Overview

The Rowan Identity Management System (RIMS) is a web-based application designed to collect hierarchical data from the top down and facilitates management by clarifying relationships, defining roles, levels of authority, and supervisory or reporting lines. Supervisors (or their proxies) create an organization, job titles, positions and assign users to each position that they directly supervise. Before you begin, determine which employees report directly to you, and what their titles are. You will need this information before you enter anything into RIMS.

Log on

Log on to rims.rowan.edu from any modern web browser. Select your Active Position. Your Active Position is the position you are entering information for during the current session. If you are acting on behalf of someone else, you will set your Active Position as the person’s Proxy. Submit. If you do not have an active position, your supervisor has not added you to RIMS yet. You must contact your supervisor to enter you into RIMS.

Terms

Organization - This is the department or division name. Only create the level you are responsible for.

Job Title - Use descriptive job titles like “Trainer” instead of “Professional Service Specialist”. If you have three trainers you will only need to create this Job Title once.

Proxy - Supervisor may assign a Proxy to act on their behalf in RIMS.

Role— Your primary function as determined by Human Resources.

Position/Opening - An Opening must be created for each person that occupies a Job Title. For example, if you have three trainers, then three openings must be created for the Position “Trainer”.

Unoccupied Position— When you create a Job Title and select the amount of openings for that position, they are considered Unoccupied Positions until you choose Assign User to Position to add an individual to that position.

User/ Person - The terms User and Person are used interchangeably throughout RIMS. User often refers to the individual currently logged into the application adding information.
Organizations, Job Titles, and Positions

To create an Organization, select the Requests menu and choose Submit Request. Under the section Create your organizational chart you are able to create a New Organization, a New Job Title, or a New Position. All of these can be created during one session. It is not until you Assign User to Position under the Add people to your organizational chart option that all the changes you have made will be submitted to your supervisor for review and approval. You can wait for approval from your supervisor, or if your supervisor has a Proxy, or person acting on their behalf in RIMS, that Proxy can approve or deny the requests. The supervisor can deny a request but will be expected to provide feedback when it is denied as to why. If a request is denied, the person submitting will resubmit based on feedback.

Create an Organization, Job Title, and Position

Click Requests on the menu bar at the top and then Submit Request. Choose the first option to create a new Organization, Job Title, and Position/Opening. The form for Create A New RIMS Entry will ask you for the information needed to create a new entry. If your Organization and Job Title are already listed, select them from the drop down menu. When you are done, select Submit. If you have created an opening for a Position, you can complete the next step of Assigning a User to Position.

If your Organization and Job Title are not already listed, select Create New and fill out the information for a new organization.

If Job Title is not already listed select Create New and fill out the name of the new title. Then select the type of Role and how many openings you need to create. For example, if you have three trainers, then three openings must be created for the Position "Trainer" and Submit.
Assign User to Position

On the Submit Request screen choose the second option Add people to your organizational chart. Find the user by email, Banner ID or name. Select the correct person. Assign the user to an empty position from the menu and Submit. Assign User to Position triggers your supervisor to approve not only the User in the position, but also the new Organization, Job Title, and Position. Wait for approval from your supervisor. Your supervisor may deny the request and leave feedback as to why. Submit the information again with the changes suggested.

Assign a Proxy to Your Own Position

Select Requests from the home page. At the bottom of your screen choose Assign a proxy to your position. Find the user by email, Banner ID or name. Select and Submit. Wait for approval from your supervisor.

Maintain your Organizational Chart

If you do not need to make multiple entries and want to perform one task, you can use the Maintain your organizational chart menu. The menu includes options such as Updating the name of your Organization, Removing a Person from a Position if a person leaves and Removing an unused Job Title among others.

Options like Updating the name of your Organization is useful if your organization has changed names. Update a Job Title is used if your job title or a job title in your organization has changed. It is best practice to Remove an unoccupied Position if you have created a position that is now not needed. The same best practice applies to Remove an unoccupied Organization if one has been created that is no longer needed.

If a person in your organization takes a new position within the organization, first use Remove a Person from a Position. That removal will need to be approved by a supervisor. After the removal is approved, the person will be assigned to another unoccupied position or if they are beginning in a new position that did not exist prior, the option to Create New Position will be used, followed by the option to Assign User to Position to add them to their new job. All removals require a supervisor’s approval.
Set Active Position

If you have more than one position in RIMS or you need to log in as a Proxy for someone else you will need to Set Active Position. Go to the user menu on the top right and choose Set Active Position. You can change your active position from here using the drop down menu. Then select Submit.

Approve or Deny a Request

A supervisor or Proxy for a supervisor may need to approve or deny a request. If you log into RIMS and see a red box to the right of the Requests menu with a number it means there is a pending request that needs your attention. When you click on the Requests menu you should see a red box next to the section requiring an action.

Approve or Deny Pending Requests

<table>
<thead>
<tr>
<th>ID</th>
<th>Submitted By</th>
<th>Submitted On</th>
<th>Status</th>
<th>Summary</th>
<th>Comments</th>
<th>Approve</th>
<th>Deny</th>
<th>No Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>28234</td>
<td>Erica King</td>
<td>05/22/18</td>
<td>1:55 PM</td>
<td>pending</td>
<td>Assign user Jennifer Savage to position Instructional Designer - Eric's New Organization</td>
<td>Change org name to Instructional Technology</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If there is a pending request that can be approved, click the Approve option and select Submit. If any changes need to be made, deny the request and leave a comment with the reason it is being denied. This will provide the requester with information to make needed changes.

Set a Preferred Position

If you have more than one position in RIMS you can change your Preferred Position. Under the Identity Info select User Info. Click on Update Preferred Position, select the new position and click Submit.
Organizational Charts

RIMS will allow you to create organizational charts. You are able to choose the number of levels to display. To view your organizational chart, select **Identity Info** and then **Org Chart**.

The **Root Position** is your **Active Position**. To include your supervisor, select the check box next to **Include Root Position Supervisor**, then select **Reload Chart**. All job titles will show as “Pending” until they are approved by Human Resources. Unoccupied positions will show as “Unoccupied”. If you created multiple organizations, only one organization will show in the organizational chart, and everyone who reports to you will show in that organization.

To view the organization of the level above you, select your supervisor’s block and reload the chart again.

Select **Save Chart** to download the organizational chart as a .png image file.
View Request Options

The Requests menu has options to view Pending Requests that you or your supervisor, if you are acting as your supervisor's Proxy, have denied or approved in the past. You can also view Pending Requests that require attention or action. Items requiring action will have a red number beside them. If you have submitted a request that requires approval, there will be a Pending With section to see who must approve the request.

Email Notifications

Email notifications will be sent daily for all who have actionable RIMS item requests relevant to their positions. The information in the email only includes activities since the last email. Items include position assignments and assignments as a Proxy. Occasionally an email will be sent if there has been no activity within your organization. This is a friendly reminder to periodically check your organization to ensure it is up to date and accurate.

Rowan Identity Management System proxy user digest for Jeanie Riebe

Activities for Mira Lalovic-Hand - Senior Vice President and CIO, Information Resources and Technology from 01-Jun-2017 to 02-Jun-2017

Direct report activities of this Position

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Description</th>
<th>Submitted By</th>
<th>Approval Supervisor</th>
<th>Request Date</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2469</td>
<td>Remove user Michelle Peaks from position Assistant Director</td>
<td>Patrick Chadd</td>
<td>Mira Lalovic-Hand</td>
<td>June 02, 2017</td>
<td>Revoked</td>
<td>None</td>
</tr>
<tr>
<td>2470</td>
<td>Update current organization Technology Services Stratford to be of type Structural and have a title of Technology Services Stratford and a chairmain of TS Stratford</td>
<td>Patrick Chadd</td>
<td>Mira Lalovic-Hand</td>
<td>June 02, 2017</td>
<td>Revoked</td>
<td>None</td>
</tr>
</tbody>
</table>

Activities performed by proxy users are shown as block.

From: RIMS
Sent: Tuesday, April 24, 2018 9:10 AM
To: Riebe, Betty Jean
Subject: Your RIMS Organization May Need Updating

Hello Betty Riebe,

As a supervisor or proxy, you are responsible for maintaining information about your organization, IRT Administrative Staff, in the Rowan Identity Management System (RIMS). Please review the information below to ensure it is up to date. If the information is not accurate, log into https://rims.rowan.edu and make any necessary changes.

If you have questions or need additional training to create, assign, remove or update information about your organization in RIMS, please contact support@rowan.edu.

<table>
<thead>
<tr>
<th>Banner ID</th>
<th>Name</th>
<th>Title</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Elaine Watson</td>
<td>Senior Clerk Typist</td>
<td>Secretarial</td>
</tr>
<tr>
<td></td>
<td>Olivia Trachtenberg</td>
<td>Program Assistant</td>
<td>Staff</td>
</tr>
<tr>
<td></td>
<td>Shante Walker</td>
<td>Program Assistant</td>
<td>Staff</td>
</tr>
</tbody>
</table>

Thank you!
Information Resources & Technology (IRT)