

## User Registration Approval/Rejection

[supportcenter.nc4.com/hc/en-us/articles/218331747-User-Registration-Approval-Rejection](https://supportcenter.nc4.com/hc/en-us/articles/218331747-User-Registration-Approval-Rejection)

When a prospective user has successfully completed the user registration application process, the system generates an email to all user(s) designated to approve/reject registration requests as last saved in the [User Registration Configuration](#) document. Following is an example of the generated email:

*Test User01 has registered for a/an [Customer Name] Account. You are the designated representative to approve/deny the Account Request for [Agency]. Please click on the following URL link to access the application to approve or deny the request: [Application URL]. If you are not the designated person to approve/deny Account Requests for [Agency], please reply to this email.*

To review/process pending registration requests an E Team user must be a member of the *ETeam System Admin* group, or been assigned the privilege *ETRegistrationApprover*.

1. Log into your E Team application.
2. Select *User Registration (view)* under Administration from the menu, and then select *Pending Registration*. The system displays the Pending Registrations available in the center View Frame.

**Pending Registration**

<input type="checkbox"/>	Name	Agency	Authorized Approver	Request Date
<input type="checkbox"/>	<a href="#">User01_Test</a>	Emergency Management	Salomon,Cathi	06/04/2010 at 14:37 PDT
<input type="checkbox"/>	<a href="#">User02_Test</a>	Emergency Management	Salomon,Cathi	06/04/2010 at 14:44 PDT

3. Locate and click on the hyperlink for the prospective user you are approving/rejecting.
4. The Registration document for the user selected displays with controls to Confirm/Reject.

**User Registration**     [Help](#)

\*Red Label: indicates a required field.

**Basic Info**

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\*Login ID: testuser01      Password: user01

\*Select a security question: What is last name of your favorite musician?      \*Answer to security question: user01

*The Password, Security Question and Answer are visible at this time. You may use this information to authenticate a prospective user, using the phone number that was required during registration to contact them as needed.*

### Rejecting a Registration Request

1. Click on the *Reject* button to deny the prospective user access to the application. The system displays a confirmation dialog box.
2. Click *OK*. The system closes the dialog box and deletes the now rejected User Registration document.

The rejection is captured in Registration History and a rejection email is system-generated. Following is an example of the generated rejection email:

*Your account registration for [Customer Name] has been rejected. If you feel this is in error please reply to this email. Thank you.*

### Confirming/Approving a Registration Request

1. Click on the *Confirm* button to approve the prospective user registration request. The system displays a confirmation dialog box.
2. Click *OK*. The system closes the dialog box and User Registration document, and displays a User document with the Login ID and Password (encrypted) filled in.
3. Complete the User Document by adding the user to the appropriate Group(s).
4. *Submit* the document. The User document displays in Read mode.

The system converts the User Registration document for the now approved user to a User Profile Document. The system copies both the new User document and associated Profile to the Training database.

*All changes made to the User or to the User Profile document going forward must now be handled separately within each database.*

An approval email is system-generated. Following is an example of the generated approval email:

*Your account registration has been approved. You may now log into [Custom Name] using the Username and Password requested during the registration process. Thank you.*