

# Background Check System (BCS) User Guide: Entity Administrator Functions

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## ***About This Manual***

Welcome to the Background Check System (BCS) User Manual. This manual is intended to serve as a guide as you perform administrative functions in BCS.

Please note that the BCS system (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the Department of Social and Health Services (DSHS) Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users only. BCCU may be contacted at [BCCUinquiry@dshs.wa.gov](mailto:BCCUinquiry@dshs.wa.gov).

## ***Overview***

Users of the Background Check System (BCS) are invited to register in BCS. An Oversight Program Administrator or Entity Account Administrator may add or update user profiles and send registration invitations to authorized users. Oversight roles are only available for internal users.

All entities must have a Primary Account Administrator (PAA) identified before they can access BCS, submit applications, or retrieve background check results from BCCU. The PAA is responsible for adding users to the entity account in BCS. This person may add additional Account Administrators who also may add new users to the account. The PAA is the main entity contact for the entity for BCCU.

BCS entity accounts can only be added by BCCU managers or by a data upload from an authorized DSHS partner agency. Entity Users are registered and activated by following a link generated and sent by BCS. New PAAs for entities may have to enter registration keys or temporary passwords, depending on their User Type (Internal User/External User). The user registration key is time sensitive and is only valid for seven (7) days. After seven days, the registration key will expire and the user will be required to contact BCCU or their PAA to request a new registration key.

## ***User Types and Statuses***

A User Type is the way the user accesses BCS. BCS includes two user types: Internal and External.

1. **Internal Users** access BCS through the state's Active Directory (AD) and have a state issued email address (Ex: @dshs.wa.gov).
  - a. Please refer to your program contact to determine whether you need access to BCS.
2. **External Users** access BCS through SecureAccess Washington (SAW). Any BCS user who is not in AD, or is outside the state firewall, will log into SAW before accessing BCS.
  - a. For assistance logging into BCS, please refer to the [Logging into BCS using SecureAccess Washington SAW user guide](#).

## What Kind of BCS User Am I?

Internal User	External User
<ul style="list-style-type: none"> <li>DSHS State Employees</li> <li>DDA State Employees</li> <li>AL TSA State Employees</li> <li>State Oversight Program Employees</li> </ul> <p style="text-align: center;"><b>Use the Internal BCS Link:</b> <a href="https://bcs.dshs.wa.gov">https://bcs.dshs.wa.gov</a></p>	<ul style="list-style-type: none"> <li>AFH, ALF, Nursing Home Users</li> <li>Regional County Employees</li> <li>Medicaid Contracted HCA Users</li> <li>Private Home Care Agency Users</li> <li>DDA Contracted Entity Users</li> </ul> <p style="text-align: center;"><b>Use the External BCS Link:</b> <a href="https://secureaccess.wa.gov/dshs/bcs">https://secureaccess.wa.gov/dshs/bcs</a></p>

## Who Do I Call For Help?

SecureAccess Washington (SAW)	Background Check Central Unit (BCCU)
<ul style="list-style-type: none"> <li>Multi-Factor Authentication (MFA)</li> <li>Forgot Username and/or Password</li> <li>Trouble Logging In to the SAW Site</li> <li>Updating Your Recovery Info</li> <li>Errors Messages Outside of the Background Check System (BCS)</li> </ul> <p style="text-align: center;"><b>Call the SAW Helpline at 360-407-8631</b></p>	<ul style="list-style-type: none"> <li>Submitting Background Checks</li> <li>Retrieving Background Results</li> <li>New Registration Keys</li> <li>Entity Account Assistance</li> <li>Error Messages Within the Background Check System (BCS)</li> </ul> <p style="text-align: center;"><b>Call BCCU at 360-902-0299 Option 2 for Tech Support</b></p>

BCS users have three types of statuses in the system. A user’s Profile Status may be Enabled, Disabled, or Pending. A user’s Entity Role Status may be Active or Inactive.

1. **Enabled** users may access BCS with any *Active* role.
2. **Disabled** users may not access BCS regardless of their role status. (If a user needs to be enabled the PAA will need to contact BCCU to request it).
3. **Pending** users may only access the BCS Registration page to *enable* their profile and *activate* their roles.

## ***User Groups and Roles***

User roles in BCS are based on a hierarchical structure which determines a user's level of account access. Different roles may be combined across multiple BCS accounts. When multiple roles or user groups are assigned, BCS will provide the user with the ability to access all the functions within their assigned roles. For example, a user may have an Oversight user role and an Entity Account user role. That person will be able to access all the Oversight pages and the Entity pages within BCS. Oversight user roles are only available for internal users. A user could also be the Account Administrator for one account and an Account User for another account.

An entity Account Administrator may perform actions in BCS to manage a user's BCS account. Account administration includes:

- **Managing Users**
  - How to Add a New User
  - How to Update a User
  - How to Add an Additional Role
  - How to Generate a New Registration Letter
  - How to Change the PAA

## ***Managing Users***

A user is assigned to a specific account (s). BCS users may have different roles assigned to them for each account they have access to. Each user is required to have their own unique individual profile and users may not share email addresses. There are three types of entity account users:

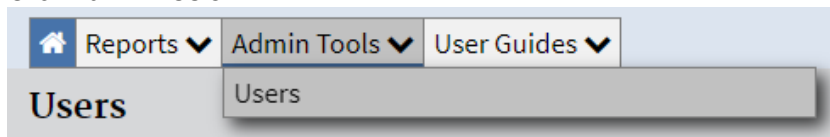
- 1. Account Submitter**
  - a. Account Submitters can enter Background Check Authorization forms and submit them to BCCU. They may not view the results of background checks.
- 2. Account User**
  - a. Account Users can do what an Account Submitter can plus retrieve background check results.
- 3. Account Administrator**
  - a. Account Administrators can do what an Account User can plus add users and manage any user assigned to their entity or entities.
  - b. Note: For each entity, a single user must be assigned as the Primary Account Administrator (PAA). This person is responsible for the people who have access to their BCS entity account. The PAA may add other Account Administrators to manage the administrative functions of the BCS account.

## How to Add a New **Internal** User (users with email address @dshs.wa.gov)

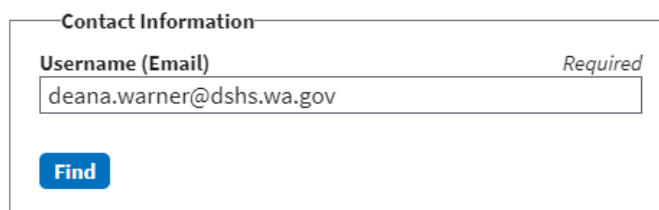
**Note:** Internal users' profiles can only be created and edited by internal users.

To add a new User:

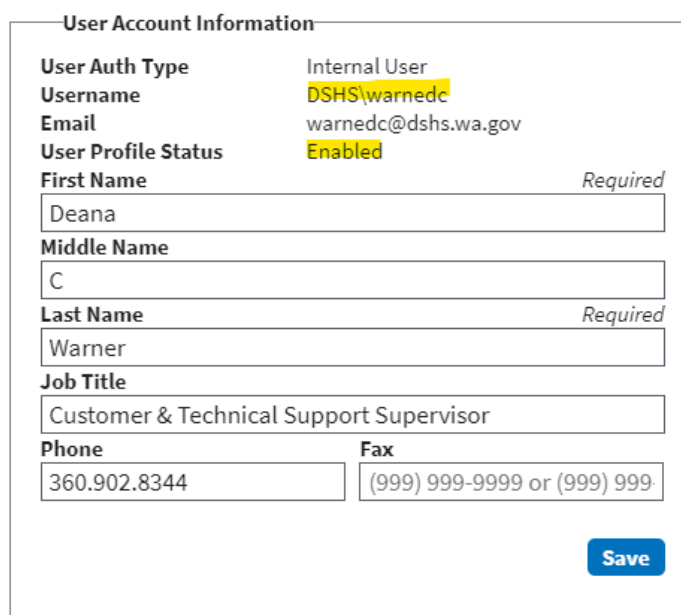
1. Click **Admin Tools**



2. Click **Users**
  - a. Users page displays
3. Click **Add User**
4. Type in the email address or username you want to add and click **Find**

A screenshot of a 'Contact Information' form. It has a title bar 'Contact Information' and a 'Required' label. The 'Username (Email)' field contains the text 'deana.warner@dshs.wa.gov'. Below the field is a blue 'Find' button.

- a. There are 3 ways an internal user's email or username can be entered. Examples below.
  - i. [deana.warner@dshs.wa.gov](mailto:deana.warner@dshs.wa.gov) (first name.last name)
  - ii. [warnedc@dshs.wa.gov](mailto:warnedc@dshs.wa.gov) (last name, first and middle initial)
  - iii. dshs\warnedc (DSHS username)
- b. The system will search the state's active directory for this person's profile and prepopulate their information. The username will populate as DSHS\warnedc, and the profile status should always be "Enabled." This will allow an internal user to use the internal link to access BCS. There is no registration code needed.

A screenshot of a 'User Account Information' form. It has a title bar 'User Account Information'. The form contains several fields: 'User Auth Type' (Internal User), 'Username' (DSHS\warnedc), 'Email' (warnedc@dshs.wa.gov), 'User Profile Status' (Enabled), 'First Name' (Deana), 'Middle Name' (C), 'Last Name' (Warner), 'Job Title' (Customer & Technical Support Supervisor), 'Phone' (360.902.8344), and 'Fax' ((999) 999-9999 or (999) 999-). A blue 'Save' button is at the bottom right.

- c. If the information does not prepopulate, double check the email address or spelling of the name. This indicates the system could not find a match in the directory and something is not accurate. **Note:** Some emails have numbers after the name.

**User Account Information**

<b>Username (Email)</b>	<i>Required</i>
<input type="text" value="deanna.warner@dshs.wa.gov"/>	
<b>First Name</b>	<i>Required</i>
<input type="text"/>	
<b>Middle Name</b>	
<input type="text"/>	
<b>Last Name</b>	<i>Required</i>
<input type="text"/>	
<b>Job Title</b>	
<input type="text"/>	
<b>Phone</b>	<b>Fax</b>
<input type="text" value="(999) 999-9999 or (999) 999-"/>	<input type="text" value="(999) 999-9999 or (999) 999-"/>

- d. If you have double checked the user’s information and their profile still does not populate, contact BCCU for assistance. Do not proceed as this will add the person as an external user. If an internal user is directed to SecureAccess Washington, please contact BCCU.
5. Click **Add New** under **Entity Roles** based on the level of access you would like user to have. See page 3 for descriptions.
    - a. Fields auto populate with Administration, Division, Inquiry Type, and Entity.
  6. Select **Role**.
  7. Select **Save**.

<b>Select Administration</b>	<i>Required</i>
<input type="text" value="Developmental Disabilities Administration"/>	
<b>Select Division</b>	<i>Required</i>
<input type="text" value="Developmental Disabilities"/>	
<b>Select Inquiry Type</b>	<i>Required</i>
<input type="text" value="State Employee"/>	
<b>Select Entity</b>	<i>Required</i>
<input type="text" value="11000017: DDA REGION 1 NORTH, State Employee, MEDICAL"/>	
<b>Role</b>	<i>Required</i>
<input type="text"/>	
<ul style="list-style-type: none"><li>Account Administrator</li><li>Account Submitter</li><li>Account User</li></ul>	

**Select Administration** *Required*

**Select Division** *Required*

**Select Inquiry Type** *Required*

**Select Entity** *Required*

**Role** *Required*

8. The new role will display in a table with Account#, Entity Name, City, Role. The user can now access BCS using the link <https://bcs.dshs.wa.gov>. For optimal performance, Google Chrome works best. New users can find training materials on our website at <https://www.dshs.wa.gov/ffa/background-check-central-unit/background-check-system-training-materials>.

Account #	Entity Name	City	Role	Status
11000017	DDA REGION 1 NORTH	MEDICAL LAKE	Account Administrator	<a href="#">Active</a>

9. The new user will receive the following activation email.

**Example:**

Dear XXXX,

Your user account is now active in the Department of Social and Health Services (DSHS), Background Check System (BCS).

1. Please go to the link below and click "Okay".

<https://bcs.dshs.wa.gov/>

2. You will then be directed to the User Agreement.

**Entity Responsibilities:**

- I will run background checks for business purposes, as indicated by my DSHS oversight program, only when there is an approved/authorized need.
- I will provide a copy of the background check results to the applicant.
- I will not run background checks for individuals when there may be a conflict of interest (family, friend etc).
- I will not share background check results with people other than the person who completed the Background Check Authorization Form.

***DSHS standard disclaimer:***

*This is a government computer system and is the property of the Washington Department of Social and Health Services. It is for authorized use only.*

- Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, Department of Social and Health Services, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign.*
- By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Social and Health Services personnel.*
- Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.*
- Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986".*

*Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18,*

*United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431.*

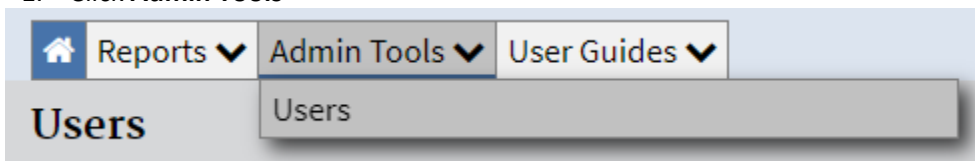
*By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.*

*Thank You,  
DSHS Background Check Central Unit*

**How to Add a New External User (users outside state firewall)**

To add a new User:

1. Click **Admin Tools**



2. Click **Users**
  - a. If you are a PAA on multiple accounts under different divisions, you will first need to select the division and entity.



Oversight
Entity

Select Division Required
↕

Select Inquiry Type Required
↕

Add User Go Back

b. If you are a PAA on only one account, the User page will display.

Disabled
 Enabled
 Pending

↕User Name	↕First Name	↕Last Name	↕Role	↕Auth Type	↕Created Date	↕Last Login	Status	Primary
<a href="#">sally.sample@gmail.com</a>	Sally	Sample	Account Administrator	External User	3/7/2023	3/20/2023	Enabled	<input checked="" type="radio"/>
<a href="#">eexample@outlook.com</a>	Elle	Example	Account User	External User	3/7/2023	3/20/2023	Enabled	<input type="radio"/>

Add User Go Back

3. Click **Add User**

- a. User Profile page displays
  - b. Add new user email address and click **Find**. If the user already has a profile in the background check system, it will prepopulate their information. The user will be enabled, and you can skip to step 5. If not, you will need to add them as a new user.
4. Once you enter the information and click **Save**, the User profile is created, and the profile status should display as *Pending*.

**User Account Information**

**User Auth Type** External User

**Username (Email)** glascrl@gmail.com

**User Profile Status** Pending

Required

**First Name**

**Middle Name**

**Last Name**  Required

**Job Title**

**Phone**

**Fax**

Save

**User Created By** DSHS\warnedc, 3/20/2023 9:40:40 PM

**Last Modified By** DSHS\warnedc, 3/20/2023 9:44:39 PM

**First Login** N/A

**Last Login** N/A

**Registration Letter Last Generated** 3/20/2023

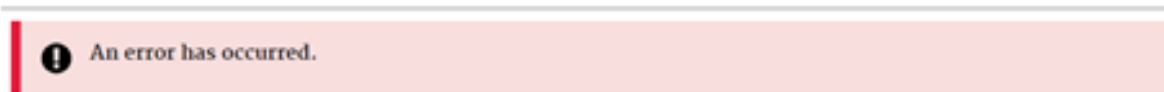
**Entity Roles** (0 Active) **\*\*User Profile Status: Pending\*\***

No Entity Roles found...

Add New User Role

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- 5. If you receive an error message when saving, contact BCCU.



User Account Information

Username (Email)	Required
administrator@edmondslanding.com	
First Name	Required
Wendy	
Middle Name	
Last Name	Required
Martin	
Job Title	
Exec Dir	
Phone	Fax
(999) 999-9999 or (999) 999-	(999) 999-9999 or (999) 999-

Save

- 6. **You MUST now assign an Entity Role** (level of access) for the user. The user will not receive a registration key until a role is assigned.

User Account Information

Username (Email)	Required
glasrcl@gmail.com	
First Name	Required
Carl	
Middle Name	
Last Name	Required
Glass	
Job Title	
Provider	
Phone	Fax
(360) 555-3232	(999) 999-9999 or (999) 999-

Save

**User Account Information**

<b>User Auth Type</b>	External User
<b>Username (Email)</b>	glascl@gmail.com
<b>User Profile Status</b>	Pending
<b>First Name</b>	<input type="text" value="Carl"/> <i>Required</i>
<b>Middle Name</b>	<input type="text"/>
<b>Last Name</b>	<input type="text" value="Glass"/> <i>Required</i>
<b>Job Title</b>	<input type="text" value="Provider"/>
<b>Phone</b>	<input type="text" value="(360) 555-3232"/>
<b>Fax</b>	<input type="text" value="(999) 999-9999 or (999) 999-"/>

[Save](#)

**Entity Roles** (0 Active) **\*\*User Profile Status: Pending\*\***

No Entity Roles found...

[Add New User Role](#)

7. Click **Add New** under **Entity Roles** based on the level of access you would like user to have.

**Entity Roles** (0 Active) **\*\*User Profile Status: Pending\*\***

[Q](#)

No Entity Roles found...

[Add New](#)

[Go Back](#)

a. Fields auto populate with Administration, Division, Inquiry Type, and Entity.

**Select Administration** *Required*  
 Developmental Disabilities Administration

**Select Division** *Required*  
 Developmental Disabilities

**Select Inquiry Type** *Required*  
 Providers and Volunteers


**Select Entity** *Required*  
 11004593: BCCU Test, Providers and Volunteers, Olympia

**Role** *Required*

- Account Administrator
- Account Submitter
- Account User

8. Select **Role**. See page 3 for definitions of Entity Roles.
9. Select **Save**
  - a. New account role displays in a table with Account #, Entity Name, City, Role.

**Entity Roles** (0 Active; 1 Inactive) **\*\*User Profile Status: Pending\*\***



Account #	Entity Name	City	Role	Status	Registration Code
11004593	BCCU Test	Olympia	Account User	Active	adNeRD

Add New User Role
Generate Registration Letter

- b. The BCS Registration Letter is sent automatically to the new user’s email address within 20 minutes of being added to BCS (example below). The status will be pending for SAW users until they login for the first time.
10. Click **Go Back** button twice
  - a. User page displays and is reset.
11. Click **Add New** to add another user.

**Example:**

Dear XXXX,

Your user account for Shady Pines AFH account number 11004595 is now active in the the Department of Social and Health Services (DSHS), Background Check System (BCS). Your Registration Key is ONLY valid for

seven (7) days from the date of this letter. DO NOT share or forward this email or Registration Key with anyone.

You will need a SecureAccess Washington (SAW) account to access BCS. This can be the same account you use to access other computer applications for the State of Washington:

**BCS Log-in Instructions:**

1. Go to SAW login page - <https://secureaccess.wa.gov/dshs/bcs/>
  - a. If you have a SAW account, enter your **SAW Username** and **Password**. If unsure, select **Forgot your username? Or forgot your password?**
  - b. If you do NOT have a SAW account, select **Sign Up!** to create a SAW account.
    1. Complete the Sign Up! form.
    2. You will receive an e-mail confirmation to activate your SAW account with the subject, SecureAccess Washington: Welcome to SecureAccess Washington.
    3. Follow the link in the email to activate your account.
2. Enter your **SAW Username** and **Password**.
3. Select **Add a New Service**.
4. Select **I would like to browse a list of services**.
5. Select **Department of Social and Health Services**.
6. Select **Background Check System (BCS) and APPLY** to add service.
7. Complete **Multi-Factor Authentication (MFA) Enrollment**.
8. BCS Welcome Page will open, read, and select, **okay**.
  - a. Enter the **Registration Key U2GJ3N**
  - b. Verify the Entity and User Information is correct.
  - c. Review User Agreement and select **I Agree**

**Registration Key: U2GJ3N**

**BCCU Account #: 11004595**

**Use of the Background check System indicates your agreement to comply with the following terms and conditions of use:**

- You will run background checks for business purposes only, as indicated by my DSHS oversight program, only when there is an approved and authorized need.
- You will provide a copy of the background check results to the applicant.
- You will NOT run background checks for individuals when there is or may be a conflict of interest (such as background checks on family, friend etc).
- You will NOT share background check results with anyone other than the person who completed the Background Check Authorization Form.

The Background Check System is a government computer system and is the property of the Washington State Department of Social and Health Services. It is for authorized use only.

- Users (authorized or unauthorized) have no explicit or implicit expectation of privacy regarding use of the system. All uses of this system, and all files on this system, may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized officials, including those from the Department of Social and Health Services, law enforcement agencies, and other authorized officials.

- *By using this system, you consent to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of such authorized officials.*
- *Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.*
- *Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986".*

*Unauthorized access or use, misuse, or modification of this computer system or of the data contained in it or in transit to/from the system constitutes a violation of Title 18, United States Code, Section 1030, and may subject you to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A(the Taxpayer Browsing Protection Act), and 7431.*

*If you do not agree to the terms and conditions of use stated in this letter, you must not use the system and must notify the DSHS Background Check Central Unit (BCCU) immediately that you do not agree to these terms.*

*If you have any questions regarding your registration, please contact BCCU.*

### **How to Update a User’s Name or Contact Information**

Update User Contact Information:

1. Click **Admin Tools** menu.
2. Click **Users**.
  - a. Users page displays.
3. Click the Username of the user you wish to edit.
  - a. User’s Profile displays.
4. Update the User’s Name or contact information.
5. Click **Save**.
  - a. Message: Successfully saved.

Change User Access for Account:

1. Search and open the user’s profile.
2. Find the role you wish to update.
3. Click the link for **Active** or **Inactive**.
  - a. Message: Are you sure you want to change this user’s status...?
  - b. Click Cancel Message disappears, and user’s role doesn’t change.
  - c. Click **OK** User’s status is changed to **Inactive**.
    - **Inactive** = Account Access Disabled
    - **Active** = Account Access Enabled

Account #	Entity Name	City	Role	Status
11001144	<a href="#">BCCU</a>	OLYMPIA	Account Administrator	<a href="#">Inactive</a>

- d. The User is no longer an active user on this account. If User Profile has access to other accounts, you will have to change the status for each active account you would like to update.

### How to Add an Additional Role

A User will only have the permissions that are assigned to a role. For example, if you have a User that has been set up as an Account Submitter, they will only be able to submit background checks, NOT view results. If they need to be able to view results, you will need to add an additional role as an Account User.

1. Click **Admin Tools** menu.
2. Click **Users**.
  - a. User page displays.

↕User Name	↕First Name	↕Last Name	↕Role	↕Auth Type	↕Created Date	↕Last Login	Status	Primary
<a href="mailto:sally.sample@gmail.com">sally.sample@gmail.com</a>	Sally	Sample	Account User	External User	3/7/2023	3/27/2023	Enabled	
<a href="mailto:eexample@outlook.com">eexample@outlook.com</a>	Elle	Example	Account Administrator	External User	3/7/2023	3/27/2023	Enabled	<input checked="" type="radio"/>
<a href="mailto:jeant@yahoo.com">jeant@yahoo.com</a>	Jean	Test	Account Submitter	External User	3/7/2023	3/15/2023	Enabled	

3. Click the Username of the User you wish to edit.
  - a. User’s Profile displays.
4. Click **Add New** under **Entity Roles** based on the level of access you would like user to have. See page 3 for descriptions.
  - a. Fields display auto populated with Administration, Division, Inquiry Type, and Entity.
5. Select **Role**.
6. Select **Save**. The User will now have 2 active roles.

**Entity Roles (2 Active)**

Hide Inactive

↕Account #	↕Entity Name	↕City	↕Role	↕Status
11004594	BCS Training	Olympia	Account Submitter	<a href="#">Active</a>
11004594	BCS Training	Olympia	Account User	<a href="#">Active</a>

### Generate a New Registration Letter for an External User

1. Click **Admin Tools** menu.
2. Click **Users**.
  - a. Users page displays.
3. Click **Username**.
  - a. User Profile displays.
4. Click the **Generate Registration Letter** button. You will only see this option if the user’s status is *Pending*. If you do not see this option, contact BCCU.

**User Account Information**

Username (Email)  
bcctest@gmail.com  
**User Profile Status**  
Pending

**First Name** Required  
BCS

**Middle Name**

**Last Name** Required  
Test

**Job Title**

**Phone**  
(999) 999-9999 or (999) 999-9999 x9999

**Fax**  
(999) 999-9999 or (999) 999-9999 x9999

**Save**

**User Created By**  
dshs\peleap, 3/20/2020 11:22:36 AM

**Last Modified By**  
dshs\peleap, 3/20/2020 11:27:52 AM

**Registration Letter Last Sent**  
3/20/2020 11:25:14 AM

**Entity Roles** (0 Active; 1 Inactive) **\*\*User Profile Status: Pending\*\***

Account #	Entity Name	City	Role	Status	Registration Code	Delete
40010708	1st Merrill Creek Pkwy Senior Care Home LLC	Everett	Account Administrator	Inactive	49SUNW	Delete

**Add New** **Generate Registration Letter**

5. Button appears for each role. A message appears stating that registration letter has been sent. Click the X to close the message.
6. Click **Go Back** Button.
7. User page displays and is reset.
8. User will receive the BCS Registration Letter within 15 to 20 minutes.
9. When the User completes registration, their profile status will change from *Pending* to *Enabled*.

**User Account Information**

**Username**

**Email**

**User Profile Status** Enabled

**First Name** Required

Heidi

10. **Note:** External users that update their SecureAccess Washington (SAW) profile, will disconnect BCS as a service from their SAW account/profile. Therefore, the user may be required to login to BCS again.
  - a. Users will be required to contact their PAA for a new registration key or can contact BCCU.
  - b. Users who enter their password incorrectly multiple times, their SAW account will be suspended. Contact BCCU to be reset.



### ***How to Change the Primary Account Administrator***

Each entity must have an enabled and active Account Administrator who is set to 'Primary'. If there is no active Primary Account Administrator (PAA), then no other users may be added for the entity.

1. Click **Admin Tools** menu.
2. Click **Users**.
  - a. User page displays listing all users for the entity with Primary indicated.

**1 Rose Hill Place LLC**

Disabled
  Enabled
  Pending

↕User Name	↕First Name	↕Last Name	↕Role	↕Auth Type	↕Created Date	↕Last Login	Status	Primary
<a href="#">dshs\elderem</a>	Beth	Elder	Account Administrator	Internal User	5/28/2018	5/25/2018	Enabled	<input checked="" type="radio"/>
<a href="#">dshs\collej</a>	Jennifer	Colley	Account Administrator	Internal User	5/28/2018	5/25/2018	Enabled	<input type="radio"/>

3. The PAA may click the radio button in the Primary column for another Account Administrator to become the primary. Only the PAA can move the Primary to another Account Administrator.
  - a. The selected Account Administrator is now indicated as the Primary.