

Local Administrator

This document will explain the responsibilities and functionality of the Local Administrator within SPEAR.

Local Administrators are assigned by their organisation to manage the user and organisation details for that organisation.

The Local Administrator is not required to be a SPEAR user (often someone in the IT dept is selected for this role).

Local Administrators are responsible for creating, maintaining and inactivating usernames and passwords for SPEAR users in their organisation and maintaining the contact details of their organisation within SPEAR.

Local Administrators may be assigned to manage the user and organisation details of multiple sites for their organisation such as a referral authority with offices around the state or a council user managing both the planning department administration and the council's internal referral authorities.

Local Administrators have the authority to create and disable users as well as changing passwords and other details about users.

Creating new SPEAR users

Local Administrators can create SPEAR usernames for new SPEAR users in their organisation. As well as some basic details about the user, Local Administrators need to know what level of authentication the user requires when working in SPEAR.

If creating a new signing user, care should be taken to ensure that the User Signing Name is the

same as the name provided to VeriSign when the new user applied for their Digital Certificate. SPEAR cross-checks the name on the Digital Certificate, with the name entered in the 'User Signing Name' field when the user tries to sign a document in SPEAR. Even a small mismatch will result in the user being unable to digitally sign documents. Testing the digital signature in SPEAR will alert the Local Administrator to any mismatch.

The Local Administrator will also need to issue a temporary password to the new user. The new user will be prompted to change this password the first time they login to SPEAR.

1. Select 'Create/Manage Organisation Sites and Users' from the main administration menu.
2. Select the 'Site' of the organisation you wish to manage. Note that if your organisation has only one site or you do not have multisite administration rights you will only have one site in the list, but you must select this site to manage it.
3. Click the 'users' button. See Managing/Creating Users for information on managing user details.
4. You will need to select the authentication of the user, change the status to 'Active' and fill in the required details about the new users into the fields provided.
5. Assign a temporary password for the new user. The password creation rules are found in SPEAR help.
6. When all of the fields are complete, click on the 'create user' button.

SPEAR does not automatically notify users of changes that have been made to their profile, or

SPEAR does not automatically notify users of changes that have been made to their profile, or notify new users of their username and password. The Local Administrator should ensure the relevant people are informed.

Managing user details and changing 'user signing names' following digital certificate test failure

Users can update most of their own details by logging into SPEAR and clicking on the [Settings](#) link at the top of the screen.

Local Administrators will mainly need to alter the details of signing users when they have tested their Digital Certificate in SPEAR and the test has failed.

A failed Digital Certificate test will show an error message on the users screen in a red box, and a copy of the error message will be emailed to the users' Local Administrator.

A typical message is:

```
This is a notification to let you know that user kendun45 (username of user) has just attempted to test their digital signature and the verification process has failed.
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```
The following message was displayed to the user on failure
```

```
Invalid user details (Cert User Name: 'Kenneth Duncan', System User Name: 'Ken Duncan').
```

```
Invalid user details (Cert Company Name: 'Triplet Rural City Council', System Company Name: 'Triplet Rural CityCouncil').
```

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Settings | Help | Log out

Land Exchange

SPEAR James Bond (SPEAR - DSE Administrator)

Administration Tools Create/Manage Organisations, Sites and Users go

Edit user cancel

User ID: alanor76
Organisation: Sustainability Consulting
Site Suffix: [v]
Organisation Type: Applicant Contact
Authentication Level: Signing [v]
User Type: Applicant
Status: Active [v]
First Name: Albert
Last Name: Northing
User Signing Name: Albert Northing
User has performed test signing:
Street No: 570 Street Name: Bourke Street [v]
Suburb / Town: Melbourne
State: VIC [v]

Select the access and authentication level for the user from the drop-down box.

New user status should be set at 'Active'.

To update an incorrect User Signing Name, Copy and Paste the User Name from the email notification you received into the 'User Signing Name' textbox.

In the given example, both the name of the user and the name of the organisation have been mismatched between SPEAR and the Digital Certificate. The Cert User/Company Name represents the names given to VeriSign when the user applied for their Digital Certificate. The System User/Company Name represents the 'User Signing Name' and 'Organisation Signing Name' details in SPEAR.

The Local Administrator can amend the details of the System User Name but not the System Organisation Name or ABN. You will need to forward the email to spear.info@dse.vic.gov.au to enable the organisation signing name to be updated.

To alter the user signing name:

1. After you login to SPEAR go to the Local Administrator main menu. Click on the [Search for Users](#) link.
2. On the Search for Users Screen, type the User Id of the user or search for the user by using the search options given and click on the 'go' button.
3. Select the appropriate user from the resulting list by clicking on their username.

4. Change the 'User Signing Name' to identically match (they are case sensitive) the 'Cert User Name' in the email. You may want to 'copy and paste' from the email.
5. Click on the 'update' button.
You will be required to authenticate the change with your SPEAR password.
You can change other user details including users' passwords using the method above.
6. Advise the affected user to re-test their Digital Certificate in SPEAR.

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De-activating SPEAR usernames to stop unauthorised access of SPEAR

When a SPEAR user leaves your organisation or no longer requires access to SPEAR, it is important for security reasons that their username is de-activated so they can no longer access applications in SPEAR.

You will need to complete the following steps:

1. Login to SPEAR and go to the Local Administrator main menu. Click on the [Search for Users](#) link.
2. On the Search for Users Screen type in the User Id or search for the user by using the search options given and click on the 'go' button.

3. Select the appropriate user from the list by clicking on their username.

4. Change the 'Status' of the user from 'Active' to 'Permanently Inactive'.

5. Click on the 'update' button.

You will be required to authenticate the change with your SPEAR password.

Settings | Help | Log out

Land Exchange

SPEAR James Bond (SPEAR - DSE Administrator)

Administration Tools | Create/Manage Organisations, Sites and Users | go

Edit user cancel

User ID: prapra72
Organisation: Bridge CMA
Site Suffix: [v]
Organisation Type: Referral Authority
Authentication Level: Password Approval [v]
User Type: RA
Status: Permanently Inactive [v]
First Name: Active
Last Name: Temporarily Inactive
User Signing Name: Permanently Inactive
User has performed test signing:
Street No: 5002; Street Name: Jackson; Track: [v]
Suburb / Town: Gisborne
State: VIC [v]
Postcode: 3437
Email: lx-practice02@training.ta.cx
 I wish to receive general SPEAR emails
 I wish to receive SPEAR information notifications
Telephone: 1800 50022
Session Timeout Period: 60 minutes
Password Rotation: 180 days

To permanently remove a username from SPEAR, change the user's status to 'Permanently Inactive'.

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Managing your organisation details

You can amend the general details of your organisation in SPEAR including the contact details and the email address to which SPEAR notifications are sent.

Council Local Administrators (only) can change the Referral Authorities that will appear on their organisations referral list in SPEAR.

1. After you login to SPEAR as the Local Administrator, click on the 'Create/Manage Organisation Sites and Users' link.
2. Change the required details.
3. Councils can change or select new Referral Authorities from the list shown in the drop down boxes. If you have more Referral Authorities than drop down boxes shown on the screen, click

on the 'Add more entries' link, this will add additional boxes for you to select from. Selecting the tick-box labelled 'Mandatory' will result in the radio button selection when referring an application for that Referral Authority to default to 'Sec 55 and/or 8'.

4. Click on 'update' when you have completed your changes.