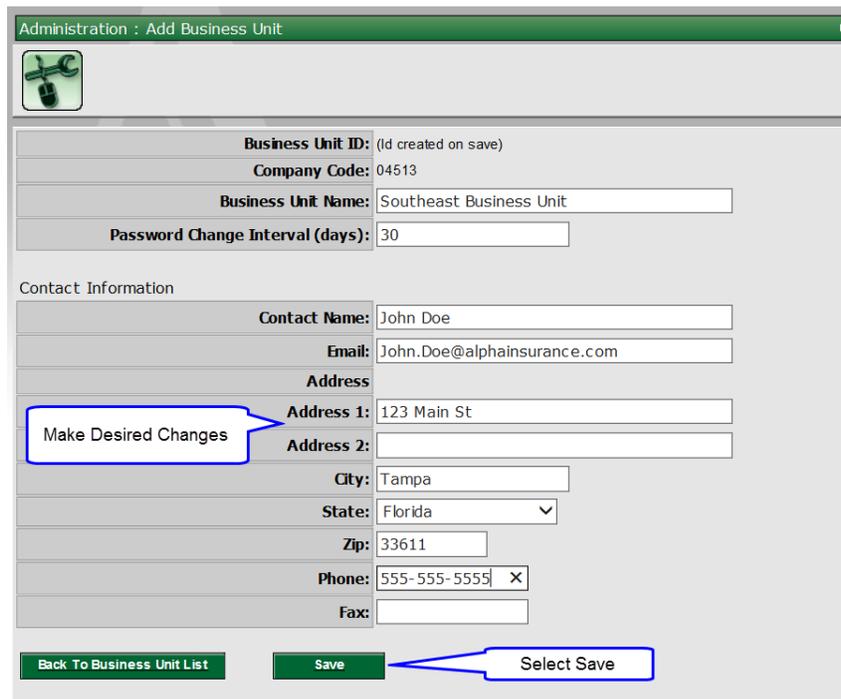
My Watches

To view a listing of all of your dockets. [click here.](#)

2. Select **Edit** located on the row associated with the desired business unit.



3. Make any desired changes and click **Save**.



4. A success message will be displayed. Click **Back to Business Unit List**.

IV. User Maintenance

Add User

To create a user:

1. Select **Administration > User Maintenance**.

The screenshot shows the website header with the logo for Arbitration Forums, Inc. and the text 'MY ARBFILE'. A navigation bar contains links for Home, My Arbfile, Member Directory, Member Access, E-Subro, Administration, and Reports. The 'Administration' dropdown menu is expanded, showing options like User Maintenance, New Member Management, Autologin User Maint, Business Unit Maint, Company Preferences, TRS Company Relationship Maintenance, and Security Privileges. A blue callout box points to the 'User Maintenance' option with the text 'Select User Maintenance'.

2. The User Maintenance List screen for your organization will be displayed. By default, All Business Units is selected for the Show Users for Business Unit field. Since a user must belong to a business unit, this selection must be changed to add a new user. Change this selection by clicking **Change** to the right of the entry.

Note: To avoid duplication of users, AF recommends searching for the user by entering a last name and clicking *List Users* prior to creating a new user.

The screenshot shows the 'Edit Groups & Group Users' page. It displays the 'Administration : User Maintenance List' section. Below the header, there is a form with the following fields and options:

- Company Code: 04513
- Show Users for Business Unit: All Business Units [Change]
- Login Id (blank for any):
- Last Name (blank for any):
- Is Admin User: Yes No All
- Is Active User: Yes No All

Buttons for 'List Users' and 'Add New User' are visible at the bottom of the form. A blue callout box points to the 'Change' button with the text 'Select Change'.

- All existing business units will be displayed in the popup window. Select the desired business unit to which the new user should be added by clicking **Select** next to the appropriate business unit name.

*Note: If numerous business units exist, specific units can be located by entering all or part of the unit's name and clicking **Search Business Units**. To undo a previous selection, click **Select All Business Units**.*

Business Unit Name :

25 Business Units found, displaying 1 to 12.
[First/Prev] 1, 2, 3 [Next/Last]

	Business Unit Name	Company Name
<input type="button" value="Select"/>	Accelerated Recovery Services, Inc	ALPHA INSURANCE CO
<input type="button" value="Select"/>	AF Test Business Unit	ALPHA INSURANCE CO
<input type="button" value="Select"/>	Arbitration	ALPHA INSURANCE CO
<input type="button" value="Select"/>	Chris' Test unit	ALPHA INSURANCE CO
<input type="button" value="Select"/>	Damage Appraiser	ALPHA INSURANCE CO
<input type="button" value="Select"/>	Northeast Routing Unit	ALPHA INSURANCE CO
<input type="button" value="Select"/>	Northwest Routing Unit	ALPHA INSURANCE CO
<input type="button" value="Select"/>	SE Arbitration Unit	ALPHA INSURANCE CO

- The User Maintenance List will be displayed with the selected business unit displayed. Click **Add New User** to proceed.

Edit Groups & Group Users

Administration : User Maintenance List

Select a Business Unit from the **Show Users for Business Unit** 'Change' link, then enter search terms for Login ID or Last Name, and select filters for Admin Users or Active Users. Leave Admin and Active filters set to "Any" will disable those filters. Click "List Users" to retrieve a listing of all users that match the criteria. You can sort by several highlighted columns. *A* button.

Company Code: 04513

Show Users for Business Unit:

Login Id (blank for any):

Last Name (blank for any):

Is Admin User: Yes No All

Is Active User: Yes No All

- Add the information noted below (1-10) for the individual being added.

User Info

User ID: (Id created on save)

1 **Login ID:**

2 **System Generated Password**

Password Requirements:

- Minimum 8 characters
- Contains at least 1 uppercase letter (A-Z)
- Contains at least 1 lowercase letter (a-z)
- Contains at least 1 number (0-9)

Password:

Confirm Password:

Require password change upon next login: No

Require periodic password change: Yes

Password change interval: 30 days ⓘ

Date of next password change: 07/10/2016 (MM/dd/yyyy)

Grace Logins Used: Password Not Expired

3 **Email:**

4 **First Name:**

5 **Last Name:**

6 **Phone:**

Is this account active? Yes

Will this account be shared? No

7 **Challenge Question:** Enter your mother's maiden name:

8 **Challenge Answer:**

Auto Login: No

Send E-Mail confirmation: Yes

9 **Require IP Address Validation:** No

Service Account Type: Not a Service Account

Last Modified:

10

The following is a brief explanation of the **User Info** fields:

Steps	Field Name	Description
1	Login ID	<p>Enter a name that will enable AF’s website to identify and address the individual for whom the ID is being created. If a duplicate ID is entered, the system will reset it. AF recommends using the individual’s company network ID (the name he/she uses in your company’s email) along with your AF company code, separated by a period. For example, user.88881. Using this naming convention will avoid a Login ID conflict with a person working for another company with the same name.</p> <p>Note: Login IDs are case-sensitive.</p>
2	System-Generated Password	<p>The AF system will send each user an email containing his or her login ID and a link to create a password when you select Yes in the Send email confirmation field.</p> <p>Note: You must press the button, so the user receives an email to create a password.</p>
	Require Password Change Upon Next Login	<p>This field requires the user to change his or her password the next time a login is attempted.</p>
	Grace Logins Used	<p>This field is the current state of the password.</p> <ul style="list-style-type: none"> • Password Not Expired (default selection) • 1 Grace Login Used • 2 Grace Logins Used • Password expired; no grace logins left <p>Note: No changes are recommended when adding a new user.</p>
3	Email	<p>Enter the user’s email address where AF can send information related to the user’s account.</p>
4, 5, and 6	First Name, Last Name and Phone	<p>Enter the user’s first and last names, and telephone number in the appropriate fields.</p>
	Is this account active?	<p>The default answer is Yes, which means the user has access privileges on AF’s website. Select No, and the user account is inactive with no access privileges to AF’s website.</p>
7	Challenge Question	<p>Select a question from the drop-down box.. AF’s website will ask the user one of the selected questions to generate a new password if the user loses or forgets his or her original password. As Security Administrator, you can coordinate this question and answer with the user or pick one of the general questions (e.g., what is your company code?). After the Administrator enters a user, the user can change his or her name, password, and the challenge question and answer.</p>

8	Challenge Answer	Enter the answer to the Challenge Question in this field. AF's website will compare the answer given by the user to the answer entered here. It is important for the user to remember this answer.
	Send E-Mail confirmation	The default answer is Yes. When the system-generated password is selected, this field must have Yes selected for the user to receive an email with the link to create a password.
9	Require IP Address Validation (OPTIONAL)	Companies configured for IP address filter will have this field visible. The default answer is Yes. Change the selection to No if the user is allowed to access AF's website from a non-dedicated IP address, i.e., from home or other locations without first making a network connection (VPN, CITRIX, VMware, etc.).
	Service Account Type	<p>The field is un-editable and the default answer is Not a Service Account. The service account types are:</p> <ul style="list-style-type: none"> • AFClient • Auto Login • Data Integration • System <p>Contact support@arbfile.org if you wish to create a service account.</p>
	Last Modified	This is a system-generated field used to display the date and user associated with the last modification of this user account.

6. Once all information has been entered, click **Save Changes**. A success message will appear at the top of the page.

User created successfully

Editing User: New User (1030191)

User ID: 1030191
 Login ID:

Password Requirements:

- Minimum 8 characters
- Contains at least 1 uppercase letter (A-Z)
- Contains at least 1 lowercase letter (a-z)
- Contains at least 1 number (0-9)

Password:
 Confirm Password:

Require password change upon next login:

Require periodic password change:

Password change interval: 30 days ⓘ
 Date of next password change: (MM/dd/yyyy)

Grace Logins Used:

Email:
 First Name:
 Last Name:
 Phone:

Is this account active?

Will this account be shared?

Challenge Question:
 Challenge Answer:

Auto Login:

Send E-Mail confirmation:

Require IP Address Validation:

Service Account Type:

Last Modified:

7. The next step is the assignment of privileges, which can be done on an individual or group basis. Privileges are assigned from either the **Set Groups** tab or the **Set Privileges** tab. In either tab, Select the box next to the desired item and move that item to the Assigned list by clicking the arrow that points to that table. Once moved, the selection is saved automatically.

Note: Every user should have, at minimum, the “Customer User” group assignment.

Administration : User Maintenance

Select the groups to add or remove and click the appropriate button. Changes to this page will be saved automatically.

Editing User: Tim McKernan (1016698)

Available Groups	Assigned Groups
<input type="checkbox"/> Select All <input type="checkbox"/> CUSTOMER ADMINS <input type="checkbox"/> CUSTOMER ADMINS (NO SUBRO) <input type="checkbox"/> CUSTOMER BILLING ADMIN <input type="checkbox"/> CUSTOMER SUBRO ADMINISTRATOR <input type="checkbox"/> CUSTOMER SUBRO DEMANDER <input type="checkbox"/> CUSTOMER SUBRO RESPONDER <input type="checkbox"/> CUSTOMER USERS (NO SUBRO) <input type="checkbox"/> Paysol bank management	<input type="checkbox"/> Select All <input type="checkbox"/> CUSTOMER USERS

Select from the Available Groups and "Add and Save" into Assigned Groups

Home My Arbfile Member Directory Member Access E-Subro Administration Reports

ARBITRATION FORUMS, INC.
Industry created. Membership driven.

AF User Maintenance
Administration : User Maintenance

Select the groups to add or remove and click the appropriate button. Changes to this page will be saved automatically.

User Info Set Business Units **Set Groups** Set Privileges User Privileges

Available Groups

- Select All
- Alpha Subro
- CUSTOMER ADMINS
- CUSTOMER ADMINS (NO SUBRO)
- CUSTOMER BILLING ADMIN
- CUSTOMER SUBRO RESPONDER
- CUSTOMER USERS (NO SUBRO)
- SES bank management
- SES payment access
- TRS Arbitrator
- TRS Authenticated User
- TRS Company Administrator

Assigned Groups

- Select All
- CUSTOMER SUBRO ADMINISTRATOR
- CUSTOMER SUBRO DEMANDER
- CUSTOMER USERS

Select from the Available Groups and "Add and Save" into Assigned Groups

Add and Save >>

<< Remove and Save

To add additional users, navigate back to the **User Info** tab and click **Back to User Listing**.

Home My Arbfile Member Directory Member Access E-Subro Administration Reports

ARBITRATION FORUMS, INC.
Industry created. Membership driven.

AF User Maintenance
Administration : User Maintenance

Edit all necessary fields and click the **Save** button.

Editing User: Cindy Calhoun (1069184)

User Info Set Business Units Set Groups Set Privileges User Privileges System Admin Privileges

User ID: 1069184

Login ID:

Password Requirements:

- Minimum 8 characters
- Contains at least 1 uppercase letter (A-Z)
- Contains at least 1 lowercase letter (a-z)
- Contains at least 1 number (0-9)

Password:

Confirm Password:

Require password change upon next login: No Yes

Require periodic password change: No Yes

Password change interval: 30 days ⓘ

Date of next password change: (MM/dd/yyyy)

Grace Logins Used:

Email:

First Name:

Last Name:

Phone:

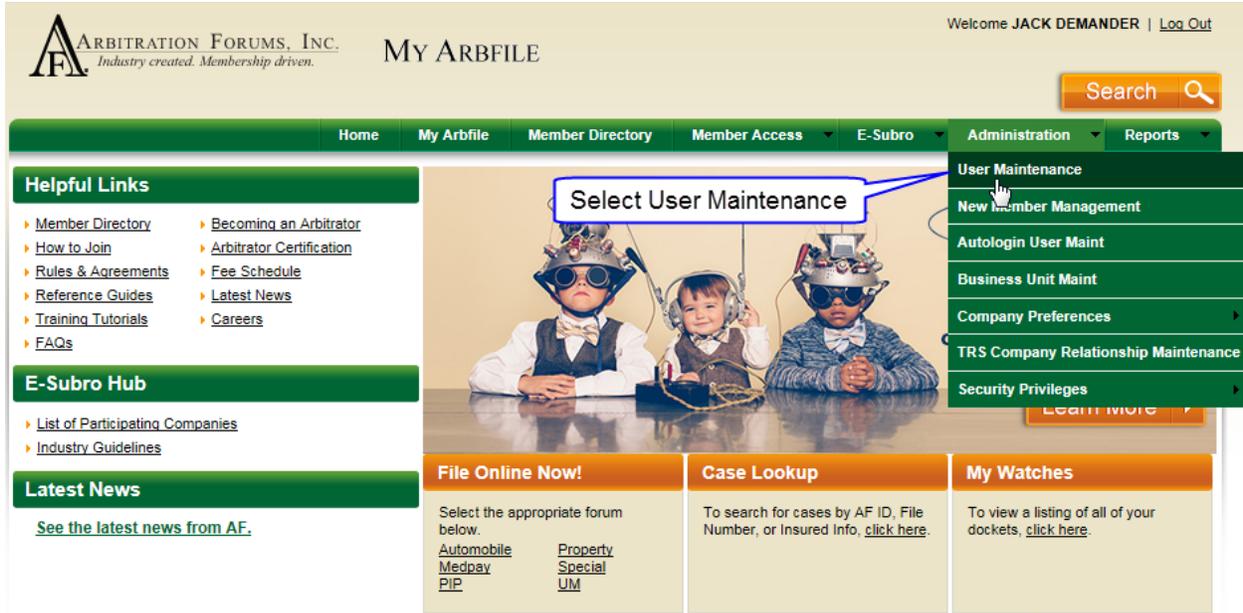
Is this account active? Yes No

Will this account be shared? Yes No

Assign User Business Units

To assign additional business units to an existing User:

1. Select **Administration > User Maintenance**.



- The User Maintenance List screen for your organization will be displayed. By default, All Business Units is selected for the Show Users for Business Unit field. The Login ID and Last Name fields are also blank. Any of these fields can be used to locate a specific user by entering the desired values and clicking **List Users**.

Administration : User Maintenance List
 Select a Business Unit from the **Show Users for Business Unit** 'Change' link, then enter search terms for Login ID or Last Name, and select filters for Admin Users or Active Users. Leaving the Login ID or Last Name filters empty, and Admin and Active filters set to "Any" will disable those filters. Click "List Users" to retrieve a listing of all users that match the criteria. You can sort by several highlighted columns. Add or edit users by clicking the appropriate button.

Company Code: 04513

Show Users for Business Unit: All Business Units [Change]

Login Id (blank for any): Is Admin User: Yes No All

Last Name (blank for any): Is Active User: Yes No All

109 users found, displaying 1 to 15.

[First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last]

User ID	Login ID	First Name	Last Name	Unit Name	Admin	Active	
1034671	huhm.04513	TRM	PUTT	Test Business Unit #4			

- Select **Edit** on the row associated with the desired user.

Administration : User Maintenance List
 Select a Business Unit from the **Show Users for Business Unit** 'Change' link, then enter search terms for Login ID or Last Name, and select filters for Admin Users or Active Users. Leaving the Login ID or Last Name filter empty, and Admin and Active filters set to "Any" will disable those filters. Click "List Users" to retrieve a listing of all users that match the criteria. You can sort by several highlighted columns. Add or edit users by clicking the appropriate button.

Company Code: 04513

Show Users for Business Unit: All Business Units [Change]

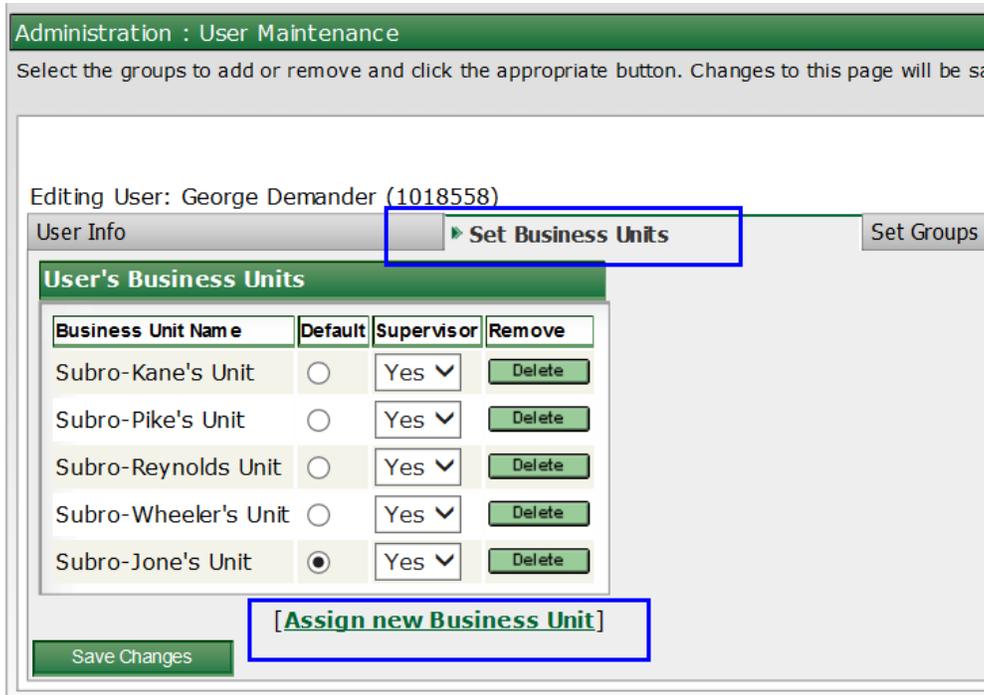
Login Id (blank for any): Is Admin User: Yes No All

Last Name (blank for any): Is Active User: Yes No All

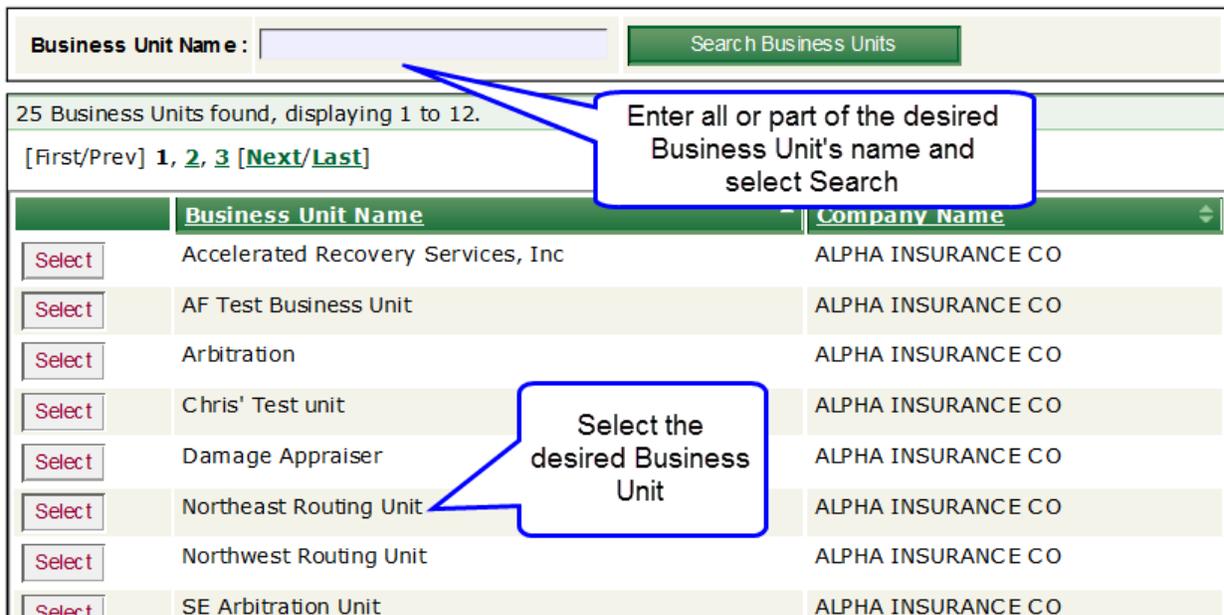
15 users found, displaying all users.

User ID	Login ID	First Name	Last Name	Unit Name	Admin	Active	
1018388	rwdemander.04513	Rob	Demander	Subro-Wheeler's Unit	N	Y	<input type="button" value="Edit"/>
1018558	gdemander.04513	George	Demander	Subro-Jone's Unit	N	Y	<input type="button" value="Edit"/>
1018358	ddemander.04513	Dave	Demander	Subro-Jone's Unit	N	Y	<input type="button" value="Edit"/>

4. Select the **Set Business Units** tab.
5. If the user is to belong to more than one business unit, click the **Assign new Business Unit** link.



6. Click **Select** to choose the business unit to add to the current user's profile. If needed, the search function can be used to narrow the list of business units.

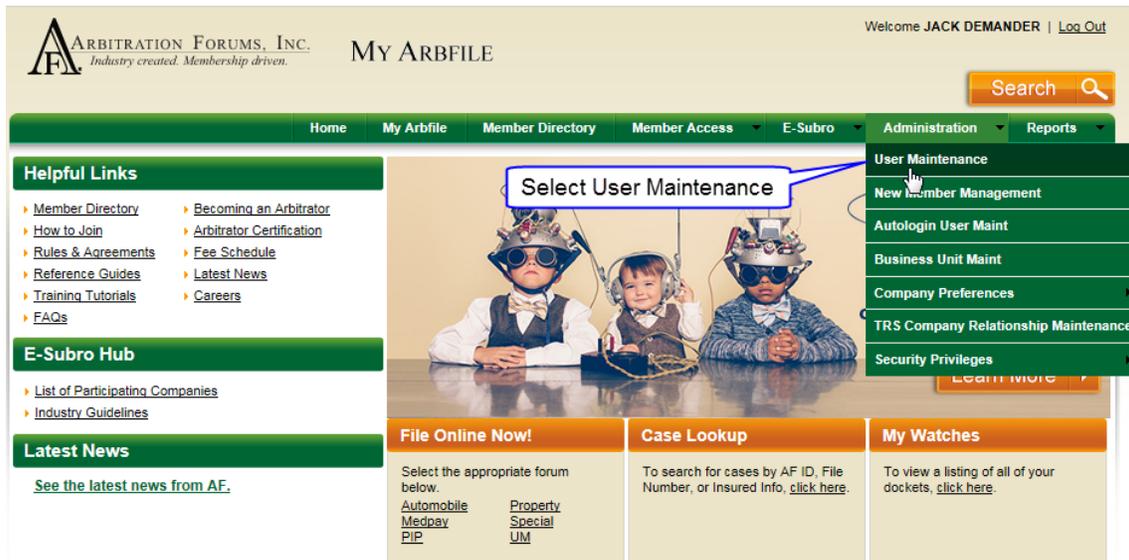


- The business unit will be added to the user’s profile where edits can be made regarding which business unit is default, whether this user is a supervisor of this business unit, and if a business unit should be removed from this user. Make the appropriate edits and click **Save Changes**, as needed.

Assign User Privileges

To assign privileges to an existing User:

- Select **Administration > User Maintenance**.



- The User Maintenance List screen for your organization will be displayed. By default, All Business Units is selected for the Show Users for Business unit field. The Login ID and Last Name fields are also blank. Any of these fields can be used to locate a specific user by entering the desired values and clicking **List Users**.



- Select **Edit** on the row associated with the desired user.

Administration : User Maintenance List

Select a Business Unit from the **Show Users for Business Unit** 'Change' link, then enter search terms for Login ID or Last Name, and select filters for Admin Users or Active Users. Leaving the Login ID or Last Name filter empty, and Admin and Active filters set to "Any" will disable those filters. Click "List Users" to retrieve a listing of all users that match the criteria. You can sort by several highlighted columns. Add or edit users by clicking the appropriate button.

Company Code: 04513

Show Users for Business Unit: All Business Units [\[Change\]](#)

Login Id (blank for any):

Last Name (blank for any):

Is Admin User: Yes No All

Is Active User: Yes No All

15 users found, displaying all users.

User ID	Login ID	First Name	Last Name	Unit Name	Admin	Active	
1018388	rwdemander.04513	Rob	Demander	Subro-Wheeler's Unit	N	Y	<input type="button" value="Edit"/>
1018558	gdemander.04513	George	Demander	Subro-Jone's Unit	N	Y	<input type="button" value="Edit"/>
1018358	ddemander.04513	Dave	Demander	Subro-Jone's Unit	N	Y	<input type="button" value="Edit"/>

- The next step is the assignment of privileges, which can be done on an individual or group basis. Privileges are assigned from either the **Set Groups** tab or the **Set Privileges** tab. In either tab, check the box next to the desired item and move that item to the Assigned list by clicking the arrow that points to that table. Once moved, the selection is saved automatically.

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AF User Maintenance

Administration : User Maintenance

Select the groups to add or remove and click the appropriate button. Changes to this page will be saved automatically.

User Info Set Business Units **Set Groups** Set Privileges User Privileges

Available Groups	Assigned Groups
<input type="checkbox"/> Select All <input type="checkbox"/> Alpha Subro <input type="checkbox"/> CUSTOMER ADMINS <input type="checkbox"/> CUSTOMER ADMINS (NO SUBRO) <input type="checkbox"/> CUSTOMER BILLING ADMIN <input type="checkbox"/> CUSTOMER SUBRO RESPONDER <input type="checkbox"/> CUSTOMER USERS (NO SUBRO) <input type="checkbox"/> SES bank management <input type="checkbox"/> SES payment access <input type="checkbox"/> TRS Arbitrator <input type="checkbox"/> TRS Authenticated User <input type="checkbox"/> TRS Company Administrator	<input type="checkbox"/> Select All <input type="checkbox"/> CUSTOMER SUBRO ADMINISTRATOR <input type="checkbox"/> CUSTOMER SUBRO DEMANDER <input type="checkbox"/> CUSTOMER USERS

Select from the Available Privileges and "Add and Save" into Assigned Privileges

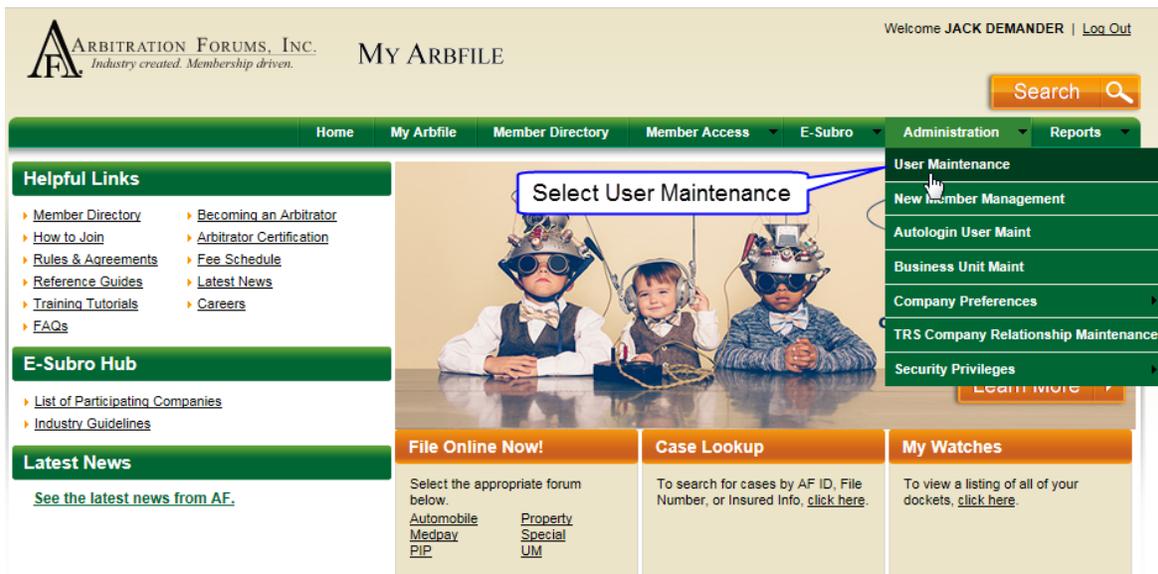
- Click the **User Privileges** tab to see a list of the privileges currently assigned to the user.
Note: This tab displays all assigned privileges regardless of whether they were assigned via a group assignment or an individual assignment.

User Info	Set Business Units	Set Groups	Set Privileges	User Privileges
Subro Single Assign from Member to TPA	Allow a member to assign a single demand to their TPA			
Subro Single Reassign from TPA to Member	Allow a member to reassign a single demand from their TPA back to the member			
Subro View Demand	Subro View Demand			
Subro Worksheet Damages	Allows edit of damages worksheets			
Subro Worksheet Liability	Allows edit of liability worksheets			
TRS Case Actions	TRS Case Actions			
TRS Case Search	Search for a case and view occurrence			
TRS My Company Cases Access	Assigned to a user from a web-enabled company to grant access for that user to view "My Company's Cases" for the named filer.			
TRS User Authentication	Privilege to access TRS			
View Docket	View detailed information about a docketed case			

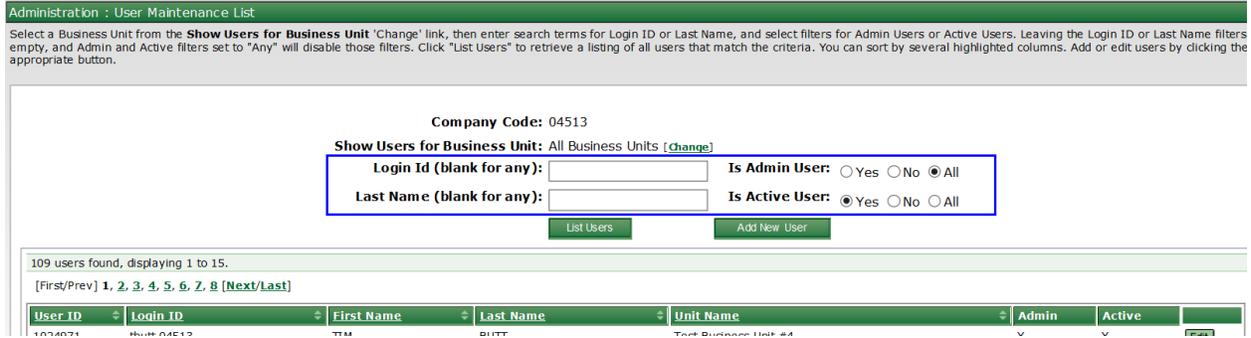
Edit User

To edit an existing user:

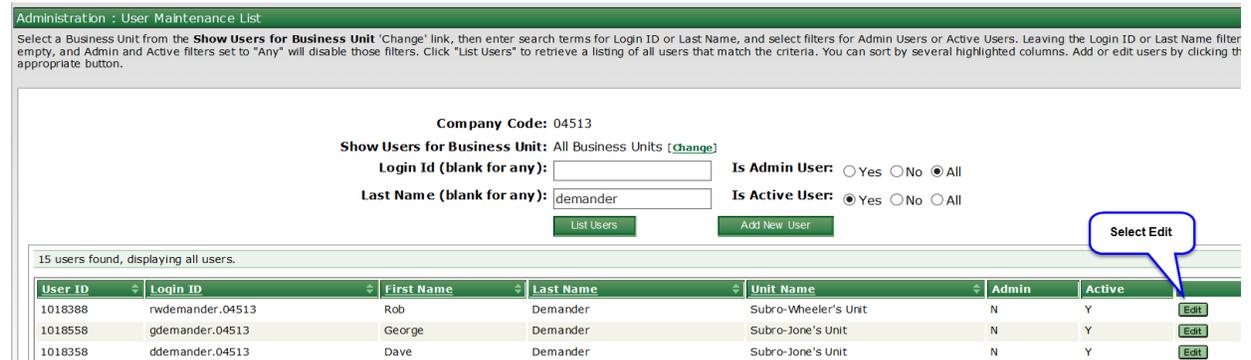
1. Select **Administration > User Maintenance**.



2. The User Maintenance List screen for your organization will be displayed. By default, All Business Units is selected for the Show Users for Business Unit field. The Login ID and Last Name fields are also blank. Any of these fields can be used to locate a specific user by entering the desired values and clicking **List Users**.



3. Click the **Edit** button on the row associated with the desired user.



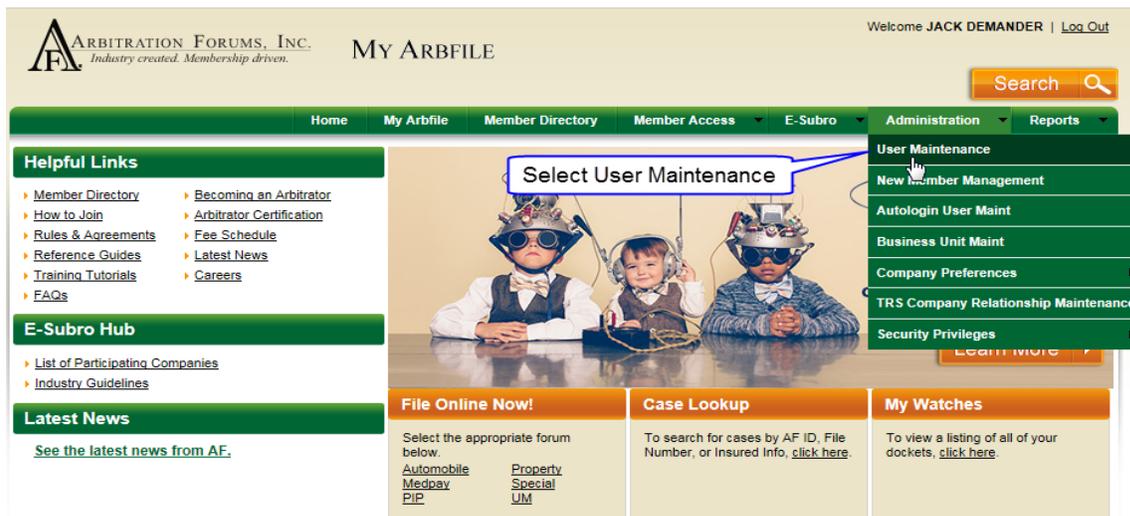
4. Make any desired edits and click **Save Changes**.
5. **Note:** Edits made to group or individual privileges, on those respective tabs, are automatically saved.

Modify User Password – System-Generated Password Only

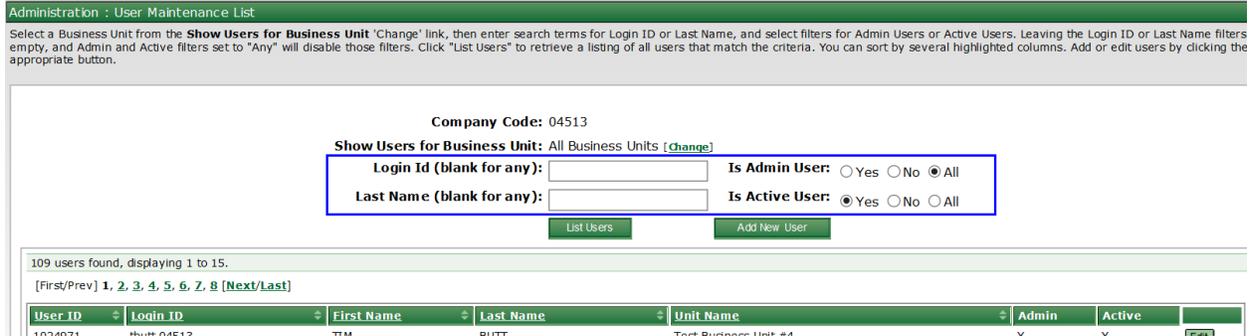
The following provides the steps used to modify the password of an existing user on AF’s website. For an overview of Users, see [Business Units and Users Overview](#).

To modify the password of an existing user:

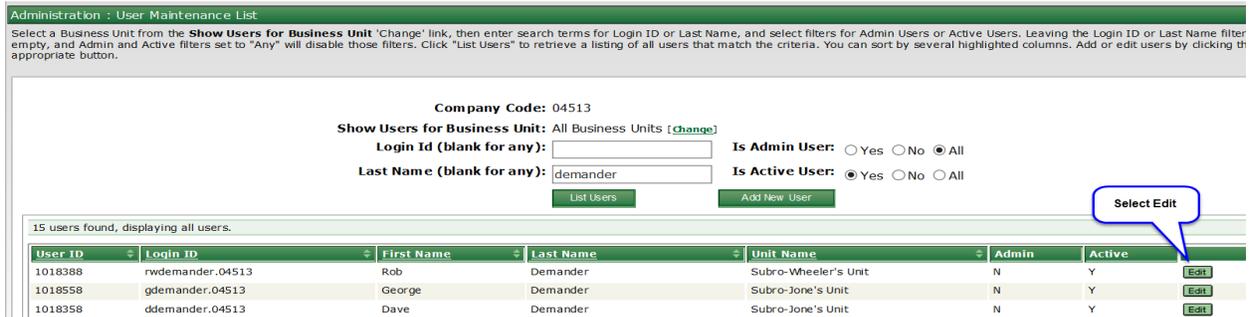
1. Select **Administration > User Maintenance** from the My Arbfile section of AF’s website.



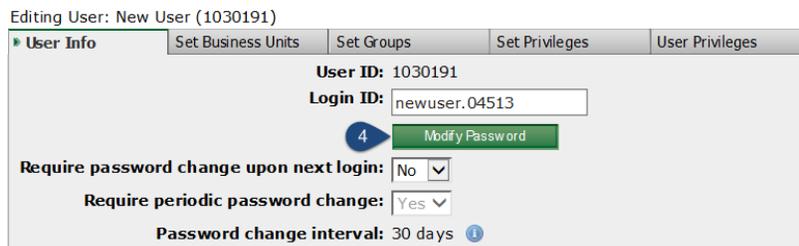
- The User Maintenance List screen for your organization will be displayed. By default, All Business Units is selected for the Show Users for Business Unit field. The Login ID and Last Name fields are also blank. Any of these fields can be used to locate a specific user by entering the desired values and clicking **List Users**.



- Click the **Edit** button on the row associated with the desired user.



- On the User Info tab, click **Modify Password**.



- Click **System-Generated Password**.

Editing User: New User (1030191)

User Info | Set Business Units | Set Groups | Set Privileges | User Privileges

User ID: 1030191
 Login ID: newuser.04513
 Cancel
 System Generated Password

Password Requirements:

- Minimum 8 characters
- Contains at least 1 uppercase letter (A-Z)
- Contains at least 1 lowercase letter (a-z)
- Contains at least 1 number (0-9)

Password:
 Confirm Password:

Require password change upon next login: No
 Require periodic password change: Yes
 Password change interval: 30 days
 Date of next password change: 07/10/2016 (MM/dd/yyyy)
 Grace Logins Used: Password Not Expired

Email: newuser@alphainsco.com
 First Name: New
 Last Name: User
 Phone: 555-555-5555

Is this account active? Yes
 Will this account be shared? No
 Challenge Question: Enter your region name:
 Challenge Answer: Mid-Atlantic

Auto Login: No
 Send E-Mail confirmation: Yes
 Require IP Address Validation: No
 Service Account Type: Not a Service Account

Last Modified: jdemandr.04513 at June 10, 2016 9:27:11 AM EDT

Back To User Listing | Save Changes

6. Confirm the **Email** field is accurate.
7. Confirm the **Send Email confirmation** field has Yes.
8. Click **Save Changes** to send the user an email with a link to create a new password.

*Note: If a user's password has not expired, AF recommends that he or she be directed to modify his or her own password by either editing the user profile or using the *Forgot Password* link on the home page.*