



Process Documentation

Department:

Customer Support

Last Updated:

10/16/2024 12:30 PM

NAME OF PROCESS

Searching for a User’s ID Number [GreenScreen]

Use Case / Objectives

This document will walk you through how to search for a user’s ID number when the customer only provides the User’s Name.

Configuration, Training, and Reporting

The following sections document searching user files for internal agents only.

Menu options to access:

8: System File Maintenance Menu => 13: Password Reset

Training

Role:
Internal Agent for InTempo

Description:
Admin access for creating/searching for User IDs

Reporting

N/A

Searching for a User's ID Number [GreenScreen]

NOTE: When navigating through **RentalMan GreenScreen**, use the Tab key to move through fields when in a selected menu or screen. If you need to move back to a field, use the combination of Shift+Tab.

There may be occasions where a customer only gives you a user's first and/or last name. In this case, you will need to search RentalMan for their User ID to make any requested account changes.

1. Log into the **RentalMan GreenScreen** environment using your credentials.
2. In the *Option or command* field, type "8" for the **System File Maintenance Menu**.

```
WSMAIN                               RentalMan®                               Sys
10/03/24                               Cmp

1. Operations Menu
2. Purchasing Menu
3. Accounts Receivable Menu
4. Accounts Payable Menu
5. General Ledger Menu
6. Sales Analysis Menu
7. Equipment Maintenance Menu
8. System File Maintenance Menu
9. Cross Application Maintenance Menu
10. Data File Purge Options
11. Conversion Menu

80. What's New
88. Enhanced User Maintenance
90. Signoff          99. Printers

Option or command
==> 8
```

3. Press Enter.
 - a. The *System File Maintenance Menu* opens.

```
CXMNUS                               System File Maintenance Menu                               Sys: DEMO V12
10/03/24                               Cmp: RM Loc: DMO

File Maintenance                               File Inquiry
1. Employee security file                       21. Employee security file
2. Workstation/user override file              22. Workstation/user override file
3. System location file                         23. System location file
4. System control file                         24. System control file
5. Help text file                              25. Help text file
6. Security program access file
7. Audit file maintenance
8. Outq override file
9. Laser form file
10. Fax Form Attachment File Update
11. Product Configuration
12. A/R Credit Letters
13. Password Reset
14. Terminal Master
Selection or command                               Other
==>                                               80. Security Authorization Menu
                                                81. International Menu
                                                82. Create Train Environment
                                                83. Create QCHGSYS Library
                                                84. User-Defined Table Definition
                                                90. Signoff
                                                More...
```

4. In the *Selection or command* field, type 13 for Password Reset.

```

CXMNUS                               System File Main
10/03/24

File Maintenance
-----
1. Employee security file
2. Workstation/user override file
3. System location file
4. System control file
5. Help text file
6. Security program access file
7. Audit file maintenance
8. Outq override file
9. Laser form file
10. Fax Form Attachment File Update
11. Product Configuration
12. A/R Credit Letters
13. Password Reset
14. Terminal Master
Selection or command
==> 13
    
```

5. Press Enter.
 - a. The Enhanced User Maintenance screen opens, displaying users in the system.

```

10/03/24 11:19:35                               Enhanced User Maintenance

Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
-----
0 Profile      Name                               Status      Comment
-----
_ ARASHOW      ARA SHOW PROFILE                   *DISABLED   Profile ARASHOW changed by WG067JL on 07/30/24
_ AXM005DD     DAN DEATON                          *DISABLED   Profile AXM005DD changed by WG067JL on 09/05/23
_ AXM030MS     MIKE STILWAGNER                    *DISABLED   Profile AXM030MS changed by WG067JL on 09/05/23
_ AXM047PS     PATRICK STEPHENS                    *DISABLED   Profile AXM047PS changed by WG067JL on 09/05/23
_ AXM048BJ     BARB JAMALKOWSKI                   *DISABLED   Profile AXM048BJ changed by WG067JL on 09/05/23
_ AXM051BR     BOB RICHARDSON                      *DISABLED   Profile AXM051BR changed by WG067JL on 09/05/23
_ AXM066JG     JOHN GARRETT                        *ENABLED    Profile AXM066JG changed by WG067JL on 09/05/23
_ AXM067JL     Jeff Loomis - Wynne Syst            *ENABLED    Profile AXM067JL enabled by RM0001DA on 09/23/24
_ AXM083JS     jan speaks- WYNNE SYSTE            *DISABLED   Profile AXM083JS changed by WG067JL on 09/05/23
_ AXM088JU     JILL UEHARA                         *DISABLED   Profile AXM088JU changed by WG067JL on 09/05/23
_ AXM110BH     BECKY HUUSFELDT                    *DISABLED   Profile AXM110BH changed by WG067JL on 09/05/23
_ AXM114BG     BEN GOODE                           *DISABLED   Profile AXM114BG changed by WG067JL on 09/05/23
_ AXM118VN     VAN NGUYEN                          *DISABLED   Profile AXM118VN changed by WG067JL on 09/05/23
_ AXM123DC     DELANEYA CLARK                     *DISABLED   Profile AXM123DC changed by WG067JL on 09/05/23
_ AXM160NT     NAM TRUONG - WYNNE SYSTE           *DISABLED   Profile AXM160NT changed by WG067JL on 09/05/23
    
```

6. Type the user's first or last name in the *Search* field above the *Name* column. **NOTE:** We recommend you start your search using the User's last name because if the customer gives you the User's full first name and their account is under a nickname (e.g., Dan as an abbreviation for Daniel), you may not get the desired results.

```

10/03/24 11:27:57                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
deve
-----
0 Profile Name Status Comment
- ARASHOW ARA SHOW PROFILE *DISABLED Profile ARASHOW changed by WG067JL on 07/30/24
- AXM005DD DAN DEATON *DISABLED Profile AXM005DD changed by WG067JL on 09/05/23
- AXM030MS MIKE STILWAGNER *DISABLED Profile AXM030MS changed by WG067JL on 09/05/23
- AXM047PS PATRICK STEPHENS *DISABLED Profile AXM047PS changed by WG067JL on 09/05/23
    
```

7. Press Enter.
 - a. The **Enhanced User Maintenance** screen refreshes to display any users in the system containing the value entered in the *Name* field search.

```

10/03/24 11:28:51                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
deve
-----
0 Profile Name Status Comment
- AXMVND0001 MOBILE DEVELOPER *DISABLED Profile AXMVND0001 changed by WG067JL on 09/05/23
- AXMVND0002 MOBILE DEVELOPER *DISABLED Profile AXMVND0002 changed by WG067JL on 09/05/23
- AXMVND0003 MOBILE DEVELOPER *DISABLED Profile AXMVND0003 changed by WG067JL on 09/05/23
    
```

8. If the User has an account in the system, their UserID number will display in the *Profile* column.

```

10/03/24 11:28:51                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
deve
-----
0 Profile Name Status Comment
- AXMVND0001 MOBILE DEVELOPER *DISABLED Profile AXMVND0001 changed by WG067JL on 09/05/23
- AXMVND0002 MOBILE DEVELOPER *DISABLED Profile AXMVND0002 changed by WG067JL on 09/05/23
- AXMVND0003 MOBILE DEVELOPER *DISABLED Profile AXMVND0003 changed by WG067JL on 09/05/23
    
```

9. If your search does not return the desired User's information, a user account has not been created under the name entered. You will need to verify with the customer that they properly spelled the name, if the name changed due to marriage/divorce, etc.