Government of the People's Republic of Bangladesh
National Board of Revenue
Rajashwa Bhaban, Segunbagicha, Dhaka-1000

OPERATIONAL GUIDE

User Management System

Date of Release: Monday, October 24, 2022
Version: 2.0.3

Terms and Glossary

| #	Term	Description
1	NBR-UMS	User Management System for National Board of Revenue
2	UMS	User Management System
3	AW System	ASYCUDA World System
4	Application	In terms of AW user creation, the application form contains some required information for creating the user in the AW system
5	Applicant	A new user who wants to apply for AW user in ASYCUDA World system.
6	Approver	A person Who verifies the Applicant's request is called as an Approver.
7	ICT Admin	ICT Admin will create AW User in AW System and send notification to applicant via UMS
8	ASYCUDA World (AW)	Automated System for Customs Data
9	Credential	A user credential is a user name and password authentication token that is bound to a particular user
10	IT Section	Information Technology team of NBR

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1 - AW User Creation

1.1 - Registration by Applicant

The **Applicant** will go to browser (Google chrome, Mozila Firefox etc.) and find **User Management System (UMS)** using in the specific **URL https://ums.bdcustoms.gov.bd/**

Existing User can login using credentials and a new Applicant can register going to **Request for New AW User** option as marked in below screen.

Figure 1: Login Page of User Management System
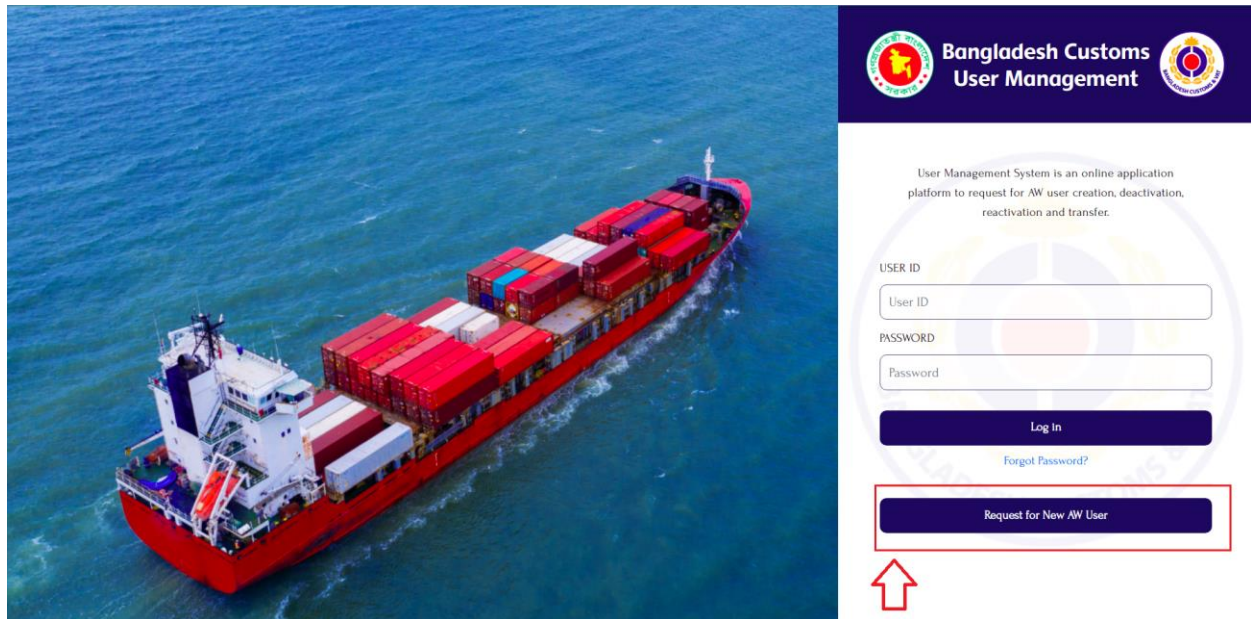
Applicants can register and request for AW user creation through this feature. Firstly, they will need to register and fill up the required information. The system will verify the information and the authentication of the application generating OTP. Once the verification is completed, the application can be able to save the information as a draft. The system will provide user credentials to the application after successfully saving. The applicant will log in and send the application to Approver.

After clicking **Request for New AW User** from the login page, it will open the below screen to input the necessary information.

Figure 2: Entry form to provide Authentication Information of an Applicant for AW User Creation

Once Authentication Information is done, press the **Next** Button to input Basic Information

Figure 3: Entry form to provide Basic Information of an Applicant for AW User Creation

Finally select checkbox of **terms and condition** and click on **Submit** Button

Once the submission is done, Applicant will get an OTP(One-time Password) message for mobile verification. Please input the OTP number in the message box and Submit.

Figure 4: OTP Validation

If OTP is correct, System will inform and redirect to the Log in page.

Figure 5: Confirmation of OTP Validation
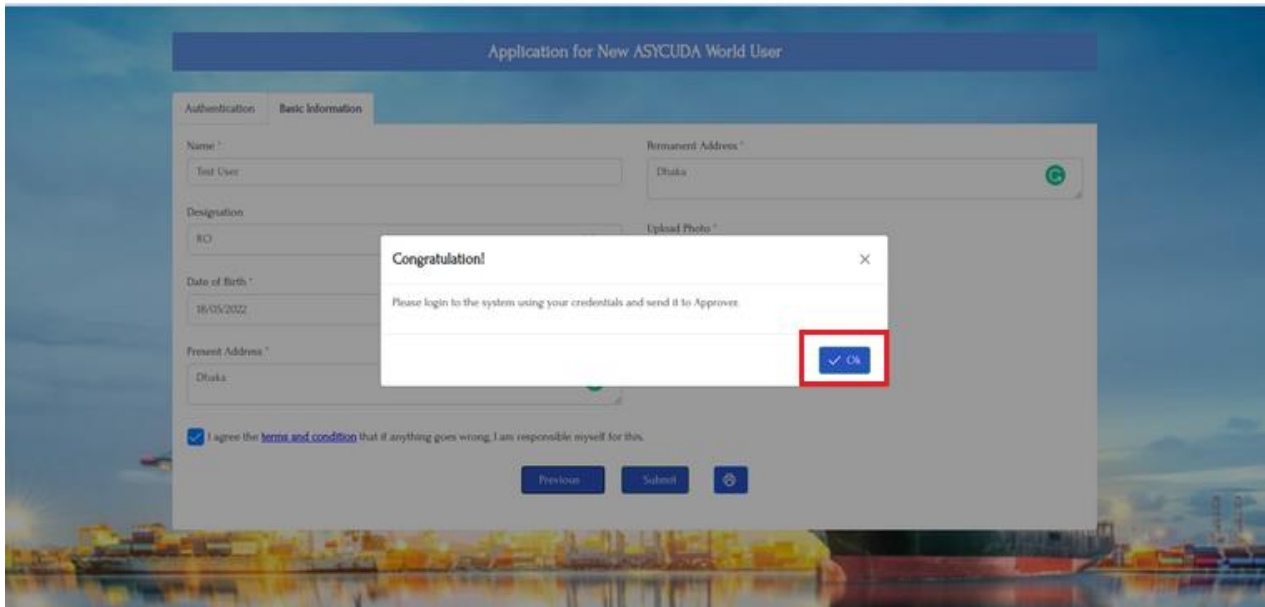
1.2 - View Application status by Applicant

Login with provided UserID and Password at the time of form fillup. After login, go to **Applications> View Application**

Figure 6: View requested application
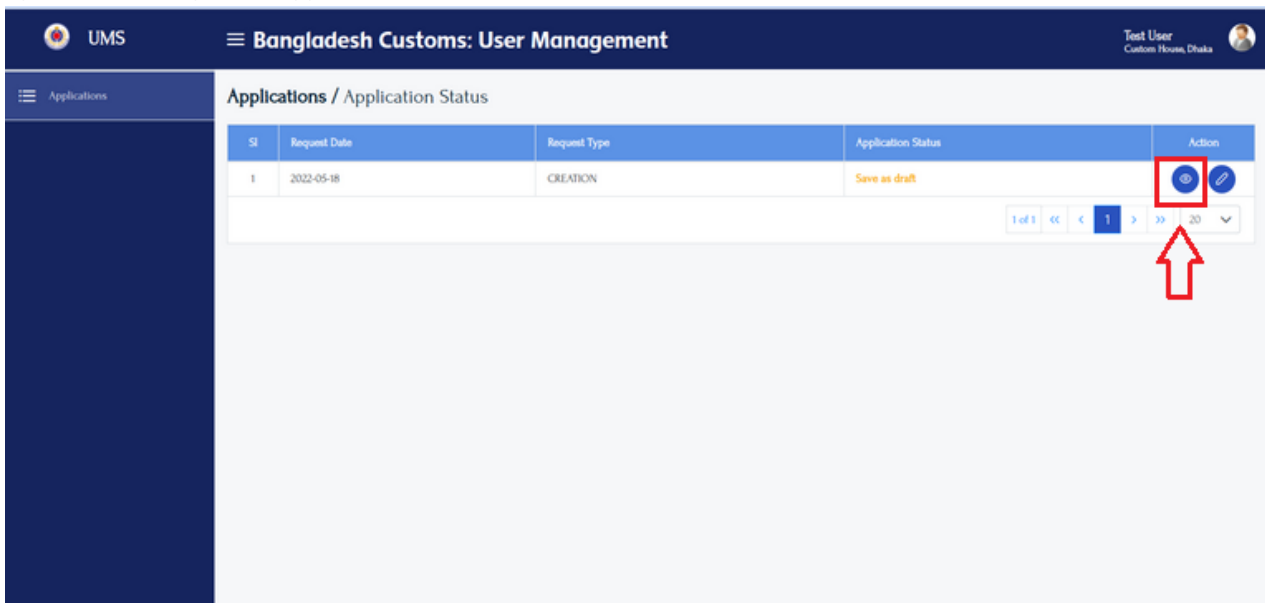
Figure 7: View details information of Applicant.
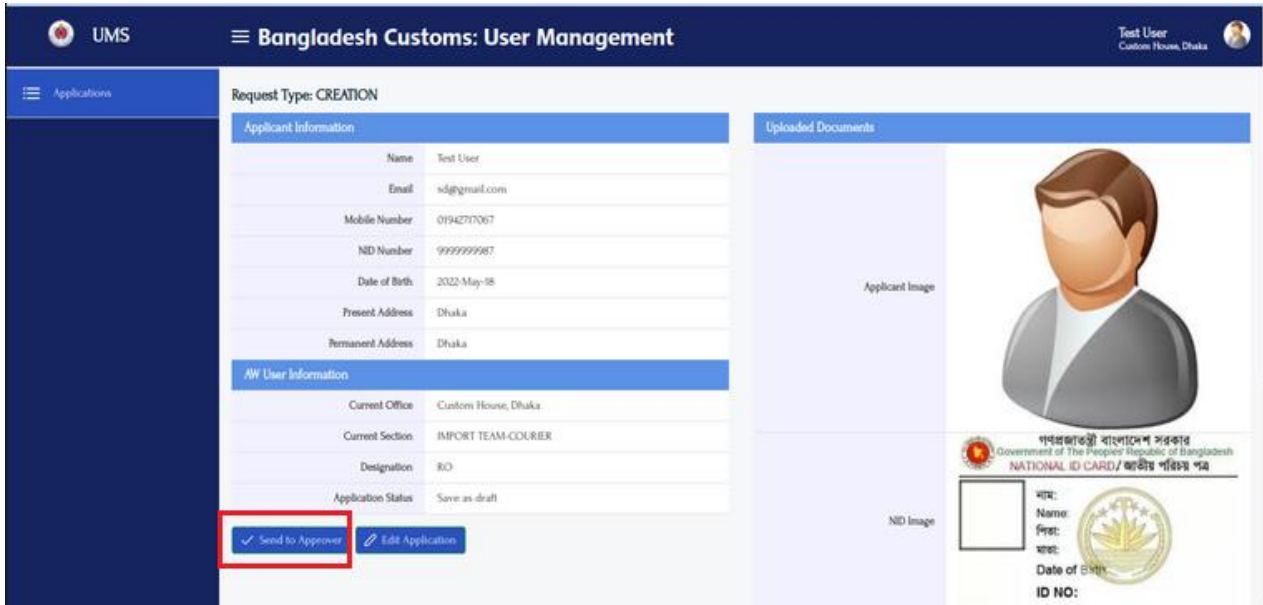
Note: Applicant can Edit information by clicking on the Edit Application button before sending it to Approver. Once it is sent to Approver, the applicant will not be able to edit information.

Figure 8: Confirmation of forwarding Request to Approver
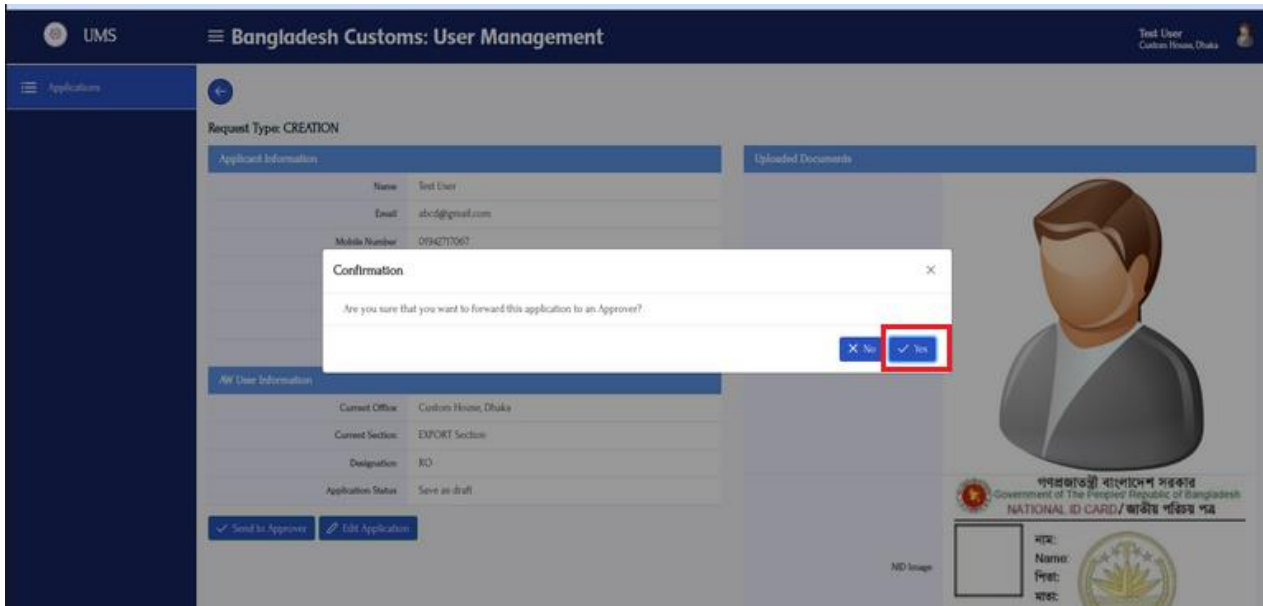
1.3 - Request approval by Approver

Approver will log in with User ID and Password, then go to Menu **Applications> Pending AW User List**

Figure 9: Pending list to be approved for AW User
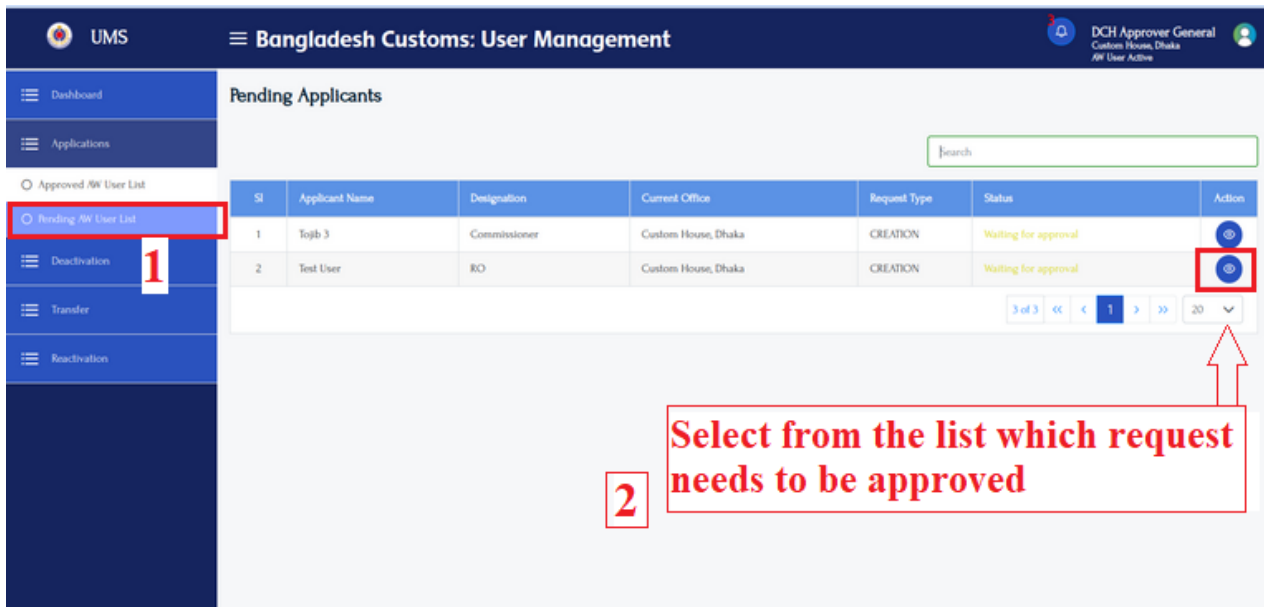
Figure 10: AW User Application Request Approval by Approver
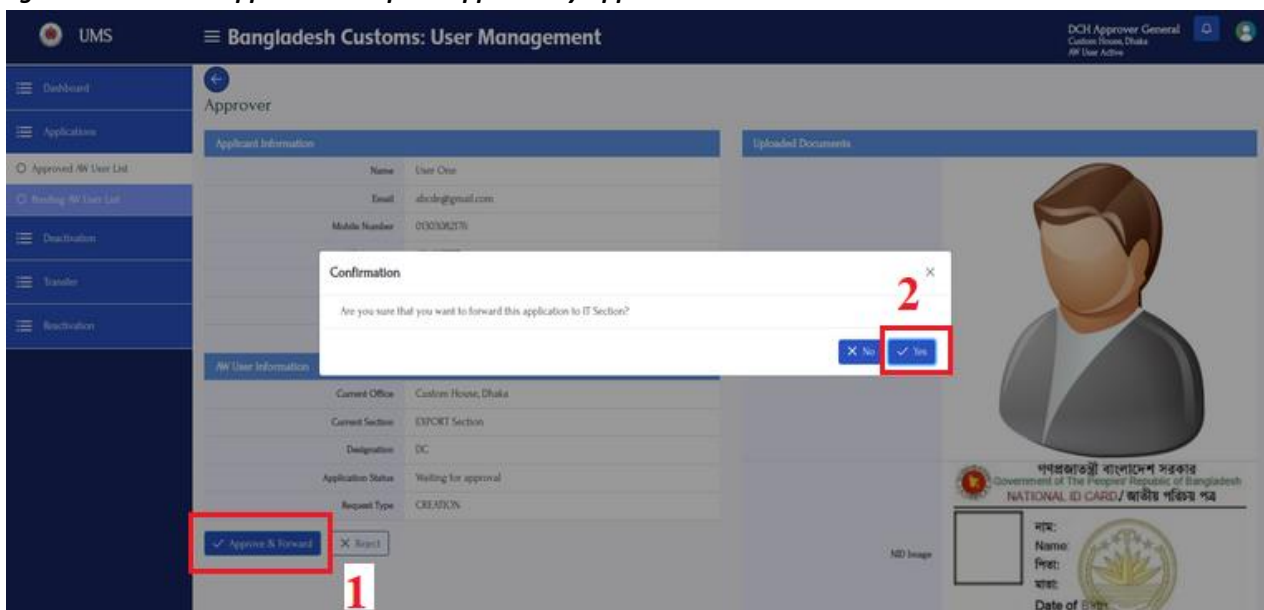
1.4 - Request rejection by Approver

Approver will login with User ID and Password, then go to Menu **Applications> Pending AW User List.** In the view details page, click on the **Reject** button and input the reject reason. Finally click on the **Reject** button in the message box to complete the action.

Figure 11: AW User Application Request Rejection by Approver
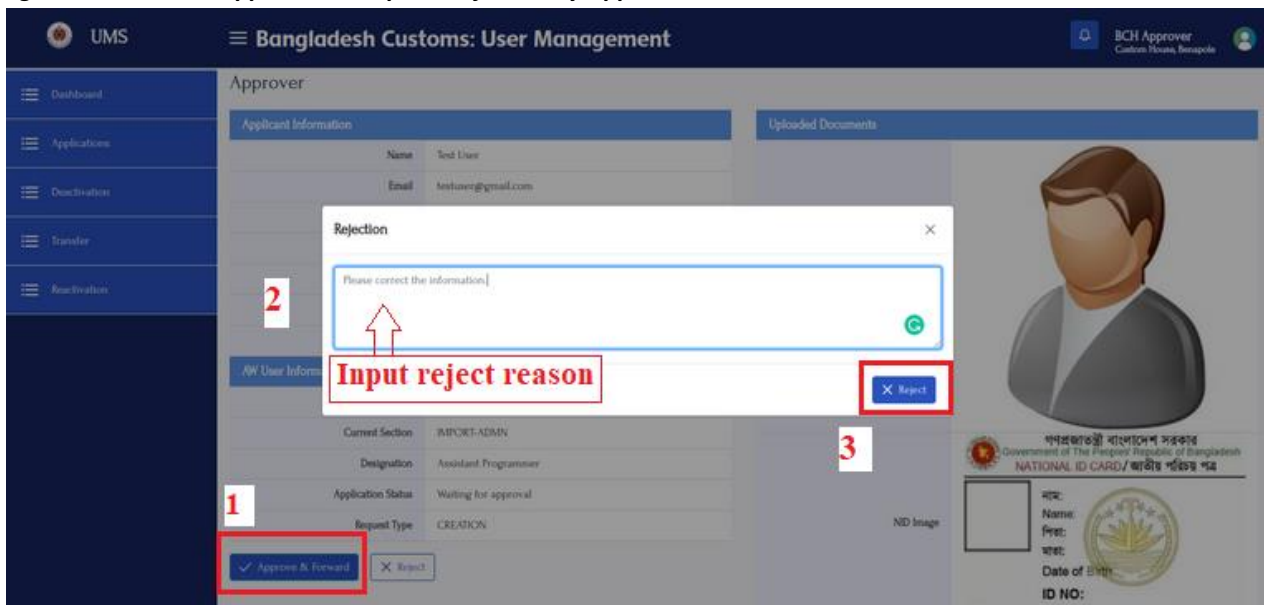
1.5 - Approval by ICT Admin and send notification

ICT Admin User will create AW User in ASYCUDA System and will send a notification with an initial password to Applicant via SMS and Email.

Login by **ICT Admin** user with UMS User ID and Password, then go to **Applications> Pending List**

Select a specific user from the list for approval and click on the **View** icon.

Select AW Role and provide the initial Password. Finally, click on **Notify** button, System will send a notification automatically to Applicant with a registered mobile number and email address.

Figure 12: Detail view of Application to be verified by ICT Admin
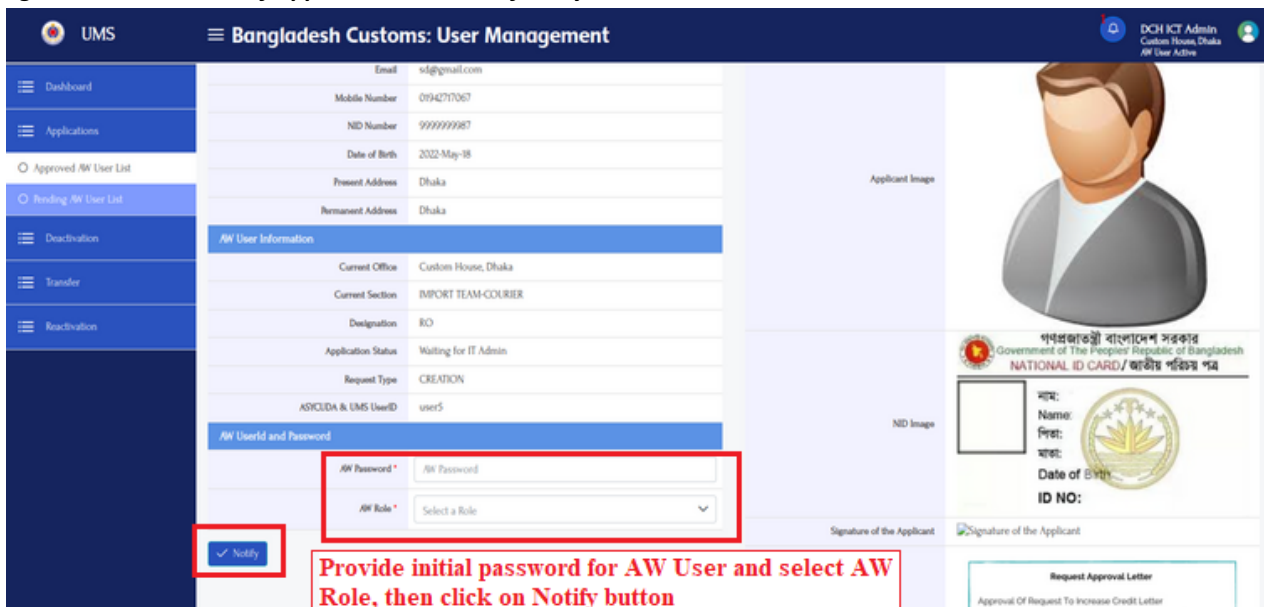
Figure 13: Approve and Send notification to Applicant by ICT Admin
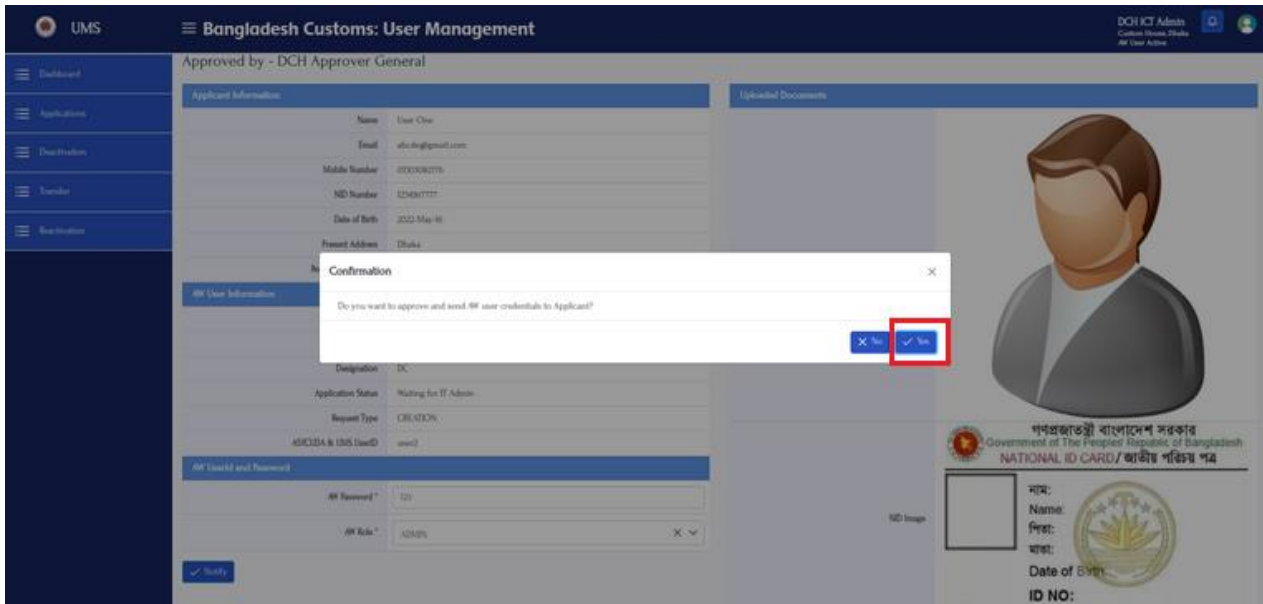
2 - AW User Deactivation

Existing Users can request to deactivate AW User through this feature. The applicant will find the features, once his/her AW User is activated successfully, until the user is activated, can find the feature to request for AW User Deactivation.

2.1 - Deactivation request by Applicant

Login to Application with User ID and Password, then go to Menu **Applications> Request for Deactivation.**

Applicant will request for deactivation in two cases:

Case 1: If User is transferred from one office to another office, he/she will request to deactivate the User Id

Case 2: if User is shifted to such a location where ASYCUDA activity is not available.

Steps to request for deactivation:

Fill up the form and click on **Submit** button.

Figure 14: Request form for AW User Deactivation by Applicant

• Once Applicant will submit the request it will be visible to Approver.

• After verification by Approver, if the request is aceptable, he/she forwards the request to ICT Admin, otherwise Approver will revert the request to Applicant for any correction.

• Finally ICT Admin will deactive the UserId in ASYCUDA World Systrem and send a notification to Applicant through UMS System.

• UMS sytem will generate a a report as Deactication Certificate of the Applicant automatically for future reference.

2.2 - Deactivation request by Office Admin

Office Admin User can do a request for **AW User Deactivation** in favor of an Applicant

After login to the system, go to Menu **AW User Profile> Deactivate AW User**

Fill up the form with the required information and click on **Submit** button.

Figure 15: AW User Deactivation form to be filled up by Office Admin

3 - AW User Transfer

The privileged user can find the AW User Transfer feature once AW User is inactive or in Deactivate mode. The system will not allow the Applicant to perform multiple time of transfer requests.

3.1 - Transfer request by Applicant

Login by **Applicant's** User ID and Password, then go to Menu **Applications> Internal Transfer**

Fill up the form with the required information and click on **Submit** button.

Figure 16: Entry form for AW User Internal Transfer by Applicant

Note: If User is shifted to any section where ASYCUDA World activity is not available, then he/she will request to deactive the UserID

3.2 - Transfer request by Office Admin

Office Admin User can do a Transfer Request in favor of Applicant

Login to System and go to Menu **AW User Profile> Transfer AW User**

Figure 17: Entry form to request for AW User Internal Transfer by Office Admin

4 - AW User Activation

AW User reactivation will be enabled if AW User is deactivated. The system will not allow requesting for AW User reactivation if User mode is already active.

4.1 - Activation request by Applicant

Login with **Applicant** User and go to **Applications> User Activation**

Figure 18: Fill up request with the required information for AW User Reactivation

4.2 - Activation request by Office Admin

Login with Office Admin and go to Menu **AW User Profile> Activate AW User**

Fill up the form with the required information and click on **Submit** button.

Figure 19: AW User Reactivation by Office Admin

5 - System Settings

Admin Users can access System Settings features. The Authorized user can manage Office (Create/Update), manage User (Create/Update), manage Section (Create/Update), and manage License (Create/Update) through this feature.

Go to System Settings> Manage User/Manage office/Manage Section/ Manage License

5.1 - Manage User

System Admin User can view the existing Office Admin User list

Go to System Settings> Manage User

Figure 20: Office Admin User List

System Admin User can access this feature for **Office Admin** User management like creating a new user or updating the existing user information.

The privileged user will log in to the system using credentials and go to menu System Settings> Manage User

Figure 21: Fill up the User creation form with the required information to create a user

Office Admin User can view the Approver/IT User list of respective Office

Go to System Settings> Manage User

Figure 22: Approver/IT User of a Specific Office
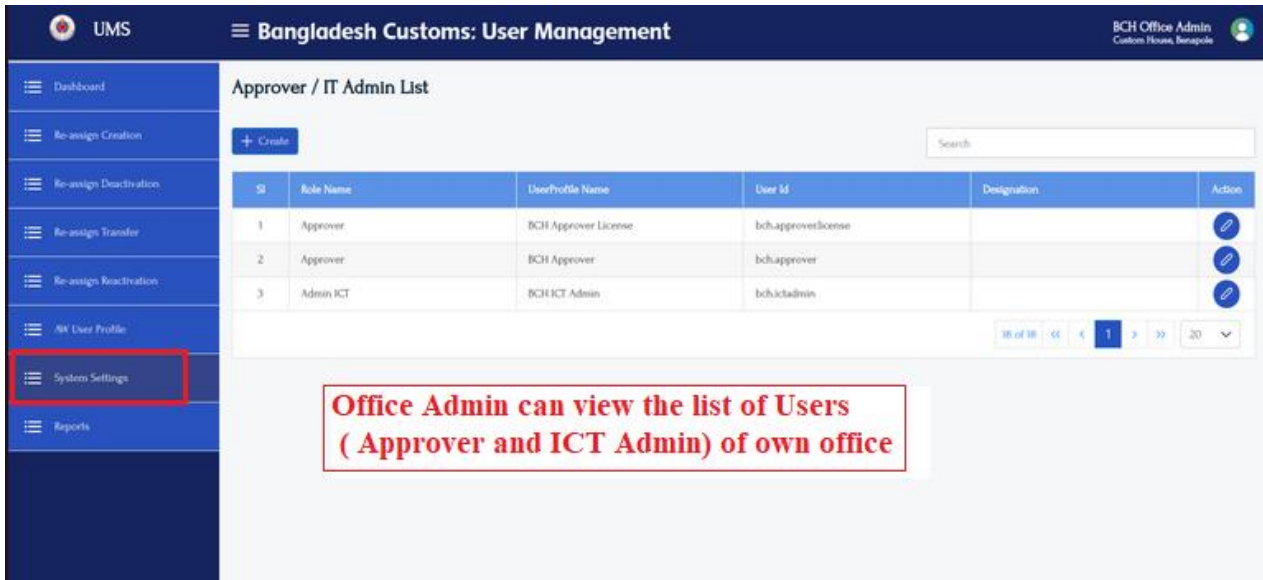
Office Admin Can create Approver/IT user for the respective office

Go to System Settings> Manage User> Click on Button Create

Figure 23: Fill up the form to create Approver/IT User for a Specific office with the required information
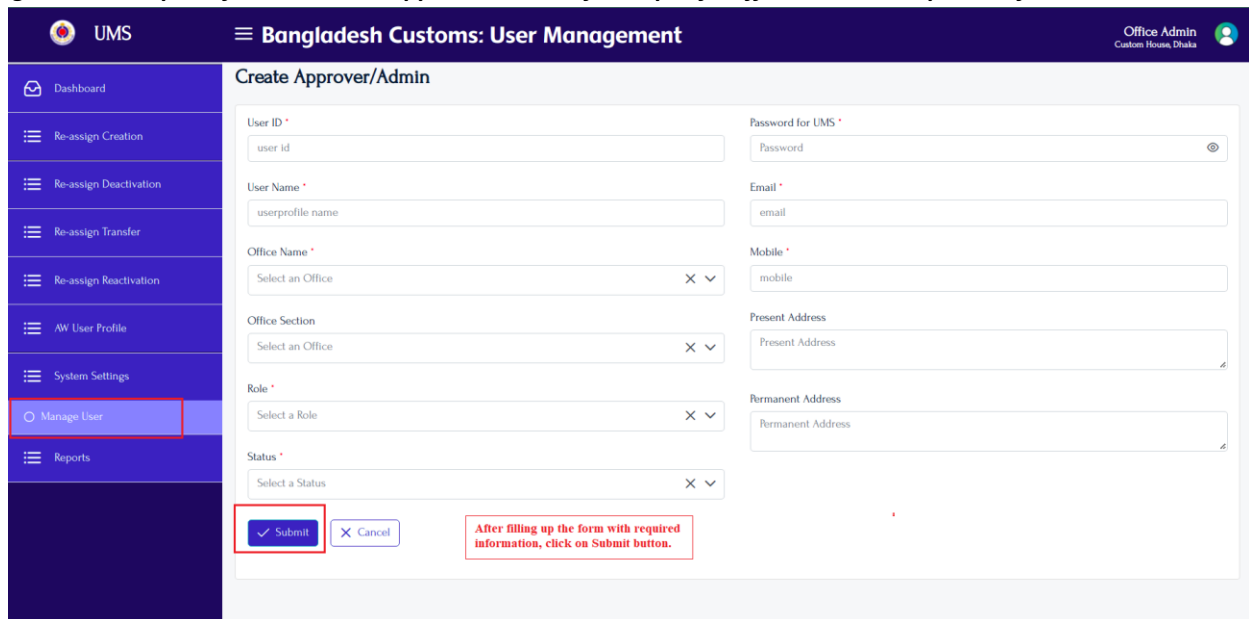
5.2 - Manage Office

Login by **System Admin** user and go to menu System Settings> Manage Office, then click on **Create** button.

Input all the fields and then press the **Submit** button.

Figure 24: Create an Office with the required information

System Admin User can view the office list

Login by System Admin User to the system and go to **System Settings> Manage Office**

Figure 25: List of Office

5.3 - Manage Section

Login by **System Admin** and go to **System Settings>Manage Section,** then click on **Create** button
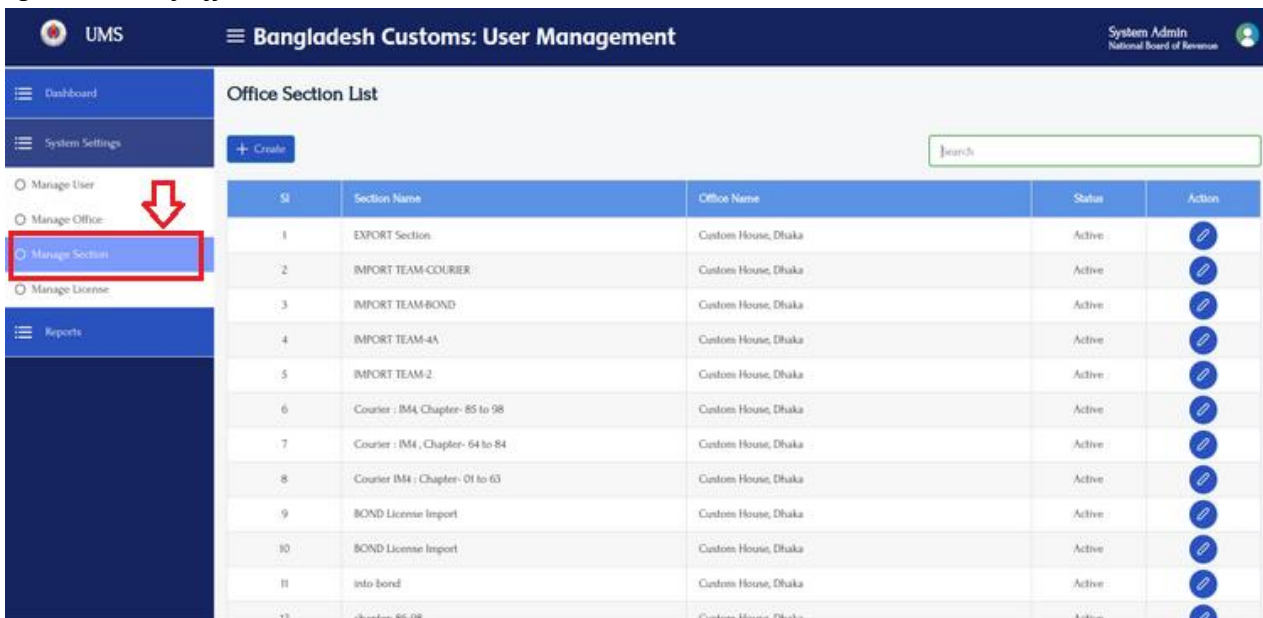Fillup the creation form with the required information for a section of an office, then press the Submit button.

Figure 26: Entry form to create a Section of an Office
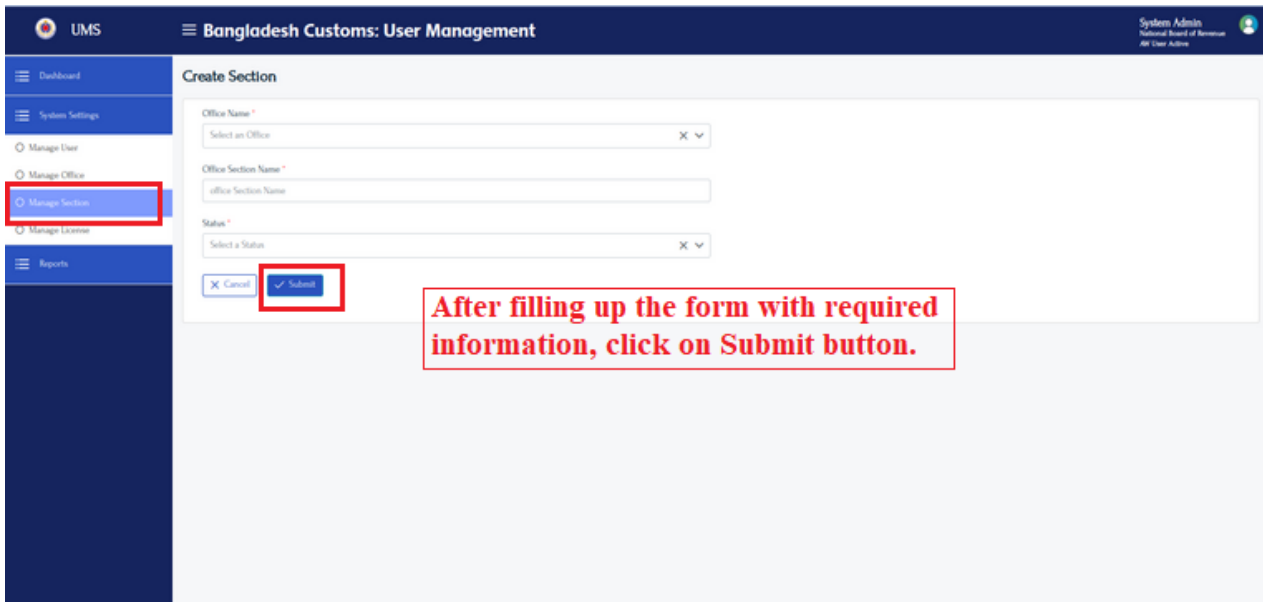
System Admin Users can view Office wise Section list

The privileged user will log in to the system, then go to System **Settings>Manage Section**

Figure 27: List of Office Section

5.4 - Manage License

Login by **System Admin** then go to **System Settings> Manage License** and click on **Create** Button.

Fill up the creation form with the required information and press **Submit** button

Figure 28: Entry form to create a license information

System Admin users can view the list of licenses

Go to **System Settings>Manage License**

Figure 29: List of exiting License

6 - Security Settings

Admin Users and Applicants can access Security Settings features. The Authorized user can use Change Password, Forget Password through this feature.

6.1 - Change Password

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
Input old password, new password, confirm the password and then press change password
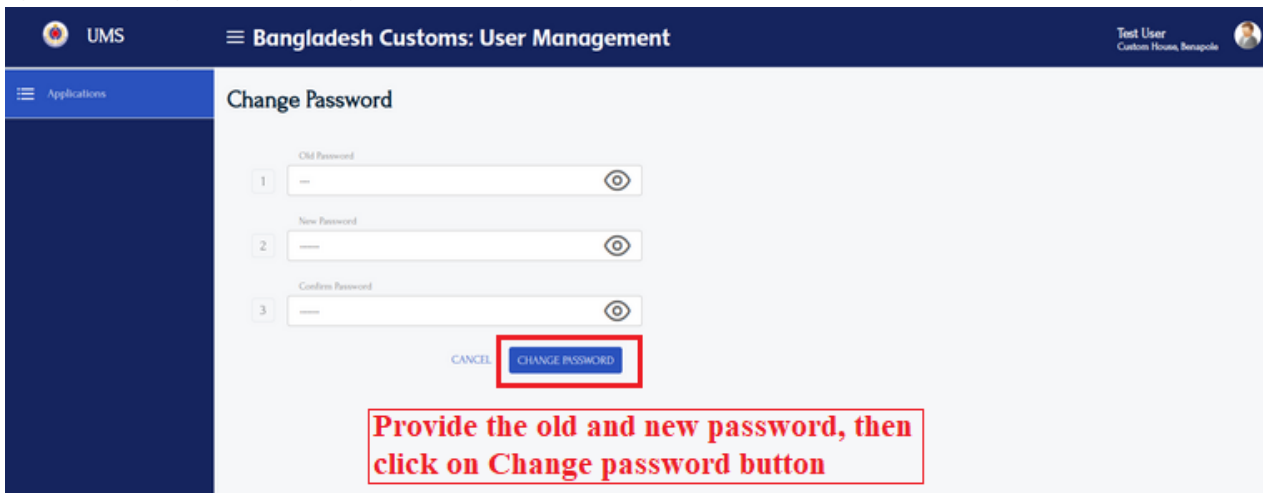
Figure 30: Change Password Option
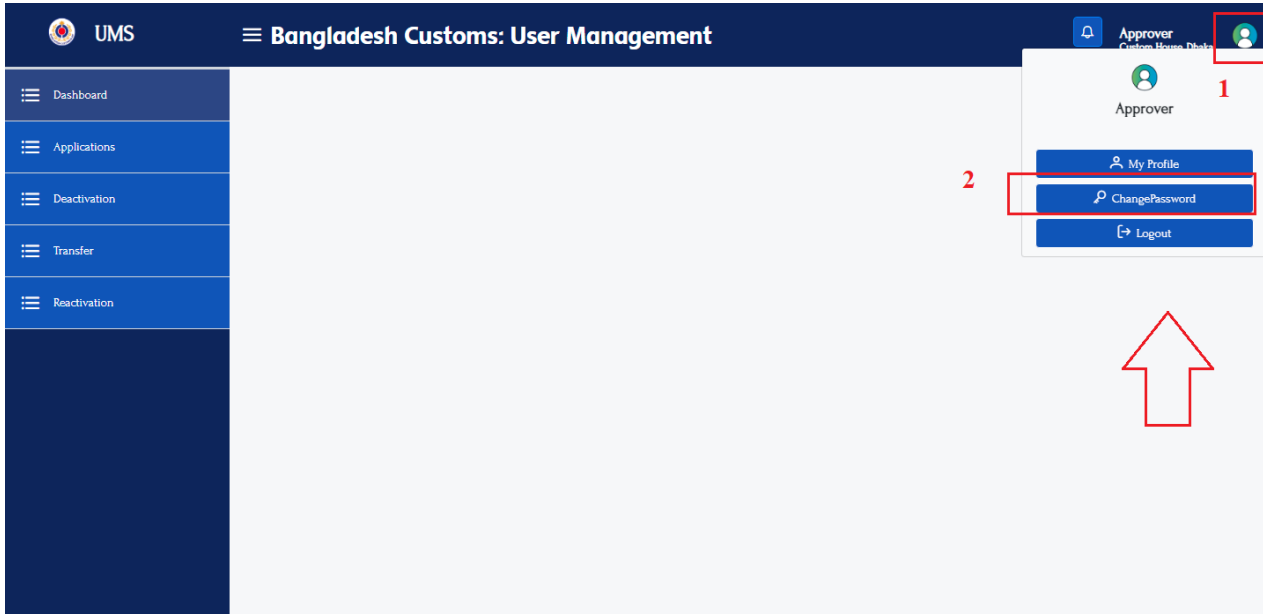
Figure 31: Change Password Page

6.2 - Forget Password

For all of the privileged Users (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
Go to **Forget Password** in the login page, then Input User ID and click on Submit. The system will send the password to your registered email address.

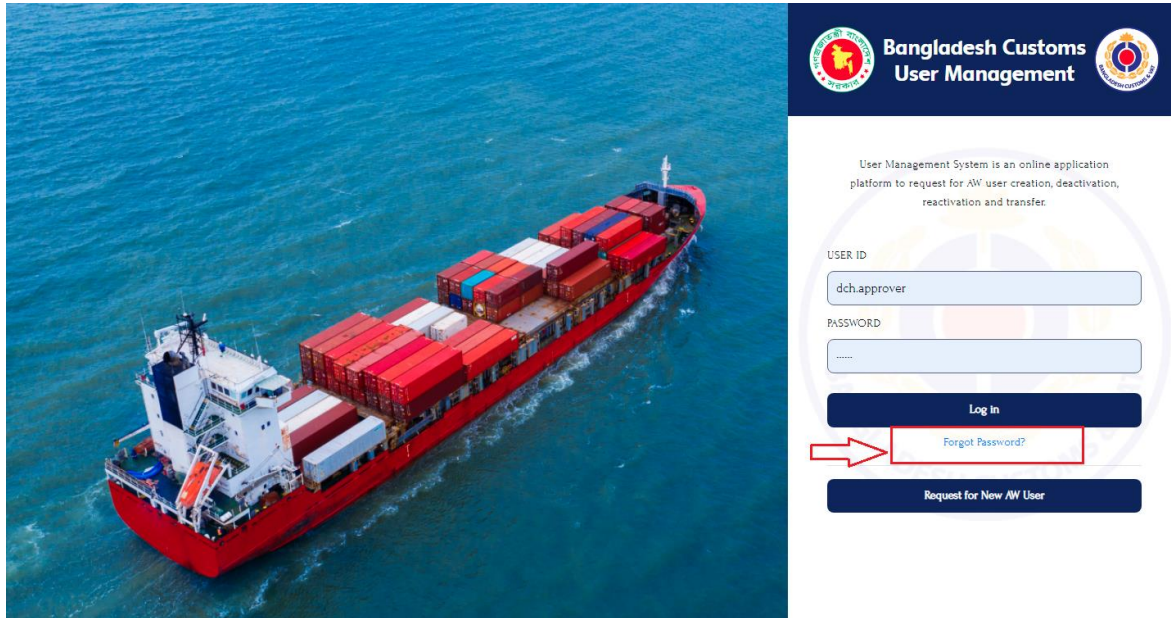*Figure 32: Forget Password Option*

Figure 33: Forget Password Form

6.3 - User Profile

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
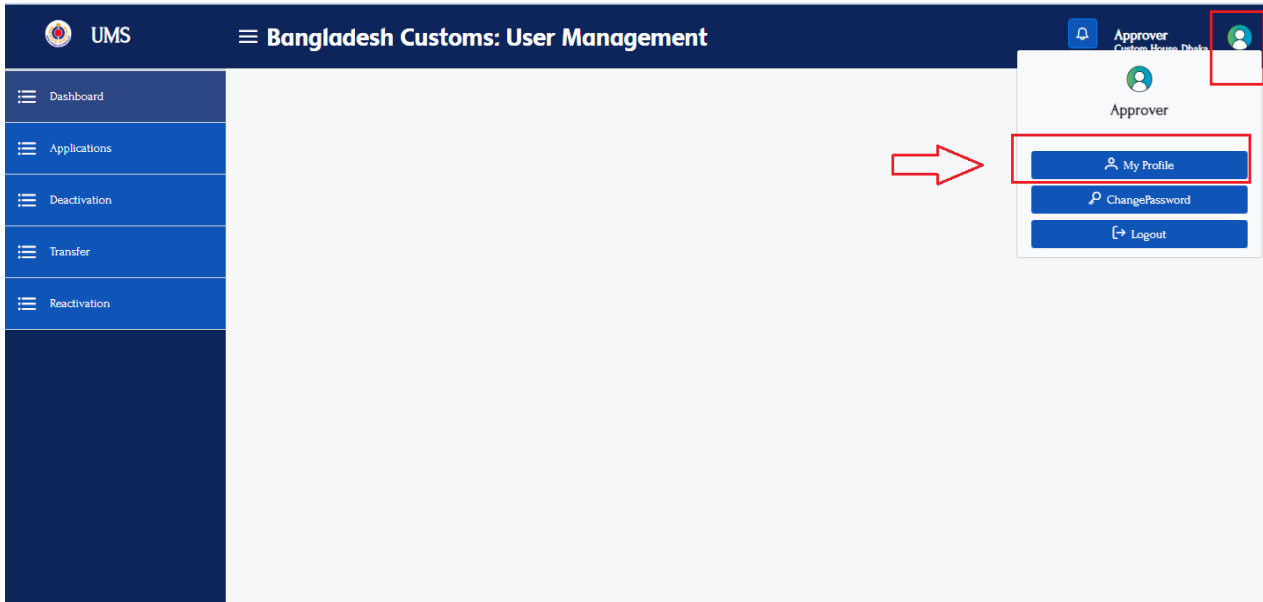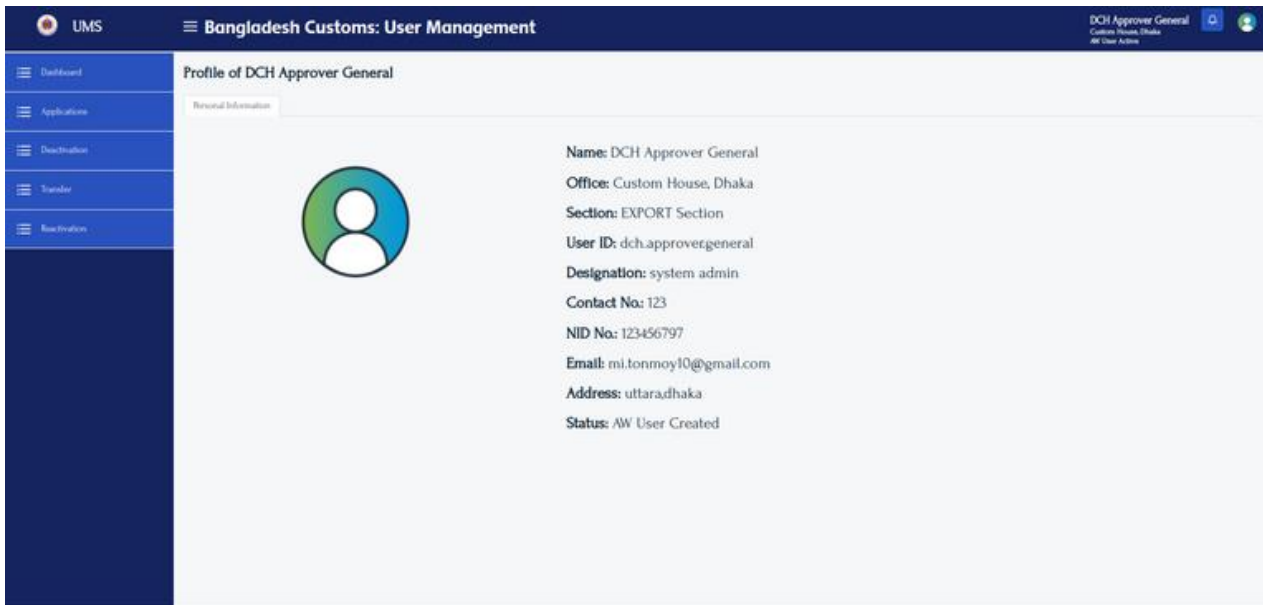Tap to the Profile pic>My profile

Figure 34: User Profile Option

Figure 35: View User Profile

7 - Report

Login by the privileged User (Super Admin/System Admin/Office Admin/Approver/IT Admin)

Figure 36: Report: Officewise Applicants

Figure 37: Report: Officewise Applications

8 - Dashboard

Login by the privileged User (System Admin/Office Admin/Approver/IT Admin/) with credentials

Go to Menu **Dashboard**

Figure 38: User can view analytical information on exiting data in Dashboard

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