



MyAdmin Super User Guide (External Admin for User Mgmt)

Revision History

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Introduction

Purpose of this Document

The purpose of this User Guide is to describe the new MyAdmin application.¹ The focus of the guide is to aid external administrators in the creation, update and suspension/deletion of user accounts for a company.

Intended Audience

This document is intended for users who are authorized to administer user accounts in MyAdmin.

¹Currently the MyAdmin application is designed for improved user management functions. Other functions such as: Carrier, Partner, Alias, Services management remain on the <https://www.ship.intra.com> portal.

User Management

In the INTTRA portal, each user is uniquely identified with a User ID, password, and profile. Together with other company entitlements and roles, the profile determines which tasks a user can perform and what the user can see.

Accessing the MyAdmin application

Log into the INTTRA portal and then do one of the following:

Option 1: In the *Administration* menu, choose *Company Users*. The MyAdmin application <https://myadmin.intra.com> appears.

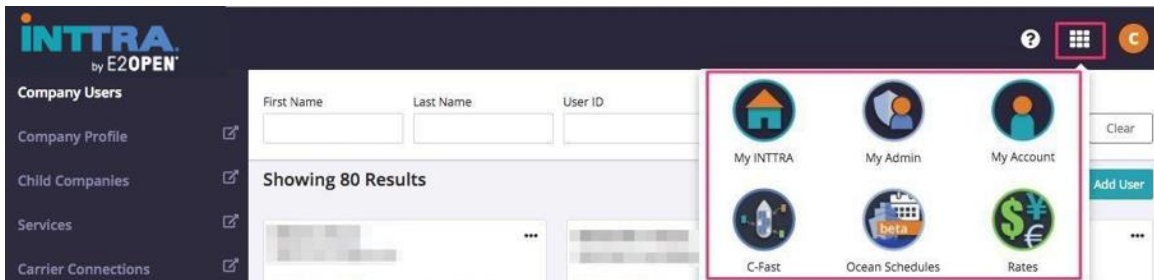


Option 2: Enter <https://myadmin.intra.com> in the browser address field and press ENTER.

MyAdmin Header Navigation

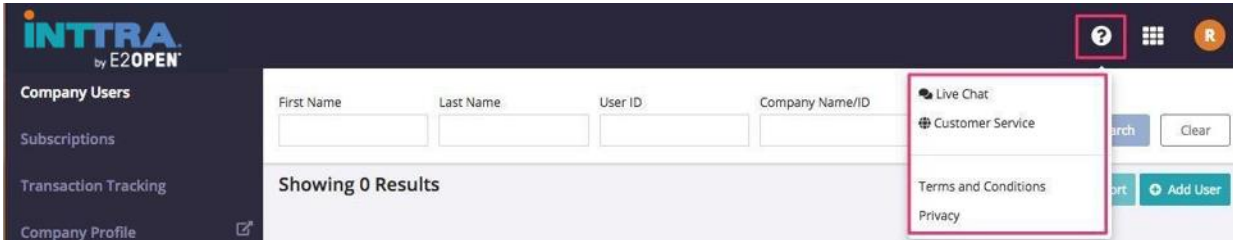
Application Drawer

Click the application drawer to display all application icons representing the various INTTRA portal applications. Applications available for use by your company have a clickable icon. All others appear inactive.

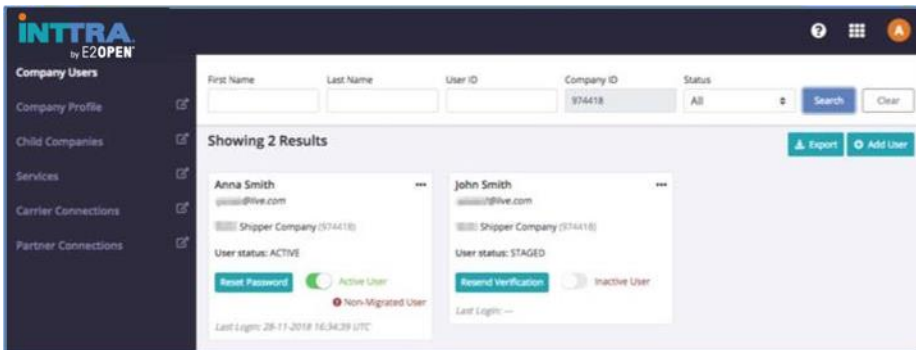


Accessing Customer Service

If at any time you require quick access to customer service, click the ? icon to access links to Live Chat or our customer service contact page.



Navigation pane



The items that appear in the navigation pane on the left side of the page are determined by role of the active user.

Navigation items common to Shippers and Carriers

- **Company Users** provides access to the main application, used for managing all user create, edit, suspend/delete actions.
- **Company Profile** is a redirect link to your company's Profile page.

Navigation items visible for Shippers only

- **Child Companies** is a redirect link to the Child Companies page.
- **Services** is a redirect link to the Services page.
- **Carrier Connections** is a redirect link to the Carrier Connections page.
- **Partner Connections** is a redirect link to the Partner Connections page.

Navigation items visible for Carriers only

- **Customer Connections** is a redirect link to the Customer Connections page.
- **Connection Requests** is a redirect link to the Connections Requests page.
- **Connection Rules** is a redirect link to the Connection Rules page.

Company Users Page Layout

Default View

The default view of MyAdmin *Company Users* displays all users for all statuses that belong to the primary Company ID. Note this Company ID is shaded in grey and is the same as the admin user company.



The screenshot shows a search form with the following fields: First Name, Last Name, User ID, Company ID (highlighted with a red box and containing '18'), and Status (set to 'All'). There are 'Search' and 'Clear' buttons to the right of the form.

Clicking the *Search* button without any criteria refreshes the page and displays the default view. Clicking the *Clear* button clears any data entered in the search fields.

Changing the View

To find a specific user(s), enter the search criteria and then click *Search*. You can search for user records by entering any of the following characteristics: First Name, Last Name, User ID or Status. The more specific the criteria, the fewer and more accurate the user records returned will be.

User Card Overview



The user card for John Smith shows the following information: Name (John Smith), Email (@live.com), Company (Shipper Company (974418)), User status: ACTIVE, a Reset Password button, and two status indicators: Active User (green) and Non-Migrated User (red).

User card data/attributes:

- First Name, Last Name
- User ID
- Company name (INTTRA Company ID)
- User Status

- (!) Non-Migrated User ²
- Action Options
 - Reset Password button
 - Active/Inactive user toggle
 - “...” at the top right of the card provides other action options (such as Edit User)

User ID

A newly created user’s ID is that user’s verified email address. Some older user accounts still retain a non-standard User ID, which can be alpha-numeric. (These appear on the cards with the (!) Non-Migrated User alert.³) The User ID is displayed under the First Name and Last Name on the user card.

User Status

Each user account is assigned a status. Each is described below.

User Account Status	Description
ACTIVE	The user account is active and accessible.
SUSPENDED	The user account is inactive and is unable to log in to the portal.
LOCKED_OUT	The user account has been locked due to failed attempts to log in. The account is inactive and unable to log in to the portal.
STAGED	The user has not completed the account activation process.

Active/Inactive user toggle



If for any reason you need to “turn-off” a user’s access to the INTTRA portal, use the Active/Inactive user toggle on the user’s card. Inactive users will be unable to log in to the INTTRA portal (including C-FAST). Inactive users are assigned a status of “Suspended.”

Resend Verification



When a new user is created, a verification email is sent to that user automatically. Until the user completes the verification process, the user is assigned a “STAGED” status and a Resend Verification button appears on that user’s card. In the event the user is not able to locate the verification email message from INTTRA, an admin can click the

²The (!)Non-migrated User label will appear on any user card where that account has not been migrated to the new account security/password rules.

³Effective August 2018, INTTRA began requiring unique verified email addresses as User IDs.

Resend Verification button to send the message to the user again. When the user clicks the verification link in the message and logs in successfully, the user’s status will change to “ACTIVE” and a Reset Password button will replace the Resend Verification button on the user’s card.

Reset Password

Reset Password

If a user does not remember their password, the user can click the Forgot Password link available on <https://login.intra.com> (the login page). However, an administrator can also assist the user by clicking the Reset Password button on the user’s card to send a Reset Password email from MyAdmin.

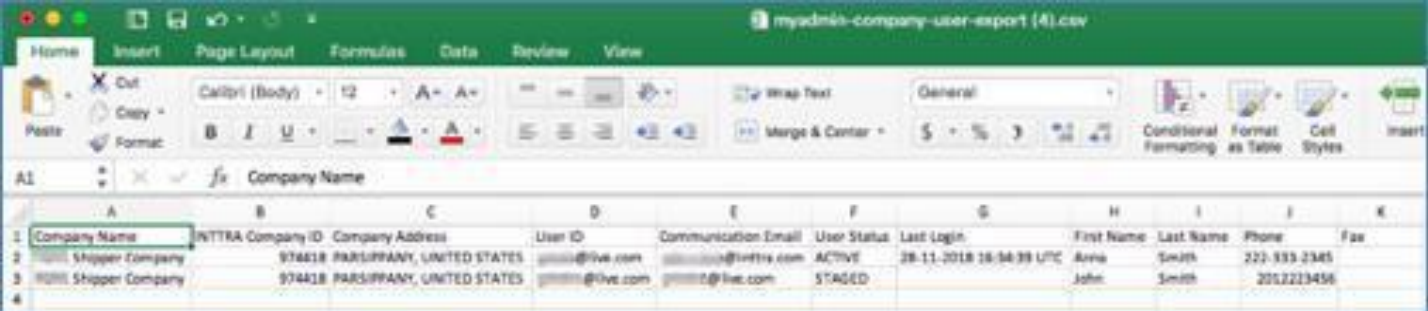
Last Login

Last Login information is displayed at the bottom of a user card. This indicates the date and time in UTC (Coordinated Universal Time) when the user last logged in, after October 24, 2018.⁴

Export User Details

Export

The Export button on the upper right of the MyAdmin page enables the administrator to download a CSV file containing a list of the user accounts that are currently displayed.



The screenshot shows a Microsoft Excel spreadsheet titled "myadmin-company-user-export (4).csv". The spreadsheet contains a table with the following columns: Company Name, INTRA Company ID, Company Address, User ID, Communication Email, User Status, Last Login, First Name, Last Name, Phone, and Fax. The data rows are as follows:

Company Name	INTRA Company ID	Company Address	User ID	Communication Email	User Status	Last Login	First Name	Last Name	Phone	Fax
Shopper Company	974418	PARSIPPANY, UNITED STATES	john@live.com	john@live.com	ACTIVE	28-11-2018 16:54:39 UTC	Anna	Smith	202-333-2345	
Shopper Company	974418	PARSIPPANY, UNITED STATES	anna@live.com	anna@live.com	STAGED		John	Smith	202223456	

⁴Last login date and time stamp was only being captured as a user attribute from October 24, 2018 onwards.

Add User



The Add User button on the upper right of the MyAdmin page enables an administrator to create a new user account.

A screenshot of the "Add User" form. The form is titled "Add User" and has a close button (X) in the top right corner. It is divided into four main sections: "Account Information", "Contact Information", "Company Information", and "Security Roles".
1. "Account Information": Contains a single text input field for "User ID" with an asterisk (*) indicating it is required.
2. "Contact Information": Contains three text input fields for "First Name", "Middle Initial", and "Last Name", with asterisks (*) on "First Name" and "Last Name". Below these are three more text input fields for "Phone", "Mobile", and "Fax".
3. "Company Information": Features a "Primary Company" dropdown menu currently set to "Shipper Company". Below it is a "Linked Accounts" table with columns for "Select", "Company", and "Location". The table is currently empty with the text "No linked accounts found." below it.
4. "Security Roles": Shows two lists of roles. The "Available Roles (26)" list includes "Admin role for Company Administrators", "Booking User", "CFAST Allocation Edit Role", and "CFAST Allocation Super Role". The "Assigned Roles (2)" list includes "Network User Role" and "OS User Role". There are right and left arrow buttons between the two lists. At the bottom right of the form are "Cancel" and "Save" buttons.

The Add User form contains four sections that must be completed to establish a user account. The required fields are indicated with an asterisk (*).

Account Information

When creating a user, the User ID must be a unique and verifiable email address. If the email address is not unique and already exists in the INTTRA system, an error message will be displayed when you attempt to save the data you've entered.

Contact Information

Only First Name, Last Name and Phone are required.

Company Information

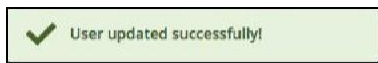
The Primary Company is the default company that the user logs into. Linked Accounts are any other related branch accounts to which the user requires access for other transactional/business reasons.

Security Roles

Security roles enable users to provide permissions for various INTTRA applications. (Refer to the Appendix 1 for descriptions of user roles).

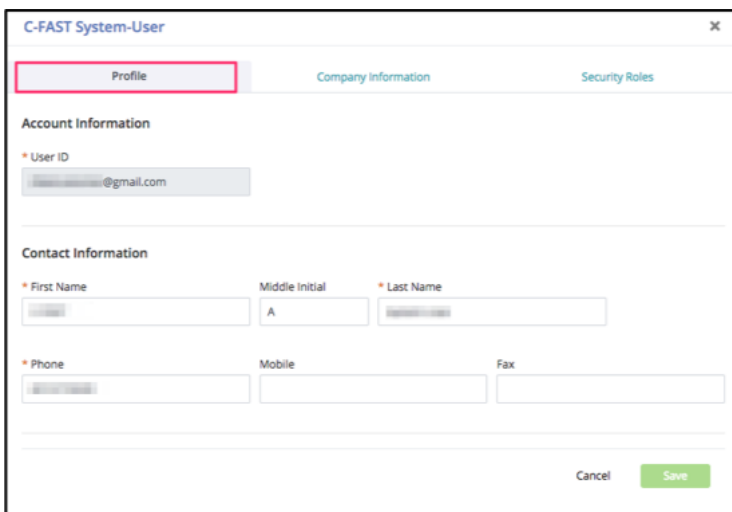
Editing User Details

- Click a user card to open the User Details pop-up or click the three dots in the top right corner of the card and then choose Edit User.
- The information in User Details is arranged in three tabs:
 - Profile (basic user contact information)
 - Company Information (Primary and/or Linked accounts)
 - Security Roles
- After completing any edits, you must click the Save button to confirm your changes.
- When any changes to a user record are saved, a message indicating the success of the change appears in the upper right corner. (green for success and red for failure).



Profile tab

The User ID field is grey and cannot be edited. It displays the ID used for logging into the INTTRA portal. All other fields are editable.

A screenshot of a web application window titled "C-FAST System-User". The window has three tabs: "Profile" (highlighted with a red border), "Company Information", and "Security Roles". Under the "Profile" tab, there are two sections: "Account Information" and "Contact Information". The "Account Information" section has a "User ID" field with a grey background and a value ending in "@gmail.com". The "Contact Information" section has fields for "First Name", "Middle Initial" (with the value "A"), and "Last Name". Below these are fields for "Phone", "Mobile", and "Fax". At the bottom right of the form are "Cancel" and "Save" buttons.

Company Information

The primary company is the default company that the user logs into. This cannot be changed.

Linked Accounts are any other related branch accounts to which the user needs access for other transactional/business reasons. These associations can be added and removed in MyAdmin.

The screenshot shows the 'Company Information' tab in the 'C-FAST System-User' interface. It features three tabs: 'Profile', 'Company Information' (selected), and 'Security Roles'. Under 'Company Information', there is a 'Primary Company' field with a dropdown menu. Below that is a 'Linked Accounts' section containing a table with columns for 'Select', 'Company', and 'Location'. The table lists five entries with toggle switches and location names: NETHERLANDS, HONG KONG, ECUADOR, VIETNAM, and BRAZIL. At the bottom right, there are 'Cancel' and 'Save' buttons.

Select	Company	Location
<input checked="" type="checkbox"/>	[Redacted]	NETHERLANDS
<input checked="" type="checkbox"/>	[Redacted]	HONG KONG
<input checked="" type="checkbox"/>	[Redacted]	ECUADOR
<input type="checkbox"/>	[Redacted]	VIETNAM
<input type="checkbox"/>	[Redacted]	BRAZIL

Security Roles

Security roles enable users to provide permissions for various INTTRA applications. (Refer to the Appendix 1 for descriptions of user roles).

The screenshot shows the 'Security Roles' tab in the 'C-FAST System-User' interface. It features three tabs: 'Profile', 'Company Information', and 'Security Roles' (selected). Under 'Security Roles', there are two lists: 'Available Roles (11)' and 'Assigned Roles (19)'. The 'Available Roles' list includes: Booking Admin Role, Booking Shipper Request-Amend-Cancel, Customer Security Administrator, and Customer Web BL Approval User. The 'Assigned Roles' list includes: Admin role for Company Administrators, Booking User, CFAST Allocation Edit Role, and CFAST Allocation Super Role. Between the lists are right and left arrow buttons. At the bottom right, there are 'Cancel' and 'Save' buttons.

Switch Company⁵

Administering Users in Other Branch Offices

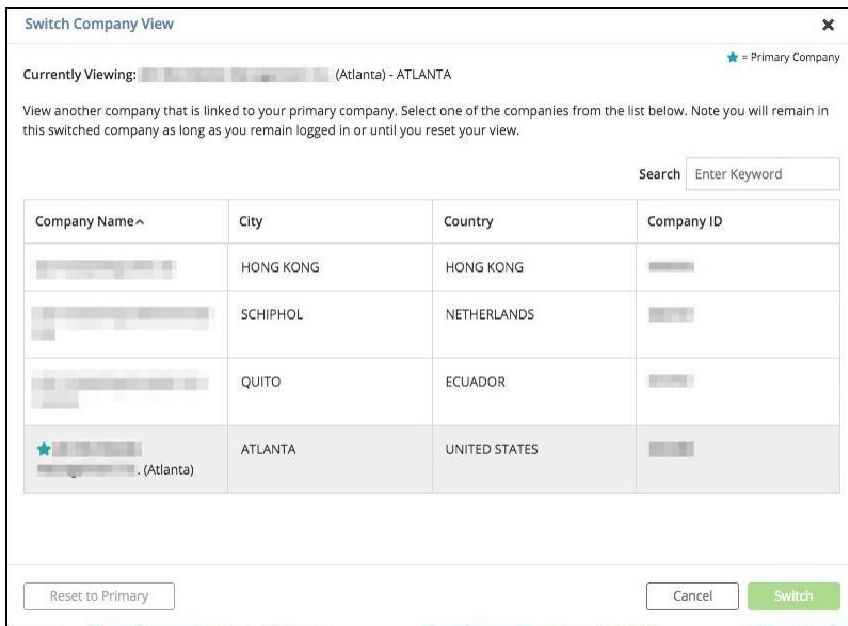
If your primary user account has other linked branch offices then you can use the *Switch Company* feature to work with user records in these other accounts without leaving MyAdmin.

Log into the INTRRA portal.

Step 1: Open the My Account menu at the top right corner of the page and then select *Switch Companies*.



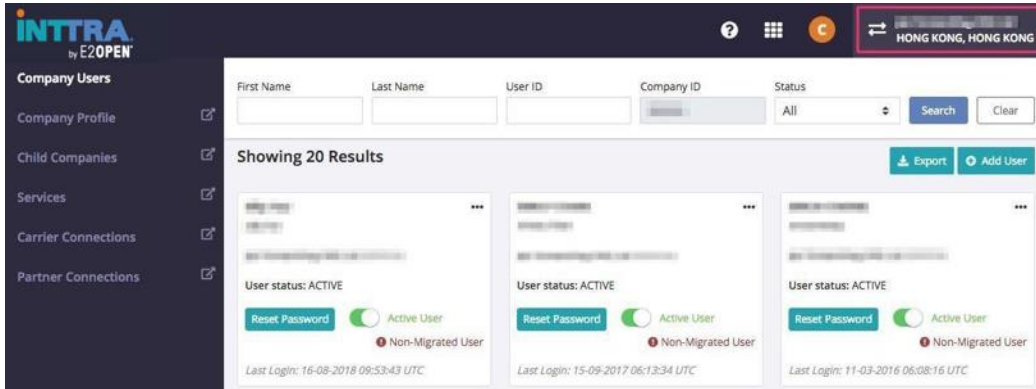
The *Switch Company View* popup appears in which you can select one of the companies that is linked to your primary account.



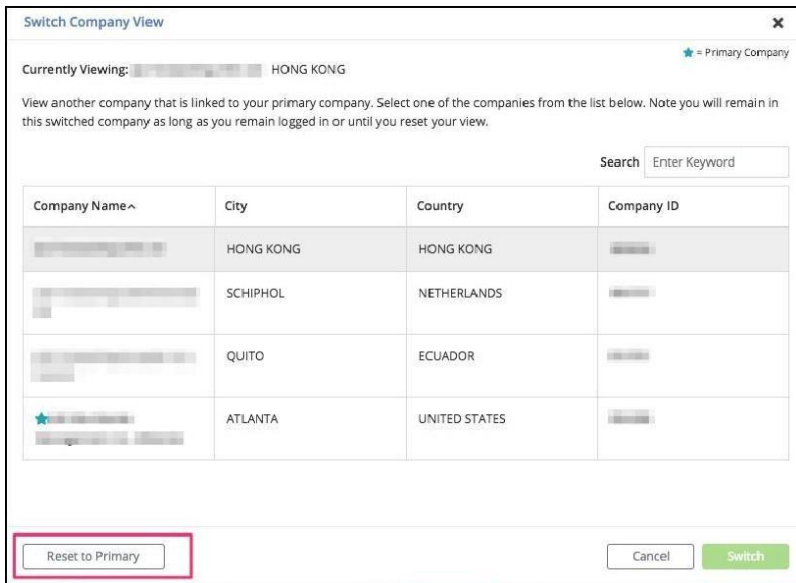
⁵The switch company feature is only available if your user account has migrated to the new email based authentication security model. Please contact our customer service team if you are not sure or have questions about this feature.

A star appears beside the name of your primary company. The current company in which you are operating appears in a shaded row in the table.

Step 2: Select the company in the table whose user records you want to work with and then click Switch. The MyAdmin home page is re-displayed with the cards of the users associated with the company/branch you selected **only**. The name of that company is displayed at the upper right.



Step 3: To exit switch company mode, Open the My Account menu at the top right corner of the page and then select *Switch Companies*. The *Switch Company View* popup appears. Click the *Reset to Primary* button. The MyAdmin home page is updated again to display the users of your primary company.



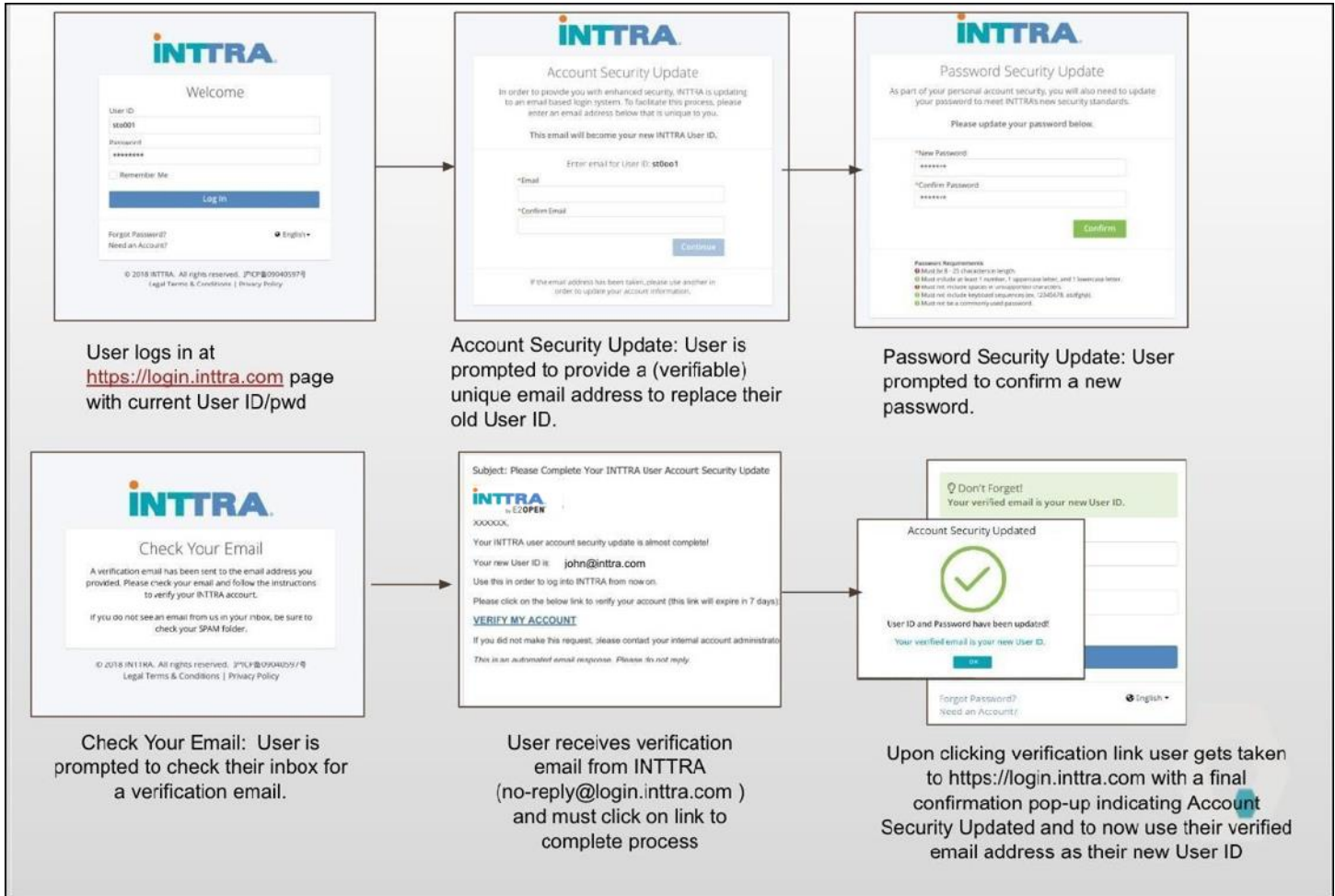
Appendix 1 - User Roles

Role Name	Definition/Purpose	Available for Shipper	Available for Carrier
Network User Role	Default user role required to log into the INTTRA portal	Y	Y
OS User Role	Default user role given for access to Ocean Schedules	Y	Y
Admin Role for Company Administrators	Enables the user to create/view/edit user accounts for the primary company and any linked/associated companies	Y	Y
Booking Admin Role	Not Used Currently	NA	NA
Booking Carrier Confirm-Pending-Denied	Enables a user associated with a carrier to change the status of active bookings to active bookings to Confirm, Pending or Decline. <i>(** Applies only if the INTTRA account has been migrated to INTTRA new Booking application)</i>	N	Y
Booking Shipper Request-Amend-Cancel	Enables a user to create, submit, reuse and amend bookings. <i>(** Applies only if the INTTRA account has been migrated to INTTRA new Booking application).</i>	Y	N
Booking User	Enables the user to create, submit, reuse and amend bookings	Y	N
Carrier Account Approval	Enables the user to view and update Connection Requests	N	Y
Carrier Account Approval View	Enables the user to view Connection Requests	N	Y
Carrier Security Administrator	Enables the user to view/update Connection Requests Enables the user to view/update Connection Rules	N	Y
Carrier Staff	Enables the user to view Connection Requests and Connection Rules	N	Y
Carrier Super user	Enables the user to view Connection Requests	N	Y
Customer Security Administrator	Enables the user to create/view/delete partner aliases Enables the user to create/view/delete city aliases Enables the user to create/view/modify carrier connection requests	Y	N
Carrier Web BL Interactive User Role	Enables the user to access and view Web BLs	N	Y
Carrier Web BL Recall User Role	Enables the user to recall Web BLs	N	Y

Role Name	Definition/Purpose	Available for Shipper	Available for Carrier
Carrier Web BL Upload User Role	Enables the user to upload Web BLs	N	Y
Customer Web BL Approval User	Enables the user to approve the Web BL sent by the carrier	Y	N
Customer Web BL Edit User	Enables the user to edit and request changes of the Web BL back to the carrier	Y	N
Customer Web BL Share User	Enables the user to share via email the Web BL sent by the carrier	Y	N
Customer Web BL view User	Enables the user to access and view Web BL sent by the carrier	Y	N
Network connection Edit Role	Not currently used	NA	NA
OS API User Role	Enables user to access the INTTRA Ocean Schedules API <i>(**Relevant only if customer has purchased and account is provisioned for this product)</i>	Y	Y
Reports User	Enables the user to generate, view and download reports	Y	Y
Shipping Instructions User	Enables the user to create, submit, reuse and amend shipping instructions	Y	N
Track and Trace User	Enables the user search/view container status events sent by the carrier	Y	Y
VGM Verifier User	Enables the user to create/submit/amend/cancelVGM transactions submitted through INTTRA <i>(**Relevant only if customer has purchased and the company account is provisioned for this product.)</i>	Y	Y
VGM Viewer User	Enables the user to search/view VGM transactions submitted through INTTRA <i>(**Relevant only if customer has purchased and the company account is provisioned for this product.)</i>	Y	Y

Appendix 2 - Account Security Update Flow


The below user flow affects users whose “legacy” account is forced thru the INTTRA Security update flow to convert to a verified email address based User ID.



Appendix 3 - User Emails

Sample: New User Account Activation Email

----- Forwarded message -----
From: <no-reply@login-beta.intra.com>
Date: Fri, Nov 2, 2018 at 3:42 PM
Subject: Please Complete Your INTTRA User Account Activation
To: <qacloud2+email1@intra.com>

 **INTTRA**
by E2OPEN

qacloud2,

Your INTTRA user account registration for qacloud2+email1@intra.com is almost complete!

Please click on the below link to create your account password and activate your account (This link will expire in 7 days):


[Activate](#)

If you did not make this request, please contact your internal account administrator or please visit the [INTTRA Customer Service](#) page to request further assistance.

This is an automated email response. Please do not reply.

Sample: New User Account Activation Success Email

----- Forwarded message -----
From: <no-reply@login-beta.intra.com>
Date: Fri, Nov 2, 2018 at 4:38 PM
Subject: INTTRA User Account Security Update Successful!
To: <qacloud2+hscolombia@intra.com>

 **INTTRA**
by E2OPEN

Adriana,

Your INTTRA user account security update was completed successfully.

Your new User ID: qacloud2+hscolombia@intra.com and newly created password must be used to log in to the INTTRA Portal.

If you experience difficulties accessing your account, please visit the [INTTRA Customer Service](#) page to request further assistance.

This is an automated email response. Please do not reply.

Sample: Password Reset Email

----- Forwarded message -----

From: <no-reply@login-beta.intra.com>
Date: Fri, Nov 2, 2018 at 4:31 PM
Subject: INTRRA account password reset
To: <qacloud2+abc@intra.com>



abc,

A password reset request was made for your INTRRA user account: qacloud2+abc@intra.com

Click the link below and follow the instructions (This link will expire in 7 days):

[Reset Password](#)

If you did not make this request, please contact your internal account administrator or please visit the [INTRRA Customer Service](#) page to request further assistance.

This is an automated email response. Please do not reply.

Sample: Password Reset Success Email

----- Forwarded message -----

From: <no-reply@login-beta.intra.com>
Date: Fri, Nov 2, 2018 at 3:47 PM
Subject: INTRRA account password reset
To: <qacloud2+email1@intra.com>



qacloud2,

Your INTRRA account password has been changed successfully.

If you experience difficulties accessing your account, please visit the [INTRRA Customer Service](#) page to request further assistance.

This is an automated email response. Please do not reply.