## Role of the Program Manager

Each company must identify one **Program Manager (PM)** whose account will be activated by the Government after registration. The PM serves as the gate keeper for their company and is responsible for:

- ❑ Activating the accounts of other staff from their company that register with the system.
- ❑ Deleting a staff member's account if, for example, that person no longer works for your company.
- ❑ Assigning other staff members as a PM either to serve as a backup or to take his/her place.

Note that the PM is not the person who receives notifications from the system. eGOS will continue to use the single email address provided by each company to the LTASC II Support Team at the commencement of the contract.

User Management

Unlike other users, the PM can access the **User Management** link under the LTASC II Menu. Accessing this link allows the PM to view all the registered users from his or her company and to change their status.
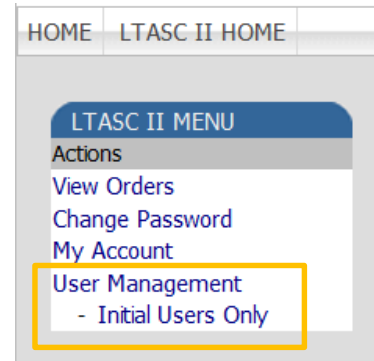
To more quickly identify only those users awaiting to be activated, the PM may click on **Initial Users Only** link.

Activating an Account

When a new user from your company registers with the system, a notification will be sent to the PM informing of a new user.

To activate the user, the PM

1. Enters the system,

2. Clicks on the **Initial Users Only** link to view those user accounts needing activation,

3. Clicks on the Username to open the user's profile,

4. Uses the drop down to change the status to *Active,* and

5. Clicks **Save** to finalize the change.

After saving the changes, the user's status will change from *Initial* to *Active.*

To change the status of an active user, the PM would follow the same steps but would click on the **User Management** link and change the status to *Delete*.
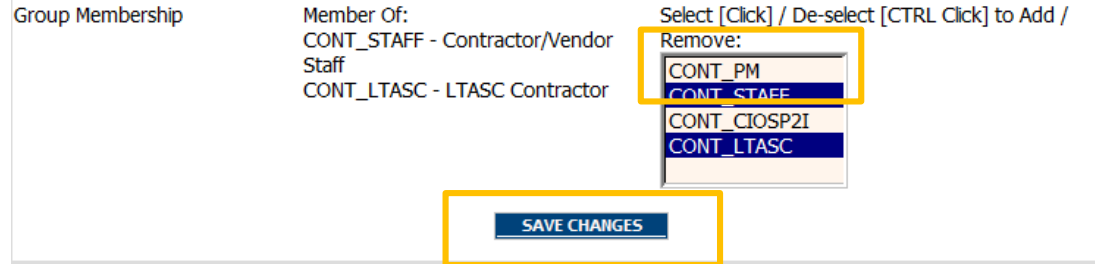
Changing the Program Manager

A PM may assign another user as a PM either as a replacement or as a backup. To do this, a PM needs to add the user to the *CONT_PM* group under the **Manage Groups** section of the user's profile.

To change a user's group membership, the PM

1. Enters the system,

2. Clicks on the **User Management** link to view all the registered users,

3. Clicks on the Username to open the user's profile,

4. Clicks on the *CONT_PM* group under **Manage Groups** section of the user's profile while holding down the Control key to add the user to the group, and

5. Clicks **Save** to finalize the change.

Group Membership — Member Of:
CONT_STAFF - Contractor/Vendor Staff
CONT_LTASC - LTASC Contractor

Select [Click] / De-select [CTRL Click] to Add / Remove:
CONT_PM
CONT_STAFF
CONT_CIOSP2I
CONT_LTASC

SAVE CHANGES

To remove a user from the CONT_PM group, the PM would follow the same steps but this time clicking on the CONT_PM group while holding down the Control key to deselect the user from the group. Please remember to **save your changes**. Non-PM users should only be members of the *CONT_STAFF* and *CONT_LTASC* groups.

Password Lockout

Users that **fail three times** to enter their login (email) and password correctly will be locked out of the system. The system suspends the user **requiring the PM to reactivate the account**.

When this happens, the PM will follow the instructions on the reverse side of this guide (Activating an Account) to change the user status from *Suspended* to *Active*.

No Change ▼
No Change
Pending
Active
Suspended
Delete
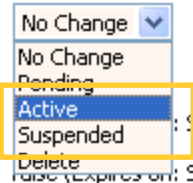
If a user forgets their password, he or she may click on the *Forgot your password? Click here* link located on the eGOS Login screen.

LOGIN

Here. | Forgot your password? Click Here.
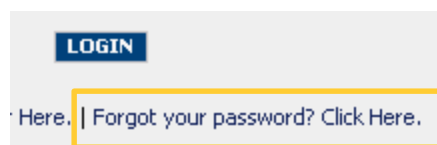
Resources

Please review the **Contractor eGOS Quick Reference Guide** to learn more about registering with the system, viewing TORPs, submitting questions, submitting proposals, and submitting no response statements.

If you have additional questions, we encourage you to email the **LTASC II email account** for assistance.

LTASCII@mail.nih.gov

Visit the **LTASC II Website** to stay informed of any changes to the contract and to the eGOS system.

http://LTASC.olao.od.nih.gov