

Disable User Roles

To disable a user's account, login as an RC Administrator, RC Supervisor or RC Analyst role. RC Analysts can only access user accounts if the same SPN# is assigned to both the RC Analyst and the user.

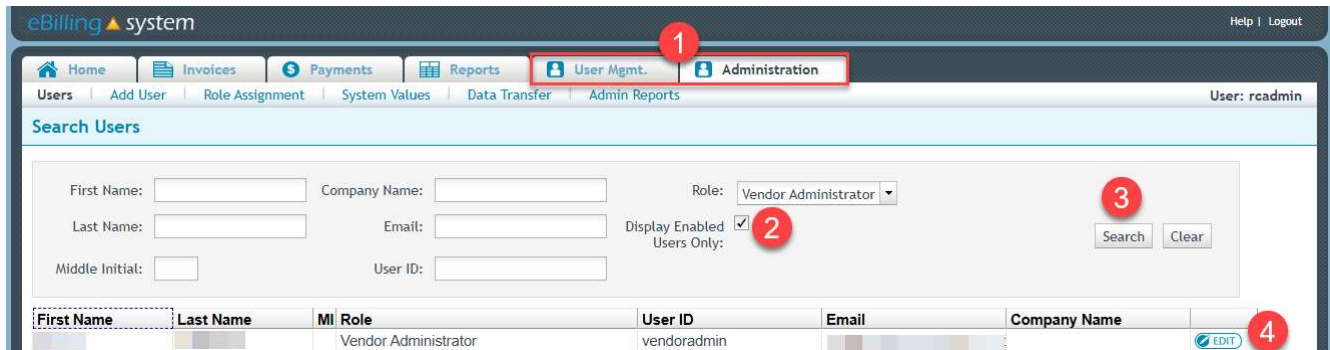


Figure 1 – eBilling Users Subtab

1. Use the Administration tab or User Management tab to navigate to the Users subtab.
2. Verify the Display Enabled Users Only box is checked.
(Search will display only enabled users)
3. Search for the user account that you want to disable using the available search criteria.
4. After searching, click on the Edit button.

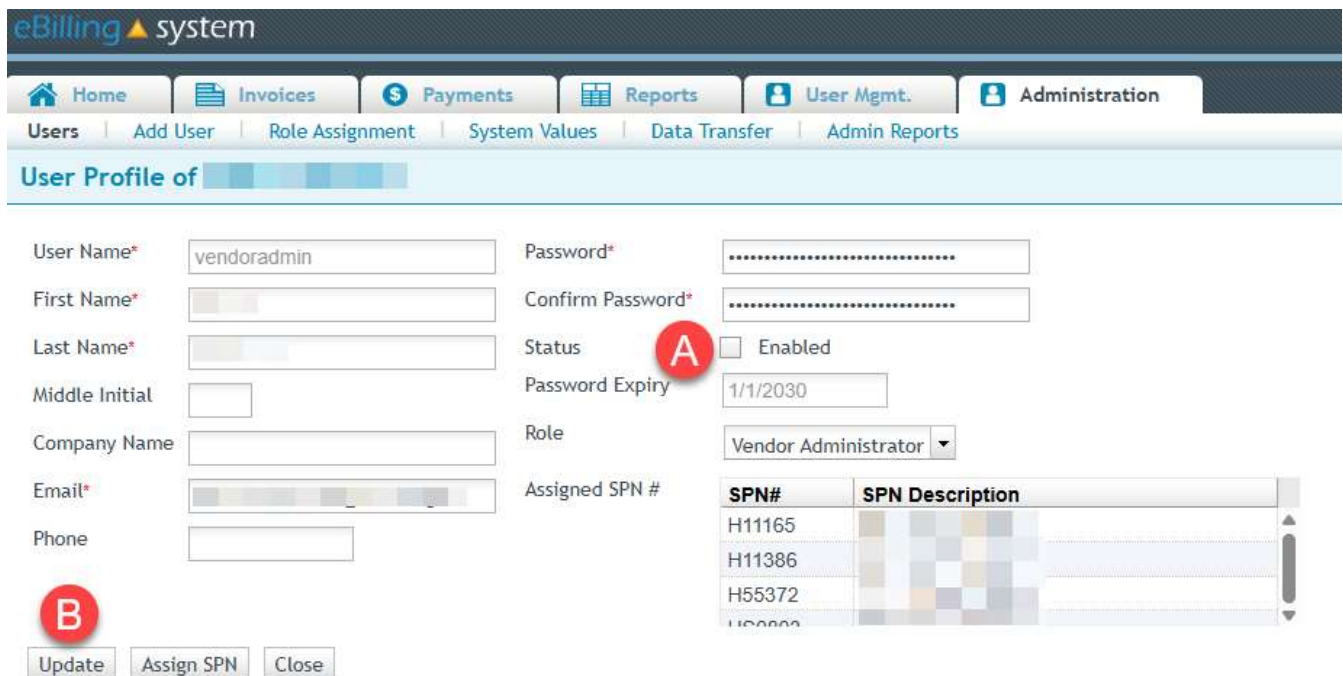


Figure 2 – eBilling User Profile Screen

- A. Within the user profile screen, uncheck the Status Enabled box.
- B. Next, click on Update.



Figure 3 – Disabled Account Confirmation Message

A confirmation message will appear, after clicking OK you will be returned to the Users subtab.

The user's account is now disabled, they will receive an error message when they try to login to eBilling.



Figure 4 – eBilling Login Error Message

Enable User Roles

To enable a user’s account, login as an RC Administrator, RC Supervisor or RC Analyst role. RC Analysts can only access user accounts if the same SPN# is assigned to both the RC Analyst and the user.

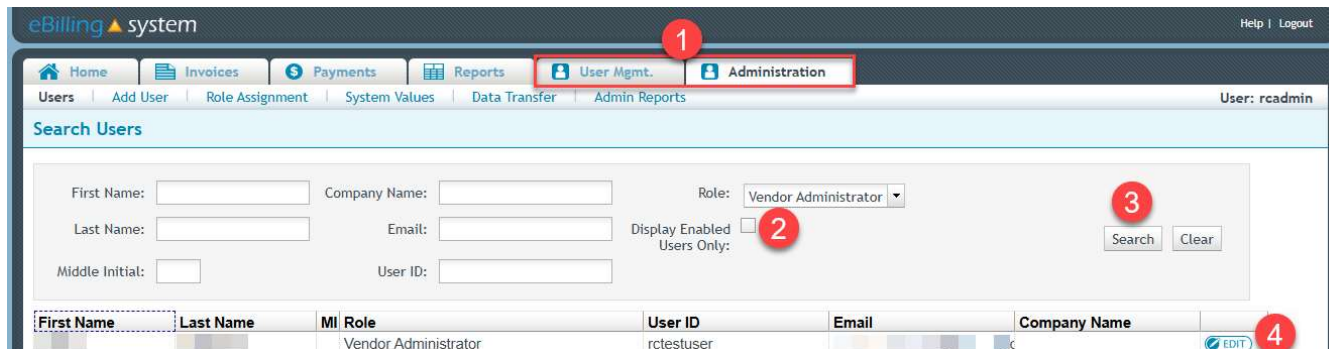


Figure 5 – eBilling Users Subtab

1. Use the Administration tab or User Management tab to navigate to the Users subtab.
2. Verify the Display Enabled Users Only box is **NOT** checked.
 (Search will display both enabled and disabled users)
3. Search for the user account that you want to enable using the available search criteria.
4. After searching, click on the Edit button.

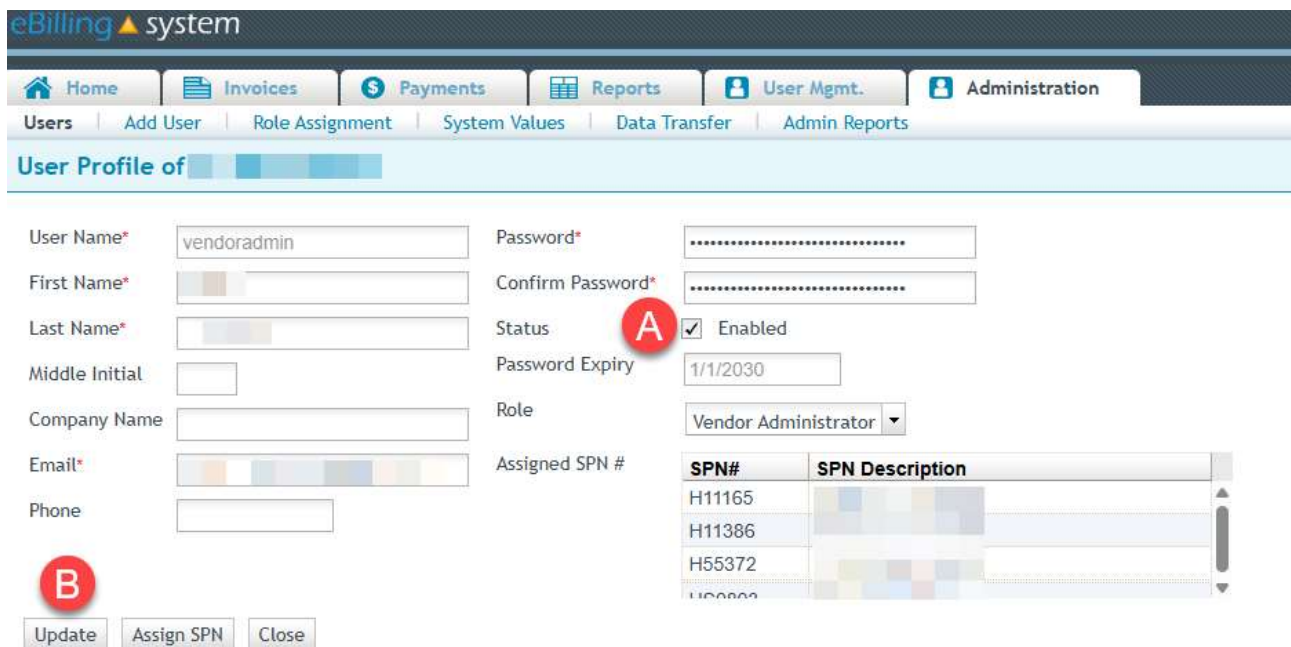


Figure 6 – eBilling User Profile Screen

- A. Within the user profile screen, check the Status Enabled box.
- B. Next, click on Update.



Figure 7 – Enabled Account Confirmation Message

A confirmation message will appear, after clicking OK you will be returned to the Users subtab.

The user's account is now enabled, they can now log into eBilling.