User Management - Workflow

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Log In to the Incident Response Management Dashboard

This procedure outlines how to securely log into the dashboard, complete multi-factor authentication, and utilize the Forgot Password interface.

> **Warning:** *Do not share your login credentials or MFA verification codes. Unauthorized access may compromise sensitive incident data.*

Login

1. Navigate to the dashboard login page: https://csirs.infosecurity.ca.gov/
2. Upon arriving at the dashboard login page, a **Security Warning** message will appear. Select **OK**.

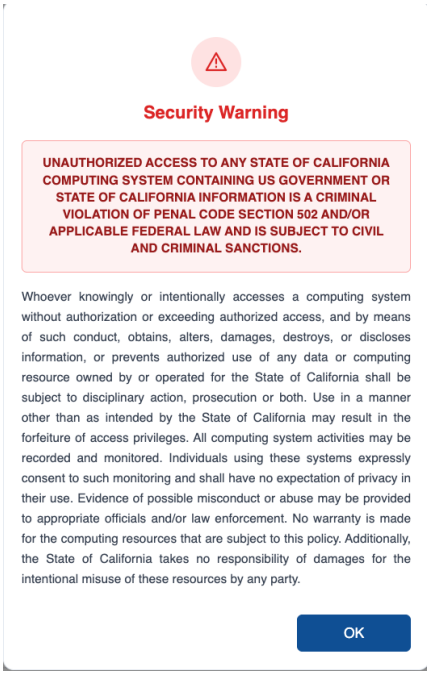


Figure 1: Security Warning Prompt

3. Enter your email address in the **User** field.
4. Enter your password in the **Password** field and select **Sign in**.

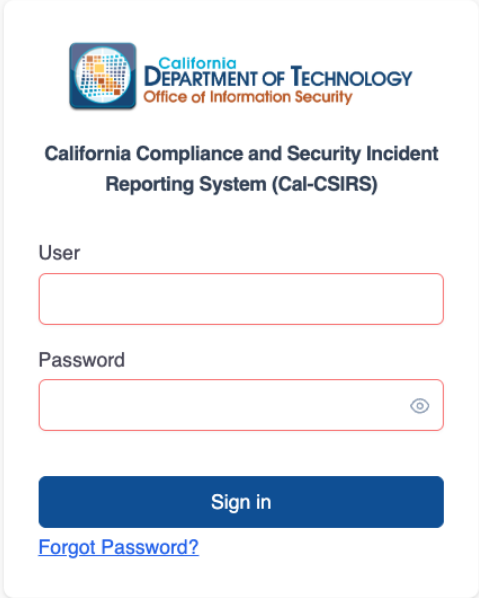


Figure 2: User Login Screen

5. Open your authenticator application on your mobile device.
6. Enter the six-digit verification code into the **Authentication Required** field and select **Confirm**.

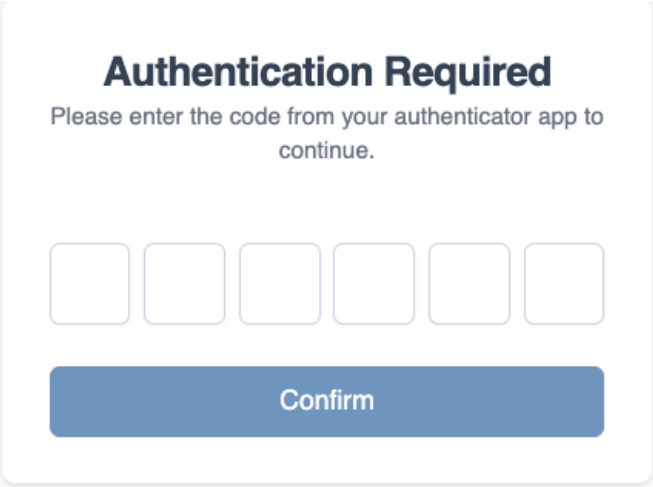


Figure 3: Authentication Screen

Forgot Password

1. For a forgotten password, select the **Forgot Password** link located below the **Sign In** button on the login page.
2. Enter the email address for the forgotten password. Select **Confirm**.

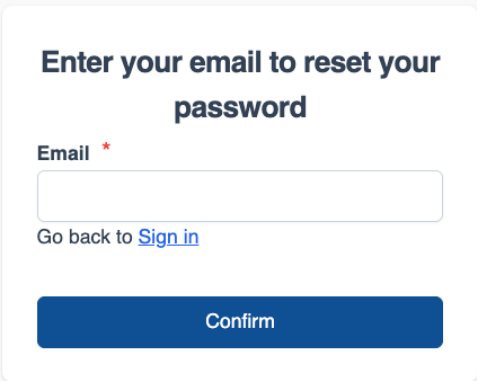


Figure 4: Email Screen for Password Reset

3. Navigate to your email inbox. A **Verification Code** will be sent using a no-reply email address with the subject line: Your **Verification Code**. Copy the **Verification Code** and navigate back to the browser.

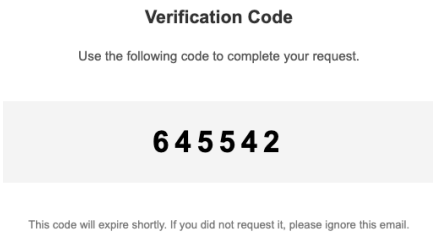


Figure 5: Verification Code

4. Enter the **Verification Code** in the field. Enter a new password into both the **New password** and **Confirm Password** fields.

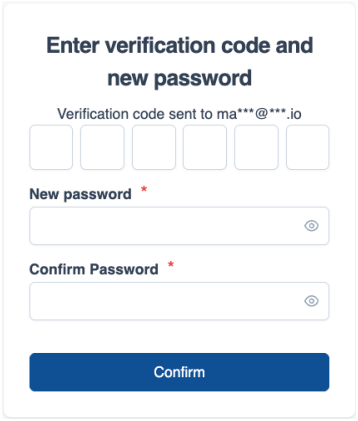


Figure 6: Enter Verification Code and New Password

5. Repeat steps 2-5 the Login instructions to log in.

Navigate the Incident Response Management Dashboard

This procedure outlines how to navigate key interface components including the dashboard and the user profile.

1. Once logged in, the Incident Response Management Dashboard will appear.
    a. Expand or collapse the Navigation menu by selecting the **hamburger icon (three horizontal lines)** in the upper corner.
    b. Use the **Search Bar** in the top header to locate modules by name.

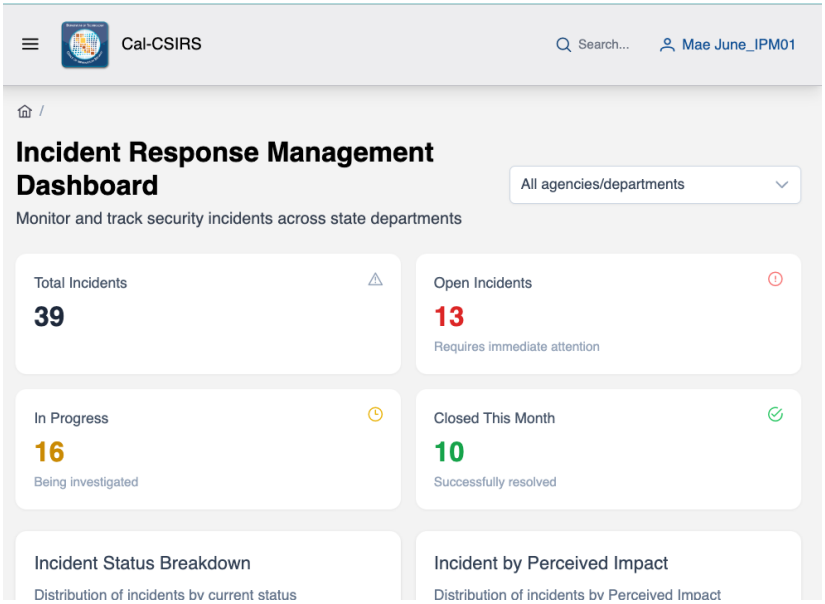


Figure 7: Incident Response Management Dashboard

2. Open the user profile in the upper-right corner of the screen by selecting the user's name, then select **My Profile**.
    a. Select Preferences to update your password.

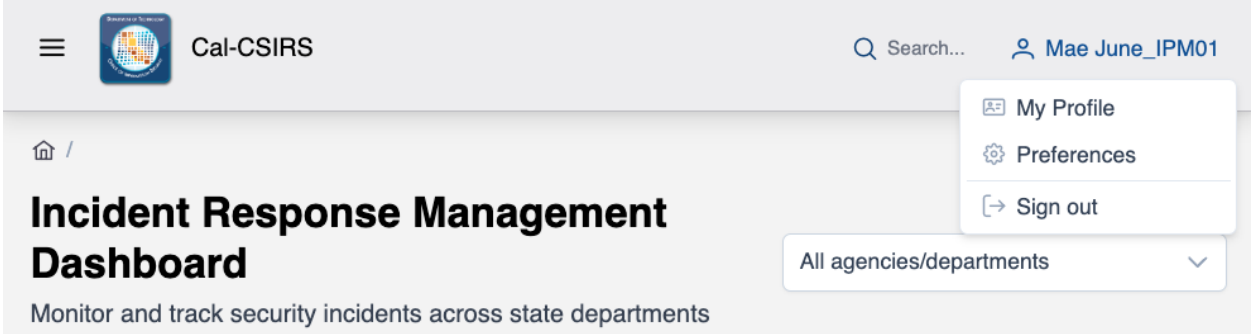


Figure 8: My Profile Selection

3. **My Profile** displays account details such as name, email, system ID, and assigned roles and organizations.

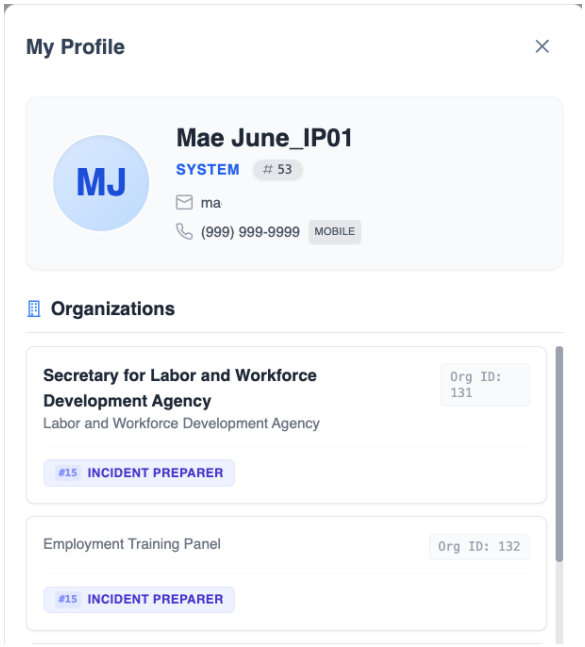


Figure 9: My Profile

4. To sign out and securely exit the dashboard when finished, select the **My Profile** dropdown from the user's name, then select **Sign out**.

IRM Administration

1. From the homepage, select the navigation menu on the left. Then select **IRM Administration**, followed by **Users**.

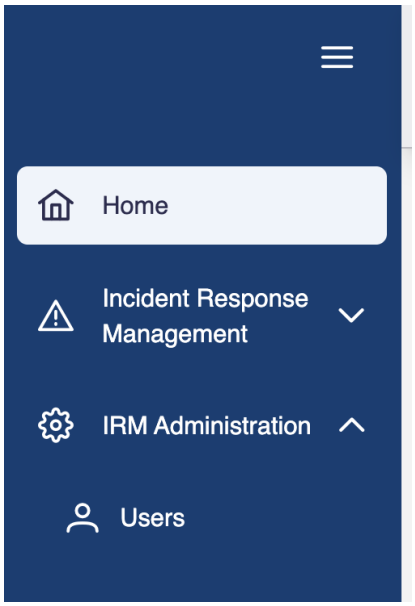


Figure 10: IRM Administration

2. The Users Management page displays a list of users. You can filter results by user ID, name, email, or other identifiable information. If filters have been applied, select **Show All** to view all users.

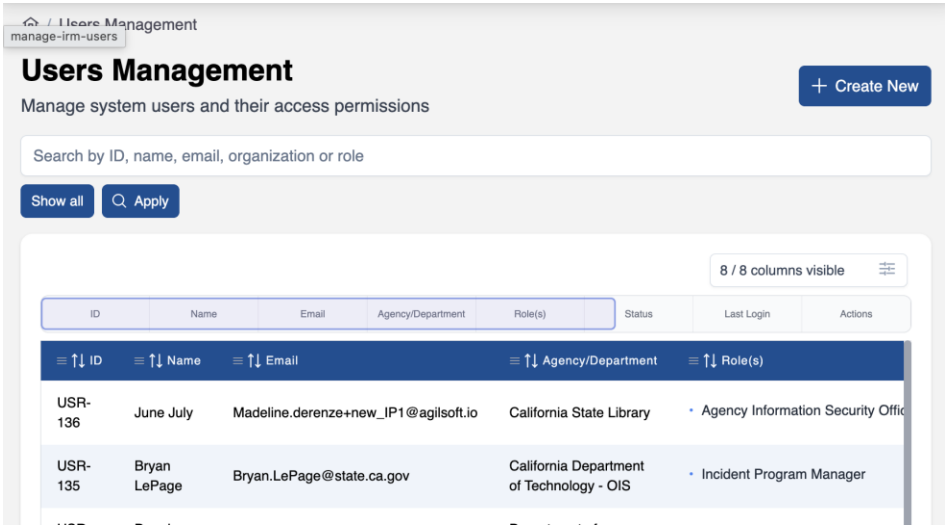


Figure 11: Users Management

3. Pagination options are available at the bottom of the page. You can display up to 100 users per page and navigate between pages using the left and right arrows.



Figure 12: Pagination Options

4. To create a new user, select **Create New** in the top-right corner. On the Create New User page, complete all required fields.
    a. Fields marked with a red asterisk are mandatory, and tooltips are available by selecting the question mark icon.

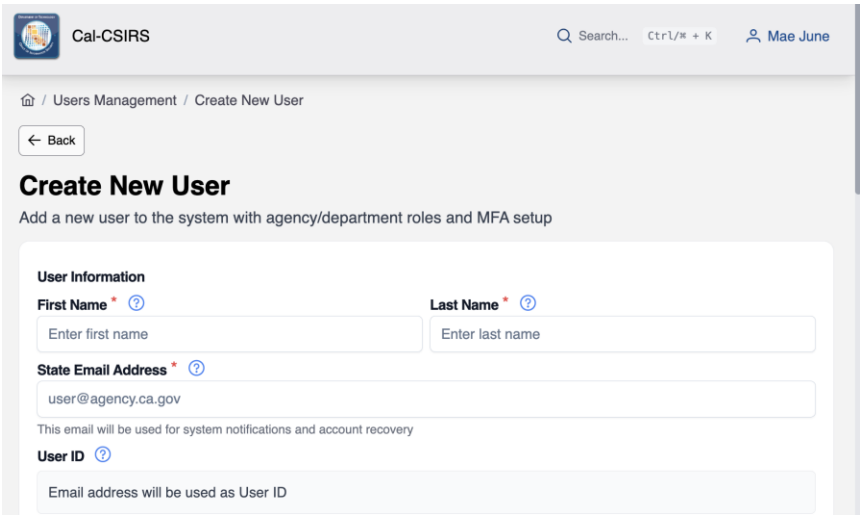


Figure 13: Create New User

5. If you attempt to submit the form without completing required fields, the system will prevent submission. Scroll up and complete any fields highlighted in red.

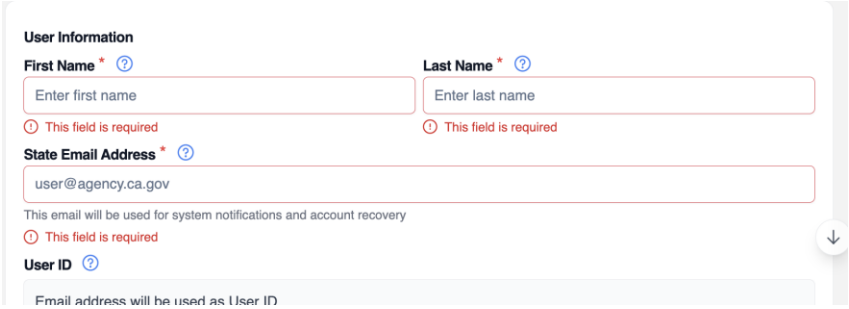


Figure 14: Required Fields

6. Once all fields are complete, select **Create User** in the bottom-right-corner. The browser will return to the **User Management** page.

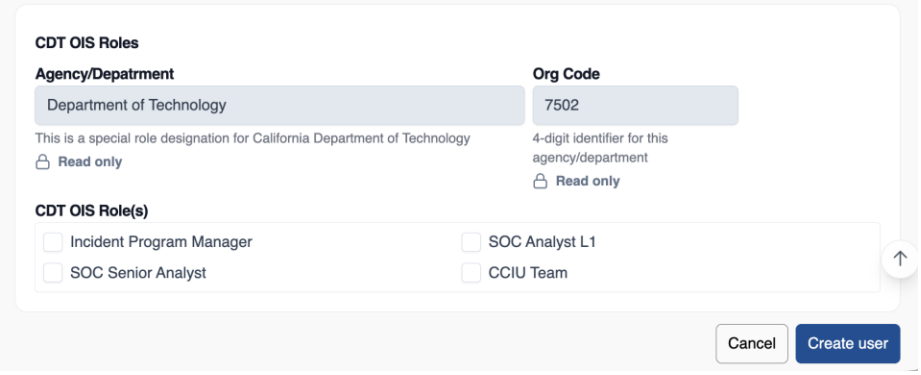


Figure 15: Create User

7. To manage an existing user, select the user from the list by right-clicking their line item, or by navigating to the **Actions** column, selecting the three dots, and choosing an option. From here, you can also deactivate a user account.

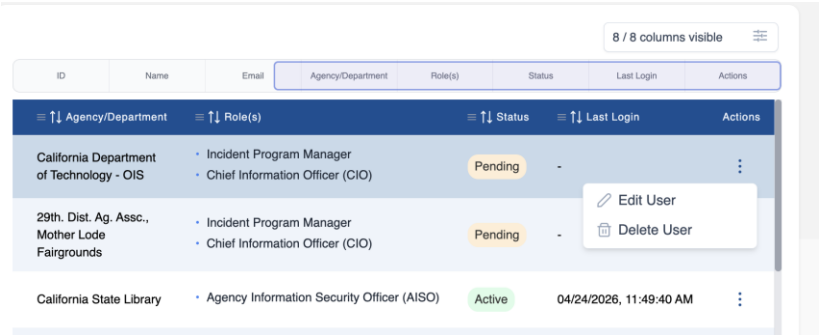


Figure 16: Edit or Deactivate User

8. Selecting Edit User opens the user's information page, where you can make updates. After making changes, select **Update User** at the bottom of the page. To discard changes, select **Cancel**.

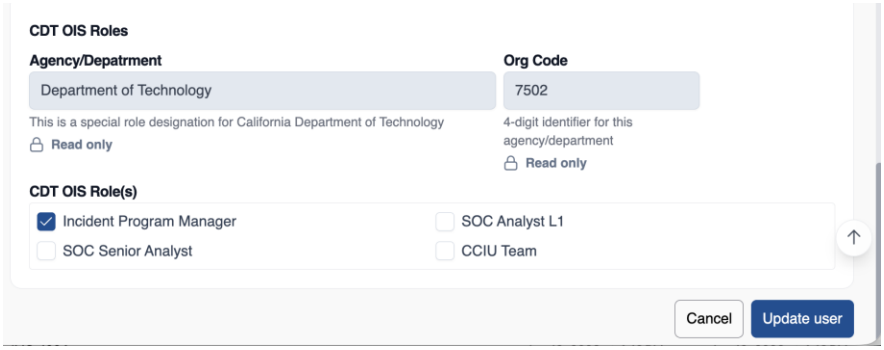


Figure 17: Update User

9. To return to the User Management page, select the **back arrow**.

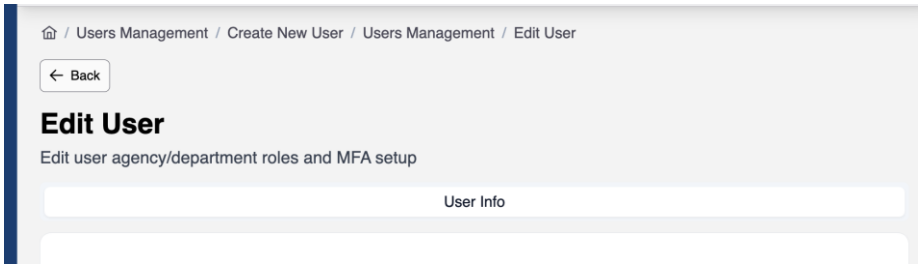


Figure 18: Return to User Management

Questions

Questions regarding the use of this guide may be sent to:

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Office of Information Security

Security@state.ca.gov