



User Provisioning Process Guide

Welcome to eMPWR-VA! This document provides User Provisioning guidance and the process to following for users to be activated or deactivated in the eMPWR-VA system.

Please note: The following steps should be taken by the user’s supervisor.

How to Activate New Users in Salesforce:

1. Request eMPWR-VA roles in CSEM/8824E. All users must have at least Inquiry (except users who only need access to Reports). This is a required pre-requisite for eMPWR-VA access.

Please note: For documents to upload to VBMS, make sure the Authorizer has the Observer role in VBMS.

2. AFTER the user is granted roles in CSEM:
 - a. Create a [DTC New User Request](#) (Click this link)

The images below display a completed DTC form which is required for all new eMPWR-VA users.

****All the information in the Describe Level of Access Needed field is REQUIRED.****

- Highlight and copy numbers 1-6 below.
- Paste them into the **Describe Level of Access Needed** field.
- Enter your information after each colon.

1. USER’S NAME:
2. FEDERATION ID (SMTP):
3. LAN ID:
4. PARTICIPANT ID:
5. USER’S EMAIL ADDRESS:
6. STATION:

****If this information is not entered, your request will be rejected.****

This link will show you how to find the LAN and Federation ID.

Access Information

New User? i

For access to Recruitment Tracker, do NOT use this form. Please [CLICK HERE](#) to request access.

Application Requested: eMPWR-VA i

Describe Level of Access Needed

USER'S NAME: (As displayed in Outlook - case sensitive) Smith, Ann

FEDERATION ID: (Case sensitive) Ann.SMITH@va.gov

LAN ID: VBACOSMITA

PARTICIPANT ID: 12345678

USER'S EMAIL ADDRESS: ann.smith@va.gov

STATION: 101

Note: If user is a Veteran, please put Participant ID: "USER IS VETERAN"

New User Request Details

First Name i

Last Name i

Email Address (VA Email) i

Federation ID i

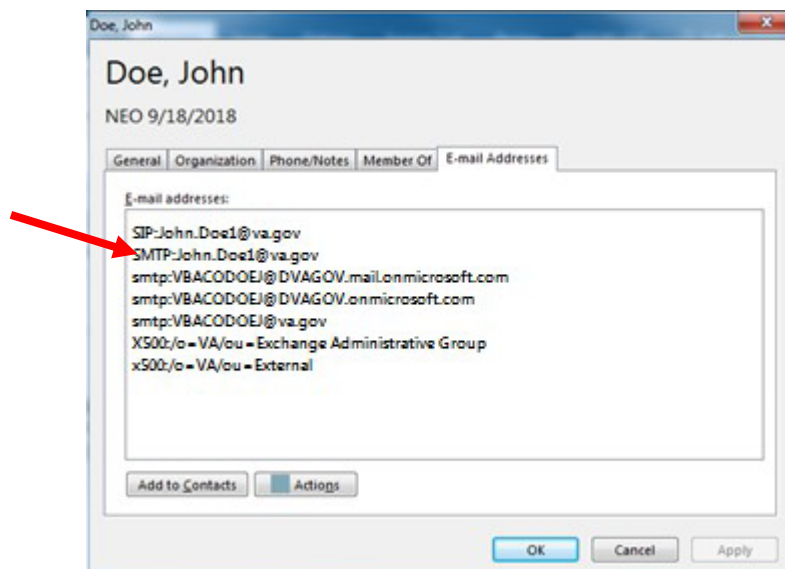
LAN ID i

Note: Click here for instructions on where to find the Federation and LAN IDs (this will open PDF in a new tab).



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- b. Select the eMPWR-VA application
- c. Include ALL the information below in the **Describe Level of Access** field:
 - i. User's name: As displayed in Outlook (case sensitive)
 - ii. Federation ID (case sensitive):
 - iii. https://vacommunity.secure.force.com/helpdesk/resource/1543251706000/VBA_ERP_FED_LAN_ID_INST
 - iv. Note that in the below example, the Federation ID is the SMTP:



- v. LAN ID: (Follow the link for Federation ID)
 - vi. Participant ID:
 - a) Log in to Share, go to **Corporate Inquiries**, and enter the SSN.
 - b) Locate the **PID** on the right half of the screen.
 - vii. User's email address
 - viii. Station
3. Ensure the LAN ID and CSEM IDs are the same. If not, request assistance from your local IT to ensure they are the same.
 4. DTC will contact you when the user can try to access eMPWR-VA.
 5. If you cannot access eMPWR-VA, please confirm CSEM request was approved, then if still an issue, open a FIRE ticket. You can access the [Submit a FIRE/Finance Case Job Aid](#) for support.



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How to De-activate Users in Salesforce:

1. Request to remove eMPWR-VA roles in CSEM/8824E by selecting the following URL: [Home \(force.com\)](#)
2. Put in DTC request to remove the “empwr pilot group” and “authorizer group” from the user to be de-activated: <https://vets.force.com/helpdesk/s/helpdeskform>

How to Re-activate Users in Salesforce:

1. Create and submit a DTC request to re-activate the user by selecting the following URL: va.my.salesforce-sites.com/helpdesk/VA_Help_Desk_New_User_405

Please note:

- Do not select the **New User?** check box in the New User Request form.
- In the **Describe Level of Access Needed** field, enter “Reactivation”.

Frequently Asked Questions

Q: Do I need to check the boxes at the bottom of the DTC form?

A: No, only fill out what you see in the images above for a new user.

Q: Can I request new EMPWR-VA permissions with this form?

A: No, all permissions changes must be submitted by your supervisor through your local IT.

Q: I got an email saying I was setup, but I can't find EMPWR?

A: Log out of salesforce, close all browser windows. Open a browser window and go to the EMPWR help site and click the link in the top right corner.

Q: I tried the link and it did not work, what next?

A: First, verify with your supervisor that your CSEM permissions have been entered, and that you have the INQUIRY permission. If not, you need this in order to access EMPWR. If your permissions are OK, please put in a FIRE ticket using the link below and we will help troubleshoot the issues.