

NOTE: After 5 cumulative tries of putting in the user's password and/or password hint answer incorrectly -- their account will be locked out for 30 minutes. DO NOT try more than 5 times cumulatively (e.g. 3 tries yesterday and 2 tries today = 5 times). IF they do, their account will be "disabled" which takes a "manual enable" here in the server! The reason their account is disabled instead of locked out for 30 minutes is because after 5 times, the user should realize they don't know their password and/or password hint answer and by continuing...the system thinks someone is trying to hack into it! Thanks."

Additional information you should be aware of prior to submitting your request to the Help Desk: If a caller is getting "Page not found" it may be because there is a temporary hiccup in the system, where a server is failing and a fail-over server is picking up the load or the Page is being worked on and hasn't been updated yet. In either case wait 5 minutes or so and try again. If, after that, it's still not found, put the missing page's URL in the "Request" area and send it to helpdesk@helpdesk.its.nrcs.usda.gov. If you change your password and then get out right away, you will not be able to log into a WebCAAF protected application for 30 minutes. The reason for this 30 minute wait, after a user changes their password, the password change MUST be replicated from Fort Collins Colorado to St. Louis or Kansas City Missouri. The error message about "Cannot generate a temporary password at this time" means that the user's account has been DISABLED (for some reason) and the system WON'T generate a temporary password for a DISABLED account. (Explained above).

An account is locked for excessive tries (5 cumulative times) and should unlock after 30 minutes. If it is 6 cumulative times or more, your account will be DISABLED and it will have to be reset by an administrator (personnel located in the Web Farm) ! The Key to remember is : LOCKED OUT – A temporary situation (30 minutes wait); DISABLED – An administrator has to reset (need to send in an email request). It is also important to note, that closing your browser does not fool the system - the system knows/remembers how many times you have tried UNTIL you have successfully logged in .

The Hints may be created or changed at any time after the user has a permanent password from the initial login screen. If the user is trying to login to WebTCAS and gets: "Your User ID is not currently active in WebTCAS"...This is an HR or CAMS (WebTCAS) problem not WebCAAF! (You may send in a request the same way (via email), please insure that you copy this error message and paste it as part of your request. – these are handled entirely different).

At times, there may be problems accessing WebTCAS due to the volume of users trying to use the system all at once. *This problem could be minimized by entering time on a daily basis, rather than waiting until the last day of the pay period. Supervisors will need to monitor staff to ensure this is being done in a timely manner.*

If there are questions on how to complete timesheets, contact your timekeeper. Other questions may be directed to Gloria Larson at gloria.larson@mn.usda.gov or Tessa Garcia, Alternate POI Coordinator at tessa.garcia@mn.usda.gov.

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