

Single Sign-On and Launch Pad Administrator Guide



7001 Weston Parkway, Suite 200
Cary, North Carolina 27513

© Copyright 2021 Railinc. All Rights Reserved.

Last Updated: January 2021

Table of Contents

Using Single Sign-On and the Launch Pad for Company Admin Tasks	1
Approving and Rejecting Permission Requests	1
Individual Requests.....	2
Managing User Permissions.....	3
Adding a Permission.....	3
Removing a Permission	7
Managing Your Own Permissions	9
Performing an Advanced User Query	10
Viewing Query Search Results	13
Finding Administrator Contacts for Applications.....	16
Viewing the SSO and Launch Pad Admin User Guide.....	17
Index.....	18

List of Exhibits

Exhibit 1. Launch Pad (Company Admin).....	1
Exhibit 2. Manage Permission Requests.....	2
Exhibit 3. Manage Permission Requests Example for Approve/Reject.....	3
Exhibit 4. User Search	4
Exhibit 5. User Search with Criteria and Results.....	4
Exhibit 6. Permissions	5
Exhibit 7. Manage Permissions for Application	6
Exhibit 8. Permissions Example of Added Role.....	7
Exhibit 9. Remove Permissions	8
Exhibit 10. Manage My Permissions	9
Exhibit 11. Advanced User Query	10
Exhibit 12. Application Selected (with Roles drop-down list displayed).....	11
Exhibit 13. Mark, Company and Employer Fields	11
Exhibit 14. Last Name Only Query Results.....	13
Exhibit 15. Select Manage User Permissions in Actions Column	13
Exhibit 16. Manage Permissions.....	14
Exhibit 17. Search Results	14
Exhibit 18. User Information	15
Exhibit 19. Find Contact(s) for Application	16
Exhibit 20. Find Contact(s) for Application (with AskRail Application Administrators	16
Exhibit 21. Find Contact(s) for Application (with Company Administrators)	17

Using Single Sign-On and the Launch Pad for Company Admin Tasks

The Single Sign-On (SSO) system enables Railinc users to register for Railinc access, manage their user profile, and request and access Railinc applications. These functions are described in the [Railinc Single Sign-On User Guide](#).

If you are a *company administrator* for a Railinc application, you have access to additional Permissions and Tools tasks, which are listed in the Administrator functions of the Launch Pad ([Exhibit 1](#)). This Administrator Guide describes these administrator tasks.

Your authorized tasks and applications can be accessed from the **Launch Pad**. To access the **Launch Pad**, enter the following link in your browser:

<https://www.railinc.com/rss/> Log in at the prompt.

Exhibit 1. Launch Pad (Company Admin)

The screenshot displays the Railinc Launch Pad interface for a company administrator. It features a sidebar with 'My Applications' listing various systems. The main content area is divided into several sections: 'Railinc Notifications' with a list of recent updates and reminders; 'My Profile' with options to edit profile, change password, and view permissions; 'Accounts' with options to edit user profile, change password, and manage user status; 'IT Support' with an option to compare local user to LDAP; 'Permissions' with options to manage permissions, user profiles, and permission requests; and 'Tools' with a wide range of administrative functions including user queries, company management, application news, and compliance runs.

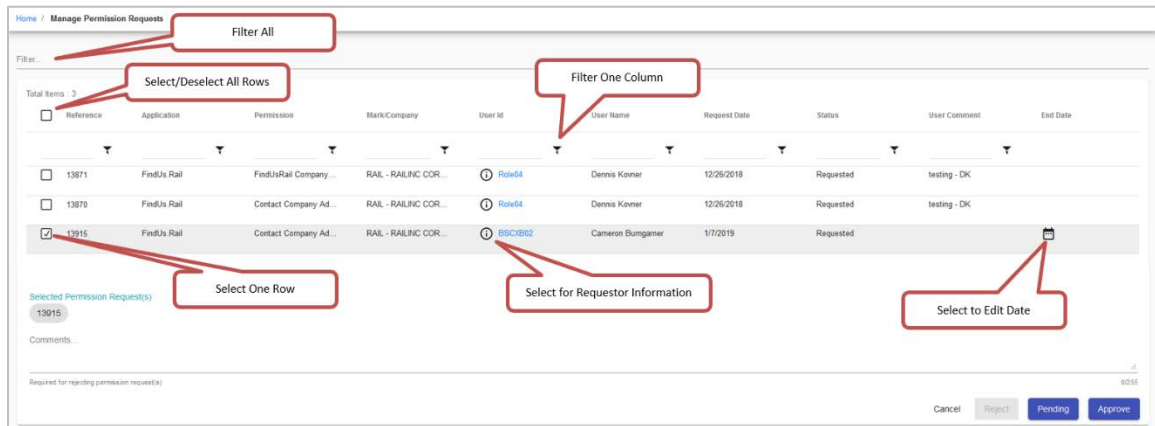
Approving and Rejecting Permission Requests

The company administrator is responsible for responding to requests for access to a specific application. The following sections describe how to approve or reject application access requests.

Individual Requests

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage Permission Requests** in the **Permissions** portlet. The **Manage Permission Requests** page is displayed (see [Exhibit 2](#)).

Exhibit 2. Manage Permission Requests



3. Review the requests:
 - a. As needed, select the user ID hyperlink to open the Manage User Permissions function (see [Managing User Permissions](#)).
 - b. As needed, select the information icon (ⓘ) to open a pop-up window with SSO user information about the requester. Click outside the pop-up window to return to the **Manage Permissions Requests** page.
 - c. Read the **User Comments** the requester might have written to clarify the need for access.
4. To approve or reject individual requests, select the checkbox to the left of the request. To approve or reject all requests, select the checkbox at the top of the form.
5. To reject one or more requests, enter **Comments** explaining why the request is being rejected. The **Reject** button becomes available once a comment has been entered.
6. (Optional) For approvals, you have the option to use the calendar icon (📅) to add an **End Date** for access as appropriate. The start date begins the day the request is approved.
7. (Optional) Enter **Comments** as appropriate (see [Exhibit 3](#) for an example). This entry is included in the notification email.

Exhibit 3. Manage Permission Requests Example for Approve/Reject

The screenshot shows a web interface for managing permission requests. At the top, there is a breadcrumb 'Home / Manage Permission Requests' and a search filter. Below the filter, it indicates 'Total Items: 3'. A table lists three requests with columns for Reference, Application, Permission, Mark/Company, User ID, User Name, Request Date, Status, and User Contact. The third request (ID 13915) is selected, and a details panel is shown below the table. This panel includes a 'Selected Permission Request(s)' section with the ID 13915 and a comment: 'This is being approved.' At the bottom right of the interface are buttons for 'Cancel', 'Reject', 'Pending', and 'Approve'.

Reference	Application	Permission	Mark/Company	User ID	User Name	Request Date	Status	User Contact	End Date
<input type="checkbox"/> 13871	FindUs Rail	FindUsRail Company...	RAIL - RAILINC COR...	Role04	Dennis Komer	12/26/2018	Requested	testing - DK	
<input type="checkbox"/> 13870	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	Role04	Dennis Komer	12/26/2018	Requested	testing - DK	
<input checked="" type="checkbox"/> 13915	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	BDCIBD2	Cameron Bumgarner	1/7/2019	Requested		

Selected Permission Request(s)

13915

Comments
This is being approved.

Required for rejecting permission request(s):

Cancel Reject Pending Approve

8. Select one of the following options:

Approve—Approves the request for the specified period, sends an approval email to the user, and makes the application link available on the user’s Launch Pad. Request status is set to **Approved**.

Reject—Rejects the request, sends a rejection email to the user. The application link is NOT available on the user’s Welcome page and the request status is set to **Rejected**.

Pending—Pends the request, sends an email to the user. The application link is NOT available on the user’s Welcome page. Use Pending when a determination about the access cannot be made without further investigation or information. The request status is set to **Pending**.

Cancel—Returns to the **Launch Pad** ([Exhibit 1](#)). The request status is **Cancelled**.

Note: Requests that have been approved or rejected are removed from the **Manage Permission Requests** page. Those that are **Pending** remain in the list.

Managing User Permissions

The Manage User Permissions function enables the company administrator to grant access that has not officially been requested. You can use this function to quickly grant application accesses to new personnel whose SSO access has been established. You can also quickly remove access when it is no longer needed.

Adding a Permission

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage User Permissions** in the **Permissions** portlet. The **User Search** page is displayed ([Exhibit 4](#)).

Exhibit 4. User Search

The screenshot shows the 'User Search' page with the following elements:

- Header: Home / User Search
- Instruction: Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except employer.
- Search Criteria Fields: User Id, First Name, Last Name, Name (radio button), Mark (radio button), Employer.
- Buttons: Cancel, Reset, Search.
- Control: A small upward-pointing arrow in the top right corner.

3. There are multiple ways to search for users to manage their permissions:
 - a. Enter the **User ID** and select **Search**.
 - b. Begin entering the **User ID** and select the appropriate ID from the drop-down list and select **Search**.
 - c. Enter part of the **User ID**, **First Name** or **Last Name** using asterisk (*) for a wildcard and select **Search** (see [Exhibit 5](#)).

Note: Select the arrow (^) in the top right corner to view or hide your search criteria.

4. Select **Search**. Results are listed in the table.

Exhibit 5. User Search with Criteria and Results

The screenshot shows the 'User Search' page with search results. The search criteria field contains 'CBT*'. Below the search bar, it says 'Found 9 user(s) matching the search criteria.' A table of results is displayed with columns: ID, First Name, Last Name, Employer, Phone, Email, Type, Status, and Actions. The first row shows a user with ID 'CBTEST', First Name 'John', Last Name 'Smith', Employer 'RAILINC CORPORATION', Phone '9195555555', Email 'john.smith@railinc.com', Type 'Web', and Status 'ACTIVE'. There is a 'Filter' bar above the table and a 'Select' dropdown in the bottom right of the table.

Note: If the first name begins with Eve, enter **eve*** in the field for the query. Case is ignored. Enter ***eve*** to show users named Steve, Beverly, or other names that contain **eve**. You can use wildcards for partially-known fields, or when internal characters are unknown. For example, typing **joh*ns*on** finds Johnson, Johanson, Johansson, and Johnston.

5. Select the link of the desired **User ID**. Links are available only for active user IDs. The user's **Permissions** page is displayed (see [Exhibit 6](#)).

Exhibit 7. Manage Permissions for Application

Home / Manage Permissions for Application

ACTIVE ▾

DDCTS
Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

Car Owner Admin (MARK required)
Car Owner Administrator that manages all Incidents including approving settlement process for Rule 107 Incidents.

Name Mark Mark AARE Apply to all

Selected Mark(s)
AARE - RAILINC CORPORATION - TEST

RAIL ✕

Effective Date: 1/25/2021 Expiration Date:

Car Owner Damaged Car User (MARK required)
Car Owner back office users that need access and update capabilities to work with Rule 95/107 Incidents.

Car Owner Defective Car User (MARK required)
Car Owner back office users that need access and update capabilities to work with Rule 1/96/108 Incidents.

Interchange Bureau User (MARK required)
Interchange Bureau users that need the capability to create ICB records in DDCT. User must be a defined Interchange Bureau by the industry for DDCT.

Shop User (MARK required)
Access required for Shop functionality in DDCT including reporting cars on hand and repairs. This is needed by car owner to report unexpected shop arrivals in DDCT.

Comments...

Return Submit 0/255

9. Click **Apply to All** to apply the Name or Mark(s) to all selected roles.
10. Enter or use the calendar icon to select the **Effective Date** and **Expiration Date**. The default **Effective Date** is today. You have the option to leave the **Expiration Date** field blank or enter it as needed.
11. Scroll to the bottom of the page.
12. (Optional) Enter **Comments**.
13. Select **Submit**. The **Permissions** page is redisplayed with the added permission ([Exhibit 8](#)).

Exhibit 8. Permissions Example of Added Role

Home / User Search / Permissions

JOHN SMITH (CBTEST) ACTIVE ▾

Filter...

DDCTS Add
 Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

Car Owner Admin	RAIL - RAILINC CORPORATION	01/07/2019	<input type="checkbox"/>
Handling Carrier Admin	RAIL - RAILINC CORPORATION	11/16/2018	<input type="checkbox"/>

14. If other listed application permissions are needed, select **Add** to repeat the process.

15. Otherwise, select **Cancel**. The **Launch Pad** is displayed ([Exhibit 1](#)).

Removing a Permission

This function enables an administrator to remove access for a specified user ID. To remove application access:

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage User Permissions** in the **Permissions** portlet.
The **User Search** page is displayed ([Exhibit 4](#)).
3. There are multiple ways to search for users to manage their permissions:

- a. Enter the **User ID** and select **Search**.
- b. Begin entering the **User ID** and select the appropriate ID from the drop-down list and select **Search**.
- c. Enter part of the **User ID**, **First Name** or **Last Name** using asterisk (*) for a wildcard and select **Search** ([Exhibit 5](#)).

Note: Select the arrow (▾) in the top right corner to view or hide your search criteria.

4. Select **Search**. Results are listed in the table ([Exhibit 5](#)).
5. The **Permissions** page is displayed ([Exhibit 9](#)).

Exhibit 9. Remove Permissions

Home / User Search / Permissions

JOHN SMITH (CBTEST) ACTIVE ^

User ID: CBTEST Name: John Smith Employer: RAILINC CORPORATION Business Title: Tester User Type: Web	Email: john.smith@railinc.com Phone: 9195555555 Address: 7001 Weston Parkway, Cary, NC 27513 US Member Since: 08/31/2017 Password Expiration: 05/13/2019 (125 days)	Last Updated: 01/07/2019 18:56:13 By BSCXB02 Last Sign in: 01/07/2019 09:20:59 Last Failed Login: 11/27/2018 14:02:21 Incorrect Login Count: 0
--	--	---

User Actions

Filter...
FindUs.Rail

FindUs.Rail	<input type="button" value="Add"/>		
Provides the North American Rail Industry with a central directory of contacts across business functions			
FindUsRail Company Admin	CSXT - CSX TRANSPORTATION	11/14/2018	<input checked="" type="checkbox"/>

Comments...

0/4000

6. Scroll to the permission/role to be removed and select the checkbox to the right of the specific permissions to be removed.
7. Select **Remove Selected Permission(s)** at the bottom of the page. The **Permissions** page is redisplayed showing only the remaining permissions.
8. Select **Cancel** to return to the **Launch Pad** ([Exhibit 1](#)).

Managing Your Own Permissions

An administrator can manage their own personal permissions for authorized applications. When an administrator selects **Manage My Permissions**, the **Manage My Permissions** page is displayed ([Exhibit 10](#)).

Exhibit 10. Manage My Permissions

The screenshot displays the 'Manage My Permissions' interface. At the top, the RAILINC logo and 'User Services' are visible on the left, and the user's name 'John Smith (CBTEST)' along with 'RAILINC CORPORATION | Launch Pad | Sign Out' are on the right. The main heading is 'Home / Manage My Permissions'. Below this, the user's name 'JOHN SMITH (CBTEST)' is shown next to an 'ACTIVE' status dropdown. A 'Filter...' input field is present. The main content area lists a permission for 'FindUs.Rail', which provides a central directory of contacts for the North American Rail Industry. The permission is assigned to 'FindUsRail Company Admin' and 'CSXT - CSX TRANSPORTATION', with an expiration date of '11/14/2018'. A blue 'Add' button and a red checkmark icon are visible. At the bottom right, there are 'Cancel' and 'Remove selected permission(s)' buttons.

The administrator can add or remove permissions as described in the previous sections. Unauthorized applications must be requested by selecting **View/Request Permissions** as described in the [Railinc Single Sign-On User Guide](#).

Select **Cancel** when finished with permission. The **Launch Pad** is displayed ([Exhibit 1](#)).

Performing an Advanced User Query

The **Advanced User Query** enables company administrators to locate specific users of specific applications. Criteria can include:

- Application
- Roles
- User ID
- Email
- First Name/Last Name
- Title
- Country
- User Status (active, inactive, etc.)
- User Type
- Name/Mark (company for specific Roles)
- Mark
- Company
- Employer
- Last Login Start Date
- Last Login End Date

To find a user using a query:

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Advanced User Query** in the **Tools** portlet. The **Advanced User Query** page is displayed ([Exhibit 11](#)).

Exhibit 11. Advanced User Query

The screenshot displays the 'Advanced User Query' page in the Railinc SSO interface. At the top, the breadcrumb navigation shows 'Home / Advanced User Query'. The page contains a search form with the following fields and options:

- Application:** FindUs.Rail
- Roles:** (Dropdown menu)
- Marks:** CSXT
- Name/Mark:** Radio buttons for 'Name' (selected) and 'Mark'.
- Company:** Text input field.
- Selected Companies:** Text input field with a search icon.
- User Status:** Dropdown menu.
- User Type:** Dropdown menu.
- Employer:** Text input field.
- Last Login Start:** Text input field with a calendar icon.
- Last Login End:** Text input field with a calendar icon.

At the bottom right of the form, there are three buttons: 'Cancel', 'Reset' (in red), and 'Search' (in blue). A note at the top of the form states: 'Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except application, role, company, user status, user type and dates.'

Hint: At least *one* criteria must be specified to produce a successful search. Always use the minimum, optimal criteria for efficient searches. First and last names together generally

produce a short results list (unless the last name is common—like Smith). Other unique criteria include user IDs. Specifying too many criteria can result in no match found. Use asterisks (*) as wildcards to overcome spelling variations. For example, entering *JOHNS*N* finds the names Johnson, Johnsen, Johnston, Johnsten, etc.

3. Select the **Application** for the user from the drop-down.

Note: If the administrator has only one authorized application, then only one application will appear in the drop-down list.

The **Roles** drop-down list populates with applicable roles ([Exhibit 12](#)) for the application selected.

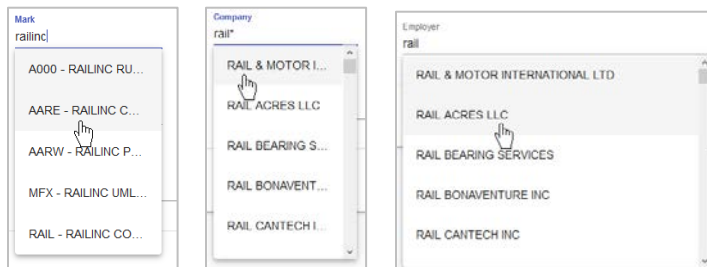
Exhibit 12. Application Selected (with Roles drop-down list displayed)



4. Select one or more **Roles** for the user by clicking inside more than one checkbox. Click again to unselect.
5. Begin entering a **Mark** and a drop-down list appears with possible selections to choose from. One or more marks can be selected and will appear to the right of the field. Entries can be removed by deleting them from **Selected Marks**.
6. Begin entering a **Company** and a drop-down list appears with possible selections to choose from. One or more companies can be selected and will appear to the right of the field. Entries can be removed by deleting them from **Selected Companies**.
7. Begin entering an **Employer** and a drop-down list appears with possible selections to choose from. Entry can be removed from the **Employer** field at any time.


Note: The **Mark** and **Company** fields are the mark and the name of the company for which the user is authorized to act, not necessarily the user’s employer. **Employer** is the user’s employer as shown in their User Profile.

Exhibit 13. Mark, Company and Employer Fields



8. Enter the **User ID**, **Email**, **First Name**, **Last Name** and **Title** fields as appropriate to add them to the query. Remove entries by deleting them.

Note: Use an asterisk (*) as a wildcard for a partially-known field. For example, if the first name begins with Nel, type nel* in the field for the query. Case is ignored. Surrounding the string with asterisks on both sides is recommended for internal strings. Date fields *cannot* have wildcards.

9. Select **Country** from the drop-down list.
10. Select **User Status** from the drop-down list by clicking inside the checkbox(es). If no status is specified, all statuses are used as the default. Valid values for status include:
 - Active
 - Non-Recoverable (cannot be activated; must be recreated)
 - Hard Locked
 - Inactive
 - Password Expired
 - Locked
 - Suspended
11. Select **User Type** from the drop-down list. Valid values for type include:
 - System User
 - Web User
 - Ghost User
12. Enter the **Last Login Start** and **Last Login End** dates in the MM/DD/YYYY format or click the calendar () icon to select dates.
13. When you have specified one or more search criteria, select **Search**. The **Advanced User Query** page redisplay with a table of search results. See [Viewing Query Search Results](#). If no users are found, remove some of the search criteria and search again.

Viewing Query Search Results

When you execute a successful user search, the results are displayed in a table at the bottom of the **Advanced User Query** page. The following sections show samples of various types of queries and a detailed description of the Search Results table navigation and tasks.

Performing a Simple Last Name Query

The query in [Exhibit 14](#) shows how to find users with the last name of “TEST”.

Exhibit 14. Last Name Only Query Results

The screenshot shows the 'Advanced User Query' page. The search criteria are: Application: FindUs Rail, Roles: CSXT, Name: Name (selected), Last Name: TEST. The results table shows one user:

ID	First Name	Last Name	Employer	Phone	Email	Type	Status	Actions
CBTEST1	TEST	TEST	RAILINC CORPORATION	999999999	cameron.bungamer@ralinc.c...	Web	ACTIVE	Select

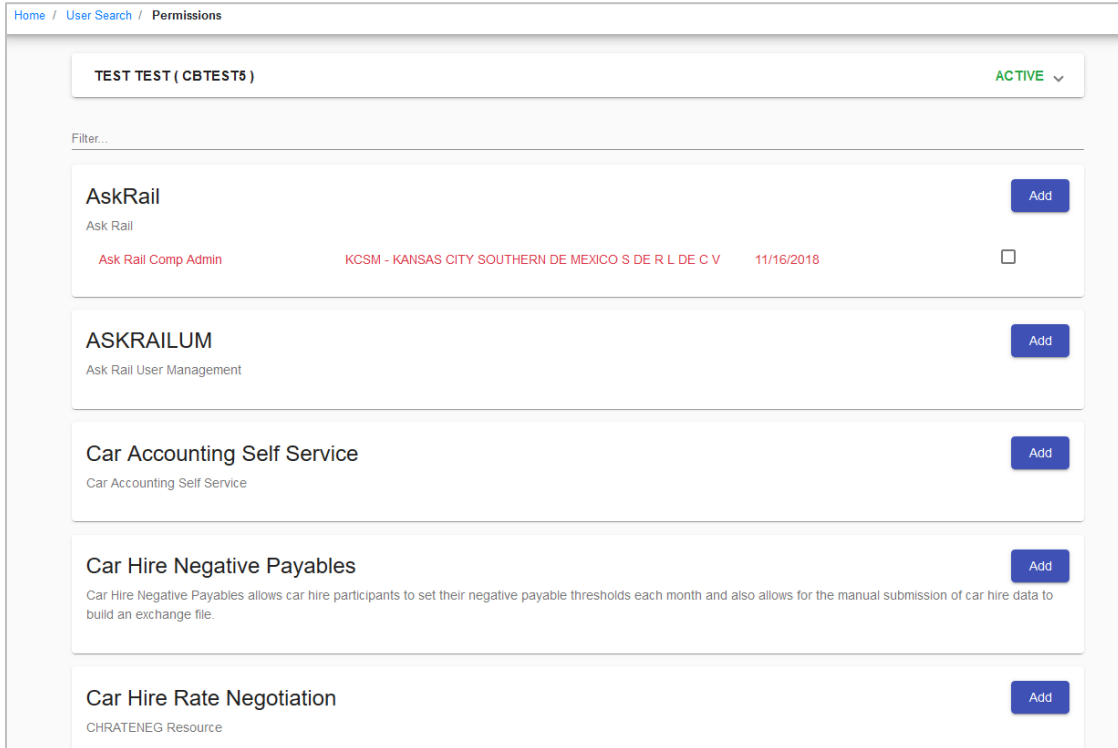
In this example, only one user has the last name of TEST. For a description of the search results table, see [Working with Search Results](#).

From the **Select** drop-down in the **Actions** column of the table, select **Manage Permissions** to see all the selected user’s active permissions on the **Manage Permissions** page.

Exhibit 15. Select Manage User Permissions in Actions Column

The first screenshot shows the 'Select' dropdown menu in the 'Actions' column of the search results table. The second screenshot shows the 'Manage User Permissions' option selected from the dropdown menu.

Exhibit 16. Manage Permissions



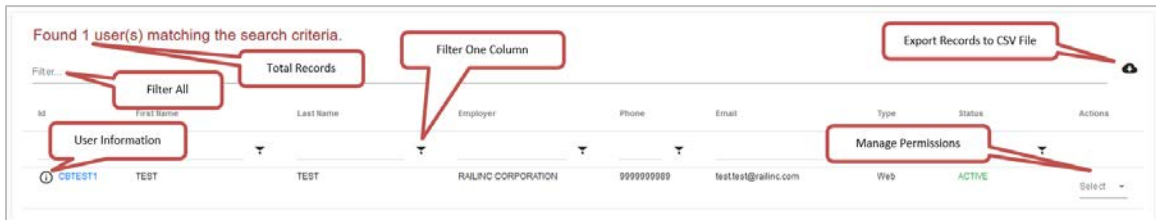
The same user with the last name of “TEST” is shown with all active permissions. For a description of the search results table, see [Working with Search Results](#).


Working with Search Results

The search results table is a fixed size and has a scroll bar at the right for viewing records. Each results record is divided by a horizontal line.

Tables are sorted by selecting the links in the table headings. The default sort is by **User ID**. Move columns around by dragging the header of a column to a new place.

Exhibit 17. Search Results



Select the cloud () icon at the upper right to export the query results to a comma separated value (CSV) file that can be opened in Microsoft Excel for printing.

In the Actions column, click **Select** and **Manage Permissions** to view the available user actions. For company administrators, the only available user action is **Manage User Permissions**. See [Managing User Permissions](#) for more information.

Select the information icon (ⓘ) to open a view only pop-up window with the user's **User Profile** (see [Exhibit 18](#)). Click outside the window to close it when finished viewing.

Exhibit 18. User Information

A screenshot of a user information pop-up window. The window has a white background and a grey border. At the top, the user's name and ID are displayed: "TEST TEST (CBTEST1)". Below this, the user's details are organized into three columns. The first column lists basic identification and employer information. The second column lists contact and address information. The third column lists login and account management details.

User ID: CBTEST1	Email: test.test@railinc.com	Last Updated: 12/13/2018 15:08:07 By BSCXB02
Name: TEST TEST	Phone: 9999999989	Last Sign in: 01/07/2019 17:27:45
Employer: RAILINC CORPORATION	Address: 7001 West Parkway,Cary, NC 27513 US	Last Failed Login: None
Business Title: TEST	Member Since: 03/15/2018	Incorrect Login Count: 0
User Type: Web	Password Expiration: 05/20/2019 (132 days)	

Finding Administrator Contacts for Applications

The **Find Admin Contacts for Application** function enables administrators to determine who is an administrator for specific Railinc applications.

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Find Admin Contacts for Application** in the **Tools** portlet.

The **Find Contact(s) for Application** page is displayed ([Exhibit 19](#)).

Exhibit 19. Find Contact(s) for Application

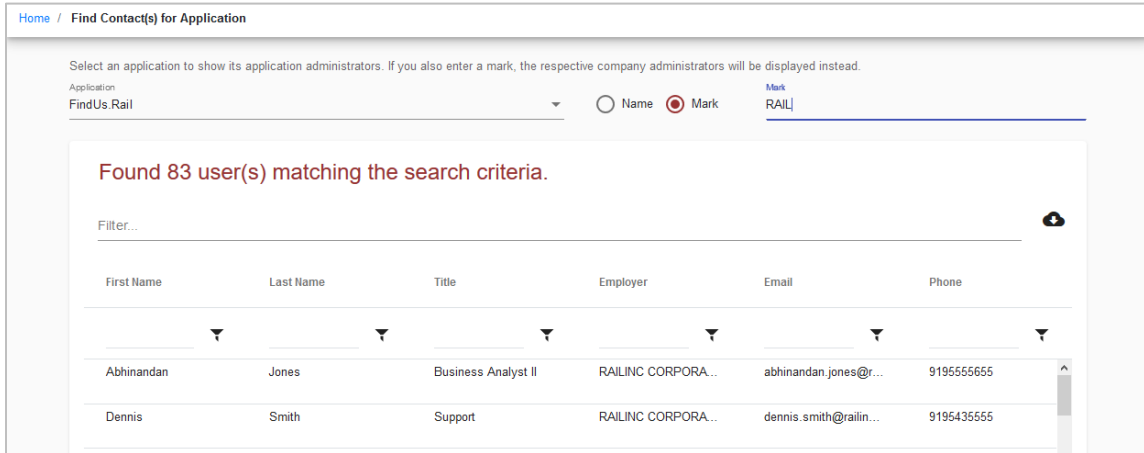
3. Select an application from the **Application** drop-down list. Matches will appear below the selection. When no company is provided, only application administrators are displayed.
4. (Optional) Choose the **Name** or **Mark** radio button to search on the name or mark (company ID) and start entering a name or a mark in the **Mark** field. A drop-down list matching your entry appears. Select a Mark from the list. Matches will appear below the selection. When a company is provided, only company administrators are displayed.
5. The **Find Contact(s) for Application** page is redisplayed with a list of administrators:
 - [Exhibit 20](#) shows Railinc application administrators only. No company was specified in the search.
 - [Exhibit 21](#) shows results when a Company ID is added to the search. The list shows administrators for the RAIL company.

Information shown includes phone numbers and email addresses for the administrator contacts. Tables are sorted by selecting the links in the table headings.

Exhibit 20. Find Contact(s) for Application (with AskRail Application Administrators)

First Name	Last Name	Title	Employer	Email	Phone
Brandon	Waffle	csc	RAILINC CORPORA...	brandon.waffle@raili...	9195555555
Clayton	Miner	Product Manager	RAILINC CORPORA ..	clayton.miner@railin...	5559195555

Exhibit 21. Find Contact(s) for Application (with Company Administrators)



Viewing the SSO and Launch Pad Admin User Guide

Select the **Admin User Guide** link to open the [SSO and Launch Pad Administrator Guide](#) in a new tab or window.

Index

- active permissions
 - query results, 14
- Admin User Guide, 17
- advanced user query, 10
- Advanced User Query Results, 13
- approve request
 - individual, 3
- comma separated value file, 14
- Company
 - vs. Employer, 11
- contact
 - application, 16
 - find, 16
- CSV
 - export, 14
 - link, 14
- date field
 - in query, 12
- Employer
 - vs. Company, 11
- export CSV, 14
- find
 - application admin contact, 16
 - Company admin contact, 16
 - user via query, 10
- icon
 - information, 15
- link
 - CSV, 14
- pend request
 - individual, 3
- query
 - Advanced User, 13
 - CSV link, 14
 - export CSV, 14
 - info icon, 15
 - optimal criteria, 10
 - search results, 14
 - simple name, 13
 - sorting results, 14
 - total records, 14
 - user, 10
- reject request
 - individual, 3
- remove
 - user permission, 7
- request
 - approve, 3
 - pend, 3
 - reject, 3
- simple name query, 13
- sorting query results, 14
- status
 - in query, 12
- type
 - in query, 12
- user permission
 - approve/reject, 1
 - manage, 3
 - pending, 3
 - remove, 7
 - user query, 10
 - user status, 12
 - user type, 12
- wildcard
 - date field, 12
 - in query, 12