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## Introduction

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

The Primary Authority IT system is available at [www.lbpro.org.uk](http://www.lbpro.org.uk) and gives local authorities access to information on all primary authority partnerships. User administrators are responsible for setting up their local authority's users, defining their access rights and deleting users.

## 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

You will now be logged in as a user administrator. If you have forgotten your password please use the "Forgotten Password" link on the login page to reset it.

## Access Rights

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 people 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 or administration staff.

**Enforcing Authority** – 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** – This is the type of access you have. An authority can choose to have multiple user administrators. We recommend limiting the number of user administrators to the minimum needed for your authority to retain control and ensure security.

**Enforcement Manager** – Only an enforcement manager is able to refer a matter regarding an enforcement action to LBRO for a determination. This role can also view all enforcement action proposed by your local authority. It is up to your authority to decide who should be given these access rights.

**Partnership Administrator** – This role is for users who are the contact for a Primary Authority partnership. Partnership administrators are able to edit information about their Primary Authority partnerships and respond to proposed enforcement actions.

## Creating New Users

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

1. Choose “Create User” from the top menu
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 appropriate roles.
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.
3. Creation of the user is now complete. You will need to advise the person of their username (which is their email address) and password.

**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](#).

## User Registration

Colleagues at your local authority who do not yet have a user account are able to “Register” for an account on the login page. When someone from your local authority uses this “Register” function you (and any other user administrators at your authority) will receive an email letting you know the details of the person who would like an account. The person will not automatically be created an account. You will need to login to the IT System and create the user using the instructions above. The system works in this way to ensure that local authorities retain control of who can access the Primary Authority information.

## 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 an email address please [delete the user](#) and then re-create them.

## Resetting Passwords

Users are able to reset their own password using the "Forgotten Password" function on the PA IT System login page. User administrators can also reset passwords for their users if necessary.

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.

## **Account Locked**

The tick box labelled “account locked” indicates that the user has incorrectly typed their password four times and their account has been locked. To unlock the account the user can use the “Forgotten Password” function. Alternatively you can reset their password which will unlock their account. If you have users who no longer need access to the IT system, don't use account locked, instead choose to Delete User (see below).

## **Deleting Users**

User administrators are able to delete users. This is a change in the system implemented in May 2011.

1. Choose List Users to view a list of your users.
2. Choose Delete User next to the appropriate user
3. Confirm you wish to delete the user
4. The user will now be deleted, and will not be able to access the PA IT System

If you make a mistake and delete the wrong user, just use create user to re-create them.

## **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).