

# Oracle® Health Sciences Network

Administrator's Guide

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## 1 Creating a User in Oracle Identity Manager

Perform the following steps to create a user in Oracle Identity Manager (OIM):

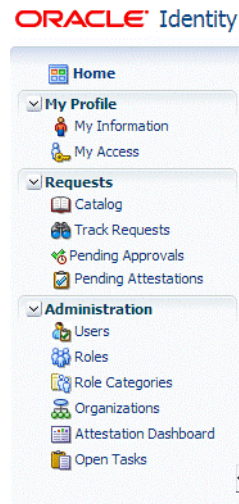
1. On logging in to OIM, you are redirected to the **Access Manager** screen.

**Figure 1 Access Manager Login Screen**



2. Click **Administration**.

**Figure 2 Administration Pane**



3. Click **Users** and then click **Create User**.  
The Create User Form screen is displayed.

**Figure 3 Create User Form**

The screenshot shows the Oracle Identity Self Service 'Create User' form. The top navigation bar includes 'Home', 'Users', and 'Create User'. The form is divided into several sections: 'Justification and Effective Date' with fields for 'Justification' and 'Effective Date'; 'Basic Information' with fields for 'First Name', 'Middle Name', 'Last Name', 'E-mail', 'Manager', 'Organization', 'User Type', and 'Display Name'; 'Account Settings' with fields for 'User Login', 'Password', and 'Confirm Password'; and 'Account Effective Dates' with fields for 'Start Date' and 'End Date'. A dropdown menu for 'User Type' is open, showing options: 'Full-Time Employee', 'Consultant', 'Contingent Worker', 'Contractor', 'Employee', 'Intern', 'Non Worker', 'Other', 'Part-Time Employee', and 'Temp'. The 'Full-Time Employee' option is selected.

4. Enter the following details:
  - a. Enter the first name, last name, email, and user login.
  - b. In the **Organization** field, click the magnifying glass icon to the right of the search box to search for the organization.

**Figure 4 Searching Organization**

The screenshot shows the 'Basic Information' section of the 'Create User' form. The 'Organization' field is highlighted with a red box, and a magnifying glass icon is visible to its right, indicating a search function. The other fields in this section are 'First Name', 'Middle Name', 'Last Name', 'E-mail', 'Manager', 'User Type', and 'Display Name'.

In the **Search and Select: Organization** window, select the organization for the client from the list, and click **OK**.

**Figure 5** *Selecting the Organization*

Organization Name	Type
Xellerate Users	System
Top	System
Requests	System
Oracle	Company
HsnCompany	Company

- c. Select the user type from the **User Type** drop-down list.

**Figure 6** *Selecting User Type*

Full-Time Employee

- 5. Click **Submit** to create the account.

A message is displayed stating that the user is created successfully.

## 2 Updating the User with a Role

For details on HSN roles, see *Oracle Health Sciences Network User's Guide*.

To update the user with a role, perform the following steps:

- 1. Navigate to the **Administration** tab and select **Users**.

2. Search for the user by user login.
3. Click the **User Login** link to view the user details.

**Figure 7 Searching Users**

4. Navigate to the **Roles** tab and click **Request Roles**.

**Figure 8 Roles Tab**

5. To search PR users, enter **pr** in the Catalog search box and click the right arrow.

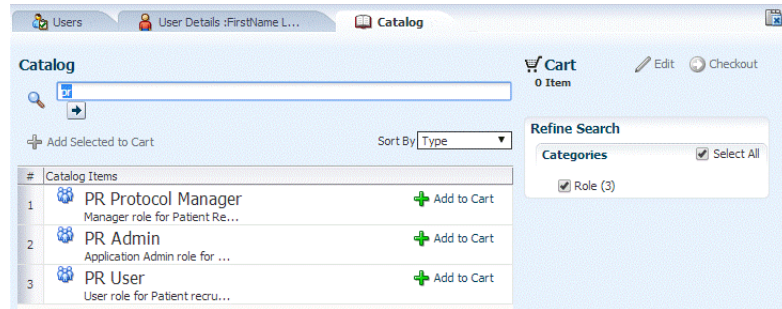
**Figure 9 Catalog Search Box**

The list of PR roles is displayed.

6. Select the required PR role and click **Add to Cart**.  
The selected PR role is added to the cart.

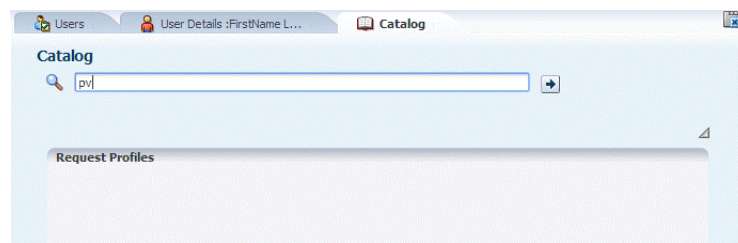


**Figure 10 List of PR Roles**



7. To search PV users, enter pv in the Catalog search box and click the right arrow.

**Figure 11 Catalog Search Box**

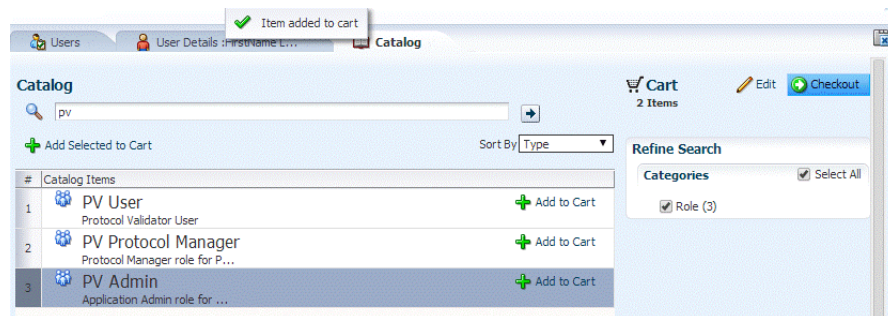


The list of PV roles is displayed.

8. Select the required PV role and click **Add to Cart**.

The selected PV role is added to the cart.

**Figure 12 List of PV Roles**



9. Click **Checkout**.

The Cart Details screen is displayed.

10. In the Cart Items pane, select the required roles and click **Submit**.

**Figure 13 Cart Details**

A message is displayed stating that the selected roles are submitted for approval.

### 3 Resetting the User Account Password by the Administrator

Perform the following steps to reset the user account password:

1. On logging in to OIM, you are redirected to the **Access Manager** screen.
2. Navigate to the **Administration** tab and select **Users**.
3. Search for the user by user login.
4. Click the **User Login** link to view the user details.

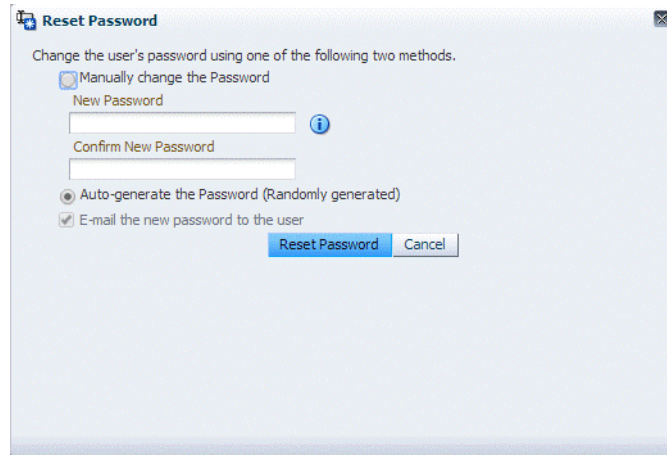
**Figure 14 Searching Users**

5. Select the user and click **Reset Password**.

**Figure 15 Reset Password Button**

6. The Reset Password screen is displayed. Ensure you keep the defaults selected. This auto-generates the password (randomly generated) and sends an email with the new password.
7. Click **Reset Password**.

**Figure 16 Reset Password Screen**

A screenshot of a 'Reset Password' dialog box. The title bar says 'Reset Password'. The main text says 'Change the user's password using one of the following two methods.' There are two radio buttons: 'Manually change the Password' (selected) and 'Auto-generate the Password (Randomly generated)'. Under 'Manually change the Password', there are two text input fields labeled 'New Password' and 'Confirm New Password'. There is an information icon (i) next to the 'New Password' field. Below the radio buttons, there is a checked checkbox labeled 'E-mail the new password to the user'. At the bottom right, there are two buttons: 'Reset Password' and 'Cancel'.

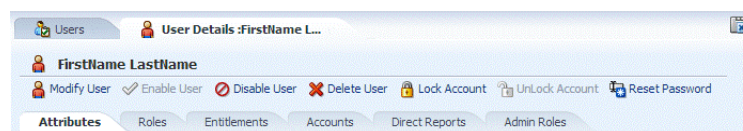
A message is displayed stating that the password is changed successfully. You will receive an email that your password is reset and requesting you to change it on your next login.

## 4 Deleting or Disabling a User Account

You can lock, disable, or delete a user from the users account form.

- **Locked:** If the account is locked, you are not allowed to log in even if the credentials are correct. If an account is locked by the system and not manually locked, the system configuration property *Direct Locked User to Forgotten Password* displays a message stating that the account is locked, and directs you to the *Forgotten Password* link. Going through that flow successfully will unlock a locked account if the system is configured to do so.
- **Disabled:** If the account is disabled in the system, you will not be able to log in to the system. The disabled users can be made active again.
- **Deleted:** If the account is deleted in the system, you will not be able to log in to the system. By default, all users' accounts are de-provisioned as part of the workflow.

**Figure 17 Disabling Options**

A screenshot of a 'User Details' form. The title bar says 'User Details :Firstname L...'. The form has a header with 'Firstname LastName'. Below the header, there is a row of icons and labels: 'Modify User', 'Enable User', 'Disable User', 'Delete User', 'Lock Account', 'Unlock Account', and 'Reset Password'. Below this row, there is a tabbed interface with tabs labeled 'Attributes', 'Roles', 'Entitlements', 'Accounts', 'Direct Reports', and 'Admin Roles'.

## 5 Logging in

After an account is created, you will receive an email with the login information and URL to connect to the system. To login, use the link provided in the email.

1. You are redirected to the password management screen to change your password and answer the security questions.

**Figure 18 Password Management Screen**

Submit

\* Required field

\* Old Password

\* New Password

\* Re-Type New Password

Register challenge questions for your account

\* Question 1

\* Question 2

\* Question 3

\* Answer 1

\* Answer 2

\* Answer 3

2. Enter the user name and password, and then click the **Log in** button.

**Figure 19 Login Screen**

ORACLE

Health Sciences  
Network

firstname.lastname@hsncompany.c

Log in

Can't access your account?

## 6 Resetting Password by User

If you have forgotten your OIM password, you can reset it answering a series of questions.

Perform the following steps to reset your password:

1. In Oracle Identity Manager Administrative and User Console login page, click the **Can't access your account?** link.
2. In the User Login field, enter your user login to let OIM locate your user record.  
The **Identify Yourself** page of the Forgot Password wizard is displayed.

**Figure 20 Identify Yourself Page**

Forgot Password

Cancel Next

Identify Yourself Answer Challenge Questions Select A New Password

▼ Please identify yourself

\* Required field

\* User Login

firstname.lastname@hsncompany.c



If you enter a wrong user login, an error message is displayed stating, *Either user account is invalid or challenge questions are not defined for this account. Cannot reset the password.*

3. Click **Next**. The **Answer Challenge Questions** page is displayed.

**Figure 21 Answer Challenge Questions Page**

The screenshot shows the 'Forgot Password' wizard with three steps: 'Identify Yourself', 'Answer Challenge Questions' (current), and 'Select A New Password'. The current step is titled 'Please answer your challenge questions' and includes a note: 'Answer the challenge questions below with the answers you set during registration'. There are three required text input fields with asterisks: 'What is your mother's maiden name?', 'What is your favorite color?', and 'What is the name of your pet?'. Navigation buttons 'Cancel', 'Back', and 'Next' are at the top right.

4. In this page, the wizard displays the challenge questions that you have set during user registration to verify your user identity. This page also displays the applicable password policies.

Enter your responses to these questions and click **Next**. The **Select A New Password** page is displayed.

**Figure 22 Select A New Password Page**

The screenshot shows the 'Forgot Password' wizard with three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password' (current). The current step is titled 'Please enter new password' and includes a note: '\* Required field'. There are two required text input fields with asterisks: 'Enter new password' and 'Re-enter new password'. An information icon is next to the first field. Navigation buttons 'Cancel', 'Back', and 'Save' are at the top right.

If your responses to challenge questions are incorrect, an error message is displayed stating, *Either user account is invalid or challenge questions are not defined for this account. Cannot reset the password.*

5. Enter the new password and click **Save**. The following are the possible outcomes:
  - If the new password fails to satisfy the configured password policies, an error message is displayed specifying the rules of the password policy are not met by the specified password. Also, if you exceed the maximum number of reset password attempts, you will no longer be able to perform this operation. An error message will be displayed stating, *User has exceeded reset password attempts. Cannot proceed further to perform this operation.*
  - If you satisfy the identity verification criteria and the password is successfully set, a message is displayed stating that the password has been reset and you will be automatically be logged in to the Self-Service console.

## 7 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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