Introduction

RAdAR (Register of Adopted Asset Requests) is the replacement application for CRAM.

In most cases Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) will be able to access, send and receive information from the system directly.

In order to facilitate and control this, only selected Applicant's users are allowed to carry out SysAdmin duties, whilst others have read-only access. There are a number of System Administration processes to follow.

There are two options within the Sys Admin menu:
- **Manage Users** – add/view/edit/export users
- **SPEN Contacts** – view contact details of SPEN users

Manage Users

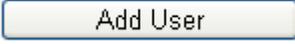Once selected the **Manage Users** application gives users the following options:
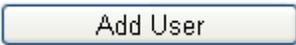
[Add User button] Use this to create a new user

[Export Users button] Use this to Export all users to excel

Edit Use this to view or amend details of existing users.

Add/Edit a new User

Both the 'Add User' and 'Edit' options take you to the same form, one blank for input and the other displaying details of existing users that can be amended.

- To create a new user in the system, click [Add User button] or, to edit a user click Edit

A form appears with two tabs:

[User Info | User Roles]
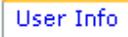
Any field marked * cannot be left blank.

- Complete as many fields as possible – ensuring all mandatory fields are completed.

Field	Entry
Forename	First name of the user
Surname	Surname of the user
Email Address	An e-mail (confirming login details) will be automatically issued to this e-mail address when the login is generated
Company	Will default to the company logged in
Job Title	The users job title
Telephone	The user's desk number
Mobile	The Users mobile number
Comment	Record any relevant additional information about the user
Creation Date	When the account was created
Last login Date	When the user last logged in – inactivity for 3 months will result in the users account being 'unapproved' therefore blocking access
Last Lockout Date	The last time the user locked their account (wrong password)
Is Approved?	Must be ticked to allow system access
Is Locked Out?	A tick in here means the user has input their password incorrectly & therefore locked their account. Un-ticking this box allows the user to re-try their login or do a password reset

- **Is Approved** must be ticked or the user will not be able to access the system.

- If the user requires System Administration access, click the [User Roles button] tab and tick the access level the user requires. Otherwise, it will be assumed the user requires the basic access only.

Selections made here will be dependent on the role of the user being created.

Role	Description
ICP Basic User	User has access to view & update information but no System Administrator rights
System Administrator	System Administrators – Super users that manage Users accounts

- Click [Save User button]

Note: if a new user has been created, an e-mail will be issued to the address provided, with login details.

SPEN Contacts

Once the role is selected this will allow you to view the Name, e-mail, Job title and phone numbers of each user with that role associated in ScottishPower.

[CiC Admin | CiC Designer | CiC Manager | CiC Acceptance]

User has left the company:

- When users leave the company, access to RAdAR must be disabled. User accounts cannot be deleted but can be made 'inactive' in order to keep consistency and integrity in the database. To do this **Edit** the user and un-tick **'Is Approved'**

User not logged in for 3 months:

- Users that have not logged into their account within 3 months will have their account disabled (automatically). To enable access, an Admin user can tick **'Is Approved'**

User account is locked:

- If the user inputs incorrect login details three times the account becomes 'locked'. An administrator can 'unlock' the account by removing the tick from the 'Is Locked Out' box. This then allows the user to gain access using their old password?

Forgotten Password:

- If the user forgets a password then they can be reminded of the password by clicking Forgotten passwords from the Log In screen. The user will then receive a new password and service password from support@webnet.ltd.uk

SP ENERGY NETWORKS

Applicant Guide

System Administrator

RAdAR
Register of Adopted Asset Requests

WebNet