# WBSCM
Frequently Asked Questions

WBSCM User Roles

User Role Documentation

1. Is there a document that gives a detailed description of each role?

   - Yes. Refer to the WBSCM User Roles Quick Start guide in the Training & Resources section above.

Multiple Roles for One User

2. Can 1 person such as the Director be all 4 roles?

   - Yes. One user who is assigned to all four roles will see the Operations, Admin, and Reports tabs on the same screen with just one login.
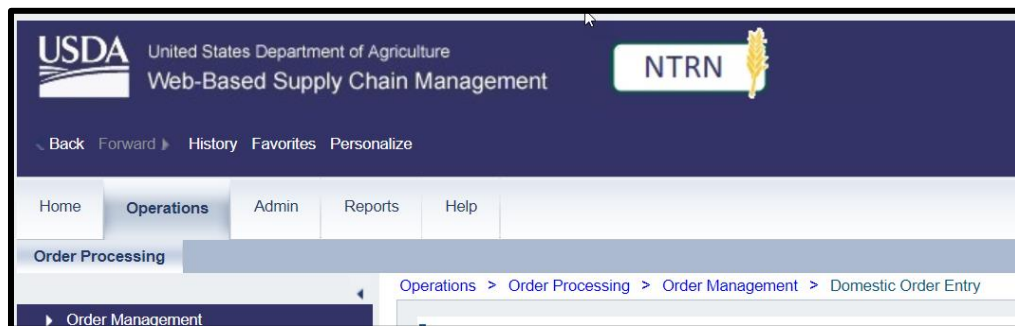
3. As an Admin user are you allowed to give yourself the Order Manager authorization so that you can be a backup to ordering?

   - Yes.

4. Can one person be assigned to more than one duty?

   - Yes.

5. Can the User Admin and Org. Admin be the same person?

   - Yes.

Multiple Roles in Small Districts

6. What do small districts do with limited staff so that an administrator could do all roles if needed? This system seems to require multiple users just to function.

   - The User Admin can assign all four roles to themselves.

7. I appreciate these levels of access, but it seems that it will be very cumbersome for small districts who only have one or two people responsible for all duties.

- The User Admin can assign all four roles to themselves.
- The four roles can be split between two people.
- However, there **can only be two users** assigned the role of User Admin.

Logging in When Assigned Multiple Roles

8. As you demonstrated you had to switch between logins, will that be the same if we are assigned all roles, or will one log in give all access to the one log in?

- One user who is assigned to all four roles will see the Operations, Admin, and Reports tabs on the same screen with just one login.

9. It looks like separate logins required for each role. Is this the case?

- In general, no. Separate logins **are not required** for each role. Users assigned to multiple roles will have one login.
- **For Direct-Ship schools only:** there will be a separate login for receipting. One login is for the individual user role (User Admin, Order Manager, etc.). The second log in will be as a "Ship-To" for submitting receipts. The login screen will display the option to select which account you are logging into and will look similar to this:

Welcome to the WBSCM system

Please select an account that you would like to use as there are multiple WBSCM accounts (sorted by Organization Description) associated with your email.

WBSCM Accounts Selection - scroll to review the full list, if needed:

Name (Last, First)	Organization	Organization Description	WBSCM ID
K____re	400__	TX Dept. of Agriculture	KINGS0003
.	400__	TX Dept. of Agriculture	KINGS0004

Log On

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User Administrator

10. How many user admins can you have?

   - Only **two** User Admins are allowed.

11. Can the User Admin complete the same functions as the order manager?

   - In general, if a functionality or capability is not included in the description on the User Role one-pager, that user role does not have that capability.
   - No, the User Admin cannot complete the same functions as the Order Manager.
   - The User Admin can assign the Order Manager role to themselves to gain these functions.

Order Manager

12. How many Order Manager users can we have?
   - Unlimited

Organization Administrator

13. Who might have the Organization Administrator role? Is it necessary to have someone in this role?

   - It is necessary to have someone in this role to update the organization contact information.
   - Anyone in your organization can be assigned the role.
   - The User Admin can assign the Org Admin role to themselves if desired or needed.

14. For Organization Admin, what does maintain organization data mean? What is included in organization data?

   - Organization information is information such as address and contact information.

RA Account Access
Create an Account

15. There are some RAs who are attempting to request WBSCM access directly from the WBSCM website or via the WBSCM Help Desk. Is this correct?

   - No. TDA is the only entity that can provide that access.
   - Please do not attempt to request access directly from the WBSCM site or via the WBSCM Help Desk.
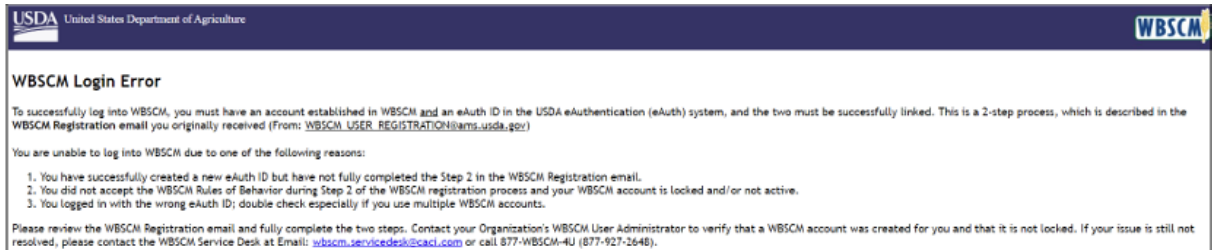
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Troubleshooting Errors

Login error

16. When I try to log into WBSCM, I receive a WBSCM Login Error such as below.

WBSCM Login Error

To successfully log into WBSCM, you must have an account established in WBSCM and an eAuth ID in the USDA eAuthentication (eAuth) system, and the two must be successfully linked. This is a 2-step process, which is described in the WBSCM Registration email you originally received (From: WBSCM_USER_REGISTRATION@ams.usda.gov)

You are unable to log into WBSCM due to one of the following reasons:

1. You have successfully created a new eAuth ID but have not fully completed the Step 2 in the WBSCM Registration email.
2. You did not accept the WBSCM Rules of Behavior during Step 2 of the WBSCM registration process and your WBSCM account is locked and/or not active.
3. You logged in with the wrong eAuth ID; double check especially if you use multiple WBSCM accounts.

Please review the WBSCM Registration email and fully complete the two steps. Contact your Organization's WBSCM User Administrator to verify that a WBSCM account was created for you and that it is not locked. If your issue is still not resolved, please contact the WBSCM Service Desk at Email: wbscm.servicedesk@caci.com or call 877-WBSCM-4U (877-927-2648).

- You might have already completed Step 2 of the Action Required Email.
- Clear your Cache/History/Cookies by following these steps:
  a) Log out of all programs and systems.
  b) Close all Google Chrome tabs.
  c) Open a new Google Chrome tab.
  d) Click the three vertical dots in the upper right corner > Settings > Privacy and Security > Clear browsing data.
  e) Select all boxes.
  f) Select all time.
  g) Clear data.
  h) Navigate to the WBSCM Login page.

Already registered or account locked

17. I attempted to create my account and when I went to select Step 2 of the Action Required Email, it said my account was locked. I received the below error message:

Your WBSCM account is already registered OR your account may be locked.

- You have already completed the registration process and are attempting to click the same link again.
- Did you see and accept the WBSCM Rules of Behavior? If yes, your account is complete.
- Attempt to Clear your Cache/History/Cookies for "All Time".
- Ensure the User ID and Password are entered correctly.
- Ensure you are using the correct URL:
  portal.wbscm.usda.gov