

# Managing User Accounts

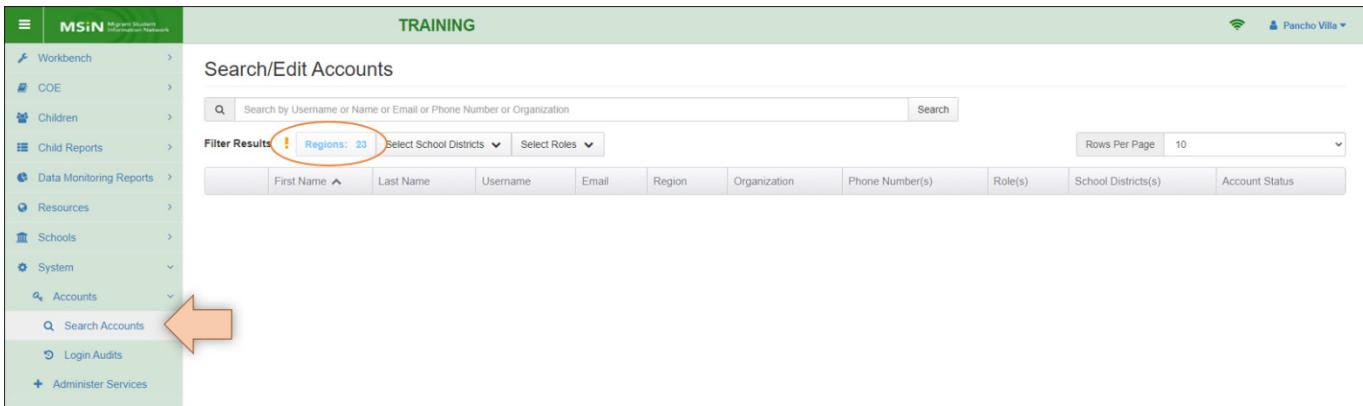
## Introduction

The Migrant Student Information Network (MSIN) is an online system for Migrant Education Program (MEP) staff and organizations that work with migratory children and youths. This guide covers the key account management tasks for *existing* user accounts in your region or Direct-funded District (DFD). The same steps apply to both the MSIN 6.0 site and the Training MSIN sister site, which is used to practice entering and retrieving data. Note that you must be assigned the Regional User Approver role in MSIN 6.0, or Training MSIN, to perform the following tasks.<sup>1</sup>

## Searching and Editing Accounts

### STEP 1: ACCESS THE SEARCH ACCOUNTS MENU

MSIN 6.0 users with the Regional User Approver role can search for existing accounts and edit them. From the left-side menu, select “System” and then “Accounts” to display the “Search/Edit Accounts” option. Click on this submenu to open the “Search/Edit Accounts” page. Notice that it automatically selects the user’s region or DFD, as depicted in the screenshot below.



### STEP 2: CONDUCT A SEARCH

Search for an account by entering information in the search bar on the “Search/Edit Accounts” page, as indicated by the first arrow in the image below. Regional User Approvers can search by username, first name, last name, email, phone number or organization.

**Note:** You can narrow down the results of your search by using the “Select School Districts” and “Select Roles” filter options that appear under the search bar, as indicated by the second arrow in the image below.

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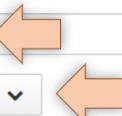
<sup>1</sup> The Regional User Approver role is critical because it grants access to the MSIN system and can modify levels of access. Therefore, MEP Directors should assign this system role to one or more MEP staff who work closely with the local management team. This will ensure that access to migratory child data is limited to the appropriate people.

Search/Edit Accounts

Search by Username or Name or Email or Phone Number or Organization

Search

Filter Results
Regions: 23
Select School Districts
Select Roles



After finding the desired user account, Regional User Approvers can manage the following aspects:

1. Re-activate the account
2. Revoke the account
3. Assign district-level access
4. Modify roles

## Re-activating an Account

To re-activate a revoked account, search for the user and then click on the pencil icon next to the user's name, as shown in the image below.

Search/Edit Accounts

Search by Username or Name or Email or Phone Number or Organization

Search

Filter Results
Regions: 23
Select School Districts
Select Roles
Rows Per Page
10

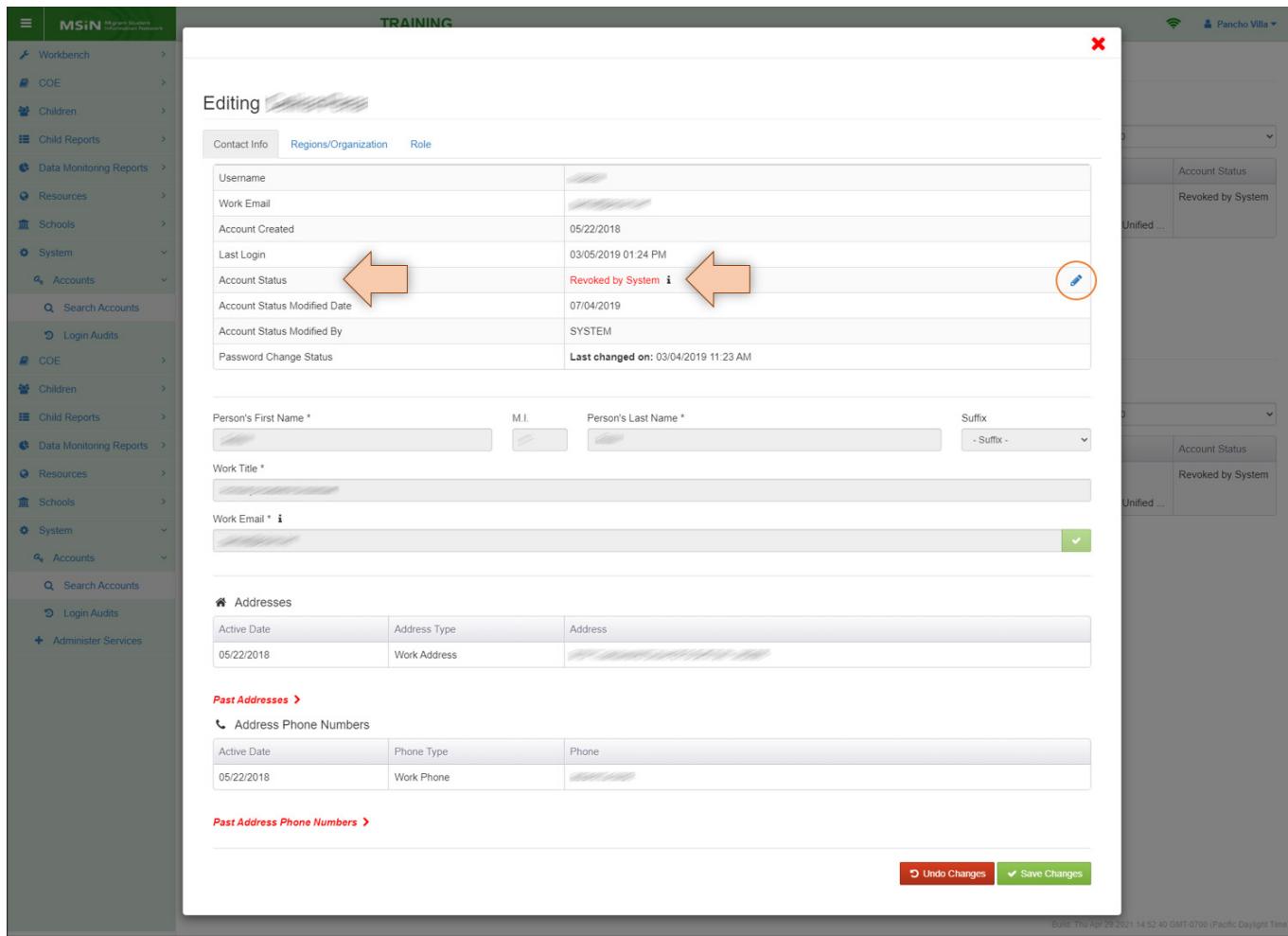
	First Name	Last Name	Username	Email	Region	Organization	Phone Number(s)	Role(s)	School Districts(s)	Account Status
					23	San Joaquin County Office of Education		General User Student Services	Banta Elementary Escalon Unified Lammersville Joint Unified ...	Revoked by System



Clicking on the pencil icon opens a pop-up window with three tabs along the top, known as the user account modal. The default tab, Contact Info, displays many account details that may be edited, including the account status.

Locate the "Account Status" row with the "Revoked by" message highlighted in red, as shown in the screenshot below. Hover your cursor over the "i" icon next to the "Revoked by" message to display the reason why the user's account was revoked. Determine whether it is truly appropriate to re-activate the user's account.

**Note:** It is always a good idea to double check with your supervisor or management team before re-activating a revoked account.



MSIN Migrant Student Information Network

Workbench COE Children Child Reports Data Monitoring Reports Resources Schools System Accounts Search Accounts Login Audits COE Children Child Reports Data Monitoring Reports Resources Schools System Accounts Search Accounts Login Audits Administer Services

TRAINING

Editing [REDACTED]

Contact Info Regions/Organization Role

Username	[REDACTED]
Work Email	[REDACTED]
Account Created	05/22/2018
Last Login	03/05/2019 01:24 PM
Account Status	Revoked by System <small>i</small>
Account Status Modified Date	07/04/2019
Account Status Modified By	SYSTEM
Password Change Status	Last changed on: 03/04/2019 11:23 AM

Person's First Name \* M.I. Person's Last Name \* Suffix - Suffix -

Work Title \* [REDACTED]

Work Email \* i [REDACTED]

Addresses

Active Date	Address Type	Address
05/22/2018	Work Address	[REDACTED]

**Past Addresses** >

**Address Phone Numbers**

Active Date	Phone Type	Phone
05/22/2018	Work Phone	[REDACTED]

**Past Address Phone Numbers** >

**Undo Changes** **Save Changes**

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Next, click on the pencil icon on the far right of the “Revoke by” message to go into edit mode (circled in orange above). Once in edit mode, you can click the “Active” button to begin editing the user’s account status.



Account Status

Change Account Status

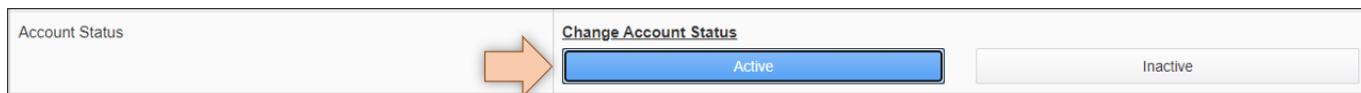
Active **Inactive**

Reason for revoking account access \*

by Region by WestEd **by System**

Revoked by System: Inactive for more than 120 days.

After clicking on the “Active” button, it will turn blue.



Account Status

Change Account Status

**Active** **Inactive**

Scroll down and click on the green “Save Changes” button on the bottom right corner of the window. The account status will now read “Active” instead of the previous revocation message.

## Revoking an Account

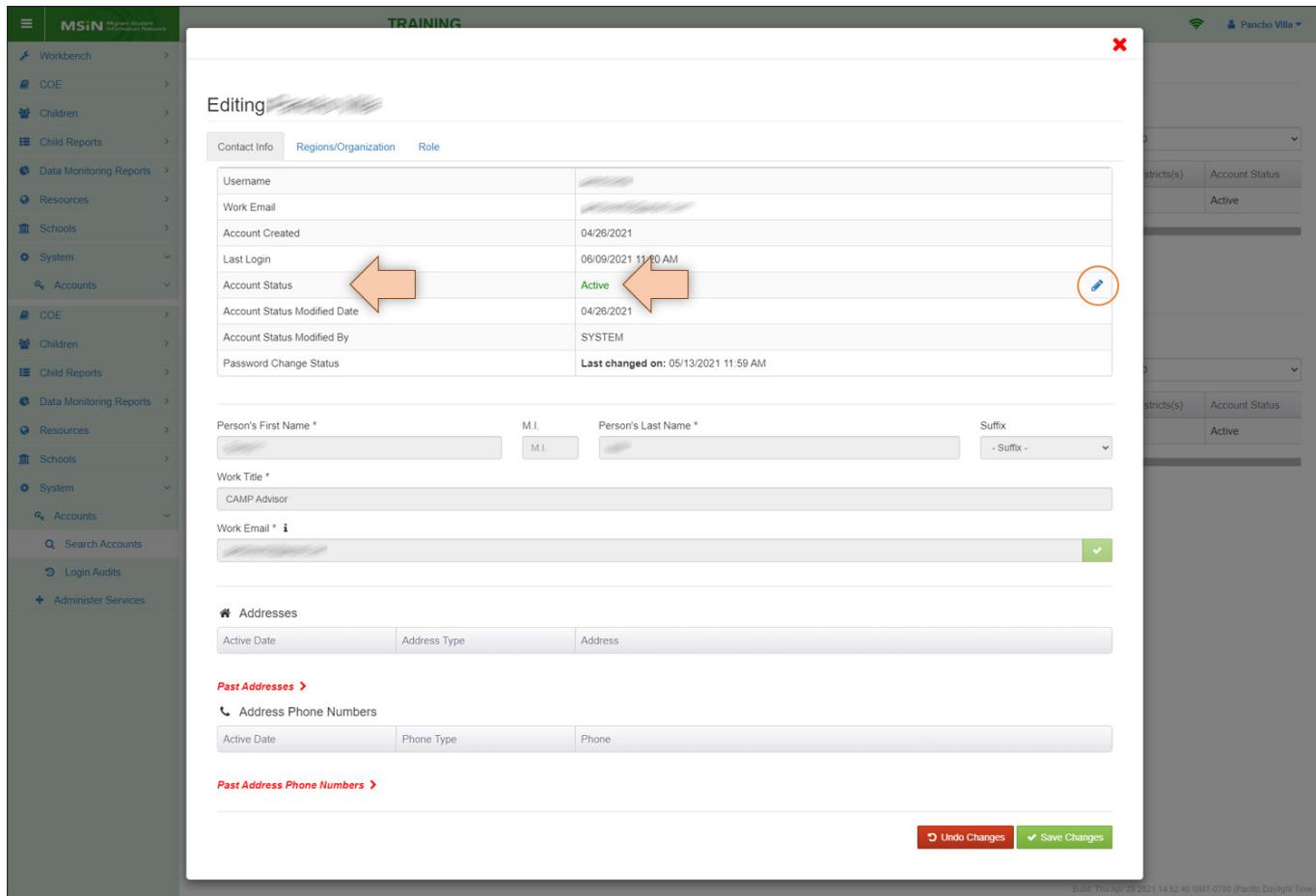
To revoke an account, conduct a search for a user and then click on the pencil icon next to the user's name, as shown in the image below.



	First Name	Last Name	Username	Email	Region	Organization	Phone Number(s)	Role(s)	School Districts(s)	Account Status
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	23	San Joaquin County Office of Education		Regional User Approver		Active

Clicking on the pencil icon opens a pop-up window known as the user account modal. As described in the previous section, this window opens on the Contact Info tab by default.

Locate the “Account Status” row and confirm that the account is “Active” (green text), as shown in the screenshot below.



Username	[REDACTED]
Work Email	[REDACTED]
Account Created	04/26/2021
Last Login	06/09/2021 11:20 AM
Account Status	Active
Account Status Modified Date	04/26/2021
Account Status Modified By	SYSTEM
Password Change Status	Last changed on: 05/13/2021 11:59 AM

Next, click on the pencil icon on the far right of the “Active” status message to go into edit mode (circled in orange above). This will bring up two buttons that allow you to toggle the account status.

Account Status	<b>Change Account Status</b> <input style="background-color: #0070C0; color: white; width: 100px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="Active"/>  <input style="background-color: #C0392B; color: white; width: 100px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="Inactive"/>	
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Click on the “Inactive” button to revoke the account. Notice that the button will turn red, and a set of options will appear to help you document the reason for revoking the account.

Click on the button labeled “by Region,” which will turn blue, and enter a reason why the account is being revoked in the text box below.

Account Status	<b>Change Account Status</b> <input style="background-color: #0070C0; color: white; width: 150px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="Active"/>  <input style="background-color: #C0392B; color: white; width: 150px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="Inactive"/>		
<b>Reason for revoking account access *</b> <input style="background-color: #0070C0; color: white; width: 150px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="by Region"/>  <input style="background-color: #F0F0F0; color: black; width: 150px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="by WestEd"/> <input style="background-color: #F0F0F0; color: black; width: 150px; height: 25px; border: none; font-weight: bold; font-size: 10px; text-align: center; margin-bottom: 5px;" type="button" value="by System"/>			
<input style="width: 100%; height: 40px; border: 1px solid #ccc; font-size: 12px; margin-top: 10px;" type="text" value="Enter reason here..."/>			

Scroll down and click the green “Save Changes” button on the bottom right corner of the window. The account status will now read “Revoked by Region.”

A few common reasons for revoking a user’s account include:

- The user is going on leave (e.g., maternity/paternity leave, health leave, etc.). The account will be revoked temporarily.
- The user is no longer working for the MEP (e.g., retired, has a new job, etc.). The account will be revoked permanently.
- The user no longer needs to access MEP data as part of their assigned duties. This may be temporary or permanent; in either case, the account should be revoked promptly.

**Note:** Regional User Approvers and local management teams are responsible for promptly revoking accounts, as needed. This is a critical account management task that helps protect migratory child data and safeguard the MSIN system.

## Assigning District-Level Access

The user roles in MSIN 6.0 normally have access to their entire region or DFD by default. This means that users can run reports and enter data for children in all the districts in their service area. However, it is possible to limit a user’s account to one or more districts, if needed, instead of the whole region or DFD. Think of this as a restriction on the account.

To restrict an account to specific districts, conduct a search for a user and then click on the pencil icon next to the user’s name, as shown in the image below.

Search/Edit Accounts

Filter Results ! Regions: 23 Select School Districts ▾ Select Roles ▾

	First Name ▾	Last Name	Username	Email	Region	Organization	Phone Number(s)	Role(s)	School Districts(s)	Account Status
	██████████	██████████	██████████	██████████	23	San Joaquin County Office of Education	██████████	General User Student Services	Banta Elementary Escalon Unified Lammersville Joint Unified ...	Active

Clicking on the pencil icon opens a pop-up window known as the user account modal. As described in the previous sections, this window opens on the Contact Info tab by default.

Click on the “Region/Organization” tab and locate the “School Districts” drop-down menu, as shown below.

Editing ██████████

Contact Info Regions/Organization Role

Region

23 - San Joaquin County Office of Education

Organization that user works for in Region [San Joaquin County Office of Education](#)

 San Joaquin County Office of Education

 User is required to have a Region or Works for an organization.

School Districts

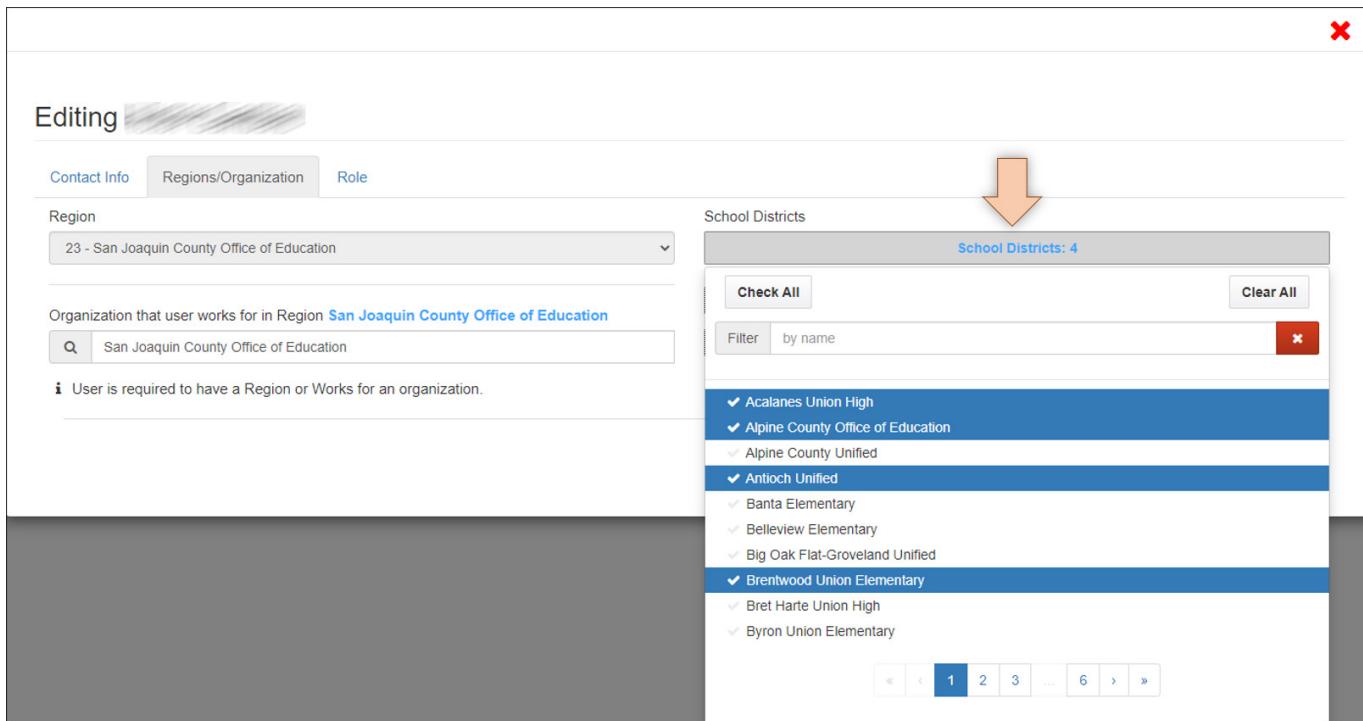
Select School Districts ▾





Clicking on the “Select School Districts” drop-down menu displays all the school districts that belong to the user’s region or DFD. Select the district(s) that will be assigned to the account. Remember that this district assignment is actually a restriction and the user will only be able to enter data and run reports for their newly assigned district(s).

**Note:** When a district is selected, it will be highlighted in blue as show in the screenshot below.



Editing [REDACTED]

Contact Info Regions/Organization Role

Region

23 - San Joaquin County Office of Education

Organization that user works for in Region [San Joaquin County Office of Education](#)

San Joaquin County Office of Education

i User is required to have a Region or Works for an organization.

School Districts

School Districts: 4

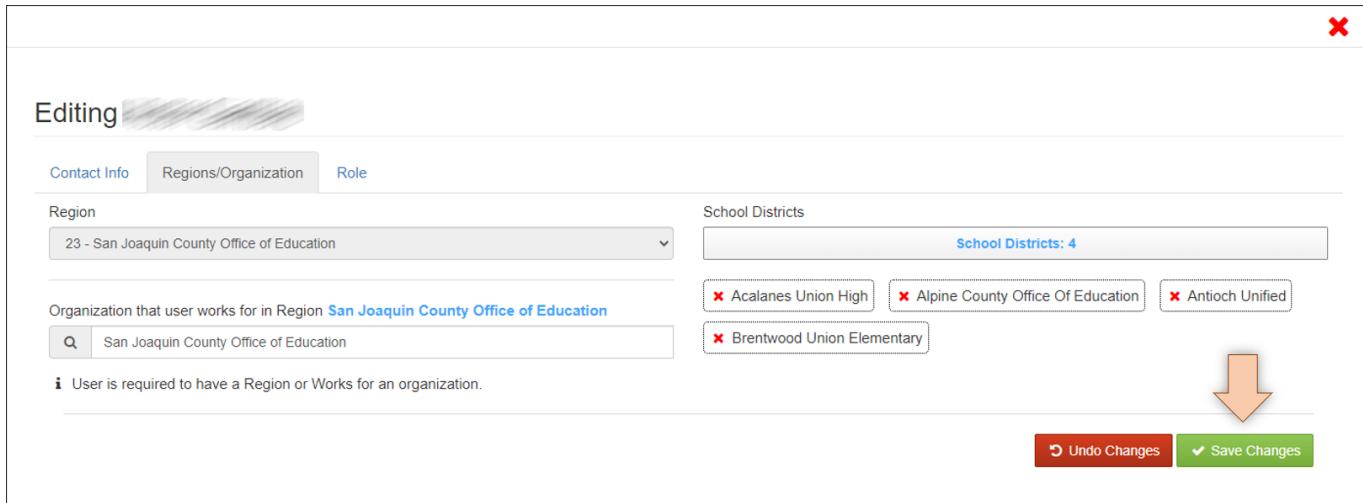
Filter by name  x

- Acalanes Union High
- Alpine County Office of Education
- Alpine County Unified
- Antioch Unified
- Banta Elementary
- Bellevue Elementary
- Big Oak Flat-Groveland Unified
- Brentwood Union Elementary
- Bret Harte Union High
- Byron Union Elementary

« ‹ 1 2 3 ... 6 › »

After making the district selection(s), exit the drop-down list by clicking anywhere inside the “Regions/Organization” tab.

Next, verify the district(s) and remove any errors using the red “x” icon next to each district name. Lastly, save the district restriction(s) by clicking on the green “Save Changes” button at the bottom right corner of the tab, as shown below.



Editing [REDACTED]

Contact Info Regions/Organization Role

Region

23 - San Joaquin County Office of Education

Organization that user works for in Region [San Joaquin County Office of Education](#)

San Joaquin County Office of Education

i User is required to have a Region or Works for an organization.

School Districts

School Districts: 4

x Acalanes Union High x Alpine County Of Education x Antioch Unified

x Brentwood Union Elementary

x Undo Changes ✓ Save Changes

## Modifying Roles

To modify a user’s system roles, conduct a search for their account and then click on the pencil icon next to the user’s name, as shown in the image below.

Search/Edit Accounts

Search

Filter Results Regions: 23 Select School Districts Select Roles

	First Name	Last Name	Username	Email	Region	Organization	Phone Number(s)	Role(s)	School District(s)	Account Status
	██████████	██████████	██████████	██████████	23	San Joaquin County Office of Education	██████████	General User Student Services	Banta Elementary Escalon Unified Lammersville Joint Unified ...	Active

Clicking on the pencil icon opens a pop-up window known as the user account modal. As described in the previous sections, this window opens on the Contact Info tab by default.

Click the “Role” tab to display the available user roles, as shown below.

Editing ██████████

Contact Info
Regions/Organization
Role

**User's Role**

Please select all that apply

Data Specialist i  
 I&R Manager i  
 Program Manager i  
 Viewer i

Designated SEA Reviewer i  
 INA/ILP Support i  
 Recruiter i

General User i  
 Office Support i  
 Student Services i

**Approver Roles:**

Regional User Approver i

**Administrator Roles:**

You do not have privileges to assign administrator roles.

Undo Changes
 Save Changes

Note that hovering your cursor over each role will bring up a general description of the intended user. In some cases, you may need to consult with your local management team to determine which roles a specific staff member should have. Select one or more roles, as needed.

Lastly, save your selection(s) by clicking on the green “Save Changes” button at the bottom right corner of the tab.

## Monitor Activity with Login Audits

Regional User Approvers can also access the “Login Audits” page, which is located under the “System” menu. The “Login Audits” page allows you to monitor the login sessions of the users in your region or DFD by date, login time, logout time, username, and name. This feature can be used to monitor any user’s activity for support purposes. It can also be used to confirm that a new user has successfully accessed MSIN 6.0 for the first time.

Enter a “From Date” and a “To Date” and then click on the blue “Search” button, as shown in the example below.

**Note:** If no date criteria are entered, the results will display the last 100 logins.



MSIN Migrant Student Information Network

## TRAINING

### Login Audits

From Date: June 01, 2021

To Date: June 09, 2021

Regions: 23

Search

\* If no date criteria is selected, the results will display the last 100 logins.

Login Time	Logout Time	Username	Name	Region
Jun 9, 2021 @ 9:34 PM		panchovilla	Pancho Villa	23
Jun 9, 2021 @ 6:27 PM	Jun 9, 2021 @ 6:42 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 6:19 PM	Jun 9, 2021 @ 6:27 PM	vgariba	Victor Garibay	23
Jun 9, 2021 @ 6:16 PM	Jun 9, 2021 @ 6:19 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 5:47 PM	Jun 9, 2021 @ 6:04 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 5:43 PM	Jun 9, 2021 @ 5:47 PM	vgariba	Victor Garibay	23
Jun 9, 2021 @ 5:30 PM	Jun 9, 2021 @ 5:30 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 4:29 PM	Jun 9, 2021 @ 5:23 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 1:14 PM	Jun 9, 2021 @ 2:06 PM	panchovilla	Pancho Villa	23
Jun 9, 2021 @ 1:13 PM	Jun 9, 2021 @ 1:13 PM	vgariba	Victor Garibay	23

Rows Per Page: 10

< 1 2 3 4 5 > »

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The results table displays the most recent information at the top (from most recent to least recent). The “Filter Results” bar allows you to filter by typing in a date, time, username, or name. The “Rows Per Page” drop-down menu allows you control the number of results per page (10, 25, 50, 100 or all results).

## Resources

Before managing a user account in the MSIN 6.0 site for the first time, we strongly recommend practicing on the Training MSIN site (<https://trainingmsin.wested.org>). Training MSIN is a safe place to try every scenario possible in your local area.

If you have specific questions not covered in this guide, please feel free to contact the MSIN Service Desk by email ([msinsupport@wested.org](mailto:msinsupport@wested.org)) or phone (1-800-342-2964, option 2).