



Teaching, Tracking & Payment System (TTPS) User Account Policy	Effective Date:	Apr 1, 2024
	Approved by:	TTP Operations Working Group
	Date Approved:	Oct 12, 2024
	Revision Date:	

POLICY: To govern TTPS user access, privileges, and account updates.

PURPOSE: To provide guidelines regarding TTPS user accounts.

SCOPE: All administrative users including Activity Trackers, Activity Validators, Exception Approvers, Financial Authorizers, Payment Managers, Department HR, Capture Support, Read-Only, and Administrators.

RESPONSIBILITIES: The TTP Business Support Analyst is responsible for creating, updating, maintaining, and disabling user accounts in the TTPS.

PROCEDURE:

1. New User Accounts

- I. New administrative user accounts are to be requested via ttp.support@ubc.ca
- II. Training needs to be completed when a new user account is created and should be provided by the TTP Business Support Analyst. In the event where it is not feasible for the TTP BSA to provide the training, it is acceptable for a supervisor in the user’s department/unit or region to arrange training.

2. User Access

- I. Departments
 - i. When staff turnover occurs, the Program/Education Manager should submit the New User Request E-mail for the incoming staff member.
 - ii. The Program/Education Manager should also submit details of the outgoing staff member to alert the TTP Business Support Analyst to deactivate the account and from what date.
- II. Distributed Sites
 - i. Access is authorized and requested by the incoming staff member’s Program Manager. In the event that this is not possible, the appropriate Administrative Director can authorize access for the incoming staff.
- III. VFMP MDUG and PGME Office Staff
 - i. Access is authorized and requested by the incoming staff member’s Program Manager. In the event that this is not possible, the MDUG or PGME Administrative Director can authorize access for the incoming staff.
- IV. Digital Solutions
 - i. Access is authorized by the Senior Manager, Education Delivery Solutions, Digital Solutions.



- V. Other Users
 - i. Non-standard users account requests (e.g. Dean's Office, senior MDUG & PGME staff, other) are to be referred to TTP Operations Working Group Chairs & Administrative Director, VDE for consideration.
3. User Account Changes
 - I. Departments/Units/MDUG & PGME Office Staff
 - i. The appropriate manager is responsible for verifying any user account changes (e.g., CWL login name, user role) within their department/unit/region.
 - II. All other user accounts
 - i. Account change requests are to be emailed to ttp.support@ubc.ca for consideration.
4. User Account Terminations
 - I. Inactive user accounts are to remain in TTPS for tracking purposes.
 - II. Outgoing staff
 - i. The procedure for outgoing staff user accounts is as follows: deactivate and lock account on all TTP sites including TTP TRN. Do not delete any accounts for auditing purposes.
5. User Account Maintenance
 - I. The TTP Business Support Analyst is responsible for creating, updating and disabling all TTPS user accounts.
 - II. The TTP BSA conducts an annual user audit to verify user access.
 - i. Phase 1: Accounts that have been inactive (no log-ins) for 6 months or greater will be automatically terminated. A list of terminated accounts will be communicated to the appropriate program in Phase 2 of the audit.
 - ii. Phase 2: The TTP BSA will liaise with a representative in each department/unit/region to determine if individual user access is appropriate and up to date.



Appendix – TTPS Administrative User Roles

Role	Details
System Administrator	<ul style="list-style-type: none"> • Unrestricted access to all functions of the TTPS • Performs system configurations, creates and runs scripts and system scheduled jobs, etc.
Department HR	<ul style="list-style-type: none"> • Completes required FOM fields to profiles and submits to Capture Support for approval • Edits and/or reviews profile fields and submits to Capture Support for approval
Capture Support	<ul style="list-style-type: none"> • Reviews profiles pending approval to ensure completion and accuracy of data • Read-Only access to all activity tracks • View access to all service provider profiles
Payment Manager	<ul style="list-style-type: none"> • Read-Only access to all service provider profiles • Read-Only access to all activity tracks • Read-Only access to all service provider statements • Read-only access to site Financial Authorization Reports & Records • Errors and Warnings
Financial Authorizer	<ul style="list-style-type: none"> • Reviews and approves Financial Authorization Reports within assigned tracking functions • Read-Only access to all service provider profiles • Read-Only access to all activity tracks • Read-Only access to all service provider statements
Activity Tracker	<ul style="list-style-type: none"> • Tracks and submits teaching activities within assigned tracking functions • Full access to individual activity tracks within assigned tracking functions • Read-Only access to all service provider profiles
Exception Approver	<ul style="list-style-type: none"> • Determines whether service provider exceptions within assigned tracking functions are formally approved or denied • Full access to individual activity tracks within assigned tracking functions • Read-Only access to all service provider profiles.
Activity Validator	<ul style="list-style-type: none"> • Determines whether activity track information within assigned tracking functions is accurate and formally approved or denied • Full access to individual activity tracks within assigned tracking functions • Read-Only access to all service provider profiles.
Read-Only (Enhanced)	<ul style="list-style-type: none"> • Read-Only access to all service provider profiles • Read-Only access to all activity tracks