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## Introduction

This user guide is intended for user administrators of the LBRO Primary Authority IT System. Every local authority needs to designate a user administrator. If your local authority does not have a user administrator please contact [pa@lbro.org.uk](mailto:pa@lbro.org.uk).

The Primary Authority IT system is available at [www.lbro.org.uk](http://www.lbro.org.uk) and gives enforcing authorities access to information on all registered primary authority partnerships.

The new release of the Primary Authority IT System (released October 2009) enables local authorities to allocate their staff individual usernames and passwords to access the system. It also gives local authorities the opportunity to define the access rights given to its users. For more details on the changes made in the new release see [www.lbro.org.uk](http://www.lbro.org.uk).

User administrators are responsible for setting up their local authority's users and defining their access rights.

**NOTE:** the shared usernames and passwords which have been in use for the system since April 2009 will expire on 9<sup>th</sup> November 2009. Please ensure that you have set up users who need access by this date.

## Logging In

User administrators login to the Primary Authority IT System (PA IT System) in the same way as other users of the system.

1. Navigate to the Primary Authority page of the [LBRO website](#)
2. Click on login (you must accept the terms and conditions before you can continue)
3. Enter your login details which will have been provided to you by LBRO.

You will now be logged in as a user administrator.

## Access Rights

The user administrator can create new users at their local authority, edit current users and assign the access rights of all the users. Assigning access rights (roles) defines what the user can see and do in the PA IT System. A brief description of each role is provided below.

**NOTE:** Access to the system should only be given to staff that need access to the information as part of their regulatory services role. The only exception is user administrator rights which can be given to other staff as appropriate, for example IT staff or administration staff.

**Enforcing Authority Role** – The majority of your users will need this type of access. Enforcing authority users can view information and documents relating to Primary Authority partnerships and can contact the primary authority through the IT system.

**User Administrator Role** – This is the type of access you have. Your authority can choose to have more than one user administrator which may be useful to cover periods of absence. We would recommend you limit the number of user administrators to the minimum needed for your authority to retain control and ensure security.

**Enforcement Manager** – The enforcement manager role is used when your authority proposes enforcement action against a Primary Authority business. Only an enforcement manager is able to refer a matter regarding an enforcement action to LBRO for a determination and these users can also view all enforcement action proposed by their local authority. It is up to your authority to decide who should be given these access rights. The role is designed to enable you to control who is able to refer a matter to LBRO.

**Partnership Administrator** – This user role will only be relevant if your local authority has entered into a Primary Authority partnership. Partnership administrators are able to edit information about their Primary Authority partnerships and upload documentation for enforcing authorities to view. Partnership administrators can also respond to enforcing authorities regarding proposed enforcement actions. When your local authority enters into a Primary Authority partnership the relevant contacts at your authority should contact you to advise they need to be given partnership administrator rights.

## Creating New Users

User administrators can create new user accounts for their local authority.

1. Choose “Create User” from the top menu

<p><b>NOTE:</b> For Step 2 - please ensure you enter the email address correctly as you will not be able to amend this once the user has been created.</p>
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2. Enter the email address and name of the user.
3. Enter a temporary password for the user. The user will be asked to change their password when they first login. You may find it easier to use the same password here for all your users.
4. The user account locked checkbox should be left clear when creating new users.

## Assigning Roles

At this stage you will be asked to assign roles to the user. See [Access Rights](#) for more information on the different roles. Users must have at least one role and can have multiple roles. This allows you to tailor access to the system as appropriate for each user. Users will be able to easily switch between the roles you assign them.

1. To assign roles click on the check boxes next to the roles you wish to assign them.

2. Click on Next and choose a default role. When you have assigned a user multiple roles the default role defines what role the user sees on first logging in. The user will be able to switch between roles easily, so choose the role which you think the user will use most often as the default role.

**NOTE:** If you have selected partnership administrator as one of the roles, you must now choose the partnerships the user is able to administer by editing the user – see [Editing Partnership Administrators](#).

## Editing Existing Users

User administrators can view a list of users at their authority and amend existing users' name details and access rights. You can also amend your own access rights here.

1. Choose List Users to view a list of your users.
2. Choose Modify User to edit details or access rights.
3. You can amend the first name, surname and access rights here.
4. Click Next once you have amended the details and assign a default role.

## Editing Partnership Administrators

Once you have assigned partnership administrator rights to a user, you must choose the partnerships the user is able to administer.

1. Choose List Users to view a list of your users.
2. Choose Modify User to edit details or access rights.
3. Choose Add Partnerships
4. Choose the partnerships which the user can administer from the list and click OK. The user will advise you which partnerships they need to administer.
5. You can also use this screen to remove partnerships from the list that the user can administer.

## Amending Usernames

The users email address is their username. You cannot amend a username once you have created a user. If you need to amend a username because the user's email address has changed you will need to [create a new user](#). Don't forget to block the original username (see [Blocking Users](#)).

## Resetting Passwords

User administrators can reset passwords for their users. You may need to do this if a user has forgotten their password, or has been blocked due to entering their details incorrectly four times.

1. Choose List Users to view a list of your users.
2. Choose Reset Password next to the appropriate user.
3. Enter a temporary password for the user. The user will be asked to change their password when they first login. You may find it easier to use the same password here for all your users.
4. Advise the user of their temporary password, they should now be able to login.

### **Blocking Users**

User administrators can choose to block a user, which means that the user will not be able to login. You may wish to do this if a user temporarily does not need access (eg on maternity leave or secondment) or you wish to delete the user (see [Deleting Users](#)).

1. Choose List Users to view a list of your users.
2. Choose Modify User to edit details or access rights.
3. Check the User Account Locked box.
4. Click Next and press OK on default role screen.

### **Unblocking Users**

User administrators can unblock users that are currently locked out of the system.

1. Choose List Users to view a list of your users.
2. Choose Modify User to edit details or access rights.
3. Uncheck the User Account Locked box.
4. Click Next and assign a default role.
5. **NOTE:** This will unblock the user and they will need to use their previous password. If the user does not know their previous password, follow the instructions for [Resetting Passwords](#) instead.

### **Deleting Users**

User administrators cannot delete a user. If you need to delete a user, first follow the instructions for [Blocking Users](#) to ensure that the user cannot login. To remove the user permanently, please send [pa@lbro.org.uk](mailto:pa@lbro.org.uk) an email giving the username you wish to delete and your details and the user will be deleted by LBRO. You should do this, for example, when a member of staff leaves the local authority's employment.

### **Help**

If you encounter difficulties using the system, or one of your users has a problem you cannot resolve please contact LBRO by calling 0121 226 4000 or email [pa@lbro.org.uk](mailto:pa@lbro.org.uk).