



Frequently Asked Questions (FAQs)

APT

FOR

Role Management



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DISCLAIMER

The operational procedure provided in this FAQ is just an illustration to assist the user in effectively utilizing the IT 2.0 Software. If the reader has any doubts regarding department ruling and guidelines, they should refer to the respective manuals and volumes. The IT 2.0 FAQ should not be cited as authoritative Rulings.



Frequently Asked Questions (FAQs) : Role Management

1. What is the role of the Divisional Head in the system?

The Divisional Head is responsible for overseeing the assigned tasks and managing the roles within the organization. After successfully signing in, the Divisional Head, SSRM, or SRM user will have access to a home screen with assigned cards. They can use the Role Management card to assign roles to subordinate officials.

2. How do I access the Role Management feature?

Upon logging into the system, Divisional Head, SSRM, or SRM users will see the "Role Management" card on their dashboard. To access the role management options, simply click on the "Role Management" card.

3. What options are available under the "Role Management" card?

After clicking on the "Role Management" card, the following sub-cards will appear.

- **Role Management:** This option allows you to assign or manage roles for other users.
- **User Account Management:** This allows you to manage user accounts, including creation, deletion, or modifications.
- **Reports:** Here you can view or generate reports related to role assignments and user activities.

4. Who can access the "Role Management" card?

Only users with designated roles such as SP, SSP, SRM, SSRM, or similar will have access to the "Role Management" card. These users are authorized to assign roles and manage user accounts within the system.

5. Can I assign roles to anyone in the organization?

As a Divisional Head or designated Role Designating Authority (RDA), you can assign roles (cards) to subordinate officials based on your organization's structure and permissions.

6. What happens if I click on the "User Account Management" sub-card?

By clicking on "User Account Management," you will be able to manage the user accounts of your subordinates, including actions like creating new users, updating user information, or deleting accounts.

7. What kind of reports can I generate under the "Reports" sub-card?

Under the "Reports" sub-card, you can generate various reports regarding role assignments, user activities, and other relevant data to monitor the organization's workflow and ensure efficient management.



8. What happens when I click on the “Role Management” sub-card?

Once you click on the “Role Management” sub-card, the following options will appear in the sidebar:

- **Prepare MDW**
- **User Based Role Mapping**

9. What is the “Prepare MDW” option used for?

The “Prepare MDW” option is used to prepare the MDW (MEMORANDUM OF DISTRIBUTION OF WORK) and assign roles to the Post ID as per the MDW of that post. These roles will be reflected in the employee's login who is occupying that post. The roles assigned here are permanent and can only be altered when the MDW of that post is changed.

10. Are roles assigned under “Prepare MDW” permanent?

Yes, the roles assigned through “Prepare MDW” are permanent. They can only be altered when there is a change in the MDW for that post.

11. What is the “User Based Role Mapping” option used for?

The “User Based Role Mapping” option allows you to assign additional roles (cards) temporarily to an Employee ID. These roles are assigned for a specific period due to administrative reasons or office arrangements, and they are not permanent like those assigned through the MDW.

12. How long are the roles assigned under “User Based Role Mapping” valid for?

The roles assigned through “User Based Role Mapping” are temporary and will be valid only for a specific period based on the administrative requirements. Once the assigned period ends, the roles will no longer be available to the employee.

13. Can I modify the roles assigned through “User Based Role Mapping” after they have been applied?

Yes, roles assigned through “User Based Role Mapping” can be altered or removed at any time during the assigned period, based on administrative needs.

14. How do I change roles assigned through the “Prepare MDW” option?

Roles assigned through “Prepare MDW” can only be changed when the MDW (MEMORANDUM OF DISTRIBUTION OF WORK) for the post is updated or altered. These roles are tied to the post and are permanent until the MDW is modified.



15. Who can make changes to the roles in the “Role Management” section?

Changes to roles in the “Role Management” section can typically be made by users with administrative or managerial privileges who have access to manage MDWs and employee role assignments.

16. Can I assign the same role to multiple employees?

Yes, you can assign the same role to multiple employees, especially through “User Based Role Mapping.” However, roles assigned through “Prepare MDW” are specific to the post ID and are tied to the employee occupying that post.

17. Can I assign multiple roles to a single employee at once?

Yes, you can assign multiple roles to a single employee, either through “Prepare MDW” (permanent) or “User Based Role Mapping” (temporary), based on the requirements of the post or administrative needs.

18. What is the "Prepare MDW" option, and where can I find it?

The "Prepare MDW" option is available under the “Role Management” sub-card. Clicking on this option will show a list of offices under the Divisional Head’s administrative control.

19. What information will appear when I click on the "Prepare MDW" button?

When you click on the "Prepare MDW" button, you will see a list of offices with details such as:

- **Office ID**
- **Office Name**
- **Office Type**
- **Office Class**
- **Pin Code**

Additionally, a "Prepare MDW" button will be provided for each office listed.

20. How can I search for a specific office?

You can search for a specific office by entering the following details in the search bar:

- **Office ID**
- **Office Name**
- **Office Type**
- **Office Class**
- **Pin Code**



21. How do I prepare the MDW for a specific office?

To prepare the MDW for a specific office:

1. Click on the “Prepare MDW” button against the office you want to prepare the MDW for.
2. Once clicked, the Post ID details of the selected office will appear, listing all the posts along with their Post Name and Designation details.

22. What should I do after selecting the office to prepare the MDW?

After selecting the office, click on the “Work Distribution” button to assign roles for the particular Post ID. This will bring up a screen divided into four sections:

- **Work Details**
- **Technical Work Distribution**
- **Description of Duties**
- **Validation**

23. What information is displayed in the "Work Details" section?

In the "Work Details" section, the following information will be displayed:

- **Post ID**
- **Post Name**
- **Office Name**
- **Office Type**

24. How do I schedule the hour of attendance for a post?

To schedule the hour of attendance for a post:

1. In the "Work Details" section, click on the clock icon under the **From Time** and **To Time** tables.
2. Set the hours accordingly for the post.
3. You can also capture split duty if required.

25. What happens after scheduling the hours of attendance?

After setting the hours of attendance, click on the **Next** button to proceed with the remaining steps to complete the MDW preparation process.

26. Can I assign roles to multiple posts in one go?

Each post must be assigned roles individually. After selecting the office, you will need to assign roles by clicking on the "Work Distribution" button for each post.



27. How do I complete the remaining process after scheduling the hours?

After scheduling the hours, you will proceed through the remaining steps, which may involve filling out the "Technical Work Distribution," "Description of Duties," and "Validation" sections, ensuring all details are properly filled out before completing the process.

28. What is User-Based Role Mapping?

User-Based Role Mapping is a feature that allows the system administrator or manager to assign additional roles to an employee based on their employee ID. This functionality is part of the "Role Management" system.

29. How do I access the User-Based Role Mapping page?

To access the User-Based Role Mapping page:

1. Go to the "Role Management" section.
2. Click on the "User-Based Role Mapping" option.
3. The page will open where you can start entering the employee ID to assign additional roles.

30. How do I fetch an employee's details?

Once you are on the User-Based Role Mapping page:

1. Enter the employee's ID in the given field.
2. Click on the "Fetch Employee" button.
3. The employee's data will be displayed in a row.

31. How do I assign additional roles to an employee?

To assign additional roles:

1. Click on the "Assign Adl Roles" button next to the employee's details.
2. The "Additional Role Assignment" screen will appear, divided into four sections: **Work Details**, **Technical Work Distribution**, **Description of Adl Roles**, and **Validation**.
3. You will start by interacting with the **Work Details** section.

32. What happens after I click the "Next" button on the Work Details screen?

Clicking the "Next" button will take you to the **Technical Work Distribution** screen, where you can view configurable roles. You can select and add the desired roles by clicking the "Add" button next to each role.



33. How do I assign a specific role to an employee?

To assign a role:

1. In the **Technical Work Distribution** section, check the module and role name.
2. Click the “Add” button next to the role you want to assign.
3. A table will display the roles you’ve added.
4. Set the ‘From Date’ and ‘To Date’ by selecting the dates using the calendar icon.

34. Can I remove a role that I added by mistake?

Yes. After selecting a role, you can delete it by clicking the delete option next to the role listed under the ‘Selected Roles’ section.

35. What are the ‘Already Assigned Roles – Post Based’?

These are roles that have already been assigned to the employee in a previous session. You can review them to ensure there is no overlap or conflict with the new roles you are assigning.

36. What happens after I click the “Next” button in the Description of Adl Roles section?

After clicking the “Next” button, you will be directed to the **Validation** section. Here, you need to enter an OTP (One Time Password) to validate the role assignment process.

37. How do I validate the role assignment?

To validate the assignment:

1. In the **Validation** section, click the “Send OTP” button.
2. An OTP will be sent to your mobile number.
3. Enter the OTP in the provided field and click “Validate OTP.”
4. Once validated, click the “Save” button to confirm the role assignments.

38. What happens after I save the role assignment?

After clicking “Save,” a confirmation pop-up will appear in the bottom right corner to confirm that the “User Roles Assigned Successfully.”

39. Can I assign roles for a specific period?

Yes. You can specify the period for each role by setting the ‘From Date’ and ‘To Date’ in the **Technical Work Distribution** section.

40. Is it possible to assign multiple roles at once?

Yes, you can assign multiple roles to an employee at once by selecting and adding each role under the **Technical Work Distribution** section.



41. What do I do if I encounter an issue while assigning roles?

If you encounter an issue, make sure:

- The employee ID is entered correctly.
- The correct dates are selected.
- The OTP was entered properly for validation. If the problem persists, contact the system administrator or support team for assistance.

42. What is the purpose of the "User Account Management" card?

The "User Account Management" card is available under the Role Management main card. It allows RDA users to manage the login access of subordinate employees, including locking/unlocking accounts and resetting passwords.

43. How can I access the "User Account Management" feature?

To access "User Account Management," click on the Role Management main card. Then, click on the "User Account Management" sub-card to proceed.

44. How do I fetch employee data?

Once you click on "User Account Management," you can fetch an employee's data by entering their employee ID. The system will display details such as Post ID, Designation, and Office Details.

45. What should I check before managing a user account?

Before making any changes, verify the employee's Post ID, Designation, and Office Details to ensure you are managing the correct account.

46. How do I manage a user's account?

After reviewing the employee's details, click the "Manage User" button. A pop-up window will appear with options to manage the user's login status and reset the password.

47. How do I toggle the user login status?

You can change the user's login status by clicking the toggle in the pop-up window. The status can be set to ON (active) or OFF (locked).

48. How do I reset an employee's password?

To reset the password, click the "Reset" button in the pop-up window. A confirmation prompt will appear asking if you want to reset the password to the default setting.

49. What happens after I click the "Reset" button?

After clicking the "Reset" button, a confirmation window will appear with options to either confirm or cancel the password reset. If you select "Yes," the employee's password will be reset to the default.

50. Can I cancel the password reset process?



Yes, if you don't wish to reset the password, you can click "No" to cancel the process.

51. Who can perform these actions in the system?

The "User Account Management" features are accessible only to RDA users who have the necessary permissions to manage subordinate employee accounts.

52. How can I generate reports in the RDA system?

To generate reports, go to the **Role Management** card and click on the **Reports** sub-card. This will open the Reports screen where you can select the report type and date range.

53. What types of reports can I generate?

The available reports are:

- **Possible Password Compromise Cases**
- **User Event Log Report**
- **Excess Permission Report**

54. How do I select the report I want to generate?

Click on the dropdown in the first field to choose the desired report. Then, select the relevant report type from the options that appear.

55. How do I select the date range for the report?

After selecting the report, choose the **From Date** and **To Date** for the report period. The selected period must not exceed **15 days**.

56. What happens after I select the date range and click on "Fetch Report"?

Once you click on **Fetch Report**, the selected report will be generated based on the chosen date range. The results will be displayed on the screen.

57. Can I download the reports?

Yes, you can download the generated report in **CSV** or **Excel** file formats. Simply click the **Download CSV** or **Download Excel** buttons.

58. Will the report download automatically?

The downloaded report will be saved according to your browser's settings. You may need to choose a location or the file will be saved in your default download folder.

59. What does the "User Event Log Report" show?

This report shows the list of user event logs for the selected date range, including login events, permission changes, and other activities associated with users.



60. What does the “Excess Permissions Report” show?

This report displays the list of users with excess permissions granted during the selected date range.

61. Can I generate these reports for any date range?

No, the date range you select must not exceed **15 days**. If you choose a period longer than 15 days, the system will not allow you to generate the report.

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