

EMMA System for PCOLS Users v. 2.2 User Manual

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Abstract This guide describes how to use the EMMA system, which allows users to provision for PCOLS applications.

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Document History

Document Version	Date	Description
1.0	April 2008	Development
1.1	June 2008	Added Application Error Codes and Messages
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1.0 Introduction

1.1 Purpose

The purpose of the Enterprise Monitoring and Management of Accounts (EMMA) System User Manual is to assist authorized users of the application by providing a concise, accessible instruction guide that explains the functionality of the application as well as key business rules behind provisioning Purchase Card Online System (PCOLS) users.

1.2 Overview of the EMMA System

EMMA is a Defense Manpower Data Center (DMDC) web application that allows users to be provisioned for other applications. As part of the provisioning process, users can create and manage organizations and roles as well as assign and unassign users to the roles. The Purchase Card Program Management Office (PCPMO) is utilizing EMMA to provision PCOLS users. Currently, a PCOLS user provisioned in EMMA will be authorized to access EMMA and/or the Authorization, Issuance, Management (AIM) application. In the future, this authorization will also include access to the PCOLS Data Mining and Risk Assessment applications for some users.

1.3 System Requirements

The following components are required on your workstation in order to use EMMA:

- PC/SC Smart Card Reader and Driver
- GSC IS 2.1 Middleware or equivalent
- Internet Browser (Microsoft Internet Explorer 6.0 recommended)

1.4 Screen Captures and Prints

Due to Privacy Act considerations, protected information such as addresses, phone numbers, and email addresses have either been fabricated or erased in the examples used throughout the manual.

1.5 Support Contact Information

The eBusiness Policy Support Center (eBPSC) provides Tier One policy support with escalation capability to Tiers Two and Three. Once fully implemented, the eBPSC will provide a single point of entry within the DoD eBusiness community supporting multiple eBusiness systems for policy queries and issues.

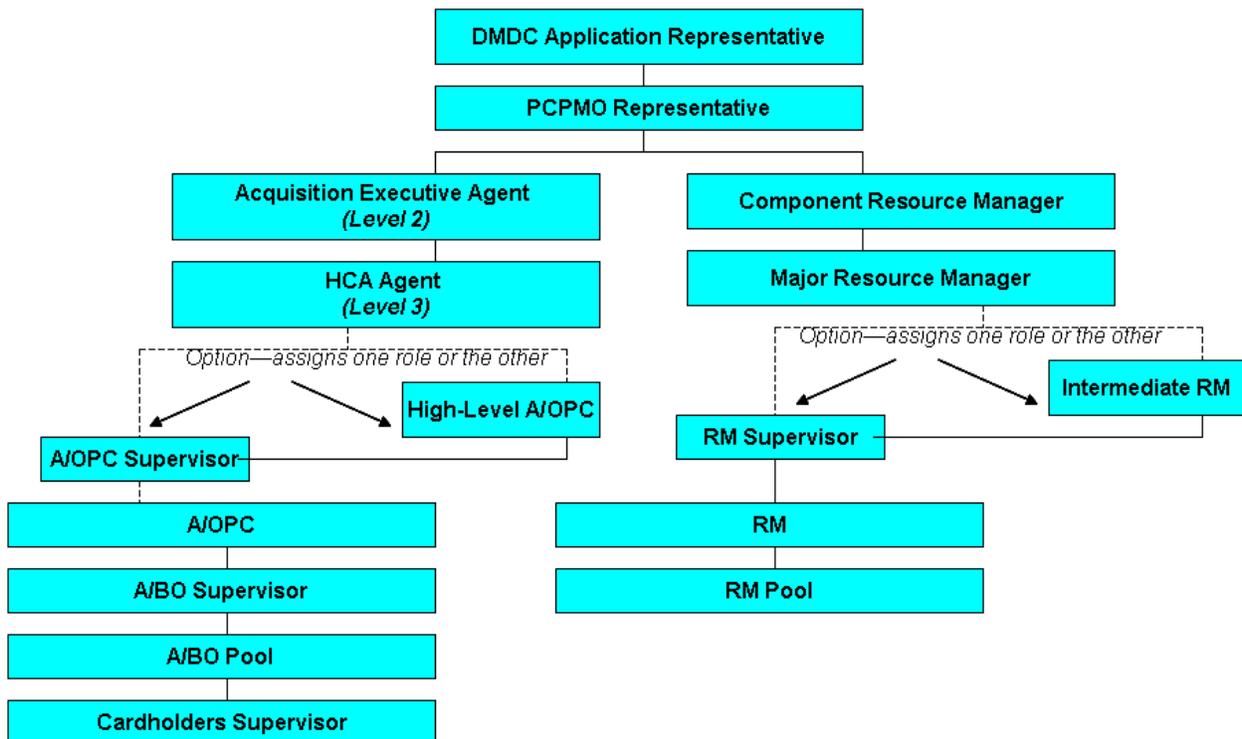
If you need help or support, please contact the eBPSC:

- Website: http://www.acq.osd.mil/dpap/pdi/eb/ebusiness_policy_support_center.html

- Toll-free Telephone: 1-877-376-5787 (1-877-ePOLSUPPORT)
- Email: defensepolicysupport@ebpsc.org

2.0 Hierarchical Structure of EMMA

The EMMA system was set up with a hierarchical structure. Each role has specific permissions assigned to them – users are only able to provision the role and create or modify organizations directly below their own level. The following chart depicts a high-level description of the PCOL's role hierarchy within EMMA.



3.0 EMMA Users

The following sections define the PCOLS users of EMMA as well as application business rules for each role. The sections will clearly delineate what functions you are allowed to perform within EMMA. Appendix A: Additional Roles and Definitions provides a detailed reference to the functionality of each role within the AIM application.

3.1 PCPMO Representative

As a PCPMO Representative, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are authorized to provision both Acquisition Executive Agents and Component Resource Managers. You can provision up to 10 users for each role within an organization. If you have additional users that you need to provision for these roles, you can add a new organization. If you have less than 10 users, you still have the option to add specific organizations in order to better categorize your users.

As a PCPMO Representative, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.2 Acquisition Executive Agent

As an Acquisition Executive Agent, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision Head Contracting Activity (HCA) Agents. You can provision up to 10 users for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization. If you have less than 10 users, you still have the option to add specific organizations in order to better categorize your users.

As an Acquisition Executive Agent, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.3 HCA Agent

As an HCA Agent, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are authorized to provision both High-Level Agency/Organization Program Coordinators (A/OPCs) and A/OPC Supervisors. You can provision up to 30 users for each role within an organization. If you have additional users that you need to provision for these roles, you must add a new organization. If you have less than 30 users, you still have the option to add specific organizations in order to better categorize your users.

Note: You can only provision a High-Level A/OPC **OR** an A/OPC Supervisor for each organization. If you provision a High-Level A/OPC, they are responsible for provisioning the A/OPC Supervisors for that organization.

As an HCA Agent, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.4 High-Level A/OPC

As a High-Level A/OPC, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision A/OPC Supervisors. You can provision up to 30 users for this role within an organization. If you have additional users that you need to provision for this

role, you must add a new organization. If you have less than 30 users, you still have the option to add specific organizations in order to better categorize your users.

As a High-Level A/OPC, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.5 A/OPC Supervisor

As an A/OPC Supervisor, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision A/OPCs. You can provision up to 30 users for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization. If you have less than 30 users, you still have the option to add specific organizations in order to better categorize your users.

As an A/OPC Supervisor, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.6 A/OPC

As an A/OPC, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision Approving/Billing Official (A/BO) Supervisors. You can only provision one (1) user for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization.

As an A/OPC, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.7 A/BO Supervisor

As an A/BO Supervisor, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; and delete a role.

You are only authorized to provision members of the A/BO Pool. You can provision up to 100 users for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization. If you have less than 100 users, you still have the option to add specific organizations in order to better categorize your users.

3.8 A/BO Pool

As a member of the A/BO Pool, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; and delete a role.

You are only authorized to provision Cardholders Supervisors. You can provision up to 100 users for this role within an organization. If you have additional users that you need to provision

for this role, you must add a new organization. If you have less than 100 users, you still have the option to add specific organizations in order to better categorize your users.

3.9 Cardholders Supervisor

As a Cardholders Supervisor, you do not have direct access to EMMA. You are limited to redeeming the email token that you receive from the A/BO Pool. Once you have redeemed your token, the “EMMA Log In” page is displayed with a green bar across the top, confirming that your token was successfully redeemed.

3.10 Cardholder

Cardholders do not have a direct link or access to EMMA.

3.11 Component Resource Manager

As a Component Resource Manager (RM), you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision Major RM. You can provision up to 10 users for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization. If you have less than 10 users, you still have the option to add specific organizations in order to better categorize your users.

As a Component RM, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.12 Major Resource Manager

As a Major RM, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are authorized to provision both Intermediate RMs and RM Supervisors. You can provision up to 10 users as an Intermediate RM within an organization. You can only provision one (1) RM Supervisor within an organization. If you have additional users that you need to provision for these roles, you must add a new organization. If you have less than 10 Intermediate RMs, you still have the option to add specific organizations in order to better categorize your users.

Note: You can only provision an Intermediate RM **OR** an RM Supervisor for each organization. If you provision an Intermediate RM, they are responsible for provisioning the RM Supervisors for that organization.

As a Major Resource Manager, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.13 Intermediate Resource Manager

As an Intermediate RM, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision RM Supervisors. You can only provision one (1) user for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization.

As an Intermediate RM, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.14 Resource Manager Supervisor

As an RM Supervisor, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision RMs. You can only provision one (1) user for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization.

As an RM Supervisor, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.15 Resource Manager

As an RM, you are allowed to add, view, and modify an organization; add a role; assign a user to a role; unassign a user; delete a role; and add or remove a surrogate user.

You are only authorized to provision members of the RM Pool. You can provision up to 100 users for this role within an organization. If you have additional users that you need to provision for this role, you must add a new organization. If you have less than 100 users, you still have the option to add specific organizations in order to better categorize your users.

As an RM, you can assign one surrogate user. This surrogate will have the same authority that you have within EMMA and be able to act on your behalf.

3.16 Resource Manager Pool

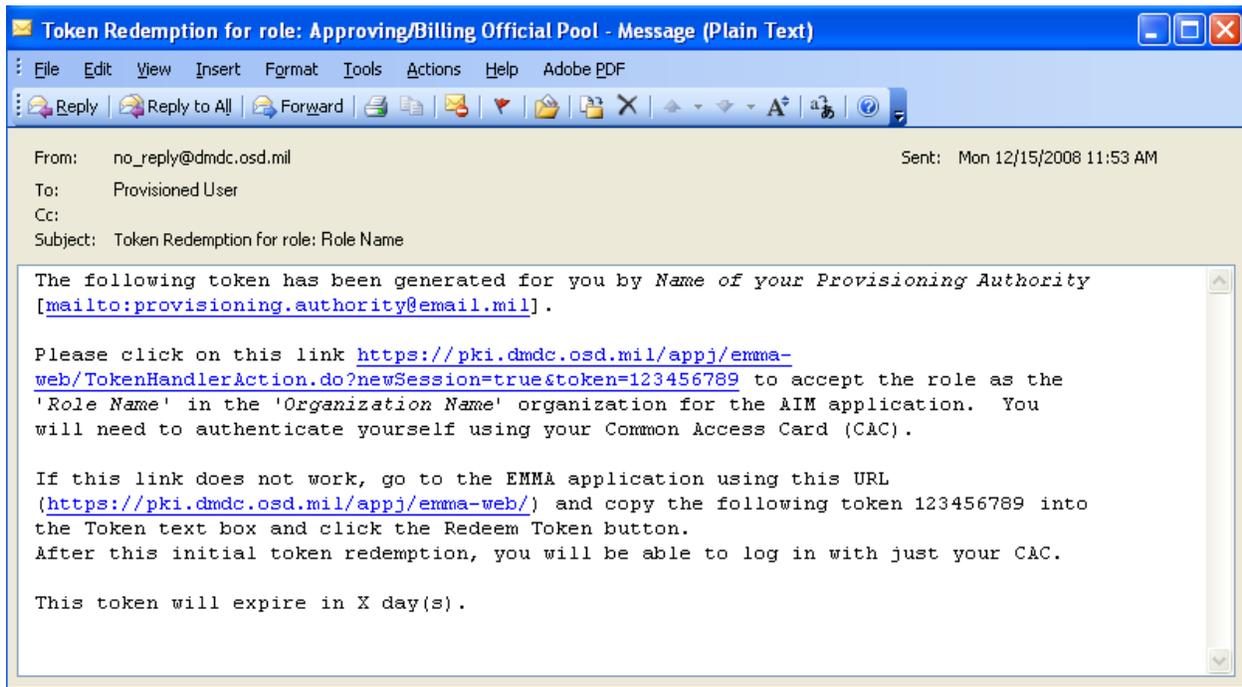
As a member of the RM Pool, you do not have direct access to EMMA. You are limited to redeeming the email token that you receive from the RM. Once you have redeemed your token, the “EMMA Log In” page is displayed with a green bar across the top, confirming that your token was successfully redeemed.

4.0 Performing Functions in EMMA

4.1 Logon Functions

4.1.1 Redeeming Your Token and Logging In

When you have been nominated for a position in EMMA, you will receive a notification email with the subject "Token Redemption for: (specific role that you were provisioned)" which will contain a token string. Once you redeem this token, your Common Access Card (CAC) will be registered to your provisioned role. The email that you receive will look like the following:



There are two ways to redeem tokens and they are both explained in the above email.

Option 1 – Via Email Link

In the email, there is the following text:

"Please click on this link (<https://pki.dmdc.osd.mil/appj/emma-web/TokenHandlerAction.do?newSession=true&redeemToken=123456789>) to accept"

1. Insert your CAC into the card reader.
2. Click on the provided link. This opens a new browser.
3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
4. Enter the PIN for your CAC and click **OK**. The "EMMA Home Page" opens.



Welcome User Name

EMMA Home Page

From this page you can select which application and role you want perform tasks as. You can return to this page any time by clicking on the Home link at the top of the page.

Select Role/Manage Surrogates

Choose a role and click the Select Role button to manage organizations and users. Or you can assign or unassign your surrogate by clicking on the Assign Surrogate button or the Unassign Surrogate button. (You can not unassign yourself as the surrogate to someone else.)

Select	Application	Organization	Role Name	Your Surrogate
<input type="radio"/>	AIM	Test Org	i.e., Role Name	

If you are provisioned as a Cardholders Supervisor or a member of the RM Pool, the “EMMA Log In” page is displayed with a green bar across the top, confirming that your token was successfully redeemed.

Option 2 – Via Token on Screen

1. Insert your CAC into the card reader.
2. Click the secondary link within the email (<https://pki.dmdc.osd.mil/appj/emma-web/>).
3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
4. Enter the PIN for your CAC and click **OK**. The "EMMA Log In" page opens.
5. Click the **Redeem Token** radio button and type the token number from your email into the text box.
6. Click **Continue**. The "EMMA Home Page" is displayed.

If you are provisioned as a Cardholders Supervisor or a member of the RM Pool, the “EMMA Log In” page is displayed with a green bar across the top, confirming that your token was successfully redeemed.

4.1.2 Logging In to EMMA

You will only need to redeem your token in EMMA the first time that you log in. Once you redeem the token, your CAC will be registered to your provisioned role.

To log in to EMMA:

1. Insert your CAC into the card reader.
2. Open Internet Explorer and type in the following Web address:
<https://www.dmdc.osd.mil/appj/emma-web/>.
3. Click the **Common Access Card** radio button.
4. Click **Continue**.
5. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
6. Enter the PIN for your CAC and click **OK**. The "EMMA Home Page" is displayed.

4.1.3 Selecting a Role

When selecting a role, be sure to note the Organization and the Application in the far right column. EMMA allows individuals to have duplicate roles in different organizations. You must select the role for the organization that you are modifying.

To select your role, click the radio button next to your provisioned role and click **Select Role**.

4.2 Organization Functions

4.2.1 Adding an Organization

To add an organization, use the following steps:

1. Click **Organization Details**. The name, description, affiliation, mailing address, and POC phone number for your organization will display in the right side of your screen.
2. Click **Add Organization**.

The screenshot shows the EMMA web application interface. At the top, there is a blue header with the EMMA logo and the text "DMDC Enterprise Monitoring and Management of Accounts". To the right of the logo, it says "Information and Technology for Better Decision Making". Further right are links for "Home | Logoff | Contact | Help". Below the header, a welcome message reads: "Welcome User Name, you are logged in as the [Role Name] for the application AIM". Below this is a breadcrumb trail: "Home > Provisioning". The main heading is "Provisioning for AIM". Below the heading, it says "Select an organization or role below to view/update information." There is a table with two columns: "Test Org" and "Test Org (400714)". The "Test Org (400714)" column contains the following information: "Organization Description:", "Organization Affiliation: U.S. Army", "Mailing Address: Big Military Base, Smalltown, USA 99999", and "POC Primary Phone: 123-456-7890". Below this information is a link for "More info..." and a button labeled "Add Organization".

3. The "Add Organization" screen is displayed. You are required to enter the following information:
 - a. Organization Name
 - b. Organization Affiliation – This field contains a drop-down box for you to select from
 - c. Country – This field contains a drop-down box for you to select from
 - d. Street Address Line 1
 - e. City
 - f. State – This field contains a drop-down box for you to select from

- g. ZIP Code
- h. POC Area Code
- i. POC Phone Number

Note: On the "Add Organization" screen, there are additional optional fields if you would like more detailed information stored for your organization.

4. Once you have filled in the above information, click **Add Organization** on the bottom of the screen.

4.2.2 Viewing an Organization

To view the details of an organization:

1. Click the "+" next to the name of the organization that you just created.
2. Click **Organization Details**.

4.2.3 Updating an Organization

To update an organization:

1. Click the "+" next to the name of the organization you would like to update.
2. Click **Organization Details**.
3. Click **Update**.

Note: From this screen, you can modify, delete, or add additional information for your organization.

4. When you are finished updating your organization, click **Save**.

4.2.4 Removing an Organization

If there are sub-organizations that have been created within your organization, you will not see an option to remove your organization.

To remove an organization:

1. Click the "+" next to the name of the organization which you would like to remove.
2. Click **Organization Details**.
3. Click **Remove Organization**.

Note: When you remove an organization, the permissions for all of the users provisioned in that organization will be removed.

4. Confirm that you want to remove the organization. Click **OK**. A green bar will display at the top of the screen confirming that you have successfully deleted the organization.

4.3 Role Functions

4.3.1 Adding a Role

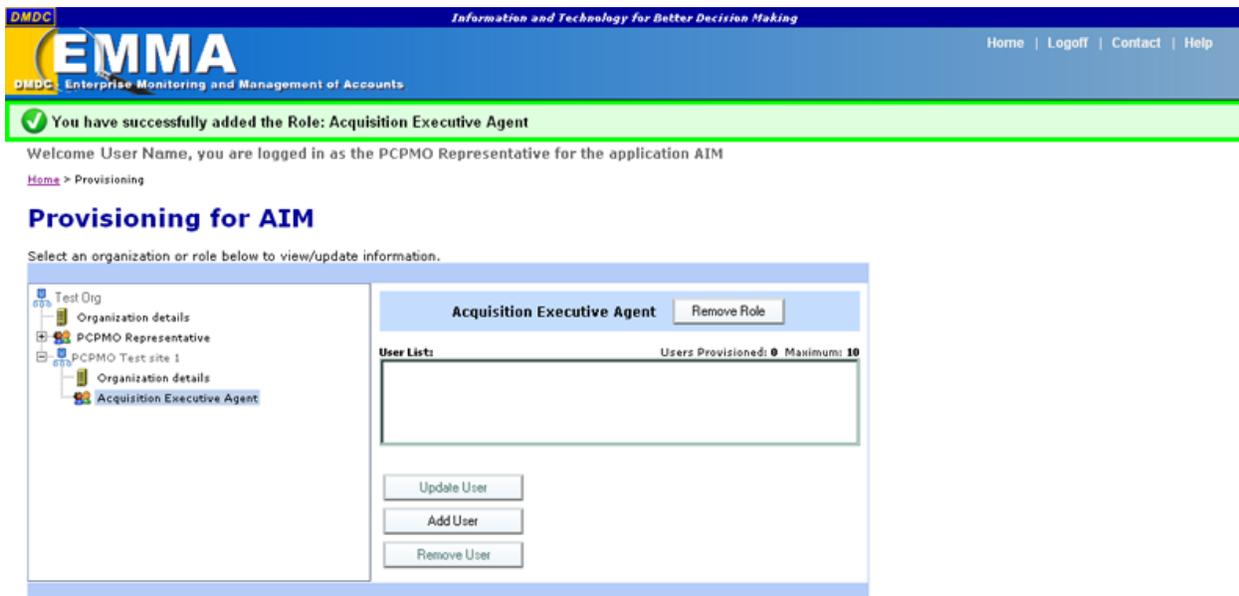
The table after the instructions delineates which roles you can provision as well as how many users can be provisioned within a single organization. If you have additional users that need to be provisioned, you must create a new organization.

To add a role:

1. From the "Organization Details" screen, click **Add Role**.
2. The "Add Role" screen is displayed. See the table below for the roles that you are authorized to provision.

Note: The drop-down arrow will display whether you are permitted to provision just one or multiple roles. The system will only allow you to choose from roles that you are authorized to provision.

3. Once you have selected a role, click **Add Role**. You will be returned to the "Organization" screen.
4. Click the "+" next to your organization. The organization will expand. Click on the title of the role that you just added.



5. You can now assign a user to the new role.

The below table provides a list of each role, who each user can provision, and how many users each role can contain per organization.

Your Role	Who you can provision	How many users for this role per organization
PCPMO Representative	Acquisition Executive Agent	10
	Component Resource Manager	10
Acquisition Executive Agent	HCA Agent	10
HCA Agent	High-Level A/OPC	30
	A/OPC Supervisor	30
High-Level A/OPC	A/OPC Supervisor	30
A/OPC Supervisor	A/OPC	30
A/OPC	A/BO Supervisor	1
A/BO Supervisor	A/BO Pool	100
A/BO Pool	Cardholders Supervisor	100
Cardholders Supervisor	N/A	N/A – User of AIM only
Component Resource Manager	Major Resource Manager	10
Major Resource Manager	Intermediate RM	10
	RM Supervisor	1
Intermediate RM	RM Supervisor	1
RM Supervisor	RM	1
RM	RM Pool	100
RM Pool	N/A	N/A – User of AIM only

4.3.2 Removing a Role

To remove a role, you must first remove all users from the role.

To remove a role:

1. From the "Organization" screen, click the "+" sign next to your organization.
2. Click the name of the role that you want to remove.

The screenshot shows the EMMA web interface for provisioning users. At the top, there is a navigation bar with the EMMA logo and the tagline 'Information and Technology for Better Decision Making'. Below the navigation bar, a welcome message states 'Welcome User Name, you are logged in as the PCPMO Representative for the application AIM'. The main heading is 'Provisioning for AIM'. A message prompts the user to 'Select an organization or role below to view/update information.' On the left, a tree view shows the organization structure: 'Test Org' (expanded) contains 'Organization details', 'PCPMO Representative' (expanded), and 'PCPMO Test Site 1' (expanded). Under 'PCPMO Test Site 1', there are 'Organization details' and 'Acquisition Executive Agent' (selected). The right pane shows the details for 'Acquisition Executive Agent', including a 'Remove Role' button, a 'User List' table (empty), and buttons for 'Update User', 'Add User', and 'Remove User'. The status bar at the bottom right of the pane shows 'Users Provisioned: 0 Maximum: 10'.

3. Click **Remove Role**.
4. Confirm that you want to remove the role. Click **OK**. A green bar will display at the top of the screen confirming that you have successfully deleted the role.

4.4 User Functions

4.4.1 Adding a User

To add a user:

1. From the "Organization" screen, click the "+" next to your organization. The organization will expand. Click on the title of the role that you want to provision.

Note: The right side of the "Provisioning for AIM" screen shows the number of users that have been provisioned and the maximum number of users that can be provisioned for each role.

DMDC Information and Technology for Better Decision Making

EMMA Enterprise Monitoring and Management of Accounts

Home | Logoff | Contact | Help

✓ You have successfully added the Role: Acquisition Executive Agent

Welcome User Name, you are logged in as the PCPMO Representative for the application AIM

Home > Provisioning

Provisioning for AIM

Select an organization or role below to view/update information.

Test Oig
Organization details
PCPMO Representative
PCPMO Test site 1
Organization details
Acquisition Executive Agent

Acquisition Executive Agent Remove Role

User List: Users Provisioned: 0 Maximum: 10

Update User
Add User
Remove User

2. Click **Add User**.
3. Enter the email address of the user that you are provisioning and the number of days that the user has to accept the role. You can allow up to 30 days. If the email address provided for you in the text is invalid, click the User Maintenance Portal (UMP) link or use the following URL <https://www.dmdc.osd.mil/ump> to make any updates.

Note: For verification purposes, the "Add User" screen lists the role which you are provisioning directly under the heading.

DMDC Information and Technology for Better Decision Making

EMMA Enterprise Monitoring and Management of Accounts

Home | Logoff | Contact | Help

Welcome User Name, you are logged in as the PCPMO Representative for the application AIM

Home > Provisioning > Assign User

Add User

Enter the email address of the person you wish to add to the role "Agency/Organization Program Coordinator". When this person redeems the token accepting this position, you will be sent an email message indicating their acceptance. Your current email address is `user.name@email.mil`. (Please use the [User Maintenance Portal \(UMP\)](#) if you would like to update your email address.)

Required fields are indicated by a red star (*) next to the field name.

User Details

*Email Address:

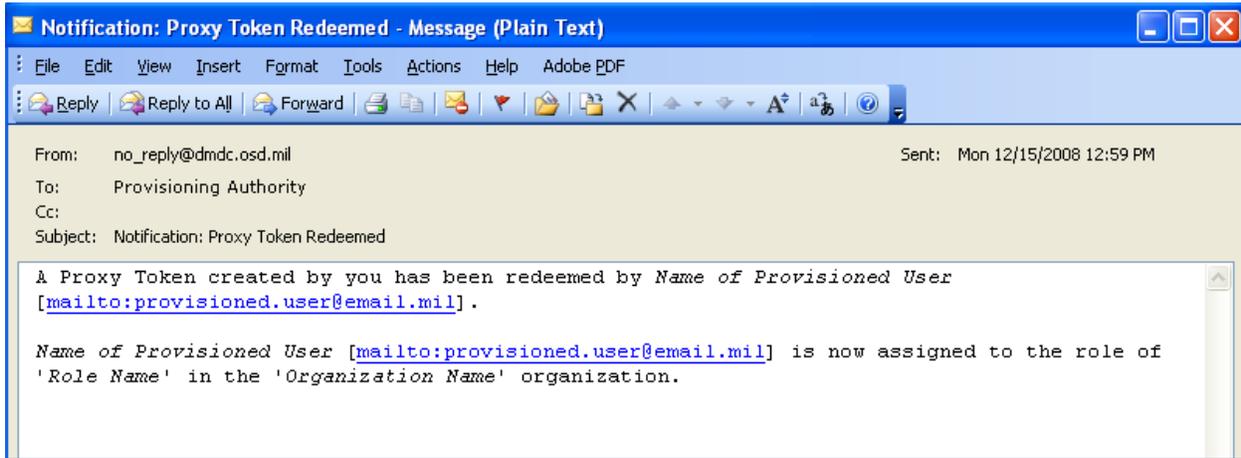
*How many days does user have to accept this Role?: (1 - 30)

Submit Cancel

4. Click **Submit**.

5. The "Organization" screen is displayed with a green bar at the top telling you that you have successfully added a user to the role. From here, you can add another organization, add another role or another user, delete a role, unassign a user, or add a surrogate user.

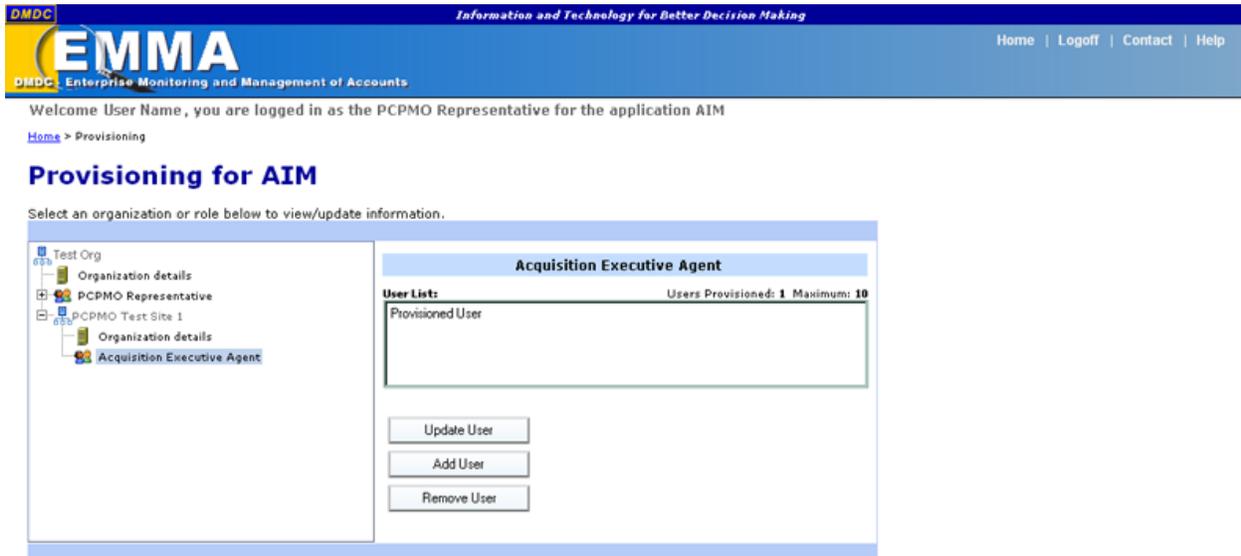
Once the user has retrieved their token and accepted the role, you will receive an email like the following:



4.4.2 Removing a User

To remove a user:

1. From the "Organization" screen, click the "+" sign next to your organization.
2. Click on the role from which you would like to remove the user.



3. Click on the User Name in the **User List**. Click **Remove User**.
4. Confirm that you want to remove the user. Click **OK**. A green bar will display at the top of the screen confirming that you have successfully deleted the user from the role.

4.5 Surrogate Users

A surrogate is an individual, assigned by a provisioned user, who has been designated to fulfill all the system duties on their behalf. This includes provisioning users in the level below them in the hierarchy. For example, an A/OPC Supervisor provisions a user as a surrogate A/OPC Supervisor. When a provisioned user's permissions are removed, the assigned surrogate no longer has access to the systems. EMMA records an identifier of the actual individual who performed an action in the system.

4.5.1 Adding a Surrogate User

To add a surrogate user:

1. From the "EMMA Home Page" screen, click the radio button next to your provisioned role.

The screenshot shows the EMMA Home Page. At the top, there is a navigation bar with the EMMA logo and the text "DMDC Enterprise Monitoring and Management of Accounts". Below the navigation bar, there is a "Welcome User Name" message and the "EMMA Home Page" heading. The main content area contains a section titled "Select Role/Manage Surrogates" with a sub-heading "Choose a role and click the Select Role button to manage organizations and users. Or you can assign or unassign your surrogate by clicking on the Assign Surrogate button or the Unassign Surrogate button. (You can not unassign yourself as the surrogate to someone else.)". Below this text is a table with the following columns: "Select", "Application", "Organization", "Role Name", and "Your Surrogate". The table contains one row with the following data: "Select Role" (radio button), "AIM", "Test Org", "ie., PCPMO Representative", and an empty cell. Below the table are two buttons: "Select Role" and "Add Surrogate User".

Select	Application	Organization	Role Name	Your Surrogate
<input type="radio"/>	AIM	Test Org	ie., PCPMO Representative	

2. Click **Add Surrogate User**.
3. Enter the email address of the person that you would like to add as your surrogate and the number of days that the user has to accept the role. You can allow up to 30 days. If the email address provided for you in the text is invalid, click the User Maintenance Portal (UMP) link or use the following URL <https://www.dmdc.osd.mil/ump> to make any updates.

Note: For verification purposes, the "Add Surrogate" screen lists the role which you are provisioning directly under the heading.



Welcome User Name, you are logged in as the PCPMO Representative for the application AIM

[Home](#)

Add Surrogate

Enter the email address of the person you wish you to add as the surrogate to your role of "Agency/Organization Program Coordinator". When this person redeems the token accepting this position, you will be sent an email message indicating their acceptance. Your current email address is **user.name@email.mil**. (Please use the [User Maintenance Portal \(UMP\)](#) if you would like to update your email address.)

Required fields are indicated by a red star (*) next to the field name.

User Details

*Email Address:

*How many days does user have to accept this Role?: (1 - 30)

- Click **Submit**. Your surrogate user will need to redeem a token as with other users of EMMA. Once the token has been redeemed, your home page will be updated to list your surrogate user's name.



Welcome User Name

EMMA Home Page

From this page you can select which application and role you want perform tasks as. You can return to this page any time by clicking on the Home link at the top of the page.

Select Role/Manage Surrogates

Choose a role and click the Select Role button to manage organizations and users. Or you can assign or unassign your surrogate by clicking on the Assign Surrogate button or the Unassign Surrogate button. (You can not unassign yourself as the surrogate to someone else.)

Select	Application	Organization	Role Name	Your Surrogate
<input type="radio"/>	AIM	Test Org	i.e., Role Name	Surrogate Name

4.5.2 Removing a Surrogate User

To remove a surrogate user:

- From the "EMMA Home Page" screen, click the radio button next to your provisioned role.
- Click **Remove Surrogate User**.
- Confirm that you want to remove the surrogate user. Click **OK**. A green bar will display at the top of the screen confirming that you have successfully deleted the surrogate user.

Note: You can change or remove your surrogate user at any time. To change your surrogate, remove the user and add another surrogate.

Appendix A: Additional Roles and Definitions

A/OPC (Pool)

The A/OPC (Pool) is a group of users within the same organization who have access to perform the same functions on the same requests/transactions. All users assigned as an A/OPC are provisioned by the A/OPC Supervisor. All A/OPCs within an organization have access to the same functions within EMMA.

A/BO Pool

The A/BO Pool is a group of users who have access to perform the same EMMA functions within the organization. Any A/BO Pool member may provision a cardholder supervisor within the organization.

RM Pool

The RM Pool is a group of RM users who have access to perform the same functions on the same requests/transactions within AIM. RM Pool members are provisioned by the RM, and are not users of EMMA.

User Functionality within AIM

Agency/Organization Program Coordinator

- Must approve all account requests prior to bank submittal

Approving / Billing Official Supervisor

- Initiates new Managing Account requests
- Approves the Resource Manager nomination made by the Approving/Billing Official
- May approve Cardholder requests if the primary Approving/Billing Official is the same person as the Cardholder supervisor

Approving / Billing Official Pool Member

- Accepts nomination for Managing Accounts
- Primary Approving/Billing Official nominates Resource Manager for Managing Accounts
- Initiates new Cardholder Account requests

Cardholder Supervisor

- Approves Cardholder Account request if not acting as the primary Approving/Billing Official pool member

Cardholder

- Accepts nomination for Cardholder Accounts

Installation Resource Manager

- Accepts nomination for Managing Accounts
- Allocates Lines of Accounting and ensures adequate funding

Resource Manager Pool Member

- Accepts nomination for Managing Accounts
- Allocates Lines of Accounting and ensures adequate funding

Appendix B: Acronyms and Abbreviations

The following abbreviations and acronyms aid in the understanding of this document.

Abbreviations and Acronyms	Description
A/BO	Approving/Billing Official
AIM	Authorization, Issuance, and Maintenance
A/OPC	Agency/Organization Program Coordinator
CAC	Common Access Card
DMDC	Defense Manpower Data Center
eBPSC	eBusiness Policy Support Center
EMMA	Enterprise Monitoring and Management of Accounts
HCA	Head Contracting Activity
PCOLS	Purchase Card Online System
PCPMO	Purchase Card Program Management Office
PIN	Personal Identification Number
POC	Point of Contact
RM	Resource Manager

Appendix C: Application Error Codes and Messages

Error Message	Explanation	Solution
You lack the privileges to log into EMMA	You are an unauthorized user of EMMA.	Contact your supervisor if you feel that you should have been provisioned in EMMA.
Page cannot be displayed	You have attempted to log in to EMMA with the wrong CAC or no CAC.	Insert your CAC into the card reader and click Refresh .
Please select a user before performing the 'User Details' action	See Error Message.	Select a User and then click User Details .
Please select a user before performing the 'Remove User' action	See Error Message.	Select a User and then click Remove User .
Validation Error You must correct the following error(s) before proceeding: [Missing information] is a required field.	See Error Message.	Fill in all required fields and then click Add Organization .
Zip code should contain 5 numbers	You entered non-numeric characters in the zip code field.	Enter a 5-digit number in the zip code field and click Add Organization .
[phone number name] should be entered as ###-#### or #####	You did not enter 8 digits as the phone number or the hyphen is in the wrong position.	Enter the phone number as an 8-digit number with no hyphen or three digits, a hyphen, and four additional digits.
Description can not be greater than 2000 characters	See Error Message.	Re-enter the Organization Description using less than 2,000 characters.
Description has an invalid character(s). Valid characters are 0-9, a-z, A-Z, space, or any of the following: !@#%-_=:~/. ,[]O\$+?	See Error Message.	Re-enter the Organization Description without using special characters.

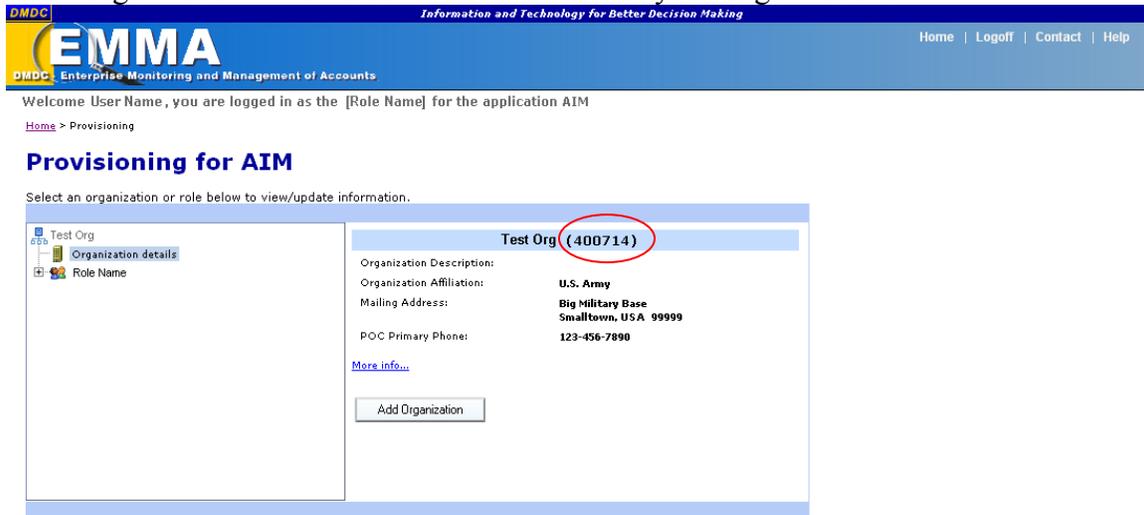
Error Message	Explanation	Solution
User must redeem token before updating or viewing user details	You attempted to update a user that has not yet redeemed their token.	Request that the user redeem their token or wait until you have received email notification that the token has been redeemed and try again.
Token is a required field	You selected Redeem Token on the “Login” page and clicked Continue without entering a token number.	Enter your token number in the provided text box and click Continue .
The token submitted was invalid	You attempted to redeem an invalid token or entered incorrect numbers in the field.	Verify the token number and resend to the database.
Token must be a number	See Error Message.	Enter a numeric token number and click Continue .
The token submitted has expired	See Error Message.	Contact your supervisor and request that they reprovision you as a user of EMMA.
Could not redeem token: Error while redeeming token: mil.osd.dmdc.ctis.emma.businesstier.dao.DaoException: mil.osd.dmdc.ctis.phobianproxy.common.exception.DataException: Token has been cancelled	You attempted to redeem a token that has been cancelled.	If you feel that the token was cancelled in error, contact your supervisor.
Days of Nomination is not in the range 1 through 30	See Error Message.	Enter a valid number of 1 through 30 for a user to redeem a token.
Days of Nomination must be a number	See Error Message.	Enter a numeral for the amount of days that a user has to redeem a token.
Days of Nomination is a required field	See Error Message.	Enter a number of days that a user had to redeem a token.
Email Address is a required field	See Error Message.	Enter an email address and resubmit the request to the database.

Error Message	Explanation	Solution
Email Address is an invalid email address	See Error Message.	The format of the email address is invalid. Enter the correct email address and resend to the database.
Your session has timed out	Your session has been inactive for twenty minutes or longer.	Log into EMMA again and retry your request.
There are no more Roles that can be created under the [name of role] role	See Error Message.	If you have additional roles that need to be created, you must create a new organization.
You receive an email indicating that a message was undeliverable	The email address that you entered to provision a user is not valid and has been rejected by an email server.	Verify the user's email address, enter the valid email address in EMMA, and resubmit to the database.
The EMMA application is temporarily unavailable, please try again later	The EMMA application did not initialize correctly or the database may be down.	Contact the Helpdesk to report the problem.
An error occurred while processing this request. The email message was not sent to the recipient.	See Error Message.	EMMA was unable to send the token email. Please retry or contact the Helpdesk if you continue having this problem.
An error occurred while processing this request. The email message was not sent to the surrogate.	See Error Message.	EMMA was unable to send the token email to your surrogate. Please retry or contact the Helpdesk if you continue having this problem.

Appendix D: Frequently Asked Questions

1. How do I find my Organization ID?

Your Organization ID is listed next to the name of your Organization.



2. Will I always receive an email notifying me of a task?

Yes

Related topics: What if I do not receive a task or token email?

How do I update my email address?

3. What if I do not receive a task or token email?

Check the [DEERS system](#) to verify that your email address is correct. If it is correct, contact the Help Desk. If it is not correct, go to the [User Maintenance Portal](#) to update your email address.

Related topics: Will I always receive an email notifying me of a task?

How do I update my email address?

4. How do I update my email address?

Go to the [User Maintenance Portal](#) to update your email address.

5. How many users can be provisioned per role within a given Organization?

Your Role	Who you can provision	How many users for this role per organization
PCPMO Representative	Acquisition Executive Agent	10
	Component Resource Manager	10
Acquisition Executive Agent	HCA Agent	10
HCA Agent	High-Level A/OPC	30

Your Role	Who you can provision	How many users for this role per organization
	A/OPC Supervisor	30
High-Level A/OPC	A/OPC Supervisor	30
A/OPC Supervisor	A/OPC	30
A/OPC	A/BO Supervisor	1
A/BO Supervisor	A/BO Pool	100
A/BO Pool	Cardholders Supervisor	100
Cardholders Supervisor	N/A	N/A – User of AIM only
Component Resource Manager	Major Resource Manager	10
Major Resource Manager	Intermediate RM	10
	RM Supervisor	1
Intermediate RM	RM Supervisor	1
RM Supervisor	RM	1
RM	RM Pool	100
RM Pool	N/A	N/A – User of AIM only

6. What do I do if my token expired?

Contact the person that provisioned you and request that they resend you the token.
Related topics: What do I do if a user calls and asks me to reprovision them?

7. What do I do if a user calls and asks me to reprovision them?

First, you must remove the user from the role. See section Removing a Role4.3.2. Then, add the user again so that a new token can be sent.

8. What do I do if I cannot log in?

Check the date of your CAC to ensure that it is valid. If your CAC has not expired, contact the Help Desk. If your CAC has expired, contact your supervisor.

9. If I have a new CAC, can I still log in?

Yes – receiving a new CAC will not affect logging in to EMMA if you have already been provisioned.