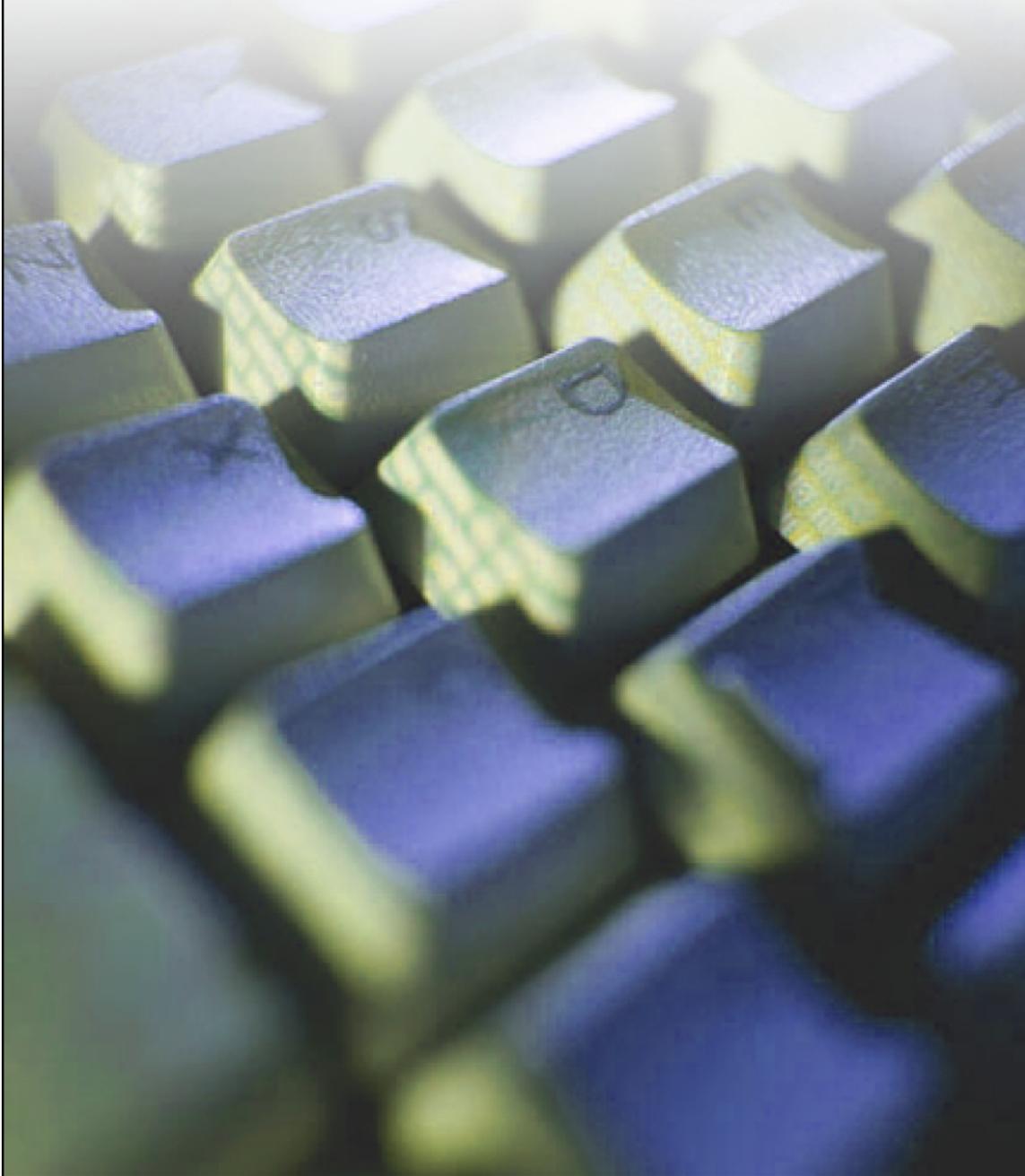




A D M I N U S E R S G U I D E



Introduction	3
General Structure	3
Admin User Types	3
Functions Available to Users	4
Managing Councils	4
Requirements for Valid Councils	4
Verifying Councils	5
Creating a New Council	6
Approving a Council	8
Tracking Council Management Activity	10
Deleting or Rejecting a Council	11
Managing Admin Users	12
Creating an Admin User	12
Modifying an Admin User	15
Password Policy	15
Changing a Personal Password	16
Viewing Statistical Reports	17
Site Activity	17
Sending Email	18
Option 1	18
Option 2	20

Introduction

This guide is intended to provide a brief overview of the Admin portion of the Citizen Corps website <https://www.citizen corps.gov/citizenCorps/admin/index.jsp>, which is password protected.

The majority of the Citizen Corps website is intended for use by the general public. Some of these pages include:

- General information about Citizen Corps, its programs and affiliates
- Listing of Citizen Corps Councils across the country
- Publications
- News and events
- Registration sign up page for both individuals and Councils

The admin portion of the site includes the following functionality:

- Ability to manage Council registrations, subscribers and users
- View statistical reports
- View site activity logs
- Send email
- Download logos and graphics
- Download and edit subscriber information

This document will provide details of each of the admin features listed above.

General Structure

Admin User Types

Admin User Types are assigned based on the Citizen Corps responsibility/jurisdiction the individual covers using a hierarchical structure with the National System Administrator at the top and Local Councils at the bottom. A “user” is defined as an individual who has been granted a password to access the admin portion of the web site. Each level of user is limited to his/her jurisdiction. (Example: A state level user from Texas will not be able to add/delete/update a Council or user in Florida.)

Complete list of User Types:

- System Administrator
- National
- Regional
- State
- County/Local/Tribal
- Partners

Functions Available to Users

The admin portion of the site contains the following user functions, however, each user will be assigned specific privileges based on their role and/or jurisdiction.

Manage Councils – users can create/approve/edit/delete Councils within their jurisdiction. Upon approving a Council or editing an existing Council those changes are immediately published on the public area of the website. For information on approving Councils please read the [Requirements for a Valid Council](#) and [Approving Councils](#) sections.

Manage Users – users can create/edit/delete access for others within their jurisdiction either at the peer level, i.e. a state level user can create another state level user, or for level hierarchically below them, i.e. a state level user can create a local level user. Since County/Local users are the smallest level of User Group, they are only able to add additional users to their council.

NOTE: We ask that you please keep the total number of users at each level to maximum or 2 or 3 users so as not to put undue stress on the application. Also please remove users who no longer need access to the system. Each user will have their own username/password. Users are NOT allowed to share passwords with other users.

View Reports – this allows users to view statistical information about Citizen Corps.

Send Email – users can send email to subscribers within their jurisdiction.

NOTE: Since email distribution is based on zip codes, it is important that all Councils have the correct counties or zip codes assigned to them otherwise the email will not reach all of the subscribers covered by the Council. (State Users have the ability to send emails to the entire state, to a specific Council(s) within the state, or to a group of counties/zip codes).

Managing Councils

Requirements for Valid Councils

All prospective Citizen Corps Councils must register on the Citizen Corps website and provide all the information requested on the registration form, to include:

1) The name and contact information of a local sponsoring government official whose jurisdiction corresponds to the boundaries of the proposed local Council. Multiple Councils may exist in the same jurisdiction so long as the sponsor and the person verifying the Council (i.e. a person with a higher level of jurisdiction) approves. Recommended Sponsor for various jurisdictions are as follows:

<u>Council Jurisdiction</u>	<u>Sponsor</u>
-----------------------------	----------------

Town or City	Chief elected official: Mayor, Chairman of the Board of Selectman, Town/City/Emergency Manager
County	Chief elected official: County Commission Chairman/Executive, Emergency Manager
Regional/Multiple Towns or Counties	Citizen Corps State Point of Contact
State	Citizen Corps State Point of Contact / Governor

2) The name and contact information for a point of contact for the Council may or may not be the same as the sponsoring official. Via the email address recorded here, the Council point of contact will receive updates and information from the state and national level. Therefore, it is critical that this person be actively engaged with the Council. In addition, this is the name and contact information that will be POSTED TO THE PUBLIC SITE for that Council. Again, it is critical that this person be actively representing the Council.

Verifying Councils

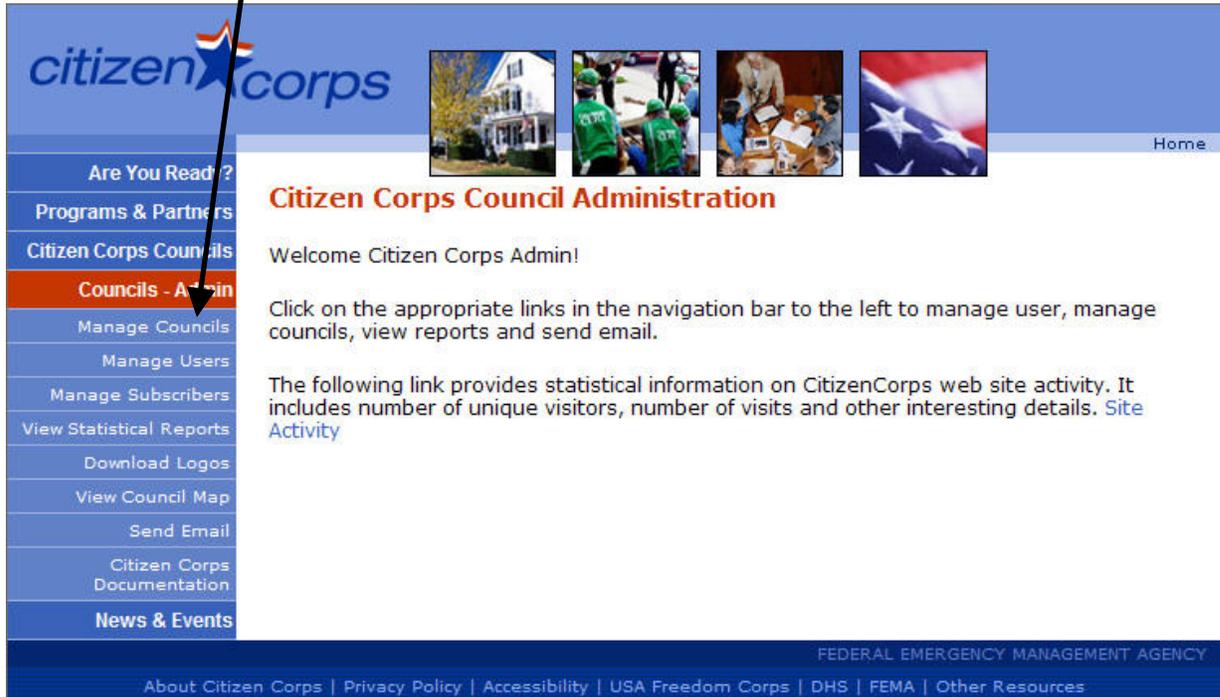
To verify a Council, the Council point of contact listed in the registration should be called and all information contained within the registration should be reviewed for accuracy. Any missing information (email address, web link) should also be obtained.

If the Council point of contact and the sponsoring official do not appear to work in the same office, it is strongly recommended that the sponsoring official also be contacted to verify his/her support of the proposed Council.

Creating a New Council

If a state User is working with a county/local jurisdiction and is aware of an official Citizen Corps Council, the state User may register the Council on the community's behalf. (Once the registration is entered, the state User can then open the registration and approve that Council. Essentially registering and approving the Council at the same time.)

Step 1 – Click “Manage Councils”



The screenshot shows the Citizen Corps Council Administration web interface. The header includes the 'citizen corps' logo and a 'Home' link. The navigation menu on the left lists various options, with 'Manage Councils' highlighted. The main content area is titled 'Citizen Corps Council Administration' and includes a welcome message, a navigation bar, and a link to 'Site Activity'. A black arrow points to the 'Manage Councils' link in the navigation menu.

Step 2 – Click on [“Register a New Council”](#)

Step 3 – Fill in data as required.

Required Fields:

- Name of the Citizen Corps Council
- Geographic area
- Type of Council: county, local or tribal (See step 5 for more info)
- Council information (address, phone, URL)
- Endorsing official info (Mr./Ms, Name, email, phone)
- POC info (Mr./Ms, Name, email, address, phone)

NOTE: A username and temporary password for the Council point of contact will automatically be generated based on the data provided here. The user profile will then be held in the system as “inactive” until an approving official activates the temporary password by clicking on “active” in the User management section. This means that the user will NOT have access to the admin portion of the site until they are “activated.” See the Modify Users section.

Step 4 – Review the information is accurate and click, “Submit”

Step 5 – Enter jurisdiction information as follows:

Depending on the type of Council selected in Step 3 above (county or local/tribal), one of 2 screens will appear.

If the “County” option was selected, a list of all counties in the state where the Council is located will be given. Chose the appropriate county or counties from the list. In the example below, 3 counties (Monterey, Napa, Sacramento) were selected.

If the “Local/Tribal” option was selected, a list of zip codes in the state where the Council is located will be given.

Council: California Test Council

Please select the area that this council serves:

The screenshot displays a web interface for selecting council jurisdiction. On the left, a scrollable list titled "Available Counties" contains the following items: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, and Humboldt. In the center, there are two buttons: a yellow button with a right-pointing arrow and a blue button with a left-pointing arrow. On the right, a box titled "Council Jurisdiction" contains the selected counties: Monterey, Napa, and Sacramento. Below the interface is a "Save" button.

Step 6 – Click the ‘Save’ button.

The Council is now registered.

Approving a Council

Step 1. – Click “Manage Councils”



The screenshot shows the Citizen Corps Admin web application interface. At the top left is the 'citizen corps' logo. To the right of the logo are four small images: a white house, two people in green shirts, a person at a desk, and the American flag. A 'Home' link is visible in the top right corner. On the left side, there is a vertical navigation menu with the following items: 'Are You Ready?', 'Programs & Partners', 'Citizen Corps Councils', 'Councils - Admin' (highlighted in orange), 'Manage Councils', 'Manage Users', 'Manage Subscribers', 'View Statistical Reports', 'Download Logos', 'View Council Map', 'Send Email', 'Citizen Corps Documentation', and 'News & Events'. A black arrow points from the text 'Step 1. – Click “Manage Councils”' to the 'Manage Councils' link in the navigation menu. The main content area on the right displays the title 'Citizen Corps Council Administration' in orange, followed by the text 'Welcome Citizen Corps Admin!'. Below this, there are two paragraphs of text: 'Click on the appropriate links in the navigation bar to the left to manage user, manage councils, view reports and send email.' and 'The following link provides statistical information on CitizenCorps web site activity. It includes number of unique visitors, number of visits and other interesting details. [Site Activity](#)'.

Step 2 – Select “ View and edit unapproved councils

Step 3 – Locate Council and click on Council name.

Step 4 – Review all the information for accuracy and make any necessary changes. Once ALL the information on this page (the full page – be sure to scroll down) is verified, select the “Save” button.

Top portion of Council registration page

Edit Council

Citizen Corps Council

Council Name:	California Test Council
Counties Served:	Monterey, Napa, Sacramento,
<i>(Click Here to Change the Areas That This Council Serves)</i>	
Please indicate the geographic boundary served by the council, e.g. incorporated city, county, region encompassing multiple counties, or a defined Neighborhood with a City:*	
Region Name:	North California
Council Type:*	<input checked="" type="radio"/> County <input type="radio"/> Local <input type="radio"/> Tribal
Address 1:	
Address 2:	
City:*	Sacramento
State:*	California ▼
Zip:*(5 digits only)	33333
URL: (http://xxx.yyy.zzz)	
Council Point of Contact:	Quealy, Mike (michael.quealy@fema ▼)
<i>(If the desired person does not show up in this list, add them as a user of this council prior to assigning them here. To do so, Click Here to Add a New User .)</i>	

Here are a few things to look for when approving a council.

- Make sure the area the Council serves is correct
- The Council Type is correct (County, Local or Tribal)
- Any extraneous comments are removed from the Notes filed. Any text in this box will appear on the public site once the Council is approved
- The Council Status is marked ‘Approved’

In the event that the POC has changed, the new POC must first have an active User profile. An existing user may be selected from the drop down menu or, if the new POC is not yet a user, a new user must be created. (See "Creating an Admin User".) Once the user is added to the system they will appear in the drop down menu for that Council and can be selected as the POC for that Council.

Step 5 – Click 'Save.' You will be notified if the operation was successful. When the Council is approved and posted, the Council will be automatically added to the database and updated on the map. Also the following email will be sent to the POC for the council.

Congratulations!! Your Citizen Corps Council, California Test Council, has been approved. Your jurisdiction will now be posted on the Citizen Corps website and your jurisdiction will be displayed on the Citizen Corps map.

As an official Citizen Corps Council, you are now authorized to use the Citizen Corps logo family and the Citizen Corps program logos. These can be found at:

Citizen Corps logos:

http://www.citizencorps.gov/images/cc_logo/cc_logos.zip

Program logos:

http://www.citizencorps.gov/images/cc_logo/cc_affiliate_logo.zip

We strongly encourage you to read the Citizen Corps Logo Users Guide to make sure you comply with related trademark requirements:

http://www.citizencorps.gov/pdf/logo_guide.pdf

If you have any questions about Citizen Corps or your role as a Council representative, please feel free to contact your State Citizen Corps Point of Contact, which can be found by going to <http://www.citizencorps.gov/councils/> and clicking on "State Citizen Corps POC List" on the left-hand navigation list.

Thank you again for your commitment to Citizen Corps! We look forward to working with you help all Americans participate in making our communities safer from all threats and hazards.

Tracking Council Management Activity

The following data is provided at the bottom of every Council registration page:

Sign up date - Date the Council was registered

Posted Date - Date the Council was approved

Last update Date - Date the record was last modified

Changed By – Name of user who last modified the record

Deleting or Rejecting a Council

If for any reason a Council does not pass the requirements to be considered an “official Citizen Corps Council,” that Council should be deleted from the database. To do this, follow the same steps used to [approve](#) a Council but click “Delete this Council” instead of ‘Save’. **IMPORTANT:** Once a Council is deleted all record of that Council will be lost and cannot be retrieved.

Managing Admin Users

Active Users can create/edit/delete access for others within their jurisdiction, both at a peer level and for all levels below them in the User Type hierarchy. Example: Regional users can create other regional users and state users in their region. State users can create other users within their state and County/Local users within their state. Since County/Local users are the smallest level of User Group, they are only able to add peer level users.

All Users have the ability and the responsibility to change their own passwords and update their contact information (name, phone, email address) at any time. In addition, Users have the ability to create/update contact information on behalf of the Users within their jurisdiction. (Example: State Users can update local Users information.)

Creating an Admin User

Step 1 – Go to the main Council Administration page and select “Manage Users”

<https://www.citizencorps.gov/citizenCorps/admin/index.jsp>

The screenshot shows the Citizen Corps Council Administration web page. The header includes the 'citizen corps' logo and a 'Home' link. The navigation menu on the left lists various options, with 'Councils - Admin' highlighted. The main content area displays 'Citizen Corps Council Administration' and a welcome message. A black arrow points from the 'Manage Users' link in the navigation menu to the 'Manage Users' link in the main content area.

Step 2 – Select “Create New User”

Step 3 – Fill in user information

Required fields:

- First Name
- Last Name
- Address
- Phone Number

NOTE: Usernames and temporary passwords are automatically generated by the system. The general format for usernames will be the users email address and the temporary password is randomly generated.

- Personal Email
- User Type
- Confirm Email

Step 4 – Assign specific functions. Click on the appropriate check box to assign the User only those functions appropriate for their role/jurisdiction. If you are not sure what functions are appropriate for a User, is it better to restrict access initially and add functions as necessary. NOTE: The Partner User Group must ONLY be assigned “View Reports.” Partners will also be able to view “Site Activity.”

Step 5 – Assign “User Type”. Click on the appropriate button for the User.

User Type *

User Types {

<input type="radio"/> Admin	
<input type="radio"/> National	
<input type="radio"/> Progam	<input type="text"/>
<input type="radio"/> Regional	I <input type="text"/>
<input checked="" type="radio"/> State	California <input type="text"/>
<input type="radio"/> County	California Test Council <input type="text"/>
<input type="radio"/> Local	Benicia Citizen Corps Council <input type="text"/>

Step 6 – Select the appropriate Council for that User. Councils must be approved before they will appear in the list of Councils. Example: To assign a user to the *California Test County Council* you will select the “County” user type, and then select *California Test County Council* from the drop down list.

The screenshot shows a web form for assigning a user to a council. On the left, there are radio buttons for user types: Admin, National, Program, Regional, State (selected), County, and Local. To the right of these are three dropdown menus. The first is empty, the second contains the letter 'I', and the third contains 'California'. Below these is a dropdown menu for 'Council' which is open, showing a list of councils. The first two items in the list are 'California Test Council' (highlighted in blue) and 'Citizen Emergency Response Team of Del Norte'. Other councils listed include 'Mendocino Citizen Corps Council', 'Orange County California Citizen Corps Council', 'Sacramento County Sheriff's Citizen Corps Council', 'San Diego County Citizen Corps Council', and 'San Francisco Citizen Corps Council'. At the bottom left of the form is a button labeled 'Update User'. A black arrow points from the top of the page down to the 'California Test Council' option in the dropdown list.

Step 7 – Click “Submit”. The User will be added to the list of Users for that Council, which is included in the “Manage Councils” function.

Step 8 - An email will be sent to the new user with his/her username, temporary password and a link for the new user to login.

Sample Email:

As the representative of an official Citizen Corps Council, you have been issued a password to access the Admin portion of the Citizen Corps website. Your user name is user@emailaddress.com and your temporary password is NQwa+oOxBp With this password you will be able to:

- download the Citizen Corps logo family and program logos;
- download the Citizen Corps Logo Users Guide;
- send emails to subscribers (and manage their contact information) who have registered from the zip codes within your Council;
- provide passwords - with different levels of access - to others on your Council; and
- provide feedback and information about your Council.

IMPORTANT: To retain access to this site, you will need to log on and change your password within the next 24 hours. To log on, please go to <https://www.citizencorps.gov/citizenCorps/admin/index.do>. You will then be prompted to create a new password.

To help you understand the Admin portion we encourage you to download and print the "Admin Users Guide"

https://www.citizencorps.gov/pdf/CC_Admin_User_guide.pdf This is also found under "Citizen Corps Documentation" link on the left-hand navigation list.

An important responsibility in having this password is to keep the data relating to your Council accurate; this includes the contact information and any other statistical information requested. If you have any questions about Citizen Corps or your role as a Council representative, please feel free to contact your State Citizen Corps Point of Contact, which can be found by going to <http://www.citizencorps.gov/councils/> and clicking on "State Citizen Corps POC List" on the left-hand navigation list.

Modifying an Admin User

Step 1 – From the main admin page

(<https://www.citizencorps.gov/citizenCorps/admin/index.jsp>) select "Manage Users."

Step 2 – Select [View and edit existing users](#). This will display the list of users within your jurisdiction, which can be modified.

Step 3 – Select the user to be edited.

Step 4 – Make necessary changes and click "Submit".

Password Policy

When a user is created the application will automatically generate a password.

Passwords for the Citizen Corps Admin site must follow the password policy created by the Department of Homeland Security. As such, the systems requires that all Citizen Corps admin passwords meet the following:

- Passwords must be at least 8 characters (application enforced)
- Passwords must contain a combination alphabetic, numeric and/or special characters (application enforced)
- Passwords will expire every 90 days; a new password must be created before expiration. A user will be informed when his/her password is due to expire and will be prompted to change the password.

In addition, the policy includes the following rules for creating a password:

- Passwords must contain a nonnumeric in the first and last position.
- Passwords must contain no more than three identical consecutive characters in any position from the previous password.
- Passwords shall not contain any dictionary word.
- Passwords shall not contain any proper noun or the name of any person, pet, child, or fictional character.

- Passwords shall not contain any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password.
- Passwords shall not contain any simple pattern of letters or numbers, such as "qwerty", or "xyz123".
- Passwords shall not be any word, noun, or name spelled backwards or appended with a single digit or with a two-digit "year" string, such as 98xyz123.

Changing a Personal Password

Step 1 – Select “Manage Users”

Step 2 – Click on “View and Edit my User”



Step 3 – Type in new password then click “Update User”

My User Detail

User Name*	mquealy
Password (Leave blank unless you would like to change)	<input type="text"/>
First Name*	Mike
Middle Initial	<input type="text"/>
Last Name*	Quealy

If changing password, enter it here. Otherwise leave blank.

Viewing Statistical Reports

This allows Users to view statistical information from the database including:

- Number of subscribers
- Subscribers by program
- Total population served by existing Councils
- Total approved/unapproved Councils
- Graphs of Councils registration and approval over time

Site Activity

Statistics on Citizen Corps website activity are available via the “Site Activity” link on the Admin portion homepage. Site activity statistics include: visitors, visits, hits, page views, etc. In addition to basic web statistics Users can access more specific information, such as which day has the most activity, peak usage during the day, and which webpage is the most active for Citizen Corps.

Sending Email

Users given this permission have the ability to send out emails to subscribers within their jurisdiction. There are two options for sending email to subscribers. Option #1 is to send a message to all subscribers in a Council's jurisdiction. Option #2 allows users to send an email to all subscribers within a list of county(ies) or zip code(s). The second option is available because there are subscribers who live in areas where a Council has not yet been formed. This option also allows for a more refined level of outreach when appropriate, e.g. when there is a community fair and you want to invite those who live in a reasonable commuting distance.

Option 1

Step 1 – Select “Send Email.”



The screenshot shows the Citizen Corps Council Administration web interface. The header includes the 'citizen corps' logo and a 'Home' link. The navigation menu on the left lists various options, with 'Send Email' highlighted. The main content area displays a welcome message and a link to 'Site Activity'.

Citizen Corps Council Administration

Welcome Citizen Corps Admin!

Click on the appropriate links in the navigation bar to the left to manage user, manage councils, view reports and send email.

The following link provides statistical information on CitizenCorps web site activity. It includes number of unique visitors, number of visits and other interesting details. [Site Activity](#)

FEDERAL EMERGENCY MANAGEMENT AGENCY

[About Citizen Corps](#) | [Privacy Policy](#) | [Accessibility](#) | [USA Freedom Corps](#) | [DHS](#) | [FEMA](#) | [Other Resources](#)

Step 2 – Click on the state where the Council is located. (Only states where you are authorized to send emails will be listed.)

Citizen Corps E-Mail

Choose Recipients:

By State

California

(To select multiple states/councils hold down the Ctrl key while clicking your selections.)

OR by Council

County Councils

Local Councils

(select state(s) first)

Notice that no "County" or "Local" councils are listed before you select the state.

Step 3 – Once you have selected the appropriate state you will notice the county and local councils appear. Pick the Council whose subscribers should receive the email

Citizen Corps E-Mail

Choose Recipients:

By State

California

(To select multiple states/councils hold down the Ctrl key while clicking your selections.)

OR by Council

County Councils

California Test County Council
Fontana Citizen Corps Council
Mendocino Citizen Corps Council
Orange County California Citizen Corps Council
Sacramento County Citizen Corps Council

Local Councils

Benicia Citizen Corps Council
City of Campbell Emergency Services/Citizens Corps Council
City of Colton Citizen Corps Council
City of Corona Citizen Corps Council
City of Cupertino

(select state(s) first)

This is a sample list for a California state level user

Step 4 – Fill in the From, Subject and Message fields. Then click 'Send e-mail'.

Option 2

Follow steps #1 and #2 as described in “Option 1”.

Step 3 – Select the county(ies) or zip code(s) to which the email should be sent.

The screenshot displays three selection options for email distribution:

- Or By Zip Code:** An empty text input field.
- (Separate zip codes by comma.):** A note in blue text.
- By Counties in your state:** A list box containing: Alameda, Alpine, Amador, Butte, Calaveras.
- By zips in your state:** A list box containing: 90001 Los Angeles, 90002 Los Angeles, 90003 Los Angeles, 90004 Los Angeles, 90005 Los Angeles.

A callout box with a black border and white background contains the text: "For zip codes you can either enter the zip codes manually or select from the list." Two black arrows point from this box to the "Or By Zip Code" field and the "By zips in your state" list box.

Step 4 – Fill in the From, Subject and Message fields. Then click ‘Send e-mail’.

Here are some recommendations when composing an email.

Do

- Check for grammar and spelling errors
- Use the [http://](http://www.citizencorps.gov) before any URL or link to a web site (example: <http://www.citizencorps.gov>)
- Include a return email address (in the “From” field) for questions by subscribers
- Include a “Subject”

Do not

- Include graphics or attachments
- Copy and paste from Microsoft Word. MS Word uses special characters that many email programs cannot decode. This will alter text when it is sent and displayed. Any special character, such as a quotation mark, ampersand, commas, will be translated as a question mark in the text of the email.

Future functionality will include the ability to send attachments of a limited size.