

Chapter 5 *State Agency Users*

This chapter contains information that is primarily written for state agency users.

The Town Hall website is managed by the Department of Planning and Budget (DPB). DPB staff are the website administrators and also have a role in the regulatory review process.

The following state entities also have users on the Town Hall website:

- Governor's Office,
- Cabinet (secretarial) offices,
- Office of the Attorney General, and
- State agencies with regulatory authority.

What is an Agency Coordinator?

A state regulation requires that every state agency assign a single person to be the agency regulatory coordinator if the agency has its own rulemaking authority or if it has regulatory boards ([1VAC7-10-80](#)).

Agency coordinators also have an important role on the Town Hall: they are the main point of contact for the agency and have the authority and responsibility to manage state user accounts for the agency/board, including granting permissions to these users for certain actions on the Town Hall.

You can locate contact information for the agency coordinator at any agency by following these steps:

1. Type the name of the agency into the search box in the upper right-hand corner of the Town Hall homepage;
2. Click on the link that says AGENCIES;
3. Click on the name of the agency;
4. On the next screen, click on the AGENCY INFORMATION tab to see the agency coordinator information.

To change an agency coordinator, the agency needs to submit a [Regulatory Coordinator Appointment Form](#) to the Registrar's Office. When emailing this completed form to the Registrar's Office, the agency must also [email](#) a copy of the appointment form to the Town Hall administrators at DPB. Once DPB receives this form, the agency will be contacted to confirm that the new regulatory coordinator has been designated as such on the Town Hall.

How Do I Become Assigned As a State User?

If you are a state employee who will play a role in the regulatory process for an agency/board, you should contact the agency coordinator for your agency. He or she can create your account and assign you the appropriate permissions.

Retrieving or Changing Your Password

If you have an email address that is managed by the Virginia Information Technologies Agency (VITA), you should use your VITA-assigned email address and password to log onto the Town Hall. This type of user is known as a *COV user*.

If you work for an agency that does not receive services from VITA, you can change your password at any time by choosing the MY PROFILE/PASSWORD option on the Agency Functions drop-down menu and modifying the password. If you forget your password, you can choose the CAN'T REMEMBER YOUR PASSWORD? link on the stage login page. You can enter your email address, and the Town Hall will email your password to you.

The Agency Functions menu

Once you are logged in as a state agency user, a pull-down menu will appear on the left-hand side of the screen near the top under Agency Functions. This menu will offer access to specific functions depending on your authority on the Town Hall. Agency users will find the My Agency Boards and My Current Actions screens particularly useful in displaying the Town Hall activity specific to your agency and its boards.

This rest of this chapter contains information that is primarily written for agency regulatory coordinators.

Managing Your Agency Users

When you create a new user account, the user will automatically be granted privileged viewing authority. This allows them to view documents on the Town Hall that are not publicly viewable.

Depending on the agency and board involved, you may grant a user the power to perform one or more of the following functions:

- Submit or withdraw regulatory actions.
- Post and edit meetings, guidance documents, and general notices.
- Access electronic mailing list information, and send out messages or newsletters to customized lists of users.
- Edit agency information and board contact information.

Before you create an account, you need to determine if the user is a COV or non-COV user:

- a COV user is a state employee with an email account and password assigned by VITA. These employees will use the email and password assigned by VITA to access the Town Hall.
- a non-COV user is a state employee at an agency that does not receive IT services from VITA. For a non-COV user, either:
 - obtain from the new user their preferred Login (user) ID and unique password, or
 - assign a Login ID and password to the user when creating the account and then let the user know what they are.

In either case, a password must be at least 14 characters and contain at least three of the following: (1) Lower case letters, (2) Upper case letters, (3) Numbers, (4) Symbols !%&()*+,-./:;<=>?@/^_{}|~.

Additionally, the password must be changed after the user logs in for the first time, and then every 90 days thereafter.

Note: Users that do not have access to certain features or pages will not be able to see the links and/or buttons that link to those restricted features. If a user attempts to access a page for which they do not have permission, the system will display an access denied page. If a user attempts to access a page and is not logged in, the system will prompt the user to login.

Creating a Town Hall User Account

1. After logging on to the Town Hall as an agency user, click on the Agency functions dropdown menu and select **MANAGE USERS**.
2. Depending on the type of user, click on the appropriate hyperlink:
 - a. **VITA'S COV DIRECTORY**, for COV users, or
 - b. **ADD A NON-COV USER MANUALLY**
3. Ensure all of the User Information is entered, including the Login ID, name, email address, job title, telephone number, and the name of your agency. You can enter one or more separate email addresses in the *EmailCC* field if the user has a backup at the agency who should also receive the same Town Hall notifications that the new user will receive.
4. Email-Opt-In: If you think the agency user would like to receive (occasional) emails from DPB, the administrator of the Town Hall website, please check yes.
5. Select the functions that you wish the user to be able to perform on the Town Hall.
6. If your agency has regulatory boards, you will need to select the board(s) to which the user is assigned. If more than one board exists for the agency, a **CHECK ALL** button will be present. Otherwise, only the single board will be listed.
7. Click on **SAVE**.

Editing a User Account

1. After logging on to the Town Hall as an agency user, click on the Agency functions dropdown menu and select **MANAGE USERS**.
2. In the table, navigate to the user whose account you want to edit and click on that row.
3. Update the user's data.
4. Click on **SAVE**.

Deactivating a User Account

1. After logging on to the Town Hall as an agency user, click on the Agency functions dropdown menu and select **MANAGE USERS**.
2. In the table, navigate to the user whose account you want to delete and click on that row. Next, click on **DEACTIVATE**.
3. On the popup screen, click **OK** to confirm the deactivation.

The user account has been deactivated. Note: the deactivated account will not display on screen and will not be usable. However, the account will not be physically removed from the database due to

dependencies on other data, such as historical data reports of user actions (such as viewing the log, noted below).

Unlocking a user account

1. After logging on to the Town Hall as an agency user, click on the Agency functions dropdown menu and select **MANAGE USERS**.
2. Navigate to the user whose account you want to unlock and click the **EDIT** hyperlink.
3. Click **FIX**.

Viewing the Log of your Agency's Activity on the Town Hall

Certain actions on the Town Hall system are recorded to help create a history of changes (audit trail) so that previous actions can be re-visited if necessary. Once the data is saved on a specific action page, a log entry is generated indicating the user who performed the action, date, and the type of action performed.

Only the agency's regulatory coordinator may view the agency's activity log on the Town Hall. The actions currently being logged include:

- Creating or editing a meeting record
- Creating or editing a guidance document
- Creating or editing a regulation info page
- Creating or editing an action information page
- Creating or editing a stage information page
- Editing a board information page
- Editing a secretariat information page
- Editing a agency info page
- Creating or editing a general notice
- Emailing users
- Changing a contact
- Making a submission or approval

If you are the agency coordinator, you can view the log of all your agency's actions by taking the following steps:

1. After logging on to the Town Hall as an agency user, click on the Agency functions dropdown menu and select **View logs**.
2. Specify search criteria and click **SEARCH**.