

## **Administrator/User Maintenance**

**T**he purpose of the Administrator account is to show an entity how to add additional users or products to their Access Oakland Account.

Once your on-line registration has been accepted you will receive an Administrator/User username and password via e-mail. Once you receive this information you can now add other users and products to your account.

THE INFORMATION, DOCUMENTS AND RELATED GRAPHICS PUBLISHED ON THIS SERVER COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY MADE TO THE INFORMATION HEREIN. THE COUNTY MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SERVICES AND/OR THE CONTENT(S) DESCRIBED HEREIN AT ANY TIME.

This is an offer to provide Services, and acceptance is expressly conditioned upon your acceptance of these terms and only these terms. Your acceptance of this Agreement is demonstrated by your pushing the "I Accept" button on the bottom of this screen. This Agreement represents the entire agreement between You (the user) and the County, and supersedes any and all other communications, prior, contemporaneous or subsequent.

I Accept

### **Definitions**

**Administrator:** An individual who is responsible for signing up other individuals (Users), within their company and also serves as a contact for billing purposes.

**User:** An individual who has obtained a Username and Password for the Access Oakland system and has been assigned product privileges.

# Access Oakland

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## Administrator Login

To login as an Administrator type in the following URL for the administrator maintenance screen: <http://ea2.co.oakland.mi.us/eap/cust>. The following page will be displayed.

- Enter your assigned Username and Password.

### Administrator Access

**Please enter your Username and Password.**

Username:   
Password:

- Click on the **Submit** button.

# Access Oakland

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## The Administrator Functions

From this page you will have six maintenance options on the left side of the page to choose from. Each of these will be discussed in detail.



### Administrator Access

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
- [View User Activity](#)
- [Sign In as User](#)
- [Help](#)
- [Sign Out](#)

Select the function you wish to perform from the list of links on the left.

[See the help](#) on each function, to get the Access Oakland Customer Support phone number, or to provide feedback.

# Access Oakland

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- Administrator Maintenance: Allows the customer to change his or her personal information. The Administrator may elect to change their password, name, or billing address. Any change that occurs on this page must have the Administrator's current password entered before any changes will occur.



## Administrator Access Customer Maintenance

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
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- [Help](#)
- [Sign Out](#)

### Update Details for customer infotech (Anita Tewilliager):

Make all the required changes and click on the 'submit' button at the bottom of the page to save all changes. The fields suffixed with \* are required fields.

Your current password (the first field) is required to save any changes!

### Confirm Current Password:

Current Password:  \*

### Customer Details:

Company Name:  \*

First Name:  \*

Last Name:  \*

Address Line 1:  \*

—————▶

Once changes have been made click on the **Submit** button.

**Note:** The fields marked with an asterisk (\*) are required.

# Access Oakland

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## Adding a User:

- **User Maintenance under the Administrator Functions:** It is a two step process when adding a new user to your account. The first step is to create the user under the User Maintenance function.
- Click on the **User Maintenance** icon on the left-hand side of the page. The following page will be displayed.



[Home](#) | [Online Services](#) | [Directory](#) | [About Oakland County](#) | [Communities](#) | [Elected Officials](#) | [Maps](#) | [Jobs](#)

 **Administrator Access**  
**User Maintenance**

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
- [View User Activity](#)
- [Sign In as User](#)
- [Help](#)
- [Sign Out](#)

Add new user

**Add/Update User Details:**  
If there is a list of users in the box above, select a user and click 'Select' to update that user. To add a new user select 'Add new user' and click 'Select'.  
If there is an empty box above with 'Update' and 'Add' buttons, type in a user name and click 'Update' to change that user. To add a user, click 'Add'.

- **Add New User** will be in the drop down selection box. To add a new user click on the **Select** button.
- Once the **Select** button is clicked the User Maintenance page will be displayed.

# Access Oakland

From this page the administrator must create a username and password for each user on their account. This username and password can be up to 8 alpha/numeric characters. Username and passwords are not case sensitive. The administrator is also responsible for entering the personal details for each user.



## Administrator Access User Maintenance

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
- [View User Activity](#)
- [Sign In as User](#)
- [Help](#)
- [Sign Out](#)

### Add User:

Enter all the details below and click on the add button at the bottom of the page to add the user. The fields suffixed with \* are required fields.

Please Note: If you are a licensed Real Estate Agent or Appraiser and would like to view parcel photographs, you must enter your real-estate license number and fax a photocopy of your real-estate license to 248-452-8075 attention Access Oakland Support Team.

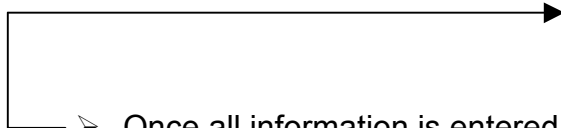
### Username/Password Details:

Username:  \*

Password:  \*

### User Details:

First Name:  \*



➤ Once all information is entered click the **Submit button** at the bottom of the page.

# Access Oakland

A message will appear to verify that a user has been successfully added (or updated). If user information is to be updated then select the user from the drop down box and click the **Select** button. Make necessary corrections and click the **Submit** button at the bottom of the page.

**Product Privileges for Users:** Once a user has been added products must be assigned.

➤ Select **Prod Priv for Users**.

This page will allow the Administrator to decide which products each user will have the ability to access. Once the page is displayed select the user from the drop down box that you wish to add products to and click on the **Select** button.

Home Online Services Directory About Oakland County Communities Elected Officials Maps Jobs

Administrator Access  
Assign Product Privileges To Users

anita (Anita Tewilliager) Select

**Assign product privileges for user anita (Anita Tewilliager):**  
Check the activate/deactivate box(es) to activate/deactivate the usage of a product on that line for the user above and click on the 'process' button at the bottom of the screen to process the selections.

Type	Name	Description	Renewal	Price	Authorized to Use	Action
1. Transaction	Commercial & Industrial Property Profile	Provides a commercial and industrial property profile of a specific parcel	n/a	\$12.50	Yes	Deactivate: <input type="checkbox"/>

➤ To activate products click on the **Activate** button under the Action column.

## Access Oakland

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- Once all products are activated click the **Process** button at the bottom of the page.
- To de-activate a product the system will display de-active where a product is currently active. To remove this product from their username click on the **De-activate** button and click the **Process** button. The product will now be removed.

**View User Activity:** The customer on the account has the ability to view an individuals activity for a given day.

- Click on **View User Activity**

**Select a User** and **Select an activity date** from the drop down box.

Home Online Services Directory About Oakland County Communities Elected Officials Maps Jobs

Administrator Access  
View User Activity

• [Customer Maint.](#)  
• [User Maintenance](#)  
• [Prod. Priv. for Users](#)  
• [View User Activity](#)  
• [Sign In as User](#)  
• [Help](#)  
• [Sign Out](#)

anita (Anita Tewilliager) [dropdown arrow]

09/20/2003 [dropdown arrow]

11/19/2003 [dropdown arrow] [View]

### View User Activity:

To view a User's Activity

1. Either enter the user's username or pick the user from the 'user list' above
2. Select the activity date from the 'activity date list' above and
3. Click on 'view'.

- Click on the **View** button. This will display a page that will show all product usage by user for a specific day.



## Administrator Access View User Activity

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
- [View User Activity](#)
- [Sign In as User](#)
- [Help](#)
- [Sign Out](#)

### View Activity Details for user anita (Anita Tewilliager) performed between 09/20/2003 and 11/19/2003 :

Transaction count: 191

No.	Date	Amount	Product Name	Type	Credited	Invoiced	Misc. Info.
1.	09/23/2003	n/a	Residential Property Profile	Subscription	n/a	n/a	76 2434252016

# Access Oakland

**Sign In as User:** The account administrator can sign in as a user once all maintenance changes have been made.

- Click on *Sign In as a User* and the Welcome to Access Oakland Home Page will be displayed. The administrator then can log in with his or her username and password and start using the products.



## Administrator Access View User Activity

- [Customer Maint.](#)
- [User Maintenance](#)
- [Prod. Priv. for Users](#)
- [View User Activity](#)
- [Sign In as User](#)
- [Help](#)
- [Sign Out](#)

anita (Anita Tewilliager) [v]  
09/20/2003 [v]  
11/19/2003 [v] [View]

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# Access Oakland

**Administrator Help Function:** There are some help screens available to the administrator. The help screens will give a brief description of each function and its usage.

➤ To view the Administrator help function click on **Help** link on the left hand side of the page.

**Home** | **Online Services** | **Directory** | **About Oakland County** | **Communities** | **Elected Officials** | **Maps** | **Jobs**

[Customer Maint.](#)

[User Maintenance](#)

[Prod. Priv. for Users](#)

[View User Activity](#)

[Sign In as User](#)

[Help](#)

[Sign Out](#)

## Administrator Access

### Help on Customer Functions

#### I. Customer Maint.:

- This function permits the customer to maintain their own details (like changing their phone numbers, passwords etc.)

#### II. User Maint.:

- This function permits customers to update details (select a user and click on the 'select' button) of any user that belongs to them and also add a new user (select the 'Add new user' choice from the list and click on the 'select' button).
- To update details of a user, the customer is presented with either a drop down box having the list of users, or a text box to enter the User's username.

# Access Oakland

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**Sign Out:** It is important to click on the sign out link when finished with the administrator functions. Do not click on the **X** box of your window browser to sign out. Clicking on the **X** box does not log you out of the application. You must click on the sign out link. This will allow the administrator to sign back in without having any problems.

➤ Click on **Sign Out** to log out of Access Oakland Customer Functions.



Home Online Services Directory About Oakland County Communities Elected Officials Maps Jobs

 **Administrator Access**  
Help on Customer Functions

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