HiCAMS User Guide

Chapter 20:

Admin

Section 7A:

Security - Password Maintenance

Contents

Appendix

Document Version 2.2 - HiCAMS Version 8.4.5
Revised December 2014

Revision History

Comments or concerns with this document should be directed to the NCDOT Construction Unit at 919-707-2400.

Date	Version	Description	Author
November 2012	1.0	Initial version	Marie Novello
February 2014	2.0	Updated with new password requirements	Marie Novello
March 2014	2.1	Revised default password	Marie Novello
December 2014	2.2	Added additional content	Marie Novello

About Security - Password Maintenance

Each user who has access to HiCAMS secures that access with a password.

Effective with the February 2014 HiCAMS Version 8.4 Release, HiCAMS password tracking and enforcement are compliant with the State regulations. These rules are detailed in the SCIO Statewide Information Security Manual (section 020106)

Highlights of these rules are:
A. For access to all systems and applications that require a high level of security, such as electronic fund transfers, taxes and credit card transactions, passwords shall be at least eight (8) characters .

B. To the extent possible, passwords shall be composed of a variety of letters, numbers and symbols.

C. Government employees and contractor passwords...used to access systems and applications shall be changed at least every ninety (90) days. Passwords shall not be reused until six additional passwords have been created.

To comply with these provisions, a HiCAMS password must now follow these rules:

1. A HiCAMS Password will be at least eight (8) characters in length
2. A HiCAMS Password will contain at least one (1) character from each of the following four categories:

   English lower case characters (a, b, c,...z)

   English UPPER case characters (A, B, C,...Z)

   Base 10 digits (0, 1,...9)

   Special Character from the following list: !, @, #, $, or *
3. A HiCAMS password is valid for 90 days, but can be changed at any time.
4. A HiCAMS Password cannot be reused within an 18 month period.

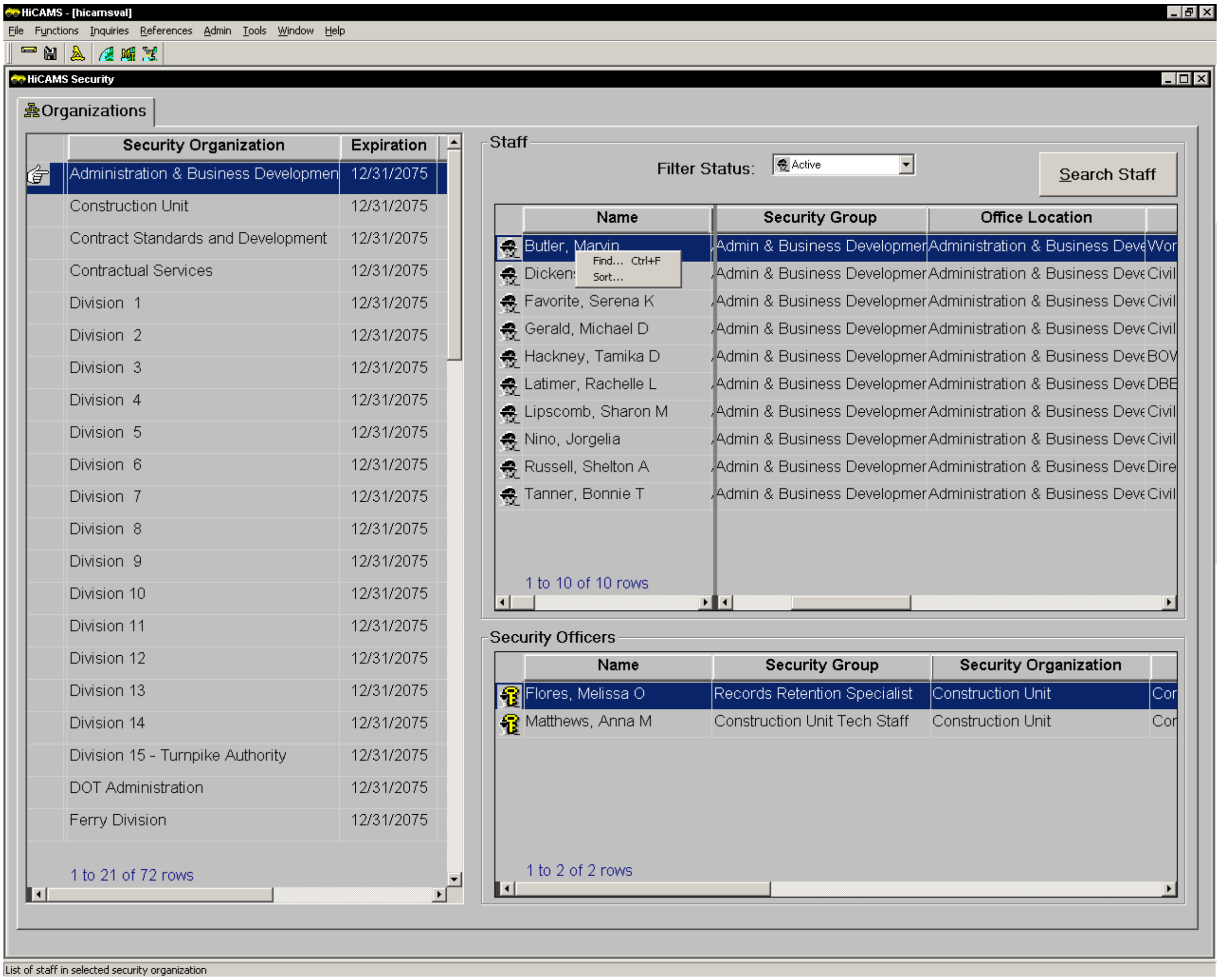
Additionally, per DOT Information Technology requirements, a HiCAMS account must be accessed every 30 days to remain active. (This is not the same as once a month, as some months have 31 days)

For additional information on Password Maintenance, please consult the appropriate Unit (Construction or Materials and Test).

Working with HiCAMS Password Maintenance

There are several error messages that a user may receive when unable to access his or her HiCAMS account. While the error message may help describe the problem, the correct course of action can generally be determined from looking at the staff record.

To access a user's staff record, go to **Admin > Security**. The Security window opens.



Security Organization	Expiration
Administration & Business Developmen	12/31/2075
Construction Unit	12/31/2075
Contract Standards and Development	12/31/2075
Contractual Services	12/31/2075
Division 1	12/31/2075
Division 2	12/31/2075
Division 3	12/31/2075
Division 4	12/31/2075
Division 5	12/31/2075
Division 6	12/31/2075
Division 7	12/31/2075
Division 8	12/31/2075
Division 9	12/31/2075
Division 10	12/31/2075
Division 11	12/31/2075
Division 12	12/31/2075
Division 13	12/31/2075
Division 14	12/31/2075
Division 15 - Turnpike Authority	12/31/2075
DOT Administration	12/31/2075
Ferry Division	12/31/2075

1 to 21 of 72 rows

Staff

Filter Status: Active

Name	Security Group	Office Location	
Butler, Marvin	Admin & Business Developmer	Administration & Business Deve	Wor
Dicken:	Admin & Business Developmer	Administration & Business Deve	Civil
Favorite, Serena K	Admin & Business Developmer	Administration & Business Deve	Civil
Gerald, Michael D	Admin & Business Developmer	Administration & Business Deve	Civil
Hackney, Tamika D	Admin & Business Developmer	Administration & Business Deve	BOV
Latimer, Rachelle L	Admin & Business Developmer	Administration & Business Deve	DBE
Lipscomb, Sharon M	Admin & Business Developmer	Administration & Business Deve	Civil
Nino, Jorgelia	Admin & Business Developmer	Administration & Business Deve	Civil
Russell, Shelton A	Admin & Business Developmer	Administration & Business Deve	Dire
Tanner, Bonnie T	Admin & Business Developmer	Administration & Business Deve	Civil

1 to 10 of 10 rows

Security Officers

Name	Security Group	Security Organization	
Flores, Melissa O	Records Retention Specialist	Construction Unit	Cor
Matthews, Anna M	Construction Unit Tech Staff	Construction Unit	Cor

1 to 2 of 2 rows

List of staff in selected security organization

When the window opens, notice that except for the Filter Status, no fields are available for updating. The only options when the mouse is Right-Clicked are Find and Sort. However, users who function as security officers have additional options available when working with the division to which they are assigned. These will be detailed on the following pages.

The three portions of the window are Organizations, Staff, and Security Officers. Clicking on an Organization in the left column displays the Active staff members assigned to that organization. To see all users for an Organization, Expired as well as Active, change to Filter Status to All.

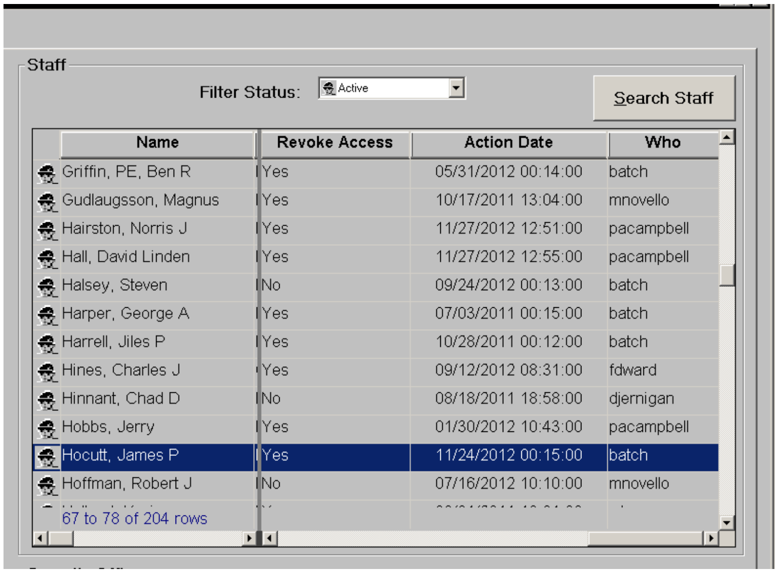
For definitions of the fields displayed, please see the Appendix.

To allow a user to log into HiCAMS again, follow these steps:

Step 1: Select the Security Organization (Division) to which the user belongs and scroll down the list to select the user who is having difficulty accessing HiCAMS. Highlight the row containing the user's staff record.

Step 2: Alternatively, click the Search Staff button and type in the user's last name, click Retrieve, and then Select the user from the list. Click OK to access the user's staff record.

Step 3: Review the staff record listing. In the example below, Organization Division 5 and Staff Member James Hocutt have been selected. An example of this staff record listing is shown below after the scroll bar has been moved to the far right.



Filter Status: Active

Name	Revoke Access	Action Date	Who
Griffin, PE, Ben R	Yes	05/31/2012 00:14:00	batch
Gudlaugsson, Magnus	Yes	10/17/2011 13:04:00	mnovello
Hairston, Norris J	Yes	11/27/2012 12:51:00	pacampbell
Hall, David Linden	Yes	11/27/2012 12:55:00	pacampbell
Halsey, Steven	No	09/24/2012 00:13:00	batch
Harper, George A	Yes	07/03/2011 00:15:00	batch
Harrell, Jiles P	Yes	10/28/2011 00:12:00	batch
Hines, Charles J	Yes	09/12/2012 08:31:00	fdward
Hinnant, Chad D	No	08/18/2011 18:58:00	djernigan
Hobbs, Jerry	Yes	01/30/2012 10:43:00	pacampbell
Hocutt, James P	Yes	11/24/2012 00:15:00	batch
Hoffman, Robert J	No	07/16/2012 10:10:00	mnovello

67 to 78 of 204 rows

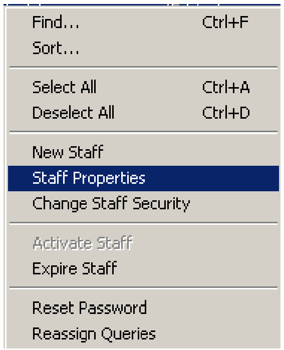
Initial review of this record shows the following:

User's access is revoked

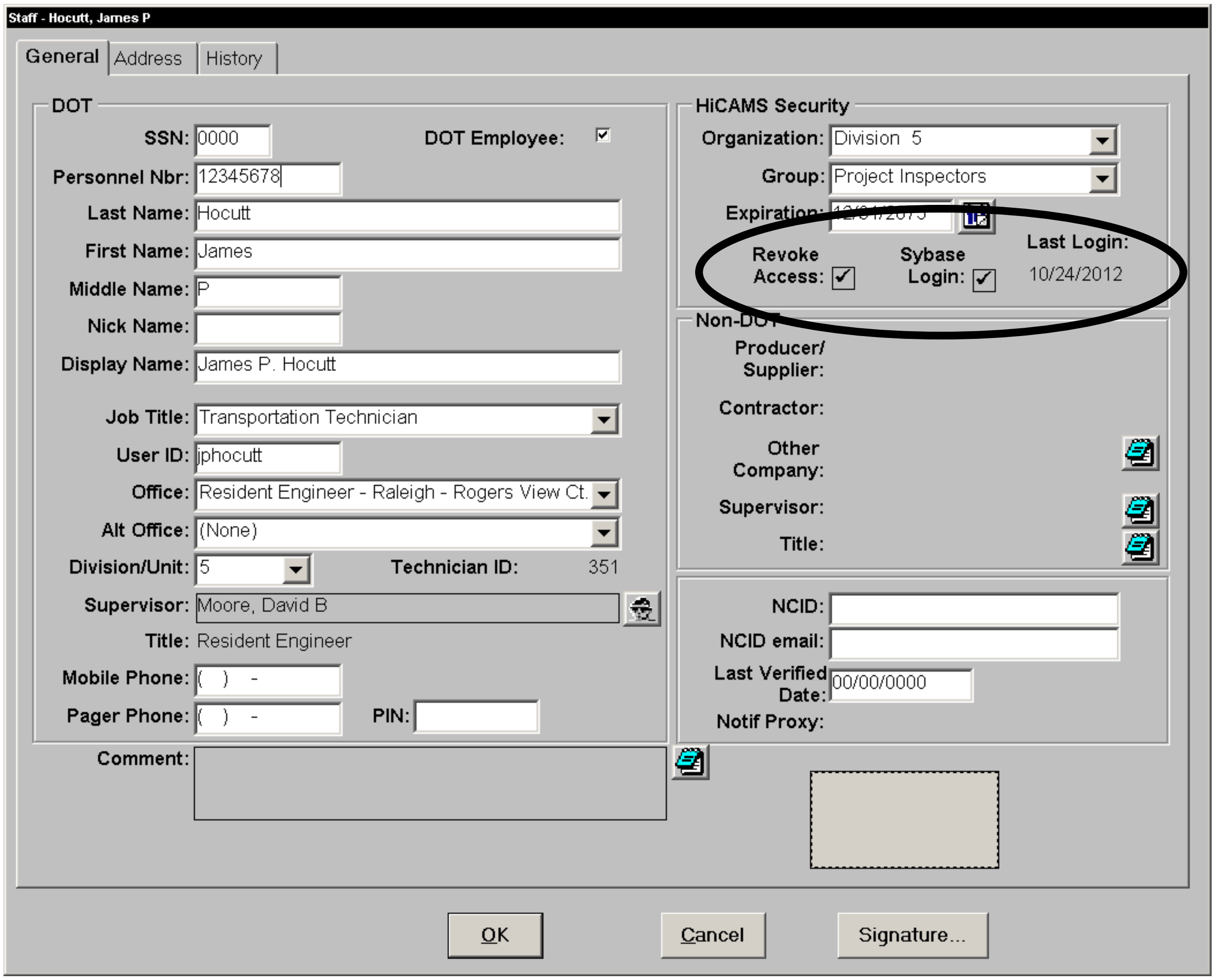
Action date was prior to today (11/24/2012 around midnight)

Who (last user to update record) was batch

Step 4: RT-Click on the row again. A flyout menu opens. Select Staff Properties. An example of this menu is displayed below:



An example of the Staff Properties window is displayed below:



Staff - Hocutt, James P

DOT

SSN: 0000
DOT Employee: ☑
Personnel Nbr: 12345678
Last Name: Hocutt
First Name: James
Middle Name: P
Nick Name:
Display Name: James P. Hocutt
Job Title: Transportation Technician
User ID: jphocutt
Office: Resident Engineer - Raleigh - Rogers View Ct.
Alt Office: (None)
Division/Unit: 5
Technician ID: 351
Supervisor: Moore, David B
Title: Resident Engineer
Mobile Phone: ( ) -
Pager Phone: ( ) -
PIN:
Comment:

HiCAMS Security

Organization: Division 5
Group: Project Inspectors
Expiration: 12/31/2075
Revoke Access: ☑
Sybase Login: ☑
Last Login: 10/24/2012

Non-DOT

Producer/Supplier:
Contractor:
Other Company:
Supervisor:
Title:

NCID:
NCID email:
Last Verified Date: 00/00/0000
Notif Proxy:

Step 5: Review the HiCAMS Security section to answer the following questions:

Q. Is the revoke access indicator checked?
A. Yes - the Revoke Access box is checked. NOTE: The box cannot be unchecked in this window.

Q. Does the user have an active HiCAMS account?
A. Yes - the Sybase Login box is checked. NOTE: This box cannot be unchecked. It is set by the system.

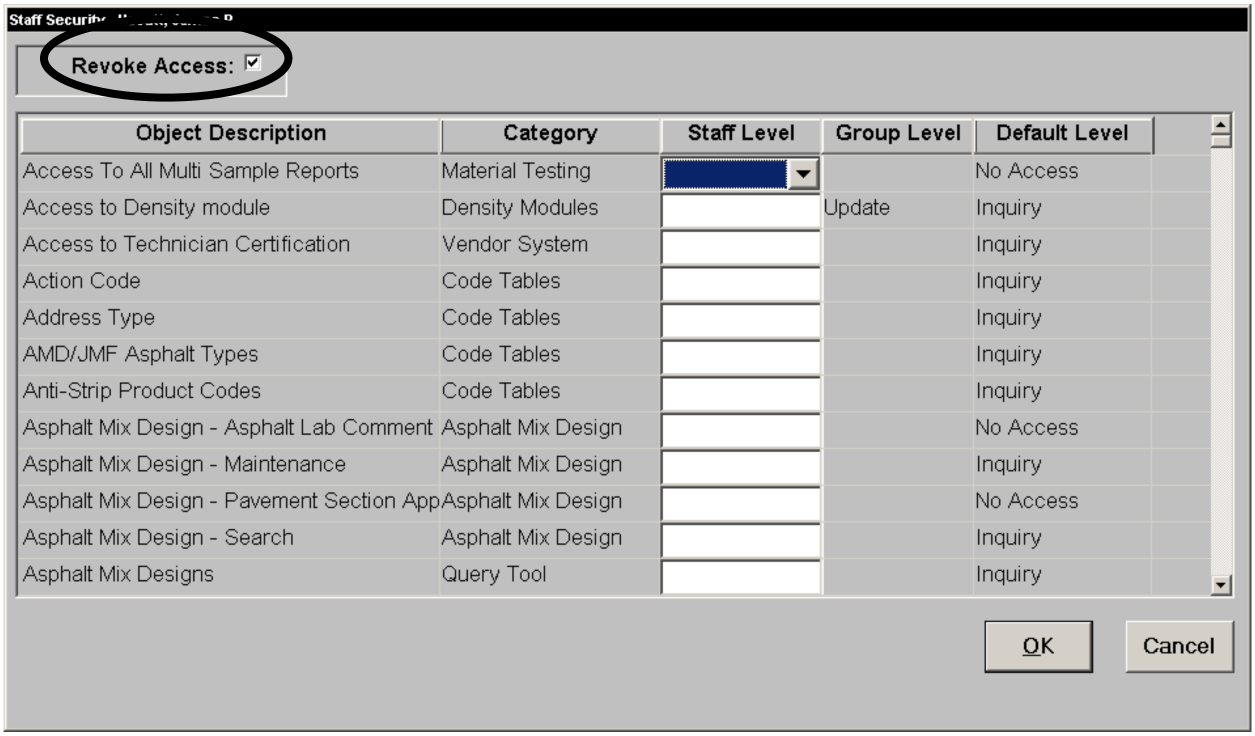
> ***NOTE:*** *If this box is not checked, please contact Marie Novello or Francine Ward to have an account activated for the user.*

Q. When did the user last login?
A. The Last Login date was 10/24/2012. Remember that the Action Date in the staff listing was 11/24/2012 which is 30 days after 10/24.

Step 6: Close the Staff window.

Knowing that the user has a login, that he logged in 30 or more days ago, and that the Who is Batch, indicates that this is a case of the user being revoked by HiCAMS for inactivity. Because the Who is Batch, the account is probably not locked for too many unsuccessful attempts.

Step 7: If <u>the user remembers his/her password</u>, RT-click on the user's name a second time, and select Change Staff Security. The Staff Security window opens. This window is displayed below:



Revoke Access: ☑

Object Description	Category	Staff Level	Group Level	Default Level
Access To All Multi Sample Reports	Material Testing			No Access
Access to Density module	Density Modules		Update	Inquiry
Access to Technician Certification	Vendor System			Inquiry
Action Code	Code Tables			Inquiry
Address Type	Code Tables			Inquiry
AMD/JMF Asphalt Types	Code Tables			Inquiry
Anti-Strip Product Codes	Code Tables			Inquiry
Asphalt Mix Design - Asphalt Lab Comment	Asphalt Mix Design			No Access
Asphalt Mix Design - Maintenance	Asphalt Mix Design			Inquiry
Asphalt Mix Design - Pavement Section App	Asphalt Mix Design			No Access
Asphalt Mix Design - Search	Asphalt Mix Design			Inquiry
Asphalt Mix Designs	Query Tool			Inquiry

Step 8: Uncheck the Revoke Access checkbox and click the OK button.

Step 9: The user should now be able to log in with his/her existing password.

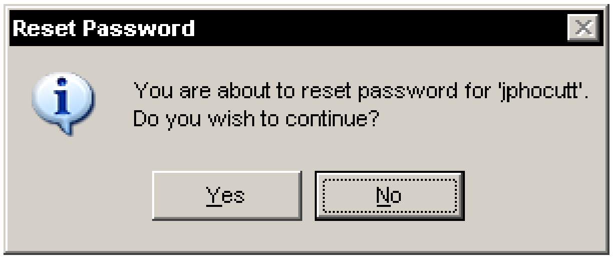
Step 10: If the user tries logging in and receives an error message, have him/her close the HiCAMS login window, and go to Staff Security once again.

> ***NOTE:*** *If the user has tried to login three times, the box is rechecked on the next login attempt even if the account was just unlocked.*

Step 11: If the Revoke Indicator has rechecked, uncheck the Revoke Access checkbox and click the OK button. The user should now be able to login.

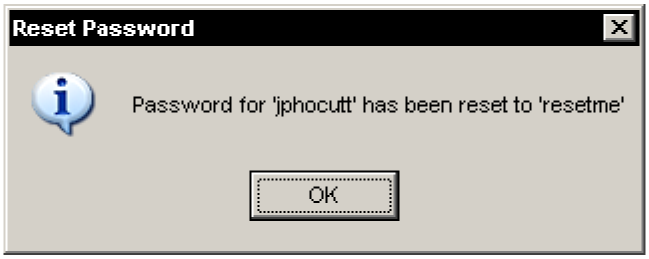
Step 12: If the user tries logging in and receives an error message or <u>if the user does not remember his or her password</u>, have him/her close the HiCAMS login window.

Step 13: RT-click on the user's name, and select Reset Password. The Reset Password dialogue box opens:



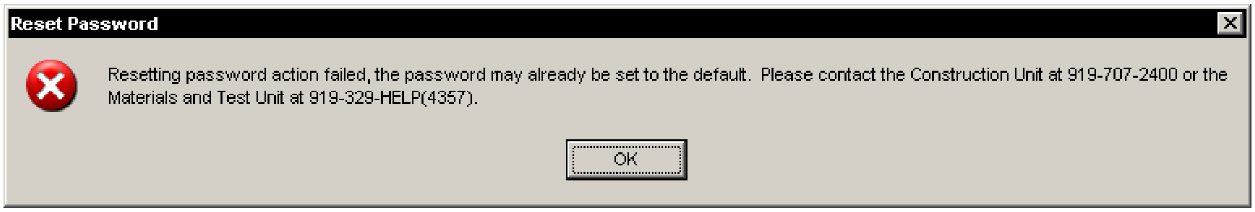
You are about to reset password for 'jphocutt'. Do you wish to continue?

Step 14: Click Yes. One of two messages will appear. The first one states that the password has been reset to resetme.



Password for 'jphocutt' has been reset to 'resetme'

Step 15: The other message that may appear is displayed below. It states that the resetting password action has failed.



Resetting password action failed, the password may already be set to the default. Please contact the Construction Unit at 919-707-2400 or the Materials and Test Unit at 919-329-HELP(4357).

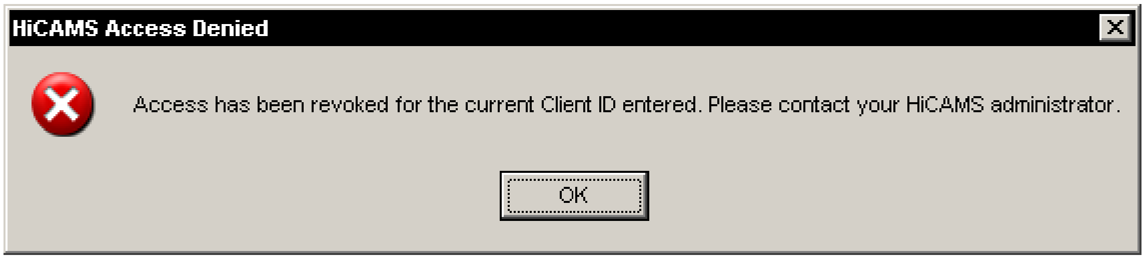
This message occurs when a user does not have a Sybase login, or when the password is already set to the default.

Step 16: Click OK to close the message. If the user has a Sybase account, RT-click on the user's name again, and select Change Staff Security. Uncheck the Revoke Access indicator, and close the window. The user should now be able to login with the default password. If the user does NOT have a Sybase account, contact Marie Novello or Francine Ward.

Error Messages

Error messages commonly received when a user cannot log into HiCAMS are explained below.

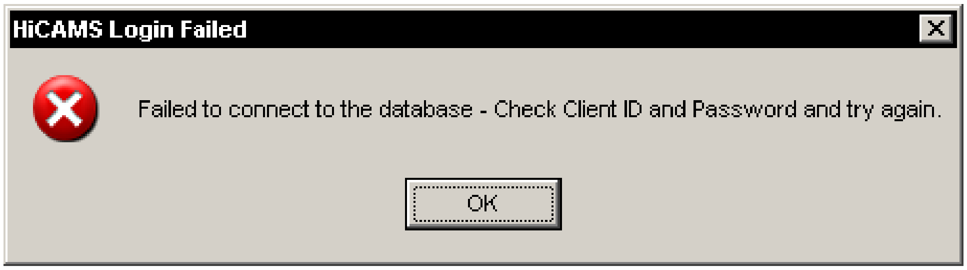
Access has been revoked for the current Client ID entered.



Access has been revoked for the current Client ID entered. Please contact your HiCAMS administrator.

Cause:
User has gone 30 days without logging in. Follow steps to unlock account.

Failed to connect to the database. Check Client ID and Password and try again

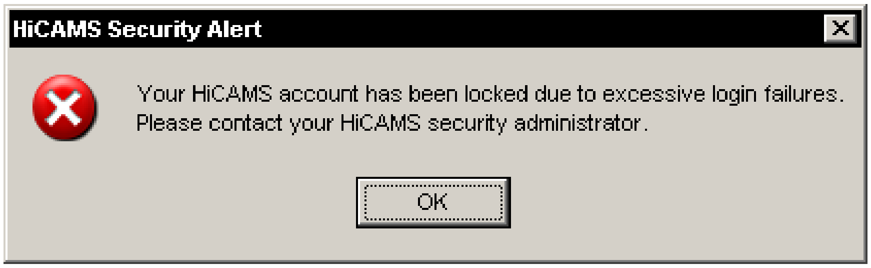


Failed to connect to the database - Check Client ID and Password and try again.

Cause:
Client is using the wrong ID or the wrong password. Have client close the window and retry.

> ***NOTE:*** *This is the three strikes message. If the user tries three times unsuccessfully, the next message received is shown below.*

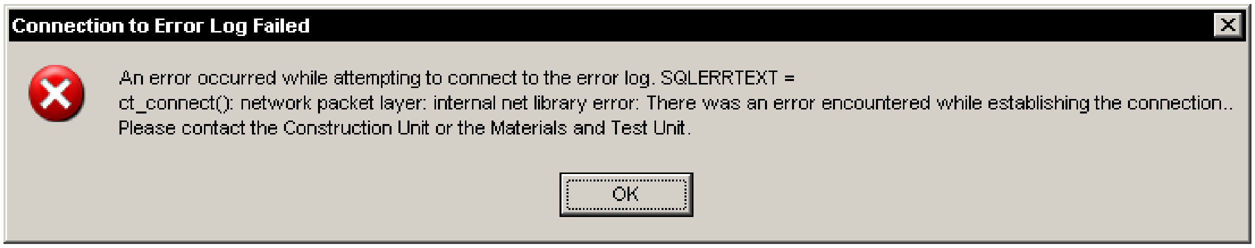
Your HiCAMS account has been locked due to excessive login failures.



Your HiCAMS account has been locked due to excessive login failures.
Please contact your HiCAMS security administrator.

Cause:
Client has tried to log in too many times with the wrong client id or password. Follow steps to unlock account or reset password. Last user id is daftslm.

Connection to Error Log Failed



Connection to Error Log Failed

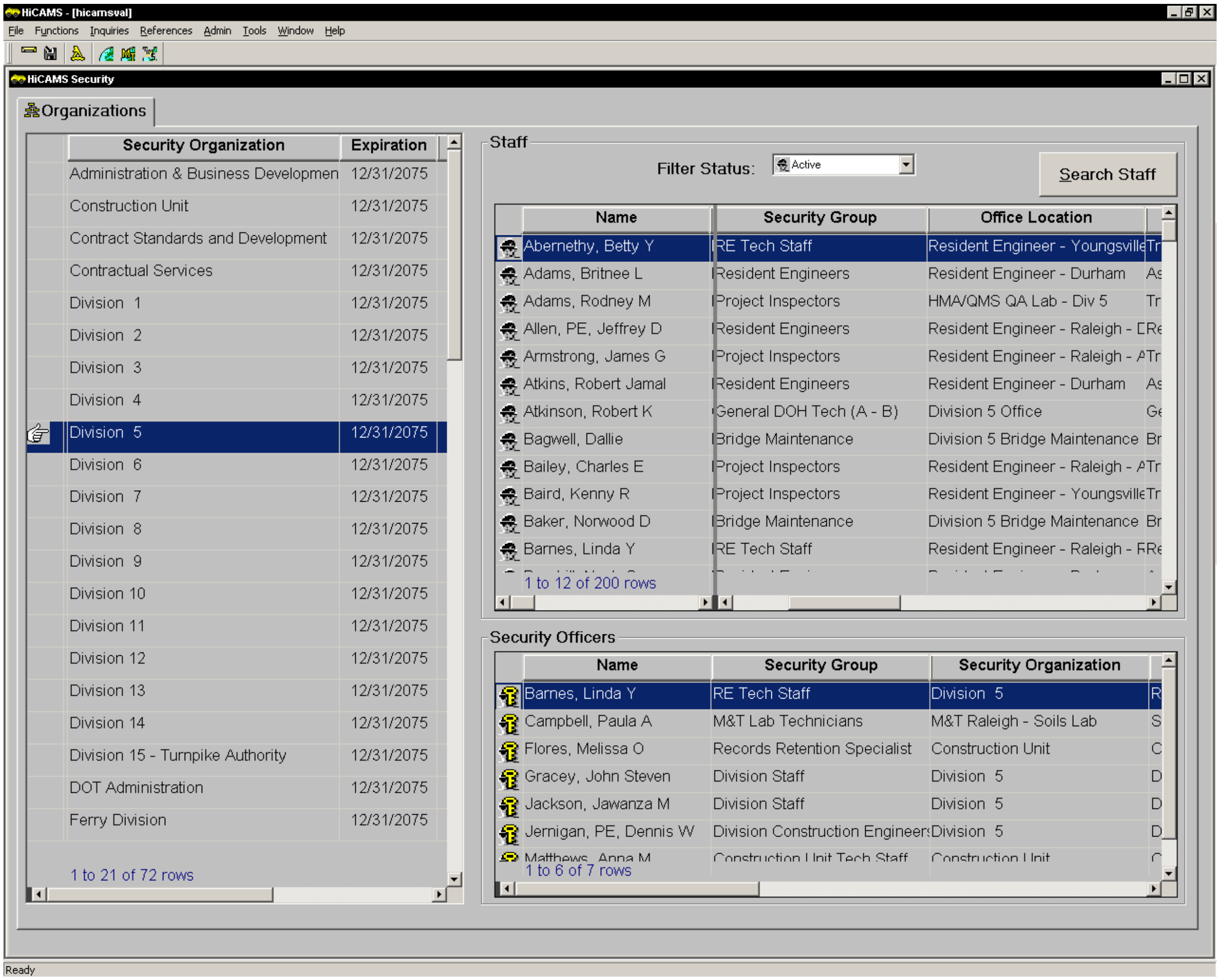
An error occurred while attempting to connect to the error log. SQLERRTEXT =
ct_connect(): network packet layer: internal net library error: There was an error encountered while establishing the connection..
Please contact the Construction Unit or the Materials and Test Unit.

Cause:
Client has lost internet connectivity. The user needs to contact the Division's Computer Consultant. This is not a HiCAMS problem.

Window Definitions - Security

To work with the Staff Reassignment window, go to **Admin > Security**.

Below is an example of the Security Window when it opens:



Security Organization	Expiration
Administration & Business Developmen	12/31/2075
Construction Unit	12/31/2075
Contract Standards and Development	12/31/2075
Contractual Services	12/31/2075
Division 1	12/31/2075
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Division 7	12/31/2075
Division 8	12/31/2075
Division 9	12/31/2075
Division 10	12/31/2075
Division 11	12/31/2075
Division 12	12/31/2075
Division 13	12/31/2075
Division 14	12/31/2075
Division 15 - Turnpike Authority	12/31/2075
DOT Administration	12/31/2075
Ferry Division	12/31/2075

1 to 21 of 72 rows

Filter Status: Active

Name	Security Group	Office Location	
Abernethy, Betty Y	RE Tech Staff	Resident Engineer - Youngsville	Tr
Adams, Britnee L	Resident Engineers	Resident Engineer - Durham	As
Adams, Rodney M	Project Inspectors	HMA/QMS QA Lab - Div 5	Tr
Allen, PE, Jeffrey D	Resident Engineers	Resident Engineer - Raleigh - D	Re
Armstrong, James G	Project Inspectors	Resident Engineer - Raleigh - A	Tr
Atkins, Robert Jamal	Resident Engineers	Resident Engineer - Durham	As
Atkinson, Robert K	General DOH Tech (A - B)	Division 5 Office	Ge
Bagwell, Dallie	Bridge Maintenance	Division 5 Bridge Maintenance	Br
Bailey, Charles E	Project Inspectors	Resident Engineer - Raleigh - A	Tr
Baird, Kenny R	Project Inspectors	Resident Engineer - Youngsville	Tr
Baker, Norwood D	Bridge Maintenance	Division 5 Bridge Maintenance	Br
Barnes, Linda Y	RE Tech Staff	Resident Engineer - Raleigh - F	Re

1 to 12 of 200 rows

Name	Security Group	Security Organization	
Barnes, Linda Y	RE Tech Staff	Division 5	R
Campbell, Paula A	M&T Lab Technicians	M&T Raleigh - Soils Lab	S
Flores, Melissa O	Records Retention Specialist	Construction Unit	C
Gracey, John Steven	Division Staff	Division 5	D
Jackson, Jawanza M	Division Staff	Division 5	D
Jernigan, PE, Dennis W	Division Construction Engineer	Division 5	D
Matthews, Anna M	Construction Unit Tech Staff	Construction Unit	C

1 to 6 of 7 rows

Definitions for the Organizations Tab

The default sort order for this tab is Expiration Date, then Security Organization alphabetically. Expired Organizations are at the bottom of the list.

Security Organization: The highest level grouping for a HiCAMS staff member. Users with the appropriate security can add new Security Organizations or update existing ones.

Expiration: Displays the date until which the Security Organization will remain active. Users with the appropriate security can expire Security Organizations or reactivate expired ones.

Action Date: Indicates the last time a change was made to the Security Organization.

Who: Indicates who made the last change to the Security Organization.

Definitions for the Staff Block

Filter Status: The default status for the security Window is Active. Other options include Expired and All.

Active Users are available for selection in other HiCAMS windows.

Expired Users cannot be selected in most other HiCAMS windows.

Search Staff: Clicking on this button opens the standard Staff Selection window.

Name: Displays the last name, suffix, first name, and middle initial of the Staff Member

Security Group: Displays the name of the Staff Member's HiCAMS access level category.

Office Location: Indicates the HiCAMS Office Location to which the Staff Member belongs. For Division Users, this Office Location designation controls what contracts are available to them for update access.

Job Title: Displays the Staff Member's HiCAMS Job Title. This may correspond directly to their actual job title, but not always.

User ID: Displays the Staff Member's assigned Client ID. The presence of a User ID does not guarantee that the user has HiCAMS. The user only has HiCAMS access if the Sybase Login field in the Staff record is checked.

Nickname: Another name that the Staff Member uses that is not his or her given name.

Expiration: Indicates when Staff Member's record will no longer be Active. Users whose Expiration date is greater than today's date are displayed when the Active Staff filter is selected.

Revoke Access: A Yes indicates that the Staff Member does not have access to HiCAMS until the account is unrevoked.

Action Date: Indicates the last time a change was made to the Staff Member's record

Who: Indicates who made the last change to the Staff Member's record

Definitions for the Security Officer Block

The fields shown in this block are the same as those shown in the Staff Block. Users listed in this portion of the window have the ability to update the Staff Member's record listed in the Staff Block above them.