User Management Tool for INTERREG+ IT system

User Manual for Back Office Users

v1.0.0

Version History

Date	Version	Description
11/01/2021	1.0.0	First version for INTERREG+ User Management Tool

Table of Contents

User Registration

Accessing the system through the appropriate site

Back Office (e.g. JS member, FLC, Auditor, etc.) users can access the system through the following link:

https://interregplus.eu

General remarks on user management

The INTERREG+ system identifies and authenticates the user be the unique username and password combination; to log in the system uses a one-step authentication only; therefore, the username must be unique. Besides the username, the system requires a unique e-mail address, as well.

The INTERREG+ system uses a so-called user-account solution for user management. The user account offers the possibility to assign multiple roles/rights to the same user. Thus, it is possible that a user can be assigned to multiple:

- Project Parts (as FLC or Auditor)
- rights, i.e. BR monitoring or approval
- Programmes, i.e. HUHR, SKHU, HUSRB, and HUSKROUA

Therefore, before registering, it is advised to consider the tasks, roles, and rights the user would be entitled to and chose the username accordingly.

Rules of username choice:
- the username must be unique – a username can be registered only once in the system;
- only alphanumerical characters (i.e. letters and numbers) can be used – special characters, space, underline are forbidden.
- ***the username should be created as the first letter of the user's given name followed by the family name, written continuously, i.e. John F. Kennedy – jfkennedy; or Kovács Béla Ágoston – bakovacs.***

Rules of password choice:
- alphanumerical and special characters are allowed;
- the password must be at least 8 character long;
- the password must contain at least a digit (i.e. 1, 2, 3, etc.), a capital letter (i.e. A, B, C, etc) and a special character (i.e. *, ?, !, etc.).

The process of user registration

Upon accessing the appropriate website, the User should click on the **Register** button on the opening login screen.
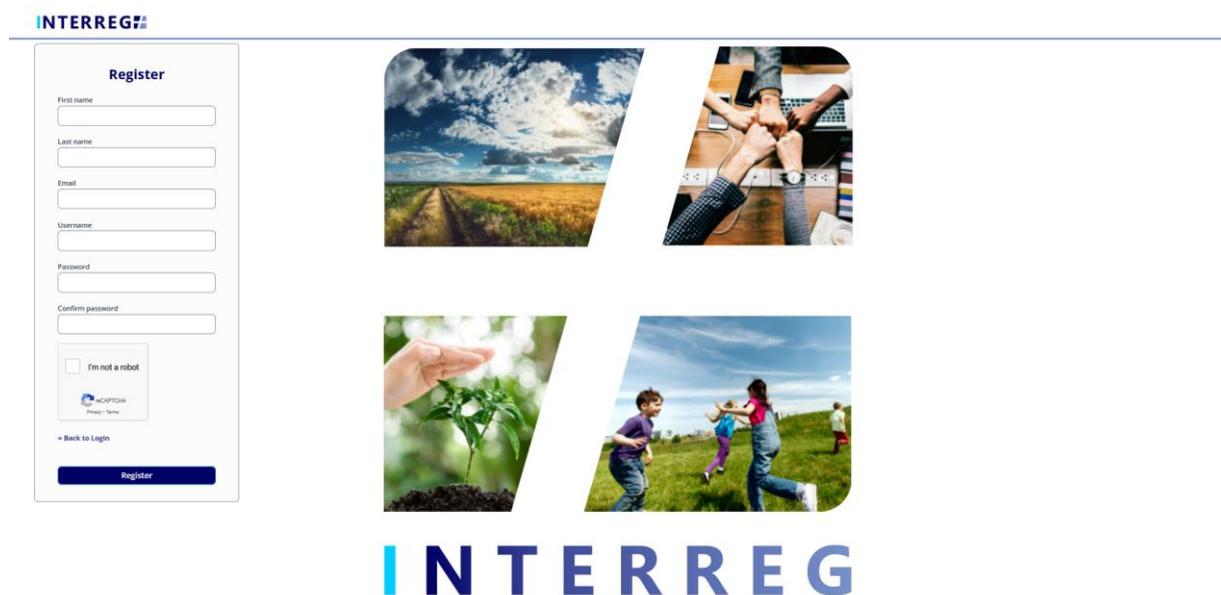
After filling in all the required fields submit your data by clicking on the **Register** button at the bottom.

Upon successful registration, the system would ask for e-mail address verification, please check the mailbox belonging to the e-mail address provided at registration, and verify your e-mail address by clicking on the link within.

As the verification e-mail sent by the system contains a link, based on the settings of your local e-mail client, the verification e-mail may be automatically directed to your spam folder or even to the deleted items folder. Therefore, please check your settings before commencing the registration process, in needed contact your local IT professional.

Upon successful e-mail verification, the system would log your new User in automatically; your User Registration process is successfully done, the user is created in the INTERREG+ system.

User Role Request

To request a Back Office role for your User, log in the system and use the User Account icon on the right of the main header. A user role request process can be initiated by clicking on the **Request role** menu item.

By clicking on the **Request role** menu item, a 'User role modification' communication panel opens in. The User should provide the appropriate information (what role, in which Programme, to which Responsible unit (for FLC) or to which Project Parts (for Auditors) for the requested user role by filling in the 'Comment' field. Submit the request by clicking on the **Continue** button at the bottom of the panel. By clicking on the **Cancel** button, a request can be withdrawn.

Upon successful request process, a confirmation message appears, and the user also receives a confirmation e-mail to the mailbox provided at registration.

Please note that only one user role request can be submitted at a time. However, a User may request more than one role in the same role request, in such case all necessary information and supporting data should be provided in the comment section.

Please note that those roles in the request, which are not supported properly may not be granted.

Accepting a Back Office Role Request

The Back Office role request acceptance process is made by the system administrator of the INTERREG+ system. The User will be notified via automatic e-mail by the system about the fact of their user role acceptance.

Technical Assistance and Support

Should you have any technical issue concerning INTERREG+ IT System functioning, please contact INTERREG+ Support Team at the iplusoffice@szpi.hu e-mail address.

To support your case, please, provide a description of the problem with as much details as possible, and attach screenshots, of which the entire screen is visible. Additionally, please provide your username.