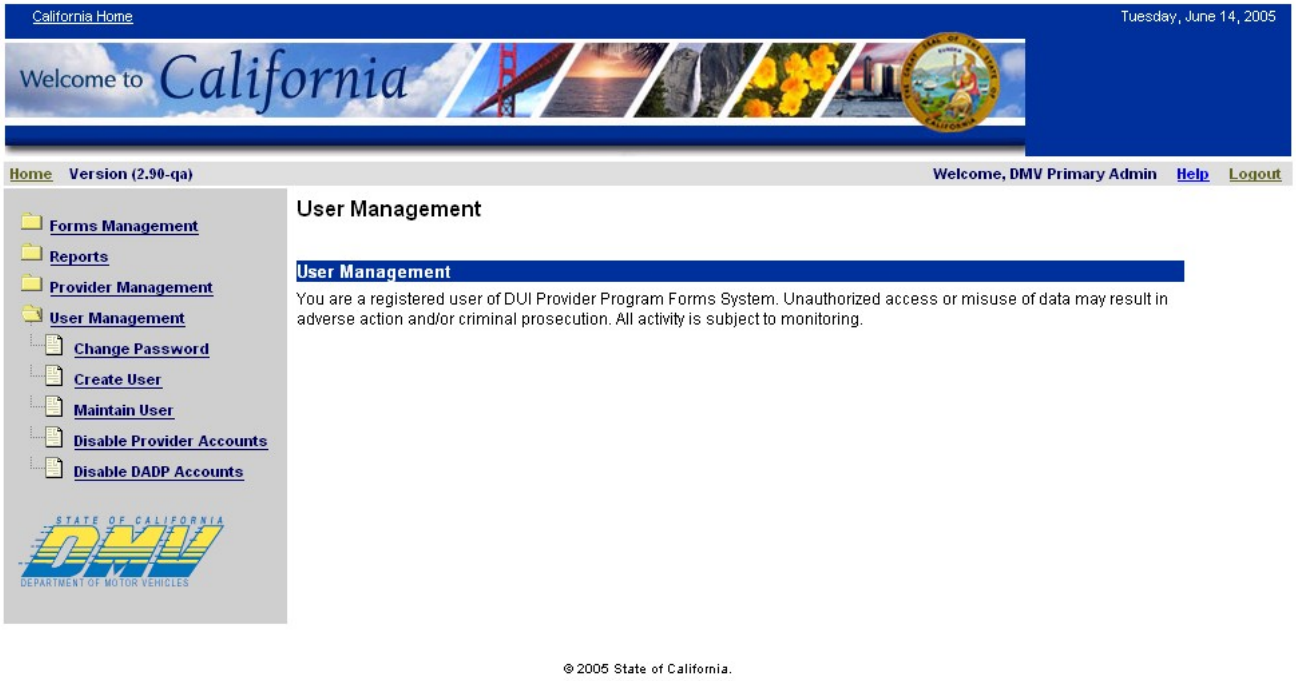
DUI Provider Program Forms – User Management



User Management allows you to Change a Password, Create a User, Maintain a User, Disable Provider Accounts, and Disable DADP Accounts.

You can perform the following functions:

1. **Change Password** – Allows you to change a password.

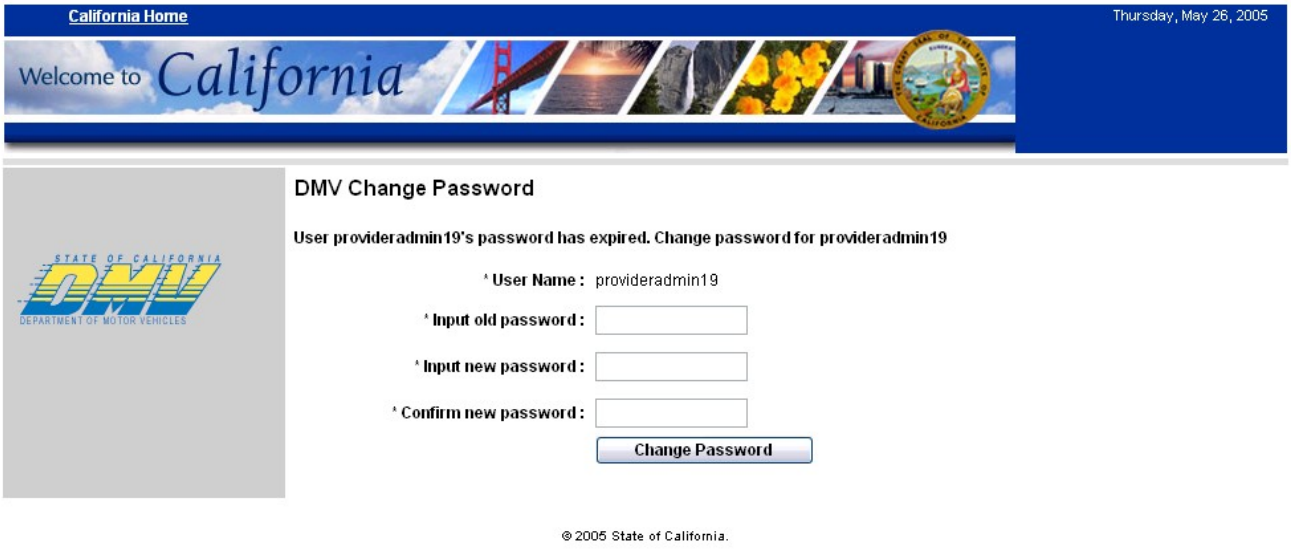
2. **Create User** – Allows you to create DMV users, DADP Administrators/Representatives and Provider Administrators/Representatives.

3. **Maintain User** – Allows you to maintain all of the entities in Create a User, #2 above.

4. **Disable Provider Accounts** – Allows the authorized user to disable all user accounts related to a specific Provider.

5. **Disable DADP Accounts** – Allows you to disable all DADP accounts.

DUI Provider Program Forms – Change Password (DMV Change Password)



To the Change Password perform the following steps:

1. **Input Old Password**

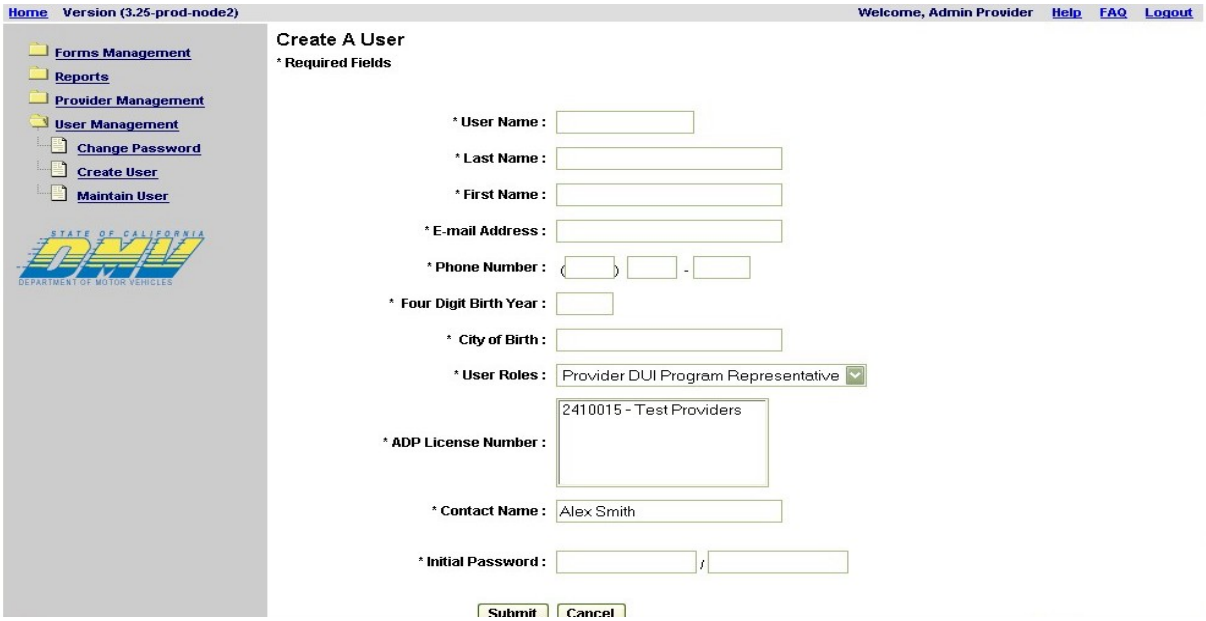
2. **Input New Password** – Enter a new password, which must meet the following criteria:
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.

3. **Confirm New Password**- Enter the same password that was entered in the Input New Password field.

4. Select the "Change Password" button.

DUI Provider Program Forms – Create User (Create a User)

(This section is specific to the Provider Administrator Creating a User - Provider Representative)

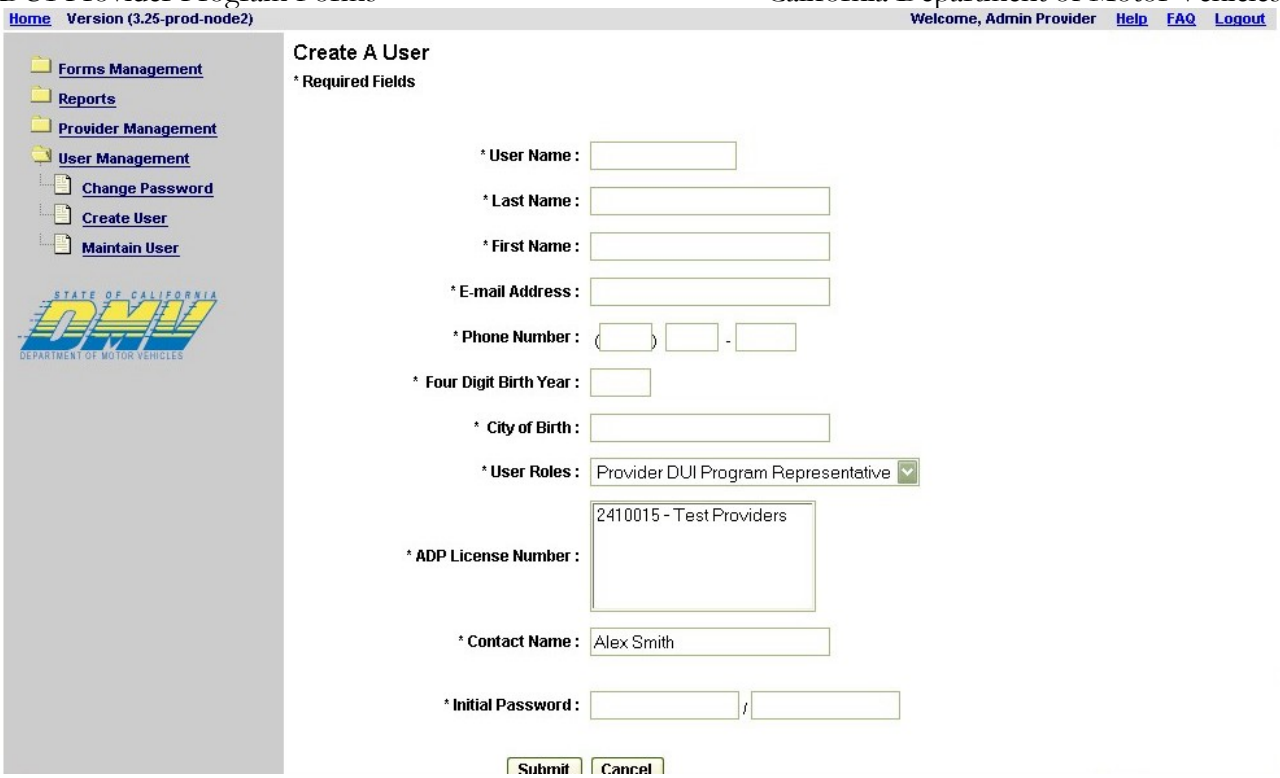


Create a User allows you to create a Provider Representative for a Provider The required fields are designated with an asterisk.

Note: You can only have two active Provider Representatives for each ADP License Number.

Perform the following steps to create a User:

1. Enter the user's User Name.
    a. The User Name cannot be less than 5 characters, but not more than 15 characters. The User Name can contain alpha characters and numbers, but cannot contain special characters.
2. Enter the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. Enter the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
4. Enter the user's E-mail address.
    a. The E-mail address will be used to send the User Name and DUI Provider Program Forms System link to the newly created user.
5. Enter the user's Phone Number.
    a. The Phone Number must be numeric.
    b. The Phone Number must have 10 characters.
6. Enter the user's Four Digit Birth Year.
7. Enter the user's City of Birth.
    a. The City of Birth must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).



Create a User continued:

8. Select the User Role.
    a. The only role that is available is the Provider DUI Program Representative.

9. Select the ADP License Number.
    a. The ADP License Numbers that are displayed are based on your access.

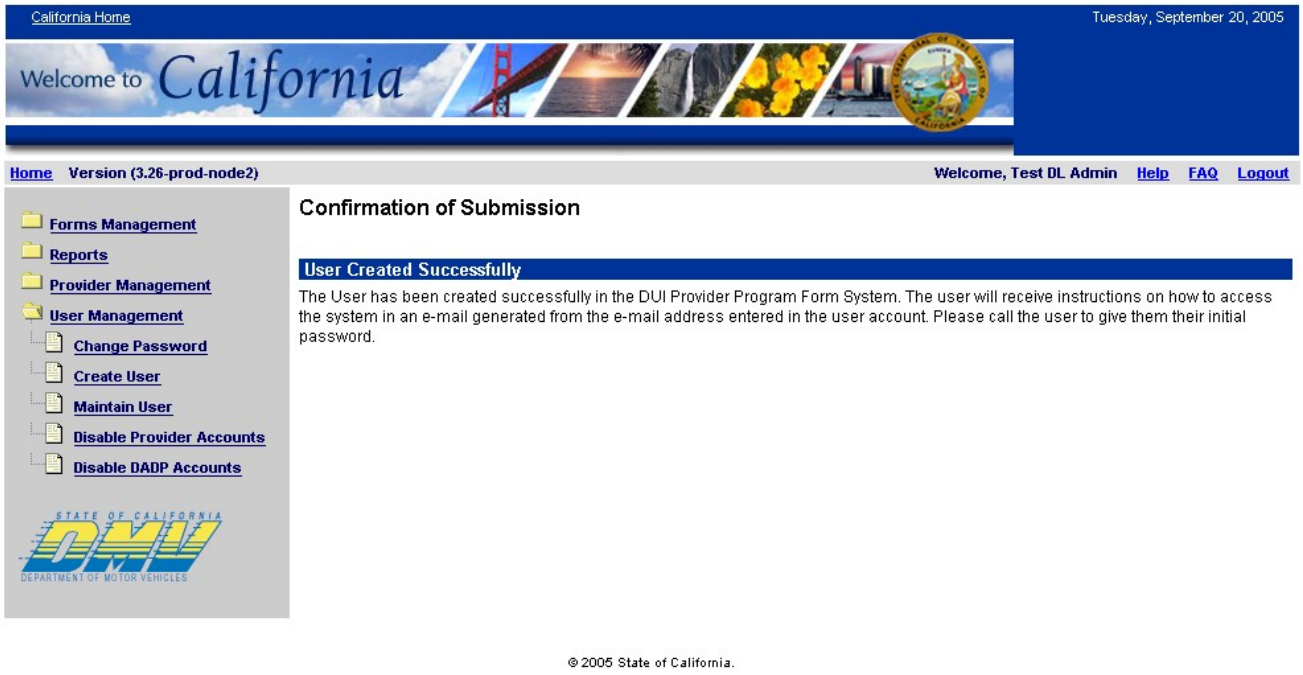
10. Contact Name.
    a. The contact name is auto-populated by the System for a Provider Representative with only one ADP License Number.
    b. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces)

11. Enter an Initial Password twice.
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.

12. Select Submit.

DUI Provider Program Forms – Create User (Create a User - Confirmation of Submission)

(This section is specific to the Provider Administrator Creating a User - Provider Representative)



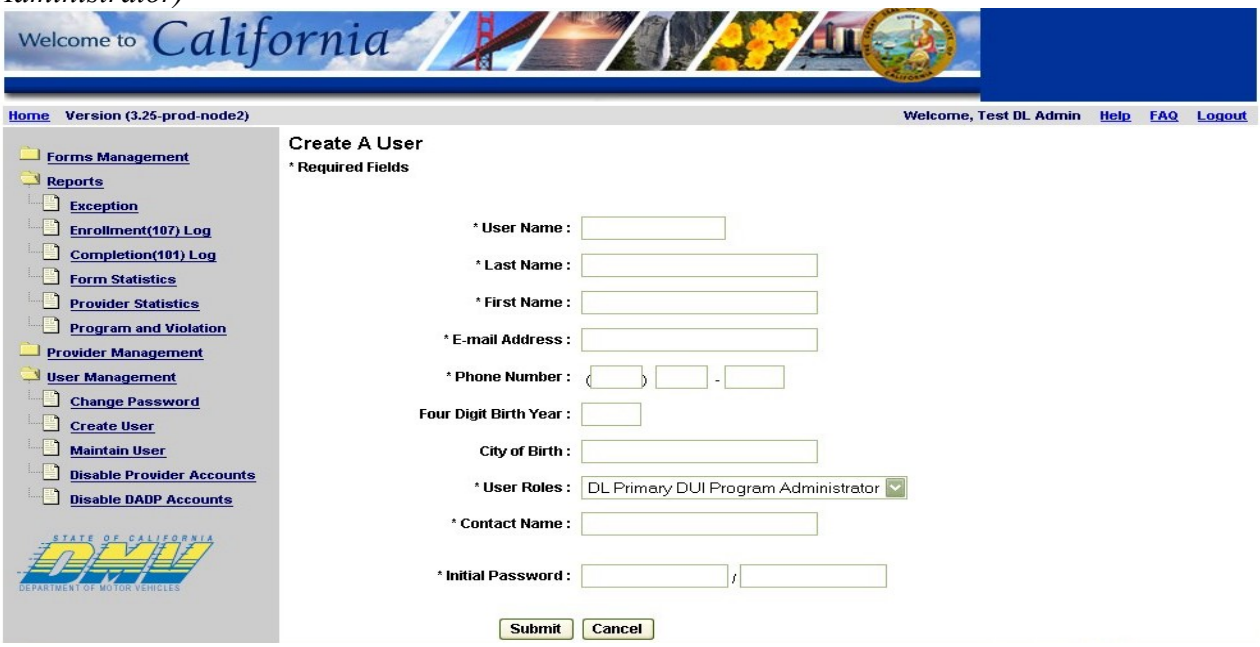
The following process should be followed once a User is created:

1. The User has received an e-mail based on the e-mail address entered in the Create User e-mail address field.

2. Contact the user to inform them of their password.

DUI Provider Program Forms – Create User (Create a User)

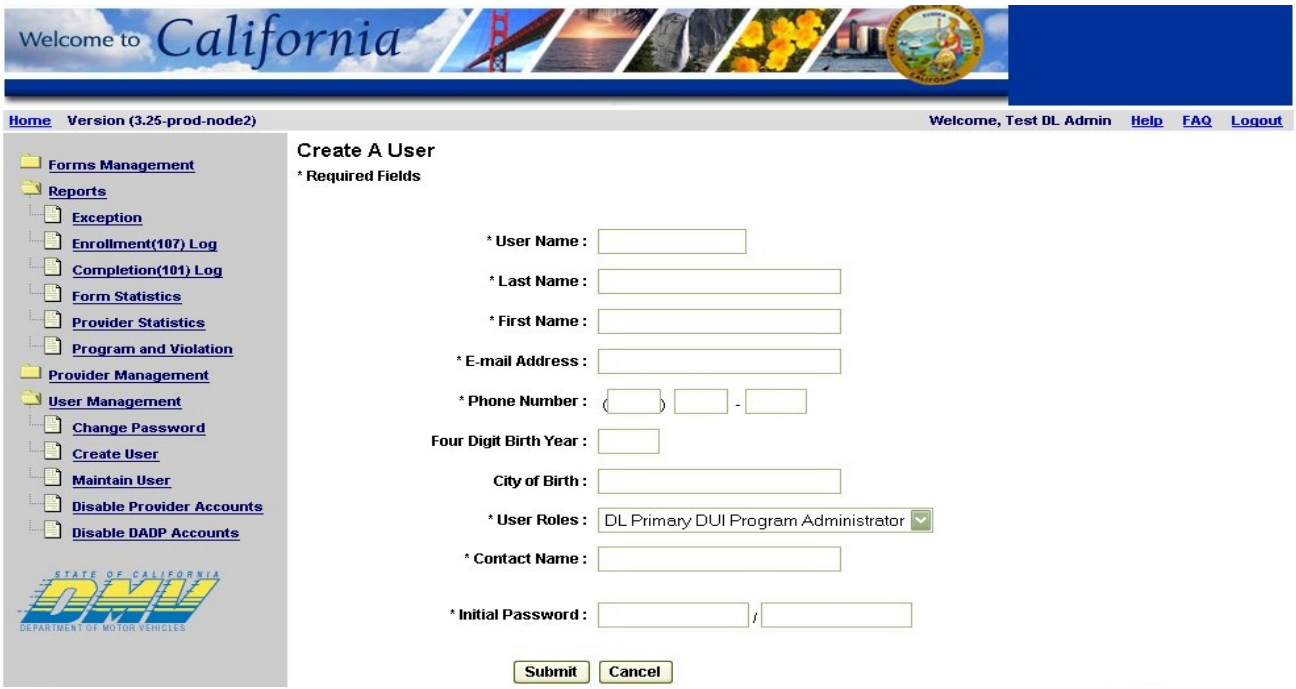
(This section is specific to DMV Creating a User – The Example is the DL Primary DUI Program Administrator)



Create a User allows you to create a DADP Administrators, DMV Users, and Provider Administrators. The required fields are designated with an asterisk.

Perform the following steps to Create a User:

1. Enter the user's User Name.
    a. The User Name cannot be less than 5 characters, but not more than 15 characters. The User Name can be alpha characters and/or numbers, but cannot be special characters.
    b. DMV users should be created using their DMV RACF/Windows account and adding the alpha character "d" at the end of the User ID.
2. Enter the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. Enter the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
4. Enter the user's E-mail address.
    a. The E-mail address will be used to send the User Name and DUI Provider Program Forms System link to the newly created user.
5. Enter the user's Phone Number.
    a. The Phone Number must be numeric.
    b. The Phone Number must have 10 characters.
6. Enter the user's Four Digit Birth Year. (Not a required field for DMV Users.)
7. Enter the user's City of Birth. (Not a required field for DMV Users.)
    a. The City of Birth must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).

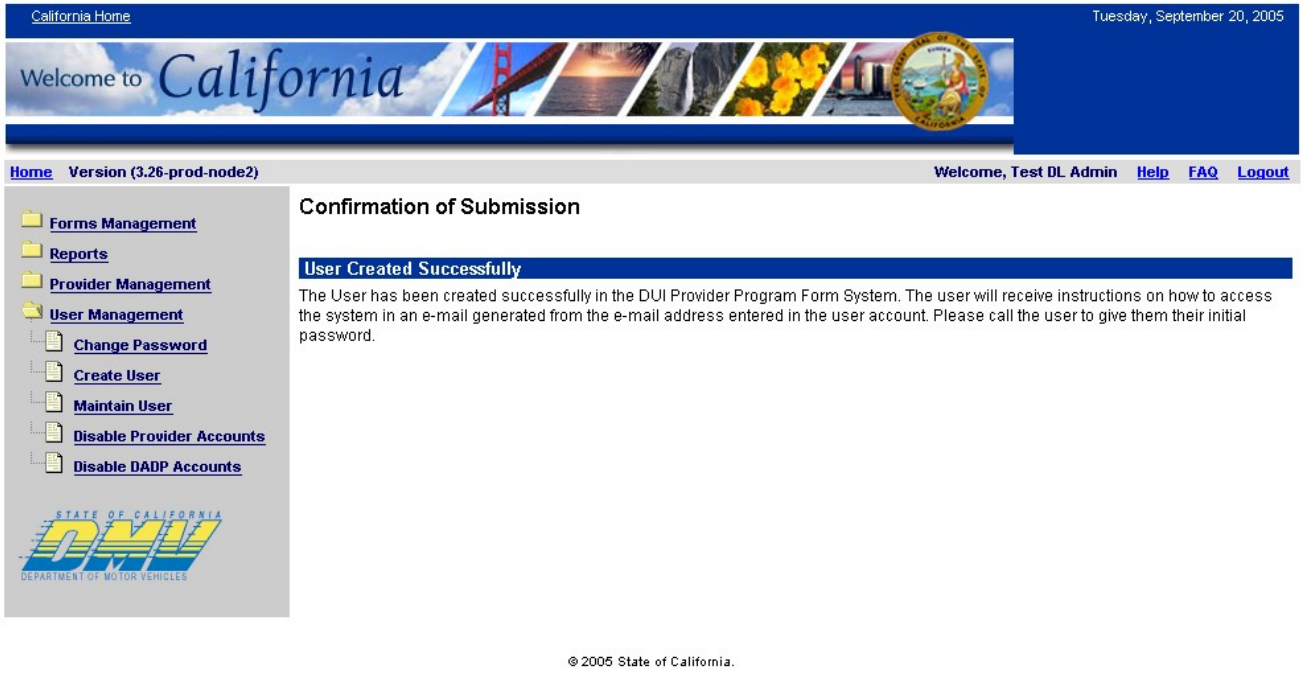


Create a User continued:

8. Select the User Role.
    a. The following roles have the following functions:
        1) **DL Primary DUI Program Administrator** – Has the ability to create and maintain DADP Administrators, and all DMV roles. They may View Providers, Access Reports and Retrieve a Form.
        2) **DL DUI Provider Access Administrator** – Has the ability to maintain Provider Internet Authorizations, create and maintain Provider Administrators, View Providers, Access Reports, and Retrieve a Form.
        3) **DMV DUI Program Representative** – Has the ability to Retrieve a Form, View Providers, and Access Reports.
        4) **DADP DUI Program Administrator** – Has the ability to create and maintain Provider licensing information, create and maintain DADP Representatives, View a Provider, and Access Reports.
        5) **Provider DUI Program Administrator** – Has the ability Create and Maintain Provider Representatives, Retrieve a Form, Access authorized reports, Submit Forms, View a Provider (only their own information).
9. Enter the Contact Name.
    a. The contact name for DMV and DADP user is the Administrator that is creating the users.
    b. The contact name is auto-populated by the System for the Provider Administrators with only one ADP License Number.
    c. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
10. Enter the Initial Password twice.
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.
11. Select Submit.

DUI Provider Program Forms – Create User (Create a User - Confirmation of Submission)

(This section is specific to DMV Creating a User – The Example is the DL Primary DUI Program Administrator)



The following process should be followed once a User is created:

1. The User has received an e-mail based on the e-mail address entered in the Create User e-mail address field.

2. Contact the user to inform them of their password, and the Licensing Operations Help Desk telephone number.

DUI Provider Program Forms – Maintain User (Search User)

(This section is specific to DMV Maintaining a User – DADP DUI Program Administrator)

Search User allows you to identify a user based on Role, User Name, or ADP License Number, you would like to modify. The required fields are designated with an asterisk.

Perform the following steps to maintain this specific user – DADP Administrator:

1. Select the User Role.
    a. Select DADP Administrator role.

2. Enter a User Name.
    a. Entering a User Name will retrieve a specified User.
    b. You can enter a full or partial User Name.

3. Select Submit.

DUI Provider Program Forms – Maintain User (Search User Result)

(This section is specific to DMV Maintaining a User – DADP DUI Program Administrator)

The following columns are shown in Maintain User Search results:

1. User Name
2. User Role
3. User Account Status

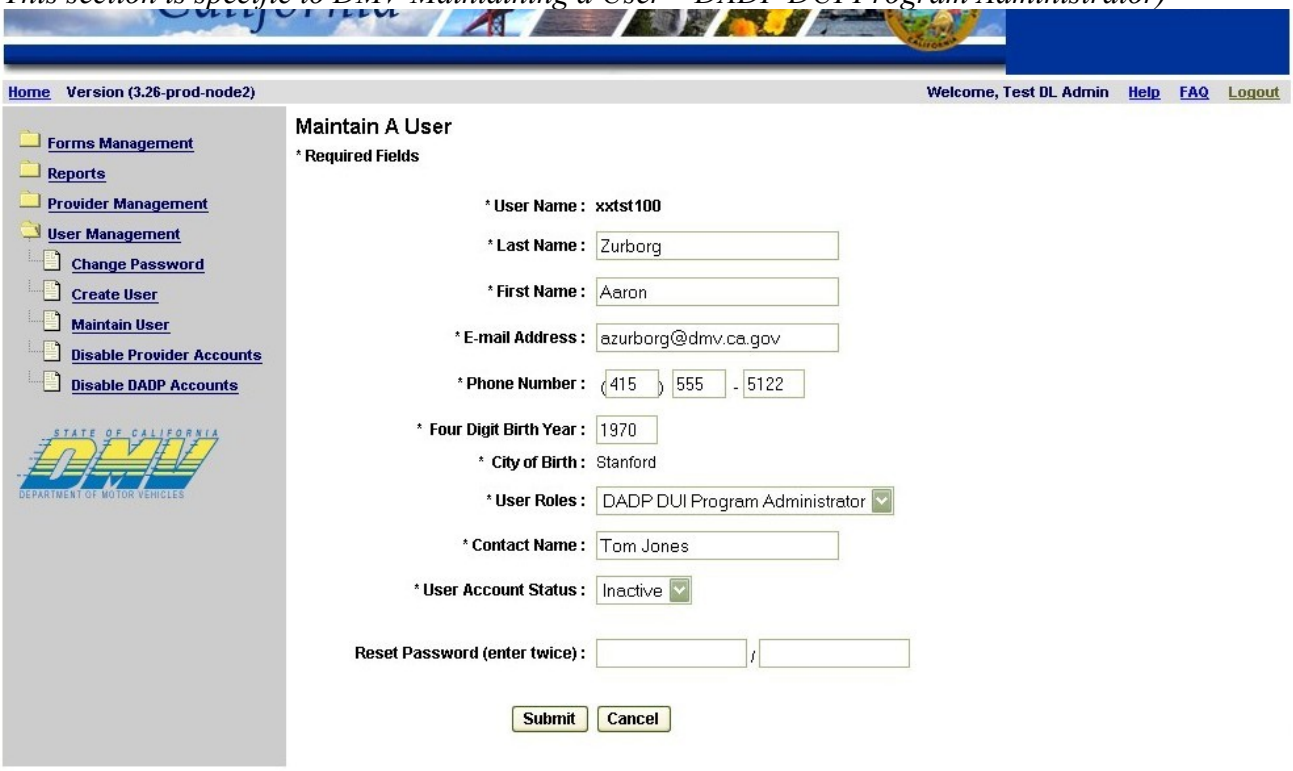
Perform the following functions for your search results:

1. Sort your search results based on your preferences.
    a. Any columns with an ⬇ can be sorted.
    b. To sort the search results select the ⬇ next to the column, this will sort the results in ascending order by the column selected.
    c. To sort in the search results in descending order, select the ⬇ next to the same column again.

2. Click on the User Name of the User you want to maintain.

DUI Provider Program Forms – Maintain User (Maintain a User)

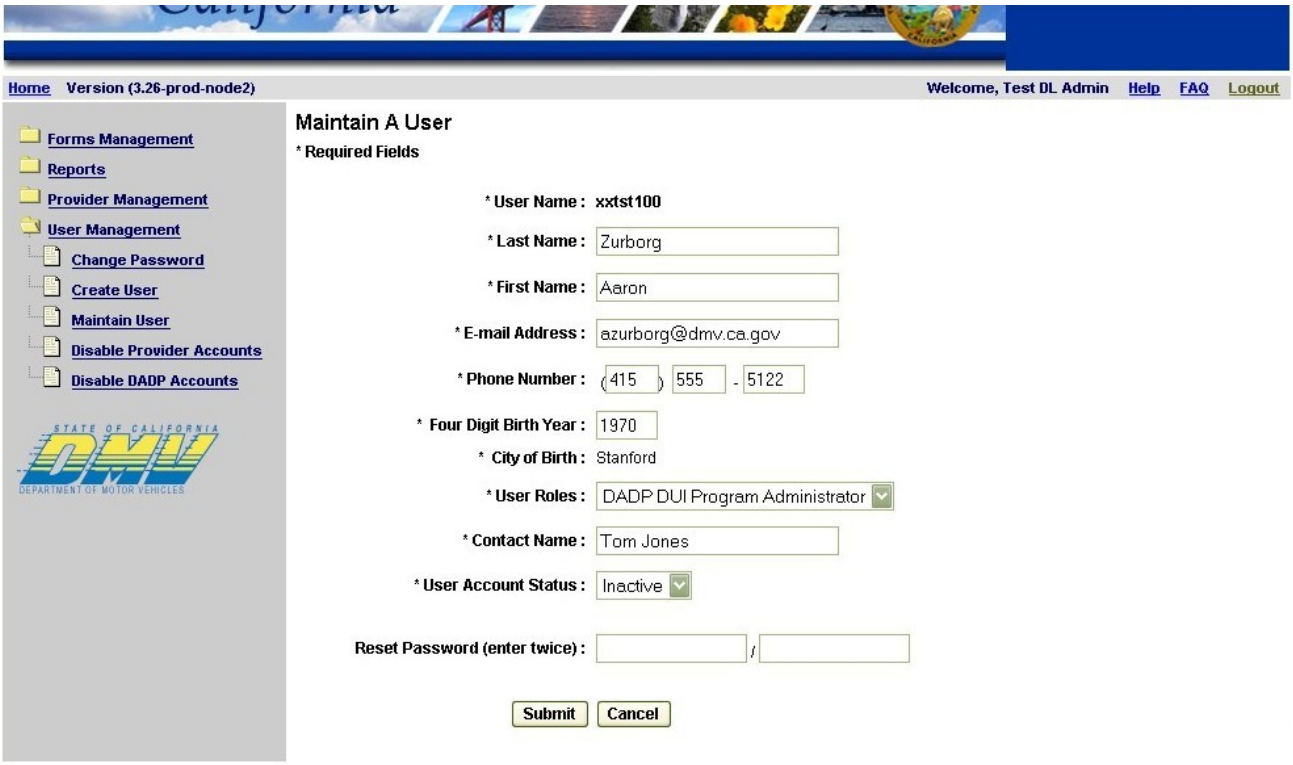
(This section is specific to DMV Maintaining a User – DADP DUI Program Administrator)



You can modify the specific fields of the User based on potential changes. The required fields are designated with an asterisk.

Perform the following steps to Maintain a User:

1. You can modify the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
2. You can modify the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. You can modify the user's E-mail address.
4. You can modify the user's Phone Number
    a. The Phone Number must be numeric.
    b. The Phone Number cannot be less than 10 characters.
5. You can modify the user's Four Digit Birth Year.



Maintain a User continued:

6. You can modify the Contact Name.
    a. The contact name is the Administrator, who is maintaining the user. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).

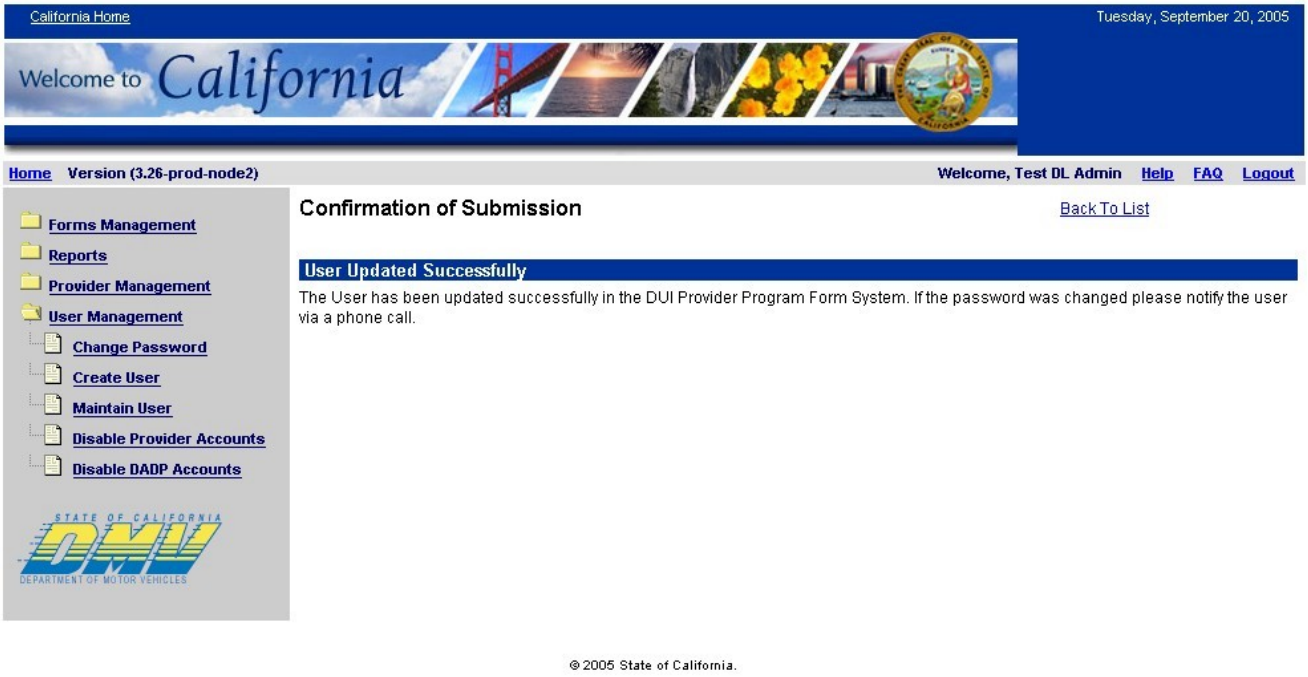
7. Review Account Status.
    a. Selecting Account Status of Inactive will not allow the user to login to the system

8. Enter a Reset Password twice
    a. Password must be at least 8 characters long
    b. Password must contain 5 alpha characters
    c. Password must contain at least 1 numeric character

9. Select Submit

DUI Provider Program Forms – Maintain User (Maintain a User - Confirmation of Submission)

(This section is specific to DMV Maintaining a User – DADP DUI Program Administrator)

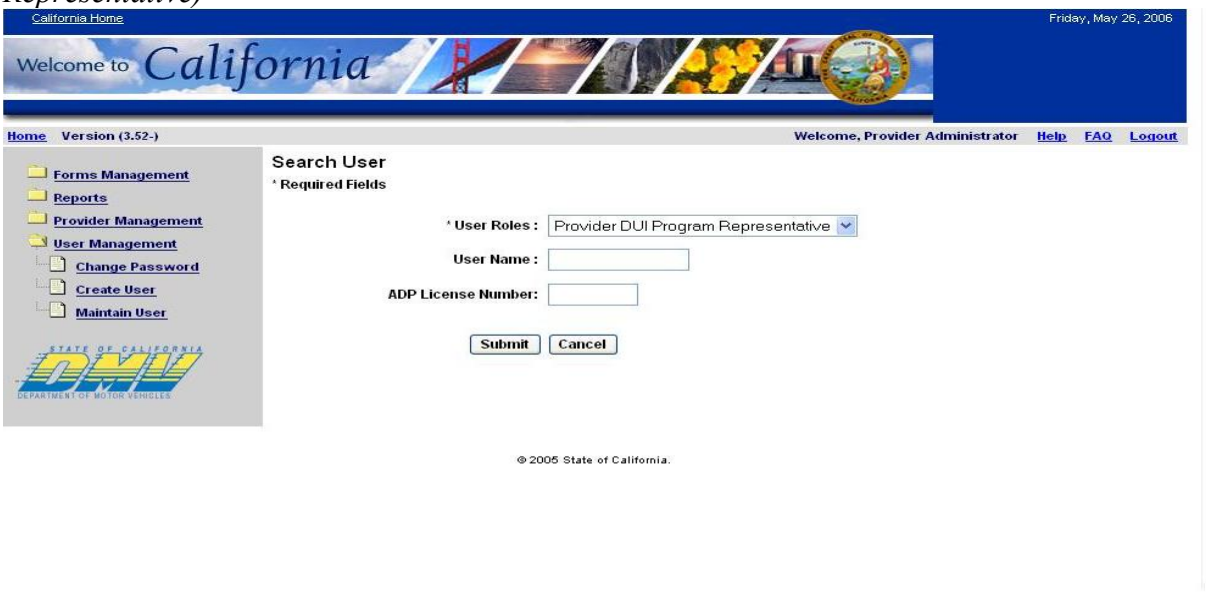


The individual making the modification will receive this confirmation after the modifications have been made.

New Page

DUI Provider Program Forms – Maintain User (Search User)

(This section is specific to the Provider Administrator Maintaining a User – Provider DUI Program Representative)



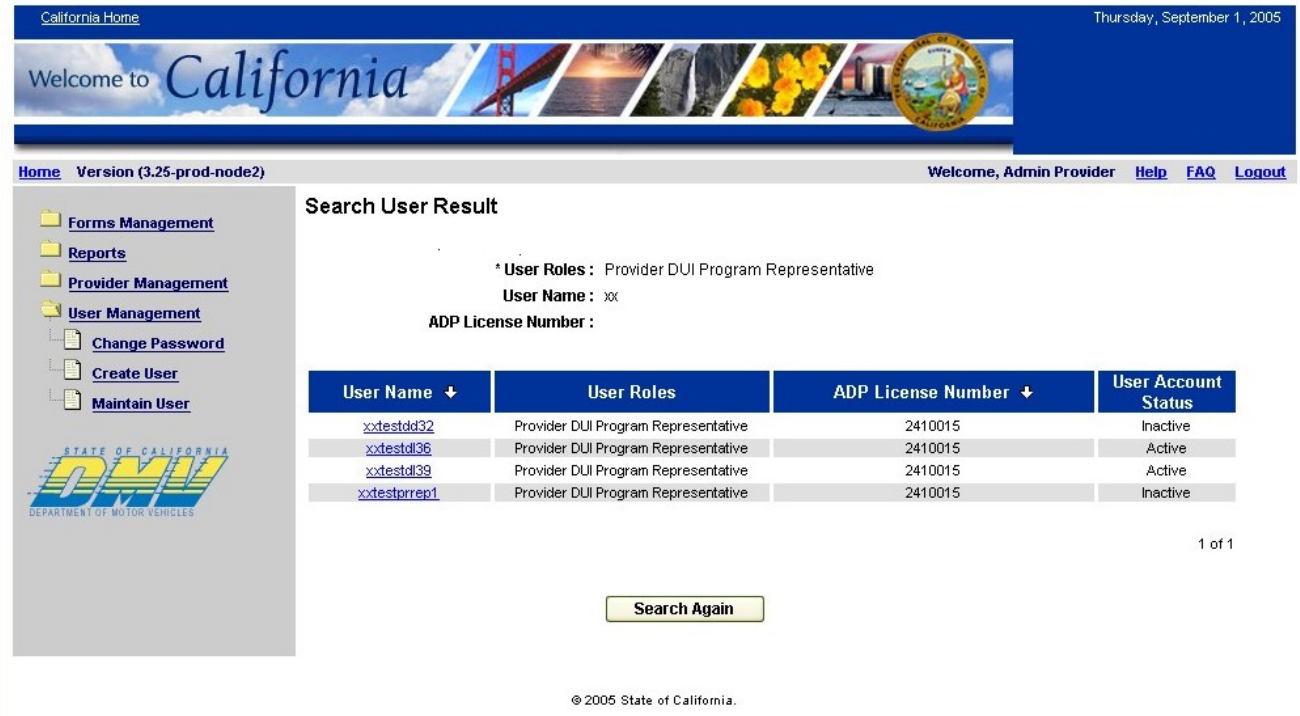
Search A User will allow you to identify a user based on Role, User Name, or ADP License Number that you would like to modify. The required fields are designated with an asterisk.

Perform the following steps for maintaining a User:

1. Select the User Role.
    a. Select the Provider DUI Program Administrator role.
2. Enter a User Name.
    a. Entering a User Name will retrieve a specified User.
    b. You can enter a full or partial User Name.
3. Enter an ADP License Number.
    a. You can enter a full or partial ADP License Number.
4. Select Submit.

DUI Provider Program Forms – Maintain User (Search User Result)

(This section is specific to the Provider Administrator Maintaining a User – Provider DUI Program Representative)



The following columns are shown in Maintain User Search results:

User Name
User Role
ADP License Number
User Account Status

Perform the following functions for your search results:

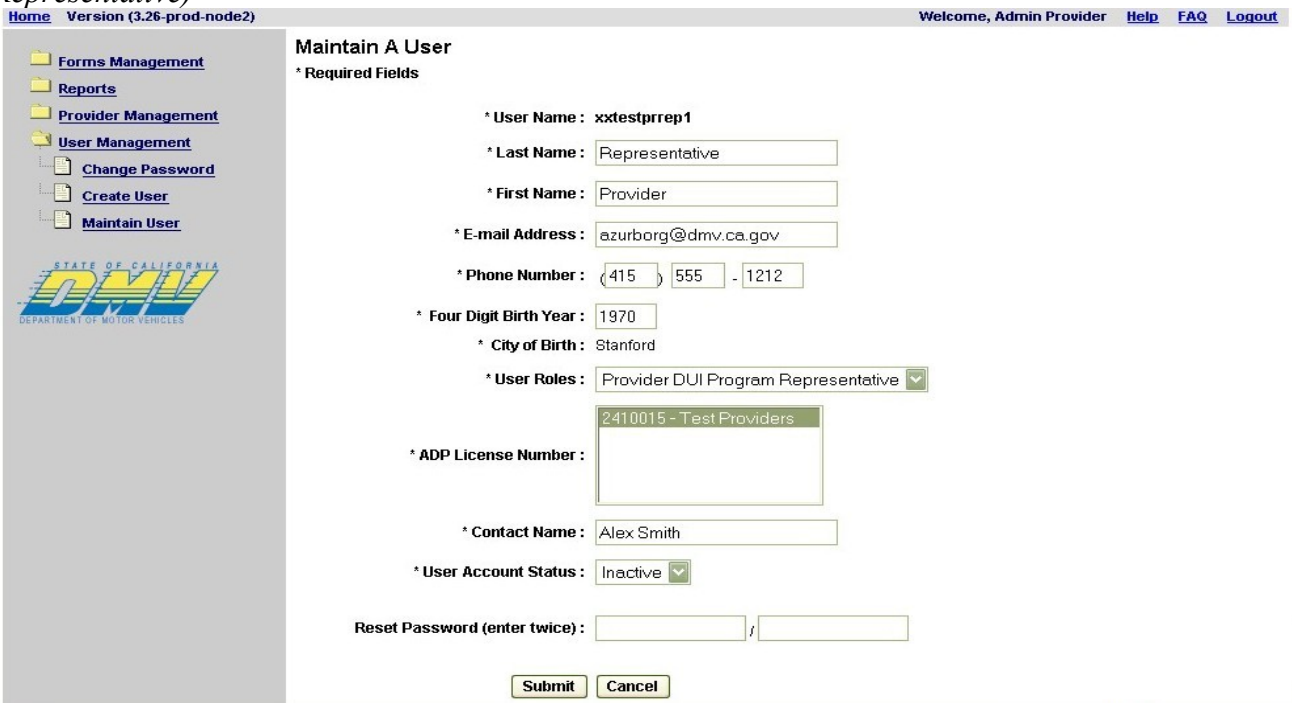
1. Sort your search results based on your preferences.
   a. Any columns with an ⬇ can be sorted.
   b. To sort the search results select the ⬇ next to the column, this will sort the results in ascending order by the column selected.
   c. To sort in the search results in descending order, select the ⬇ next to the same column again.

2. Click on the User Name of the User you want to maintain.

New Page

DUI Provider Program Forms – Maintain User (Maintain a User)

(This section is specific to the Provider Administrator Maintaining a User – Provider DUI Program Representative)

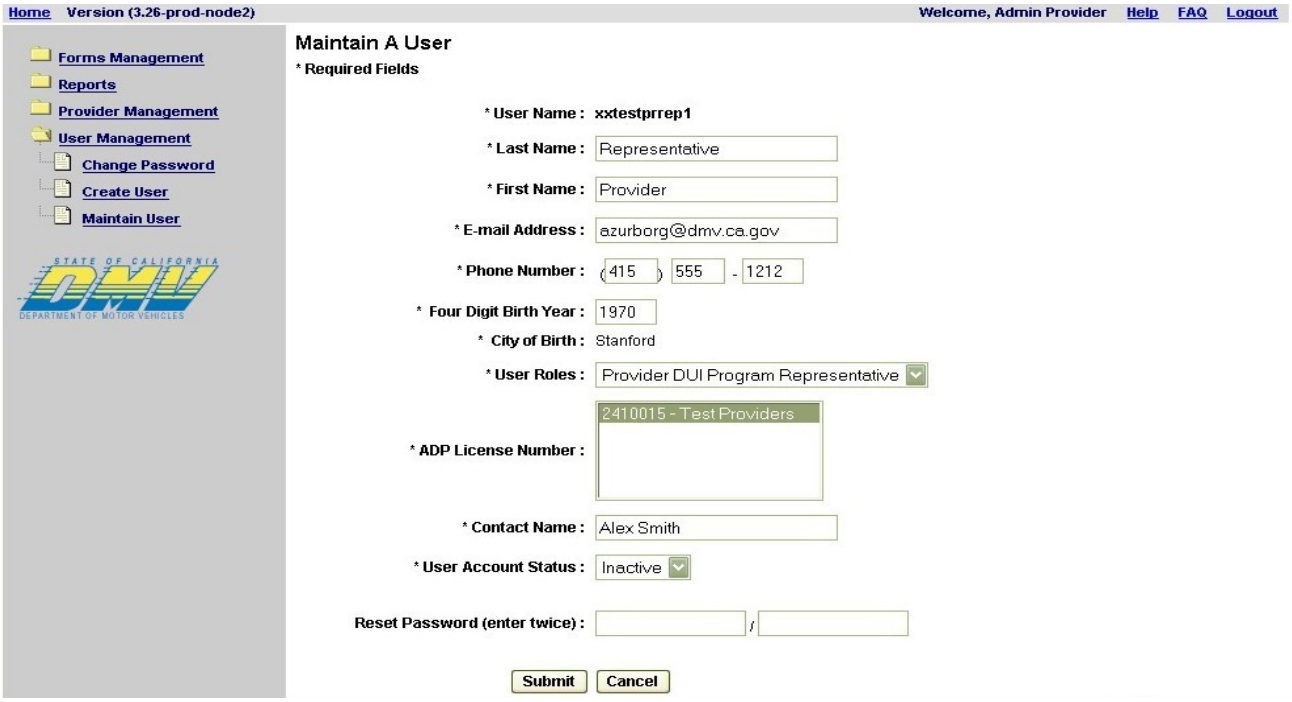


You can modify the specific fields of the User based on potential changes. The required fields are designated with an asterisk.

Note: You can only have two active Provider Representatives for each ADP License Number.

Perform the following steps to maintain a User:

1. Modify the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
2. Modify the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. Modify the user's E-mail address.
4. Modify the user's Phone Number.
    a. The Phone Number must be numeric.
    b. The Phone Number cannot be less than 10 characters.
5. Modify the user's Four Digit Birth Year.
6. Validate the User Role.
    a. The only role that is available is the Provider DUI Program Representative.



Maintain A User continued:

7. Contact Name.
    a. The contact name is auto-populated by the System for a Provider Representative with only one ADP License Number.
    b. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).

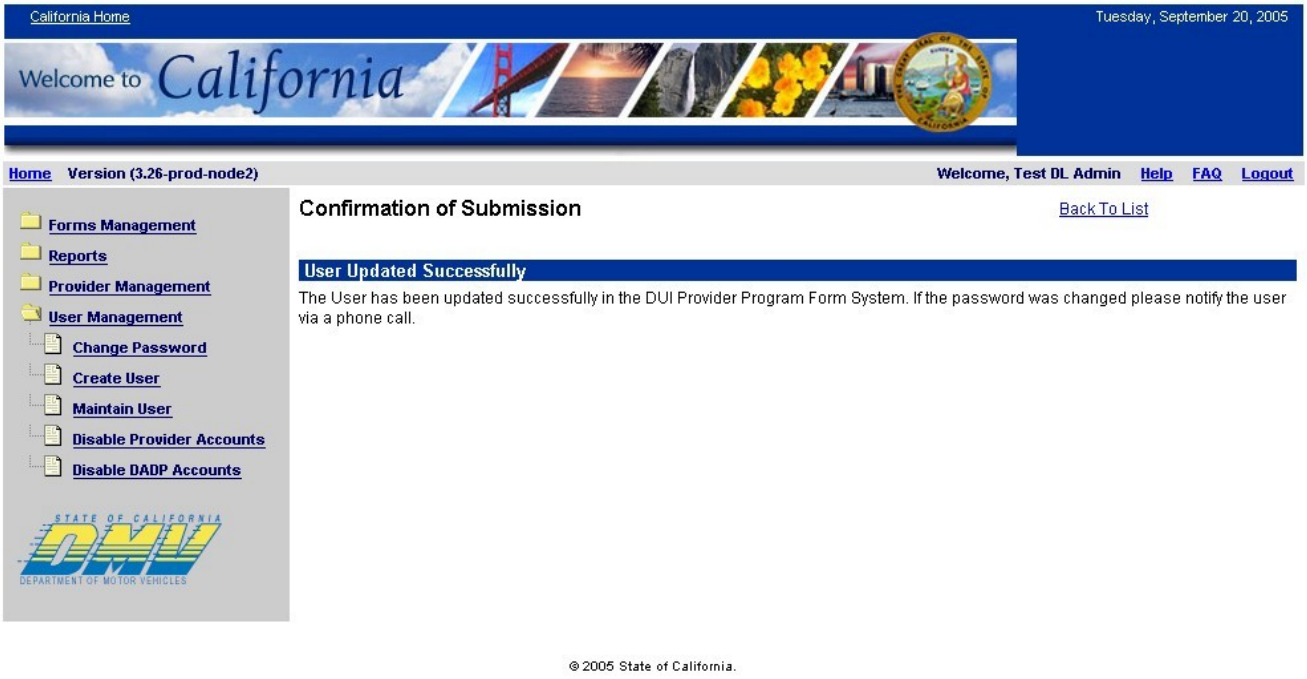
8. Review Account Status.
    a. Selecting Account Status of Inactive will not allow the user to login to the DUI system.

9. Enter a Reset Password twice.
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.

10. Select Submit.

DUI Provider Program Forms – Maintain User (Maintain a User - Confirmation of Submission)

(This section is specific to the Provider Administrator Maintaining a User – Provider DUI Program Representative)



The individual making the modification will receive this confirmation after the modifications have been made.

DUI Provider Program Forms – Maintain User (Search User)

(This section is specific to DMV Maintaining a User – DL Primary DUI Program Administrator)

Search User allows you to identify a user based on Role, User Name, or ADP License Number, you would like to modify. The required fields are designated with an asterisk.

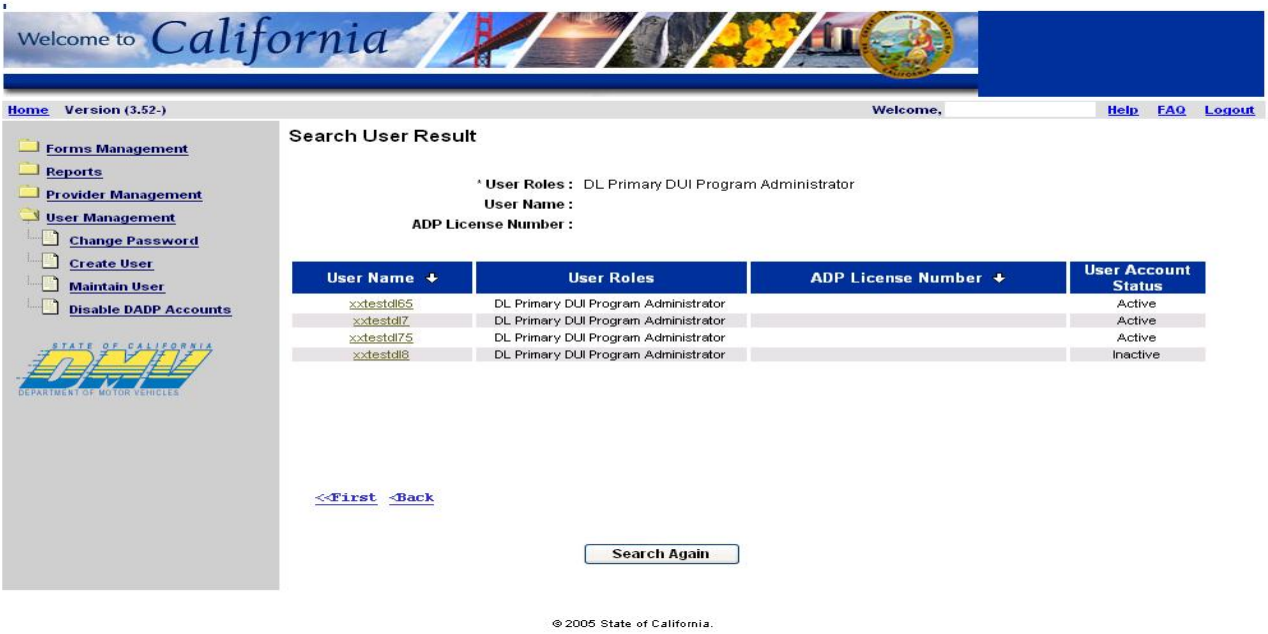
Perform the following steps to maintain this specific user – DL Primary DUI Program Administrator:

1. Select the User Role.
    a. Select DL Primary DUI Program Administrator
2. Enter a User Name.
    a. Entering a User Name will retrieve a specified User.
    b. You can enter a full or partial User Name.
3. Select Submit.

New Page

DUI Provider Program Forms – Maintain User (Search User Result)

(This section is specific to DMV Maintaining a User – DL Primary DUI Program Administrator)



The following columns are shown in Maintain User Search results:

User Name
User Role
User Account Status

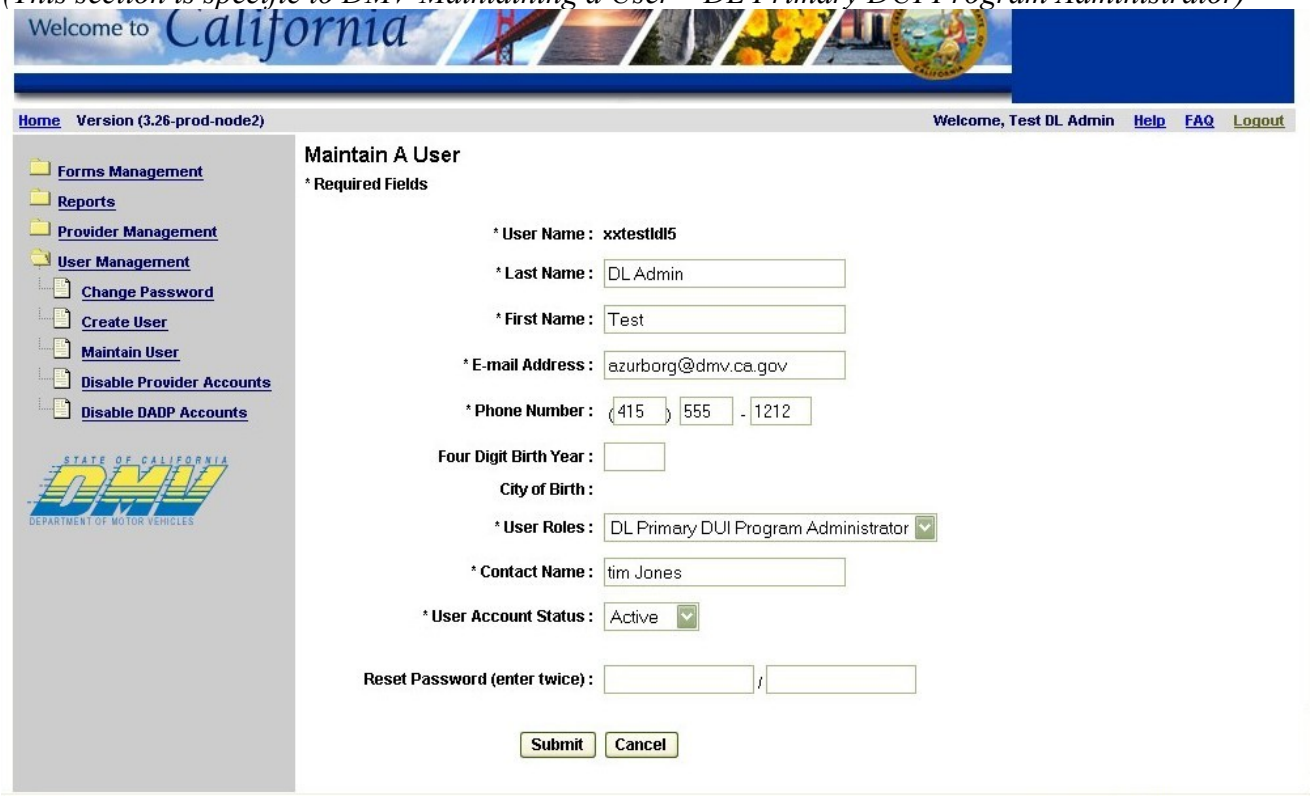
Perform the following functions for your search results:

1. Sort your search results based on your preferences.
   a. Any columns with an ⇩ can be sorted.
   b. To sort the search results select the ⇩ next to the column, this will sort the results in ascending order by the column selected.
   c. To sort in the search results in descending order, select the ⇩ next to the same column again.

2. Click on the User Name of the User you want to maintain.

DUI Provider Program Forms – Maintain User (Maintain a User)

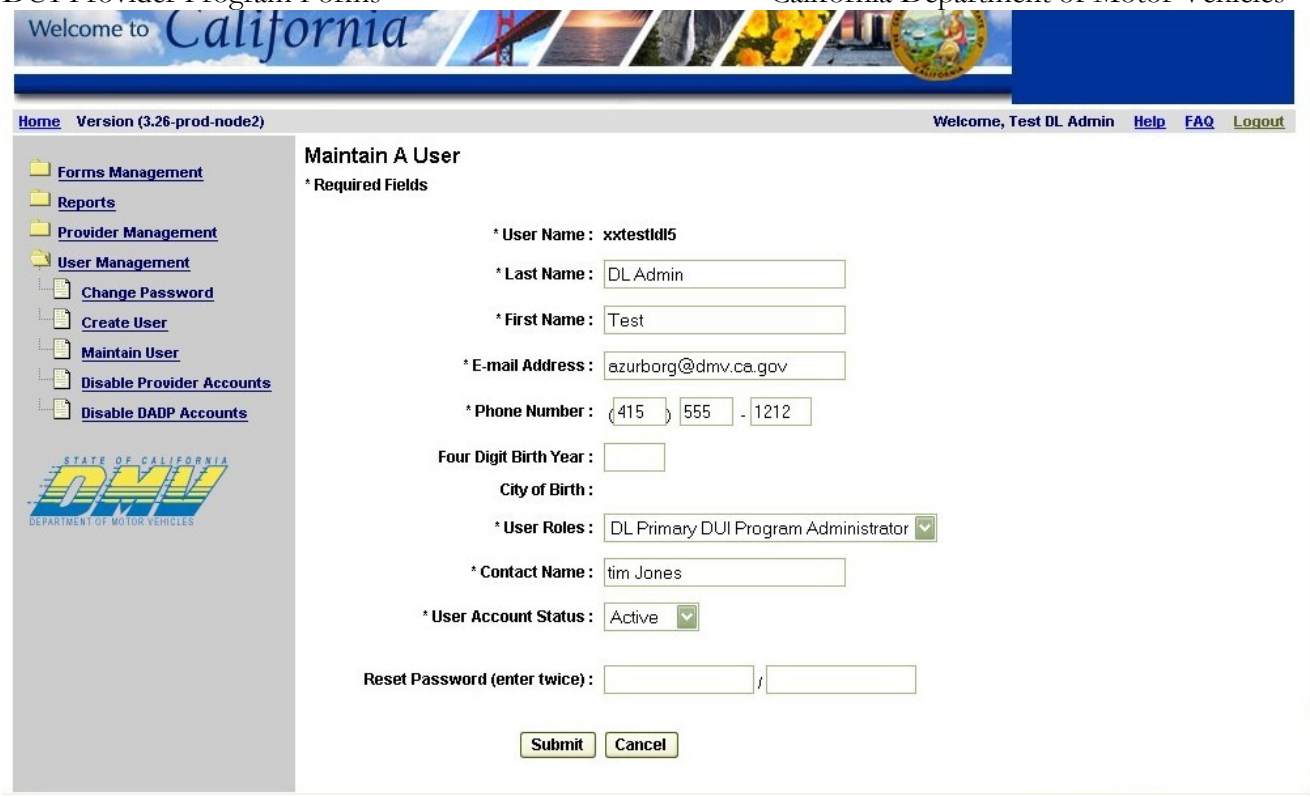
(This section is specific to DMV Maintaining a User – DL Primary DUI Program Administrator)



You can modify the specific fields of the User based on potential changes. The required fields are designated with an asterisk.

Perform the following steps to Maintain a User:

1. You can modify the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
2. You can modify the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. You can modify the user's E-mail address.
4. You can modify the user's Phone Number.
    a. The Phone Number must be numeric.
    b. The Phone Number cannot be less than 10 characters.
5. You can modify the User Role.
    a. Modifying the User Role will modify what access they have and what fields are required to be filled out.



Maintain A User continued:

6. You can modify the Contact Name.
    a. The contact name is the Administrator, who is maintaining the user. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).

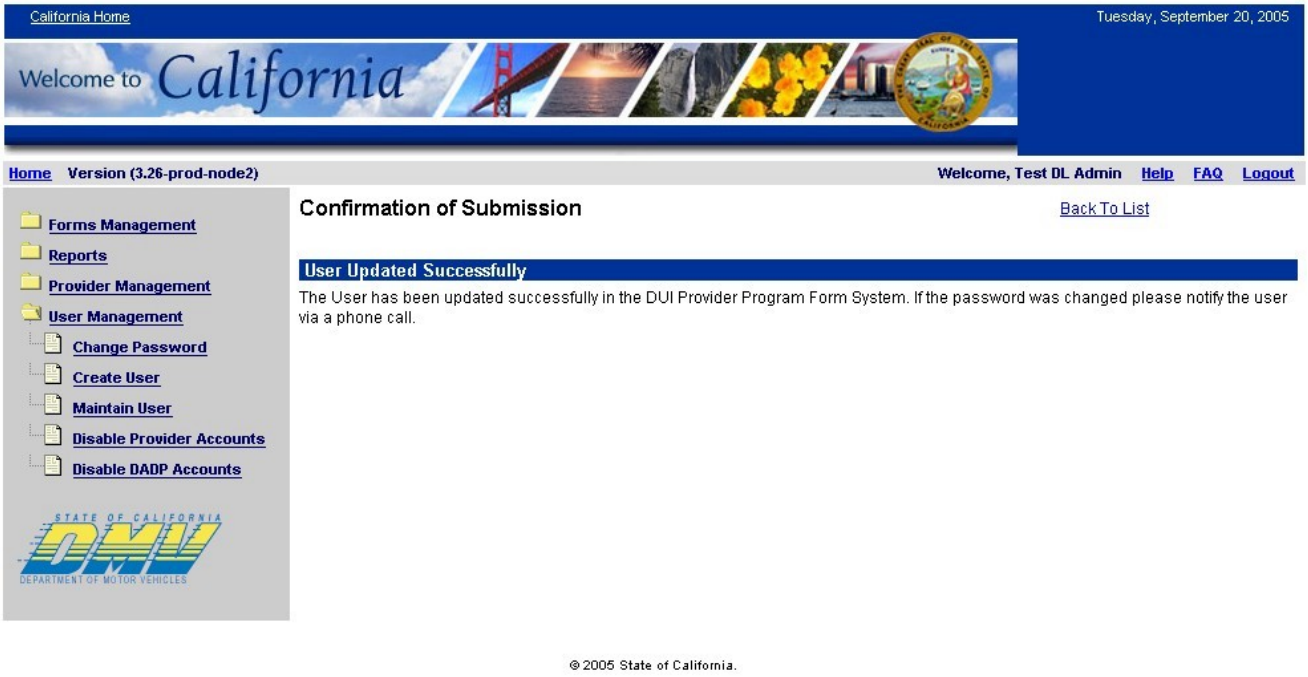
7. Review Account Status.
    a. Selecting Account Status of Inactive will not allow the user to login to the DUI system.

8. Enter a Reset Password twice.
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.

9. Select Submit.

DUI Provider Program Forms – Maintain User (Maintain a User - Confirmation of Submission)

(This section is specific to DMV Maintaining a User – DL Primary DUI Program Administrator)



The individual making the modification will receive this confirmation after the modifications have been made.

DUI Provider Program Forms – Maintain User (Search User)

(This section is specific to DMV Searching for a User – Provider DUI Program Administrator)

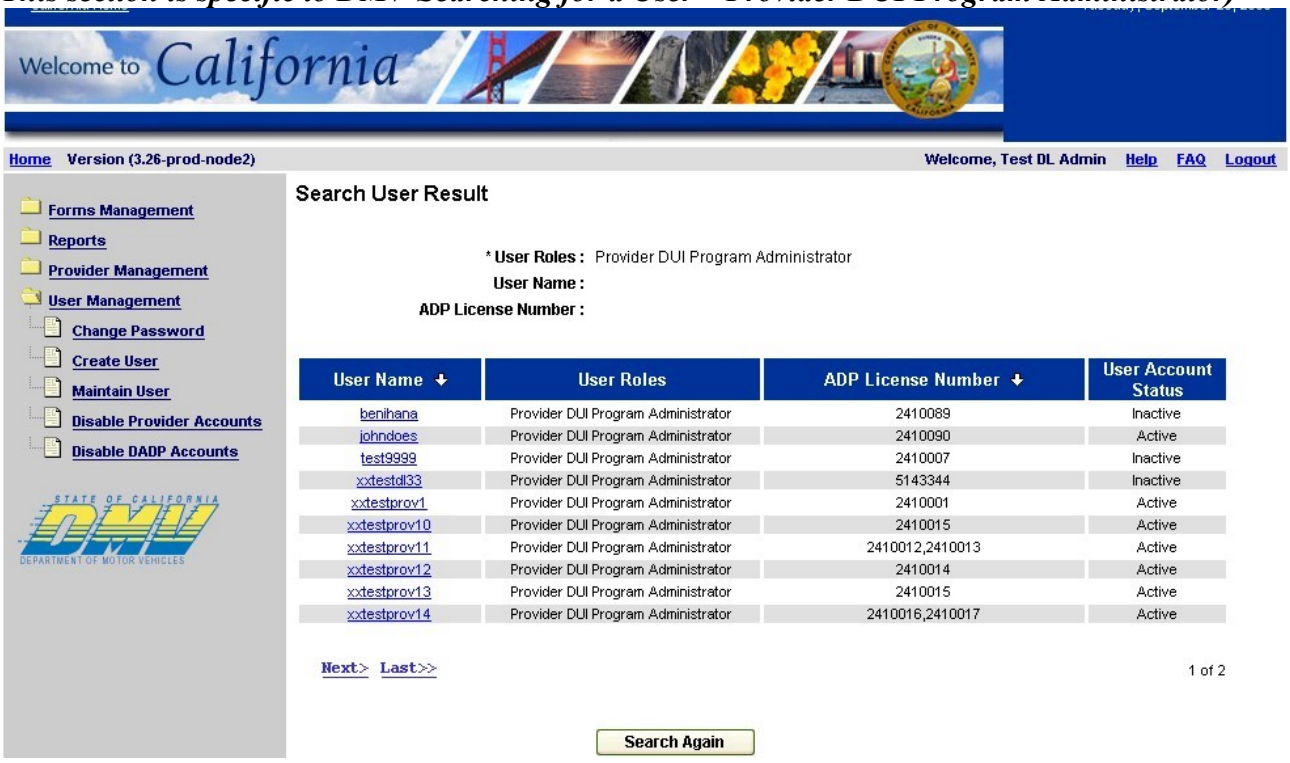
Search A User will allow you to identify a user based on Role, User Name, or ADP License Number that you would like to modify. The required fields are designated with an asterisk.

Perform the following steps for maintaining a User:

1. Select the User Role.
    a. Select the Provider DUI Program Administrator role.
2. Enter a User Name.
    a. Entering a User Name will retrieve a specified User.
    b. You can enter a full or partial User Name.
3. Enter an ADP License Number.
    a. You can enter a full or partial ADP License Number.
4. Select Submit.

DUI Provider Program Forms – Maintain User (Search User Result)

(This section is specific to DMV Searching for a User – Provider DUI Program Administrator)



The following columns are shown in Maintain User Search results:

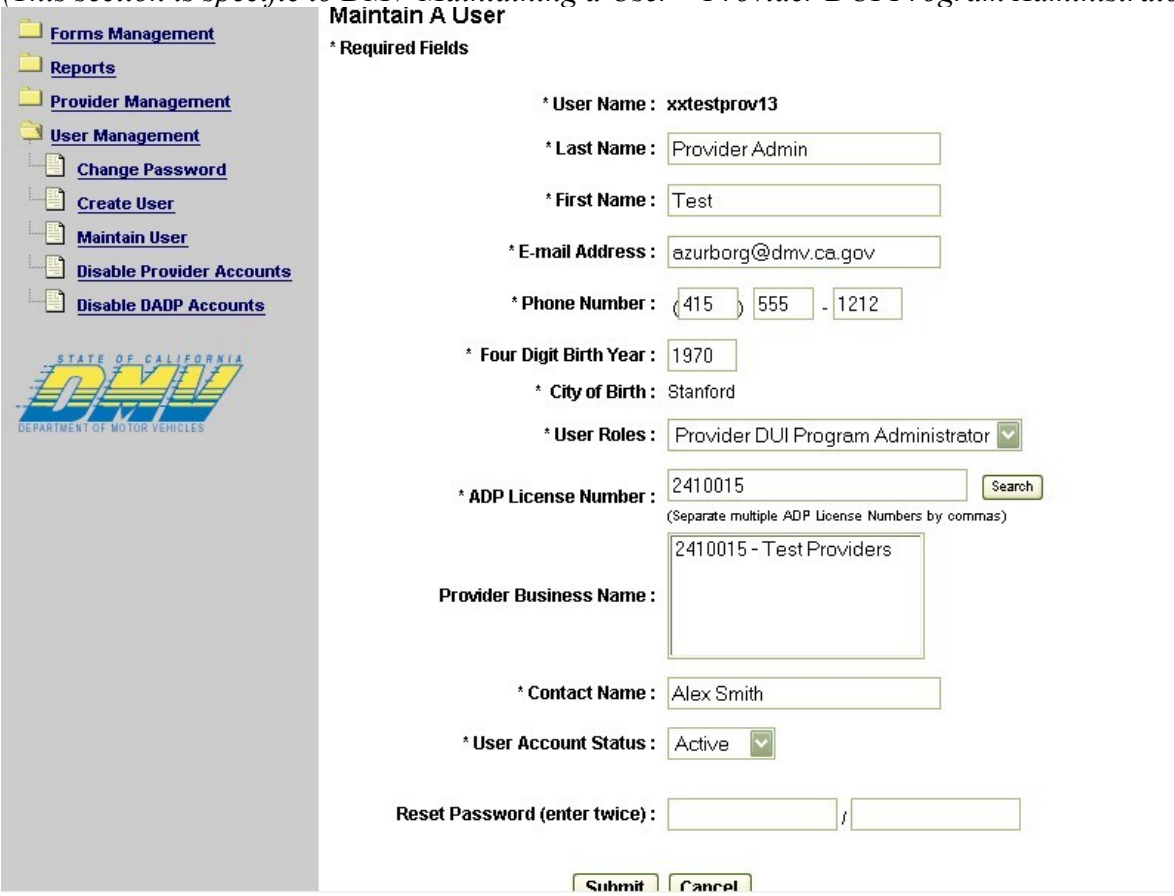
1. User Name
2. User Role
3. ADP License Number
4. User Account Status

Perform the following functions for your search results:

1. Sort your search results based on your preferences.
   a. Any columns with an ⇩ can be sorted.
   b. Default sort is by Participant's Name.
   c. To sort the search results select the ⇩ next to the column, this will sort the results in ascending order by the column selected.
   d. To sort in the search results in descending order select the ⇩ next to the same column again.
2. Select the User Name to modify the particular User.

DUI Provider Program Forms – Maintain User (Maintain a User)

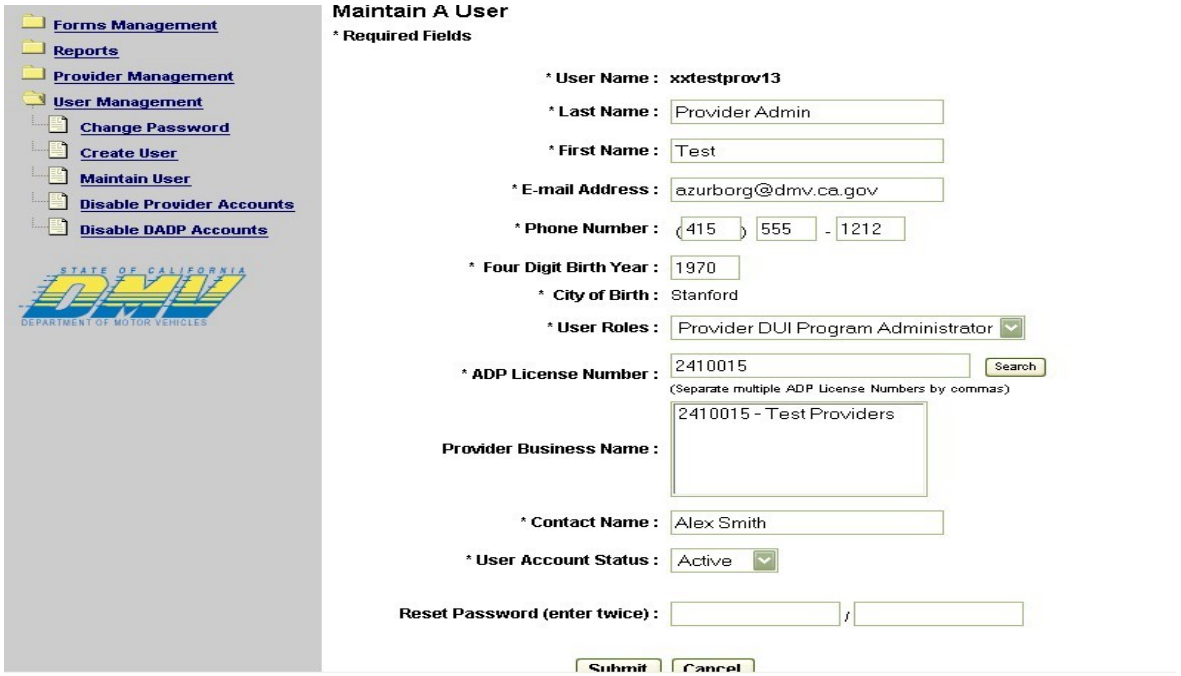
(This section is specific to DMV Maintaining a User – Provider DUI Program Administrator)



You can modify the specific fields of the User based on potential changes. The required fields are designated with an asterisk.

Perform the following steps to Maintain a User:

1. You can modify the user's Last Name.
    a. The Last Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
2. You can modify the user's First Name.
    a. The First Name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).
3. You can modify the user's e-mail address.
4. You can modify the user's Phone Number.
    a. The Phone Number must be numeric.
    b. The Phone Number cannot be less than 10 characters.
5. You can modify the user's Four Digit Birth Year.



Maintain A User continued:

6. The ADP License Number is un-editable for a Provider Administrator with only one ADP License Number.
    a. Enter only the first seven digits of the ADP License Number.
    b. Multiple ADP License Numbers should be separated by a comma.

7. Choose Show Provider.
    a. This will validate if the ADP License Numbers entered are correct and active (active is defined in the Maintain Provider section of this document).
    b. The Provider Business Name is also known as the DBA names.

8. You can modify the Contact Name of a Provider Administrator that has multiple ADP License Numbers. The contact name must be alpha character(s). It can contain special characters (a period, hyphen, apostrophe, and spaces).

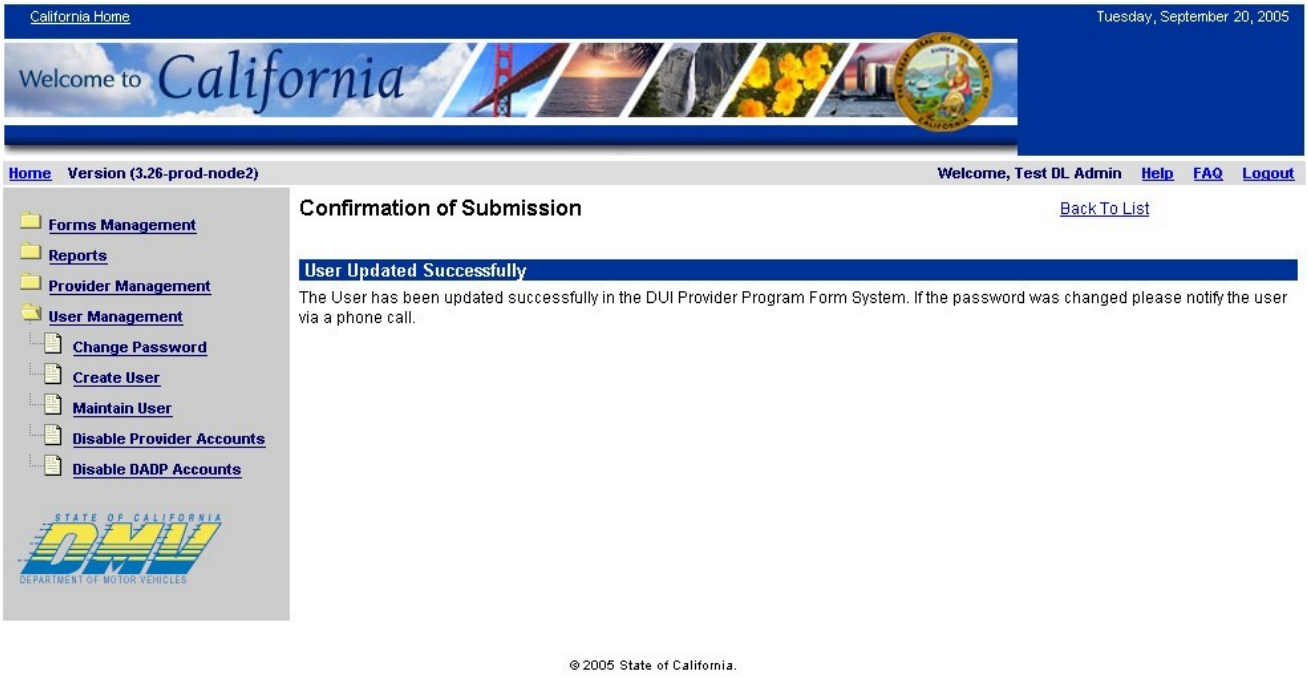
9. Review Account Status.
    a. Selecting Account Status of Inactive will not allow the user to login to the system.

10. Enter a Reset Password twice.
    a. Password must be at least 8 characters long.
    b. Password must contain 5 alpha characters.
    c. Password must contain at least 1 numeric character.

11. Select Submit.

DUI Provider Program Forms – Maintain User (Maintain a User - Confirmation of Submission)

(This section is specific to DMV Maintaining a User – Provider DUI Program Administrator)

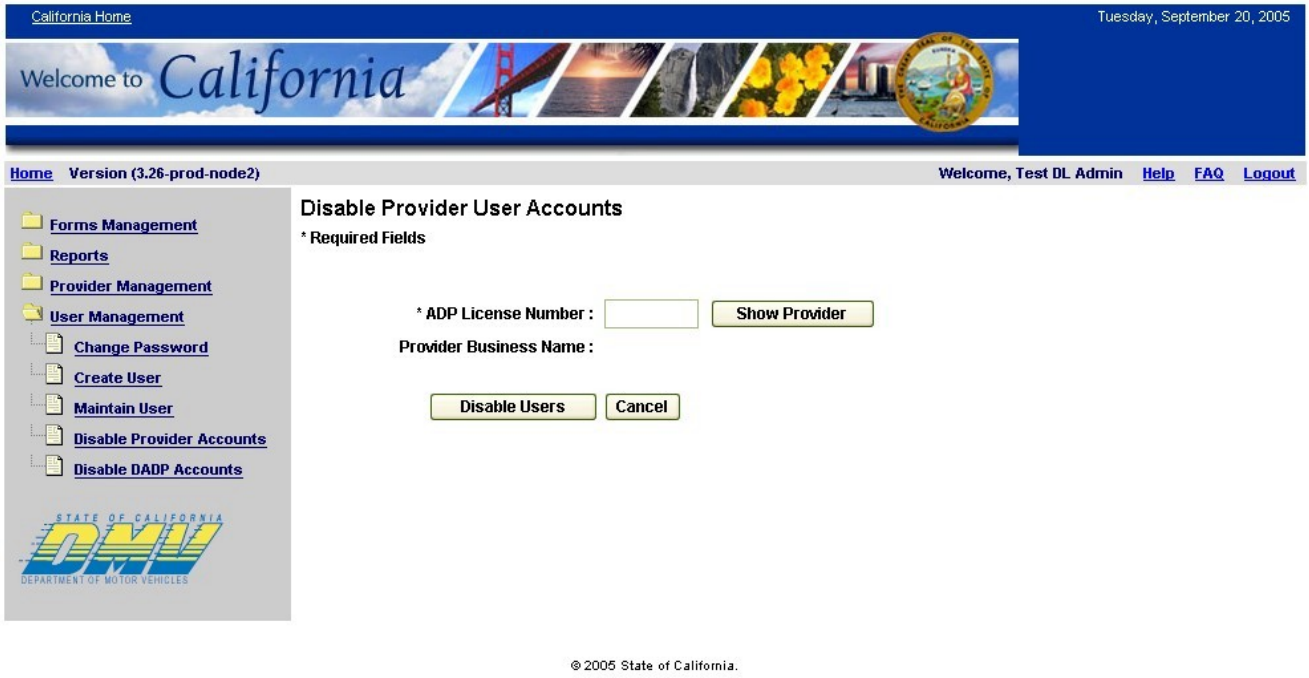


The individual making the modification will receive this confirmation after the modifications have been made.

New Page

DUI Provider Program Forms – Disable Provider Accounts (Disable Provider User Accounts)

(This section is specific to DMV Disabling Provider User Accounts)



Disable a Provider User Account will disable all users who are associated to that particular ADP License Number. This includes the Provider Administrator and the Provider Representatives.

Perform the following steps:

1. Enter the ADP License Number.
    a. Enter only the first seven digits of the ADP License Number.
    b. You can only lock user accounts for one ADP License Number at a time.
2. Click on Show Provider.
3. The Provider Business Name will appear.
    a. Highlight the Provider Business Name to lock all the users for the ADP License Number.
4. Choose the “Disable Users” button.

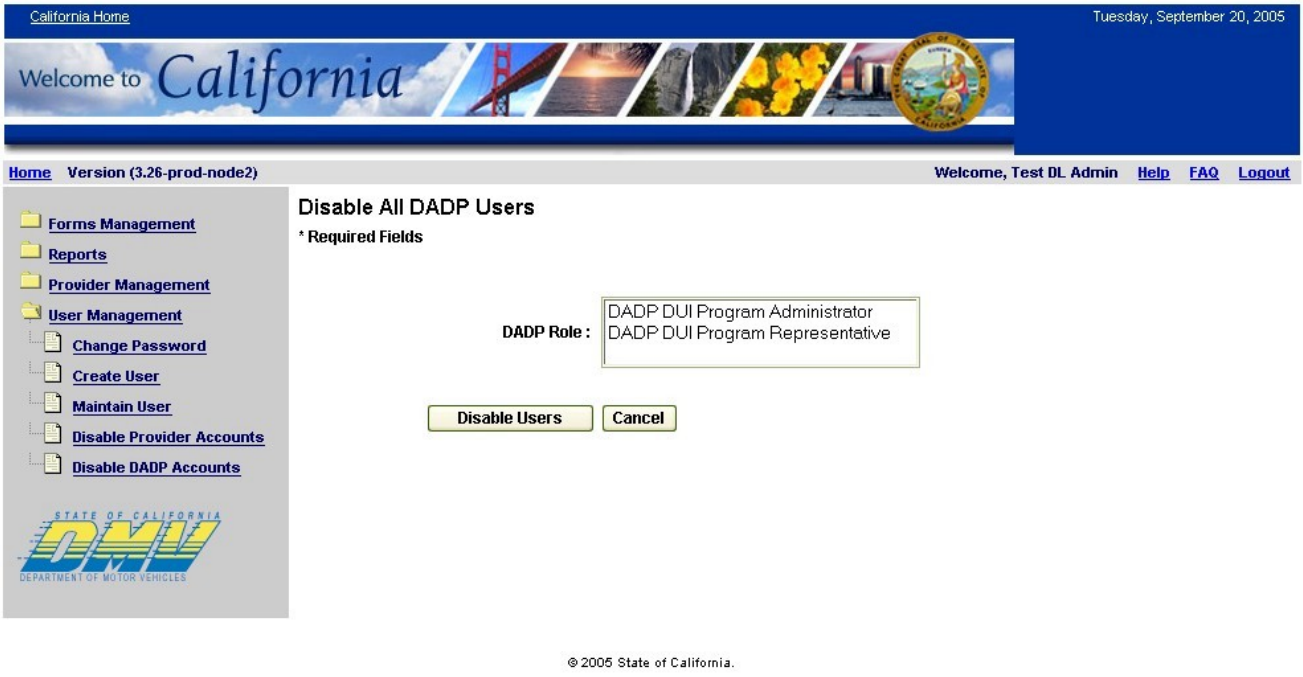
DUI Provider Program Forms – Disable Provider Accounts (Disable Provider User Accounts - Confirmation of Disabled Provider Accounts)

(This section is specific to DMV Disabling Provider User Accounts)

In order to change the account status back to active, you will need to go to Maintain User and change the account status.

DUI Provider Program Forms – Disable DADP Accounts (Disable All DADP Users)

(This section is specific to DMV Disabling All DADP User Accounts)



Disable All DADP Users allows you to disable all users who are associated to that particular DADP role.

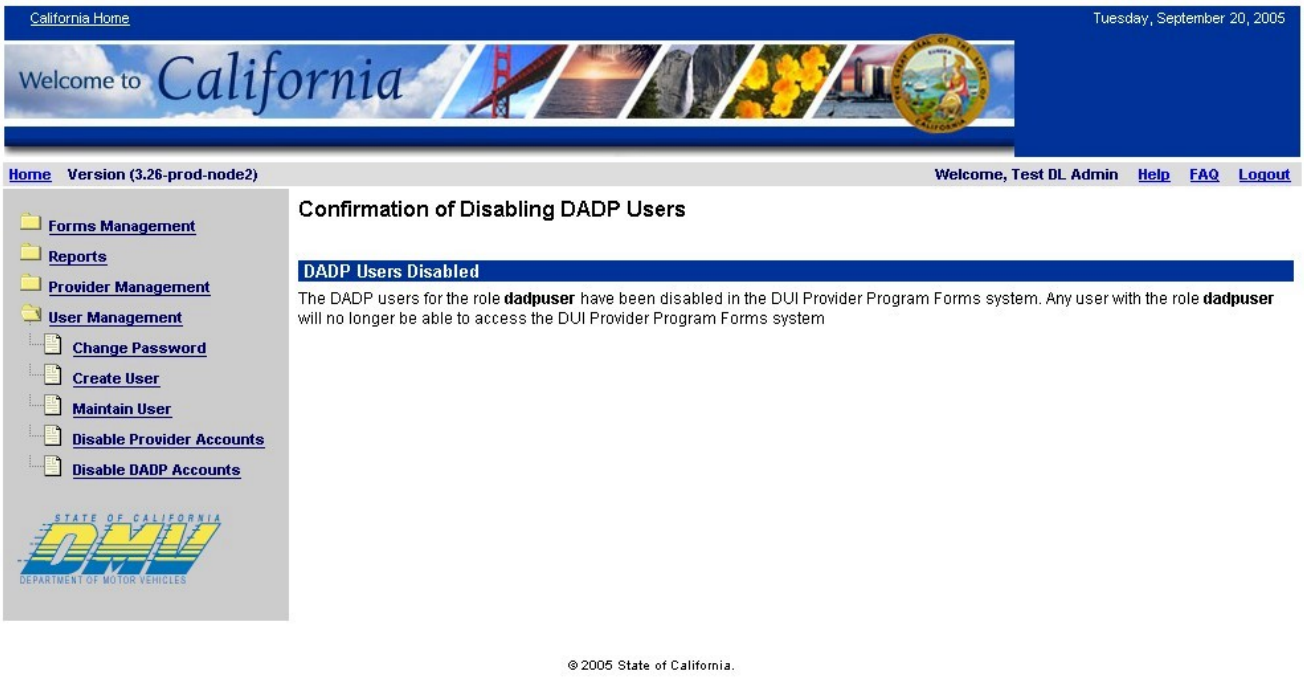
Perform the following steps:

1. Select the DADP Role.
    a. DADP DUI Program Administrator role will only lock users associated to that role.
    b. DADP DUI Program Representative role will only lock users associated to that role.
    c. To highlight both, hold down your left mouse button and glide your arrow over both DADP Roles.

2. Choose the “Disable Users” button.

DUI Provider Program Forms – Disable DADP Accounts (Disable All DADP User Accounts – Confirmation of Disabling DADP Users)

(This section is specific to DMV Disabling All DADP User Accounts)



In order to change the account status back to active, you will need to go to Maintain User and change the account status for each user.