



### **What is a Community?**

The EPA Portal is organized around communities of users. Communities are groups of pages that are designed to meet the business needs of users who share similar interests or perform similar tasks. As such, the Community Concept allows the Portal to efficiently organize information, appropriately control access, and personalize the member experience. The EPA Portal has the ability to have an infinite number of communities that can be used by Program Offices and Regions to tie together interests or specific functions. Any Program Office or Region may develop a Community within the Portal.

### **Community Maintenance**

Once your Community has been established, you are encouraged to make modifications and enhancements to your Community pages and portlets as needed. The Program Management Office (PMO) is currently developing detailed guidance and procedures for Community maintenance. In the interim, continue to coordinate and communicate with the PMO, and support contractors to ensure smooth implementation of your new functionality.

### **Controlling User Access to the Portal and Communities**

The Portal Framework recognizes that different Portal Communities are meant for different types of users. Some communities contain materials that are for general consumption by any Portal user. Other communities (e.g. the EPA Employee Page) are meant for only specific users. As the Community Manager, you are responsible for identifying the business rules for all users accessing your Community

Currently, there are three types of Portal users:

- EPA Staff – Federal employees of EPA;
- Internal Affiliates – Any person who is not an EPA employee but has both a LAN ID and an epa.gov email account; and
- External Affiliates – External partners who are working with EPA (e.g., university researcher, state employee, grantee, etc.). These users do not have both an epa.gov email and LAN ID.

When external users request access to the EPA Portal, they must also designate a primary Community. Their primary Community is related to their primary business need for Portal access. As a Community Manager you are also responsible for approving or rejecting access to the Portal and to your Community for individuals that designate your Community as their primary business need. You are also responsible for approving or rejecting community access requests from individuals who have already gained portal access via another primary community or are an EPA Employee or Internal Affiliate.

### **Approve/Reject Requests to Access the Portal and a Community**

When an External Affiliate requests access to the Portal, they must also designate a primary Community. When your Community is designated as the primary community, your approval is approving both the creation of the Portal account and access to your



community. If you reject the request, both the community access and the creation of the Portal account is rejected.

Users who already have access to the Portal are able to request access to additional Communities through the Portal's *Request Access to a Community*, functionality.

In both instances, as a Community Manager you will receive an email alerting you that the request has been made (Figures 1 and 2).

Dear <Community Manager>:  
A potential user, <Name>, has requested access to the EPA Portal and the <Name> Community.  
To approve or reject the request for access, please log into the EPA Portal <http://portal.epa.gov> and click on the "Pending Access Requests" link.  
Sincerely,  
EPA Portal Manager

Figure 1: Manager Notification – Portal and Community Request

Dear <Community Manager>:  
A potential user, <Name>, has requested access to the <Name> Community.  
To approve or reject the request for access, please log into the EPA Portal <http://portal.epa.gov> and click on the "Pending Access Requests" link.  
Sincerely,  
EPA Portal Manager

Figure 2: Manager Notification – Community Request Only

You can choose to approve or reject requests to the Portal and your Community. Click on the link to the *Pending Access Requests* page (Figure 3) just below the Welcome banner.



Figure 3: Pending Access Requests Link

The pending requests for your Community and the Portal will be displayed. (Figure 4).

**Pending Requests**

The following users have requested access to your community or, where noted with "New User", to both the portal and your community. To enable the Approve and Reject buttons, at least one check box must be selected. To approve access, click on the Approve Button. To reject access, click on the Reject Button:

Total Requests: 5

| Select                   | Name                      | Type of User                     | Date Requested | Contact Information  | EPA Contact Information                                      | Community name        |
|--------------------------|---------------------------|----------------------------------|----------------|--|--|-----------------------|
| <input type="checkbox"/> | TestUsdrLas , testUserFir | EPA Outside Affiliate (New User) | 08/11/2009     | 3456 testvxcbcv gt<br>getfder , Iowa<br>United States , 34567<br>esting@epa.gov<br>(876) 876-2345            | Michael Plastino<br>plastino.michael@epa.gov<br>202-564-0682 | cwns                  |
| <input type="checkbox"/> | user , stagingcwns        | EPA Outside Affiliate (New User) | 01/12/2010     | 2345 testing<br>reston , Maryland<br>United States , 65432<br>stagingcwns@mdrasoft.com<br>(456) 456-0987     | Michael Plastino<br>plastino.michael@epa.gov<br>202-564-0682 | cwns                  |
| <input type="checkbox"/> | Abc , Nili                | EPA Outside Affiliate (New User) | 07/09/2009     | aa<br>aa , Delaware<br>United States , 11<br>niliabc@gmail.com<br>11   | Maja lee<br>lee.maja@epa.gov<br>(111) 111-1111               | General Portal Access |
| <input type="checkbox"/> | Tester , Sampson          | EPA Outside Affiliate (New User) | 08/03/2009     | 123 same street<br>Arlington , Hawaii<br>United States , 20747<br>something@lmco.com<br>454545454545         | Maja Lee<br>lee.maja@epa.gov<br>(555) 555-5555               | General Portal Access |
| <input type="checkbox"/> | Das , Sabujima            | EPA Outside Affiliate (New User) | 01/25/2010     | 8283 Greensboro drive<br>McLean , Virginia<br>United States , 22102<br>das_sabujima@bah.com<br>(703)377-6776 | Rashmi Lal<br>Lal.Rashmi@epa.gov<br>(202) 564-0062           | General Portal Access |

Select All Approve Reject Reset

Figure 4: Pending Requests

During the self registration process, each External User is required to designate an EPA Sponsor. In order to verify that this person should be granted access to the Portal you will need to contact the EPA Sponsor (aka EPA Contact) and ask the following questions:

1. Does this person have a business need to access the Portal and this Community?



2. Will you verify this person's business need for Portal and Community Access as their sponsor? If yes, end questions here and approve the request. If no, go to question 3.
3. Do you work directly with this person? If not, do you know who does and what is their contact information? If you cannot verify a requestor's identity and need to access the Portal/Community, the request should be denied.
4. As the Community Manager and based on the sensitivity of the data in your Community, please ask any additional questions you believe are necessary to verify the user and their need to have access to the Portal and the Community.

Once you have obtained answers for the above questions click the desired box(es) to the left of the requestor(s) name(s). Please note you can approve or reject multiple requests at one time. However, you may only perform a single action (approve or reject) in the same click action. ). Click the *Approve* or *Reject* request button on the **Pending Access Requests** page (Figure 4) in order to approve or reject the request for access to your Community (and the Portal in some cases). When you reject or approve a request, an email is sent to the requestor to notify them that their request has been approved or rejected (see Figures 5a, 5b, 6a, and 6b). The email will vary depending on their request. If the user is requesting access to the Portal and the Community it will be noted in the email.

Dear <first name> <last name>:

Your request for access to the EPA Portal and the General Portal Access Community has been accepted. Below is your user ID. Your password will be the one you provided during self-registration.

User ID: XXXXXXXX

Once you have logged into the EPA Portal successfully, you may change your password by clicking the "My Profile" link below the banner. Passwords must be 8 or more characters long and contain at least one letter and one number or symbol (i.e. \$, 5, etc.).

If you have questions regarding your access, please contact the EPA Customer Call Center via email at: [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov) or phone at 1-866-411-4EPA

Sincerely,  
EPA Portal Manager

Figure 5a: Portal and Community Access Request Accepted Email



EPA Portal User:

Your request for access to the <community name> has been accepted. The next time you log in to the EPA Portal you will be able to access the Community.

If you have any problems with your access please contact the Community Manager.

Sincerely,  
EPA Portal Manager

Figure 5b: Community Access Request Accepted Email

EPA Portal User:

Unfortunately, your request for access to the EPA Portal and the <Community Name> Community has been rejected based on confirmation of the information you provided.

If you have questions regarding your access, please contact the EPA Customer Call Center at: [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov) or 1-866-411-4EPA.

Sincerely,  
EPA Portal Manager

Figure 6a: Portal and Community Access Request Rejected Email

Dear <User Name>:

Unfortunately, your request for access to the <Community Name> has been rejected based on confirmation of the information you provided.

If you have questions regarding your access, please contact the EPA Customer Call Center via email at: [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov) or phone at 1-866-411-4EPA or the Community Manager directly.

Sincerely,  
EPA Portal Manager

Figure 6b: Community Access Request Rejected Email



## Manage Access

In addition to approving and rejecting access for users, Community Managers also have the ability to control access to their Communities through the Portal's *Manage Access* page.

Click on the link to the *Manage Access* page (Figure 7) just below the Welcome banner.



Figure 7: Manage Access Link

When the *Manage Access* page comes up, select your Community from the drop down list (Figure 8). NOTE: Community Managers will only see their own Community (or Communities) in the list. They will not have access to view all Communities.

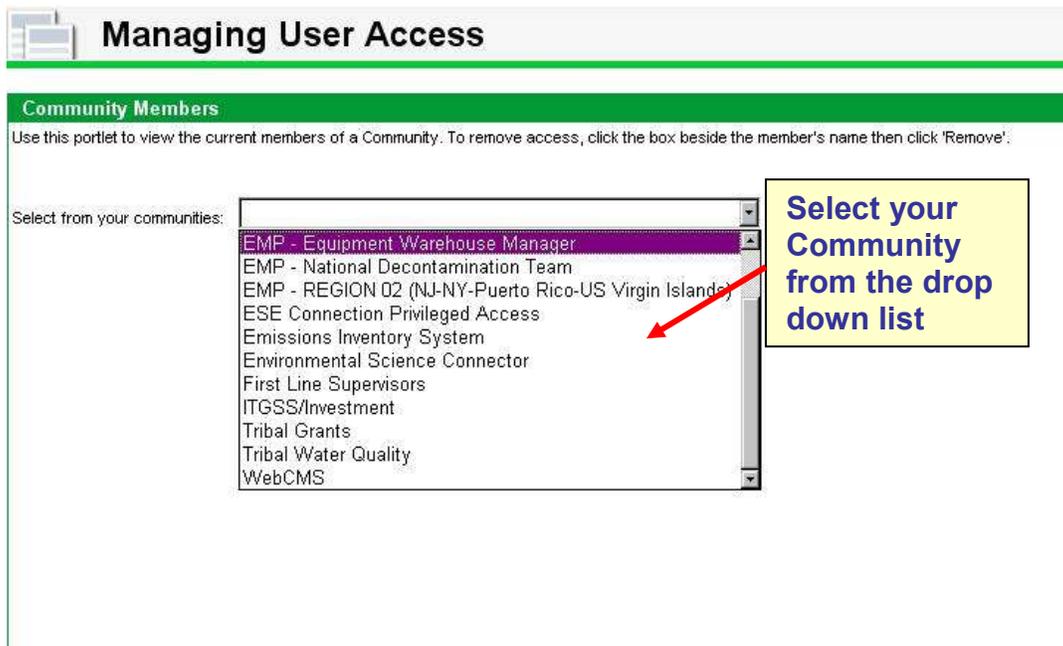


Figure 8: Community List



Once you select your Community, the page will refresh and you will see the list of Community members that have been approved for access to your Community (Figure 9).

**Managing User Access**

**Community Members**

Use this portlet to view the current members of a Community. To remove access, click the box beside the member's name then click 'Remove'.

Select from your communities: First Line Supervisors

Total Members: 13

| Number | Select                   | Name                       | Type of User           | Contact Information   | EPA Contact Information                              |
|--------|--------------------------|----------------------------|------------------------|---|--|
| 1      | <input type="checkbox"/> | Limitedaccess, Manager SRA | EPA Outside Affiliate  | 3434 Washington Blvd<br>Arlington , Virginia<br>United States , 22201<br>sramanagertd@hotmail.com<br>703-284-6975 | Terry Grady<br>grady.terry@epa.gov<br>(919) 541-1555 |
| 2      | <input type="checkbox"/> | Lockheed, mgr              |                        | Arlington , Virginia<br>22207<br>mgr_lockheed@epa.gov<br>(703) 647-5700   |  |
| 3      | <input type="checkbox"/> | Matta, David               | EPA Internal Affiliate | david_matta@sra.com   |  |

**Figure 9: Approved Community Members**

By clicking the box next to a name you can remove that user from membership to your Community. Once a member has been removed they can't be reinstated. The member will need to request access again if the action was performed by mistake or their status changes.

### **Who to Contact for Help**

For questions, concerns, or assistance in using the Portal, contact the EPA Customer Call Center at 1-866-411-4EPA or [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov).