

User Account Disables, Disabling Accounts From Source Updates, and the "Override" Tabs In Profiles

There are 3 features in the Profiles view of the NCEdCloud IAM Service that users with the LEA Administrator role can use. This document will explain how and when to use each feature, and their relationships to each other.

The 3 Features are:

1. User **Account Disable/Enable** buttons
2. **Disable Updates from Source Data** checkbox
3. LEA Employee/Student/Parent **Overrides** tabs

User Account Disable/Enable button

NCEdCloud LEA Administrators alone have the ability to Disable a user account under the Profiles tab. This functionality in the NCEdCloud IAM Service is made available for **"emergency" disables**, usually related to a user termination or a compromised account. Otherwise, a staff member who leaves employment under normal circumstances would have their Staff UID system record changed to "inactive" by the PSU's payroll department or the PSU Staff UID Administrator, and their NCEdCloud account **would be disabled automatically** overnight.

To "force" an account disable in the NCEdCloud IAM Service, simply search for the employee by name or UID (in Profiles), select their record by clicking on the checkbox at the far left of the record, and then clicking on the "Disable" button above the list of records. This will prevent the user from logging into the NCEdCloud. It can be changed back by clicking on the Enable button.

The screenshot shows the NCEdCloud IAM Service interface. At the top, there's a header with the RapidIdentity logo and a login status 'Logged in as: 8888888A13' with a 'Logout' button. Below the header, there's a navigation bar with tabs: 'My Employee Profile', 'Whitepages', 'Manage LEA Employees', 'Manage LEA Students', 'Manage LEA Guests', and 'Manage LEA Parents'. The 'Manage LEA Employees' tab is selected. Below the navigation bar, there's a toolbar with buttons: 'Change Password', 'Reset Challenge Responses', 'Enable', 'Disable', and 'Reset OTP'. The 'Disable' button is highlighted with a red circle. Below the toolbar, there's a search bar with the text '8888*' and a 'Search' button. To the right of the search bar, there are checkboxes for 'Advanced Search' and 'Filter By', and a dropdown menu for 'Choose a Status'. Below the search bar, there's a table with columns: 'Email', 'First Name', 'Last Name', 'Staff UID', and 'Username'. The table contains several rows of user data. The row for 'CTeach@ncedcloud.org' is highlighted in blue, and its checkbox is checked. To the right of the table, there are icons for each row, including a pencil icon for editing.

	Email	First Name	Last Name	Staff UID	Username
<input type="checkbox"/>	asdf@something.com	Adam	SSTPrinc11	888888811A	888888811A
<input type="checkbox"/>	BMaintenance@ncedcloud.org	Butch	Maintenance	8888888A16	8888888A16
<input checked="" type="checkbox"/>	CTeach@ncedcloud.org	Crabby	Teach	8888888A28	8888888A28
<input type="checkbox"/>	DAdministrator@ncedcloud.org	Delly	Administrator	8888888A13	8888888A13
<input type="checkbox"/>	GCounselor@ncedcloud.org	Guido	Counselor	8888888A8	8888888A8
<input type="checkbox"/>	GSquad@ncedcloud.org	Geek	Squad	8888888A14	8888888A14
<input type="checkbox"/>	JEmployee@ncedcloud.org	JDTest	Employee	8888888A17	8888888A17
<input type="checkbox"/>	JNurse@ncedcloud.org	Joanie	Nurse	8888888A9	8888888A9
<input type="checkbox"/>	khawhurst0@idauto.net	Benevolent	Sponsor	8888888A27	8888888A27

You also have the option under Profiles to **Search for Disabled accounts**. You can enter an asterisk * in the search field and select the “Filter By” dropdown for Disabled accounts.

The screenshot shows the 'Identity' management interface. At the top, there are tabs: 'My Profile', 'Manage Employees', 'Manage Students', 'Manage Guests', 'Manage External', 'View NCDPI Accounts', and 'Employee Overrides'. Below the tabs are buttons: 'Change Password', 'Reset Challenge Responses', 'Enable', 'Disable', and 'Reset OTP'. A search bar contains an asterisk (*). To the right of the search bar is a 'Filter By' dropdown menu with the text 'Choose a Status'. The dropdown menu is open, showing options: 'Disabled', 'Enabled', 'Locked', and 'Unlocked'. The 'Disabled' option is highlighted. Below the search bar is a table with columns: 'First ...', 'Last Name', 'Email', 'Department', 'LEA', 'Staff UID', and 'Title'.

This screenshot is identical to the previous one, showing the 'Identity' management interface with the search bar containing an asterisk (*) and the 'Filter By' dropdown menu open, highlighting the 'Disabled' option.

This screenshot shows the 'Identity' management interface. The search bar contains an asterisk (*). The 'Search' button is highlighted with a red circle. The 'Filter By' dropdown menu is also highlighted with a red circle, showing the 'Disabled' option selected. The dropdown menu is open, showing options: 'Disabled', 'Enabled', 'Locked', and 'Unlocked'.

When you click on the search button, all disabled accounts for your PSU will be shown, and you can follow up on any outstanding issues.

It is important to note that all accounts are ultimately **controlled by the data files** that update the NCEdCloud IAM Service nightly. These files are generated with data from the authoritative NCDPI source systems, and for employees this is the Staff UID system (PowerSchool is authoritative for Student accounts). **If an employee account is disabled in NCEdCloud, but Staff UID still has them listed as an “active” employee, then the data sent to the NCEdCloud will re-enable the account overnight.** Therefore, if there’s a

chance the employee's account has NOT been deactivated in the Staff UID system, and the account must remain disabled, the **Disable Updates from Source Data checkbox** must also be checked (see next section).

Disable Updates from Source Data checkbox

As mentioned above, the *Disable Updates from Source Data checkbox* controls whether or not “updates” to a user’s record in the source data will be reflected in their NCEdCloud account. Checking the “**Disable updates from source data**” checkbox, prevents any changes from being applied to the user’s NCEdCloud account. You can find the checkbox by clicking on the “edit” button at the end of the user’s record in “list view”, once you’ve successfully searched for the user (by name or UID).

The screenshot shows the RapidIdentity NCEdCloud interface. At the top, there's a header with the RapidIdentity logo and a login status 'Logged in as: 8888888A13' with a 'Logout' button. Below the header is a navigation bar with tabs: 'My Employee Profile', 'Whitepages', 'Manage LEA Employees', 'Manage LEA Students', 'Manage LEA Guests', and 'Manage LEA Parents'. A sidebar on the left contains a menu with 'Applications', 'Profiles', 'Files', 'Sponsorship', and 'Workflow'. The main area displays a table of employees with columns: Email, First Name, Last Name, Staff UID, and Username. The row for 'C Teach@ncedcloud.org' is highlighted in blue. To the right of this row, the edit button (pencil icon) is circled in red. Above the table, there are buttons for 'Change Password', 'Reset Challenge Responses', 'Enable', 'Disable', and 'Reset OTP'. A search bar with the text '8888*' and a 'Search' button is also present.

Email	First Name	Last Name	Staff UID	Username
asdf@something.com	Adam	SSTPrinc11	888888811A	888888811A
BMaintenance@ncedcloud.org	Butch	Maintenance	8888888A16	8888888A16
<input checked="" type="checkbox"/> CTeach@ncedcloud.org	Crabby	Teach	8888888A28	8888888A28
DAdministrator@ncedcloud.org	Delly	Administrator	8888888A13	8888888A13
GCounselor@ncedcloud.org	Guido	Counselor	8888888A8	8888888A8
GSquad@ncedcloud.org	Geek	Squad	8888888A14	8888888A14
JEmployee@ncedcloud.org	JDTest	Employee	8888888A17	8888888A17
JNurse@ncedcloud.org	Joanie	Nurse	8888888A9	8888888A9
khawxhurst0@ldauto.net	Benevolent	Sponsor	8888888A27	8888888A27

Clicking on the edit button brings up the following screen with the *Disable updates from source data* checkbox. Click on the box and then “Save”.

The screenshot shows the 'Edit Profile' dialog box. It has a title bar with 'Edit Profile' and a close button. Inside, there are two checkboxes: 'Disable account claiming' (checked) and 'Disable updates from source data' (unchecked). The 'Disable updates from source data' checkbox is circled in red. Below these checkboxes are two input fields: 'Google Mail Address' with the value 'CTeach@ncedcloud.org' and 'Zscaler Group Exceptions' which is empty. At the bottom right are 'Save' and 'Cancel' buttons.

While there are valid uses for this feature (the terminated employee or compromised account mentioned above, graduating students that still need access to a school issued email account through NCEdCloud, staff accounts that are being updated with invalid source data from another PSU, etc.), there are consequences for using this feature if the account remains in this state (not updating) for very long. **If the box is not “unchecked” once the source data issue has been corrected, then future valid changes to source data will not show up in NCEdCloud.**

For example if a staff member transfers to a new PSU (yours or somewhere else), until the box is unchecked and their record updated with the new LEA code, they won't have any access to applications at the new PSU. Even changes like moving to a different school campus within the PSU won't be reflected. If you notice a new employee's data in Staff UID is correct, but it's not showing up in the NCEdCloud IAM Service, then you may need to open a ticket with Identity Automation. Once the disable updates from source data checkbox is unchecked, they will be able to force an update to the account.

In addition to what has already been mentioned, there are a couple of situations you should be aware of:

1. If an employee is transferring to another PSU, **DO NOT disable their account or check the *Disable Updates from Source Data* checkbox.** The employee will need to use their account to access applications at their new PSU.
2. If you have concerns about a transferred employee accessing your PSU's applications, work with your Payroll department or your Staff UID administrator to make sure the employee's Staff UID record is updated to reflect an **inactive** status for YOUR PSU.

Once an employee is no longer active in your PSU, access to your applications, and any privileged roles they were granted (for your PSU), will be revoked.

LEA Employee/Student/Parent Overrides tabs

The Employee, Student, or Parent Overrides tab under Profiles, allows an LEA Administrator to **see** which accounts have the “**Disable updates from source data**” checkbox checked, and are currently NOT being updated with changes from source data.

The screenshot displays the RapidIdentity NCEdCloud interface. At the top, the 'RapidIdentity' logo is visible. Below it, the 'NCEdCloud' logo is present. The main navigation bar includes tabs for 'My Employee Profile', 'Whitepages', 'Manage LEA Employees', 'Manage LEA Students', 'Manage LEA Guests', 'Manage LEA Parents', 'LEA Employee Overrides', 'LEA Student Overrides', and 'LEA Parent Overrides'. The 'LEA Employee Overrides' tab is highlighted with a red circle. Below the navigation bar, there are buttons for 'Change Password', 'Update Challenge Responses', and 'Edit Profile'. The main content area shows the 'Profile Details' for 'Delly Administrator'. The profile information includes 'Affiliations: employee', 'Birthdate: 19501111', 'Campus: LEA 1 School 300', 'Campus Codes: AA1300', 'Department: Department - A13', 'Department Codes: 8810', 'Preferred Email Address: DAdministrator@nce', 'Grade Level: Not Available', 'Group Membership: sP81000-9UG8L7G025Q, LEA_Tenant_Admin_AA1, LEAAdministrators, LEAAdministrators_AA1, Sponsors', 'Job Codes: 152', and 'LEA: LEA 1'. A red arrow points from the 'LEA Employee Overrides' tab in the navigation bar to a red circle around the 'LEA Employee Overrides', 'LEA Student Overrides', and 'LEA Parent Overrides' buttons in the main content area.

Admins can **uncheck** the box for users from this view (and they will no longer show up under the Overrides tab), but **remember to put a ticket in with Identity Automation to update the user's record to ensure any changes made to source data while the account was not being updated, are synchronized with their account.**

(**NOTE:** User source data from NCDPI is stored in the Person Registry, a user database that's part of the NCEdCloud IAM Service. Changes in the nightly user data files are updated in the Person Registry when processed, but **ONLY** pushed to the NCEdCloud IAM Service RapidIdentity accounts if there is a difference between the new source data for that evening, and what was previously received and stored. This prevents unnecessary writes to the RapidIdentity accounts if nothing changes.

If a change happens **WHILE** the *disable updates* checkbox is checked, the user account is **NOT** updated (although the Person Registry is). However, when the box is **unchecked**, the user's account **WILL NOT** be updated automatically that evening, since there is no longer any difference between the "current" data and what's in the nightly files.

Opening a support ticket with Identity Automation will result in them **FORCING** an update to the NCEdCloud accounts with whatever data exists in the Person Registry, thus syncing the authoritative source data and the NCEdCloud account data.)

Mark Scheible
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