

Cummins Quality Management System (CQMS-MetricStream) Site Administrator Guide-Managing CQMS Users

1. Managing CQMS Users

1.1 CQMS User Account


A CQMS-MetricStream Site Administrator has the authority to add and maintain (update and expire) CQMS-MetricStream User Accounts for any CQMS Users across the company but can only modify accesses for those accounts within their own organization.

All Cummins Employees that need access to CQMS-MetricStream will use their existing production LDAP account and password. This means that all Cummins Employees will use their WWID to login and their existing production passwords.

In addition, CQMS-MetricStream External Supplier Contacts, once registered in the Cummins Supplier Portal, will directly access CQMS through their Supplier Portal Login (supplier.cummins.com).

The screenshot displays the Cummins Supplier Portal interface. At the top, a red header bar contains the Cummins logo, the text 'Cummins Supplier Portal', and a user welcome message 'Welcome Tripathi, Nidhi' with links for 'My Profile', 'Sign Out', 'Contact Us', and 'Help'. A search bar is located on the right. Below the header is a navigation menu with tabs for 'Home', 'Corporate Responsibility', 'Environmental Stewardship', 'Supplier Diversity', 'Supplier Payments', and 'Standards & Processes'. The main content area features a large banner with a group photo of employees and the text: 'I am a Cummins supplier. I'm flexible, responsive, agile and quality-driven! You can Depend on Me.' To the right of the banner is a green box labeled 'Cummins Green Supply Chain Principles'. Below the banner, there are two columns: 'My Business Applications' on the left, which includes a 'CQMS' link and a 'Direct Access to CQMS-MetricStream' button, and 'News & Announcements' on the right, which lists recent company news items. At the bottom, a footer bar contains copyright information '©1995-2010 Cummins Inc., Box 3005, Columbus, IN 47202-3005 U.S.A' and links for 'Cummins.com', 'About Supplier Portal', 'Terms Of Use', 'Sitemap', and 'Feedback'.

All CQMS-MetricStream User Accounts are managed under System **Users** tab as shown below. →



The screenshot shows the MetricStream CQMS Site Admin interface. The top navigation bar includes tabs for various reports and administrative functions. The 'Users' tab is highlighted. Below the navigation bar, the 'Manage Users' section is visible, showing a search bar and a table of users.

Edit Users	User Name	Name	User Type	User Status	Manage InfoCenters
<input type="checkbox"/>	005725	Carole Falconer		Enabled	
<input type="checkbox"/>	071_15u012	Brian Davies		Enabled	
<input type="checkbox"/>	071489m	Christian Knauch		Enabled	
<input type="checkbox"/>	091_10e100_b	Ophelia Zhao		Enabled	

Note: Site Administrators can see [all](#) CQMS-MetricStream Accounts under the Users tab. However, Site Administrators can only allow users access to their organizations roles (org-role pair).

For example a senior engineer at CTC may need access to be a Waiver First Approver in an organization outside of their site. The Site Administrator at the site where access is required may wish to modify the users account and grant them access to their sites org-role pair(s).

When working on CQMS-MetricStream User Accounts, always have the following information available:

Full Name

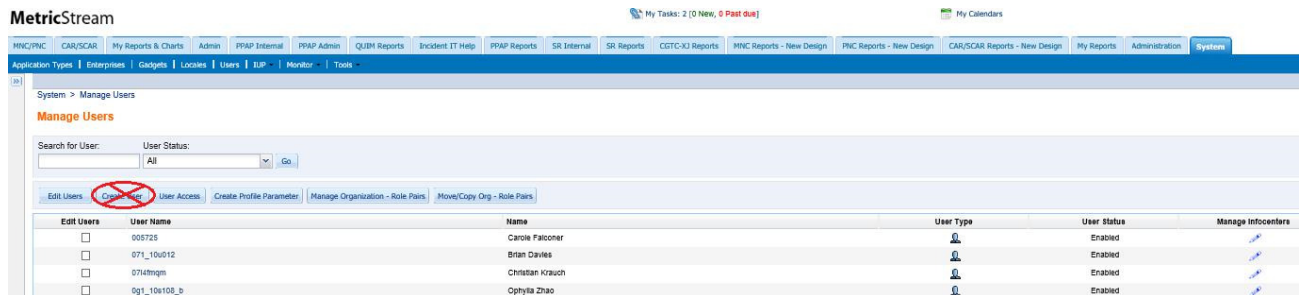
WWID

Role(s)

Organization

1.2. Create a new Cummins CQMS-MetricStream User

A new CQMS-MetricStream user will be created from their existing Cummins Production LDAP account so you should **NEVER** use the **Create User** button in the **Users** tab.



In CQMS-MetricStream, the **External Users** button will pull in the Cummins Users existing LDAP Account information; specifically their User ID (WWID), First Name, Middle Initial (if defined), Last Name, email and password.

System > Manage Users

Manage Users

Search for User: User Status:

Edit Users	User Name	Name	User Type	User Status	Manage Infocenters	Setup Out of Office
<input type="checkbox"/>	005725	Carole Falconer		External		
<input type="checkbox"/>	071_10u012	Brian Davies		External		
<input type="checkbox"/>	0714fmqm@continental-corporation.com	Christian Krauch		External		
<input type="checkbox"/>	0g1_10s100_b	Ophylia Zhao		External		

Note: A CQMS-MetricStream User Account is based off of the original LDAP Account information and cannot be changed directly in CQMS-MetricStream. If a user has updated their name on email, they will need to contact the Cummins Help Desk to request that their LDAP Account from WWIMS be updated. The CQMS User Account will be updated once a day automatically through a scheduled interface (infolet).

The following steps identify the process for creating a new CQMS User:

1. Click the **Users** tab and type the WWID or search using the Users First or Last Name by using the % character before and after the name in **Search for User:** field and then click the **Go!** Button.

MetricStream

System > Manage Users

Manage Users

Search for User: User Status:

Edit Users	User Name	Name	User Type	User Status	Manage Infocenters	Setup Out of Office
<input type="checkbox"/>	nd100	Sara Mitra		Enabled		

The sample screen shot above shows that user nd100 already exists as a valid CQMS-MetricStream User so you will not need to add them.

If no match is found from your search then this user does not have a valid CQMS-MetricStream account (user profile). Please proceed to the next step.

2. Click the **External Users** button to locate the LDAP Account information.

MetricStream

System > Manage Users

Manage Users

Search for User: User Status:

Edit Users	User Name	Name	User Type	User Status	Manage Infocenters	Setup Out of Office
<input type="checkbox"/>	nd100	Sara Mitra		Enabled		

Note: All CQMS Users will be marked as External Users pulled into ECP using LDAP.



3. Enter the WWID in the **Search for User:** field and then click the **Go!** Button. We cannot use First or Last Name in this field. It **MUST** be the WWID. *** **Do NOT use the % wildcard character this search. The system interprets it as part of the user name rather than a search feature. *****

Manage Users > External Users

External Users

Search for User:

*The search results will contain results for first name and last name also
Use % to get a complete list of entries. Multiple wildcard characters can be placed within a search string.
e.g., A% will find all entries starting with the letter A. %A will find all entries ending with the letter A. %A% will find all entries containing the letter A

Update Users	User Name	Name	User Type	Action
<input type="checkbox"/>	mj543	Archana Jaykumar		<input type="button" value="Sync User"/>

External users not pulled into EGRCP
 External users pulled into EGRCP
 Conflict User - User name exists both in internal user repository and external directory

Note: If no row is found, then this user does not have a valid Cummins Production LDAP Account and cannot gain access into CQMS-MetricStream until an LDAP Account is created.

If the search results show the person you need to setup, please proceed to the next step.

4. Check the new user checkbox and then click the **Update Users** button to pull their LDAP account information into CQMS. This step will automatically create a new CQMS-MetricStream user profile.

Manage Users > External Users

External Users

Search for User:

*The search results will contain results for first name and last name also
Use % to get a complete list of entries. Multiple wildcard characters can be placed within a search string.
e.g., A% will find all entries starting with the letter A. %A will find all entries ending with the letter A. %A% will find all entries containing the letter A

Update Users	User Name	Name	User Type	Action
<input type="checkbox"/>	mj543	Archana Jaykumar		<input type="button" value="Sync User"/>

External users not pulled into EGRCP
 External users pulled into EGRCP
 Conflict User - User name exists both in internal user repository and external directory

Note: A successful status message highlighted in yellow will appear in the upper right corner of the window. This message confirms that the user had been successfully added as a CQMS-MetricStream User and you can now see their profile under the **Users** tab.

5. Click the **Users** tab and type their WWID in the **Search for User:** field and then click the **Go!** Button.



Edit Users	User Name	Name	User Type	User Status	Manage Infocenters	Setup Out of Office
<input type="checkbox"/>	mj543	Archana Jaykumar	External	External		

One row should now be shown and this resembles the new user profile. **Click** on the User Name (WWID) hyperlink to open the newly created user profile. ***** Do NOT check the “Edit User” Checkbox or click the “Edit Users” Button. *****

6. Update/Confirm the new users profile information. Under the **User Profile** Section:

Verify/Update the **Locale** to English-United States (it should default to this) Verify/Update the **Time Zone** to current time zone of the user
Set **Default First Page** to Infocenter



MetricStream

MNC/PNC CAR/SCAR My Reports & Charts Admin PPAP Internal PPAP Admin QDIM Reports Incident IT Help PPAP R

Application Types | **Enterprises** | Gadgets | Locales | Users | IUP | Monitor | Tools

Manage Users > Edit User

Edit User

Password History

User Profile Responsibilities Preferences Profiles User Org-Role Pair Associations User Infolet Group Associations

User Name* nd100

First Name* Sana

M.I.

Last Name* Mirza

Email Address* sana.mirza@test123.com

Phone Number

Pager Email Address

Password*

Re-enter Password*

Location

Locale English-United States

Time Zone IST - India Standard Time

Report Email Format HTML

Infocenter ☒ Enable ☐ Disable

Start Date* 01/27/2015 3:53 PM

End Date

Comments

Submit Cancel

Note: To remove a user from CQMS-MetricStream, set the **End Date**. This will disable the account and not allow the user to login. The **End Date** should be set to one day prior to the day you want to deactivate the login. To **IMMEDIATELY** deactivate user's account, enter YESTERDAY's date

Under the **Responsibilities** Section:

Check **On Demand** (Reports tab)

Check **Dashboards** (Dashboard tab)

MetricStream

MNC/PNC CAR/SCAR My Reports & Charts Admin PPAP Internal PPAP Admin QUIM Reports Incident IT Help PPAP Rep

Application Types | Enterprises | Gadgets | Locales | Users | IUP | Monitor | Tools

Manage Users > Edit User

Edit User

Password History

User Profile **Responsibilities** Preferences Profiles User Org-Role Pair Associations User Infolet Group Associations

*Select at least one Responsibility.

- ☐ Assignment Manager
- ☐ Alert Manager
- ☐ Process Flow Designer
- ☐ On Demand
- ☐ Disable Dashboards
- ☐ Dashboards
- ☐ Production Reports
- ☐ Disallow self-manage password
- ☐ Disable Reports Tab
- ☐ Client Administrator
- ☐ Application Administrator
- ☐ Setup out of office
- ☐ Infolet Manager
- ☒ Data Manager

Submit Cancel

Note: Only Site Administrators will have the following three additional Responsibilities and you **SHOULD NEVER** give these to anyone:

Client Administrator (Users tab)

Application Administrator (Setup tab)

Assignment Manager (Assignments tab)

New Admins should have their Quality Leaders approval to be an admin and they are required to go through training. Please Contact Corporate Quality.

Under the **Preferences** Section:

Note: If there is nothing in this section, then proceed to the Profile Parameters. This section will appear once a CQMS-MetricStream job runs and it should automatically default to the value **NEW_WINDOW**.

If the Preference Name **DRILLDOWN_WINDOW_TYPE** exists as shown below, confirm the Preference Value is **"NEW_WINDOW"**. This will allow all the reports where a drill-down is defined to open in a separate window instead of the current window.



User Profile	Responsibilities	Preferences	Profiles	User Org-Role Pair Associations	User Infolet Group Associations
Preference Name		Preference Description		Preference Value	
DRILLDOWN_WINDOW_TYPE		Specifies whether the drilldown report should be opened within the same window or in a new window		New Window	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>					

Under the **Profiles** Section:

User Profile	Responsibilities	Preferences	Profiles	User Org-Role Pair Associations	User Infolet Group Associations
Profile Parameter	<input type="text"/>				
Profile Value	<input type="text"/>				<input type="button" value="Add"/>
Existing Profile Parameters	Enterprise Name(CQMS-DEV1) User Name(nd100)				
Profile Name	<input type="text"/>				
Profile Value	<input type="text"/>				<input type="button" value="Delete"/> <input type="button" value="Edit"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>					

No profile parameters will be defined for a new user profile. Click on the Profile Parameter drop down list to set the following two parameters:

Profile Parameter	<div>Supplier Name mnc plant manager Quality Manager PPAP Supplier Hide_Doc_Nav_Tree USER PPAP internal Supplier Code BRZ QA INSPECTOR LOGIN_ID BUSINESS_UNITS COMPLIANCE_AREA PPAP Report infocenter User Name Enterprise Name</div>
Profile Value	
Existing Profile Parameters	
Profile Name	<input type="text"/>
Profile Value	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Select the Profile Parameter **Enterprise Name** and set the **Profile Value** to “CQMS” and then click the **Add** button.

Select the Profile Parameter **User Name** and set the **Profile Value** to “<wwid>” and then click the **Add** button.

Note: The profile parameter values are **case sensitive**. The Enterprise Name must be in all **UPPERCASE** and the User Name (WWID) must be in all **lowercase** as shown below.

User Profile	Responsibilities	Preferences	Profiles	User Org-Role Pair Associations	User Infolet Group Associations
Profile Parameter	<input type="text"/>				
Profile Value	<input type="text"/>				<input type="button" value="Add"/>
Existing Profile Parameters	Enterprise Name(CQMS-DEV1) User Name(nd100)				
Profile Name	<input type="text"/>				
Profile Value	<input type="text"/>				<input type="button" value="Delete"/> <input type="button" value="Edit"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>					

The **Org-Role Pair** and **User Infolet Group Associations** Sections will be blank. The associations to Infolet Groups and Org-Role Pairs will be performed outside of the profile (see steps 9 & 10 below).

7. Click the **Submit** button to save and complete the user profile settings.

At this time, the new CQMS-MetricStream User is created but if the new user logs in, there will be a message that says no InfoPorts have been defined. This means that no Infolet Groups and Org-Role Pairs have been assigned to this user.

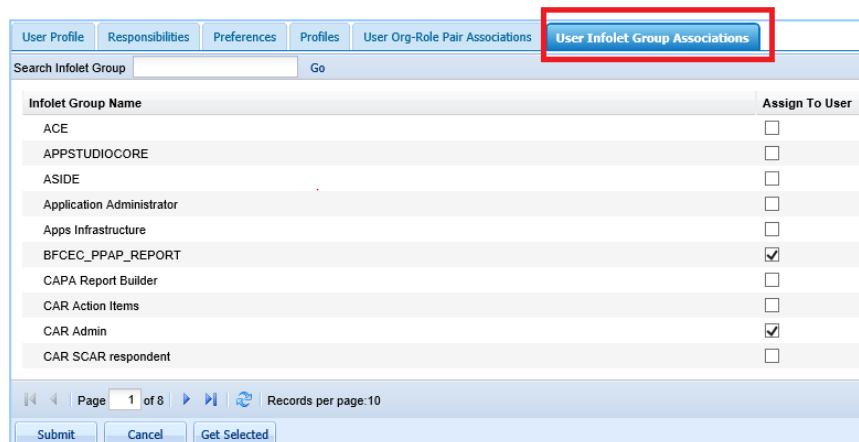
The new user must be assigned to the appropriate Infolet Group(s) **first** and then to the Org-Role pair(s) **after** to determine what CQMS-MetricStream Activities the user can perform and what CQMS-MetricStream Data the user has access too.

Note: Site Administrators **DO NOT** manage Supplier Contact Accesses. These are managed through the CQMS Supplier Registration Group via email to **CQMSSupplierRegistration** cqmssupplierregistration@cummins.com. The process in the following link MUST be followed prior to contacting the Registration Group. [Managing CQMS Metric Stream Supplier Contacts](#)

The ONLY items that a Site Administrator can edit for a Supplier Contact Profile is Time Zone, Default First Page and at times when required, place an End Date in the profile. In case of End Date, Supplier Registration must still be informed so the Supplier Profile can be fully deactivated.

8. Click **System** Tab, **Edit users** and then the **Manage Infolet Groups** button to add the users to the appropriate infolet groups.

Edit User



Infolet Group Name	Assign To User
ACE	<input type="checkbox"/>
APPSTUDIOCORE	<input type="checkbox"/>
ASIDE	<input type="checkbox"/>
Application Administrator	<input type="checkbox"/>
Apps Infrastructure	<input type="checkbox"/>
BFCEC_PPAP_REPORT	<input checked="" type="checkbox"/>
CAPA Report Builder	<input type="checkbox"/>
CAR Action Items	<input type="checkbox"/>
CAR Admin	<input checked="" type="checkbox"/>
CAR SCAR respondent	<input type="checkbox"/>

The Site Administrator will setup the appropriate Infolet Groups based on which Role(s) the user needs access too (see Appendix A – Infolet Groups and Roles).

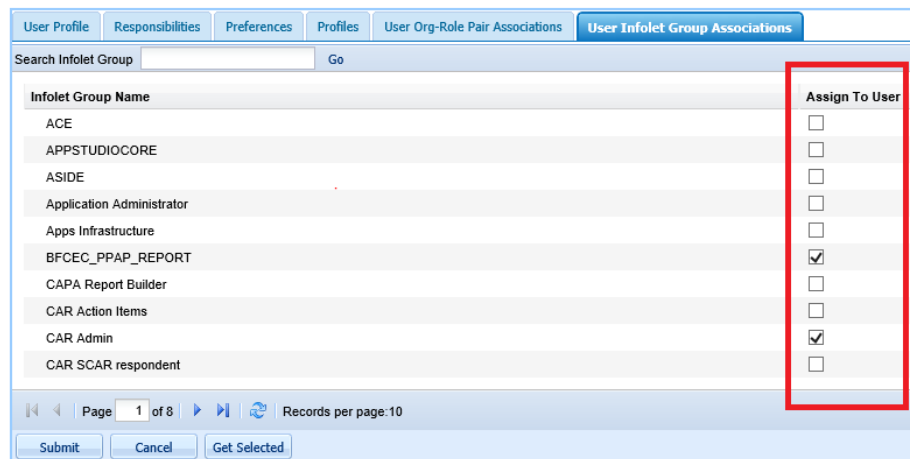
Note: The Infolet Group Name and the Role Name are not always the same. For example the **MNC Approver** infolet group maps to the **Enterprise Supervisor** role.

Note: One Infolet Group does not always map to just one role. For example the **Waiver** infolet group maps to the **Waiver Approver 1**, **Waiver Approver 2**, **Waiver Level 1 Escalation**, **Waiver Level 2 Escalation** and **Waiver Level 3 Escalation** roles.

Sometimes, there are NO Infolet Mappings to a role. For Example, **Escalation Levels 1, 2 & 3** or **Supplier Quality Escalation Levels 1, 2 & 3**. (See **Appendix A – Roles & Infolets** for further information)

- Identify which Infolet Group required then click on check box to add the user into the selected Infolet Group and click on Submit button.

Edit User

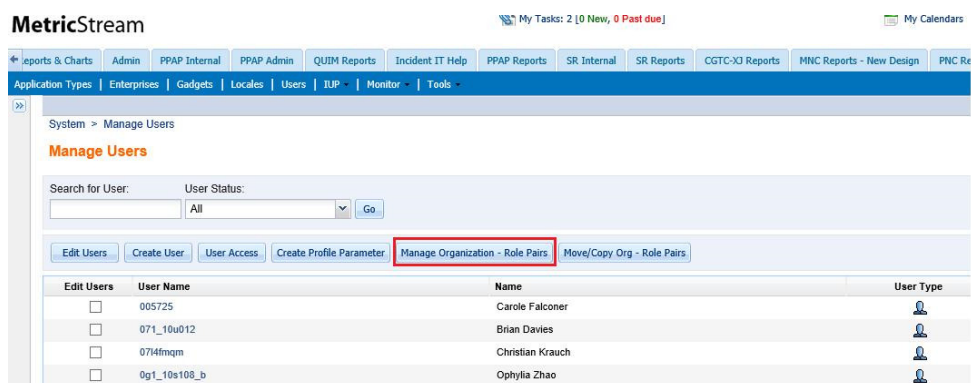


Infolet Group Name	Assign To User
ACE	<input type="checkbox"/>
APPSTUDIOCORE	<input type="checkbox"/>
ASIDE	<input type="checkbox"/>
Application Administrator	<input type="checkbox"/>
Apps Infrastructure	<input type="checkbox"/>
BFCEC_PPAP_REPORT	<input checked="" type="checkbox"/>
CAPA Report Builder	<input type="checkbox"/>
CAR Action Items	<input type="checkbox"/>
CAR Admin	<input checked="" type="checkbox"/>
CAR SCAR respondent	<input type="checkbox"/>

Note: A user can be added to one or more infolet groups depending on their functions.

- Once the **ALL** of the appropriate Infolet Groups have been added, return to the **System** tab and then click the **Manage Organization – Role Pairs** button.

The organization defines the data access and the role defines the CQMS-MetricStream functionality the user can perform.



MetricStream

System > Manage Users

Manage Users

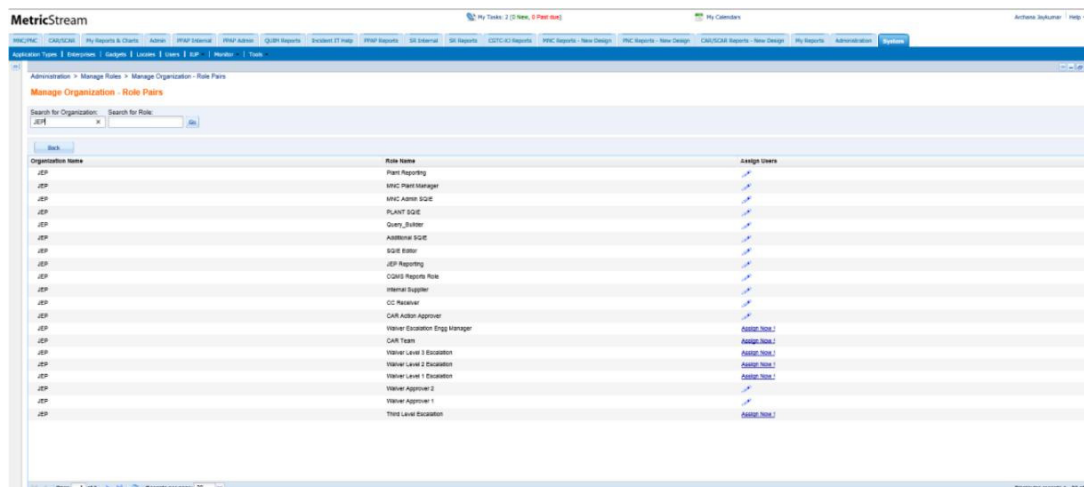
Search for User: User Status: Go

Edit Users	User Name	Name	User Type
<input type="checkbox"/>	005725	Carole Falconer	
<input type="checkbox"/>	071_10u012	Brian Davies	
<input type="checkbox"/>	0744mqm	Christian Krauch	
<input type="checkbox"/>	0g1_10e108_b	Ophylia Zhao	

- Search all the organizations roles by entering the CQMS Organization Name in the **Search for Organization:** field and then click the **Go!** Button.

For example, the next screen shot shows all the roles available in the JEP Organization.

Note: Only 10 roles are displayed per page and then page links will appear in the lower right corner. For example, the JEP Organization has four pages of roles as shown below (Up To 40 Roles).



Organization Name	Role Name	Assign Users
JEP	Plant Reporting	
JEP	SMC Plant Manager	
JEP	SMC Admin SQE	
JEP	Plant SQE	
JEP	Quality Builder	
JEP	Additional SQE	
JEP	SQE Editor	
JEP	JEP Reporting	
JEP	CQMS Reports Role	
JEP	Internal Supplier	
JEP	CC Manager	
JEP	CAR Action Approver	
JEP	Waiver Escalation Engg Manager	Assign Now!
JEP	CAR Team	Assign Now!
JEP	Waiver Level 1 Escalation	Assign Now!
JEP	Waiver Level 2 Escalation	Assign Now!
JEP	Waiver Level 3 Escalation	Assign Now!
JEP	Waiver Approver 2	
JEP	Waiver Approver 1	
JEP	Third Level Escalation	Assign Now!

- Select the appropriate role and click on the  icon or the **Assign Now!** link in the **Assign Users** Column to add the user to a role.

Note: The pencil icon means that there are already CQMS users in this role for this organization. If the role shows the **Assign Now!** Link, no CQMS users are currently in this role for this organization.

Note: Some roles are not utilized in CQMS and will remain with the **Assign Now!** link. For example –

**Waiver Escalation Engg
Manager CAR Team**

CAUTION! The **Supplier User** and **Internal Supplier** roles have restricted access. NEVER use these Roles as a Site Administrator. Please refer to the [Managing CQMS Metric Stream Supplier Contacts](#) Process and email the CQMS Supplier Registration Group on CQMSSupplierRegistration@cgmssupplierregistration@cummins.com.

- Assign the new user to a role.

The left side of the form will show all the available users who are **NOT** in the role and the right side will show which users are **already mapped** to this role. To select a new user, check the appropriate checkbox, click the >> button to add the user and then click the **Submit** button to save the change and close the form. To add multiple users to this role, repeat the adding process in this step until all the users are listed before pressing submit.

Note: A user can be added to one or more roles depending on their function.

A user can be removed from a role by checking the checkbox of the appropriate assigned user located on the right hand side, then click the << button and then click the **Submit** button to save the change and close the form.

Note: For plants outside EBU who do not use GPS to manage SQIEs, site admins need to add the SQIE to the appropriate Infolets and Org Role Pair. They must wait 4 hours for the infolet to run then add them to the required SSID for their plant in the Manage Corp SQIE link. This take a further 4 hours to complete. This is how long it takes to map a Corp/Purchasing SQIE to a Supplier SSID.

14. Once the new user is added to the appropriate Infolet Groups and Org-Role Pairs, the user account will now have the appropriate permissions to perform their work.

In order to complete the setup of a new CQMS-MetricStream user the following programs (infolets) will need to run. These programs run on a scheduled daily basis.

- **MS CMI 151 Set Infocenter Layout Order**
 - This infolet keeps the tab order consistent for all CQMS-MetricStream users
 - Currently this infolet runs once a day
- **MS CMI LDAP Users Profile Sync**
 - This infolet keeps the CQMS-MetricStream account in sync with LDAP
 - Currently this infolet runs once a day
- **MS Get All Users Organizations based and Org Hierarchies**
 - This infolet shows all the organizations where a user can raise non-conformances
 - Currently this infolet runs every 4 hours upon completion
- **MS CAPA Get All Users Based on Org Roles**
 - This infolet shows all the organizations where a user can raise CAR/SCAR/PAR
 - Currently this infolet runs every 4 hours upon completion
- **MS_QMS_FLOW_DOWN_ORG**

- This infolet is needed when there is a role change
- Currently this infolet runs twice a day

Note: If the new CQMS-MetricStream User Account needs to be setup faster than the infolet schedules mentioned above, please record a Remedy Ticket and request for the infolets to be run manually by the CQMS-MetricStream Support Team.

1.3. Create a new Supplier Contact - CQMS User

Supplier contacts (both supplier contacts from other Cummins plants (Internal Suppliers) and third party suppliers (External Suppliers)) will need to be registered before they can access the CQMS-MetricStream system.

In order to setup a supplier contact the Site Admin, Corp/Purchasing SQIE or Sourcing Manager must make a formal email request CQMS Supplier Registration team via this email address (CQMSSupplierRegistration@Cummins.com) but must follow the process outlined in the following link prior to emailing the registration team.

[Managing CQMS Metric Stream Supplier Contacts](#)

Once the request is made, the CQMS Supplier Registration Team will validate and complete the request and invite the supplier contact to complete their registration. Once the registration is completed, a daily infolet runs to complete the setup and account creation automatically in CQMS-MetricStream.

The requestor will be notified via email once the account is setup and complete for Global Supplier Portal / SIM Registration. This does not mean the supplier can access CQMS yet. They will have to wait for 24 hours before they can access.

External Supplier Contacts will gain access to CQMS-MetricStream through the [CQMS](#) link located in the Business Applications Section of the Supplier Portal (supplier.cummins.com).

Internal Supplier Contacts (other Cummins plants) will gain access to CQMS-MetricStream through cqms.cummins.com using their existing LDAP Account.


Note: If a supplier contact is currently using iscm to manage their NCMRs and SCARs, they will continue to use those links to finish their current work but all new MNCs/PNCs and SCARs will be created in CQMS-MetricStream ([CQMS](#) link).


1.4. Updating a CQMS-MetricStream User Account

The management of all CQMS-MetricStream User Accounts will be performed under the **Users** tab. Any changes to a user's account will take affect once the change is submitted.


To add a new organization – role, perform the following steps:

1. Verify the user is already a member of the corresponding Infolet Group by clicking the **Manage Infolet Groups** button under the **Users** tab (or by looking at the user's profile).

Note: The user must first be added to the Appropriate Infolet Group before being assigned to the appropriate organization – role. If the user is not assigned to the corresponding Infolet group, assign them now by clicking the  icon under the Assign Users column.

2. Once you have verified or assigned the user to the appropriate Infolet group, click the **Manage Organization – Role Pairs** button.
3. Search for the appropriate organization and role you wish to add the user to and then click the  icon under the Assign Users column.
4. Check the users name under the **Available Users** List, click the >> button to assign the user and click the **Submit** to save and close the form.
5. Verify the newly added organization – role by reviewing the users profile under the **Users** tab.

To remove an organization – role, perform the following steps:

1. Under the **Users** tab, click the **Manage Organization – Role Pairs** button.
2. Search for the appropriate organization and role you wish to remove the user from and then click the  icon under the Assign Users column.
3. Check the users name under the **Assigned Users** List, click the << button to remove the user and click the **Submit** to save and close the form.
4. Verify the removal of the organization – role by reviewing the users profile under the **Users** tab.

Note: Removing a user from an Organization – Role may also require the removal of an Infolet Group if there are no other organization – roles mapped to that Infolet Group. To remove the user from the Infolet Group, click the **Manage Infolet Groups** button. This is **NOT** really necessary and can be skipped.

To expire (deactivate) a user, perform the following steps:

1. Under the **Users** tab, open the users' profile.
2. Set the **End Date** to the current date or a future date to deactivate their account and click the **Submit** button to save and close the form.



To immediately deactivate a user, enter yesterday's date into the end date and press submit

Note: If there are work assignments assigned to the user you are expiring, please be sure to reassign the work before the user is deactivated.

To reactivate a user's access to CQMS, perform the following steps:

1. Under the **Users** tab, open the users' profile.
2. Remove the **End Date** and click the **Submit** button to save and close the form.

To update the time zone, perform the following steps:

1. Under the **Users** tab, open the users' profile.
2. Select the appropriate **Time Zone** and click the **Submit** button to save and close the form.